



Agent Portal

<https://agent.norwegian.com/>



Agent Support services • Norwegian | October 2018



Dear colleagues,

Welcome to our user-friendly Agent Portal!
A website for travel agencies.


Please have a look at <https://agent.norwegian.com/>
and get to know our Agent Portal.

The Agent Portal is also a useful tool for those of you who book flights through other channels, since our low fare tickets can only be changed in the Agent Portal.
Alternatively, you can call our Customer Support Centre, where we will assist against a service fee.

If you don't have access to our **Agent Portal**, you can **register your travel agency** here:

<https://agent.norwegian.com/uk/ipc/makeagentcust/companyinfo>

Register your Travel agency

Menu Sign in 

Travel Agent Information

Travelagency/Touroperator	
Agency Name*	IATA Code
<input type="text"/>	<input type="text"/>
Office ID/PCC	Agency Phone*
<input type="text"/>	United Kingdom +44
Agency Email Address	Agency Homepage
<input type="text"/>	<input type="text"/>
Company Details	
Agency Address*	Postal code* City*
<input type="text"/>	<input type="text"/> <input type="text"/>
Country*	Preferred Language*
<input type="text"/>	<input type="text"/>

Register agent information
Agent information
On the Travel Agent Website, you can book and change tickets, obtain reports showing statistical and historical travel data for all bookings made through your agency, and much more.
By regularly logging on, you can stay up to date with the latest developments, promotions and other special offers from Norwegian.
You will also find information regarding our rules and procedures, and you get access to the lowest published fares as well as ITFARES. You can also find details of Norwegian's route network.

When you have received a sign in, you can create individual login for your staff and give them individual login by selecting:

1. Menu
2. Agent Profiles
3. Create booking Agent

Once you have signed in you can easily see what opportunities you have in the Portal. Here you can find and book flights. You can also use the main page to access all other pages in the Agent Portal.

If you need to make changes on an active booking, use “Quick Access” on the main page:

Quick access

Sign in to gain quick access to your reservations.

Quick access

What would you like to do?

- Show reservation
- Reserve seat
- Order excess baggage
- Order special baggage
- Get travel document
- Get travel receipt

Enter booking reference

Example: 6QFQPN

Search

Reservation details

Trip summary		Booking reference: W5NSG4			Go to details
12. Nov	18:10	Oslo-Gardermoen	19:30	London-Gatwick	
12. Nov	23:55	London-Gatwick	20:35 +1	Singapore	

Due to security regulations in United Kingdom, Singapore, all passengers must provide passport information prior to departure.
 Register passport information now.
 Passport(s) verified: 0/1

Reservation details Booking reference: W5NSG4

- [Change reservation](#)
- [Change name](#)
- [Reserve a seat](#)
- [Order baggage](#)
- [Cancel reservation](#)
- [Order meal](#)
- [Register special need](#)
- [Purchase Fast Track](#)
- [Cancel flights](#)

- [Flight option receipt](#)
- [Detailed travel receipt](#)
- [Print](#)
- [Order excess baggage](#)
- [Order special baggage](#)
- [Show my receipts](#)
Baggage, insurance, charges etc.
- [Upgrade to Premium](#)
- [Show full details](#)
- [Add Reward number](#)

[Outbound \(Transit\)](#)
[Upgrade to Premium](#)
[Cancel departure](#)
[Change departure](#)

Click on “Show reservation” and write the reference number in “Enter booking references”. Click on “Search” and you will be able to see all booking details.

You will find a lot of different options such as *reserve a seat, change reservation, change name, order meal, order baggage, upgrade to Premium, cancel flights* etc. in the “Reservation details”.

NOTE: When a button has the color grey, it isn't possible to add the product or make the change you request on your specific booking. Please contact Agent Support.

NICE TO KNOW: If you don't wish to change flight date for all passengers in a booking, you can split the other passengers into a new booking after selecting “change reservation”:

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Pricing picture

If you want to know what the charged amount on a booking is, you can find it by checking “detailed travel receipt” or you can find the information under the “pricing picture”:

Price								
Flight Code	To	Cl.	Net fare	Additions	Taxes	VAT	Total	Currency
D82807	OSL LGW	Q	8.00	0.00	25.70	0.00	33.70	GBP (Pax 1)
D17409	LGW SIN	X	97.90	0.00	20.00	0.00	117.90	GBP (Pax 1)
Slice	XNM			50.00		0.00	50.00	GBP
Booking	CCF3			1.50		0.00	1.50	GBP
			105.90	51.50	45.70	0.00	203.10	GBP
Payment specification:								
							Total:	203.10 GBP

NOTE: If you choose to cancel a booking you will see the cancellation fee before you confirm the cancellation. This way you know the total amount to be refunded before you cancel the ticket.

