

## 1 Fitting time and date

### Key features

Booking a date and time pop-up modal. It can be easily closed if a user needs to select another fitter.

#### Fitting date:

- Horizontal scrolling to change date
- arrows move dates forward/back a week
- full and closed dates are indicated on the calendar
- full or closed dates are not selectable

#### Fitting time:

- Only display available time slots
- Fitting times will vary depending on fitter

### Other option

- Only display available fitting dates
- Display not in calendar format
- Split booking time by morning and afternoon appointments

### Other option

- Show all dates
- Display time slot as 'Full' if the slot is take

## 2 Your contact details

### Key features (TBC)

- Are all fields required?
- Validation will be required on address and mobile number fields
- GDPR opt in
- Terms and conditions or legal

### Checkout with PayPal

When you checkout with PayPal on sites, you're not usually required to enter contact details as we can get these from PayPal.

I don't think there's point asking for details we can get from PayPal during the transaction.

## 3 Review your order

### Key features

User can be routed back to the relevant step if they want to change anything at this stage.

#### User gets a summary of:

- Tyre choice
- Fitter full address
- Fitting time and date

## 4 Order confirmation

### Key features

- Confirmation of the transaction on the motokiki website.
- We need to display an order confirmation reference number at this stage.
- This page is important in setting expectation of what happens next in the process to customers.
- We should also playback the order summary again on this page

Option A

1 Fitting time and date  
Per hour

×

Select fitting date

Thu  
27  
Mar

Fri  
28  
Mar

Sat  
FULL

Sun  
CLOSED

Mon  
31  
Mar

➤

Select fitting time

9 available slots Thursday 27 March

9:00 AM

10:00 AM

11:00 AM

12:00 PM

13:00 PM

14:00 PM

15:00 PM

16:00 PM

17:00 PM

Change fitter

Book now

2 Fitting time and date  
Per half hour

×

Select fitting date

Thu  
27  
Mar

Fri  
28  
Mar

Sat  
FULL

Sun  
CLOSED

Mon  
31  
Mar

➤

Select fitting time

17 available slots Thursday 27 March

9:00 AM

9:30 AM

10:00 AM

10:30 PM

11:00 AM

11:30 AM

12:00 PM

12:30 PM

13:00 PM

13:30 PM

14:00 PM

14:30 PM

15:00 PM

15:30 PM

16:00 PM

16:30 PM

17:00 PM

Change fitter

Book now

3 Fitting time and date  
Morning/Afternoon

×

Select fitting date

Thu  
27  
Mar

Fri  
28  
Mar

Sat  
FULL

Sun  
CLOSED

Mon  
31  
Mar

➤

Select fitting time

Only morning or afternoon slots availbale on Thursday 27 March

Mornign (AM)

Afternoon (PM)

Change fitter

Book now

4 Fitting time and date  
Morning full, only afternoon available

×

Select fitting date

Thu  
27  
Mar

Fri  
28  
Mar

Sat  
FULL

Sun  
CLOSED

Mon  
31  
Mar

➤

Select fitting time

Only afternoon slots available on Thursday 27 March

Afternoon (PM)

Change fitter

Book now

5 Fitting date available only

×

Select fitting date

Thu  
27  
Mar

Fri  
28  
Mar

Sat  
FULL

Sun  
CLOSED

Mon  
31  
Mar

➤

Fitting time

We're unable to specify a fitting time on Thursday 27 March with this supplier.

There may be some waiting time on the day.

Change fitter

Book now

6 Validation  
No fitting time selected

×

Select fitting date

Thu  
27  
Mar

Fri  
28  
Mar

Sat  
FULL

Sun  
CLOSED

Mon  
31  
Mar

➤

Select fitting time

9 available slots Thursday 27 March

9:00 AM

10:00 AM

11:00 AM

12:00 PM

13:00 PM

14:00 PM

15:00 PM

16:00 PM

17:00 PM

! Please select a fitting time

Change fitter

Book now

7 Validation  
Double booking

×

Select fitting date

Thu  
27  
Mar

Fri  
28  
Mar

Sat  
FULL

Sun  
CLOSED

Mon  
31  
Mar

➤

Select fitting time

9 available slots Thursday 27 March

9:00 AM

10:00 AM

11:00 AM

12:00 PM

13:00 PM

14:00 PM

15:00 PM

16:00 PM

17:00 PM

! Your selected booking time is no longer available, please select another

Change fitter

Book now

Option B (split morning and afternoon slots)

1 Fitting time and date  
Per hour

×

Select fitting date

Thu  
27  
Mar

Fri  
28  
Mar

Sat  
FULL

Sun  
CLOSED

Mon  
31  
Mar

➤

Select fitting time

Thursday 27 March

Morning: 3 slots available

9:00 AM

10:00 AM

11:00 AM

Afternoon: 6 slots available

12:00 PM

13:00 PM

14:00 PM

15:00 PM

16:00 PM

17:00 PM

Change fitter

Book now

2 Fitting time and date  
Per half hour

×

Select fitting date

Thu  
27  
Mar

Fri  
28  
Mar

Sat  
FULL

Sun  
CLOSED

Mon  
31  
Mar

➤

Select fitting time

Thursday 27 March

Morning: 6 slots available

9:00 AM

9:30 AM

10:00 AM

10:30 PM

11:00 AM

11:30 AM

Morning: 11 slots available

12:00 PM

12:30 PM

13:00 PM

13:30 PM

14:00 PM

14:30 PM

15:00 PM

15:30 PM

16:00 PM

Change fitter

Book now

3 Fitting time and date  
Morning/Afternoon

×

Select fitting date

Thu  
27  
Mar

Fri  
28  
Mar

Sat  
FULL

Sun  
CLOSED

Mon  
31  
Mar

➤

Select fitting time

Thursday 27 March

Only morning or afternoon slots available

Mornign (AM)

