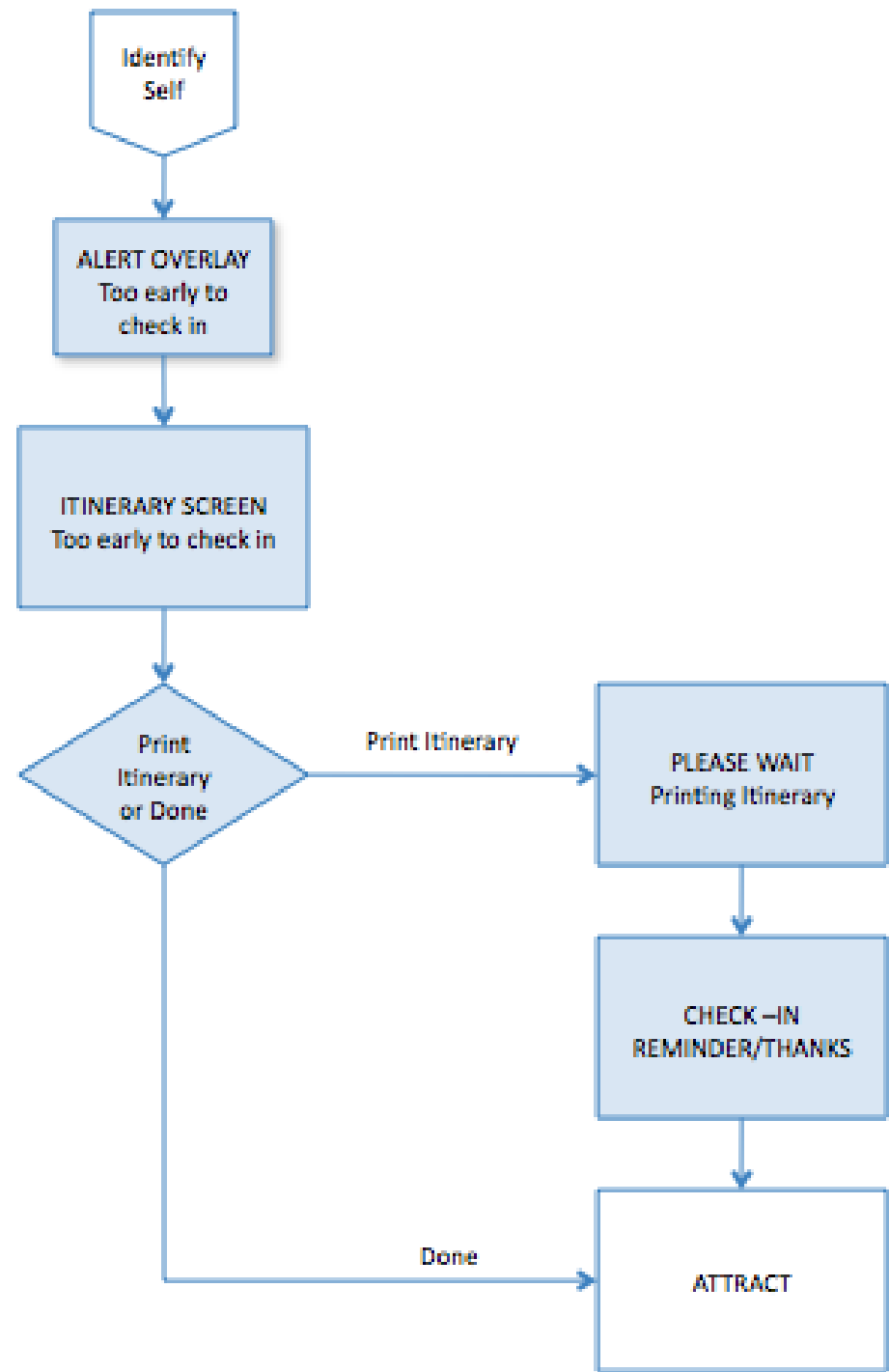


Delta Kiosk IROP

Specifications/Annotated Comps: 06/19/09

Kiosk IROP: Outside 24 Hour Check-in Window

Flow: IROP Outside 24 Hours



Alert Overlay

Specs

- 1

“Flight Change/Too Early” Alert Copy

DISPLAY

Alert displays as overlay on top of Itinerary screen for IROP scenarios when user is outside 24 hour check-in window.
-
- TEXT/DATA

If 1-airport city >

There has been a flight change affecting your trip to <City>, <State>. It is too early to check in for your new flight(s), but please review your updated itinerary carefully.

