

CLOSING ISSUES WITH TABBED BROWSING

iOS & FlightStats Trip Assist via Chrome and Safari

On the Open Issue List, open each issue in a separate tab by clicking “View” on each issue while holding down “Command”.

The screenshot shows the FlightStats ITINERARY SERVICES interface. The top navigation bar includes Home, Trip Assist, Trip Alert, Itinerary, and Admin. The user is logged in as malachigraham. The main content area is titled "Open Issue List" and displays a table of 106 issues. The table has columns for Group, Rec Loc, Type, Status, Assigned To, Resolve By, Flight, Departure, Arrival, Leg, and Segment. The first row is highlighted, and a red arrow points to the "View" link in the "Group" column. A black box with "Cmd" and a plus sign is overlaid on the "Status" column, and an orange box with "Click" is overlaid on the "View" link. The table shows several issues with "Cancellation" status and "ASAP" resolve by.

Group	Rec Loc	Type	Status	Assigned To	Resolve By	Flight	Departure	Arrival	Leg	Segment
Assist View	1E...		Open		ASAP	US 4689	DCA	RDU	2 of 2	2 of 2
Assist View	5P...		Open		ASAP	DL 1305	ATL	MSY	1 of 2	2 of 4
Assist View	DTP6C1	Cancellation	Open		ASAP	UA 4132	STL	EWR	2 of 2	2 of 2
Assist View	MUDSH2	Cancellation	Open		ASAP	UA 1115	EWR	TPA	1 of 2	1 of 4
Assist View	GBONRQ	Cancellation	Open		ASAP	DL 5768	MSP	EWR	2 of 2	4 of 4
Assist View	RVPJC2	Cancellation	Open		ASAP	US 3849	GSO	PHL	2 of 2	2 of 2
Assist View	0HT2PT	Cancellation	Open		ASAP	DL 5971	CLT	LGA	1 of 1	1 of 1
Assist View	PE4F24	Cancellation	Open		ASAP	WN 1012	LGA	DEN	2 of 2	2 of 2
Assist View	UGSIH0	Cancellation	Open		ASAP	US 681	CLT	EWR	2 of 2	4 of 4

Alternately, to close out issues for only one Itinerary Group, use Issue Search to find Open issues for desired Itinerary Group by entering the Group Name in Itinerary Filters. Then open each issue in a separate tab by clicking “View” on each issue while holding down “Command”.

The screenshot shows the FlightStats Itinerary Services web application. The top navigation bar includes 'Home', 'Trip Assist', 'Trip Alert', 'Itinerary', and 'Admin'. The user is logged in as 'malachigraham'. The main content area is titled 'Issue Search' and displays a table of 11 issues. The table columns are: Group, Rec Loc, Type, Status, Assigned To, Resolve By, Flight, Departure, Arrival, Leg, and Segment. A red arrow points to the 'View' links in the 'Group' column. A callout box with a plus sign and the text 'Cmd + Click' is overlaid on the table. Below the table, there is a button labeled 'Add Itinerary Group' with a question mark icon.

Group	Rec Loc	Type	Status	Assigned To	Resolve By	Flight	Departure	Arrival	Leg	Segment
Another Sample Corporation		Connection	Open	FlightStats_TEST	ASAP	AC 8125	YVR	YVR	3 of 3	6 of 6
Another Sample Corporation		Connection	Open	FlightStats_TEST	ASAP	AC 8125	YVR	YVR	3 of 3	6 of 6
Another Sample Corporation		Connection	Open	FlightStats_TEST	ASAP	AA 2882	DFW	LRD	2 of 2	4 of 4
Another Sample Corporation		Cancellation	Open	FlightStats_TEST	ASAP	AA 2882	DFW	LRD	2 of 2	4 of 4
Another Sample Corporation		Cancellation	Open	FlightStats_TEST	ASAP	US 2072	CLT	LGA	1 of 2	1 of 2
Another Sample Corporation		Cancellation	Open	FlightStats_TEST	ASAP	AA 2256	DFW	OKC	1 of 2	2 of 4
Another Sample Corporation		Connection	Open	FlightStats_TEST	ASAP	US 2707	PHX	PHX	1 of 1	2 of 2
Another Sample Corporation		Cancellation	Open	FlightStats_TEST	ASAP	UA 5030	RIC	CLE	1 of 2	1 of 3
Another Sample Corporation		Connection	Open	FlightStats_TEST	ASAP	AA 2364	DFW	DFW	1 of 1	2 of 2
Another Sample Corporation		Cancellation	Open	FlightStats_TEST	ASAP	US 2797	IAD	CLT	1 of 2	1 of 2
Another Sample Corporation		Cancellation	Open	FlightStats_TEST	ASAP	UA 3784	PIT	ORD	1 of 2	1 of 2

