

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

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Other Authenticated user end-to-end flow - include option to save flight search before purchase



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





User Booking Flow (Warm)

Android Mobile App Booking





Booking, Price Screen (Hot)

Android Mobile App Booking



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



Booking, Passenger and Payment Screens (Hot)

Android Mobile App Booking



Payment info - stored credit card Status Bar Payment AUS - MDW Pricing Passengers 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	Status Bar
AUS - MDW	<pre> Payment AUS - MDW </pre>
Pricing Passengers Payment Purchase	
SELECT A CREDIT CARD	VISA 2315
VISA 3333	AMEX 1234
VISA 2315	Add new credit card
AMEX 1234	NEW CREDIT CARD
Add new credit card	Card number
NEW CREDIT CARD INFO	Name on card
Card number	Expiration date
Name on card	What forms of payment are accepted?
Expiration date	BILLING ADDRESS
What forms of payment are accepted?	78702
BILLING ADDRESS	
300 W. 6th Street, Suite 1200	United States
78702	4567896
United States	Save credit card to account?
4567896	You will be able to review this trip before completing your purchase.
Save credit card to account?	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 Purchase **DAL - MDW (Round Trip)** Passengers Pricing **YOUR TRIP May 19** Monday **May 21** Wednesday 7:05 AM 4 Passenger Total Trip and price details PASSENGERS Kurt Pennypacker RR 00000000 | A-LIST PREFERRED **\$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

materials transportation conditions.

(Enter Security code - for stored primary card) Status Bar $(\boldsymbol{\varkappa})$ Purchase Payment **DAL → MDW** \$686.20 7:05 AM 8:20 AM \$853.40 $MDW \rightarrow DAL$ 8:20 AM \$1539.60 Add EarlyBird Check-In® (i) \$1539.60 Show details By tapping the Purchase button, you accept the hazardous {continued}

Booking, Purchase Screen - Express Checkout (Hot)

Android Mobile App Booking

Express Checkout Purchase

Status Bar					
V Purchase DAL - MDW (Bound Trip)					
	(
Pricing P	assengers	Payment	Purchase		
YOUR TRIP) 				
May 19 Monday	DAL >> 7:05 AM	- MDW 8:20 AM	\$686.20		
May 21 Wednesday	MDW > 7:05 AM	- DAL 8:20 AM	\$853.40		
4 Passenger	⁻ Total		51539.60		
Trip and pri	ce details				
PASSENG	ERS				
Kurt Penny RR 00000000	ypacker 0 A-LIST PRE	FERRED			
Add Early \$12.50 per pa	Bird Che assenger, per on	eck-In® (i)		
Contact Met	hod				
Text me, (77	3) 123-4569				
Payment					
Visa (ending	in 5555)				
PURPOSE	OF IRAVEL				
Select (Optio	onal)				
Total amount, i that will be cha	ncluding taxes, rged to your crea	dit card	51539.60 Show details		
By tapping the materials trans	Purchase buttor	n, you accept t ons.	he hazardous		

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

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3-4569		
110		
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Status Bar	
Payment AUS - MDW	V Done
SELECT A PAYMENT	
VISA 3333	
VISA 2315	\bigcirc
Add new credit card	\bigcirc

Stored Credit Card

	Status Bar
Payment AUS - MDW	V Done
SELECT A PAYMEN	Т
VISA 3333	\bigcirc
VISA 2315	\bigcirc
Add new credit ca	rd
ADD NEW CREDIT	CARD
4444210345697894	
Kurt Pennypacker	
01/16	
What forms of paym	ent are accepted?
BILLING ADDRESS	5
300 W. 6th Street, Su	ite 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	https://app.box.com/s	
	 one way, single leg 		SWA
	- single PAX		
	Add EarlyBird to existing reservation view Departure	https://app.box.com/s	
	- roundtrip, multi leg		D7E
	 multi PAX, companion pass 		rv2F
	 EB notavailable for all passengers 		
	Add EarlyBird to existing reservation view Return	https://app.box.com/s	
	- roundtrip, multi leg		075
	 multi PAX, companion pass 		RZF
	 EB not available for all passengers 		

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

Android Mobile App Booking Permutations

Add EarlyBird Check-In (Logged In)

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apid Rewards I	Member - 0 POINTS		U	p Next	
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1	Thon TI	A-List Status:	De	ste sparts	Dallas (Love Field), TX - DAL AM
-		0%	Ar	rives	Denver, CO - DEN 9:10 AM
	Complements of dish	Earn A-List by flying 25 qualifying one-way flights or earning 35,000 Tier Qualifying Points in a calendar year		Incoluna	TRAVEL
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	Confirmation		Confirmation	
🖌 Early	/Bird Check-In Added	Arrives Date Details	08:45 AM Dailas (Love Field Friday, May 23, 2014 Travel Time 1:45	ij, TX (DAL)
Your paymen	t of \$12.50 has been processed successfully.	Passenger	rs	
Confirmatio	n #ZEK5W.I	HALEY	TRAMMELL	
Departing Flight# Departs Arrives Flight# Departs Arrives Date Details	Soft Soft Soft Soft Soft Soft Soft Soft	Billing Info Credit Card H Haley Tramme Form of Paym Visa XXXXXX Billing Addres 123 West Bur Amount \$12.50	ormation lolder Name श nent XXXXXX-1111 ss leson, TX 76028	
Passenge	TRAMMELL	GET FLIGH	T STATUS	>
Returning	g Flight	BOARDING	PROCEDURES	>
Flight# Departs Arrives Date Details	1169 06:00 AM Denver, CO (DEN) 08:45 AM Dallas (Love Field), TX (DAL) Friday, May 23, 2014 Travel Time 1:45	MY TRAVEL	•	>
Passenge	ers	HOME		>
HALEY	TRAMMELL			
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Top of Page

Log Out





11:44 AM	약 🖻 🖬 🛕 🛛 🔃 🕅 🕷 🕅 📲 11:44 AM
	123 West
	Address 2
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_	UNITED STATES OF AMERICA - (US)
	Texas
05) 🔻	76028
•	Address Type
	Home
-	PURCHASE
	Bottom of Page

Current Flow for Add EarlyBird Check-In (Anonymous)

Android Mobile App Booking Permutations

Add EarlyBird Check-In (Anonymous)

