

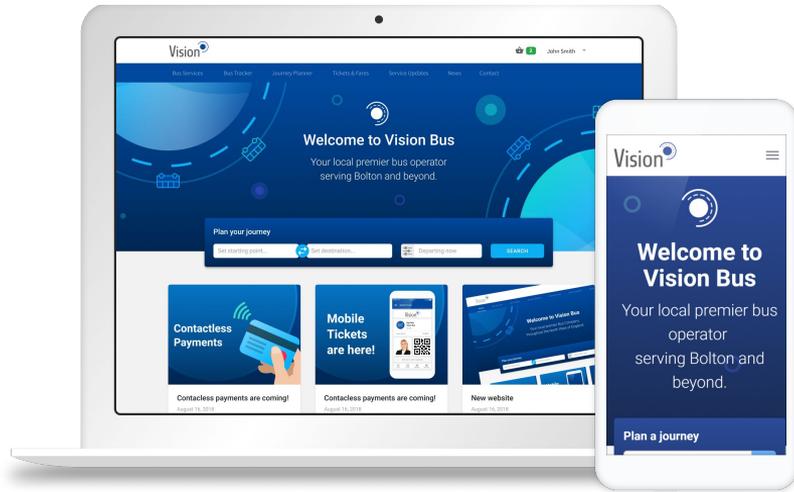
Vision⁹

Buying Tickets

Ways to buy mobile tickets

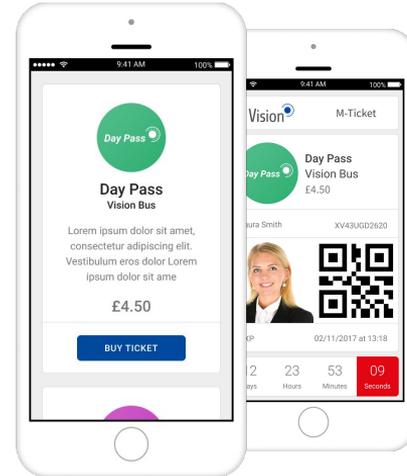
On our website

Using your desktop computer, mobile or tablet.



Using our mobile app

Available to download from the Apple App Store and Google Play Store

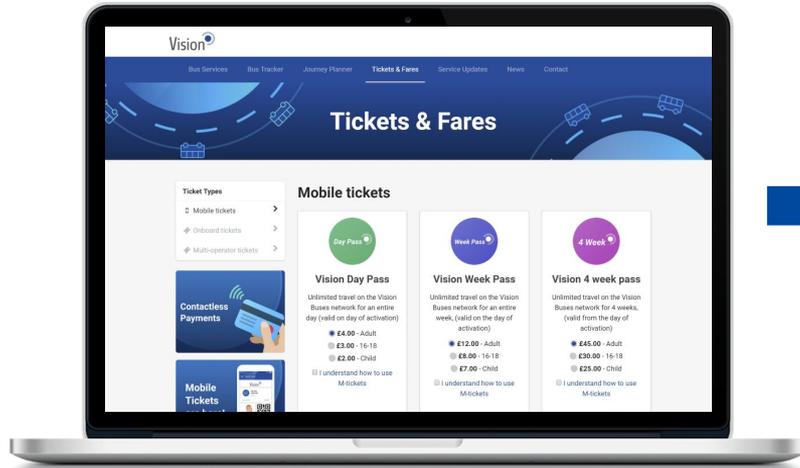


Buying a ticket (Desktop)

The mobile ticket platform from Rise Digital Media is fully integrated into the Diamond website and mobile app. With options for customers to buy online or on their mobile, there has never been an easier way for passengers to buy tickets.

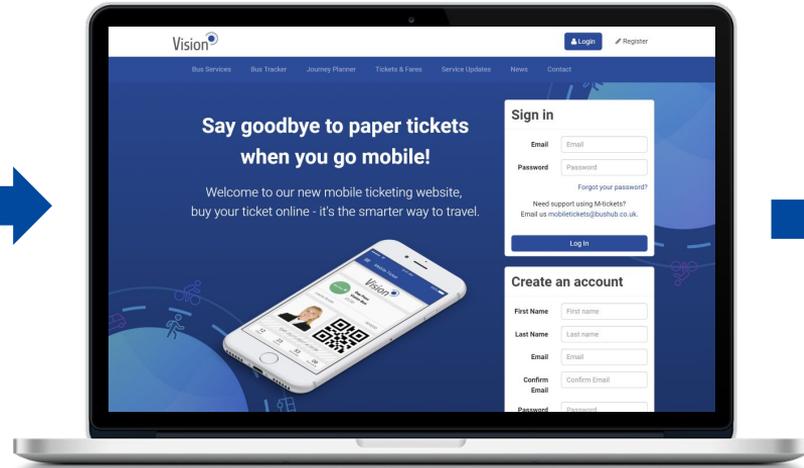
Step 1:

User visits Tickets and Fares page on website via desktop or mobile



Step 2:

Once tickets are selected, the user is prompted to sign up for an account

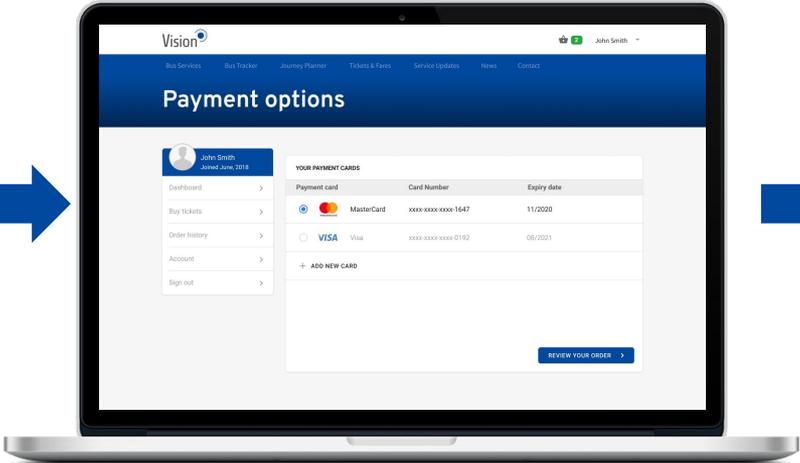


Buying a ticket (Desktop)



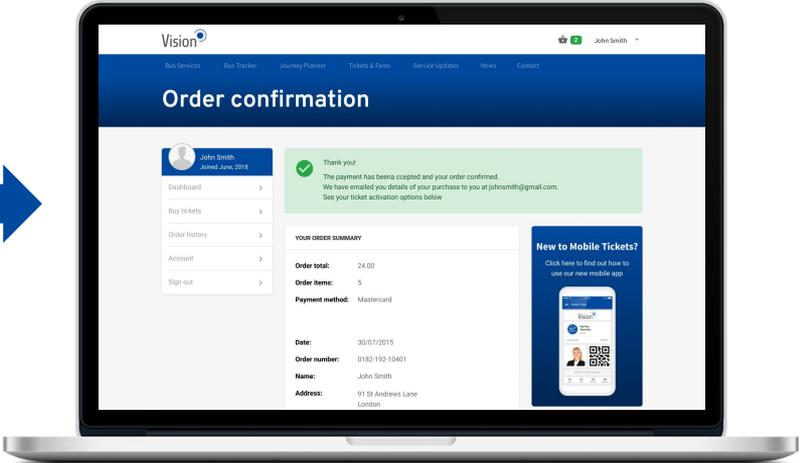
Step 3:

Payment methods are selected and transactions processed



Step 4:

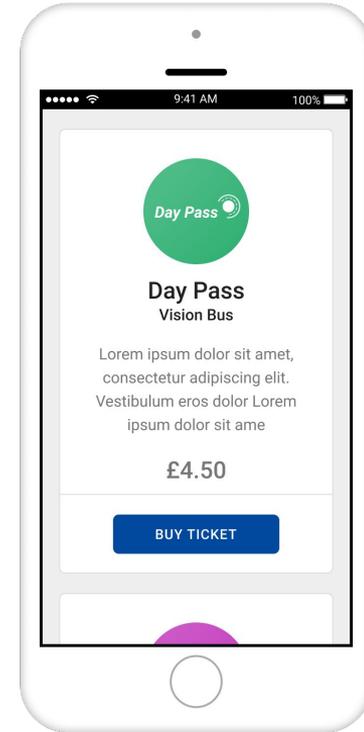
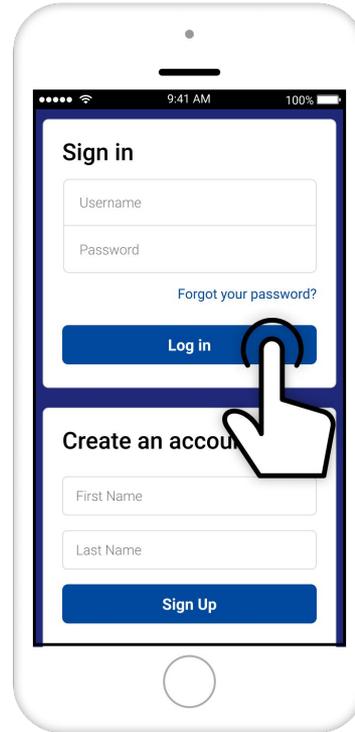
The order is confirmed and the user is presented with clear instructions on ticket activation and usage.



