



# IMY 310 FINAL DESIGN

Translux Website

[www.translux.co.za](http://www.translux.co.za)

## **TANK Inc.**

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## Introduction


This report demonstrates the functionality of our mock-up of the new and improved Translux's site. This mockup can be found at the provided Translux folder. This report includes screenshots of the main pages of the sites as well as a demonstration of how to perform certain tasks specific to user needs.

## Major Pages

### Home

Menu | www.facebook.com | drive.google.com | Translux | fa-percent: Font Awesome | html - Two lines in h1 tag | 127.0.0.1:1554/TransluxSite/#/

**TransLux** Bookings Routes and timetables Customer Care Promotions Travel Info



Escape the hounding slow movers. **Translux**  
There is more places to see with us

[Skip to bookings](#)

### Latest News

<b>New Routes</b> New Routes coming soon	<b>Luggage Security</b> Make sure your Luggage is attended at all times.	<b>Bus Times Update</b> Bus schedule includes student travels
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[Skip to bookings](#)

### Latest News

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**Disclaimer**  
Translux/City-to-City, its Directors, Officers, Employees, Servants or Agents shall not be liable (whether in contract or delict) in any way whatsoever for loss, injury, loss of life, or damage of whatsoever nature and howsoever caused, whether or not caused by the negligence of Translux or City-to-City, its Directors, Officers, Employees, Servants or Agents, arising out of or connected in any way to the conveyance or non-conveyance by Translux or City-to-City of any passenger or any person or of the property of any person whether such property is accompanied by a passenger or not. Translux/City-to-City, its Directors, Officers, Employees, Servants or Agents shall not be liable (whether in contract or delict) in any way whatsoever for loss, injury, loss of life, or damage of whatsoever nature and howsoever caused, whether or not caused by the negligence of Translux or City-to-City, its Directors, Officers, Employees, Servants or Agents, arising out of or connected in any way to the conveyance or non-conveyance by Translux or City-to-City of any passenger or any person or of the property of any person whether such property is accompanied by a passenger or not.

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7:31 AM 4/24/2017

## Bookings

### Bookings

Select Departure  
Location

Click to select

Select Destination  
Location

Durban Central Station

Select Time From  
Available

2017

May 05

June 06

Monday 01

Tuesday 02

9:00am

10:00am

12:00pm

03:00pm

05:00pm

06:00pm

Wednesday 03

Thursday 04

Friday 05

Saturday 06

Sunday 07

2018

#### Your Selections Are

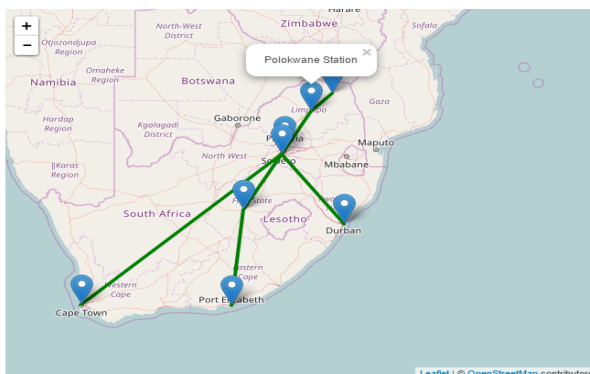
Departure: Park Station, Johannesburg

Destination: Durban Central Station

Date And Time: 12:00pm, Tuesday 02, June, 2017

Make Booking

## Routes and Tables



Select your desired route by clicking on the green path on the map or manually selecting your destination points.

#### Destination A

Click to select point A

#### Destination B

Click to select point B

Book

## [Customer Care](#)

## [Promos](#)

**TransLux** [Bookings](#) [Routes and timetables](#) [Customer Care](#) [% Promotions](#) [Travel Info](#)

Dear Valued Customers please be advised promotional discounts vary from time to time. To the applied discoun to your ticket move your mouse over an image.

ADULTS  


CHILDREN  


ELDERLY  


DISABLED  


INSURANCE  


PREGNANT  


## [Travel Information](#)

**TransLux** [Bookings](#) [Routes and timetables](#) [Customer Care](#) [% Promotions](#) [Travel Info](#)

### CONDITIONS OF CARRIAGE

Autopax Passenger Services (SOC) Ltd  
Trading as Translux

Passengers are carried subject to, and in terms of Standard Conditions of Carriage, notwithstanding anything contained herein to the contrary.

- Carrier**  
The Carrier is Autopax Passenger Services (SOC) Ltd, Registration number 1995/000861/07, a public company with limited liability and duly incorporated in accordance with the company laws of the Republic of South Africa and trading as Translux.
- Disclaimer**  
Translux, its Directors, Officers, Employees, Servants or Agents shall not be liable (whether in contract or delict) in any way whatsoever for loss, injury, loss of life or damage of whatsoever nature and howsoever caused. Whether or not caused by the negligence of Translux. Its Directors, Officers, Employees, Servants or Agents arising out of or connected in any way to the conveyance or non-conveyance by Translux of any passenger or any person or of the property of any person whether such property is accompanied by a passenger or not.
- Tickets**
  - Tickets are not transferable and are valid only for the journey specified on the ticket.
  - The passenger on entering the Translux coach must display a valid ticket.
  - Lost or stolen tickets may be replaced at the sole discretion of Translux.
  - It is the sole responsibility of the passenger to ensure that the correct information is contained on the ticket.
  - Any alteration to a ticket will render it invalid. Any change of trip to be undertaken requires that a replacement ticket be issued.
  - Positive identification may be requested when boarding a Translux coach.
- Fares**
  - All fares are subject to change without notice. Translux will only be bound by the fare charged upon purchase of tickets.
- Right of Admission**
  - Translux reserves the right of admission to any of its coaches and offices.
- Departure Time**  
Passengers must be at the departure points 30 minutes prior to the departure time as reflected on the ticket.

