



CBP TM Traveler > Land > One Schedule an Appointment at a Port of Entry

V2: August 13, 2024

Received developer approval from Nathan Stec and Alex Eun on August 8, 2024 via Teams.

Received stakeholder approval from Trish Kennedy and Jim O'Donnell during Sprint Planning on August 28, 2024.



Table of Contents

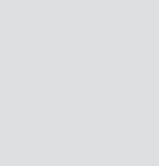
- Context
- User Schedules an Appointment
- User Cancels an Appointment
- User Views and Edits Their Profile
- User Adds a Traveler to Their Profile
- User Views a Traveler from Their Profile
- User Edits a Traveler from Their Profile
- User Delete a Traveler from Their Profile
- Edgecases



Context

- [COM-7799](#)
- This is a new action for land travelers used by low-risk documented and non-documented travelers at the primarily (but not only) the northern border of the United States.
- All submissions go thru USEC (downstream system), no matter if the person is documented or not.
- This user flow copies Traveler > Land > Submit Advance Information but collects bare minimum information and the user can select a date on the calendar and schedule an appointment.
- User flow is mobile-only. User flow is English-only.
- User flow does not do geofencing, facial matching, or liveness detection.

- Mockups on Figma:
<https://www.figma.com/file/LKRQtgPjVIHbsSntZ5iioW/CBP-One-Mobile-Mockups?type=design&node-id=1297-37752&mode=design&t=PZYit2hxNAjPpFC8-4>

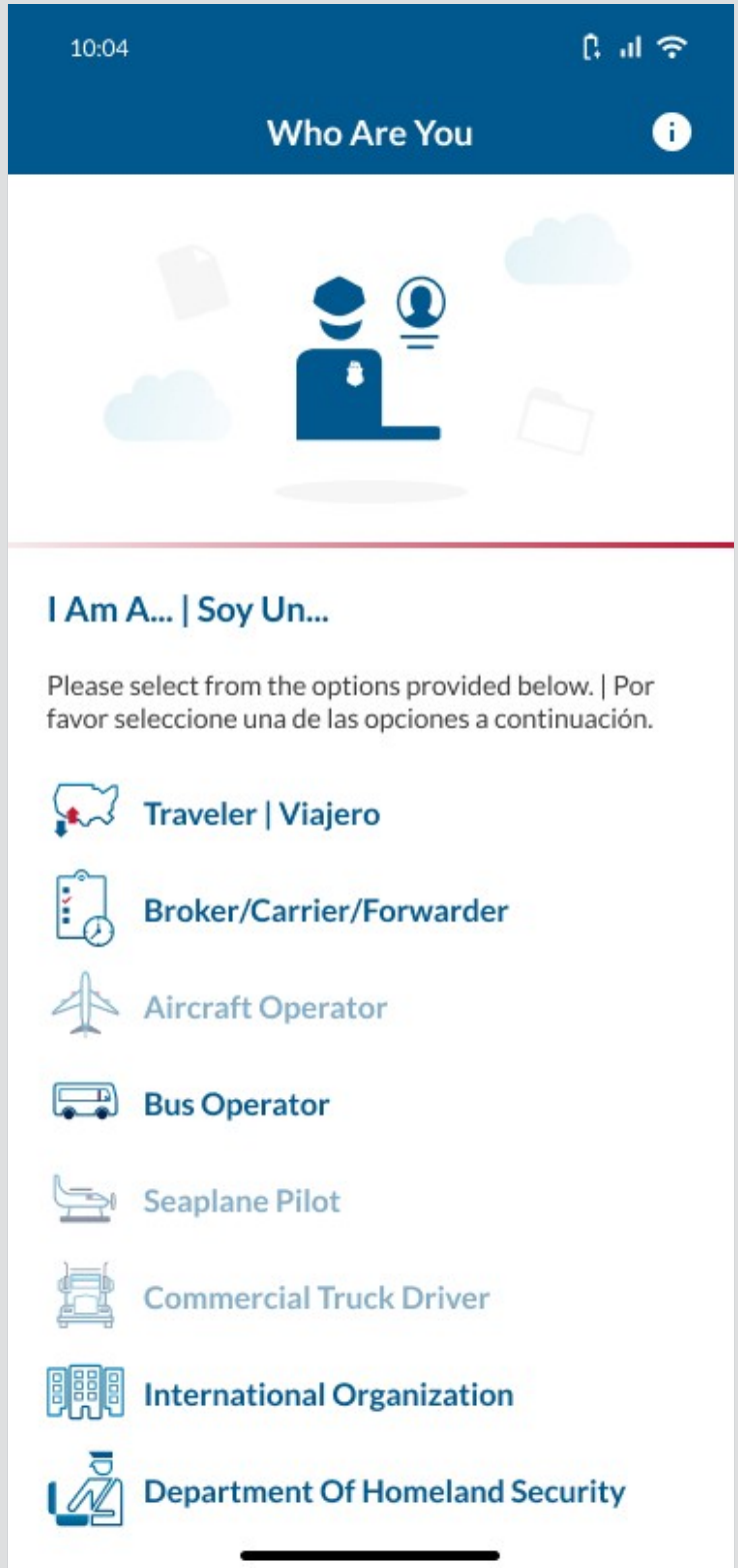


User Flow 1

User schedules an appointment as a first-time user.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment



ACTION: User selects **Traveler | Viajero**.






Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04 📶 📶 📶

☰ **Select Travel Method**

Please select from the options provided below. | Por favor seleccione una de las opciones a continuación.

	Land Tierra	<input type="radio"/>
	Air Aire	<input type="radio"/>
	Sea Mar	<input type="radio"/>

BACK **CONTINUE**

ACTION: User selects **Land | Tierra**.






Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04 📶 📶 📶

☰ **Select Travel Method**

Please select from the options provided below. | Por favor seleccione una de las opciones a continuación.

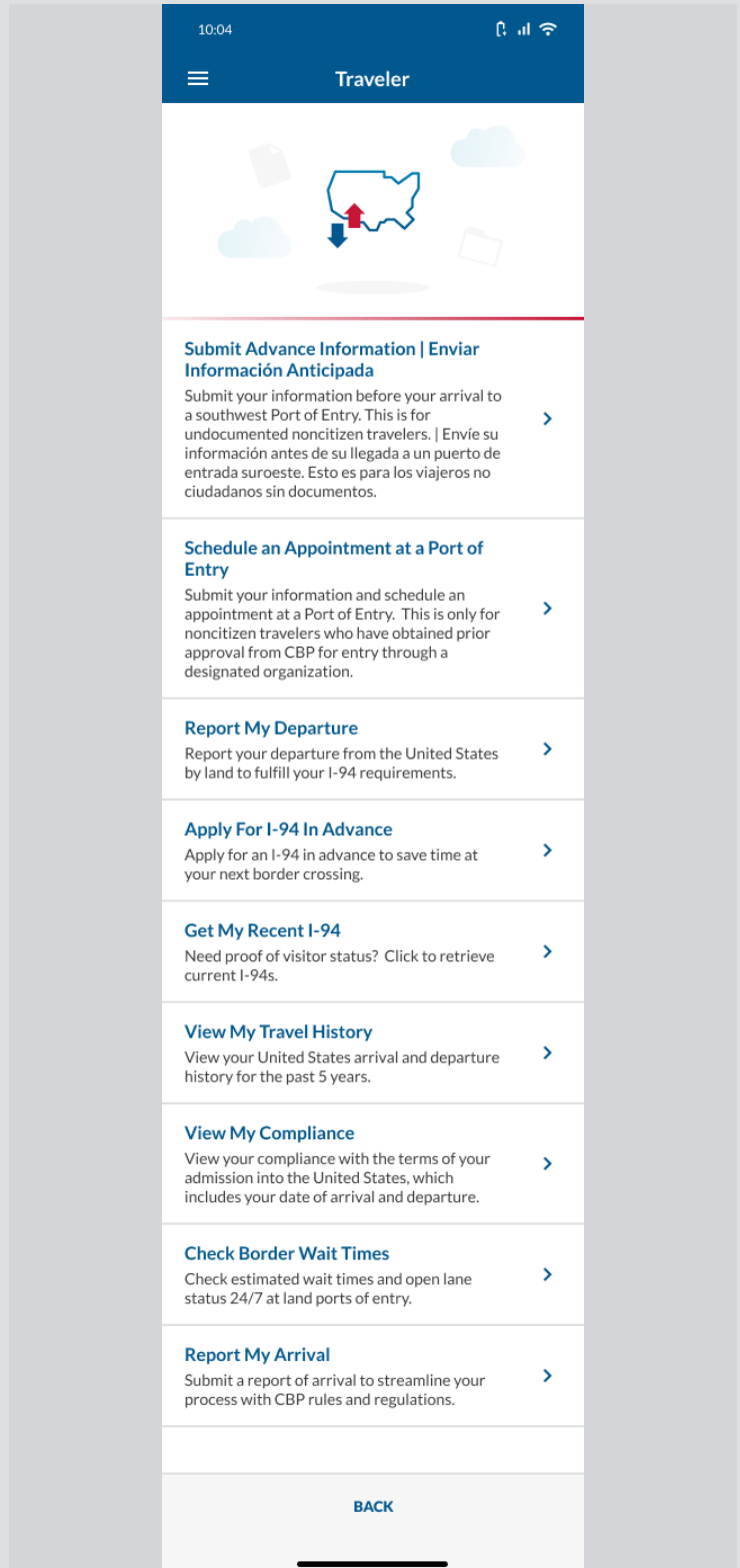
	Land Tierra	<input checked="" type="radio"/>
	Air Aire	<input type="radio"/>
	Sea Mar	<input type="radio"/>

BACK **CONTINUE**

ACTION: User selects **CONTINUE.**



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

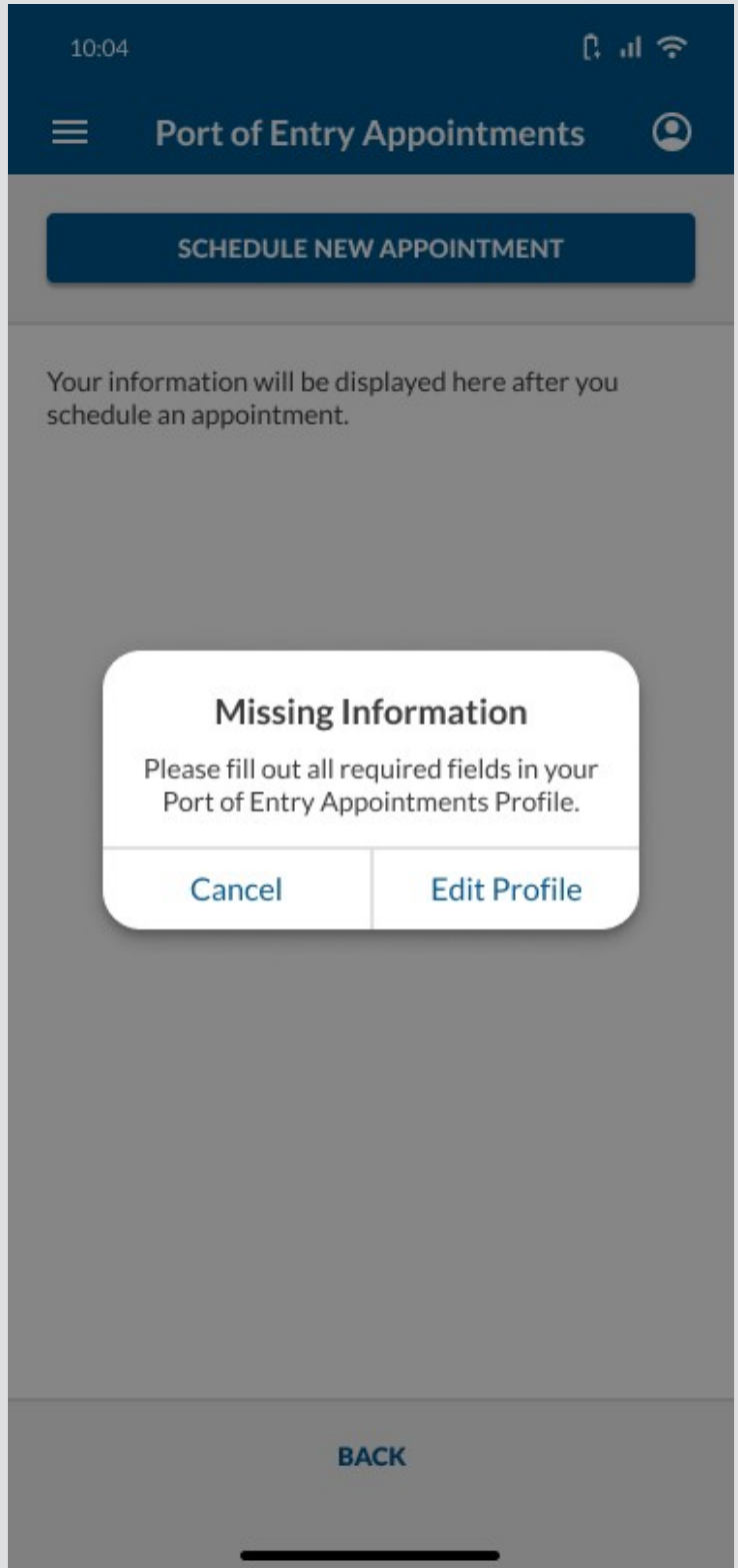


ACTION: User selects **Schedule an Appointment at a Port of Entry**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

NOTE: This pop-up only appears if user has **not** already filled out their profile.



ACTION: User selects **Edit Profile**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

Title should read “Edit Port of Entry Appointments Profile”, truncated to 1 line.

A screenshot of a mobile application interface. At the top, a blue header bar contains the time "10:04" on the left and signal, cellular, and Wi-Fi icons on the right. Below the header, the title "Edit Port of Entry Appointments..." is displayed in white text with a close icon (X) to its right. The main content area is white and titled "Your Information" in blue. It contains three input fields: "First Name*" (with an asterisk), "Last Name*" (with an asterisk), and "Additional Email Address" (with a question mark icon to its right). Below the "Additional Email Address" field, a note reads "This email should not be the same one used to sign in." At the bottom of the screen, a blue "SAVE" button is centered. A black horizontal bar is visible at the very bottom, likely representing the home indicator on an iPhone.

ACTION: User selects the **tooltip icon**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment


10:04

Edit Port of Entry Appointments... X

Your Information

First Name*

Last Name*

Additional Email Address 

This email should not be the same one used to sign in.

Additional Email Address

CBP One™ will send important email updates to the email address you used to log in.

To receive emails at a second email address, you can add an email address to your Port of Entry Appointments Profile.

For example, you could add your spouse's email address or your translator's email address.

ACTION: User taps off the tooltip.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04 📶 📶 📶

Edit Port of Entry Appointments... ✕

Your Information

First Name*

Last Name*

Additional Email Address ?

This email should not be the same one used to sign in.

SAVE

ACTION: User fills out the required fields.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04 📶 📶 📶

Edit Port of Entry Appointments... ✕

Your Information

First Name*

Last Name*

Additional Email Address ?

This email should not be the same one used to sign in.

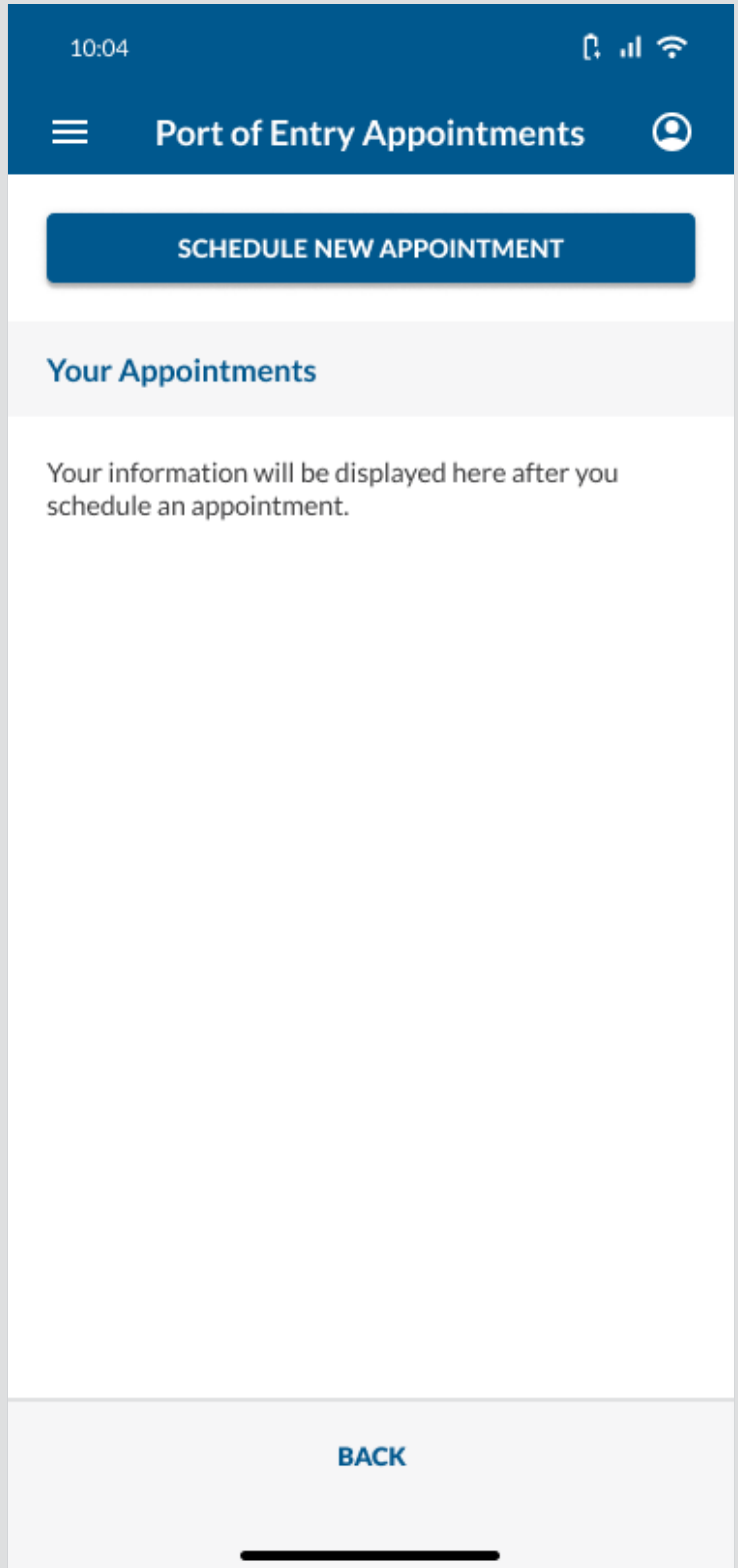
SAVE

ACTION: User selects **SAVE**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

NOTE: Title should say “Port of Entry Appointments” and truncate to 1 line.

