

DONATR

volunteer/donation center pickup option

our first iteration had two separate paths and corresponding pages for the scheduling pickup action: volunteer pickup and donation center pickup. after feedback from users that they were confused on the meanings of the terms and why they were on separate pages, we changed our approach to the one shown below.

facilitating pickups

one of the selling points of donatr is that volunteers will pick up goods from your home.

explanatory text

our explanation makes it clear how the system works and gives transparency for users concerned about privacy and safety.

guidance on format

gently reminding users to consider the other end of the interaction.

DONATR

< Goodwill info page

Goodwill pickup

Who do you want to pickup your items?

A volunteer, who is unaffiliated with the donation center or Donatr, but is just another user of Donatr, will meet you at the specified location to pickup your items and bring them to the center.

An employee of the donation center will meet you at the specified location to pickup your items and bring them to the center.

center volunteer

Items to be picked up:
Please leave enough detail so the person picking up your items is prepared!

Pickup location:
address

Pickup Date

convenient toggle

the user needs to choose one of two options, so a natural mechanism is a toggle.

room for improvement

in future iterations, we would include information here about what the center accepts.