



Booking, Part 2 & Utilities Android MOBILE APP CONCEPT WIRES

MODIFICATION DATE Mon Jun 16 2014

FILE NAME SWA_Booking2Utilities_M(Android)_WIP

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Android Mobile App Booking

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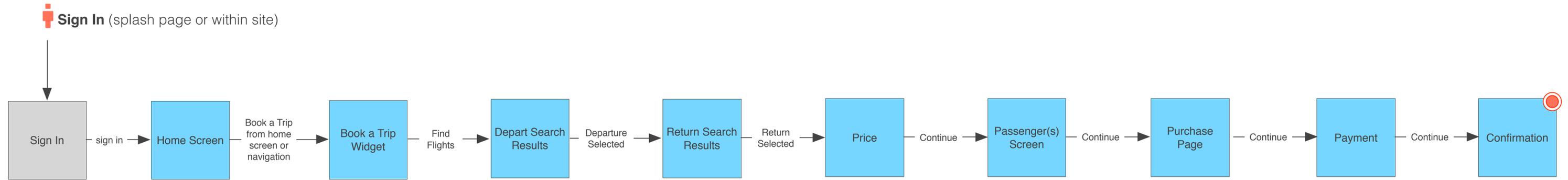
Booking - Hot State

Other	Authenticated user end-to-end flow - include option to save flight search before purchase		RZF
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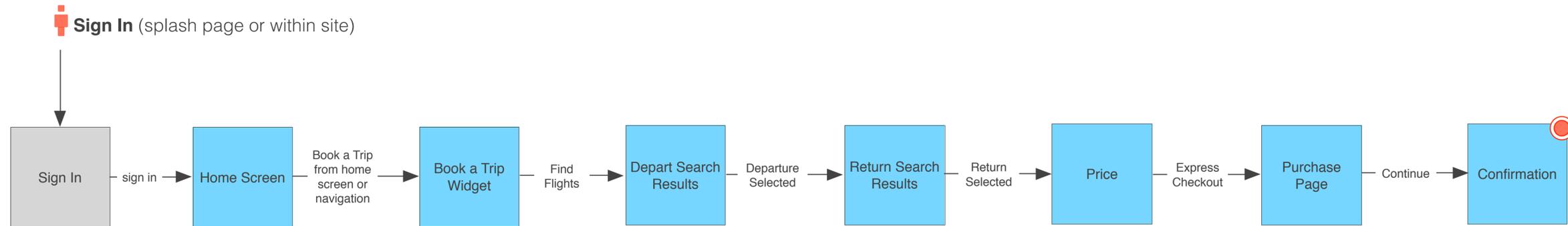
Proposed: Booking Express VS Traditional Flow (Hot)

Android Mobile App Booking

The user goes through these pages when there is more than 1 passenger on the itinerary and/or information is not stored to the account (either in personal or a stored payment)

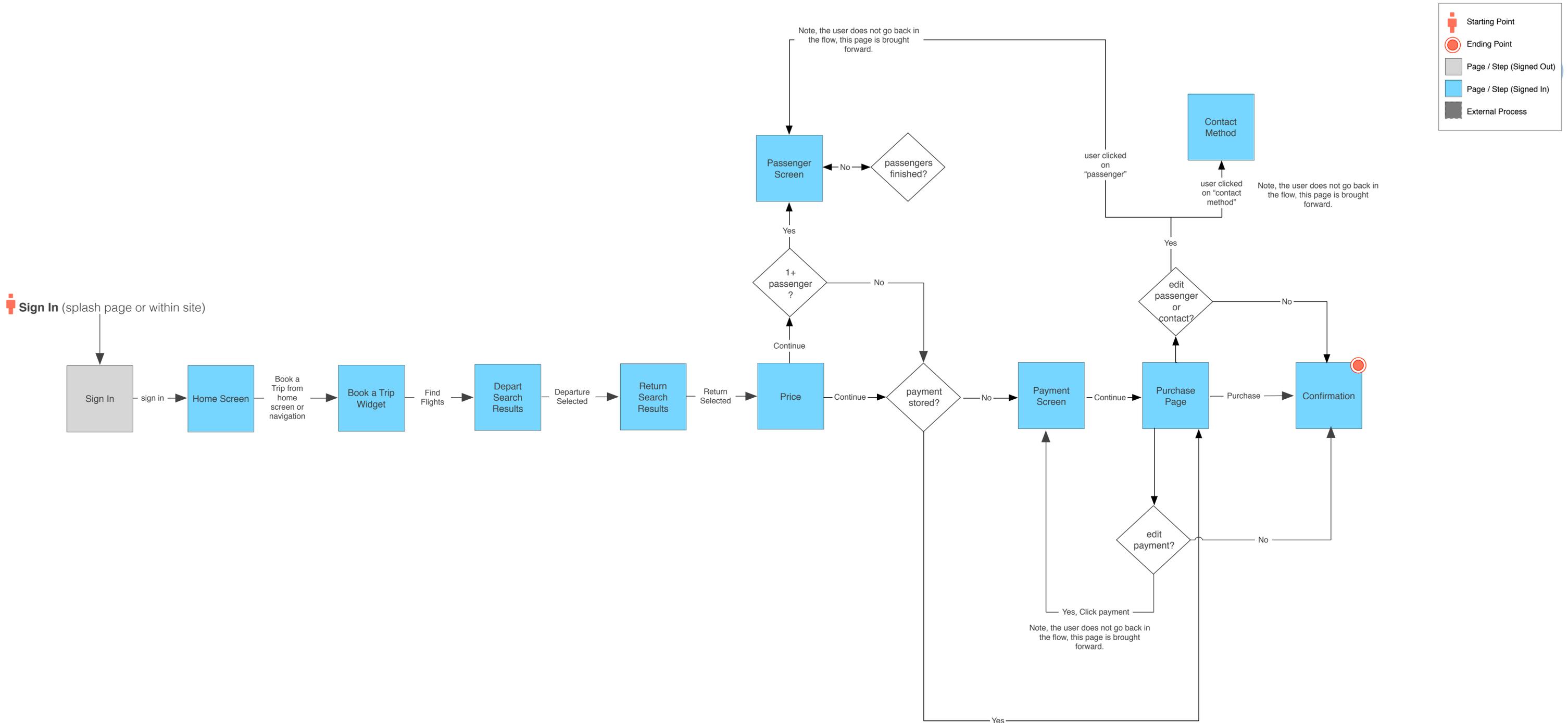


The user has the ability to go through Express Checkout when they have all information stored. Editing information from the purchase screen allows information to be brought forward rather than moving back in the flow.



User Booking Flow (Hot)

Android Mobile App Booking



Booking, Price Screen (Hot)

Android Mobile App Booking

Status Bar

Price
LGA - MDW

Pricing Passengers Payment Purchase

Departing Sun, Apr 20, 2014

FLIGHT 1977/ 174 TOTAL TRAVEL TIME 2h 30m

DEPART 4:50PM **LGA**
New York (La Guardia), NY

ARRIVE 6:20PM **MDW**
Chicago (Midway), IL

1 Stop, ✕✕
Change planes MCI

4 Adult, [Wanna Get Away](#) \$343.10
2 Senior, [Wanna Get Away](#) \$343.10

Subtotal \$686.20

Returning Mon, Apr 21, 2014

FLIGHT 472 TOTAL TRAVEL TIME 2h 30m

DEPART 6:50PM **MDW**
Chicago (Midway), IL

ARRIVE 9:50PM **LGA**
New York (La Guardia), NY

Nonstop

4 Adult, [Wanna Get Away](#) \$510.30
2 Senior, [Wanna Get Away](#) \$343.10

Subtotal \$853.40

1st and 2nd Checked Bags Fly Free.
[Weight and size limits apply.](#)
Please read [fare rules](#) associated with this purchase.

TOTAL \$1539.60
Includes taxes and fees [Show fare breakdown](#)

Continue

[Save flight for later purchase](#)

If the user has all information stored and is a single passenger itinerary then clicking “continue” will send the user to the purchase page.

If a user has to fill out any information, or if its a +1 passenger itinerary then the user is fed through the entire flow.

Trip saved messaging

Status Bar

Price
LGA - MDW

Pricing Passengers Payment Purchase

Departing Sun, Apr 20, 2014

FLIGHT 1977/ 174 TOTAL TRAVEL TIME 2h 30m

DEPART 4:50PM **LGA**
New York (La Guardia), NY

ARRIVE 6:20PM **MDW**
Chicago (Midway), IL

1 Stop, ✕✕
Change planes MCI

4 Adult, [Wanna Get Away](#) \$343.10
2 Senior, [Wanna Get Away](#) \$343.10

Subtotal \$686.20

Returning Mon, Apr 21, 2014

FLIGHT 472 TOTAL TRAVEL TIME 2h 30m

DEPART 6:50PM **MDW**
Chicago (Midway), IL

ARRIVE 9:50PM **LGA**
New York (La Guardia), NY

Nonstop

4 Adult, [Wanna Get Away](#) \$510.30
2 Senior, [Wanna Get Away](#) \$343.10

Subtotal \$853.40

TOTAL \$1539.60
Includes taxes and fees [Show fare breakdown](#)

Continue

[Save flight for later purchase](#)

Your Trip has been saved!

You can find it in the My Trips section of My Account. Fights and fares are not guaranteed until you've completed your purchase.

Go to My Trips **Continue**

Booking, Passenger and Payment Screens (Hot)

Android Mobile App Booking

Passengers (with pre-populated information)

Status Bar

← Passenger 1 of 1

✓ ✕ ○ ○

Pricing Passengers Payment Purchase

PERSONAL INFO

First, Middle, and Last Name must match government-issued photo identification.

John 

M

Smith

01/29/1979

Male

RAPID REWARDS NUMBER (OPTIONAL)

012345678910

CONTACT METHOD

Text me, (773) 123-4569

EMAIL RECEIPT TO

johnsmith@gmail.com 

[Share Itinerary](#)

[Redress number/Known Traveler number](#)

Continue

Payment info - stored credit card

Status Bar

← Payment AUS - MDW

✓ ✓ ✕ ○

Pricing Passengers Payment Purchase

SELECT A CREDIT CARD

VISA 3333

VISA 2315

AMEX 1234

Add new credit card

You will be able to review this trip before completing your purchase.

Continue

The user goes through these pages when there is more than 1 passenger on the itinerary and/or information is not stored to the account (either in personal or a stored payment)

Enter payment info - new card or no card stored

Status Bar

← Payment AUS - MDW

✓ ✓ ✕ ○

Pricing Passengers Payment Purchase

SELECT A CREDIT CARD

VISA 3333

VISA 2315

AMEX 1234

Add new credit card

NEW CREDIT CARD INFO

Card number

Name on card

Expiration date

[What forms of payment are accepted?](#)

BILLING ADDRESS

300 W. 6th Street, Suite 1200

78702

United States

4567896

Save credit card to account?

Continue

Status Bar

← Payment AUS - MDW

✓ ✓ ✕ ○

VISA 2315

AMEX 1234

Add new credit card

NEW CREDIT CARD

Card number

Name on card

Expiration date

[What forms of payment are accepted?](#)

BILLING ADDRESS

300 W. 6th Street, Suite 1200

78702

United States

4567896

Save credit card to account?

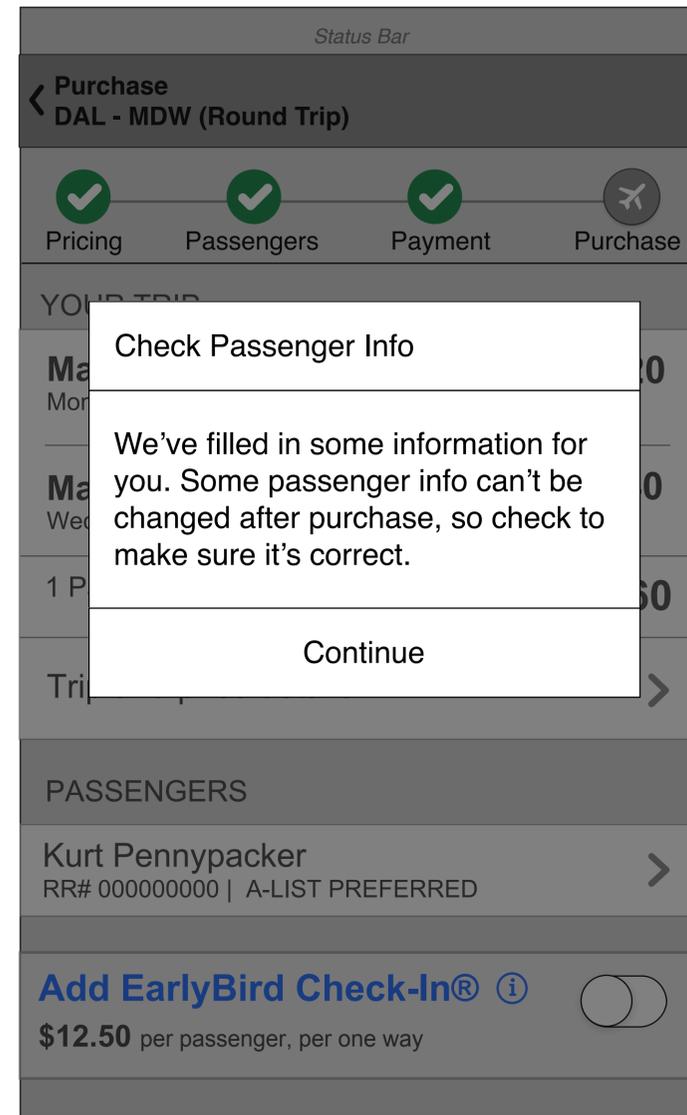
You will be able to review this trip before completing your purchase.

Continue

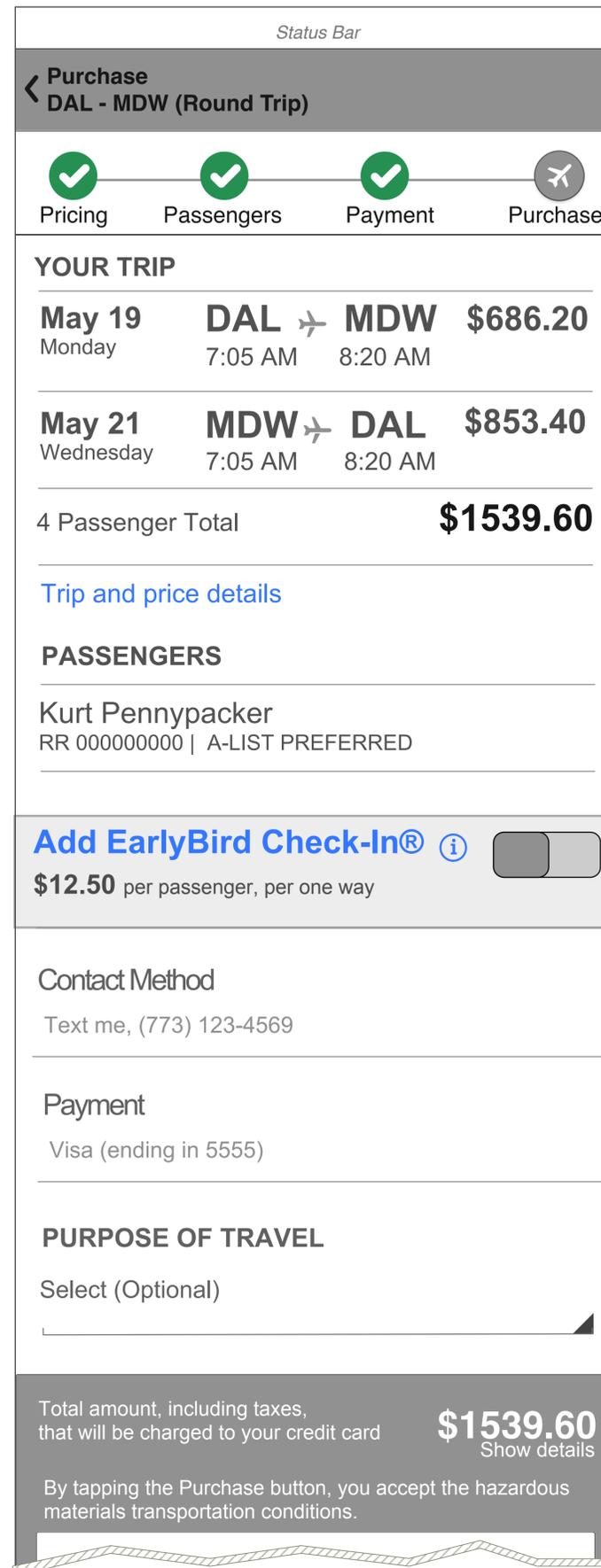
Booking, Purchase Screen - Express Checkout (Hot) 2

Android Mobile App Booking

Express Checkout Purchase
(prompt to review information prior to purchase.)