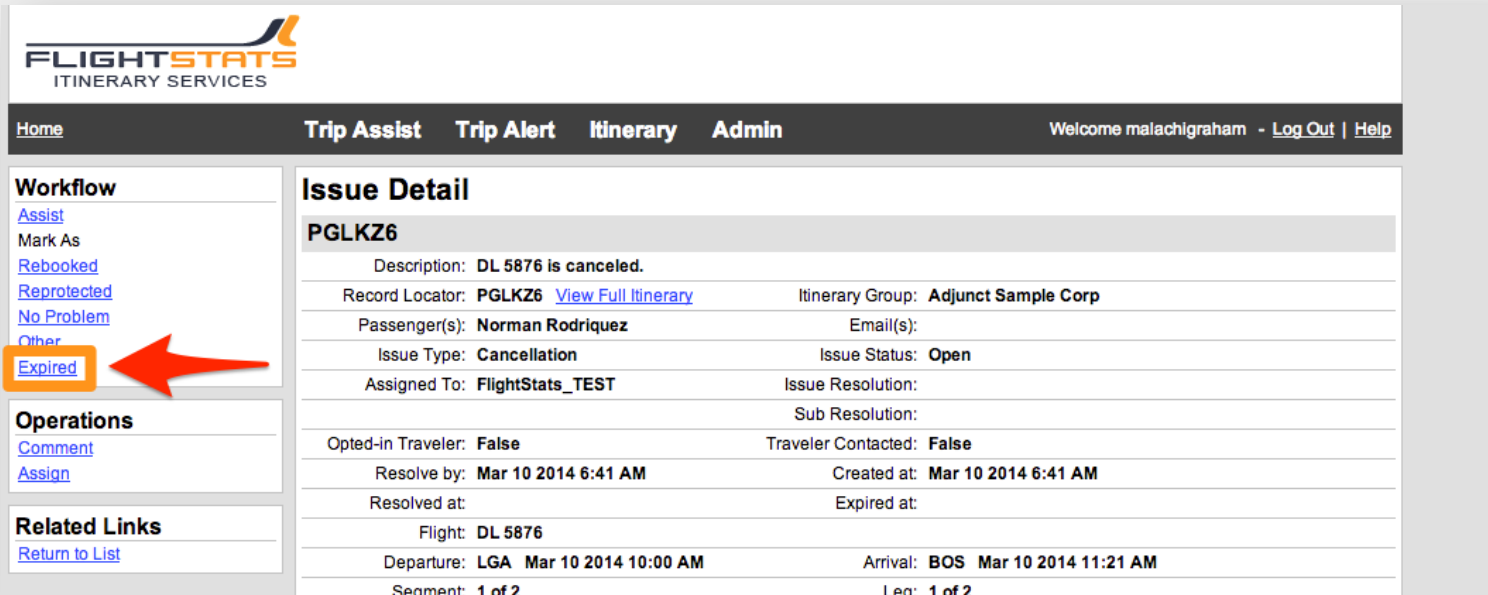
The issues will open in separate tabs which can be quickly worked through and closed.

The screenshot shows the FlightStats website interface. The browser tabs at the top are highlighted with an orange box, and a red arrow points from the address bar to the 'View' links in the table. The page displays a list of open issues with the following columns: Group, Rec Loc, Type, Status, Assigned To, Resolve By, Flight, Departure, Arrival, Leg, and Segment.

		Group	Rec Loc	Type	Status	Assigned To	Resolve By	Flight	Departure	Arrival	Leg	Segment
Assist	View	Infinity Corp	ZXWJCM	Cancellation	Open	FlightStats_TEST	ASAP	US 3655	DFW	TYS	1 of 2	2 of 4
Assist	View	Brophy Construction Devices, Inc.	STXJ00	Cancellation	Open	FlightStats_TEST	ASAP	US 3655	DFW	TYS	1 of 2	2 of 4
Assist	View	Adjunct Sample Corp	ZR5QRC	Cancellation	Open	FlightStats_TEST	ASAP	UA 5964	DEN	TYS	1 of 2	1 of 2
Assist	View	Another Sample Corp	111111	Cancellation	Open	FlightStats_TEST	ASAP	UA 3255	DFW	ORD	1 of 1	1 of 1

