

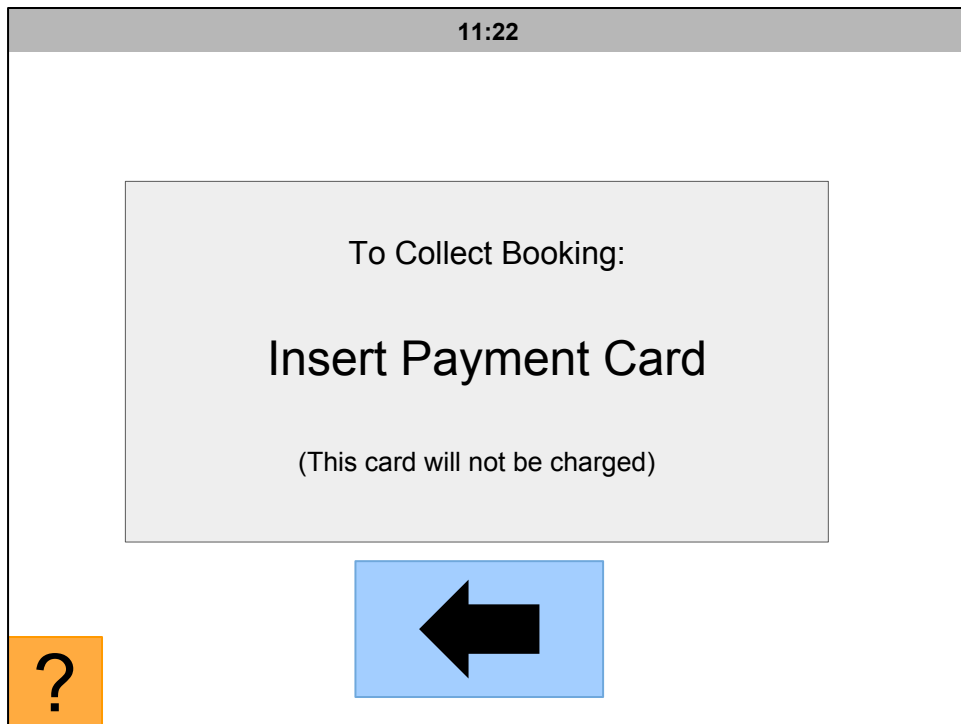
#### Buy/Collect

- Simple screen asking user if they want to book, collect, or scan QR code
- The book and collect are the largest as they are the common options clicked
- Scan QR code is slightly smaller as it is less popular, also this feature is for technology literate people who would know to choose/look for this option
- A help button is displayed in the bottom left to call for human assistance
  - This is on all screens
  - Positioned on the left as the right side is saved for tabs on later screen (more intuitive to navigate right sided tabs)
  - Kept in same location on screen to avoid user confusion
- Language displayed as tabs to indicate to user that languages are easily changed
- Used flags to indicate a 'more language' pop up screen



