

appropriateness		The suitability of interfaces to a list of standard tasks, without regard to location or time (see Ubiquitous diagrams in regard to location and time)																					
		venue or devices																					
tasks		kiosk (WU)	kiosk (atm)		web (WU portal)	web (Biller Direct)		desktop (WU)	desktop (Biller Direct)	desktop (WU) plugin		cell phone: SMS	cell phone: application	cell phone: wifi Web	cell phone: voice/TT		voice/TT to Biller		counter-top (WU)		paper (Biller)		retail POS reader
billpay																							
	add, delete billers	2			2	0		3		0		0	1	1	2		2		1		1		
	send on-demand payment	3			3	3		3		2		2	3	3	2		1		1		1		
	setup automatic	2			3	3		3		2		0	2	2	2		1		1		1		
	check status of bill	2			3	3		3		0		1	2	2	2		2		1		0		
	check status of biller account	2			3	3		3		0		2	2	2	2		2		1		0		
	choose funds source	3			3	3		3	3	3		1	2	2	2		2		1		0		1
	usage report	2			2	0		3		0		0	1	1	1		1		0		0		
money trans																							
	send money	2	1		3			3				1	2	2	1				1				
	receive money	3	2		3			3				1	2	2	1				1				
	get cash	3	3		0			0				0	0	0	1				2				1
	check status of transfer	3			3			3				0	2	2	0				1				
	add, delete, edit contact	2			3			3				1	2	2	1				1				
	deposit rec'd transfer	2			3			3				1	2	2	1				1				
	transfer funds inter bank	3			3			3				1	2	2	1				1				
	choose funds source	3			3			3				1	2	2	1				1				
	usage report	2			3			3				0	1	1	0				2				
prepaid card																							
	remit using prepaid account	2			2	2		2	2	2		1	2	2	1		1		1		1		2
	recharge prepaid account	2			1	1		1	0	1		1	1	1	0		0		0				1
	check prepaid card balance	3	1		3	1		3	1	2		1	2	2	1		0		0				
	usage report	3			3	1		3	1	1		0	1	1	0		1		0				
universal contactless card																							
	remit using universal account	3			3	3		3	3	3		3	3	3	3		3		2		3		3
	recharge universal account	2			3	1		3	0	3		2	3	3	1				1				1
	check card balances	2			3	1		3	2	3		1	2	2	1		1		1				
	usage report	3			3	1		3	1			1	2	2	1		1		1				
transit pay																							
	quote price																						3
	remit for trip											2	3	3	0		0		1				3
	receipt notification	3			3	2		3	2			2	3	2	0		0		1		1		3
	choose funds source (pref or OD)	2			3	2		3	2			1	2	2	1		1		1				1
	usage report	3			3	2		3	2			0	2	2	1		1		1				
retail pay																							
	receive retail bill	2			2	2		3	2			1	2	2	1		1		0		1		2
	remit retail	1			2	2		2	1	3		1	2	2	1		1		1		1		2
	check status of retail bill	2			2	2		3	2			1	2	2	1		2		0		1		1
	choose funds source (pref or OD)	2			3	2		3	2	3		1	2	2	1		1		1		0		1
	usage report	3			3	2		3	2			0	2	2	1		1		1				
sm biz pay																							
	receive sm biz invoice	2			3	1		3	1			1	2	2	0		1		0		1		
	remit sm biz payment	2			3	1		3	1	3		1	2	2	1		1		1				
	check status of sm biz payment	3			3	2		3	1			1	2	2	1		1		1		1		
	receive sm biz payment	2	2		3			3	1			1	2	2	1		1		1				
	choose funds source (pref or OD)	2			3	2		3	2	3		1	2	2	1		1		1		0		1
	usage report	3			3	2		3	2			0	2	2	1		1		1				
membership account mgmt																							
	enroll in membership	2			2	1		2	1			0	2	2	2		1		2				
	check status of membership	3			3			3				1	2	2	1				2				
	close membership	2			3			3				1	2	2	2		1		2				
	add, delete, edit contacts	2			3	1		3	1			1	2	2	1		0		1				
	add, delete, edit device preferences	2			3			3				1	2	2	0				2				1
	manage alerts	2			3	2		3	2			2	2	2	1		1		1				
	manage specific funds source account	3			2	0		3	0	0		0	2	2	1		1		0				
	withdraw cash	3	3																				
	deposit money to funds source account	3	2		2	0		3	2			1	2	2	1								
	transfer funds between funds source accounts	3			3	0		3		3*		1	2	2	1				1				
	check funds source account balance	3	2		3	2		3	2	3		1	2	2	1				1				1
	add, delete, edit funds source account	2			3	2		3	2	3		1	2	2	1		1		1				
	choose funds source (pref or OD)	2			3	2		3	2	3		1	2	2	1		1		1		0		1
	usage report	3			3	2		3	2			0	2	2	1		1		1				