

## Questions for the Interview/Testing

Question	Follow-up	Answer	Notes
Do you currently do any online shopping?	What types of items do you buy online?		
What prevents you from using online grocery shopping?	Are these concerns based on personal experience or what you've heard from others?		
How do you usually do your grocery shopping?	What aspects of this method do you value most?  How often do you shop and in what amount?		
What would make you consider trying online grocery shopping?	What features would be most important to you?		
Have you heard about grocery delivery? Which one?  Are you aware of which stores in your area offer online shopping?	Which store would you be most likely to try first?		
In what store would you try online grocery shopping, if there was such need?	Why? Are there any features that you wouldn't use online shopping without there?		
What do/would you use?  How comfortable are you with using shopping apps or websites?	What makes them easy or difficult to use?		
Which device do you prefer for shopping online?	Why?		

Do you trust the quality of products selected by others?	What would help build your confidence in this area?		
How important is seeing/touching products before buying?	Are there specific products you must inspect personally?		
What delivery time windows would work best for you?	Would you consider pickup instead of delivery?		
How do you feel about potential substitutions?	Would you prefer to be contacted about changes or trust the shopper's judgment?		
What payment methods would you be comfortable using?	Do you have concerns about online payment security?		
How much would delivery fees affect your decision?	What would you consider a reasonable fee?		

## Testing guideline

You are preparing for the party, which will be tomorrow at 17:00 in the UCU. You need to get some products for the party of 10 people: Chips (3 packs), Cola (2 big bottles), 5 packs of kabanos, 0.3 kg of candies for party games. On the way your friends make some changes in the organization of the party, so you should adjust the order for that.

<i>Overall + beginning</i>	<i>Cart</i>	<i>Order form</i>	<i>Additional</i>	
Testing Task	Following Question	Action	Notes	Story
Add items to your cart	Are there any problems?			
Access shopping cart with existing items	How easy is it to find the cart? Can you identify all items clearly?			
Modify quantities in cart	Is it clear how to change amounts? How			A few more friends decided to come - add

	does the total price update?			more drinks
Remove items from cart	Can you easily delete items? Is the undo function visible?			Your friend already bought chips, so you can delete them from the order
Proceed to checkout	Is the button visible? Are all costs clearly displayed?			
Choose the store to pick up order	How clear was the path to do this?			They said it would be in UCU main campus, there are a few stores around
Select pick up time	Are available slots clear? Do you understand when the delivery will be?			You need to have that at least 30 min before the start of party
Change delivery method	How clear was the path to do this?			It seems that you wouldn't have time to go get that pick-up, change it to delivery
Fill delivery address	How intuitive is address input? Can you easily select from saved addresses?			They said it would be in K2 student space
Change delivery address	How clear was the path to do this?			Plan changed it will be in other corpus (Хуторівка)
Select delivery time	Are available slots clear? Is pricing for different slots visible?			You need to have that at least 30 min before the start of party
Change delivery time	How clear was the path to do this?			
Speed-up delivery time Turn that back	How clear was the path to do this?			Friend is nervous and insists you speed up

off				delivery, so the party won't have any problems Then you managed to calm friend down, so you can cancel that
Add delivery instructions	Can you find where to add notes? Are options clear?			You need only 5 cucumbers, so add comment about that Also choose not to contact you, as you will be busy prepering for the party
Check auto-completed information	Does it need a change?			
Add certificate	Do you understand where to find it?			Check if you have any certificates to use Friend sent you some certificate, maybe try it: 9254892688
Add promo code	Do you understand where to find it?			Friend said you can use promo code: NEW*****
Change packaging for the order	Do you understand where to find it?			Your friend asked you to change packaging for the order to get reusable bag for groceries
Add tip for the delivery man	Do you understand where to find it?			
Review the order information	Is all information present? Do you understand all given information?			
Choose payment method Change it to another	Is it clear how to enter data?			You will pay when it arrives, because by then all the party

				members will have already given their share.
Complete payment	Are payment methods clear? Do you feel secure entering details?			
Review order confirmation	Is all information present? Can you find order tracking?			
Cancel order	Is it clear for you how to do that?			Never mind, they decided to make a trip in the store on the way there tomorrow

## Testing guideline for time measurement

Testing Task	Ukrainian translation	Following Question	Time (s)	Notes	Questions
Add 25 bottles of water 0,5 to your cart  Or similar item	Додати до кошика 25 шт 0.5л води	Are there any problems?			
Tell what is the delivery fee for the order	Зрозуміти яка сума замовлення	Did that car animation confuse you?			
Delete water for the cart  And undo	Видалити 25шт води  Undo				
Modify quantity of weighted product (candies) to 0.35kg	(додати в кошик ваговий товар 0.1 кг та перейти в кошик)  Змінити кількість вагового товару (цукерок) до				

	0.35кг				
Explain your idea of what is next after “Order” button	Пояснити очікування від натискання кнопки “Оформити”				
Change address of delivery to sq. Rynok	Змінити адресу доставки на площу Ринок	How clear was the path to do this?  Why did you choose that method?			
Change delivery address to the current location	Змінити адресу доставки на поточне місцезнаходження				
Enter needed fields  (+ comment)	Заповнити потрібні поля:  Під'їзд - 3 Поверх - 7 Квартира - 52 Домофон - *352				
Choose the delivery time	Вибрати час доставки - завтра 17:00				
Change the delivery method to pick-up in the nearest store	Змінити вид отримання на самовивіз з найближчого магазину				
Choose the pick-up time	Вибрати час отримання - завтра 17:00				
Change the payment method to after receiving	Змінити спосіб оплати на розрахунок при отриманні				
Add the comment to the specific product	(додати 3 товари в кошик)  Додати коментар до товару вода: “По можливості у згрупованих				

	палетах”				
Change the contact method/way	Змінити контактування на - не збирати якщо потребує уточнень				
Add certificate  PIN: “72295715”  CODE: “0201739256578”  Only with code  Check if it’s valid	Додати сертифікат: PIN: “72295715”  CODE: “0201739256578”  Тільки з кодом  Та перевірити його валідність	Do you understand where to find it?  Is it valid?			
Add promo code	Додати промокод: 1234567890987654321  Та перевірити його валідність	Do you understand where to find it?			
Change packaging for the order	(вернутись на верх кошика)  Змінити/Додати пакування	Do you understand where to find it?			
Cancel order	(оформити замовлення та вийти з програми)  Скасувати замовлення	Is it clear for you how to do that?			