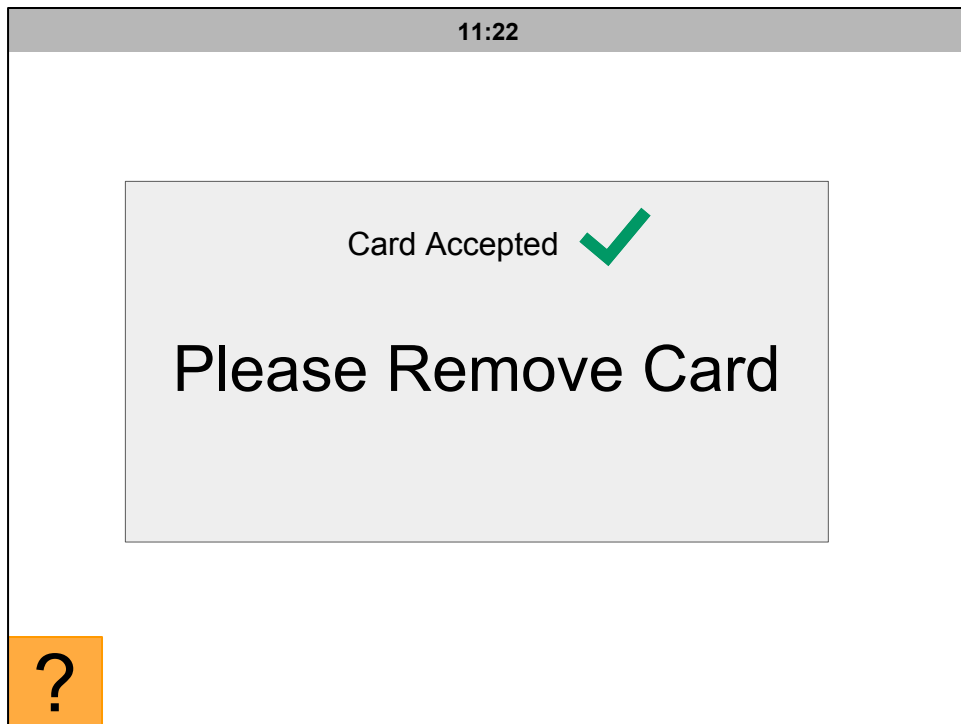
### Language Screen

- Language pop-up screen so user can select alternate language
- Use of arrow to go back rather than 'back' in a language so it is multilingual



Collect Ticket Screen:

- Simple instruction so user knows to insert card they booked the ticket with
- Also, there is text to reassure user that the card will not be charged again
- Other option is greyed out at first so the user know it is not the current instruction
- Once the card is inserted, the reference number text field becomes selected which is indicated by highlighting it
- A keyboard now appears to the user can enter their reference number



Collect Ticket Screen 2:

- Once the card has been recognized, a pop up appears telling the user to remove their card so they don't leave it behind. The pop up disappears when the card has been removed.

Please enter booking reference

Enter reference number...

Next




1	2	3	4	5	6	7	8	9	0	
Q	W	E	R	T	Y	U	I	O	P	
A	S	D	F	G	H	J	K	L		
Z	X	C	V	B	N	M	←			


?

#### Collect Ticket Screen 2:

- Simple instruction so user knows to insert card they booked the ticket with
- Also, there is text to reassure user that the card will not be charged again
- Other option is greyed out at first so the user know it is not the current instruction
- Once the card is inserted, the reference number text field becomes selected which is indicated by highlighting it
- A keyboard now appears to the user can enter their reference number

11:22

Destination	Out	Return	Passenger	Railcard
SUTTON COLDFIELD to UNIVERSITY Off-Peak	Today	Today	1 Adult 1 Child	
SOUTHAMPTON to BIRMINGHAM Peak	Today	Tomorrow	1 Adult	-
BIRMINGHAM to LONDON EUSTON Peak	Today	Within 1 Month	2 Adults	
SUTTON COLDFIELD to UNIVERSITY Off-Peak	Today	-	1 Adult	






Buy


Edit

### QR code ticket profiles

- This screen displays the predefined ticket profiles of the user
- It can display up to 4, which are defined by the user.
- The user selects one of them which is indicated by highlighting it
- Once selected, the user can select BUY or EDIT
- BUY takes the user to the payment summary screen
- EDIT takes the user to the summary screen

11:22

Destination	Out	Return	Passenger	Railcard
SUTTON COLDFIELD to UNIVERSITY Off-Peak	Today	Today	1 Adult 1 Child	
SOUTHAMPTON to BIRMINGHAM Peak	Today	Tomorro w	1 Adult	-
BIRMINGHAM to LONDON EUSTON Peak	Today	Within 1 Month	2 Adults	
SUTTON COLDFIELD to UNIVERSITY Off-Peak	Today	-	1 Adult	



Buy

Edit

## QR code ticket profiles 2

- This screen displays the predefined ticket profiles of the user
- It can display up to 4, which are defined by the user.
- The user selects one of them which is indicated by highlighting it
- Once selected, the user can select BUY or EDIT
- BUY takes the user to the payment summary screen
- EDIT takes the user to the summary screen

11:22

Click a tab to make changes

Or

Go To Payment

?