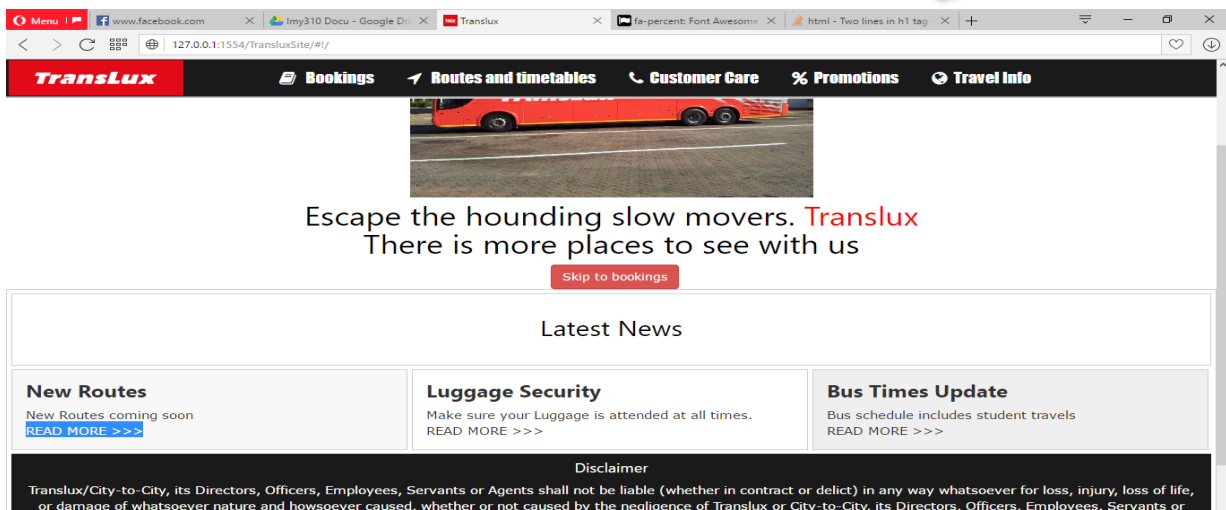
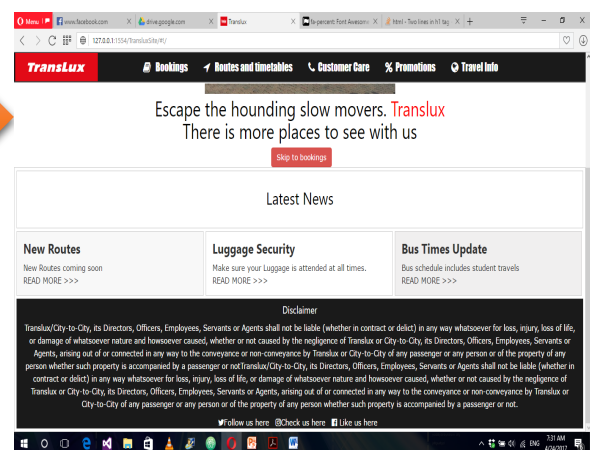
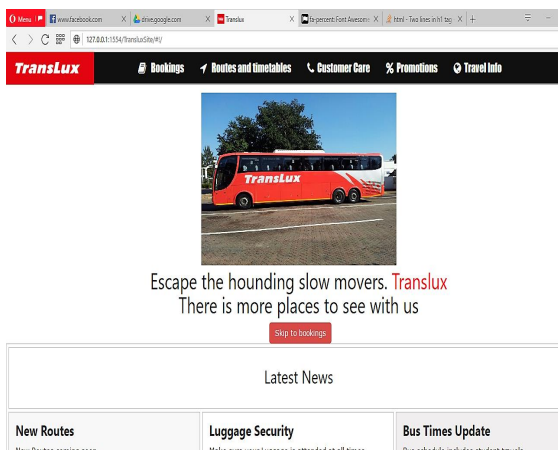
## Tasks as per User Needs

1. Finding information about home
2. User looking to Routes and Timetables from home
3. User looking to making way to booking on home
4. User making booking
5. Getting new Routes, Luggage Security and Bus Times Update about home
6. User utilizing routes on map
7. User looking to customer care
8. User looking at promos
9. User looking at travel information
10. User wanting to interact socially with Translux from home from any page

