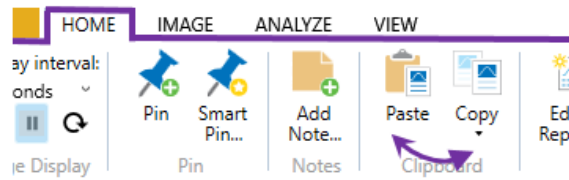


Mettler-Toledo AutoChem. Columbia, MD

October 2017 – December 2020

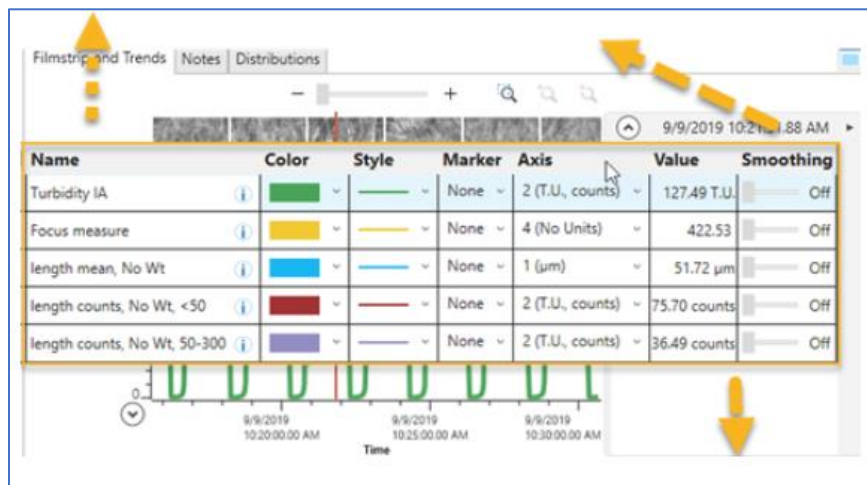
### Copy/Paste

In iC core, the COPY and PASTE buttons need to be switched. You copy something first, then you paste it, so COPY should be on the left, and PASTE should be on the right. Currently, the usage flow is backwards



### Add Viewer Discrepancy

I was testing the Trends Chart legend and found it would be helpful if I could resize the box around so that as I make changes like adding a marker and changing the axis so I could see what the effect is. Right now, the legend obscures the chart. Although to be fair, if I make the UI full screen, this isn't so much of an issue. Still, it'd be a handy enhancement.



### Viewer Pane

Because the term "Viewer Pane" is used continually throughout the help files for the Notes, Distributions, etc., Panes, I expected the **Add Viewer** button to add a new Viewer Pane, not add another image to the Image Viewer Pane. In my experience, it improves the user-friendliness of software for features to have unique nomenclature.

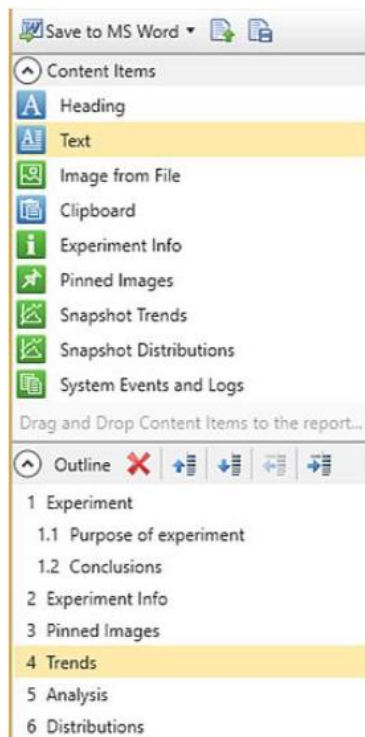
**Recommendation:** I think it is clearer and makes it easier for the user to understand this feature if we were to rename the button. Can we change it from "Add Viewer" to "Add Image", or better yet "Copy Image"?

