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LOOK-UP SCHEDULE/FARES

The Check Flights function provides a gateway into the Travelocity booking engine. Customers supply an origin, a destination, a departure and a return time. The engine returns a list of relevant flights. The form requesting this information appears on the home page. The form might look like this:

Origin

Destination

Departure

Return

LOG INTO DIVIDEND MILES ACCOUNT

A small form allows Divident Miles customers to log into their account. The form requests the account number and pin. This area of the page also includes a link to the Divident Miles enrollment form, and a link to information about the Divident Miles program. The form might look something like this:

DIVIDEND MILES

Account #

PIN

forgot your PIN? [click here](#)

[program information](#)

LOOK-UP FLIGHT STATUS (FLIFO)

Customers supply a flight number, and the system returns the current flight status. To help customers understand "flight status," the form includes the verbiage "arrival time" and "departure time." The form might look like this:

Arrival Time
Departure Time
Status

LINK TO BOOKING ENGINE

The home page must also include a link to the booking engine. In the future, depending on the technology, we could eliminate the link from the home page. Customers would move to the booking engine from the schedule and fare look-up applications.

2

PROMOTIONS

US Airways offers several different kinds of promotions. The home page will allow customers to get more information about all the promotions, get information specifically about E-Savers, or look at other current specials. This area of the page might look like this:

PROMOTIONS

E-SAVERS

- [Information about E-Savers](#)
- [Current E-Savers Promotions](#)
- [Enroll in the E-Savers Program](#)

SPECIALS

- [Washington, DC -> Atlanta](#) \$69
- [Atlanta -> Miami](#) \$69
- [Atlanta -> Dallas](#) \$69
- [New York \(JFK\) -> Pittsburgh](#) \$69
- [New York \(JFK\) -> Baltimore](#) \$69

[more specials...](#)

US AIRWAYS VACATIONS

[more information...](#)

US AIRWAYS GROUPS AND MEETINGS

[more information...](#)

SERVICES

We recommend that US Airways spell out value proposition, particularly when services use common words like "express" or "shuttle." The home page must contain some messaging to help customers understand the value US Airways provides in its services. We recommend that US Airways uses no more than six items. This messaging could take the form:

- ✂ Economical travel on [MetroJet](#)
- ✂ Flexible schedules on [US Airways Express](#)
- ✂ Luxurious comfort on [US Airways Shuttle](#)
- ✂ Speedy delivery with [CargoWorks](#)

3

GUIDE FOR TRAVELERS

The Web site contains a lot of important information for travelers, including in-flight entertainment, terminal maps, and weather. This almanac must be available, but must not overwhelm the user experience. Customers can easily get lost in this information. Making it easy to navigate will make it more valueable to customers. The mechanism for accessing this information from the home page might look like this:

Guide for Travelers

-- select a travel document --

our travel guide includes [weather terminal maps](#), and [aircraft diagrams](#).

This device may be used throughout the site to give customers a means for accessing travelers guide information.

CORPORATE INFORMATION

The home page will include a link to US Airways corporate information.

GLOBAL NAVIGATION

- ✂ [Home](#)
- ✂ [Customer Service](#)
- ✂ [Contact Us](#)
- ✂ [Fares](#)
- ✂ [Schedules](#)
- ✂ [Flight Status](#)
- ✂ [Divident Miles](#)
- ✂ [Reservations](#)

Global Navigation must be scalable to accommodate some new tools. We recommend, however, limiting this area to essential items (like Customer Service and Contact Us) and travel tools (like Look Up Schedules).