

SPD SENIOR
PRODUCT
DESIGNER

KLM K E R I
L Y N N
M I T O F F

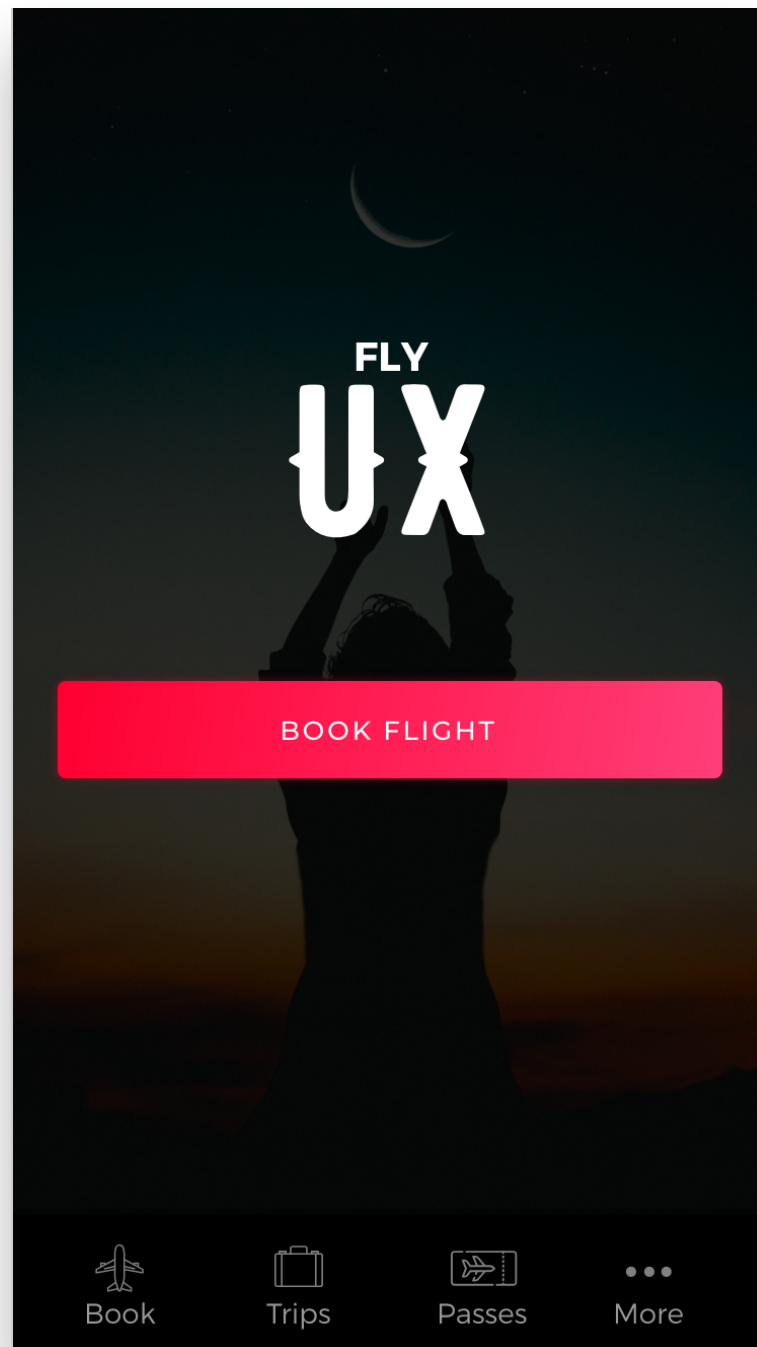
FLY UX

Wireframes

NOTE

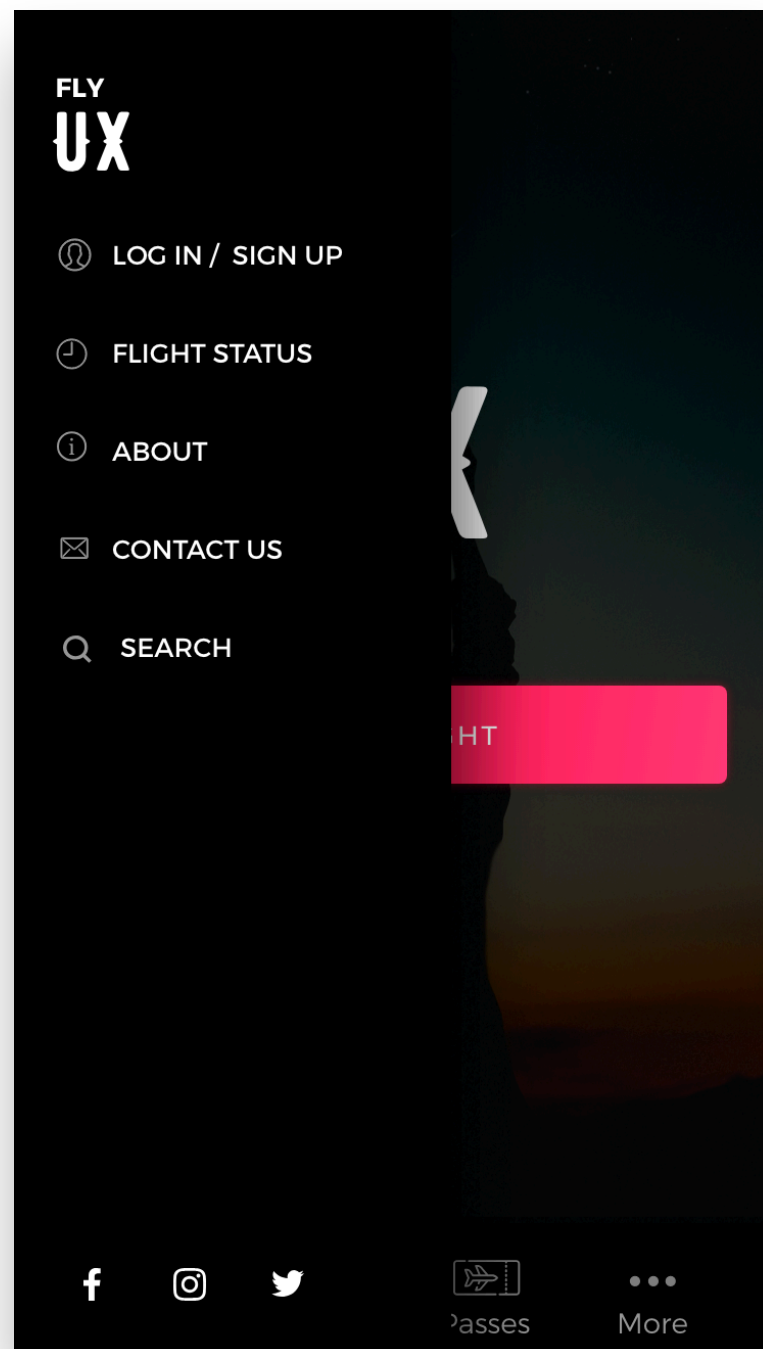
Please see prototype for further clarifications.

Homepage



- “Book” brings user to “Booking Page”.
- “Trips” brings user to bookings that have already been made.
- “Passes” are available only when boarding passes for particular flights have been issued.
- “More” launches full navigation drawer.

Navigation Drawer



Tap anyway off navigation drawer to return to full screen.

Booking Page

Book Flights

RETURN

ONE WAY

FLY FROM

Dublin (DUB)

FLY TO

Select Arrival Airport

DEPARTING

Select Date

RETURNING

Select Date

PASSENGERS

1 Adult (16+)

FIND FLIGHTS

Book

Trips

Passes

More

Populated with closest airport using geolocation. If geolocation fails, copy defaults to "Select Departure Airport"

Default selection is "1 Adult (16+)" unless user clicks through and updates.

CTA is inactive with reduced opacity until all fields above are filled.