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① Travel alert	Log into your account to	05/22/14 - Atlanta
Login or Enroll	flights LOG IN	Dallas (Love Field)
Match	AIR CAR HOTEL	Confirmation #ZQK5WK Passengers
FreeIV	Retrieve Air Reservation	Departure Flight
on WiFi enabled aircraft — Comptiments of dish	may use your Confirmation Number or Credit Card Number.	Flight# 1130 Departs 08:35 AA Arthres 11:25 Ab
	Use Confirmation Number	Date Thursday Fare Type Wanna (Details Travel Te
S Flight Status	zqk5wk	Peture Elight
Book Travel	Haley	Flight# 1114 Departs 06:55 AM
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		EarlyBird Check-In
	Log into your account to manage your upcoming flights	Departure Flight
	AIR CAR HOTEL	Passenger Haley Tr Subtotal \$12.50
	Betrieve Air Beservation	Total \$12.50
	Enter the information below to retrieve your reservation. You may use your Confirmation Number or Credit Card Number.	Earlybird purchases are
	Use Credit Card Number	Credit Card
	4444333322221111	Visa
	Haley	4444333322221111
	Trammell	3 - March
	05/15/2014	- Mulon
	Dallas (Love Field), TX - DAL	
		Card Holder
	RETRIEVE RESERVATION	Halev
	Credit Card Number	Тор с
∲ 🖻 🖬 🛕 🛛 🕅 💐 🖗 👖 12:16 PM	11:27 AM	
SOUTHWEST.COM	Add EarlyBird =	
① Tr 1 Login or Enroll		
Home	EARLYBIRD	
S Check In	CHECK-IN [®]	
Flight Status	 Only \$12.50 one-way Better boarding position 	
Hook Air	 Earlier access to overhead storage EarlyBird Check-In makes traveling easier because we take care of check-in for you 	
Book Car		
Special Offers	Zek5wj	
Add EarlyBird Check-In®	Haley	
Re Rapid Rewards	Trammeli	
S O Travel Tools	SEARCH	
Contact Us		



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

	Status Dar	
〈 DAL - MSP		
Flight	Car	Hotel
Feb 18-26 Dallas, TX (Lo Paul, MN PASSENGER(S) Kevin Thomp RR# 12345678	ve Field) - Minne FPO son	eapolis/St. CONFIRMATION # ADXKIJ
Add	I EarlyBird Chec	sk-In
	Manage	
4/20/14 Sunday		
FLIGHT 1977/125 奈	TRAVEL TIME (i) 3h 5m	GATE C14
DEPARTS 2:20pm ARRIVES	DAL Dallas (Love Field), TX — <i>Nonstop</i>	
3:25рм	MSP Minneapolis, St.Paul, MN	1

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



ed to d Check-In en

Proceed to Upgrade Flow

Retrieve Reservation by Confirmation #

Android Mobile App Booking Permutations

Status Bar
K Logo Add EarlyBird Check-In
EarlyBird Check-In®
 Only \$12.50 one-way Better boarding position
 Earlier access to overnead 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



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.

Status Bar

K Add EarlyBird Check-In

We'll automatically check you in and reserve your boarding position before

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

Android Mobile App Booking Permutations



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

Android Mobile App Booking Permutations



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



same passenger

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

Status Bar
Add EarlyBird Check-In X Cancel
Apr 20-21 Minneapolis/St. Paul
Add EarlyBird Check-In® (i) 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 奈 DAL - MSP
Kevin Thompson RR# 12345678
Janette ThompsonNotAvailable
Returning Mon, Apr 21, 2014
FLIGHT DEPARTS ARRIVES 462/ 1125 奈 MSP - DAL
Kevin Thompson RR# 12345678
Janette ThompsonNotAvailable
\$12.50 per passenger, per flight segment
You have selected EarlyBird Check-In for your passengers and flight segments
DAL - MSP 2 x \$12.50 \$25.00 Flight 1977/125
MSP - DAL 2 x \$12.50 \$25.00 Flight 462/1125

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

{continued}

Add Companion Pass

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

M-PT-1.1.7 Companion User Flow

Android Mobile App Booking Permutations





Note, the user does not go back in the flow, this page is brought forward.

M-PT-1.1.7 Companion

Android Mobile App Booking Permutations





Core U	Enroll Enter information	https://app.box.com/s	R7F
	 Personal Information (name, address, etc.) 		TAL I
	Enroll Enter information	https://app.box.com/s	B7E
	 Contact Information (phone, email, etc.) 		TN21
	Enroll Enter information	https://app.box.com/s	B7E
	 Account Information (username, password, etc.) 		TAL I
	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

<u>Enroll</u>





🜵 🛢 🗔 🛍 🛱 🛛 🔃 🖏 📚 📶 🗋 2:18 PM
What is the name of the city in which you were born?
Fort Worth
What is the name of your first pet?
Boogie
Enrollment Promo Code (Optional)
Rules and Regulations I acknowledge that I have reviewed and accept the Rapid Rewards Rules and Regulations
View Rapid Rewards Rules & Regulations
SUBMIT
Bottom of Page

Enrollment - New Account

Android Mobile App Booking



Continu

	Status Bar
	Contact Info
ecurity Review	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)
tes O	Bules and Regulations
	I acknowledge that I have reviewed and accept the Rapid Rewards Rules and Regulations.
\bigcirc	Submit



Enrollment - New Account 2

Android Mobile App Booking



Android Mobile App Booking

Passenger information (default)	Login Screen (from boo
Status Bar	Status Ba
<pre> Passengers 1 of 1 </pre>	Login
Pricing Passengers Payment Purchase	Username or Account N
Log in for faster check out	Password
First, Middle, and Last Name must match government- issued photo identification.	Remember me
First name	
Middle name	Login
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	

oking flow)



Status Bar
Verify Structure Purchase DAL - MDW (Round Trip)
Pricing Passengers Payment Purchase
YOUR TRIP
May 19 Monday DAL + MDW 7:05 AM \$686.20 Monday 7:05 AM 8:20 AM
May 21 DAL MDW \$853.40 Wednesday 7:05 AM 8:20 AM
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 Password	Account	Number
Remember me	9	Login help?
	Login	

Utilities

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Travel Tools

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Where We FlyWhere We FlyCity SelectorAirport Details

https://app.box.com/s/s	RZF
	SWA
	RZF

Current User Flow - Where We Fly







Current User Flow - Airport Information



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Back	Airport Info		< Back	Airport Info
Airport Info	ormation		Suggested Time Mon - Sun:	e of Arrival 90 Minutes
See suggested Southwest proc	time of arrival prior to your f Jucts and services are availa	flight and which able.	Ticket Counter I Monday-Sunday	Hours
elect An /	Airport		Opens 90 minute	es before first departure
Dallas, T)	(- DAL	=	Terminal and	Gate
Please note the could be neede periods. The Transporta requires the foil	at times are approximate, an ed based on weather and pe tion Security Administration owing documentation at the all aimorts:	d more time eak travel (TSA) security	Southwest Airlin Main Terminal Gates: 1-12, 14, Fly By Ch Fly By Se Express E	nes 42-44 eck-In curity Bag Drop
Soarding pase A valid, govern	s or security document nment-issued ID		AirTran Priority Ci	heck-In
allas (Lov	ve Field), TX - DAL	Airport	Filonity of	ocumy .
Suggested Tin Mon - Sun:	ne of Arrival 90 Minutes		Amenities	
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Southwest Air	lines		Learn more abou	It Dallas Love Field





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Columbus, OH - CMH		
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Dallas, TX - DAL		
Dayton, OH - DAY		
Derver, CO - DEN		
Des Moines, IA - DSM		
Det oit, MI - DTW		
E		
EI Faso, TX - ELP		
F		
Flint, MI - FNT		
For Lauderdale, FL -	FLL	

