ePP360 Reimagined

Product evaluation & proposed improvements

Questions:

• What are the long-term goals for this project? (To create an off the charts, successful product that our users will not want to do without.)

• Who are our competitors? (See external document)

• How do we compare with our competitors in functionality, design, ease of use? (See external document)

• Who is our target audience? (IFCO, Tarkett, Faurecia, GE users etc.)

• Are we truly building our product for the user? (Can we be more Tenant specific, offer a less generic solution base on Client needs & Licensing)

• Have we asked for their input about the product? (Presented User Survey Ideas to Sarah)

• How can we make this better for them? (Ask for user input)

• Are our customers really getting the expected value from the use of our product & services? (Is this really what we promised?)

• What do we / our customers like about the product? (Ask for user input)

• What functionalities do we want / need to improve? (Ask for user input)

• What are our Branding Preferences, and are they current or outdated? (Can we explore other options?)

• Does our branding reflect the product environment? (Too many colors?)

• Have we created continuity between the look and feel of our offered products? (Not really to the best of our ability)

Security issues:

- What are we doing to ensure the security of our customer data?
- Can anyone access via ep360.net with a login?
- What are we doing to prevent former employees of our customers from accessing the application? Are we keeping track of users?
- Is eP360 web server based for our clients where only users in their network may access? If not, should it be?
- EF works with parameterized queries, but are we / shouldn't we be using server-side field validation as well?

As we look at each page from a users' perspective:

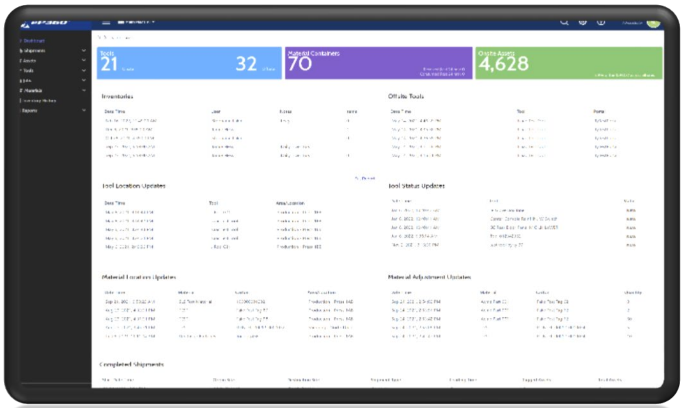
- Can we determine with ease what is the functionality of this page?
- What tasks are we able to complete using this part of the application?
- Is functionality intuitive or frustrating to figure out?

One way to ensure the application interface remains intuitive is by providing consistency throughout the web application (Think Microsoft Apps). External consistency & familiarity should carry over as much as possible between web and mobile and all RTI products, so that the product function and styling is recognizable *regardless of device*.

eP360's Interface Design needs to be engaging and intuitive in order to provide a higher level of productivity for the customer.

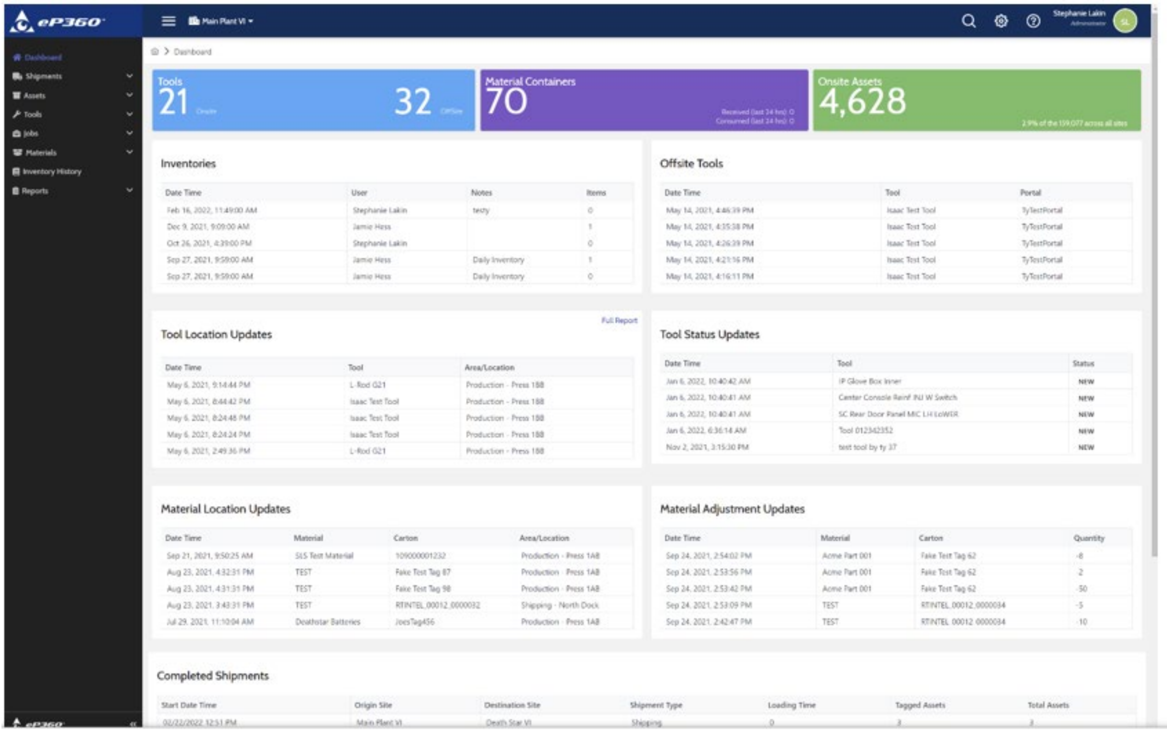
- Users should not be wasting time searching for information regarding app use; fumbling about with improperly functioning pages (e.g.: imports) etc.
- The interface should be foolproof, preventing accidental clicks or misinterpretation of presented data (e.g.: shipment history).
- Accessibility needs to be taken into consideration: https://www.w3.org/WAI/standards-guidelines/wcag/
- We should incorporate helpful user info snippets throughout the app in areas where there might be questions regarding use.
- Helpful Tips/ Clarification Information should be displayed as needed and accessed via ⓘ icon.

Excessive use of color is distracting. A neutral background looks more business professional, put together, and makes the logo and branding colors stand out.



Current eP360 Dashboard: Currently the majority of our users land on a page displaying a group of tables that are not providing meaningful information for them.

- IFCO is *not* using most of these dashboard widgets, yet this is the first thing they see, and all of the widgets are blank.
- Tarkett is displaying data for Materials only, so *tool info should not be displayed if not a useful item for them*, etc.
- Fleet Asset Inventory for IFCO is being populated, but one needs to scroll down to the bottom to even see it, and none of the max -min warning thresholds are set. (Update: this info is no longer showing on any pages)
- Completed Shipments is being populated at this time; this info should be placed prominently for this client, instead of below less relevant data.



Inventories widget: Is this displaying useful information for the client?

Users should be able to tell at a glance the items that are included in the inventory, as well as location, any losses, or excesses etc.

- Users only see data, user, notes, and qty. (Qty of what?)
- This widget should provide the drill down feature available on the Inventory history page, or at least link to the Inv. History page.
- The Hand curser appears on hover, making it seem as though this area should link elsewhere, yet it does not. (Same for Mat. location & Mat. Adjustment Updates)

Inventories

Date Time	User	Notes	Items
Jan 26, 2022, 8:30:00 AM	Stephanie Lakin	Acme Inventory	0
Sep 24, 2021, 4:11:00 PM	Joe Cogan	Full Cycle Count (Main WH)	10
Sep 23, 2021, 4:11:00 PM	Ty Trapp	9-23 South Warehouse	8
Sep 21, 2021, 4:11:00 PM	Ty Trapp	9/21 South Warehouse	4
Sep 19, 2021, 4:11:00 PM	Jamie Hess	Quick check (South/North)	4

*If no-one is actually using the dashboard, then we don't just need to create something that everyone will want to use. **We need to create something they are *excited* to use**!

Suggestions:

- Graphs and *useful* quick-glance data with easily accessible details
- Show clients what *they* have, how many and where they are located, be it an asset, tool or material
- A Dashboard should provide a quick glance of the most pertinent information all in one place
- Display live visuals that provide Admins an eye on processes as they are occurring
- Provide quick & up to the minute insight into what's currently shipping / being received
- Display Data on activity at all Wash Lines where relevant, or other points of interest depending on tenant
- Instant notification for downed readers / any issues

Dashboard Proposed solution: Create a drag and drop, user configurable dashboard.

- This could quickly & easily be accomplished using PrimeNG drag & drop feature, tables and charts
- or a more resource costly and in-depth solution would include using imbedded PBI).
- At Minimum, provide the ability to Show/ hide specific widgets on the dashboard as selected by user
- Display <u>*ONLY*</u> information that is useful for the immediate Tenant or location.
- Cards on right should be clickable; opening up to a drill down or specific data tables

Shipments:

- Currently, the user must navigate to the menu under shipping and then select either shipping or receiving from the dropdown under the Shipments heading.

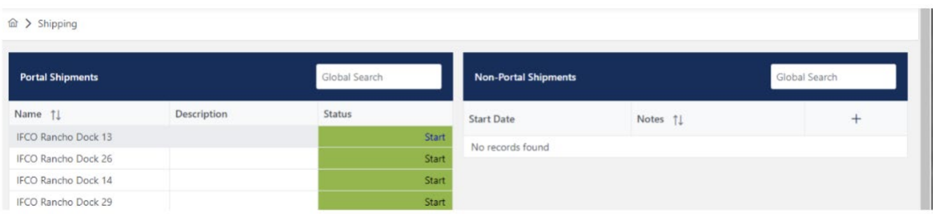
• Since this is likely the most used aspect of the application, navigation to this location should be more direct.