Express Checkout Purchase
(Enter Security code - for stored primary card)



Booking, Purchase Screen - Express Checkout (Hot)

Android Mobile App Booking

Express Checkout Purchase

Status Bar

Purchase
DAL - MDW (Round Trip)

Pricing Passengers Payment Purchase

YOUR TRIP

May 19 **DAL** → **MDW** \$686.20
Monday 7:05 AM 8:20 AM

May 21 **MDW** → **DAL** \$853.40
Wednesday 7:05 AM 8:20 AM

4 Passenger Total **\$1539.60**

[Trip and price details](#)

PASSENGERS

Kurt Pennypacker
RR 000000000 | A-LIST PREFERRED

Add EarlyBird Check-In® ⓘ
\$12.50 per passenger, per one way

Contact Method
Text me, (773) 123-4569

Payment
Visa (ending in 5555)

PURPOSE OF TRAVEL
Select (Optional)

Total amount, including taxes,
that will be charged to your credit card **\$1539.60**
[Show details](#)

By tapping the Purchase button, you accept the hazardous
materials transportation conditions.

(continued)

Editing Information (passenger and payment examples); Information is brought forward rather than moving back in the flow.

Status Bar

Passenger
1 of 1

Pricing Passengers Payment Purchase

PERSONAL INFO
First, Middle, and Last Name must match government-
issued photo identification.

John 

M

Smith

01/29/1979

Male

RAPID REWARDS NUMBER (OPTIONAL)
012345678910

CONTACT METHOD
Text me, (773) 123-4569

EMAIL RECEIPT TO
johnsmith@gmail.com 

[Share Itinerary](#)

[Redress number/Known Traveler number](#)

Status Bar

Payment
AUS - MDW Done

SELECT A PAYMENT

VISA 3333

VISA 2315

Add new credit card

Stored Credit Card

Status Bar

Payment
AUS - MDW Done

SELECT A PAYMENT

VISA 3333

VISA 2315

Add new credit card

ADD NEW CREDIT CARD

4444210345697894

Kurt Pennypacker

01/16

[What forms of payment are accepted?](#)

BILLING ADDRESS

300 W. 6th Street, Suite 1200

78702

United States

4567896

New Credit Card

Add EarlyBird Check-In

Add EarlyBird	Initiate Add EarlyBird using Confirmation #	https://app.box.com/s	RZF
	Add EarlyBird to existing reservation view - one way, single leg - single PAX	https://app.box.com/s	SWA
	Add EarlyBird to existing reservation view -- Departure - roundtrip, multi leg - multi PAX, companion pass - EB not available for all passengers	https://app.box.com/s	RZF
	Add EarlyBird to existing reservation view -- Return - roundtrip, multi leg - multi PAX, companion pass - EB not available for all passengers	https://app.box.com/s	RZF

Current Flow for Add EarlyBird Check-In (Logged In)

Android Mobile App Booking Permutations

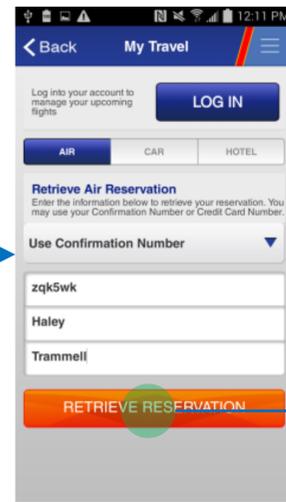
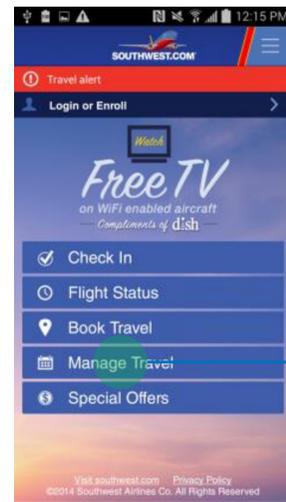
Add EarlyBird Check-In (Logged In)



Current Flow for Add EarlyBird Check-In (Anonymous)

Android Mobile App Booking Permutations

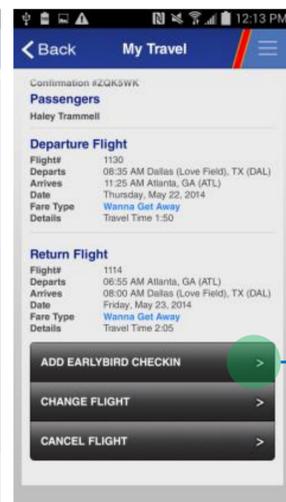
Add EarlyBird Check-In (Anonymous)



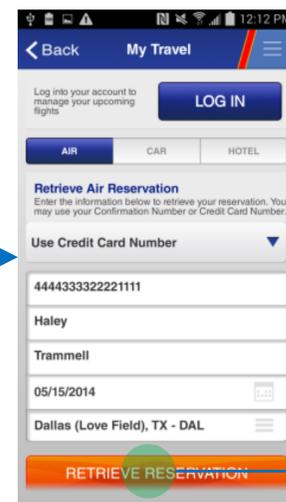
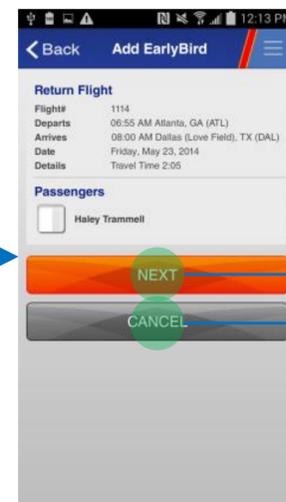
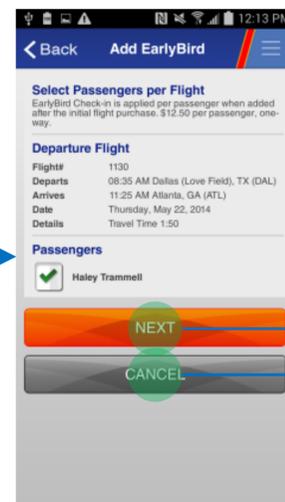
Confirmation Number



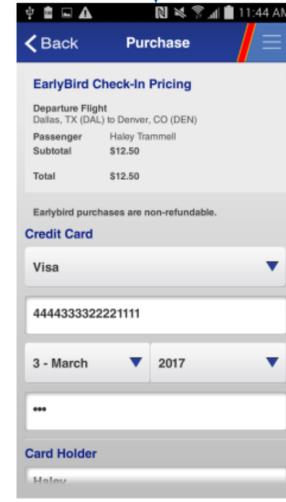
Top of Page



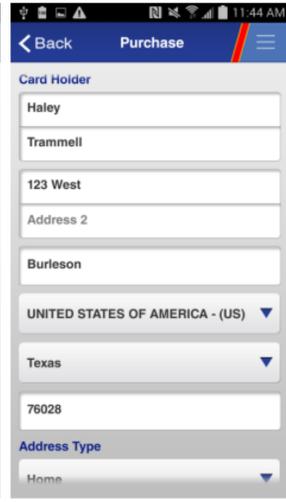
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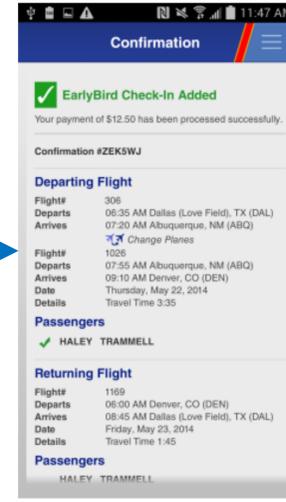
Credit Card Number



Top of Page



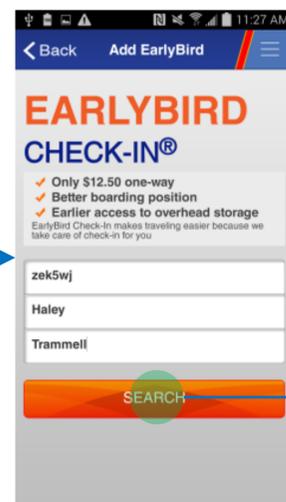
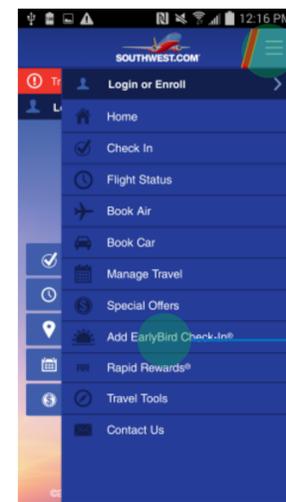
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Top of Page



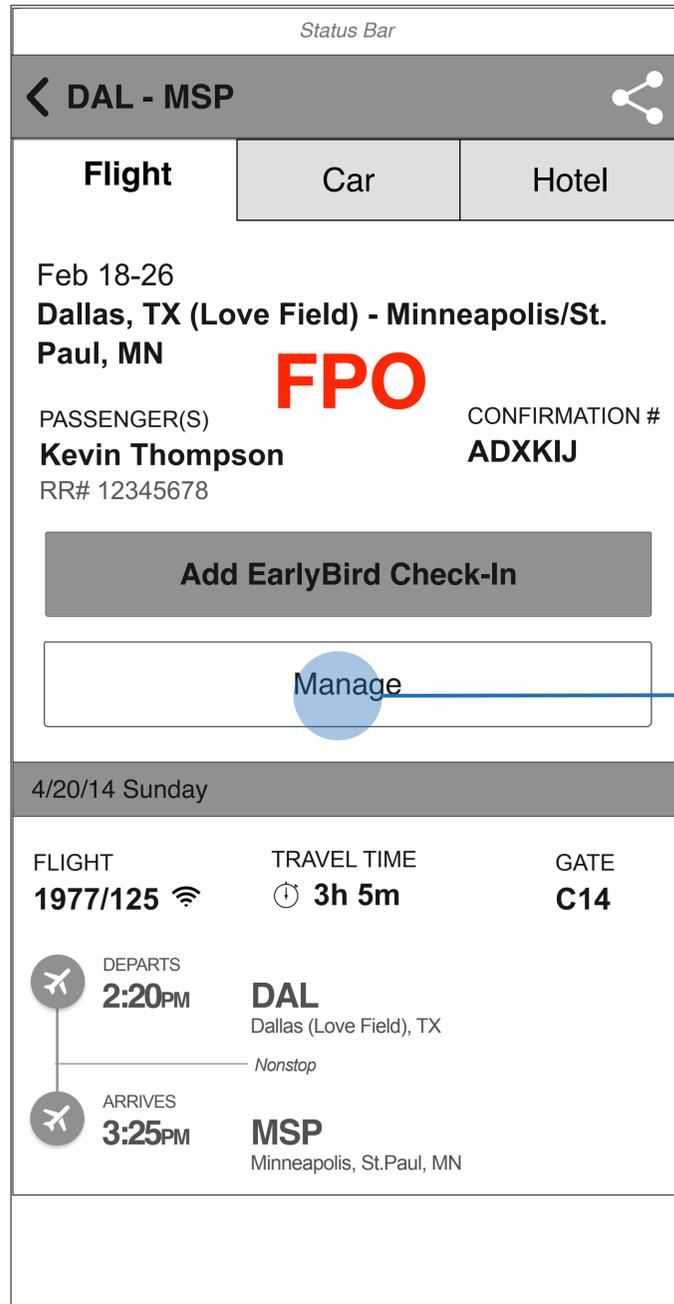
Bottom of Page



Select to Add EarlyBird Check-In from Trip Details

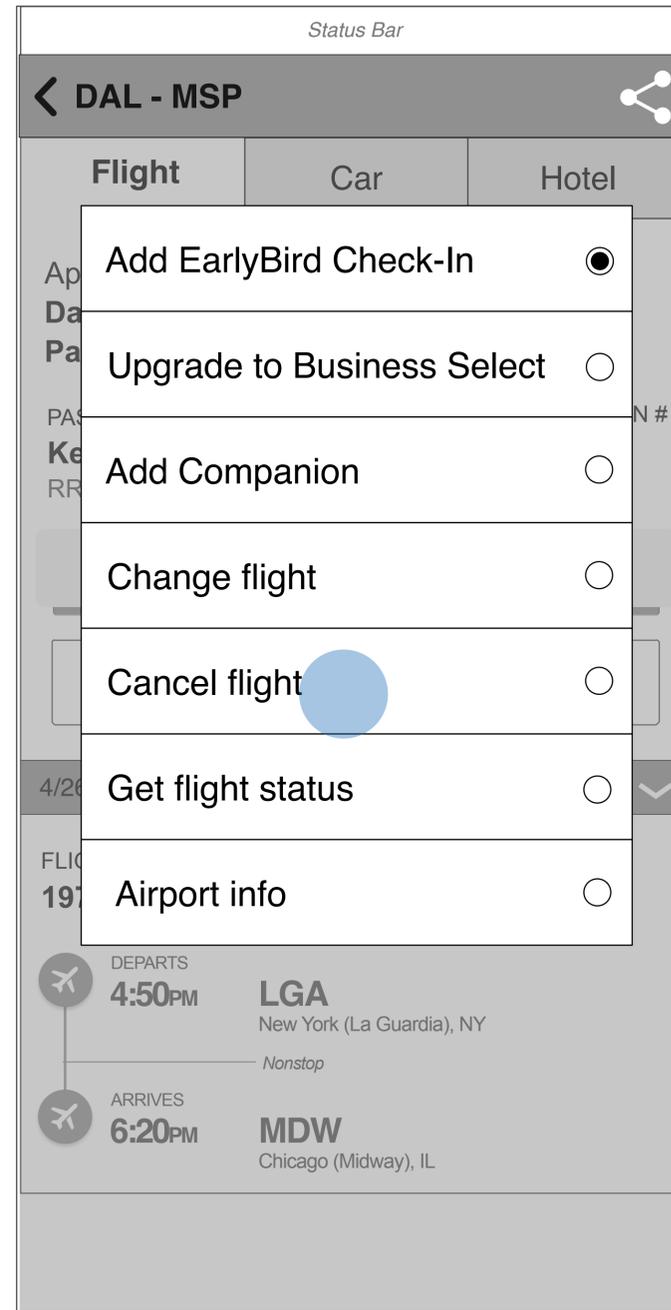
Android Mobile App Booking Permutations

The flight purchased is a Wanna Get Away Fare -
Show EarlyBird Check-In up-sell



Proceed to
Add EarlyBird Check-In
screen

The flight purchased is a Anytime Fare -
Show Business Select up-sell



Proceed to
Upgrade Flow

Retrieve Reservation by Confirmation

Android Mobile App Booking Permutations

Status Bar

< Logo Add EarlyBird Check-In

EarlyBird Check-In®

- ✓ Only \$12.50 one-way
- ✓ Better boarding position
- ✓ Earlier access to overhead storage

EarlyBird Check-In makes traveling easier because we take care of checkin for you.

Confirmation #

First name

Last name

Retrieve reservation

User is unauthenticated or has no upcoming trips

EarlyBird Check-In Info

Android Mobile App Booking Permutations

Status Bar

Add EarlyBird Check-In ✕ Cancel

Apr 20-21
Minneapolis/St. Paul

Add EarlyBird Check-In® ⓘ 

We've hooked you up with automatic check-in and a better boarding position for \$12.50 per passenger, per one-way. Let us take care of check-in for you.

Not in a hurry? Tap flight or passenger to opt out. On the **A-List** or **Business Select**? We'll automatically check you in for your flight before our EarlyBird Check-In Customers at no additional cost.

Departing Sun, Apr 20, 2014

FLIGHT	DEPARTS	ARRIVES
1977/ 125 	DAL -	MSP

Kevin Thompson
RR# 12345678

Janette Thompson

Returning Mon, Apr 21, 2014

FLIGHT	DEPARTS	ARRIVES
462/ 1125 	MSP -	DAL

Kevin Thompson
RR# 12345678

Janette Thompson

\$12.50 per passenger, per flight segment

You have selected EarlyBird Check-In for your passengers and flight segments

DAL - MSP Flight 1977/125	2 x \$12.50	\$25.00
MSP - DAL Flight 462/1125	2 x \$12.50	\$25.00

(continued)

Estimated Total **\$50.00**

Status Bar

← **Add EarlyBird Check-In**

We'll automatically check you in and reserve your boarding position before regular check-in begins so you'll have a better seat selection.

- ✓ Automatic check-in
- ✓ Better boarding position
- ✓ Only \$12.50 one-way

Let us take care of check-in for you.

*Conveniently print your boarding pass with pre-assigned boarding position anytime within 24 hours of departure.

Add EarlyBird Check-In - Select Flight Segments & Passengers (MultiPax, Change Planes)

Android Mobile App Booking Permutations

Status Bar

Add EarlyBird Check-In ✕ Cancel

Apr 20-21
Minneapolis/St. Paul

Add EarlyBird Check-In® ⓘ 

We've hooked you up with automatic check-in and a better boarding position for \$12.50 per passenger, per one-way. Let us take care of check-in for you.

