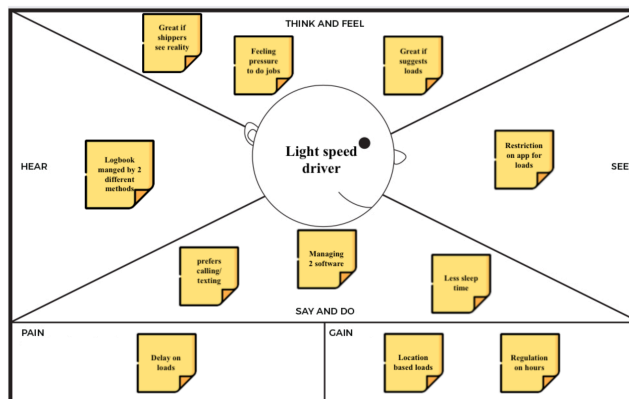


Freight Shield User Testing Report

- Did initial empathy maps and surveys with customers from Light Speed and 1005042 AB Ltd to understand what they were looking for in a product like this



- Moved on to supervised testing using windows quick assist, went through basic tasks.

Users Commented on the following pages:

A screenshot of a freight booking form with a dark blue background. The form includes the following fields and options:

- Pick Up Location *** and **Drop Off Location *** (text input fields)
- Pick Up Date *** (format: yyyy-mm-dd with a calendar icon) and **Pick Up Time *** (format: --:-- -- with a clock icon)
- Drop Off Date *** (format: yyyy-mm-dd with a calendar icon) and **Drop Off Time *** (format: --:-- -- with a clock icon)
- Select Unit *** section with a grid of radio button options:
 - ☒ Dry Van
 - ☐ Step Deck
 - ☐ Car Carriers
 - ☐ End Dump
 - ☐ Twinpike
 - ☐ Flat Bed
 - ☐ Tank
 - ☐ Side kit
 - ☐ Side Dump
 - ☐ LHV
 - ☐ Reefer
 - ☐ Conestega
 - ☐ Dump
 - ☐ OverLoad
 - ☐ Super B
 - ☐ Low Boy
 - ☐ Double Drop
 - ☐ Live Floor
 - ☐ Rocky Mountain
- Time of Load *** (partially visible at the bottom)

Page: Post Load

Comment By: 1005042 Alberta Ltd

Comment: Sometimes there might be multiple pickup locations and drop off locations, depending on the type of load. This type of load is known as “LTL”. The application is lacking that.

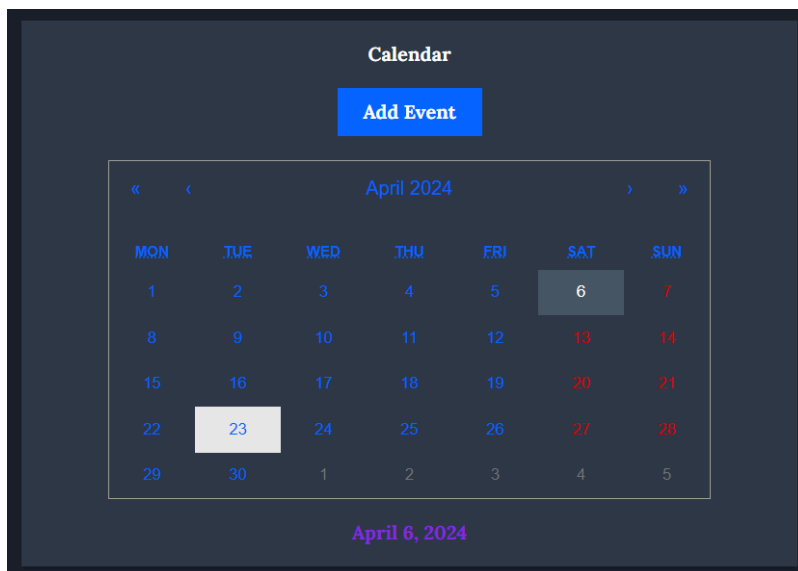
Action: No Action Taken. The reason behind no action taken is the fact that there might be multiple fields on those. The solution can be solved by providing comments in additional information about different pick and drop locations

Page: Post Load

Comment By: 1005042 Alberta Ltd

Comment: What about the price? Need to know how much the load is.

Action: Implemented the price generator and also an input for the price.

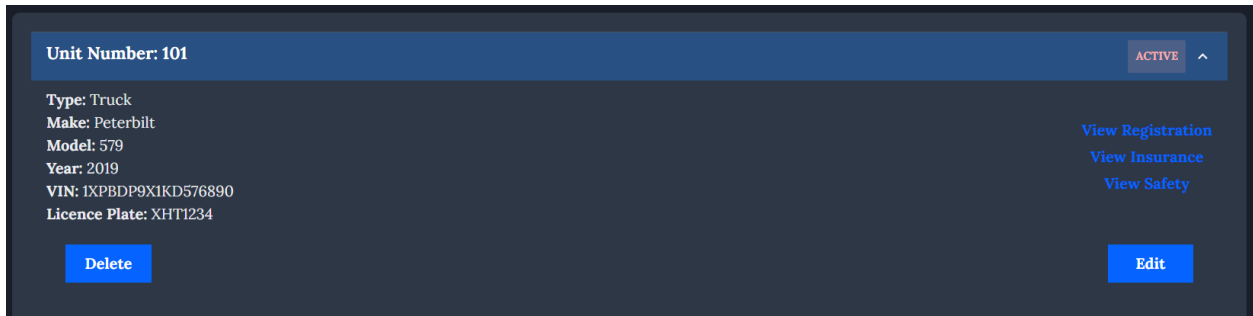


Page: Shipperdashboard

Comment By: Light Speed

Comment: It would be nice to have a calendar, so that we can keep track of dates.

Action: Implemented a calendar so that shippers can keep track of dates. Also added one for carriers.



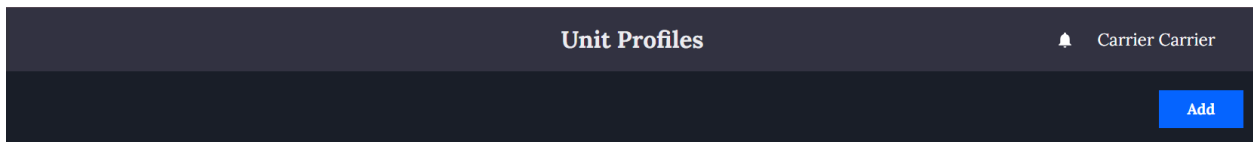
A screenshot of a web application showing a unit profile for Unit Number 101. The unit is marked as 'ACTIVE'. The profile includes the following details: Type: Truck, Make: Peterbilt, Model: 579, Year: 2019, VIN: IXPBDP9XIKD576890, and Licence Plate: XHT1234. On the right side, there are three links: 'View Registration', 'View Insurance', and 'View Safety'. At the bottom, there are two buttons: 'Delete' and 'Edit'.

Page: unitprofiles

Comment By: Light Speed

Comment: I should be able to edit the unit because of the expiry dates on registration and safety

Action: Implemented an edit button for ease edit and also confirmed that the unit numbers are unique with a carrier. There is only one unit number in a carrier database.



A screenshot of the 'Unit Profiles' page header. The title 'Unit Profiles' is centered. On the right, there is a notification bell icon and the text 'Carrier Carrier'. At the bottom right, there is a blue 'Add' button.

Page: on all protected pages

Commented By: Light Speed

Comment: It would be nice to see the status of the load in a notification like facebook

Action: Implemented a notification system to have a real time notification service without reloading the page.