Buying a ticket (Mobile)

Step 1: Log in & check ticket deals

Log in to your account using your mobile phone to see our range of mobile ticket deals

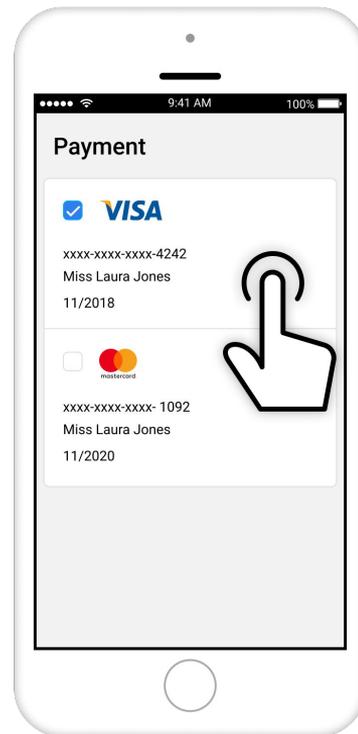
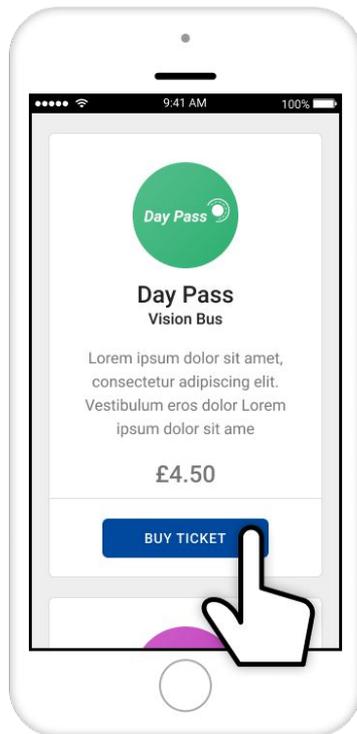


Buying a ticket (Mobile)

Step 2: Buy tickets

Select one or more tickets from the menu and choose your preferred payment method.

You can pay using debit or credit card.

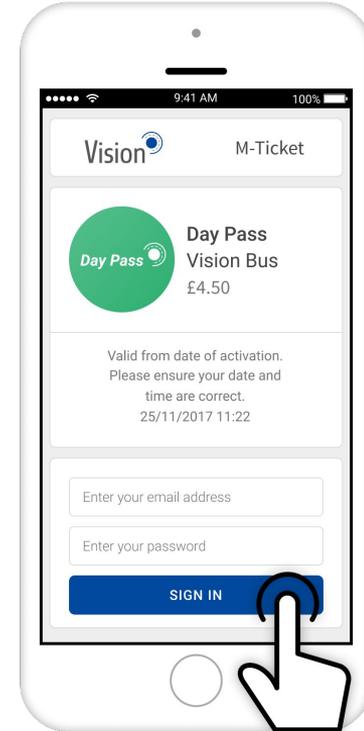


Buying a ticket (Mobile)

Step 3: Activate your ticket

When you're ready to use your ticket select the activate button.

Don't press this until you're ready to use your M-ticket as the countdown clock to the ticket expiry will begin as soon as this button is pressed.