Not in a hurry? Tap flight or passenger to opt out. On the **A-List** or **Business Select**? We'll automatically check you in for your flight before our EarlyBird Check-In Customers at no additional cost.

Departing Sun, Apr 20, 2014

FLIGHT	DEPARTS	ARRIVES
1977/ 125 	DAL -	MSP

Kevin Thompson
RR# 12345678

Janette Thompson

Returning Mon, Apr 21, 2014

FLIGHT	DEPARTS	ARRIVES
462/ 1125 	MSP -	DAL

Kevin Thompson
RR# 12345678

Janette Thompson

\$12.50 per passenger, per flight segment

You have selected EarlyBird Check-In for your passengers and flight segments

DAL - MSP Flight 1977/125	2 x \$12.50	\$25.00
MSP - DAL Flight 462/1125	2 x \$12.50	\$25.00

(continued)

Status Bar

Add EarlyBird Check-In ✕ Cancel

Apr 20-21
Minneapolis/St. Paul

Add EarlyBird Check-In® ⓘ 

We've hooked you up with automatic check-in and a better boarding position for \$12.50 per passenger, per one-way. Let us take care of check-in for you.

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Departing Sun, Apr 20, 2014

FLIGHT	DEPARTS	ARRIVES
1977/ 125 	DAL -	MSP

Kevin Thompson
RR# 12345678

Janette Thompson

Returning Mon, Apr 21, 2014

FLIGHT	DEPARTS	ARRIVES
462/ 1125 	MSP -	DAL

Kevin Thompson
RR# 12345678

Janette Thompson

\$12.50 per passenger, per flight segment

You have selected EarlyBird Check-In for your passengers and flight segments

DAL - MSP Flight 1977/125	2 x \$12.50	\$25.00
------------------------------	-------------	----------------

(continued)

Passenger deselected

Status Bar

Add EarlyBird Check-In ✕ Cancel

Apr 20-21
Minneapolis/St. Paul

Add EarlyBird Check-In® ⓘ 

We've hooked you up with automatic check-in and a better boarding position for \$12.50 per passenger, per one-way. Let us take care of check-in for you.

Not in a hurry? Tap flight or passenger to opt out. On the **A-List** or **Business Select**? We'll automatically check you in for your flight before our EarlyBird Check-In Customers at no additional cost.

Departing Sun, Apr 20, 2014

FLIGHT	DEPARTS	ARRIVES
1977/ 125 	DAL -	MSP

Kevin Thompson
RR# 12345678

Janette Thompson

Returning Mon, Apr 21, 2014

FLIGHT	DEPARTS	ARRIVES
462/ 1125 	MSP -	DAL

Kevin Thompson
RR# 12345678

Janette Thompson

\$12.50 per passenger, per flight segment

You have selected EarlyBird Check-In for your passengers and flight segments

DAL - MSP Flight 1977/125	2 x \$12.50	\$25.00
------------------------------	-------------	----------------

(continued)

Flight segment deselected

Add EarlyBird Check-In - Return Flight Segment Only (Multi Pax, Change Planes)

Android Mobile App Booking Permutations

Status Bar

Add EarlyBird Check-In ✕ Cancel

Apr 20-21
Minneapolis/St. Paul

Add EarlyBird Check-In® ⓘ 

We've hooked you up with automatic check-in and a better boarding position for \$12.50 per passenger, per one-way. Let us take care of check-in for you.

Not in a hurry? Tap flight or passenger to opt out.
On the **A-List** or **Business Select**? We'll automatically check you in for your flight before our EarlyBird Check-In Customers at no additional cost.

Returning Mon, Apr 21, 2014

FLIGHT	DEPARTS	ARRIVES
462/ 1125 	MSP -	DAL

Kevin Thompson
RR# 12345678

Janette Thompson

\$12.50 per passenger, per flight segment

You have selected EarlyBird Check-In for your passengers and flight segments

MSP - DAL 2 x \$12.50	\$25.00
Flight 462/1125	

Estimated Total	\$25.00
------------------------	----------------

EarlyBird Check-In is non-refundable.

Continue

Outbound trip has been completed and return trip is still eligible for EarlyBird

EarlyBird Not Available (Multi Pax, Change Planes)

Android Mobile App Booking Permutations

Status Bar

Add EarlyBird Check-In ✕ Cancel

Apr 20-21
Minneapolis/St. Paul

Add EarlyBird Check-In® ⓘ

We've hooked you up with automatic check-in and a better boarding position for \$12.50 per passenger, per one-way. Let us take care of check-in for you.

Not in a hurry? Tap flight or passenger to opt out. On the **A-List** or **Business Select**? We'll automatically check you in for your flight before our EarlyBird Check-In Customers at no additional cost.

Departing Sun, Apr 20, 2014

FLIGHT	DEPARTS	ARRIVES
1977/ 125	DAL -	MSP

Kevin Thompson
RR# 12345678

Janette Thompson Priority Boarding
RR# 87654321 | A-LIST PREFERRED

Returning Mon, Apr 21, 2014

FLIGHT	DEPARTS	ARRIVES
462/ 1125	MSP -	DAL

Kevin Thompson
RR# 12345678

Janette Thompson Priority Boarding
RR# 87654321 | A-LIST PREFERRED

\$12.50 per passenger, per flight segment

You have selected EarlyBird Check-In for your passengers and flight segments

DAL - MSP Flight 1977/125	1 x \$12.50	\$12.50
------------------------------	-------------	----------------

(continued)

Reward status already includes priority boarding and/or early checkin

Status Bar

Add EarlyBird Check-In ✕ Cancel

Apr 20-21
Minneapolis/St. Paul

Add EarlyBird Check-In® ⓘ

We've hooked you up with automatic check-in and a better boarding position for \$12.50 per passenger, per one-way. Let us take care of check-in for you.

Not in a hurry? Tap flight or passenger to opt out. On the **A-List** or **Business Select**? We'll automatically check you in for your flight before our EarlyBird Check-In Customers at no additional cost.

Departing Sun, Apr 20, 2014

FLIGHT	DEPARTS	ARRIVES
1977/ 125	DAL -	MSP

Kevin Thompson
RR# 12345678

Sara Smith

Returning Mon, Apr 21, 2014

FLIGHT	DEPARTS	ARRIVES
462/ 1125	MSP -	DAL

Kevin Thompson
RR# 12345678

Sara Smith Business Select

\$12.50 per passenger, per flight segment

You have selected EarlyBird Check-In for your passengers and flight segments

DAL - MSP Flight 1977/125	1 x \$12.50	\$12.50
MSP - DAL Flight 462/1125	1 x \$12.50	\$12.50

(continued)

EarlyBird Check-in already purchased for a passenger; second flight has business select for same passenger

Status Bar

Add EarlyBird Check-In ✕ Cancel

Apr 20-21
Minneapolis/St. Paul

Add EarlyBird Check-In® ⓘ

We've hooked you up with automatic check-in and a better boarding position for \$12.50 per passenger, per one-way. Let us take care of check-in for you.

Not in a hurry? Tap flight or passenger to opt out. On the **A-List** or **Business Select**? We'll automatically check you in for your flight before our EarlyBird Check-In Customers at no additional cost.

Departing Sun, Apr 20, 2014

FLIGHT	DEPARTS	ARRIVES
1977/ 125	DAL -	MSP

Kevin Thompson
RR# 12345678

Janette Thompson Not Available

Returning Mon, Apr 21, 2014

FLIGHT	DEPARTS	ARRIVES
462/ 1125	MSP -	DAL

Kevin Thompson
RR# 12345678

Janette Thompson Not Available

\$12.50 per passenger, per flight segment

You have selected EarlyBird Check-In for your passengers and flight segments

DAL - MSP Flight 1977/125	2 x \$12.50	\$25.00
MSP - DAL Flight 462/1125	2 x \$12.50	\$25.00

(continued)

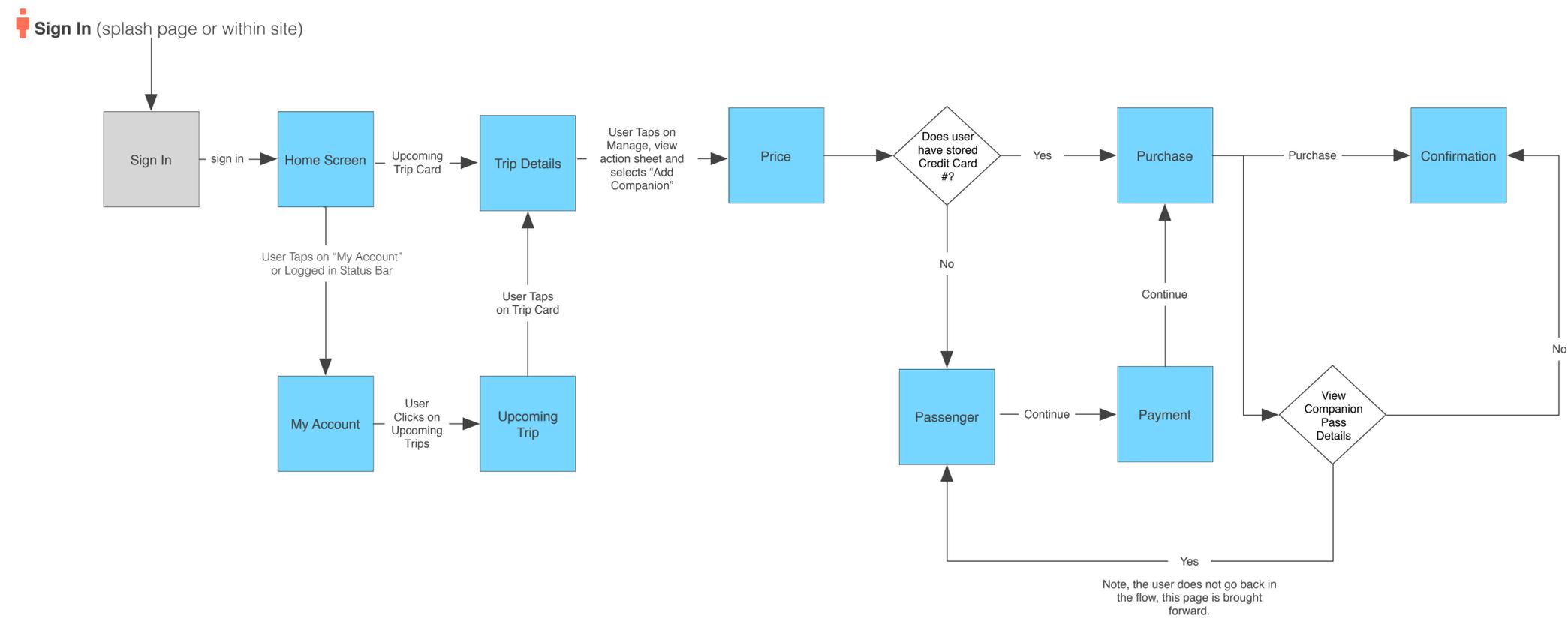
Not available for some other reason (e.g., unaccompanied minors)

Add Companion Pass

Add Companion	Pricing - roundtrip, multileg	https://app.box.com/s/...
	Companion Passenger Information	https://app.box.com/s/...
	Payment Information saved Credit Card info	https://app.box.com/s/...

M-PT-1.1.7 Companion User Flow

Android Mobile App Booking Permutations



M-PT-1.1.7 Companion

Android Mobile App Booking Permutations

Status Bar

Passengers

1 of 1

✓ Done

PERSONAL INFO (COMPANION)

Janette Thompson

RR # 87654321

Date of Birth

1/1/1962

Gender

Female

CONTACT METHOD

Text me, (773) 123-4569

KevinThompson@email.com



EMAIL RECEIPT TO

Email address



[Share itinerary](#)

[Redress number/Known Traveler number](#)

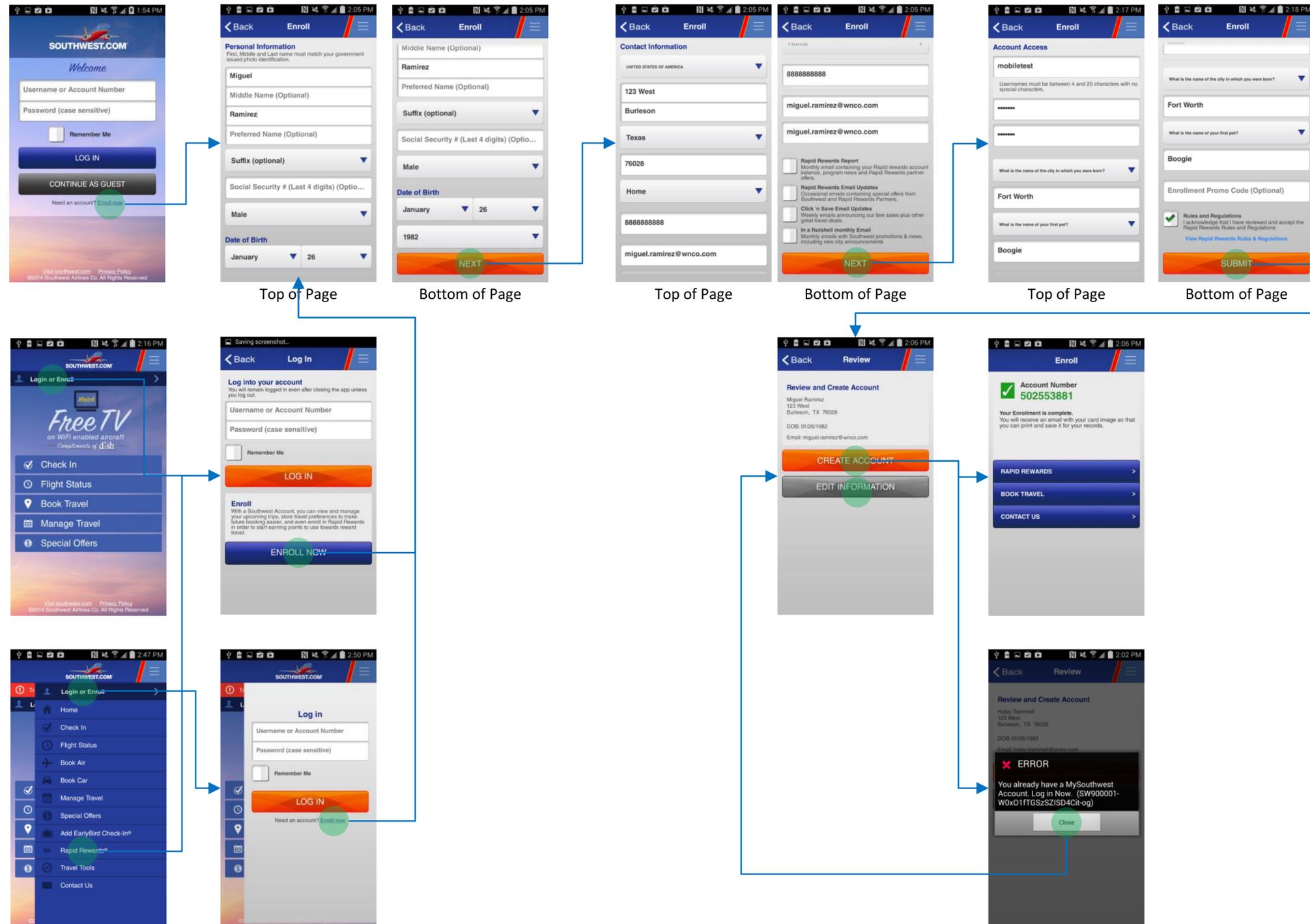
Core UI

Core UI	Enroll -- Enter information - Personal Information (name, address, etc.)	https://app.box.com/s	RZF
	Enroll -- Enter information - Contact Information (phone, email, etc.)	https://app.box.com/s	RZF
	Enroll -- Enter information - Account Information (username, password, etc.)	https://app.box.com/s	RZF
	Enroll -- Review	https://app.box.com/s	RZF
	Enroll -- Confirmation	https://app.box.com/s	RZF
	Enroll error		SWA
	Login from Booking Flow		RZF
	Password /login help -- retrieve password		RZF

Current State: Account Enrollment

Android Mobile App Booking

Enroll



Enrollment - New Account

Android Mobile App Booking

Status Bar

Enrollment
Contact Info

Personal Contact Security Review

Fill out the information below to sign up for a Southwest Account and Rapid Rewards.

PERSONAL INFO
First, Middle, and Last Name must match government-issued photo identification.

First name 

Middle name

Last name

Preferred name (optional)

Suffix

Social Security # (Last 4 digits) (optional)

Date of Birth

Gender

Continue

Status Bar

Enrollment
Contact Info

Personal Contact Security Review

CONTACT INFO

United States of America

Address

City

State

ZIP code

Phone number

Email address

Re-enter Email address

EMAIL SUBSCRIPTIONS 

Rapid Rewards Report

Rapid Rewards Email Updates

Click 'n Save Email Updates

In a Nutshell Email

Continue

Status Bar

Enrollment
Contact Info

Personal Contact Security Review

ACCOUNT ACCESS
Usernames must be between 4-20 characters with no special characters.

