







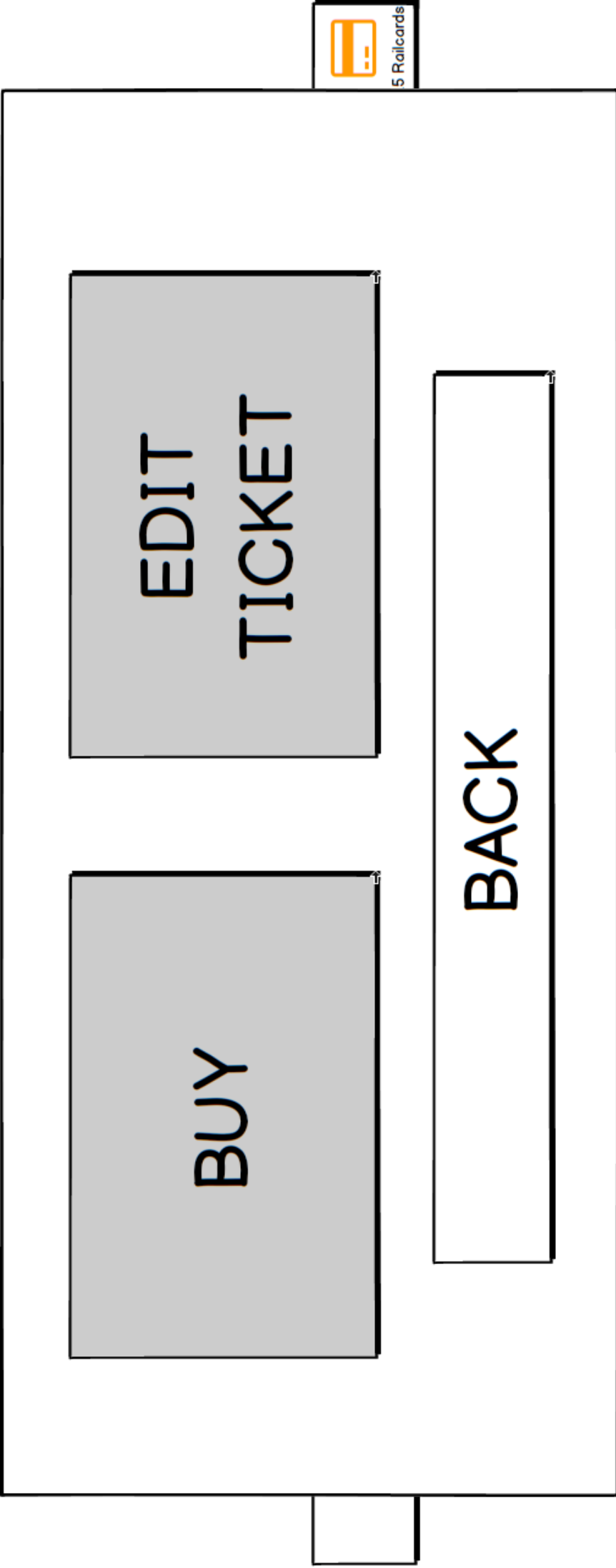


# Select pre-planned journey:

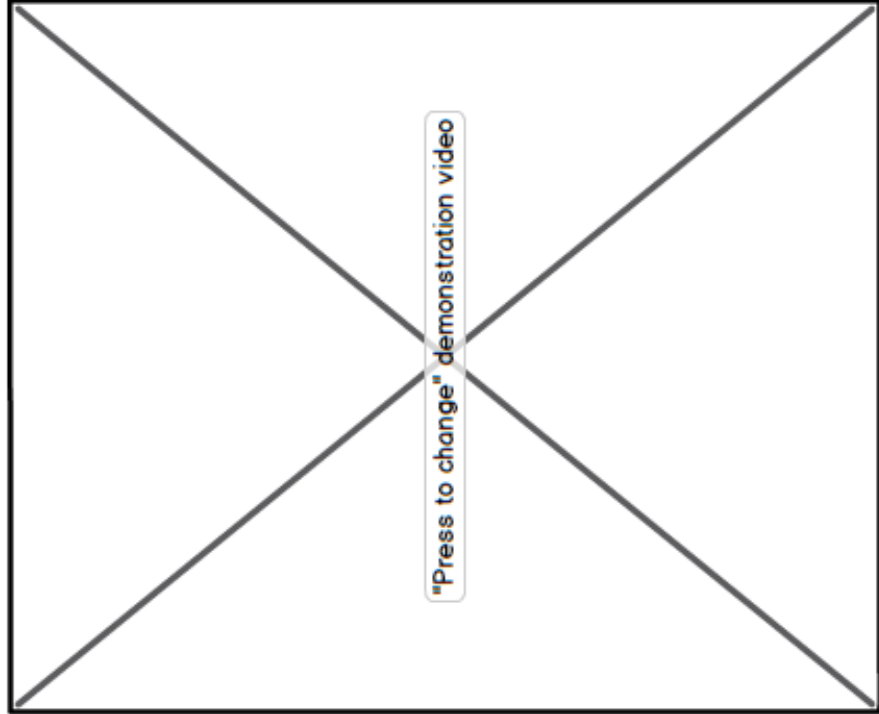
	OUT	RETURN	PEOPLE	RAILCARD
1.	SUTTON COLDFIELD to UNIVERSITY			
	Today	Today	 1 Adult	
2.	SUTTON COLDFIELD to LONDON EUSTON			
	Today	Tomorrow	 1 Adult + 1 child	 Family Railcard
3.	BIRMINGHAM NEW STREET to SOUTHAMPTON CENTRAL			
	Today	Within 1 Month	 2 Adults	 2 x 16-25 Railcards
4.	LONDON EUSTON to BIRMINGHAM INTERNATIONAL			
	Tomorrow		 1 Adult	 Over 60s Railcard

BUY

Screen 1 (Select pre-planned ticket) – The first screen assumes that the user has accessed their user account on the machine, the implementation of this is not considered to be part of the interface design. The screen presents a numbered list of the tickets stored on the user’s profile. This numbering directly corresponds to that used in the accompanying app and allows for quick location of the required option. Each option is summarised in order to promote recognition over recall, the user can quickly check the specific details of the ticket prior to purchase. Each option is displayed as a button which will highlight when pressed, allowing a final check of the details before the user presses the “buy” button to purchase the ticket. Images are used along with text to represent the number of passengers and railcards in the most quickly recognisable way



Screen 2 (Buy now or edit)– Once the buy button has been pressed, a pop up appears on which the user can either select to buy their ticket, which should lead straight to the payment screen (jump to screen 10), or they can select to make changes to their selected ticket by pressing edit (to screen 3). There is a back button for error correction if the user selects the wrong ticket. This screen is very minimal, containing only the 3 buttons described above to improve usability.



FROM	BIRMINGHAM NEW STREET