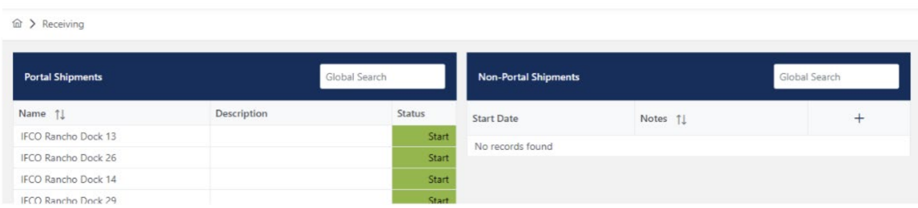
• There is no way to determine which page the user is on after selection, other than by looking the breadcrumb at the top of the page. Are non-portal shipments being used by anyone? If so, how frequently?

• Any elements not used should be hidden from view.

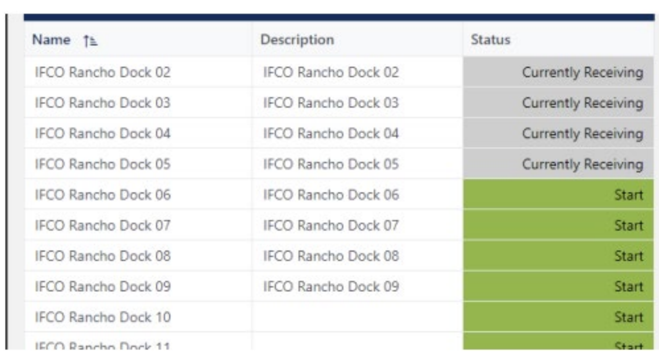
• Users must click directly on the start or open text. This change created a good deal of confusion for eP360 users as they were not informed of the change, and it is not an intuitive way to access.

• The entire green or red area should function as a button – text centered.





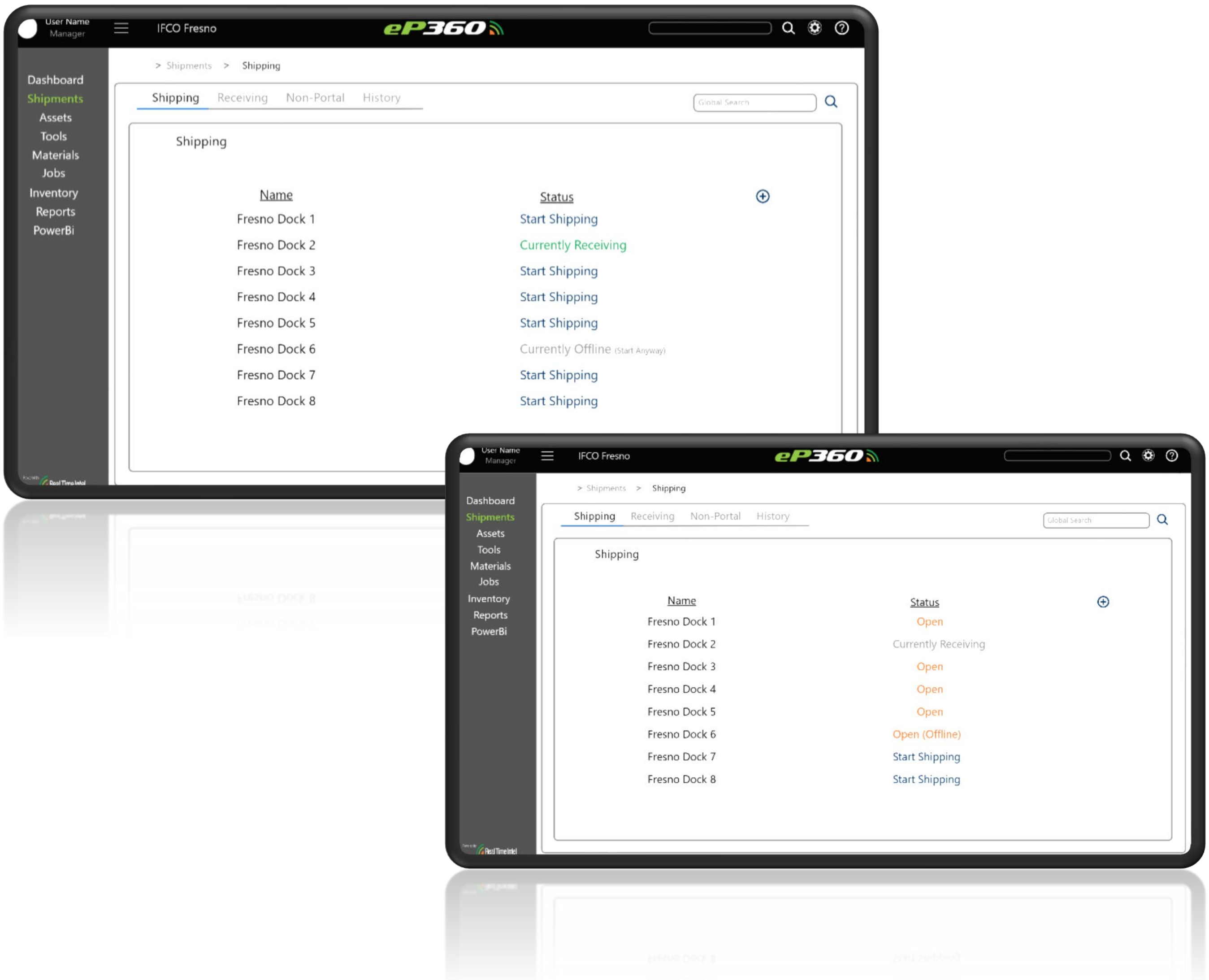
• The description column for the shipments table is just mimicking the Name in the DB, and on the application If we are not going to provide an actual description, then redundant columns should be removed.



Proposed solution: Create one page for shipments from a direct link, consisting of 4 tabs:

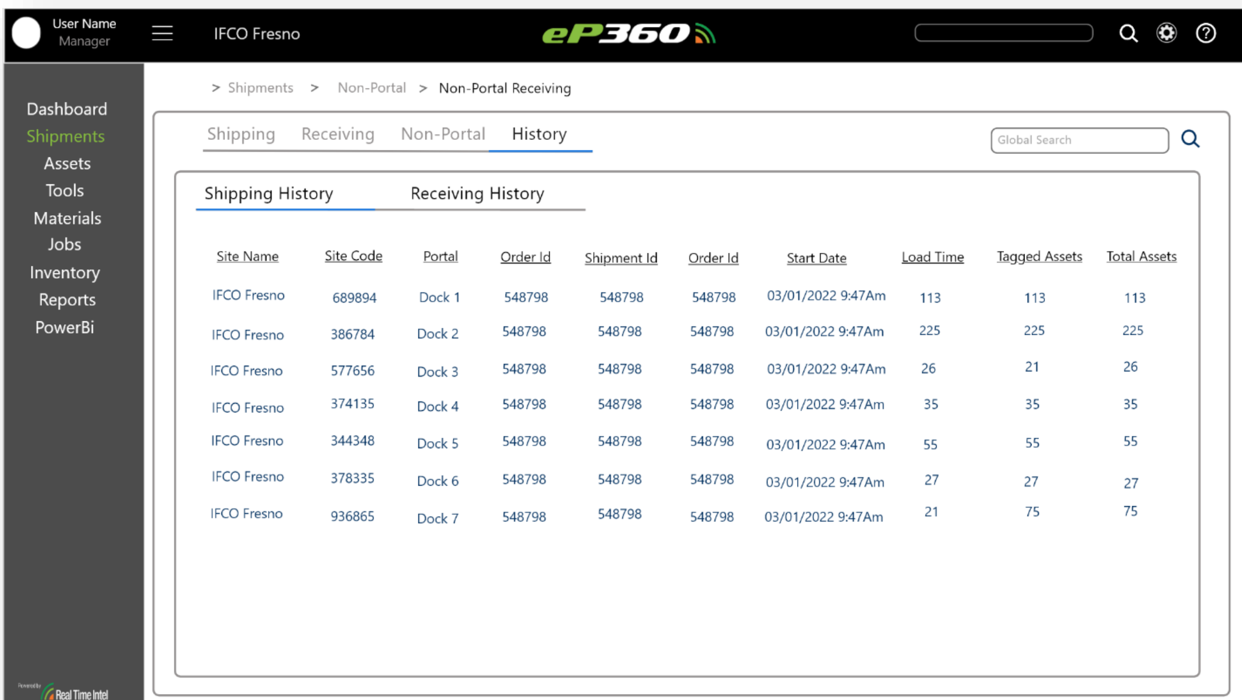
- One tab each for shipping, receiving and NP Shipments

- Shipping and receiving tabs for NP Shipments on that tabbed page or Shipping portal and non, receiving portal and non, based on customer actual use of this feature
- Shipment History: All shipment related navigation is easily accessible from one location instead of clicking back and forth from the menu.
- Separate Tabs for Shipping / Receiving History to eliminate cluttered table
- Access to Shipment History could be added to the reports section as well.