- Yes, I know in this case "Viewer" refers to the BOX the images is in but that's a nuance that causes confusion to new users.
- It's additionally not clear is that this adds multiple COPIES of the same image. This should be stated in the tool tip.

## Report Page

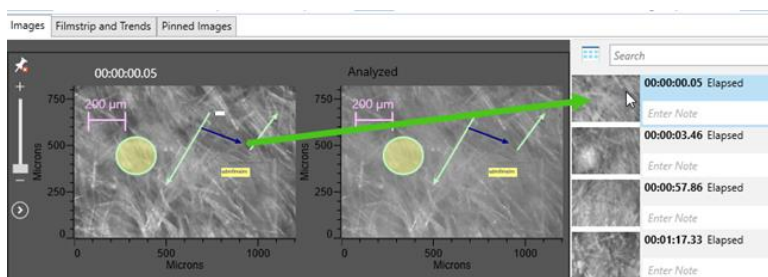
Thought: In FILE > Report, the Outline section should be above the Content section because currently, the use flow is backwards.

- FIRST a user selects which part of the outline to modify (e.g. Trends), THEN they select what to add to the section, (e.g. TEXT.) It currently works the other way around which is weird. You don't approach and say, "Gee, I'd like to add some text.... where should it go?" No. A user looks at the section FIRST and then decides it needs text NEXT.



## Searching for prior Annotations

I was noticing that when I annotate an image, the corresponding thumbnail isn't updated. It would be cool if it did. What do you think? I noticed is if I work on an image, in the column of thumbnails, I can see the thumbnail of that one is marked, e.g. light blue, but if I click on something else, e.g. change the focus, that highlight is gone (naturally), but then I can't tell which image I was working on. For example, I annotate the 29th image of 50. I click on something else, then scroll through the other pinned images. Then I have to fish around to find the one I was annotating. It's faster to scroll through the thumbnails, but I can't find it because the annotations don't show up there.

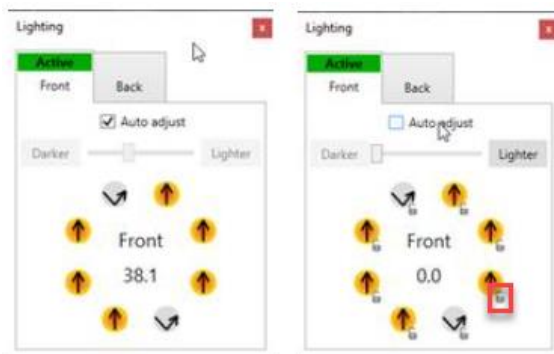


### Lighting, padlock icons

When the auto adjust is enabled, the padlock icons disappear even though the user cannot turn the lasers off and on. It seems like if the box is checked and the user can't turn them on or off, that's when there should be a padlock icon.

...oh.... I see now that the padlock icon is *open*. Wow that's hard to see!! I had to put the image in my image processor (SnagIt) to see it.

- This reinforces the fact that this needs to change. It's much more to the point to have it "padlocked" when you can't open it. Otherwise, this is counterintuitive.



### DollarShaveClub.com

Dec 17, 2018

As a customer, I emailed feedback on their UI.

Hi -

Your gifting functionality is VERY frustrating! There's no way to just send a gift that is independent of the restock box.

