

General Notes:					
	Acceptance criteria are not the only element for the definition of done. We need to approve and accept the concept UX and design				
	examples provided in the use cases are ONLY for better understanding of the requirement. We need to see Valtech's expertise and knowledge displayed in solutioning based on their UXD & design specialization				
ID	Category	Title	User story description	Acceptance Criteria	Vendor Comments
UP-01	User profile, login and recognition	Profile registration	As a user, I want to be able to register on the website as a user and/or member of the Miles+Bonus loyalty programme, so I can benefit from the personalisation features of the website and/or loyalty programme.	<p>As a user, I need to be able to make an account for relating to data for repeated usage.</p> <ul style="list-style-type: none"> - I can register for an account - I can use Social Media authentication provider to make an account - I can use an email address to make an account - I can provide the mandatory and optional data for a basic account to be created - I can have the account created and stored - I can register for a loyalty account to be created and associated to the account - I can have multiple types of loyalty accounts that can be created with different capabilities - Currently: Miles+Bonus, Business on Board, Corporate, Student (Corporate Social Responsibility Programme), Aegean Pass - I can provide the mandatory and optional data for a loyalty account to be created - can consent (opt-in) to store personal details and sensitive information (incl. APIS and payment details) in the database(s) for future use, observing GDPR and any other applicable regulatory requirements. (General requirement) - I can make the accounts from within the booking flow without losing my current context. 	<p>N.B. The actual profile registration / creation screens are not part of our scope, but the interaction for the user requesting or the website proposing to the user to create a profile should be foreseen.</p> <p>A3: We need to see the proposition / user request/ prompt to register within the flow)</p>
UP-02	User profile, login and recognition	Login and logout	As a user, if I have an existing profile as a website user and/or if I am a member of the Miles+Bonus or Business on Board loyalty programmes, I want to be able to login (and, subsequently, log out) using that profile. This should be possible at any step in the main booking or MMB flow.	<ul style="list-style-type: none"> - A user can choose the profile he wants to log in. - A user can login at any time in the booking flow without losing the current step in the flow - A user must provide an identifier and the associated password to access the account - A user can have multiple valid identifiers (email address, user name, loyalty account ID) - A user can login with Social Media details if they are associated to the account - A user can request to be sent the identifier - A user can request to reset forgotten password - One login will be sufficient for all data sources and authentication identification requirements on the site - a single sign on. 	
			Currently there are three types of user profiles that I can use to login:		
			- the standard website user profile;		
			- the member profile in Miles+Bonus (Aegean Group's consumer loyalty programme);		Missing here:

			- the member profile in Business on Board (Aegean Group's corporate loyalty programme).		<i>We need to know, what are the dedicated credentials the user can log-in with.</i>
UP-04	User profile, login and recognition	Access to redemption flows	As a user, if I am a member of one of the loyalty programmes of Aegean Group I want to have an easy way to access the respective redemption flow of my loyalty programme, so that I can redeem my points against Aegean Group flights and/or ancillary products.	As a user, I need the loyalty details retrieved when I retrieve the account - I have my personal details retrieved and they can be sufficient to complete a passenger's details so that they are ready to book. - I have the personal details of a saved passenger / travelling companions retrieved and they can be sufficient to complete a passenger's details - I have preferred payment types and details retrieved to pre-populate the payment form or select from when multiple - I have invoice details retrieved to pre-populate invoice data - I have my preferences retrieved, and those of each saved passenger (including but can be one for each ancillary existing: Seat number, position or type, meal type, special service requests) - I have my Frequent Flyer information retrieved to enable products, bundles, allowances, and accruals to be determined. (e.g. specific Tier based benefits)	Missing here:
					We need to know, what are the dedicated credentials the user can log-in with.
					<i>FFN, PIN, credit card, email password</i>
UP-05	User profile, login and recognition	Personalisation and contextualisation	As a user, if I have logged in or have been automatically recognised as a registered user on the website and/or member of the Miles+Bonus or Business on Board loyalty programmes, I want to have the context of my current and future bookings / trips, as well as the personalisation features and commercial benefits of my membership, automatically reflected in my digital customer journey.	<i>Design & ux wise we need to see Logged in user (experience) Miles+Bonus (experience) My bookings (experience)</i>	<i>Can not define AC as we first need to know, what is defined behind e.g. on the tier-levels as that may have variance on each named action within the use-case.</i>
			E.g. as a Gold-tier member of the Miles+Bonus loyalty programme I want to:		
			- see my miles balance and be offered the most relevant ways to spend or top up my miles;		
			- see discounted or waived product prices automatically applied;		
			- have the personal details of myself and other people who frequently travel with me automatically available for pre-filling in passenger details fields;		
			- have my preferred payment methods automatically available for pre-filling in payment details;		

			<div>- have my preferences for seats selection and other ancillary products automatically reflected in the ancillary product offering;</div> <div>- have my preferences for automatic check-in automatically applied (but still have the option to change them should I want to do that);</div> <div>- if I have one or multiple upcoming trips already booked, I want the stage / phase of each upcoming trip to be reflected in my user experience, emphasizing at each stage the most relevant actions that I must or can perform, the most relevant products that I can purchase, and the most relevant information that I need, in that specific context.</div>		
			<div>As a user, I want to be offered suggestions for trips to various destinations that interest me, so I get some inspiration for where I could travel to next; in order to get more relevant results I want to be able to specify some parameters related to the trips that would be used to filter and sort the suggestions, including, but not necessarily limited to: origin, travel date ranges (or fuzzily defined periods, e.g. next summer), length of stay (e.g. min one week and max two weeks stay), specific periods or timings (e.g. weekend trip, Christmas etc.), budget in cash or redemption virtual currencies (e.g. max EUR 300 or 30,000 miles for a return trip), destination themes (e.g. culture, beach, sky, food, shopping, family etc.), and type of party (alone, with friends, etc.).</div>	<div>The Inspirational Search flow consists of three main steps:</div> <div>1. I configure the parameters of the inspirational search, including:<div>a. Theme (e.g. beach, food, culture, nature, sightseeing, shopping etc.)</div><div>b. Who I am travelling with (e.g. alone, with partner, with friends, with family etc.)</div><div>c. What season / travel period I am interested in (e.g. summer, winter, Easter holiday etc.)</div></div> <div>2. I am then shown offers matching my selected parameters, e.g.:</div> <div>3. I select an offer and then I am directed to the main booking flow with the respective offer sent as parameters for a normal flight search</div>	<div>Undefined: Please specify what is located behind „but not necessarily limited to”. AC is based on the currently known paramters in the use-case.</div> <div>We would expect something like the eaxmple given to be provided by you</div>

SI-01	Search and Inspiration	Inspirational search		<p>In step one of this flow, the user will have to select a number of parameters and filters, based on which a number of parameters listed below:</p> <ul style="list-style-type: none"> - Market (i.e.GR, UK) - Budget (i.e.Budget between EUR 100.00 and EUR 1000.00 for return trip) - Fare Brand (i.e Go Light) - Type of trip (i.e.Round-trip or One-way) - Currency (i.e.EUR, GBP, miles) - Origin (i.e. ATH) - Destination (i.e. LHR, BCN, KGS, AUH etc.) - not necessary if themes or groups of destinations are provided - Departure Date (i.e. range 1-360 days) - Length of stay (i.e 5 days) - Aggregation by destination (i.e. Region (e.g. Scandinavia) or Theme (e.g. Beach, Adventure etc.)) <p>Aggregation by departure date- the cheapest price per destination and departure date (histogram, calendar,)</p> <p>Aggregation by stay duration (i.e.Weekends)</p> <p>Aggregation by month (i.e. Next month, December etc.)</p>	
SI-02	Search and Inspiration	Low fare finder	<p>As a user, I want to be able to select an origin, destination and length of stay (in case of RT trip) and then see at a glance what is the lowest price per bound for every travel date for a period of up to year.</p>	<p>The Low Fare Finder flow consist of three main steps:</p> <ol style="list-style-type: none"> 1. The user configures the parameters of the Low Fare Finder search (selecting origin, destination, OW or RT itinerary and, for RT, a length of stay; the origin will be pre-selected by default based on the user's selected market, the trip type will pre-selected by default as RT trip and the length of stay will be set by default to seven days); 2. The user is then shown a calendar (or two in case of RT trips) with the lowest price per bound for every date up to a year (this may be loaded sequentially as not all dates up to a year may be shown at the same time; e.g. only two months may be shown at a time); 3. If the user selects a specific date for a OW trip or both outbound and inbound dates for a RT trip by clicking on them, the user is then redirected to the main booking flow with the selected origin, destination, type of itinerary and dates of the respective offer provided as parameters for a normal flight search. <p>As a user, if I click on an special offer (e.g. a limited discounted price promotion), I want this to launch a promotional search, i.e. a lowest fare search (with fixed or variable dates) triggered by a deep-link and where the system will receive a flight search request for a given O&D, travel dates (fixed or variable) and a specified promotional fare or shopping engine-configured promotion or discount that needs to be applicable in the returned search results.</p>	<p>We would expect something like the example given to be provided by you.</p>

SI-03	Search and Inspiration	Route map	<p>As a user, I want to be able to see an overview of all routes available from a given origin (which will be pre-set based on my assumed location, but which I can change to any other origin I want), which meet selected theme criteria, including the lowest price for a OW or RT trip (this I can change as well) from the selected origin to each matching destination within the next 360 days (e.g. ATH-LON from EUR 100). Furthermore, I want to have a visual indication of, as well as the possibility to filter the shown routes by:</p> <ul style="list-style-type: none"> - whether the route includes direct flights or only connecting flights; - whether the route is (also) operated by Aegean Group or only by codeshare or interline partners. 	<p>The Route Map flow consist of four main steps:</p> <ol style="list-style-type: none"> 1. The user configures the parameters of the route map search 2. The user is then shown the map with destination offers matching the selected parameters, 3. The route map should adapt its size based on the selected group of destinations, i.e. if World is selected, the map should zoom out to display all the possible destinations around the world, based on the given parameters, and if Europe is selected, then the map should zoom in to display only the European destinations, 4. If the user selects a specific destination by clicking on it, a more details view of it will expand, 5. If the user selects the expanded offer by clicking on “Find Flights”, the user is then redirected to the main booking flow with the selected origin, destination, type of itinerary and earliest dates of availability of the respective offer provided as parameters for a normal flight search 	<p>We would expect something like the example given to be provided by you.</p>
SI-04	Search and Inspiration	Flight search form	<p>As a user, I want to be able to search for flights based on a number of more or less loosely defined parameters, including, but not necessarily limited to:</p> <ul style="list-style-type: none"> - trip type: one-way (OW), return (RT), open-jaw (OJ), multi-city (MC) (open-jaw is a variation of RT where the destination city of the inbound flight is not the same as the origin city of the outbound flight or where the origin city of the inbound flight is not the same as the destination city of the outbound flight); - origin airport, bus or railway station, ferry terminal, city or area (e.g. Belgium, all airports within 100 km from Brussels, Southern France); - destination airport, bus or railway station, ferry terminal, city or area; - in case of OJ or MC trips, there may be multiple different origins and destinations (up to two different origins + two different destinations for OJ trips and up to eight different origins + eight different destinations for multi-city trips); - number and types of passengers travelling (adults, children, infants, up to a total of maximum 9 passengers; certain rules apply defining allowed combinations of passenger types and numbers, e.g. one should not be allowed to select more infants than adults); - travel dates (for each bound in the trip; date selection can be either fixed (i.e. one specific travel date for each bound in the trip) or flexible dates (+/- X days around a given date, where X could be as low as 3 and as high as 15; e.g. a +/- 3 days RT search should return all flights for 7 departure dates and 7 return dates); 	<p>The flight search service must support a number of parameters, some mandatory and some optional, as listed below:</p> <ul style="list-style-type: none"> - Market / POS (point of sale) (i.e. GR, UK.) - This specifies which market or point of sale should be assumed for the search. If no such market or POS is specified, it will default to the point of commencement of the trip (POC) - Optional - Type of trip (OW, RT, MC or OJ) - Possible trip types: one-way (OW), return (RT), open-jaw (OJ), multi-city (MC) (open-jaw is a variation of RT where the destination city of the inbound flight is not the same as the origin city of the outbound flight or where the origin city of the inbound flight is not the same as the destination city of the outbound flight) - Optional - Passenger numbers and types (1 ADT, 1 CHD, 1 INF, 1 UMNR) - This field is intended to capture the number and types of passengers travelling, up to a total of maximum 9 passengers. The types of passengers supported are the following: <ul style="list-style-type: none"> - Adults (all passengers who are at least 16 y.o.); - Young adults (all passengers from 12 to 15 y.o.); - Children between 5 and 11 y.o. including UMNR; - Children between 2 and 4 y.o.; - Infants (all passengers who are less than 2 y.o.) The following rules need to apply to define allowed combinations of passenger types and numbers: <ul style="list-style-type: none"> - The user should not be allowed to select more infants than adults; - Infants and children under 5 y.o. cannot be selected without at least one adult; - If children from 5 to 11 y.o. are selected alone then this will imply the addition of the UMNR SSR to the booking - Mandatory - A list of trip bounds including at least one element and at most six elements, including the origin and destination of each bound, as well as the desired travel date(s) and date flexibility options <p>Bound 1:</p> <ul style="list-style-type: none"> - Origin location: LON - Destination location: ATH - Travel date: 10 Jan 2020 - Travel time: after 11:00am GMT - Flexible date range: 0 - Weekend stay: n/a (this option cannot be combined with a fixed date search) <p>Bound 2:</p>	<p>We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.</p>

			<ul style="list-style-type: none"> - promo or voucher code; - cabin or fare brand; - whether I want to pay in cash or miles/points of my loyalty programme. 	<p>Round 2:</p> <ul style="list-style-type: none"> - Origin location: ATH - Destination location: Scandinavia - Travel dates: 15 Jan – 20 Jan 2020 - Flexible date range: n/a (this option cannot be combined with a travel date range) - Weekend stay: No 	
SI-05	Search and Inspiration	Origin and destination selection	<p>As a user when I select the origin and destination airports, cities, areas or address/point of interest for a flight search I want to be shown only valid combinations of origins and destinations, so that I cannot select any invalid combinations which would yield no search results.</p> <ul style="list-style-type: none"> - The selection should be done by choosing from a menu of options / suggestions which is dynamically adapted in real-time to what I have typed in a free text field (i.e. as soon as I have entered one or several characters, I should be shown the list of matching suggestions). - When multiple locations match the text I typed, I want the results which are more relevant to me to be displayed before the less relevant ones, e.g. - Matching locations where the matching string is at the beginning of the location name should appear higher in the list (e.g. London should appear before Kefalonia when I type "LON"); - The order of the locations displayed based on a string match could be influenced by the applicable weightings configured by the airline (e.g. location London Heathrow may be configured with a greater weighting than Chelyabinsk, so that it appears higher in the results list when I type the string "HE"); 	<p>In the selection of origin and destinations airports, bus or railway stations, ferry terminals, cities or areas, the displayed suggestions should be adapted dynamically and in real-time based on (in this order):</p> <ul style="list-style-type: none"> - matching names of airports, bus or railway stations, ferry terminals, cities or areas in the currently selected language (e.g. if I typed ""ath"" then Athens should be suggested); - matching names of airports, bus or railway stations, ferry terminals, cities or areas in any other language supported by the system (e.g. if I use the website in English and I type ""Basel"" I should also be shown the option Basle); - matching IATA codes of airports, bus or railway stations, ferry terminals or cities (e.g. if I typed ""ORD"" I should be shown the option Chicago); - matching countries or regions in which my desired airport, bus or railway station, ferry terminal or city may be (e.g. if I type ""fra"" all valid options in France should also be shown as suggestions). - location names should be supported in both a short and a long format (e.g. for ATH both "Athens International Airport" and full name "Elefterios Venizelos Athens International Airport")." 	