Username

Password

Confirm Password

SECURITY QUESTIONS

Choose your security question

Answer

Choose your security question

Answer

Enrollment Promo Code (optional)

Rules and Regulations
I acknowledge that I have reviewed and accept the [Rapid Rewards Rules and Regulations](#).

Submit

Status Bar

Enrollment
Contact Info

Personal Contact Security Review

REVIEW AND CREATE ACCOUNT

Jane Smith
2000 E 11th St
Austin, TX 78702

DOB: 01/29/1979
Email: jsmith@gmail.com

EDIT CREATE ACCOUNT

Enrollment - New Account 2

Android Mobile App Booking

Status Bar

Confirmation

✓ Done



Congrats Tom!
Welcome to Rapid Rewards!

Account Number
12345678910

You will receive an email with your card image so you can print and save it for your records. Now you'll be able to manage trips in My Account and earn rewards whenever you travel.

[My Account](#)

[Book a Flight](#)

Login from Booking Flow 2

Android Mobile App Booking

Passenger information (default)

Status Bar

Passengers 1 of 1

✓ Pricing ✈ Passengers ○ Payment ○ Purchase

[Log in for faster check out](#)

PERSONAL INFO

First, Middle, and Last Name must match government-issued photo identification.

First name

Middle name

Last name

Date of birth

Gender

RAPID REWARDS NUMBER (OPTIONAL)

Rapid Rewards Number

CONTACT METHOD

Select

EMAIL RECEIPT TO

Select

[Share Itinerary](#)

[Redress number/Known Traveler number](#)

Next Passenger

Login Screen (from booking flow)

Status Bar

Login ✕ Cancel

Username or Account Number

Password

Remember me [Login help?](#)

Login

Passengers (1+ passenger and/or data is not stored to account)

Status Bar

Passengers 1 of 1

✓ Pricing ✈ Passengers ○ Payment ○ Purchase

PERSONAL INFO

First, Middle, and Last Name must match government-issued photo identification.

John

M

Smith

01/29/1979

Gender

RAPID REWARDS NUMBER (OPTIONAL)

012345678910

CONTACT METHOD

Text me, (773) 123-4569

EMAIL RECEIPT TO

johnsmith@gmail.com

[Share Itinerary](#)

[Redress number/Known Traveler number](#)

Next Passenger

Purchase (1 passenger, data stored to account)

Status Bar

Purchase DAL - MDW (Round Trip)

✓ Pricing ✓ Passengers ✓ Payment ✈ Purchase

YOUR TRIP

May 19 Monday	DAL → MDW	7:05 AM 8:20 AM	\$686.20
May 21 Wednesday	DAL → MDW	7:05 AM 8:20 AM	\$853.40

1 Passenger Total **\$1539.60**

[Trip and price details](#)

PASSENGERS

Kurt Pennypacker [RR 000000000 | A-LIST PREFERRED](#)

Add EarlyBird Check-In® [i](#)

\$12.50 per passenger, per leg of flight

Contact Method

Text me, (773) 123-4569

Payment

Visa (ending in 5555)

PURPOSE OF TRAVEL

Select (Optional)

Total amount, including taxes, that will be charged to your credit card [Show details](#)

\$1539.60

(continued)

Login from Booking

Android Mobile App Booking

Login Screen (from booking flow)

Status Bar

Login ✕ Cancel

Username or Account Number

Password

Remember me Login help?

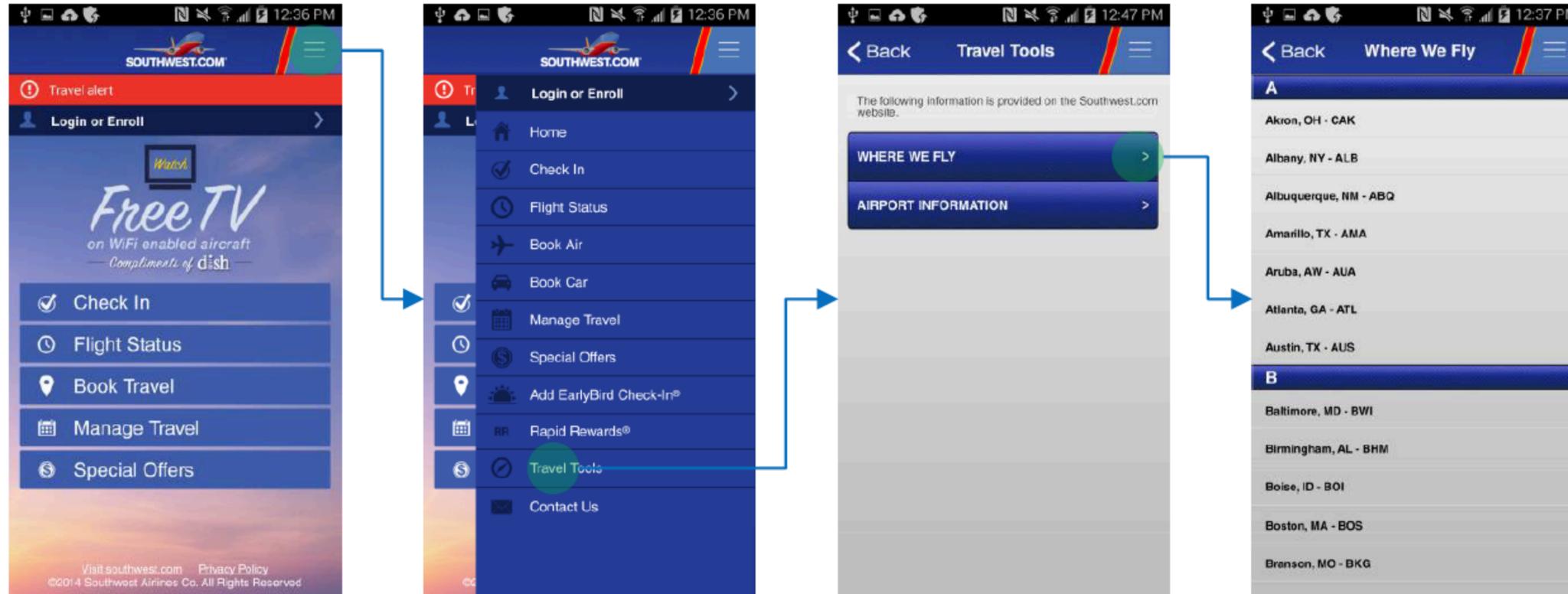
Login

Utilities

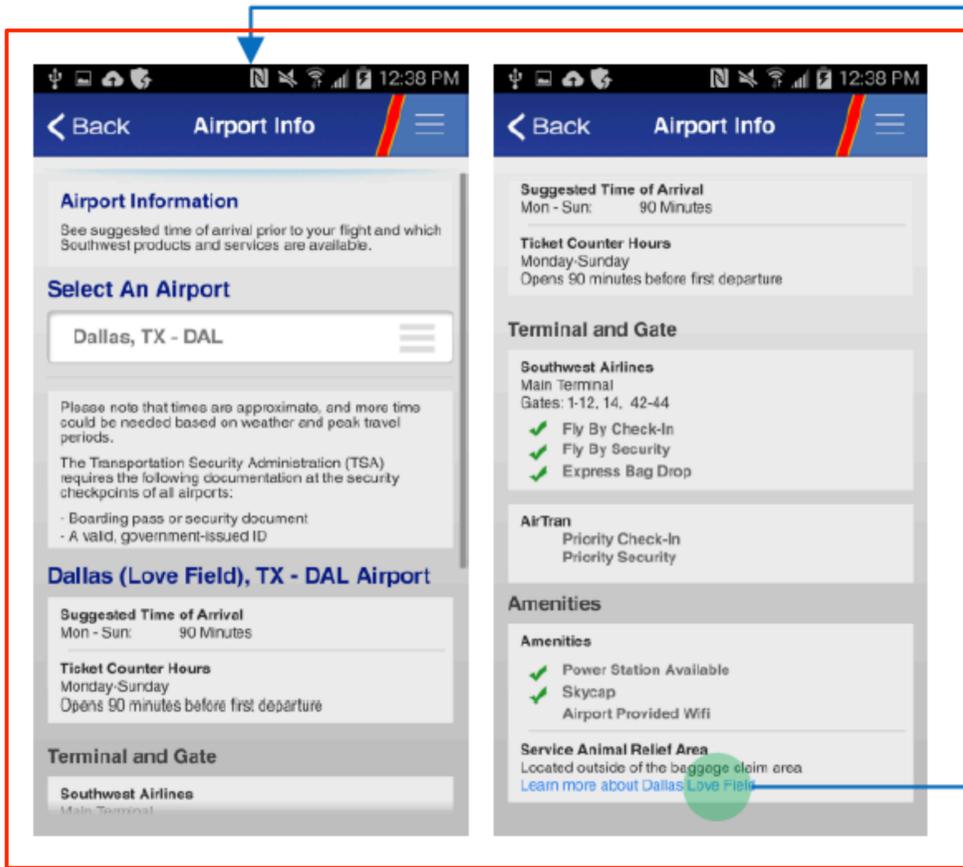
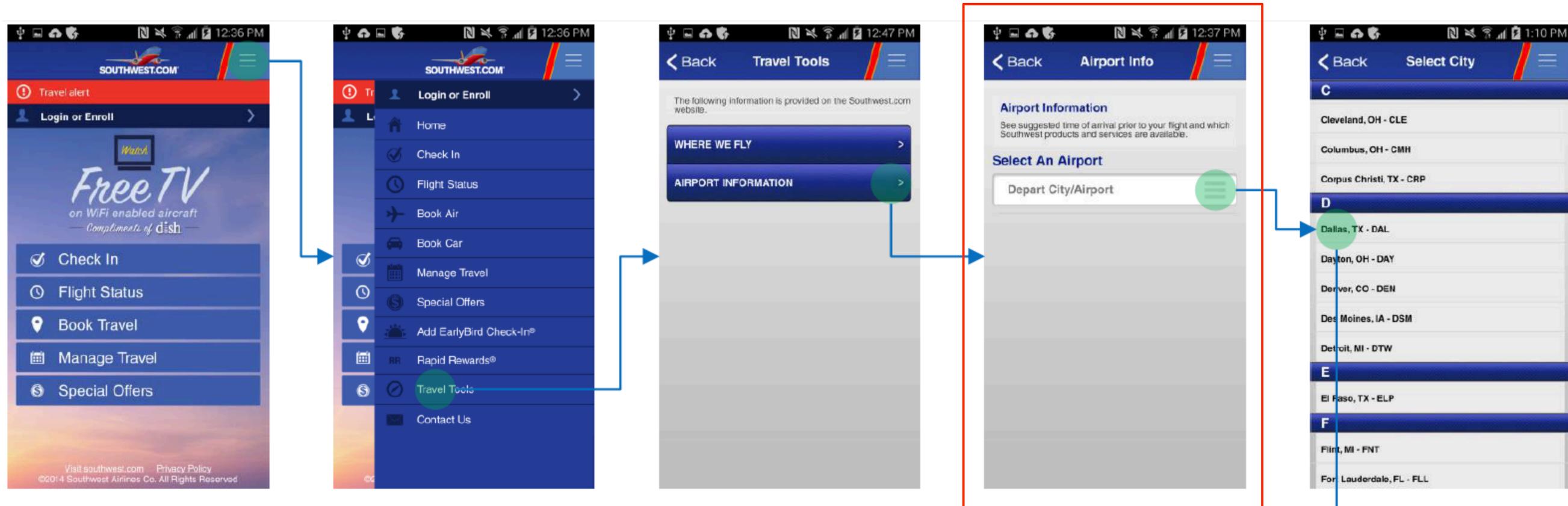
Travel Tools

Where We Fly	Where We Fly	https://app.box.com/s/9	RZF
	City Selector		SWA
	Airport Details		RZF