Return







From: SUTTON COLDFIELD  
To: UNIVERSITY  
Via: -

1 Adult  
1 Child

Family x 1

22/11/16  
Off-Peak

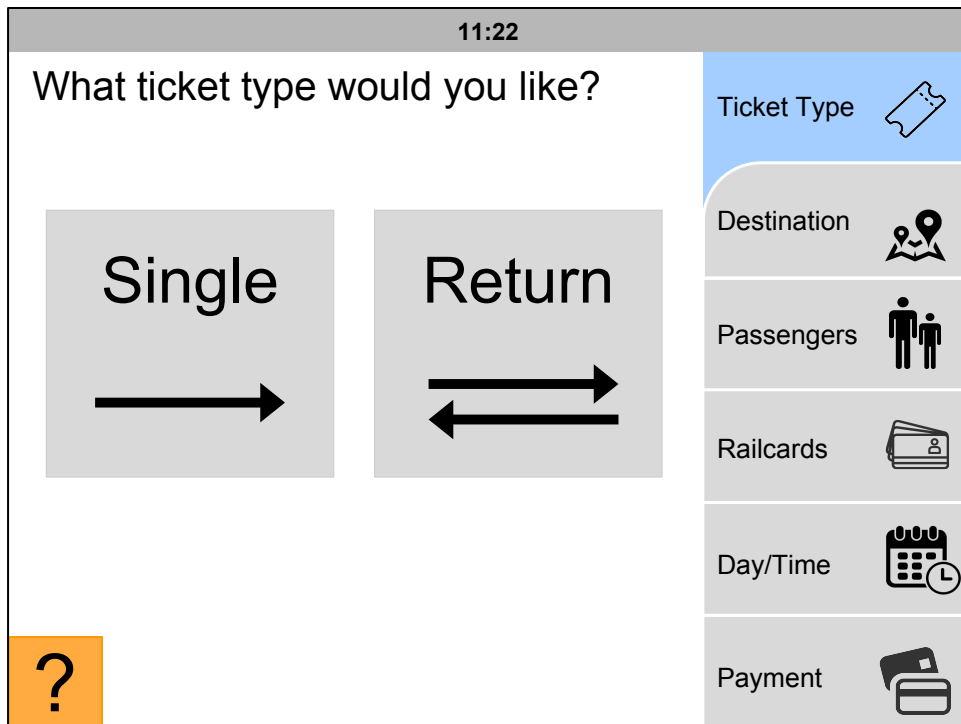
£21.00



#### Summary screen

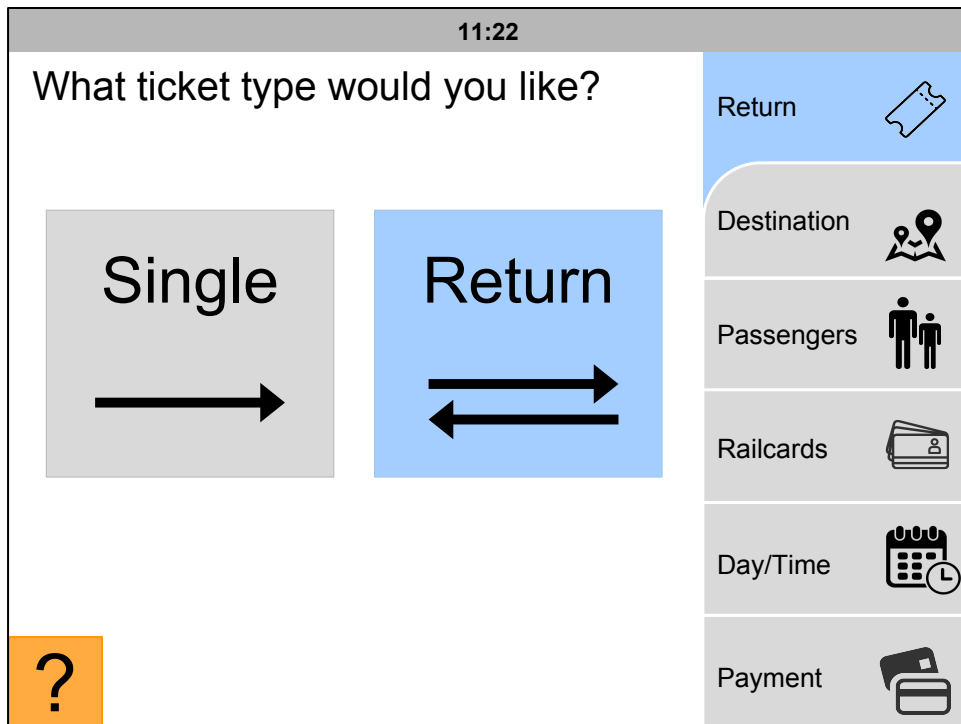
- This screen provides instructions to click on a tab to make changes
- The user can also click on the 'go to payment' button if they are actually happy the ticket (mistakenly pressed edit)
- Note that the ticket information is summarised in the tabs on the right
  - This is made obvious by the instruction to click on a tab to make changes