				<p>As a user, I want to be able to use other ways of selecting the origin and destination</p> <p>The flight search to include points of interest e.g. the Acropolis.</p> <p>The UI for flight search may also allow the selection of origin and/or destination from a map. However, the translation from a map location to a structured flight search is expected to rely on a dedicated service used to convert the geographic coordinates to the code of the nearest airport or city. This may be provided by a 3rd party or by the System provider.</p> <p>The UI for flight selection may also allow the selection origin and/or destination from the photo taken by the user or a screenshot of the destination (usually taken from the Social Media. The UI enable the upload of the photo or screenshot and using image-recognition techniques identify the location. This may be provided by a 3rd party or by the System provider. As a vendor, please indicate what solution you would recommend or support for this purpose</p>	We need to have an overview about the matching countries or regions the system will provide for the user to choose.
SI-06	Search and Inspiration	Date and Passenger selection	<p>As a user, I need a visual indication of dates so that I know the travel dates of my flight search</p> <ul style="list-style-type: none"> - on which dates (if any) there are no flights scheduled (so that I cannot select a date on which there are no flights operated, therefore yielding no search results); - on which dates (if any) there are flights scheduled but they are sold out (so that I cannot select a date on which there is not availability left, therefore yielding no search results); - what is the lowest price per bound for each date (if any); - on which dates (if any) there are direct or flights with stops; <p>As a user, I want to be able to select different allowed passenger types Adult, Child or Infant and see the pricing provided for each type of passenger.</p> <ul style="list-style-type: none"> - I can book the journey for an unaccompanied minor, older than 5 years old, without a travelling adult, when there is available inventory. These passengers travel alone under the airline staff supervision. - I can only select the number and types of each passenger to the quantity and mixture as configured in the system 	<p>These prices should be shown for a period of up to 360 days starting from (and including) the current date. (taking into account the local time and date of the origin and, respectively, the destination) They will be shown in a date selection calendar displayed after the origin and destination are selected. The date selection using the calendar will be done in one step only for trips with one bound and in two or more steps for trips with more than one bound (e.g. for a roundtrip in the first step the user will select the outbound date and in the second step the user will select the inbound date).</p> <p>For each date and bound the lowest price available for that particular date and respective bound will be displayed. If there is no availability for a given day, it should be displayed as not selectable.</p> <p>The calendar display must distinguish very clearly between outbound and inbound dates in order to avoid any confusion to the user.</p> <p>I want to be able to select Adult, Child (2-5 y.o and 6-12 y.o including UMNR) and Infant type of passenger</p>	

SI-07	Search and Inspiration	Previous searches	As a user, regardless of whether I am recognised or not,, if I made some previous searches on the website (including 3rd party ancillary products), I want to see a short list of my most recent searches from which I can select one, so that I don't have to manually re-enter all the parameters of that search. I want to be able to also remove previous searches which are no longer relevant to me.	we need either the system or the UI to provide a way to: <ul style="list-style-type: none"> - persist these recent searches - display them to the user - allow their removal on demand of the user, as well as automatically if at least one of the travel dates in a saved search is already in the past. 	Display and selection of previous searches is available as described.
SI-08	Search and Inspiration	3rd party ancillaries search	As a user, I also want to be able to search for standalone (3rd party) ancillary products which can be purchased independently from flights, e.g. hotel, car rental, airport transfer, parking, insurance, tours and activities etc. Such a search would redirect the user to a separate booking flow, either on the website of the 3rd party ancillary provider (e.g. Booking.com for hotels) or a dedicated flow on aegeanair.com for that specific product (e.g. rentacar.aegeanair.com for car rental).	I want to input all search parameters including promotional codes on aegeanair.com and be directed straight to the search results page on the airline's partner site (i.e. hotel offer integrator site). When I have opted-in I want to pass my preferences from my airline profile related to my hotel, car rental etc. preferences to the airline's partner (e.g. search for 3 stars and above, when booking the hotel) and receive results filtered according to my preferences. I also want to be able to compare search results with other 3rd party providers by sending the same request to other sites offering the related services.	The user will be able to search for hotel, car, tours and activites. We do not foresee for parking, insurance, airport transfer dedicated single-standing searches.
					We expect, the needed criteria to fullfil the searches will be provided by A3 and that we only provide the search widget, no process from 3rd party will be touched during the course of the UXD.

SI-09	Search and Inspiration	Corporate Customers	As a Corporate user, I want to be able to search for flight offers specifically adapted to my needs and reflecting any applicable special commercial agreements between the company I work for and the airline	<ul style="list-style-type: none"> - I can authenticate using my login associated with my company's corporate membership that entitles me to search for and display these offers (dedicated NEGO fares). - Depending on the airline's configuration, I can either: <ul style="list-style-type: none"> a. Only see the corporate fares associated with my account and public fares should not be offered in a corporate search at all; in case corporate fares are not available for a specific search I want to see a sold-out message for the respective flights; b. Or specify if I want to search only for these types of offers or also see publicly available fares. In this case I also want to see public fares in case NEGO fares are not available; - I can have dedicated account code (per corporate account) and a tour code (per corporate account) and OfficeID (per corporate account); - I can indicate my personal/business trips; - I can see only selected ancillaries which the airline has configured as eligible for my corporate account; - I can see the booking flow skinned with my company's branding (e.g. with the logo of my company displayed in the page header); - I can book for myself or for another traveller in my company; - If my corporate account is configured to require an approval workflow, I can request the approval of my trip (in such a case, my booking will not be completed and fulfilled (e.g. ticketed) until it has been approved by a Corporate Approver). 	Flows for Corporate/student and Travel pass
			As a student user, I want to be able to search for flight offers specifically adapted to my needs and reflecting any applicable special conditions related to the program (i.e. Corporate Social Responsibility program for students)	<ul style="list-style-type: none"> - I can have my login for my program membership that entitles me to searching for flights and displaying offers dedicated for the program. - I can search only One Way (OW) trips - I can have limited number of trips that I can purchase - I can have restricted origin and destination - I can have restricted fare brands view - I can only see areas related to the program offer. Public fares cannot be purchased - I can have specified advanced purchase - I can have dedicated account code, a tour code and OFFICEID - Passenger details, type of passengers and number of passengers can be restricted - I can use voucher to further discount the offer (up to 100% including taxes) - I can see none or only selected ancillaries - I can have the display of the booking process with the program branding and skins 	

			<p>As a user, I want to be able to search for flights offers specifically adapted to my needs and reflecting any applicable special conditions related to the program (i.e. Aegean Pass)</p>	<ul style="list-style-type: none"> - I can have my login for my program membership that entitles me to searching for flights and displaying offers dedicated for the program. - I can select any flight meeting the conditions of pre-purchased package such as: <ul style="list-style-type: none"> o Unused flight passes in the profile o Geographical area of flight o Advance purchase restrictions o Fare Brand selected - I can book last available seat if allowed by advance purchase restrictions - The selected flight will be processed with no extra cost, but I have to pay all applicable taxes - I can purchase all ancillaries except Time-To-Think product <p>As a user, I want to be able to pre-purchase the number of One-Way (OW) flights for fixed price, limited to geographical area and use them within the validity period</p> <ul style="list-style-type: none"> - I can purchase offers limited to route, country, region, continent etc. - I can purchase the pass only for one passenger - I can purchase the pass for multiple passengers for a more expensive pass when eligible - I can purchase various number of flights for the selected geographical area - I can select period of validity for the pass - I can select how soon before the flight I have to book the flight (advanced purchase restrictions) - I can store purchased passes in my profile and track usage history - I can choose between Non-Flexible and Flexible Fare Brands 	
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FS-01			<p>As a user, once I have submitted a search request for flights, I want to be able to see relevant flight search results matching my search parameters in a manner which is well adapted and contextualised to my intent, preferences (assuming I have been recognised as an existing user) and nature of the applicable flight results.</p>	<p>As a user, once I have submitted a flight search (either by direct configuration of parameters or by selecting some travel dates from a flexible date search results), I want to see a matrix of all flight results in scope of my search, including, but not necessarily limited to, the following information:</p> <ul style="list-style-type: none"> - The most relevant flights for each bound, sorted and filtered in the most relevant manner given my intent, preferences and the nature of the applicable flight results; - The fare brands, as well as the lowest available total price in each such brand, applicable to each flight result, per bound, and taking into account all applicable combinability restrictions and other fare rules - An indication of whether any of the displayed offers (prices) are part of a promotion, have been modified based on a promo / voucher code I entered or based on my user parameters (e.g. if certain flight prices have been discounted because in my search I have entered an eligible promo code, then both the original and discounted price should be returned and displayed so I can see how much I'm saving because of my promo code) - An indication of the lowest and most relevant offers included in the results (e.g. "lowest fare for these dates", "best deal for these dates" etc.) - An indication of how many seats left in the current price; - An indication of whether any flight or fare brand results are not available because they are sold out; - The details of each price and (upon a follow up interaction) a detailed and clear breakdown of the fare, fees, surcharges and airport taxes; - The fare rules applicable to the fare selected for each passenger and segment in the booking (change and cancellation rules, combinability rules, flight sequence rules etc.) presented in organized and standardised way. - Price alert with indication that the price will likely to change and the option that I can be notified daily about the lowest price 	<p>The user will be able to select relevant results. The whole logic behind is located in the E-Com.</p> <p>Elements to be foreseen for display and UX purposes</p>
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	Flight selection	Relevant flight results		<p>As a user, I want to see the correct price of purchased airline products divided into fares, surcharges, taxes and fees in the currency of my choice. If my purchase includes more than one passenger, I want to see the correct price with all applicable components divided for each passenger regardless of type.</p> <p>As a user, I need flight prices to display configured price modifiers, promotions and discounts:</p> <ul style="list-style-type: none"> - An indication of whether any of the displayed offers (prices) are part of a promotion - I see the value of the promotion and the original price - I can see which promotion has discounted the price - Have been modified based on a promo / voucher code I entered or based on my user parameters (e.g. if certain flight prices have been discounted because in my search - I have entered an eligible promo code, then both the original and discounted price should be displayed so I can see how much I'm saving because of my promo code). <p>As a user, in a promotional search, if the system cannot find any availability for the specified promotional fare or shopping engine-configured promotion or discount on the travel dates (or within the travel dates range) specified in the request, I want it to try to find alternative dates where such availability exists and automatically respond with those adjusted dates instead.</p> <p>As a variation to the above promotional search, as a user I want the system to be able to return a list of all dates within a specified range which have availability for the specified promotional fare or shopping-engine configured promotion or discount. Such a list should be provided either in response to a specific request for such a list or it could be returned automatically in case the shopping engine could not find any availability for a promotional search.</p>	
				<p>As a user, I want to see what cabin class options are offered by the airline</p> <ul style="list-style-type: none"> - I see a description of the various flight products (fare brands) displayed for each cabin class and the benefits of each of them - See an indication of the discount applied if the services are purchased as part of a flight product (fare brand) in comparison to an a-la-carte ancillary purchase. - See an indication of the recommended flight product based on my historical choices or other travellers with profile similar to mine. 	

FS-02	Flight selection	Flexible dates	<p>As a user, in case of a flexible dates flight search, I want to see a matrix of all outbound and inbound dates in scope of my search with the lowest price either per return trip (in case of a max +/- 3 days search) or with the lowest price per bound (in case of wider range search than +/- 3 days). If I click on any date in the matrix, I want to be able to see all flights applicable for those dates with their respective details (see FS-03).</p>	<p>As a user, I need to perform a flexible dates search that suits my date adherence requirements and see results that help me select the date options most suited to my requirements:</p> <ul style="list-style-type: none"> - I can see a matrix of all outbound and inbound dates in scope of my search with the lowest price indicated either per return trip (in case of a max +/- 3 days search) - I can see a histogram of outbound dates and of inbound dates with the lowest price indicated per bound (in case of wider range search than +/- 3 days). - I want to be able to see all flights applicable for those dates with their respective details. - I want to be able to move dates across the same search range for outbound and inbound flights. - I can see a weekend flight range that includes Friday 12 midday to Saturday midday departure and Sunday midday to Monday midday return 	<p>The user will be able to select flexible dates in a range from +/- 3 days based on the flight dates the user puts in.</p>
FS-03	Flight selection	Fixed dates	<p>As a user, once I have submitted a fixed dates flight search (either by direct configuration of parameters or by selecting some travel dates from a flexible date search results matrix), I want to see a matrix of all flight results in scope of my search, including, but not necessarily limited to, the following information:</p> <ul style="list-style-type: none"> - the most relevant flights for each bound (in case there are maximum two bounds in my search; for searches including more than two bounds, please see FS-07), sorted and filtered in the most relevant manner given my intent, preferences and the nature of the applicable flight results; - the flight products (i.e. fare brands), as well as the lowest available total price in each such brand, applicable to each flight result, per bound; - an indication of whether any of the displayed offers (prices) are part of a promotion, have been modified based on a promo / voucher code I entered or based on my user parameters (e.g. if certain flight prices have been discounted because in my search I have entered an eligible promo code, then both the original and discounted price should be displayed so I can see how much I'm saving because of my promo code); - an indication of whether any flight or fare brand results are not available because they are sold out; - an indication of the lowest and most relevant offers included in the results (e.g. "lowest fare for these dates", "best deal for these dates" etc.) - a description of the various flight products (fare brands) displayed and the benefits of each of them, so I can make an informed decision on which product is most relevant to me; 	<p>As a user, I want to see relevant flight search results that match my search parameters in a manner which is well adapted and contextualised to my intent, preferences (assuming I have been recognised as an existing user), flight specific parameters and nature of the applicable flight results.</p> <ul style="list-style-type: none"> - I can switch between different display modes (e.g. default, redemption etc). - I can switch between different currencies - If I'm not recognized (not logged in, not enough information to support persona selection), the default search results are displayed. - List of flight results - All direct possible flights for one or multiple O&Ds on all travel dates included in the search - All possible connecting flights with one or multiple connecting points for one or multiple O&Ds on all travel dates included in the search - For each flight, the lowest fare for each applicable passenger type, in each applicable cabin and fare brand - For each flight, the flight details such as flight number(s), flight time, trip duration, distance, connecting airports, layover time, operating carrier(s), aircraft type(s), services on board - Direct or connecting flights indication - Flight details of each flight result - Cabin and fare brands - Miles or points redemptions pricing options for each flight result - Miles + cash pricing options for each flight result - Miles accrual for each flight result - Discounts applicable to each flight, cabin and fare brand price. - Currencies I have set applied to the prices - Route taken, the mode of transport used and carriers - Fare types and rules - Multi City options along with Open Jaw - Stopover and Overnight Stay - Conversion Stimulation - Flight quality rating and on time performance indicator 	<p>We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.</p> <p>Elements to be foreseen for display and UX purposes</p>

			<ul style="list-style-type: none"> - the details of each price and (upon a follow up interaction) a detailed and clear breakdown of the fare, fees, surcharges and airport taxes; - the fare rules applicable to the fare selected for each passenger and segment in the booking (change and cancellation rules, combinability rules, flight sequence rules etc.) <p>The flight products (fare brands) applicable to the displayed flights may vary depending on parameters such as, but not necessarily limited to: travel dates, origin and destination, operating and marketing carriers, aircraft type etc. The number of applicable flight products typically vary from two to five and, usually, the same set of flight products will be applicable to all flights included in a list of search results.</p>	I can select and add flights to the shopping basket	
FS-04	Flight selection	Routes, carriers and modes of transportation	<p>In terms of routes, the list of results described in FS-03 may include:</p> <ul style="list-style-type: none"> - direct non-stop flights; - direct flights with one or multiple stops; - connecting flights with one or multiple via points. <p>In terms of operating and marketing carriers, the list of results described in FS-03 may also include:</p> <ul style="list-style-type: none"> - Aegean Group-operated flights; - wet-lease flights (flights which are only marketed under and A3 or OA flight number but operated by another carrier on behalf of Aegean Group); - codeshare flights (i.e. flights which are marketed under an A3 or OA flight number but owned and operated by another carrier under that carrier's own flight number); - codeshare wet-lease flights (i.e. flights which are marketed under an A3 or OA flight number but owned by a second carrier and marketed under that carrier's own flight number, while being operated by a third carrier on behalf of the second carrier); - pure interline flights (i.e. flights which are not operated by Aegean Group and which are marketed only under the operating carrier's flight number). <p>In terms of modes of transportation, the list of results described in FS-03 may include (in some cases in this document we have referred to all the below as 'flights', although some of them are not actual flights but ground or sea means of transportation):</p> <ul style="list-style-type: none"> - flights (these represent the vast majority of cases); - train connections; - bus connections; - ferry connections. 	As a user, I want to know what service is provided in search results in terms of routes, operating carrier and modes of transportation. I want these different possibilities to be visually indicated to me (e.g. icons of airline tail or mode of transportation) in order to avoid any confusion or misunderstanding.	Reflect acceptance criteria for FS-02/03