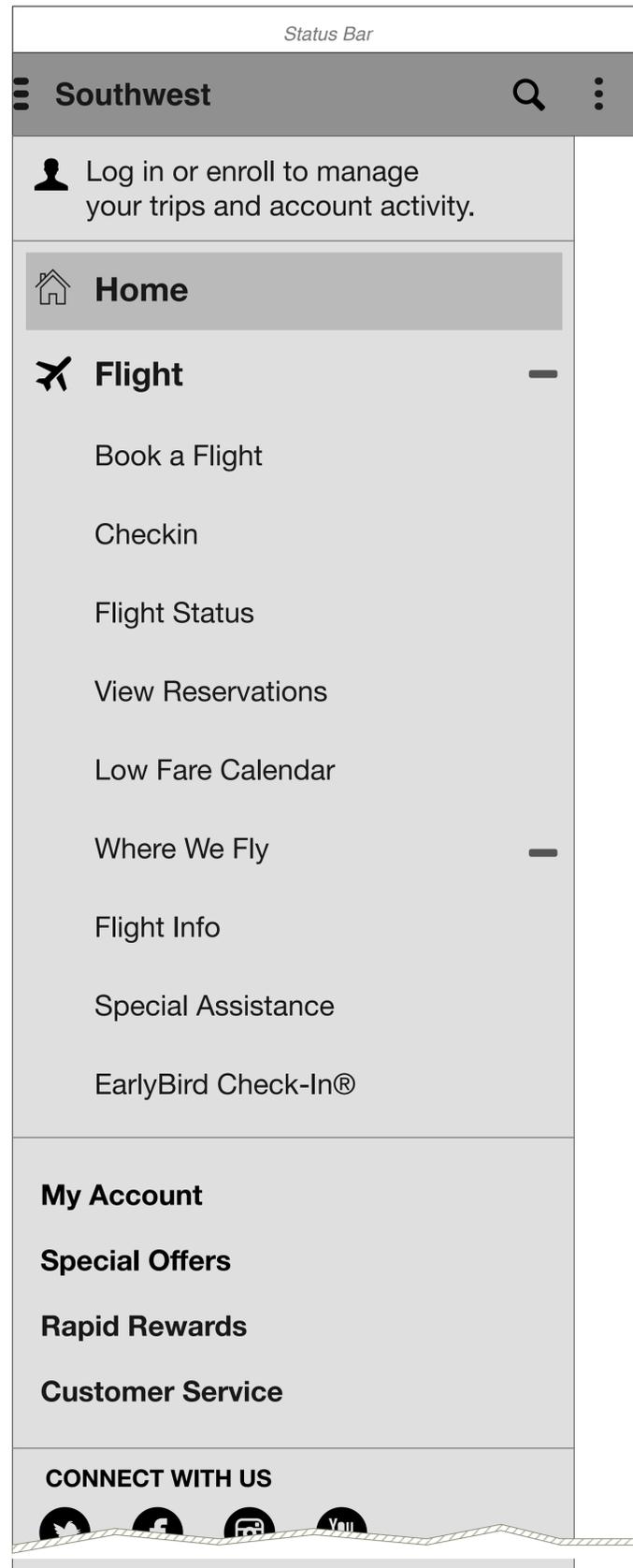
Current User Flow - Where We Fly



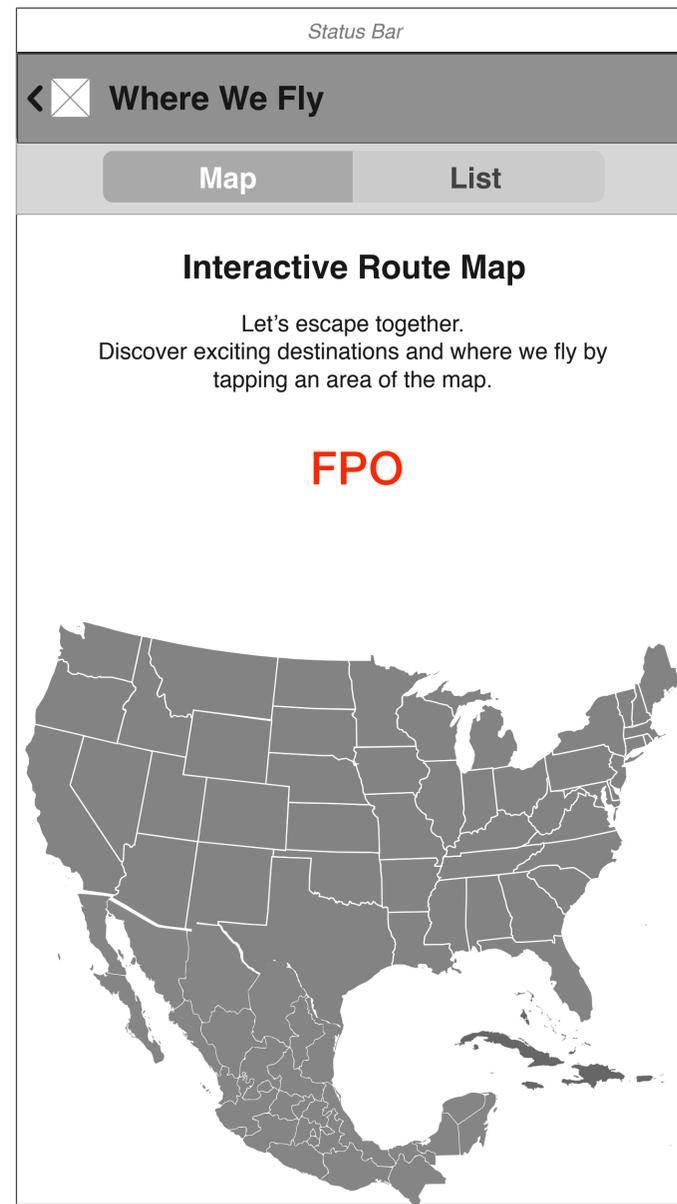
Current User Flow - Airport Information



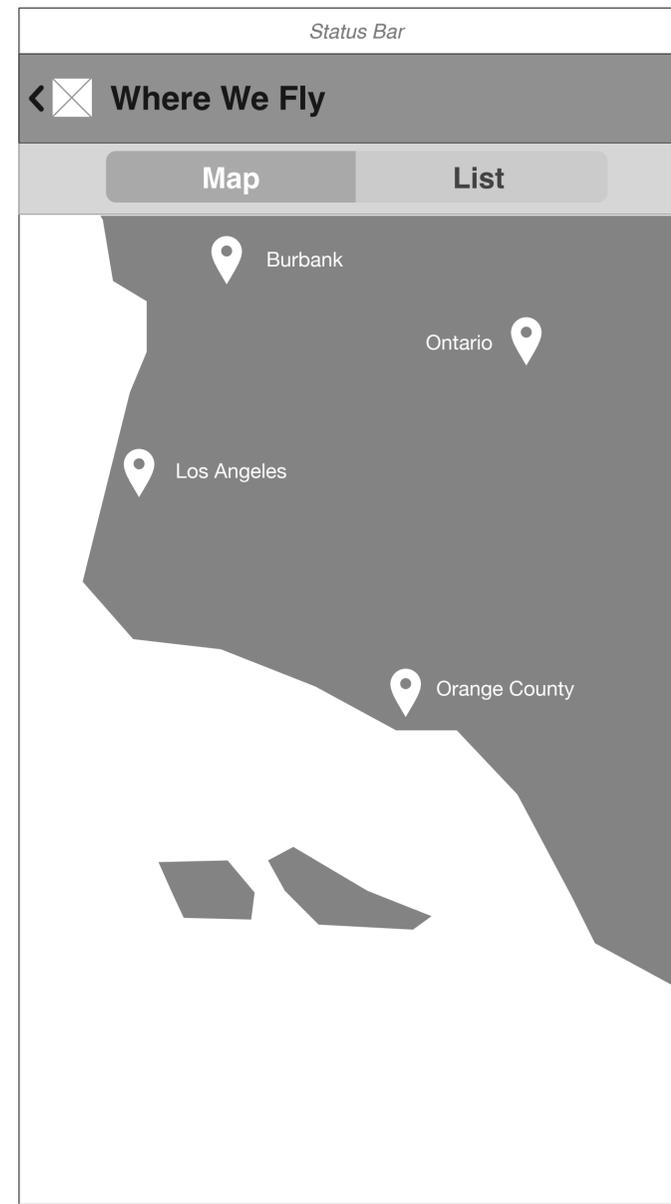
Where We Fly



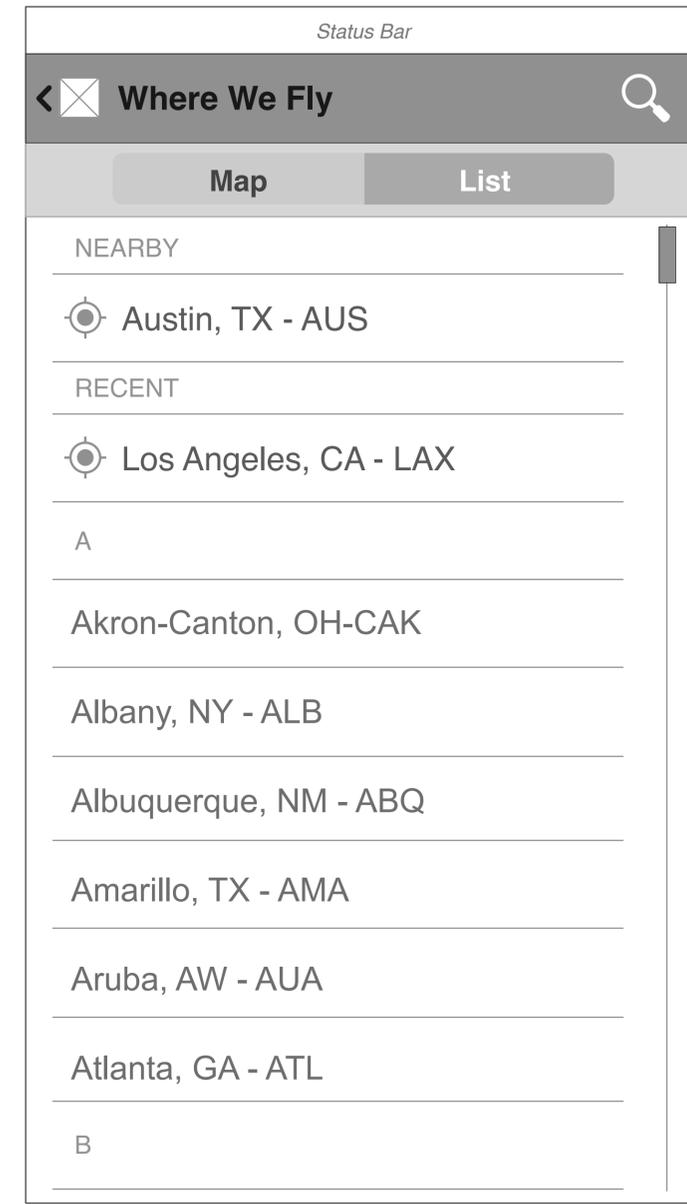
Marketing Page/Interactive Map



Map Zoomed in; Can make selection to go to airport info



Where We Fly/Airport List View



Where We Fly, Airport Info

Airport Info Screen

Status Bar

Airport Info
LAX

Airport Code Art TBD

 LOS ANGELES, CA, USA
LOS ANGELES INTL

Terminal and Gate

T
TERMINAL

Main Terminal
Gates 1-12, 14, 42-44

- ✓ Fly By Checkin
- ✓ Fly By Security
- ✓ Express Bag Drop

Ticket Counter Hours

 TICKET COUNTER

Mon - Sunday
Opens 90 Minutes before first departure

Travel Tips

 **INFO** Suggested Time of Arrival
Mon- Sun 90 Minutes

Depending on weather and peak travel periods, you might need to arrive earlier.

[Check Current TSA Wait Times](#)

Don't forget your boarding pass or security documents and a valid, government-issued ID—the Transportation Security Administration (TSA) will need them at the security checkpoints.

Amenities

 **AMENITIES**

- ✓ Power Station Available
- ✓ Priority Checkin

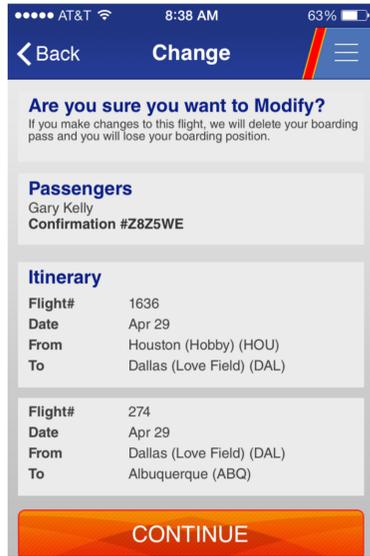
Service Animal Relief Area
Located outside of the baggage claim area.

[Learn More about Los Angeles International Airport](#)

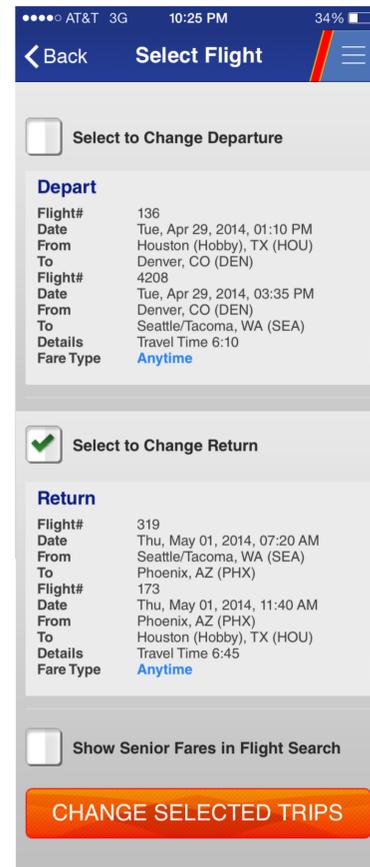
Change Flights

Manage Reservation	Retrieve Reservation with Confirmation # (if possible accommodate Flight, car, and hotel) - Authenticated view		RZF	
	Retrieve Reservation with Confirmation # - Unauthenticated view-- log in prompt		RZF	
	Retrieve Reservation with Credit Card Info - Authenticated view		SWA	
	Share Reservation interaction -- SMS, Email (multiple entry points)		RZF	PT-1.1.10.1
	View Trip Details - Action sheet interaction view - accessing trip detail tools		RZF	
	View Trip Details - Action sheet interaction view trip tools		RZF	
	Error		SWA	
Change Flights	Delete Boarding Pass - One Way, single leg - single PAX	https://app.box.com/s/9	RZF	
	Delete Boarding Pass - Roundtrip, multi leg - multi PAX, Companion Pass		RZF	
	Select Flights to change (departure/return)	https://app.box.com/s/c	RZF	
	Search flight -- partial change - Change return flight only	https://app.box.com/s/c	SWA	
	Search flight -- whole change - Change return flight and departure flight	https://app.box.com/s/t	SWA	
	Search Results -- Select new flight	https://app.box.com/s/k	SWA	
	Search Results -- Select new Senior fare	https://app.box.com/s/r	SWA	
	Search Results -- Fares displayed in points		SWA	
	Itinerary/Pricing -- Upgrade fare view - one way, single leg - single PAX	https://app.box.com/s/f	SWA	
	Itinerary/Pricing -- Downgrade fare view - Round trip, multi leg - multi PAX, companion pass	https://app.box.com/s/c	SWA	
	Itinerary/Pricing -- downgrade fare view - Fare displayed in points		SWA	
	Reconcile Changes -- Upgraded fare view - New payment information	https://app.box.com/s/9	RZF	
	Reconcile Changes -- Upgraded fare view - Saved payment information	https://app.box.com/s/9	SWA	
	Reconcile Changes -- Downgraded fare view - select action for credit due	https://app.box.com/s/r	RZF	
	Reconcile Changes -- Downgraded fare view -Fare displayed in points		SWA	
	Confirmation -- Upgraded fare view - one way, single leg - single PAX	https://app.box.com/s/c	SWA	
	Confirmation -- Downgraded fare view - Roundtrip, multi leg - multi PAX, companion pass		SWA	
	Confirmation -- Downgraded fare view - Fare displayed in points		SWA	
	Error		SWA	

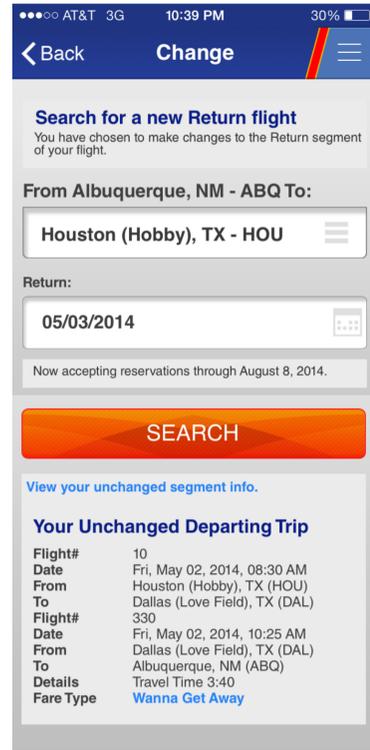
Current User Flow - Change Reservation



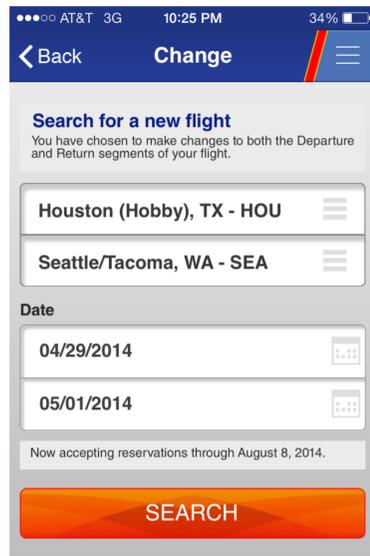
If the user has already checked in to their flight then they must confirm that their Boarding Pass will be deleted



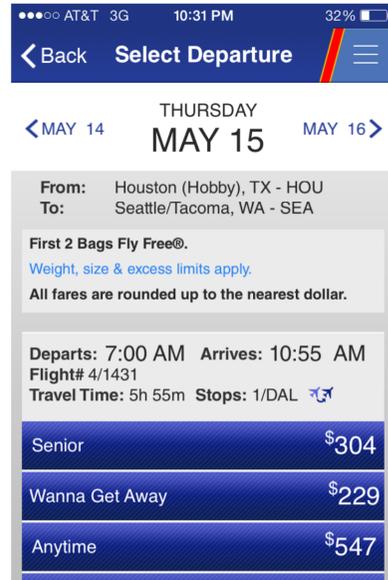
User indicates which portions of the flight they will change



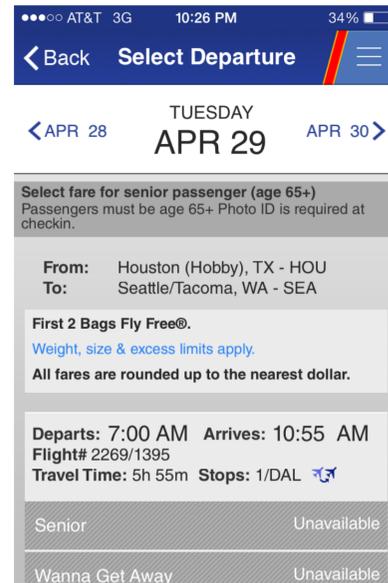
User searches for a partial flight change (changing return flight only)



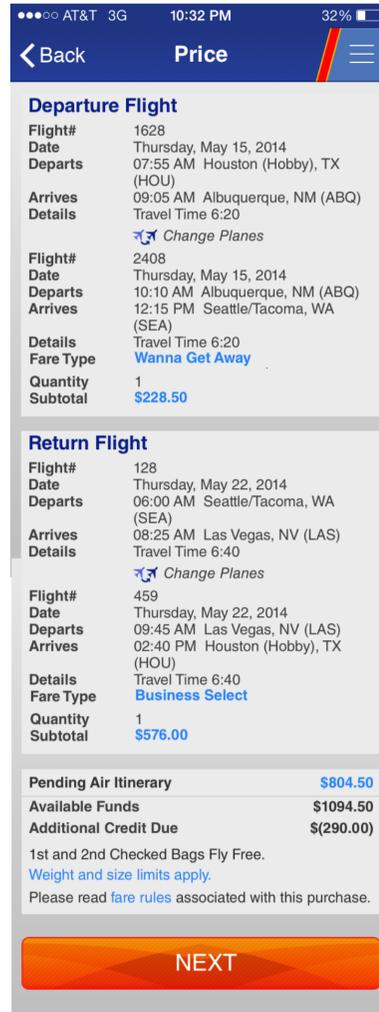
User searches for a complete flight change (departure and return flight change)



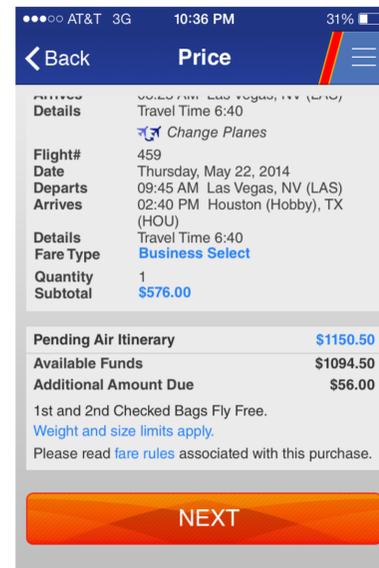
User goes to Search Results screen (same as booking)



