



2

These icons are a little ambiguous and have opposing functionalities. We're going to separate them and give each one more definition

Men's 14K Gold Bernus Pocket Watch



Item information:

Men's 14K Gold Bernus Pocket Watch, Gently used

A customer is asking \$100 to **Sell** this item

Offer \$100 to this customer

Make counter offer to this customer

[Add Comments](#)

[I'm not interested in item](#)

1

It's great to give a choice of function to the pawn shops, but we're going to hide some of these options until we need them to not overwhelm the user

Available actions

Core Actions:

Reject Item

Ask for Info

Make Offer

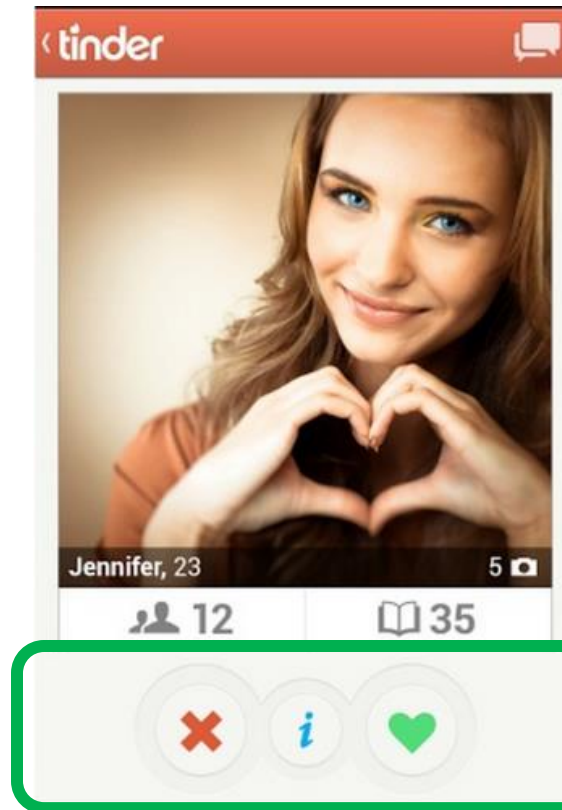
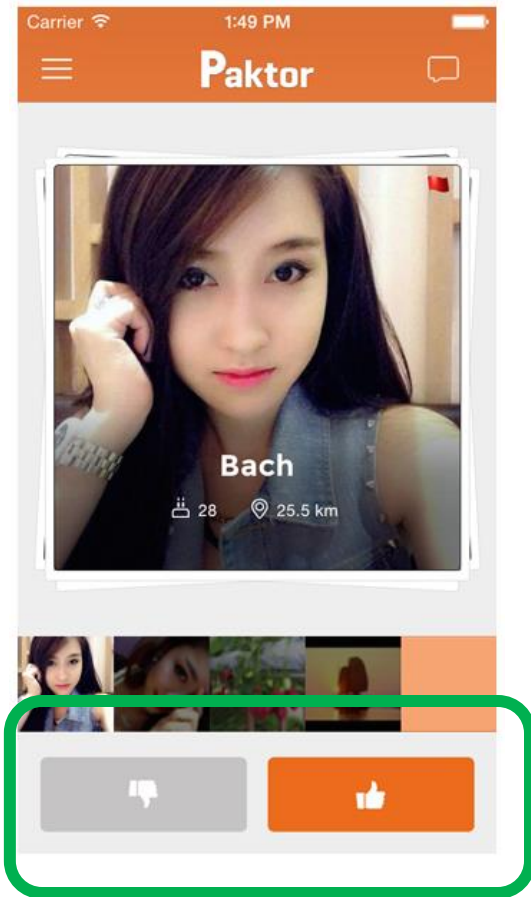
Secondary Actions:

Flag

Offer
Requested
Amount

Offer
Different
Amount

Add a
Comment



I'd suggest taking a cue from dating apps. Obviously there is more room to play with on a website, but there's an inherent need for simplicity in these apps that translates into a clean flow of actions.