Booking Page

(Filled in)

Book Flights

RETURN

ONE WAY

FLY FROM

Dublin (DUB)

FLY TO

Amsterdam (AMS)

DEPARTING

12st June

RETURNING

21st June

PASSENGERS

1 Adult (16+)

FIND FLIGHTS

Book

Trips

Passes

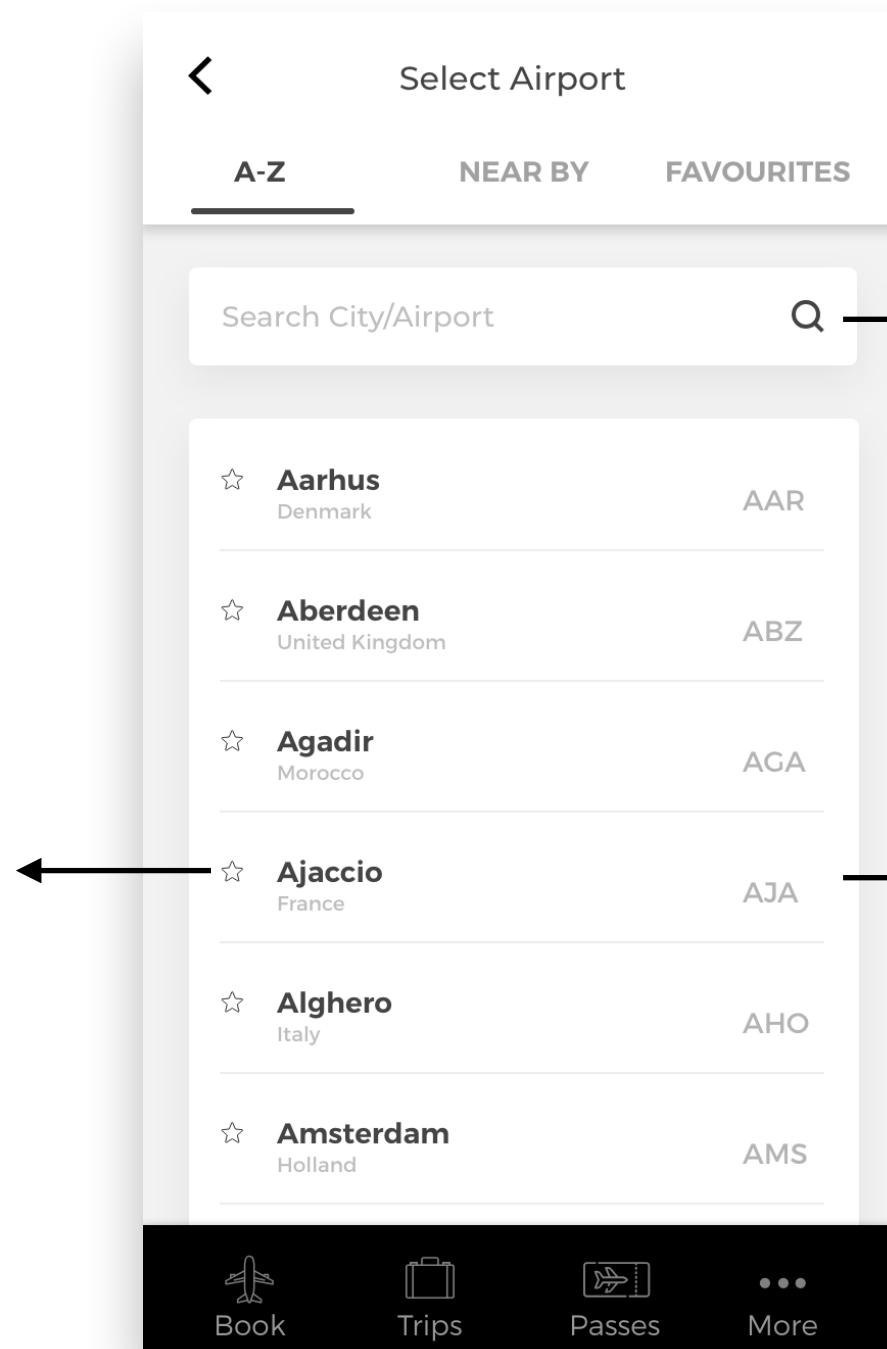
More

- Chosen criteria populates fields.
- Active field, may still be tapped to edit selection

CTA now active as all fields have been filled in

Airport Selection (A-Z)

- On tap, star adds airports to favourites list.
- Stars turns yellow once it's been selected.
- Tap again to remove from favourites, turns back to original state.



ON FIELD FOCUS

- Highlight field with cursor in active state.
- Show standard keyboard on mobile & tablet

ON TEXT ENTER

- Remove placeholder text.
- On entering the second letter, expose dropdown with airports/cities matching first 2 letters entered.

NOTE

- User can only input a country that's listed on dropdown. When country that's not on the list is entered, the following error is displayed: "That city/airport is not on our list, please search again"

- Full row is tappable, not just text

Airport Selection (Search)

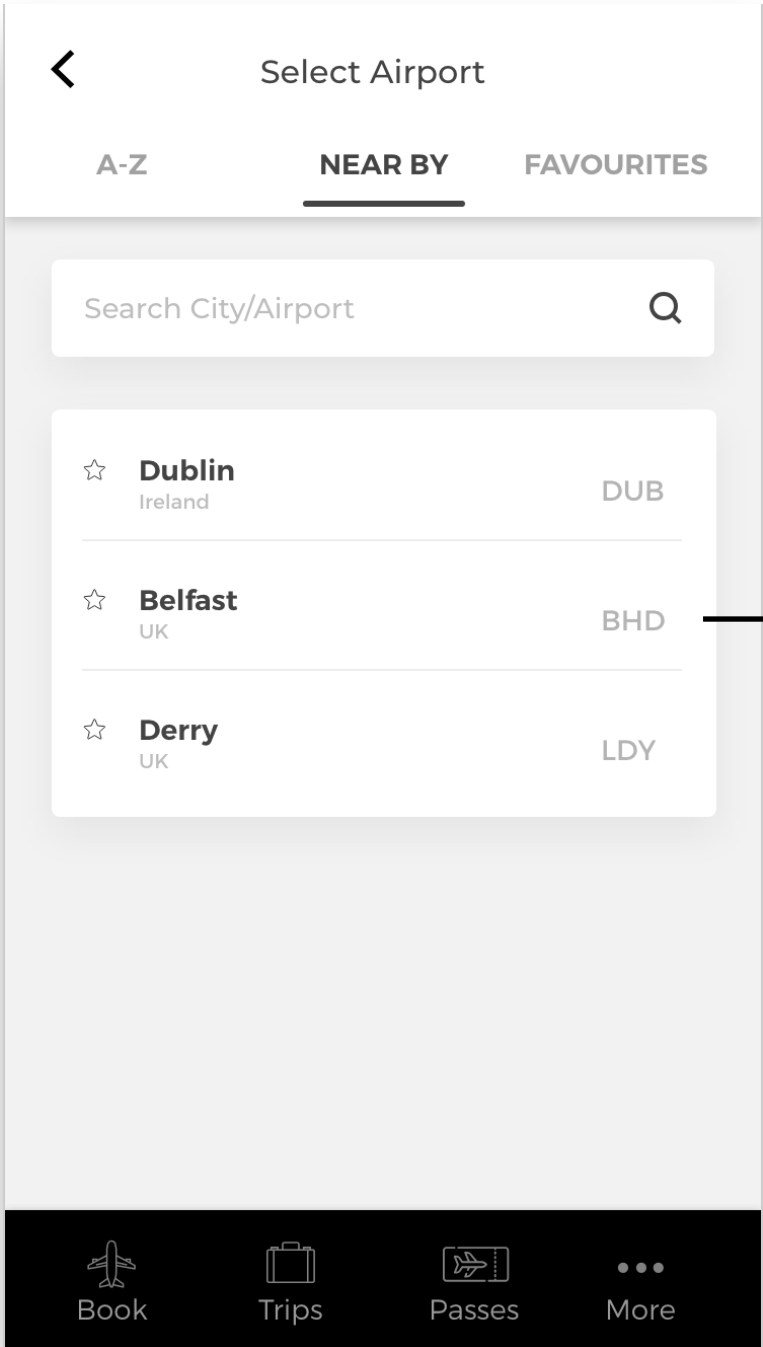
- As user types, letters that match search display as bold and black text.