#### Ticket Type screen

- 2 buttons to select either a single or return ticket
- It automatically goes to the next screen once an option is clicked after a delay that highlights their choice
- The buttons are large and dominate the screen so the user know where to click



#### Ticket Type screen 2

- 2 buttons to select either a single or return ticket
- It automatically goes to the next screen once an option is clicked after a delay that highlights their choice
- The buttons are large and dominate the screen so the user know where to click


11:22


Where are you travelling?


From


To


Via


Return 

From: LONDON EUSTON  
 To:  
 Via: 

Passengers 

Railcards 

Day/Time 

Payment 

#### Destination Screen

- 1 text box showing where you are travelling from
  - This defaults to the ticket kiosk location
- 1 text box for destination
  - This is highlighted and will be filled when the user starts pressing keys
  - As the user types a destination, the 3 most likely matches appear as buttons above the keyboard
  - When the user clicks on the button it fills the destination text box but does not go to the next screen
- To go the next screen the user clicks on the next tab
  - This will be highlighted once the user has entered a correct destination (turns orange)
- The user can click on the 'from' text box and perform the same procedure to change the where the user is travelling from
- The 'from' and 'to' are summarised on the tab button so the user can check at any time
- There is a button for travelling via a route, pressing this is optional
  - When selecting 'via' a new text field appears and the user can fill it in with the keyboard and destination suggestions as above

11:22

# Where are you travelling?

From

London Euston

To

Birmingham New Street

Via

Next

Bir. Snow Hill

Bir. New Street

Bir. Moor Street

Q

W

E

R

T

Y

U

I

O

P

A

S

D

F

G

H

J

K

L

Z

X

C

V

B

N

M

←

?

Return

From: LONDON EUSTON

To: BIR. NEW STREET

Via: -

Passengers

Railcards

Day/Time

Payment

## Destination Screen

- 1 text box showing where you are travelling from
  - This defaults to the ticket kiosk location
- 1 text box for destination
  - This is highlighted and will be filled when the user starts pressing keys
  - As the user types a destination, the 3 most likely matches appear as buttons above the keyboard
  - When the user clicks on the button it fills the destination text box but does not go to the next screen
- To go the next screen the user clicks on the next tab
  - This will be highlighted once the user has entered a correct destination (turns orange)
- The user can click on the 'from' text box and perform the same procedure to change the where the user is travelling from
- The 'from' and 'to' are summarised on the tab button so the user can check at any time
- There is a button for travelling via a route, pressing this is optional
  - When selecting 'via' a new text field appears and the user can fill it in with the keyboard and destination suggestions as above

11:22

## Where are you travelling?

From

To

Via

Cov

Next

Coventry

QWERTYUIOP

ASDFGHJKL

ZXCVBNM←

?

Return

From: LONDON EUSTON  
To: BIR. NEW STREET  
Via: -

Passengers

Railcards

Day/Time

Payment

### Destination Screen

- 1 text box showing where you are travelling from
  - This defaults to the ticket kiosk location
- 1 text box for destination
  - This is highlighted and will be filled when the user starts pressing keys
  - As the user types a destination, the 3 most likely matches appear as buttons above the keyboard
  - When the user clicks on the button it fills the destination text box but does not go to the next screen
- To go the next screen the user clicks on the next tab
  - This will be highlighted once the user has entered a correct destination (turns orange)
- The user can click on the 'from' text box and perform the same procedure to change the where the user is travelling from
- The 'from' and 'to' are summarised on the tab button so the user can check at any time
- There is a button for travelling via a route, pressing this is optional
  - When selecting 'via' a new text field appears and the user can fill it in with the keyboard and destination suggestions as above

11:22

How many are travelling?

Adults

0

1

2

3

4+

Children

0

1

2

3

4+

?

Return

From: LONDON EUSTON

To: BIR. NEW STREET

Via: COVENTRY

2 Adults

Railcards

Day/Time

Payment

#### People travelling screen

- To select number of adult and child passengers
- Numbers 0 to 3 are displayed as they are the most common and it is quicker just to tap the desired number
  - This is opposed to scrolling or entering a number
  - Tapping only requires one click
- Once the user is happy with selection, the user taps on the confirm button or the next tab

11:22

How many are travelling?