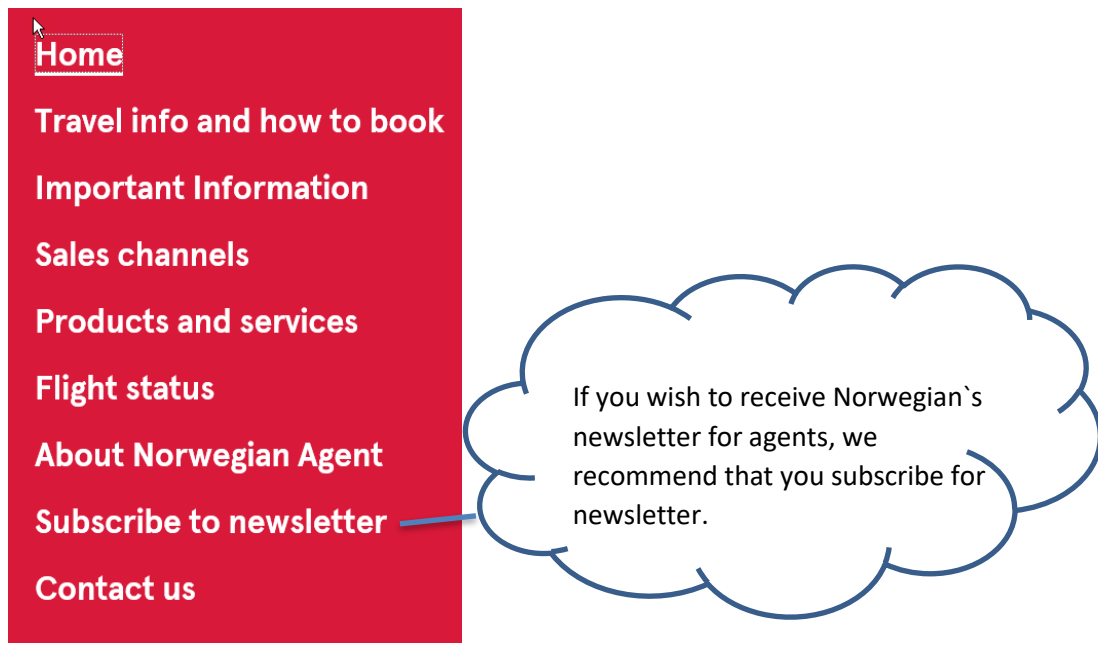
Booking log

Booking log on the “Reservation details” page is nice to use if you want to see any changes made in a booking. You can also see when you have sent the travel documents and if any products are added to the booking.

Booking Log		
Date Time	Message	Profile
19/08/2018 02:24:14	BookReservation: Total price for booking: 151.60 GBP	
19/08/2018 02:24:16	BookReservation: Reservation successfully created in Amadeus.	
19/08/2018 02:24:16	New booking OK	
03/10/2018 15:05:54	Successful name change.	
03/10/2018 15:05:54	Name change OK	
03/10/2018 15:10:56	TravelDoc sent to [redacted] @: [redacted]	

Menu - not Signed in

You can find a lot of useful information on the Agent Portal website, even without being signed in. **Just click on the “Menu”** and get to know the information.



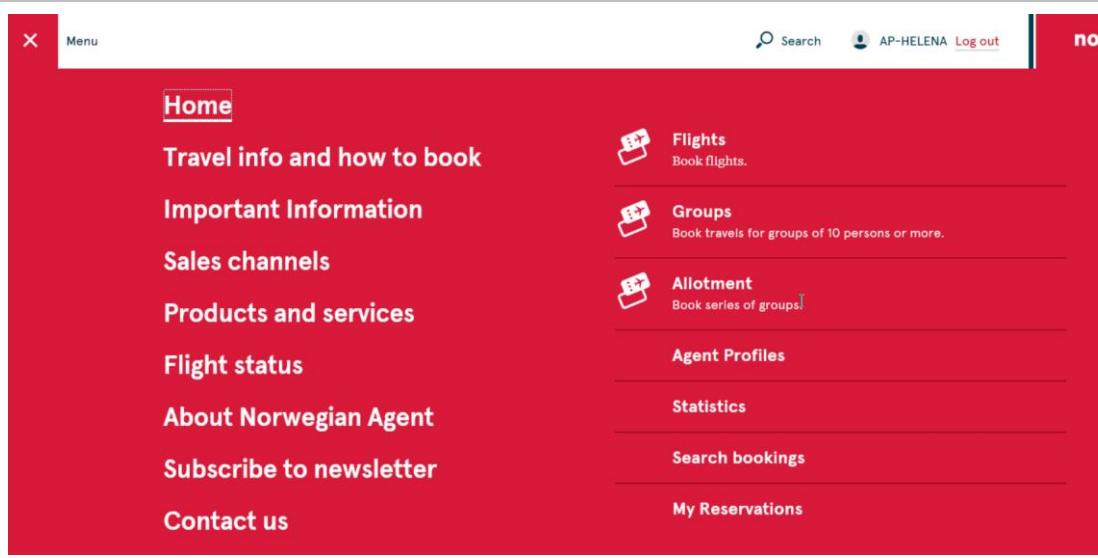
Home

- Travel info and how to book
- Important Information
- Sales channels
- Products and services
- Flight status
- About Norwegian Agent
- Subscribe to newsletter
- Contact us

If you wish to receive Norwegian's newsletter for agents, we recommend that you subscribe for newsletter.

Menu - Signed in

If you are signed in, you will find the same information on the “menu” page but with a few extra options on the menu.



Menu

Search AP-HELENA Log out

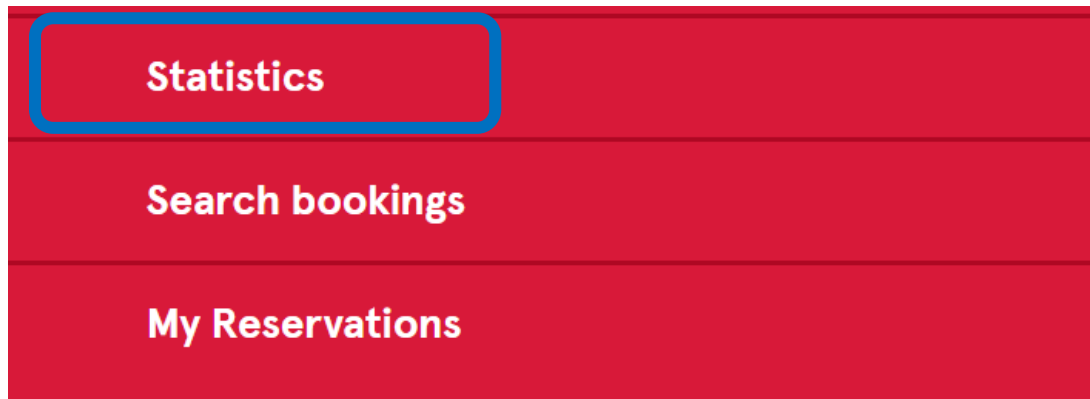
Home

- Travel info and how to book
- Important Information
- Sales channels
- Products and services
- Flight status
- About Norwegian Agent
- Subscribe to newsletter
- Contact us

- Flights
Book flights.
- Groups
Book travels for groups of 10 persons or more.
- Allotment
Book series of groups.
- Agent Profiles
- Statistics
- Search bookings
- My Reservations

Statistics

If you are signed in, you will find the “**Statistics**” option on the menu.



In addition to book flights and create agent profiles, you can search for bookings under “**Statistics**” and find all bookings made by your agency. Either by searching on travel date or purchase date.

It is possible to see which bookings are made under an agreement code, your sales id or your office id.