TO	SOUTHAMPTON CENTRAL
OUT	Today
RETURN	Within 1 Month
PEOPLE	2 Adults
RAILCARD	16-25 Railcards

BUY

Screen 3 (Ticket Summary) – If the user chooses to make changes to their ticket, they are taken to this screen which contains a summary of their ticket including starting point, destination, travel dates number of passengers and any relevant railcards. On the left there is an instructional video demonstrating that the user must press the item they wish to change in order to be taken to the relevant screen. Finally, there is a buy button which takes the user to the payment screen. The elements of the ticket that can be changed are ordered logically according to how the user will think about the ticket they wish to buy i.e., where they want to travel to/from, when they want to travel, how many people are travelling, how many railcards to be added (the railcards must be after people to give the correct maximum number of railcards allowed).

ENTER DESTINATION:

BACK

BIR

BIRMINGHAM NEW STREET  
BIRMINGHAM INTERNATIONAL  
BIRMINGHAM SNOW HILL



Screen 4 (Change Start point/destination) – This screen allows the user to change the destination of the ticket (an identical screen is used to change the departure location). Most the screen is taken up by a large QWERTY keyboard to make typing in a destination more user friendly, especially for those with visual or physical impairments. The dropdown box below the text entry field auto-predicts likely destinations as the user types and the user can select from this list as their destination appears. This speeds up selection, however this functionality is only useful if the auto-predict updates rapidly as any delay could cause the user to press the wrong destination. Once a destination has been selected from the drop-down list, the back button is pressed to return to the summary screen.