If multi-airport city >

There has been a flight change affecting your trip to <City>-<Airport>, <State>. It is too early to check in for your new flight(s), but please review your updated itinerary carefully

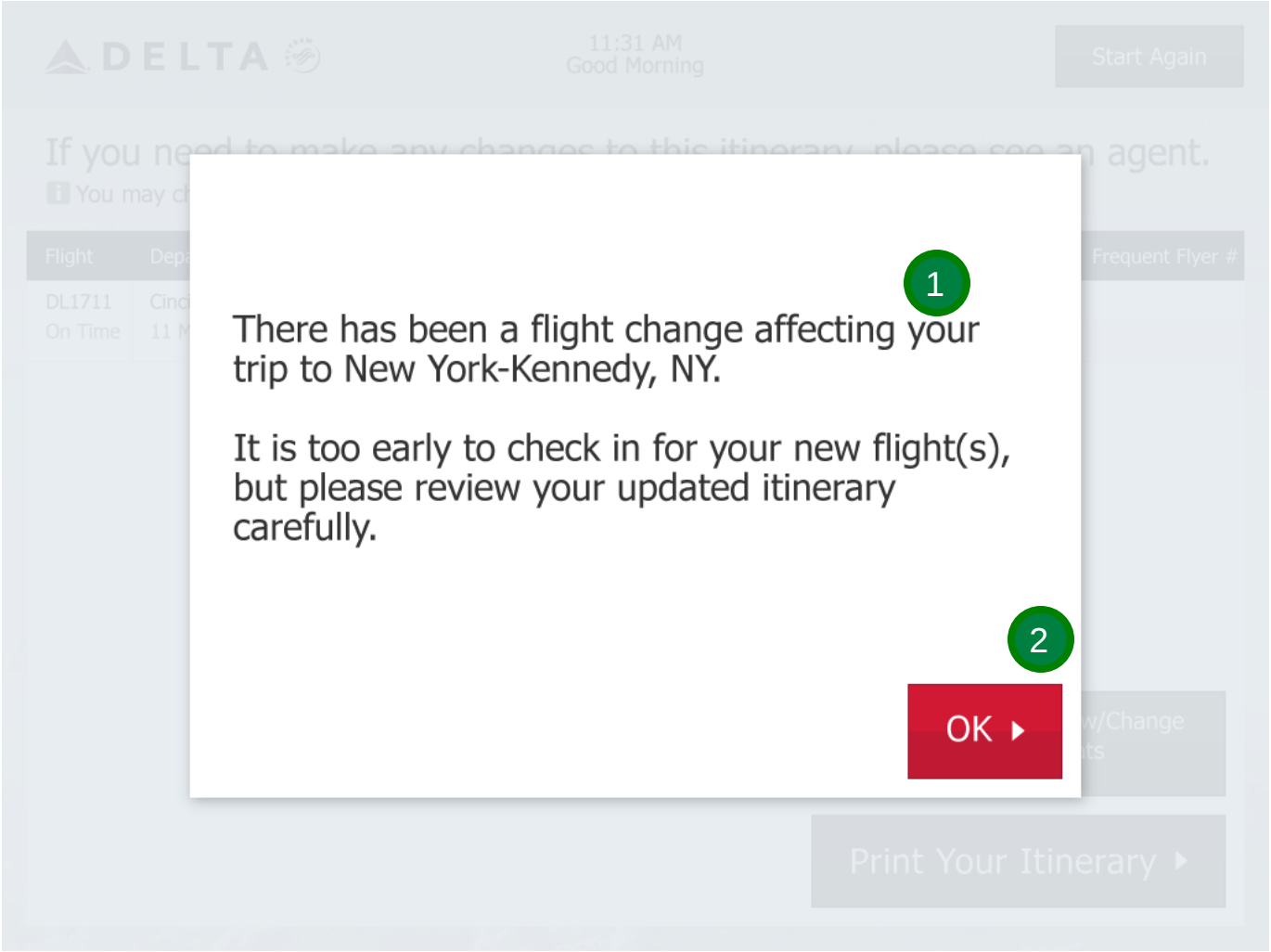
2

“OK” Button

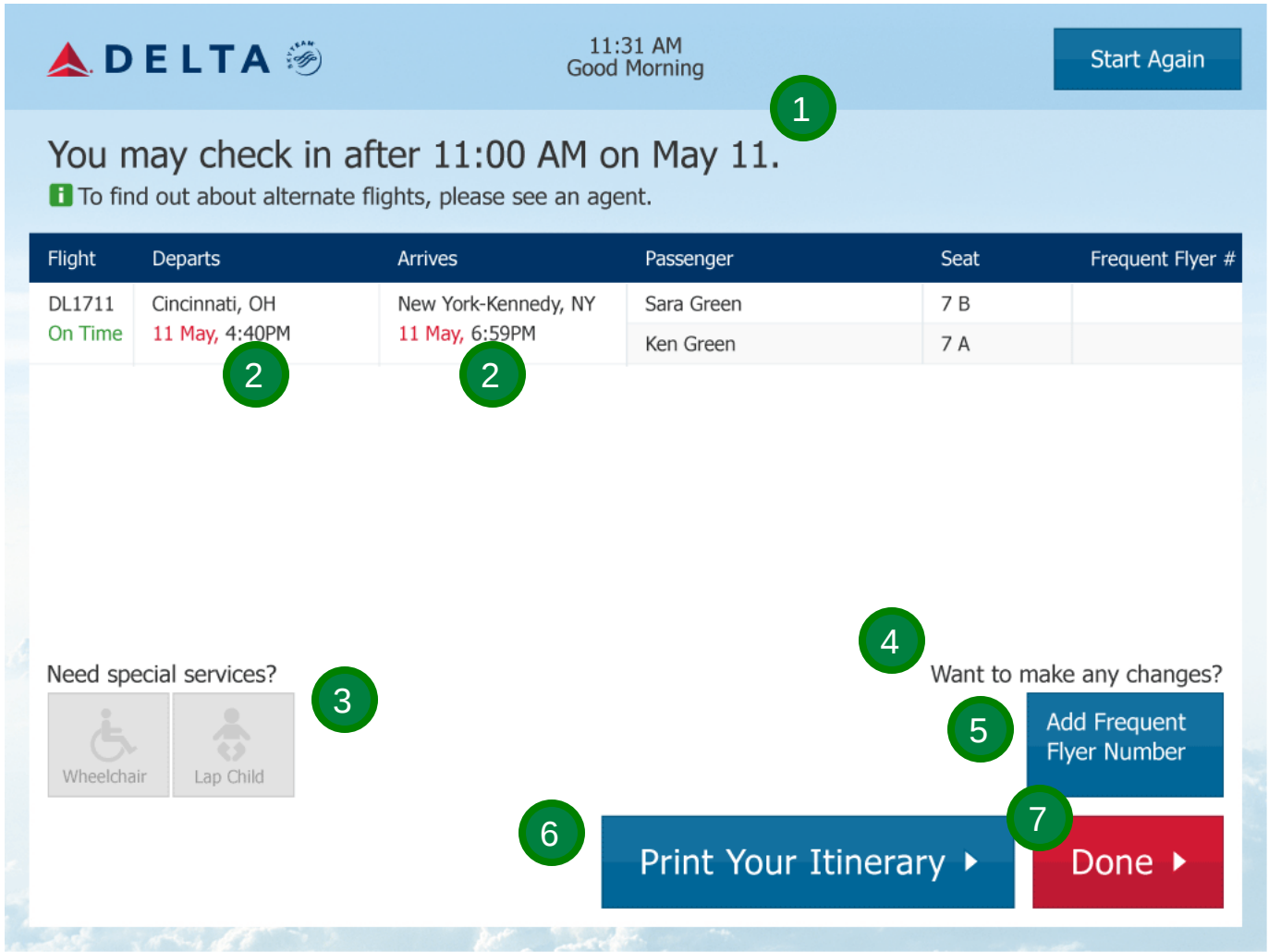
TEXT/DATA

OK

Clicking “OK” closes alert overlay and displays “Itinerary Screen – IROP Too Early”



Itinerary Screen – IROP Too Early



Specs

- 1 **“Too early” Instructional Copy**
DISPLAY This instructional copy displays only for IROP scenarios in which the user is outside the 24 hour check-in window.

TEXT/DATA You may check in after <TIME> on <MONTH> <DAY>.
To find out about alternate flights, please see an agent.
- 2 **Date**
DISPLAY Date displays only if different from current date.
When applicable (as described above), date displays in red if different from original departure/arrival date.

TEXT/DATA <Day (DD)> <Month (Mon)>,
- 3 **Special Services Buttons**
DISPLAY The buttons for both Wheelchair and Lap Child are disabled.
- 4 **“Want to make any changes?” Copy**
DISPLAY This copy is currently aligned flush left with the left-most button. However, when some buttons are not displayed (as in this scenario) the copy appears to be floating by itself in the center of the screen. Therefore, the “Want to make any changes?” copy should always be aligned flush -right instead.
- 5 **“Add Frequent Flyer Number” Button**
DISPLAY In this scenario, the Add Frequent Flyer Number button is the only button that displays in this section.

TEXT/DATA Add Frequent Flyer Number
On click > Clicking “Add Frequent Flyer Number” button opens existing Add Frequent Flyer Number screen.
- 6 **“Print Your Itinerary” Button**
DISPLAY In this scenario, the Print Your Itinerary button replaces the Print Boarding Pass button.

TEXT/DATA Print Your Itinerary
On click > Clicking “Print Your Itinerary” button prints itinerary and displays Please Wait (modified) screen.
- 7 **“Done” Button**
DISPLAY In this scenario, the Done button replaces the Check Bags button.

TEXT/DATA Done
On click > Clicking “Done” ends session and displays Attract screen.

Please Wait (modified)