**The Problem.** Here's what happened.

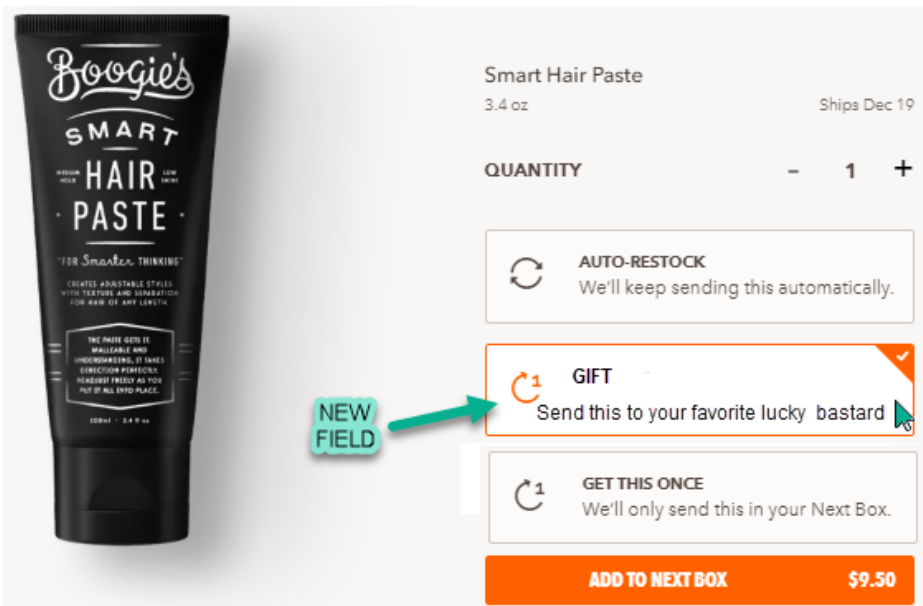
1. I logged in because I wanted to send a gift to my son. I chatted with your rep Daniel. He said to set it up like my next restock box. **THIS IS THE FIRST PROBLEM.**
2. I checked my NEXT page. The date was for March 2019.
3. I checked the HISTORY page. Most recent order was in October.
4. I checked the BOX page. it had razors in it.
5. I added Sage and Black Pepper Shampoo and conditioner and the Shave butter.
6. I removed the razors. it asked me why. Because we still have razors.
7. I changed the shipped address to my son's address in Arizona.
8. I changed the billing method to a bank card instead of PayPal.
9. I submitted the order, and got an email saying I changed my SHIPPING DATE. **THIS IS THE SECOND PROBLEM.** It should have confirmed the entire ORDER.
10. I got another email saying I've updated my box - but is shows ONLY the Shave butter. Where's the Shampoo/conditioner?? It has links to update everything EXCEPT NOT THE ITEMS! **THIS IS THE 3RD PROBLEM.**

11. I got yet another email saying my box has shipped. WTH?? **THIS IS THE 4th PROBLEM.**
12. This email shows the order is only razors. **THIS IS THE 5th PROBLEM.** WTH?? I canceled this!!
13. I contacted customer service. They can't cancel it because it went out yesterday. I don't believe it. It wasn't in the history. AND it went out AFTER I placed my order and is going to the WRONG address - AFTER I changed the address. **THIS IS THE 6th PROBLEM.**
14. Customer service gave me a refund but that doesn't change the fact that I changed ALL of this information and the wrong order shipped - and the right order is scheduled to ship.

**The Solution.** Make sure customers can send gifts completely independently of their orders.

There are 4 parts to this solution.

- ONE: The ORDER page needs an option to mark if it's a Restock Box or a Gift.  
<https://www.dollarshaveclub.com/manage/add/BTP-3Z-CURRENT?success-path=%2Four-products%2Fstyle&close-path=%2Four-products%2Fstyle>  
 --> Visit Amazon.com's order pages for an example of check out functionality in terms of choosing a different shipping address.  
 NOTE: Your current gift options SUCK. They're too expensive and too limited. Here's an EXAMPLE of how it SHOULD work.



- TWO: NEW PAGE: Add a checkout page. The Checkout page needs to allow an entered shipping address, and different method of payment and show that this is a GIFT. If you can add an option to gift wrap it and add a note that would be excellent! Again, see how Amazon does it.