Where We Fly

Status Bar		
Southwest	Q	•
Log in or enroll to manage your trips and account activity.		
合 Home		
★ Flight	-	
Book a Flight		
Checkin		
Flight Status		
View Reservations		
Low Fare Calendar		
Where We Fly	-	
Flight Info		
Special Assistance		
EarlyBird Check-In®		
My Account		
Special Offers		
Rapid Rewards		
Customer Service		
CONNECT WITH US	THINK	
	~	

Marketing Page/Interactive Map Status Bar \checkmark Where We Fly List Мар Interactive Route Map Let's escape together. Discover exciting destinations and where we fly by tapping an area of the map. FPO е , ъ

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



Where We Fly/Airport List View

Statu	s Bar
<∑ Where We Fly	Q
Мар	List
NEARBY	
Austin, TX - AUS	
RECENT	
Los Angeles, CA	- LAX
A	
Akron-Canton, OH-C	CAK
Albany, NY - ALB	
Albuquerque, NM - A	ABQ
Amarillo, TX - AMA	
Aruba, AW - AUA	
Atlanta, GA - ATL	
B	

Where We Fly, Airport Info

Airport Info Screen

Status Bar
Airport Info LAX
Airport Code Art TBD
IOS ANGELES, CA, USA
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
Mon - Sunday Opens 90 Minutes before first departure



Suggested Time of Arrival Mon-Sun 90 Minutes

Depending on weather and peak travel periods,

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.

> Power Station Available Priority Checkin

Located outside of the baggage claim area.

Change Flights

Modified Mon Jun 16 2014 File Name SWA_Booking2Utilities_M(Android)_WIP

ge Reservation	Retrieve Reservation with Confirmation #			
-	(if possible accommodate Flight, car, and hotel)		RZF	
	- Authenticated view			
	Retrieve Reservation with Confirmation #		DZE	
	- Unauthenticated view log in prompt		ΚΖΓ	
	Retrieve Reservation with Credit Card Info		C/V/V	
	- Authenticated view		SVVA	
	Share Reservation interaction SMS, Email (multiple entry points)		RZF	PT-1.1.10.1
			R7F	
	View Trip Details - Action sheet interaction view - accessing trip detail tools			
	View Trip Details - Action sheet interaction view trip tools		RZF	
	Error		SWA	
Change Flights	Delete Boarding Pass	https://app.box.com/s/§		
gg	- One Way, single leg		RZF	
	- single PAX			
	Delete Boarding Pass			
	- Roundtrip, multi lea		RZF	
	- multi PAX. Companion Pass			
	Select Flights to change (departure/return)	https://app.box.com/s/c	RZF	
	Search flight partial change	https://app.box.com/s/c	0) 4 / 4	
	- Change return flight only		SVVA	
	Search flight whole change	https://app.box.com/s/ι		
	- Change return flight and departure flight		SVVA	
	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	https://app.box.com/s/6		
	- one way, single leg		SWA	
	- single PAX			
	Itinerary/Pricing Downgrade fare view	https://app.box.com/s/C		
	- Round trip, multi leg		SWA	
	- multi PAX, companion pass			
	Itinerary/Pricing downgrade fare view		SWA	
	- Fare displayed in points		011/1	
	Reconcile Changes Upgraded fare view	https://app.box.com/s/	RZF	
	- New payment information			
	Reconcile Changes Upgraded fare view	https://app.box.com/s/s	SWA	
	- Saved payment information	https://app.hay.com/a/r		
	Reconcile Changes Downgraded fare view	nilps.//app.box.com/s/r	RZF	
	- Select action for credit due			
	Fore displayed in points		SWA	
	Confirmation Ungraded fare view	https://app.box.com/s/(
	- one way single leg		S/V/D	
	- cincle DAY		SVA	
	Confirmation Downgraded fare view			
	- Roundtrin, multi lea		S/V/D	
	- multi PAX companion pass			
	Confirmation Downaraded fare view			
	- Fare displayed in points		SWA	
	Frror		S\MA	

Current User Flow - Change Reservation

••••• AT&T 穼	8:38 AM	63% 💷•
く Back	Change	
Are you su If you make chan pass and you will	ges to this flight, we will delete lose your boarding position.	odify? e your boarding
Passenger Gary Kelly Confirmation	'S #Z8Z5WE	
Itinerary Flight# Date From To	1636 Apr 29 Houston (Hobby) (HOU) Dallas (Love Field) (DAL	-)
Flight# Date From To	274 Apr 29 Dallas (Love Field) (DAL Albuquerque (ABQ)	-)
	CONTINUE	
If the user h their flight t that their Bo deleted	as already checke hen they must co oarding Pass will b	ed in to onfirm be
•••• AT&T 30	G 10:25 PM	34% 💶
K Back	Select Flight	
Select	to Change Departure	9





User indicates which portions of the flight they will change

CHANGE SELECTED TRIPS

●●●○○ AT&T 3G	10:39 PM	30% 💷	••
く Back	Change		<
Search for You have chose of your flight.	a new Return fl n to make changes to the	ight e Return segment	<
From Albuq	uerque, NM - AE	BQ To:	
Houston	(Hobby), TX - HC	υ	
Return:			N
05/03/201	4	:.::	
Now accepting r	eservations through Aug	ust 8, 2014.	1
	SEARCH		
View your unch Your Unch Flight# Date From To Flight# Date From To Details Fare Type	anged segment info. anged Departin 10 Fri, May 02, 2014, 08 Houston (Hobby), TX Dallas (Love Field), T 330 Fri, May 02, 2014, 10 Dallas (Love Field), T Albuquerque, NM (Al Travel Time 3:40 Wanna Get Away	g Trip :30 AM (HOU) 'X (DAL) :25 AM 'X (DAL) 3Q)	U (s
User search change (cha	es for a partial Inging return fli	flight ght only)	•
●●●○○ AT&T 3G	10:25 PM	34% 💷	S
く Back	Change		ch
Search for You have choser and Return segn Houston (a new flight to make changes to bor nents of your flight. Hobby), TX - HC	th the Departure	
Seattle/Ta	coma, WA - SEA		
Date			
04/29/2014	4		
05/01/201	4		Se Ce
Now accepting re	eservations through Aug	ust 8, 2014.	50
	SEARCH		
	oc for a comple	to flight	

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

●●○○ AT&T	3G	10:31 PM	32% 🗔
く Back	Selec	t Departur	re
< MAY 14	т N	hursday IAY 15	MAY 16 >
From: To:	Houstor Seattle/	n (Hobby), TX - Tacoma, WA -	- HOU SEA
First 2 Bag Weight, size All fares ar	s Fly Free & excess re rounded	®. limits apply. d up to the near	est dollar.
Departs: Flight# 4/ Travel Tin	7:00 Al 1431 1e: 5h 55	M Arrives: 1 m Stops: 1/D	0:55 AM al र
Senior			^{\$} 304
Wanna G	et Away		^{\$} 229
Anytime			^{\$} 547
Jser goes same as	s to Sea bookin;	rch Results g)	screen
●●○○ AT&T	3G	10:26 PM	34% 💷
〈 Back	Selec	t Departu	re 📃 📃
≺ APR 28	Â	TUESDAY	APR 30 >
Select fare f Passengers i heckin.	or senior must be aç	passenger (age ge 65+ Photo ID	e 65+) is required at
From: To:	Housto Seattle/	n (Hobby), TX ⁄Tacoma, WA -	- HOU SEA
First 2 Bag Weight, siz All fares a	gs Fly Free e & excess re rounde	e®. s limits apply. d up to the nea	rest dollar.
Departs: Flight# 22 Travel Tin	7:00 A 269/1395 ne: 5h 55	M Arrives: 1	10:55 AM DAL राज
Senior	Cot Away		Unavailable
earch re	sults fo	r Senior fare	2