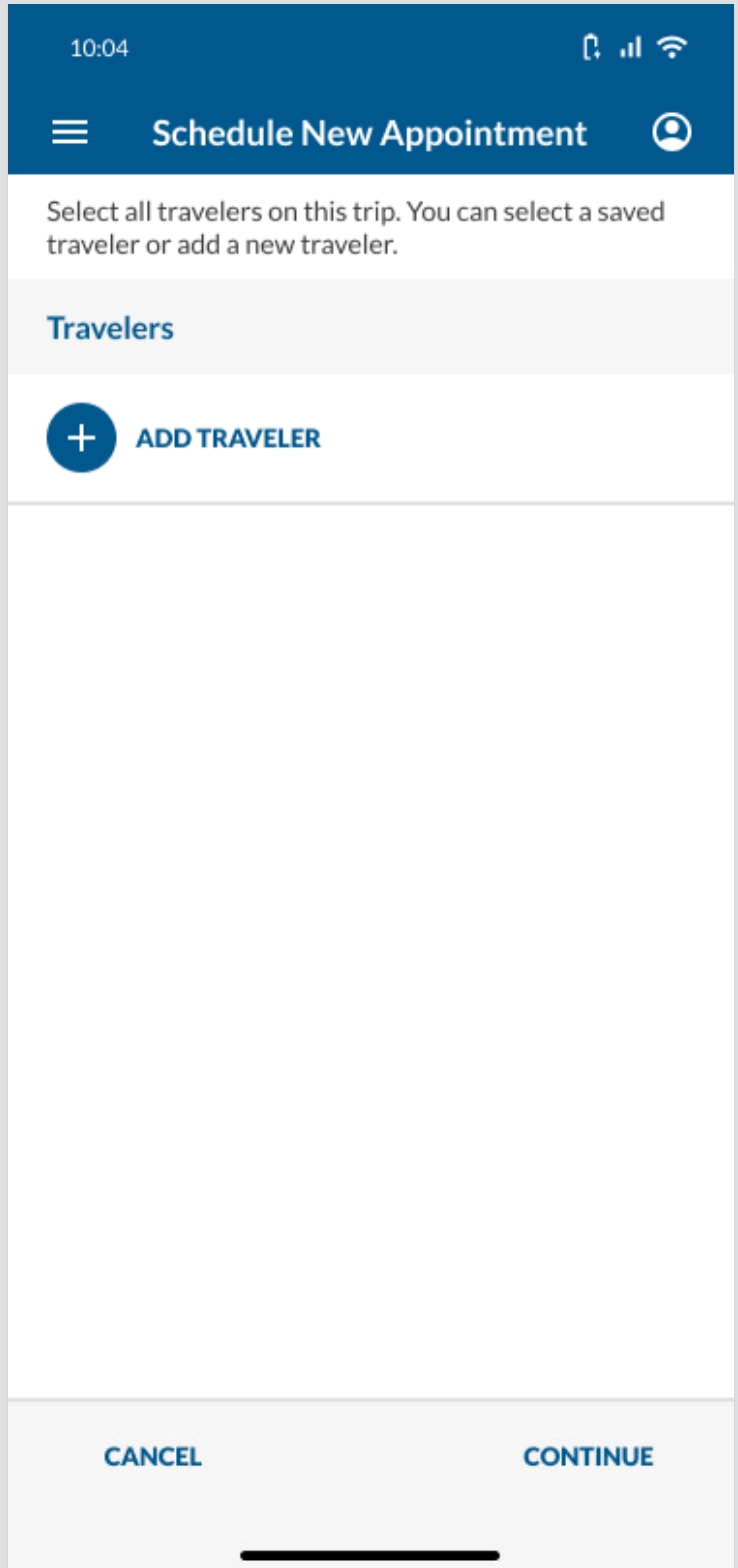


ACTION: User selects **SCHEDULE AN APPOINTMENT.**



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

To see what happens if user selects **CONTINUE** when a traveler has not been selected yet, click here.



ACTION: User selects **ADD TRAVELER**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

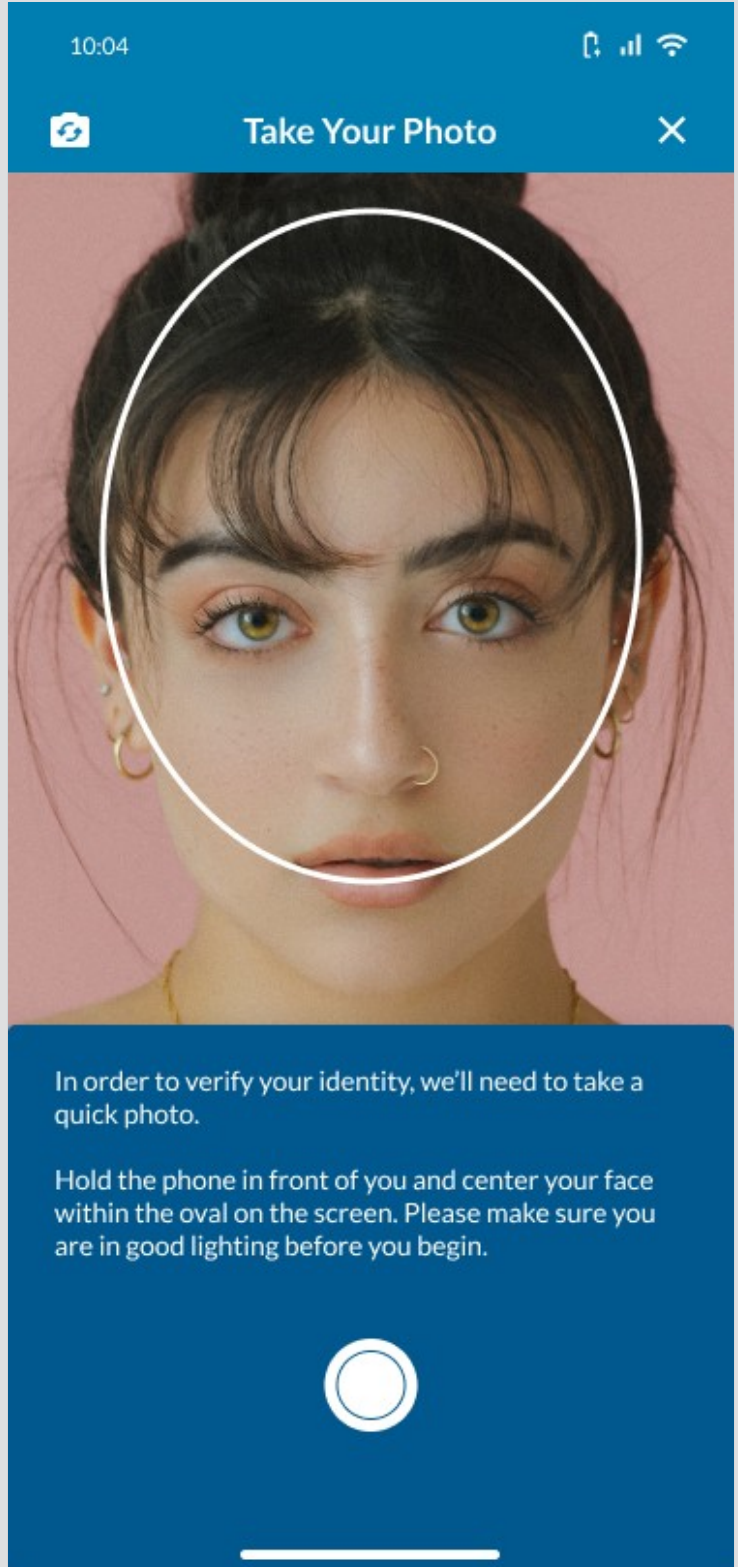
NOTE: This is like Traveler > Land > Submit Advance Information, but some of the language was updated for better UX/accessibility.

ACTION: User selects **Take Your Photo**.

The screenshot shows a mobile application interface for adding a traveler. At the top, there is a blue header with the time 10:04, signal strength, and Wi-Fi icons. Below the header is a white bar with the title "Add Traveler" and a close button (X). The main content area is white and contains two action items: "Take Your Photo*" with a camera icon and a right-pointing arrow, and "Scan Your Passport (Optional)" with a passport icon and a right-pointing arrow. Below these is a section titled "Biographical Information" in blue. This section contains several form fields: "First Name*" (text input), "Last Name*" (text input with a question mark icon), "Date of Birth*" (calendar icon), "City of Birth*" (text input), "Country of Birth*" (dropdown menu), "Country of Citizenship*" (dropdown menu), "Country of Residence*" (dropdown menu), "Sex*" (dropdown menu), and "Primary Language*" (dropdown menu). Below the biographical information is a section titled "Document Information" in blue. This section contains a question "Do you have a travel document?*" with two radio button options: "Yes" and "No". At the bottom of the form is a blue button labeled "CONTINUE".



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

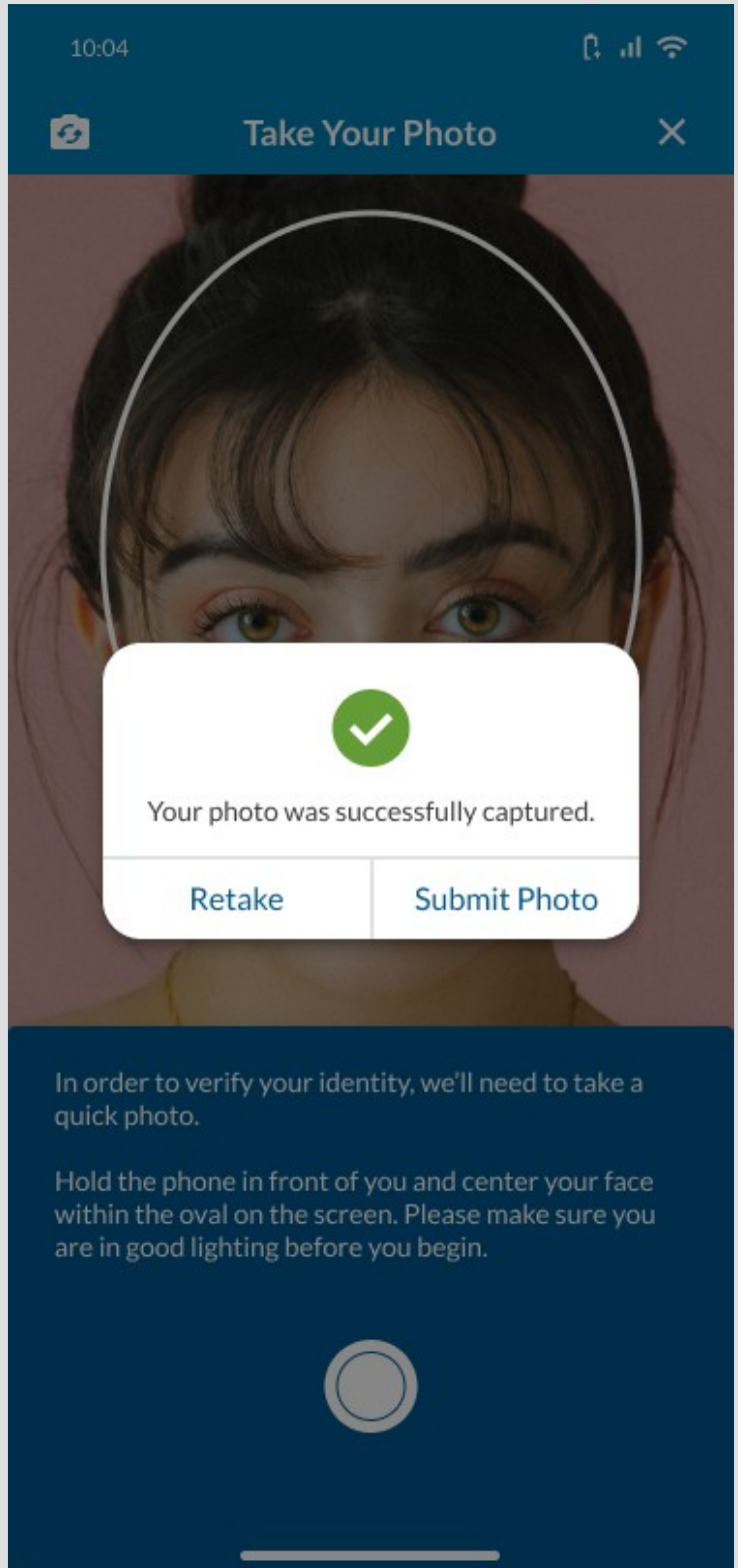


ACTION: User takes a photo.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

To see what happens if the user's photo is too low-quality, click [here](#).



ACTION: User selects **Submit Photo**.




Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Add Traveler


Retake Your Photo (Optional)




Scan Your Passport (Optional)
Scan the information page of your passport to automatically fill in your information below.

Biographical Information

First Name*

Last Name* 

Date of Birth* 

City of Birth*

Country of Birth*

Country of Citizenship*

Country of Residence*

Sex*

Primary Language*

Document Information

Do you have a travel document?*

Yes No

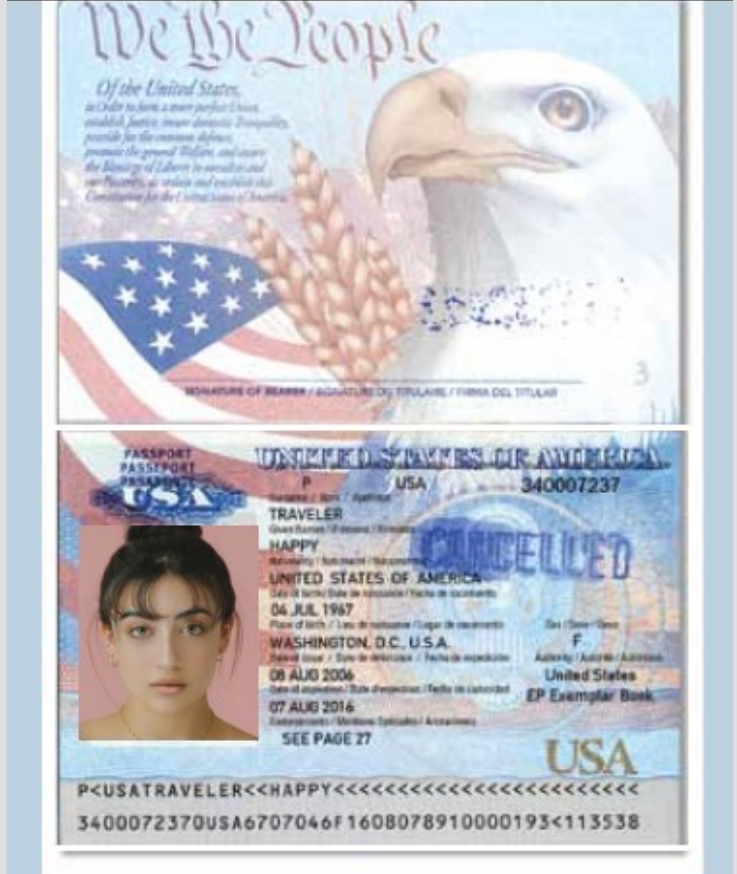
CONTINUE

ACTION: User selects **Scan Your Passport (Optional)**.

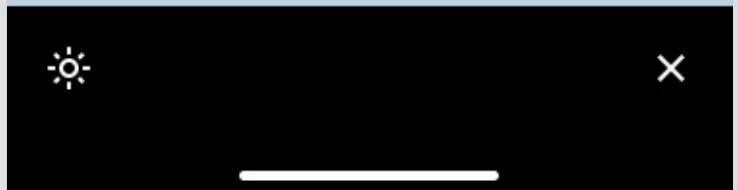


Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

Searching for a document...



ACTION: User scans their passport.





Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

To see what happens if user's passport fails to scan, click here.

To see what happens if user tries to scan something that is not a passport, click here.

ACTION: User selects **CONTINUE.**

The screenshot shows the 'Add Traveler' screen in a mobile application. At the top, there is a blue header with the title 'Add Traveler' and a close button. Below the header, there are two optional steps: 'Retake Your Photo (Optional)' and 'Scan Your Passport (Optional)'. The 'Scan Your Passport' step is currently active, showing a photo of a woman. Below the photo, there are two sections: 'Biographical Information' and 'Document Information'. The 'Biographical Information' section contains several form fields: 'First Name' (Jane), 'Last Name' (Doe), 'Date of Birth' (01/01/1999), 'City of Birth' (Citiville), 'Country of Birth' (Countryington), 'Country of Citizenship' (Countryington), 'Country of Residence' (Countryington), 'Sex' (Female), and 'Primary Language' (English). The 'Document Information' section contains a radio button for 'Do you have a travel document?' (Yes is selected), a dropdown for 'Type of Document' (Passport), a text field for 'Document Number' (123456789), a dropdown for 'Country of Issuance' (Countryington), a date field for 'Issue Date' (January 1, 1999), and a date field for 'Expiration Date' (January 1, 2025). At the bottom of the form, there is a 'CONTINUE' button.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

A screenshot of a mobile application interface for adding a traveler. The top status bar shows the time 10:04 and signal strength icons. The app header is blue with the text "Add Traveler" and a close icon (X). Below the header is a section titled "Contact Information" with three input fields: "Email Address*", "Phone Number*" (with a phone icon), and "Phone Type*" (with a dropdown arrow). At the bottom, there are two buttons: "BACK" and "SAVE".

10:04

Add Traveler

Contact Information

Email Address*

Phone Number*

Phone Type*

BACK SAVE

ACTION: User fills out the required fields.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04 📶 📶 📶

Add Traveler ✕

Contact Information

Email Address*

Phone Number* 

Phone Type*

[BACK](#) [SAVE](#)

ACTION: User selects the **Phone Type dropdown**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

A screenshot of a mobile application interface. At the top, the status bar shows the time 10:04, signal strength, and Wi-Fi connectivity. Below the status bar is a blue header with the text "Select a Phone Type" and a close button (X). Underneath the header is a white search bar with a magnifying glass icon and the text "Search...". Below the search bar is a list of phone types: Business, Cell, Fax, Home, Other, and Pager. Each item in the list is followed by a horizontal line, indicating it is a selectable option. The "Cell" option is highlighted, indicating it has been selected.

ACTION: User selects **Cell**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04 📶 📶 📶

Add Traveler ✕

Contact Information

Email Address*

Phone Number* 📞

Phone Type* ▾

BACK **SAVE**

ACTION: User selects **SAVE**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

To see what happens if user selects the 3 vertical dots icon, click here.

NOTE: Since the traveler was just added, the checkbox is automatically selected.

NOTE: All travelers added in this user flow are saved to the user's profile.

ACTION: User selects **CONTINUE.**

A screenshot of a mobile application interface for scheduling an appointment. The top status bar shows the time 10:04 and signal strength. The app header is dark blue with a hamburger menu icon on the left, the title "Schedule New Appointment" in the center, and a user profile icon on the right. Below the header, a light gray box contains the instruction: "Select all travelers on this trip. You can select a saved traveler or add a new traveler." Underneath is a section titled "Travelers" with a blue circular button containing a white plus sign and the text "ADD TRAVELER". Below this, a list item for "Jane Doe" is shown with a checked checkbox, the name "Jane Doe", the passport number "Passport: 123456789", and a three-dot menu icon. At the bottom of the screen are two buttons: "CANCEL" on the left and "CONTINUE" on the right. A black horizontal bar is visible at the very bottom, likely representing the home indicator on an iPhone.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

A screenshot of a mobile application interface. At the top, a dark blue header bar contains the time '10:04' on the left and signal, cellular, and Wi-Fi icons on the right. Below the header, a white bar contains a hamburger menu icon on the left, the text 'Schedule New Appointment' in the center, and a user profile icon on the right. The main content area has a light gray background with the title 'Appointment Information' in bold. Below the title is a large white rectangular box with a thin black border. Inside this box, the text 'Port of Entry*' is followed by a horizontal line and a small downward-pointing triangle, indicating a dropdown menu. At the bottom of the screen, a white bar contains two blue buttons: 'BACK' on the left and 'CONTINUE' on the right. A black horizontal line is visible at the very bottom of the screen, likely representing the home indicator bar on an iPhone.

ACTION: User selects the **Port of Entry** dropdown.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

A screenshot of a mobile application interface. At the top, the status bar shows the time 10:04 and signal strength icons. Below that is a blue header with the text "Select a Port of Entry" and a close button (X). Under the header is a white search bar with a magnifying glass icon and the text "Search...". Below the search bar is a list of options, each with a horizontal line underneath it. The first option is "Ports Port", the second is "Option", and the third is "Option". At the bottom of the screen, there is a black horizontal bar, likely representing the home indicator on an iPhone.

ACTION: User selects a Port of Entry.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Schedule New Appointment

Appointment Information

Port of Entry*
Ports Port

Date

July 2024						
S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

Time

10:00 a.m. 12:00 p.m. 01:00 p.m.
01:30 p.m. 01:45 p.m.

BACK CONTINUE

ACTION: User selects a date.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Schedule New Appointment

Appointment Information

Port of Entry*
Ports Port

Date

July 2024

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

Time

10:00 a.m. 01:00 p.m. 01:45 p.m.

BACK CONTINUE

ACTION: User selects a time.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

10:04

Schedule New Appointment

Appointment Information

Port of Entry*
Ports Port

Date

July 2024

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

Time

10:00 a.m. 01:00 p.m. 01:45 p.m.

