

# Mastercard Travel Pass UX

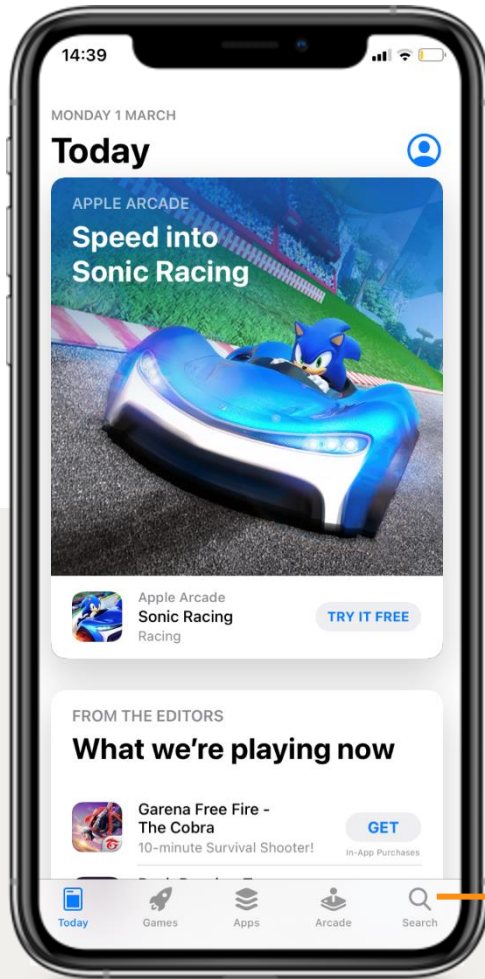


MTP version 128

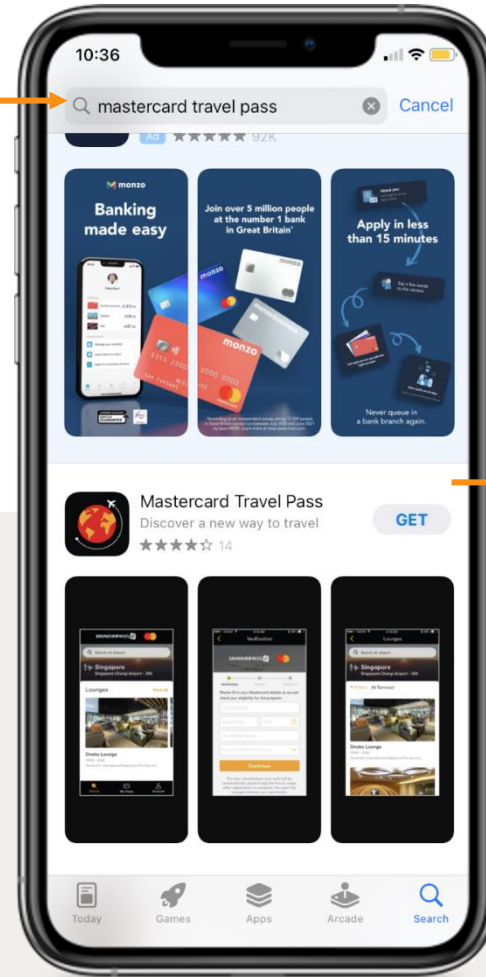


mastercard.

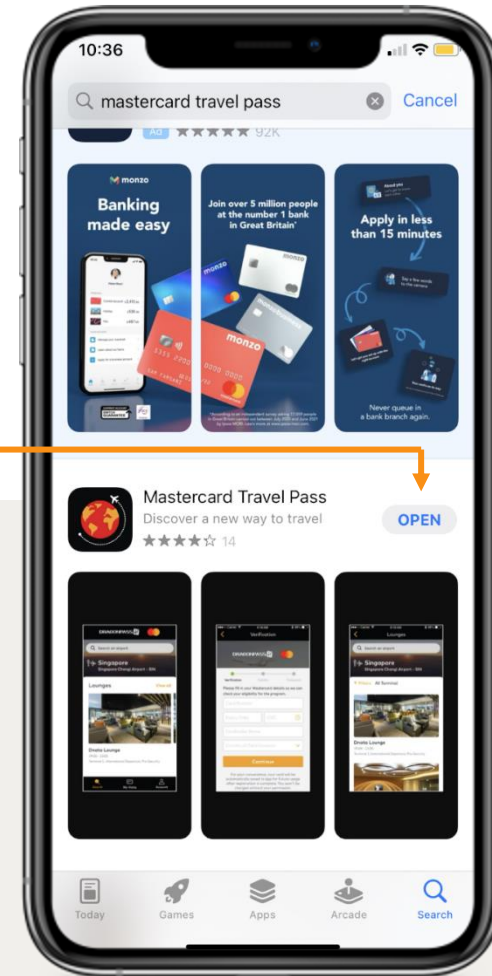
# Downloading Mastercard Travel Pass App on iOS



Once the app store is open, click on the search button on the task bar at the bottom.



Search for Mastercard Travel Pass via search bar at the top. The app can be downloaded by clicking the 'Get' button next to the app.



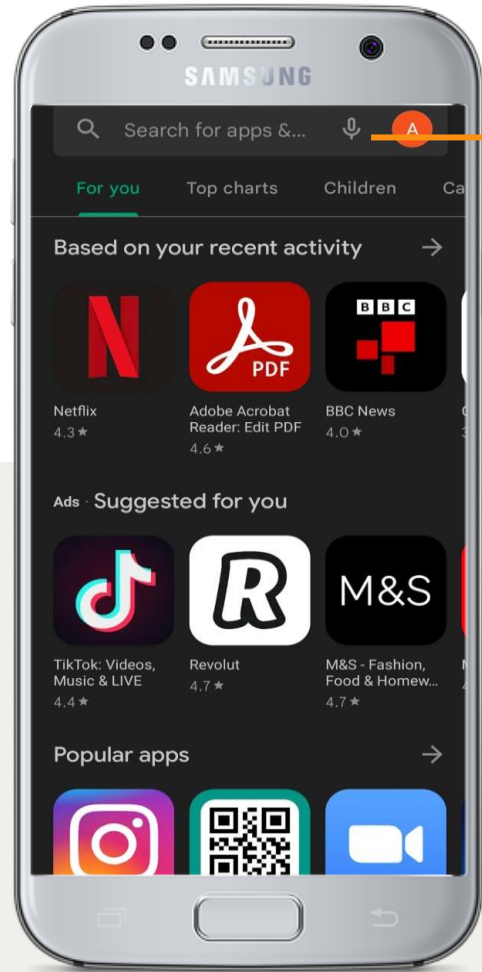
Once the app has been downloaded, the app can be opened straight away by clicking the 'open' button.



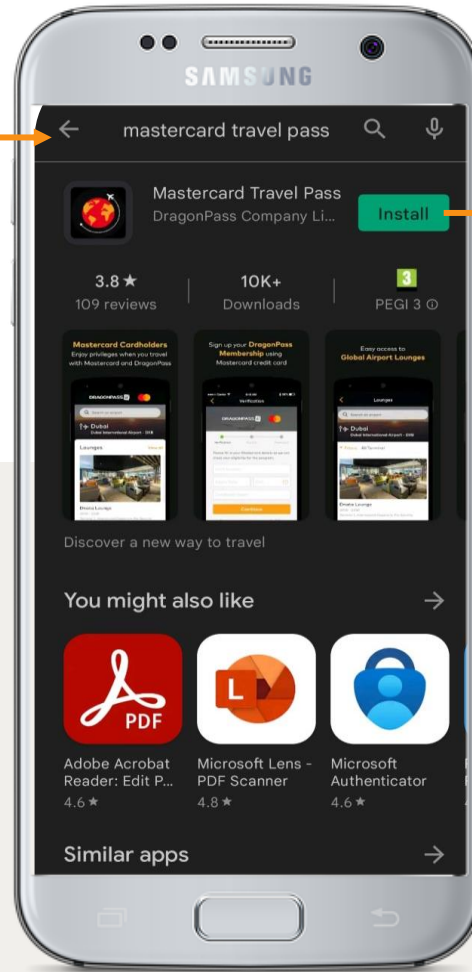
Mastercard Travel Pass



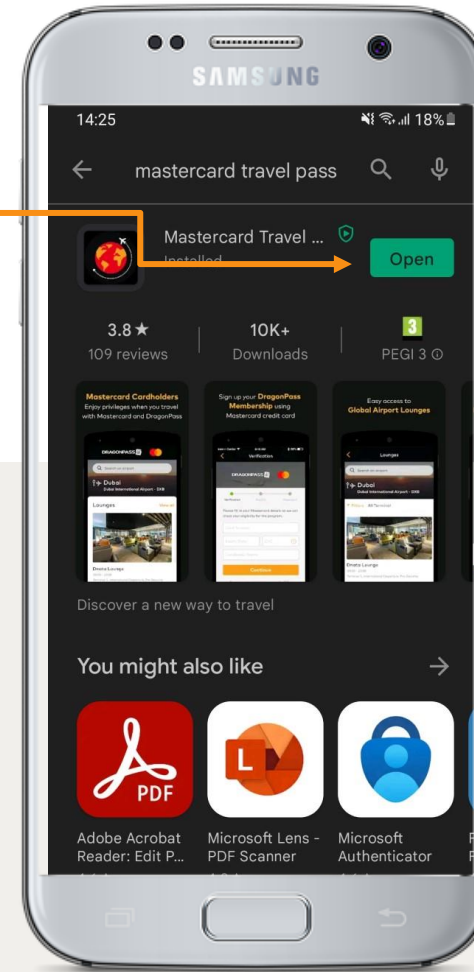
# Downloading Mastercard Travel Pass App on Android



Open the Google Play Store and search for Mastercard Travel Pass via search bar at the top.



The app can be downloaded by clicking the 'Install' button.



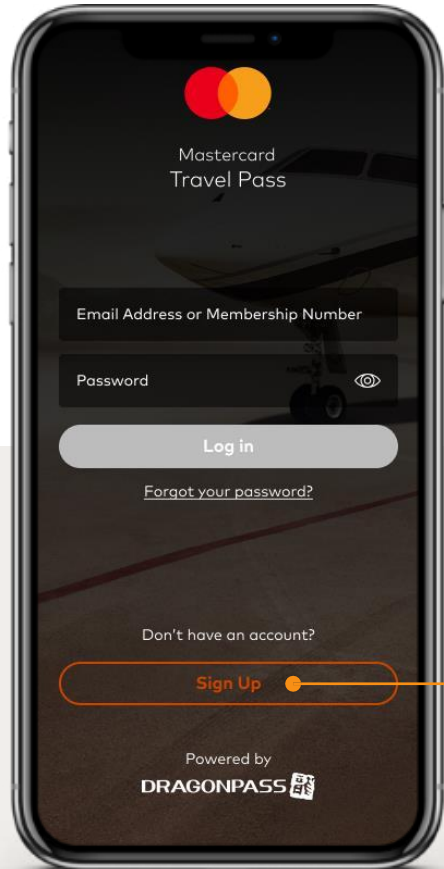
Once the app has been installed, customer can click 'open' to open the app.



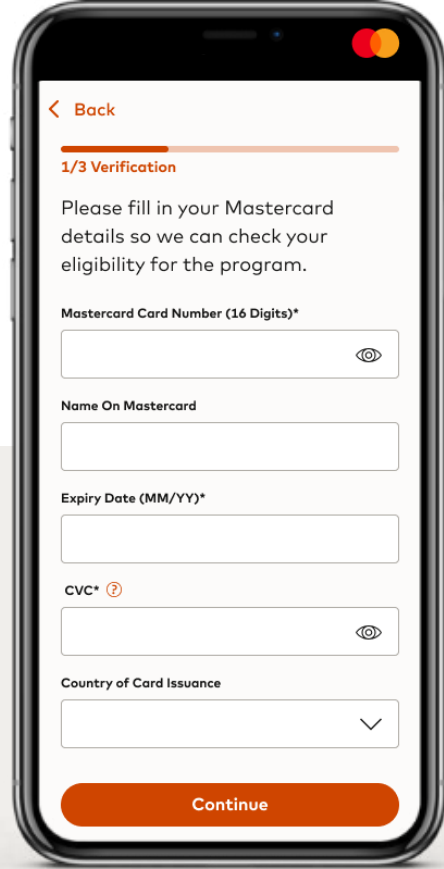
Mastercard Travel Pass



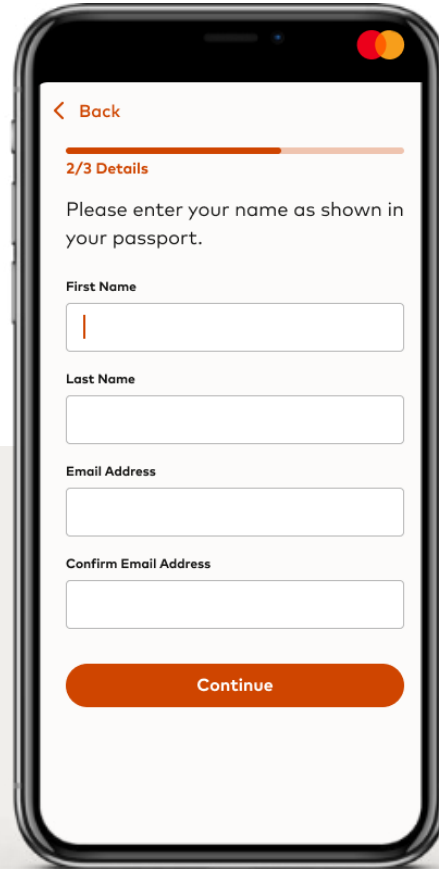
# REGISTRATION



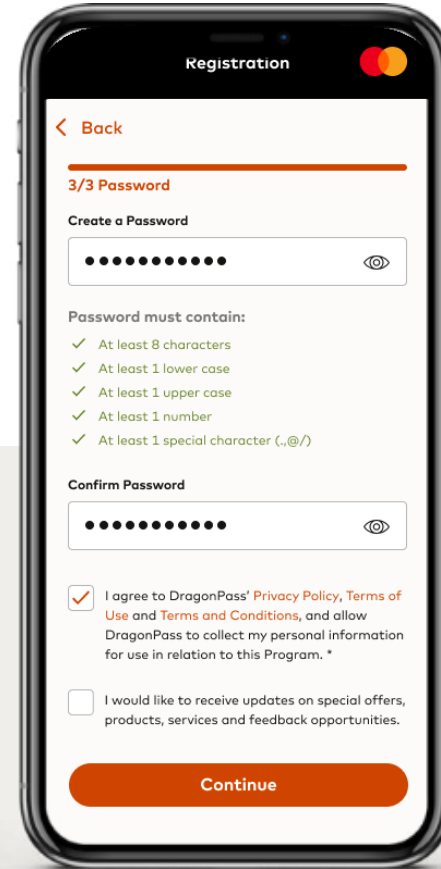
Select Sign Up



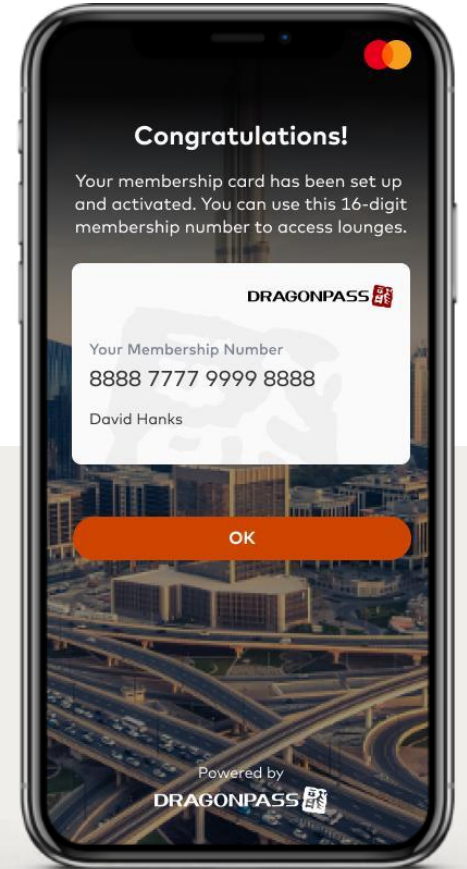
Verify full card details.  
A \$0 authorization check is done



Enter name per passport and email address



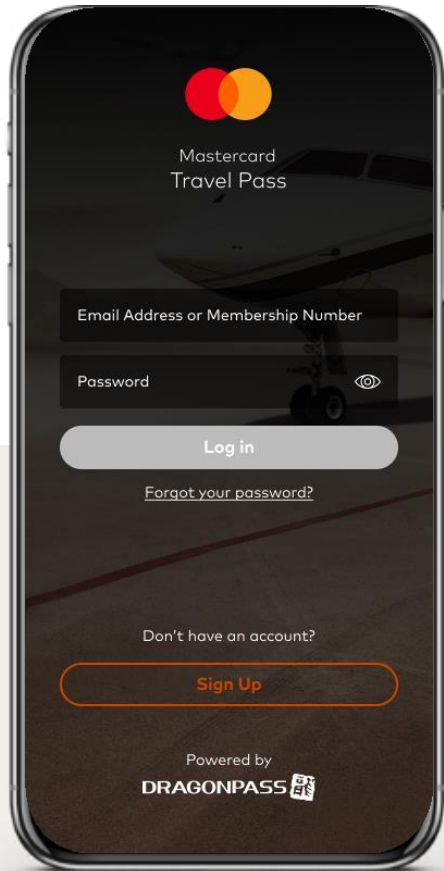
Set password



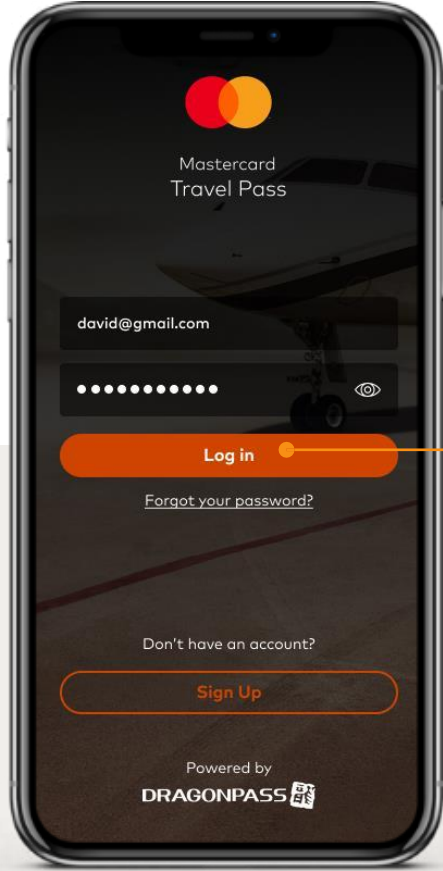
Successful registration



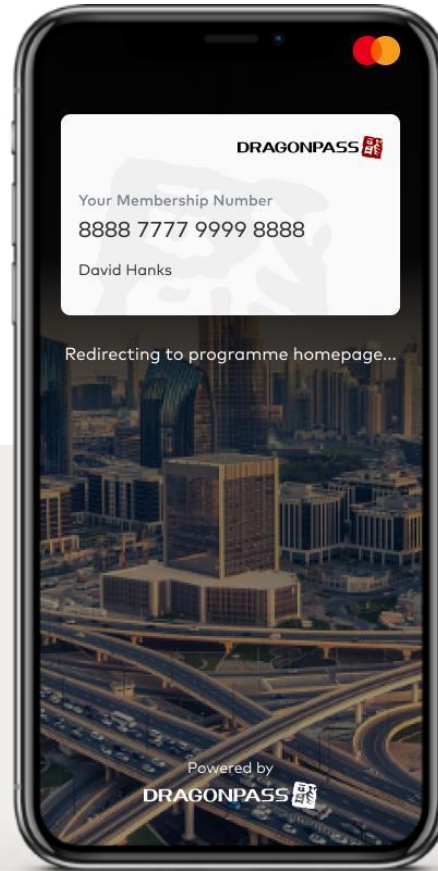
# LOGIN



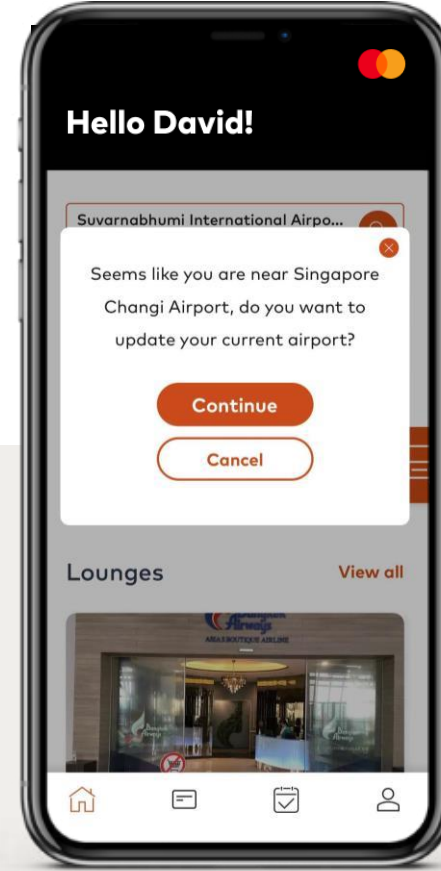
App opening page



Enter registered email address / membership no. and password to login



Successful login, directing to program homepage



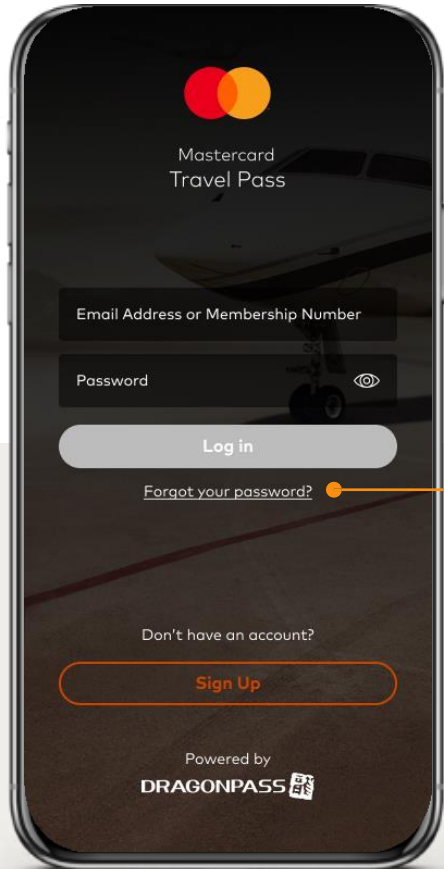
Geo-location if enabled, will detect the nearest airport



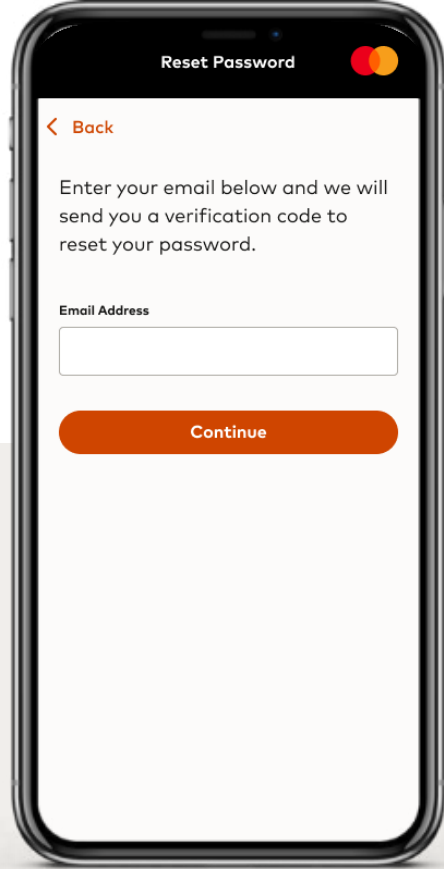
Homepage



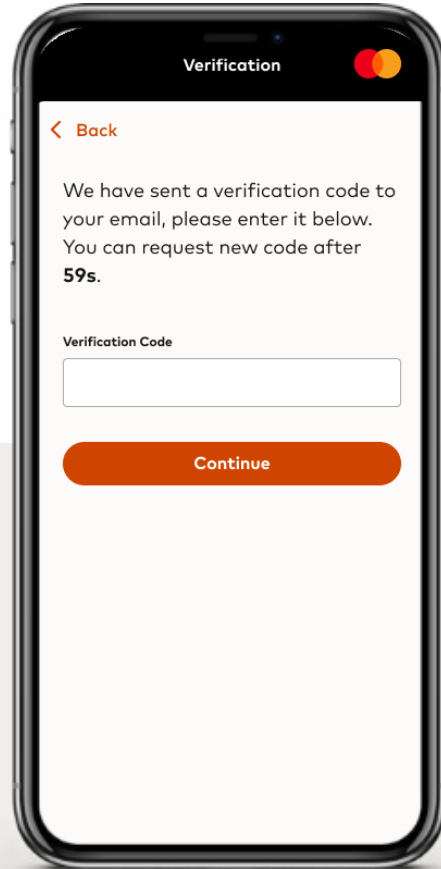
# FORGOT PASSWORD



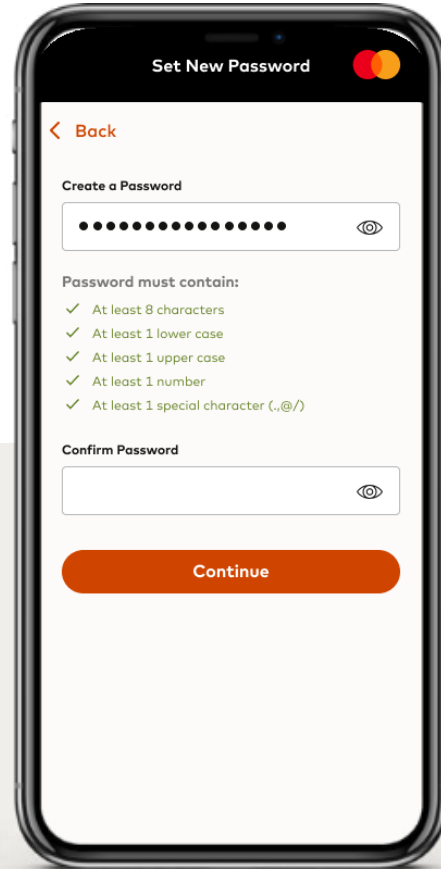
Select Forgot your Password



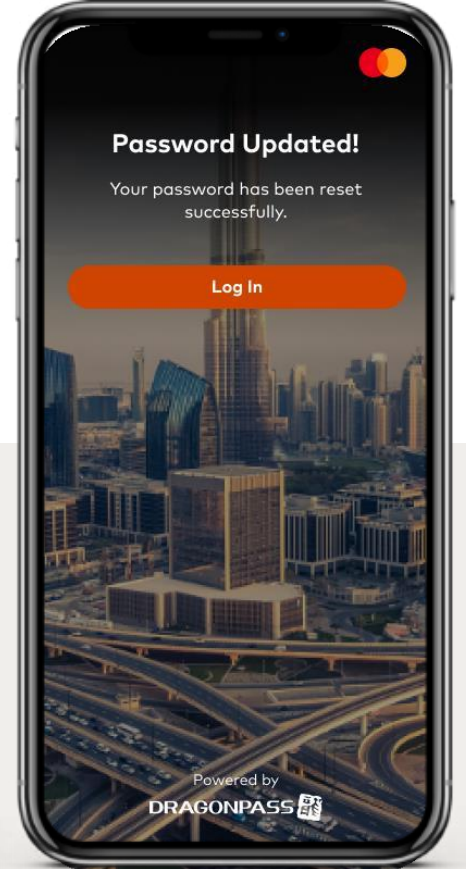
Enter registered email address



Enter verification code sent to email



Create a new password



Password updated. Login with new password

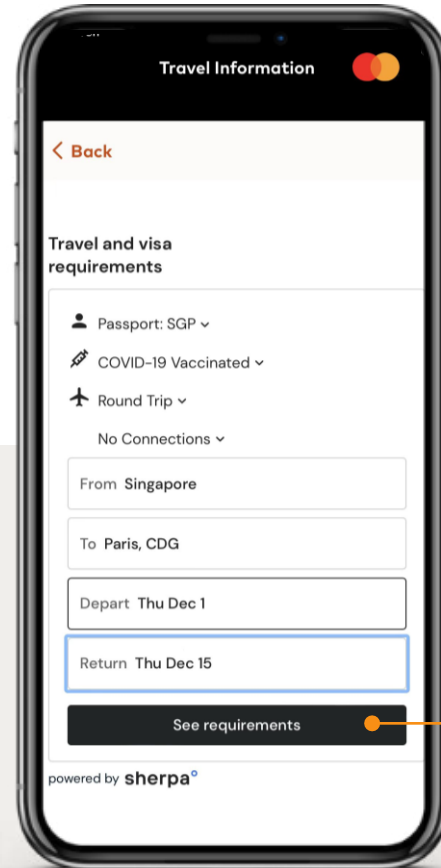


# TRAVEL INFORMATION

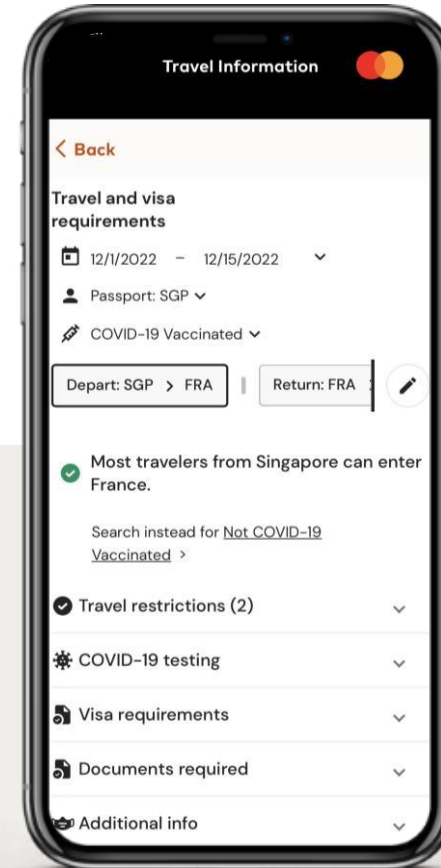
*\*Information is provided as guidance only and accurate at the time of publishing. Always check government websites and airline materials before booking and traveling.*



Select Travel Information banner



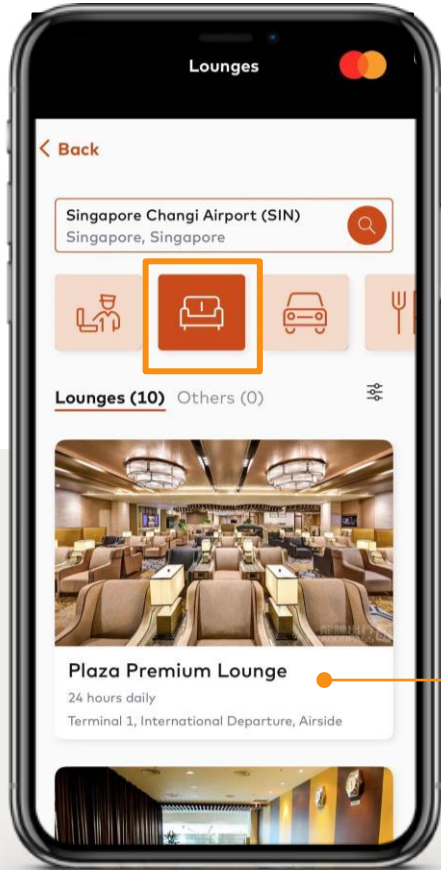
Select passport issuance country, vaccination status and travel details



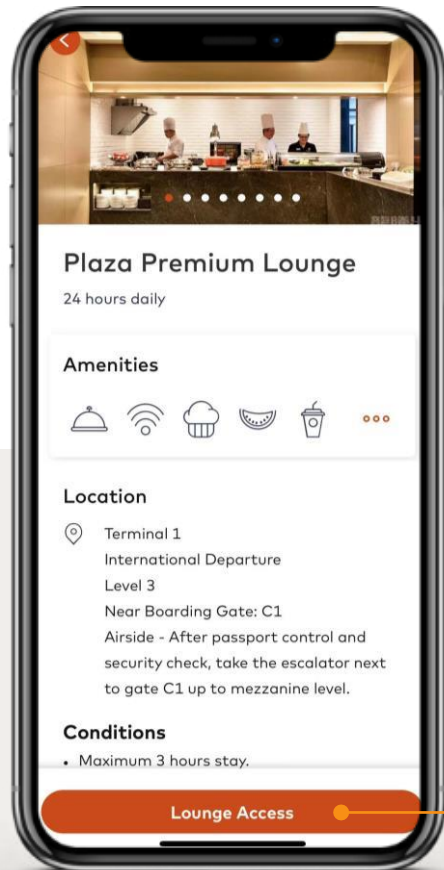
View general travel information\*



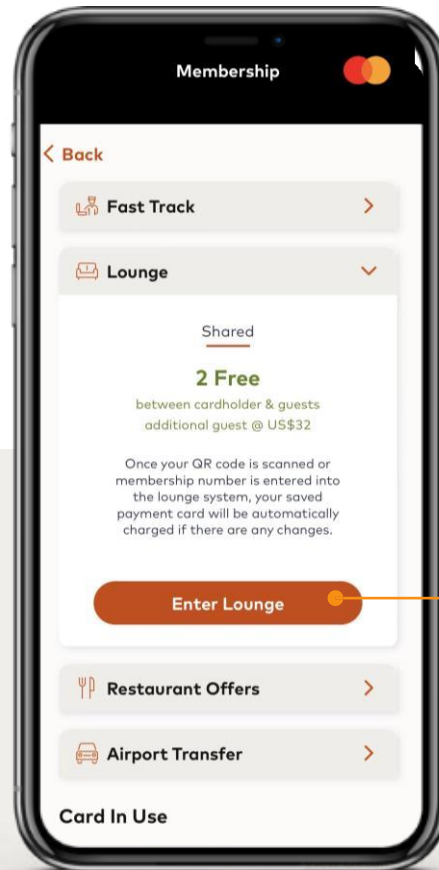
# LOUNGE



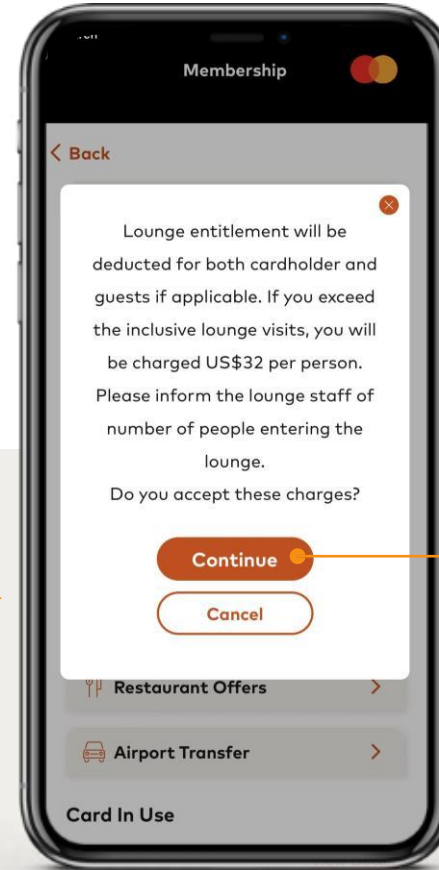
Tap on the Lounge icon and browse available lounges



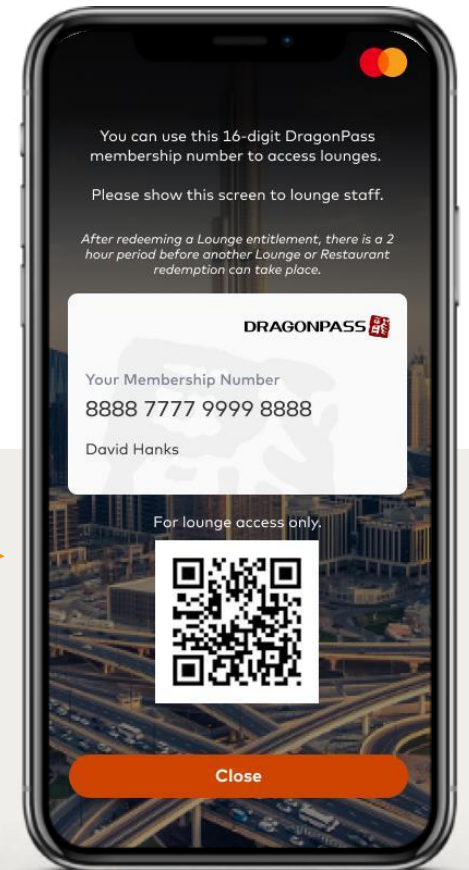
View lounge details



View available entitlements and select Enter Lounge



Pop-up window to advise charges



Present screen for lounge access

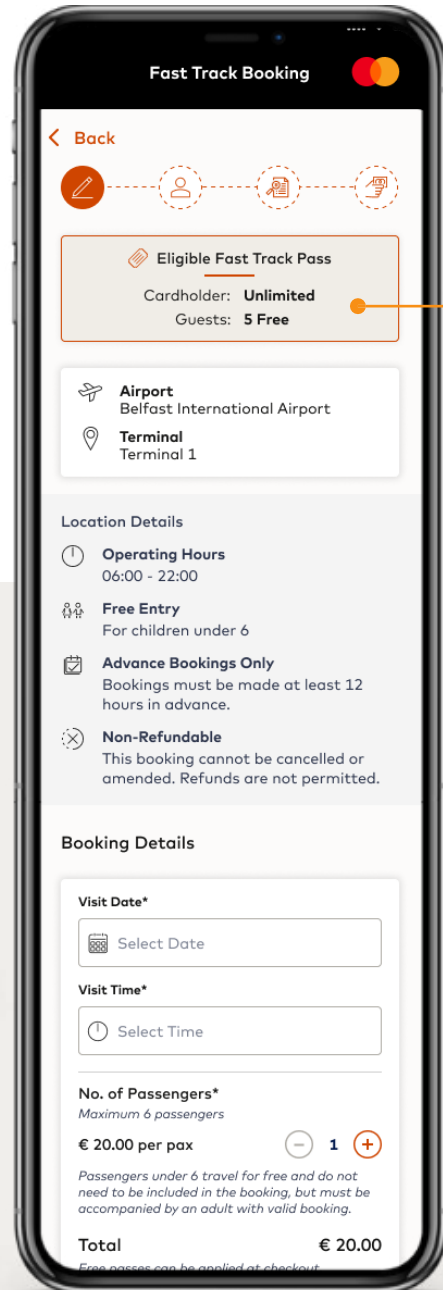




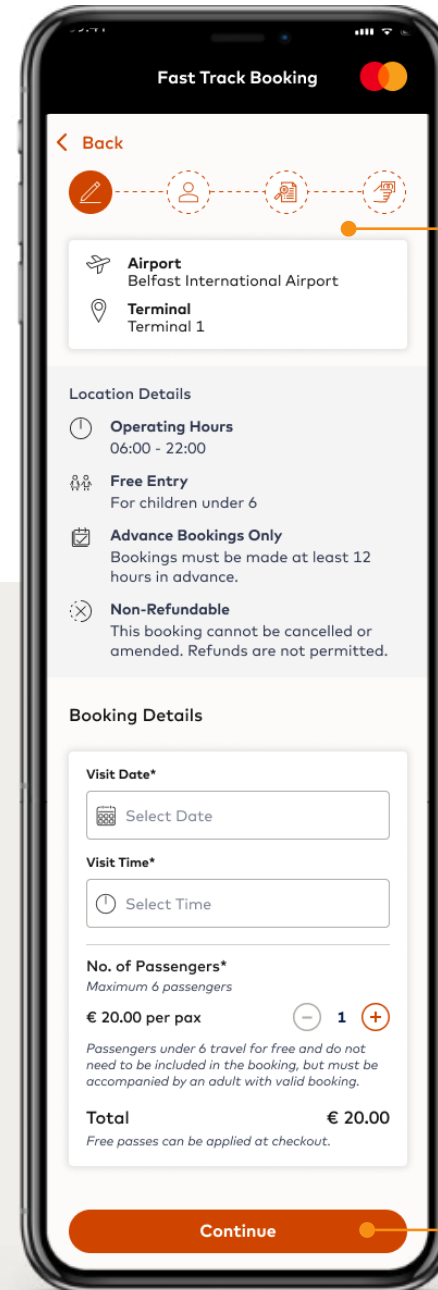
# FAST TRACK (Part 1 of 2)



Tap on the Fast Track icon or select available Fast Track service



If there are entitlements, it will be shown here



No entitlement

Enter booking date, time, no. of passengers and select Continue



# FAST TRACK (Part 2 of 2)

Fast Track Booking

< Back

Lead Passenger

First Name\* (passport)  
David

Last Name\* (passport)  
Hanks

Contact Number\*  
+ -

Email Address\*

Passenger 2 [Edit](#)

Passenger 3 [Edit](#)

[Continue](#)

Enter passengers' details and review booking

Fast Track Booking

< Back

City, Country  
Belfast, Northern Ireland

Airport  
Belfast International Airport

Terminal  
Terminal 1 - Departure

Visit Date & Time  
25 Oct 2020, 10:00 - 10:29

No. of Passengers  
3 Passengers

Passengers  
1. David Hanks  
2. Anna Hanks  
3. Frank Hanks

Contact Number  
+44 123456789

Email Address  
david@gmail.com

Operating Hours  
06:00 - 22:00

Location  
Opposite the security checkpoint No. 28 in the domestic departure hall.

Notes  
You may be required to show your boarding pass as well as your Fast Track eTicket to gain access.

[Continue](#)

Fast Track Booking

< Back

Order Summary

3 Passengers	€ 60.00
1 Free Cardholder Pass	- € 20.00
1 Free Guest Pass	- € 20.00
<b>Total</b>	<b>€ 20.00</b>

[Switch Card](#)

Pay safely and securely with  
**Mastercard® Card \*\*\*\* 1234**

Terms and Conditions  
 I agree to DragonPass' [Privacy Policy](#), [Terms of Use](#) and [Terms and Conditions](#), and allow DragonPass to collect my personal information for use in relation to this Program.\*

[Continue](#)

Payment page

Fast Track Booking

< Back

Enter Password

For security purposes, please enter your login password.

Password\*

[Pay](#)

Enter password to proceed with booking

Fast Track Booking

**Booking Successful**

What's Next?

- An email confirming your booking has been sent to you along with your Fast Track pass.
- You can view your booking details and eTicket under Bookings.
- Show your eTickets at the airport fast track security lane to access.

[View eCert](#)

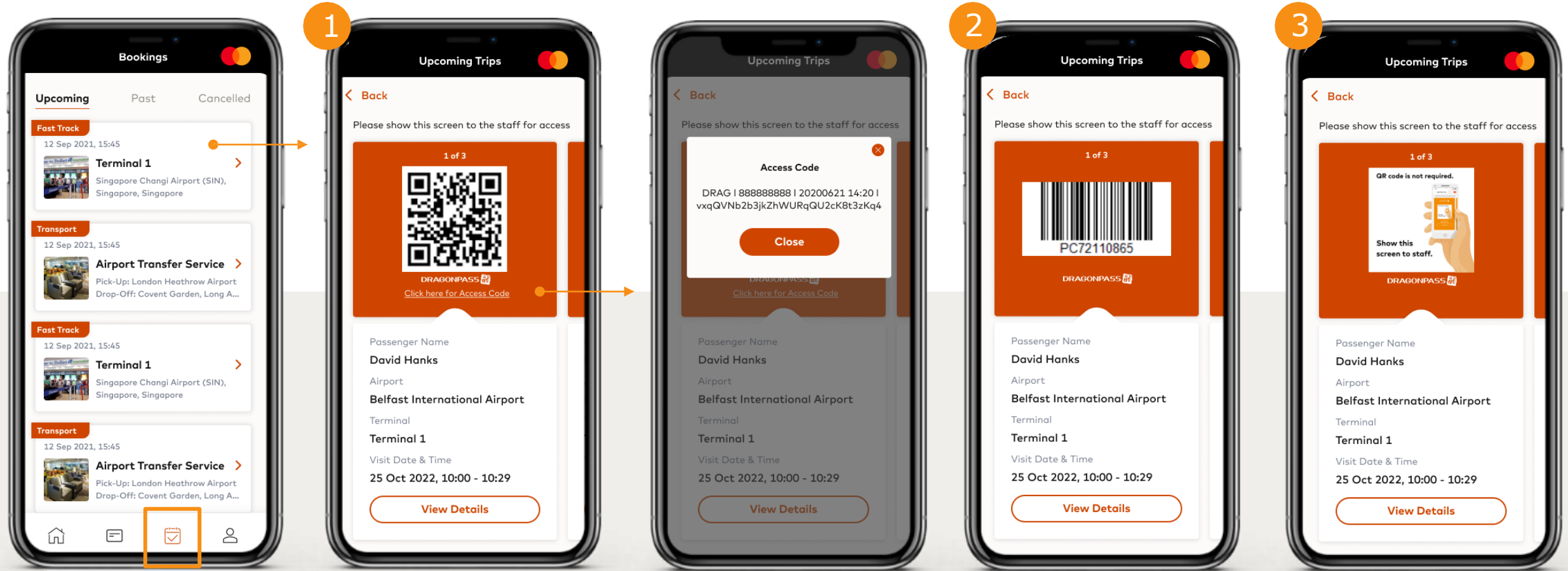
[Back to Home](#)

Booking successful



# FAST TRACK ACCESS

Different airports have different ways of accessing Fast Track services.



Tap on the Bookings icon at the bottom

Access via QR code

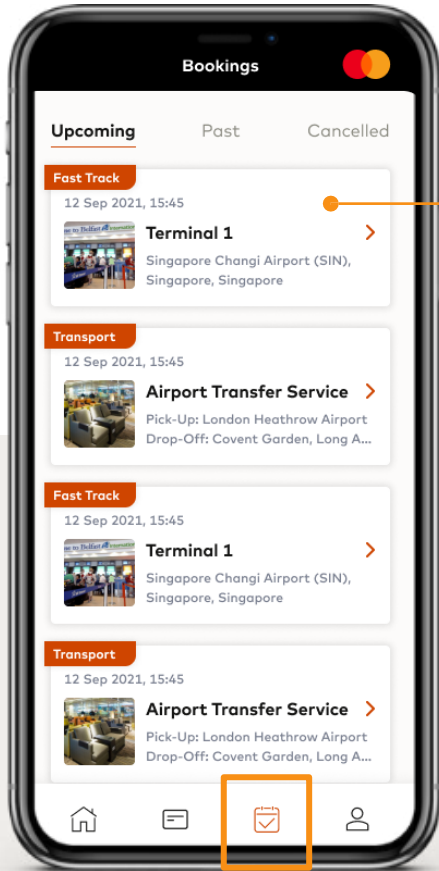
View Access Code

Access via barcode

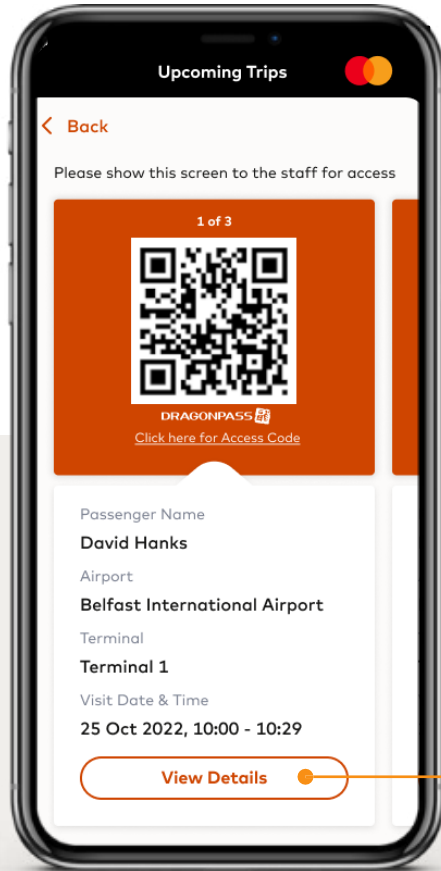
Access via screen



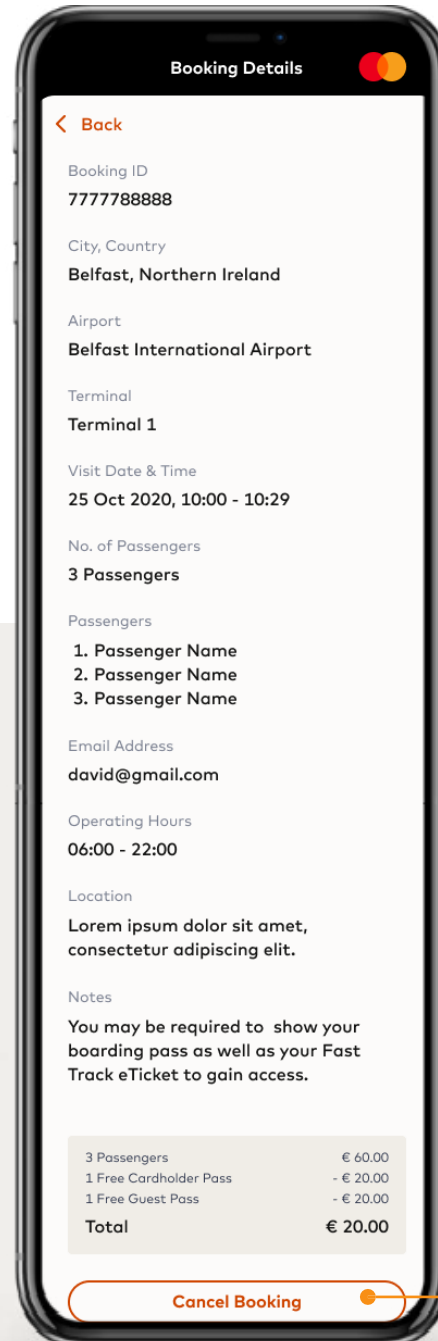
# FAST TRACK CANCELLATION



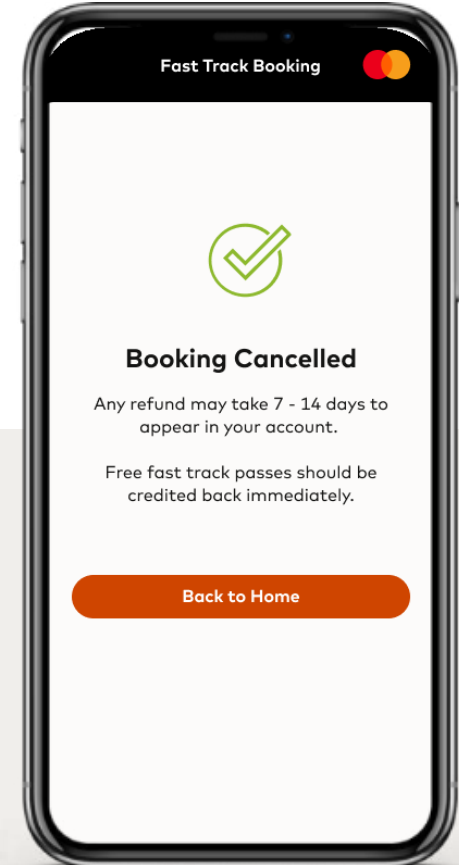
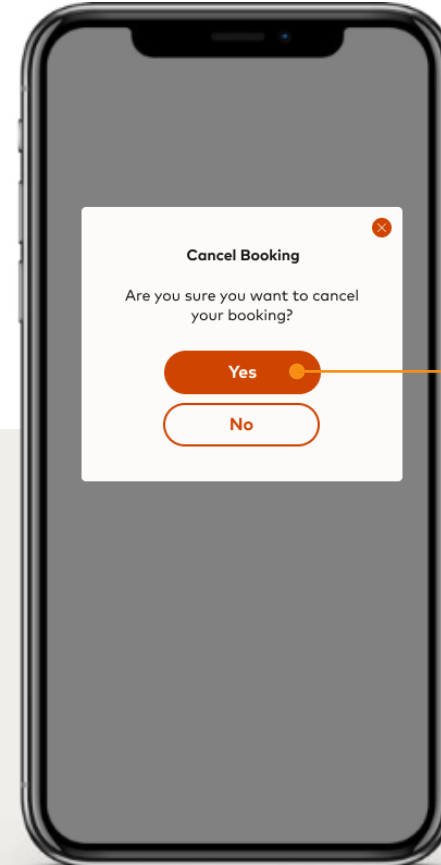
Tap on the Bookings icon at the bottom



Select View Details



Pop-up to confirm cancellation



Booking cancelled



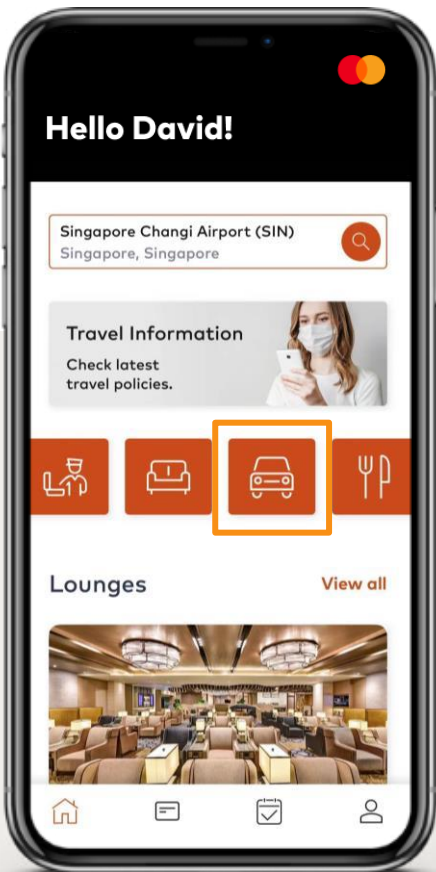
# AIRPORT TRANSFER (Part 1 of 2)

If there are entitlements, it will be shown here

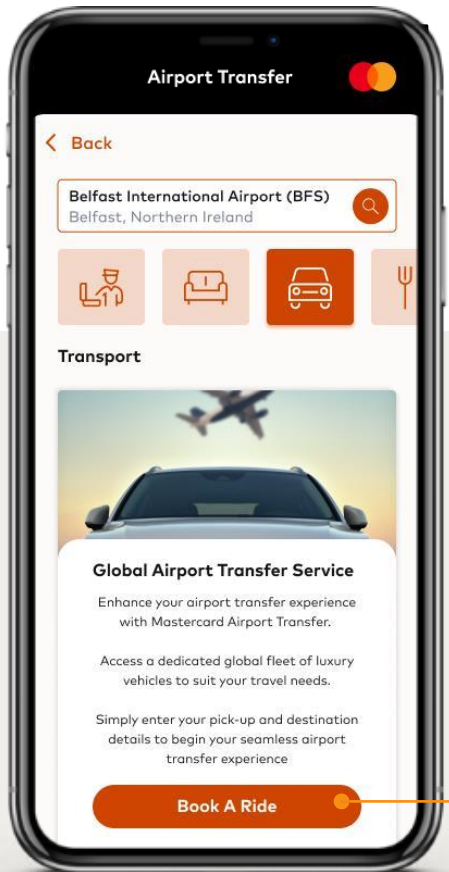
**Offers**

- US\$32 Off Voucher: 5
- Basic Distance Entitlement: 4

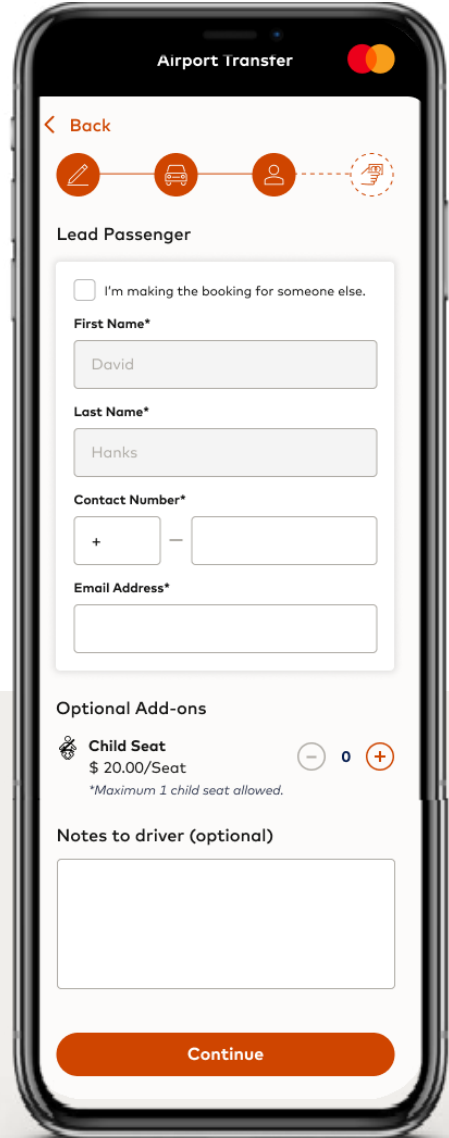
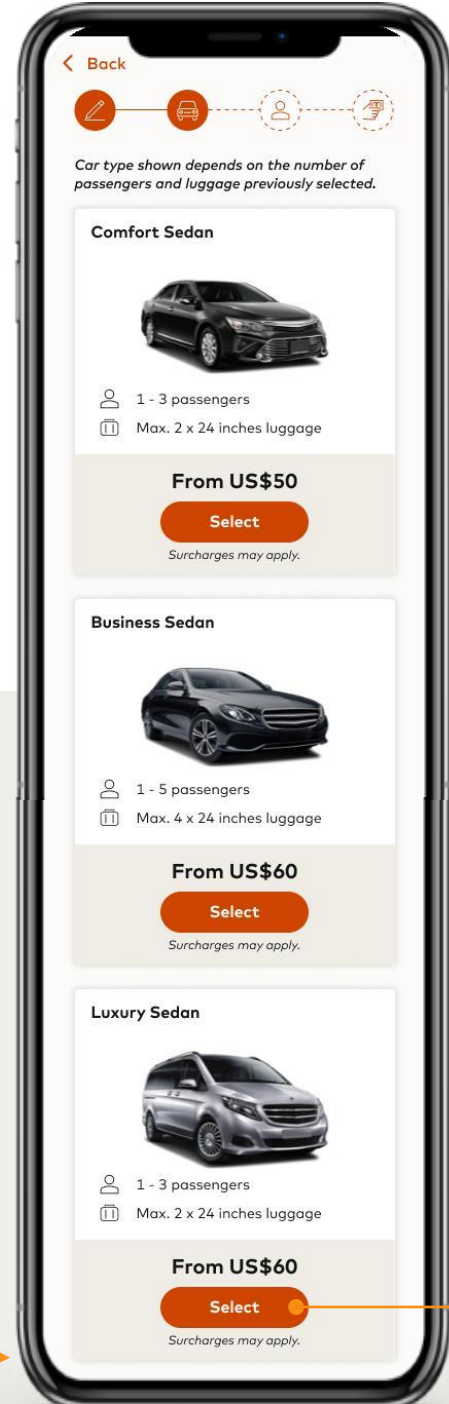
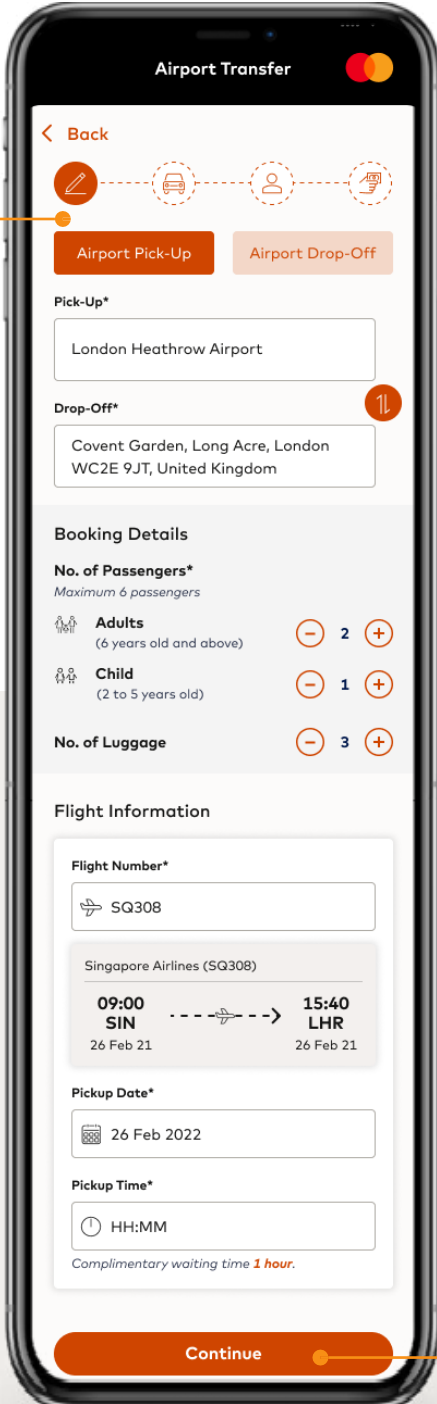
Offers can be applied at checkout. Offers are applicable for selected trips and car types according to your program.



Tap on the Transport icon



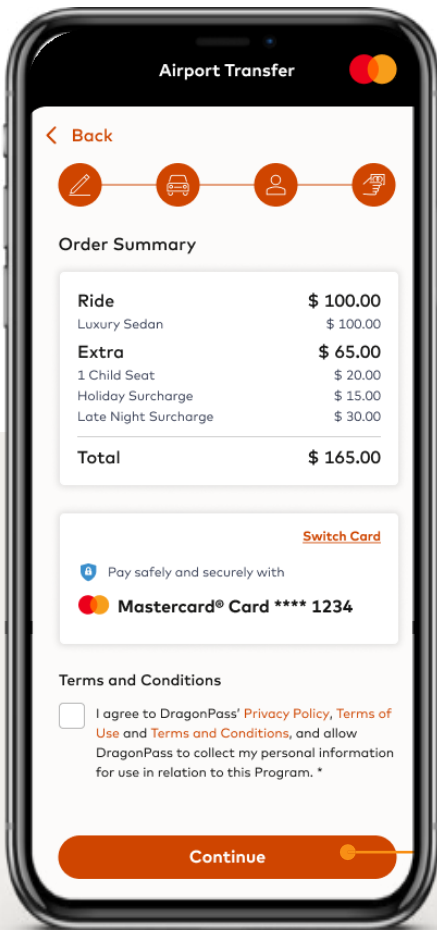
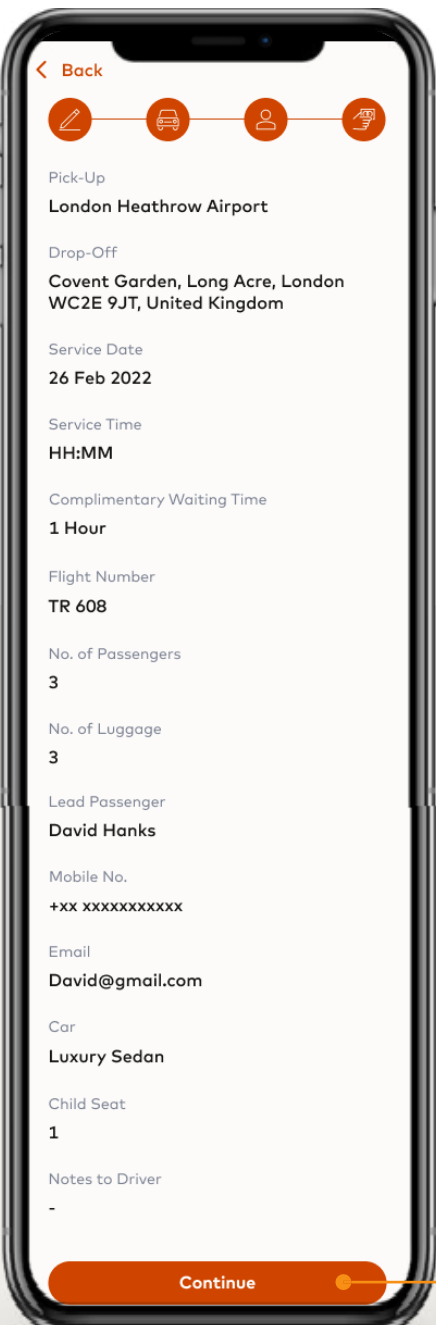
Select Book a Ride and fill in booking details



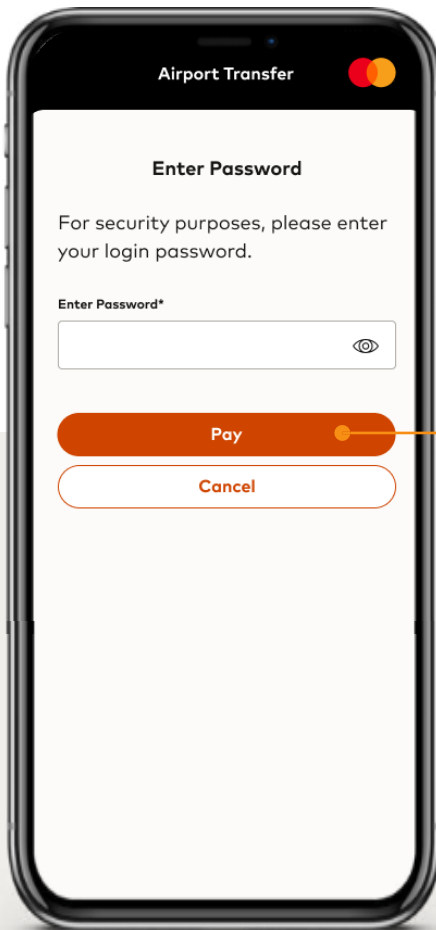
Select vehicle type and enter contact details



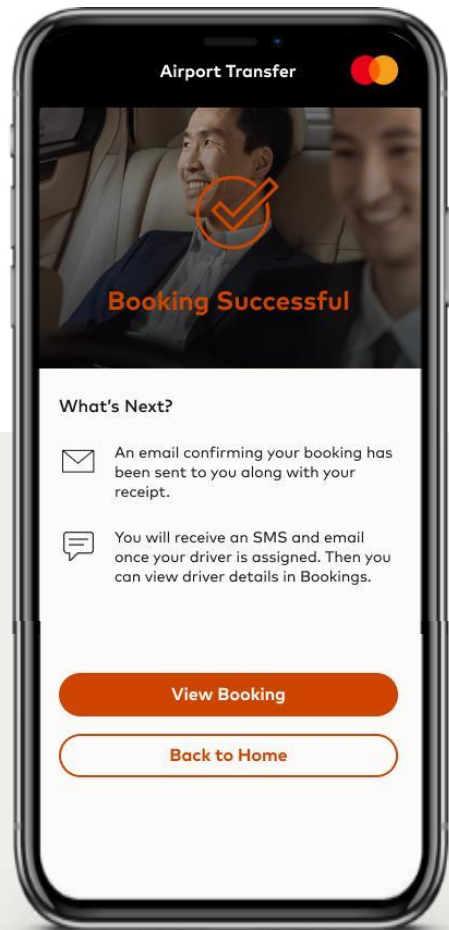
# AIRPORT TRANSFER (Part 2 of 2)



Review booking and order summary




Enter password to proceed with booking




Booking successful



# AIRPORT TRANSFER – CONFIRMATION EMAIL



## Airport Transfer - Booking Confirmation



**Your booking is confirmed.**

Dear [Customer Name],

Thank you for booking Airport Transfer service with Mastercard® Travel Pass.

Have a great trip,  
Mastercard and DragonPass team

**Booking Details**

Booking ID	77777888888
Pick-Up	London Heathrow Airport
Drop-Off	Covent Garden, Long Acre, London WC2E 9JT, United Kingdom
No. of Passengers	3
No. of Luggage	3
Car	Luxury Sedan
Flight Number	TR 608
Service Date	Fri, 26 Feb 2022
Service Time	HH:MM
Complimentary Waiting Time	1 Hour
Lead Passenger	David Hanks
Child Seat	0
Notes to Driver	-

<b>Ride</b>	<b>\$ 8.00</b>
Luxury Sedan	\$ 100.00
1 Entitlement	- \$ 60.00
1 Voucher	- \$ 32.00
<b>Extra</b>	<b>\$ 0.00</b>
<b>Total</b>	<b>\$ 8.00</b>

Driver information will be updated 24 hours prior to the service time. You may check the driver information under "Bookings" in the app or on the website.

If you have any enquiries, you may contact the service provider via:


TEL: +1800 xxxx xxxx  
Email: [customersupport@email](mailto:customersupport@email)

Notes:

- Cancellations must be made 48 hours in advance of your visit date and time. You can read more in the cancellation policy available in the [Terms and Conditions](#).
- To amend a booking, you must cancel and re-book. To cancel, go to the booking details page in app or on the website.

Terms & Conditions:

- For [Terms and Conditions](#) please refer to your app or the website. Details of your booking are also available when you log in.




Dear {UserName},

Thank you for using DragonPass! Please find attached our receipt for your airport transfer service.

Enjoy your travels!  
Mastercard and DragonPass team

This receipt is automatically generated.

e-Receipt will be sent if payment was made



## e-Receipt - Airport Transfer

Order Number: 9128124784389  
Order Date: 18 Dec 2021

**Customer Details**

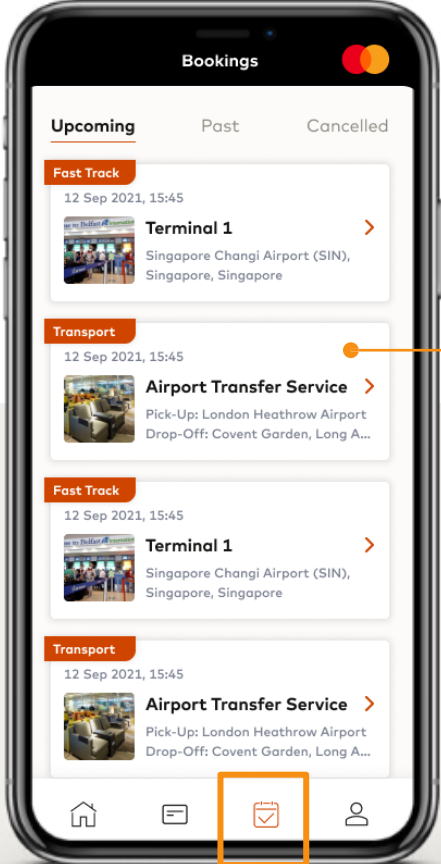
Full Name	David Hanks
Email Address	david@gmail.com
Payment Method	Mastercard **** * 1234
DragonPass ID	8888 7777 9999 8888

Description	Amount
Pick-Up	London Heathrow Airport
Drop-Off	Covent Garden, Long Acre, London WC2E 9JT, United Kingdom
Charges for ride	<b>\$ 8.00</b>
	Luxury Sedan \$ 100.00
	1 Entitlement - \$ 60.00
	1 Voucher - \$ 32.00
Extra charges	<b>\$ 20.00</b>
	Child Seat \$ 20.00
<b>Total charges to credit card</b>	<b>\$ 28.00</b>

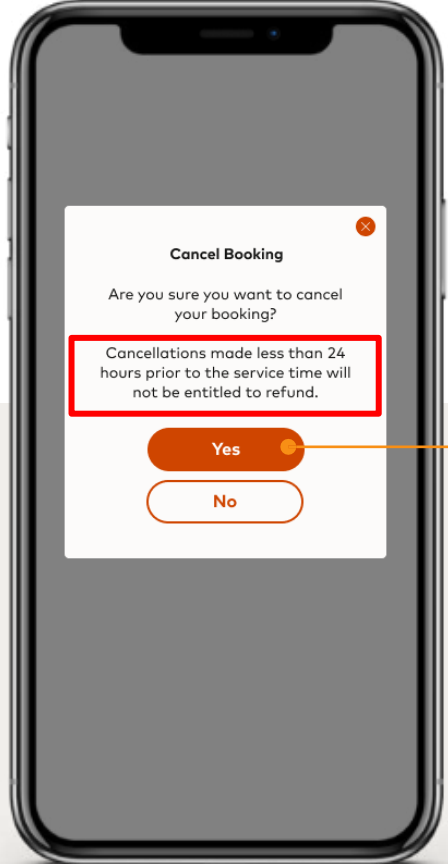
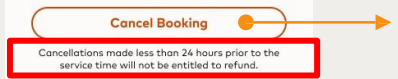
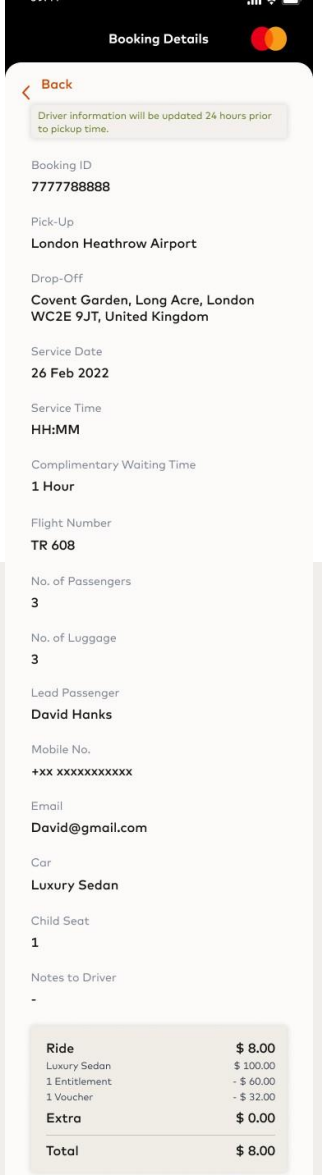
If you have any queries, please contact your issuing bank.



