

Choose Date Layer

All copy on this page is final copy (all colors).
Purple has been updated 1/22.

REVISED 2/4 v4.27

Multiple Segments

Book Again

Book trip for
1 Myself

2 Use your original trip

9a -Book the same [Flights], [Hotels], [or] [Rental Cars] with new dates.
9b -Hotel and/or Rental Car dates will be matched to Flight dates and times.

4 Leave: 11/23/06 (Tuesday) Return: 11/26/06 (Friday)

5 Modify your trip

6 -Use this option if you want to add or change Flights, Hotels or Rental Cars.
10 -You can also change the dates of your Hotel and/or Rental Car.

7 Cancel 8 Continue

ADD PERIODS

Rental Car Only

Book Again

Book trip for
Myself

Use your original trip

-Book the same [Flights], [Hotels], [or] [Rental Cars] with new dates.

11 Pick-up date: 11/23/06 (Tuesday) Pick-up time: 9:00 AM
12 Drop-off date: 11/26/06 (Friday) Drop-off time: 5:00 PM

Modify your trip

-Use this option if you want to add or change Flights, Hotels or Rental Cars.
-You can also change the dates of your Hotel and/or Rental Car.

Cancel Continue

1) Delegate Functionality: When arriving on this page the default in the contextual delegate dropdown should match the person in the global delegate choice at the top of the background page (e.g. "Bob for Myself" at top would result in "Myself" being the default in the contextual delegate dropdown.

When the Continue button is clicked then the user should enter a sticky delegate mode for the person listed in the contextual delegate dropdown. The global delegate dropdown should also be changed to match the contextual delegate dropdown so that both delegate "modes" are in agreement.

2) Use Original Trip Choice: Display radio button to allow user to elect to use the information from their original trip to book their trip. When layer loads this selection should be the default.

When this option is selected and Continue is clicked the search should attempt to match all information from the original trip with only the dates changing (see #4).

3) Original Trip Explanation: Display text explaining how the dates will be used in the matching search. Different text will need to be displayed for each of these conditions:

- Flight only
- Hotel only
- Rental Car only
- Hotel and Rental Car
- Flight and Hotel
- Flight and Rental Car

Text can conditionally display as shown at left using [brackets]. Include each word in brackets if it was part of the original trip. Text should be grammatically correct, using commas and "and" as necessary. REMOVED

4) Dates: Display dates widget to allow selection of date(s) for new trip. If trip is a one-way flight only then only display one date field. If the original trip is upcoming (in the future) then set default date(s) to match those of the upcoming trip.

If the original trip happened in the past then set default leave date to tomorrow. If the original trip was a round trip, then the return date should be x days after tomorrow, where x is the duration of the flights (days between) from the original trip. If the leave date is modified by the user then change return date selector to be x days after the new leave date.

If return date selector is changed then do not modify the leave date selector.

Labels for date fields should conditionally vary if no flight is part of the original trip. If a Hotel and Rental Car comprise the trip then labels should be "Check-in" and "Check-out". If trip is a Hotel only then labels should be "Check-in" and "Check-out". If trip is a Rental Car only then see #11 and #12.

5) Modify Your Trip Choice: Display radio button to allow user to make changes not possible on this layer. When the user selects this radio button then hide the date widget above. When selected and the Continue button is clicked, close layer and take the user to the Book Again page.

6) Modify Explanation: Display text explaining the modify option. Explain that the user can choose unaligned dates and that they can search for a new segment instead of using the one in their original trip.

7) Cancel Button: Display button allowing user to cancel book again action. When clicked, close layer and land user back on the page from which they originated the book again action (the background page).

8) Continue Button: Display button allowing user to continue with their search. When clicked, either attempt to match elements from original trip using the dates selected or take the user to the Book Again page. If "Use your original trip" is selected then begin search to find matches. If "Modify your trip" is selected then proceed to the Book Again page.

- **Searching for a match using "Use your original trip":** Assume that trip components are aligned. Dates should be assumed to be dates for flight, hotel and Rental Car or whichever ones are present. Rental Car times should be matched to flight times. If a Rental Car is selected without a flight being selected then assume that the car pick-up and drop-off times are the same times as the original trip.

- **Multiple Passengers:** When rebooking trips for multiple passengers treat the trip as a single passenger trip. The templates mechanism can only match ~~book~~ trips for single passengers.

9) Original Trip Dates Explanations:

- **9a:** Display this explanatory message. Message should logically only mention the segments being booked again. For instance, if the trip contains only a Hotel then message should read "Book the same Hotel with new dates." Or for a Flight and Hotel, "Book the same Flight and Hotel with new dates."

- **9b:** If the trip contains a Flight and a Hotel and/or Rental Car then display alignment explanation. Do not display if the trip is a Flight only.

10) Hotel and Rental Car Modification: If the original trip contains a Hotel and/or Rental Car then display this explanatory message. If the original trip is a flight only then do not display this message.

11) Rental Car Dates: If the original trip is comprised of a Rental Car only then the labels for the date field should be "Pick-up" and "Drop-off". (As mentioned in #4.)

12) Rental Car Times: If the original trip is comprised of a Rental Car only then display the Rental Car times widget. Time selectors labels should be "Pick-up time" and "Drop-off time".

EXAMPLE: If Hotel and Rental Car (no flight):

Book Again

Book trip for
Myself

Use your original trip

-Book the same Hotels or Rental Cars with new dates.