The screenshot displays a mobile application interface for selecting an airport. At the top, there's a header with a back arrow and the title 'Select Airport'. Below the header are three tabs: 'A-Z' (which is underlined), 'NEAR BY', and 'FAVOURITES'. A search bar is positioned below the tabs, containing the text 'Lon' and a clear 'X' button. A dropdown list of suggestions is visible below the search bar, showing four entries: 'London Heathrow (LHR)', 'London Stansted (STN)', 'London Heathrow (LHR)', and 'London Gatwick (LGW)'. The first two letters 'Lon' in each entry are bold and black, while the rest is in a lighter grey font. Below the suggestions is a standard QWERTY keyboard. At the bottom of the screen is a dark navigation bar with four icons and labels: 'Book' (with an airplane icon), 'Trips' (with a suitcase icon), 'Passes' (with a ticket icon), and 'More' (with a three-dot icon).

- "X" returns field to focus state

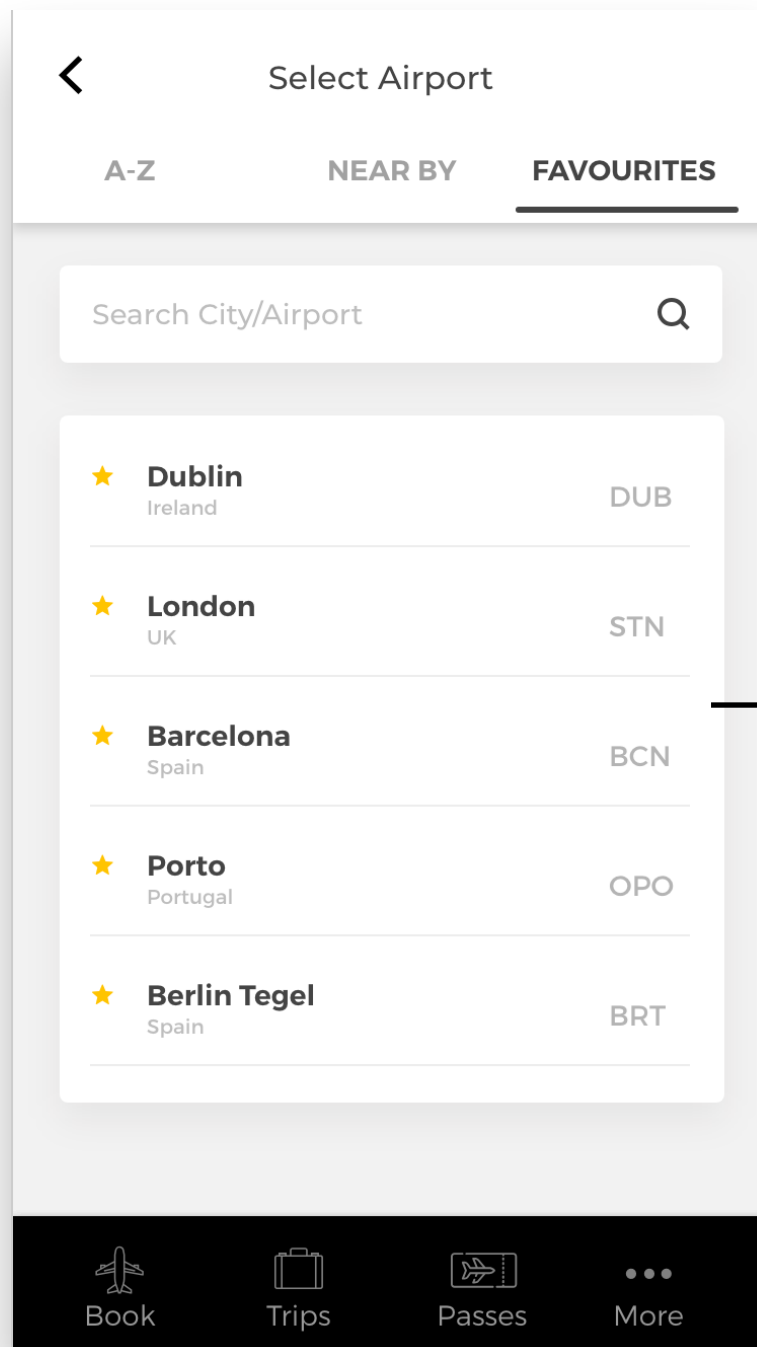
- Standard keyboard displays on tablet & mobile

Airport Selection (Near By)



- Closest airports listed using geolocation.
- No airports over 100 miles should be included.
- If there are no near by airports, display text: "We're sorry, we couldn't find any near by airports, please use the search field to help find what you're looking for"

Airport Selection (Favourites)



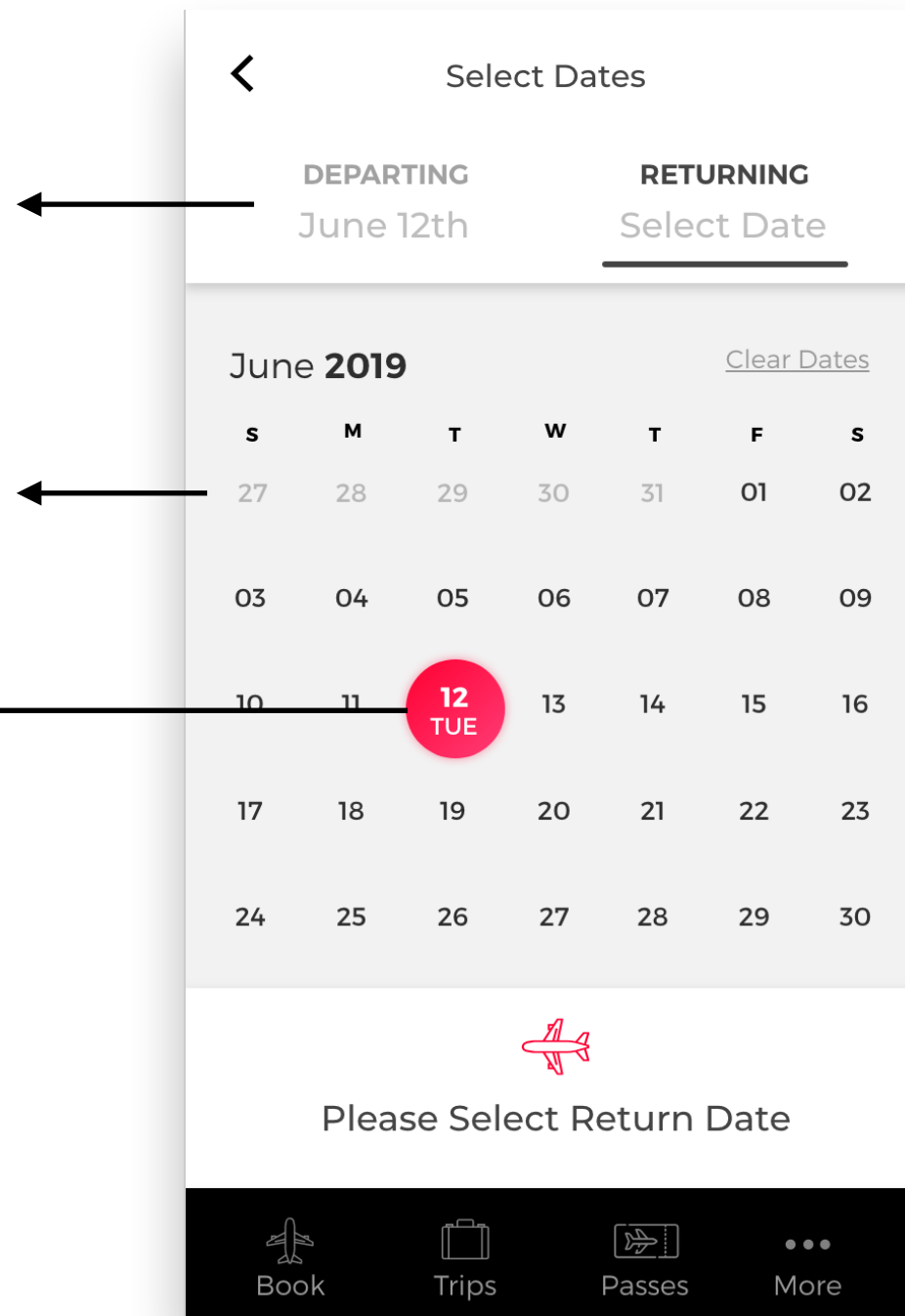
- “Favourites” list is populated when user taps star on the “A-Z” or “Near By” list.
- Items may be removed from this screen by tapping star again. When star is tapped here, the row disappears.
- If no favourites have been added, display text “You haven’t added any favourites yet, you can do this by tapping the star next to the City/Airport”

Calendar - State 1

- Populates with date once it has been selected from "Departing" calendar

- Inactive state
- Not clickable
- Date set to inactive when user can't select date before current date.