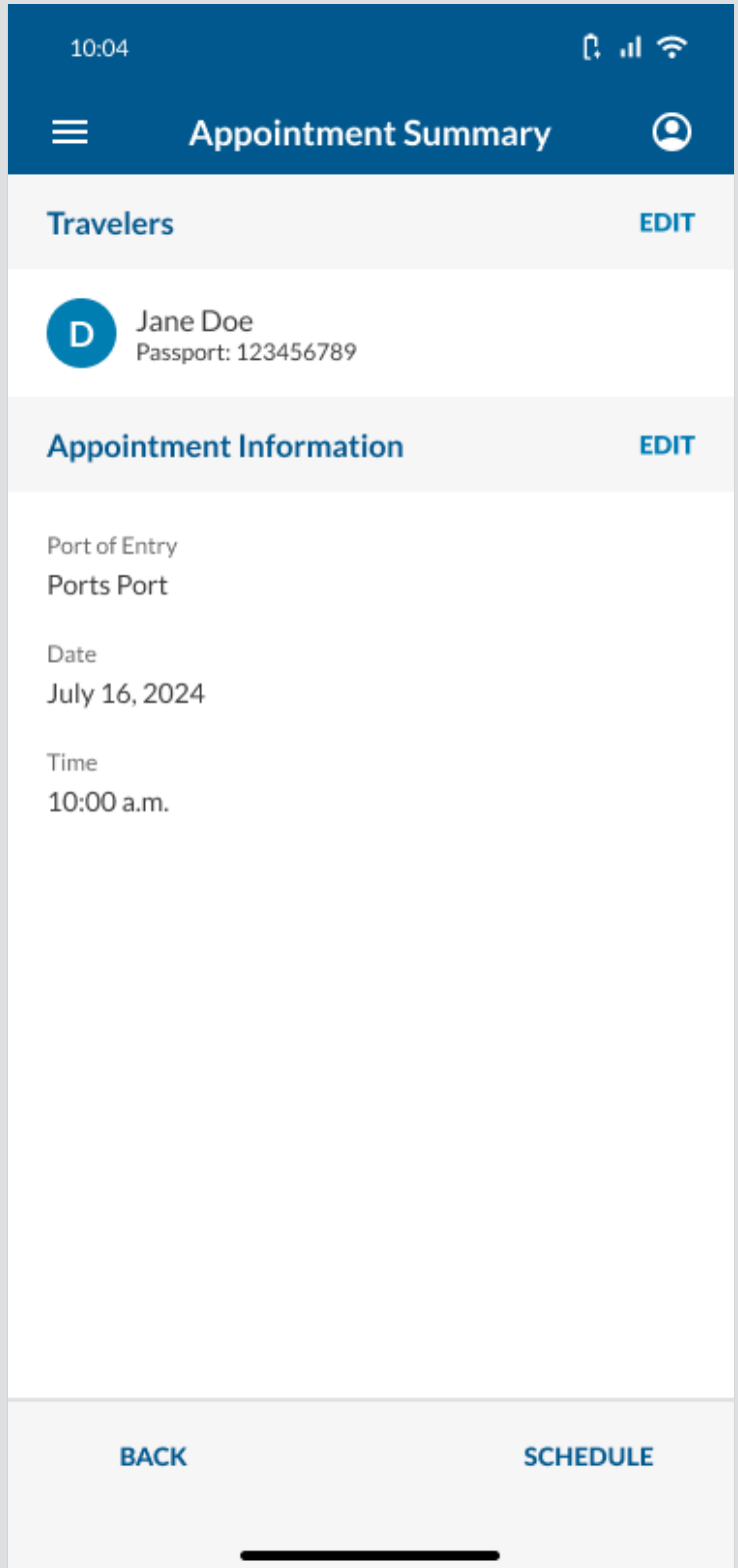
BACK CONTINUE

ACTION: User selects **CONTINUE.**



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

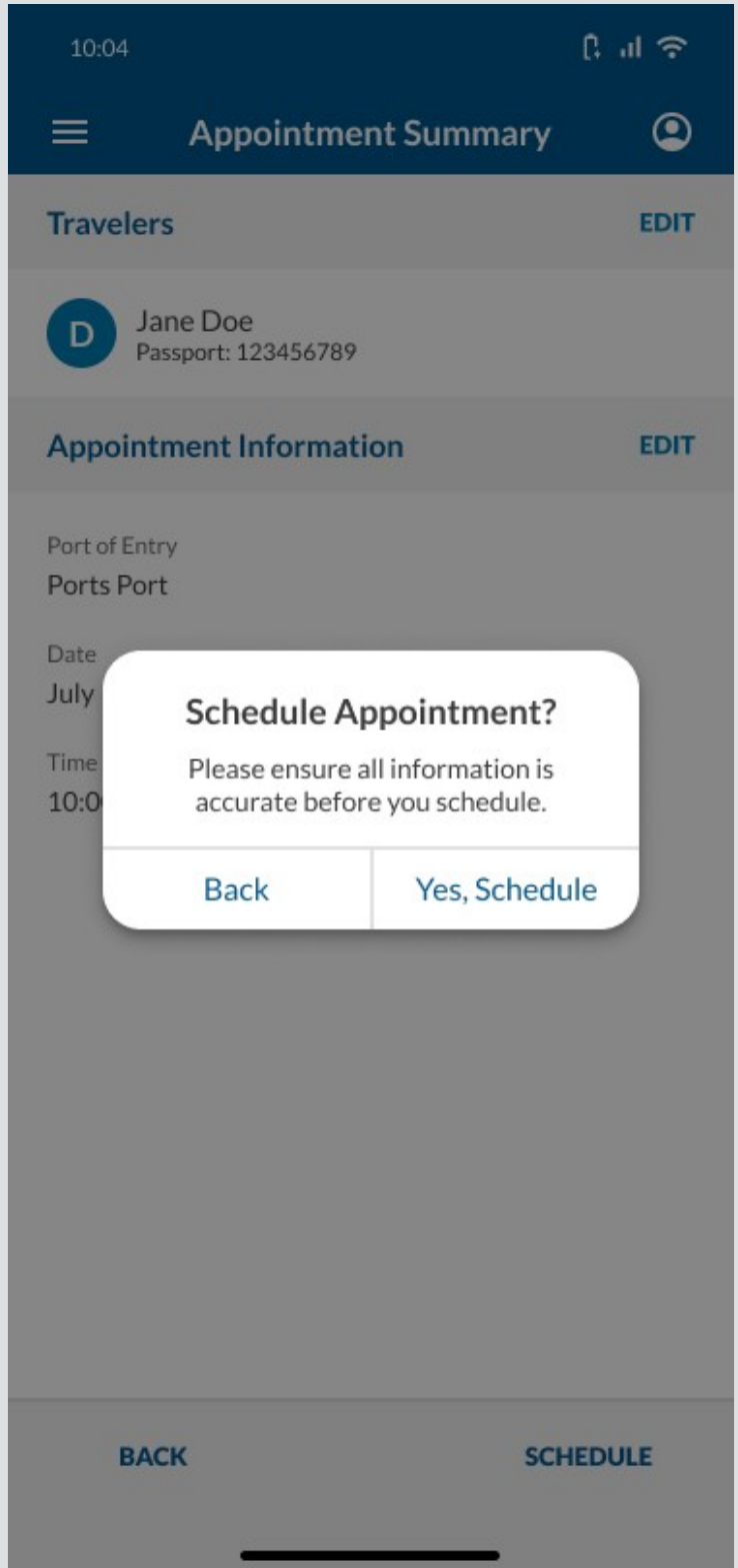
To see what happens if user tries to leave an appointment before scheduling fully, click here.



ACTION: User selects **SCHEDULE**.



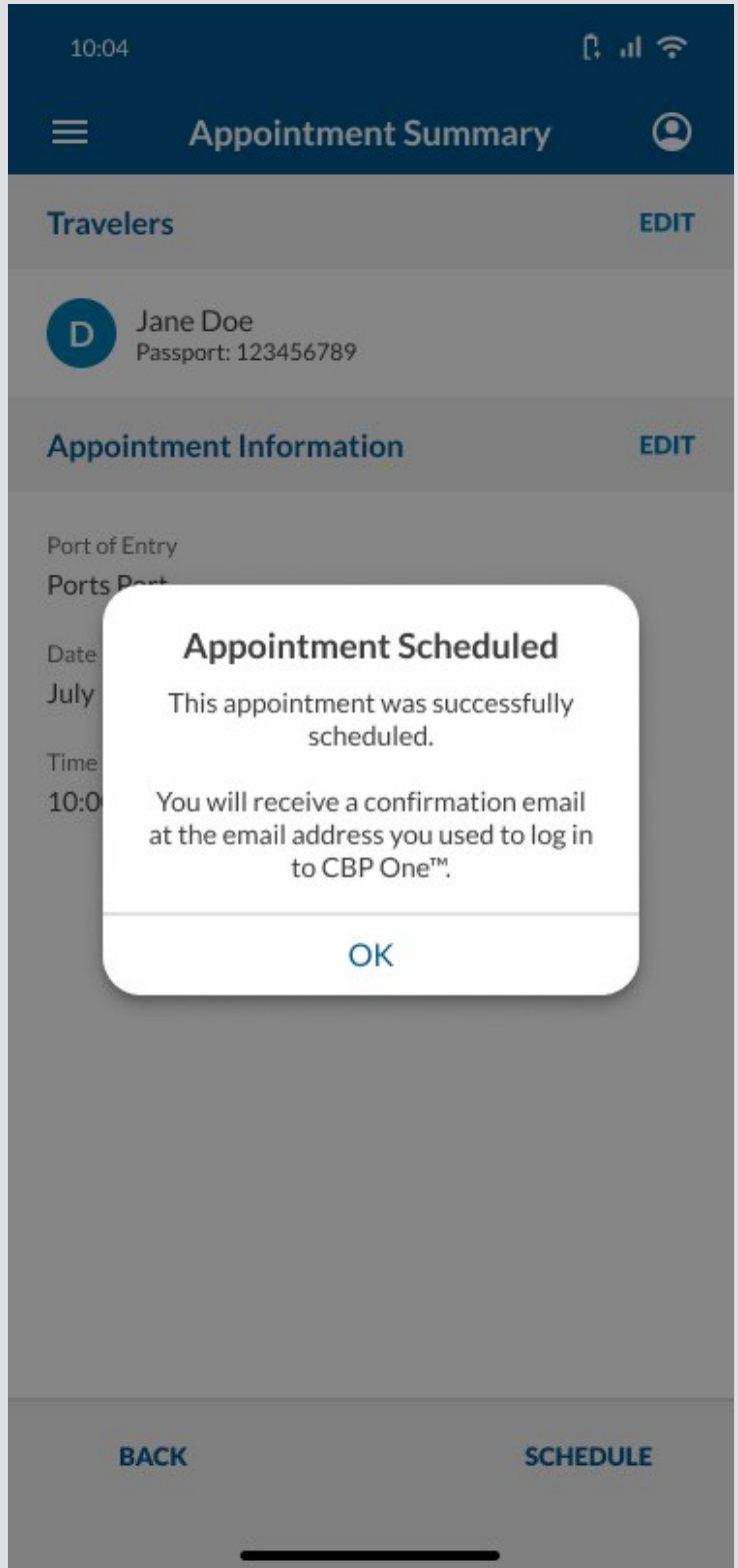
Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment



ACTION: User selects **Yes, Schedule**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment



ACTION: User selects **OK**.



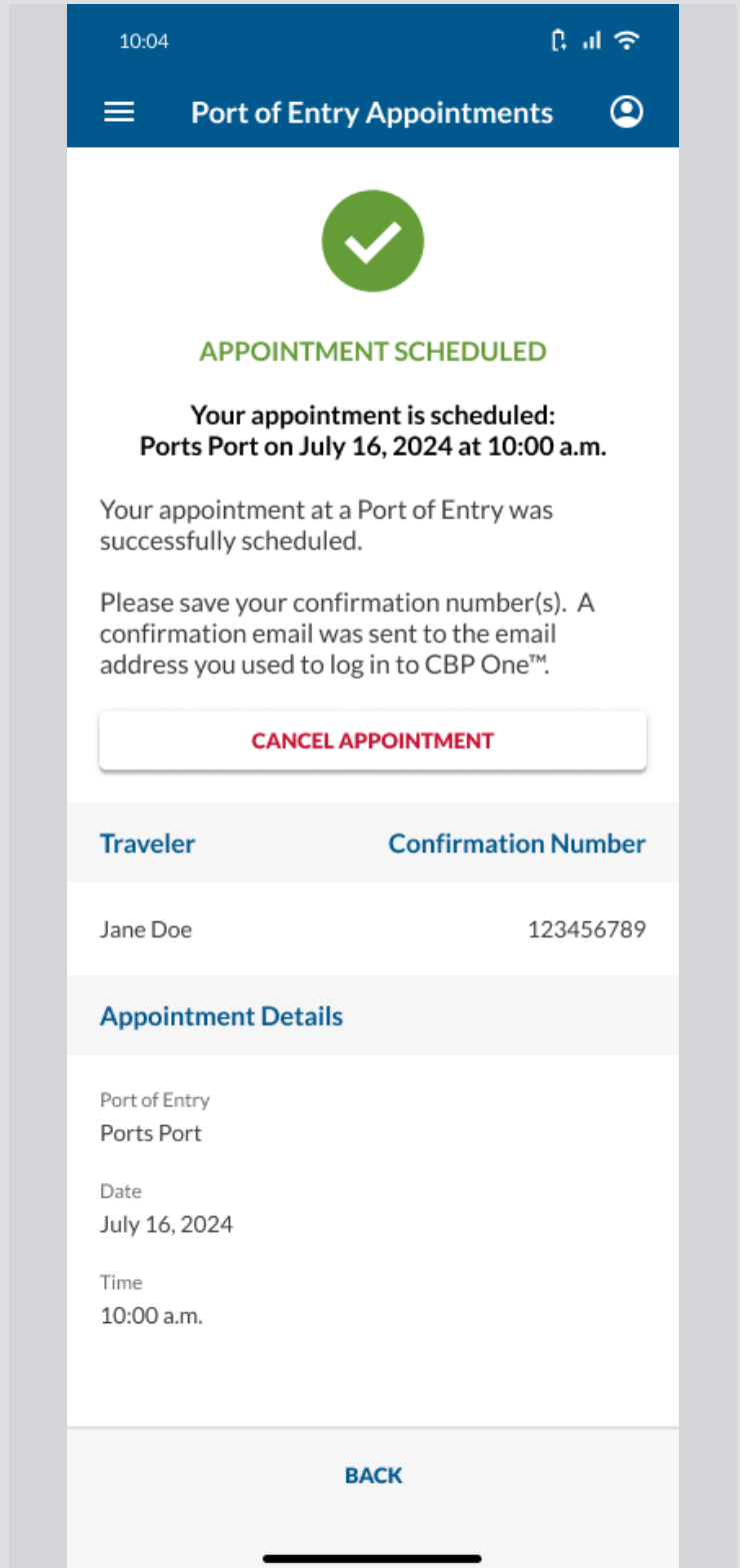
Traveler > Land > Schedule an Appointment at a Port of Entry: Schedule Appointment

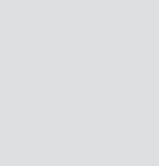
An email was sent to the email address used to log into CBP One and to any Additional Email Addresses in the profile.

For email verbiage, please see “T > L > SaAaaPoE” tab in the [Translations Tracker](#).

To see what this page looks like if the user has more than 1 traveler on an appointment, click here.

ACTION: User selects **OK**.



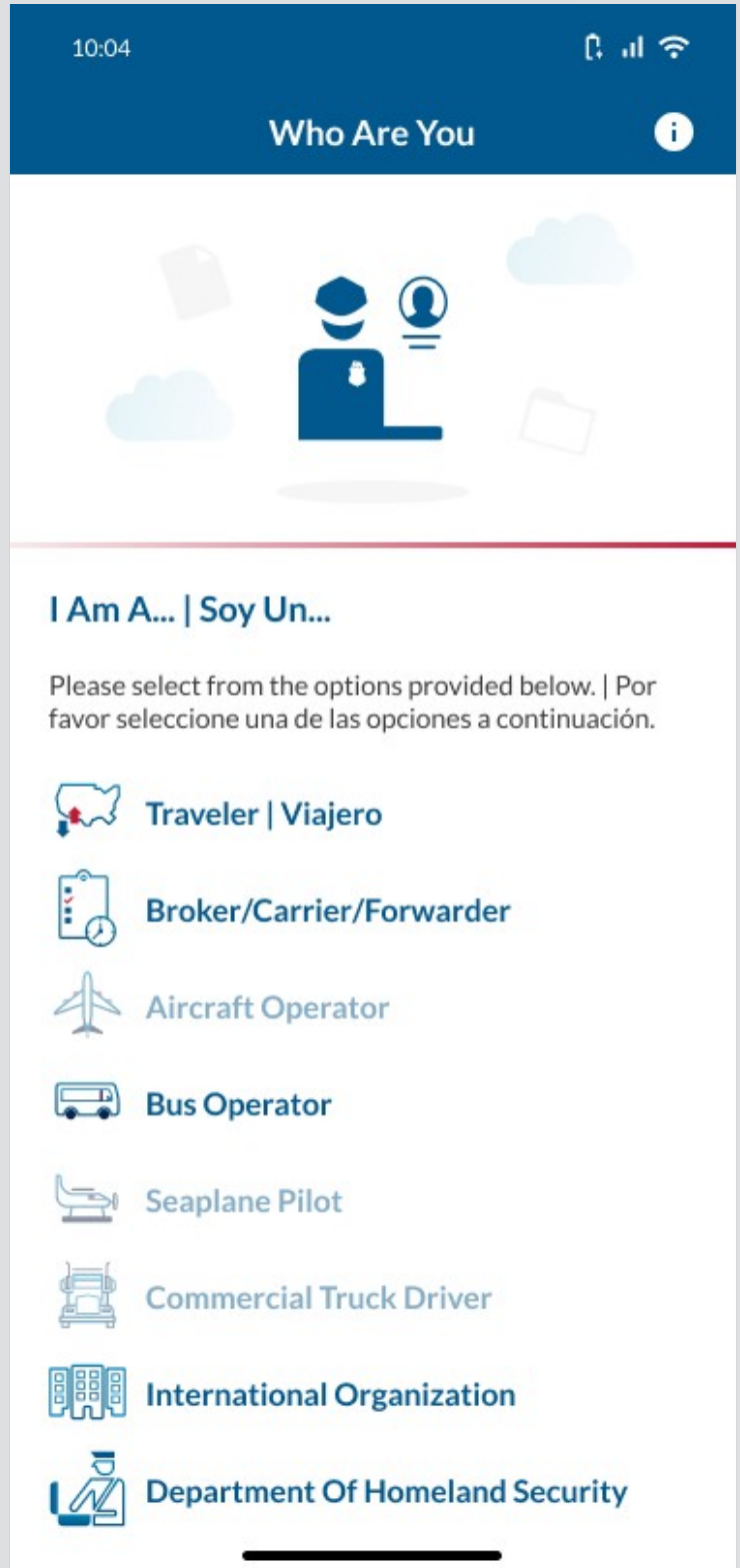


User Flow 2

User cancels an appointment.



Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment



ACTION: User selects **Traveler | Viajero**.






Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment

10:04 📶 📶 📶

☰ **Select Travel Method**

Please select from the options provided below. | Por favor seleccione una de las opciones a continuación.

	Land Tierra	<input type="radio"/>
	Air Aire	<input type="radio"/>
	Sea Mar	<input type="radio"/>

BACK **CONTINUE**

ACTION: User selects **Land | Tierra**.






Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment

10:04 📶 📶 📶

☰ **Select Travel Method**

Please select from the options provided below. | Por favor seleccione una de las opciones a continuación.