			All these different possibilities must be visually indicated to the user in order to avoid any confusion or misunderstanding and meet the applicable regulatory requirements.		
FS-05	Flight selection	Sorting and filtering	<p>As a user, I want to be able to sort and filter the search results described in FS-02* and FS-03** based on parameters such as (but not necessarily limited to):</p> <ul style="list-style-type: none"> - number of connections (direct, 1 stop, 2 stops etc.); - Aegean Group-operated flights vs. codeshare or interline flights; - total trip duration; - departure and arrival times; - availability of specific cabins and/or flight products (fare brands), e.g. show me only flights that have Business class available; - flights where there is a promotion (either any promotion or a specific one) available; - flights that I can book using miles or points of my loyalty programme; - price / budget. <p>* For FS-02 only filtering of the results is possible as the sorting will always be in ascending order of departure date of the flight.</p> <p>** For FS-03 both sorting and filtering should be possible.</p>	<p>As a user, I want to be able to sort and filter the search results based on a variety and combination of parameters.</p> <ul style="list-style-type: none"> - I can sort and filter the results by parameters: <ul style="list-style-type: none"> • Departure and Arrival time; • Non-stop flights only / max 1 stop / max 2 stops etc. • Aegean Group-operated flights / only codeshare or interline flights / both and a specific set of operating carriers. • Specific carrier • Total flight duration (per bound); • Minimum or maximum connecting time (layover); • Minimum or maximum budget; • Specific cabin or fare brand; • Airport (e.g. search by city/region area) • Aircraft Type • Services available on board (e.g. Wi-Fi, IFE etc.) • Quality index - I can see sorting parameters are set based on my previous interactions (e.g. self-learning machine, cookies etc.) <p>Applied filters must be clearly indicated to the user in order to avoid the user's impression that they receive unsatisfactory results.</p>	Reflect acceptance criteria for FS-02/03

FS-06	Flight selection	Flight details	<p>As a user, I want to be able to see all relevant details of a flight (or multi-modal search result), including but not necessarily limited to: origin and destination airport name (both short and long versions), mode of transportation (e.g. flight, train, bus, ferry), flight number, departure date and time, arrival date and time etc. I also want to see the seat configuration of the aircraft (e.g. seat pitch), what services are available on board (meal, WiFi, IFE etc.) and overall flight quality index with customer's review. I also want to know how many Miles or points for an alternative (bank) loyalty programme I earn if I travel on a selected flight. If it is connecting flight and the layover is longer than 6 hours, I want to see the offer for hotel at the connecting airport or in airport surrounding area. If the layover is between 3 and 6 hours, I want to see the offer for connecting city tour. Not all these details must necessarily be displayed within the same screen (or screen state) as the overall list of flights. Some of these details can be displayed only following an additional interaction with a specific flight result (e.g. click or tap on a flight result).</p>	<p>As a user, I want to be able to see all relevant details of a flight (or multi-modal search result), including:</p> <ul style="list-style-type: none"> - Origin (ATH, LHR etc.) - Per leg - The name of the airport must be also provided in full e.g. Athens International Airport Eleftherios Venizelos - Destination (LHR, ATH etc.) - Per leg - The name of the airport must be also provided in full e.g. London Heathrow - Mode of transportation (flight, train, bus, ferry) - Per segment - Flight Number (A3 680) - Per segment- Aegean operating or marketing flight number, other airlines - Departure Date and Time (local) (dd mmm yyyy hh:mm (ISO 8601))- Per leg -The displayed format is subject to UX design and may differ per viewport (smaller viewports may have shorter date formats) - Arrival Date and Time (local) (dd mmm yyyy hh:mm (ISO 8601)) 0 - Per leg - The displayed format is subject to UX design and may differ per viewport (smaller viewports may have shorter date formats) - Flight Duration (hh:mm (ISO 8601)) - Per leg - Trip Duration (DD:hh:mm (ISO 8601)) - Per bound - Connecting points (ATH, SKG etc) - Per bound For each stop - The name of the airport must be also provided in full e.g. Athens International Airport Eleftherios Venizelos - Layover time (DD:hh:mm (ISO 8601)) - Per leg - Operating Carrier (Aegean Airlines) - Per segment - Only if different from marketing carrier. This may also be displayed with a logo. - Prime Carrier (Olympic Airlines) - Per segment - Only if different from marketing carrier. This may also be displayed with a logo. - Aircraft Type (A320-200) - Per segment - Integration with SeatGuru or similar services for seat configuration view - Services on board (Meal, WiFi, Power outlets, IFE etc.) - Per segment - The services may be indicated by icons - Quality Index (7.5/10) - Per segment - The quality index can be 	Reflect acceptance criteria for FS-02/03
			<p>Not all these details must necessarily be displayed within the same screen (or screen state) as the overall list of flights. Some of these details can be displayed only following an additional interaction with a specific flight result (e.g. click or tap on a flight result).</p>	<ul style="list-style-type: none"> - Flight Status (Flight status indicator, e.g. Delayed / On time etc) - Per bound - If the search is performed for flights departing in 1 day or the same day. - Next Day Arrival (Next Day arrival indicator) -Per bound - If the flight arrives next day - Terminal (Terminal 5 Heathrow) - Per segment - Stops (2) - Per segment - Aircraft owner (Aegean) - Per segment - Co2 emissions (2500 kg) - Per segment - Internal algorithm 	We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to“.

FS-07	Flight selection	Multi-city/Open jaw/Stop-Over/Overnight Stay/Layover product	As a user, in case of a flight search including more than two bounds (i.e. three or more), I want to have the flight results applicable for each bound shown on a separate screen, in the chronological order to the bounds, and I want to have the ability to navigate back and forth between the screens associated with each bound, so that I can easily make the best selection of flights matching my intent.	As a user, I want to be able to build an itinerary, where: - The origin of the first bound is not the same as the destination of the second bound; - The destination of the first bound is not the same as the origin of the second bound - Two bounds, where neither the origin of the first bound is the same as the destination of the second bound, nor the destination of the first bound is the same as the origin of the second bound). - There are more than two bounds (i.e. three or more) I want to have the flight results applicable for each bound shown on a separate screen, in the chronological order to the bounds, or on the same screen expanding next bound when the previous one is selected. I want to have the ability to navigate back and forth between each bound, so that I can easily make the best selection of flights matching my intent. If a bound is reselected without starting over, then I want the system to recalculate all the other bounds.	User can see and edit details per bound (max. 8).
			The display of flights for each bound should be similar to the one described in FS-03 (for OW trips).	As a user, when I choose a connecting flight, I want to be able to add stopover in the connecting city by selecting number of days of stay either on outbound, on inbound or both. - I can adjust the duration of the entire journey - I can search for connecting flights with overnight stay, but layover time less than 24 hours.	NB: Current description is a conceptual proposal that might need to be refined.
			As a user I want to be informed about the potential scarcity of a flight product (e.g. current lowest fare in a specific fare brand only had availability for 3 more seats or the price is likely to increase within the next X days or hours), about the intensity of demand for a specific flight product (e.g. X people are looking or have booked this flight or route in the past X hours or days) and about the upsell propensity (e.g. X people upgraded to higher fare brand) so that I can make an informed decision on whether I should book immediately or I can postpone my purchase until later.	As a user who is a member of one of the airline's Loyalty schemes, I want to be encouraged to complete a transaction by receiving conversion stimulation messages identifying miles / points related promotions (e.g. "booking this flight will get you double miles"). "Booking with Aegean Bonus Visa will get you 4x points") As a user, I want to be able to see conversion stimulation messages based on the number of customers looking at a specific flight or flight product, in order to know whether there is particular demand for that product (e.g. "there are 5 other people looking at this flight" , "10 other people have added this flight to their shopping basket"))). As a user, I want to be able to see conversion stimulation messages based on the number of customers who have booked a specific flight or flight product, in order to know whether there is particular demand for that product (e.g. "100 seats have been booked on this route in the past hour").	In general, the user will be able to see indications for the stimulation.

FS-08	Flight selection	Conversion stimulation/ Fare alerts		<p>As a user, I want to be able to see conversion stimulation messages based on the number of seats available for a specific flight (e.g. "only 5 seats left at this price").</p> <p>As a user, I want to be able to see messages based on the likelihood that a specific price would increase (e.g. "this price is likely to increase in the next 12 hours").</p> <p>As a user, I want to be able to see conversion stimulation messages based on the identification of the lowest fare available for a particular flight offer (e.g. "this is the lowest price for this route this month").</p>	Missing:
				<p>As a user, I want to be able to see conversion stimulation messages based on the identification of special or promotional fares available for a particular flight offer (e.g. "this is a promotional fare, it won't last long").</p> <p>As a user, I want to be able to see conversion stimulation messages based on the popularity of a specific destination (e.g. "this is a popular destination, over 50% of our seats to this destination have been sold for May").</p>	<i>We need to have dedicated use-cases to foresee variants to display. Please specify.</i>
				<p>As a user, I want to be able to subscribe to a fare alert service, enabling me to request to be notified in cases such as:</p> <ul style="list-style-type: none"> - when the price of a specific flight or lowest fare for a broader itinerary (origin(s) and destination(s) over, dates, month(s), anytime or date ranges) increases; - when the price of a specific flight or lowest fare for a broader itinerary (origin(s) and destination(s) over, dates, month(s), anytime or date ranges) decreases; - when the price of a specific flight or lowest fare for a broader itinerary (origin(s) and destination(s) over, dates, month(s), anytime or date ranges) hits a predefined value; <p>I can select from the options how frequently the alert is sent.</p>	
FS-09	Flight selection	Redemption	<p>As a user, if I am logged in or automatically recognised as a member of one or several of the loyalty programmes supported by Aegean Group for redemption, I want to be able to see the prices in miles or points and add them to the shopping basket in the virtual currency of my choice. Currently, there are five loyalty programmes supported for redemption (Miles+Bonus - Aegean Group's consumer loyalty programme, Business on Board - Aegean Group's corporate loyalty programme, and the three partner bank programmes mentioned in UP-04).</p>	<p>As a recognised user, I want to be able to see the prices in miles or points and add them to the shopping basket in the redemption currency of my choice.</p> <ul style="list-style-type: none"> - Miles+Bonus - Aegean Group's consumer loyalty programme, - Business on Board - Aegean Group's corporate loyalty programme, - Partner bank programmes. - Miles & bonus redemption on Star Alliance flights 	User will be able to see and pay in the individual loyalty programm-points he is a member of.

			Displayed redemption prices should take into account the actual balance of miles/points in my profile and not display fares in miles/points which exceed my available balance (e.g. if I only have 1,000 miles in my balance and the price of a flight is 2,000 miles, I want to see the price as 1,000 miles + the difference in cash).		Missing: We need to know for each loyalty, which kind of currency is behind.
FS-10	Flight selection	Miles + cash	As a user, I want to be able to dynamically select how much of a flight price I wish to pay with miles/points and how much with cash.	As a user, I want to be able to dynamically select how much of a flight price I wish to pay with miles/points and how much with cash. - I can view miles or miles + cash prices for the flights - I can see the price in full miles if configured - I can see my miles spent and the cash remainder if configured - I can see the availability of the miles fare, and only those available - I can see combinability issues highlighted as I add items to my basket - I can move between cash and either miles or miles + cash views - All flight prices can be displayed as a sum of a miles amount and a cash amount (e.g. "€100 + 5,000 miles") or pure miles - I can use a consistently variable slider to adjust the amount of miles/points used for purchase vs cash - I can see the slider has a start at a configurable value and an end at the limit of my account miles or the highest offer available in miles, whichever is lowest. - The slider shall move to the miles spend level once an option is selected - The actual balance of miles/points in my profile including my cumulative spend will change the conversion miles prices I see for additional flights based of affordability and if prices with miles or conversion could be shown at all. - I can see the displayed redemption prices take into account the actual balance of miles/points in my profile and I cannot go over this exchange and cause the display fares in miles/points which exceed my available balance (e.g. if I only have 1,000 miles in my balance and the price of a flight is 2,000 miles, I want to see the price as 1,000 miles + the difference in cash). - I can top up my loyalty programme account with missing miles while booking non-variable flight reward, without losing my	Only available for logged in users.
					User is able to dynamically select.
FS-11	Flight selection	Currencies	As a user, I want to be able to change the default (real) currency in which flights are shown to a different one (the default currency will typically be set automatically based on the point of commencement or point of sale of my trip - for example, for flights departing from the UK the prices will be shown by default in pounds, but I might wish to change that to euros).	As a user, I want to be able to change the default (fiat) currency in which flights are shown to a different one (the default currency will typically be set automatically based on the point of commencement or point of sale of my trip - for example, for flights departing from the UK the prices will be shown by default in GBP, but I might wish to change that to other currency.	User can change currency.
					Missing:
					Please provide the set of currencies the system will be able to handle.

FS-12	Flight selection	Miles/points accrual	As a user, if I am recognised as a member of the Miles+Bonus or Business on Board loyalty programmes, I want to be able to see how many miles or points I would gain (accrue) my purchasing different flight and/or ancillary products (e.g. by selecting this flight and fare brand I would gain 1,000 miles, while by selecting the same flight in a cheaper fare brand I would only gain 400 miles).	As a user, if I am recognised as a member of the Miles+Bonus, one of the three bank or Business on Board loyalty programmes, I want to be able to see how many miles or points I would gain (accrue) by purchasing different flight and/or ancillary products (e.g. by selecting this flight and fare brand I would gain 1,000 miles, while by selecting the same flight in a cheaper fare brand I would only gain 400 miles). - I can see the values - I can switch between programs and values shown.	User is able to see his points.
SC-01	Shopping basket	Shopping basket	As a user, once I have decided which flights or ancillary products I am interested in, I want to be able to add them to a shopping basket, so I can flexibly perform other activities on the website without losing my product selection and be able to purchase multiple (air and non-air) products within one single order / transaction.	As a user, as soon as I have decided that I am interested in a flight and/or ancillary product and I wish to select it for a potential purchase, I want to be able to add it to a shopping basket, so I can: a. flexibly perform other activities on the website without losing my product selection; b. and be able to purchase multiple (air and non-air) products	A summary container displaying the selected flights and ancillary products is available.
	aka Summary Container			As a user, I want to be able to use the shopping basket to fill in the details of the passengers associated with some flights that are already present in the basket. As a user, I want to be able to provide the necessary passenger details for each passenger in the booking. The required passenger details may include, but are not necessarily limited to: - Titles and/or suffixes (e.g. Mr/Mrs, Jr, etc.); - Names (first, last, middle etc.) which can be used for the APIS data - Age/date of birth (mandatory for all passenger types who are not full adults, i.e. infants, children, teens, etc. and maybe configured as mandatory for adults); - I can identify the passenger type - I can identify an infant's association to an adult. - I can swap which adult the infant is associated with Depending on the origin and destination of the trip, some of these details may be mandatory, some may be optional, and some may be completely hidden.	
	Shopping basket		As a user, I want to be able to use the shopping basket to add, remove or modify passengers and their respective details, especially passenger numbers, types and names.		I want to be able to use the shopping basket to add, remove or modify passengers and their respective details.

SC-02	aka Summary Container	Passenger details	<p>As a user, once I have added some flights to the shopping basket and, optionally, filled in some passenger details, I want to be able to modify the passenger composition (numbers and types of passengers) of the selected flights and any associated passenger details:</p> <ul style="list-style-type: none">- without necessarily having to go back to a different screen in the booking flow (this option should be available on any step of the booking flow);- without losing my context;- and, as far as possible given the applicable fare rules and interdependencies amongst products, without impacting other products in the basket. <p>When this option is selected the system must have the ability to determine whether the change has an impact on price (e.g. for changes from Child to Adult) and if necessary, notify the user and trigger a re-shopping request.</p> <ul style="list-style-type: none">- if an additional passenger is added in the shopping basket and the fare selected is available (based on known availability) the system must simply select the fare and add the price to the basket;- if a passenger is removed from the basket the system must trigger a re-shopping to determine whether any changes should be applied to the price of the remaining passengers (e.g. if 3 passengers were booked in fare x and one is removed; system must have the ability to determine if 2 seats were available in a fare lower than x but in the same fare family). <p>Visula display of modification or removal of passenger details that are already present in the basket. Removing an entire passenger or group of passengers already associated with a basket must trigger a new fare shopping request (and, if applicable, merchandising request) to accordingly update all prices and reflect all product dependencies correctly.</p>	
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				<p>As a user, I want to be able to enter detail and retrieve details related to a membership in the airline's Loyalty Program(s) and pre-populate a passenger's details view with such information</p> <ul style="list-style-type: none">- I can enter a Loyalty Program membership number- If I am Authenticated user, I can have the system validate my name and number against the name / surname stored in Loyalty Program database using a name surname mismatch algorithm. To make sure that the passenger and Frequent Flyer member are the same people.- If I am Authenticated user, I can have details returned<ul style="list-style-type: none">o Pax Tiero Miles / points balance. <p>The system will recalculate the basket with the addition of loyalty data for a passenger</p> <p>As a user, I want to use my passenger details to enrol into the airline's Loyalty Program(s) without having to re-enter them.</p> <ul style="list-style-type: none">- I can enrol from entering the passenger's details- I can add the additional information and agree terms without leaving the flow	
				<p>In case, I selected Unaccompanied Minor (UMNR - Children from 5 to 11 y.o. are selected alone, without Adult passenger), as a user, I want to be able to add the information required for pick up and drop of UMNR</p> <ul style="list-style-type: none">- user details- The UMNR passenger details including date of birth and language spoken- The drop off contact- The pick-up contact <p>I also want to be able to receive the PDF document with prefilled required information in order to sign it at the drop off airport</p>	<p>NB: Price changes due to e.g. change of passenger status is reflected in the error and notification concept.</p>

	Shopping basket	<p>As a user, once I have added any flight or ancillary product (air on non-air) to the shopping basket, I want to be able to see either a collapsed / summarised version of the basket and its contents, as well as an expanded / detailed view of the basket and its contents. There may be two or more levels of detail of different views / states of the basket. The most detailed view should include details such as, but not necessarily be limited to:</p> <ul style="list-style-type: none"> - overview of all selected flights broken down to passenger segment level and including all details mentioned in FS-06; - detailed fare breakdown of each flight price broken down to passenger segment level (incl. fare, fees, surcharges and taxes); - overview of all selected ancillary products broken down to passenger segment level; - overview of all passengers included in the booking and their respective details (if applicable); - overview of all discounts and price modifiers applicable to any or all products in the basket; - overview of all payment methods and vouchers applicable to any or all products in the basket. 	<p>As a user, once I have added any flight or ancillary product (air on non-air) to the shopping basket, I want to be able to see either a collapsed / summarised version of the basket and its contents, as well as an expanded / detailed view of the basket and its contents.</p> <p>There may be two or more levels of detail of different views / states of the basket.</p> <p>The most detailed view should include details such as, but not necessarily be limited to:</p> <ul style="list-style-type: none"> - overview of all selected flights broken down to passenger segment level and including: <ul style="list-style-type: none"> o mode of transportation (e.g. flight, train, bus, ferry); o flight number; o local departure date and time; o local arrival date and time; o trip duration and duration of each individual leg (if applicable); o number and location of connecting points and layover time at each connecting point (if applicable); o marketing carrier; o operating carrier; o aircraft type with a link to seat map (i.e. integration with SeatGuru or similar services); o flight quality index based on passenger reviews; o available ancillary products and special services (e.g. meal types, wheelchair access etc.); o flight status if the search is performed for flights departing in 1 day or the same day; o applicable fare brands and their associated included ancillary products and fare conditions / rules (e.g. flexibility conditions); 	<p>The solution described in the use-case is more conceptual based which will be defined during the course of the project. The user will be able to perform those actions but its not yet defined, where.</p>
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SC-03		View basket		<ul style="list-style-type: none"> - detailed fare breakdown of each flight price broken down to passenger segment level including: <ul style="list-style-type: none"> o break down of price to display fees and charges; o fare type (e.g. adult fare) and fare brand (e.g. GoLight); - RBD and fare basis - price per each individual ancillary (broken down for each segment of the trip); - total price of basket in selected currency and for selected (or defaulted) payment type; - price of basket in alternative payment type; - indication of payment type against which the price has been calculated (e.g. credit card vs debit card); - in case of price differentiation between popular payment types (e.g. credit vs debit card) the system must be able to show both prices) and give user the ability to switch from one to the other; - overview of all selected ancillary products broken down to passenger segment level, including their respective prices and currency; - overview of all selected non-air ancillaries like hotel, car rental broken-down to product description level, including their respective prices and currency; - overview of all passengers included in the booking and their respective details (if applicable); - overview of all discounts and price modifiers applicable to each individual flight product, ancillaries and bundles in the basket; - overview of all payment methods and vouchers applicable to any or all products in the basket; - the number of miles or points to be accrued by purchasing the products in the basket, broken down to product level; - upselling opportunity/ancillary purchase options. 	
	aka Summary Container				
					We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
SC-04	Shopping basket	Update basket contents	As a user, once I have added any flight or ancillary product (air on non-air) to the shopping basket, I want to be able to modify the products in the basket by adding, removing or adjusting their respective quantities:	<p>As a user, once I have added some flights to the shopping basket, I want to be able to modify the flights and fare brands in the basket by adding or removing flights or adjusting the brand or numbers and types of passengers.</p> <ul style="list-style-type: none"> - without necessarily having to go back to a different screen in the booking flow (this option should be available on any step of the booking flow); - without losing my context; - and, as far as possible given the applicable fare rules and interdependencies amongst products, without impacting other products in the basket. <p>In some cases, a change of quantity or type of a specific product or simply adding or removing a product from the basket may require a</p>	User is able to change the quantity of a product where applicable.
	aka Summary Container		<ul style="list-style-type: none"> - without necessarily having to go back to a different screen in the booking flow; - without losing my context; - and, as far as possible given the applicable fare rules and interdependencies amongst products, without impacting other products in the basket. 		

			<p>In some cases, a change of quantity of a specific product or simply adding or removing a product from the basket may lead to a revalidation of the entire basket content and respective prices. In such cases, the prices of the updated basket contents may be different or some products may no longer be eligible to be offered at all, and this should be clearly indicated to the user.</p>	<p>revalidation of the entire basket content and respective prices. In such cases, the prices of the updated basket contents may be different, or some products may no longer be eligible to be offered at all, and this should be clearly indicated to the user.</p> <p>If any ancillary products were associated to the modified flight or brand then they should be handled based on the applicable product interdependencies, ensuring that product dependency rules are always respected.</p> <p>o Example: if a user adds a flight to the basket, then also adds a seat reservation product for that flight, and then removes the flight entirely from the basket, the associated seat reservation must also be removed automatically as it is a product dependent on the associated flight product.</p>	
	Shopping basket		<p>As a user, if I return to the website and I am recognised as a user who previously had a shopping cart which was not checked out, I want the contents of my previous shopping cart to be automatically retrieved and revalidated, so that I don't have to select them again one by one. In such a case, the prices and availability of the contents of my previous basket cannot be guaranteed and they may have changed since I was last on the website. In such case, any changes in the availability of the contents of the basket or their prices should be clearly indicated to me.</p>	<p>As a user, I want the shopping basket to automatically detect and correctly update the prices and products in the shopping basket following any user interaction or system state change that may have an impact on the basket contents.</p> <p>The main such situations are:</p> <p>a. If a user logs in and is recognised as having a status which gives them some special benefits, like certain products being discounted, free of charge or especially eligible for them:</p> <p>- Example: a user who was previously unrecognised logs in and is recognised as a gold tier frequent flyer; in such a case, the basket contents must be revalidated and repriced because certain products (e.g. bags, seats, meals etc.) may be free of charge for gold tier members of the FFP.</p> <p>b. If, by separately adding to the basket multiple products, I have spontaneously created a bundle (which may, for example, have a discount applied):</p> <p>- Example: there is an ancillary bundle configured as xbag+priority seat+meal with a 25% discount; if a user then manually adds all these three products separately / a-la-carte to the basket, the system must automatically recognise that a bundle has been spontaneously created within the basket and apply the respective discount.</p> <p>c. If I break a bundle already present in the basket by manually removing one or more components of the bundle (but not all):</p> <p>- Example: there is an ancillary bundle configured as xbag+priority seat+meal with a 25% discount; if a user adds this bundle to the basket, but then removes the xbag product only from the basket, the system must automatically recognise that the bundle has been broken and remove the respective discount, leaving the priority seat and meal in the basket as a-la-carte products without any discount applied.</p>	<p>User sees previous Summary Container as far as he has saved cookies or has logged-in.</p>

SC-05	aka Summary Container	Basket recovery and revalidation		<p>d. Change of availability or pricing of products already present in the basket:</p> <ul style="list-style-type: none"> - Example: if a user adds a flight into the basket but, while they are progressing through the flow, the availability for that flight changes leading to an increase in price, this must be reflected in the basket and shown to the user automatically within a maximum configurable time and no later than progressing to the next step in the flow. <p>Visual display of revalidation of the basket contents and their respective eligibility and prices after each user action that impacts basket contents.</p> <p>In addition, the system must also provide an approach whereby the System can notify the UI that there was a system state change which required an update of the basket.</p>	NB: Price changes due to e.g. change of passenger status is reflected in the error and notification concept.
				<p>As a user, if I return to the website or any other digital touchpoint (e.g. app) and I am recognised as a user who previously had a shopping basket which was not checked out, I want the contents of my previous basket to be automatically retrieved, so that I don't have to select them again one by one.</p> <p>If, prior to being recognised and my previous shopping basket having been recovered I have already added some new products to the current basket, I should be given the option to:</p> <ul style="list-style-type: none"> - retrieve the previous basket and have its contents merged with the current one; - or to have the previous basket contents replace the current basket; - or to keep the current basket as it is and drop the previous one. <p>Upon retrieval of a previous basket, all saved basket contents, including flights, air and non-air ancillary products, must be revalidated, verifying current product eligibility, availability and pricing.</p> <p>In absence of a Time-to-Think purchase, prices and availability of the contents of a user's saved basket cannot be guaranteed and they may have changed since the user was last on the website or any other digital touchpoint (e.g. app). If so, any changes in the availability of the contents of the basket or their prices should be clearly indicated to the user. The retrieved shopping basket only shows the current products and actions selected and it doesn't show any previous history of changes. If previously selected travel dates have passed, the shopping basket should no longer be shown to the user and should be purged.</p> <p>Visual representation of saved shopping basket retrieval and revalidation.</p>	
	Shopping basket		As a user, I want to be able to add multiple completely different flight trips to my shopping basket, so that I can book multiple trips within one single order. Such different trips may even have different passenger compositions and should result in multiple bookings.	<p>As a user, I want to be able to add multiple completely different flight trips to my shopping basket, so that I can book multiple trips within one single order.</p> <p>Such different trips may even have different passenger compositions and should result in multiple bookings.</p>	The user will be able to define different trips and if the system is capable to perform that action, to check them out in one single action.

SC-06	aka Summary Container	Multiple trips	In such a case, I want the different trips to be represented differently than a single multi-city trip, e.g.	In such a case, I want the different trips to be represented differently than a single multi-city trip, e.g.	
			- if I select a RT trip LHR-ATH, with outbound flight on 1 Jan and inbound flight on 3 Jan, and another OW trip LHR-JFK on 5 Jan;	- if I select a RT trip LHR-ATH, with outbound flight on 1 Jan and inbound flight on 3 Jan, and another OW trip LHR-JFK on 5 Jan;	
			- should be represented differently than a single MC trip consisting of the following flights: LHR-ATH on 1 Jan, ATH-LHR on 3 Jan and LHR-JFK on 5 Jan.	- It should be represented differently than a single MC trip consisting of the following flights: LHR-ATH on 1 Jan, ATH-LHR on 3 Jan and LHR-JFK on 5 Jan.	
SC-07	Shopping basket	One-click payment	As a user, once I have added any flight or ancillary product (air on non-air) to the shopping basket, I want to be able to proceed through a very fast and simplified check-out process, focused on the minimum possible interactions and details necessary to complete my booking. If I am recognised as a user who has passenger details and a payment method stored in my profile.	As a user, once I have added any flight or ancillary products (air on non-air) to the shopping basket, I want to be able to proceed through a very fast and simplified check-out process, focused on the minimum possible interactions and details necessary to complete my booking.	As a recognised user I am able to check-out in a simplified and fast way.
	aka Summary Container				
SC-08	Shopping basket	Time to Think	As a user, once I have added any flight or ancillary product (air or non-air) to the shopping basket, I want to be able to put my booking on hold for a period of time (e.g. 24 or 48h) while being guaranteed that the availability and prices of the products in my basket will not change ("Time to Think"). For this service, I will have to pay an additional fee, which will be deducted from the	As a user, I need to enter the required passenger details for placing the booking on hold and pay for the Time to Think fee to place the booking on hold - I need to complete those passenger detail elements mandatory for a time to think booking before I can continue - I can see that I have a fee to pay for the Time to Think	As a user I am able to hold a booking for a specific period of time. If the period is expired, the user gets a message that the booking price is not valid anymore
	aka Summary Container				
AE-01	Ancillaries / extras and bundles	Included ancillaries / allowances	As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be able to see what ancillary products I have included in the free allowance for each passenger and segment in the booking.	All included allowances per fare will be displayed at some point during the process	Missing:
				- fare bundle I.e. Basic hand baggage, standard meal, 20% miles award, 1 piece of check luggage at 23kg, flight changes permitted for a fee, not refundable, no seat reservation, no fast track, no priority boarding or baggage. (and variations of these entitlements)	We need to be more specific on the topic “fare bundles” and what configurations you are going to foresee here.
				- I can identify those products and bundles included in my fare brand - I can identify those products and bundles included in my loyalty tier	
AE-02	Ancillaries / extras and bundles	Upgrades	As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select an upgrade to a higher product (fare brand), for one, multiple or all passengers and segments in the booking (e.g. I initially selected the Economy Flex product for my outbound flight and I want to upgrade to Business).		We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
			The eligible upgrade products and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, whether I want to pay in miles/points or cash, my preferred payment methods etc.		Note:

			I want to be able to pay for such products in cash, miles/points, a mix of cash and miles/points or vouchers.		<i>In addition, we need to foresee a validation on the already selected fare and ancillaries which may be included in a higher fare brand.</i>
			As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select advanced seat reservation, for one, multiple or all passengers and segments in the booking.	As a user I want to access a seat map, where I can select different types of seats with respective prices on respective flight segments.	We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
			The eligible seat products and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, whether I want to pay in miles/points or cash, my preferred payment methods etc.	<ul style="list-style-type: none"> - I see a detailed map of the cabin(s) of the operating aircraft tail number - There are multiple categories of seat to be selected from - I can see the description of the seat category with icons, images, and video related to it. - I see the attributes of each individual seat <ul style="list-style-type: none"> o cabin (economy / business) o emergency exit o extra leg room o window / aisle / middle o extra oxygen mask o suitability for adult + infant o suitability for passengers with limited mobility or other disabilities o over wing o blind window o middle seat blocked - A price in loyalty credits (miles) or cash for each seat type - I can see those seats available to me due to my characteristics and the match to seat suitability and the seats being unoccupied or not reserved, broken or otherwise unavailable. - I can see where my party can sit based off suitability and availability - I can filter the seats based on their characteristics. - I can see the image of the actual seat type and check other users' reviews in the respected seat review sites such as Seat Guru. - I can see which passenger(s), flight(s), leg(s) and bound(s) I am requesting a seat for - I see the ability to add the same seat number to the next bound(s) or flight(s) if it is available and prices for the option selected - I can see the seat(s) my party are sat on - I can see the seat the current passenger I have sat is on 	There will be no extra filters for selecting seats for extra leg-room or infants as those will system-wise be displayed or visually indicated on the seatmap