- Selected date highlighted
- On tap, selection is removed



- Selectable, active dates

- Drawer display to alert user that they can now select return dates.
- Displays only after departing date is selected.
- Displays for 1 second

Calendar - State 2

Calendar - State 2

← Select Dates

DEPARTING 12/06/19 RETURNING 21/06/19

June 2019 [Clear Dates](#)

S	M	T	W	T	F	S
27	28	29	30	31	01	02
03	04	05	06	07	08	09
10	11	12 TUE	13	14	15	16
17	18	19	20	21 THR	22	23
24	25	26	27	28	29	30

DONE

Book Trips Passes More

- Only displays after 1 or 2 dates have been selected.
- On tap, it clears calendars selected dates and returns to original state.

- Date range highlighted only when “Departing” & “Returning” dates have been selected.

- Drawer with CTA displays only when “Departing” & “Returning” dates have been selected.
- On tap, returns user to booking page where date fields are populated with selection.

Add Passengers

Adults
16+ 1 - +

Young Adults
12-15 0 - +

Children
2-11 0 - +

Infants
Under 2 0 - +

Travelling with children?
Passengers aged under 16 at the time of travel don't pay Air Passenger Duty for flights departing Europe.

Flying with infants?
Infants must travel on an adults lap. Infants must be greater than 14 days old and less than 2.

DONE

Book Trips Passes More

- 1 Adult selected by default

- On tap, "+" increases passengers number one at a time.
- Max passenger number selection is 30.
- On tap, "-" removes passenger numbers one at a time. Cannot go below 0
- "-" not selectable when passenger number is at 0.

- At least one passenger must be selected to continue.
- On tap, returns to booking page where passenger field is now populated with selection.

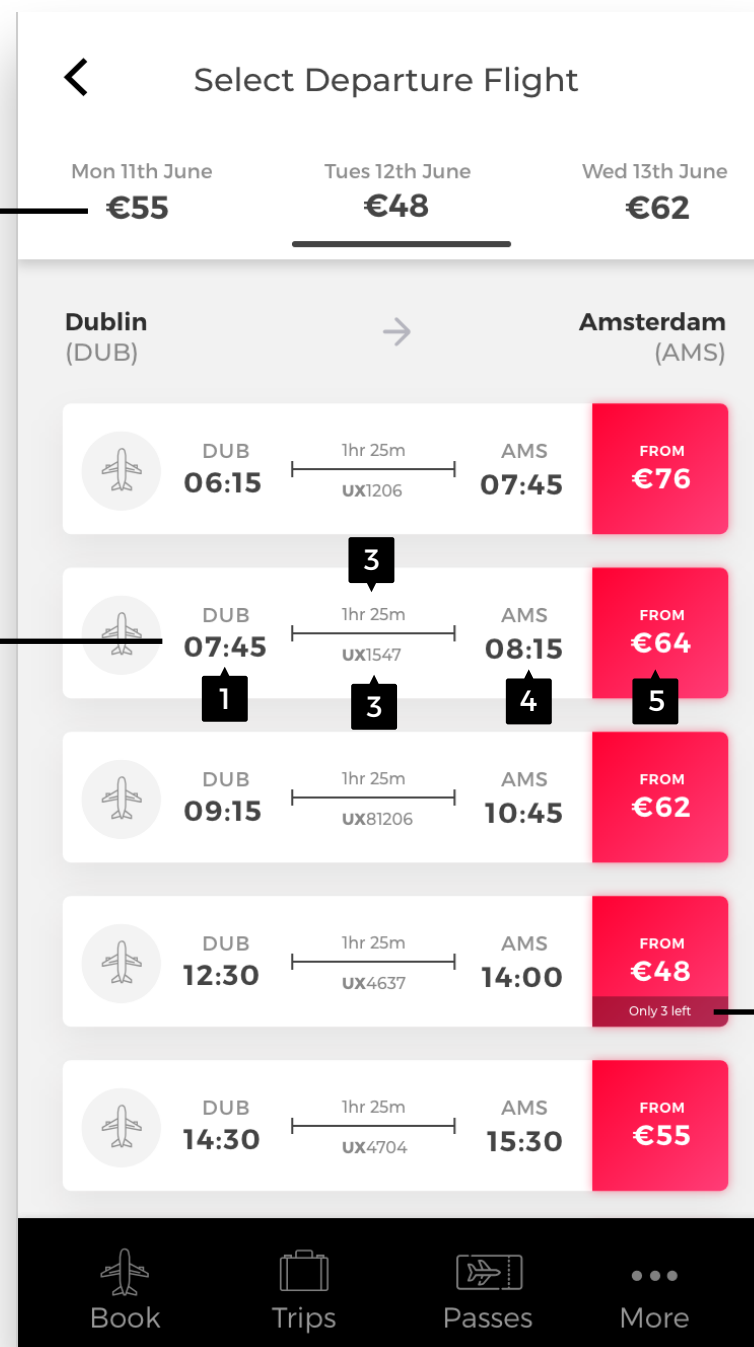
Flight Selection

- Displays date and lowest price available on that date.
- On tap, tab moves to centre and flight list updates with flights related to that date.

1. Departure time
2. Flight duration
3. Flight number
4. Arrival time
5. Price

- Once departure date has been selected, these Airport switch screen sides.

- Displays number of seats remaining
- Only displays when there are less than 5 seats remaining at that price.



Baggage Options

- “Total Item” status indicator fills in with relation to how many bags have been selected.
- Max 2 bags per person.

Outbound Baggage

Hold Luggage

Total items

Hold luggage (max 2 bags per person)

15k

€18 per bag, per flight

1

-

+

22k

€25 per bag, per flight

0

-

+

€18.00

ADD SPORTS EQUIPMENT

CONTINUE

Book

Trips

Passes

More

- Number defaults to “0”
 - On tap, “+” increases bag number one at a time.
 - Max 2 bags per person.
 - On tap, “-” decreases bag number one at a time. Cannot go below 0
 - “-” not selectable when bag number is at 0
- Calculates price in real time when bags are added/subtracted

Baggage Options

(After sports equip has been added)

 Outbound Baggage

Hold Luggage

Total items

Hold luggage (max 2 bags per person)

15k

€18 per bag, per flight

2

-

+

22k

€25 per bag, per flight

0

-

+

€36.00

 SPORTS EQUIP. x 1 BIKE €90

CONTINUE

 Book Trips Passes More

- When Sports equipment has been added update button copy content to reflect selection and calculated price.
- Button remains active, once selected it takes user back to sports equipment screen if they wish to edit.

Baggage

(After bags & sports equip has been added)

< Baggage

Hold Luggage

DEPARTURE BAGGAGE
15k bag x 2, 1 bicycle

RETURN BAGGAGE
Same as departure

CONTINUE

Book Trips Passes More

- Field is populated by baggage selection.
 - Field is active, tapping field will bring user back to baggage selection page.
 - If there are too many items to fit in field, add “...” as the last 3 characters to indicate that there’s more content.
-
- Field defaults to “Same as departure”. Meaning that returning baggage should match selected departing baggage.
 - User can edit return baggage by tapping field which will bring them to “Return Baggage” options page

Sports Equipment

- “Total Item” status indicator fills in with relation to how many items of sports equipment are selected.
- Max 1 item of sports equipment per person.

- On tap, launches modal window with more information regarding Bicycles.

