"The flying Dutch"

Spontaneous tourist, ready to purchase Mobility packages!

Meet Alex.

Alex is 25 years old and is studying psychology at the University of Groningen, Netherlands. He has almost completed his first year of studies and is now just weeks before his spring break. Alex studies a lot so up until now, he didn't have the opportunity to visit Amsterdam and tour the capital. One of his friends will be driving home to Amsterdam for spring break and has offered to drop Alex in Amsterdam so that he tours the city at his own time. Finding the offer very appealing, he starts reading about Amsterdam to find out what he should definitely not miss! After some reading, Alex finds out Amsterdam has a lot to see and do and decides to take his friend up on the offer.
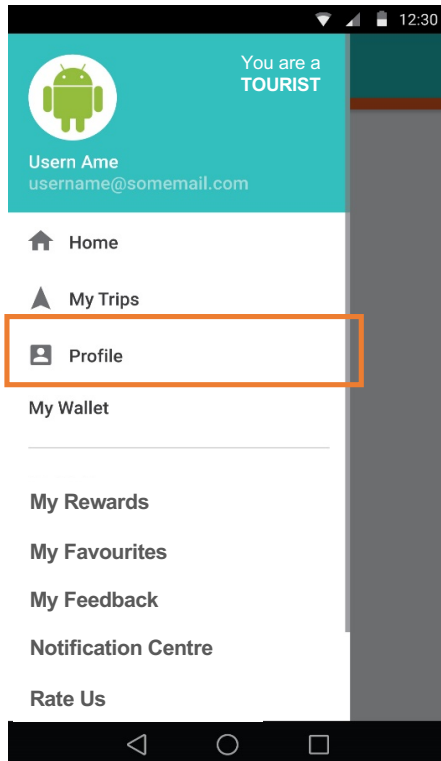
Now, the real planning begins!

Alex hates wasting time looking for tickets and offers. He often purchases offers from the MyCorridor app which he has installed on his phone and uses it for his mobility in Groningen. So he wants to stick with it for his trip to Amsterdam as well. After all, his profile is already updated in the app and all his preferences are registered.
Why look for something else?

As a student, Alex is mindful of the money he spends, making **Cost** the most important criterion to him.