Specs

- 1

Please Wait Copy

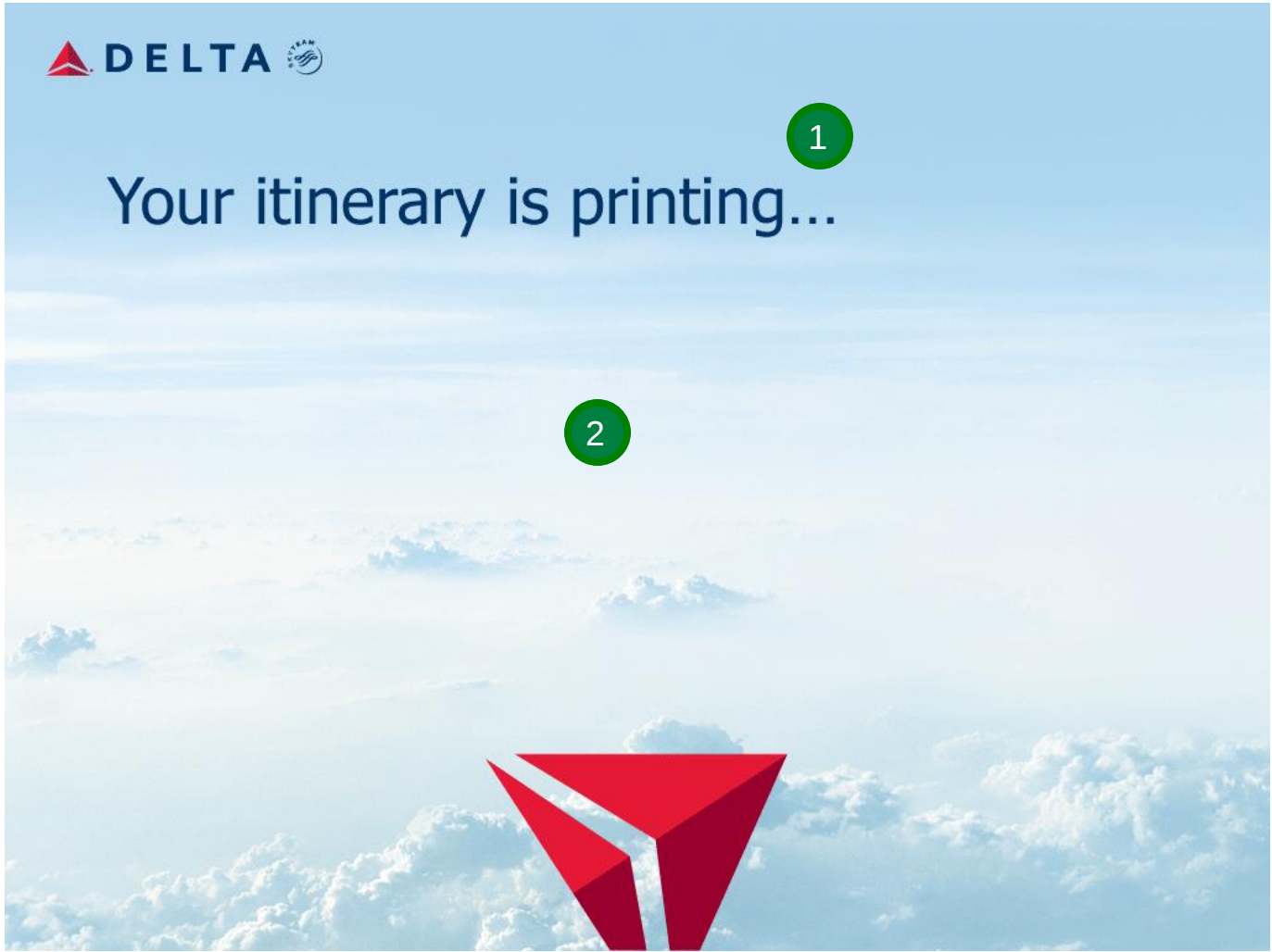
TEXT/DATA

Your itinerary is printing...
- 2

Weather Info/Marketing Messages

DISPLAY

This is a modification of the normal wait screen. In this case, we will not show the weather info or marketing messages that normally display.



Check-in Reminder/Thanks

Specs

- 1

“Check-in Reminder” Copy

DISPLAY

TEXT/DATA

This screen displays after the user has printed the itinerary (after the Please Wait (modified) screen).

Remember, you can come back to check in for your new flight after <TIME> on <MONTH> <DAY>. Or check in online at delta.com within 24 hours of departure. To make any changes to your updated itinerary, visit delta.com or see an agent. We apologize for any inconvenience.
- 2