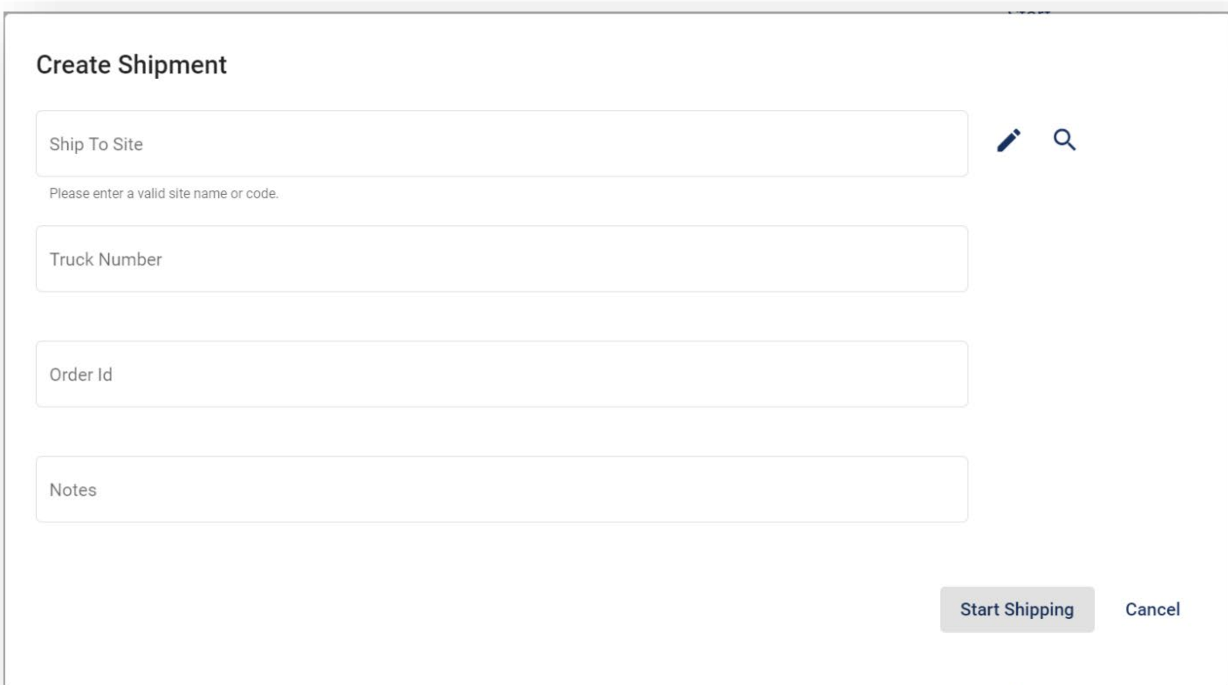


NP-Shipping

Shipment History



Shipments Popup: Make editable to add shipment information so if user forgot to add an order number or id, they can update it later. Users have requested this feature during training.

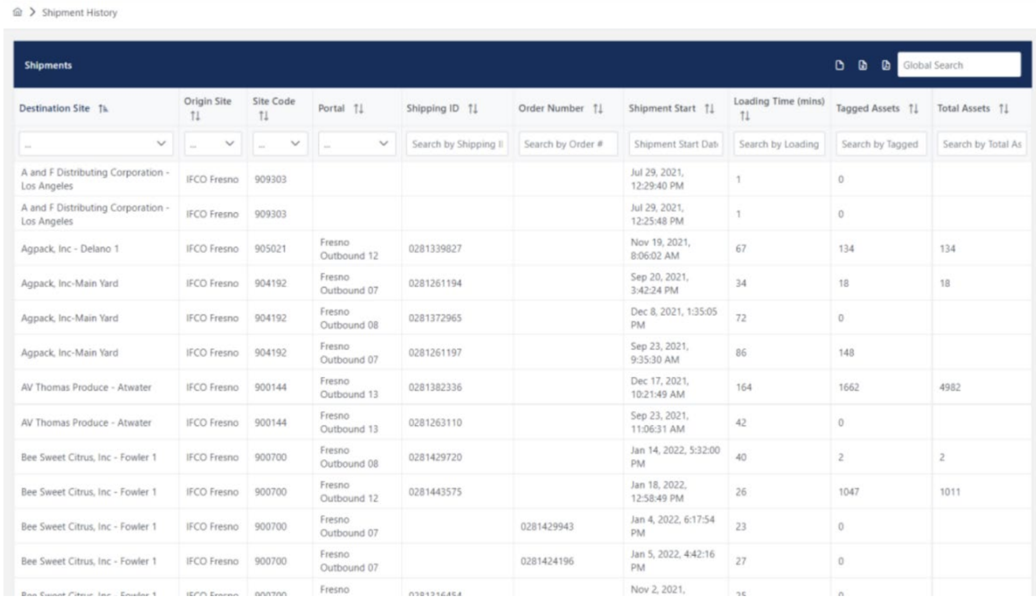


Shipment History: The shipment history table is confusing and difficult to read.
Original: Users needed to be able to tell the difference between shipping and receiving, so recently an

additional column was added, providing some clarity, yet making the table appear more cluttered.

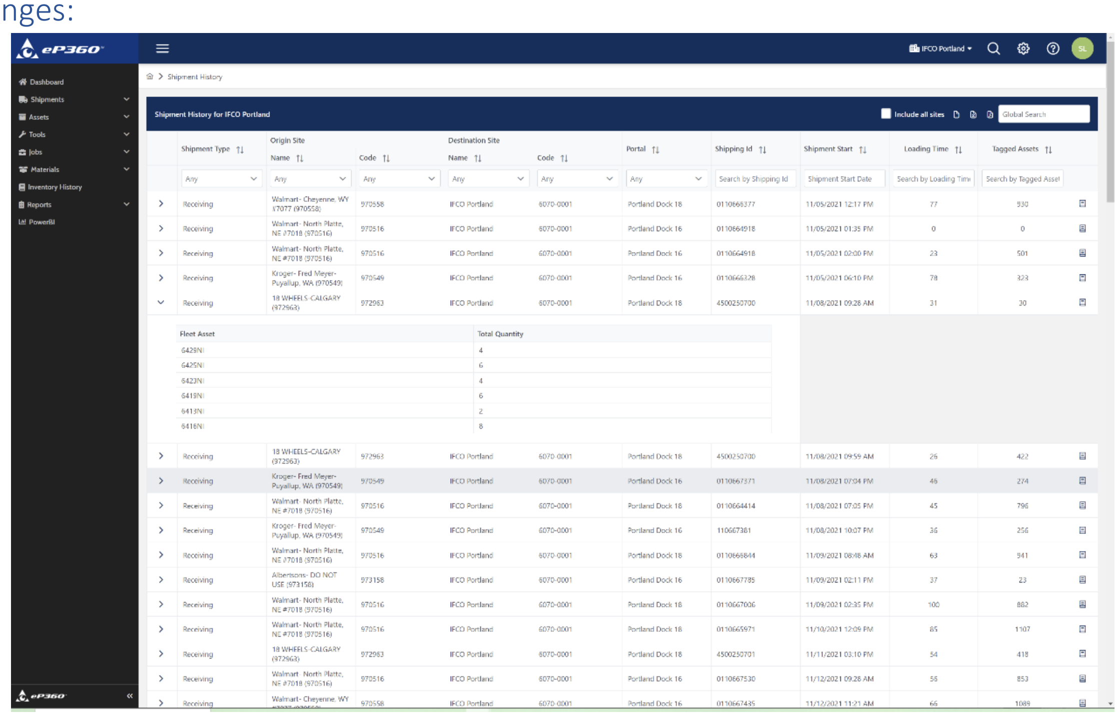
- The details icon and extra columns are adding to the cluttered appearance.
- Users are used to double clicking on the row selection to see details and this functionality should not change.
- Users now need to move their mouse across the table & click an icon to view details, instead of just being able to double click anywhere within the selected row.

Old version:



Destination Site	Origin Site	Site Code	Portal	Shipping ID	Order Number	Shipment Start	Loading Time (mins)	Tagged Assets	Total Assets
A and F Distributing Corporation - Los Angeles	IFCO Fresno	909303				Jul 29, 2021, 12:29:40 PM	1	0	
A and F Distributing Corporation - Los Angeles	IFCO Fresno	909303				Jul 29, 2021, 12:25:48 PM	1	0	
Agpack, Inc - Delano 1	IFCO Fresno	905021	Fresno Outbound 12	0281339827		Nov 19, 2021, 8:06:02 AM	67	134	134
Agpack, Inc-Main Yard	IFCO Fresno	904192	Fresno Outbound 07	0281261194		Sep 20, 2021, 3:42:24 PM	34	18	18
Agpack, Inc-Main Yard	IFCO Fresno	904192	Fresno Outbound 08	0281372965		Dec 8, 2021, 1:35:05 PM	72	0	
Agpack, Inc-Main Yard	IFCO Fresno	904192	Fresno Outbound 07	0281261197		Sep 23, 2021, 9:35:30 AM	86	148	
AV Thomas Produce - Atwater	IFCO Fresno	900144	Fresno Outbound 13	0281382336		Dec 17, 2021, 10:21:49 AM	164	1662	4982
AV Thomas Produce - Atwater	IFCO Fresno	900144	Fresno Outbound 13	0281263110		Sep 23, 2021, 11:06:31 AM	42	0	
Bee Sweet Citrus, Inc - Fowler 1	IFCO Fresno	900700	Fresno Outbound 08	0281429720		Jan 14, 2022, 5:32:00 PM	40	2	2
Bee Sweet Citrus, Inc - Fowler 1	IFCO Fresno	900700	Fresno Outbound 12	0281443575		Jan 18, 2022, 12:58:49 PM	26	1047	1011
Bee Sweet Citrus, Inc - Fowler 1	IFCO Fresno	900700	Fresno Outbound 07		0281429943	Jan 4, 2022, 6:17:54 PM	23	0	
Bee Sweet Citrus, Inc - Fowler 1	IFCO Fresno	900700	Fresno Outbound 07		0281424196	Jan 5, 2022, 4:42:16 PM	27	0	

