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INFO-H-420

BPM

Final Project Requirement

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Airplane Ticket Booking Process

Search flight

1. User select flight departure and destination, dates and class
2. User select whether it is a round trip or single flight
3. User select number of person, children and infant
4. User can input promotional code
5. User then do the search
6. System find specific flight detail
7. User is waiting search results from the system
8. User can select flexible date search

Choose flight

1. System return different kind of results to user
2. If user select flexible date, user first need to choose the departure and return date in flexible date table
3. User can filter the results whether Emirates only or all other flight as well.
4. User can sort the results based on price, arrival time, departure time, duration, miles earned. In this case new page is loaded.
5. User can change currency.
6. User can change the flight and return to search flight process
7. When user chooses flight(s) he or she can proceed to next step
8. If timeout occurs, user need to refresh the result

Review chosen flight

1. User can review the chosen flight details
2. User has any option whether to upgrade the class or not
3. User can change currency
4. User can change the flight search and return to search flight process
5. User can go back to search results
6. User can continue the booking process and proceed to next steps

Fill in passenger information

1. User can login if he/she has Emirates membership
2. User fill in passenger information
3. User is given option to purchase travel insurance
4. User can go back to review chosen flight
5. User can continue the booking process and proceed to next step

Payment

1. If user is not yet log in, there's offer to login to save the payment option for next purchase
2. User can choose to hold the flight for next 72 hours in case he/she is not yet sure about the itinerary.
3. If user decided to hold the fare for next 72 hours, payment available is only credit/debit card
4. User can select payment options whether to choose credit/debit card, real-time bank transfer, or bank transfer
5. If user select credit/debit card, then user will input card details
6. User can go back to previous steps
7. User can confirm all the detail and continue to next step
8. If user choose credit card, there will be system confirmation for the card information. User can not proceed if the card information is not correct. If the card is verified, user can proceed to next step
9. If user select real-time bank transfer, user will be directed to external system at the end of confirmation to perform real-time transfer. User now can proceed to final review and confirmation step without any validation.
10. If user select bank transfer, Emirates will provide bank account detail as well as payment reference number. User must make a transfer within 3 hours. User can proceed to final review and confirmation step without any validation

Final review and confirmation

1. User can see details itinerary
2. User can cancel or confirm the itinerary
3. User can go back to payment selection
4. If user select real-time bank transfer, user will be directed to external system to perform the payment.
5. If user select credit/debit card payment, card will be charged after confirmation.
6. If user select bank transfer, Emirates will provide bank account detail as well as payment reference number. User must make a transfer within 3 hours.
7. The the booking process is done, user will receive ticket in his email address.

Exceptions:
1. If within specific timeout time the system doesn't return anything, then notify the user and ask the user to try again later
2. At any time user can cancel.
3. At any time system crash can happen.
4. Both emirates system and payment system will be modelled in the sub processes instead of the main process.