Adults

0

4

+

4+

Children

0

-

4+

Confirm

?

Return

From: LONDON EUSTON

To: BIR. NEW STREET

Via: COVENTRY

2 Adults

Railcards

Day/Time

Payment

#### People travelling screen 2

- To select number of adult and child passengers
- Numbers 0 to 3 are displayed as they are the most common and it is quicker just to tap the desired number
  - This is opposed to scrolling or entering a number
  - Tapping only requires one click
- Once the user is happy with selection, the user taps on the confirm button or the next tab
- For 4 or more tickets a pop up appears and the user can manually select the number of tickets using + and - buttons. The user then clicks confirm to return. It is unlikely that this function will be used frequently and so the extra interaction required are an acceptable compromise for clarity on the main passenger selection screen.
- This screen is only to show the option of 4+
- For this walkthrough, only 2 passengers are selected

11:22

How many are travelling?

Adults

0

1

2

3

4+

Children

0

1

2

3

4+

?

Next

Return

From: LONDON EUSTON

To: BIR. NEW STREET

Via: COVENTRY

2 Adults

Railcards

Day/Time

Payment




### People travelling screen 3




- To select number of adult and child passengers
- Numbers 0 to 3 are displayed as they are the most common and it is quicker just to tap the desired number
  - This is opposed to scrolling or entering a number
  - Tapping only requires one click
- Once the user is happy with selection, the user taps on the confirm button or the next tab



11:22

How many railcards do you have?

?

None

Next

Return

From: LONDON EUSTON  
To: BIR. NEW STREET  
Via: COVENTRY

2 Adults

16-25 x 1

Day/Time







Payment

### Railcard screen

- This screen shows the 6 main railcards used for travel
- If the user has no railcards they can just click 'next' to skip the screen
- The use of pictures allow for user to easily recognise the railcard they have
- The user can click on the relevant card
- The clicked card is highlighted and button numbers appear below to choose the number of that card
- Once the number is selected the user can hit next or the tab to go to the next screen
- This presentation removes screen clutter as previous iterations involved the button numbers for each railcard
- It also avoids taking a long time as opposed to using scroll bars to choose the right

11:22

How many railcards do you have?

0

1

2

?

Next

Return

From: LONDON EUSTON  
To: BIR. NEW STREET  
Via: COVENTRY

2 Adults

16-25 x 1

Day/Time

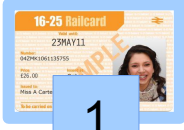





Payment

## Railcard screen 2

- This screen shows the 6 main railcards used for travel
- If the user has no railcards they can just click 'next' to skip the screen
- The use of pictures allow for user to easily recognise the railcard they have
- The user can click on the relevant card
- The clicked card is highlighted and button numbers appear below to choose the number of that card
- The number of cards that can be chosen is limited to the number of passengers travelling (can't add more railcards than passengers).
- Once the number is selected the user can hit next or the tab to go to the next screen
- This presentation removes screen clutter as previous iterations involved the button numbers for each railcard
- It also avoids taking a long time as opposed to using scroll bars to choose the right

11:22

How many railcards do you have?


Return
From: LONDON EUSTON  
To: BIR. NEW STREET  
Via: COVENTRY
2 Adults
16-25 x 1
Day/Time
Payment

### Railcard screen 3

- This screen shows the 6 main railcards used for travel
- If the user has no railcards they can just click 'next' to skip the screen
- The use of pictures allow for user to easily recognise the railcard they have
- The user can click on the relevant card
- The clicked card is highlighted and button numbers appear below to choose the number of that card
- Once the number is selected the user can hit next or the tab to go to the next screen
- This presentation removes screen clutter as previous iterations involved the button numbers for each railcard
- It also avoids taking a long time as opposed to using scroll bars to choose the right


11:22

When are you travelling?

Out: Tuesday, 22/11/16 

**Peak**  
 6am-9am  
 5pm-7pm  
**£26.00**


**Off-Peak**  
**£16.00**


Rtn: Tuesday, 22/11/16 


**Peak**  
 6am-9am  
 5pm-7pm  
**£26.00**


**Off-Peak**  
**£16.00**



?