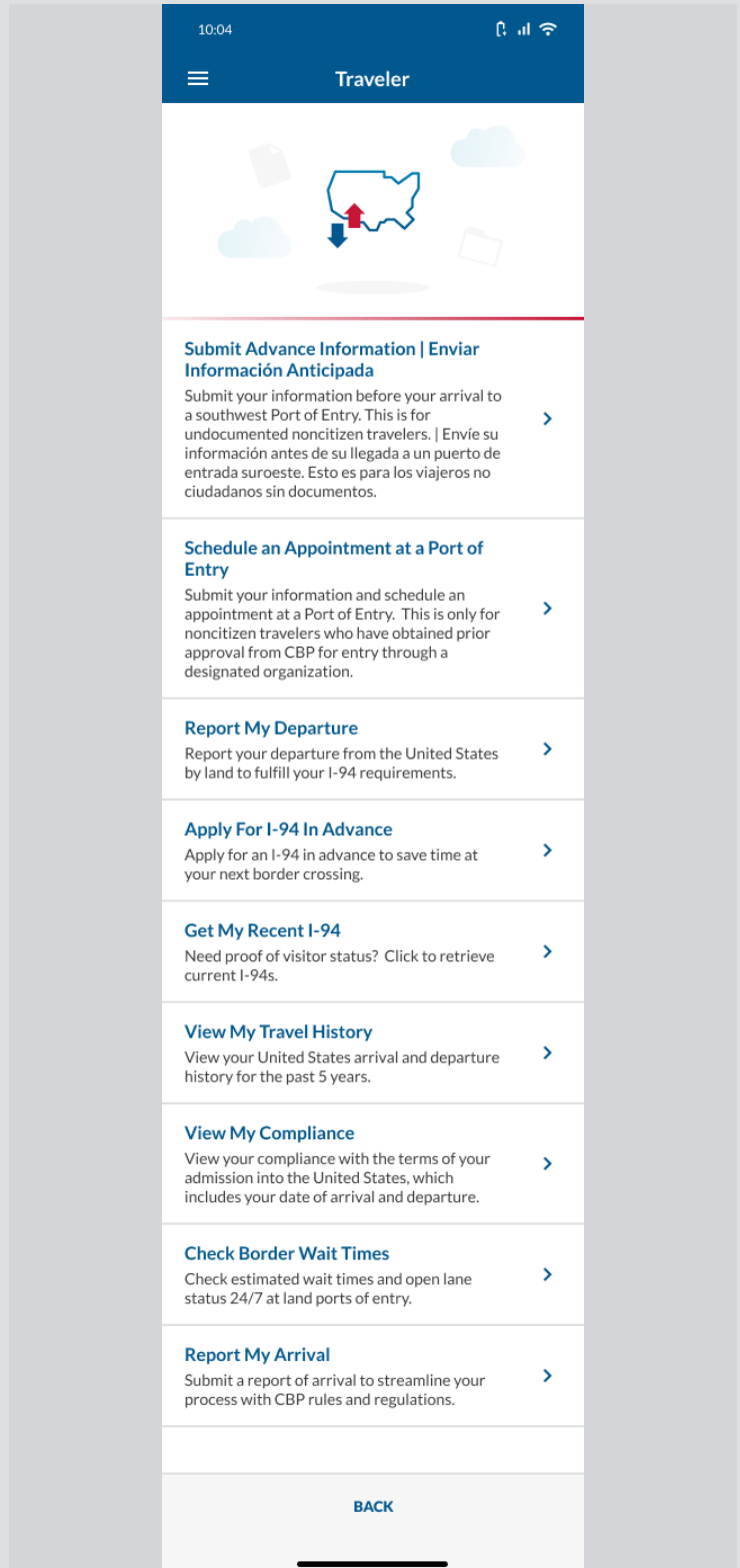
	Land Tierra	<input checked="" type="radio"/>
	Air Aire	<input type="radio"/>
	Sea Mar	<input type="radio"/>

BACK **CONTINUE**

ACTION: User selects **CONTINUE.**



Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment



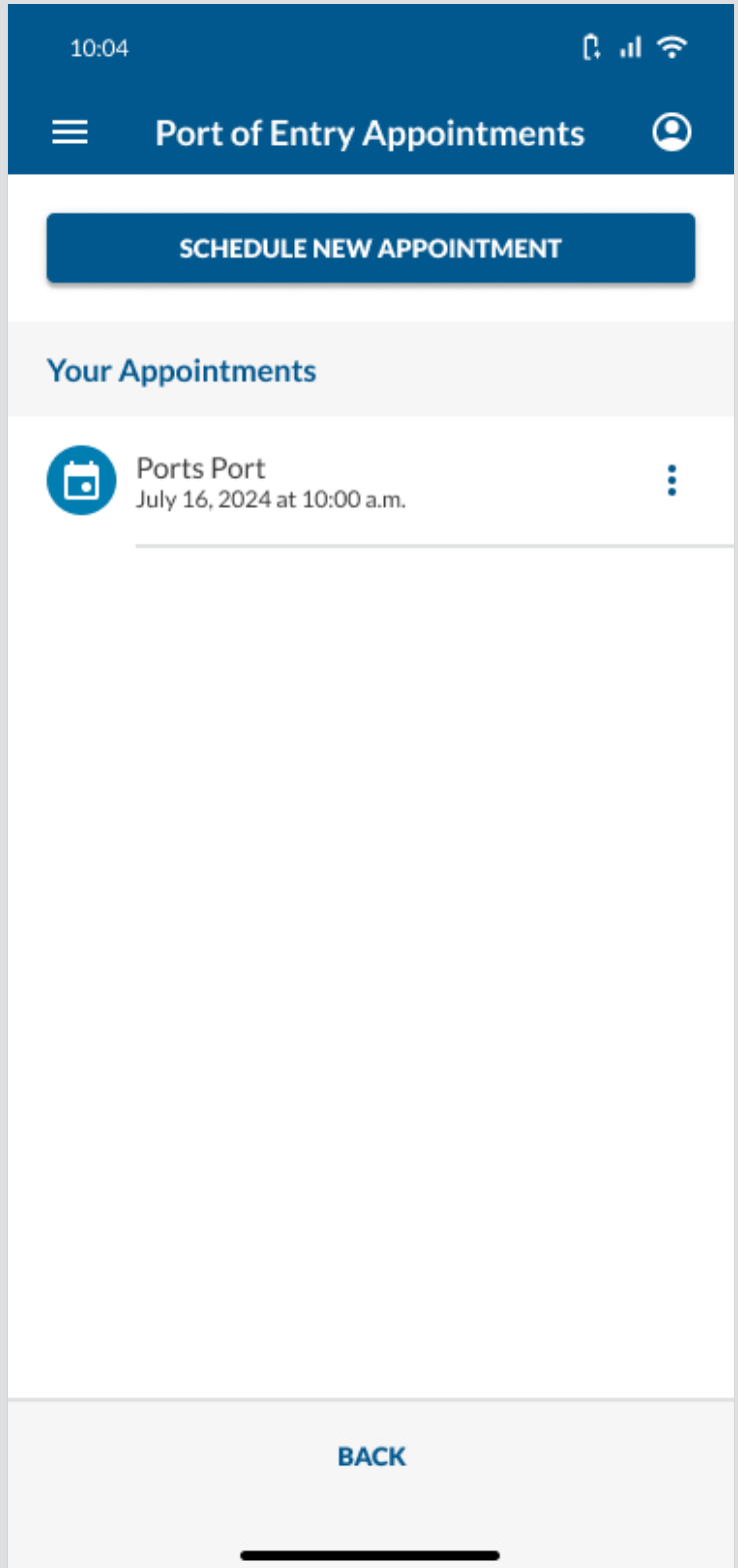
ACTION: User selects **Schedule an Appointment at a Port of Entry**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment

To see what this page should look like if the user has more than 1 appointment, click here.

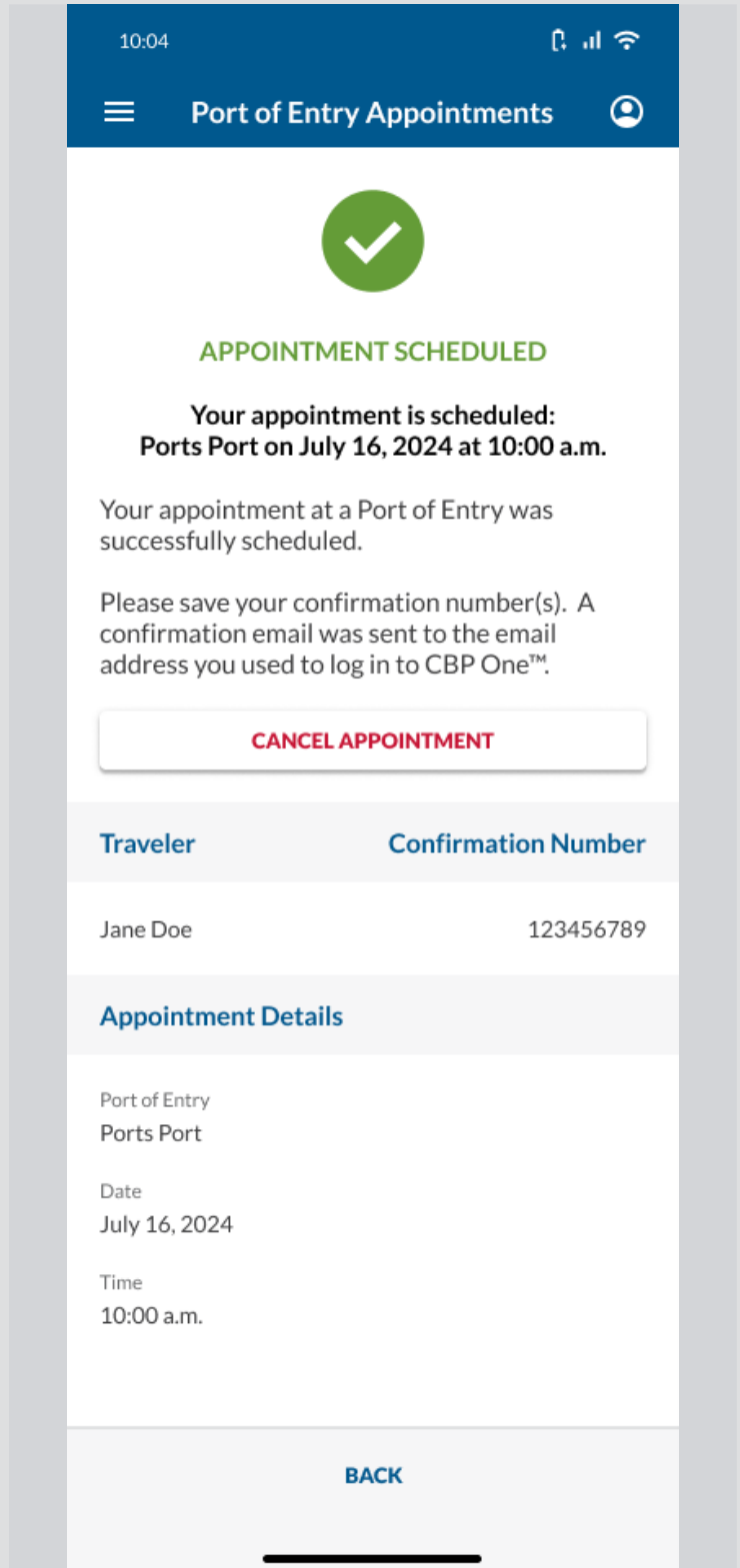
To see what happens if user selects the 3 dots icon, click here.



ACTION: User selects their appointment.



Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment



ACTION: User selects **CANCEL APPOINTMENT**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment

10:04

Port of Entry Appointments

APPOINTMENT SCHEDULED

Your appointment is scheduled:
Ports Port on July 16, 2024 at 10:00 a.m.

Your appointment at a Port of Entry was successfully scheduled.

Please confirm your appointment details.

Cancel Appointment?
This appointment will be canceled for all travelers.

Back Yes, Cancel

Traveler	Confirmation Number
Jane Doe	123456789

Appointment Details

Port of Entry
Ports Port

Date
July 16, 2024

Time
10:00 a.m.

ACTION: User selects **Yes, Cancel.**



Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment

10:04

Port of Entry Appointments

APPOINTMENT SCHEDULED

Your appointment is scheduled:
Ports Port on July 16, 2024 at 10:00 a.m.

Your appointment at a Port of Entry was successfully scheduled.

Please confirm your appointment by adding your address.

Appointment Canceled

Your appointment was successfully canceled.

OK

Traveler	Confirmation Number
Jane Doe	123456789

Appointment Details

Port of Entry
Ports Port

Date
July 16, 2024

Time
10:00 a.m.

ACTION: User selects **OK**.

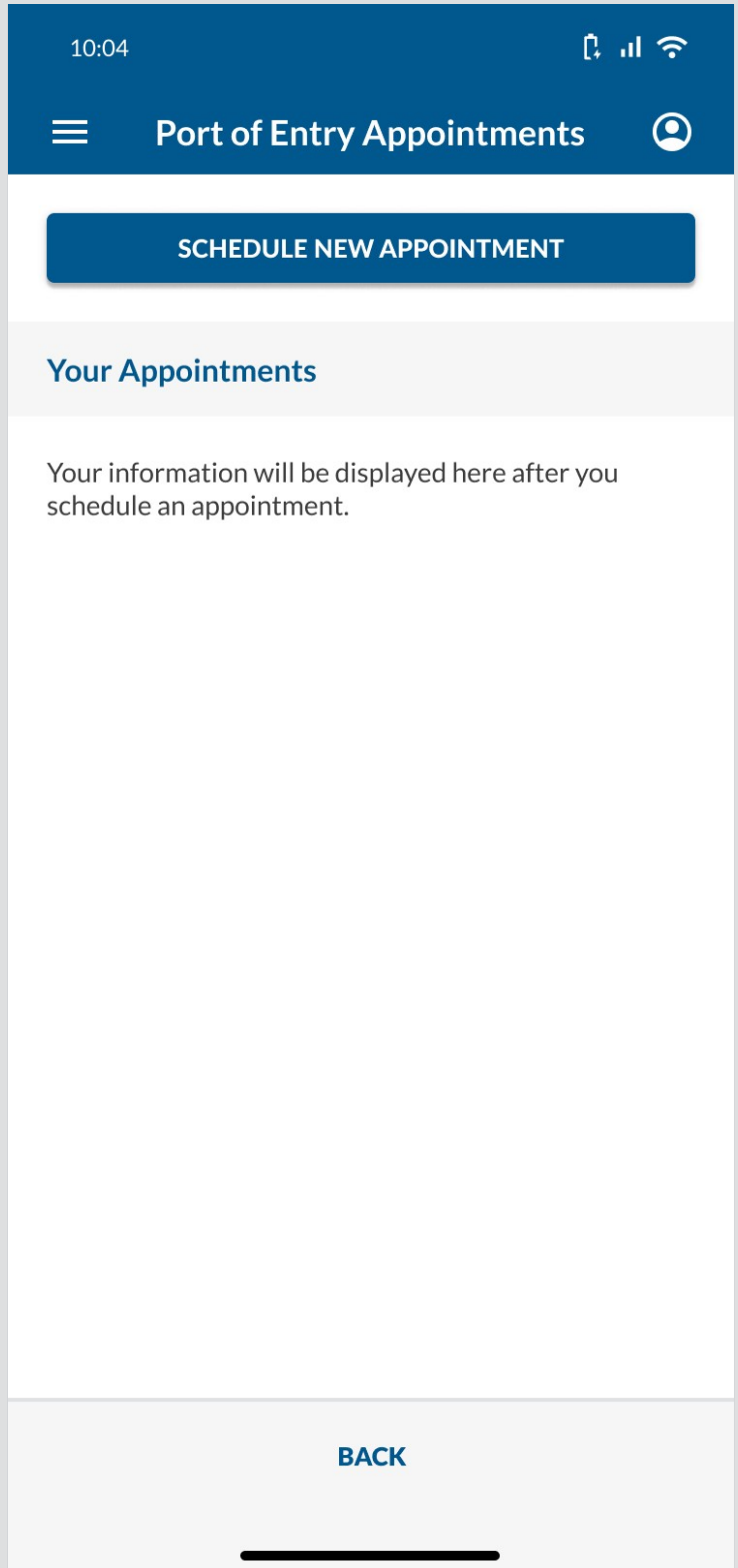


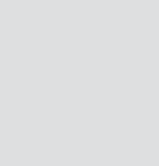
Traveler > Land > Schedule an Appointment at a Port of Entry: Cancel Appointment

An email was sent to the email address used to log into CBP One and to any Additional Email Addresses in the profile.

For email verbiage, please see "T > L > SaAaaPoE" tab in the [Translations Tracker](#)

.



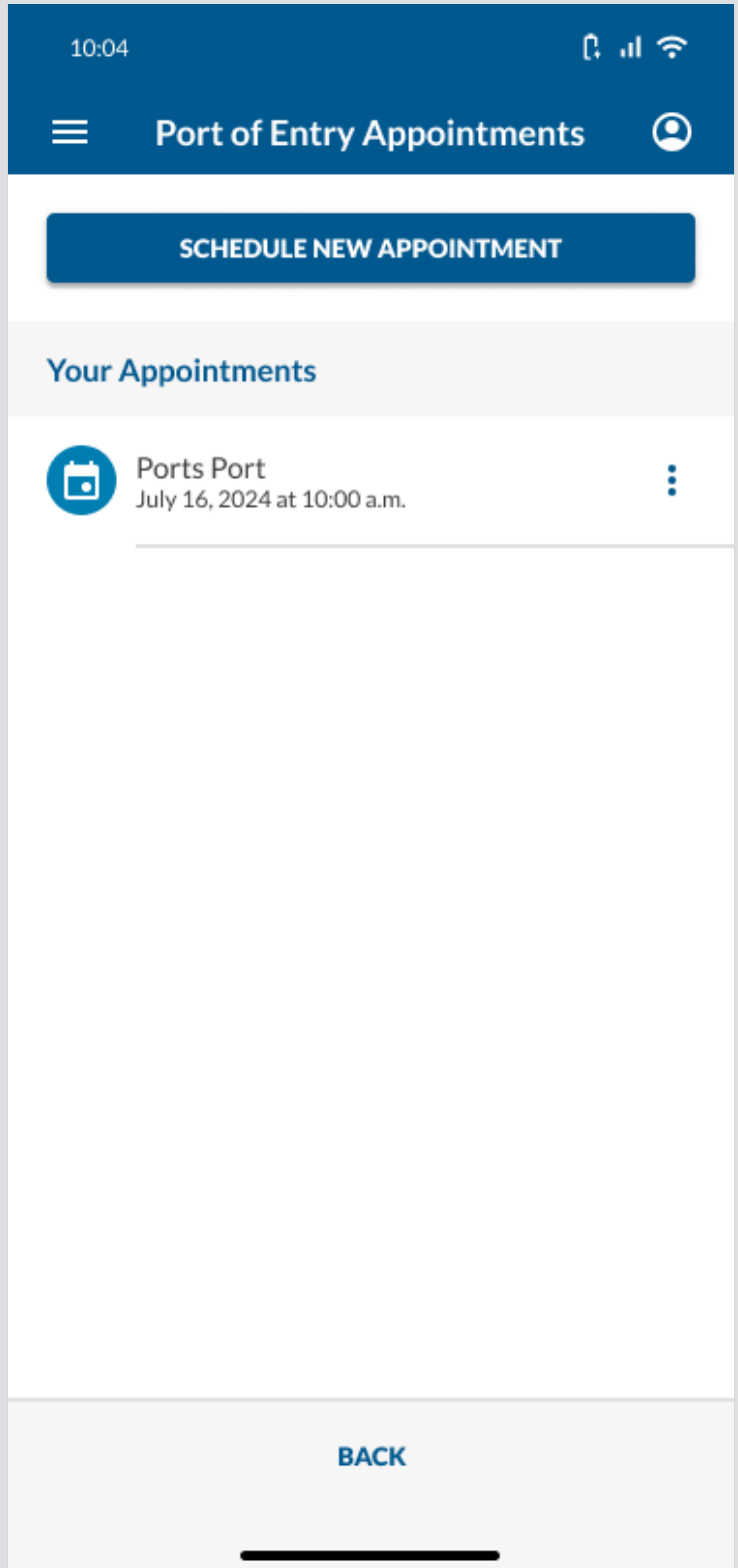


User Flow 3

User views and edits their profile.



Traveler > Land > Schedule an Appointment at a Port of Entry: View/Edit Profile



ACTION: User selects the **profile icon**.



Traveler > Land > Schedule an Appointment at a Port of Entry: View/Edit Profile

Any travelers previously-added in the Schedule an Appointment at a Port of Entry user flow will appear in this profile.

To see what this page should look like if user hasn't added a traveler yet, click here.

10:04

Port of Entry Appointments Prof...

Your Information EDIT

First Name
Jane

Last Name
Doe

Additional Email Address

Travelers

+ ADD TRAVELER

D Jane Doe
Passport: 123456789

BACK

ACTION: User selects **EDIT**.



Traveler > Land > Schedule an Appointment at a Port of Entry: View/Edit Profile

10:04 📶 📶 📶

Edit Port of Entry Appointments... ✕

Your Information

First Name*

Last Name*

Additional Email Address ?

This email should not be the same one used to sign in.

SAVE

ACTION: User selects **SAVE**.



Traveler > Land > Schedule an Appointment at a Port of Entry: View/Edit Profile

10:04 📶 📶 📶

☰ Port of Entry Appointments Prof...

Your Information EDIT

First Name
Jane

Last Name
Doe

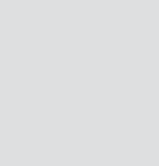
Additional Email Address

Travelers

+ ADD TRAVELER

D Jane Doe
Passport: 123456789 ⋮

BACK

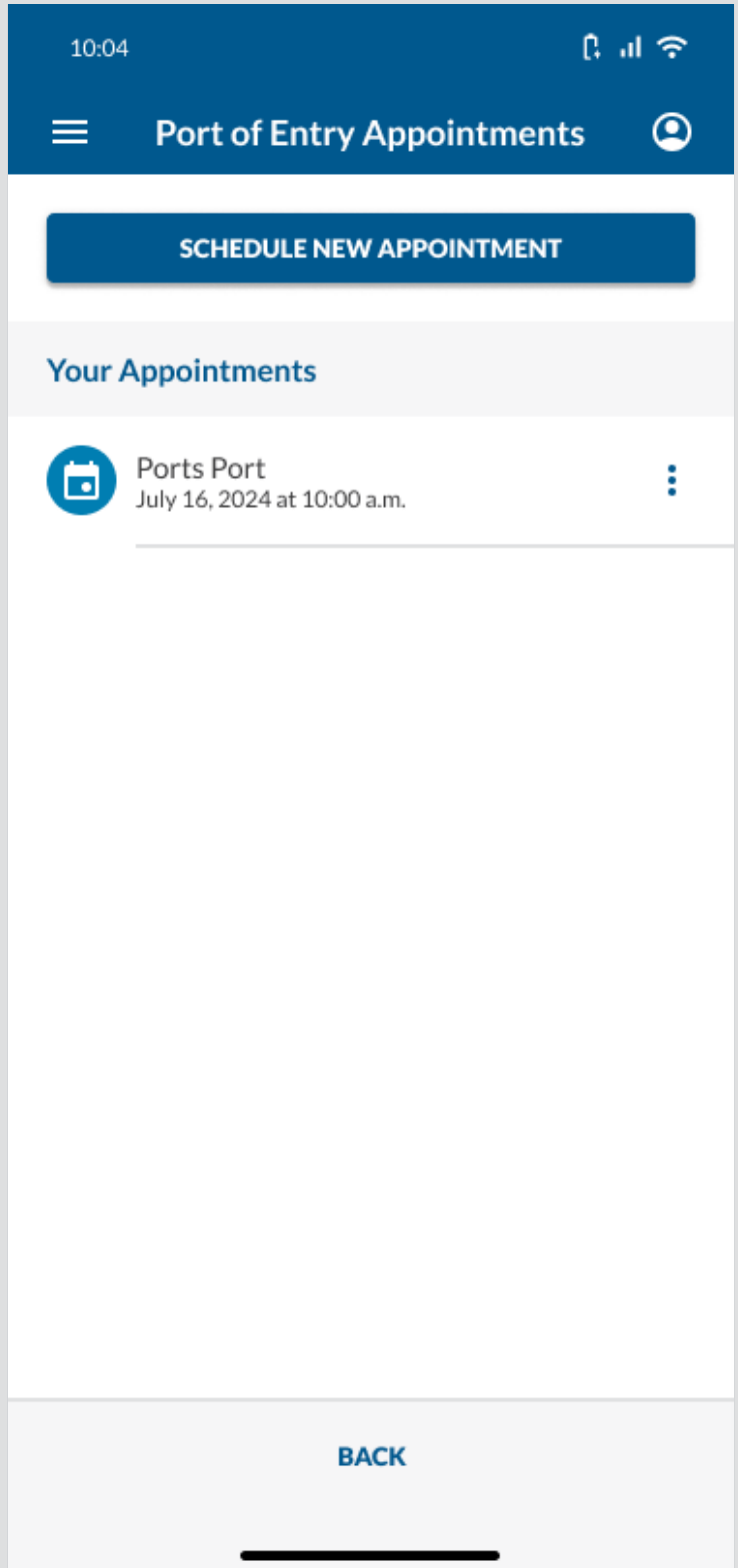


User Flow 4

User adds a traveler to their profile.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile



ACTION: User selects the **profile icon**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

10:04 📶 📶 📶

☰ Port of Entry Appointments Prof...

Your Information EDIT

First Name
Jane

Last Name
Doe

Additional Email Address

Travelers

+ ADD TRAVELER

D Jane Doe
Passport: 123456789 ⋮

BACK

ACTION: User selects **ADD TRAVELER**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

10:04

Add Traveler

Take Your Photo*
Please take a photo of yourself so we can process your information.

Scan Your Passport (Optional)
Scan the information page of your passport to automatically fill in your information below.

Biographical Information

First Name*

Last Name* ?

Date of Birth* 📅

City of Birth*

Country of Birth* ▼

Country of Citizenship* ▼

Country of Residence* ▼

Sex* ▼

Primary Language* ▼

Document Information

Do you have a travel document?*

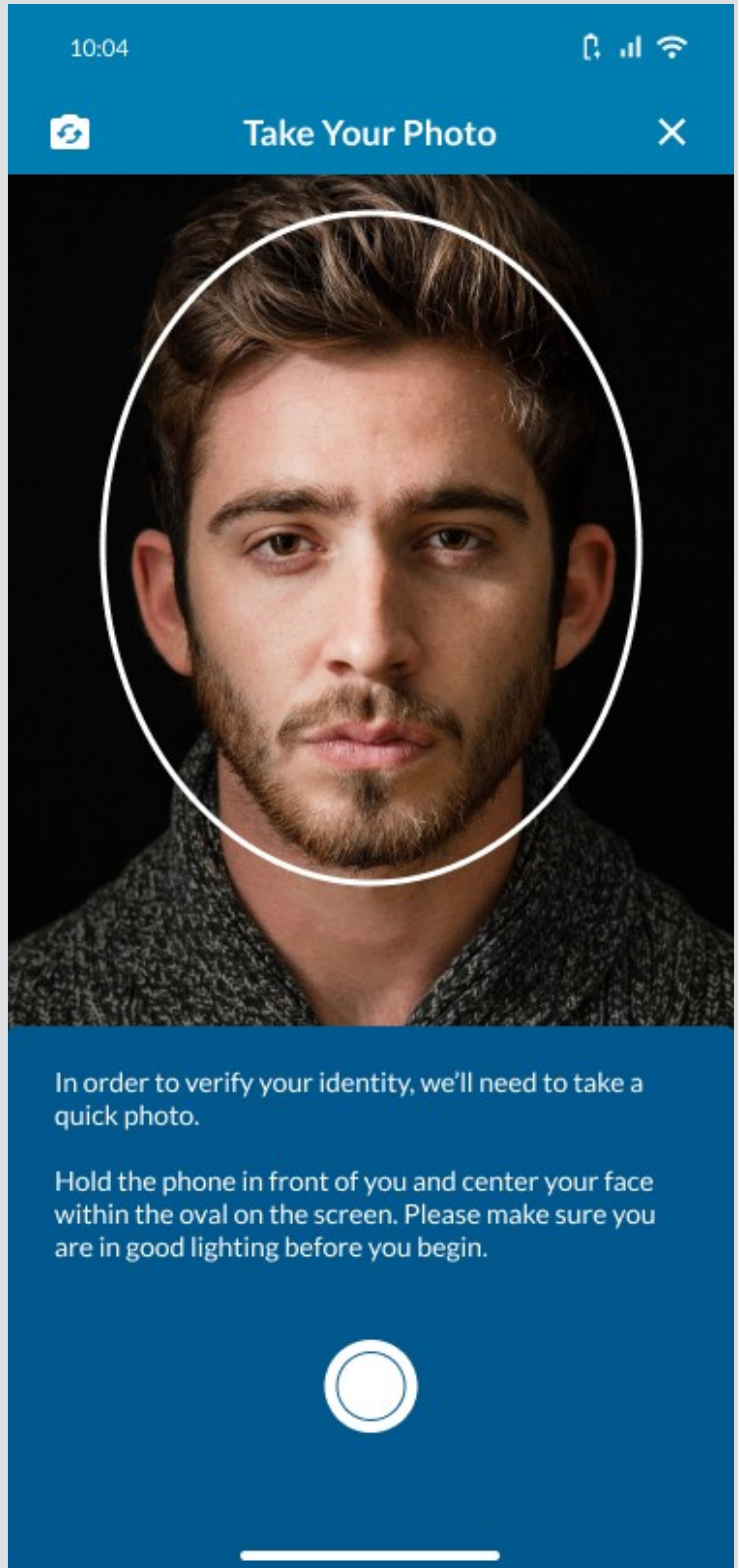
Yes No

CONTINUE

ACTION: User selects **Take Your Photo**.



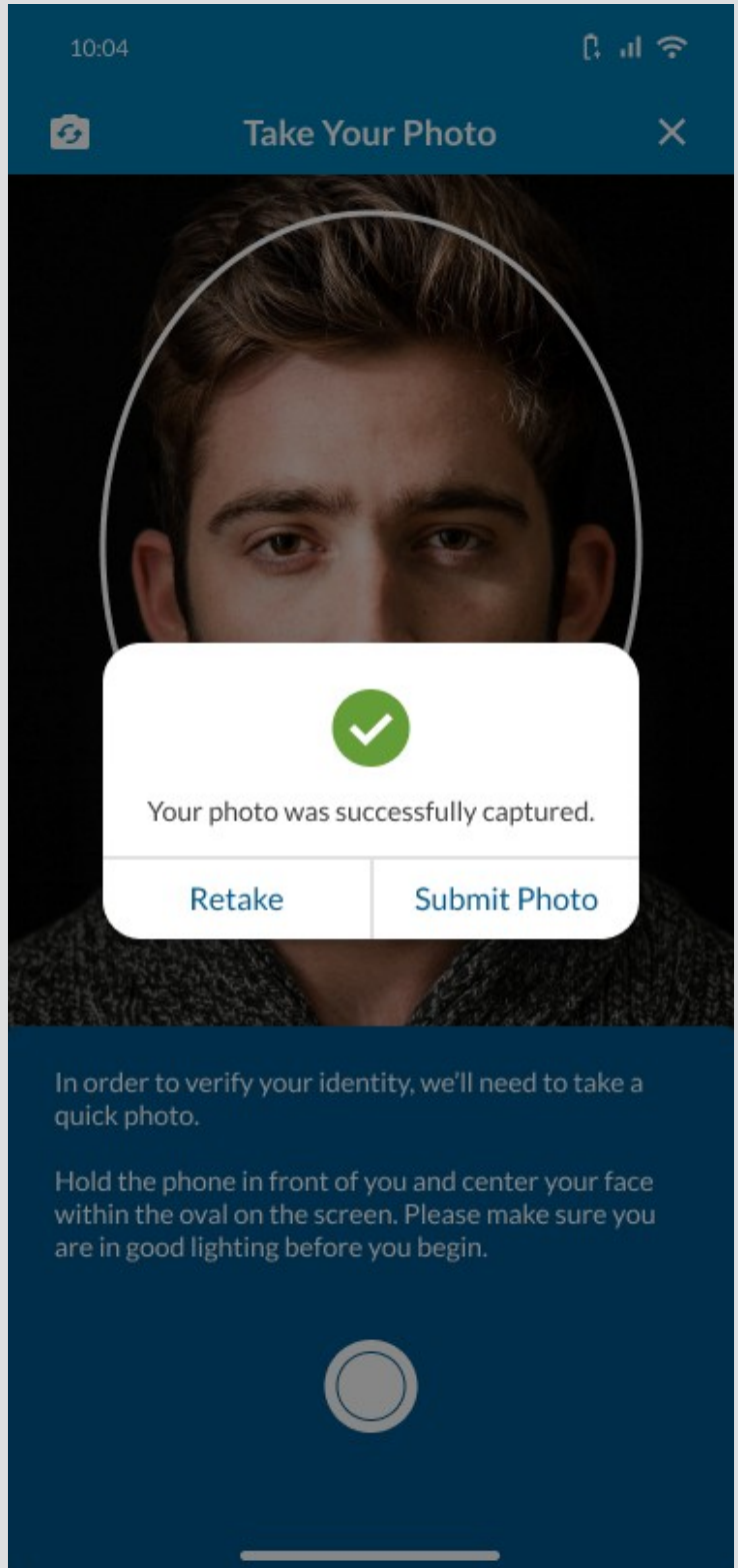
Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile



ACTION: User takes a photo.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile



ACTION: User selects **Submit Photo**.




Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

10:04

Add Traveler

Retake Your Photo (Optional)



Scan Your Passport (Optional)
Scan the information page of your passport to automatically fill in your information below.

Biographical Information

First Name*

Last Name* ?

Date of Birth* 📅

City of Birth*

Country of Birth*

Country of Citizenship*

Country of Residence*

Sex*

Primary Language*

Document Information

Do you have a travel document?*

Yes No

CONTINUE

ACTION: User selects **Scan Your Passport (Optional)**.

Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile



ACTION: User scans their passport.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

10:04

Add Traveler

Retake Your Photo (Optional)

Scan Your Passport (Optional)
Scan the information page of your passport to automatically fill in your information below.

Biographical Information

First Name*
John

Last Name*
Doe

Date of Birth*
01/01/1999

City of Birth*
Citiville

Country of Birth*
Countryington

Country of Citizenship*
Countryington

Country of Residence*
Countryington

Sex*
Female

Primary Language*
English

Document Information

Do you have a travel document?*

Yes No

Type of Document*
Passport

Document Number*
123456789

Country of Issuance*
Countryington

Issue Date
January 1, 1999

Expiration Date
January 1, 2025

CONTINUE

ACTION: User selects **CONTINUE.**



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

10:04 📶 📶 📶

Add Traveler ✕

Contact Information

Email Address*

Phone Number* 

Phone Type* 

BACK **SAVE**

ACTION: User fills out the required fields.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

10:04 📶 📶 📶

Add Traveler ✕

Contact Information

Email Address*

Phone Number* 📞

Phone Type*

BACK SAVE

ACTION: User selects the **Phone Type dropdown**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

10:04 📶 📶 📶

Select a Phone Type ✕

Business

Cell

Fax

Home

Other

Pager

ACTION: User selects **Cell**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

10:04 📶 📶 📶

Add Traveler ✕

Contact Information

Email Address*

Phone Number* 📞

Phone Type* ▾

BACK **SAVE**

ACTION: User selects **SAVE**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Add Traveler to Profile

10:04 📶 📶 📶

☰ Port of Entry Appointments Prof...

Your Information EDIT

First Name
Jane

Last Name
Doe

Additional Email Address

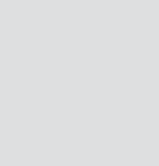
Travelers

+ ADD TRAVELER

D Jane Doe
Passport: 123456789 ⋮

D John Doe
Passport: 123456789 ⋮

BACK

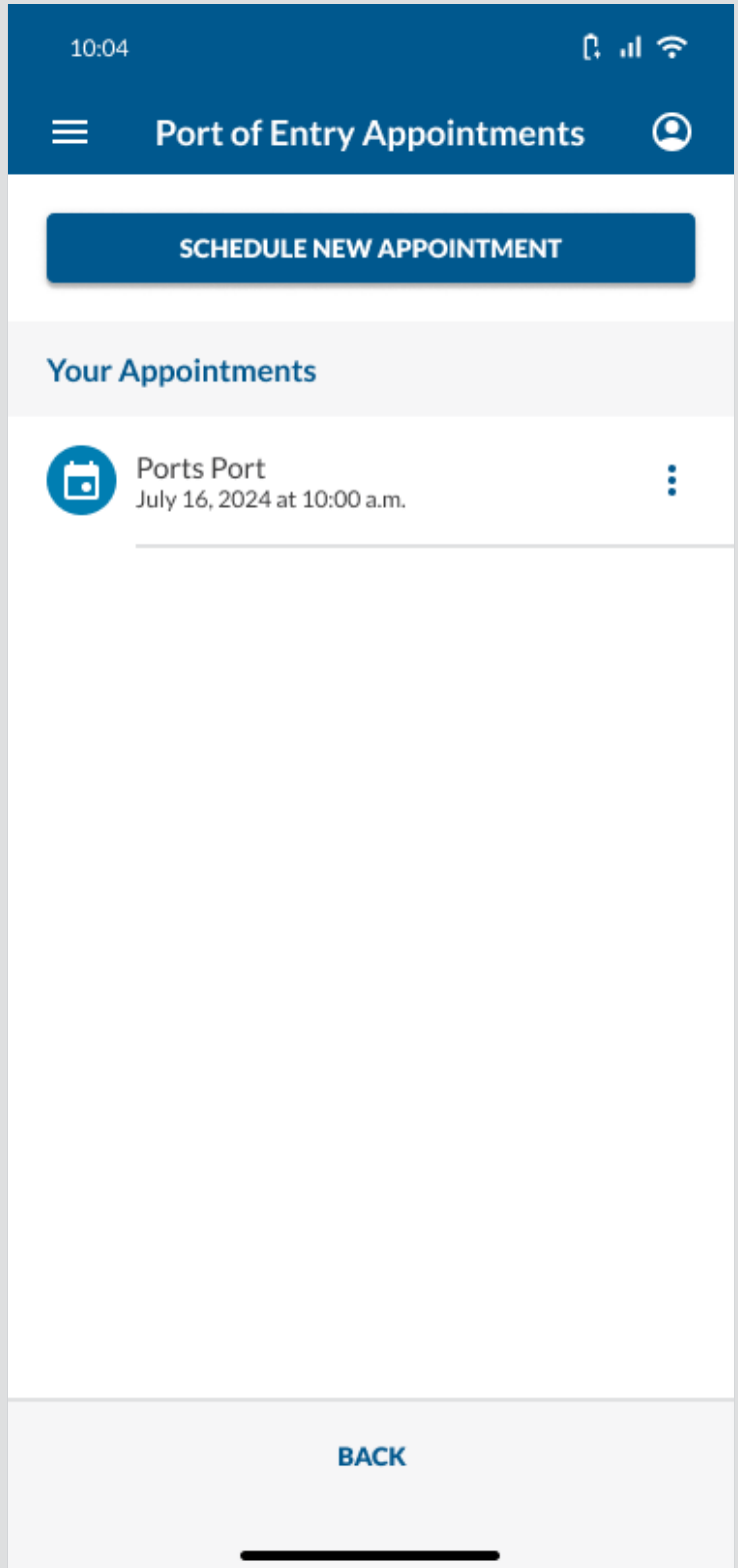


User Flow 4.5

User views a traveler from their profile.



Traveler > Land > Schedule an Appointment at a Port of Entry: View Traveler from Profile



ACTION: User selects the **profile icon**.



Traveler > Land > Schedule an Appointment at a Port of Entry: View Traveler from Profile

10:04 📶 📶 📶

☰ Port of Entry Appointments Prof...