## Completion of Tasks

### Task 1: Finding information about home

#### Demo:

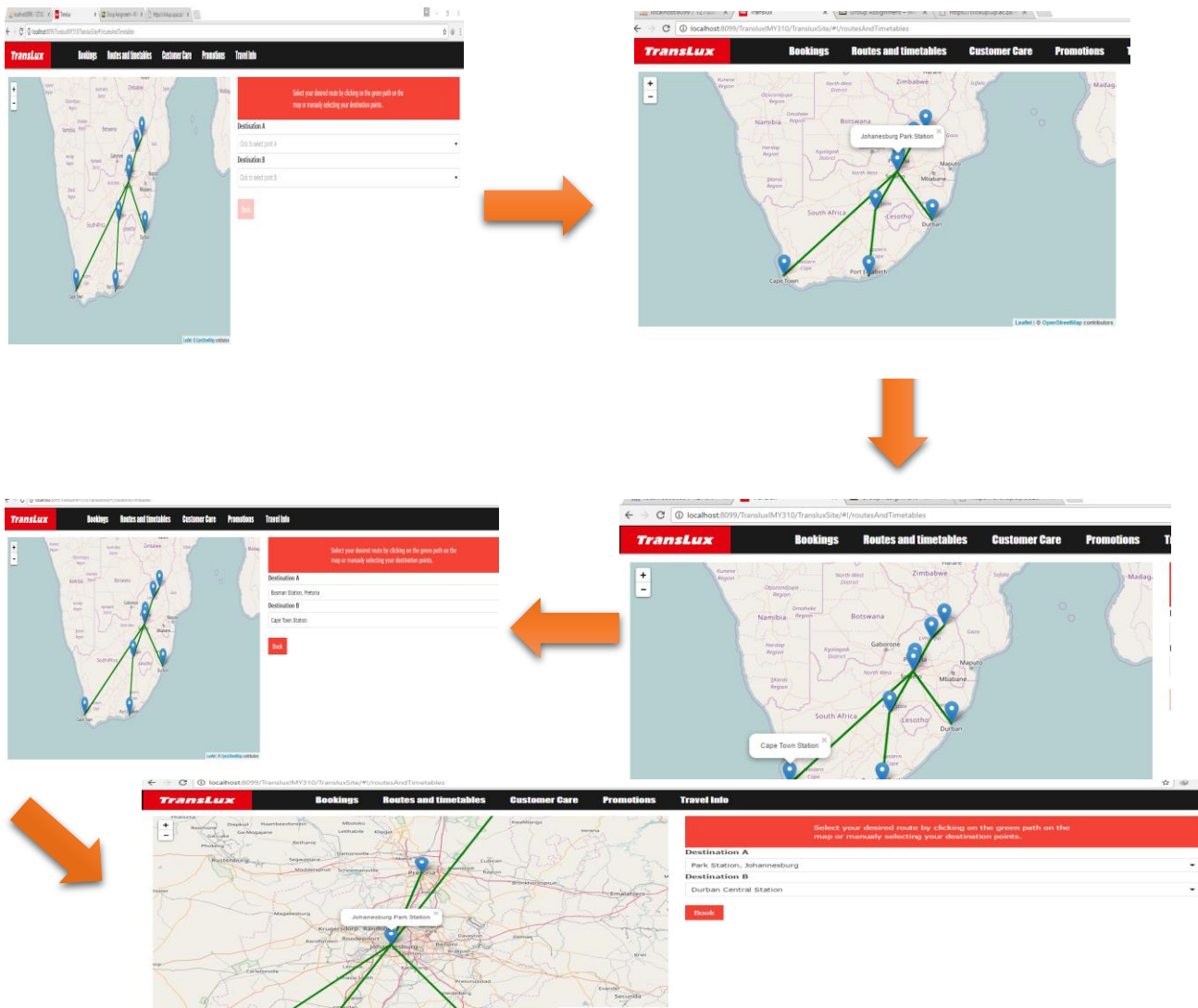


## Description:

A user looking for information about the home, will enter the site and first encounter the home page where they will be able to see an image of the bus with the Translux label as well as the slogan. This is followed by a labeled bookings button that is center of the page to grab the users focus as this links to the main functionality of the Translux site. The user can then proceed to view more information about the site by scrolling downwards and checking out the latest news. Then the page concludes with a footer containing a disclaimer that is seen as the companies terms and conditions and so users (specifically users more concerned with the legal aspects of the site such as attorneys) fully understand the legal obligations between both parties. This highlights the need to get a basic idea of using an interface or bridge to address other needs as well as giving users information about the site.

## Task 2:

### Demo:



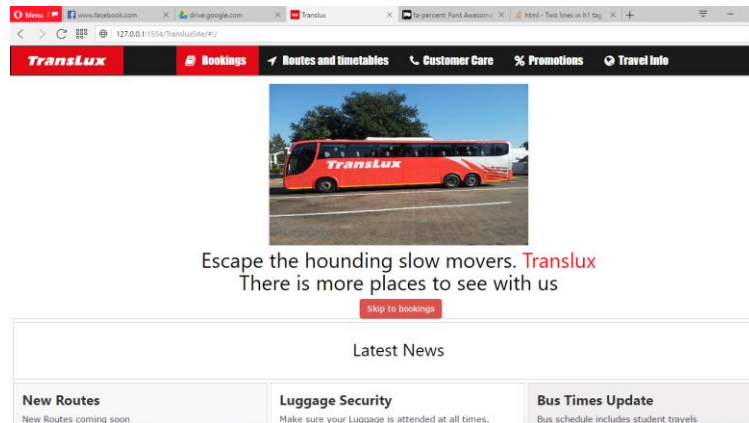


## Description:

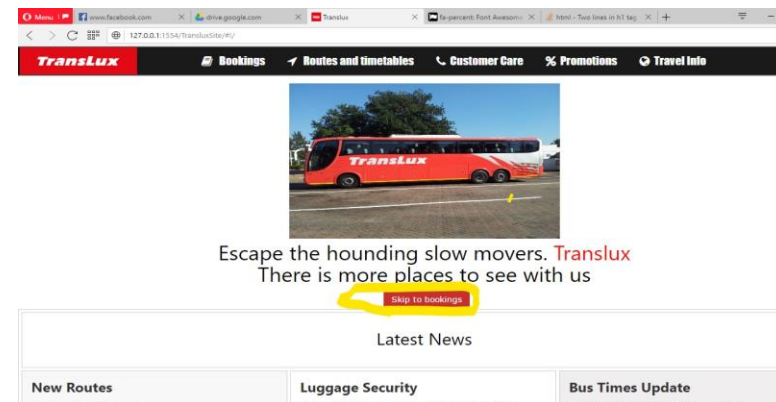
These Images are for navigating the map for available routes provided by the what was selected in the drop down lists of Destination A and B, then select a route with a destination then pressing the book button to book for the bus.

## Task 3:

### Demo:



## OR



## Description:

User can use navbar to navigate to various pages by clicking on the various links or by using the button on the home page. This is to eradicate the function on the original site where it automatically sends you to the booking page. And to address the need to get to the booking page in more than one way Specifically to specialized users such as promoters looking to showcase the functionality of the translux site. These are quickand easy to find links.

## Task 4:

### Demo:

**TransLux** Bookings Routes and timetables Customer Care Promotions Travel Info

Bookings

Select Departure Location  
Select Destination Location  
Select Time From Available

Sibasa Station

Polokwane Station

2017

2018



**TransLux** Bookings Routes and timetables Customer Care Promotions Travel Info

Bookings

Select Departure Location  
Select Destination Location  
Select Time From Available

Sibasa Station

Polokwane Station

2017

May 05

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9:00am

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05:00pm

06:00pm

Tuesday 02

Wednesday 03

Thursday 04

Friday 05

Saturday 06

Sunday 07

June 06

2018

Your Selections Are

Departure: Sibasa Station

Destination: Polokwane Station

Date And Time: 9:00am, Monday 01, May, 2017

Make Booking



**TransLux** Bookings Routes and timetables Customer Care Promotions Travel Info

Payment

ID/ Passport/ DOB

mm/dd/yyyy

Surname

Surname

Title

Click to select title

Initials

Initials

Cell No

123456789

Discount

Click to select discount

Discount

Click to select bank

Submit

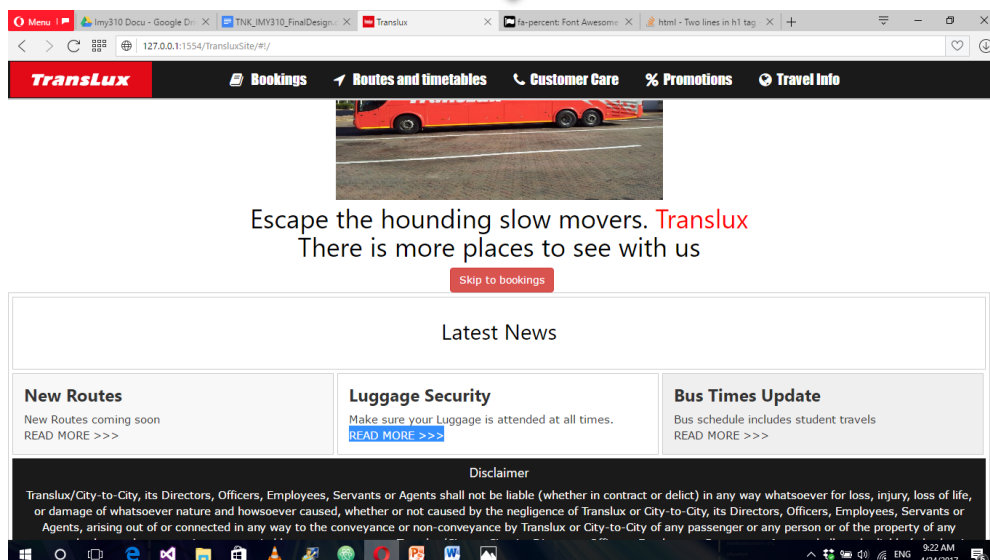
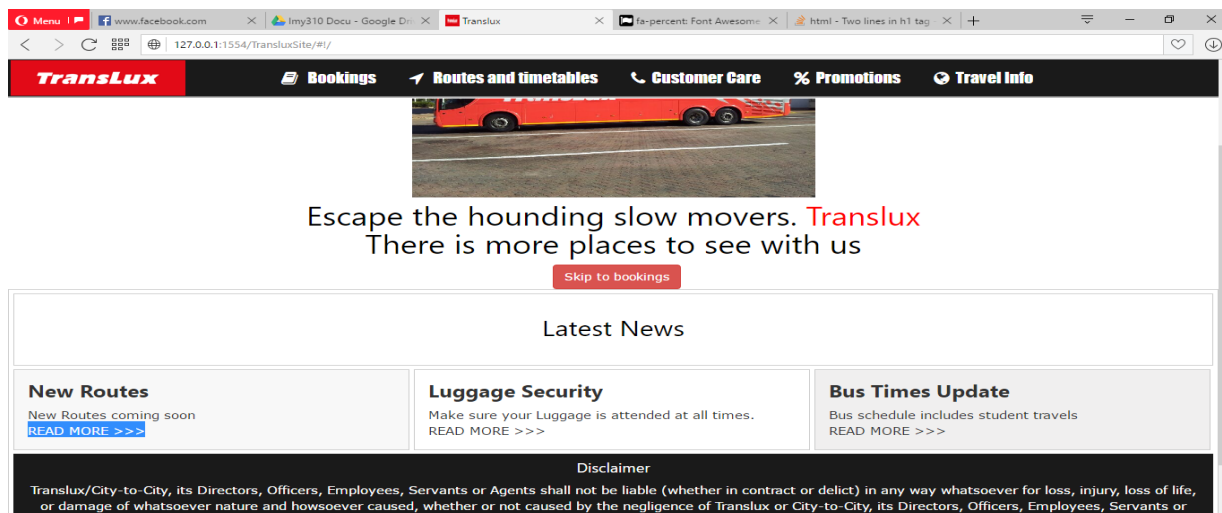