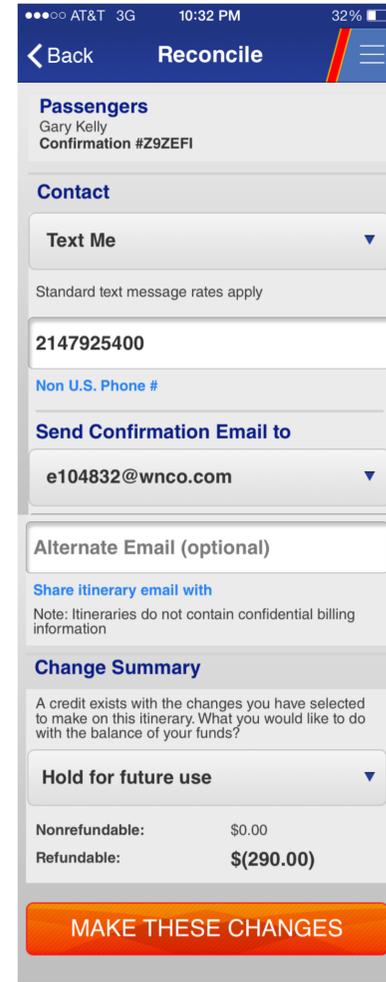
Search results for Senior fare



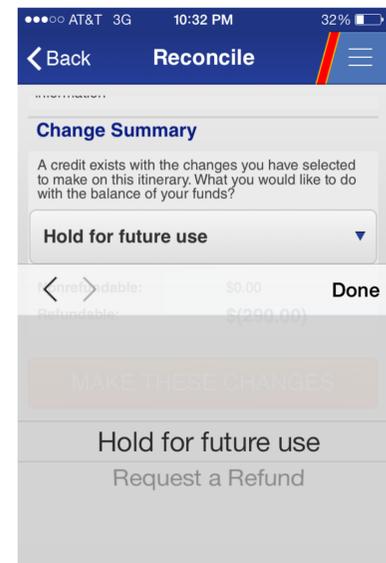
User has downgraded their departure flight. They have a Credit Due from Southwest



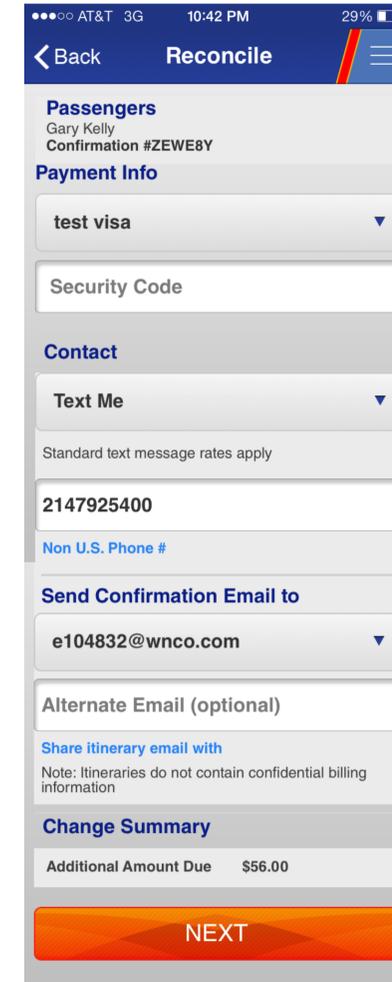
User has upgraded their flight. They have an Additional Amount Due to Southwest



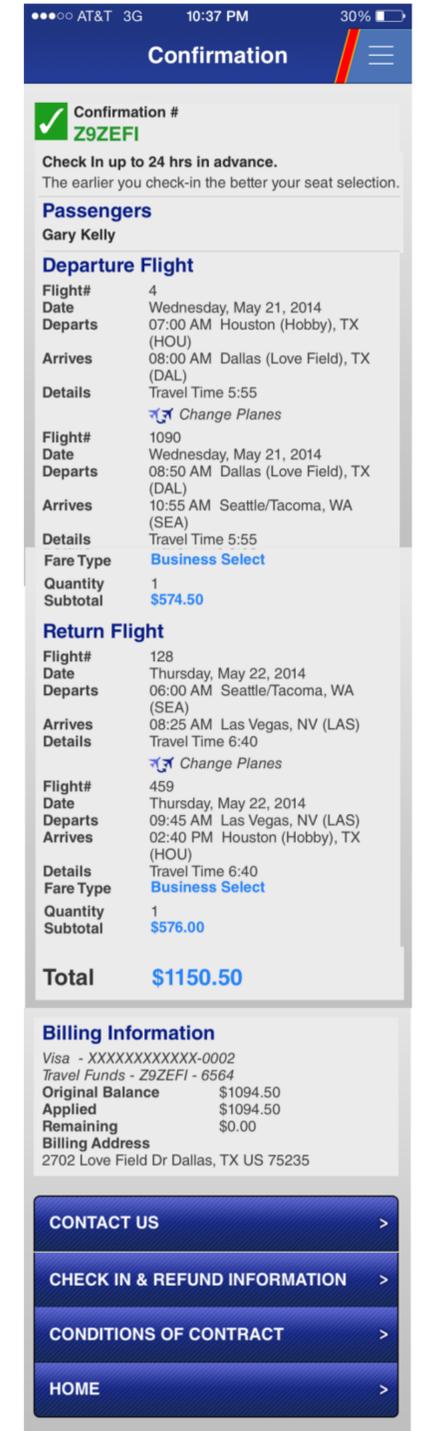
User reconciles downgrade



User selects action for the Credit Due.



User reconciles the upgrade

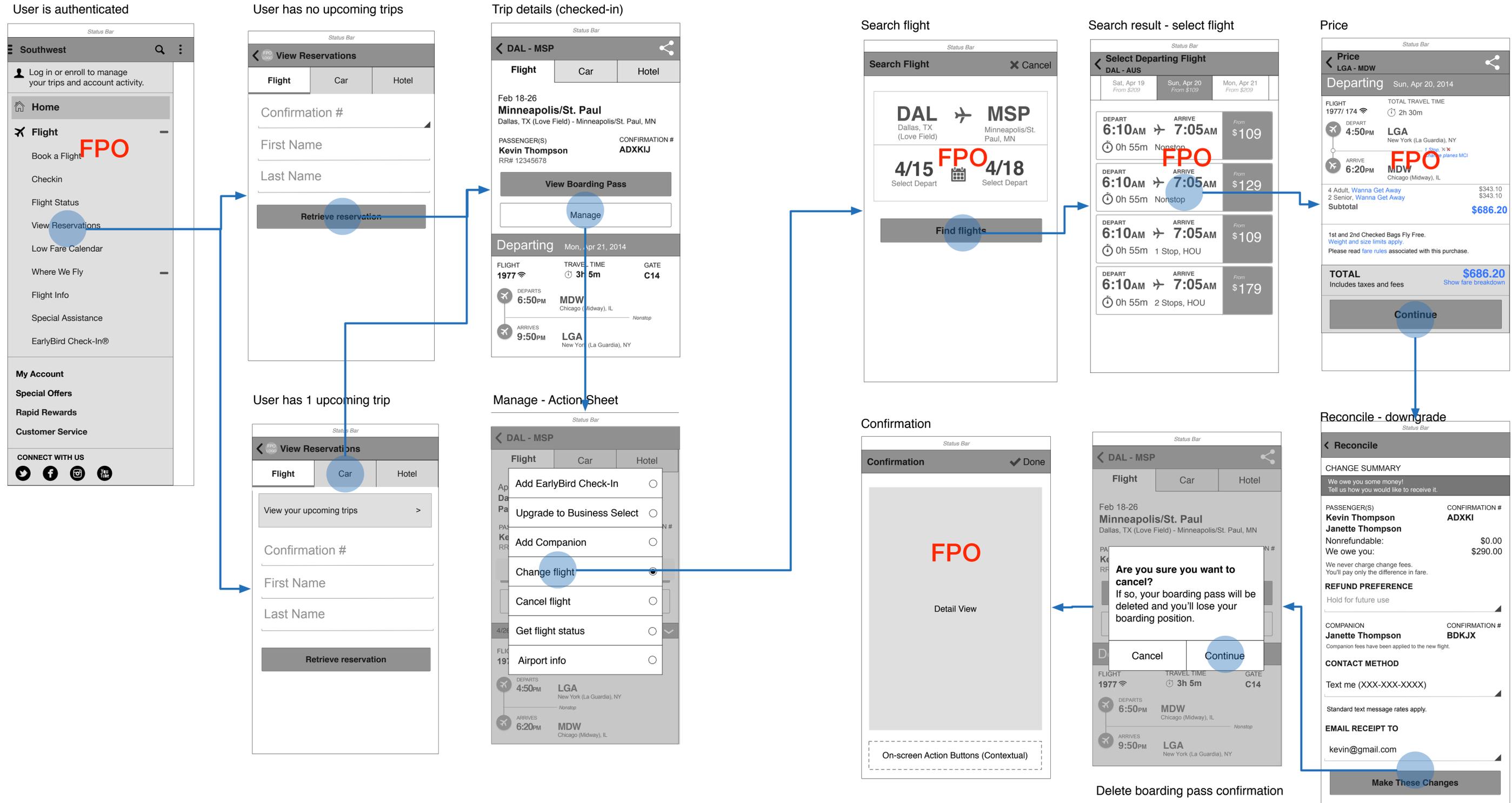


Confirmation screen - Upgraded

Confirmation screen - Downgraded

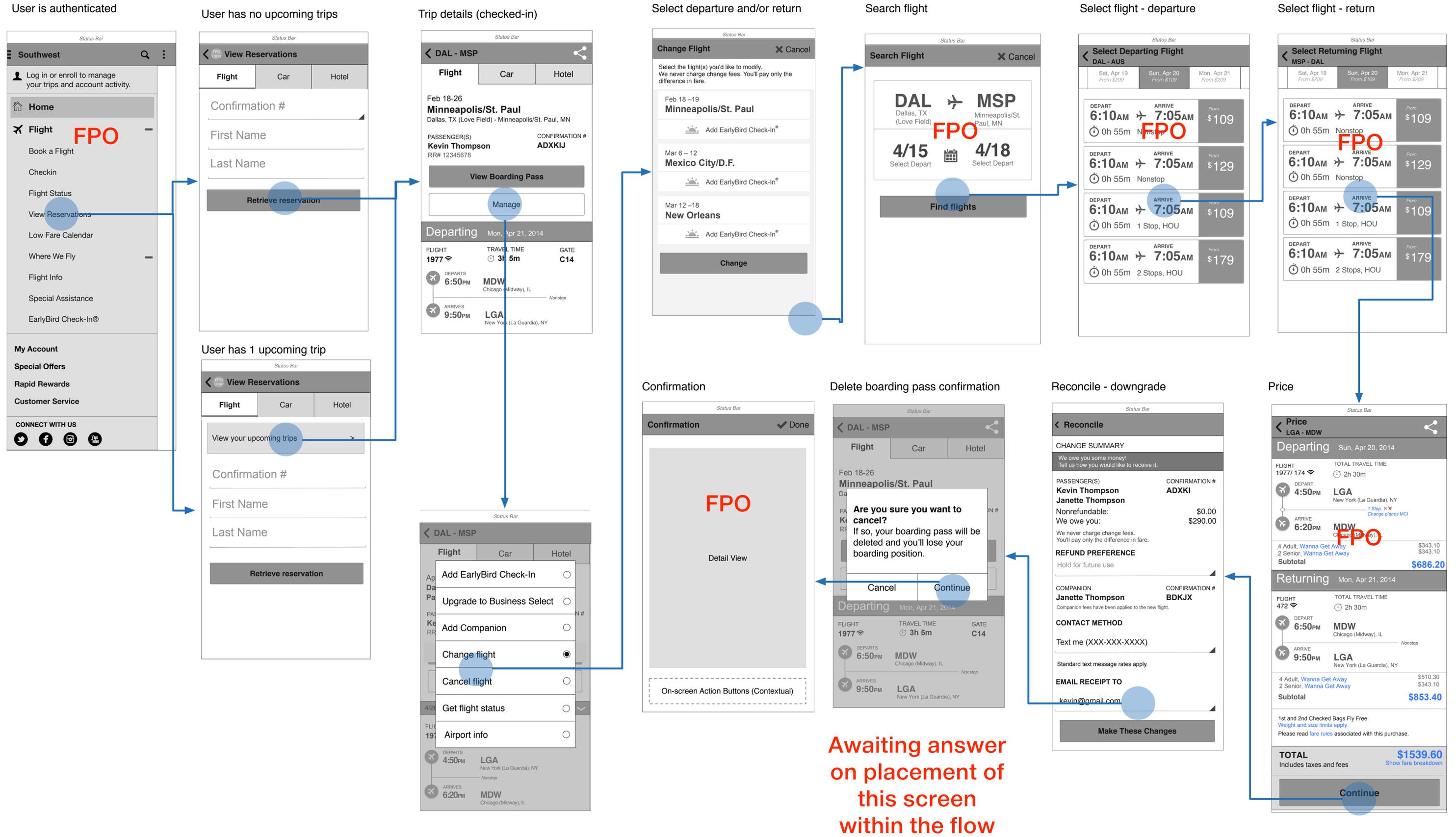
Change Flight: View Reservations > Trip Details > Change (One-Way, Single-Leg, Single Pax) - Option A

Android Mobile Change Flight



Change Flight: View Reservations > Trip Details > Change (Roundtrip, Multi-Leg, Multi Pax) - Option A

Android Mobile Change Flight



View Reservations

Android Mobile App Change Flight

User is unauthenticated or has no upcoming trips

This screenshot shows the 'View Reservations' screen for an unauthenticated user. At the top is a status bar. Below it is a dark header with a back arrow, 'FPO LOGO', and the title 'View Reservations'. A tab bar below the header has three options: 'Flight' (selected), 'Car', and 'Hotel'. The main content area contains a 'Confirmation #' input field with a dropdown arrow, followed by 'First Name' and 'Last Name' input fields. At the bottom is a dark button labeled 'Retrieve reservation'.

User is authenticated and has upcoming trips

This screenshot shows the 'View Reservations' screen for an authenticated user with upcoming trips. It features the same header and tab bar as the unauthenticated version. However, the 'Confirmation #' input field is replaced by a grey button labeled 'View your upcoming trips'. Below this are the 'First Name' and 'Last Name' input fields, and the 'Retrieve reservation' button at the bottom.

Trip Details

Android Mobile App Trip Details

Checked in, One-Way, Single-Leg, Single Pax

Status Bar

< DAL - MSP

Flight Car Hotel

Feb 18-26
Minneapolis/St. Paul
Dallas, TX (Love Field) - Minneapolis/St. Paul, MN

PASSENGER(S) CONFIRMATION #
Kevin Thompson **FPO** **ADXKIJ**
RR# 12345678

[View Boarding Pass](#)

[Manage](#)

Departing Sun, Apr 20, 2014

FLIGHT TOTAL TRAVEL TIME GATE
1977/174 3h 5m **C14**

DEPARTS **4:50PM** **DAL**
Dallas, TX (Love Field)
5:10PM

ARRIVES **6:20PM** **MSP**
Minneapolis/St. Paul, MN
6:50PM

1 Stop, ✕✕
Change planes MCI

Boarding positions for a single passenger display on the homepage contextual trip card and on the boarding pass accessible from trip details and the homescreen.

Checked in, Roundtrip, Multi-Leg, Multi Pax

Status Bar

< DAL - MSP

Flight Car

Feb 18-26
Minneapolis/St. Paul
Dallas, TX (Love Field) - Minneapolis/St. Paul, MN

PASSENGER(S) CONFIRMATION #
Kevin Thompson **ADXKIJ**
RR# 12345678
Janette Thompson **FPO**
RR# 12345678

Please visit a kiosk or ticket counter for your boarding passes.

[View Boarding Positions](#)

[Manage](#)

Departing Sun, Apr 20, 2014

FLIGHT TOTAL TRAVEL TIME GATE
1977/174 3h 5m **C14**

DEPARTS **4:50PM** **DAL**
Dallas, TX (Love Field)
5:10PM

ARRIVES **6:20PM** **MSP**
Minneapolis/St. Paul, MN
6:50PM

1 Stop, ✕✕
Change planes MCI

Returning Mon, Apr 21, 2014

FLIGHT TRAVEL TIME GATE
1977 3h 5m **C14**

DEPARTS

Boarding positions for multiple passengers display on a boarding positions screen accessible via the trip details

Boarding Positions

Status Bar

Boarding Positions Done

Please visit a kiosk or ticket counter for your boarding passes.

