

Field labels for forms/applications and error messages

Updated on 7 May 2015 v2

FIELD LABEL	Field order	HELP TEXT (SHOWN TO THE RIGHT)	INSTRUCTIONS	INLINE ERROR MESSAGE
Mandatory text explanation				
Items marked with an asterisk * must be completed.	n/a		This must be shown at the top of the form where the user is asked to fill in mandatory fields.	n/a
* [asterisk symbol]	n/a		Asterisk to be shown aligned to the left of text. Non-mandatory text to be aligned with the text above (not the asterisk).	n/a
Personal details - to appear in the following order				
Title	1		Dropdown list, not pre-filled. It should contain Mr, Ms, Mrs, Miss, Mstr and whatever other titles are deemed necessary for the application.	Please choose a title.
First name	2	As shown on your passport.		Please enter a first name.
Last name	3	As shown on your passport.		Please enter a last name.
APIS details				
Date of birth	1	[DD/MM/YYYY] [You must be over 18.]	Indicate the format required or use a date selection calendar/dropdown. State age restriction if necessary.	Please enter your date of birth.
Gender	2		Radio button options for Male/Female.	Please select your gender.
Passport number	3		Field limited to correct character length.	Please enter your passport number. OR Please enter a valid passport number.
Passport expiry date	4	[DD/MM/YYYY]	Indicate the format required or use a date selection calendar/dropdown.	Please enter your passport expiry date. OR Please enter a valid passport expiry date.
Citizenship	5		Dropdown list, not pre-filled.	Please select your country of citizenship.
Government that issued the passport	6		Dropdown list, not pre-filled.	Please select the government that issued the passport.
Contact details				
Email address	1			Please enter your email address.
Confirm email address	2			Please confirm your email address.
Country where your mobile/cell phone is registered	3		Dropdown list	Please select a country.
Mobile/cell phone number [or] Mobile/cell phone number excluding country dialling code	4	Use numbers only, no other characters or spaces.		Please enter your number.
Address fields				

IMPORTANT NOTES

- All fields, and mandatory fields, are determined by the application requirements.
- Select what is relevant from the list.
- Use the order shown for each section.
- Always use the labels shown.
- Do not use colons or other punctuation.
- Use sentence case i.e. first letter capitalised only.

If there is no label listed, consult a UX lead and determine the new field name for the standards or contact claire.neylan@ba.com

Address [or] Billing address	1		First field is mandatory. Subsequent fields may be added as necessary. Use 'Billing address' for payment screens.	Please enter your address.
[additional address line/s fields]	2	Optional	Use up to 2 additional address fields.	
Town/city	3			Please enter your town/city.
County/state [or] State/province	4		Dropdown list, not pre-filled.	Please enter your county/state.
Postcode/zip code	5			Please enter your postcode/zip code.
Country of residence [or] Country	6		Dropdown list, not pre-filled.	Please enter your country of residence. OR Please enter your country.
Login details				
Login ID [or] Username [or] Login ID/username	1	We recommend that you use your email address. Use my email address. [alongside tickbox]	Choose the label which is applicable.	Please enter your login ID/username.
PIN/password	2	This must be a mix of at least 6 letters (English A-Z) and numbers.		Please enter your PIN/password.
Confirm password	3			Please confirm your password.
Executive Club details				
Executive Club/On Business membership number	n/a			
Is this passenger a member of a frequent flyer programme?	n/a			
Preferred language	n/a			
Preferred departure city	n/a			
Payment				
Billing country	1			Please enter your billing country.
Payment method	2			Please select a payment method.
Payment card (XXX GBP surcharge for credit cards only)	3			Please select your payment card.
Paypal (XXX GBP surcharge)	4			
Payment card details				
Person paying (prefilled)	1			
Type of payment card	2		Dropdown list, not pre-filled.	Please select your payment card.
Payment card number	3			Please enter a valid card number.
Start date	4	If there is one shown on the card.	Use a date selection calendar/dropdown.	Please select a date.
Expiry date	5		Use a date selection calendar/dropdown.	Please select a date.
Security number	6	The last three digits on the reverse of the card.	Field limited to correct character length.	Please enter the last three digits on the reverse of your card.
Issue number	7	You must enter the issue number if shown on your card, otherwise leave blank.	Field limited to correct character length.	Please enter the issue number shown on your card.
				Please enter the issue number shown on your card.

TO UPDATE THESE STANDARDS CONTACT CLAIRE NEYLAN.
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