Total Items

Small items prices at €70 each

Golf Equipment

0

-

+

Skis/Snowboards

0

-

+

Other small sports

0

-

+

Large items prices at €90 each

Bicycles ⓘ

0

-

+

Canoe/Kayak

0

-

+

Wind Surfer

0

-

+

Hang Glider

0

-

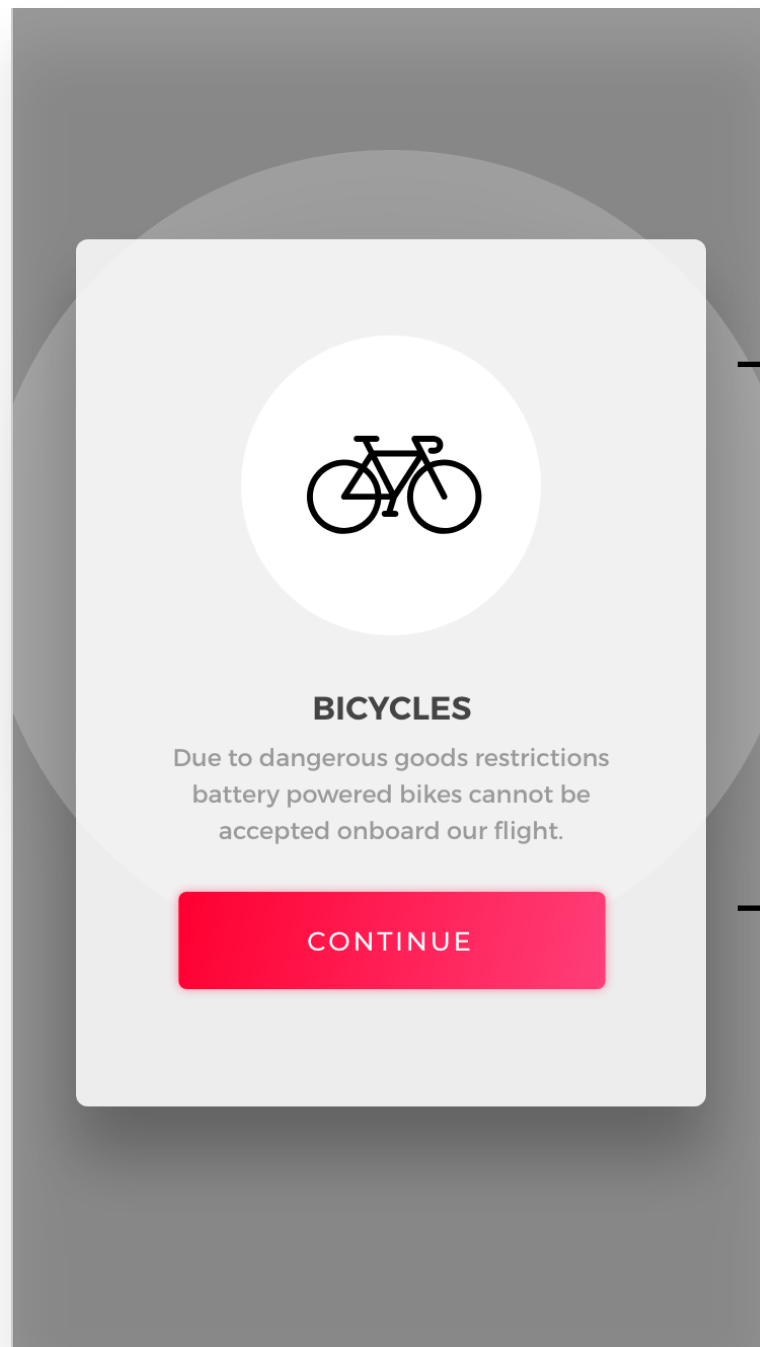
+

€90.00

DONE

- Number defaults to “0”
- On tap, “+” adds items one at at time.
- Max 1 item of sports equipment per person.
- On tap, “-” removes sports equipment one at at time. Cannot go below 0
- “-” not selectable when bag number is at 0
- Calculates price in real time when equipment is added/subtracted.
- Takes user back to bag selection screen where baggage fields are now filled with selection.

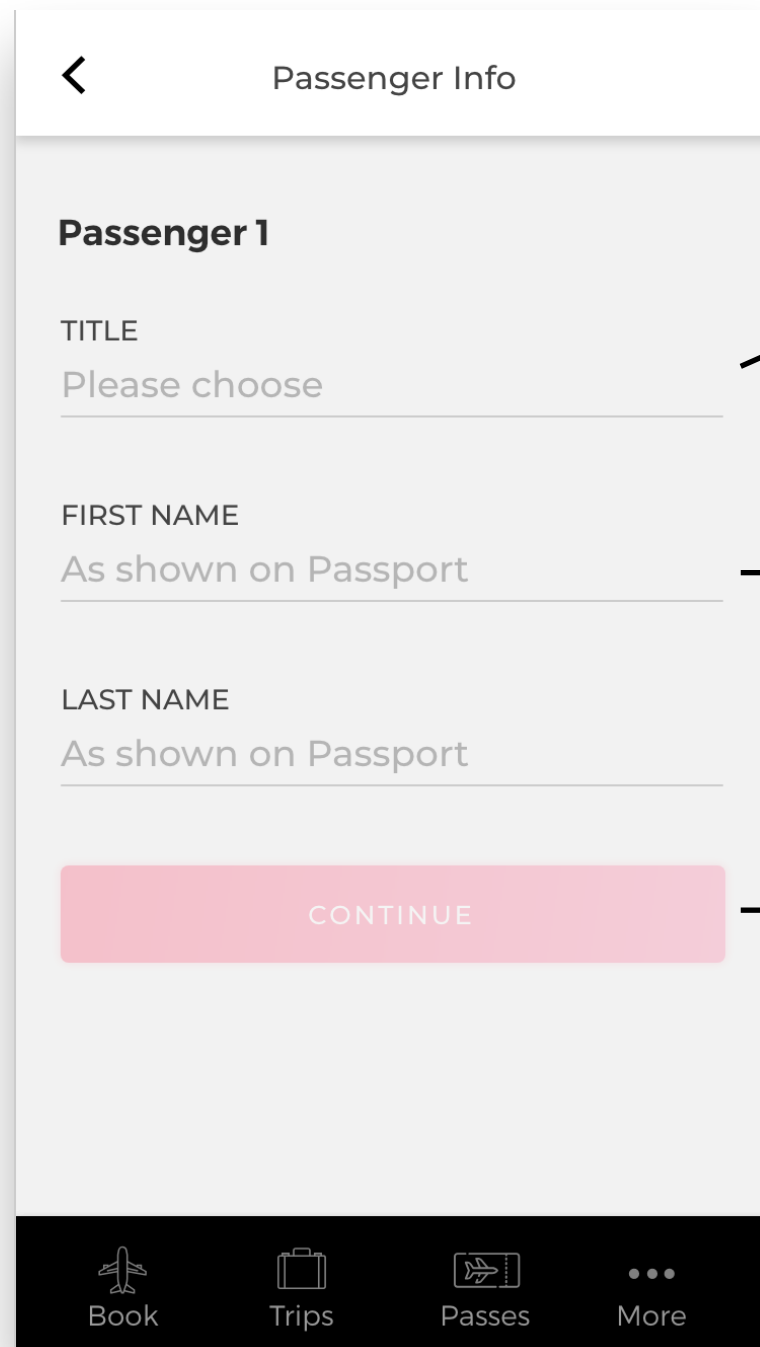
Sports Equipment Info Modal



- Modal window, covers and darkens full screen.
- Displays until user hits CTA.

- Brings user back to Sports Equipment selection screen.

Passenger Info



The image shows a mobile application interface for entering passenger information. At the top is a white header bar with a back arrow on the left and the title "Passenger Info" in the center. Below the header is a light gray form area. The form is titled "Passenger 1" in bold. It contains three text input fields, each with a label above it and a placeholder text below it. The first field is labeled "TITLE" with the placeholder "Please choose". The second field is labeled "FIRST NAME" with the placeholder "As shown on Passport". The third field is labeled "LAST NAME" with the placeholder "As shown on Passport". Below these fields is a pink rectangular button with the text "CONTINUE" in white. At the bottom of the screen is a black navigation bar with four white icons and labels: an airplane icon for "Book", a suitcase icon for "Trips", a passport icon for "Passes", and three dots for "More".

< Passenger Info

Passenger 1

TITLE
Please choose

FIRST NAME
As shown on Passport

LAST NAME
As shown on Passport

CONTINUE

Book Trips Passes More

- On tap, user is shown dropdown list of titles including Mr, Mrs, Miss, Ms, Sir, Dr

ON FIELD FOCUS

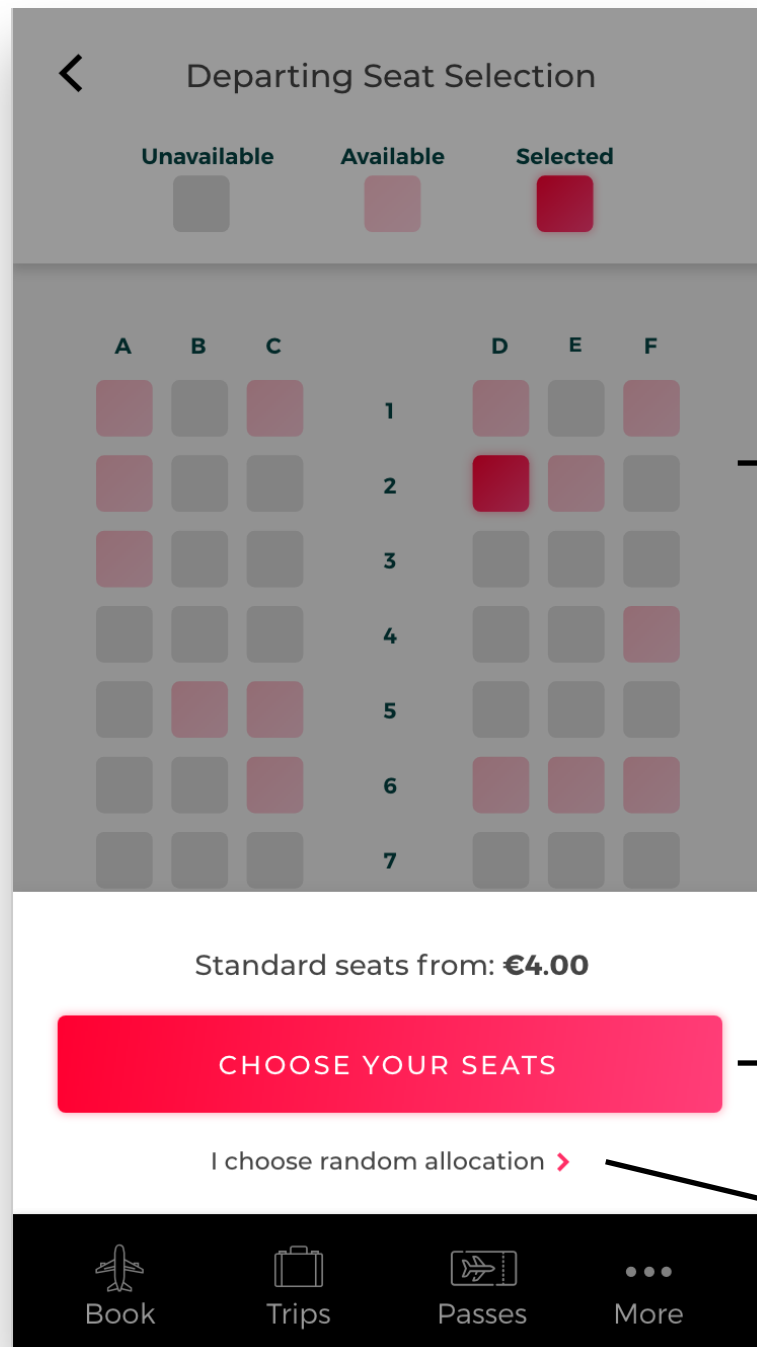
- Highlight field with cursor in active state.
- Show standard keyboard on mobile & tablet

ON TEXT ENTER

- Remove placeholder text.

- CTA is inactive with reduced opacity until all fields above are filled.

Seat Selection - State 1



- Screen is inactive and un-clickable until user makes selection below.
- Screen should be darker to indicate that it is inactive.

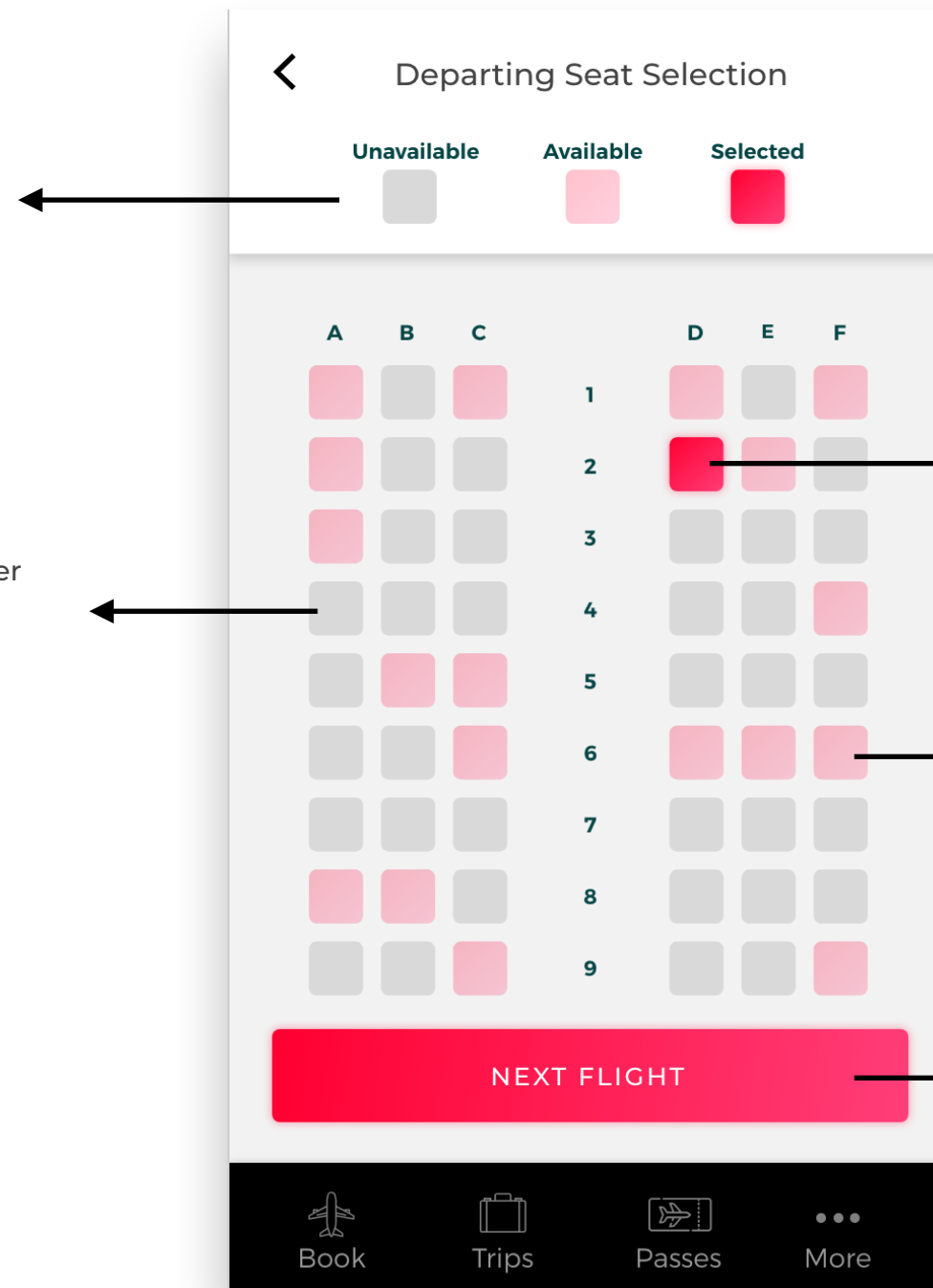
- On tap, drawer slides down and off screen, seat selection screen now becomes active.