Return 

From: LONDON EUSTON  
 To: BIR. NEW STREET  
 Via: COVENTRY 

2 Adults 

16-25 x 1 

Out: 22/11/16   
 Rtn: 22/11/16 


£ 



#### Date time screen


- 3 buttons are shown: date, peak, and off-peak
- The user generally wants to purchase only a peak or off-peak therefore these are the main buttons and large to make them obvious
- Prices for both peak and off-peak tickets are displayed simultaneously to allow the user to make a comparison
- Peak times are shown so the user can quickly check when they are and make an informed decision
- The calendar/date is also a button for when the passenger wants to change the date he return (or departs)
- Once selection is made a next button appears so the user can navigate to the next screen
  - The user can also press the tab to navigate


11:22


When are you travelling?


Rtn: Tuesday, 22/11/16 


SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<div>  <b>NOVEMBER 2016</b>  </div>						
		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			




Please select a day


Return 

From: LONDON EUSTON  
To: BIR. NEW STREET  
Via: COVENTRY 

2 Adults 

16-25 x 1 

Out: 22/11/16   
Rtn: 23/11/16 


£ 



## Date time screen 2


- 3 buttons are shown: date, peak, and off-peak
- The user generally wants to purchase only a peak or off-peak therefore these are the main buttons and large to make them obvious
- Prices for both peak and off-peak tickets are displayed simultaneously to allow the user to make a comparison
- Peak times are shown so the user can quickly check when they are and make an informed decision
- The calendar/date is also a button for when the passenger wants to change the date he return (or departs)
- Once selection is made a next button appears so the user can navigate to the next screen
  - The user can also press the tab to navigate


11:22


When are you travelling?


Rtn: Wednesday, 23/11/16 


SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<div>  <b>NOVEMBER 2016</b>  </div>						
		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			




Please select a day


Return 

From: LONDON EUSTON  
To: BIR. NEW STREET  
Via: COVENTRY 

2 Adults 

16-25 x 1 

Out: 22/11/16   
Rtn: 23/11/16 

£ 

### Date time screen 3

- 3 buttons are shown: date, peak, and off-peak
- The user generally wants to purchase only a peak or off-peak therefore these are the main buttons and large to make them obvious
- Prices for both peak and off-peak tickets are displayed simultaneously to allow the user to make a comparison
- Peak times are shown so the user can quickly check when they are and make an informed decision
- The calendar/date is also a button for when the passenger wants to change the date he return (or departs)
- Once selection is made a next button appears so the user can navigate to the next screen
  - The user can also press the tab to navigate

11:22

When are you travelling?

Out: Tuesday, 22/11/16

Peak  
6am-9am  
5pm-7pm  
£26.00

Off-Peak  
£16.00

Rtn: Wednesday, 23/11/16

Peak  
6am-9am  
5pm-7pm  
£26.00

Off-Peak  
£16.00

?

Return

From: LONDON EUSTON  
To: BIR. NEW STREET  
Via: COVENTRY

2 Adults

16-25 x 1

Out: 22/11/16  
Rtn: 23/11/16


£

#### Date time screen 4

- 3 buttons are shown: date, peak, and off-peak
- The user generally wants to purchase only a peak or off-peak therefore these are the main buttons and large to make them obvious
- Prices for both peak and off-peak tickets are displayed simultaneously to allow the user to make a comparison
- Peak times are shown so the user can quickly check when they are and make an informed decision
- The calendar/date is also a button for when the passenger wants to change the date he return (or departs)
- Once selection is made a next button appears so the user can navigate to the next screen
  - The user can also press the tab to navigate


11:22

When are you travelling?

Out: Tuesday, 22/11/16 

**Peak**  
 6am-9am  
 5pm-7pm  
**£26.00**


**Off-Peak**  
**£16.00**


Rtn: Wednesday, 23/11/16 


**Peak**  
 6am-9am  
 5pm-7pm  
**£26.00**


**Off-Peak**  
**£16.00**



?