•••• AT&T	3G 10:32 PM 32%	
く Back	Price =	
Departu	re Flight	
Flight# Date Departs	1628 Thursday, May 15, 2014 07:55 AM Houston (Hobby), TX (HOU)	
Arrives Details	09:05 AM Albuquerque, NM (ABQ) Travel Time 6:20	
Flight# Date Departs Arrives Details	Change Planes 2408 Thursday, May 15, 2014 10:10 AM Albuquerque, NM (ABQ) 12:15 PM Seattle/Tacoma, WA (SEA) Travel Time 6:20	
Fare Type Quantity Subtotal	Wanna Get Away 1 \$228.50	
Return F	Flight	
Flight# Date Departs	128 Thursday, May 22, 2014 06:00 AM Seattle/Tacoma, WA	
Arrives Details	08:25 AM Las Vegas, NV (LAS) Travel Time 6:40	
Flight# Date Departs Arrives Details Fare Type	459 Thursday, May 22, 2014 09:45 AM Las Vegas, NV (LAS) 02:40 PM Houston (Hobby), TX (HOU) Travel Time 6:40 Business Select	
Quantity Subtotal	1 \$576.00	
Pending A	ir Itinerary \$804.50	
Available Funds\$1094.50Additional Credit Due\$(290.00)1st and 2nd Checked Bags Fly Free.Weight and size limits apply.		
Plaga rag	d fare rules associated with this purchase	

Please read fare rules associated with this purchase.

NEXT

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

●●●○○ AT&T :	3G 10:36 PM	31% 💷
く Back	Price	
Details	Travel Time 6:40	
Flight# Date Departs Arrives Details Fare Type	459 Thursday, May 22, 2014 09:45 AM Las Vegas, N 02:40 PM Houston (Hol (HOU) Travel Time 6:40 Business Select	IV (LAS) bby), TX
Quantity Subtotal	1 \$576.00	
Pending Air	Itinerary	\$1150.50
Available Fu Additional A	unds Amount Due	\$1094.50 \$56.00
1st and 2nd Weight and s Please read	Checked Bags Fly Free. size limits apply. fare rules associated with th	nis purchase.
	NEXT	

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

●●●○○ AT&T 3G	10:32 PM	32% 🗔	●●●○○ AT&T 3
く Back	Reconcile		< Back
Passengers Gary Kelly Confirmation #Z9	ZEFI		Passenge Gary Kelly Confirmation
Contact			Payment In
Text Me		•	test visa
Standard text mess	age rates apply		Security
2147925400			Contact
Non U.S. Phone #			Text Me
Send Confirm	ation Email to		Standard text
e104832@wi			21479254
Alternate Ema	il (optional)		Non U.S. Pho
Share itinerary em	ail with		Send Con
Note: Itineraries do information	not contain confident	tial billing	e1048320
Change Sumr	nary		
A credit exists with to make on this itin with the balance of	the changes you hav erary. What you would your funds?	ve selected d like to do	Alternate
	20.1100		Share itinera
	euse	•	information
Nonrefundable:	\$0.00		Change S
Refundable:	\$(290.0	0)	Additional A
		050	
MAKE T	HESE CHAN	GES	

User reconciles downgrade

●●●○○ AT&T 3G	10:32 PM	32% 💷 י
〈 Back	Reconcile	
Change Sum	imary	
A credit exists wit to make on this iti with the balance of	h the changes you ha nerary. What you wou of your funds?	ive selected Id like to do
Hold for futu	ire use	▼
Monrefyndable:	\$0.00	Done
		00)
Hold	for future u	JSe
Red	quest a Refur	nd

User selects action for the Credit Due.



G 10:42 PM	29% 💶
Reconcile	
ers	
n #ZEWE8Y 1fo	
	•
Code	
	•
message rates apply	
00	
one #	
firmation Email to	
@wnco.com	•
Email (optional)	
ry email with es do not contain confidential b	billing
ummary	
mount Due \$56.00	
NEXT	

User reconciles the upgrade

●●○○ AT&T 30	G 10:37 PM 30% 🗖
	Confirmation \equiv
Confirma	ntion #
Check In up to The earlier you	o 24 hrs in advance. u check-in the better your seat selection
Passenge Gary Kelly	rs
Departure	Flight
Flight# Date Departs	4 Wednesday, May 21, 2014 07:00 AM Houston (Hobby), TX
Arrives	(HOU) 08:00 AM Dallas (Love Field), TX (DAL)
Details	Travel Time 5:55
Flight# Date Departs	1090 Wednesday, May 21, 2014 08:50 AM Dallas (Love Field), TX
Arrives	10:55 AM Seattle/Tacoma, WA (SEA)
Details	Travel Time 5:55
Fare Type Quantity Subtotal	1 \$574.50
Return Flig	ght
Flight#	128
Date Departs	Thursday, May 22, 2014 06:00 AM Seattle/Tacoma, WA (SEA)
Arrives Details	08:25 AM Las Vegas, NV (LAS) Travel Time 6:40
Flight#	459
Date	Thursday, May 22, 2014
Departs Arrives	09:45 AM Las Vegas, NV (LAS) 02:40 PM Houston (Hobby), TX (HOU)
Details Fare Type	Travel Time 6:40 Business Select
Quantity Subtotal	1 \$576.00
Total	\$1150.50
Dilling	
Travel Funds -	Z9ZEFI - 6564
Original Bala	nce \$1094.50
Applied	\$1094.50 \$0.00
Billing Addres	φ0.00 SS
2702 Love Fie	ld Dr Dallas, TX US 75235



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

Nonstop

Chicago (Midway), IL

ARRIVES 6:20pm MDW

Android Mobile Change Flight

	User has no upcoming trips	Trip details (checked-in)
Status Bar	Status Bar	Status Bar
Southwest Q :	View Reservations	🗙 DAL - MSP
Log in or enroll to manage your trips and account activity.	Flight Car Hotel	Flight Car
🟠 Home	Confirmation #	Feb 18-26 Minneapolis/St. Paul Dallas, TX (Love Field) - Minneapolis/St. F
★ Flight FPO - Book a Flight	First Name	PASSENGER(S) CO Kevin Thompson AE RR# 12345678
Checkin	Last Name	View Boarding Pass
Flight Status View Reservations	Retrieve reservation	Manage
Low Fare Calendar		Departing Mon, Apr 21, 2014
Where We Fly		FLIGHT TRAVELTIME 1977 奈 ① 3h 5m
Flight Info Special Assistance		Странтя 6:50рм MDW Chicago (Midway), IL
EarlyBird Check-In®		ARRIVES 9:50рм LGA New York (La Guardia), NY
My Account	User has 1 upcoming trip	
Special Offers	Status Bar	
Rapid Rewards	View Reservations	
Customer Service	Flight Car Hotel	
CONNECT WITH US	View your upcoming trips >	
	Confirmation #	
	First Name	
		Status Bar
	Last Name	C DAL - MSP
		Flight Car
	Retrieve reservation	Ap Add EarlyBird Check-In
		Pa Upgrade to Business Sele
		Ke RR Add Companion
		Change flight
		Cancel flight
		4/20 Get flight status
		19: Airport info
		DEPARTS 4:50PM LGA New York (La Guardia) NY



within the flow

User is unauthenticated or has no upcoming trips

	Status Bar			
<	FPO View Re	servations		
	Flight	Car	Hotel	
	Confirma	ition #		
	First Nan	ne		
	Last Name			
	Re	etrieve reservati	on	