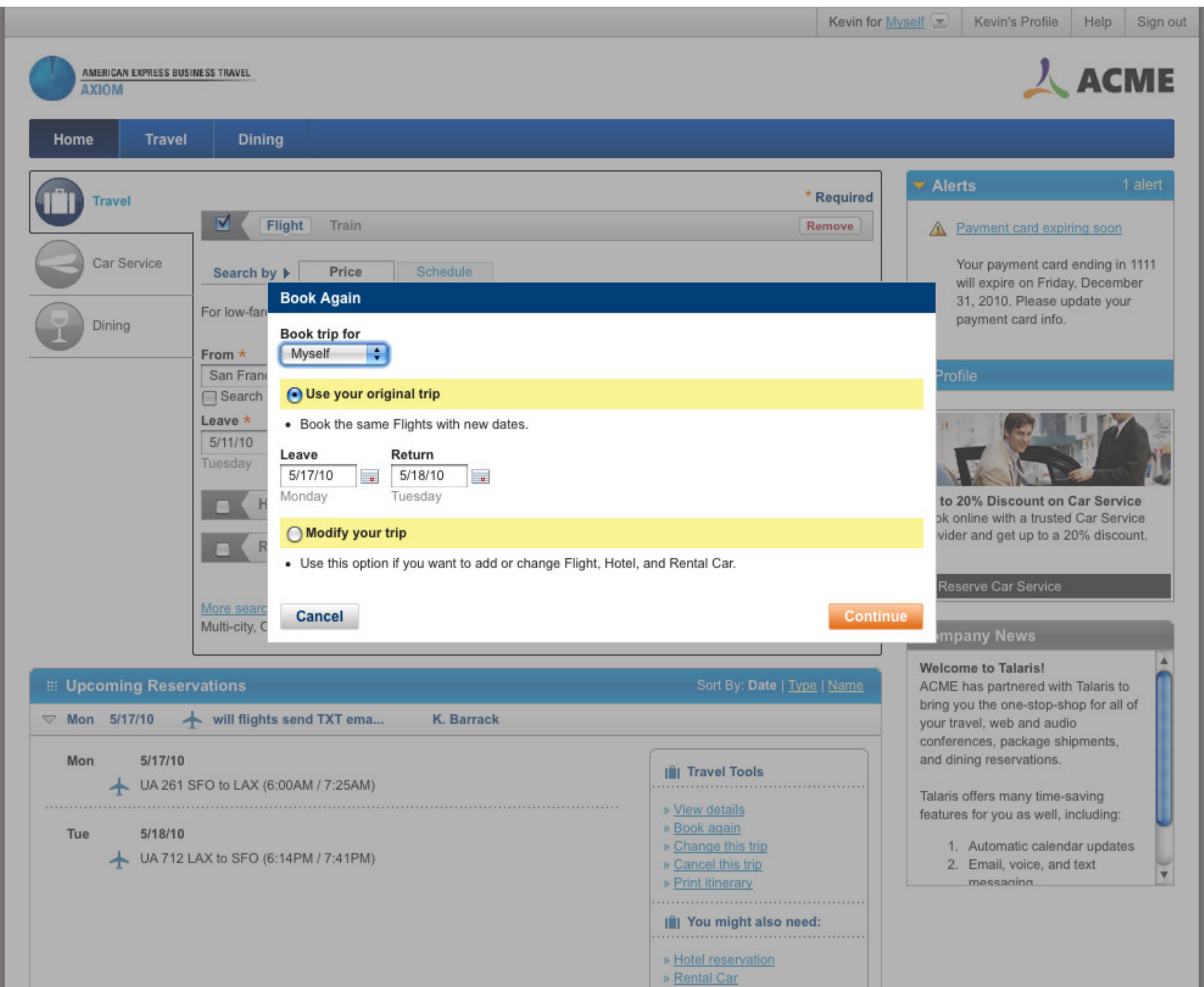
Leave: 11/23/06 (Tuesday) Return: 11/26/06 (Friday)