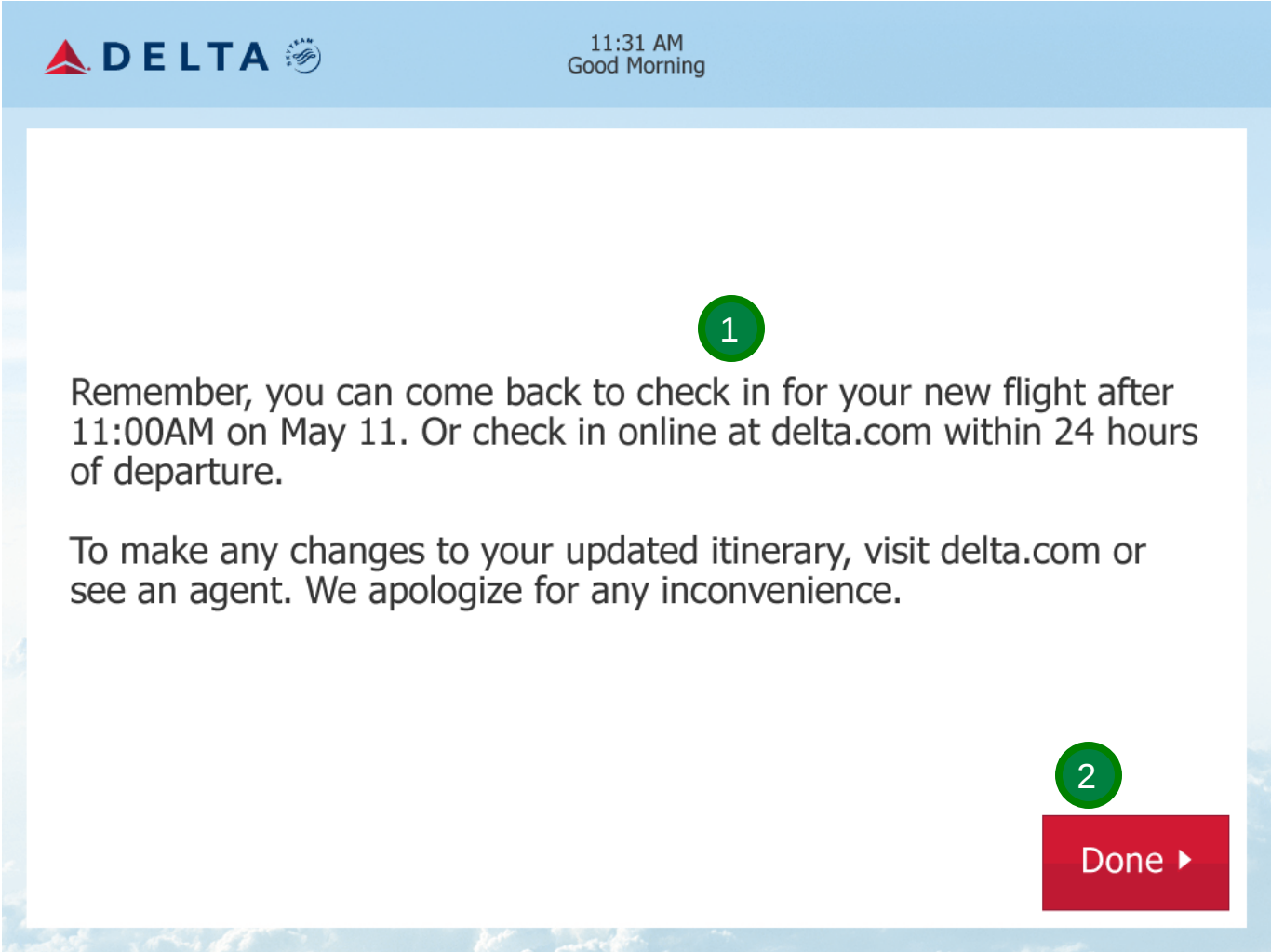
“Done” Button

TEXT/DATA

On click >

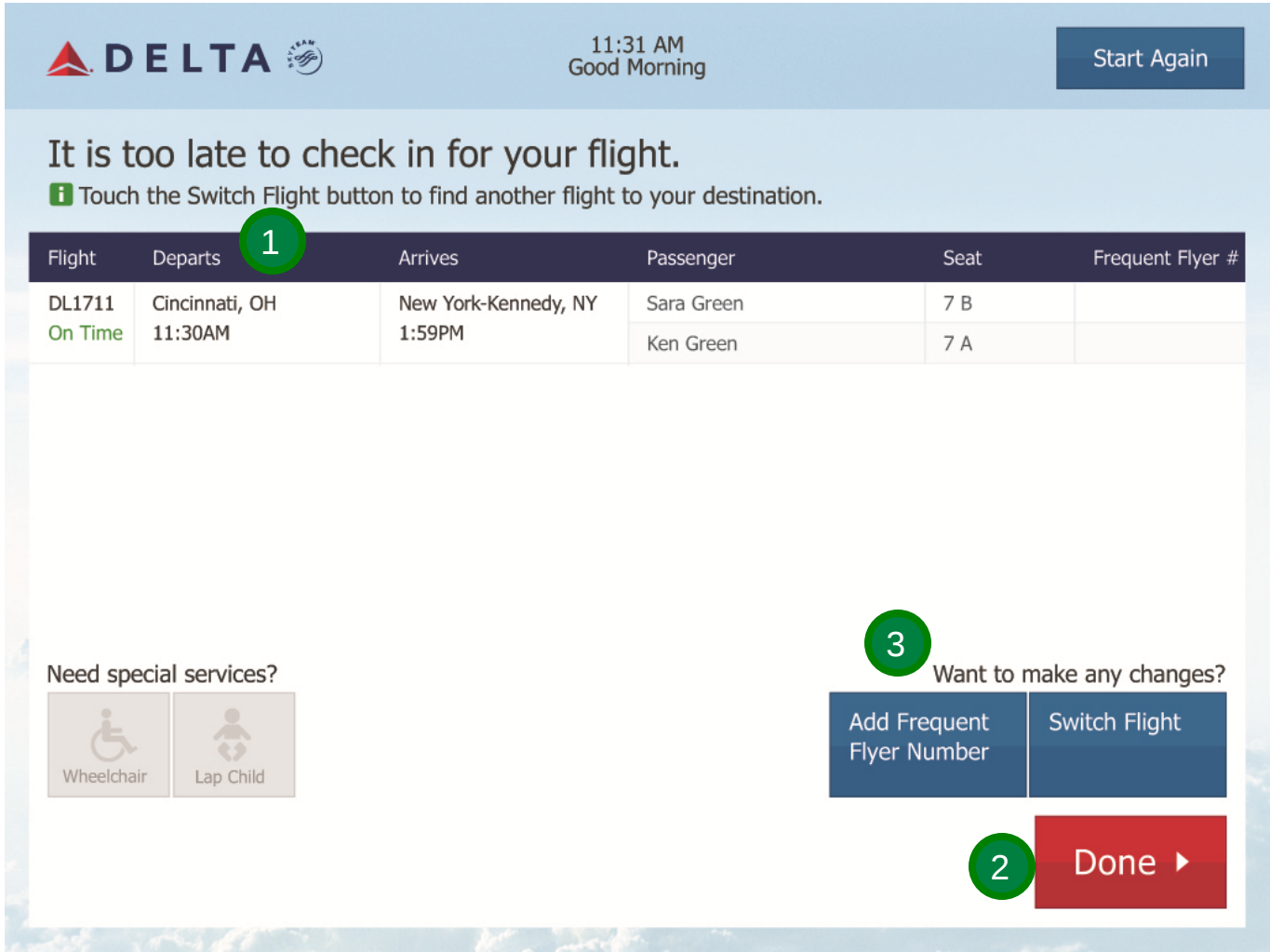
Done

Clicking “Done” ends session and displays Attract screen.



Non-IROP: Too Late to Check-in

Itinerary Screen – Too Late



Specs

- 1 **Instructional Copy**
DISPLAY

TEXT/DATA
Currently, this copy reads “Touch the Change Flight button...” however, it should be changed to “Touch the Switch Flight button...” to match the copy that is actually on the button.
Touch the Switch Flight button to find another flight to your destination.