Afternoon (PM)

Change fitter

Book now

4 Fitting time and date  
Morning full, only afternoon available

×

Select fitting date

Thu  
27  
Mar

Fri  
28  
Mar

Sat  
FULL

Sun  
CLOSED

Mon  
31  
Mar

➤

Select fitting time

Thursday 27 March

Only afternoon slots available

Afternoon (PM)

Change fitter

Book now

5 Fitting date available only

×

Select fitting date

Thu  
27  
Mar

Fri  
28  
Mar

Sat  
FULL

Sun  
CLOSED

Mon  
31  
Mar

➤

Fitting time

We're unable to specify a fitting time on Thursday 27 March with this supplier.

There may be some waiting time on the day.

Change fitter

Book now

6 Validation  
No fitting time selected

×

Select fitting date

Thu  
27  
Mar

Fri  
28  
Mar

Sat  
FULL

Sun  
CLOSED

Mon  
31  
Mar

➤

Select fitting time

Thursday 27 March

Morning: 3 slots available

9:00 AM

10:00 AM

11:00 AM

Afternoon: 6 slots available

12:00 PM

13:00 PM

14:00 PM

15:00 PM

16:00 PM

17:00 PM

! Please select a fitting time

Change fitter

Book now

7 Validation  
Double booking

×

Select fitting date

Thu  
27  
Mar

Fri  
28  
Mar

Sat  
FULL

Sun  
CLOSED

Mon  
31  
Mar

➤

Select fitting time

Thursday 27 March

Morning: 3 slots available

9:00 AM

10:00 AM

11:00 AM

Afternoon: 6 slots available

12:00 PM

13:00 PM

14:00 PM

15:00 PM

16:00 PM

17:00 PM

! Your selected booking time is no longer available, please select another

Change fitter

Book now



# Booking and checkout user flow

## 1 Selecting a fitting time and date (modal)

Booking a date and time pop-up modal.  
Logic: it can be easily closed if a user needs to select another fitter.

### Fitting date:

- Horizontal touch scrolling
- arrows move dates forward/back a week
- full and closed dates are indicated on the calendar
- full or closed dates are not selectable

### Fitting time:

- Only display available time slots
- Fitting times will vary, could be per hour or AM/PM

## 2 Enter your personal details

Need confirmation of what information we need to collect at this stage.

All fields will be required.

Validation will be required on address and mobile number fields. Validation patterns need to be designed.

GDPR: We'll need to ask customers if they want to opt in to email marketing. This can be used to sent out post fitting customer satisfaction surveys and other marketing.

Do we need some sort of Terms & Conditions/Legal policy on this page?

## 3 Review your order

### User can review:

- Choice of tyre and quantity
- Choice of fitter and full address
- Personal details entered

### User can change:

- Choice of tyre and quantity
- Choice of fitter
- Personal details entered

User will be routed back to the relevant step. We need to work out what we ask them to do again at this stage.

For example: If they want to change fitter, they don't have to go through the process of entering their personal details again... and so on.

## 4 Link to payment platform (external link)

User will be forwarded to payment platform

## 5 Order confirmation

We will need a confirmation of the transaction on the motokiki website.

We need to display an order confirmation reference number at this stage.

This page is important in setting expectation of what happens next in the process to customers.

For example, your fitter will confirm the order within X amount of time. You will receive a text message once the fitter has confirmed.

What happens if a fitter declines the booking? Do we need guidance/policy for refunds?

Clear

×

Select fitting date

March 2019

Thu 21 Fri 22 Sat 23 Sun 24 Mon 25 Tue 26 Wed 27

FULLCLOSED

Select a time

Morning

10:0011:00

Afternoon

13:0015:0016:00

17:00

Change fitterBook now

Fixed header

Book now

Fixed footer

Motokiki

Your personal details

Full name (required)

Email address (required)

Mobile number (required)

☐ Opt in to email notifications.

☐ Terms & conditions

Review your order

Review you order

Motokiki

Review your order

Your tyre

PIRELLI Cinturato P7

Quantity: 2

Your fitter

Terry's Tyres

Address

Town/City

Postcode

Your details

Name: Joe Bloggs

Email: joe.bloggs@gmail.com

Mobile: 07867543243

Order total

£54.99

Proceed to payment

Proceed to payment

Paypal or stripe

Order confirmation

Motokiki

Thank you for your order

Order reference

MOTO9853847

We're currently processing the order and the fitter will confirm you booking slot as soon as possible.

Order summary

Your tyre

PIRELLI Cinturato P7

Quantity: 2

Your fitter

Terry's Tyres

Address

Town/City

Postcode

Your details

Name: Joe Bloggs

Email: joe.bloggs@gmail.com

Mobile: 07867543243

Set expectation of what happens next

**NOTE:** We need to consider how this affects the progress indicators