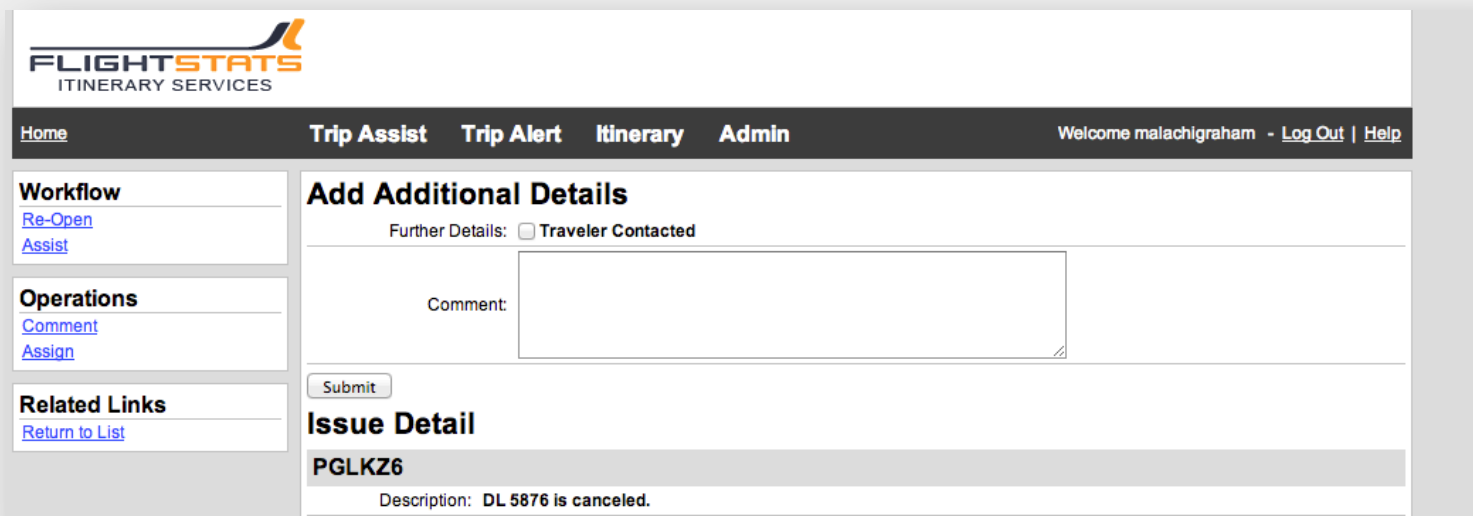
MARK AS EXPIRED

1. Select "Expired" from the Workflow menu to Resolve.



The screenshot shows the FlightStats ITinerary Services web application. The top navigation bar includes 'Home', 'Trip Assist', 'Trip Alert', 'Itinerary', and 'Admin'. The user is logged in as 'malachigraham'. The left sidebar contains a 'Workflow' menu with options: 'Assist', 'Mark As', 'Rebooked', 'Reprotected', 'No Problem', 'Other', and 'Expired' (highlighted with a red box and a red arrow). Below the Workflow menu are 'Operations' (Comment, Assign) and 'Related Links' (Return to List). The main content area is titled 'Issue Detail' for record PGLKZ6. The description is 'DL 5876 is canceled.' The issue type is 'Cancellation' and the status is 'Open'. The passenger is 'Norman Rodriguez'. The issue was assigned to 'FlightStats_TEST' and created on 'Mar 10 2014 6:41 AM'. The flight details are: Flight DL 5876, Departure LGA Mar 10 2014 10:00 AM, Arrival BOS Mar 10 2014 11:21 AM, Segment 1 of 2, Leg 1 of 2.

2. Once tab loads, close tab with shortcut: Command + W



The screenshot shows the 'Add Additional Details' form in the FlightStats ITinerary Services web application. The form includes a 'Further Details' section with a checkbox for 'Traveler Contacted'. There is a 'Comment' text area and a 'Submit' button. Below the form is the 'Issue Detail' section for record PGLKZ6, with the description 'DL 5876 is canceled.' The left sidebar is visible, showing the 'Workflow' menu with 'Re-Open' and 'Assist' options.



Close Current Tab

SHORTCUTS SUMMARY (for iOS)

Open in New Tab:



Close Current Tab:

