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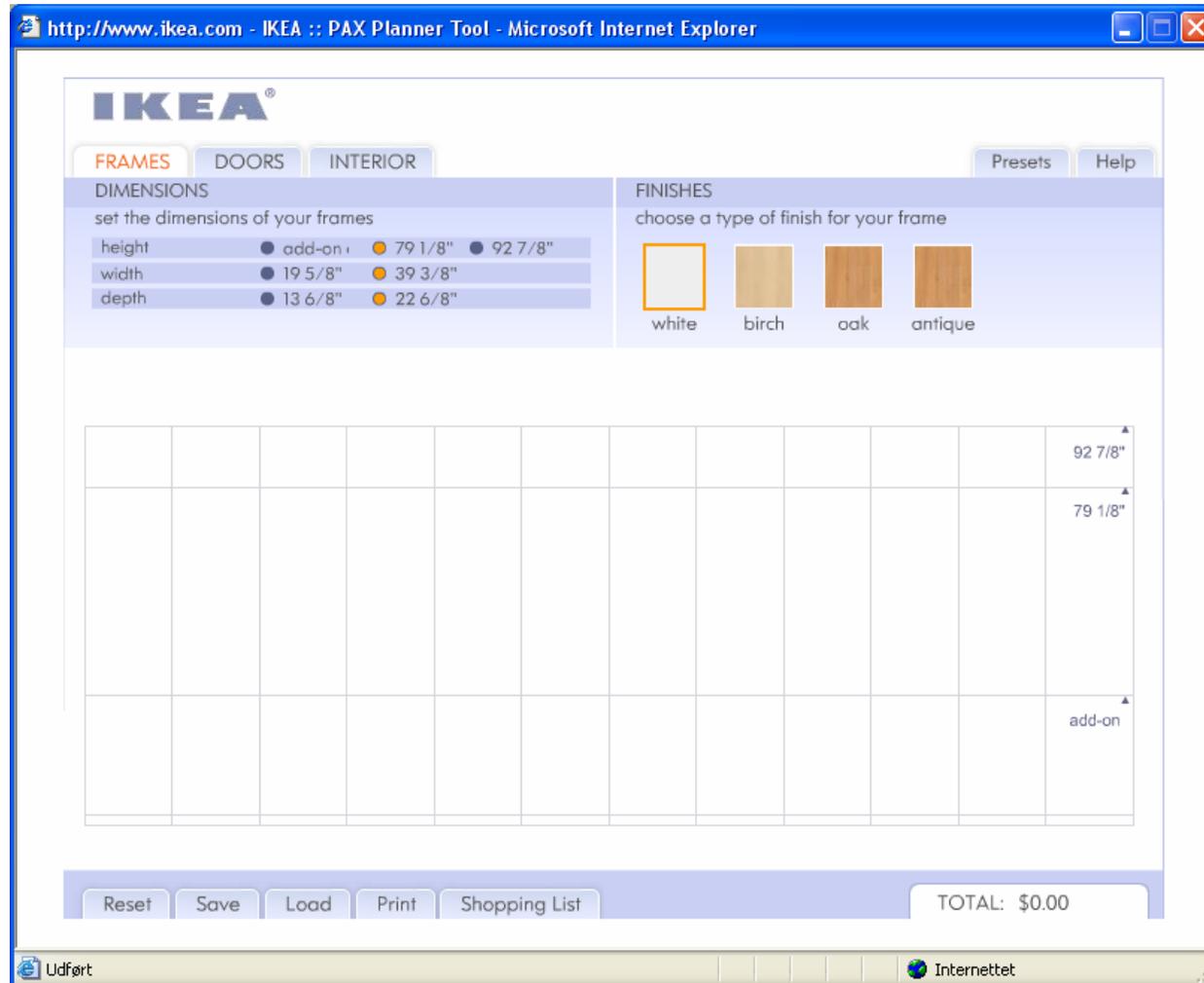
# **Recommendations on Recommendations - Master Solution Version 6, 26 April 2007**

This is a collection of proposed solutions to the six usability problems posed for the interactive session "Recommendations on Recommendations" at the CHI2007 conference in May 2007 in San Jose, CA.

Most of the solutions score highly both with respect to usefulness and usability. However, we have also included a number of solutions that have been proposed frequently and that we consider less than optimal for the reasons provided.

The suggested solutions are not supposed to be exhaustive. There may be other solutions that score equally well with respect to usefulness and usability.

### Usability problem 1 - IKEA PAX Planner - Getting started



Usability problem description: When users click on "Create your own solution" instead of selecting one of the presets they don't know what they should do first to start building a wardrobe.

Usability problem 1 - Proposed solution a ("Start with a Frame in Place, Unobtrusive tip")

The screenshot shows the IKEA PAX Planner Tool interface in a Microsoft Internet Explorer browser window. The browser address bar displays "http://www.ikea.com - IKEA :: PAX Planner Tool - Microsoft Internet Explorer".

The main interface features the IKEA logo at the top left, followed by navigation tabs for "FRAMES", "DOORS", and "INTERIOR". On the right side, there are "Presets" and "Help" buttons.

The "DIMENSIONS" section is titled "set the dimensions of your frames" and includes three rows of controls:
 

- height: radio buttons for "add-on", "79 1/8\"", and "92 7/8"
- width: radio buttons for "19 5/8\"", "39 3/8\"", and "22 6/8"
- depth: radio buttons for "13 6/8\"", "22 6/8\"", and "add-on"

The "FINISHES" section is titled "choose a type of finish for your frame" and displays four color swatches: "white", "birch", "oak", and "antique".

The central workspace is a grid with a vertical frame element placed in the center. The frame is labeled "D22 7/8\" and "19 5/8\". To the left of the frame, the text reads "CLICK TO CREATE A WARDROBE FRAME". To the right, it says "HOW DOES THIS WORK? [CLICK HERE TO SEE TIP](#)".

At the bottom of the workspace, there are buttons for "Reset", "Save", "Load", "Print", and "Shopping List". A "TOTAL: \$0.00" display is located on the right side of the bottom bar.

The taskbar at the bottom shows the "Udført" icon on the left and the "Internettet" icon on the right.

http://www.ikea.com - IKEA :: PAX Planner Tool - Microsoft Internet Explorer

**IKEA®**

FRAMES DOORS INTERIOR Presets Help

**DIMENSIONS**  
set the dimensions of your frames

height	● add-on	● 79 1/8"	● 92 7/8"
width	● 19 5/8"	● 39 3/8"	
depth	● 13 6/8"	● 22 6/8"	

**FINISHES**  
choose a type of finish for your frame

white birch oak antique

**TIP**

Design your wardrobe:

1. Create wardrobe frames by clicking in the white drawing area. Remove frame by clicking the "X" in upper right corner of frame.
2. Adjust the dimensions of a wardrobe frame by first clicking on it and then setting the height, width, and depth as desired
3. Click **DOORS** to design wardrobe doors
4. Click **INTERIOR** to design wardrobe interiors
5. Print your Shopping List and head to your nearest IKEA store

SEE A DEMO (less than two minutes) CLOSE

Reset Save Load Print Shopping List TOTAL: \$0.00

Udført Internettet

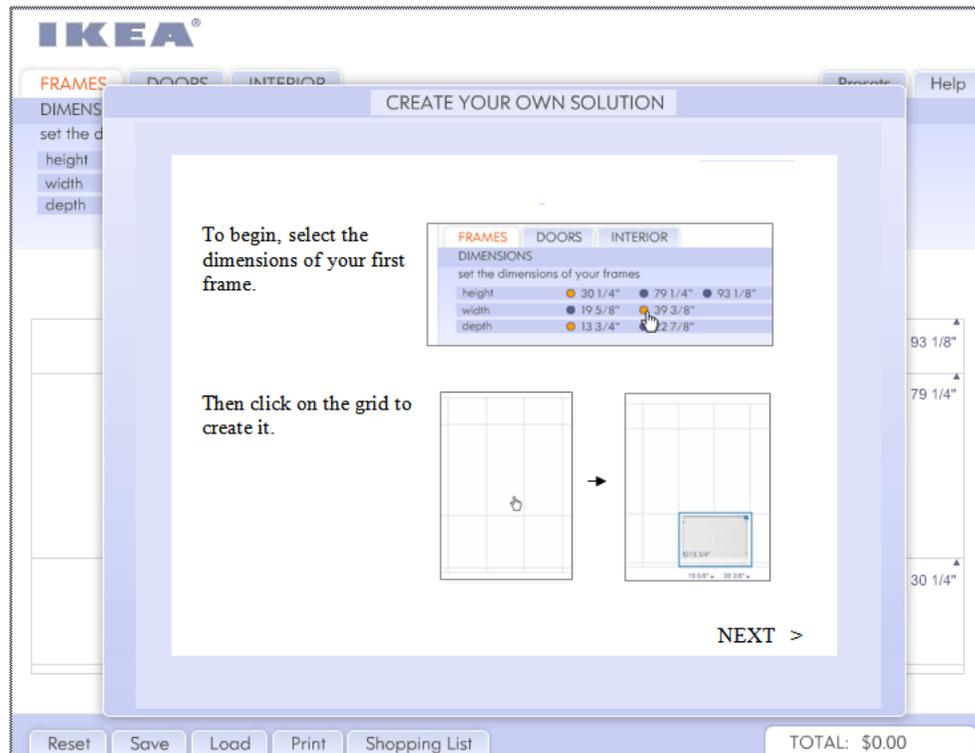
Start with a default frame in place to show users what the grid is for. Also, provide unobtrusive hints to get the user started.

Display the unobtrusive hints shown above in the drawing area (*Click to create a wardrobe frame* and *How does this work? Click to see Tip*) when the PAX Planner Tool window opens. Display the Tip pop-up when the user clicks *How does this work?* Objects added by the user are added over the hints, gradually covering them up. The hints disappear when the user clicks the *DOORS* or *INTERIOR* tabs.

### Usability problem 1 - Proposed solution b ("Step-by-step instructions")

Present the user with a pop-up window that appears in front of the Designer interface when they click on "Create your own PAX solution". The window would look like the "Select a Preset" window.

Allow users to step through three simple screens that illustrate how to use the interface.



The explanations are NOT detailed, and they only cover the few essential points that might not be obvious about using the interface.

They should be prototyped and tested before implementing them to determine that they are simple and lean enough that people will actually click through them.

Additional points:

- Indicate (next to the "NEXT" button, somehow) that there are three screens to step through.
- Allow people to skip the intro altogether (perhaps a "Skip intro" button, also at the bottom).
- The user should be able to look at the intro later (a persistent "Replay instructions" button somewhere in the UI.)

### Usability problem 1 - Proposed solution c ("Wizard")

**IKEA®**

It's easy to plan your PAX Wardrobe.

1. Choose a size and material. Click the planner and the frame appears.
2. Select door styles and click each frame.
3. Drag interior fittings onto the frames.  
Remember, interior pieces will not fit over hinges.

**1 FRAMES** **2 DOORS** **3 INTERIOR** Presets Help

**DIMENSIONS**  
set the dimensions of your frames

height	<input type="radio"/> 30 1/4"	<input type="radio"/> 79 1/4"	<input type="radio"/> 93 1/8"
width	<input type="radio"/> 19 5/8"	<input type="radio"/> 39 3/8"	
depth	<input type="radio"/> 13 3/4"	<input type="radio"/> 22 7/8"	

**MATERIALS**  
choose a type of material for your frame

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
white	birch	oak	antique

Click to create a frame

**Next button**

**2 DOORS** 

Reset Save Load Print Shopping List TOTAL: \$0.00

Redesign this to look like a Wizard (sequence of pages corresponding to steps) in which each page has controls for specifying only one wardrobe-design issue. At the bottom of each page are the standard Wizard "Back" "Next" and "Cancel" buttons.

**Major objection:** This instructions at the top of the window (*It's easy to plan your PAX Wardrobe*) extend the size of the window. It is not clear if this is technically feasible.

## Usability problem 2 - IKEA PAX Planner - Check the dimensions of this frame

http://www.ikea.com - IKEA :: PAX Planner Tool - Microsoft Internet Explorer

**IKEA®**

FRAMES DOORS **INTERIOR** Presets Help

SELECT YOUR COMPONENT **SHELVES** INTERIOR DRAWERS HANGERS OTHER

width 19 5/8" 19 5/8" 19 5/8" 19 5/8" 19 5/8" 19 5/8" 19 5/8" 19 5/8" 19 5/8"

depth 22 6/8" 22 6/8" 22 6/8" 22 6/8" 13 6/8" 13 6/8" 13 6/8" 13 6/8"

PAX Shelf  
PAX shelf, 19 5/8"x22 5/8", white 2 pack  
\$16.00

92 7/8"  
79 1/8"  
add-on

D22 6/8"

19 5/8" 39 3/8"

Reset Save Load Print Shopping List TOTAL: \$64.00

Udført Internettet

Usability problem description: Users do not realize that interior items, such as shelves, must match the dimensions of their wardrobe exactly. The message, "Check the dimensions of this frame", isn't helpful.

**Usability problem 2 - Proposed solution a ("Change the error message")**

Change the error message from

*Check the dimensions of this frame*

to

*This shelf is not the right size for this frame. Check the dimensions of the frame and shelf and choose another size.*

When required, replace *shelf* with the appropriate name of the interior component, for example *drawer*.

**Usability problem 2 - Proposed solution b (“Do what the user wants”)**

Automatically adapt the width and depth of an interior item to the frame. For example, if the user attempts to insert a 19 5/8” wide shelf in a frame that is 39 3/8” wide, simply insert a 39 3/8” shelf of the same type if it is available.

In addition, consider simplifying the lists of interior items by listing items only by wood-type (without width and depth). Insert the right sized item depending on where the user clicks.

In other words: Do what the user wants - if there is no doubt.

If a shelf of the required width or depth is not available, show the message

*Sorry. The frame is 39 3/8" wide, but that shelf width is not available.*

When required, replace *shelf* with the appropriate name of the interior component, for example *drawer*.

**Usability problem 2 - Proposed solution c (“Display only items that fit”)**

When designing interior components, users expect only items that fit the selected frame to be shown, so they often select items that don't fit.

Recommendation: If possible, require the user to select a frame (as required on the DOOR tab), and then configure the tool to show only those items that fit the selected frame.

**Major objection:** This recommendation would make it more complicated for users to place interior components in several wardrobe frames.

### Usability problem 3 - IKEA PAX Planner - Confusion about hinges

The screenshot shows the IKEA PAX Planner tool interface in a Microsoft Internet Explorer browser window. The browser address bar displays "http://www.ikea.com - IKEA :: PAX Planner Tool - Microsoft Internet Explorer". The main interface features the IKEA logo at the top left, followed by navigation tabs for "FRAMES", "DOORS", and "INTERIOR". Below these are sub-tabs for "SELECT YOUR COMPONENT" including "SHELVES", "INTERIOR", "DRAWERS", "HANGERS", and "OTHER". A "PAX Shelf" product is selected, with a price of \$16.00. A table below the product selection shows dimensions for various shelf options. A tip message is displayed in the center, stating: "TIP: Interior fittings cannot be added where there are hinges. See 'Help with frames' for more information." The tip message has an "OK" button. The background shows a grid layout with dimensions and a "D22 6/8" label. At the bottom, there are buttons for "Reset", "Save", "Load", "Print", and "Shopping List", along with a "TOTAL: \$376.00" display.

width	19 5/8"	19 5/8"	19 5/8"	19 5/8"	19 5/8"	19 5/8"	19 5/8"	19 5/8"
depth	22 6/8"	22 6/8"	22 6/8"	22 6/8"	13 6/8"	13 6/8"	13 6/8"	13 6/8"

TIP  
Interior fittings cannot be added where there are hinges.  
See "Help with frames" for more information.

OK

D22 6/8" D22 6/8"

19 5/8" 39 3/8" 59" 78 6/8"

Reset Save Load Print Shopping List TOTAL: \$376.00

Usability problem description: When users first click on the Interior tab, they get the above message. Users don't understand the message, "Interior fittings cannot be added where there are hinges." The little gray dots are hinges, and you can't put for example a drawer in over a hinge.

**Usability problem 3 - Proposed solution**

Display a message only when the need arises when the user attempts to place a component that actually conflicts with a hinge.

If the user attempts to place a component that conflicts with the hinges, display the message:

*Sorry, this shelf conflicts with the door hinges, as shown by the gray circles.*

When required, replace *shelf* with the appropriate name of the interior component, for example *drawer*.

If the user adds doors to a frame that contains components that conflict with the hinges, place a red rectangle around the offending components and display the message:

*The components (shelves, drawers, etc.) shown in red occupy space needed for the hinges for the doors. Please remove these components before you add the doors.*

Identify hinges as

*Door hinges. You can't add shelves, etc., at this level*

upon rollover with the mouse.

Never show this message if the frame has no doors or if sliding doors are used. Do not display the door hinge circles if the user has selected "no doors" or "sliding doors".

## Usability problem 4 - Enterprise Rent-A-Car - Specials overlooked

The screenshot shows the Enterprise Rent-A-Car website interface. At the top, there is a navigation bar with the Enterprise logo, a language dropdown set to 'English', and links for 'About Us', 'Contact Us', and 'Help'. Below this is a secondary navigation bar with links for 'Rent a Car', 'Corporate Accounts', 'Rent a Truck', 'Buy a Car', 'Manage Your Fleet', and 'Careers'.

The main content area is divided into three sections:

- Left Sidebar:** Contains links for 'RACEPOINTS™ Learn & Earn', 'Join Our Corporate Program Learn more', 'Long Term Rentals We can help', and 'Email Extras Sign up now'.
- Center Form:** Titled 'Create a Car Rental Reservation in the US (Including Puerto Rico)'. It includes:
  - 'Rent a car in:' with links for US, Canada, UK, Ireland, and Germany.
  - 'Location:' a text input field and a 'Show airport locations only' checkbox.
  - 'Dates & Times:' 'Start' (Jan 16, Noon) and 'End' (Jan 17, Noon) dropdowns.
  - 'Choose a Car Rental Class (More about Car Classes):' a dropdown menu set to 'Show me everything'.
  - 'Your Age:' a dropdown menu set to '25 and Up'.
  - A 'Search' button.
  - 'Optional:' a text input field for 'Coupon, Customer, or Corporate Number'.
  - A link to 'Modify an Existing Reservation'.
- Right Panel:** Titled 'Welcome Rolf!' with the 'expresslane' logo. It includes:
  - 'Not Rolf?' link and a 'Login' button.
  - 'Weekend Special 50% OFF' promotion for 'Friday to Monday - Off Standard Daily Rates' with a 'Book Now' link.
  - 'Need a hotel room? Let us help.' with a 'Shop now' link.
  - 'Buy a Car Used Car Deals' with a car image and a 'Used Car Deals' link.
  - '50 Million Tree Pledge' logo with a 'Learn More' link.

At the bottom, there is a 'BBBOnline RELIABILITY PROGRAM' logo and a comprehensive list of navigation links: 'Rent a Car', 'Buy a Car', 'Manage Your Fleet', 'Careers', 'About Us', 'Contact Us', 'Reservation', 'Vehicles', 'Locations', 'Corporate Accounts', 'Print a Receipt', 'Help', 'Travel Agent', 'Site Map', and 'Mobility Devices'. A footer note says 'International Car Rental Sites:'.

Usability problem description: When asked to look for the best deal, users overlook specials ("Weekend Special"), thinking it is an ad. Most recall seeing it, but click on it only when prompted.

**Usability problem 4 - Proposed solution a ("Leave it as it is")**

Leave the home page as it is.

The fact that users do not click the ad does not prove that they haven't seen it or the message it communicates.

Consider replacing "Book Now" in the ad with a bigger "Learn More"

### Usability problem 4 - Proposed solution b (“Make the key user tasks more visible”)

Focus on the key tasks. The usability problem is that the marketing messages dilute focus from the main task, which risks loss of business.

Make the key user tasks highly visible as outlined in the sketch below (or see JetBlue.com or Southwest.com). The key tasks are: Make a reservation. View/Modify/Cancel a reservation, Special offers, Customer login. The remaining tasks are accessible through the top bar or the bottom links.

It is assumed that users get the special weekend rate regardless of whether they go through the promotion. Make this more clear in the description of the Weekend special.

The screenshot shows the Enterprise Rent a Car website interface. At the top, there is a navigation bar with the Enterprise logo and a language dropdown set to English. Below this is a secondary navigation bar with links for Rent a Car, Corporate Accounts, Rent a Truck, Buy a Car, Manage Your Fleet, and Careers.

The main content area is divided into two columns. The left column is titled "Make a reservation" and contains a form with the following sections:

- Rent a car in:** US | Canada | UK | Ireland | Germany
- Location:** Enter either a City, State, or Zip Code or select an Airport or Port of Call. A text input field is provided.
- Show airport locations only
- Dates & Times:**
  - Start:** Jan 16, Noon
  - End:** Jan 17, Noon
- Choose a Car Rental Class:** (More about Car Classes)
  - Show me everything
- Your Age:** 25 and Up
- Optional:** Coupon, Customer, or Corporate Number
- Search:** A prominent orange button with a right-pointing arrow.

The right column contains three sections:

- Special offers:**
  - Weekend special - 50% off
  - 20\$ off weekly rentals
  - Free Sunday rental - plus treats from Baskin Robbins
- View / Modify / Cancel a Reservation:** A large, bold, underlined section header.
- Customer login:**
  - Welcome Rolf! (with expresslane logo)
  - Not Rolf?
  - Enter your Password: [input field] [Login button]

At the bottom of the page, there is a footer with a BBB OnLine Reliability Program logo and a list of links: Rent a Car, Buy a Car, Manage Your Fleet, Careers, About Us, Contact Us, Reservation, Vehicles, Locations, Corporate Accounts, Print a Receipt, Help, Travel Agent, Site Map, and Mobility Devices. The text "International Car Rental Sites:" is partially visible at the bottom center.

### Usability problem 5 - Enterprise Rent-A-Car - "We'll pick you up"

ZIP:

Work Phone:

Other Phone:

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**Renter's Driver's License**

License Number:

Issued By:

Expiration Date:  /  /

Date of Birth:  /  /



**Our Pick-Up Policy:** Need a ride from your place to our place? We'll Pick You Up!®  
 Book online now, then call your rental office at Tel.: (617) 561-4488 for details  
 about our pick-up service. (Geographic restrictions apply)  
[Back To Top](#)

[Rent a Car](#) | [Buy a Car](#) | [Manage Your Fleet](#) | [Careers](#) | [About Us](#) | [Contact Us](#)  
[Reservation](#) | [Vehicles](#) | [Locations](#) | [Corporate Accounts](#) | [Print a Receipt](#) | [Help](#)  
[Travel Agent](#) | [Site Map](#) | [Mobility Devices](#)

Usability problem description: An exact description of the procedures, benefits and limitations of the "We'll Pick You Up" service is hard to find.

**Usability problem 5 - Proposed solution a (“Provide details on a separate page”)**

Make *We'll pick you up* clickable in all places where it appears. Show that it's clickable by displaying it as a link (underlined and in blue color).

When the user clicks *We'll pick you up* display a window containing a message like the following, which resembles the pick-up information in Help:

*We'll pick you up - Details*

- **FREE pick-up** up to 10 miles from rental office.
- **Pick-up includes** driver and as many passengers and luggage as rented car is designed to hold.
- **To schedule pick-up**, call the Enterprise office where you will rent the car about one hour prior to your pick-up time. Pick-ups are available only during normal office hours. [If it's technically possible and the user has selected a rental office, add the telephone number of the office the user has chosen:] The telephone number of our Boston office at Congress Street is (617) 723 8077.
- Airport rental offices do not offer “We'll pick you up”. Our non-airport rental offices will not pick you up at airports; use the airport rental office instead.
- Pick-up service takes you to an Enterprise office to rent your car; it is not a car delivery service.
- **Free dropoff** after you have returned your car, with same restrictions as for pick-up.

**Usability problem 5 - Proposed solution b (“Make the message more prominent”)**

Visual elements contribute to making the information hard to spot. The dark border, different colored background, and small, center spaced text make the information look separate and ‘not applicable’ to what the user is doing - highly resembling footer links that users generally ignore.

Recommendations: Remove the border and gray background that separate the information from the task pane above it.

Make the message prominent to draw attention by increasing font size and left align the message for easier reading.

While keeping the message on the bottom, consider also including the ‘We’ll Pick You Up’, message (with the link to a full policy) in right or left columns higher on the page’ to keep this benefit visible.

For more impact, modify the message to read

*We’ll pick you up for FREE [Read our pick up policy](#)*

and also emphasize this important benefit on the homepage and on pages throughout the booking process.

**Major objection:** This recommendation does not address the original usability problem.

Also, promoting the “We’ll pick you up” service heavily on the web page is a business decision. Making the service more visible will cost the company money and may clash with business goals.

Changing the message from “We’ll pick you up” to “We’ll pick you up for FREE” is a branding issue.

## Usability problem 6 - Enterprise Rent-A-Car - Exact cost of car rental

About Us | Contact Us | Help

**enterprise**

Rent a Car Corporate Accounts Rent a Truck Buy a Car Manage Your Fleet Careers

Looking for a quicker way to reserve? [Learn more](#)

	Important Information	Total Cost Estimate										
<p>80% Complete</p> <p><b>Your selections :</b></p> <p>Enterprise Location <a href="#">change</a>   <b>BOSTON LOGAN AIRPORT (OFF SITE)</b>            EAST BOSTON, MA 02128-1174            Tel.: (617) 561-4488</p> <p>Dates/Times: <a href="#">change</a>            Start: <b>Jan 26, 2007 @ Noon</b>            End: <b>Jan 31, 2007 @ Noon</b></p> <p>Vehicle Class: <a href="#">change</a>  <b>Standard</b></p> <p>Renter's Age: <a href="#">change</a>  <b>25 and Up</b></p> <p>Renter's Information: <a href="#">change</a>  <b>Rolf Molich</b>            Tel.: (454) 717-1731            enterprise@molich.dk</p> <p><a href="#">Start over</a></p> <p><b>Need a One Way rental?</b> <a href="#">Learn more</a></p>	<p>ALL RENTERS MUST BE 21 YEARS OF AGE OR OLDER. RENTERS BETWEEN THE AGES OF 21 THROUGH 24 YEARS MAY ONLY RENT ECONOMY THROUGH FULLSIZE CARS.</p> <p><b>Optional Protection Products **</b></p> <p><a href="#">Damage Waiver</a> <a href="#">See Details</a>  <a href="#">Personal Accident Insurance / Personal Effects Coverage</a> <a href="#">See Details</a>  <a href="#">Supplemental Liability Protection</a> <a href="#">See Details</a></p> <p>** Actual prices may vary depending on the vehicle class that is selected.</p> <p>These optional products may be purchased at the time of rental and are not included in the Total Cost Estimate quoted in this Reservation.</p> <p><b>Shuttle Information</b></p> <p><b>i</b> ALL RENTAL CAR COMPANIES ARE REACHED VIA SHUTTLE. UPON ARRIVAL PLEASE FOLLOW THE RENTAL CAR SIGNS WITHIN THE TERMINAL AND USE THE COUNTERS.</p>	<p>For a <b>5 day rental</b> of a <b>Standard</b> ( Pontiac G6, Dodge Stratus or similar).</p> <p>1 Week @ \$ 206.95 USD            Weekly \$ 206.95 USD</p> <p> <b>Standard</b> Pontiac G6, Dodge Stratus or similar</p> <table> <tr> <td>PARKING &amp; CONVENTION SURCHARGE</td> <td>\$ 10.60 USD</td> </tr> <tr> <td>Subtotal</td> <td>\$ 217.55 USD</td> </tr> <tr> <td>AIRPORT ACCESS FEE</td> <td>\$ 22.99 USD</td> </tr> <tr> <td>SALES TAX</td> <td>\$ 11.50 USD</td> </tr> <tr> <td><b>* Total Charges</b></td> <td><b>\$ 252.04 USD</b></td> </tr> </table> <p>*Additional surcharges, local taxes, etc. may apply.</p> <p>MILEAGE IS UNLIMITED EAST OF THE MISSISSIPPI RIVER AND NORTH OF VIRGINIA, IF TRAVELING OUTSIDE OF THESE AREAS, MILEAGE IS CHARGED AT \$20.00 PER MILE.</p>	PARKING & CONVENTION SURCHARGE	\$ 10.60 USD	Subtotal	\$ 217.55 USD	AIRPORT ACCESS FEE	\$ 22.99 USD	SALES TAX	\$ 11.50 USD	<b>* Total Charges</b>	<b>\$ 252.04 USD</b>
PARKING & CONVENTION SURCHARGE	\$ 10.60 USD											
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SALES TAX	\$ 11.50 USD											
<b>* Total Charges</b>	<b>\$ 252.04 USD</b>											

Usability problem description: The total cost of the rental is not clear. Additional surcharges, local taxes, the costs of selected Optional Protection Products, etc., are not included in "Total charges" even when all required information has been entered. These additional costs may be substantial.

We propose two alternative solutions, depending on the possibility of including all charges in the total.

Alternative a ("Status quo made clearer") assumes that there is a constraint that makes it impossible for the tally given by this page to include any more of the costs in the total than are currently included; it attempts to make clearer that the price shown excludes those additional costs. Alternative a would also be used if some of the currently excluded costs could be included in the total.

Alternative b ("Providing true cost totals, preferred") assumes that it is possible to include all costs in the price shown on this page.

#### **Usability problem 6 - Proposed solution a ("Status quo made clearer")**

Don't use the term *total* on this page; it is misleading. Change the section title *Total Cost Estimate* to *\*Estimated Rental Cost*. Change the *\*Total Charges* line label to *\*Sum of Rental Costs*.

The Costs section lists as many costs as possible. Try hard to include all non-local costs, e.g., surcharges, costs of protection options the user chose. Itemize these and include them in the total.

Change the asterisk explanation below *Total Charges* from *Additional surcharges, local taxes, etc. may apply* to *\*Note: Cost may be higher than shown above due to additional surcharges, local taxes, and your chosen protection options*. The underlined words are links that display pop-up explanations.

### Usability problem 6 - Proposed solution b ("Providing true cost totals")

Use a setup similar to the following from Alamo Rent-A-Car where all surcharges, taxes, etc., are instantly visible:

Alamo

RATES & RESERVATIONS
LOCATIONS
CARS
HOT DEALS

**Check-In™ now!**  
VIEW/MODIFY/CANCEL/EXISTING RESERVATIONS

alamo.com
>> membership >> business travel >> programs >> travel tools >> rental policies >> contact us

Your Car

Standard SUV  
4-Door/Automatic/Air



Chevrolet TrailBlazer  
or similar

<< EDIT CAR SELECTION

Pickup:

Cambridge - Massachusetts Ave  
(BOSN72)  
Tuesday, April 10, 2007  
12:00 PM

Dropoff:

Cambridge - Massachusetts Ave  
(BOSN72)  
Saturday, April 14, 2007  
12:00 PM

<< EDIT TRIP INFORMATION

Estimated Total = \$256.41 USD

Need more information? Click on individual items for details or the ? icon for details by section.

Step 3: Select rental options and calculate total \* Required Fields

<b>Base Rate - Standard SUV (USD)</b>	
(4) Time & Distance (\$58.00/Day)	\$232.00
<b>Inclusive Rate Items</b>	
Guaranteed Base Rate	Included
Unlimited Miles	Included
<i>For information on coverage products, ex.: Collision Damage Waiver(CDW) <a href="#">click here</a></i>	
<b>Subtotal</b>	<b>\$232.00</b>
<b>Primary Driver ?</b>	
<input checked="" type="radio"/> Of age primary driver (25 or older)	
<input type="radio"/> Underage primary driver (age 21 - 24) (\$25.00/day)	\$0.00
<i>For information on age requirements and exceptions, <a href="#">click here</a>.</i>	
<b>Subtotal</b>	<b>\$0.00</b>
<b>Additional Drivers ?</b>	
<i>Rentals that require Additional Drivers must be completed at the Alamo counter, or via Online Check-In or Save Time.</i>	
<b>Additional Items ?</b>	
<input type="text" value="0"/> Infant Seat( \$9.99/Day)	\$0.00
<input type="text" value="0"/> Child/toddler Seat( \$9.99/Day)	\$0.00
<input type="checkbox"/> Collision Damage Waiver Full (\$22.99/Day)	\$0.00
<input type="checkbox"/> Extended Protection (\$12.44/Day)	\$0.00
<input type="checkbox"/> Return Fuel at any level (\$2.51/gal)	\$0.00
<b>No refund will be given for unused fuel.</b> <i>The total upfront fuel charge reflected is an estimate based on the current prices and average tank size for the car class reserved. This charge may change at time of rental.</i>	
<b>Subtotal</b>	<b>\$0.00</b>
<b>Taxes, Surcharges and Fees ?</b>	
Surcharge .60 Usd/rental	\$0.60
Fleet Tax Recovery Surcharge 5%	\$11.60
Sales Tax (5.0%)	\$12.21
<b>Subtotal</b>	<b>\$24.41</b>
<b>Calculate Estimated Total</b>	
>> CALCULATE	Estimated Total <b>\$256.41</b>