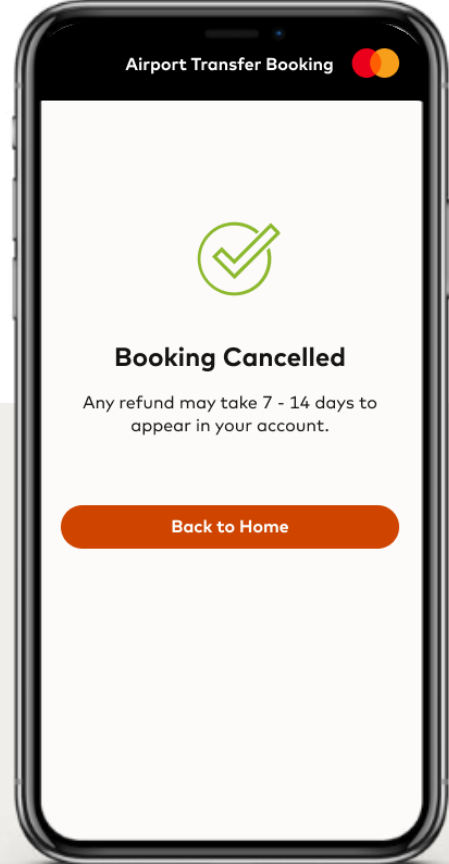
# AIRPORT TRANSFER CANCELLATION



Tap on the Bookings icon at the bottom



Pop-up to confirm cancellation




Booking cancelled






# AIRPORT TRANSFER – CANCELLATION EMAIL



**Airport Transfer - Booking cancellation**



**Your booking has been cancelled.**

Dear [Customer Name],

Your recent Airport Transfer booking has been cancelled.

If you are due a refund this may take up to 14 business days to show into your account.


Any entitlements will be reinstated to your Mastercard Travel Pass account.

Yours sincerely,  
Mastercard Travel Pass Team

**Your cancelled booking details**

Booking ID	77777888888
Pick-Up	London Heathrow Airport
Drop-Off	Covent Garden, Long Acre, London WC2E 9JT, United Kingdom
No. of Passengers	3
No. of Luggage	3
Car	Luxury Sedan
Flight Number	TR 608
Service Date	Fri, 26 Feb 2022
Service Time	HH:MM
Complimentary Waiting Time	1 Hour
Lead Passenger	David Hanks
Child Seat	0
Notes to Driver	-

Notes:  
• For help and support please go to the app or website for assistance.



**Refund eReceipt - Airport Transfer**

Dear [Customer Name],


Following your recent booking cancellation, please find attached a PDF copy of your refund receipt.

Please note it may take up 14 business days for your refund to show into your Mastercard account.

Any entitlements will be reinstated to your Mastercard Travel Pass account.

Yours sincerely,  
Mastercard Travel Pass Team

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**Refund eReceipt - Airport Transfer**

Order Number: 9128124784389  
Order Date: 18 Dec 2021

**Customer Details**

Full Name	David Hanks
Email Address	david@gmail.com
Payment Method	Mastercard **** * 1234
DragonPass ID	8888 7777 9999 8888

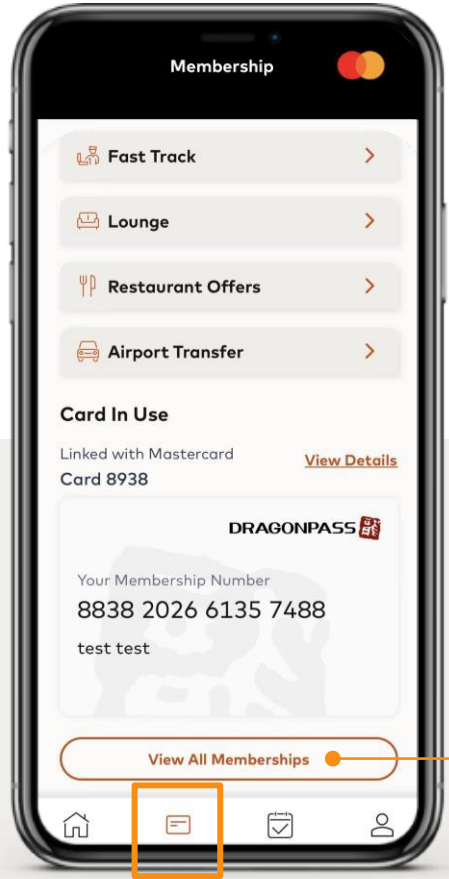
Description	Amount
Pick-Up	London Heathrow Airport
Drop-Off	Covent Garden, Long Acre, London WC2E 9JT, United Kingdom
Charges for ride	\$ 8.00
	Luxury Sedan \$ 100.00
	1 Entitlement - \$ 60.00
	1 Voucher - \$ 32.00
Extra charges	\$ 20.00
	Child Seat \$ 20.00
<b>Refund to credit card</b>	<b>\$ 28.00</b>

If you have any queries, please contact your issuing bank.

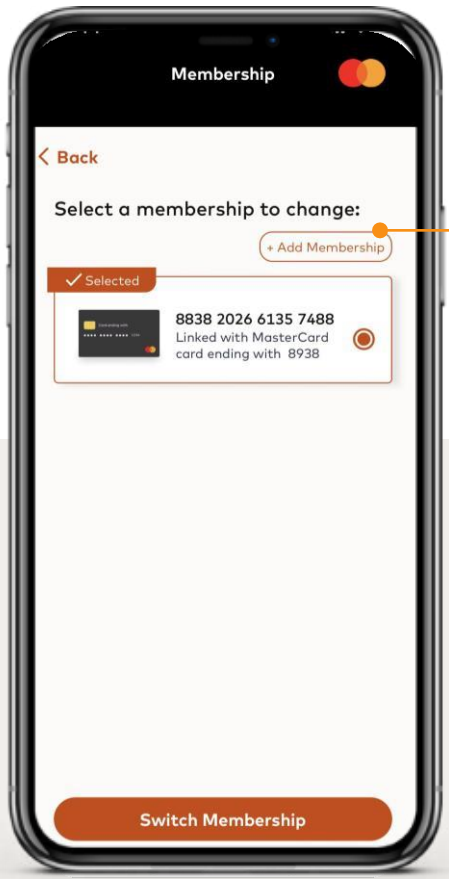
*\*If the cancellation is made less than 24 hours prior to the service time, there will not be any refunds. Any used entitlement will not be reinstated.*



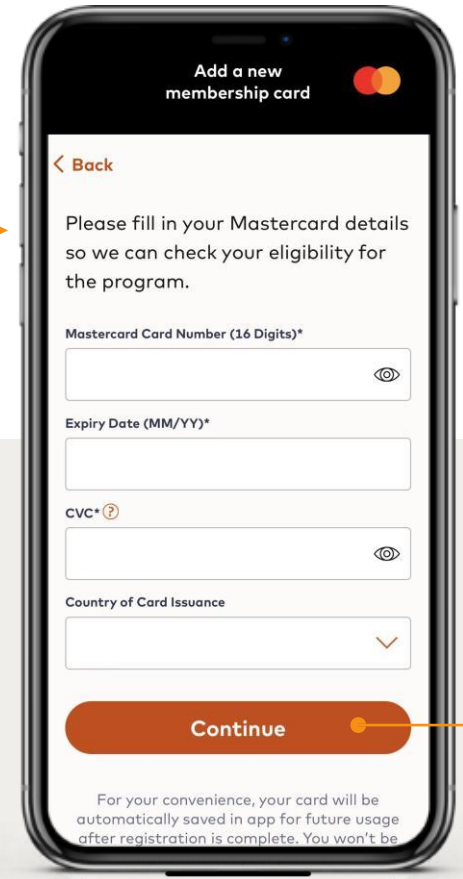
# MEMBERSHIP – ADD A NEW CARD



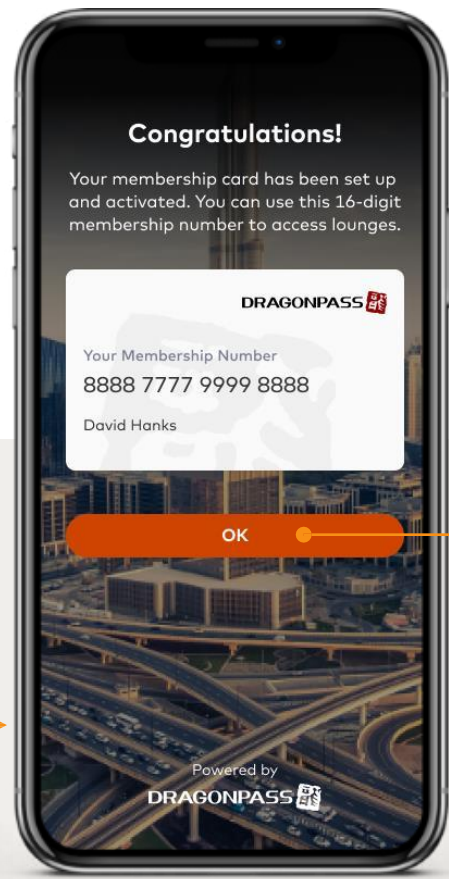
Tap on the Membership icon at the bottom and select View All Memberships