Modify your trip

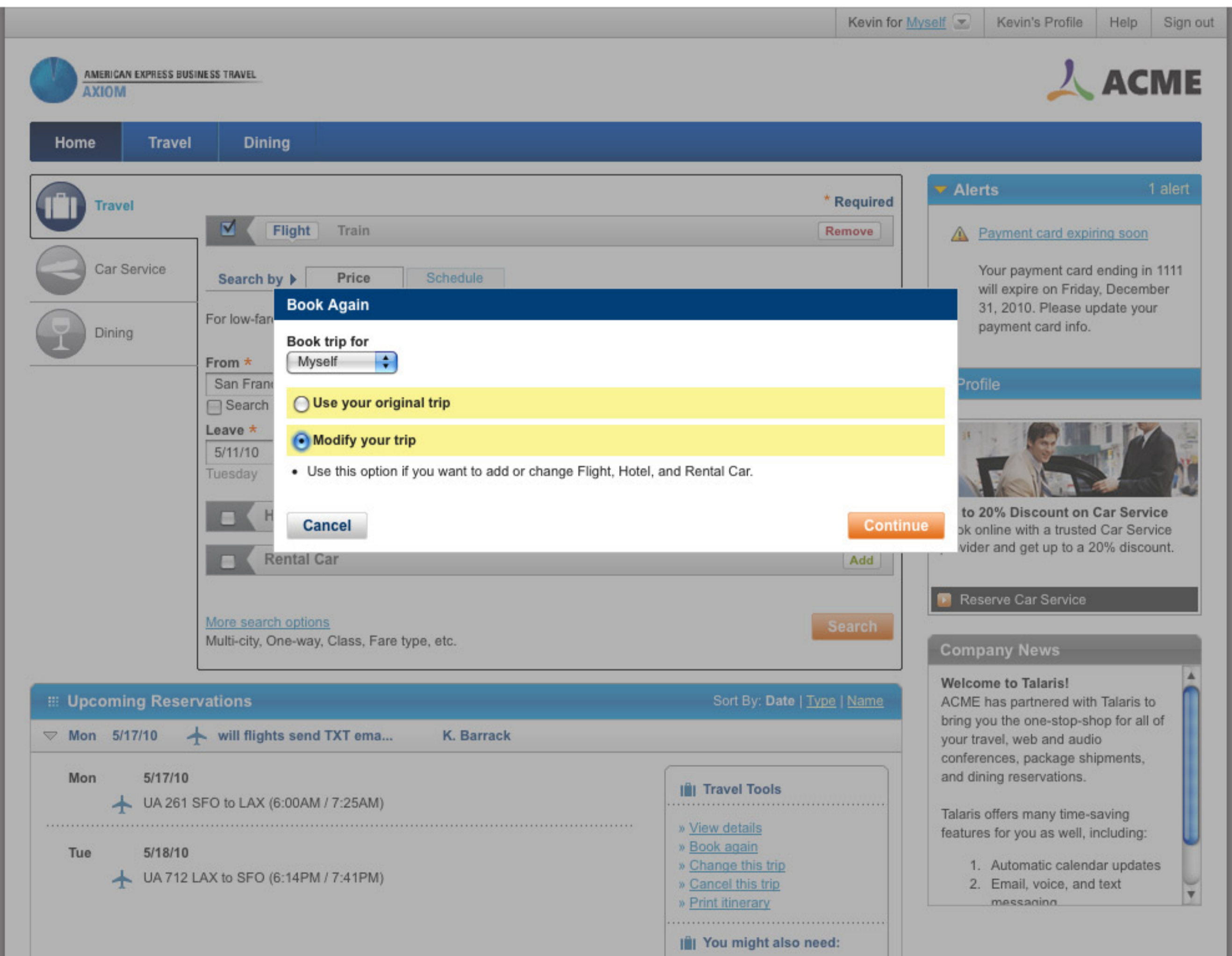
-Use this option if you want to add or change Flights, Hotels or Rental Cars.

Cancel Continue

Default State



"Modify" Option



Review Trip

The screenshot shows a 'Review Trip' page for a user named 'darius' for 'Myself'. The page is divided into sections: Flight(s), Hotel, and Rental Car. Each section contains details about the booking and various warning messages. Numbered callouts (1-27) point to specific elements:

- 1: Warning Messages Go Here (see next page)
- 2: This is a modified version of your trip "Xyz."
- 3: Compare to original trip button
- 4: Flight summary (1 passenger, total: 12,000 points + USD \$500.00)
- 5: Flight details (complete trip, includes taxes and fees)
- 6: Chase credit card offer
- 7: Flight cost calculator
- 8: Out of Policy warning: Your itinerary is not compliant with your organization's travel guidelines because: - Your mother was a badger and your father smelled of elderberries.
- 9: Reason for non-compliance dropdown
- 10: Slight time difference warning: Your Flight time has changed slightly (10 minutes or less) since you originally booked this trip.
- 11: Flight from: San Francisco, CA (SFO) details
- 12: Total journey time: 4h 10m | Total flight time: 4h 10m
- 13: Hotel price: \$271
- 14: See per diem / View corporate rate
- 15: Hotel details: Fort Worth, TX Motel 6 West
- 16: No Exact Match warning: We could not find an exact match for the Hotel in "[trip name]" because your room type was not available.
- 17: See all Rooms at this Hotel or See rooms at all Hotels
- 18: Rental Car price: \$276
- 19: Estimated, includes taxes and fees
- 20: Rental Car details: Dallas, TX (DFW) Dollar
- 21: alternate view: Compact
- 22: No Exact Match warning: Your company travel policy prohibits you from booking the first class ticket specified in [Trip name].
- 23: See price above.
- 24: Compare to original Flight
- 25: We have suggested a similar, lower-priced ticket.
- 26: Flight from: Dallas, TX (DFW) details
- 27: Comments: Tight connection

All copy on this page is final copy (all colors).

REVISED 1/22 v4.15

1) Warning Messages: Display error and warning messages here. All currently existing warnings and errors should be migrated here with the exception of a few warnings that will be moved below into the segments (detailed on next 2 pages).

Out of Policy warnings that only apply to individual segments, and not the entire trip, should be moved below to one of the yellow display areas. Some example of Out of Policy warnings displaying at the top are shown on the "Review Trip Warnings" page.

A couple new warnings that are specific to templates should appear in the lower spaces. "No Exact Match" and "Slight time difference" warnings should always appear below in the segment areas.

2) Trip Status Text: Display this text if the user arrives at this page via a "book again" search, and during a regular search (only if a user has changed the trip via the change flow). If the user is using a regular search and has not changed the trip then do not display this text. Display text explaining the current trip's relation to the original trip (from "book again") or its relation to the trip that has just been modified via "Change this trip" (button at bottom of page).

If the current trip is an exact match (within parameters established for exact matches) of the original (booked again) trip, then state "This trip is based on your trip "[trip name]".

If the current trip is not an exact match of the original (booked again) trip, then state "This is a modified version of your trip "[trip name]". If some segments produced zero results then this version of the statement should also be used.

If the current trip is the result of changing the trip via the "Change this trip" button then state "You have changed your original trip."

Do not display when reviewing a held trip for purchase.