Alex will be spending 3 days in Amsterdam, so he wants to make the most of it, without getting broke! He reaches for his smartphone, opens the MyCorridor app and selects "**Offers**" to view what's available for Amsterdam.
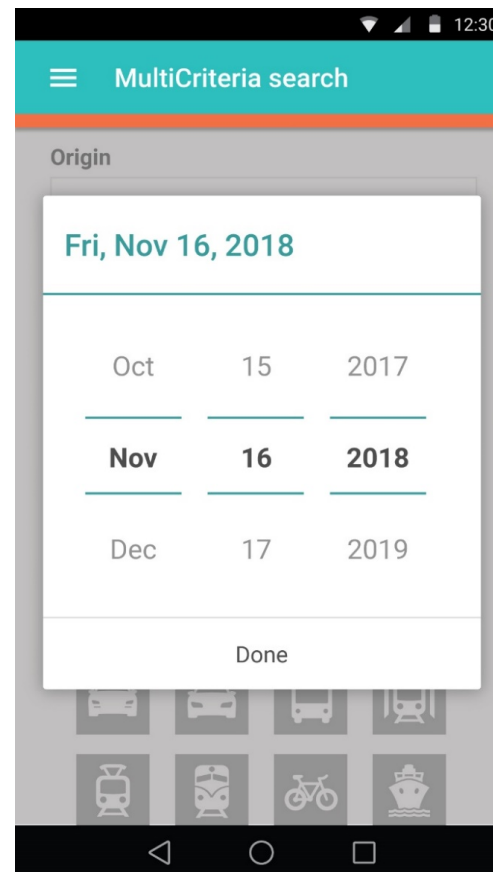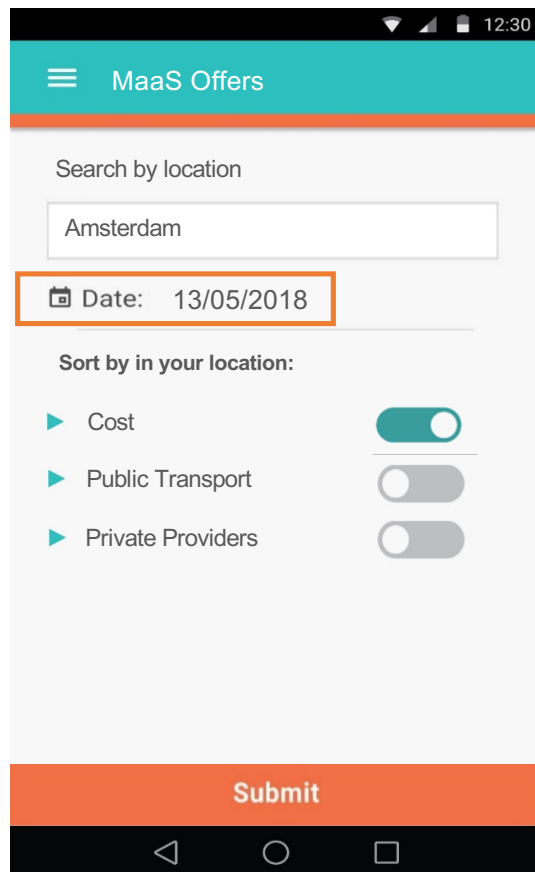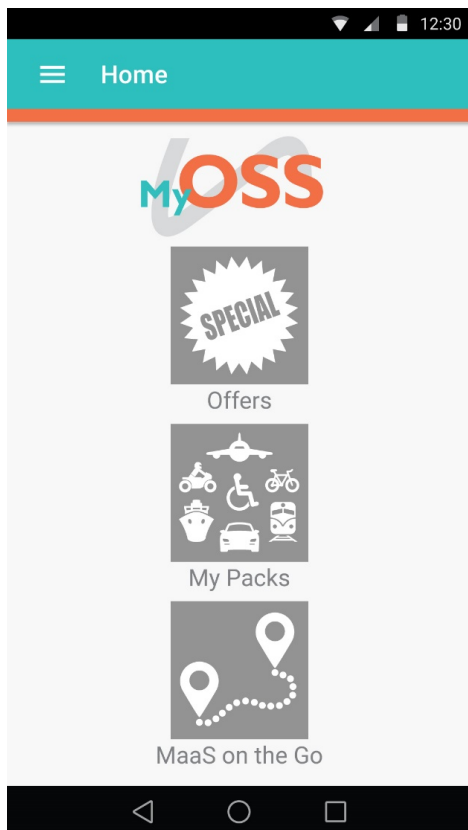
Upon selecting "MaaS Offers", he is redirected to a screen where he can search for MaaS packages by **location** (if he is visiting another place) or sort by **cost**, **public transport** or **private providers** as well as input his **preferred date**.

Alex selects the date he will be visiting, chooses to filter the results by cost and decides to search by location, typing **Amsterdam** in the search bar and clicking "**Submit**".