AE-03	Ancillaries / extras and bundles	Seats	<p>I want to be able to pay for such products in cash, miles/points, a mix of cash and miles/points or vouchers.</p>	<ul style="list-style-type: none"> - I can select the product type or sub type if eligible and the product is available - I can select and buy seats on the flights and legs I am eligible for - I can select and buy seats on non-operated flights if eligible - I can specify the passenger I wish to seat, and have the price, availability and suitability update for them - I can select a seat for each eligible passenger in the booking (infants on lap do not select seats) - I can only select available and suitable seats - I can select to have the system seat the passengers in similar seats on the next flight and they will be seat in the same seat number if available or in the same seat type with notification if not available. - I can sit my party in one click and will see the sat according to rules and party size. - I can have selected seat rejected due to suitability and returned in the response for reselection - I can select seats on the seat map to see their details - I can click on a seat occupied and a vacant one to move the passenger - I can remove the seat by deleting it from the passenger on the seat map - I can see errors for availability when trying to select the seat and the seat map refreshes - I can move to the next leg or flight in order and move back and forth between them, seeing passengers in the seats selected - When managing the booking <ul style="list-style-type: none"> - Certain passenger types and their associated passenger/ cabin item cannot be moved on the seat map - I can see the prices for the seat types including any price modifiers applied (i.e. those that hold a seat will see a different base price as it is the price difference they see or a discount to encourage changes) 	
			<p>When selecting seats, I want to be able to see a detailed map of the cabin(s) where I can select the seats, including the applicable prices and attributes of each individual seat and I want to be able to filter the seats based on various parameters such as, but not necessarily limited to: seats available for children or infants, pets, extra leg room etc.</p>	<ul style="list-style-type: none"> - I can see I am currently eligible for a product type I have a preference for and there is availability - I can see a specific instance of my preference is preselected for me to reserve the product (i.e. a forward window seat is already selected) - My preferences from the platform are presented to me for addition to the basket and identified as my preferences. 	

				<ul style="list-style-type: none"> - I can see the flat rate amount to be applied when I view the product offer - Discount off 20 EUR (flat) or is now only 20 EUR (absolute) - I can see the percentage value (20%) and the price change (2.50) - I can see the original un modified price of the product on offer at the same time. - Any discounts applied due to promocode usage - If an item has become free due to discount - What eligibility has discounted the price to this level (I.e. upgrade voucher) - The price for the item number I am adding, as each additional product of a type can be priced differently. (I.e. second bag) - I see prices in the currency decimal placing and symbol formatting configured and as selected. 	
AE-04	Ancillaries / extras and bundles	Next seat free	As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select an empty seat next to me, for one, multiple or all passengers and segments in the booking.	The user is able to book a next seat free product with all offered payment methods	
			The eligible "Next seat free" products and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, whether I want to pay in miles/points or cash, my preferred payment methods etc.	<ul style="list-style-type: none"> - I can see it offered a particular passenger(s) as they have an assigned seat and the seat adjacent is free and suitable for the product. - I can see the seat map I select a seat on and its attributes - I can see the descriptions, icons, images and videos for the free seat on the flight where the load factor is suitable, and I'm am close enough to departure. - Images, icons and videos related to the product - A price in loyalty credits (miles) or cash - I can see the seat adjacent to the passenger I have selected the product for on the seat map blocked when the item is in the basket - I can see which passenger(s), flight(s), leg(s) and bound(s) I am requesting the seat for 	We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
			I want to be able to pay for such products in cash, miles/points, a mix of cash and miles/points or vouchers.	<ul style="list-style-type: none"> - I can see I am currently eligible for a product type I have a preference for and there is availability - I can see a specific instance of my preference is preselected for me to reserve the product (I.e. a forward window seat is already selected) - My preferences from the platform are presented to me for addition to the basket and identified as my preferences. 	

				<ul style="list-style-type: none"> - I can see the flat rate amount to be applied when I view the product offer - Discount off 20 EUR (flat) or is now only 20 EUR (absolute) - I can see the percentage value (20%) and the price change (2.50) - I can see the original un modified price of the product on offer at the same time. - Any discounts applied due to promocode usage - If an item has become free due to discount - What eligibility has discounted the price to this level (I.e. upgrade voucher) - The price for the item number I am adding, as each additional product of a type can be priced differently. (i.e. second bag) - I see prices in the currency decimal placing and symbol formatting configured and as selected. 	
			<p>As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select extra luggage, for one, multiple or all passengers and segments in the booking.</p>	<p>The user will be able to select and configure the preferred baggage he would like to carry on his flight.</p>	<p>The user will be able to select and configure the preferred baggage he would like to carry on his flight.</p>
			<p>The eligible extra luggage products and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, whether I want to pay in miles/points or cash, my preferred payment methods etc.</p>	<p>Standard bag</p> <ul style="list-style-type: none"> - A description of each bag sub type configured to be offered in the flow and eligible to me - Images, icons and videos related to the bag sub type - The price in loyalty credits (miles) or cash - The number of bags I am adding, as each additional bag can be priced differently. - The option to add bags stop if I reach my weight or bag limit, or booking bag or weight limit - I can see which passenger(s), flight(s), and bound(s) I am requesting for - I can see the ability to add to the bound or flight if stopover and the prices for the option selected <p>' - A description of each bag sub type configured to be offered in the flow and eligible to me</p> <ul style="list-style-type: none"> - Images, icons and videos related to the bag sub type - The price in loyalty credits (miles) or cash - The number of bags I am adding, as each additional bag can be priced differently. - The option to add bags stop if I reach my weight or bag limit, or booking bag or weight limit - I can see which passenger(s), flight(s), and bound(s) I am requesting for - I can see the ability to add to the bound or flight if stopover and the prices for the option selected 	

AE-05	Ancillaries / extras and bundles	Baggage	<p>I want to be able to pay for such products in cash, miles/points, a mix of cash and miles/points or vouchers.</p>	<p>Extra weight</p> <ul style="list-style-type: none"> - I can select the product type or sub type if eligible and the product is available - I can choose which passenger I am buying for - I can choose which bag I am adding more weight to - I can only add up to any configured weight limit for the bag, the passenger or the booking - I can add a quantity of the unit of weight being sold to a hold bag and see the appropriate price quoted. - I can add the detailed product to the basket - I can decrement the additional weight for a specific bag - I can only decrement to the existing bag weight - I can see errors for availability when adding to the basket - I can see errors for price changes and have them refreshed 	<p>We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.</p>
			<p>Extra luggage products may include, but are not necessarily limited to:</p>	<p>Special bags / hold items</p> <ul style="list-style-type: none"> - A description of each bag sub type configured to be offered in the flow and eligible to me, for at least the following special baggage types - Snowboard - Fishing equipment - Diving equipment - Golf - Ice skating - Surfing/ kiting - Bicycle - Firearm - Pet in hold - Pet in cabin - Terms of carriage to ensure the customer bring the correct bag/ pet carrier or sized item - Images, and icons related to the bag sub type - A price in loyalty credits (miles) or cash - The price for the item number I am adding, as each additional bag can be priced differently. - The option to add bags stops if I reach my personal total weight or bag limit or the entire bookings bag or weight limit. - I can see which passenger(s), flight(s), and bound(s) I am requesting the special equipment for - I can see the ability to add to the bound or flight if stopover and the prices for the option selected - I can select the product type or sub type if eligible and the product is available - I can choose which passenger I am buying for, and have the price and availability update for themI can specify the flight and bounds the product is for - I can select to add to all passengers, or one and for all bounds or 	

			<ul style="list-style-type: none"> - additional pieces of standard weight luggage; 	<ul style="list-style-type: none"> - I can see I am currently eligible for a product type I have a preference for and there is availability - I can see a specific instance of my preference is preselected for me to reserve the product (i.e. a forward window seat is already selected) - My preferences from the platform are presented to me for addition to the basket and identified as my preferences. 	
			<ul style="list-style-type: none"> - increased weight of luggage; 	<ul style="list-style-type: none"> - I can see the flat rate amount to be applied when I view the product offer - Discount off 20 EUR (flat) or is now only 20 EUR (absolute) - I can see the percentage value (20%) and the price change (2.50) - I can see the original un modified price of the product on offer at the same time. - Any discounts applied due to promocode usage - If an item has become free due to discount - What eligibility has discounted the price to this level (I.e. upgrade voucher) - The price for the item number I am adding, as each additional product of a type can be priced differently. (i.e. second bag) - I see prices in the currency decimal placing and symbol formatting configured and as selected. 	
			<ul style="list-style-type: none"> - combined extra pieces and weight; 		
			<ul style="list-style-type: none"> - oversized luggage; 		
			<ul style="list-style-type: none"> - sports equipment (e.g. bicycles, skys, golf clubs etc.); 		
			<ul style="list-style-type: none"> - musical instruments; 		
			<ul style="list-style-type: none"> - etc. 		
			<p>As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select an the option to take a pet with me, either in cabin or in hold, for one, multiple or all passengers and segments in the booking.</p>	<p>The User shall be able to book a pet-in-cabin product with all offered payment methods.</p>	

AE-06	Ancillaries / extras and bundles	Pets	<p>The eligible pet-in-cabin or pet-in-hold products and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, whether I want to pay in miles/points or cash, my preferred payment methods etc.</p>	<ul style="list-style-type: none"> - I can select the product type or sub type if eligible and the product is available - I can choose which passenger I am buying for, and have the price and availability update for themI can specify the flight and bounds the product is for - I can select to add to all passengers, or one and for all bounds or current - I can agree that the weight is within the allowance for the product - Select the Pet type (e.g. Cat / Dog / Rabbit), - Select Breed (e.g. Rottweiler) - I can add the detailed product to the basket - I can see errors for availability when adding to the basket - I can only add until my limit is reached - I can delete the additional special baggage item on the screen - I can see errors for availability when adding to the basket 	
			<p>I want to be able to pay for such products in cash, miles/points, a mix of cash and miles/points or vouchers.</p>	<ul style="list-style-type: none"> - I can see I am currently eligible for a product type I have a preference for and there is availability - I can see a specific instance of my preference is preselected for me to reserve the product (i.e. a forward window seat is already selected) - My preferences from the platform are presented to me for addition to the basket and identified as my preferences. 	
				<ul style="list-style-type: none"> - I can see the flat rate amount to be applied when I view the product offer - Discount off 20 EUR (flat) or is now only 20 EUR (absolute) - I can see the percentage value (20%) and the price change (2.50) - I can see the original un modified price of the product on offer at the same time. - Any discounts applied due to promocode usage - If an item has become free due to discount - What eligibility has discounted the price to this level (I.e. upgrade voucher) - The price for the item number I am adding, as each additional product of a type can be priced differently. (i.e. second bag) - I see prices in the currency decimal placing and symbol formatting configured and as selected. 	
			<p>As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select a special care product, for one, multiple or all passengers and segments in the booking (e.g. porter service, meet in greet etc.)</p>	<p>The User shall be able to select or configure a special care product with all offered payment methods</p>	<p>We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.</p>

AE-07	Ancillaries / extras and bundles	Special care (porter, meet and greet etc.)	<p>The eligible special care products and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, whether I want to pay in miles/points or cash, my preferred payment methods etc.</p>	<ul style="list-style-type: none"> - I can see the descriptions, icons, images and videos configured for those services offered for the airports and terminals I have on my bounds. - A price in loyalty credits (miles) or cash - I can determine which passenger(s), airport(s) and terminal(s) I'm buying for - I can select the product type or sub type if eligible and the product is available - I can choose which passenger or passengers I am buying for, and have the price and availability update for them - I can specify the airport or airports the product is for - I can add the product to the basket - I can remove the product from the basket - I can see errors for availability when adding to the basket 	
			<p>I want to be able to pay for such products in cash, miles/points, a mix of cash and miles/points or vouchers.</p>	<ul style="list-style-type: none"> - I can see I am currently eligible for a product type I have a preference for and there is availability - I can see a specific instance of my preference is preselected for me to reserve the product (i.e. a forward window seat is already selected) - My preferences from the platform are presented to me for addition to the basket and identified as my preferences. 	
				<ul style="list-style-type: none"> - I can see the flat rate amount to be applied when I view the product offer - Discount off 20 EUR (flat) or is now only 20 EUR (absolute) - I can see the percentage value (20%) and the price change (2.50) - I can see the original un modified price of the product on offer at the same time. - Any discounts applied due to promocode usage - If an item has become free due to discount - What eligibility has discounted the price to this level (I.e. upgrade voucher) - The price for the item number I am adding, as each additional product of a type can be priced differently. (i.e. second bag) - I see prices in the currency decimal placing and symbol formatting configured and as selected. 	
			<p>As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select a paid or free meal product, for one, multiple or all passengers and segments in the booking (e.g. pre-order a premium meal, select one of the special meals available for Economy passengers or choose one of the meal menus available for free to Business passengers).</p>	<p>The User shall be able to select a meal product with all offered payment methods.</p>	<p>We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.</p>

AE-08	Ancillaries / extras and bundles	Meals	<p>The eligible meal products and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, whether I want to pay in miles/points or cash, my preferred payment methods etc.</p>	<ul style="list-style-type: none"> - A description of each meal sub type configured to be offered in the flow and eligible to me - Images, icons, and videos related to the meal sub type - A price in loyalty credits (miles) or cash - Only those offers not excluded by any special meal request - Which passenger(s) flight(s), leg(s) and bound(s) I am requesting a meal for 	
			<p>I want to be able to pay for such products in cash, miles/points, a mix of cash and miles/points or vouchers.</p>	<ul style="list-style-type: none"> - I can select the product type or sub type if eligible and the product is available - I can choose which passenger I am buying for, and have the price and availability update for them - I can specify the flight and bounds the product is for - I can select to add to all passengers, or one and for all bounds or current - I can adjust the quantity to the limit available - I can add the selected quantity to the basket - I can remove the product from the basket - I can see errors for availability when adding to the basket 	
				<ul style="list-style-type: none"> - I can see I am currently eligible for a product type I have a preference for and there is availability - I can see a specific instance of my preference is preselected for me to reserve the product (i.e. a forward window seat is already selected) - My preferences from the platform are presented to me for addition to the basket and identified as my preferences. 	
				<ul style="list-style-type: none"> - I can see the flat rate amount to be applied when I view the product offer - Discount off 20 EUR (flat) or is now only 20 EUR (absolute) - I can see the percentage value (20%) and the price change (2.50) - I can see the original un modified price of the product on offer at the same time. - Any discounts applied due to promocode usage - If an item has become free due to discount - What eligibility has discounted the price to this level (I.e. upgrade voucher) - The price for the item number I am adding, as each additional product of a type can be priced differently. (i.e. second bag) - I see prices in the currency decimal placing and symbol formatting configured and as selected. 	