## Description:

The above screen shots illustrate the booking process. Users select the relevant items as they are shown. The order of sections that show is based on each step. Step 1 is selecting departure point. This means that other selections are hidden until this selection is made, then step 2 will show and so on. The available date selector allows the user to choose by year then month, day and time. Each selection further expands the selection tree. The user will then be presented with the options they have selected. Once they have made sure of their selections the user then clicks make payment and enters their details on that page and clicks submit. The user is then notified that an email consisting of the relevant information will be sent to them. They can then proceed to the home page or close the browser.

## Task 5:

### Demo:

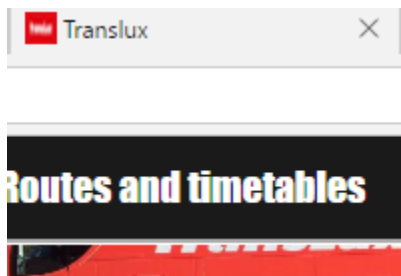


## Description:

When user navigates to the article section on the home page, the user will find 3 sections, These Sections contain a brief description of what the rest of the column contains. When user clicks the READ More, that particular section expands which shows more content related to that section. By doing this it helps to not bombard the home page with too much information as some users are not interested in reading whereas it also addresses the need that users that like to keep up to date with news related to the section they interested then they can have the control to keep up-to-date. Users like journalists also have information to keep track of.

## Task 6:

### Demo:

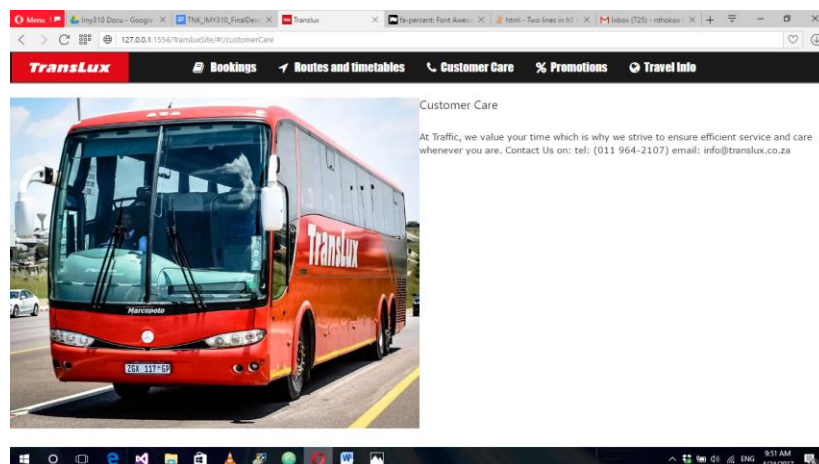


## Description:

Even though this does not add any functionality, it still does address the need for a logo to be present on the tab such that users know where the Translux tab is particularly when multiple tabs are open. This addresses specific users that need imagery to navigate on the web such as Users that cannot read.