- 2 **“Done” Button**
DISPLAY

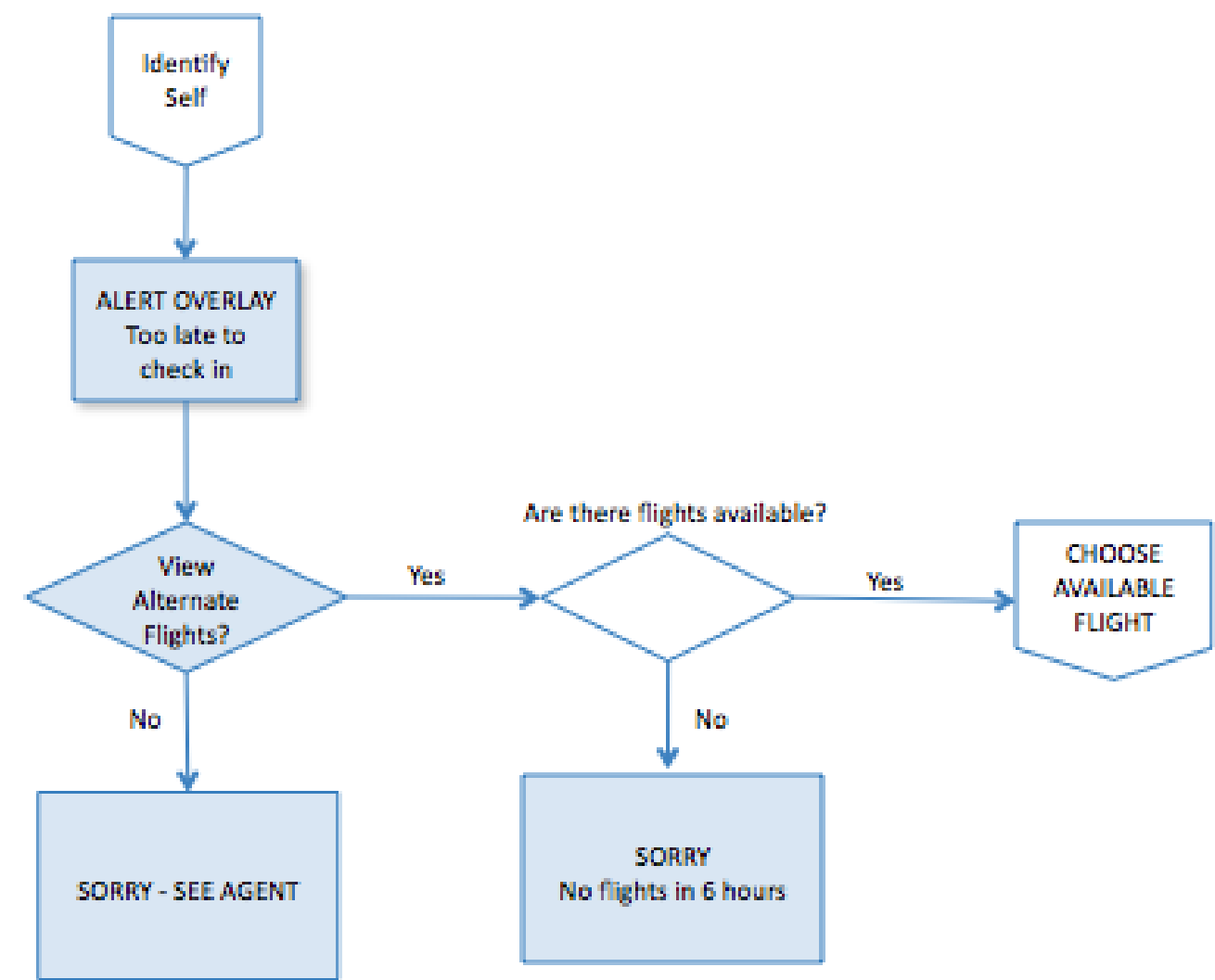
TEXT/DATA
On click >
Done
Clicking “Done” ends session and displays Attract screen.
- 3 **“Want to make any changes?” Copy**
DISPLAY
This copy is currently aligned flush left with the left-most button. However, when some buttons are not displayed (as in this scenario) the copy appears to be floating by itself in the center of the screen. Therefore, the “Want to make any changes?” copy should always be aligned flush -right instead.