Your Information EDIT

First Name
Jane

Last Name
Doe

Additional Email Address

Travelers

+ ADD TRAVELER

D Jane Doe
Passport: 123456789 ⋮

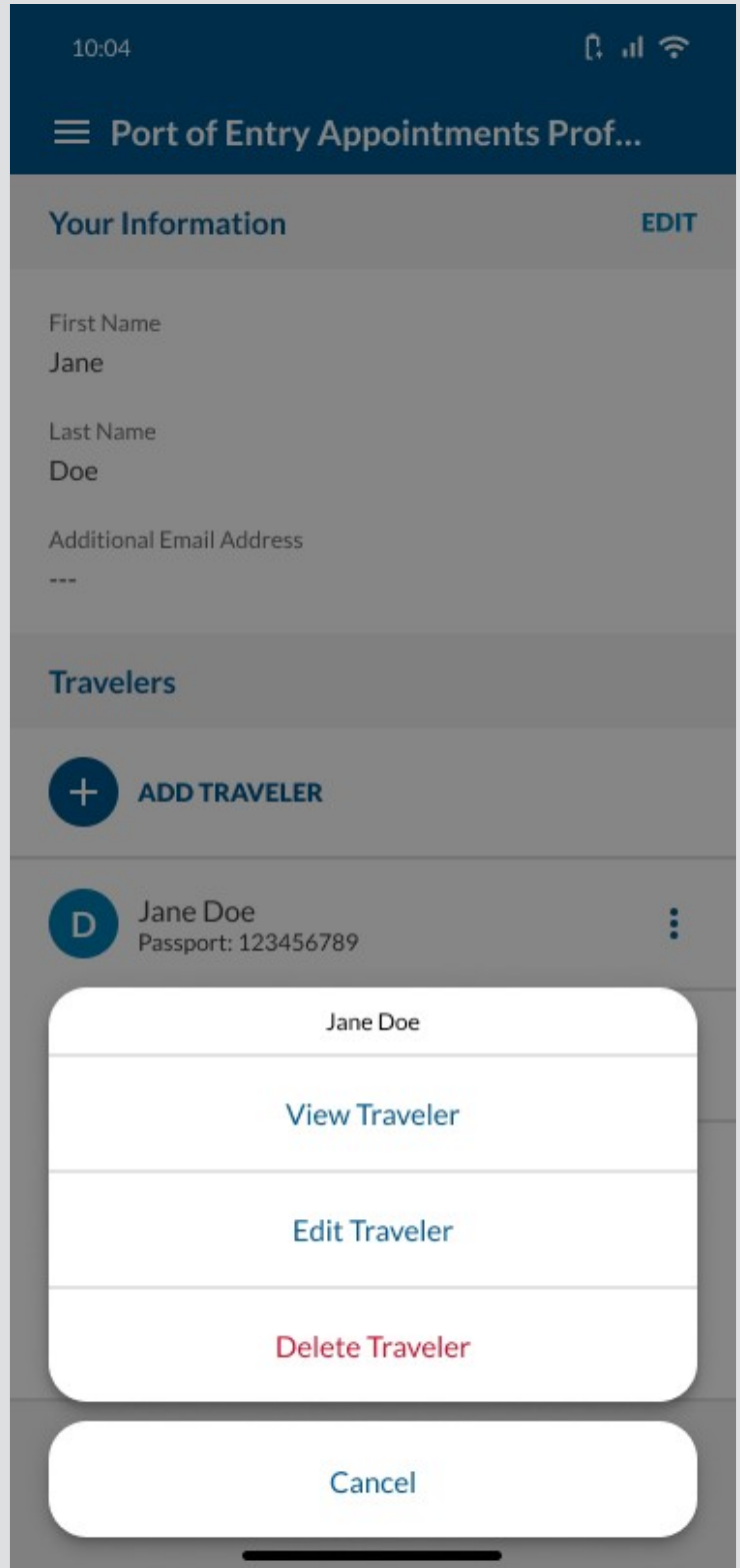
D John Doe
Passport: 123456789 ⋮

BACK

ACTION: User selects the **3 dots icon next to a traveler.**



Traveler > Land > Schedule an Appointment at a Port of Entry: View Traveler from Profile

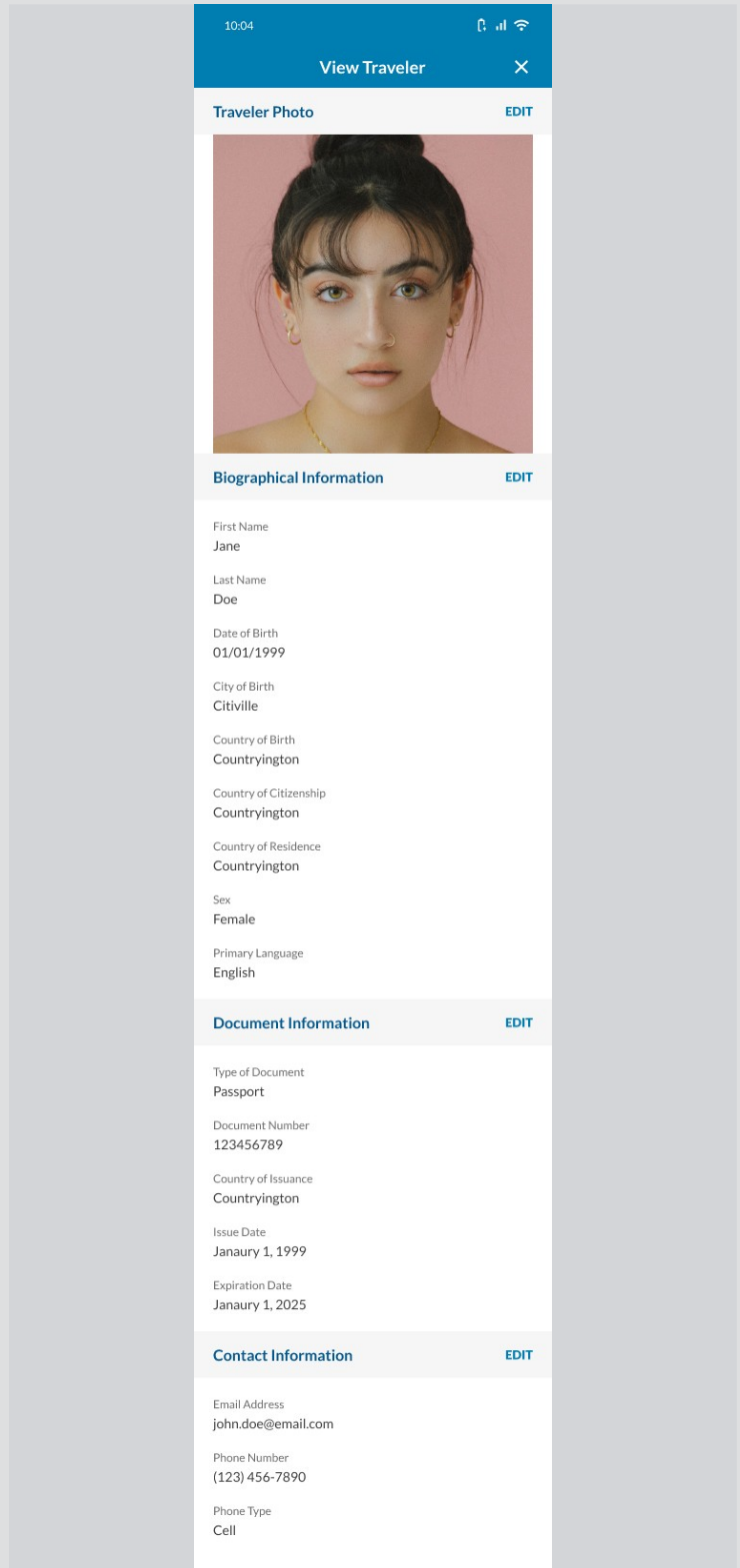


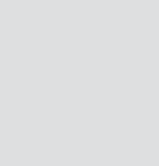
ACTION: User selects **View Traveler**.



Traveler > Land > Schedule an Appointment at a Port of Entry: View Traveler from Profile

To see what happens if user selects EDIT on any of these sections, click here.



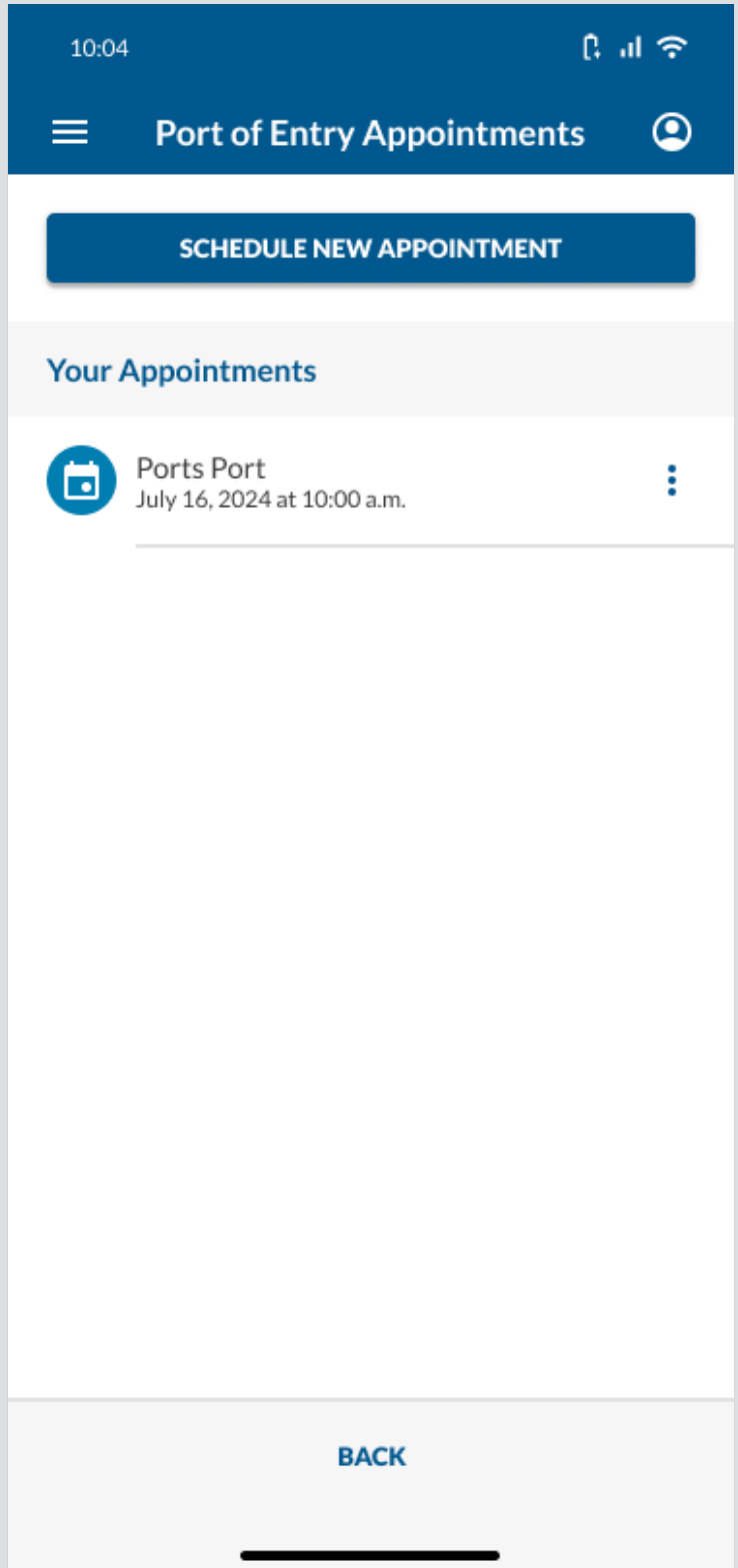


User Flow 5

Users edits a traveler from their profile.



Traveler > Land > Schedule an Appointment at a Port of Entry: Edit Traveler from Profile



ACTION: User selects the **profile icon**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Edit Traveler from Profile

10:04

Port of Entry Appointments Prof...

Your Information EDIT

First Name
Jane

Last Name
Doe

Additional Email Address

Travelers

+ ADD TRAVELER

D Jane Doe
Passport: 123456789 ⋮

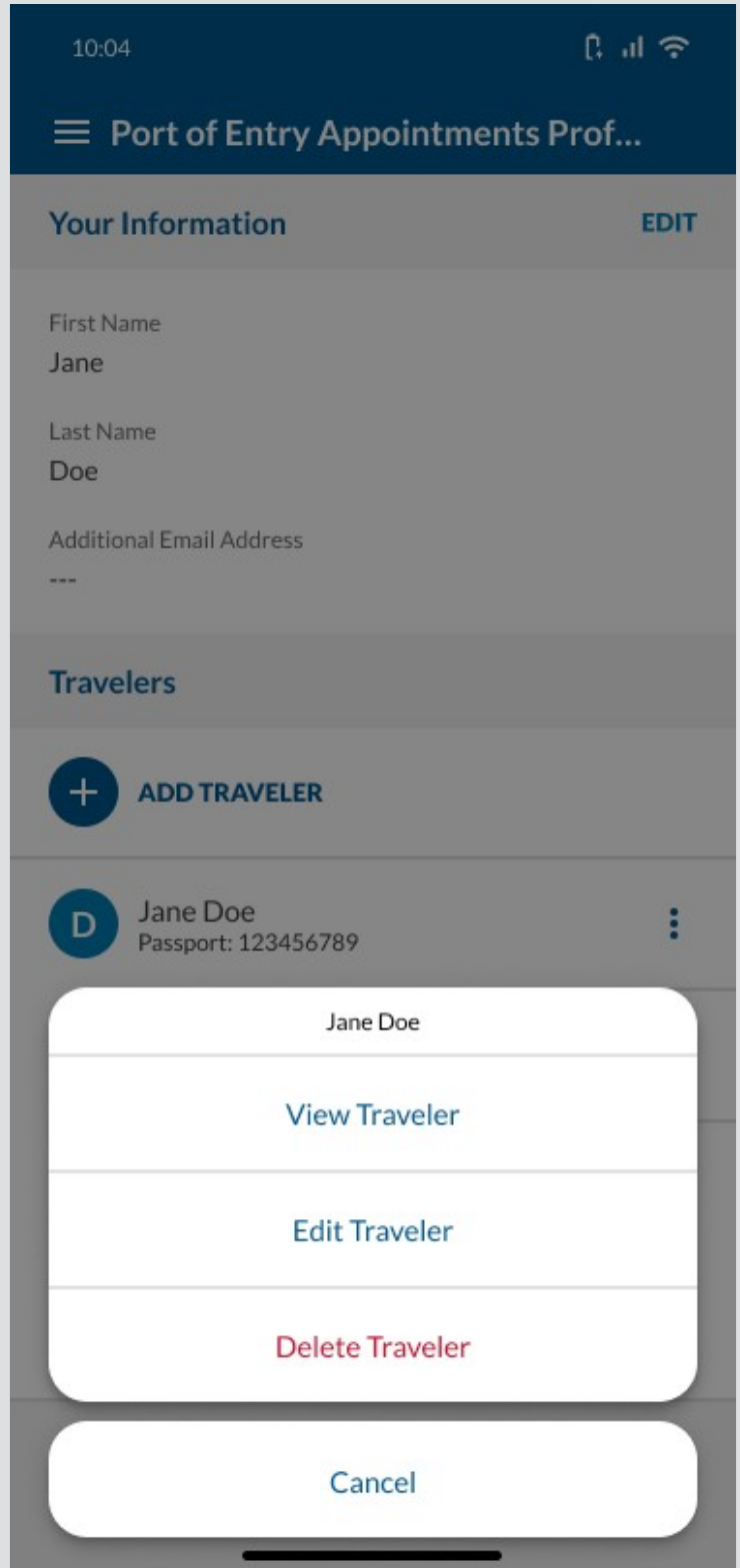
D John Doe
Passport: 123456789 ⋮

BACK

ACTION: User selects the **3 dots icon next to a traveler.**



Traveler > Land > Schedule an Appointment at a Port of Entry: Edit Traveler from Profile



ACTION: User selects **Edit Traveler**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Edit Traveler from Profile

Note that the title says “Edit”, not “Add”.

The screenshot shows the 'Edit Traveler' screen in a mobile application. At the top, the title is 'Edit Traveler' with a close button (X). Below the title are two optional actions: 'Retake Your Photo (Optional)' and 'Scan Your Passport (Optional)'. A photo of a woman is displayed. Below the photo is the 'Biographical Information' section, which includes fields for First Name (Jane), Last Name (Doe), Date of Birth (01/01/1999), City of Birth (Citiville), Country of Birth (Countryington), Country of Citizenship (Countryington), Country of Residence (Countryington), Sex (Female), and Primary Language (English). Below this is the 'Document Information' section, which includes a radio button for 'Do you have a travel document?' (Yes is selected), a dropdown for 'Type of Document' (Passport), a text field for 'Document Number' (123456789), a dropdown for 'Country of Issuance' (Countryington), a date field for 'Issue Date' (January 1, 1999), and a date field for 'Expiration Date' (January 1, 2025). At the bottom of the screen is a 'CONTINUE' button.

ACTION: User selects **CONTINUE.**



Traveler > Land > Schedule an Appointment at a Port of Entry: Edit Traveler from Profile

10:04 📶 📶 📶

Edit Traveler ✕

Contact Information

Email Address*

Phone Number* 📞

Phone Type* ▾

BACK **UPDATE**

ACTION: User selects **UPDATE**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Edit Traveler from Profile

10:04 📶 📶 📶

☰ Port of Entry Appointments Prof...

Your Information EDIT

First Name
Jane

Last Name
Doe

Additional Email Address

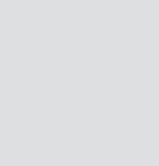
Travelers

+ ADD TRAVELER

D Jane Doe
Passport: 123456789 ⋮

D John Doe
Passport: 123456789 ⋮

BACK

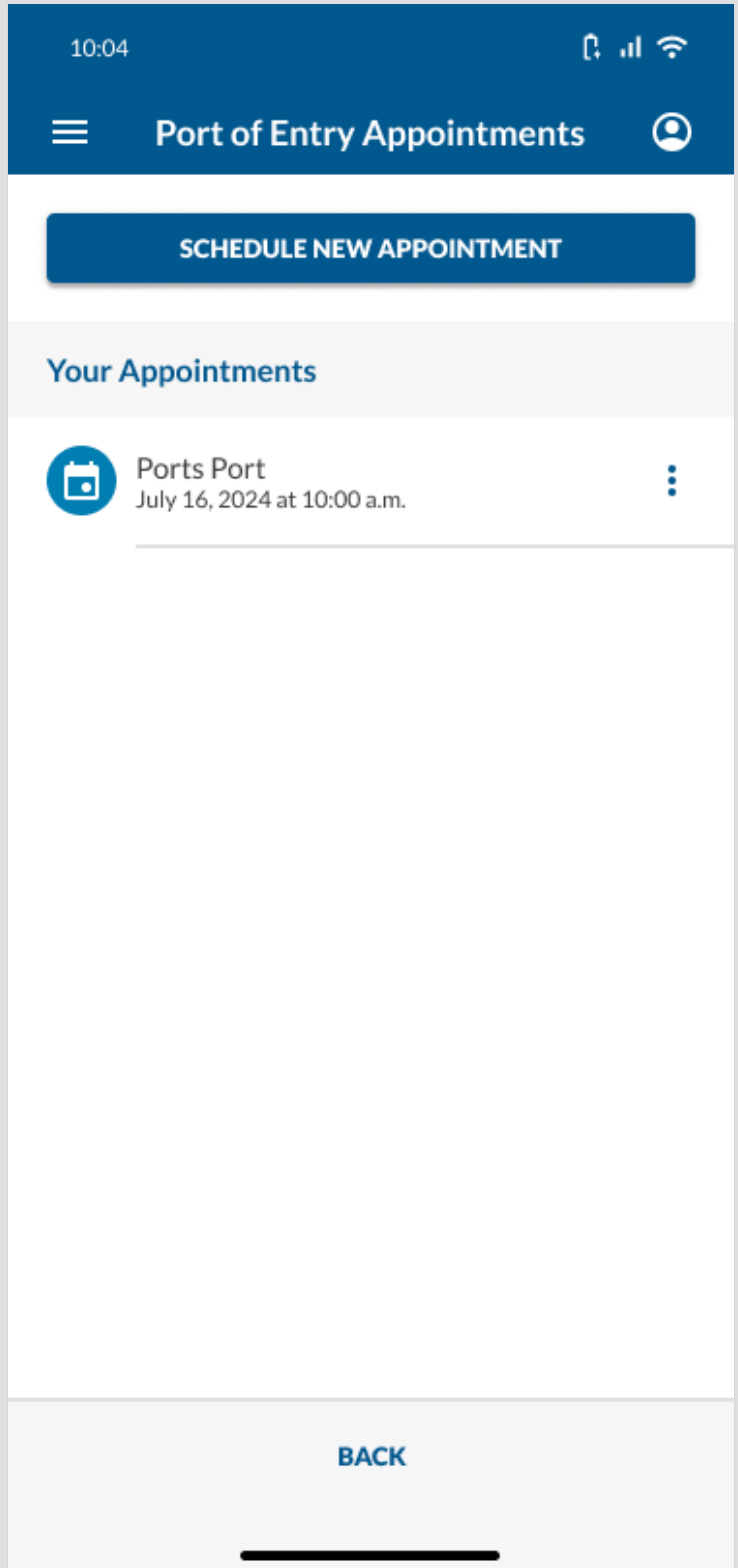


User Flow 6

Users deletes a traveler from their profile.