## Task 7:

### Demo:

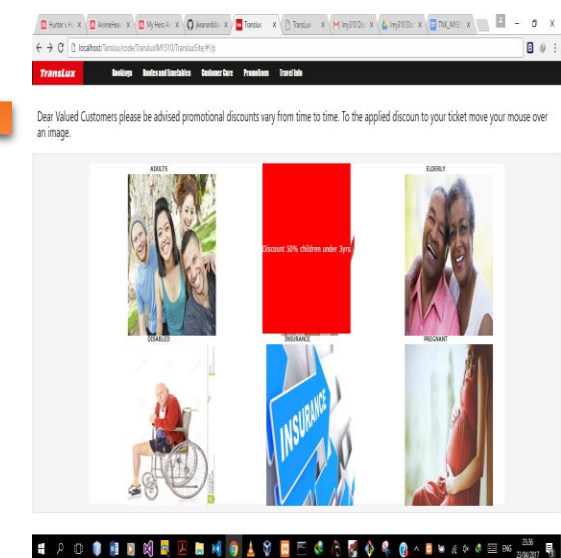
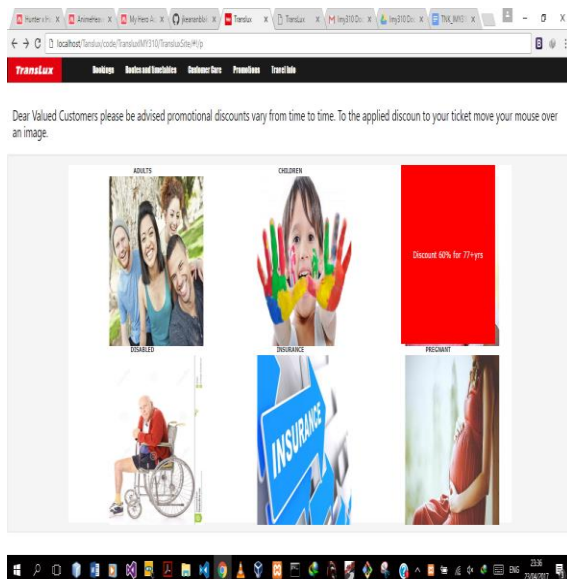
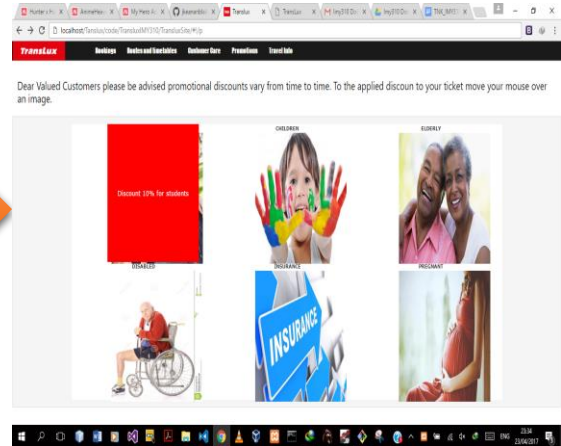


## Description:

As users navigate to the customer care, they will find related content of Translux to satisfy the need to be able to reach out to them.

## Task 8:

### Demo:

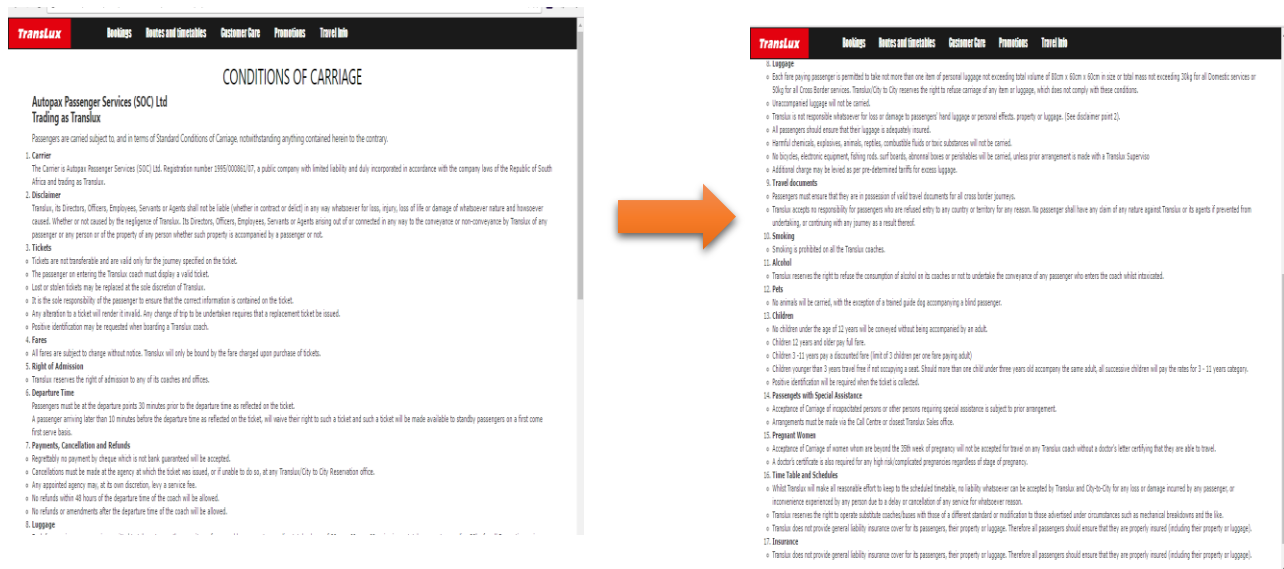


### Description:

Once the user hovers the cursor over the image depending on who they are buying the ticket for it displays the discount being applied to the passenger. When the mouse hovers over the picture it will display the discount applied at that particular age group. This pertains to a large range of specialized users.