3) Compare to Original Trip Button: Display this button if the user arrives at this page via a "book again" search, and during a regular search (only if a user has changed the trip via the change flow). If the user is using a regular search and has not changed the trip then do not display this button. When clicked take user to Comparison page to compare trips. If the user is using a regular (non-templated) search and has changed the trip via the "Change this trip" button then the two trips being compared should be the one they originally picked from Search Results and the one they picked via the change flow. If the user is using a templated search ("book again" flow) then the two trips being compared should be the one they chose to "book again" and the trip they are viewing on the Review Trip page (current trip). If the user is using a templated search and has also chosen to "Change this trip" then the trips being compared should be the one they chose to "book again" and the trip they are viewing on the Review Trip page (current [changed] trip)

Do not display when reviewing a held trip for purchase.

4) Flights Price Display: Display price of flight in accordance with current conventions. Regular price or points for payment (shown) may be displayed.

5) Price Qualifier: Display qualification message explaining the basis of the price.

6) Points for Payment Widgets: If the user is in points for payment mode display points for payment widgets (no change to current functionality).

Do not display when reviewing a held trip for purchase.

7) Toolbox: Display a toolbox of links of tasks that will be used commonly between segments or frequently. Links should be ordered as shown here.

Do not display when reviewing a held trip for purchase.

- **"Compare to original trip"** should always appear in the Toolbox IF the trip is being booked again from an original trip. It should link to the Comparison page, and anchor link to the corresponding segment on that page. For new bookings (not "book again") this link should never appear.

- **"New [segment] search"** should always appear in the Toolbox, EXCEPT for flights for which it should only appear in the first flight segment and NOT subsequent ones. This link should point to the change flow for this segment. E.g., "New flight search" should link to the Flight Search page (Add Flight), which could also be arrived at by clicking the "Change this trip" button at the bottom of the page.

- **"See lower fares"** should display only if the segment is not out of policy, if there are lower priced options available for this segment and a lower priced fare option has not already been chosen. When clicked, the user should go to the "In-Policy/Low Fare Options" page, which will display lower priced options. ~~The link should display the value of the lowest priced option, as in "...starting at \$900".~~

The low fare options link should only be displayed once per segment search and should disappear after a lower fare is chosen via this method. However, when a new search is initiated via "new [segment] choice", "see all flights/hotels/rental cars" or "change this trip" then the low fare options link should be reset and should be displayed.

Example: If the user goes to the "In-Policy/Low Fare Options" page and selects a new trip segment then upon return to the Review Trip page this link should be removed. However, if the user goes to the "In-Policy/Low Fare Options" page and then returns here without making a new selection then this link should persist.

Example: Viewing after change flow: If the user has gone to the "In-Policy/Low Fare Options" page and selected a new trip segment then this link would be removed upon return to the Review Trip page. If the user then clicks "Change this trip", enters the change flow, and selects a new segment and returns to Review Trip then the "Lower priced options..." link should be displayed (if lower priced options exist and the new segment is not out of policy). However, if the user entered the change flow but did not change their trip then the link should not be displayed upon return to Review Trip.

- **"Lower priced options starting at \$000" (continued)** If the user chooses a lower priced option before arriving at the Review Trip page then the link should not appear there. Example: The user chooses a flight from Search Results (either through a regular or templated search). When the system replicates the segment the price changes and the user is taken to the In-Policy/Low Fare Options page where they decide to choose a low fare option. When arriving at the Review Trip page the In-Policy/Low Fare Options link should not appear.

- **"In-policy options"** should appear only if the segment is out of policy and if in-policy options exist. If the in-policy options are also cheaper then link should be worded **"Lower, in-policy fares"**. When clicked, the user should go to the "In-Policy/Low Fare Options" page, which will display in-policy options.

See display rules above from "Lower priced options starting at \$000" above for behavior guidelines regarding display and removal of link. Substitute "in-policy options" for "low far options" and "lower priced options".

- **"See all results"** should always be displayed, EXCEPT for flights it should only be displayed for the first flight segment and not for subsequent segments. It should link to search results for the search that was last performed when attempting to find matches for this segment.

For example, if a user books a trip again then search A will be performed. If on the Review Trip page the user clicks "See all results" then they will be taken to the search results for search results A. However, if after landing on the Review Trip page the user clicks "Change this trip" then search B is performed from which he selects a new result. After returning to Review Trip the user clicks "See all results" and is taken to the search results for search B. Search B is now the last search performed even if the user elects not to select a new segment from this result set. Whether the user selects or does not select a new segment, the "see all results" link will now link to search results B.

When clicking this link the user should be taken directly to the results page and should not see the Waiting page.

8) Out of Policy Warning: If a segment is out of policy then an out of policy warning should appear within its segment area. The warning should be displayed until the user selects an in-policy option.

Display icon and header ("Out of Policy"). Header text should be linked to a popup explaining policy (no change to existing). Help icon should link to a help text layer explaining the exception reason. Next display a generic line communicating that the segment is OOP. Next, display the actual specific reason that this segment is OOP. This reason must be specific to this segment and policy. ~~Next, display any console text that exists [REMOVED].~~

9) Out of Policy Reason and In-policy link: Display text directing the use to explain their despicable behavior. Provide dropdown menu with OOP choices. Just as with current policy, a choice must be selected in order to proceed beyond this page. If a choice is not made and the user clicks "Continue" then reload this page with an error displayed at the top explaining that a choice must be made in this dropdown form. Also highlight text label for dropdown. Same error behavior and text as current functionality.

SEE REVIEW TRIP WARNINGS #45 FOR LINK BEHAVIOR AND WORDING.