AE-09	Ancillaries / extras and bundles	Fast track and priority boarding	As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select a security fast track and/or priority boarding, for one, multiple or all passengers and segments in the booking.	The User shall be able to book a fast track product with all offered payment methods	We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
			The eligible fast track and priority boarding products and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, whether I want to pay in miles/points or cash, my preferred payment methods etc.	<ul style="list-style-type: none"> - I can see the descriptions, icons, images and videos configured for those services offered for the airports and terminals I have on my bounds. - A price in loyalty credits (miles) or cash - I can determine which passenger(s), airport(s) and terminal(s) I'm buying for - I can select the product type or sub type if eligible and the product is available - I can choose which passenger or passengers I am buying for, and have the price and availability update for them - I can specify the airport or airports the product is for - I can add the product to the basket - I can remove the product from the basket - I can see errors for availability when adding to the basket 	
			I want to be able to pay for such products in cash, miles/points, a mix of cash and miles/points or vouchers.	<ul style="list-style-type: none"> - I can see I am currently eligible for a product type I have a preference for and there is availability - I can see a specific instance of my preference is preselected for me to reserve the product (i.e. a forward window seat is already selected) - My preferences from the platform are presented to me for addition to the basket and identified as my preferences. 	
				<ul style="list-style-type: none"> - I can see the flat rate amount to be applied when I view the product offer - Discount off 20 EUR (flat) or is now only 20 EUR (absolute) - I can see the percentage value (20%) and the price change (2.50) - I can see the original un modified price of the product on offer at the same time. - Any discounts applied due to promocode usage - If an item has become free due to discount - What eligibility has discounted the price to this level (I.e. upgrade voucher) - The price for the item number I am adding, as each additional product of a type can be priced differently. (i.e. second bag) - I see prices in the currency decimal placing and symbol formatting configured and as selected. 	

AE-10	Ancillaries / extras and bundles	WiFi	As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select WiFi access, for one, multiple or all passengers and segments in the booking.	The User shall be able to book a WiFi product with all offered payment methods	We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
			The eligible WiFi access products and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, whether I want to pay in miles/points or cash, my preferred payment methods etc.	<p>I can see the descriptions, icons, images and videos configured for those services offered for the aircraft I have on my bounds.</p> <ul style="list-style-type: none"> - A price in loyalty credits (miles) or cash - I can see which passenger(s), flight(s), leg(s) and bound(s) I am requesting to see the onboard products for - I can select the product type or sub type if eligible and the product is available - I can choose which passenger I am buying for, and have the price and availability update for them - I can specify the flight and bounds the product is for - I can select to add to all passengers, or one and for all bounds or current - I can specify the passenger the product is for - I can add product to the basket - I can remove the product from the basket - I can see errors for availability when adding to the basket 	
			I want to be able to pay for such products in cash, miles/points, a mix of cash and miles/points or vouchers.	<ul style="list-style-type: none"> - I can see I am currently eligible for a product type I have a preference for and there is availability - I can see a specific instance of my preference is preselected for me to reserve the product (i.e. a forward window seat is already selected) - My preferences from the platform are presented to me for addition to the basket and identified as my preferences. 	
				<ul style="list-style-type: none"> - I can see the flat rate amount to be applied when I view the product offer - Discount off 20 EUR (flat) or is now only 20 EUR (absolute) - I can see the percentage value (20%) and the price change (2.50) - I can see the original un modified price of the product on offer at the same time. - Any discounts applied due to promocode usage - If an item has become free due to discount - What eligibility has discounted the price to this level (I.e. upgrade voucher) - The price for the item number I am adding, as each additional product of a type can be priced differently. (i.e. second bag) - I see prices in the currency decimal placing and symbol formatting configured and as selected. 	

AE-11	Ancillaries / extras and bundles	Hotel	As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select a hotel stay, for one, multiple or all passengers in the booking.	The user will have the option to choose a from the system pre-configured hotel.	Note:
			The eligible hotel products and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, my preferred payment methods etc.	<ul style="list-style-type: none"> - I can add more than one hotel to the basket including arrival or a saved preference - I can specify which destination I wish to select a hotel for - I can update the default dates of my stay at the destination (+ 7 days if one way) - I see a list of hotels defaulted to the first destination or the one selected - I can see the description of the hotel, icon, images and videos for each hotel as I'm eligible. - I can see the room price in loyalty credits (miles) or cash and discounts applied by my eligibility (see prices story) for each hotel - I can see available and unavailable hotels - I can see a map view - I can filter the hotels offer to find the style I want - I can select a hotel to view more details - I can change how many people and rooms I need - I can see available and unavailable rooms, - I can see individual room prices - I see description of the hotel rooms, icons, images and videos for each - I can select a room(s) from that hotel and add it to the basket - I can add another hotel or room and for other destinations 	The user will be redirected to any 3rd party provider for further configuration and payment.
					We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
			As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select a car rental, for one, multiple or all passengers in the booking.	The user will have the option to choose a from the system pre-configured car.	Note:

AE-12	Ancillaries / extras and bundles	Car rental	<p>The eligible car rental products and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, my preferred payment methods etc.</p>	<ul style="list-style-type: none"> - I can add more than one car to the basket including for each arrival and destination - I can specify which destination I wish to select a car for - I can update the defaulted dates of my time at the destination (+ 7 days if one way) I see a list of cars defaulted to the first destination or the one selected and in accordance to my trip search (e.g. a family car for multiple passenger or a small car for islands and 1 passenger) - I can I can see the description of the car, icon, images and videos for each car as I'm eligible. - I can see the price in loyalty credits (miles) or cash and discounts applied by my eligibility (see prices story) for each car - I can see available and unavailable cars - I can filter the car offer to find the style I want - I can select a car to view more details - I can change main driver and age, which will be updated to the details of the passenger selected when known - I can see available and unavailable cars - I can see individual car prices - I see description of the car, icons, images and videos - I can see the additional product to go with the car and select these for addition with the car - I see the running total for the car hire - I can select a car and the additional products and add them to the basket - I can add another car for other destinations 	<p>The user will be redirected to any 3rd party provider for further configuration and payment.</p>
					<p>We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.</p>
			<p>As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select one or multiple insurance products, for one, multiple or all passengers in the booking.</p>	<p>The User shall be able to book an Insurance product with all offered payment methods</p>	<p>We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.</p>

AE-13	Ancillaries / extras and bundles	Insurance	<p>The eligible insurance products and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, my preferred payment methods etc.</p>	<ul style="list-style-type: none"> - I can update the defaulted dates of my time of insurance (+ 7 days if one way) - I see the insurance options for the booking party size - Multiple product insurance according to my trip and dynamically priced - I can specify the maximum ages of the passengers - I can select those I wish to insure - I can see the description of each insurance option, icon, images and videos for each the selected are eligible for. - I can see the price in loyalty credits (miles) or cash and discounts applied by my eligibility (see prices story) for each option - I can select an insurance product to view more details - I can see the additional product to go with the insurance product selected and select these for addition with the base insurance product - I see the running total for the insurance cover - I can add the insurance and the additional products to the basket - I can add another insurance product for the other passengers not insured - I must choose to take no insurance or one of the insurance offers 	
AE-14	Ancillaries / extras and bundles	Parking and transfer	<p>As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select a parking or airport transfer product, for one, multiple or all passengers in the booking.</p>	<p>The User shall be able to book a Parking and transfer product with all offered payment methods</p>	<p>We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.</p>
			<p>The eligible parking or airport transfer products and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, my preferred payment methods etc.</p>	<ul style="list-style-type: none"> - I can see the descriptions of the products, icon, images and videos configured for the variations as I'm eligible. - I can see the price in loyalty credits (miles) or cash and discounts applied by my eligibility (see prices story) for each offer - I can select the chosen style of parking product - I can see what airport I'll drop off at and where to drive to. - I can add my licence place, or have it saved in my preferences I can add the parking service or prepaid space offer to the basket 	
			<p>As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select a site-seeing tour or activity at my destination, for one, multiple or all passengers in the booking.</p>	<p>The user will have the option to choose a from the system pre-configured tour/activity.</p>	<p>Note:</p>

AE-15	Ancillaries / extras and bundles	Tours and activities	The eligible tour or activity products and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, my preferred payment methods etc.	<ul style="list-style-type: none"> - I can see offers of tours and activities available at a stop over destination in my flight search that will encourage me to choose a longer stop over period. - I can see the description of each sub products name, icon, images and videos configured for the product as I'm eligible. - I can see the price in loyalty credits (miles) or cash and discounts applied by my eligibility (see prices story) - I can select the product for my basket - I can add the tour or activity to the basket 	The user will be redirected to any 3rd party provider for further configuration and payment.
					We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
AE-16	Ancillaries / extras and bundles	Donation, Carbon offset and vouchers	As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to add a charitable donation to my booking.	The User will be able to add a charitable donation with all offered payment methods.	
			The eligible donation products and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, whether I want to pay in miles/points or cash, my preferred payment methods etc.	<ul style="list-style-type: none"> - I can see the description of the product, icon, images and videos configured for the product as I'm eligible. - I can see the price in loyalty credits (miles) or cash and discounts applied by my eligibility (see prices story) - I can select the product - I can specify a value to donate - I can add the donation to the basket and see the value donating 	
			As a user, I need the option to purchase a variable calculated value carbon offset product for my journey	<ul style="list-style-type: none"> - I can see the description of the product, icon, images and videos configured for the product as I'm eligible. - I can see the price in loyalty credits (miles) or cash and discounts applied by my eligibility (see prices story) - I can see the calculated value varies depending on the journey in my basket - I can see the calculation variables and their value so I can determine why I'm requested to pay an amount, (I.e. varies in distance and aircraft type) - I can select the product - I can add the offset product to the basket and see the calculated value 	

			As a user, I need the option to purchase vouchers	<ul style="list-style-type: none"> - I can I can see the descriptions of the products, icon, images and videos configured for the variations as I'm eligible. - I can see the price in loyalty credits (miles) or cash or a mixture of both and discounts applied by my eligibility (see prices story) for each offer - I can select the value of the product - I can set the template for the gift card, font, personal message, occasion etc. - I can add the voucher to the basket and will be issued the code and email for it at checkout 	
			I want to be able to pay for such products in cash, miles/points, a mix of cash and miles/points or vouchers.		
AE-17	Ancillaries / extras and bundles	Special assistance	As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select special assistance services (SSRs), for one, multiple or all passengers and segments in the booking.	<ul style="list-style-type: none"> - I can only see offered those service requests for the flights I have in the basket due to eligibility on that route - I can add the special service requests to the basket - I can see errors of availability - I can have options to help me select the correct kind of wheelchair I need - I can only add service requests to suitable passenger types - I can remove them from the basket if needed - I can add to each passenger travelling one of each available as needed - At minimum I can add – WCHR, WCHS, WCHC, WCMP, BLND, DEAF, DUMB, STCR, DPNA, SVAN - I will be notified if a seat has been made unsuitable and been removed. 	We accept every action stated in the use-cases as far as no new elements appear behind „etc“. Otherwise, please define in detail.
			The eligible special assistance services and their respective prices (if applicable) may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, my preferred payment methods etc.		UNMR has been moved from AE-17 to a new ticket in JIRA.
			Common special assistance services include:		
			- wheelchair (free of charge);		
			- carriage of stretchers (free of charge);		
			- pregnant passengers (free of charge);		
			- special meals, e.g. vegetarian, kosher, halal etc. (free of charge);		
			- etc.		

AE-18	Ancillaries / extras and bundles	Ancillary bundles	As a user, once I have selected some flights and the respective flight products (fare bundles), I want to be offered and have the ability to select a bundle or package of multiple ancillary products, for one, multiple or all passengers in the booking (e.g. advanced seat reservation plus premium meal and fast track for EUR 40).	The selection of ancillary bundles is available to the user as far as the system or the A3 product team is able to provide the dedicated information and variants to bundle products. A product validation to prevent double selection of the same product has to be integrated.	We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
			The eligible ancillary bundles and their respective prices may depend on parameters such as, but not necessarily limited to: the flight products that I have selected, my profile (e.g. loyalty programme tier), the parameters of my flight itinerary (travel dates and times, origin and destination, operating and marketing carriers, aircraft type, passengers etc.), applicable promotions and promo / voucher codes, other ancillary products I may have selected, my preferred payment methods etc.	<ul style="list-style-type: none"> - I can see a description with related imagery, video and icons for the bundle - I can see the details of the individual products of the bundle - The miles accrual of the bundle - A price in loyalty credits (miles) or cash - Any price modifiers applied to the price - A price in loyalty credits (miles) or cash - I can add the bundle to my basket in the quantity allowed - I can reduce the quantity to my allowance for that bundle. 	
			If I have already selected and added to my basket some but not all of the components of an eligible bundle, then the price of the bundle should be adapted to show how much more I need to pay to complete my bundle. A double selection of products that are both offered as part of a bundle, as well as a-la-carte, should be prevented (unless it makes sense to do a double selection, e.g. I may add one extra piece of luggage as part of a bundle and another one a-la-carte; but I should not be able to add a seat twice - once a-la-carte and once as part of a bundle).		
			If a bundle only includes air ancillaries (provided by Aegean Group directly), I want to be able to pay for such bundles in cash, miles/points, a mix of cash and miles/points or vouchers.		
OP-0	Operational	Passenger details	As a user, I want to be able to provide the necessary passenger details for each passenger in the booking. The required passenger details may include, but are not necessarily limited to:	As a user I will be able to fill in all my contact and personal details which are relevant for the individual booking. A user will be able to save contact details in his profile. A user will be able to automatically fill the personal details based on the information which are stored in his profile.	We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
			- names (first, last, middle etc.);		
			- dates of birth;		
			- loyalty programme membership / account numbers (for Miles+Bonus, Business on Board or other, 3rd party, programmes like Star Alliance Miles & More);		
			- contact details (phone and email);		
			- APIS details:		
			- full name as it appears on identification document;		
			- identification document type (passport, national ID card etc.);		
			- issuance and expiration dates of ID;		

1	interactions	Passenger details	<ul style="list-style-type: none"> - countries of residence and/or citizenship; - contact details of next-of-kin / in-case-of-emergency contact. <p>Depending on the origin and destination of the trip, some of these details may be mandatory, some may be optional and some may be completely hidden.</p> <p>If I am recognised as a registered user, I should be given the option to automatically fill in such details from the information previously stored in my user profile (if any). Furthermore, if I am recognised as a registered user and I manually enter some passenger details that are not already stored in my profile, I want to be given the option to have those details automatically added to my profile, so that next time I want to use them I don't have to manually enter them again.</p>		
OP-02	Operational interactions	Automatic check-in	<p>As a user, depending on certain rules (e.g. if I already selected advanced seat reservation or if I have the right to free seat reservation), I want to be offered to option to opt in or out for automated check-in.</p> <p>In such a case, I also want to be able to indicate a seat preference or make a specific seat selection, indicate my preferred way of delivering the boarding pass (app, SMS, email etc.), provide the applicable APIS details (see OP-01) and to confirm my acceptance of the dangerous goods policy, so that the airline is able to automatically check me in without any further interaction and directly send me the boarding pass once I am checked in.</p>	The user has the opt-in or opt-out option for automated check-in. If the preferences are not applicable, the user needs to get informed. The user can select his preferred boarding pass delivery method	
OP-03	Operational interactions	Terms and conditions acceptance	As a user, I want to be shown the general terms and conditions of carriage and be offered the option to confirm my acceptance thereof.	<p>Terms & Conditions shall be displayed and needs a user confirmation</p> <ul style="list-style-type: none"> - I can confirm my agreement to the T&C before being able to complete the purchase - I can access and read the T&C 	
CO-01	Check-out	Review	As a user, before I complete and pay for my order, I want to be able to see a detailed overview of all products included in my order and all provided information and details, so I can double-check and reassure myself that everything is correct. The information displayed must include, but not necessarily be limited to, all the details described in SC-03 and OP-01.	The user can see and check all selected products, passenger details and payment details in a summary container.	We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
			<p>As a user, once I am ready to complete and pay for my order, I want to be able to:</p> <ul style="list-style-type: none"> - see the complete set of payment methods that are available for me to pay; - select my preferred option(s) and enter the necessary payment details in a secure manner; 	<p>As a user, once I am ready to complete and pay for my order, I want to be able to:</p> <ul style="list-style-type: none"> - see the complete set of payment methods that are available for me to pay; - select my preferred option(s) and enter the necessary payment details in a secure manner; - see the complete list of currency that are available for me 	We accept every action stated in the use-cases and will give the user the option, to perform.

