

*The Human Factor 2017*

---

# Case Study: Gray Dawes Travel Booking System I

Maria Wolters

---

## MY SELECTION (2)

1 flight EDI - LCY  
1 room LONDON

 To book your selection, please check and provide information below .

 [Help](#)

For cancellations/amendments please e mail [gdb@gray-dawes.co.uk](mailto:gdb@gray-dawes.co.uk)

### Traveller information

MS MARIA WOLTERS

Email:  

Business phone:  (Ex. for France: 0033-612345678 or 0033-1-45465678)

Mobile phone:  (Ex. for France: 0033-612345678 or 0033-1-45465678)

Date of birth:

### Approvers

Your travel request will be submitted to following persons for notification:

Atkins Jonathan (Company Approval A00102)

Cook Emma (Company Approval A00102)


Brown Donna (Company Approval A00102)


Randall Clare (Company Approval A00102)

### Loyalty programs

 Flybe:  

### Ticketing and delivery information


 Low-cost airlines do not issue any tickets (ticketless). The airline will send you an e-mail confirming your reservation. This can be compared to the e-ticket that you receive by e-mail when you fly with a traditional airline. We recommend you to keep a copy of the booking confirmation e-mail sent by the airline. You may have to show it at the check-in time.

 Flight tickets: Ticketless. Booking confirmed by email.

### Additional services

 Number of bags to check in:

### Payment and guarantee information

 Flybe requires immediate full payment by credit card at the time of booking. Accepted credit cards : [American Express, Diners Club, Mastercard, Visa].

 Airline ticket payment:

What's wrong?  
Nothing!

## ADD A NEW PRODUCT



Trains



Hotels



Cars

## KEYS

- Negotiated rate
- Public rate
- In-policy
- Approval required for out-of-policy requisitions only
- Preference level
- Date limit to issue tickets
- Ticketless
- E-ticket available
- Free luggage/passenger
- No luggage, the airline may charge additional fees for checked luggage or other optional services
- Night flight
- Short connection
- Long connection
- Online ticket printing available
- Seat reservation not guaranteed

## My Selection

- Java.lang.NullPointerException**  
No available hotels matching your request were found. Please amend your search criteria
- The total amount billed may slightly differ due to the exchange rates.

## GENERAL INFORMATION - LONDON, UNITED KINGDOM (22/02/2017-24/02/2017)

N° : TVLD201025

Status : Not reserved

in-policy

## TRAVELLERS

MARIA WOLTERS

## TOTAL COST ESTIMATES:

(The total amount billed may slightly differ due to the exchange rates.)

GBP 168.25

## Flights

Help

Help

| [web fare](#) | ticketless | Details

GBP 168.25

**flybe.**

Wed 22  
Feb

6:05

EDINBURGH (EDI)

Flight #: 1331

7:55

LONDON CITY (LCY)

157.0kg

Just Fly (Y) / Fare with restrictions

total trip time: 1h50

**flybe.**

Fri 24 Feb

20:05

LONDON CITY (LCY)

Flight #: 1344

21:35

EDINBURGH (EDI)

157.0kg

Just Fly (Y) / Fare with restrictions

total trip time: 1h30

Remove

Do I want to know  
you use Java?

ADD A NEW PRODUCT



KEYS

- Negotiated rate
- Public rate
- In-policy
- Approval required for out-of-policy requisitions only
- Preference level
- Date limit to issue tickets
- Ticketless
- E-ticket available
- Free luggage/passenger
- No luggage, the airline may charge additional fees for checked luggage or other optional services

My Selection

- ⚠ Java.lang.NullPointerException  
No available hotels matching your request were found. Please amend your
- ⚠ The total amount billed may slightly differ due to the exchange rates.

GENERAL INFORMATION - LONDON, UNITED KINGDOM (22/02/20

N° : TVLD201025

Status : Not reserved



Let's assume  
I want help

TRAVELLERS  
MARIA WOLTERS

€ TOTAL COST ESTIMATES:  
(The total amount billed may slightly differ due to the exchange rates.)