K FPO LOGO View F Flight View your u Confirm First Na Last Na

User is authenticated and has upcoming trips

Status Bar	
Reservations	
Car	Hotel
pcoming trips	
nation #	
ame	
me	
Retrieve reservati	on

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

Status Bar			
〈 DAL - MSP			
Flight	Car	Hotel	
Feb 18-26 Minneapoli s Dallas, TX (Love F	s/St. Paul Field) - Minneapolis/S	St. Paul, MN	
PASSENGER(S) Kevin Thomps RR# 12345678	onFPO	CONFIRMATION # ADXKIJ	
View Boarding Pass			
	Manage		
Departing	Sun, Apr 20, 20	14	
FLIGHT 1977/174 	TOTAL TRAVEL TI	ME GATE C14	
DEPARTS 4:50pm () DELAYED 5:10pm	DAL Dallas, TX (Love Field)	×	
ARRIVES 6:20pm () DELAYED 6:50pm	Change p MSP Minneapolis/St. Paul, M	olanes 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, Rou

〈 DAL - MSP

Flight

Feb 18-26 Minneapolis/ Dallas, TX (Love Fie

PASSENGER(S) Kevin Thompso RR# 12345678

Janette Thomps RR# 12345678

Please visit a kiosk or

View	Во
Departing	S
FLIGHT 1977/174 奈	T (‡
DEPARTS 4:50pm () DELAYED 5:10pm	D A
ARRIVES 6:20pm O delayed 6:50pm	M S Minr
Returning	Ν
FLIGHT 1977 奈	T (
DEPARTS	R. 7

undtrip, Multi-Leg	g, Multi Pax		Boarding F
Status Bar			
			Boarding
C	ar		Please visit a
s /St. Paul eld) - Minneapolis/St. P	Paul, MN		FLIGHT 1977 奈
con AD	IFIRMATION # XKIJ		PASSENGER Kevin Tho TSA Pre√
son FPO			boar
r ticket counter for your bo	parding passes.	Boarding positions for	Janette T TSA Pre√
Boarding Position	S	multiple passengers display on a boarding	boar
Manage		positions screen accessible via the trip	🗙 🗙 Change
Sun, Apr 20, 2014		details	FLIGHT 462 奈
TOTAL TRAVEL TIME	GATE C14		PASSENGEF Kevin The TSA Pre√
DAL Dallas, TX (Love Field)			board
1 Stop, ັ⊁ັ⊁ Change planes	MCI		Janette T TSA Pre ✓
MSP Minneapolis/St. Paul, MN			board
Mon Apr 21 2014			
TRAVEL TIME () 3h 5m	GATE C14		

ng Positions

	Status Bar	-		
ing Posit	ions			one
isit a kiosk or t	icket counter	for your b	oarding pa	ISSES.
(i.	TRAVEL TIN	ИЕ 1	GAT C14	Е 4
GER(S) Thompso ✔	n	00 A [NFIRMATI DXKIJ	ON #
boarding grou	ip A	position	25	
te Thomps ✓	son			
boarding grou	IP A	position	38	
hange planes				
	TRAVEL TIN	ИЕ m	GAT B9	E
NGER(S) Thompso	on			
boarding grou	IP B	position	12	
te Thomp e√	son			
boarding grou	IP B	position	15	

Trip Details - Tools

Android Mobile App Trip Details

Manage - Action Sheet

		Status Bar		
< 1	DAL - MSP		C	
	Add Early	yBird Check-In	۲	
Fe M i Dal	Upgrade	to Business Selec		
PA: Ke	Add Com	npanion	\bigcirc	N #
RR	Change	flight	\bigcirc	
	Cancel fl	ight	\bigcirc	
	Get flight	t status	\bigcirc	
FLIC	Airport ir	nfo	\bigcirc	
197	7 🛜	(+) 3n 5m	C14]
X	DEPARTS 6:50pm	MDW Chicago (Midway), IL	onston	
X	ARRIVES 9:50pm	LGA New York (La Guardia), NY	σηςιορ	

Share - Activity View Controller

	Sta
< DAL - MSP	
Flight	E
Feb 18-26	Te
Dallas, TX (Love Fig	/31. eld) - N
PASSENGER(S) Kevin Thompson RR# 12345678	on
Viev	w Boa
	Ma
Departing	Mon
FLIGHT 1977 奈	TRAV
DEPARTS 6:50pm	MDV Chicago
ARRIVES 9:50pm	LG/ New Yo



Delete Boarding Pass Confirmation Dialog

Delete Boarding Pass Confirmation Dialog



Select Flight (Roundtrip)

Select Departure and/or Return



Reconcile Changes - Price



〈 Back	Price
Departure	Flight
Flight#	1628
Date Departs	07:55 AM Hou
A milio o	(HOU)
Details	Travel Time 6:2
	🏹 Change P
Flight#	2408 Thursday May
Departs	10:10 AM Albu
Arrives	12:15 PM Sea
Details	Travel Time 6:2
Fare Type	Wanna Get Av
Quantity Subtotal	1 \$228.50
Return Fli	ght
Flight#	128 Thursday, May
Departs	06:00 AM Sea
Arrivos	(SEA)
Details	Travel Time 6:4
	🏹 Change P
Flight#	459 Thursday May
Departs	09:45 AM Las
Arrives	02:40 PM Hou (HOU)
Details	Travel Time 6:4
Fare Type	Business Sele
Subtotal	\$ 576.00
Pending Air I	tinerary
Available Fur	nds
Additional Ci	redit Due
1st and 2nd C Weight and si	necked Bags Fly
Please read fa	are rules associat
	NEX



[,] 15, 2014 uston (Hobby), TX

uquerque, NM (ABQ) 20 Planes

/ 15, 2014 uquerque, NM (ABQ) attle/Tacoma, WA

20 way

22, 2014 attle/Tacoma, WA

Vegas, NV (LAS) 40 Planes

y 22, 2014 s Vegas, NV (LAS) uston (Hobby), TX

0 ect

\$804.50

\$1094.50 \$(290.00)

Free.

ted with this purchase.



