

## UNHAS STEP BY STEP GUIDE TO PASSENGER BOOKING

### REGISTERING A BOOKING FOCAL POINT

- Each agency can designate up to three (03) **Focal Point** (FPs) for making bookings with UNHAS, through the [Organization Signatory Introduction Form](#).
- Each organization will be allocated a maximum of three (03) passengers on any flight (*reduced to 2 during the Covid19 pandemic*). Additional requests will be put on standby. Additional passengers will be informed of their acceptance at manifest closure or at airport counter check in.
- In order to streamline communication, registered FPs will be **the only point of contact** for making bookings with UNHAS, receiving flight schedule, manifest and specific flight notification information.

### SUBMITTING PASSENGER BOOKING REQUEST AND/OR CARGO MOVEMENT REQUEST

- Based on the flight schedule, each agency can book their passenger online with their organization username and password, or send the [passenger booking form](#) and/or [cargo movement form](#) to [haiti.unhas@wfp.org](mailto:haiti.unhas@wfp.org).
- Passenger booking must be submitted at least **48 hours prior** the flight date.

### PASSENGER BOOKING - FORM (MANUAL REQUEST)

- Manual booking is limited to special circumstances or emergency situation. It can be submitted as late as the day prior the flight with supporting justification and is subject to seat availability, urgency, and might require approval from the CATO and/or the CD.
- When using the passenger booking form, the following shall be provided:
  1. Nationality, travel document number (passport, ID...) and organization ID are required on the booking form.
  2. Passenger cell phone with prefix included
  3. Supplying the full e-mail address of the passenger in clear typed format on the booking form ensures the passenger will receive a copy of the ticket along with the FP.
- The Passenger Booking Form must bear the official stamp of the organization, be signed by the authorized person and sent on PDF format to [haiti.unhas@wfp.org](mailto:haiti.unhas@wfp.org).
- UNHAS will confirm receipt of the manual booking requests by email as soon as possible. Please note that booking receipt does not constitute a confirmation and does not guarantee seat to flight at this stage.

**BOOKINGS ARE TO BE RECEIVED BY UNHAS NO LATER THAN 48 HOURS BEFORE THE REQUESTED FLIGHT DATE. MANUAL BOOKING (PASSENGER BOOKING FORM) IS ACCEPTED UNDER SPECIAL CIRCUMSTANCES OR EMERGENCY.**

## PASSENGER BOOKING - ONLINE

- To create a booking request online for passengers for one way trip please use this [link](#):

1. **Staff members/employees who are not focal point** can create their booking without username and password to submit for the approval of the focal point.
  - a. On the booking [page](#), click on the drop down menus to select: 1. **“Country”** and 2. **“Agency”**, then click on 3. **“Continue”**

- b. On the **create request** page, provide:
  - i. **Flight details** by selecting 4. **“One way”** (always)<sup>i</sup>, then the **itinerary** 5. **from/to** and the 6. **depart date**.
  - ii. **Passenger details**: 7. **First Name**, 8. **Surname**, 9. **Gender**, 10. **Nationality**, 11. **Travel Document**<sup>ii</sup>, 12. **Travel Document number**. Once done, click on 13. **“Add Passenger”**. One line will be created for this one passenger. To add more passengers flying the same route the same day, enter the passenger details for each additional passenger and click on **“Add Passenger”**.

First Name	Surname	Gender	Nationality	Travel Document	Travel Document Number	Agent Reference	Ticket Number	Delete
John	Doe	Male	Haiti	Passport	PP152471			Delete

Additional lines will be created for each additional passenger.

- iii. **Booking details**: 14. **Mobine phone**, 15. **Email address**, 16. **Address** and any 17. **Comment** deemed important for the current booking.

- iv. Accept and confirm that you have **read and accept the terms and conditions** by selecting the related 18.box “**I have read and accept...**”.
- v. Then click on 19.”**Create Request**” to **create and submit the booking request for the approval of the focal point**.