## Task 9:

### Demo:



**Translux** Bookings Routes and timetables Customer Care Promotions Travel Info

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- 3. Tickets**
  - Tickets are not transferable and are valid only for the journey specified on the ticket.
  - The passenger entering the Translux coach must display a valid ticket.
  - Lost or stolen tickets may be replaced at the sole discretion of Translux.
  - It is the sole responsibility of the passenger to ensure that the correct information is contained on the ticket.
  - Any alteration to a ticket will render it invalid. Any change of trip to be undertaken requires that a replacement ticket be issued.
  - Positive identification may be requested when boarding a Translux coach.
- 4. Fares**
  - All fares are subject to change without notice. Translux will only be bound by the fare charged upon purchase of tickets.
- 5. Right of Admission**
  - Translux reserves the right of admission to any of its coaches and offices.
- 6. Departure Time**

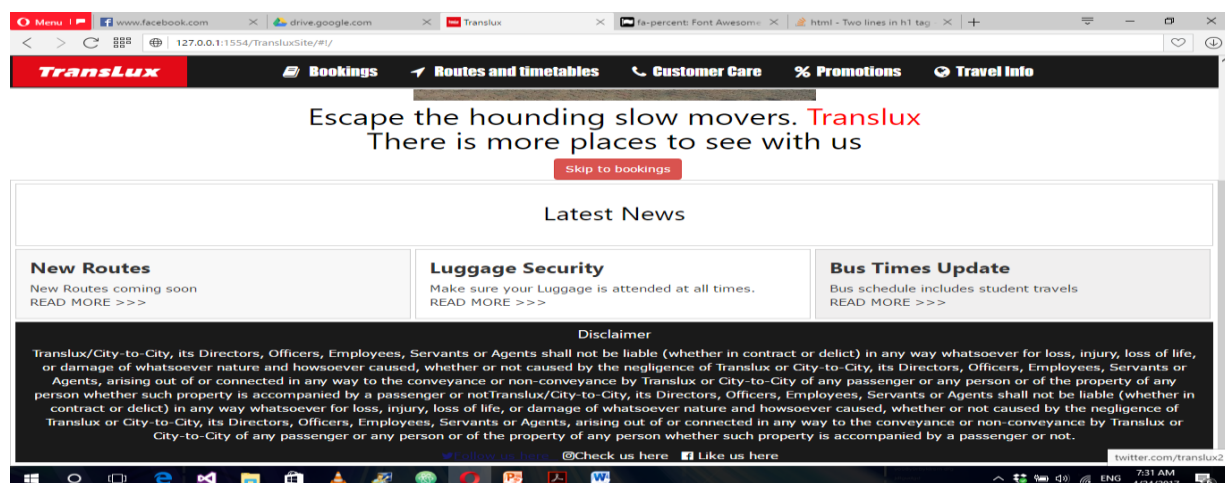
Passengers must be at the departure points 30 minutes prior to the departure time as reflected on the ticket.  
A passenger arriving later than 30 minutes before the departure time as reflected on the ticket, will waive their right to such a ticket and such a ticket will be made available to standby passengers on a first come first serve basis.
- 7. Payments, Cancellation and Refunds**
  - Receptibly no payment by cheque which is not bank guaranteed will be accepted.
  - Cancellations must be made at the agency at which the ticket was issued, or if unable to do so, at any Translux/City-to-City Reservation office.
  - Any appointed agency may, at its own discretion, levy a service fee.
  - No refunds within 48 hours of the departure time of the coach will be allowed.
  - No refunds or amendments after the departure time of the coach will be allowed.
- 8. Luggage**
  - Each free paying passenger is permitted to take not more than one item of personal luggage not exceeding total volume of 80cm x 60cm x 60cm in size or total mass not exceeding 30kg for all Domestic services or 50kg for all Cross Border services. Translux/City-to-City reserves the right to refuse carriage of any item or luggage, which does not comply with these conditions.
  - Unaccompanied luggage will not be carried.
  - Translux is not responsible whatsoever for loss or damage to passengers' hand luggage or personal effects, property or luggage. (See disclaimer point 2).
  - All passengers should ensure that their luggage is adequately insured.
  - Flammable, explosive, corrosive, toxic, infectious, radioactive, volatile, or otherwise dangerous substances will not be carried.
  - No bicycles, electronic equipment, folding beds, surf boards, abnormal boxes or perishables will be carried, unless prior arrangement is made with a Translux Supervisor.
  - Additional charge may be levied as per pre-determined tariffs for excess luggage.
- 9. Travel documents**
  - Passengers must ensure that they are in possession of valid travel documents for all cross border journeys.
  - Translux accepts no responsibility for passengers who are refused entry to any country or territory for any reason. No passenger shall have any claim of any nature against Translux or its agents if prevented from undertaking, or continuing with any journey as a result thereof.
- 10. Smoking**
  - Smoking is prohibited on all the Translux coaches.
- 11. Alcohol**
  - Translux reserves the right to refuse the consumption of alcohol on its coaches or not to undertake the conveyance of any passenger who enters the coach whilst intoxicated.
- 12. Pets**
  - No animals will be carried, with the exception of a trained guide dog accompanying a blind passenger.
- 13. Children**
  - No children under the age of 12 years will be conveyed without being accompanied by an adult.
  - Children 12 years and older pay full fare.
  - Children 3-11 years pay a discounted fare (limit of 3 children per one fare paying adult).
  - Children younger than 3 years travel free if not occupying a seat. Should more than one child under three years old accompany the same adult, all successive children will pay the rates for 3-11 years category.
  - Positive identification will be required when the ticket is collected.
- 14. Passengers with Special Assistance**
  - Acceptance of Carriage of incapacitated persons or other persons requiring special assistance is subject to prior arrangement.
  - Arrangements must be made via the Call Centre or closest Translux Sales office.
- 15. Pregnant Women**
  - Acceptance of Carriage of women who are beyond the 36th week of pregnancy will not be accepted for travel on any Translux coach without a doctor's letter certifying that they are able to travel.
  - A doctor's certificate is also required for any high risk/complicated pregnancies regardless of stage of pregnancy.
- 16. Time Table and Schedules**
  - Whilst Translux will make all reasonable effort to keep to the scheduled timetable, no liability whatsoever can be accepted by Translux and City-to-City for any loss or damage incurred by any passenger, or inconvenience experienced by any person due to a delay or cancellation of any service for whatever reason.
  - Translux reserves the right to operate substitute coaches/buses with those of a different standard or modification to those advertised under circumstances such as mechanical breakdowns and the like.
  - Translux does not provide general liability insurance cover for its passengers, their property or luggage. Therefore all passengers should ensure that they are properly insured (including their property or luggage).
- 17. Insurance**
  - Translux does not provide general liability insurance cover for its passengers, their property or luggage. Therefore all passengers should ensure that they are properly insured (including their property or luggage).