- On tap, allocate default seats and continue to sign in/register page

Seat Selection

- Visual aids to help user identify seat status
- Un-selectable

- Represents unavailable seats, another passenger has selected this seat
- In-active

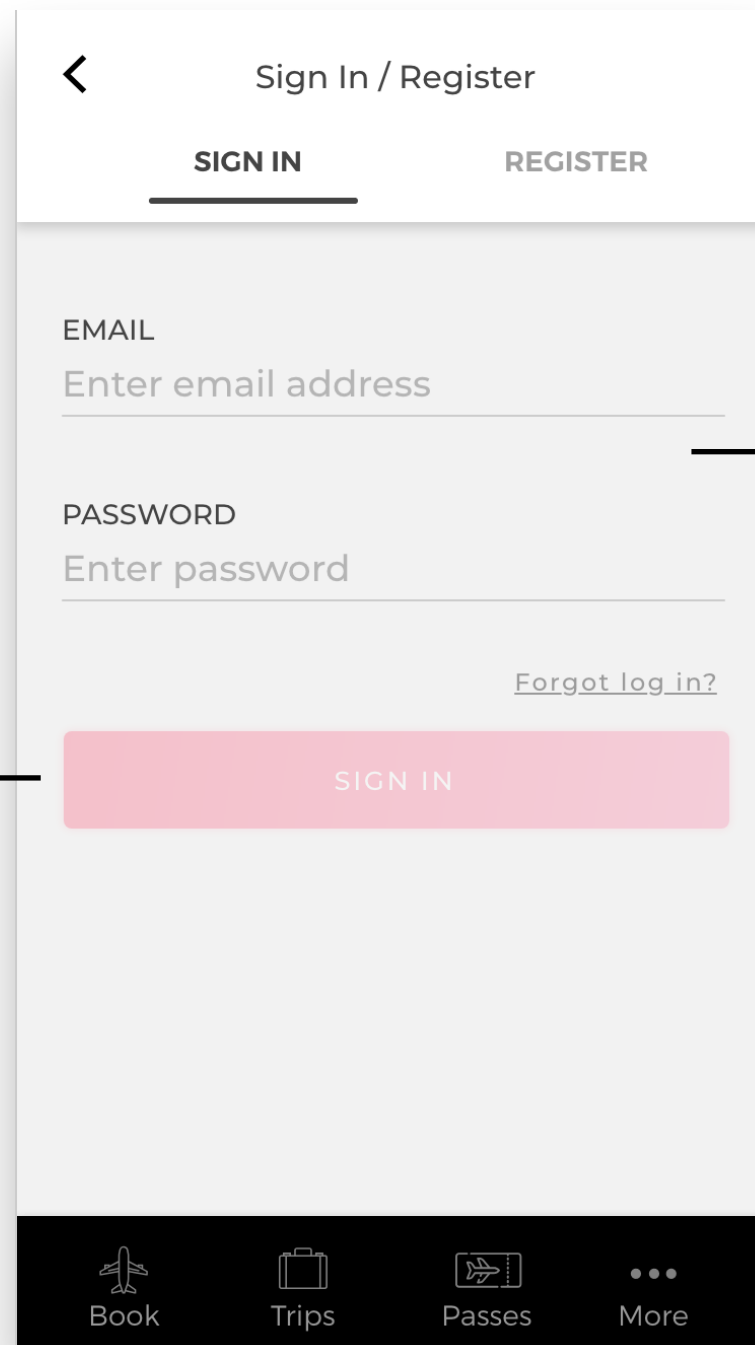


- Represents selected seat.
- Random seat selected by default
- When user taps on another available seat, the selection will change to represent that.

- Represents available seats.
- Active.
- On tap, highlight as "selected" seat.

- On tap, show seat selection options for return flight.

Sign In



The mockup shows a mobile app interface for signing in. At the top, there's a back arrow and the title 'Sign In / Register'. Below this are two tabs: 'SIGN IN' (which is underlined) and 'REGISTER'. The main content area has two text input fields. The first is labeled 'EMAIL' with the placeholder 'Enter email address'. The second is labeled 'PASSWORD' with the placeholder 'Enter password'. To the right of the password field is a link that says 'Forgot log in?'. Below these fields is a large pink button labeled 'SIGN IN'. At the bottom of the screen is a dark navigation bar with four items: 'Book' (with an airplane icon), 'Trips' (with a suitcase icon), 'Passes' (with a ticket icon), and 'More' (with three dots).

ON FIELD FOCUS

- Highlight field with cursor in active state.
- Show standard keyboard on mobile & tablet

ON TEXT ENTER

- Remove placeholder text.
- On email field, set input type = "Email"

NOTE

- Error appears when input does not match standard email format: Error message: "Please enter a valid email address"
- Password must be at least 6 characters. If password is entered with number lower than 6, display message "Your password must be at least 6 characters, please try again."

- CTA is inactive with reduced opacity until all fields above are filled and validated.

Register

ON FIELD FOCUS

- Highlight field with cursor in active state.
- Show standard keyboard on mobile & tablet

ON TEXT ENTER

- Remove placeholder text.

- CTA is inactive with reduced opacity until all fields above are filled.

The image shows a mobile app registration screen with a white header and a light gray body. The header contains a back arrow, the text 'Sign In / Register', and two tabs: 'SIGN IN' and 'REGISTER' (which is underlined). The body contains four text input fields: 'FIRST NAME' with placeholder 'Enter first name', 'LAST NAME' with placeholder 'Enter last name', 'EMAIL' with placeholder 'Enter email address', and 'PASSWORD' with placeholder 'Enter password'. Below these fields is a pink 'REGISTER' button. At the bottom is a black navigation bar with icons and labels for 'Book', 'Trips', 'Passes', and 'More'. Three arrows point from text annotations to the form: one to the first name field, one to the password field, and one to the email field.

< Sign In / Register

SIGN IN REGISTER

FIRST NAME
Enter first name

LAST NAME
Enter last name

EMAIL
Enter email address

PASSWORD
Enter password

REGISTER

Book Trips Passes More

ON FIELD FOCUS

- Highlight field with cursor in active state.
- Show standard keyboard on mobile & tablet

ON TEXT ENTER

- Remove placeholder text.
- On email field, set input type = "Email"

NOTE

- Error appears when input does not match standard email format: Error message: "Please enter a valid email address"
- Password must be at least 6 characters. If password is enter with number lower than 6, display message "Your password must be at least 6 characters, please try again."

Payment

- Input type: number
- Max characters: 3

- Input type: number
- Max characters: 4

- CTA is inactive with reduced opacity until all fields above are filled and validated.
- “Agree to terms” radio button must be selected. If unselected, display error message “Please agree to terms”

The image shows a mobile app payment screen titled "Payment". At the top, there's a back arrow and the title. Below is a "Booking Summary" section with a dropdown arrow and a red box showing "€212:24". The main form area has four input fields: "CARD NUMBER" (placeholder: XXXX-XXXX-XXXX), "NAME" (placeholder: As shown on card), "EXP DATE" (placeholder: MM/YY), and "CVV NUMBER" (placeholder: XXX). Below these are two radio buttons: "Save for future payments" (unselected) and "Agree to Terms" (selected). At the bottom is a large pink "PAY NOW" button with a lock icon. A black navigation bar at the very bottom contains icons and labels for "Book", "Trips", "Passes", and "More".

Annotations with arrows point to specific elements:

- Two arrows point to the "CARD NUMBER" field from the list on the left.
- One arrow points to the "EXP DATE" field from the list on the left.
- One arrow points to the "PAY NOW" button from the list on the left.
- One arrow points from the "CVV NUMBER" field to the "ON FIELD FOCUS" section on the right.

ON FIELD FOCUS

- Highlight field with cursor in active state.
- Input type: Number

ON TEXT ENTER

- Remove placeholder text.
- Format numbers so they chunk. Format for Debit Cards should be XXXX-XXXX-XXXX-XXXX. Format for American Express should be XXX-XXXXXX-XXXXXX

NOTE

- The field is validated when last number is entered.
- Field is invalid when:
 - Not enough digits have been entered. Error message: “Not enough digits have been entered, please try again”
 - When card number is entered invalid. Error message: Card number is not recognised, please try again”.

Payment

(Filled in)

- Once selected, this saves card details to users account.



Payment

Booking Summary ▾

€212:24

CARD NUMBER

3794-9305-9375-0574

NAME

Jimmy Dean



EXP DATE

12 / 21



CVV NUMBER

837



☐ Save for future payments

☒ Agree to [Terms](#)

PAY NOW



Payment by



 Book

 Trips

 Passes

 More

- Show tick and highlight field border when field is validated.
- When card number is invalid, do not show tick, show error message outlined on previous screen.
- Display card type icon once field is validated.