If the user selects a reason for a non-compliance it should be remembered by the system even if the user goes to another page (e.g. Search Results, Comparison, In-Policy Low Fare Options, Hotel Rooms, etc.). When going to another page, remember the selection for this dropdown and repopulate it when the user returns to this page.

Do not display when reviewing a held trip for purchase.

10) Time Difference Warning: If the flight(s) in this segment have a departure or arrival time that is not matching the time of the original trip but is within the number of minutes acceptable margin as defined in the Console then display this warning message. This should only display if the flight is an exact match in all other respects, otherwise the "No exact match" notification should mention the time discrepancy. The header ("Slight time difference") should link to help text explaining why these differences can occur, perhaps delving into the whims of airline executives, the science of the Jet Stream and perhaps the mystical influence of air sprites. Message should inform the user of the number of minutes margin that is defined in the console (10-minute example illustrated at left).

Do not display when reviewing a held trip for purchase.

CONSOLE CONFIG: The default Console configuration should be 15 minutes.

11) Original Flights: Display flight information for the matches found:

- Airline name, flight number
- Preferred carrier icon
- Day and date of departure, time zone
- Leave and arrival times
- City name, Airport codes (codes link to helptext)
- Number of stops, cabin class
- aircraft, percentage on time
- Seat map (linked to seat map page)
- Fare rules (linked to browser popup window)

12) How Much Time: List Total journey time and total flight time. For single leg flights (non-stop) the journey time and flight time will be equal but they should both be displayed.

13) Hotel Price: Display the estimated total hotel stay cost, including taxes and fees.

14) Console Config Links: If turned on in the console display "view per diem" and/or "view corporate rate" links. Links trigger help text overlay upon rollover.

15) Hotel Toolbox: Display a toolbox of links of tasks that will be used commonly between segments or frequently.

Do not display when reviewing a held trip for purchase.

- **"Compare to original trip"**. See #7.
- **"New [segment] search"**. See #7.
- **"See all rooms at this hotel"** should link to the Hotel Rooms page, showing rooms for this hotel.
- **"See all results"** See #7.

16) No Exact Match: If the original trip cannot be exactly matched (per matching rules) and the system is able to offer a close alternative, then display this warning message. Message should alert the user to the fact that a match could not be made. Do not display this message for segments found through manual search paths or for segments where we were unable to provide an alternative match. See also numbers 25, 36a, 37 and 41b.

Display link to see all rooms at the hotel being booked (either match or alternative match). Link should go to the Hotel Rooms page for that hotel. Display link to see all rooms at all hotels, which should go to the Search Results for the last hotel search performed and stored in cache

Do not display when reviewing a held trip for purchase.

17) Hotel Information: Display hotel information:
City name header ("Hotel in: [city]")
Property name
Star rating (Star rating should provide help text explaining the rating)
Address
Phone number
Hotel details link (links to Hotel Details page)
Room/Rate details (links to browser popup window containing hotel's room and rate details)
Check-in and check-out dates
Room rate
Room type (If the room type has changed do to an alternate option being suggested then display warning icon and highlight room type text in red. Warning icon should trigger associated help text upon rollover.)
Cancellation policy.

18) Rental Car Price: Display the total estimated car price, including taxes and fees, for the full length of the rental.

19) Price Explanation: Display text explaining the basis of the price.

20) Rental Car Toolbox: Display a toolbox of links of tasks that will be used commonly between segments or frequently.

- **"Compare to original trip"**. See #7.
- **"New [segment] search"**. See #7.
- **"See all results"** See #7.

Do not display when reviewing a held trip for purchase.

21) Rental Car Information: Display rental car information:

- Company name
- Pick-up date, time and location
- Drop-off date, time and location
- Car type
- Mileage and rates link (should trigger help text overlay showing rates)
- Car rental details/rules link (launches a browser popup window containing details/rules)

22) Car Type Mismatch: If the car shown is an alternate options that was chosen for the user and the car type does not match that of the original trip, then provide warning display. Display warning icon and highlight car type text in red. Warning icon should trigger associated help text upon rollover.

Do not display when reviewing a held trip for purchase.

23) Price Statement: For all flight segments after the first, display direction to the user to find the price at the top flight segment. Do not display the price.

24) Flights Toolbox (After First Segment): For flight segments after the first, only display a toolbox to allow user to link to the comparison page. Do not display any other links in the toolbox.

- **"Compare to original trip"**. See #7.

Do not display when reviewing a held trip for purchase.

25) No Exact Match (Cabin Mismatch) & Second Flights Warning: In the event that the system is unable to find an exact match but is able to find an alternate option, then provide a warning to that effect. If this is a warning attached to a Flight segment after the first one (second or greater) then do NOT display the "See all Flights" link.

Do not display when reviewing a held trip for purchase.

26) Cabin Mismatch Warning: In the event that the system is unable to find an exact match but is able to find an alternate option, then provide a warning. Display warning icon and highlight cabin class text in red. Warning icon should trigger associated help text upon rollover.

Do not display when reviewing a held trip for purchase.

27) Comments Alert: Provide comments alert if appropriate to this flight leg.

28) Unused Ticket Indicator: Display unused ticket indicator using current functionality.



Travel | Review your trip

This is a modified version of your trip **My Favorite Trip**. [Compare to original](#)

* Required

Flights

\$549
per person, complete trip

No Exact Match
We could not find an exact match for your flights however alternate flights 85 min earlier have been identified on the same airline and in the same fare class. Review your flights and confirm the new selection is acceptable.