Appendix A:

Non-IROP: Too Late Flow Enhancements

Note: The following screens are out of scope for this phase, but may be revisited as enhancement items for future release.

Flow: Non-IROP Too Late



Alert Overlay

It is too late to check in for your flight.

Would you like to find alternate flights to your destination?

No ▶

Yes ▶

Sorry – See Agent



11:31 AM
Good Morning

We're sorry you missed your flight.

Please see an agent if you need any further assistance.

Done ▶

Sorry – No Flights in 6 Hours



11:31 AM
Good Morning

Sorry, there are no other flights available to your destination in the next 6 hours.

Please see an agent for more alternate flight options.

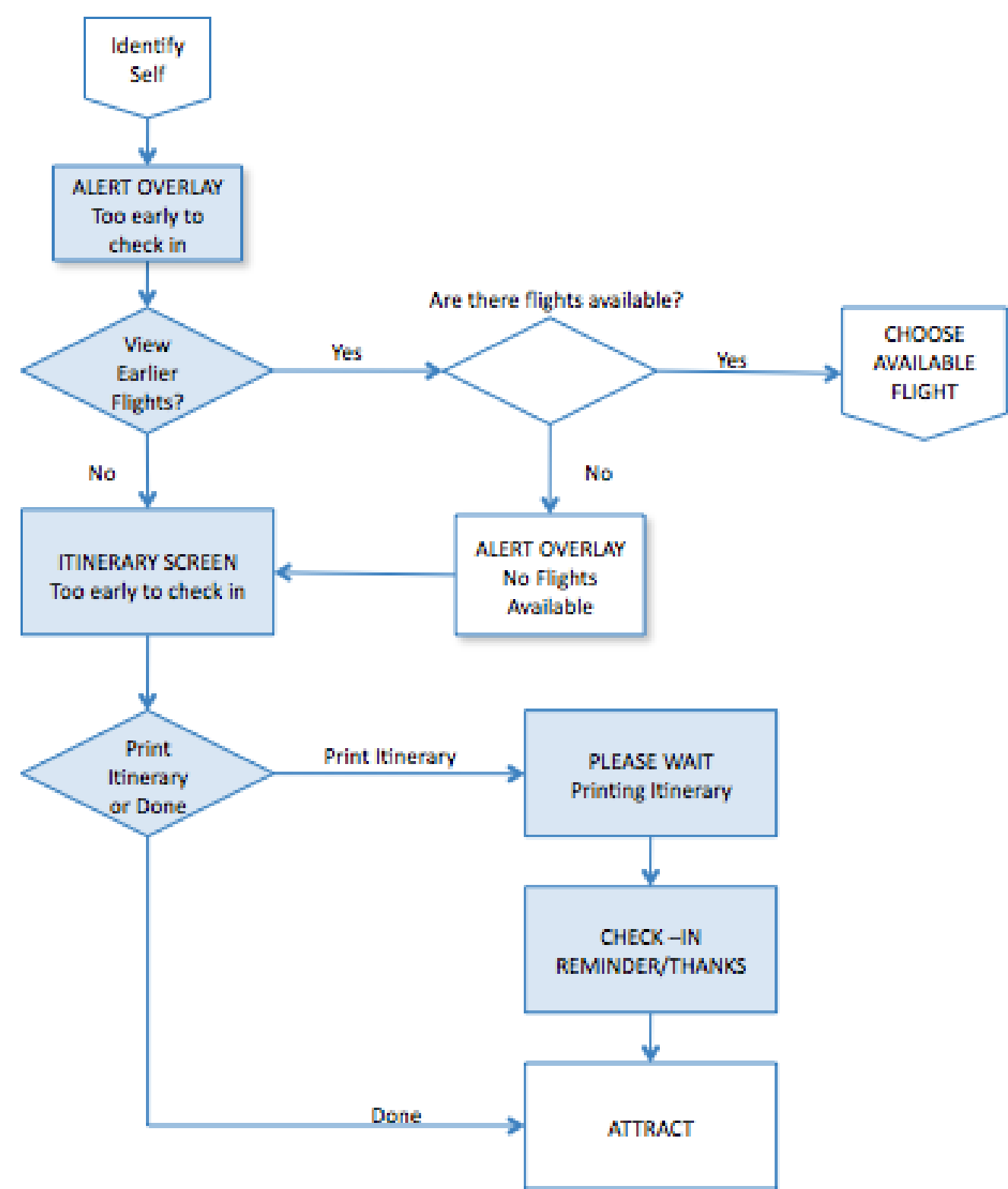
Done ▶

Appendix B:

Non-IROP: Too Early to Check-in

*Note: As of June 1st the check in window will be extended to 24 hours and this scenario will not be possible. If the user tries to check in more than 24 hours before, the itinerary will not be found. Therefore, these screens are included ONLY for reference and for any future scenarios that may require them.