Reconcile Changes - Downgrade

Downgrade - Single Pax

Status Bar	
Keconcile	
CHANGE SUMMARY	
We owe you some money! Tell us how you would like to receive it.	
PASSENGER(S) Kevin Thompson	CONFIRMATION # ADXKI
Nonrefundable: We owe you:	\$0.00 \$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 Chan	iges

Downgrade - Multi Pa
Statu
< Reconcile
CHANGE SUMMARY
We owe you some money! Tell us how you would like to re
PASSENGER(S) Kevin Thompson Janette Thompson Nonrefundable: We owe you:
We never charge change fees. You'll pay only the difference in
REFUND PREFERENCE
Hold for future use
CONTACT METHOD
Text me (XXX-XXX-XXX
Standard text message rates a
EMAIL RECEIPT TO

kevin@gmail.com

Make The

Pax	Downgrade - Companion	
Status Bar	Status Bar	
	< Reconcile	
	CHANGE SUMMARY	
o receive it.	We owe you some money! Tell us how you would like to receive	e it.
CONFIRMATION # ADXKI	PASSENGER(S) Kevin Thompson Janette Thompson	CONFIRMATION # ADXKI
\$0.00 \$290.00	Nonrefundable: We owe you:	\$0.00 \$290.00
es. e in fare.	We never charge change fees. You'll pay only the difference in fare.	
CE	REFUND PREFERENCE	
	Hold for future use	
	COMPANION Janette Thompson	CONFIRMATION # BDKJX
XXXX)	Companion fees have been applied to the ne	ew flight.
es apply.	Text me (XXX-XXX-XXXX)	
	Standard text message rates apply.	
	EMAIL RECEIPT TO	
ese Changes	kevin@gmail.com PA\$SENGER(S) Kevin Thompson	CONFIRMATION #
	Janette Thompson Make These Cl Nonrefundable:	hanges \$0.00
	We never charge change fees. You'll pay only the difference in fare.	\$∠90.00
	Refund preference	>

Hold for future use

COMPANION Janette Thompson CONFIRMATION # **BDKJX**

Companion fees have been applied to the new flight.

Reconcile Changes - Upgrade

Upgrade - Multi Pax

		1
Status Bar	Status Bar	
Keconcile	< Reconcile	
CHANGE SUMMARY	CHANGE SUMMARY	
PASSENGER(S)CONFIRMATION #Kevin ThompsonADXKIJanette ThompsonI	PASSENGER(S)CONFIRMATION #Kevin ThompsonADXKIJanette Thompson	
Additional amount due \$56.00 We never charge change fees. You'll pay only the difference in fare.	Additional anconton \$57.0 match we never charge change lees. You'll pay only the difference in fare.	iOS WIP
PAYMENT INFORMATION	PAYMENT INFORMATION	
Chase Visa	Chase Visa	
CONTACT METHOD	CONTACT METHOD	
Text me (XXX-XXX-XXXX)	Text me (XXX-XXX-XXXX)	
Standard text message rates apply.	Standard text message rates apply.	
EMAIL RECEIPT TO	EMAIL RECEIPT TO	
kevin@gmail.com	kevin@gmail.com	
Make These Changes	Make These Changes	

Credit card info exists on the account

No credit card info available

Re-accomodation	Homepage w
	My Account w
	Trip Details w
	Select Flights
	Search Flight
	practices noti
	Search Resu
	Itinerary/Price
	-
	Reconcile Ch
	Confirmation
	Re-accomodation

Re-accommodation Awaiting answers from Tech Team

with Re-accomodation information	
t with Re-accomodation information	
with Re-accomodation information	
nts for re-accomodation	https://
ghts selection not supported under reaccommodation otification	<u>https://</u>
sults Select new flight	https://
rice	https://
	https://
Changes	



	RZF RZF RZF
app.box.com/s/i	SWA
app.box.com/s/1	SWA
app.box.com/s/f	SWA
app.box.com/s/1	SWA
app.box.com/s/r	SWA
	SWA

Current User Flow - Re-accommodation

●●●●○ AT&T 3G	10:25 PM	34% 💷	•••
く Back	Select Flight		<
PLEASE READ time at no addi	: You may change you tional cost.	ur travel date/	Ş
Circumstances I creating disrupti flight(s) on whic adversely affecte we are offering y change your flig additional cost in reaccommodation	beyond our control (weat ons to our scheduled s h you are currently boo ed. To minimize your ind you the one time opport ht date(s) and/or time(s on accordance with our e on practices if:	ather, etc.) are ervice and a ked may be convenience, tunity to s) at no established	a
FOR YOUR DEI Departure Airpo Arrival Airport is Travel Dates are	PARTING FLIGHT: rt is: HOU (Houston, TX : SEA (Seattle, WA). e: 4/25/2014 to 5/13/2014	X). 4.	Da
Passengers	\$		ŀ
Gary Kelly Confirmation #	Z9ZEFI	A	N
Select to	Change Departure	•	
Depart			

User is notified to change their flight

●●●○○ AT&T 3G 10:25 PM 34% □	••••• AT&T 3G 10:30 PM
〈 Back Change 🗮	K Back Chang
Search for a new flight You have chosen to make changes to both the Departure and Return segments of your flight.	Search for a new fligh You have chosen to make change and Return segments of your fligh
	Confirma
Houston (Hobby), TX - HOU	You selected an airpor
Seattle/Tacoma, WA - SEA	reaccommodation pr
Data	Da wish to continue ple
Date	result in a high
04/29/2014	
05/01/2014	05/22Cancel
Now accepting reservations through August 8, 2014.	Now accepting reservations throu
	SEABO
SEARCH	

User searches for a new flight

User is alerted that the selected dates are not protected under reaccommodation



User selects available flight

●●○○ AT&T	3G 10:27 PM	33% 💶	•••oo ,
〈 Back	Price		く Ba
Departu	re Flight		Pas
Flight# Date Departs	3226 Tuesday, Apr 29, 2014 07:00 PM Houston (Hobl	by), TX	Gary Conf
Arrives Details	(HOU) 07:45 PM Phoenix, AZ (F Travel Time 6:20	PHX)	Con
Flight#	∢∢ Change Planes 42		Тех
Date Departs Arrives	Tuesday, Apr 29, 2014 08:25 PM Phoenix, AZ (F 11:20 PM Seattle/Tacoma	PHX) a, WA	Stand
Details Fare Type	(SEA) Travel Time 6:20 <mark>Anytime</mark>		2147
Return F	light		Non
Flight#	128 Thursday May 01, 0014		Sen
Date Departs	06:00 AM Seattle/Tacoma (SEA)	a, WA	e1(
Arrives Details	08:25 AM Las Vegas, NV Travel Time 6:40	(LAS)	
	∢ ∢ Change Planes		Alte
-light# Date	459 Thursday, May 01, 2014		Share
Departs Arrives	09:45 AM Las Vegas, NV 02:40 PM Houston (Hobb (HOU)	oy), TX	Note: inform
Details Fare Type	Travel Time 6:40 Anytime		Cha
Additional	Amount Due	\$0.00	Addi
1st and 2nd	Checked Bags Fly Free.		
Weight and Please read	size limits apply. I fare rules associated with this	s purchase.	
	NEXT		User i