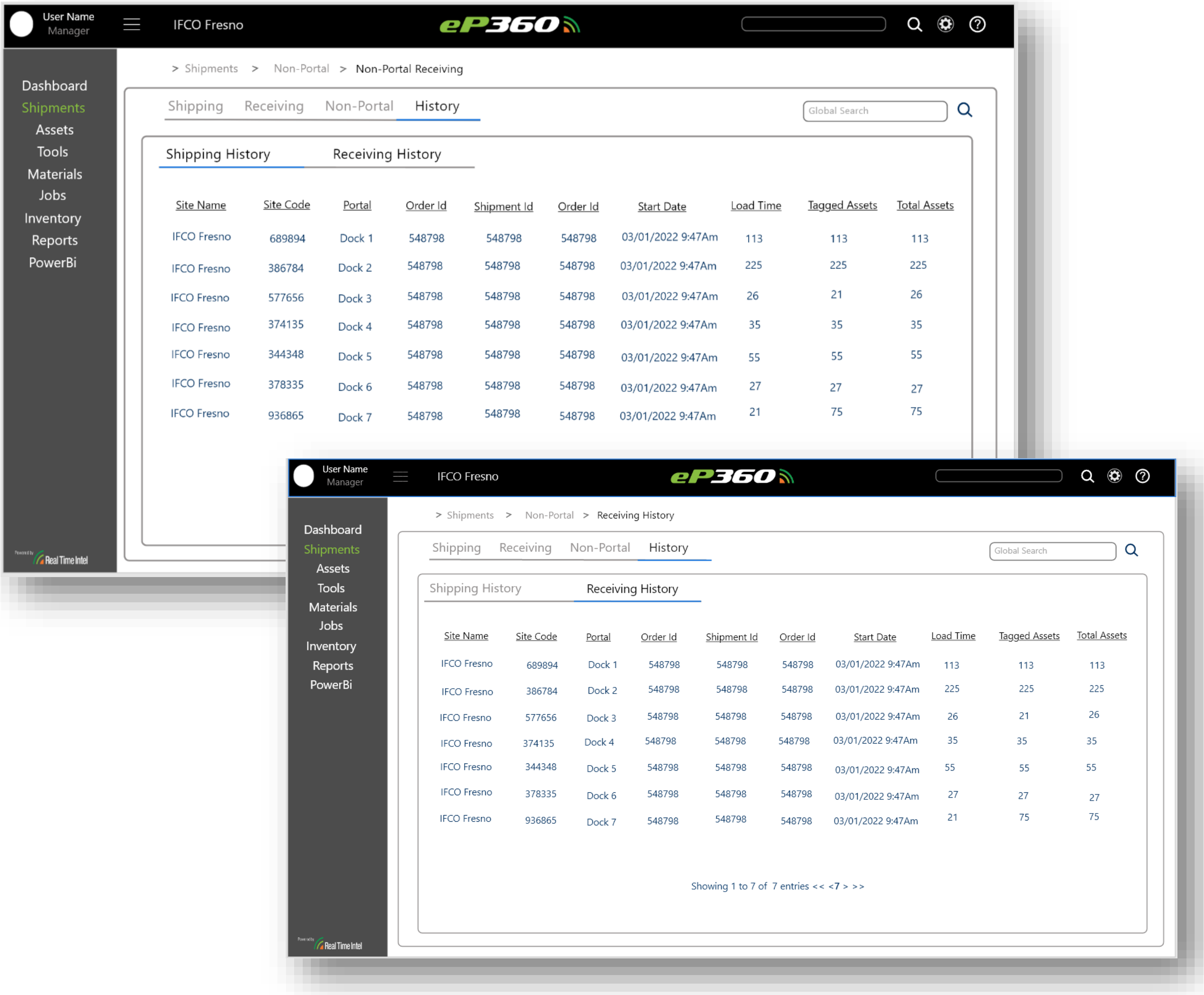
Recent Changes:



Proposed solution: *Simplify*.

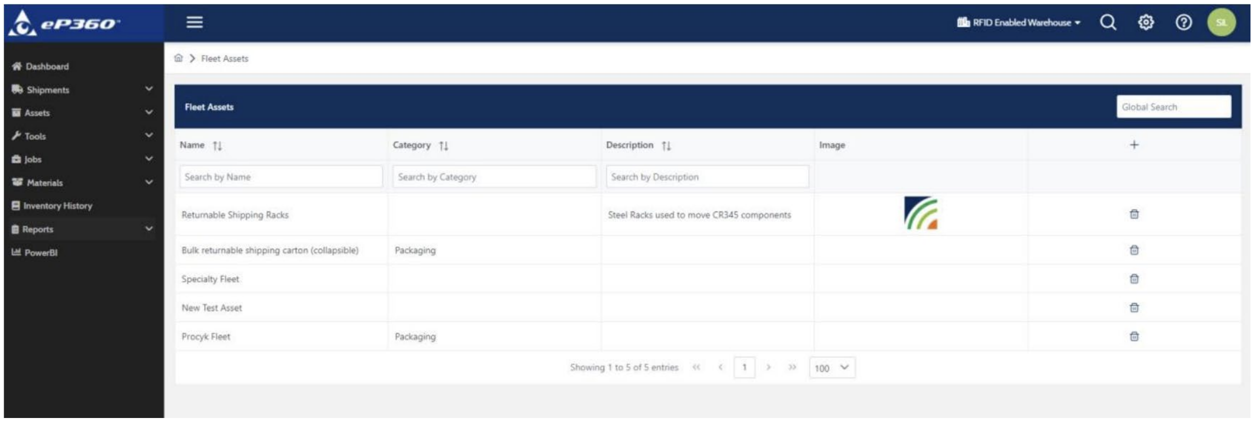
- Remove the shipping / receiving column and create two separate tabs for shipping & receiving.

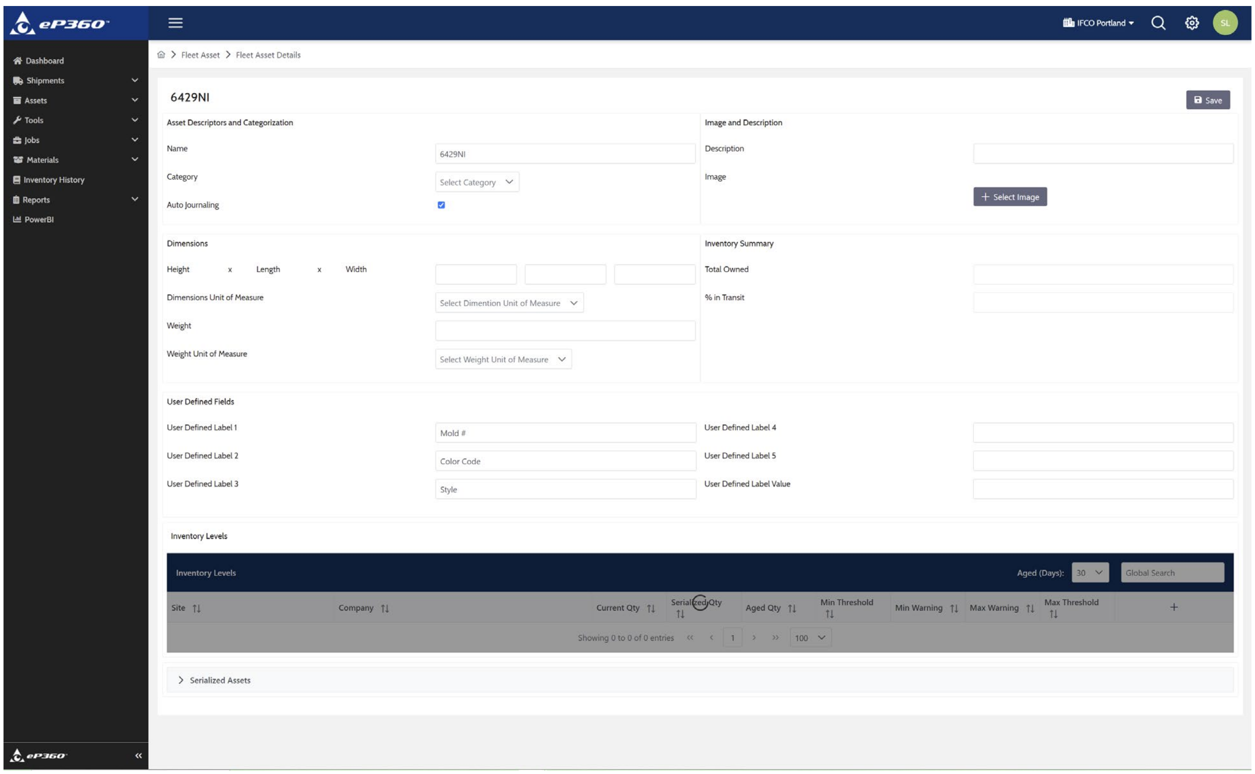
- Restore click function to a simple detail pop-up and remove details icon table row.
- Eliminate all table lines; highlight clickable row text on hover.
- Do we really need/want the chevron dropdown if details are available on click? *Less is more*.
- Retain filtering, search & all sites functionality (not shown).