- Tools**
- [Compare to original Flights](#)
 - [Low, in-policy fares](#)
 - [See all Flights](#)

Flight from: San Francisco, CA (SFO)

United Airlines 756
Sun, Feb 27 PST
Depart: **5:50 AM** | San Francisco, CA (SFO)
Arrive: **9:25 AM** | Denver, CO (DEN)
2h 35m (Non-stop) | Restricted Coach
Boeing 757-200 | 90% on time
[Seat map](#) | [Fare Rules](#)

United Airlines 7682
Operated by UNITED EXPRESS/SHUTTLE AMERICA
Sun, Feb 27 MST
Depart: **10:25 AM** | Denver, CO (DEN)
Arrive: **3:15 PM** | Atlanta, GA (ATL)
2h 50m (Non-stop) | Restricted Coach
Embraer 170
[Seat map](#) | [Fare Rules](#)

Total journey time: 6h 25m | Total flight time: 5h 25m

Hotel

\$169
per night

Hotel in: Atlanta, GA
Renaissance Concourse Hotel Atlanta
★★★★☆

1 Hartsfield Center Pkwy
Atlanta, GA 30354
US
404 - 209-9999
[Hotel Details](#) | [Room/Rate details](#)
Check-In: Sun Feb 27, 2011
Check-Out: Mon Feb 28, 2011
Rate: \$169 /night
Room: King
[Cancellation policy](#)

- Tools**
- [Compare to original Hotel](#)
 - [See all Rooms at this Hotel](#)
 - [See all Hotels](#)

Car

\$95
per day

No Exact Match
We could not find an exact rental car match. Review the rental car details and confirm this is acceptable.

- Tools**
- [Compare to original Rental Car](#)
 - [See all Cars](#)

Car Rental in: Atlanta, GA (ATL)

Budget
Pick-up: Sun Feb 27, 2011 at 3:15 PM
William B. Hartsfield International Airport
Drop-off: Mon Feb 28, 2011 at 7:00 PM
William B. Hartsfield International Airport
Car Type: ⚠️ **Standard SUV**, Sfar Chevrolet Equinox 2wd/Similar *, Automatic, Air Conditioning
Estimated Cost: \$247, includes taxes and fees
[Mileage and rates](#) | [Car Rental details/rules](#)

Flights

See price above

Flight from: Atlanta, GA (ATL)

Frontier Airlines 305
Mon, Feb 28 EST
Depart: **7:00 PM** | Atlanta, GA (ATL)
Arrive: **8:20 PM** | Denver, CO (DEN)
3h 20m (Non-stop) | Restricted Coach
Airbus A319
[Seat map](#) | [Fare Rules](#)

- Tools**
- [Compare to original Flights](#)



Midwest Airlines 667
Operated by Frontier Airlines
Mon, Feb 28 MST
Depart: **9:15 PM** | Denver, CO (DEN)
Arrive: **10:48 PM** | San Francisco, CA (SFO)
2h 33m (Non-stop) | Restricted Coach
Airbus A319
[Seat map](#) | [Fare Rules](#)

Total journey time: 6h 48m | Total flight time: 5h 53m

Rules and Restrictions

Flights:
The air ticket must be purchased 21 day(s) in advance.
The air ticket has a change fee of \$150.00.
The air ticket is non-refundable.
The quoted airfare is not guaranteed until the flight is ticketed.
[Checked baggage fees](#)

Trip Cost Summary

Flights	Estimated Cost	Taxes & Fees	Subtotal
Flights: Traveller 1	\$470.70	<u>USD \$78.10</u>	\$548.80

Reserve Hotel and Rental Car	Estimated Cost	Taxes & Fees	Subtotal
Hotel	\$194.35	<u>\$0.00</u>	\$194.35
Rental Car (charged when you drop-off car)	\$190.00	<u>\$56.15</u>	\$246.15

Hotel and rental car estimated cost: \$440.50

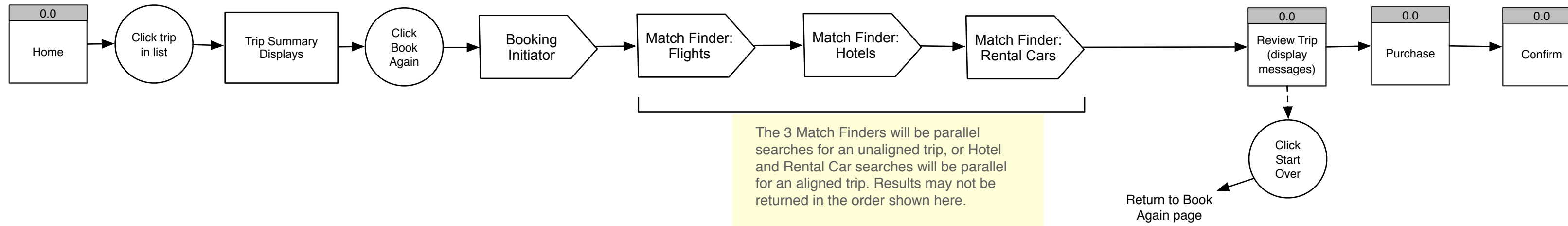
Total trip cost: \$989.30

Totals are estimated. Flights are charged at time of purchase. Hotel and Rental Car charges are finalized at time of payment.