Alex sees all the **MaaS Offers** that are available on his preferred date for Amsterdam. Seeing as spring in Amsterdam is mostly sunny with long hours of daylight, Alex prefers to use the bicycle. That way, he can also see more things without getting as tired as walking. However, the **bike pass** is only for 2 days! So he also selects to take the **1 day Pass** for the **hop-on/hop-off bus**.
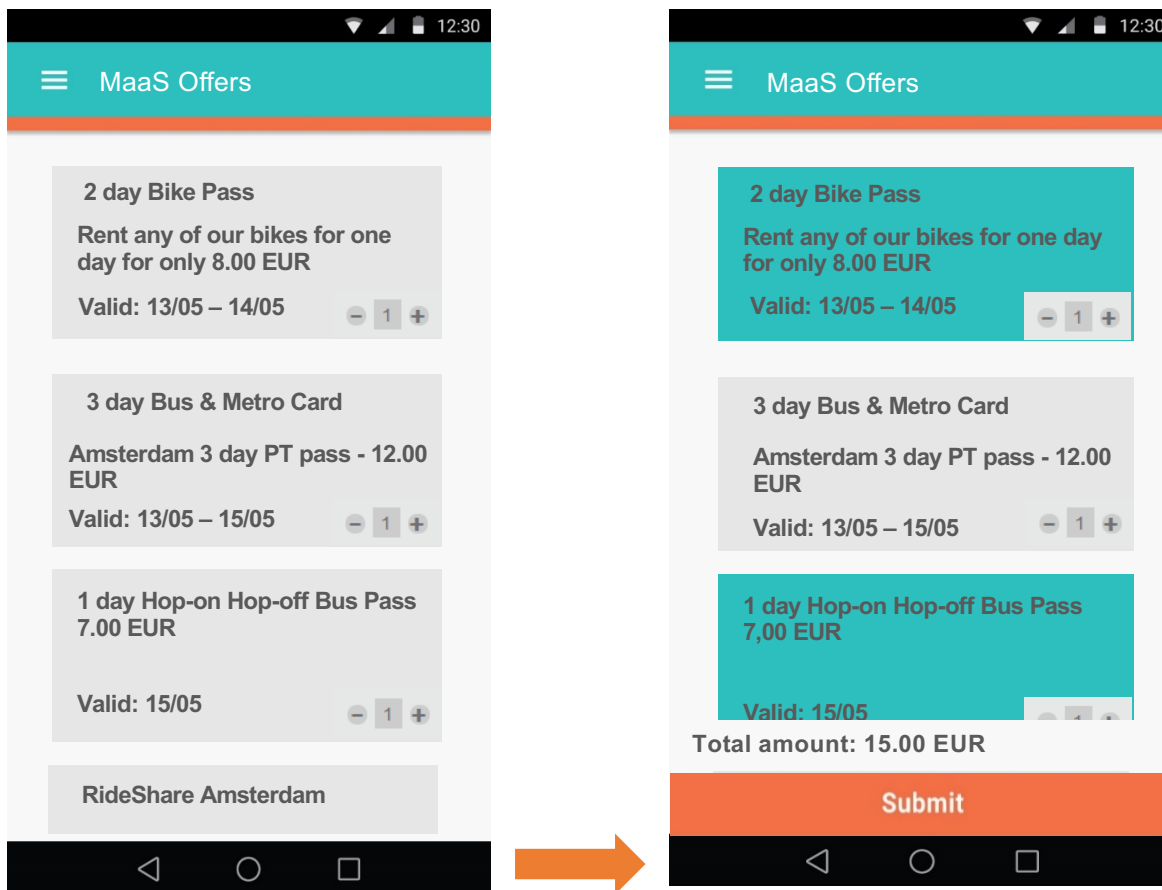
Alex is directed to the payment page to proceed with purchasing his tickets and receive his **receipt** and **Mobility Token**. He is now all set up for his trip!

Payment screen:

We Accept
Visa, MasterCard, Diners, Discover

Card Number

Expiration Date   **CVV Code**
mm   yy

Save card for future payments

Pay now

Receipt screen:

Receipt / Invoice

Provider: OV-Fiets / Livecrowd
8.00 EUR

Provider: Hopit!
7.00 EUR

Mobility token screen:

Mobility token

OV-Fiets / Livecrowd   1

Hopit!   2
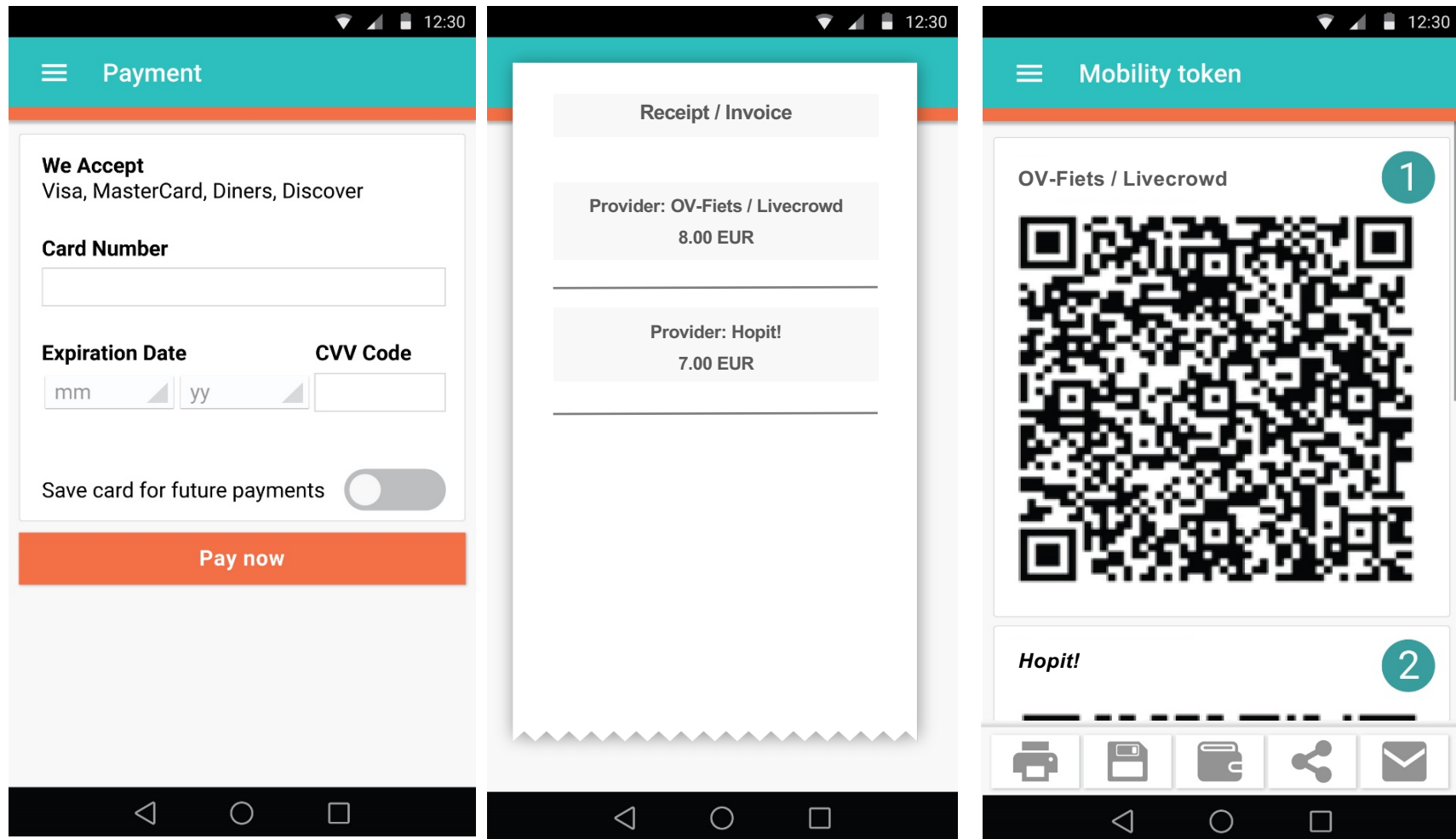
A few weeks later…

Spring break has finally come and Alex is getting ready for his trip. As scheduled, he rides with his friend to Amsterdam. His friend drops him at Amsterdam Central Train Station where the bike station is. After saying their goodbyes, Alex walks to the bike station, opens the app, goes to **My Trips** to access his **Mobility Tokens** and **clicks on the OV-Fiets / Livecrowd to receive the Mobility Token and unlock the bike**.
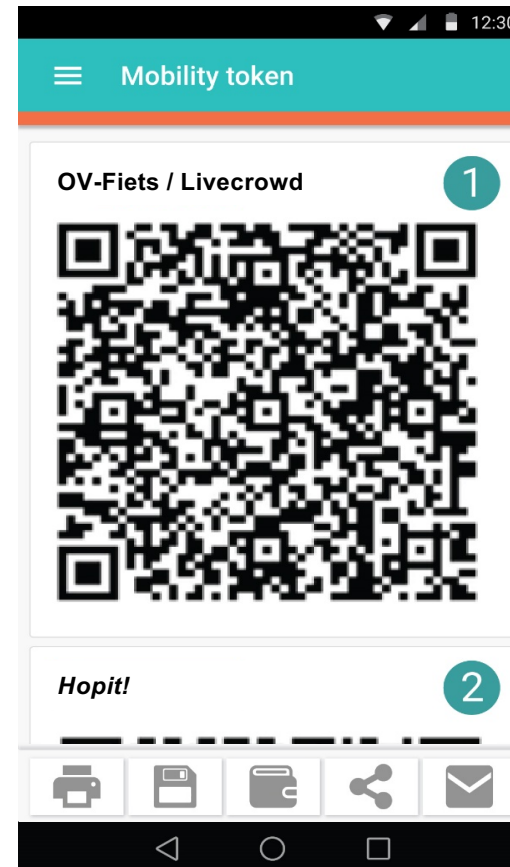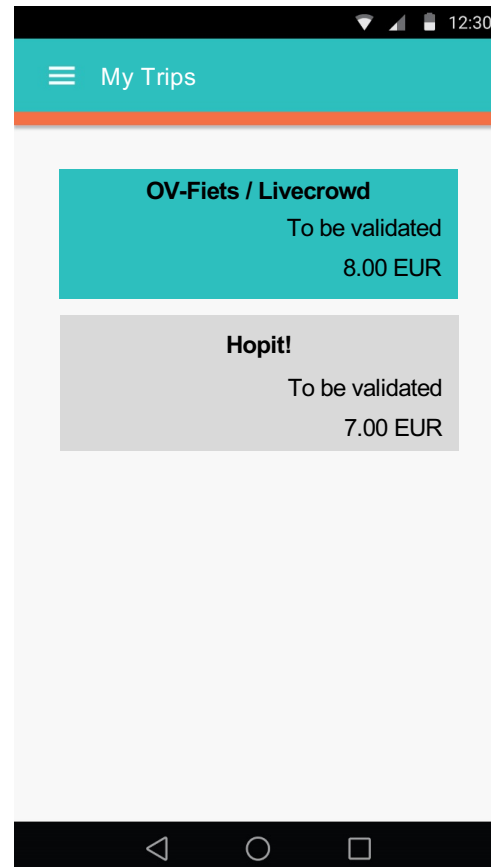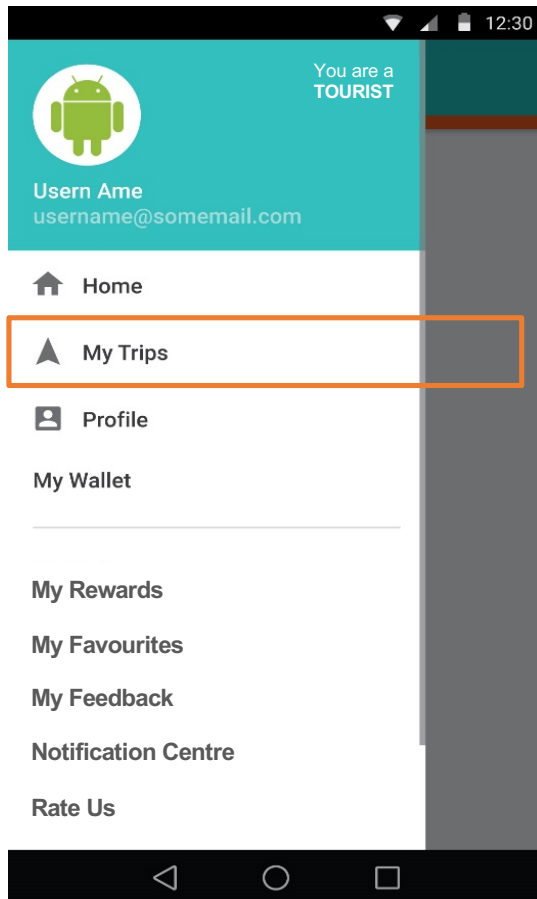
Alex spends the next 2 days touring Amsterdam using his bike. He parks his bike at the designated parking places that are located amongst the city and uses the **QR code to lock and unlock** the bike. He doesn't have to worry about the safety of the bikes and so his touring is stress free! When the 2 days are over, Alex returns his bike to the closest bike parking lot and locks the bike using the QR code. Now the bike is ready to be used by the next traveller! Continuing his trip, Alex walks towards a Hop on/Hop off bus stop while admiring his surroundings. He is not in a hurry, as the bus will be arriving in about 7 minutes.