Return 

From: LONDON EUSTON  
 To: BIR. NEW STREET  
 Via: COVENTRY 

2 Adults 

16-25 x 1 

Out: 22/11/16   
 Rtn: 23/11/16 

**£16.00** 


#### Date time screen 5

- 3 buttons are shown: date, peak, and off-peak
- The user generally wants to purchase only a peak or off-peak therefore these are the main buttons and large to make them obvious
- Prices for both peak and off-peak tickets are displayed simultaneously to allow the user to make a comparison
- Peak times are shown so the user can quickly check when they are and make an informed decision
- The calendar/date is also a button for when the passenger wants to change the date he return (or departs)
- Once selection is made a next button appears so the user can navigate to the next screen
  - The user can also press the tab to navigate




11:22

When are you travelling?

Out: Tuesday, 22/11/16 

**Peak**  
 6am-9am  
 5pm-7pm  
**£26.00**

**Off-Peak**  
**£16.00**


Rtn: Wednesday, 23/11/16 


**Peak**  
 6am-9am  
 5pm-7pm  
**£26.00**


**Off-Peak**  
**£16.00**


?



Next


Return 

From: LONDON EUSTON  
 To: BIR. NEW STREET  
 Via: COVENTRY 

2 Adults 

16-25 x 1 

Out: 22/11/16   
 Rtn: 23/11/16 

**£42.00** 

#### Date time screen 6

- 3 buttons are shown: date, peak, and off-peak
- The user generally wants to purchase only a peak or off-peak therefore these are the main buttons and large to make them obvious
- Prices for both peak and off-peak tickets are displayed simultaneously to allow the user to make a comparison
- Peak times are shown so the user can quickly check when they are and make an informed decision
- The calendar/date is also a button for when the passenger wants to change the date he return (or departs)
- Once selection is made a next button appears so the user can navigate to the next screen
  - The user can also press the tab to navigate

11:22

Payment summary:

1x Adult

£24.00

1x Adult (16-25)

£18.00

Total to pay:

£42.00

Please insert cash or card ➡

?

Click tabs on the right to make changes.

Return

From: LONDON EUSTON

To: BIR. NEW STREET

Via: COVENTRY

2 Adults

16-25 x 1








Out: 22/11/16

Rtn: 23/11/16

£42.00

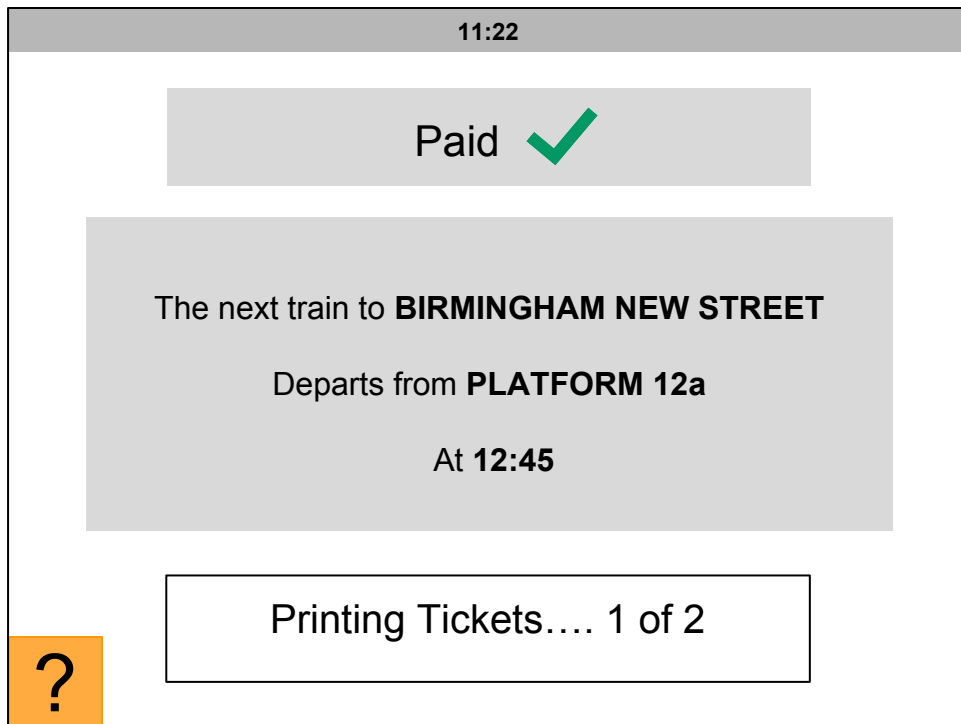
### Payment summary

- Conveys important information to the user in a simple manner
- Uses information in the tabs to summarise the ticket selected
- Minimises text on screen but still conveys all relevant information
- Use of lines to draw out payment amounts to user i.e. increase readability
- Instruction given so user know they can navigate to any tab to edit previous selected information
- Instruction given so user knows to insert card to reader
- As there is come delay when processing the payment the bottom grey box updates to show payment is being processed and tells user to continue looking at reader
- Once payment is received it automatically goes to the next screen