### Description:

The travel info page informs the users of the bus service the rules they have to abide by when using the transport service provided by Translux. This also helps the user from being negligent with the bus service and making them liable for their own actions. This addresses specialized user needs, particularly legal consultants.

## Task 10:

### Demo:



**Translux** Bookings Routes and timetables Customer Care Promotions Travel Info

## Escape the hounding slow movers. Translux

There is more places to see with us

[Skip to bookings](#)

### Latest News

#### New Routes

New Routes coming soon  
[READ MORE >>>](#)

#### Luggage Security

Make sure your Luggage is attended at all times.  
[READ MORE >>>](#)

#### Bus Times Update

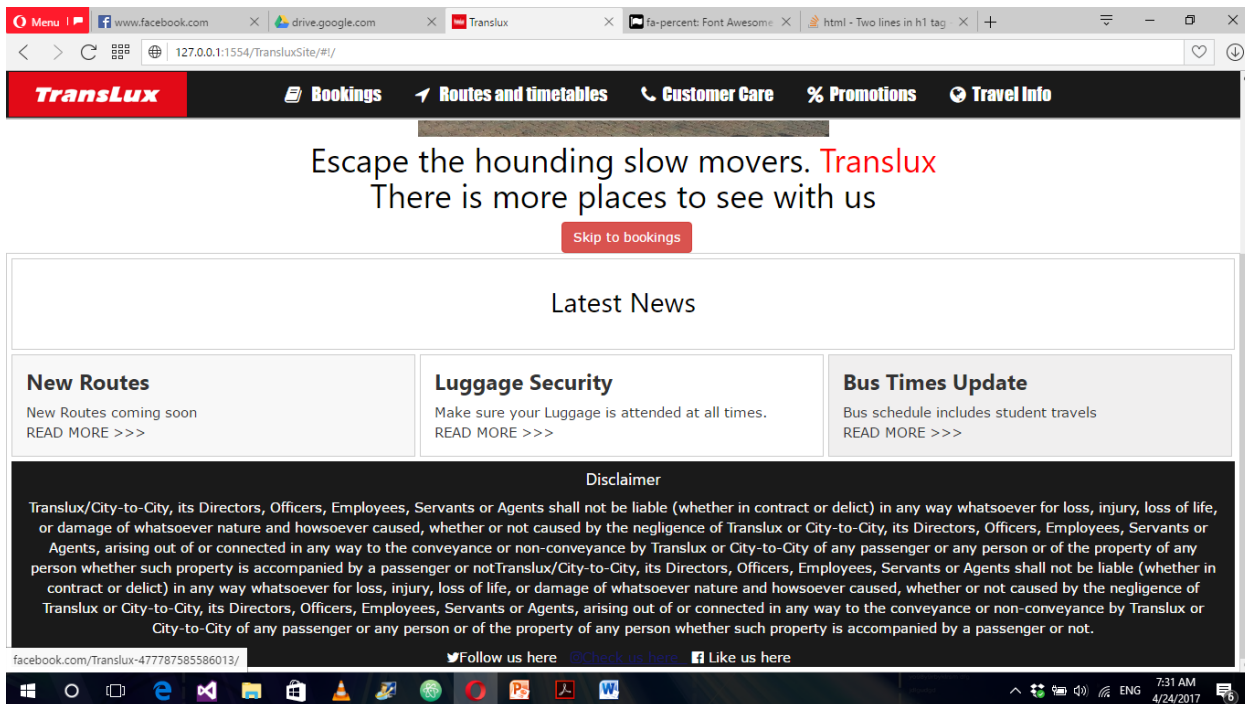
Bus schedule includes student travels  
[READ MORE >>>](#)

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[@Check us here](#) [Like us here](#) [twitter.com/translux2](#)





## Description:

User scrolls down to the footer of the page, and which ever social media the user would like to interact. The link leads to the Translux social media page related to the social media chosen. This addresses the need especially for marketers that like to use the social media to promote the brand and thus is easier to navigate to those pages when using the site.