Fleet Assets & Fleet Asset Details:

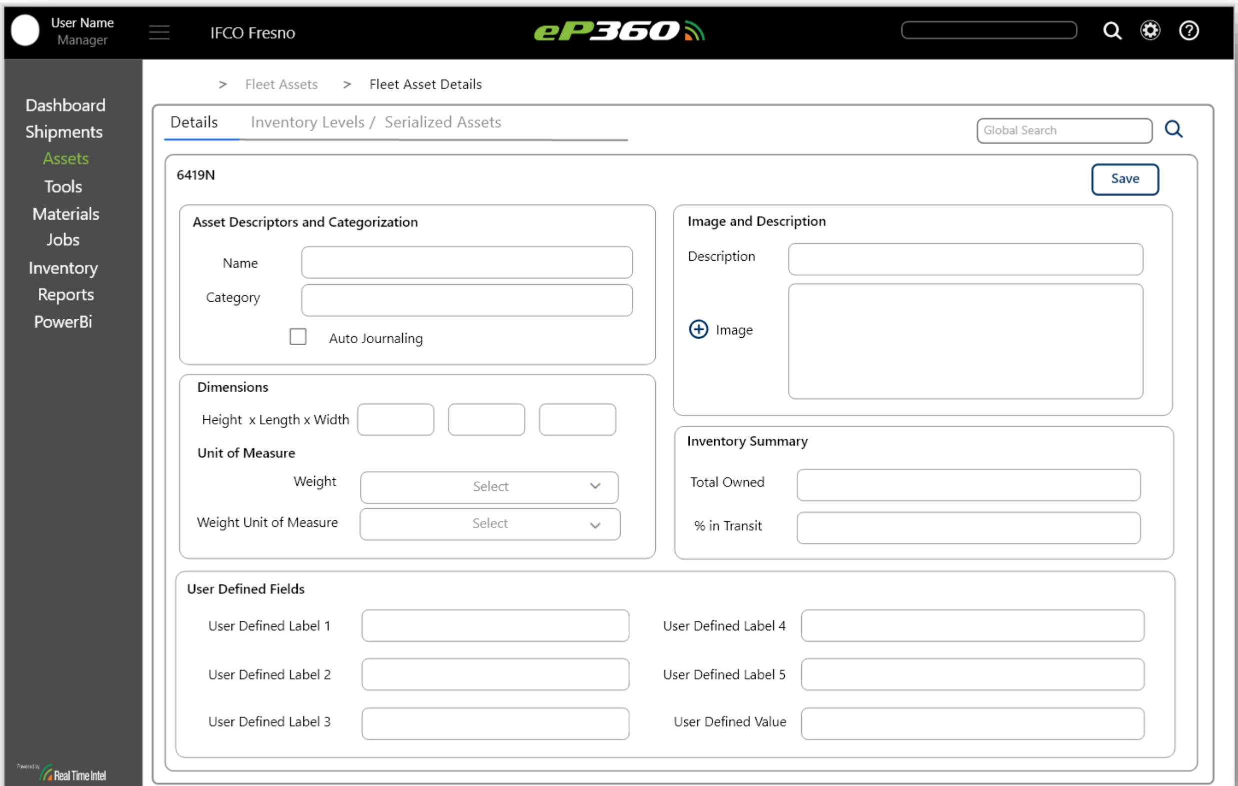
Current List Page: Too much whitespace, tiny greyed out font difficult to read. Inventory levels and serialized assets at bottom and always take forever to load.