oo AT&T 3G 10:27 PM 33% Back Reconcile
assengers ary Kelly onfirmation #Z9ZEFI
ontact
Text Me
andard text message rates apply
47925400
n U.S. Phone #
end Confirmation Email to
•104832@wnco.com ▼
ternate Email (optional)
are itinerary email with te: Itineraries do not contain confidential billing ormation
hange Summary
dditional Amount Due \$0.00
MAKE THESE CHANGES

er reconciles the change

Confirmat Z9ZEFI Check In up to The earlier you Passengers Gary Kelly Departure I Flight# Date Departs Arrives Details Flight# Date Departs	ion # 24 hrs in advance. check-in the better your seat selecti S Flight 4 Wednesday, May 21, 2014 07:00 AM Houston (Hobby), TX (HOU) 08:00 AM Dallas (Love Field), TX (DAL) Travel Time 5:55 C Change Planes 1090 Wednesday, May 21, 2014 08:50 AM Dallas (Love Field), TX (DAL) 10:55 AM Seattle/Tacoma, WA
Confirmat Z9ZEFI Check In up to The earlier you Passengers Gary Kelly Departure I Flight# Departs Arrives Details Flight# Date Departs	ion # 24 hrs in advance. check-in the better your seat selecti S Flight 4 Wednesday, May 21, 2014 07:00 AM Houston (Hobby), TX (HOU) 08:00 AM Dallas (Love Field), TX (DAL) Travel Time 5:55 C Change Planes 1090 Wednesday, May 21, 2014 08:50 AM Dallas (Love Field), TX (DAL) 10:55 AM Seattle/Tacoma, WA
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Flight# Date Departs	 Change Planes 1090 Wednesday, May 21, 2014 08:50 AM Dallas (Love Field), TX (DAL) 10:55 AM Seattle/Tacoma, WA
Date Departs	Wednesday, May 21, 2014 08:50 AM Dallas (Love Field), TX (DAL) 10:55 AM Seattle/Tacoma, WA
	10:55 AM Seattle/Tacoma, WA
Arrives	
Details	Travel Time 5:55
Fare Type	Business Select
Quantity Subtotal	1 \$574.50
Return Flig	ht
Flight# Date Departs	128 Thursday, May 22, 2014 06:00 AM Seattle/Tacoma, WA (SEA)
Arrives Details	08:25 AM Las Vegas, NV (LAS) Travel Time 6:40
Flight# Date	459 Thursday, May 22, 2014
Departs Arrives	09:45 AM Las Vegas, NV (LAS) 02:40 PM Houston (Hobby), TX (HOU)
Details Fare Type	Travel Time 6:40 Business Select
Quantity Subtotal	1 \$576.00
Total	\$1150.50
Billing Info Visa - XXXXXX Travel Funds - 2 Original Baland Applied Remaining Billing Address 2702 Love Field	rmation XXXXXX-0002 Z9ZEFI - 6564 ce \$1094.50 \$1094.50 \$0.00 s d Dr Dallas, TX US 75235
CONTACT	JS
CHECK IN 8	REFUND INFORMATION

HOME

Confirmation screen

48 / 54

Re-accommodation Notification

Home screen			Trip Details	
Status	s Bar			Status B
E Hi, Kevin	Q	•	< DAL - MSP	
A Important: Updates on y You may change your tra	our upcoming trip - vel date/time at no add	, >	Flight	Car
1 upcoming	Vie	ew all >	A Important: Up You may chang	dates on you ge your trave
Dec 08-12			Feb 18-26	
Minneapolis/St. Pa	aul		Minneapoli	s/St. Pa
Date Depart	s Arrives		Dallas, TX (Love I	Field) - Minne
Dec 08 D/ Sunday 2:201	AL MSF PM 3:25PM		PASSENGER(S) Kevin Thomps RR# 12345678	son
Gate Flight 奈 C14 1977	On Time 2:20PM		Janette Thom RR# 12345678	pson
Boarding Group	Position 38			Manag
View boarding	pass options		Departing	Sun, Apr
			FLIGHT 1977/174 🕱	TOTAL TR ① 3h 5
Rapid Rewards Me	mber 75,50	00 、		0
RR 1234567890	P.	TS	4:50рм	DAL Dallas, TX (Lo
Book Trips	Manage Trips	3		
X Book a Flight			6:20рм	MSP Minneapolis/S
🛱 Book a Car			Returning	Mon, Ap
			FLIGHT 1977 奈	TRAVEL T ① 3h 5

DEPARTS

ARRIVES

9:50рм

6:50рм

MSP

DAL

X

*

Change Flight

Awaiting answers from **Tech Team**

Cancel Flights Delete Boarding Pass Error

Cancel Reservation

- One Way, single leg - single PAX **Delete Boarding Pass** - Roundtrip, multi leg - multi PAX, Companion Pass Cancellation Summary - One way, single leg - single PAX **Cancellation Summary** - Roundtrip, multi leg - Multi PAX, Companion Pass - EarlyBird Checkin - promo-cert Confirmation - One way, single leg - single PAX Confirmation - Roundtrip, multi leg - Multi PAX, companion pass - EarlyBird Checkin

<u>https://app.box.com/s/a</u>	SWA
	SWA
<u>https://app.box.com/s/a</u>	SWA
<u>https://app.box.com/s/i</u>	RZF
	SWA
<u>https://app.box.com/s/f</u>	RZF
	SWA

Current User Flow - Cancel Reservation

••••• AT&T 중 〈 Back	s 8:41 AM Cancel	64% •••		
Are you s If you cancel th you will lose yo	sure you want to C is flight, we will delete your be ur boarding position.	cancel?		
Southwest Confirmation	st Airlines Confirm	nation		
Passenge Gary Kelly	ers			
Flight# Date From To	1636 Apr 29 Houston (Hobby) (HO Dallas (Love Field) (D	PU) PAL)		
Flight# Date From To	274 Apr 29 Dallas (Love Field) (D Albuquerque (ABQ)	AL)		
	CONTINUE			
RETURN TO ITINERARY				

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

••• AT&T 穼	8:43 AM	65% 💽 🗲
Back	Cancel	
Are you su Refunds and trav follow existing ref	Ire you want to el funds issued from this fund/travel fund rules.	Cancel? cancellation will
Passengei	rs	_
Gary Kelly Confirmation	#Z3Z5WQ	
Departure	Flight	
Flight#	798 May 21, 08:00 AM	
From	Houston (Hobby), T	X (HOU)
To Elight#	Denver, CO (DEN)	
Date	May 21, 11:50 AM	
From	Denver, CO (DEN)	
Details	Travel Time 7:10	/
Fare Type	Anytime	
Poture Elia	nht	
Flight#	1014	
Date	May 22, 06:20 AM	
From	Spokane, WA (GEG)
TO Flight#	587	
Date	May 22, 10:50 AM	
From	Denver, CO (DEN) Stops: Austin, TX	
To	Houston (Hobby), T	X (HOU)
Fare Type	Anytime	
Billing Info Credit Card H GARY KELLY Billing Addres 2702 LOVE FIL Cancellatio	ormation older SS ELD DR, DALLAS, TX n Summary	2 75235
balance of the	se funds	do with the
Hold for fu	ture	•
Nonrefundabl Refundable:	e: \$0.00 \$1078.50	
0.000		
CAN	CEL RESERV	ATION
RETL	IRN TO ITINE	RARY
	their flight are	
ser cancels	b their flight and	a selects an
ser can eit	her Hold for Eur	ture or Reque
ofund if a	ailahle (Manna	Get Away an

Business Select only)

••• AT&T 奈	10:41 AM	88% 💷)
Back	Cancel	

Are you sure you want to Cancel? Refunds and travel funds issued from this cancellation will follow existing refund/travel fund rules.

