

1. Use boxes to **group** logical items, use fonts for **emphasis**: Segmentation and emphasis (e.g. buttons, date of departure bold);
2. **Alignment**: According to the thinking order of people, from where to where, when to start, take what car;
3. **Multiple columns** (e.g. greying): Different color buttons;
4. **White space**: to separate/ structure/ highlight (e.g. Ticket inquiry window information display is very clear;)
5. Different **colors** for different functions

## **Principle:**

### **1. Learnability:**

- 1) **Predictability**: The order of button in accordance with the thinking order of people, from where to where, when to start, what car to take; +
- 2) **Synthesizability**: The highlighted problem, button has no feedback/increased operational error (don't know what you've chosen); -  
(Improvement: Add a feedback for pressing a button, a simple highlight could work);
- 3) **Familiarity**: It has similar layout/ button-sequence (e.g. Bottom menu, search box...) With other commonly used software (e.g. Xiecheng, Facebook...) +
- 4) **Generalizability**: Similar operation logic between similar function. (e.g. Reserve for meal & Late query); +
- 5) **Consistency**: During the Late query, it lacks the shortcut option of QR code scanning operation like other functions do, which creates burden. -  
(Improvement: Add the shortcut option of QR code scanning into Late Query)