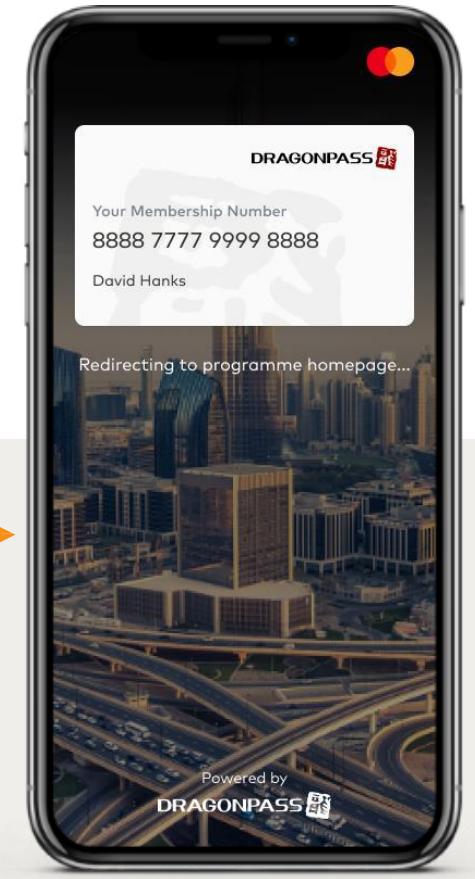
Select Add Membership



Enter new card details



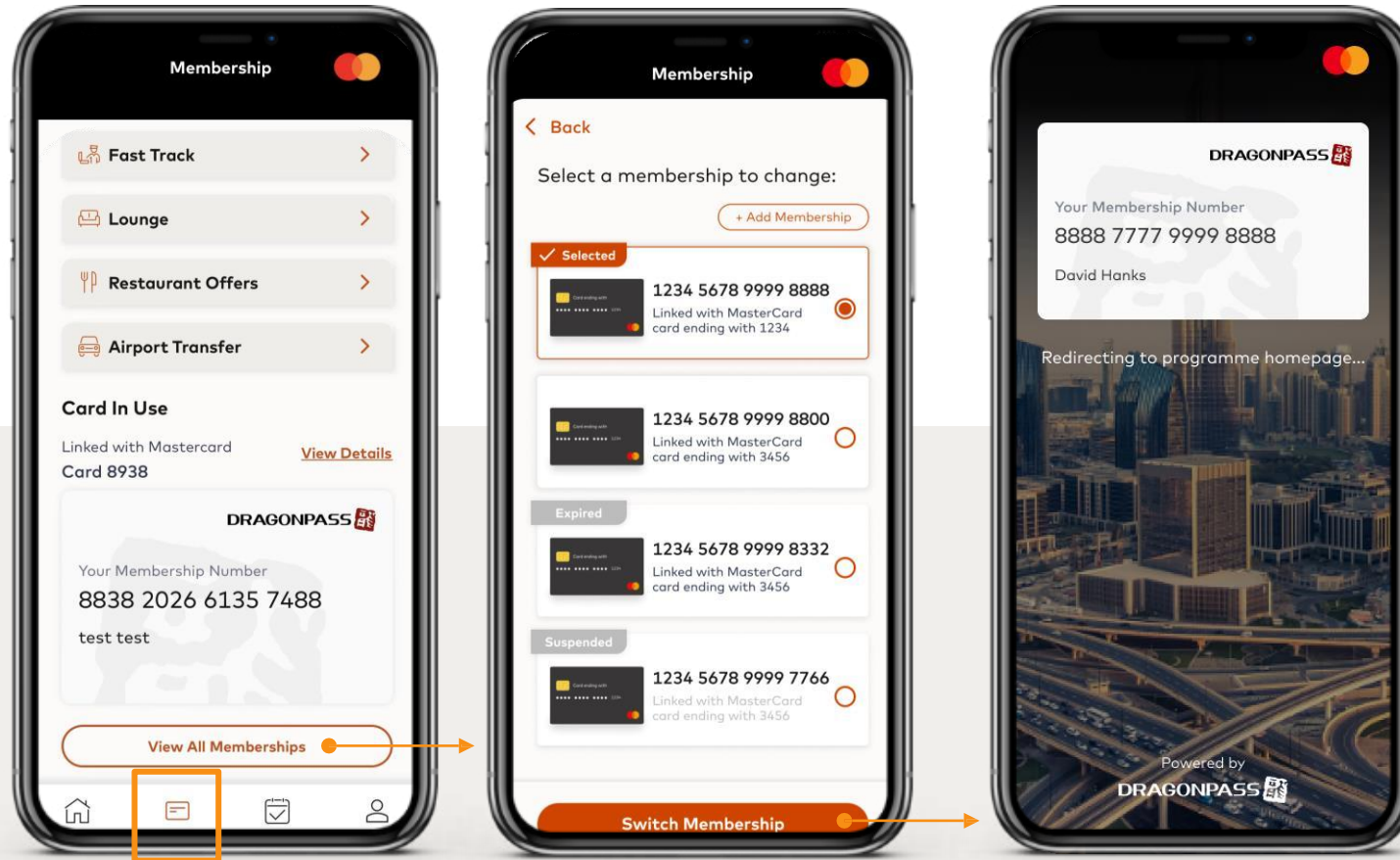
New card successfully added



Directing to program homepage



# MEMBERSHIP – CHANGE MEMBERSHIP



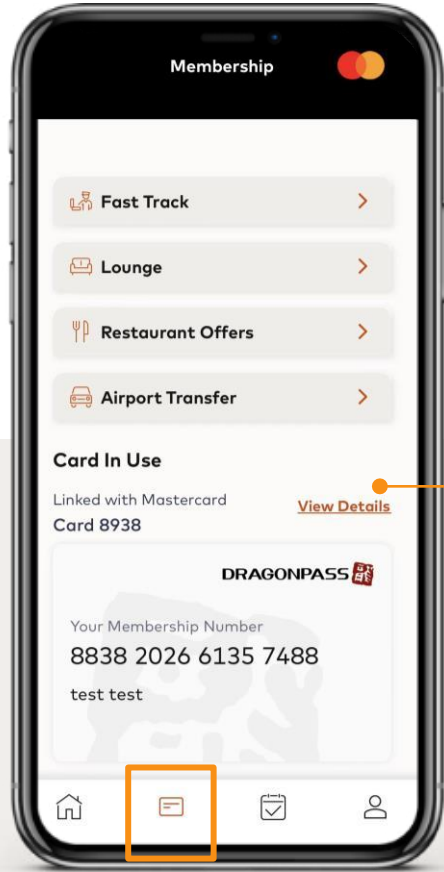
Tap on the Membership icon at the bottom and select View All Memberships

Select which membership to switch to

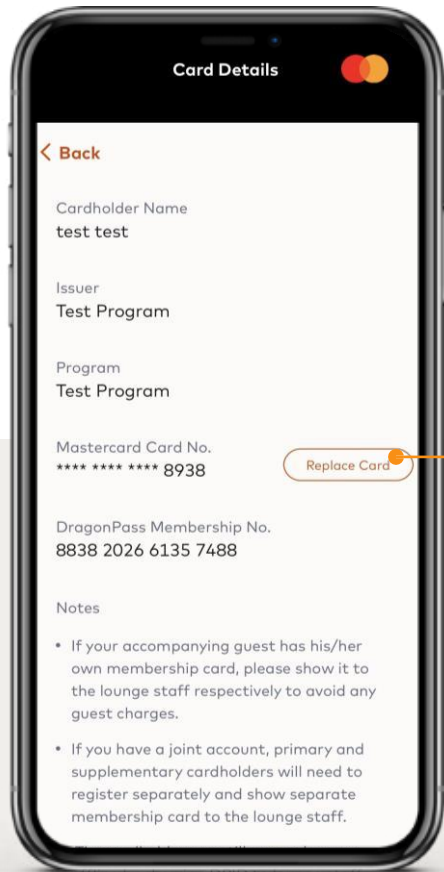
Directing to program homepage



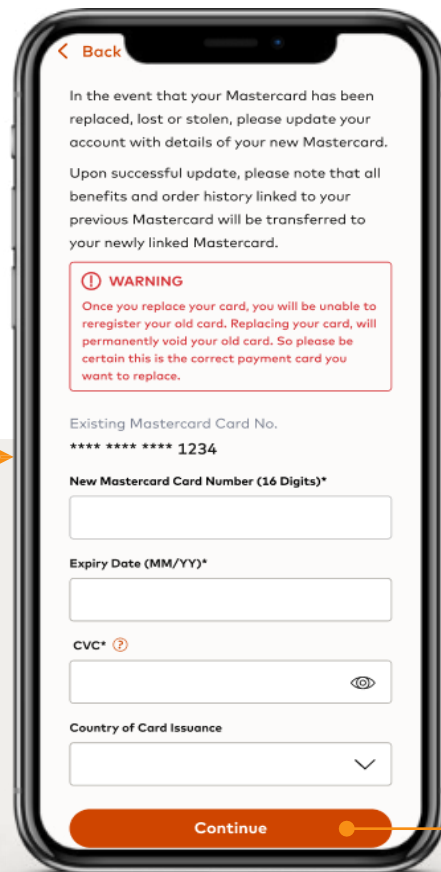
# MEMBERSHIP – REPLACE CARD



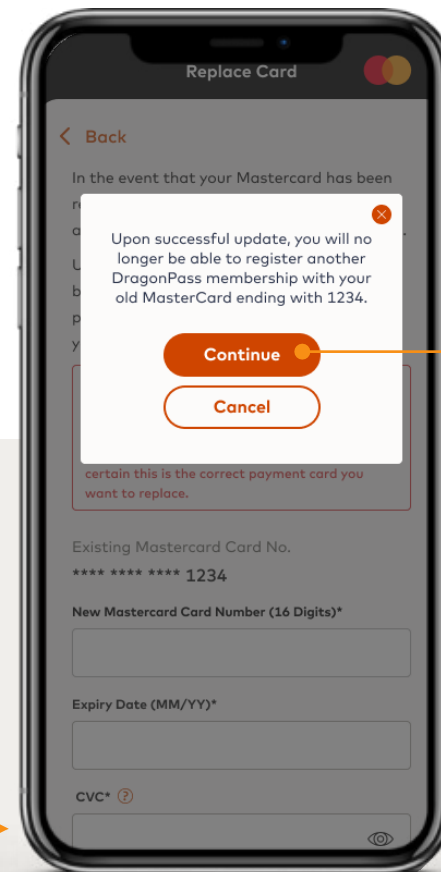
Tap on the Membership icon at the bottom and select View Details



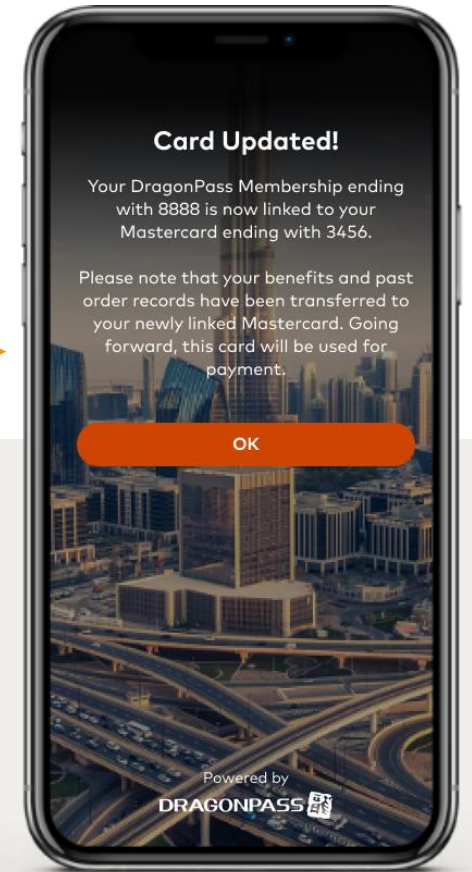
Select Replace Card if the registered card is lost, stolen or expired



Enter new card details



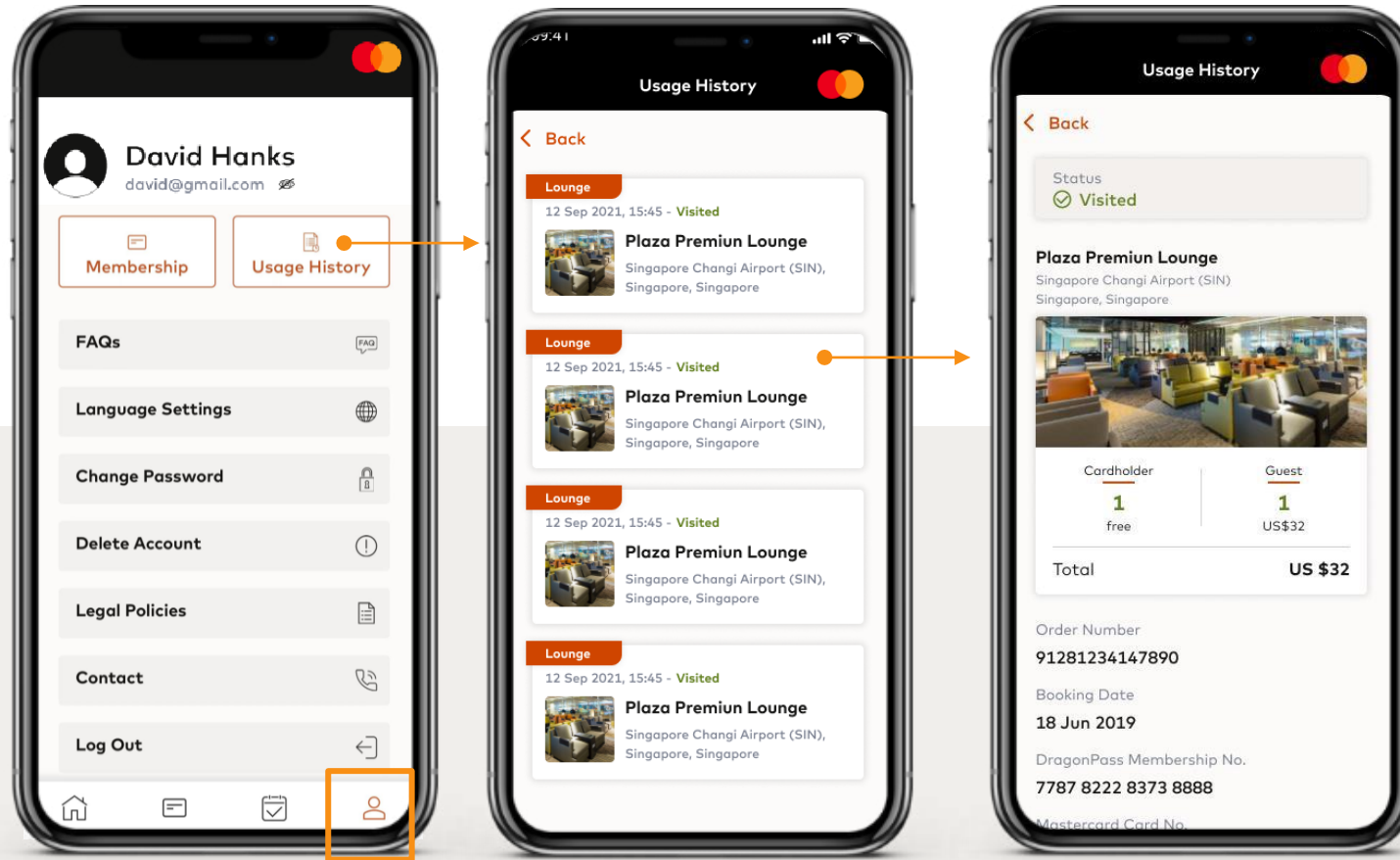
Reconfirm to delete old card. Once deleted, it cannot be used for registration again



Update successful



# ACCOUNT – USAGE HISTORY



Tap on the Profile icon at bottom and select Usage History

Usage history

View details