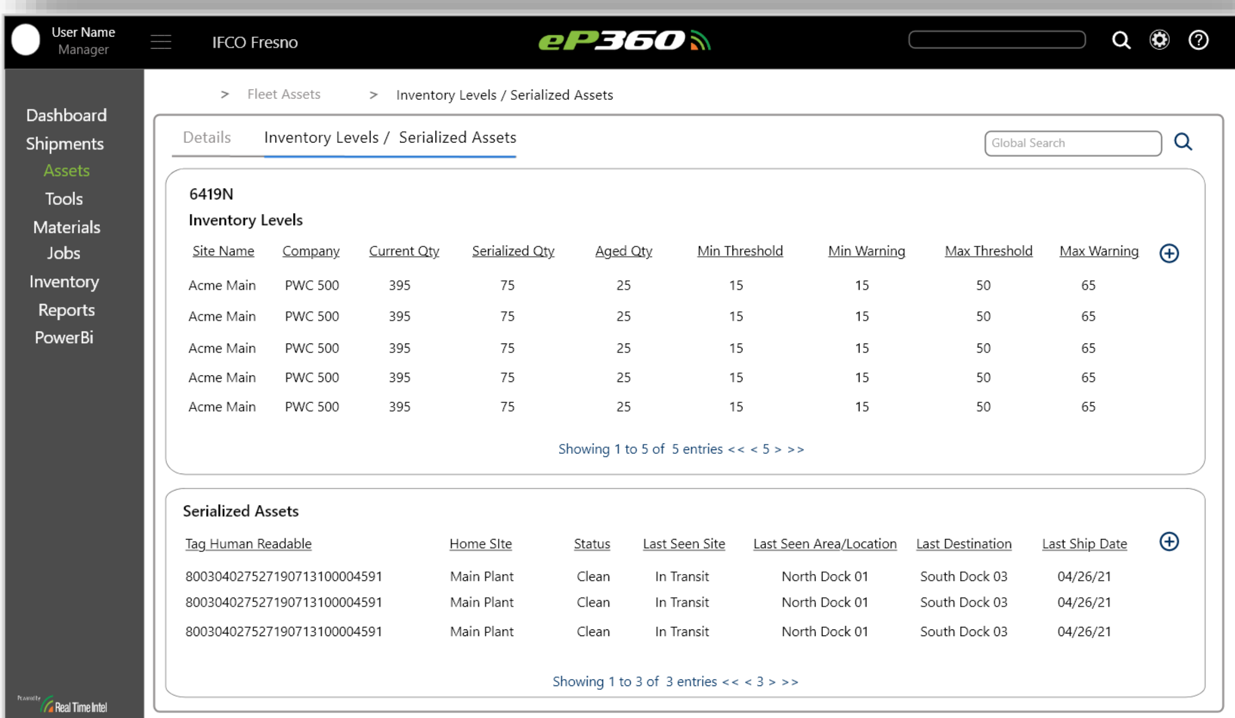




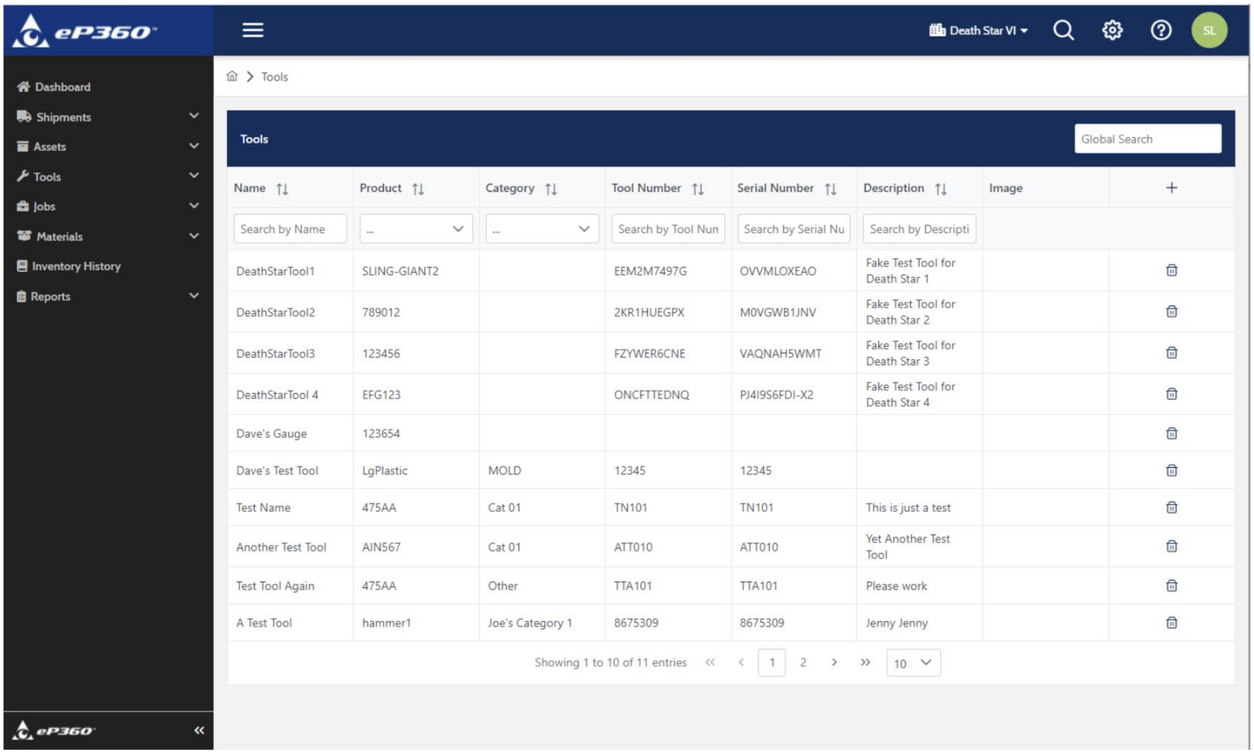
Proposed Solution: Fleet Asset Details

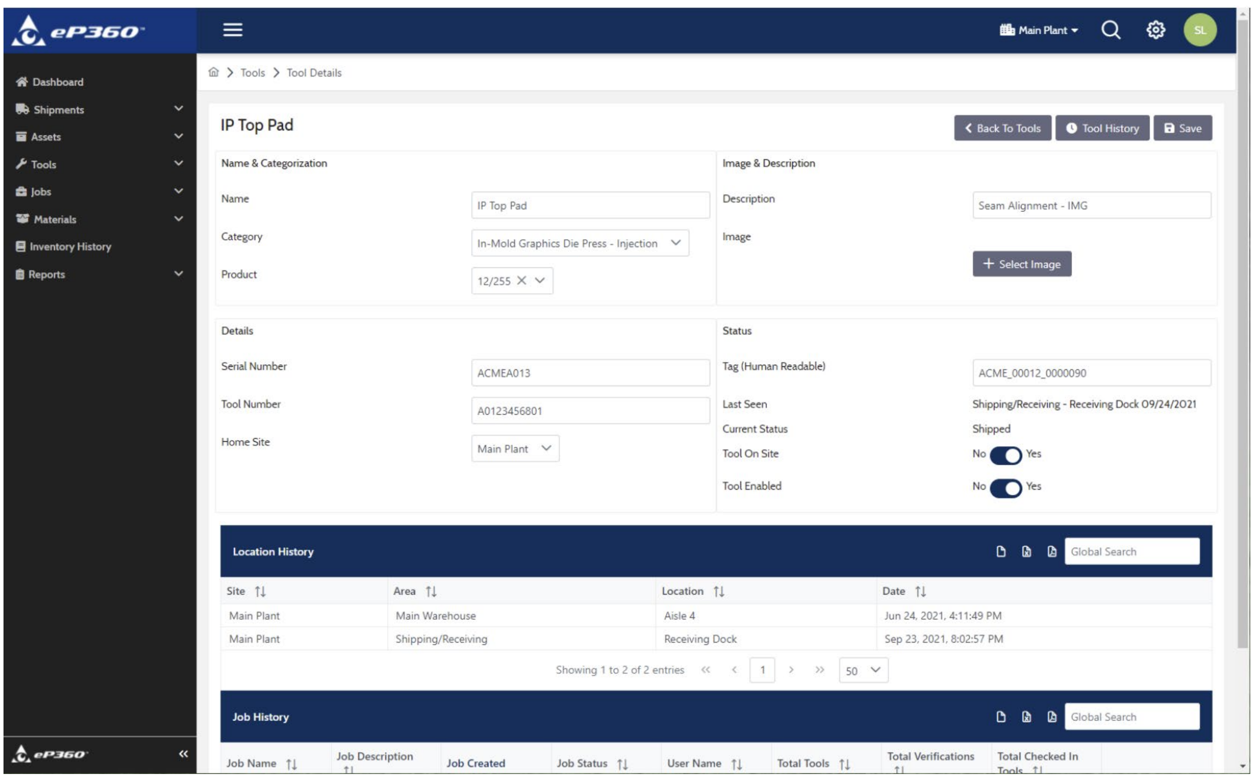
- Tighten up white space.
- Enlarge font sizes & unify colors.
- Create tabs to eliminate need for scrolling.
- Resolve loading issue.





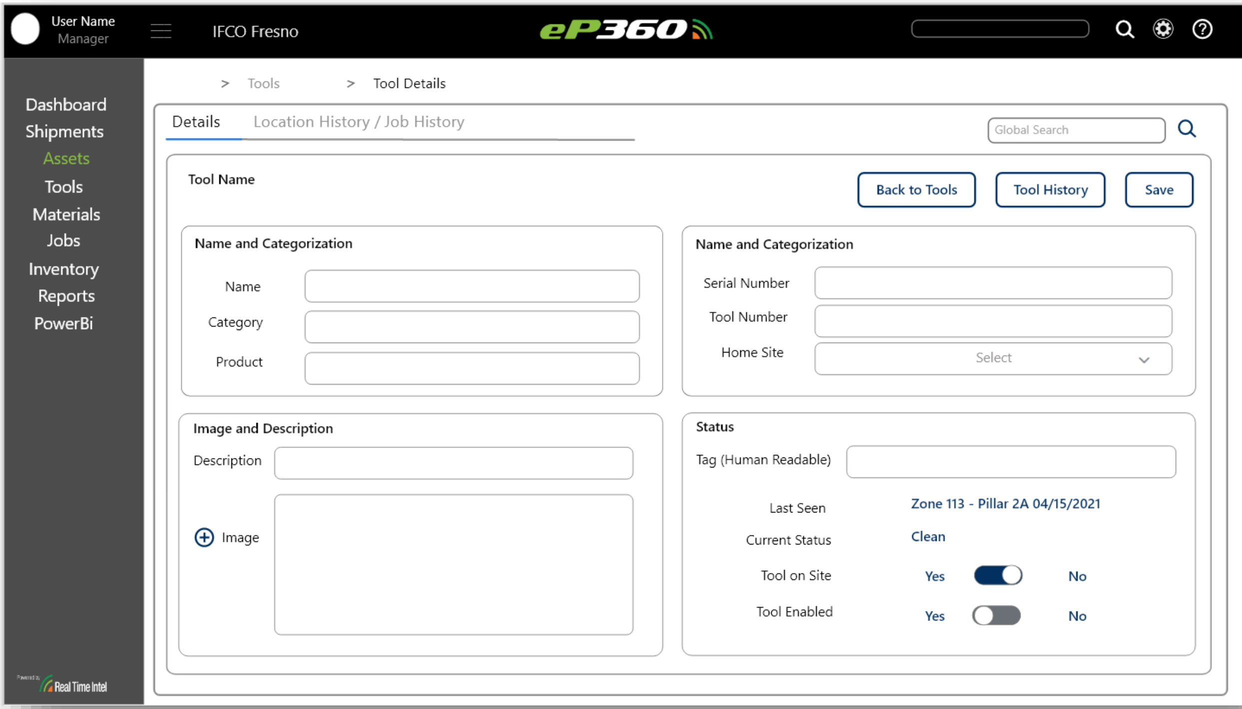
Tools: Current page (similar issues & solution as Fleet Assets).





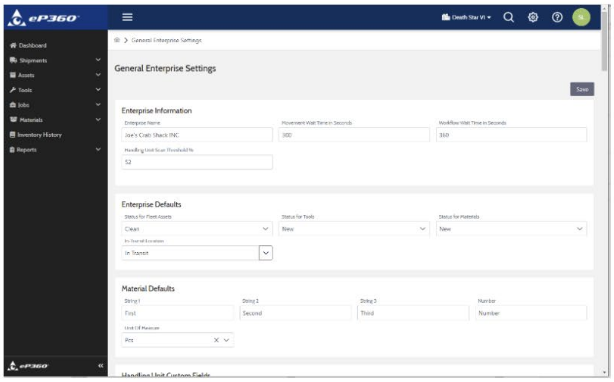
Tool Details Proposed Solution:

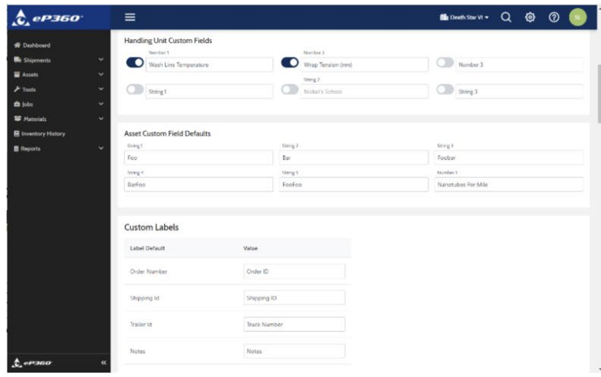
- Tighten up white space
- Create tabs to eliminate need for scrolling with separate page for tool location & job history.
- Enlarge font sizes; unify colors.

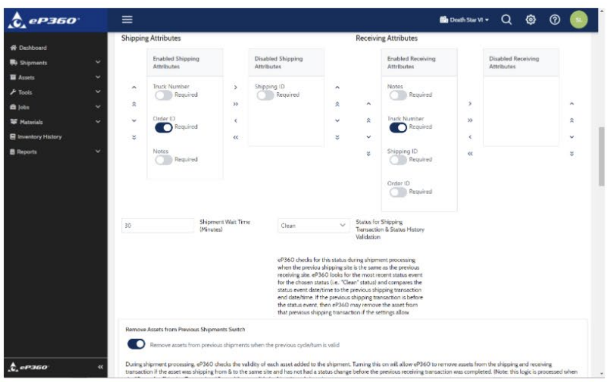


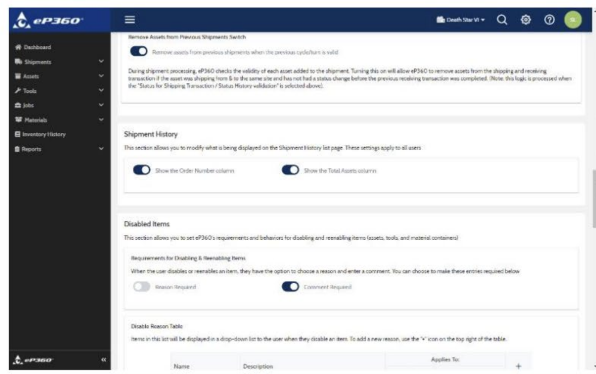
General Enterprise Settings:

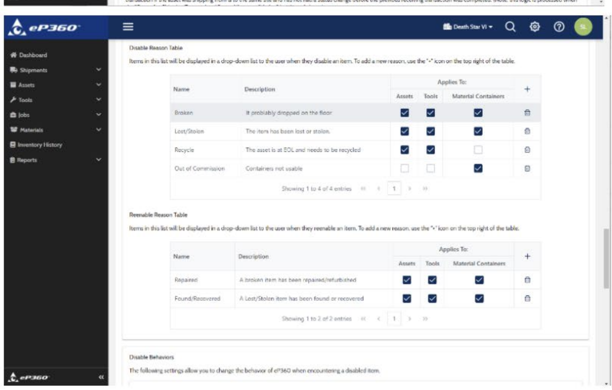
There is one tiny save button at the top of the page that the user needs to scroll back up to after saving anything from each section. As with the rest of the app, font sizes are tiny and greyed out, making them difficult to read. Elements are frequently misaligned and there is excessive white space throughout. There does not seem to be any logical order to the sections or elements. (Shipping attributes section is really not pretty.)