Statistics

Filter

Select year: 2018 ▾ Get by: Travel date Purchase date

Reservations for agreementcode: APTEST

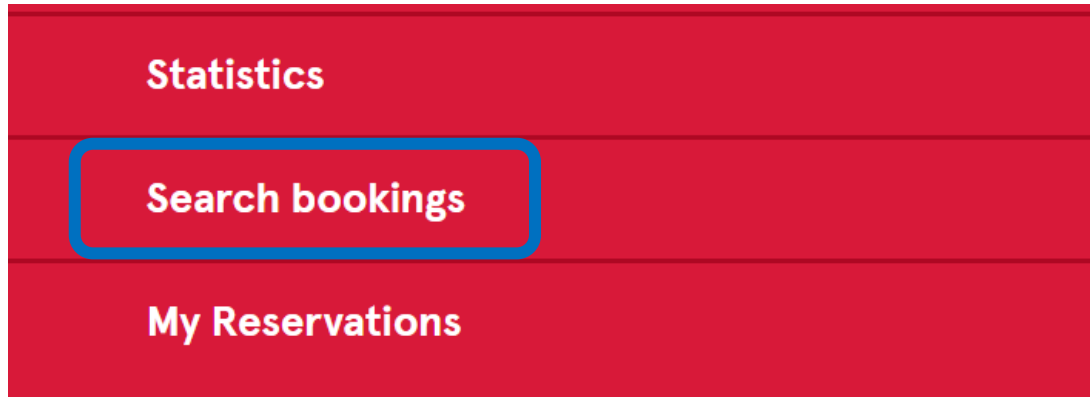
Year	Month	Nr. of segments	[details]
2018	September	2	[Details]

Reservations for salesid: DYAPTEST

Reservations for officeid: TEST

Search bookings

If you are signed in, you will find the “**Search bookings**” option on the menu.



Should you only have a few booking details like travel date and passenger name, you can use “**Search bookings**” to find a booking. Please keep in mind that you will only find bookings made by you in “Search”.

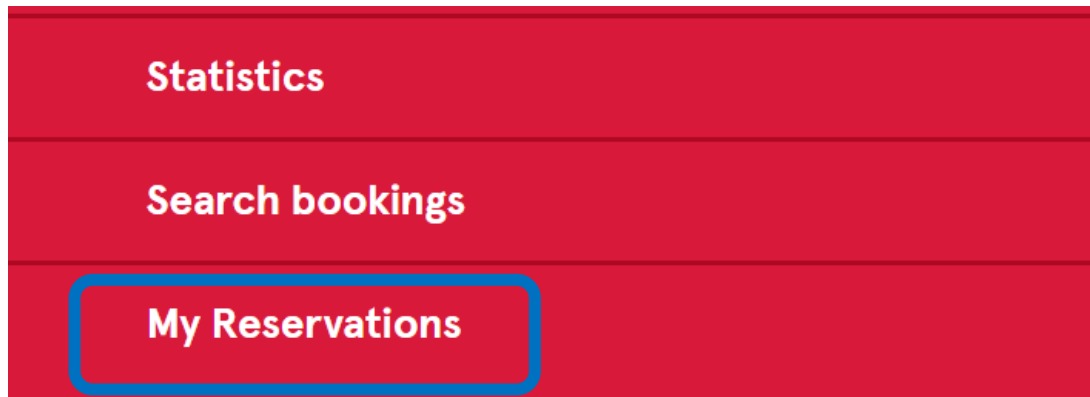
Search

Search

PNR	Ticket number	Ticket number (E-Ticket)	Departure from	Departure to
<input type="text"/>	<input type="text"/>	<input type="text"/>	13/04/2018	10/10/2019
Pax name	Destination	Employee number	Department number	Category/Project
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email	Flight	Agreement Code	<input checked="" type="checkbox"/> Include Travelled	<input checked="" type="checkbox"/> Include Cancelled
<input type="text"/>	<input type="text"/>	<input type="text"/>		

My Reservations

If you are signed in, you will find the “**My Reservations**” option on the menu.



“**My Reservations**” shows you all active reservations but also previous reservations. If you wish to make changes on an active booking just click on “**View details**”.

Agency reservations

[Show my active bookings](#)

Active reservations

Reference	Itinerary	Type	
████████	15. Jan 2019 10:00	London-Gatwick - Florida-Fort Lauderdale/Miami	LowFare View details
	29. Jan 2019 17:40	Florida-Fort Lauderdale/Miami - London-Gatwick	LowFare

If you just have made a reservation it might not visible in "My reservations" right away, please be patient. If you received a reference number while booking, your reservation is confirmed in our systems. If you have any questions regarding a reservation, please contact our customer service on +47 21 49 00 15.

Period

[Active reservations](#)

[Previous reservations for 2018](#)

[Previous reservations for 2017](#)

Should you need any assistance, we will gladly assist you!

Please contact us by phone or e-mail:

<https://agent.norwegian.com/uk/contact-us/>