BACK

OUT

TODAY

TOMORROW

OTHER

RETURN

TODAY

TOMORROW

WITHIN 1 MONTH

OTHER

Screen 5 (Change travel dates) – This screen allows the user to change the travel dates on their ticket. It also lets the user change whether they want a single or return ticket. The selected options are highlighted on reaching the screen and the user can change these before pressing the back button to return to the summary screen (screen 3). Pressing “other” for either the out or return journey takes the user to screen 6.

# BACK

NOVEMBER 2016							▶
S	M	T	W	T	F	S	
30	31	1	2	3	4	5	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25	26	
27	28	29	30	1	2	3	
4	5	6	7	8	9	10	

Screen 6 (Select specific dates) – Here the user can select to travel and return on specific dates by selecting a date on a standard calendar. Once the user has selected a date, they press the back button to return to screen 5. The use of a back button rather than automatically jumping on selection means that the user can double check for errors in their selection before continuing.

Select Railcard:

BACK



x1



x0



x0



x0



x0



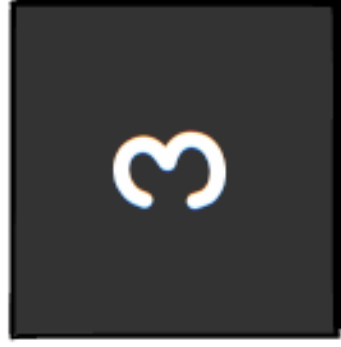
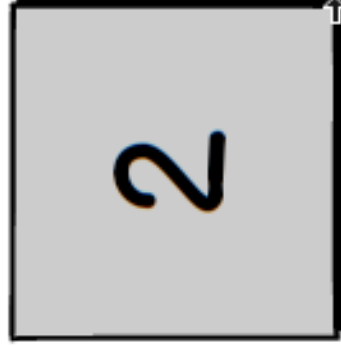
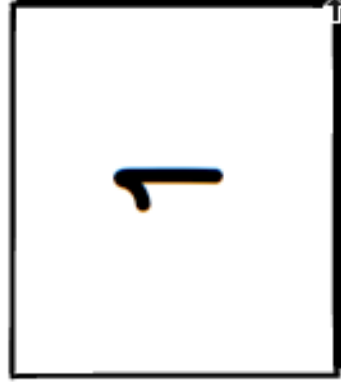
x0

Screen 8 (Select railcards) – Railcards are selected from this screen. In the UK, each type of railcard is a distinctive colour and these colours are used to aid in recognition when the user is adding railcards. Each type of railcard has a number next to it to specify the number of rail cards of that type currently added to the ticket purchase.

## Select Railcard:



Number of 16-25 Railcards:



Screen 9 (Add number of railcards) - When a railcard type is pressed to be added, a pop up screen appears where the user selects how many of this type of railcard to add. As there cannot be more railcards than there are passengers, any illegal options are greyed out when the user reaches this screen. The user presses the number they wish to add and they are returned to screen 8, with the updated number of railcards on screen which the user can quickly check to reduce booking errors.



## Select Passengers:

BACK



ADULT

0

1

2

3



CHILD

0

1

2

3

Screen 7 (Select number of passengers) – Here the user can select the number of passengers, differentiating between adult and child tickets. The numbered buttons allow for quick selection. Again, the selected option will be highlighted and graphics are used to speed up understanding of the screen.

TOTAL: £10.50

RAILCARD

PEOPLE

RETURN

OUT

SUTTON COLDFIELD to UNIVERSITY



1 Adult

TOMORROW

TODAY



INSERT CARD OR CASH

TOTAL: £10.50

Screen 10 (Payment screen) – After making any required changes to the ticket, the user then presses “buy” on the summary screen (screen 3) and is taken to the payment screen. Here, a summary of the ticket is shown at the top of the screen for a final check that the user has selected the desired options. The “Insert cash or card” notice contains an arrow pointing to the payment input area on the machine, to the right of the screen. The price is shown in a distinctive colour both at the top and the bottom of the screen so it cannot be missed and the user is aware of how much to pay if using cash. After this, the tickets are printed and the interaction is complete.