- THREE. The NEXT page (<https://www.dollarshaveclub.com/manage/next>) needs to SHOW the address and card info.  
EXAMPLE

The screenshot shows a shopping cart interface with two items, a summary table, and shipping/billing information. Annotations highlight areas for improvement:

- Item 1:** 2-in-1 Shampoo & Conditioner, Sage & Black Pepper, 10 oz, Qty 1, \$6.65.
- Item 2:** Easy Shave Butter, 6 oz, Qty 1, \$7.60.
- Summary Table:**

Subtotal (2 items)	\$15.00
Handsome Discount (5% off)	-\$0.75
Tax	\$0.00
Shipping & Handling	\$4.00
<b>Total</b>	<b>\$18.25</b>
- Shipping information:** Patrick Crandall, 1234 N ABC WAY, Tucson, AZ 85000. (Annotated with "NEW FIELDS" and an arrow pointing to the address details).
- Billing information:** VISA .....S404 exp 10/21, Caitlyn Johnston, 6604 English Oak Rd, Unit I, Parkville, MD 2100000. (Annotated with "NEW FIELDS" and an arrow pointing to the card details).
- Annotations:**
  - NEW FIELDS:** A green box with two arrows pointing to the shipping and billing information sections.
  - 2 ITEMS IN YOUR NEXT GIFT:** A green box with an arrow pointing to the text "Add 2 more to unlock a 10% discount".
  - TOSS MORE IN:** An orange button.
  - NEW FIELD:** A green box with an arrow pointing to the "TOSS MORE IN" button.
  - Note the data is indented for greater clarity on the details. This helps visually impaired users.** A green box with an arrow pointing to the shipping and billing information sections.

## UX Examples

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- FOUR. Change the HISTORY page (<https://www.dollarshaveclub.com/manage/history>) to ALSO have complete info for EACH order.  
EXAMPLE:

The screenshot displays the 'Box History' page with two order entries. The first order, 'Box', is dated 'SHIPPED DEC 17' and costs \$9.54. The second order, 'GIFT', is dated 'DELIVERED SEP 25' and costs \$22.00. Both orders show a list of items, shipping and billing information, and a summary table. Green arrows and text boxes highlight specific UX changes: 'VIEW ALL', 'FILTER By BOX', and 'FILTER By GIFT' at the top; 'BOX' and 'GIFT' labels for each order; 'NEW FIELDS' pointing to the shipping and billing information sections; 'FIELD MOVED: now right-justified.' pointing to the 'Total' field in the summary table; and 'FIELD MOVED:' pointing to the 'Track' link in the order header.

**Box History**  
Track previous deliveries.

**Box** SHIPPED DEC 17 1 Item [Track](#) \$9.54

**GIFT** DELIVERED SEP 25 3 Items [Track](#) \$22.00

**Item 1:** The Executive Razor Cartridges (4 pk, Qty 1) \$9.00

**Item 2:** Hydrating Body Cleanser (10 fl oz, Qty 1) \$7.50

**Item 3:** Hydrating Body Cleanser (10 fl oz, Qty 1) \$7.50

**Item 4:** Travel Paste Bundle (White) (2 items, Qty 1) \$7.00

**Shipping information:** Caitlyn Johnston, 6604 English Oak Rd, Unit I, Parkville, MD 2100000

**Billing information:** VISA ... 5404 exp 10/21, Caitlyn Johnston, 6604 English Oak Rd, Unit I, Parkville, MD 2100000

**Summary:**

Subtotal	\$9.00
Tax	\$0.54
Shipping & Handling	\$0.00
<b>Total</b>	<b>\$9.54</b>

**Shipping information:** Patrick Crandall, 1234 N ABC WAY, Tucson, AZ 85000

**Billing information:** VISA ... 5404 exp 10/21, Caitlyn Johnston, 6604 English Oak Rd, Unit I, Parkville, MD 2100000

**Summary:**

Subtotal	\$22.00
Tax	\$0.00
Shipping & Handling	\$0.00
<b>Total</b>	<b>\$22.00</b>

I sincerely hope this helps. And you're welcome. I just saved your UX design team 3 hours for work. ☺