11:22	
<b>Payment summary:</b>	<div>Return </div>
<div>1x Adult £24.00</div>	<div>From: LONDON EUSTON To: BIR. NEW STREET Via: COVENTRY </div>
<div>1x Adult (16-25) £18.00</div>	<div>2 Adults </div>
<div>Total to pay: <b>£42.00</b></div>	<div>16-25 x 1 </div>
<div>Processing Card: look at reader</div>	<div>Out: 22/11/16  Rtn: 23/11/16</div>
<div>  Click tabs on the right to make changes. </div>	<div> <b>£42.00</b>  </div>

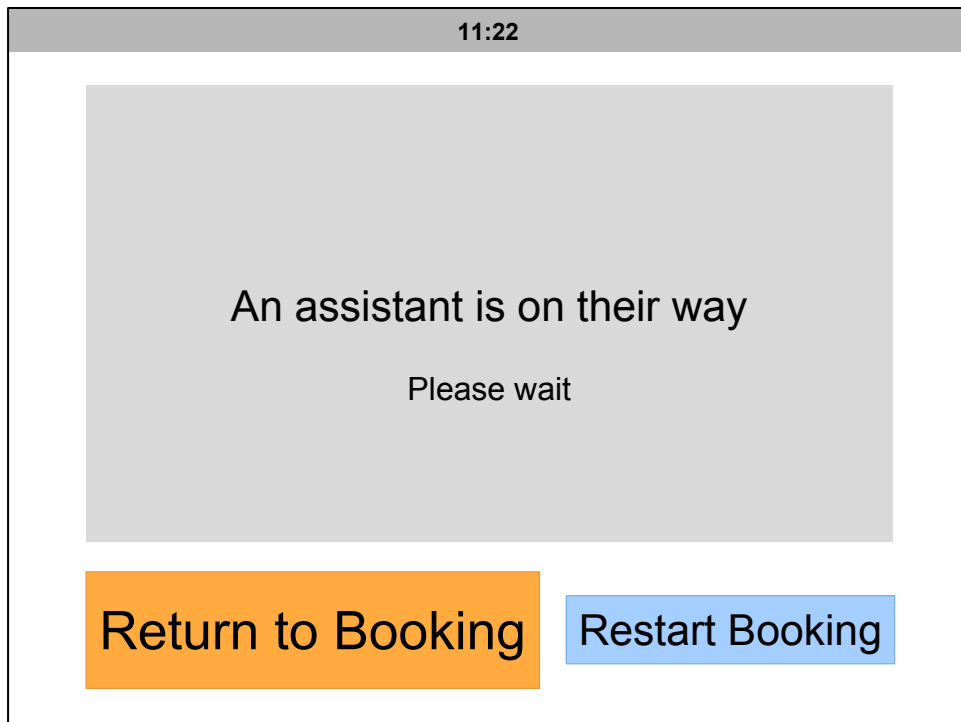
### Payment summary 2

- Conveys important information to the user in a simple manner
- Uses information in the tabs to summarise the ticket selected
- Minimises text on screen but still conveys all relevant information
- Use of lines to draw out payment amounts to user i.e. increase readability
- Instruction given so user know they can navigate to any tab to edit previous selected information
- Instruction given so user knows to insert card to reader
- As there is come delay when processing the payment the bottom grey box updates to show payment is being processed and tells user to continue looking at reader
- Once payment is received it automatically goes to the next screen



#### Print Screen

- The next screens displays that payment is received by text and a green tick so it is easily interpreted by the user
- As there is a delay for printing tickets a progress is shown below
- Useful information is displayed on the final screen so the user know which platform to board the train, and at what time it departs



#### Help Screen

- If the question mark symbol is pressed this help screen appears letting the customer know that help is on its way.
- The customer or assistant can press the 'Return to Booking' button to take them back to the screen they were previously on.
- Alternatively the customer can press 'Restart Booking' to go back to the first page and begin the process again.