FLIGHT TRAVEL TIME GATE
1977 3h 5m **C14**

PASSENGER(S) CONFIRMATION #
Kevin Thompson **ADXKIJ**
TSA Pre✓

boarding group **A** position **25**

Janette Thompson
TSA Pre✓

boarding group **A** position **38**

✕✕ Change planes

FLIGHT TRAVEL TIME GATE
462 1h 45m **B9**

PASSENGER(S)
Kevin Thompson
TSA Pre✓

boarding group **B** position **12**

Janette Thompson
TSA Pre✓

boarding group **B** position **15**

Trip Details - Tools

Android Mobile App Trip Details

Manage - Action Sheet

Status Bar

< DAL - MSP

- Add EarlyBird Check-In
- Upgrade to Business Select
- Add Companion
- Change flight
- Cancel flight
- Get flight status
- Airport info

FLIGHT 1977 **3h 5m** C14

DEPARTS **6:50PM** **MDW**
Chicago (Midway), IL

ARRIVES **9:50PM** **LGA**
New York (La Guardia), NY

Share - Activity View Controller

Status Bar

< DAL - MSP

Flight | Email

Feb 18-26 | Text Messaging

Minneapolis/St. Paul
Dallas, TX (Love Field) - Minneapolis/St. Paul, MN

PASSENGER(S) CONFIRMATION #
Kevin Thompson **ADXKIJ**
RR# 12345678

View Boarding Pass

Manage

Departing Mon, Apr 21, 2014

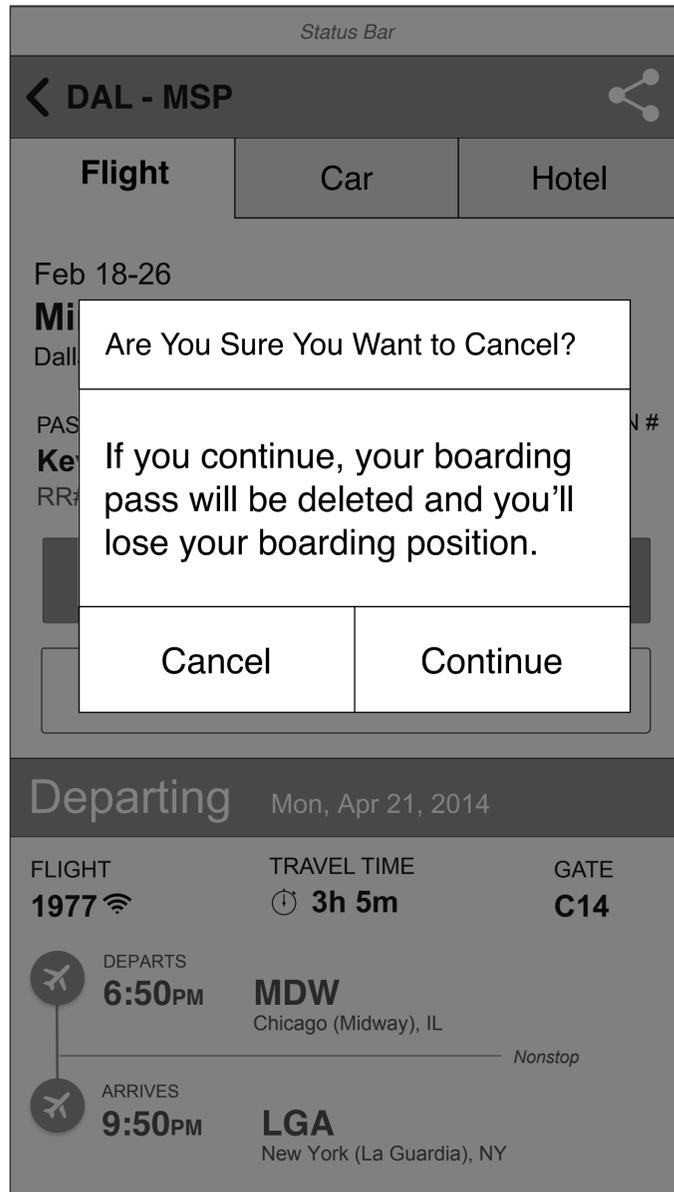
FLIGHT	TRAVEL TIME	GATE
1977	3h 5m	C14

DEPARTS **6:50PM** **MDW**
Chicago (Midway), IL

ARRIVES **9:50PM** **LGA**
New York (La Guardia), NY

Delete Boarding Pass Confirmation Dialog

Delete Boarding Pass Confirmation Dialog



Select Flight (Roundtrip)

Select Departure and/or Return

Status Bar

Change Flight

✕ Cancel

Select the flight(s) you'd like to modify.
We never charge change fees. You'll pay only the difference in fare.

Feb 18 –19

Minneapolis/St. Paul

 Add EarlyBird Check-In[®]

Mar 6 – 12

Mexico City/D.F.

 Add EarlyBird Check-In[®]

Mar 12 –18

New Orleans

 Add EarlyBird Check-In[®]

Change

Reconcile Changes - Price

Status Bar

Price
LGA - MDW

We never charge change fees. You'll pay only the difference in fare.

Departing Sun, Apr 20, 2014

FLIGHT 1977/ 174 TOTAL TRAVEL TIME 2h 30m

DEPART **4:50PM** **LGA**
New York (La Guardia), NY

ARRIVE **6:20PM** **MDW**
Chicago (Midway), IL

1 Stop, ✕ ✕
[Change planes MCI](#)

1 Adult, [Wanna Get Away](#) \$143.10
Subtotal \$143.10

Returning Mon, Apr 21, 2014

FLIGHT 472 TOTAL TRAVEL TIME 2h 30m

DEPART **6:50PM** **MDW**
Chicago (Midway), IL

ARRIVE **9:50PM** **LGA**
New York (La Guardia), NY

Nonstop

1 Adult, [Wanna Get Away](#) \$143.10
Subtotal \$143.10

1st and 2nd Checked Bags Fly Free.
[Weight and size limits apply.](#)
Please read [fare rules](#) associated with this purchase.

Original Trip Cost: \$542.00
New Trip Cost \$286.20
We Owe you: +\$255.80
Includes taxes and fees [Show fare breakdown](#)

Continue

AT&T 3G 10:32 PM 32%

Price

Departure Flight

Flight# 1628
Date Thursday, May 15, 2014
Departs 07:55 AM Houston (Hobby), TX (HOU)
Arrives 09:05 AM Albuquerque, NM (ABQ)
Details Travel Time 6:20
[Change Planes](#)

Flight# 2408
Date Thursday, May 15, 2014
Departs 10:10 AM Albuquerque, NM (ABQ)
Arrives 12:15 PM Seattle/Tacoma, WA (SEA)
Details Travel Time 6:20
Fare Type [Wanna Get Away](#)
Quantity 1
Subtotal **\$228.50**

Return Flight

Flight# 128
Date Thursday, May 22, 2014
Departs 06:00 AM Seattle/Tacoma, WA (SEA)
Arrives 08:25 AM Las Vegas, NV (LAS)
Details Travel Time 6:40
[Change Planes](#)

Flight# 459
Date Thursday, May 22, 2014
Departs 09:45 AM Las Vegas, NV (LAS)
Arrives 02:40 PM Houston (Hobby), TX (HOU)
Details Travel Time 6:40
Fare Type [Business Select](#)
Quantity 1
Subtotal **\$576.00**

Pending Air Itinerary **\$804.50**
Available Funds **\$1094.50**
Additional Credit Due **\$(290.00)**

1st and 2nd Checked Bags Fly Free.
[Weight and size limits apply.](#)
Please read [fare rules](#) associated with this purchase.

NEXT

Reconcile Changes - Downgrade

Downgrade - Single Pax

Status Bar

[← Reconcile](#)

CHANGE SUMMARY

We owe you some money!
Tell us how you would like to receive it.

PASSENGER(S)	CONFIRMATION #
Kevin Thompson	ADXKI

Nonrefundable: \$0.00
We owe you: \$290.00

We never charge change fees.
You'll pay only the difference in fare.

REFUND PREFERENCE

Hold for future use

CONTACT METHOD

Text me (XXX-XXX-XXXX)

Standard text message rates apply.

EMAIL RECEIPT TO

kevin@gmail.com

Make These Changes

Downgrade - Multi Pax

Status Bar

[← Reconcile](#)

CHANGE SUMMARY

We owe you some money!
Tell us how you would like to receive it.

PASSENGER(S)	CONFIRMATION #
Kevin Thompson	ADXKI
Janette Thompson	

Nonrefundable: \$0.00
We owe you: \$290.00

We never charge change fees.
You'll pay only the difference in fare.

REFUND PREFERENCE

Hold for future use

CONTACT METHOD

Text me (XXX-XXX-XXXX)

Standard text message rates apply.

EMAIL RECEIPT TO

kevin@gmail.com

Make These Changes

Downgrade - Companion

Status Bar

[← Reconcile](#)

CHANGE SUMMARY

We owe you some money!
Tell us how you would like to receive it.

PASSENGER(S)	CONFIRMATION #
Kevin Thompson	ADXKI
Janette Thompson	

Nonrefundable: \$0.00
We owe you: \$290.00

We never charge change fees.
You'll pay only the difference in fare.

REFUND PREFERENCE

Hold for future use

COMPANION	CONFIRMATION #
Janette Thompson	BDKJX

Companion fees have been applied to the new flight.

CONTACT METHOD

Text me (XXX-XXX-XXXX)

Standard text message rates apply.

EMAIL RECEIPT TO

kevin@gmail.com

PASSENGER(S)	CONFIRMATION #
Kevin Thompson	ADXKI
Janette Thompson	

Nonrefundable: \$0.00
We owe you: \$290.00

We never charge change fees.
You'll pay only the difference in fare.

Refund preference
Hold for future use

COMPANION	CONFIRMATION #
Janette Thompson	BDKJX

Companion fees have been applied to the new flight.

Reconcile Changes - Upgrade

Upgrade - Multi Pax

Status Bar

< Reconcile

CHANGE SUMMARY

PASSENGER(S)	CONFIRMATION #
Kevin Thompson	ADXKI
Janette Thompson	

Additional amount due **\$56.00**
We never charge change fees. You'll pay only the difference in fare.

PAYMENT INFORMATION

Chase Visa

CONTACT METHOD

Text me (XXX-XXX-XXXX)

Standard text message rates apply.

EMAIL RECEIPT TO

kevin@gmail.com

Make These Changes

Status Bar

< Reconcile

CHANGE SUMMARY

PASSENGER(S)	CONFIRMATION #
Kevin Thompson	ADXKI
Janette Thompson	

Additional amount due **\$56.00**
We never charge change fees. You'll pay only the difference in fare.

PAYMENT INFORMATION

Chase Visa

CONTACT METHOD

Text me (XXX-XXX-XXXX)

Standard text message rates apply.

EMAIL RECEIPT TO

kevin@gmail.com

Make These Changes

Need to update to match iOS WIP

Credit card info exists on the account

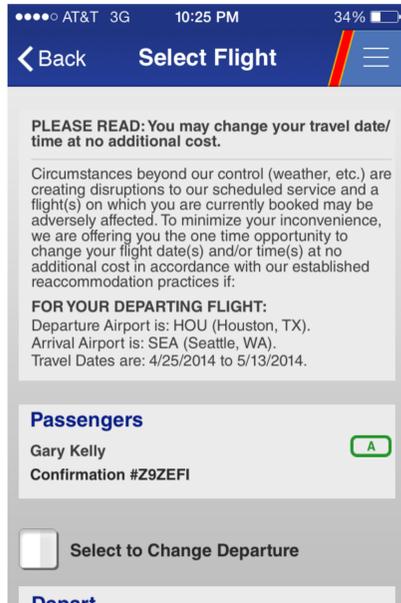
No credit card info available

Re-accomodation			
Homepage with Re-accomodation information			RZF
My Account with Re-accomodation information			RZF
Trip Details with Re-accomodation information			RZF
Select Flights for re-accomodation		https://app.box.com/s/i:	SWA
Search Flights -- selection not supported under reaccommodation practices notification		https://app.box.com/s/1	SWA
Search Results -- Select new flight		https://app.box.com/s/f	SWA
Itinerary/Price		https://app.box.com/s/1	SWA
		https://app.box.com/s/r	SWA
Reconcile Changes			SWA
Confirmation			SWA

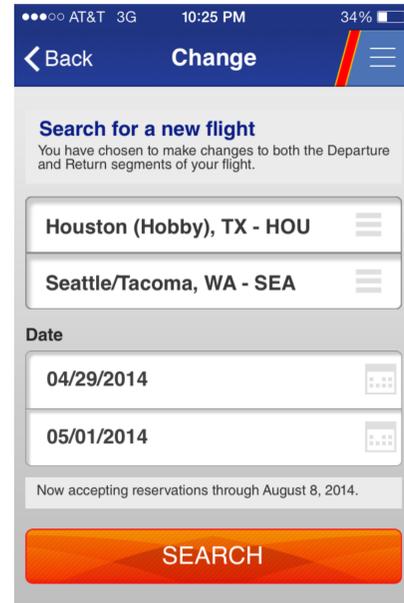
Re-accommodation

Awaiting answers from Tech Team

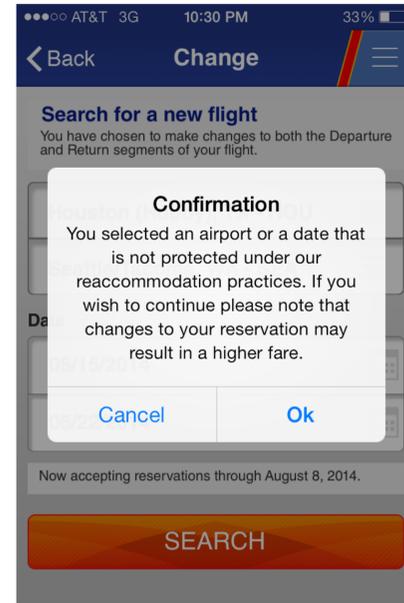
Current User Flow - Re-accommodation



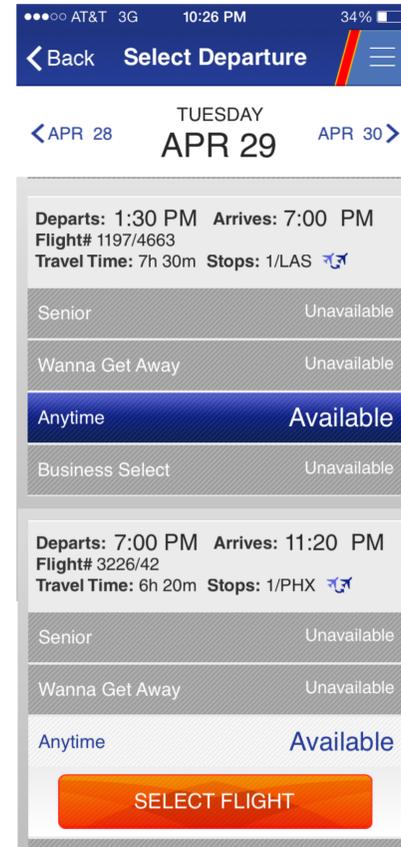
User is notified to change their flight



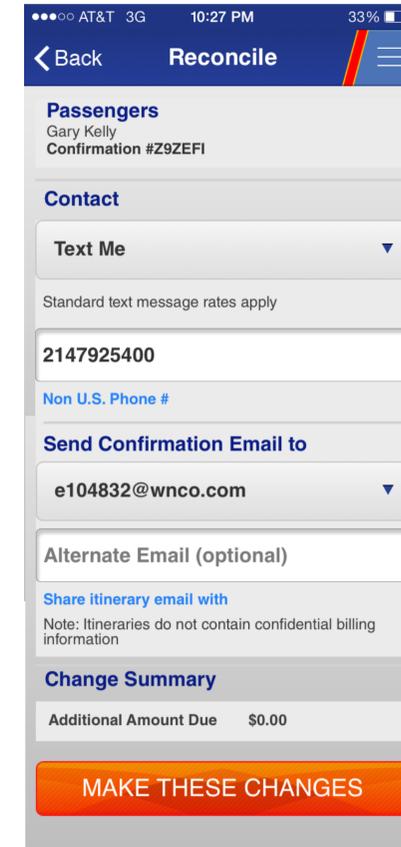
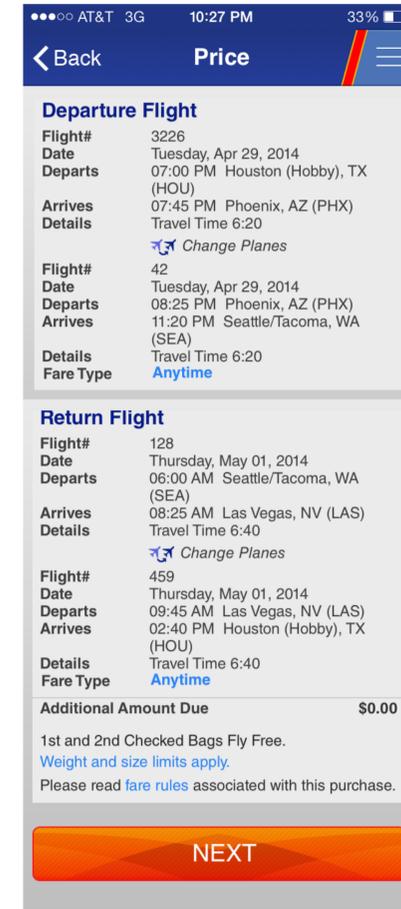
User searches for a new flight