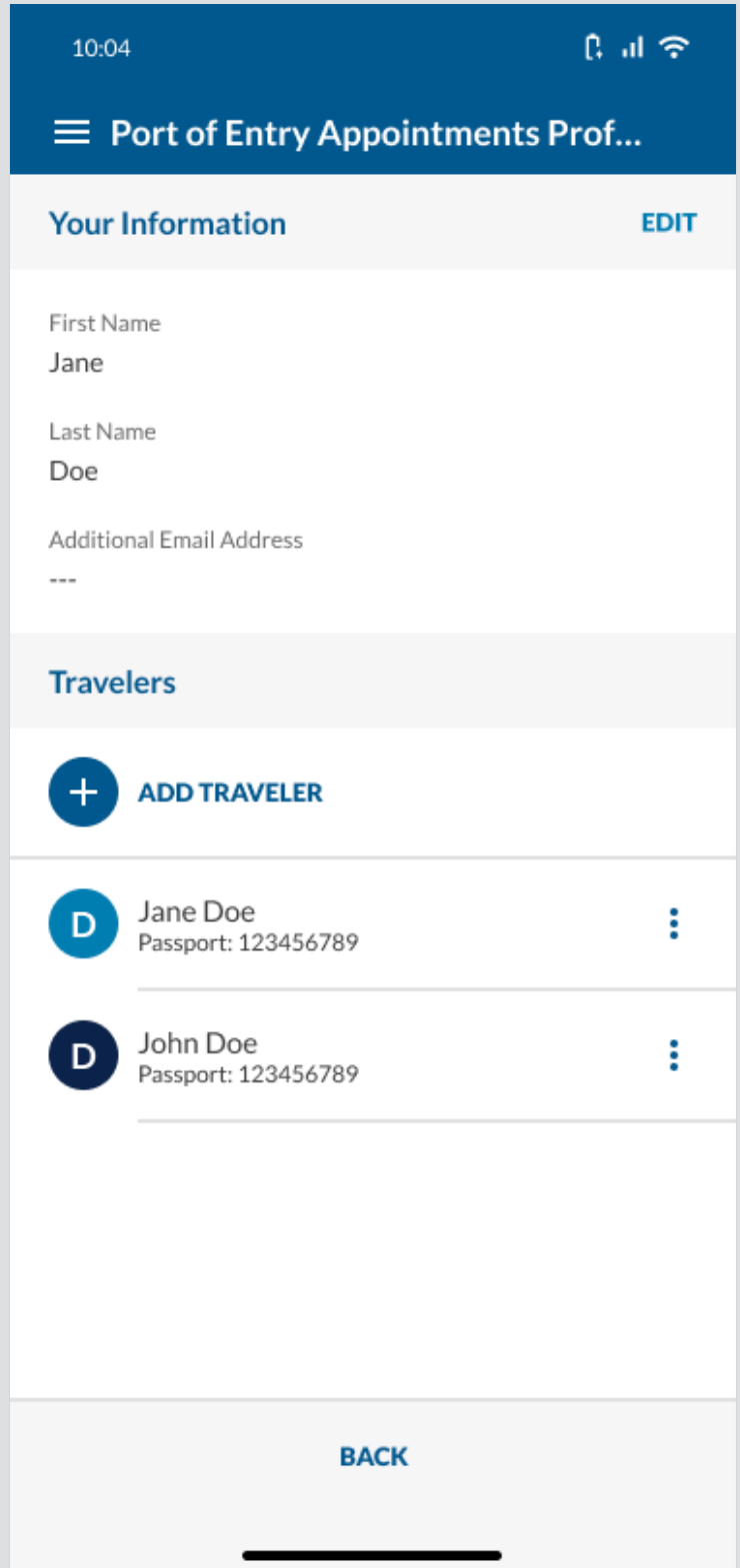
Traveler > Land > Schedule an Appointment at a Port of Entry: Delete Traveler from Profile



ACTION: User selects the **profile icon**.



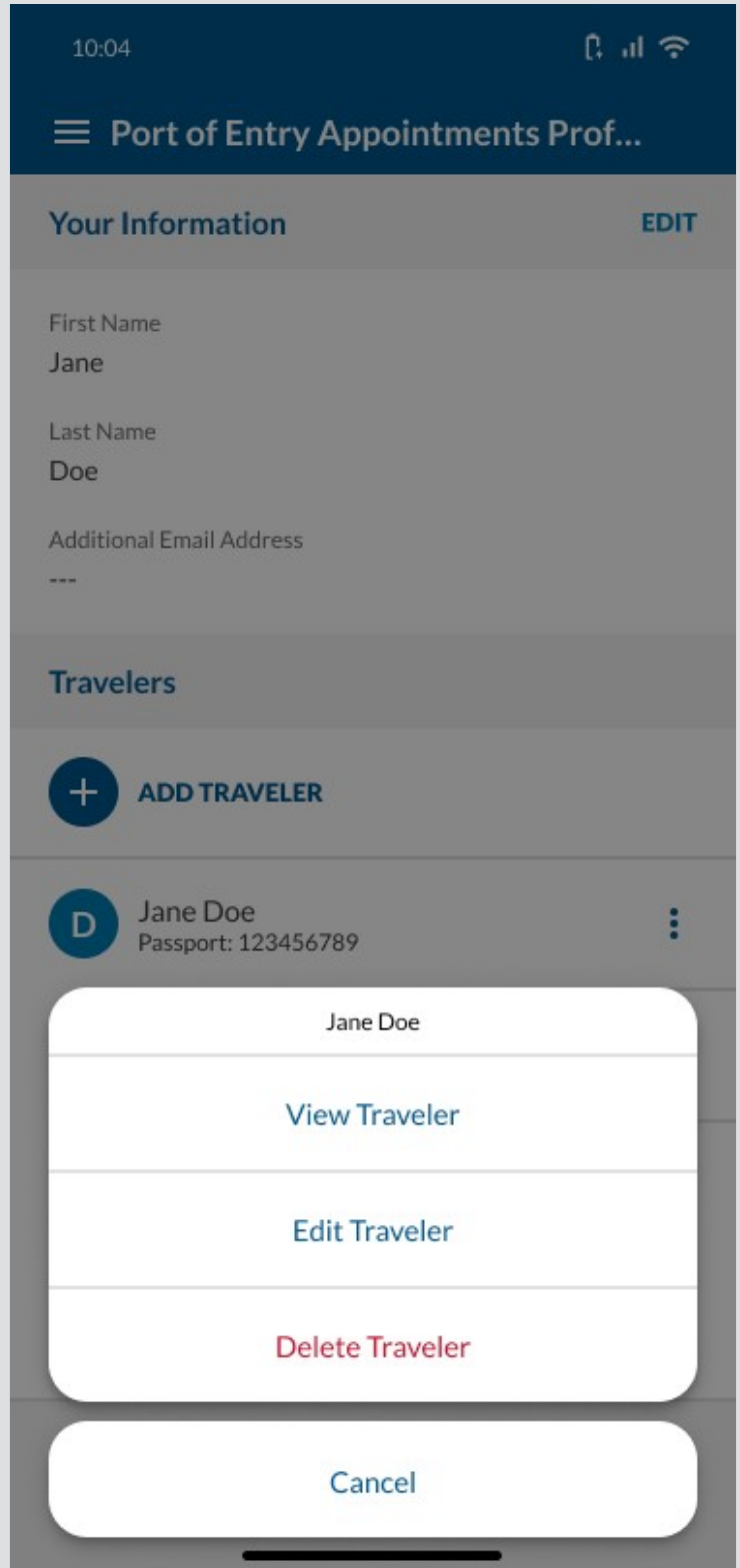
Traveler > Land > Schedule an Appointment at a Port of Entry: Delete Traveler from Profile



ACTION: User selects the **3 dots icon next to a traveler.**



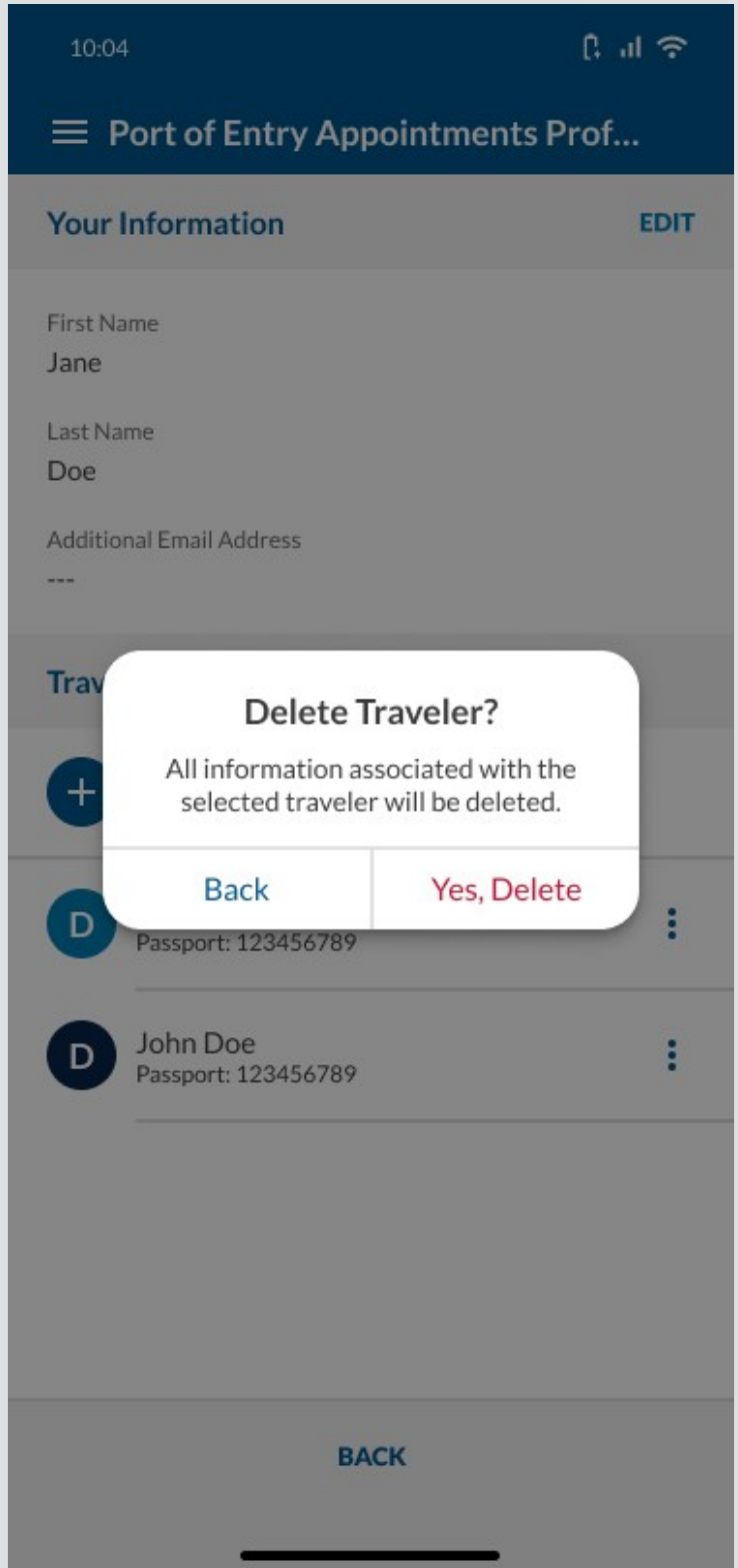
Traveler > Land > Schedule an Appointment at a Port of Entry: Delete Traveler from Profile



ACTION: User selects **Delete Traveler**.



Traveler > Land > Schedule an Appointment at a Port of Entry: Delete Traveler from Profile



ACTION: User selects **Yes, Delete.**



Traveler > Land > Schedule an Appointment at a Port of Entry: Delete Traveler from Profile

10:04 📶 📶 📶

☰ Port of Entry Appointments Prof...

Your Information EDIT

First Name
Jane

Last Name
Doe

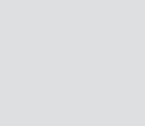
Additional Email Address

Travelers

+ ADD TRAVELER

D John Doe
Passport: 123456789 ⋮

BACK



Edgescases

Misc. screens not covered by other sections in this presentation.



Edgecase: User Tries to Continue Without Adding a Traveler

10:04 📶 📶 📶

☰ **Schedule New Appointment** 👤

Select all travelers on this trip. You can select a saved traveler or add a new traveler.

Travelers

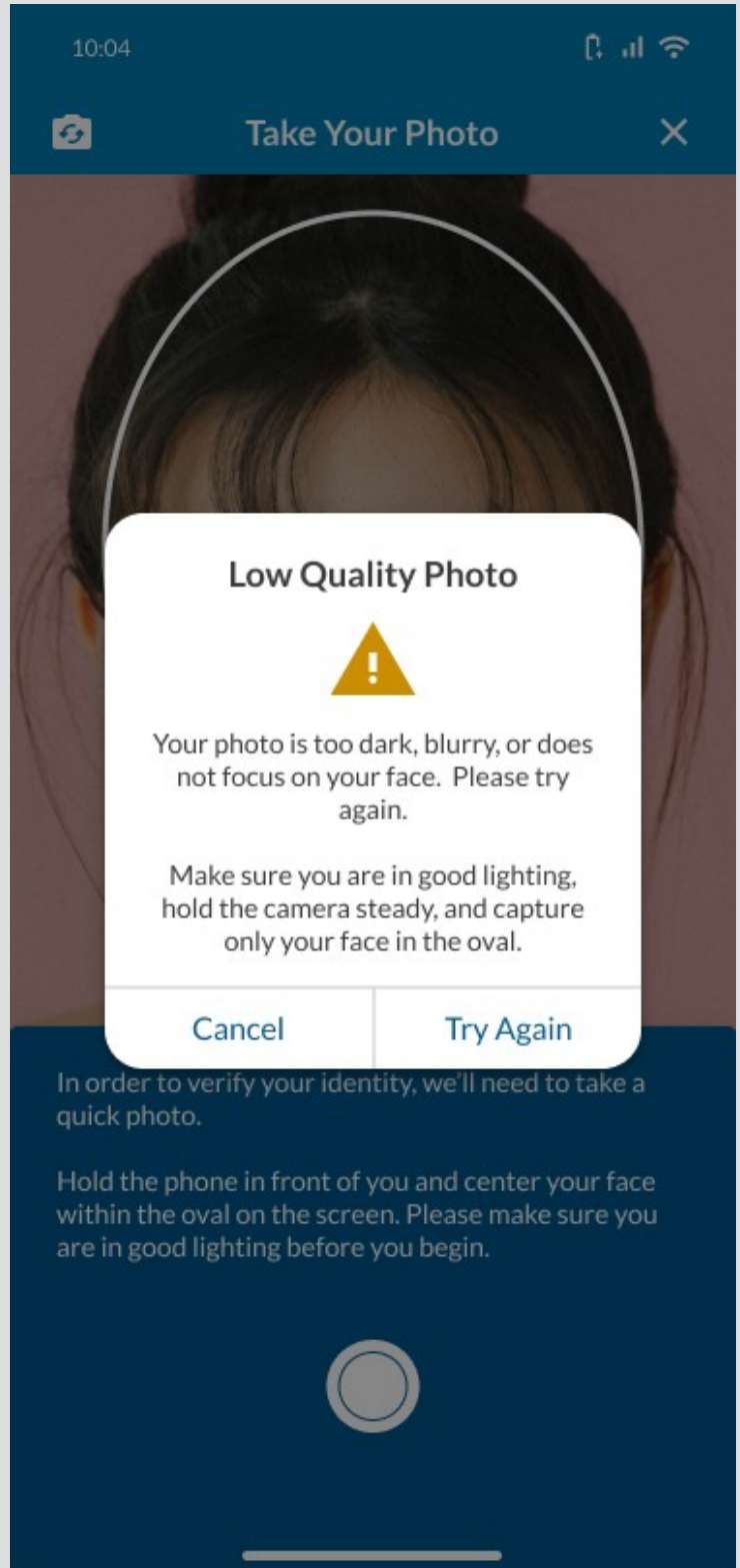
+ **ADD TRAVELER**

Please select at least 1 traveler.