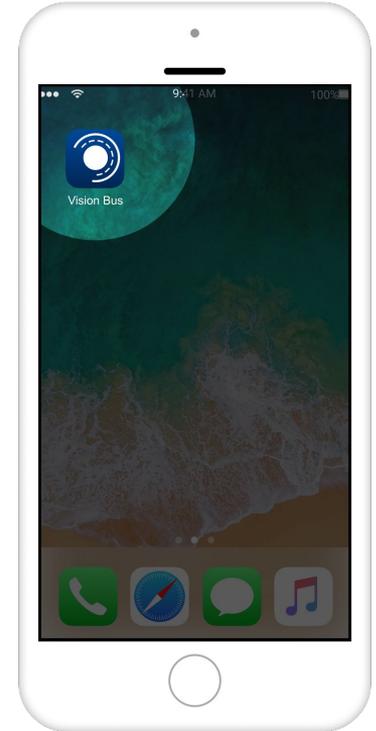
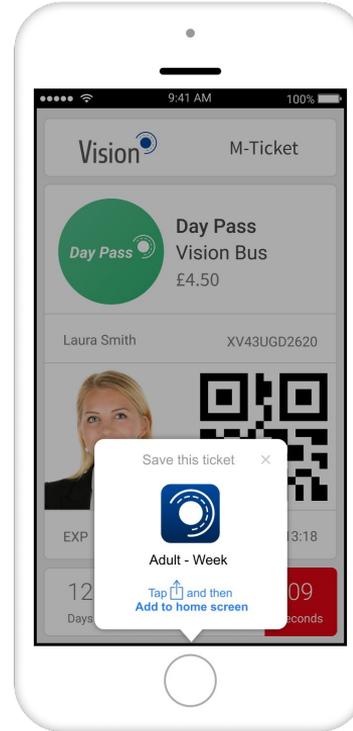
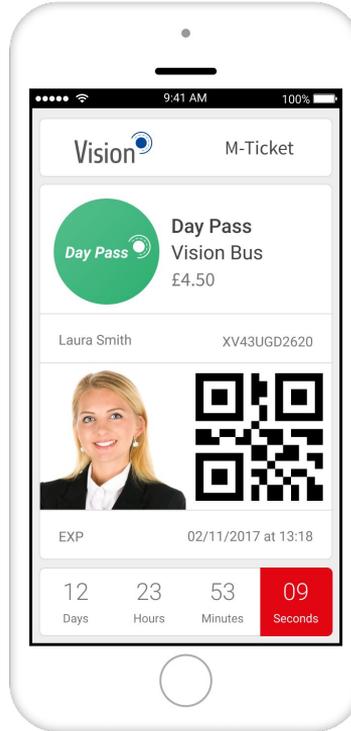
Buying a ticket (Mobile)

Step 4: Using your ticket

When you're ready to use your M-ticket simply present it to the driver.

You can save the image to your mobile homescreen for quick access.

It is your responsibility to make sure your phone is charged up and provides clear readability of the ticket and your personal details including your uploaded photo.



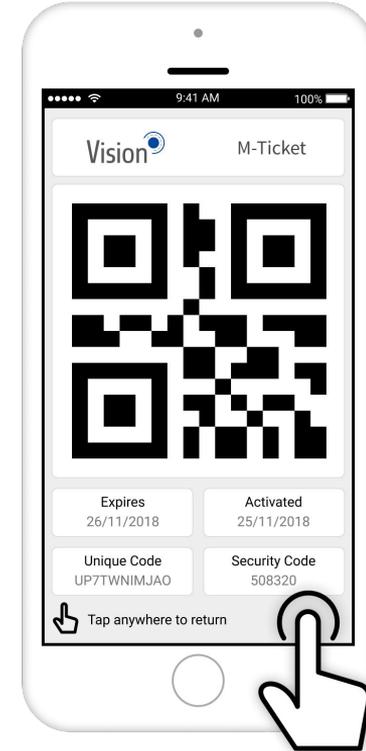
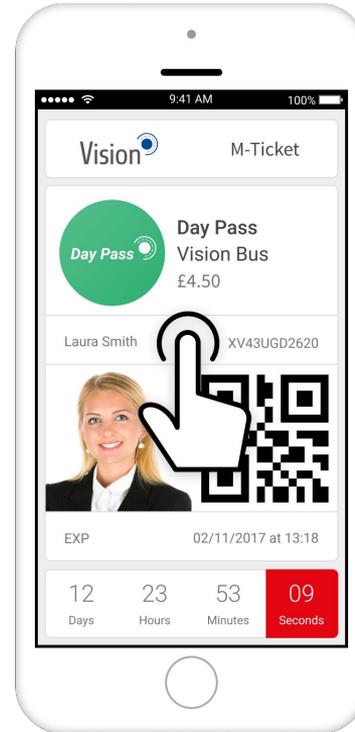
Ticket Activation (Mobile)

Step 5: Ticket Validation & Scanning

The driver will need to check your image, ticket type and expiry, so make sure he/she can view your screen clearly.

You may be required by the driver or one of our ticket inspectors to present your ticket for scanning by one of our barcode readers.

If you are required to do this please follow the instructions provided and show your ticket to the scanner.



Buying a ticket (Mobile)

Step 6: Ticket Expiry

When your M-ticket has expired a message will be displayed to alert you that the ticket is no longer valid for travel.