✈ Flights

! Help

! Help

P ✓ | web fare | ✕ ticketless | Details



Wed 22  
Feb

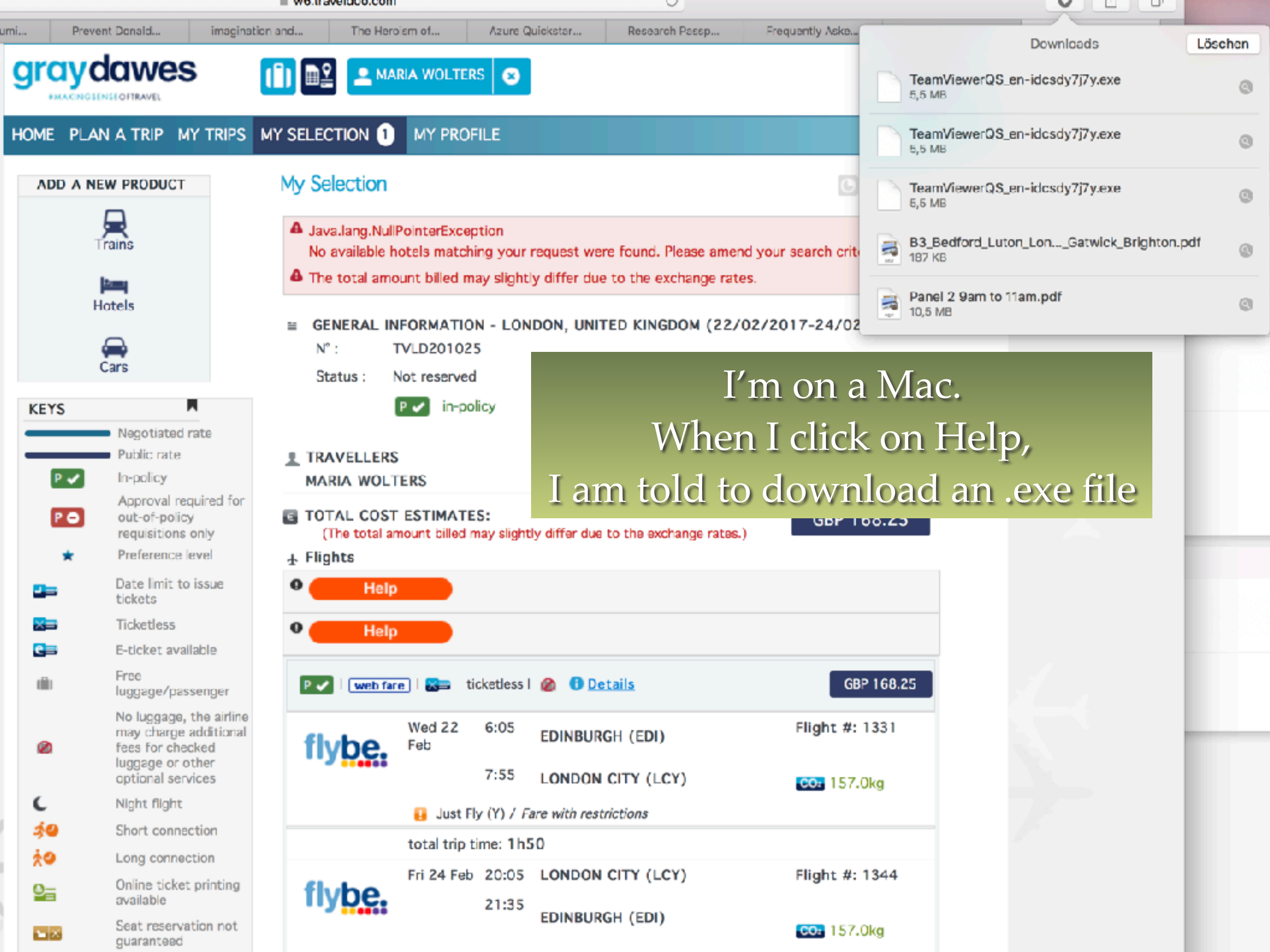
6:05

EDINBURGH (EDI)

7:55

LONDON CITY (LCY)





I'm on a Mac.  
When I click on Help,  
I am told to download an .exe file