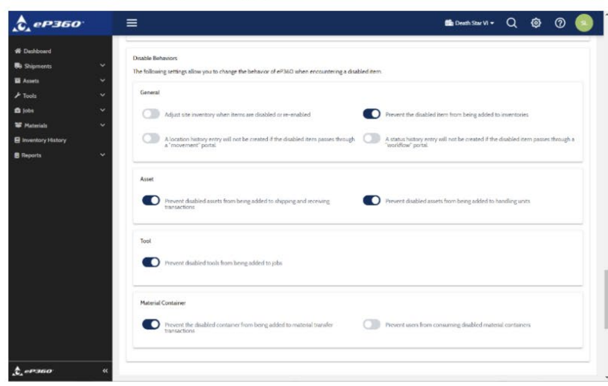








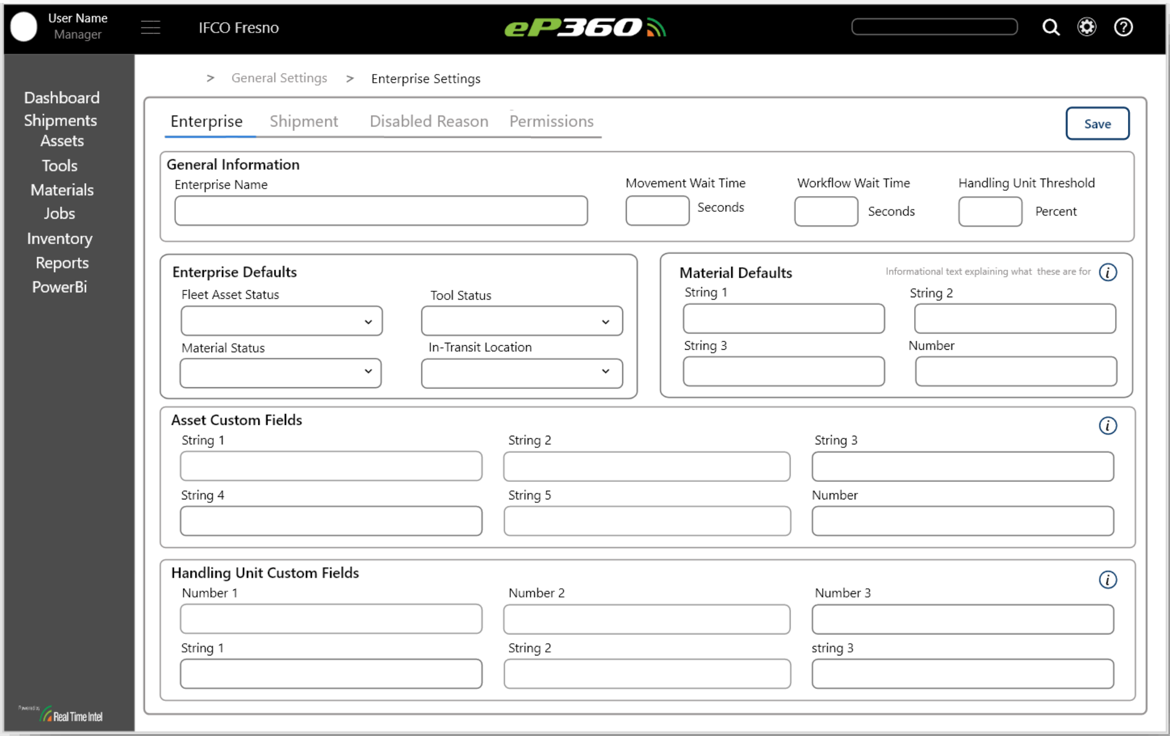


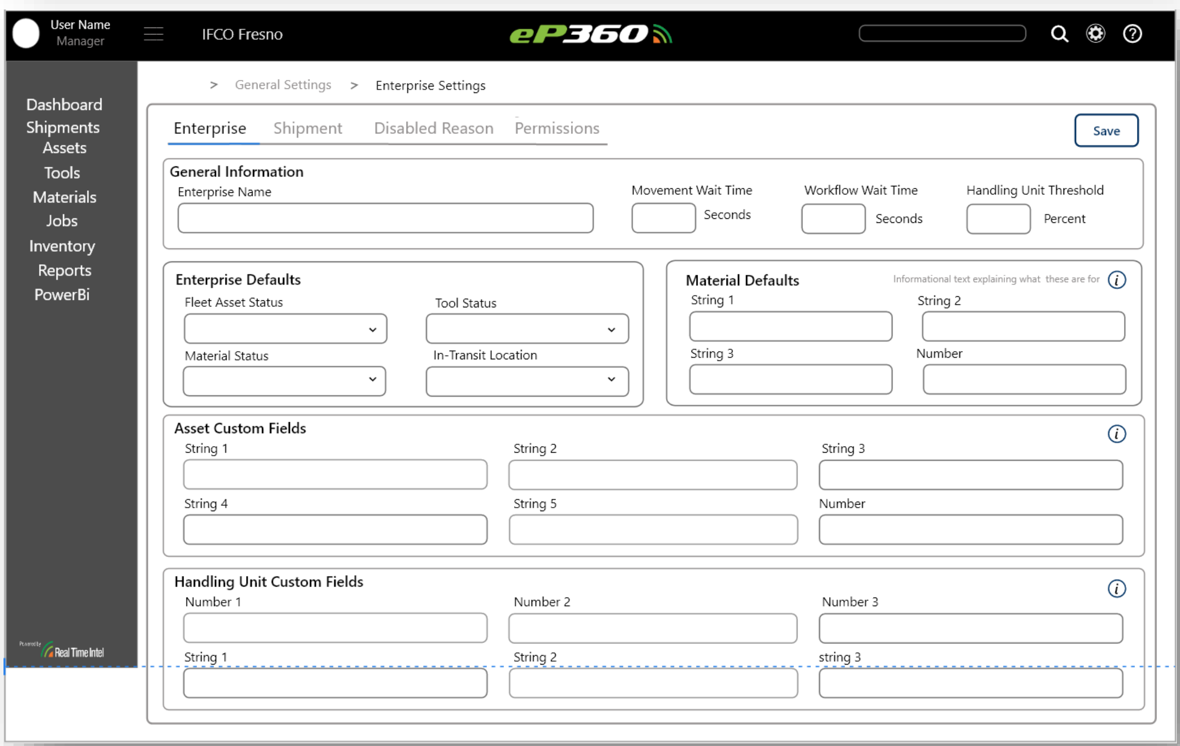


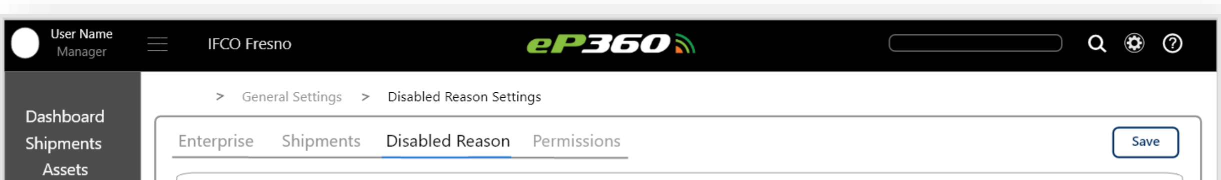
Scrolling Continues to PBI permissions & site license table.

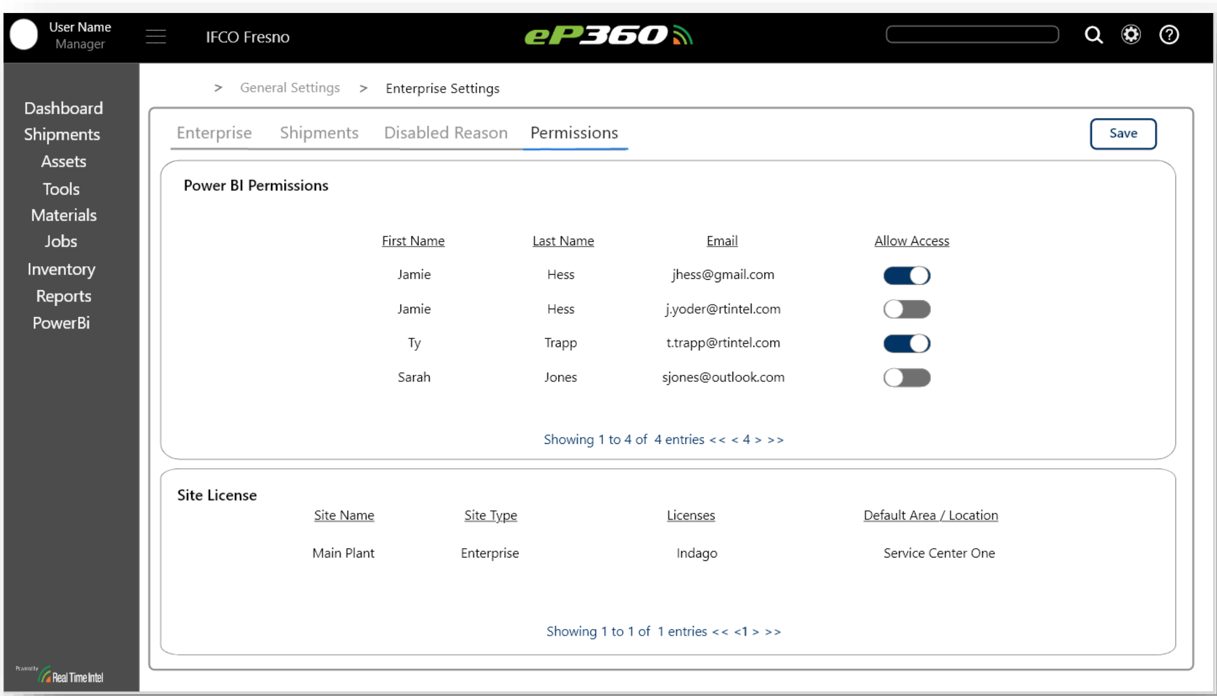
Settings Proposed Solution:

- Create tabbed section pages within the main General Settings page, each with their own save button.
- Increase font size & tighten up white space.
- Add Info Icons with pop-up or tool tip to provide informative usage instructions (throughout application)



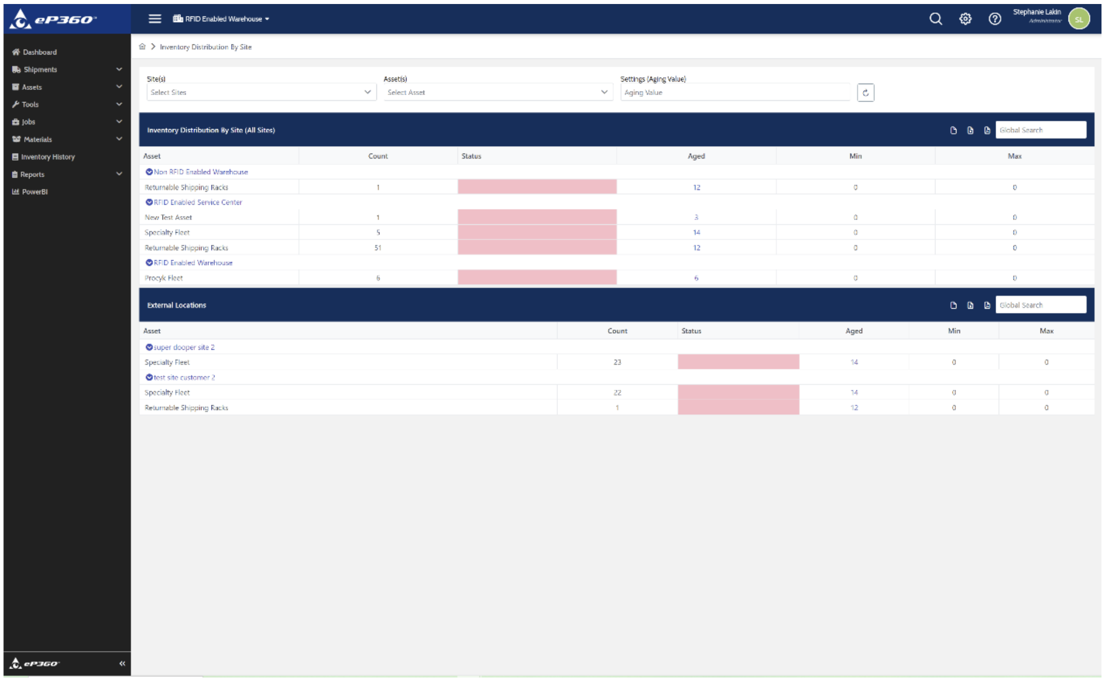





User Name
Manager
IFCO Fresno
eP360
Dashboard
Shipments
Assets
Tools
Materials
Jobs
Inventory
Reports
PowerBi
Real Time Intel
> General Settings > Enterprise Settings
Enterprise
Shipments
Disabled Reason
Permissions
Save
Power BI Permissions
First Name
Last Name
Email
Allow Access
Jamie Hess jhess@gmail.com
Jamie Hess j.yoder@rtintel.com
Ty Trapp t.trapp@rtintel.com
Sarah Jones sjones@outlook.com
Showing 1 to 4 of 4 entries << < 4 > >>
Site License
Site Name
Site Type
Licenses
Default Area / Location
Main Plant Enterprise Indago Service Center One
Showing 1 to 1 of 1 entries << <1 > >>

Report Issues:

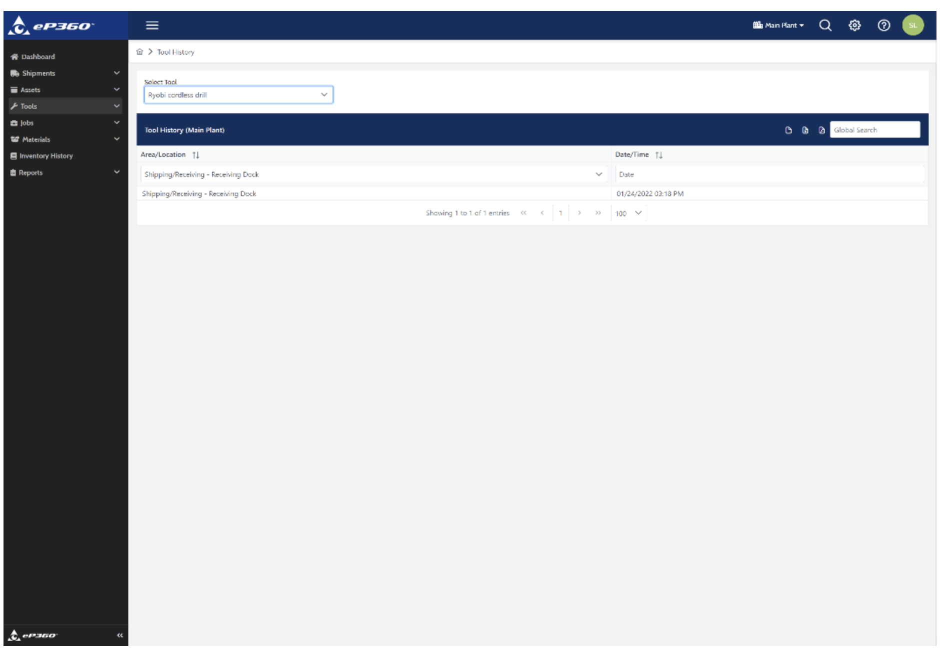
- Aged Asset links do not appear to present any data. Is this working as it should, or is data just not available?
- Use actual text instead of color fill in status field – text could be colored to represent status alerts
- Doe users understand and value the meaning of this information?
- Offer choice of either graphical or tabular data

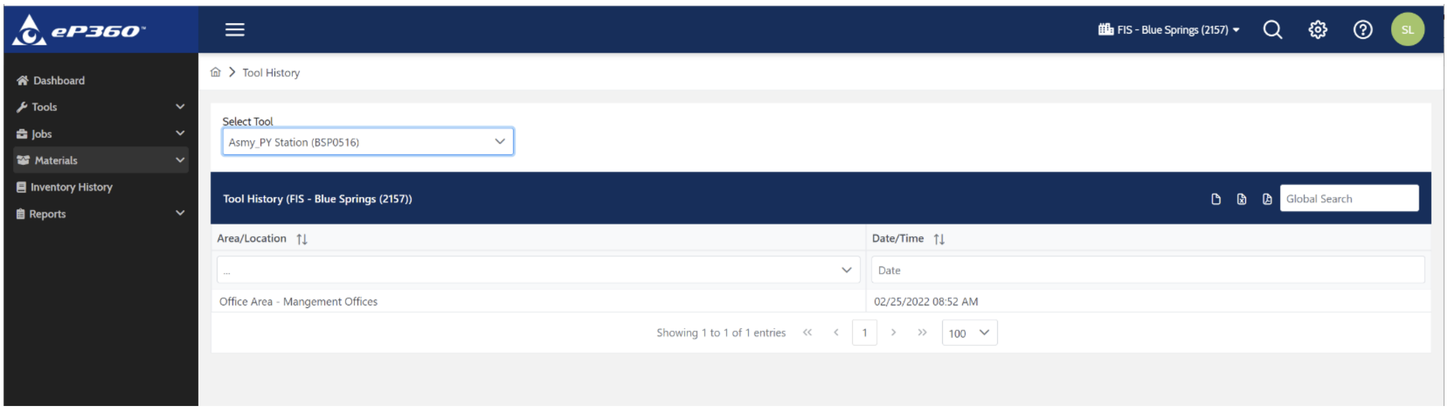


Tool History:

Padding on Select tool above dropdown is off.

Should we rename to Tool Location History report? Is there more data that we can be providing, like quantity, serial numbers?





I would like to speak with Geoffrey regarding usage of these reports and how we can better present this information.

Date time of last seen appears to be the date of tool import entry and location is the default. Is this actually presenting meaningful information?

Material Status Summary:

Tarkett: Show relevant information like Material Name; rows are not clickable—remove hand curser as it implies the ability to dig deeper; report takes too long to load; why are vendor & category not populated? What data would they like to actually see? What would be a better way to present? Optional graphs?