CO-02	Check-out	Payment and fees	<p>- if I am recognised as a registered user and I have payment details already stored in my profile, I want to be able to use those for payment without having to enter them manually again (with the possible exception of a security code like CVV);</p> <p>- if I am recognised as a registered user and I manually enter some payment details that are not already stored in my profile, I want to be given the option to have those details automatically added to my profile, so that next time I want to use them I don't have to manually enter them again.</p> <p>If there are any payment fees applicable to some or all of the payment methods, I want such fees to be clearly indicated and outlined in my shopping basket depending on my choice of payment methods.</p>	<p>to pay;</p> <p>- if I am recognised as a registered user and I have payment details already stored in my profile, I want to be able to use those for payment without having to enter them manually again (with the possible exception of a security code like CVV);</p> <p>- if I am recognised as a registered user and I manually enter some payment details that are not already stored in my profile, I want to be given the option to have those details automatically added to my profile, so that next time I want to use them I don't have to manually enter them again.</p> <p>- If there are any payment fees applicable to some or all of the payment methods, I want such fees to be clearly indicated and outlined in my shopping basket depending on my choice of payment methods.</p> <p>- If my trip requires approval, I may not be able to proceed with the payment process</p> <p>As a user, I want to be able to know what fee is applied on selected payment method (if any)</p> <p>As a user, I want to be able to store payment methods in my profile</p>	
CO-03	Check-out	Cash payment methods	<p>As a user I want to be able to pay with any of the following payment methods (as applicable), but not necessarily limited to them:</p> <ul style="list-style-type: none"> - Credit and debit cards (VISA, MasterCard, Maestro, American Express, Diners Club), including co-branded cards (e.g. Aegean - Alpha Bank branded cards); - Virtual wallet (PayPal, AliPay); - Online banking and direct debit (Sofort, iDeal, Bancontact, eps, entercash, Union Pay). - Monetary Credit Account - Offline payment methods - Invoice - The actual payment methods available to me may depend on parameters such as, but not necessarily limited to: point of sale or commencement of my booking (i.e. market), time before departure, currency of payment and selected products (e.g. if hotel is included in my order then the available payment methods may be restricted to credit cards only). 	<p>As a user I want to be able to pay with any of the following payment methods (as applicable), but not necessarily limited to them:</p> <ul style="list-style-type: none"> - Credit and debit cards (VISA, MasterCard, Maestro, American Express, Diners Club), including co-branded cards (e.g. Aegean - Alpha Bank branded cards); - Virtual wallet (PayPal, AliPay); - Online banking and direct debit (Sofort, iDeal, Bancontact, eps, entercash, Union Pay). - Monetary Credit Account - Offline payment methods - Invoice - The actual payment methods available to me may depend on parameters such as, but not necessarily limited to: point of sale or commencement of my booking (i.e. market), time before departure, currency of payment and selected products (e.g. if hotel is included in my order then the available payment methods may be restricted to credit cards only). 	We accept every action stated in the use-cases and will give the user the option, to perform.
				<p>As a user, once I am ready to complete and pay for my order, I want to be able to:</p> <ul style="list-style-type: none"> - choose the currency from the list of currencies that are available for me to pay - determine the exchange rate 	We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
CO-04	Check-out	Vouchers	As a user, I want to be able to use one or multiple eligible vouchers to pay for a part of or my entire order.	As a user, I want to be able to use one or multiple eligible vouchers to pay for a part of or my entire order.	The user shall be able to apply a voucher for the respective product

CO-05	Check-out	Redemption	As a user, I want to be able to use miles or points to pay for a part of or my entire order. The available amount to be paid in miles/points should take into account the actual balance of miles/points in my profile (e.g. if I only have 1,000 miles in my balance and the price of an order is 2,000 miles, I want to be able to select to pay up to 1,000 miles + the difference in cash).	The user shall be able to pay with cash and miles	The user shall be able to pay with cash and miles
CO-06	Check-out	Mixed payment	<p>As a user, I want to be able to use a combination of multiple payment methods to pay for an order (e.g. 30% paid by credit card, 30% paid by Sofort, 25% paid by voucher and 15% paid in miles).</p> <p>In such a case, I want to be able to dynamically select how much of the total order price I want to pay with each payment method (rules may restrict the eligibility of certain payment methods for certain products or amounts, e.g. flights may be eligible to be paid in miles but hotel and car rental may only be payable in cash or even by credit card only).</p>	The user will be able to define multiple payment methods for the whole booking.	The user will be able to define multiple payment methods for the whole booking.
CO-07	Check-out	Invoice and receipt	As a user, I want to be able to request the issuance and sending of an invoice or standard receipt for my order, based on the details I have provided for this purpose (for a standard receipt no special details need to be provided; for an invoice standard invoicing details are necessary, company registration details etc.)	The user shall be able to request an invoice or receipt. In case of an invoice more details are necessary	The user shall be able to request an invoice or receipt. In case of an invoice more details are necessary
CO-08	Check-out	Confirmation	<p>As a user, once I have completed and paid for my order, I want to be able to see a detailed overview of all products included in my order and all provided information and details, so I can double-check and reassure myself that everything is correct. The information displayed must include, but not necessarily be limited to, all the details described in AE-01, SC-03 and OP-01, as well as all applicable reservation, e-tickets and EMD numbers and details of the payment method(s) used for payment (some payment details, such as credit card numbers, will be masked for security and compliance reasons).</p> <p>Furthermore, I also want to receive an email confirmation including all these details, with PDF attachments enclosed for the applicable e-tickets and EMD documents.</p>	<p>As the user, I want to receive messages confirming that my booking has been created, changes has been made to the original booking, notifications and reminders related to my flight. I would like to choose the method of communication such as SMS, push notification via the application, social chatbot or email.</p> <p>As the user, I want to receive messages confirming that my booking has been created or changes have been made to the original booking.</p> <ul style="list-style-type: none"> - I can receive a booking confirmation message containing as a minimum (confirmation message content should be configurable and localised): <ul style="list-style-type: none"> o Reservation details including passenger and itinerary details and PNR number o Ticket details o Details of ancillary products (at any level of granularity required) and associated documents (e.g. EMDs) o Additional product offers o Potential invoice documents - The message can also be sent to each or any passenger 	The user will be able to see a confirmation after he checked-out and that his booking was successful.

			Optionally, I want to be able to request a separate booking confirmation by SMS.		We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
CO-09	Check-out	Manage My Booking integration	As a user, once I have completed and paid for my order, I want to be able to see what additional relevant products I can purchase as an up-sell or cross-sell on top of my initial order, as well as what trip / booking management actions are available to me (e.g. change or cancel flights, add or modify passenger details etc.)	The user will be able to see relevant products that fit to his current booking.	The user will be able to see relevant products that fit to his current booking.
			As a user, if I am recognised as a registered user, I want to be able to see at a glance my complete list of upcoming and current trips / bookings with a basic set of details on each of them and an overview of the trip / booking management actions that are available to me (e.g. change or cancel flights, add or modify passenger details, check-in etc.), including direct links to the detailed screens associated with each such booking and booking management action.	Registered users shall see all current trips or bookings with all available booking management actions.	
				see when I have no active bookings, see a basic set of details on each of active booking, see the Actions allowed when there is an eligible active booking, see the eligible actions when there are no active bookings, see bookings made on other channels where I am a passenger	

BO-01	Bookings overview	List of upcoming / current bookings		<p>see the booking reference</p> <p>identify the booking type (group, corporate, redemption, etc)),</p> <p>see an identifier to show the booking is under disruption, or on time,</p> <p>see the booking route (city names matched from airports)</p> <p>see the booking type (one way, return, multi stop, stopover)</p> <p>see the departure dates and X number of flights with departure and origin airport and city</p> <p>determine the fare brand of each segment displayed</p> <p>see a count of the number of passengers</p> <p>see the mix of passenger types (adult, child, infant)</p> <p>A next best action to provide missing passenger details, how long until check in open, check-in open and required, ready to fly.</p> <p>A call to action to view the booking in detail</p> <p>Where I am a passenger on a group booking, I only see my details.</p> <p>I can see if my booking is linked to other bookings</p> <p>I can see the multiple booking references</p> <p>I can see the segments of those booking in the list ordered by STD</p> <p>I can see the passengers added to the mix and count where a unique individual, by first name, last name, DOB.</p>	
				<p>see the Time To Think bookings linked to my account</p> <p>see active booking details for this booking.</p> <p>see the time to expire for the booking</p> <p>see and use the option to extend the time to think when offered</p>	
			If I have an upcoming or current booking which is not displayed, I want to be able to retrieve it (e.g. based on PNR or e-ticket number and last name) and add it to my profile.	All actions will link to the respective flows or detail pages. The retrieval of more bookings via PNR or e-ticket number and last name shall be possible	
				I can link an identified booking to another	
			As a user, if I am recognised as a registered user, I want to be able to see at a glance my complete list of past / completed bookings with a basic set of details on each of them and an overview of the trip / booking management actions that are available to me (e.g. request invoice), including direct links to the detailed screens associated with each such booking and booking management action.	Registered users shall see all past trips or bookings with all available booking management actions.	

BO-0 2	Bookings overview	List of past bookings		<p>When I have no inactive bookings and cannot see a section relating to them</p> <p>see the x most recent inactive or completed bookings (where X is a configured number)</p> <p>retrieve all my past bookings, including when hundreds of thousands as I am an agent and the bookings will display</p> <p>see a basic set of details on each inactive booking</p> <p>see the actions that are specifically available for inactive bookings</p> <p>see bookings made on other channels where I am a passenger</p>	
				<p>see the booking reference</p> <p>see a "past" identifier to show the booking is complete, cancelled, refunding, refunded</p> <p>see the booking route (city names matched from airports)</p> <p>see the booking type (one way, return, multi stop, stopover)</p> <p>see the departure dates and X number of flights with departure and origin airport and city (where X is configurable)</p> <p>determine the fare brand of each segment displayed</p> <p>see a count of the number of passengers</p> <p>see the mix of passenger types (adult, child, infant)</p> <p>Where I was a passenger on a group booking, I only see my details</p> <p>see if my booking is linked to other bookings</p> <p>see the multiple booking references</p> <p>see the segments of those booking in the list ordered by STD</p> <p>see the passengers added to the mix and count where a unique individual, by first name, last name, DOB.</p>	
			If I have a past booking which is not displayed, I want to be able to retrieve it (e.g. based on PNR or e-ticket number and last name) and add it to my profile.	All actions will link to the respective flows or detail pages. The retrieval of more bookings via PNR or e-ticket number and last name shall be possible	
				<p>Record locator (6 alphanumeric characters PNR number, either the Amadeus locator or of another platform) + last name of one of the passengers in the booking</p> <p>Record locator + first name + last name of one the passengers in the booking</p> <p>Record locator + email address of the user</p> <p>ETKT number of one of the tickets in the booking + last name of the passenger on the same ETKT</p> <p>EMD number of one of the EMDs associated with the booking + last name of the passenger on the same EMD</p> <p>Tour Operator code (1-14 alphanumeric) + last name</p>	

BO-03	Bookings overview	Specific booking overview	As a user, I want to be able to select an order or trip / booking and see a detailed view of it, including all the details described in CO-08, as well as what trip / booking management actions are available to me (e.g. change or cancel flights, add or modify passenger details, check-in, add ancillary products etc.)	The user shall access a more detailed view of his trip or booking with all action links	
				<ul style="list-style-type: none">- The view is that of all linked PNR's that either I or the system has created- Booking references including 3rd party ones (e.g. Sabre or Travelport).- Passenger details- Names, titles, dob- APIS- Contact details- Special service requests- Flight details- Route with city and airport names, terminals, legs, stops, timings, flight number, aircraft type, operating carrier, marketing carrier- Fare brand and RBD.- Flight statuses, (cancelled, refunding, delayed, flown, check-in opened, check-in yet to open, check-in closed)- Associated e-ticket numbers- Product details- Product allowances and source (fare brand, loyalty etc)- Purchased items and their details- Each passengers total of each product type, associated EMD numbers- Product eligibilities, and offers- Fare rules- Fares (incl. detailed fare breakdown and surcharges, taxes and fees, discounts),- Linked PNR references, such as booking references- Payment details- Forms of payment information for each item- Items purchased and when- The platform should be able to correctly interpret and display all the reservation data that it has access to.- PNR and ticket mandatory information including, but not limited to, passenger details, flight segments, respective fares (incl.	

MB-01	Manage booking	Change / cancel flights	As a user, I want to be able to change or cancel one or multiple passenger segments from an existing booking, as permitted by the applicable fares rules of my booked fares.	<ul style="list-style-type: none"> - I can see any fees or changes for changing flight(s) - I can determine my eligibility to change flight(s) and for which flight(s) I am eligible to change - I can select all passengers or some of the passengers at once - Select flight(s) I wish to change - Search for eligible changes - change of flight time - change of flight date - change of origin and/or destination - change of routing - change of product/fare brand (upgrades across flights or on same) - See the re-shopping results - I can see a flight list of the offered re-shopping options - I can see change prices for each fare brand and flight and offer, including only one offer when same flight change - Select the new flights and add the change to my basket - see the grand sum and breakdown of prices for the series of changes I have in the basket when changing flight(s) 	We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
				<ul style="list-style-type: none"> - I can select passengers in the booking - I can select passenger across PNRs - I can only select passenger(s) allowed to travel together while ensuring those remaining behind are also allowed (i.e. no infants or no unaccompanied children alone) 	
			Flight changes may include:	I would like to be able to add new passenger(s) (e.g. an infant) to some or all eligible segments in the booking	
			- changes of date and/or time;	I would like to be able to cancel the whole booking for some or all the passengers. In case a refund is necessary in a situation where the payment method used for the original booking is not eligible for automatic refund, then the system should still proceed with the cancellation (if confirmed by the Authenticated User) but notify the Authenticated User that they need to contact the airline's call centre in order to request the refund.	
			- changes of origin, destination and/or via points;		
			- changes of passenger names, numbers or types.		
			Such changes may be applicable to one or multiple segments and / or passengers in the booking. The permitted changes will depend on various factors including, but not necessarily limited to: time before departure and stage of the trip (e.g. partially flown booking), applicable fare rules of the initially booked air fares, passenger types and profiles (e.g. loyalty programme tier), operating and marketing carriers etc.		

			Prices for flight changes should be displayed in either a fixed dates or flexible dates view (similar to FS-02 and FS-03) and reflect the lowest change price (i.e. difference to be paid) per bound.		
MB-02	Manage booking	Change / add ancillaries	As a user, I want to be able to add or change one or multiple ancillary products associated with an existing booking, as permitted by the applicable eligibility and change rules.	<ul style="list-style-type: none">- The items will be as configured for the flow I am in- See details of existing products held- See only those ancillaries eligible to me- See those items with available inventory for the cabin and aircraft or airport I'm trying to book the product for- See the ancillaries for partner airlines and be able to purchase them- Be presented with bundled ancillary offers- Be presented with the offers personalized to me- See preferences applied to products- See the details of the products offered, product prices, fees and currencies- I can see the discounts and price modifiers applied- I can see the miles accrual of each product or bundle offered- I can see conversion stimulation messages- I can add and remove the products to and from the basket- I can see the type of each product detected and sub types potentially offered- I can only add items to the limits allowed on the platform, including the detection of ones already added in the booking, not just the basket- See my ancillary purchases and basket contents with the impacts of other changes upon them- I can add the air ancillaries to Time To Think Bookings on hold before payment- I can add products that are included in the allowance for free	We accept every action stated in the use-cases and will give the user the option, to perform as far as the system will be capable to support.
					We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
			Ancillary product changes may include:		
			- adding a new product for one or multiple passengers and/or segments in the booking;		
			- increasing the quantity of a product already present in the booking;		
			- changes of passenger names, numbers of types associated with an ancillary product.		