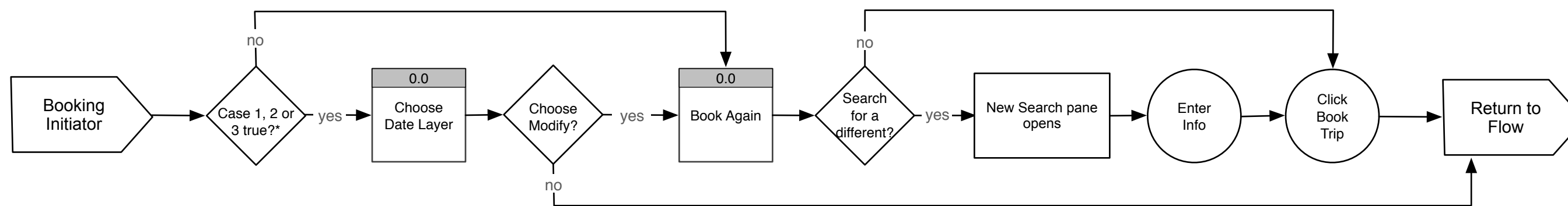
PeiLin
hey there

Template Flows 1

Book a Trip From Previous Trip



Booking Initiator

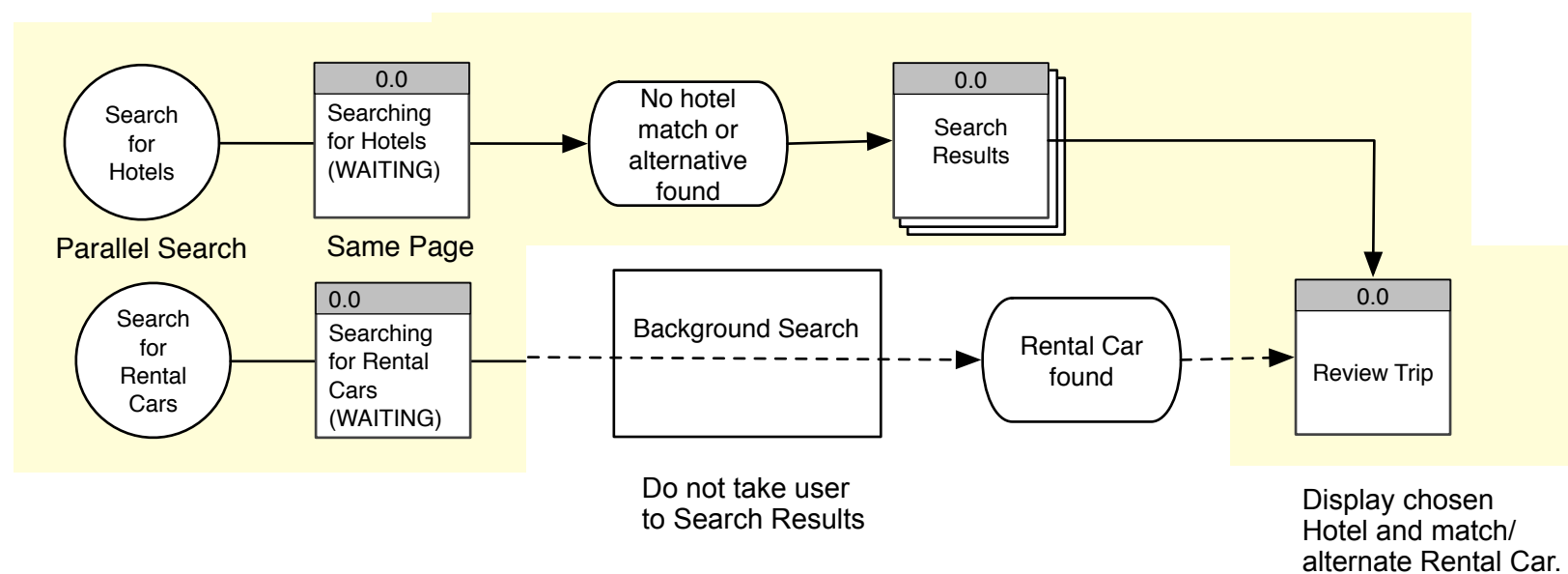


- *CASES:
- 1 – Round trip flights with or without hotel and/or rental car. (alignment assumed)
 - 2 – One-way flights only
 - 3 – Hotel and/or rental car only bookings (alignment assumed)

Parallel Searching

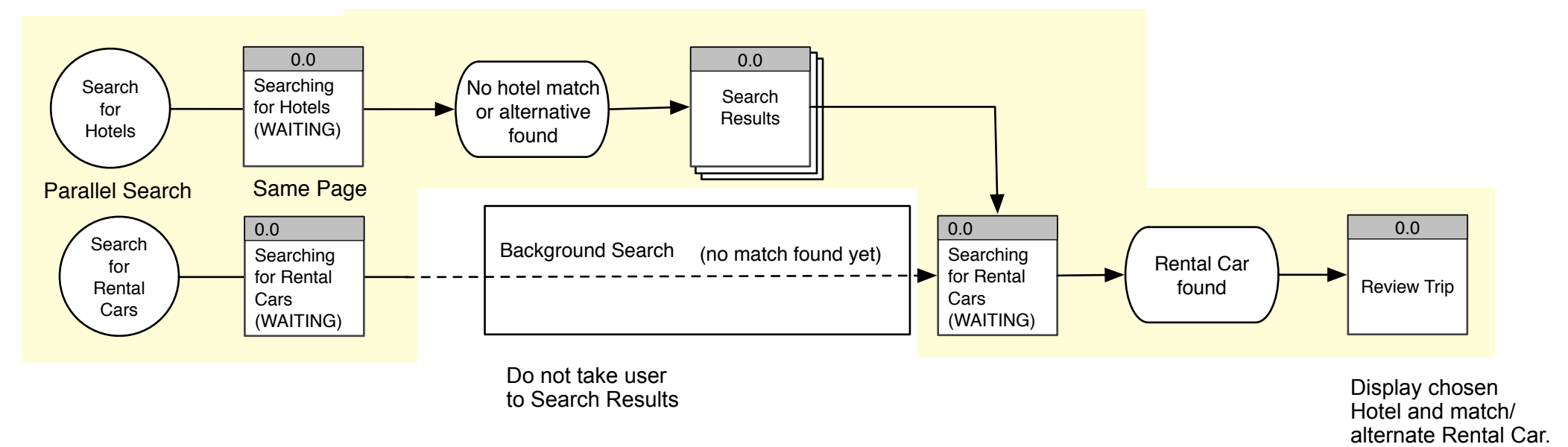
If a background search is completed before the user selects their options (Example):

User flow indicated by yellow.