**Booking Details**

Mobile Phone \*  14

Home Phone

Email Address \*  15

Address  16

Postcode

Comments  17

**Terms & Conditions**

The Services provided are operated by independent operators...  
 hazardous conditions, including hostilities.

All Services provided by WFP/UNHAS are governed by the United Nations Humanitarian Air Services ("Standard Terms and Conditions") and the Standard Transportation Services ("Financial Conditions") and the Standard...  
 collectively form the General Terms and Conditions of Service.

18  I have read and accept the fare conditions (you must accept

19

Upon successfully creating the booking, the requester will receive a message stating that the booking is created and awaiting Focal point approval. The requester should inform the FP that they have submitted a booking awaiting their approval to ensure the booking is fully approved and received by UNHAS.

2. **Focal points can create passenger booking by login in** with username and password. No further approval is then required.
  - a. On the booking [page](#), click on 1. **“Agency Login”**.

- b. On the login page add your credentials 2.**Username** and 3.**Password** then click on 3. **“Login”**

- c. On the create request page, add the **flight details**, the **passenger details**, and the **booking details** as per indicated above from point 1.b onward.

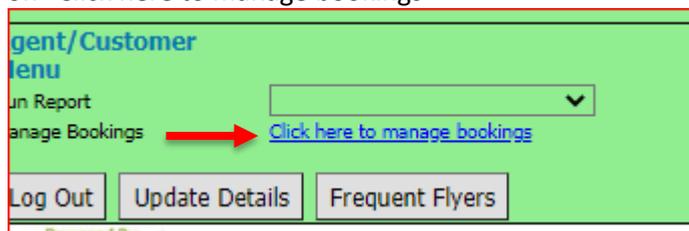
Upon successfully creating the booking, focal point will receive a message stating that the booking is successfully submitted to UNHAS with the mention of the booking number. The booking number should be used for any follow up on with UNHAS.

**Notes:**

1. Bookings created/submitted by staff/employee who are not focal point need to be approved by the Focal point before it can be received by UNHAS.
2. Booking created by focal point does not require further approval.

To approve a booking, the Focal Point needs to login using their credentials. Then, scroll down and

- a. Click on “Click here to manage bookings”



- b. Select the “start date”, the “end date” and the type of booking you wish to view. In the case that it is booking pending approval, choose “Pending” from the **Show** drop down list.
- c. The list of bookings pending approval will be presented.
- d. Click “Approve” to approve the booking request, or “Deny” to reject the booking request.

## FLIGHT CONFIRMATION

- When UNHAS receives the booking, they will check whether it has all information required. **Any booking missing information such as travel document will not be processed.**
- Passenger and cargo E-Tickets will be distributed to registered Focal Points by **14:00 the day before the flight.**
- Only receipt of an E-Ticket means the passenger or cargo has been confirmed on the flight.
- The E-Ticket contains the scheduled times of departure and arrival of the flight and relevant terminal information.
- If the email address of the passenger was included on the booking form, he/she should receive his/her E-Ticket in addition to the Focal Point as well.
- If the E-Ticket(s) is not yet received by 15:00 the day before the flight, please contact UNHAS for clarification.

## YOUR UNHAS FLIGHT

- Passengers shall follow specific Terminal and Check-in Instructions shared by UNHAS.
- It is advisable that Passengers are to be at the check-in area on time, to be able to compensate for any unforeseen irregularities or checks.
- Traveller must show: E-Ticket, travel document, valid Organization Photo ID or [Organization Letter of Introduction](#), and [Health Self Declaration form \(Covid19 form\)](#) during the Covid19 pandemic.
- Due to operational restrictions, maximum baggage allowance is 20 kg. Any excess luggage may be accommodated subject to space availability, in which case a **cargo movement request** should be submitted by the requesting agency/organization.

<sup>i</sup> If “return” booking is selected, it will create a roundtrip booking itinerary on the same day, which is not provided by UNHAS HAITI

<sup>ii</sup> It is necessary to add a travel document number which can be either the passport or the national identification of the traveler. The same document must be presented at the airport during check-in.