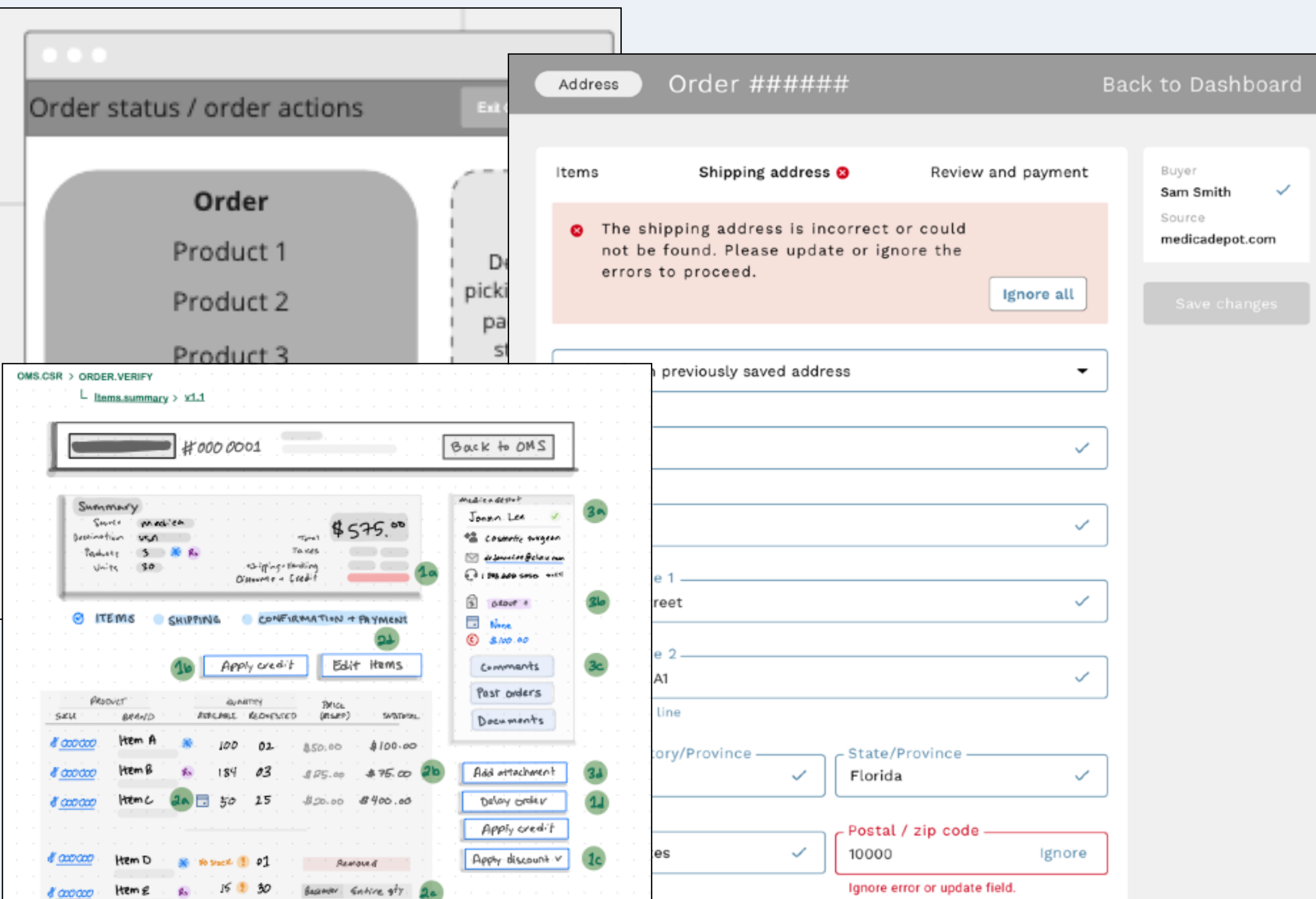


Process for usability testing on features

- Testing features and user flow on low to mid-fidelity UI screens with various users

- Capturing the results as a PASS or FAIL experience
- Prioritizing importance of fixing the UI for FAILED experiences
- Adjusting the interaction experience / feature



User: Kamil
Warehouse location: Poland
Experience level: expert
Demo-test#: 01
Date of interview: Feb 11, 2021
Facilitator: Shristi
Attended: Mike E, Mike G, Boyd, Nigel, Tanya

Board view

No Priority 6 ... + HIGH 5 ... + MEDIUM 17 ... + LOW 13 ...

Shipping label page

Understood how to print shipping label and commercial invoice

Success

Commercial invoice

Successfully changed Ship to address

Success

Shipping label - size and dimensions

Shipping label - carrier accounts

HIGH

- Show all carrier accounts i.e. UPS, DHL
- Show all carrier accounts' respective services
- There will always be one service associated with each respective carrier account i.e. UPS1-service1, service2, UPS2-service1, service2
- DHL1-service1, service2
- DHL2-service2

Shipping label - buttons

MEDIUM

- Update button layout and interaction

User clicked on "create shipping label" disabled button to open "size and courier" accordion

User asked if the application was for commercial invoice for internal purposes or external purposes

Success

Shipping label: size and dimensions

LOW

- Update font and layout

Did not think to view rates without outside assistance from Shristi. Squinted to see rates per carrier option

- Layout needs to be changed

Success

Shipping label: size and dimensions

Implementation of a design system with design documentation

- Defining a new design system (and framework) that is simple to use now and easy to scale later
- Advocation and adherence to a new shared design system (i.e. Google Material, etc.)
- Ensuring design updates are documented on any collaborative platform (i.e. Atlassian, Miro, etc.)

