

Delta Background Exchange OCI Errors Specifications/Annotated Comps: 11/11/09

[1] Unprotected IROP PNR

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Gerald Modem

SkyMiles #: 2324620729
Total miles: 0
Gold Medallion®
Log out

Planning & Reservations | Traveling & Check-in | SkyMiles®

1 Select Passenger(s) and Bags | 2 Print Boarding Pass(es) | 3 Thank You

1 **There has been a change to your trip and we're unable to check you in at this time.**
Please click Review Itinerary so we can help you replace your affected flight(s) at no extra cost.

2 Review Itinerary

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Specs

DISPLAY

When there is an unprotected IROP PNR and user clicks "Check In" from an email to go directly to OCI.

TRIGGERING ERROR(S)

NO PRTN FOUND /
MISCONX FOUND –IN PROTECTION /
MISCONX FOUND –NEEDS PROTECTION /

1 Error Message ICON TEXT/DATA

Yellow < ! > Alert

There has been a change to your trip and we're unable to check you in at this time.
Please click [Review Itinerary](#) so we can help you replace your affected flight(s) at no extra cost.

OnClick >

Clicking "Review Itinerary" takes user to applicable state of "My Itineraries" page where IROP messaging and options will be displayed.

2 "Find Alternate Flights" Button BUTTON TEXT

[Review Itinerary](#)

OnClick >

Clicking "Review Itinerary" takes user to applicable state of "My Itineraries" page where IROP messaging and options will be displayed.

[2] Total Failure of Check-In Transaction

The screenshot shows the Delta website's check-in process. At the top, there is a navigation bar with links for Home, Profile, Need Help?, Contact Us, and Site Map. Below this is a search bar and a link to Delta & Northwest Merger FAQs. The user's name, Gerald Modem, is displayed, along with SkyMiles information. The check-in progress bar shows three steps: 1. Select Passenger(s) and Bags, 2. Print Boarding Pass(es), and 3. Thank You. A yellow alert icon (1) is present, indicating a change in itinerary. A second icon (2) is also present. The footer contains links for About Delta, Delta Blog, Business Programs & Services, Travel Agents, Careers, Privacy/Security, Legal, and Text Only, along with the copyright notice ©2009 Delta Air Lines, Inc.

Specs

DISPLAY

When user comes to OCI from email or "My Itineraries" and IROP has occurred during the check-in process that user CAN NOT fix in "My Itineraries" (because it will be displaying the flight for which they just tried to check in), display at the end of OCI process as standalone error (with Step Indicator on "3").

TRIGGERING ERROR(S)

INVOL REISSUE FAILURE /
UNABLE TO CLEAN PNR /
NO ETKT FOUND /
NO USEABLE ETKT FOUND /

Error Message

ICON
TEXT/DATA

Yellow < ! > Alert

There has been a change to your trip, and we're unable to check you in or display your revised itinerary at this time.

For more information, you can call us at 1-888-750-3284. Or, if you're a SkyMiles member, please call the number on the back of your membership card. If you are not in the U.S., please call the [Delta Reservations Sales office](#) for your country.

2

OnClick >

Clicking "Delta Reservations Sales office" takes user to:
[http://www.delta.com/help/contact_us/reservations/index.jsp]

Step Indicator

DISPLAY

3
ICON
TEXT

Step indicator should be Step 3 in this scenario.

[3]
[Thank You](#)

[3] Failure of Check-In Transaction (refer out to "My Itinerary")

Specs

DISPLAY When user comes to OCI from email or "My Itineraries" and IROP has occurred during the check-in process that user CAN fix in "My Itineraries", display at the end of OCI process as standalone error (with Step Indicator on "3")

TRIGGERING ERROR(S) NO IROP PROTECTION PRESENT / MISCONX FOUND-NEEDS PROT / MISCONX FOUND IN PROT /

Error Message

1 **ICON** Yellow < ! > Alert
TEXT/DATA **There has been a change to your trip and we're unable to check you in at this time. Please click [Review Itinerary](#) so we can help you replace your affected flight(s) at no extra cost.**

OnClick > Clicking "Review Itinerary" takes user to applicable state of "My Itineraries" page where IROP messaging and options will be displayed.

2 **"Find Alternate Flights" Button**
BUTTON TEXT **[Review Itinerary](#)**

OnClick > Clicking "Review Itinerary" takes user to applicable state of "My Itineraries" page where IROP messaging and options will be displayed.

Step Indicator

DISPLAY Step indicator should be Step 3 in this scenario.

3 **ICON** [3]
TEXT **[Thank You](#)**

[4A] IROP Advisory on OCI, Within Check-In Window

The screenshot shows the Delta website's check-in interface for user Gerald Modem. A yellow alert box at the top contains the message: "There has been a change to your trip. Please review your new trip details carefully. If you need to make any changes before checking in, go back to Manage Trip." Below this, a flight details table is displayed for flight DL1766 from Atlanta, GA to New York-La Guardia, NY. The flight is scheduled for 03JUN09 at 6:40am, with boarding starting at 6:10am. The flight segment status is "ON TIME". Below the flight details, a table shows the passenger's check-in status as "Not Checked-in" with a "Check in" button.

