

// Phase 1 : Setup

Product Created

- OK: Functionality acceptable

Slots Created

- OK: Functionality acceptable

Package Created

- OK: Functionality acceptable

Pricing, Net, and Commission Structures Established

- UNTESTED: Functionality Not Thoroughly Vetted
 - Prime to be a bugs nest
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// Phase 2 : The Reservation Advent

Availability Searched

- OK: UI Clunky but functional

Reservation Created

- BLOCKING: Process breaking bugs exist

Reservation Payment

- OK: CC Workflow
- PENDING: Voucher Workflow
- PENDING: Pre-Paid Workflow
- PENDING: Cash-Pickup Workflow

Passengers Seated

- UNKNOWN : Unable to Test
 - Unknown when this occurs
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// Phase 3: The Living & Evolving Res

Reservation Searched

- OK: Functionality
- Questions Pending
 - How to you find people with misspelled names
 - How do you search by alternate identifiers
 - Email, Phone, Guarantee Number (may be alpha)

Reservation Updated/Reconfigured

- UNKNOWN: Pending Update
- Possible scenarios include
 - Moving reservation to different date, time, or even package.
 - Canceling reservation
 - Complications include
 - ? Cancellation Policy
 - ? Cancelation Protection

Reservation Reconfirmation

- UNKNOWN: Pending Update
 - Reservations is included in either an "is reconfirmed state". This meaning that
 - the passenger has contacted the reservation to confirm their details.
 - the passenger has been contacted by the res center
 - neither of those have happened in which case we need to reach out
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// Phase 4: Executing on the Reservation

Reservation Check-In

- BREAKING: Unable to complete step, breaking bugs exist.

Upgrade/Upsell/Fee Payment Process

- UNKNOWN: Unable to reach process

Reservation Manifesting & Operations

- UNKNOWN: Unable to reach workflow
- See [Flight Operation Life Cycle](#)

Customer Satisfaction/Re-accommodation Pathway

- UNKNOWN: Unable to reach workflow
- Possible workflows include
 - Refund / Refly / or Cost Adjustments due to weather
 - Rescheduling due to unplanned MX or WX

Front Counter Cash-out & End-Of-Day

- UNKNOWN: Unable to reach workflow

// Phase 5 : Accounting, Verification, Billing

Counter Cash-out Validation

- UNKNOWN: Unable to reach workflow

Reservation Validated for Correctness

- **BREAKING:** Breaking bugs exist but in progress
- Cash Reports, CC Reports, etc. Labels are present but data displayed is not correct.

Reservation Invoiced & Change Locked

- **UNFINISHED:** Some foundational parts in place.

Reservation Un-Invoiced (Unhappy Path)

- UNKNOWN: Unable to reach path.