By cancelling 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

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 number.

Passengers

Test Qab Confirmation #Z4Z5WL

EB

Departure Flight

Flight#	798
Date	April 29, 08:00 AM
From	Houston (Hobby), TX (HOU)
То	Denver, CO (DEN)
Flight#	1549
Date	April 29, 11:50 AM
From	Denver, CO (DEN)
То	Spokane, WA (GEG)
Details	Travel Time 7:10
Fare Type	Anytime

Return Flight

Flight#	888
Date	May 22, 11:25 AM
From	Spokane, WA (GEG)
То	Las Vegas, NV (LAS)
Flight#	920
Date	May 22, 04:50 PM
From	Las Vegas, NV (LAS)
То	Houston (Hobby), TX (HOU)
Details	Travel Time 8:20
Fare Type	Anytime

Billing Information

redit Card Holder	
EST QAB	
Billing Address	
IAIN ST, DALLAS, TX	75235

Cancellation Summary

Please select what you would like to do with the balance of these funds

Hold for future		•
Nonrefundable: Refundable:	\$0.00 \$1074.50	

Companion

Test Companion Confirmation #ZM95WW

Companion Cancellation Summary

Please select what you would like to do with the balance of these funds

•

Hold for future

\$0.00 Nonrefundable: \$10.00 Refundable:

CANCEL RESERVATION

RETURN TO ITINERARY

This reservation was purchased using a Rapid Reward Award or Promocert Coupon. If cancelled, 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.

CANCEL RESERVATION

RETURN TO ITINERARY

Specific Promocert language

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

Passengers Judy Bell

VIEW ANOTHER ITINERARY

Your Reservation Has Been Cancelled Confirmation #AIBT7G

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 JUDY BELL's Rapid Rewards Account.

Confirmation screen

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

User is authenticated	ι	User has no	o upcoming	g trips	Trip details	(checked-
●●●●● AT&T 〒 4:21 PM 			Status Bar			Status Bar
Hi, Kevin75,500Rapid Rewards MemberPTS		K LOGO View Re	servations		🗙 DAL - MS	P
份 Home	-	Flight	Car	Hotel	Flight	Car
¥ Flight −		Confirma	ition #		Feb 18-26 Minneapo	lis/St. Paul
Book a Flight		First Nan	ne		PASSENGER(S)	pson
EarlyBird Check-In®		Last Nan	ne		RR# 12345678	liow Boarding
Flight Status		Re	strieve reserva	tion		Managa
View Reservations					Departin	Manage
Car •						J Mon, Apr 21
My Account Special Offers					DEPARTS 6:50PM	MDW
Rapid Rewards					ARRIVES	Chicago (/lidway)
Customer Service					9:50рм	LGA New Yorl (La Gu
	ι	User has 1	upcoming	trip		
			Status Bar			
		View Re	servations			
		Flight	Car	Hotel		
		View your upo	coming trips			
		Confirma	tion #			
	-	First Nam	ne			
		Last Nam	ie			
					〈 DAL - MSI	Status Bar
		Re	trieve reservat	tion	Flight	Car
					Ap Add Ear	rlyBird Check
					Pa Upgrad	e to Business
					RR Add Co	mpanion
					Change	flight
					Cancel	flight
					4/26 Get fligh	nt status
					19: Airport	info
					DEPARTS 4:50pm	LGA

LGA New York (La Guardia), NY

- Nonstop

Chicago (Midway), IL

ARRIVES 6:20pm MDW \bigcirc

 \bigcirc

Cancellation Summary

	3ar
Cancellation Summary	Cance
CHANGE SUMMARY AND	REFUND OPTIONS
PASSENGER(S) Kevin Thompson Letter Nonrefundable: \$0.00 Refundable: \$1074.00 Promo Certificate(S): 1	CONFIRMATION #
REFUND PREFERENCE	
Hold for future use	
BILLING INFORMATION (PASSEI	NGER)
VISA 2345 Credit Card holder: Kevin	Thompson
COMPANION Janette Thompson RR# 12345678	BDKJX
COMPANION Janette Thompson RR# 12345678 Nonrefundable: \$0.00 Refundable: \$10.00	BDKJX
COMPANION Janette Thompson RR# 12345678 Nonrefundable: \$0.00 Refundable: \$10.00	BDKJX
COMPANION Janette Thompson RR# 12345678 Nonrefundable: \$0.00 Refundable: \$10.00 REFUND PREFERENCE Hold for future use	BDKJX
COMPANION Janette Thompson RR# 12345678 Nonrefundable: \$0.00 Refundable: \$10.00 REFUND PREFERENCE Hold for future use	ANION)
COMPANION Janette Thompson RR# 12345678 Nonrefundable: \$0.00 Refundable: \$10.00 REFUND PREFERENCE Hold for future use BILLING INFORMATION (COMPA Credit Card holder: Kevin	ANION) Thompson
COMPANION Janette Thompson RR# 12345678 Nonrefundable: \$0.00 Refundable: \$10.00 REFUND PREFERENCE Hold for future use BILLING INFORMATION (COMPA Credit Card holder: Kevin Billing Address: 1234 Main St. Dallas. TX	ANION) Thompson 75235
COMPANION Janette Thompson RR# 12345678 Nonrefundable: \$0.00 Refundable: \$10.00 REFUND PREFERENCE Hold for future use BILLING INFORMATION (COMPA Credit Card holder: Kevin Billing Address: 1234 Main St, Dallas, TX	ANION) Thompson 75235 and information

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

REFUND PREFERENCE

Hold for future use

BILLING INFORMATION (PASS

VISA 2345 Credit Card holder: Kevi

COMPANION

Janette Thompson RR# 12345678

Nonrefundable: \$0.00 Refundable: \$10.00

REFUND PREFERENCE

Hold for future use

Hide cancellation policy

Refunds

Refunds and travel funds issues follow existing travel funds rules

Rapid Reward Award or Pr

If your reservation was purchas Award or Promocert Coupon, yo Reward Award or Promocert Co reservation, but be aware that it expiration date.

EarlyBird Check-In

By canceling this reservation yo In status and the funds will not b purchase.

View more information on Early

Companion

We have found a companion itin member itinerary. By canceling will also cancel the companion i cancel the companion itinerary reservation by using the companumbers.

Cance

1 billing information View cancellation policy a

SENGER)	
in Thompson	
CONFIRMATION # BDKJX	
y and information	
es from this cancellation will s.	
romocert Coupon	
sed using a Rapid Reward ou may use the Rapid	
oupon to make another it will maintain the original	
5	
ou will lose EarlyBird Check- be refunded from this	
yBird Check-In	
the member itinerary you itinerary. If you would like to only, retrieve the companion anion's confirmation	
el flight	

Confirmation

Confirmation screen

