



New system















Legacy system

Engineering, 1

Design, 1

Product, 1

New user interface



New front end +  
back end APIs



Database  
migration

Press for us adding our features



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 

Properties Group by Priority Filter Sort  Search

 No Priority 6   **HIGH**  5   **MEDIUM** 17   **LOW** 13   **SMALL WINS**  7  

### 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

### Dashboard: Tabs - Active, Shipped, Cancelled - search order

**LOW**

**SMALL WINS** 

- Clearly state that search is by "order" only across all tabs

Assumed search is exclusively related to specific tab before guessing that order could be in other tabs



























u













d

u















W











W









d



















V

U





















W







V











u u



u











**Order**

Product 1

Product 2

Product 3

Product 4

Define  
picking and  
packing  
steps

Order summary

Order  
Docs









































































































































2

































U














































































































































Items

Shipping address 

Review and payment


Buyer

Sam Smith 

Source

medicadepot.com

[Save changes](#)

 The shipping address is incorrect or could not be found. Please update or ignore the errors to proceed.

[Ignore all](#)

Select from previously saved address 

First name

Sam 

Last name

Smith 

Address line 1

100 New Street 

Address line 2

Apartment A1 [+ Add address line](#)

State/Territory/Province

Tampa Bay 

State/Province

Florida 

Country

United States 

Postal / zip code

10000

[Ignore](#)

Ignore error or update field.

Shipping address failed to update.

\$000 0001

[Back to OMS](#)

## Summary

Source: medicine  
 Destination: ven  
 Products: 3 \* R  
 Units: 30  
 Total: \$575.00  
 Taxes:  
 Shipping/Handling:  
 Discount + Credit:

[ITEMS](#)
[SHIPPING](#)
[CONFIRMATION + PAYMENT](#)

[Apply credit](#)
[Edit items](#)

## Medical report

Jonan Lee ✓  
 Cosmetic surgeon  
 dr.jonlee@bluewin  
 1 000 000 000 000  
 0000000  
 None  
 \$100.00

[Comments](#)
[Past orders](#)
[Documents](#)

SKU	PRODUCT	BRAND	QUANTITY		PRICE (MSRP)	STATUS
			AVAILABLE	REQUESTED		
<a href="#"># 000000</a>	Item A	*	100	02	\$50.00	\$100.00
<a href="#"># 000000</a>	Item B	R	184	03	\$75.00	\$75.00
<a href="#"># 000000</a>	Item C	2a	50	15	\$20.00	\$400.00
<a href="#"># 000000</a>	Item D	* No stock	01		Removed	
<a href="#"># 000000</a>	Item E	R	15	30	Basenar	Entire qty
<a href="#"># 000000</a>	Item F		15	30	Basenar	Pending qty

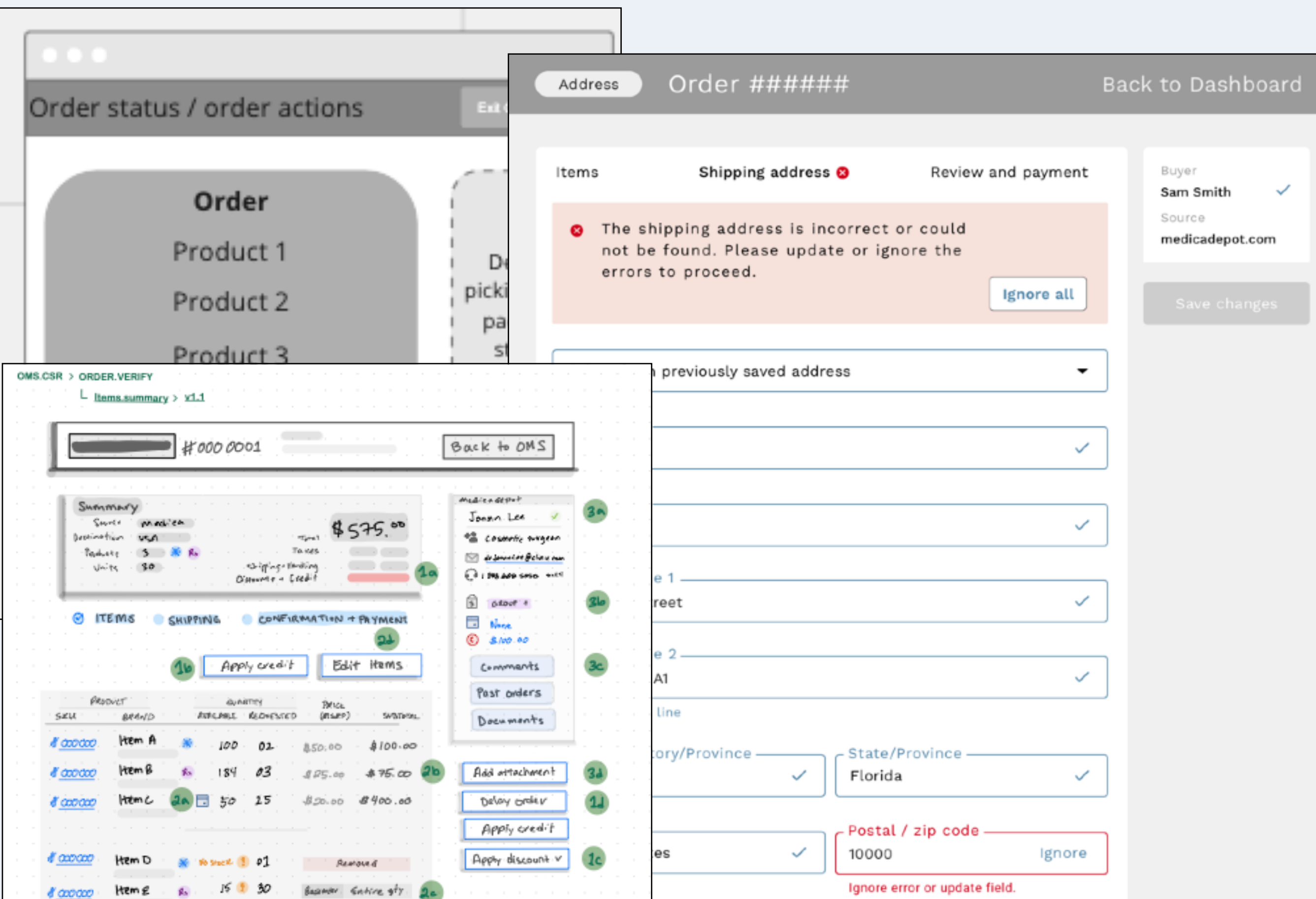
[Add attachment](#)
[Delay order](#)
[Apply credit](#)
[Apply discount v](#)
[save and continue](#)

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

# 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



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**Implementation** of a design system with design documentation