Carrier Flight Number	Departs	Arrives	Cabin, Class & Meals	Flight Segment Status
DL1766 DELTA AIR LINES INC	Atlanta, GA(ATL) Gate: T04	6:40am(Scheduled) 03JUN09 Boarding 6:10am	New York-La Guardia, NY(LGA) 8:54am(Scheduled) 03JUN09 Coach(M) EATS	ON TIME

Select	Passenger and Frequent Flyer #	Seat Assignment	Upgrade Status	Bags/Special Items to Check (optional)	Check-in Status
<input checked="" type="checkbox"/>	Gerald Modem SkyMiles #: 2324620729	14D View/Change	Upgrade: Requested View Upgrade List	0 Bags/Special Items to Check (optional) 0 (Free)	Check in

Specs

DISPLAY

When user comes directly to OCI from email and has a PROTECTED IROP PNR that is WITHIN THE CHECK-IN WINDOW, display IROP messaging at top of OCI page and default to "open" state of flight table to alert user to new flight details.

TRIGGERING
ERROR(S)

TBD

IROP Message
INFO BOX

Yellow IROP message box [HEX=#ffff99 (Delta light yellow)] encloses all IROP-related messaging.

ICON
TEXT/DATA

Yellow < ! > Alert

There has been a change to your trip. Please review your new trip details carefully. If you need to make any changes before checking in, go back to Manage Trip.

OnClick >

Clicking "go back to Manage Trip" takes user to "My Itineraries" page where IROP messaging and options will be displayed.

Flight Details table
DEFAULT

In this scenario, flight details table will be OPEN on default.

[4B] IROP Advisory on OCI, Outside Check-In Window

The screenshot shows the Delta website interface. At the top, there is a navigation bar with links for Home, Profile, Need Help?, Contact Us, and Site Map. Below this is a search bar and a link to Delta & Northwest Merger FAQs. The user's name, Gerald Modem, is displayed in the top left. The main navigation menu includes Planning & Reservations, Traveling & Check-in (which is highlighted), and SkyMiles. A progress indicator shows three steps: 1. Select Passenger(s) and Bags, 2. Print Boarding Pass(es), and 3. Thank You. A yellow warning message is displayed: "There has been a change to your trip and it is now too early to check in for your flight(s). Please click Review Itinerary to see your new trip details." A blue button labeled "Review Itinerary" is positioned below the message. The footer contains links for About Delta, Delta Blog, Business Programs & Services, Travel Agents, Careers, Privacy/Security, Legal, and Text Only, along with the copyright notice ©2009 Delta Air Lines, Inc.

Specs

DISPLAY

When user comes directly to OCI from email and has a PROTECTED IROP PNR that is OUTSIDE THE CHECK-IN WINDOW, display standalone error page.

TRIGGERING
ERROR(S)

TBD

1

Error Message
ICON
TEXT/DATA

Yellow <! > Alert

There has been a change to your trip and it is too early to check in for your flight(s).
Please click [Review Itinerary](#) to see your new trip details.

On click >

Clicking "Review Itinerary" takes user to applicable state of "My Itineraries" page where IROP messaging and options will be displayed.

2

"Review Itinerary" Button
BUTTON TEXT

[Review Itinerary](#)

On click >

Clicking "Review Itinerary" takes user to applicable state of "My Itineraries" page where IROP messaging and options will be displayed.

[5A/B] Short Check Error

1 **Due to a change in your trip resulting in an extended layover, we can only check you in for your flight(s) up to your arrival at [CITY/AIRPORT].**
At that time, you will need to pick up any bags you may have checked and check in for your remaining flight(s) to [CITY/AIRPORT].

2 [Review Itinerary](#) [Proceed to Check-in](#) 3

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Specs

DISPLAY This message will display when, because of extended layover, user can only check in for next leg of trip and comes to OCI from either:
 [1] Email
 [2] "My Itineraries"

NOTE It is possible that user will see this message twice
 e.g. Email > Short Check Error > My Itineraries (makes no change to PNR) > Back to OCI (same flight, same error applies).

TRIGGERING ERROR(S) TBD

1 Error Message
ICON Yellow <! > Alert
TEXT/DATA
If 1-airport city > **Due to a change in your trip resulting in an extended layover, we can only check you in for your flight(s) up to your arrival at <City>, <State>.**
 At that time, you will need to pick up any bags you may have checked and check in for your remaining flight(s) to <City>, <State>.
If multi-airport city > **Due to a change in your trip resulting in an extended layover, we can only check you in for your flight(s) up to your arrival at <City> - <Airport>, <State>.**
 At that time, you will need to pick up any bags you may have checked and check in for your remaining flight(s) to <City> - <Airport>, <State>.

2 "Review Itinerary" Button
BUTTON TEXT [Review Itinerary](#)

OnClick > Clicking "Review Itinerary" takes user to applicable state of "My Itineraries" page where IROP messaging and options will be displayed.

3 "Proceed to Check-in" Button
BUTTON TEXT [Proceed to Check-in](#)

OnClick > Clicking "Proceed to Check-in" takes user to OCI.