CANCEL **CONTINUE**

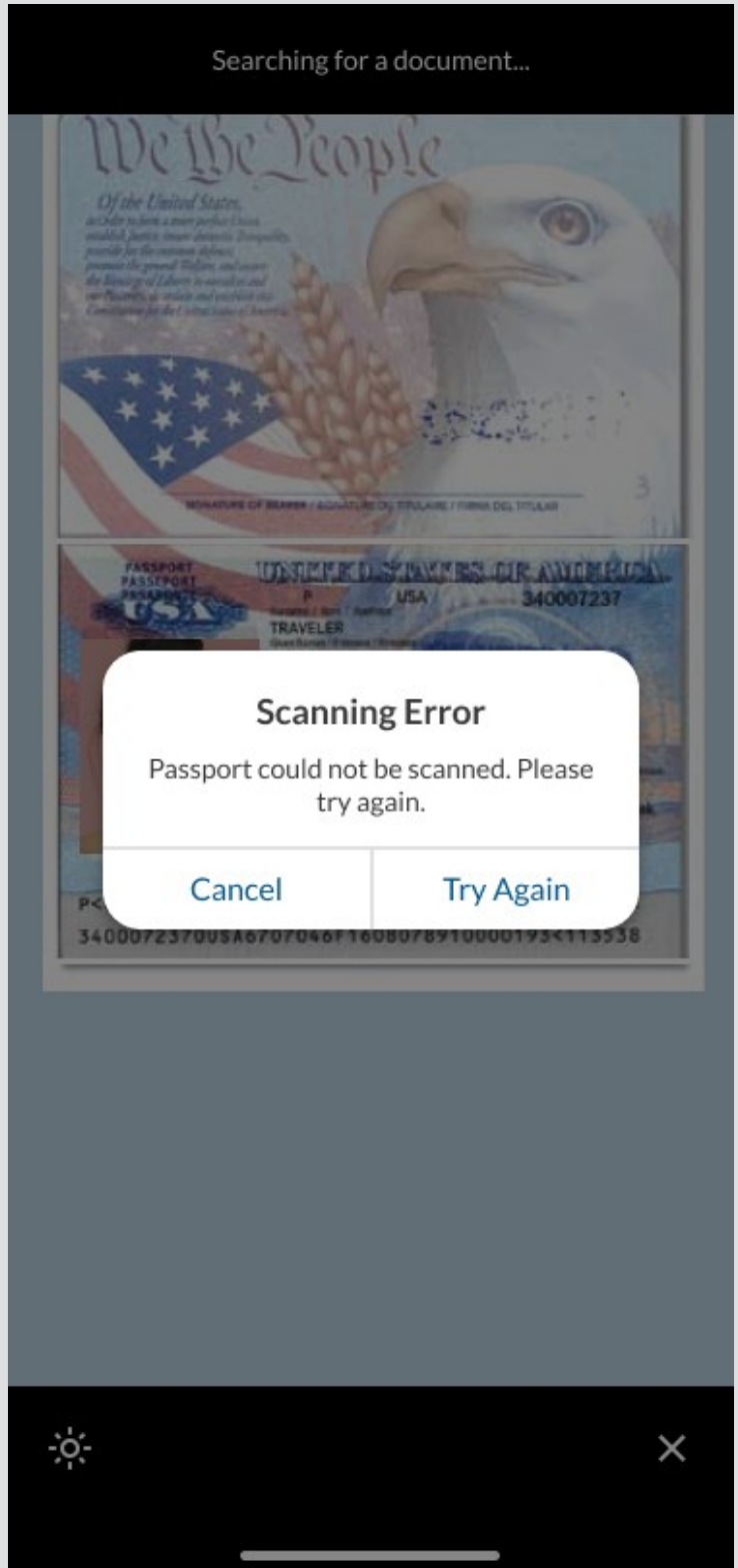


Edgecase: User Takes a Low-Quality Photo While Adding a Traveler



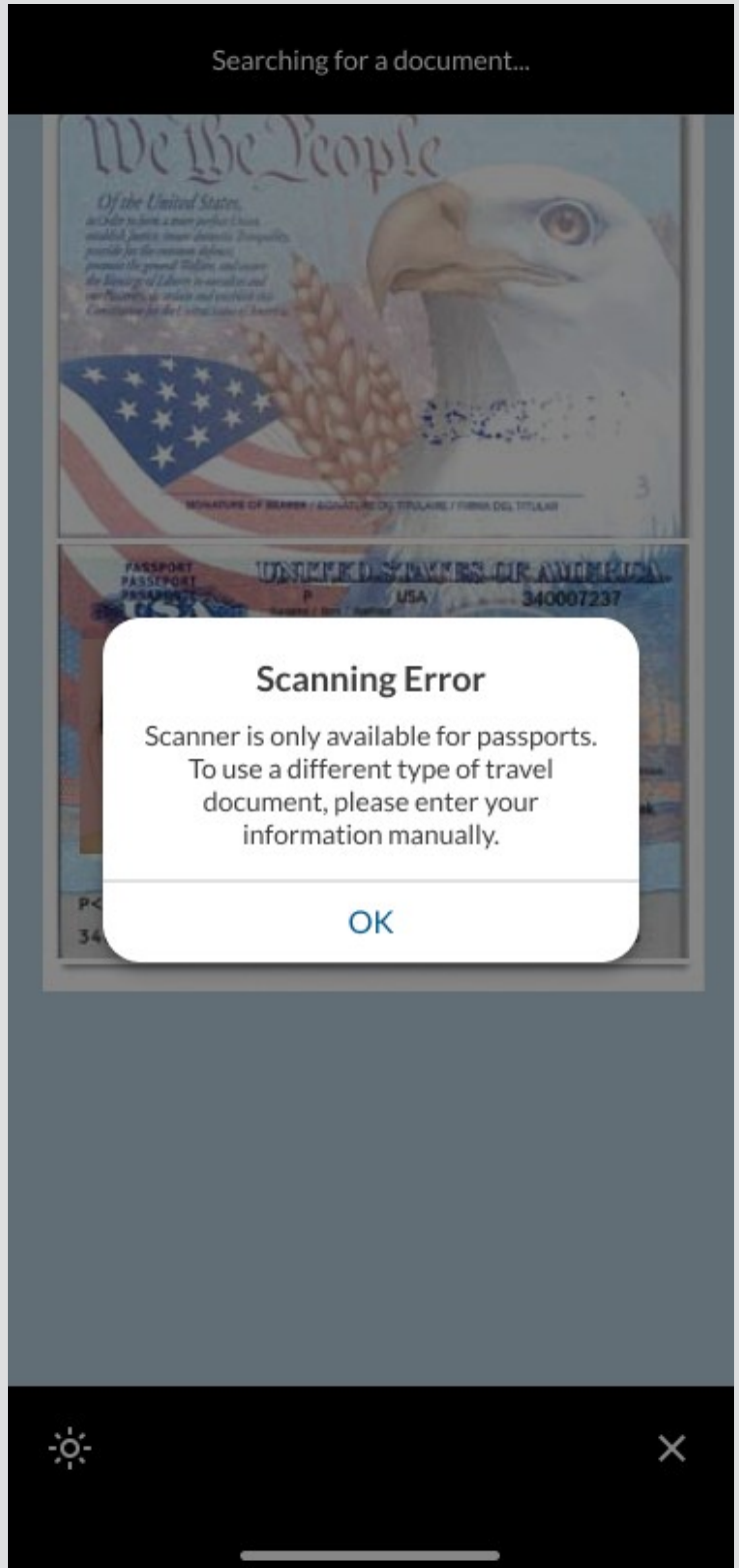


Edgecase: User's Passport Can't Be Scanned While Adding a Traveler





Edgecase: User Tries to Scan a Travel Document That Is Not a Passport While Adding a Traveler



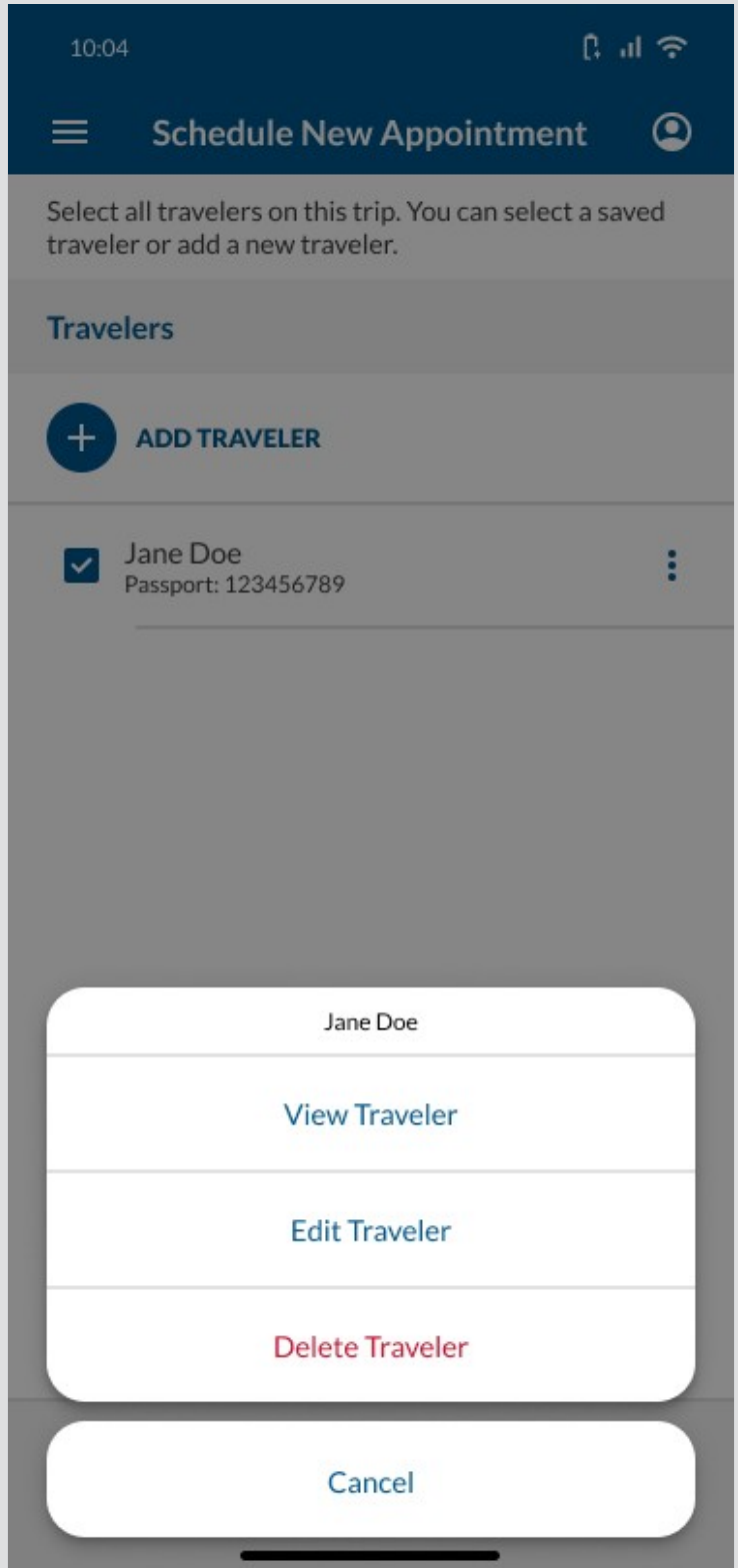


Edgecase: User Selects the 3 Vertical Dots Icon On a Traveler While Scheduling an Appointment.

To see what happens if user selects View Traveler, click here.

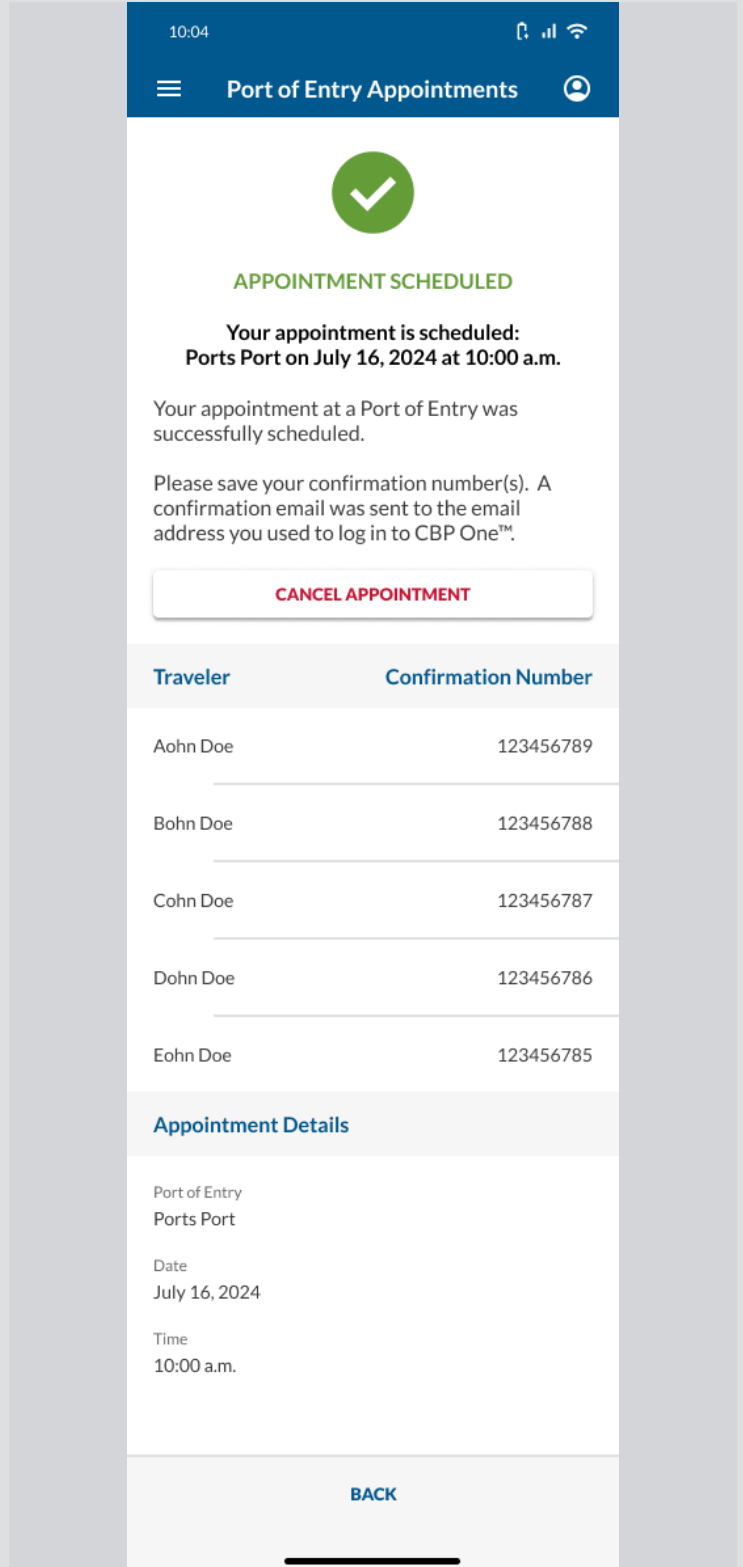
To see what happens if user selects Edit Traveler, click here.

To see what happens if user selects Delete Traveler, click here.



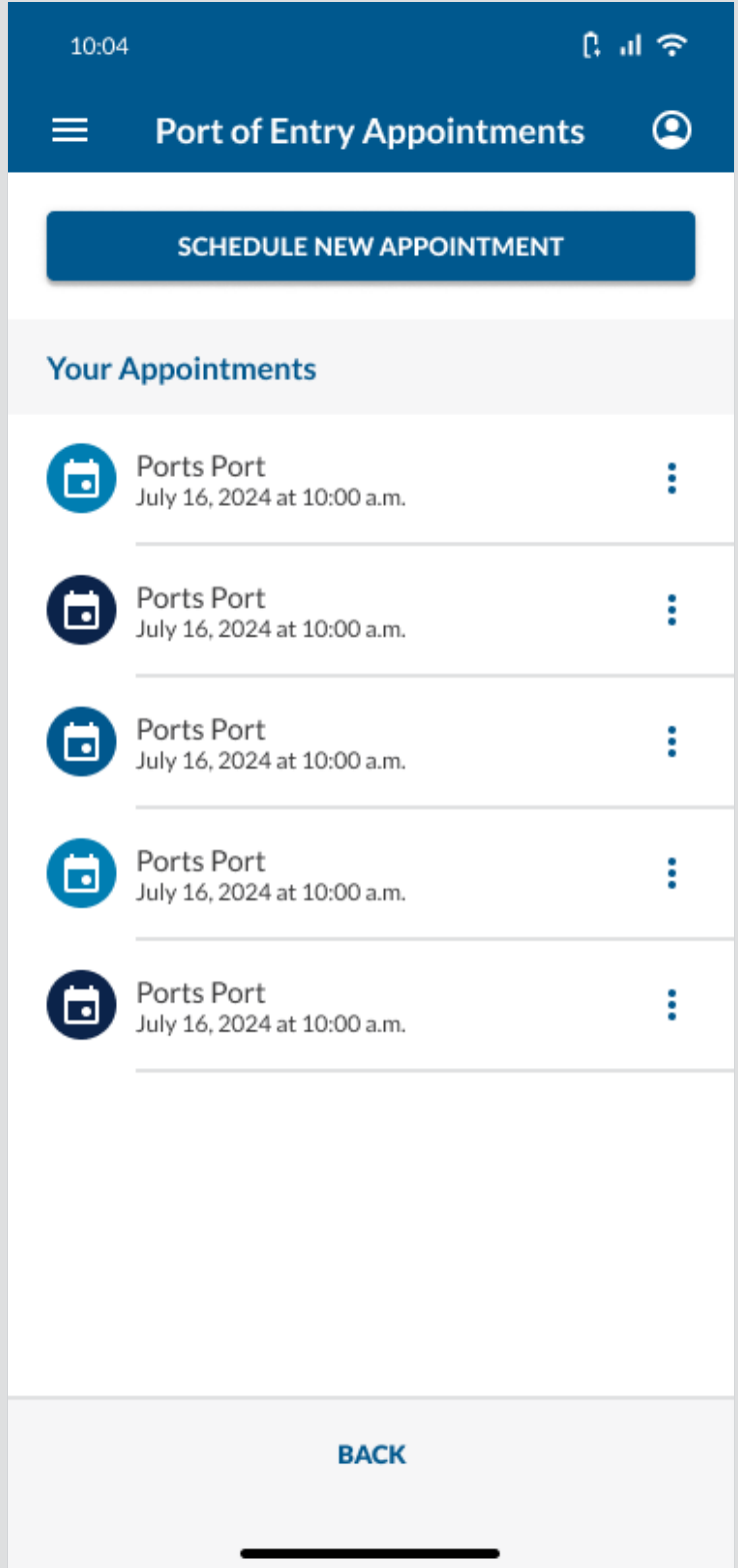


Edgecase: User has more than 1 person on an appointment.





Edgecase: User has more than 1 appointment.





Edgecase: User has not added any travelers to their profile.

10:04 📶 📶 📶

☰ Port of Entry Appointments Prof...

Your Information EDIT

First Name
Jane

Last Name
Doe

Additional Email Address

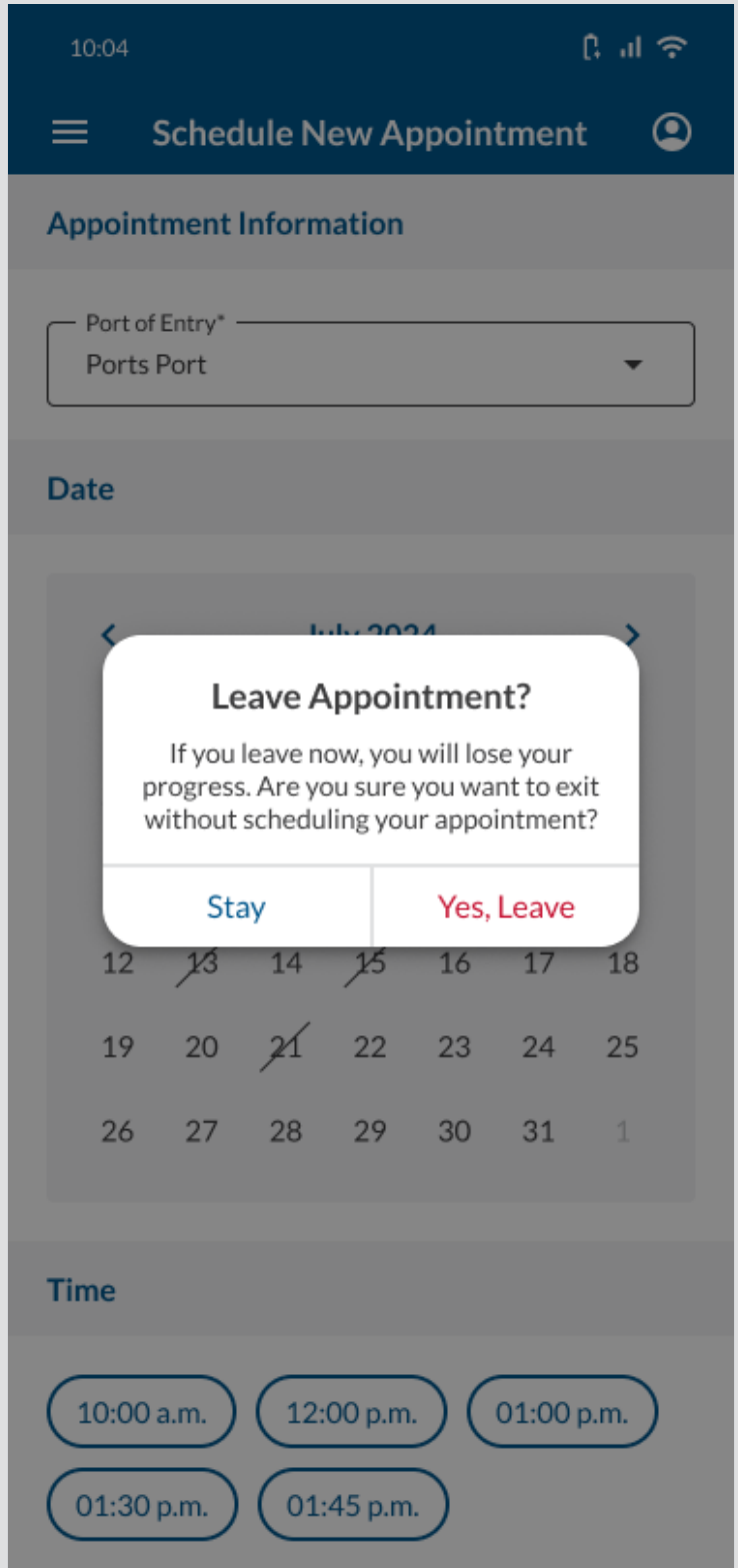
Travelers

+ **ADD TRAVELER**

BACK



Edgecase: User tries to leave before they finished scheduling a new appointment.





Edgecase: User selected the 3 dots icon on an appointment.

To see what happens if user selects View Appointment, click here.

To see what happens if user selects Cancel Appointment, click here.