Men's 14K Gold Bernus Pocket Watch

Asking \$100 to Pawn



Item information:
Men's 14K Gold Bernus Pocket
Watch, Gently used



1) If the flag-as-inappropriate icon is made to look more iconic, it's purpose will be more obvious to new users

2) By picking a more unobtrusive color for it, the flag icon is no longer a visual focal point

Pass X

Ask ?

Offer \$

1) The "ask a question" functionality has been pulled in to join rejecting and offering so that all commonly used functions are closer together

2) Some of the options have been hidden until later, reducing the number of choices a user must make

** Please excuse my lack of artistic ability... threw this together in PowerPoint quickly... These buttons can have more text... It might be a good idea to say "Make an Offer" to indicate ability to make a lower offer than requested

Men's 14K Gold Bernus Pocket Watch

Asking \$80 to Pawn



Item information:
Men's 14K Gold Bernus Pocket
Watch, Gently used



Comments

Submit Offer

Clicking the **Offer \$** does 2 things:

1) Disables the button and changes its appearance to indicate this **Offer \$**

2) Makes a section in the bottom visible that contains a field for putting comments and a slider/text-box combo to make the bid. Initialize the start values of these two elements at the asking price of the customer. If you don't want to implement all the checks on a textbox input to make sure that the value is only a number, you could do a slider/spinner combo or simply a spinner like now:

0.18 |

But I'd suggest still making it default to the customer's asking price and making the step size greater than 1 cent

<http://jqueryui.com/slider/#rangemin>

Men's 14K Gold Bernus Pocket Watch

Asking \$80 to Pawn



Item information:
Men's 14K Gold Bernus Pocket
Watch, Gently used

Pass X

Ask ?

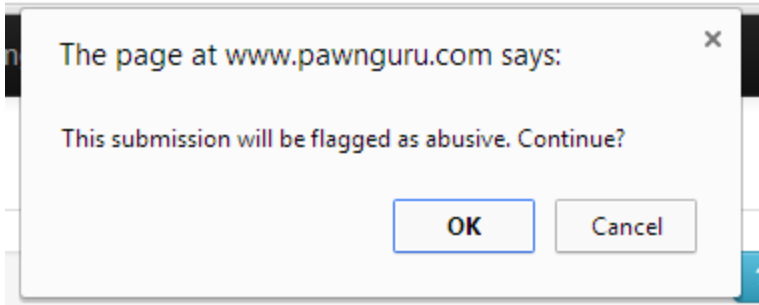
Offer \$

Type Question Here

Ask Question

The idea is similar for the ask-question button:
Clicking it disables the original button and shows this hidden area with a textarea for the question and an "Ask Question" button at the bottom to submit

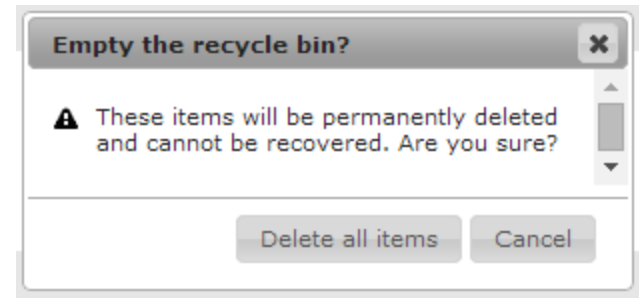
** Clicking between these two buttons (ask and offer) will re-enable any disabled button



For the “Flag as Abusive” message, I’d consider taking a look at jQueryUI dialogs. They’re cleaner, more customizable, and more professional-looking than alerts

<http://jqueryui.com/dialog/#modal-confirmation>

Example:



For the images, perhaps make them appear in an overlay on the page when clicked instead of taking you to a new page

(i.e. <http://answers.oreilly.com/topic/1823-adding-a-page-overlay-in-javascript/>)



The customer has been notified.

They will respond via phone or email.

You may submit an offer on this item at any time.

OK

Not sure how you're implementing this right now, but you could add a button here that will take you back to the posting.