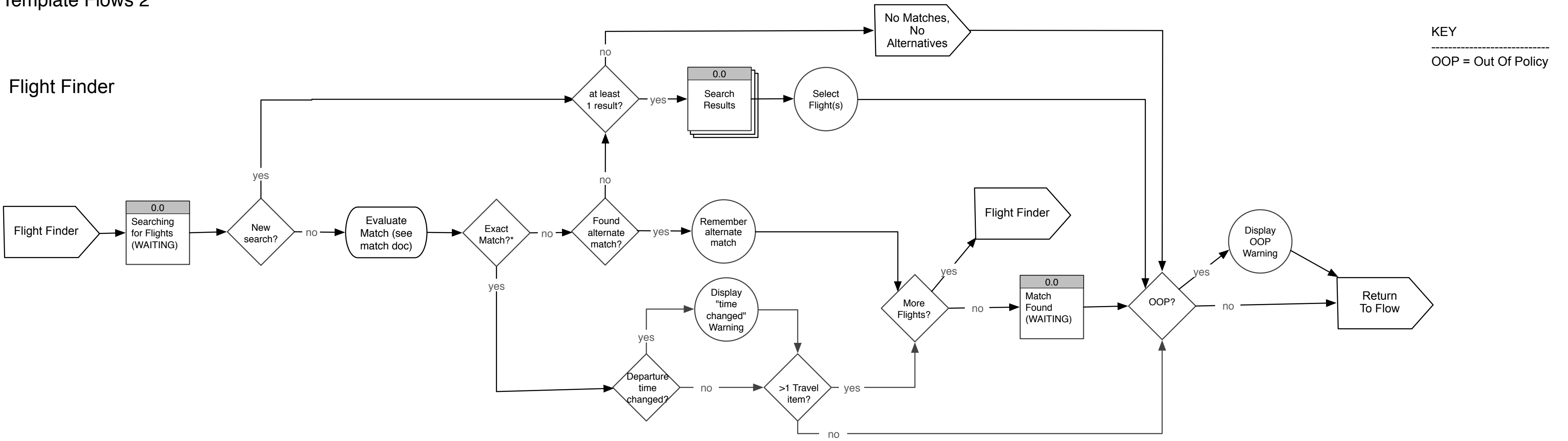
If a background search is NOT completed before the user selects their options (Example):

User flow indicated by yellow.



Template Flows 2

Flight Finder

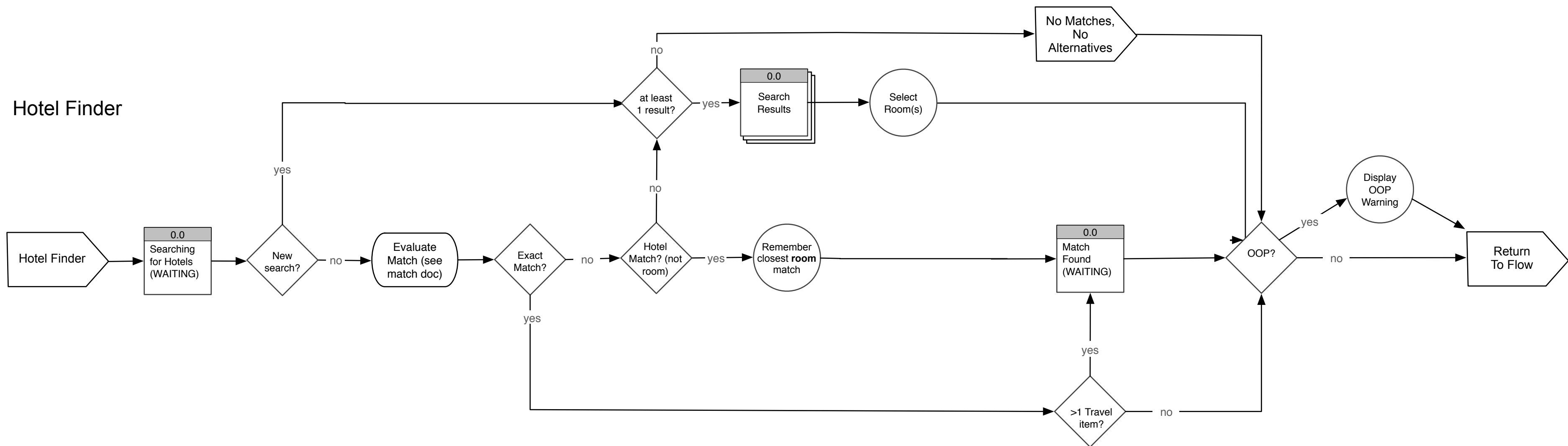


KEY

OOP = Out Of Policy

* An exact match is a result where all of the search criteria can be matched with the Depart times (leaving & return flights) within :15 of templated time. (console defined time window)

Hotel Finder



A partial match is a result where only hotel (but not room) can be matched.