Form Errors

A mobile app interface for signing in or registering. The screen has a white header with a back arrow, the title "Sign In / Register", and two tabs: "SIGN IN" (active, underlined) and "REGISTER". Below the header is a light gray form area. The "EMAIL" field contains "jimmydean@jd.com" and has a small "X" icon on the right. Below it is a red error message: "Please enter a valid email address". The "PASSWORD" field contains "****" and also has a small "X" icon on the right. Below it is a red error message: "Password must be at least 6 digits". To the right of the password field is a link: "Forgot log in?". Below the form is a pink "SIGN IN" button. At the bottom is a black navigation bar with four icons and labels: "Book" (airplane), "Trips" (suitcase), "Passes" (passport with airplane), and "More" (three dots).

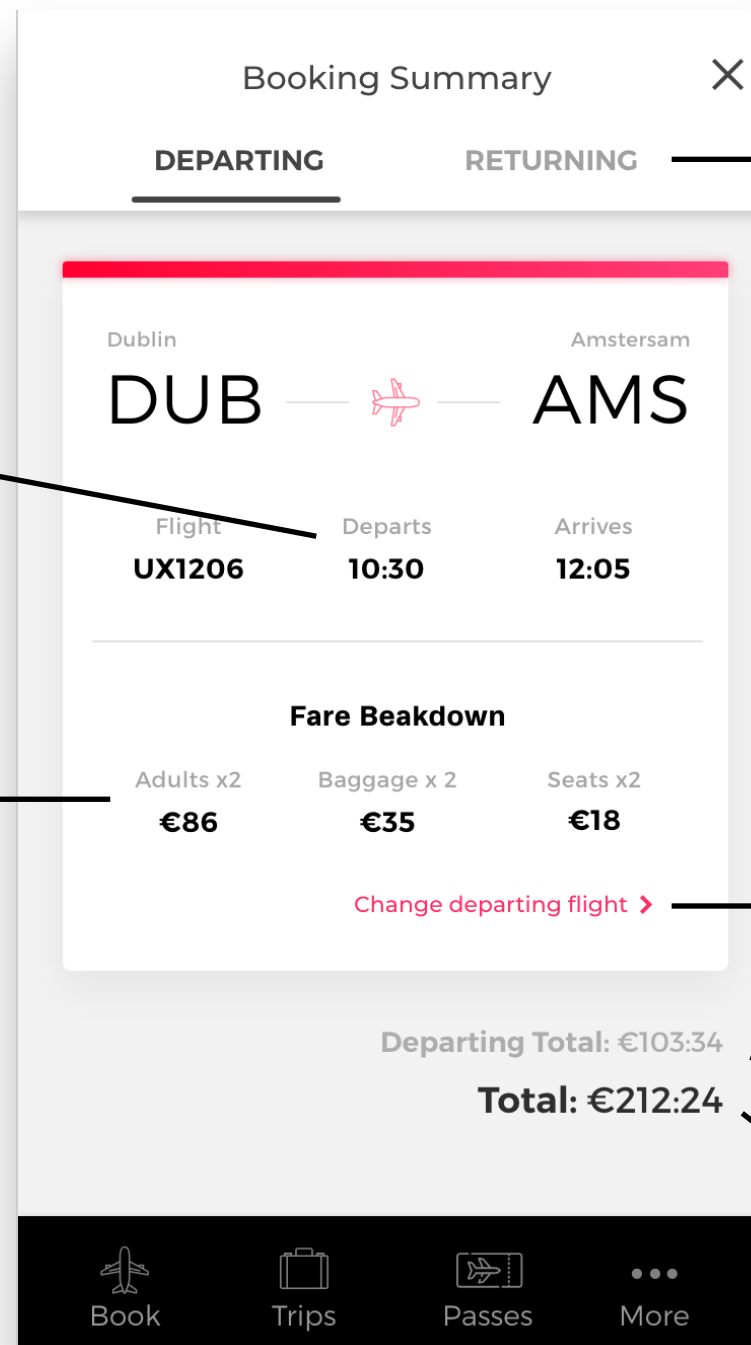
When field is invalid.

- Display "X" icon.
- Display red error text below field

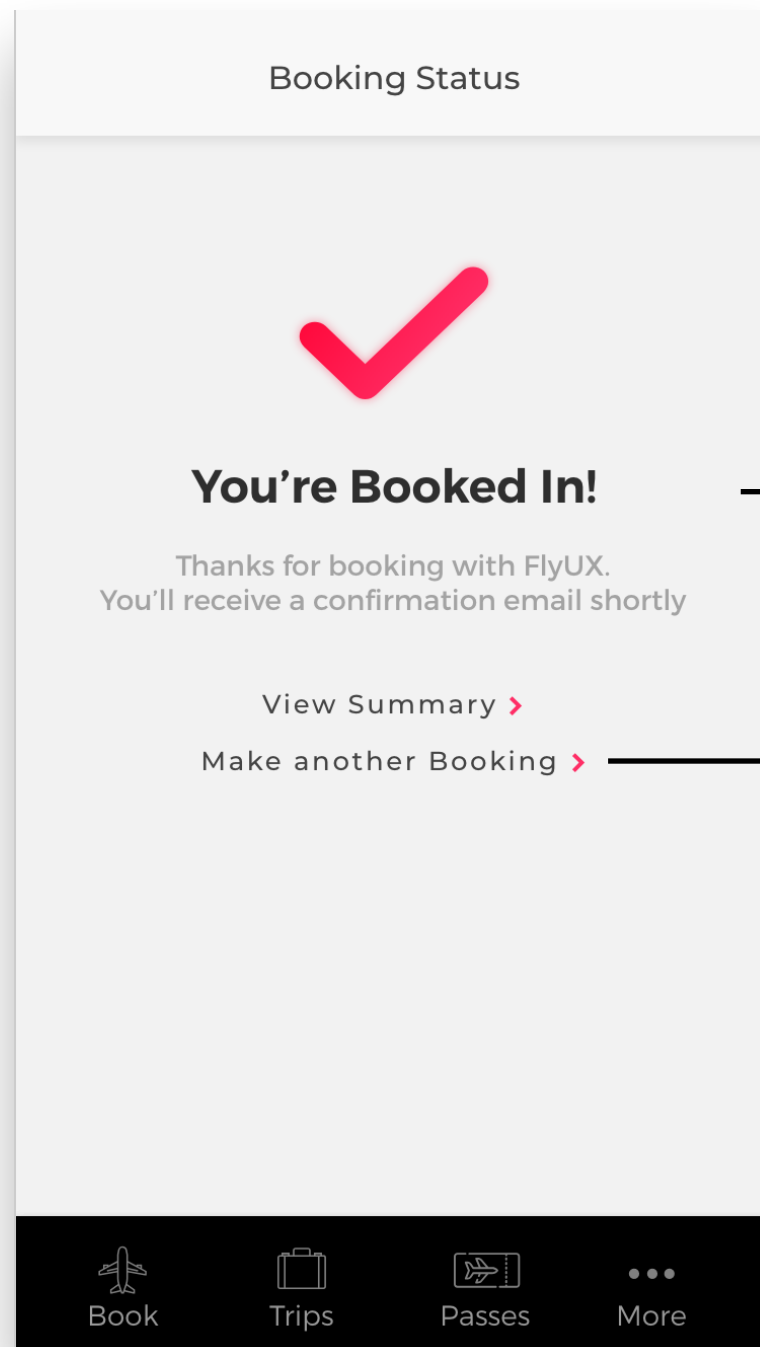
- Inactive CTA state. Only becomes active once all fills are validated

Summary

- 24 clock display
- Includes price and number of items selected from that category
- If no items have been selected, do not display any content. EG: If no seats are selected, do not show Seat Selection content
- Return user to previous page
- On tap, tab is highlighted and displays content for return flight summary.
- Take you back to edit departing flight screen.
- All other criteria previously selected should be saved for user.
- Display price of current active screen, either Departing or Returning.
- Displays total cost of booking, this includes Departing and Returning flights.



Booking Successful



- Display screen only when all Credit Card payment criteria has been validated.
 - If payment is unsuccessful, display error message: "Your payment was unsuccessful, please ensure all the details are correct or try another card"
-
- Take user back to booking screen.
 - Keep user logged in