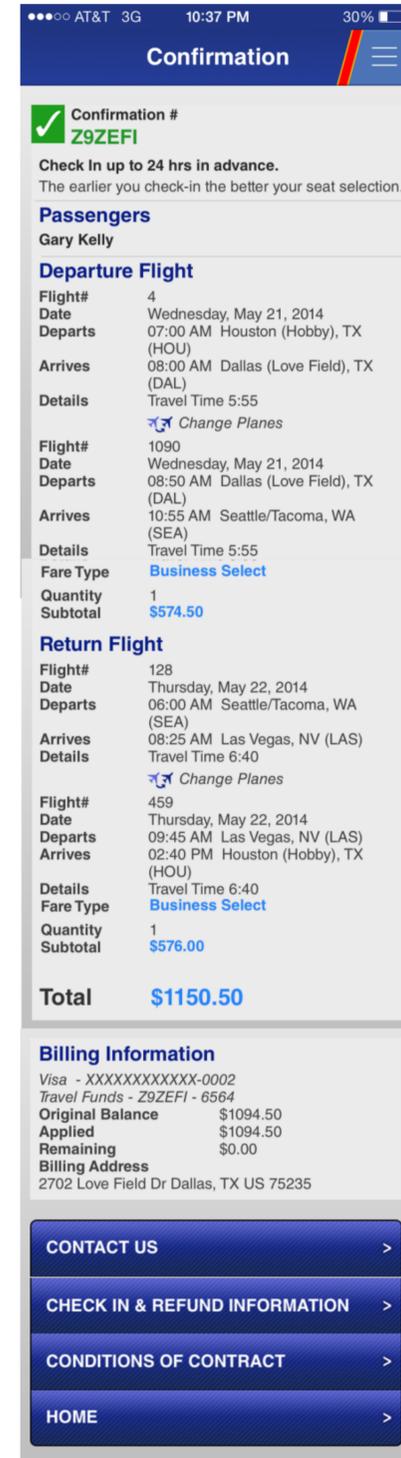
User is alerted that the selected dates are not protected under re-accommodation



User selects available flight



User reconciles the change



Confirmation screen

Re-accommodation Notification

Home screen

Status Bar

Hi, Kevin 🔍 ⋮

Important: Updates on your upcoming trip - You may change your travel date/time at no addi... ➤

1 upcoming View all >

Dec 08-12
Minneapolis/St. Paul

Date **Dec 08** Sunday
Departs **DAL - MSP** 2:20PM
Arrives 3:25PM

Gate **C14** Flight **1977** 📶 On Time **2:20PM**

Boarding Group **A** Position **38**

[View boarding pass options](#)

Rapid Rewards Member **75,500** PTS ➤
RR 1234567890

[Book Trips](#) [Manage Trips](#)

[✈️ Book a Flight](#)

[🚗 Book a Car](#)

Trip Details

Status Bar

< DAL - MSP ⋮

Flight Car Hotel

Important: Updates on your upcoming trip - You may change your travel date/time at no addi... ➤

Feb 18-26
Minneapolis/St. Paul
Dallas, TX (Love Field) - Minneapolis/St. Paul, MN

PASSENGER(S) **Kevin Thompson** CONFIRMATION # **ADXKIJ**
RR# 12345678

Janette Thompson
RR# 12345678

[Manage](#)

Departing Sun, Apr 20, 2014

FLIGHT **1977/174** 📶 TOTAL TRAVEL TIME **3h 5m** GATE **C14**

DEPART **4:50PM** **DAL**
Dallas, TX (Love Field)

1 Stop, ✈️ Change planes MCI

ARRIVE **6:20PM** **MSP**
Minneapolis/St. Paul, MN

Returning Mon, Apr 21, 2014

FLIGHT **1977** 📶 TRAVEL TIME **3h 5m** GATE **C14**

DEPARTS **6:50PM** **MSP**
Minneapolis/St. Paul, MN

Nonstop

ARRIVES **9:50PM** **DAL**
Dallas, TX (Love Field)

Change Flight

Status Bar

Change Flight ✕ Cancel

Important: Updates on your upcoming trip
Circumstances beyond our control (weather, etc.) are creating disruptions to our scheduled service and a flight(s) on which you are currently booked may be adversely affected. To minimize your inconvenience, we are offering you the one time opportunity to change your flight date(s) and/or time(S) at no additional cost in accordance with our established reaccommodation practices.

Select flight(s) if you'd like to modify:

Departure Wed, Apr 18, 2014
From: Dallas, TX (DAL)
To: Minneapolis/St Paul, MN (MSP)

Feb 18 - 19
Minneapolis/St. Paul

[☀️ Add EarlyBird Check-In®](#)

Mar 6 - 12
Mexico City/D.F.

[☀️ Add EarlyBird Check-In®](#)

Mar 12 - 18
New Orleans

[☀️ Add EarlyBird Check-In®](#)

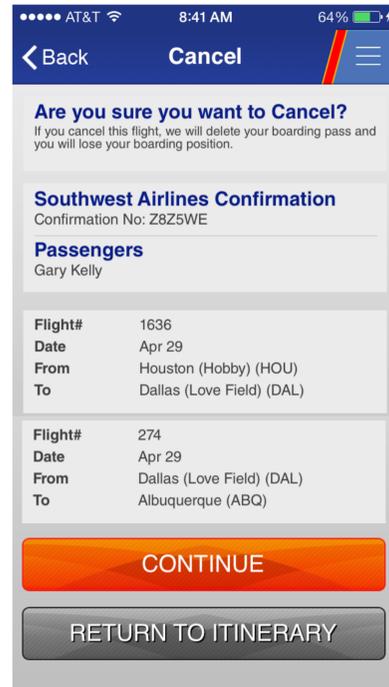
[Change](#)

Awaiting answers from Tech Team

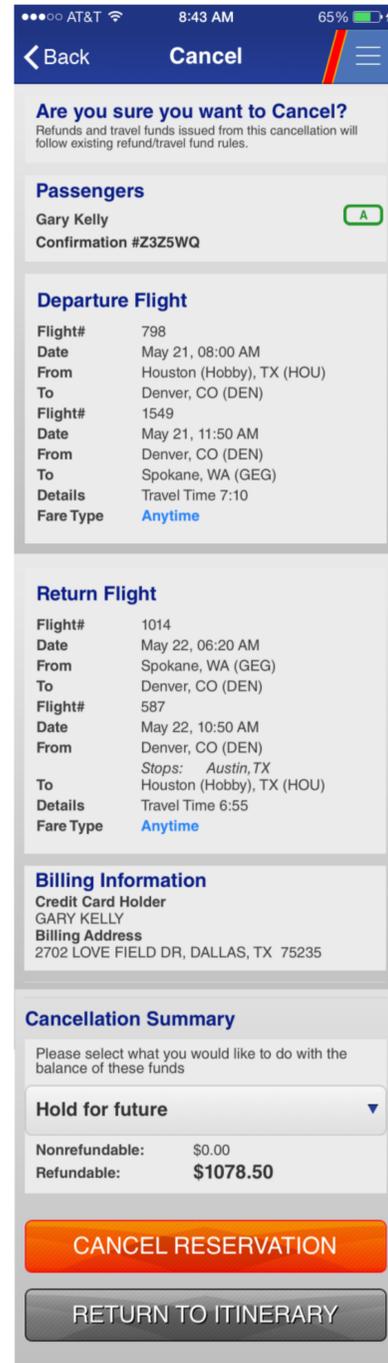
Cancel Flights	Delete Boarding Pass - One Way, single leg - single PAX	https://app.box.com/s/ε	SWA
	Delete Boarding Pass - Roundtrip, multi leg - multi PAX, Companion Pass		SWA
	Cancellation Summary - One way, single leg - single PAX	https://app.box.com/s/ε	SWA
	Cancellation Summary - Roundtrip, multi leg - Multi PAX, Companion Pass - EarlyBird Checkin - promo-cert	https://app.box.com/s/i	RZF
	Confirmation - One way, single leg - single PAX		SWA
	Confirmation - Roundtrip, multi leg - Multi PAX, companion pass - EarlyBird Checkin	https://app.box.com/s/f	RZF
	Error		SWA

Cancel Reservation

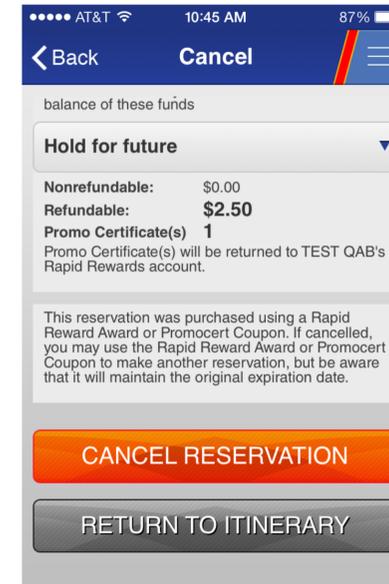
Current User Flow - Cancel Reservation



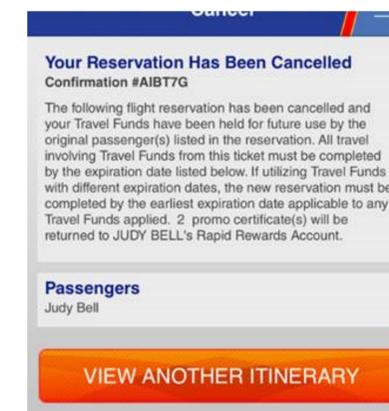
If the user has already checked in to their flight, then they must confirm that their Boarding Pass will be deleted



User cancels their flight and selects an action for the balance. User can either Hold for Future or Request Refund, if available (Wanna Get Away and Business Select only)



Specific Promocert language



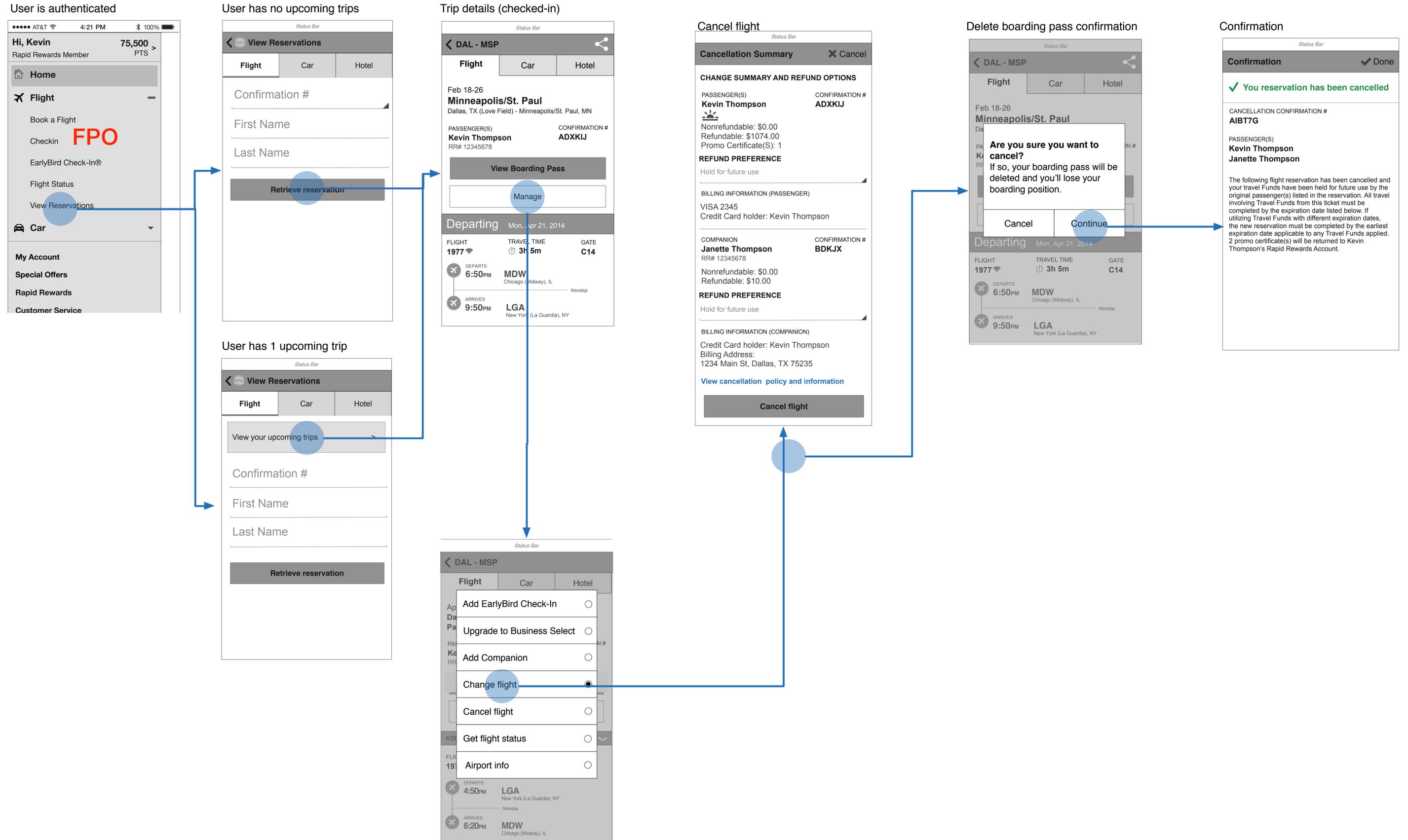
Confirmation screen

User cancels reservation with a companion pass and EarlyBird Checkin

User can select action for flight balance (\$1074.50) and separate action for Companion pass fees (\$10.00)

EarlyBird payment is nonrefundable

View Reservations > Trip Details > Cancel (Roundtrip, Multi-Leg, Multi Pax) 2



Cancellation Summary

Status Bar

Cancellation Summary

✕ Cancel

CHANGE SUMMARY AND REFUND OPTIONS

PASSENGER(S) CONFIRMATION #
Kevin Thompson **ADXKIJ**



Nonrefundable: \$0.00
Refundable: \$1074.00
Promo Certificate(S): 1

REFUND PREFERENCE

Hold for future use

BILLING INFORMATION (PASSENGER)

VISA 2345
Credit Card holder: Kevin Thompson

COMPANION CONFIRMATION #
Janette Thompson **BDKJX**
RR# 12345678

Nonrefundable: \$0.00
Refundable: \$10.00

REFUND PREFERENCE

Hold for future use

BILLING INFORMATION (COMPANION)

Credit Card holder: Kevin Thompson
Billing Address:
1234 Main St, Dallas, TX 75235

[View cancellation policy and information](#)

Cancel flight

2 billing information

Nonrefundable: \$0.00
Refundable: \$1074.00
Promo Certificate(S): 1

REFUND PREFERENCE

Hold for future use

BILLING INFORMATION (PASSENGER)

VISA 2345
Credit Card holder: Kevin Thompson

COMPANION CONFIRMATION #
Janette Thompson **BDKJX**
RR# 12345678

Nonrefundable: \$0.00
Refundable: \$10.00

REFUND PREFERENCE

Hold for future use

[Hide cancellation policy and information](#)

Refunds

Refunds and travel funds issues from this cancellation will follow existing travel funds rules.

Rapid Reward Award or Promocert Coupon

If your reservation was purchased using a Rapid Reward Award or Promocert Coupon, you may use the Rapid Reward Award or Promocert Coupon to make another reservation, but be aware that it will maintain the original expiration date.

EarlyBird Check-In

By canceling this reservation you will lose EarlyBird Check-In status and the funds will not be refunded from this purchase.

[View more information on EarlyBird Check-In](#)

Companion

We have found a companion itinerary associated to the member itinerary. By canceling the member itinerary you will also cancel the companion itinerary. If you would like to cancel the companion itinerary only, retrieve the companion reservation by using the companion's confirmation numbers.

Cancel flight

1 billing information

View cancellation policy and information expanded

Confirmation

Confirmation screen

<i>Status Bar</i>	
Confirmation	✔ Done
✔ You reservation has been cancelled	
CANCELLATION CONFIRMATION # AIBT7G	
PASSENGER(S) Kevin Thompson Janette Thompson	
<p>The following flight reservation has been cancelled and your travel Funds have been held for future use by the original passenger(s) listed in the reservation. All travel involving Travel Funds from this ticket must be completed by the expiration date listed below. If utilizing Travel Funds with different expiration dates, the new reservation must be completed by the earliest expiration date applicable to any Travel Funds applied. 2 promo certificate(s) will be returned to Kevin Thompson's Rapid Rewards Account.</p>	