			Such changes may be applicable to one or multiple segments and / or passengers in the booking. The permitted changes will depend on various factors including, but not necessarily limited to, time before departure and phase of the trip (e.g. partially flown booking), applicable fare rules, passenger types and profiles (e.g. loyalty programme tier), operating and marketing carriers etc.		
			All ancillary products described in AE-02 to AE-16 and AE-18 are applicable here as well.		
			If I want to change an already booked flight that has some ancillaries already associated with it, I want to be given the option to transfer the ancillaries from the previous flight to the new one or, in case that is not possible (e.g. because the same products are not available or the prices are different), then I want to be able to choose for them to be refunded. If that's not possible and they would be lost in case I confirm the flight change, then I want to be clearly notified about this.		
MB-03	Manage booking	Change / add / cancel special services (e.g. special assistance)	As a user, I want to be able to add or change one or multiple special services (SSRs) associated with an existing booking, as permitted by the applicable eligibility rules.	<ul style="list-style-type: none"> - I can only see offered those service requests for the flights I have in the basket due to eligibility on that route - I can add the special service requests to the basket - I can see errors of availability - I can have options to help me select the correct kind of wheelchair I need - I can only add service requests to suitable passenger types - I can remove them from the basket if needed - I can add to each passenger travelling one of each available as needed 	We accept every action stated in the use-cases and will give the user the option, to perform as far as the system will be capable to support.
					We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
			Special services changes may include:		
			- adding a new paid or free service for one or multiple passengers and/or segments in the booking;		Note VT:
			- replacing a paid or free service with another one for one or multiple passengers and/or segments in the booking (e.g. replacing a vegetarian meal with a vegan meal);		<i>We assume, that this note „increasing or decreasing the quantity of a free or paid service already present in the booking;” has to be erased from the use-case as it does not make any sense because the services are passenger based.</i>

			<ul style="list-style-type: none"> - increasing or decreasing the quantity of a free or paid service already present in the booking; - cancelling an existing paid or free service for one or multiple passengers and/or segments in the booking; - changes of passenger names, numbers of types associated with an ancillary product. 		
			Such changes may be applicable to one or multiple segments and / or passengers in the booking. The permitted changes will depend on various factors including, but not necessarily limited to, time before departure and phase of the trip (e.g. partially flown booking), applicable fare rules, passenger types and profiles (e.g. loyalty programme tier), operating and marketing carriers etc.		
			All special services described in AE-17 are applicable here as well.		
			As a user, in case there is a forced change to my flight reservation which I did not request and cannot control (e.g. flight delay, cancellation etc.), I want to be pro-actively informed about it and be able to decide whether I accept whatever alternative solution Aegean Group is proposing to me by default or I prefer to choose another flight or cancel the flight entirely and receive a refund.	The user will be clearly informed about the irregularity and can see and select all possible actions.	
				<ul style="list-style-type: none"> - I can identify when disrupted, if it has been managed for me and to what level, and accept the offer - I can select which passengers to manage the disruption for - I cannot leave infants or children on their own and must have an adult travelling with them. - Associated infants, seats and cabin bags must be moved with their associated adult - I can view a list of my flights, identify those disrupted, and allowed action - I can choose which of my eligible actions to use to manage the disruption for myself and any other passengers I choose <ul style="list-style-type: none"> o Make new change of flight(s), downgrade allowed o Request refund - I can add the change to the basket, to review the overall change - I can make as many changes as allowed on the system. 	

MB-04	Manage booking	Involuntary changes	<p>If I want to choose a different flight following such an involuntary change, I want to be able to do this entirely by myself, with no intervention from the airline, and I want the penalties and fare differences that would be normally applicable for such a change to be waived (subject to applicable IRROPS (Irregular Operations) or schedule change management rules). In such cases, I want to be clearly informed about the conditions under which my flight change or cancellation is free of any penalties or fare differences (e.g. I may only be allowed to choose for free another flight in Economy, within 2 weeks from my initial flight and as long as it is operated by Aegean Group).</p>	<ul style="list-style-type: none">- I can see the list of my flights in the STD order- I can see which ones are flown and not editable- I can see which ones are disrupted and the level- I can see the actions I am eligible to take on each flight eligible (one, bound, the disrupted PNR, all)<ul style="list-style-type: none">o Change flighto Refund- I can select the flights of a bound to replace- I can search for a new flight to replace those I'm entitled too within the boundaries set by my eligibility<ul style="list-style-type: none">o Date Range from STDo Origins and destinationso Direct or connectingo Other carriers- I can choose to search lower cabins if entitled to see if there is available space, I will receive a refund for the difference if entitled- I will not see a flight that is overcapacity listed to change too- I can see a set of flight results for the change flight search. With a re-shopping price calculated for the involuntary change.- I can see warnings for tight connections or dissimilar destinations and next flight departure city/airport- I cannot put the flights out of STD order	
				<ul style="list-style-type: none">- I can select to put each managed flight into the basket- I can see each refunded flight and its ancillaries- I can see the amount being refunded for each item- I can see the new flight in the basket- I can see the new ancillaries listed with the new flight- I can see which ancillaries are not available on the new flight and their refund- I can see any upgrades or downgrades in fare brand/ RBD, cabin, or ancillary- I see any warnings regarding any non-air ancillaries unable to be rebooked and will need to be managed later.- I must manage all disrupted flights in the one basket transaction- I can accept the basket and have the changes applied to the booking- I can have the managed passenger's entitlement to manage the disruption removed on the digital channel for the all entitled flights.	
				<ul style="list-style-type: none">- I can see those flight and their ancillaries selected for refund and still being processed	

MB-05	Manage booking	Add / change contact and passenger details	As a user, I want to be able to provide additional or update the existing passenger details for each passenger in the booking. The required passenger details may include, but are not necessarily limited to:	<ul style="list-style-type: none"> - Passenger details that could be viewed include: - Passenger name - Contact details (e.g. email, phone number, social media etc.) - APIS data (date of birth, passport details etc.) - Next of kin / in case of emergency contact details - Loyalty profile-related details (e.g. frequent flyer number) - Corporate customer ID, company details etc. - Automated Check-in preferences - MAN number - I can view or update the date of birth for minor passengers in an existing booking. 	We accept every action stated in the use-cases and will give the user the option, to perform as far as the system will be capable to support.
			- names (first, last, middle etc.);	<ul style="list-style-type: none"> - APIS data of: - Full name (last name, first name, middle name if applicable) - Gender - Date of birth - Nationality - Country of residence - Travel document type (normally passport) - Redress number (optional) - Travel document number (expiry date and country of issue for passport) - [For travellers to the US] Address of the first night spent in the US (not required for US nationals, legal permanent residents, or alien residents of the US entering the US) - Visa (if applicable) 	We accept every action stated in the use-cases as far as no new elements appear behind „but not necessarily limited to”.
			- dates of birth;		
			- loyalty programme membership numbers;		
			- contact details (phone and email);		
			- APIS details:		
			- full name as it appears on identification document;		
			- identification document type (passport, national ID card etc.);		
			- issuance and expiration dates of ID;		
			- countries of residence and/or citizenship;		
			- contact details of next-of-kin / in-case-of-emergency contact.		
			Depending on the origin and destination of the trip, some of these details may be mandatory, some may be optional and some may be completely hidden.		

			<p>If I am recognised as a registered user, I should be given the option to automatically fill in such details from the information previously stored in my user profile (if any). Furthermore, if I am recognised as a registered user and I manually enter some passenger details that are not already stored in my profile, I want to be given the option to have those details automatically added to my profile, so that next time I want to use them I don't have to manually enter them again.</p>		
MB-06	Manage booking	Automatic check-in	<p>As a user, depending on certain rules (e.g. if I already selected advanced seat reservation or if I have the right to free seat reservation), I want to be offered to option to opt in or out for automated check-in.</p> <p>In such a case, I also want to be able to indicate a seat preference or make a specific seat selection, indicate my preferred way of delivering the boarding pass (app, SMS, email etc.), provide the applicable APIS details (see OP-01) and to confirm my acceptance of the dangerous goods policy, so that the airline is able to automatically check me in without any further interaction and directly send me the boarding pass once I am checked in.</p>	<p>The user has the opt in or opt out option for automated check-in. If the preferences are not applicable, the user needs to get informed. The user can select his preferred boarding pass delivery method</p>	
MB-07	Manage booking	Resend booking confirmation email, docs	<p>As a user, I want to be able to request the resending of a booking confirmation email, an invoice and all other documents associated with the booking (e.g. e-tickets, EMDs, boarding passes etc.)</p>	<p>The user shall have the possibility to resend the booking confirmation</p>	
MB-08	Manage booking	Complete "Time to Think" booking	<p>As a user, if I have a "Time to Think" booking that was not yet completed (see SC-08), I want to be able to come to the website and finalise or cancel my booking.</p>	<p>As a user I am able to complete or cancel a booking on hold</p> <ul style="list-style-type: none"> - I can see how long I have to complete it - I can add more products to the existing booking - I can complete the missing passenger details as per a normal booking - I can pay for the full booking cost within the expiration window - I can have the booking created - I can have an offer to extend Time to Think booking - I can see how long the extension goes - I can see how long the extension is valid to 	

MB-09	Manage booking	Shopping cart and review	As a user, I want to be able to add any changes that I may want to make to an existing booking (as described in MB-01 to MB-04) to a shopping basket, so I can flexibly perform other activities on the website without losing my product or change selection and be able to conclude multiple changes within one single order / transaction. The prices associated with the products and changes in the shopping basket should be displayed as the actual cost of the change (i.e. the differential that I have to pay to complete the requested changes), but the shopping cart should also have the ability to display all the details (including prices) of the products in my original order / booking.	<ul style="list-style-type: none"> - when adding a flight change to the shopping basket, I want to be able to see the details of both the original flights and the new (changed) flights. Including what is the price difference I have to pay or the refund I am due for the respective changes - when I add multiple reservation management actions to a shopping basket which could have an impact on each other, I want the basket to correctly handle and inform me about the interdependencies between these actions, ensuring there is no ambiguity left with regard to the order in which those actions are processed and what the final state of the updated reservation would be (i.e. loyalty number added) - use an amount to be refunded for purchasing other products or making other changes 	We accept every action stated in the use-cases and will give the user the option, to perform as far as the system will be capable to support.
			The shopping basket must also be able to display both a collapsed / summary view of the changes, as well as an expanded / detailed view of the changes, including all details described in SC-03.		
MB-10	Manage booking	Check-out	As a user, once I am ready to confirm and complete an update to a booking, I want to be able to review all changes included (to reassure myself that everything is correct), pay for the booking update (if applicable) and receive a confirmation, similarly to the experience described in CO-01 to CO-09.	The user will be able to check out his changed trip from the manage my booking area.	
				<ul style="list-style-type: none"> - I can see a basket with a refund and how the refund will occur - I can finish a basket process where there is no cost 	
GE-01	General UX	Interstitials	As a user, if I have to wait for a process that takes longer than a second (e.g. waiting for flight results to be displayed), I want to be clearly explained why there is a delay. During such a period during which I cannot do anything but wait, I want to use the time to learn about relevant features, products, destinations etc. that Aegean Group is offering and of which I may not have been aware.	When process takes longer then a second, an interstitial will be displayed.	
			As a user, at various steps in my digital journey, I want to be proposed various products, services and features in the form of teasers or suggestions that are relevant to me and which I might otherwise miss. Such teasers or suggestions should not, however, be confusing or too distracting, thus diverting me or preventing me from completing my primary goals.	Options to sell or upsell products will be foreseen.	

GE-0 2	General UX	Teasers		<ul style="list-style-type: none"> - I can see message(s) related to the number of customers looking at a specific ancillary product or bundle - I can see message(s) related to the number of customers who have booked a specific ancillary product or bundle - I can see message(s) related to how many products are left if there is limited availability - I can see a message related to the current price for a product or bundle and if it's about to change - I can see a message related to the current price for a product or bundle and if it's the lowest - I can see a message related to the current price for a product or bundle and if it's a sale or special fare (price modified) - I can see a message related to the current price for a product or bundle and if it will earn extra miles accrual as well as how many miles I will earn. - I can see a message related to the top pick product or bundle - I can see the cross out of a special promotion during a certain period 	
GE-0 3	General UX	Errors and warnings	<p>As a user, if something goes wrong in my digital journey, I want to be given a clear explanation about what went wrong and what I am expected to do (if anything).</p> <p>As an airline IT or business used, I want any error or warning generated by the UI or underlying eCommerce platform to include the necessary information for me to understand the problem fully and help fix it.</p>	System informations will be foreseen to inform the user. This will be based on a holistic pattern which may include different warning or error messages.	
GE-0 4	General UX	Alerts	<p>As a user, I want to be alerted in case something in my digital journey has changed in an unexpected way, e.g. if a product that I have selected is no longer available, if a price has changed etc.</p> <p>Such alerts should be very visible, clear and non-ambiguous, but not cause unnecessary distress or concern to me.</p>	System alerts will be foreseen to inform the user.	
GE-0 5	General UX	Notifications	As a user, I want to receive a message via email, SMS, push notification or social media (depending on my profile settings), when relevant or necessary, notifying me about changes in my booking or the stage of my trip or in case there is an action expected from me (e.g. pre-flight reminders, check-in open, check-in completed, when/if I need to provide additional	<p>System notifications will be foreseen to inform the user based on the channels: e-mail or sms.</p> <p>System notifications for push notifications (app-based) and social media will not be foreseen.</p>	

GE-06	General UX	Language, Errors, validations, alerts and Dark Site	As a user, I want to choose which language I can view the site content in	<ul style="list-style-type: none"> - I can see a list of site languages supported as defined by Aegean. - I can select a language supported and it will apply to the website and change all displayed text - I can see the language update also updates the localisation to match that language. (e.g) date and time formats, decimal points allowed in currency and currency symbol positioning, and numerical separators) - I can select a language supported on any page - The language will be set to any configured in my profile unless changed from the default in the current session 	
			As a user, I want to experience error codes and warnings to assist my usage of the platform	<ul style="list-style-type: none"> - I can see field validation errors, when I enter invalid data whilst typing in the field, exit the field, have passed through the field via keyboard tab, be in a field past it in tab order, or try to submit it - I can see page level errors - I can see the messages in my selected language, and they are readable to me. - I have a clear explanation of what went wrong and what if anything I should do about it. 	
			As a user, I want a more subdued experience to the website when there is a major event for the airline that would make normal operation inappropriate.	<ul style="list-style-type: none"> - I will land on a different main webpage when dark site is enabled - I can see high level information defined about the airline regarding the incident - I can follow this link through to more detail and the airlines help page regarding the matter - I see a different main search capability in colour and look - I can be taken into the main booking flow from this alternative search - I can login on this dark site page 	
GE-07	General UX	Integration with Profile	As a user, I want to have access to a centralised overview of my entire relationship with Aegean Group including, but not necessarily limited to:	As a user I am able to have the overview of my profile and the data I have saved.	Note:
			<ul style="list-style-type: none"> - my user profile (and its management), including security, my personal details, details of other passengers saved in my profile, payment methods saved in my profile, settings and preferences; 	<ul style="list-style-type: none"> - additionally: - APIS details (more than one for a profile or save passenger) - contact and marketing preferences - account deletion - favourite destinations for route map and inspiration search - my ancillary preferences I.e. (aisle, 3C on A321, exit row on long-haul, standard hotel or car selection) 	For the section „it’s management“, please specify, what elements should be self-managed by the user in detail within the scope of the UXD area. Currently we have foreseen that the user is able for example to edit/change his personal data. Moreover, please specify, whats behind „etc.“
			<ul style="list-style-type: none"> - loyalty programme membership (and its management); - my bookings and orders (past and future); 		

			- support and assistance related to my trips (e.g. lost luggage claims);		
			- status information relevant for me (e.g. disruptions that could impact me);		
			- applicable promotions and vouchers associated with my profile;		
			- relevant offers and suggestions;		
			- etc.		

				Fred
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