Flow: Non-IROP Too Early



Alert Overlay

It is too early to check in for your flight. You may come back to check in after 11:00 AM.

There may be earlier flights available to your destination. Would you like to see them?

No ▶

Yes ▶

Itinerary Screen – Too Early



11:31 AM
Good Morning

Start Again

It is too early to check in for your flight.

 You may check in after 4:40 PM.

Flight	Departs	Arrives	Passenger	Seat	Frequent Flyer #
DL1711 On Time	Cincinnati, OH 10:40PM	New York-Kennedy, NY 12:59PM	Sara Green	7 B	
			Ken Green	7 A	

Need special services?


Wheelchair


Lap Child

Want to make any changes?

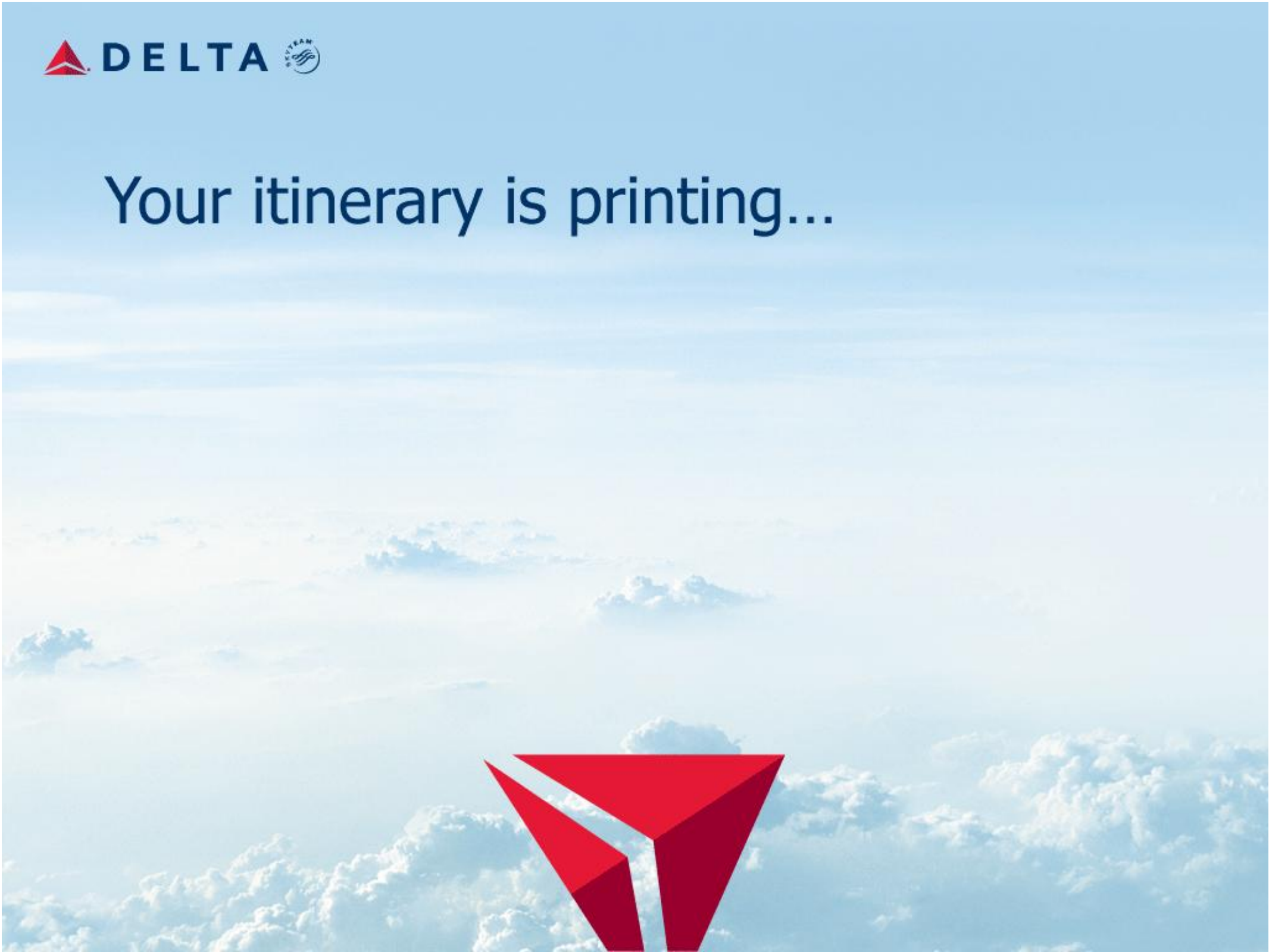
Add Frequent
Flyer Number

Switch Flight

View/Change
Seats

Print Your Itinerary ▶

Done ▶



Check-in Reminder/Thanks



11:31 AM
Good Morning

Please retrieve your printed itinerary below.

Remember, you may come back to check in after 4:40PM.

Done ▶