My Trips

OV-Fiets / Livecrowd
Expired
8.00 EUR

Hopit!
To be validated
7.00 EUR
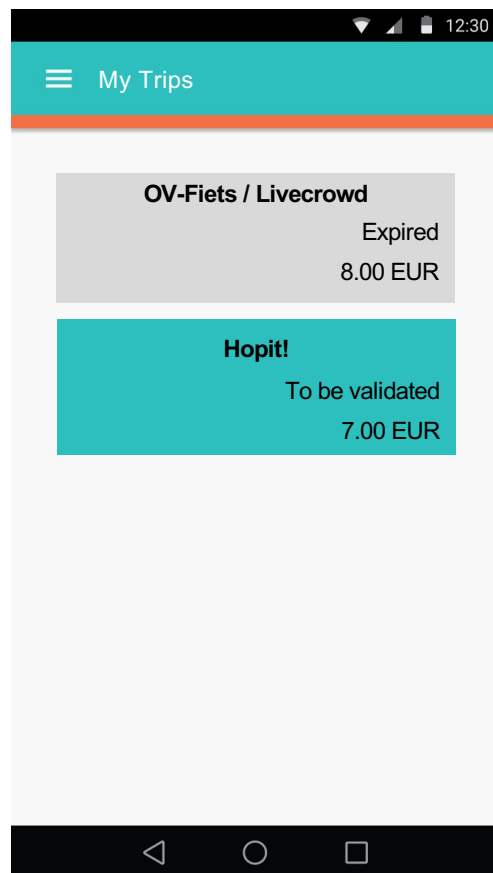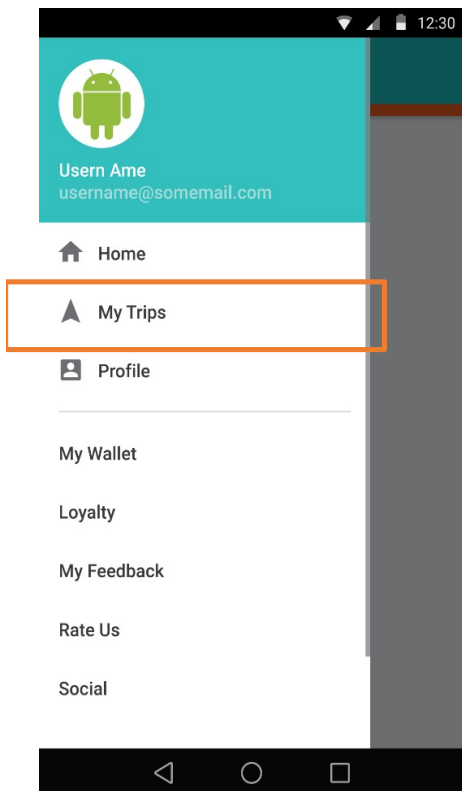
To access his Mobility Token, he goes to My Trips and clicks on the **Hopit**! to get to the Mobility Token where the QR code is. Besides, his previous ticket with the bikes is already expired.

Alex boards the bus, **scans the QR code on the bus's validation screen** and sits on the upper deck to enjoy the drive!

Alex hops on and off the bus in different places to visit museums and walk through the canals. **Every time he boards the bus, he scans the same QR code!**

His trip is now over and Alex returns to Groningen with the best memories of Amsterdam!

Mobility token

Hopit! 2