



Usability Testing Report – Delivery Man

Project: DeliverNow – Food Delivery App Redesign

Phase: Mid-Fidelity Prototype Testing

Testing Date: 03/22/2025

Participants: 5 Users (Active Delivery Personnel)

1. Objective

The goal of this usability test was to assess the effectiveness, efficiency, and user satisfaction of the delivery person interface of the DeliverNow app. We aimed to identify pain points in the order pickup process, navigation, real-time communication, and earnings transparency.

2. Testing Methodology

- Participants: 5 users currently working as food delivery personnel.
- Testing Type: Field testing and simulated delivery scenarios.
- Prototype: Mid-fidelity interactive prototype installed on delivery personnel's devices.
 - a.Tasks:Accept and review order details.
 - b.Navigate to restaurant location.
 - c.Update order status throughout delivery process.
 - d.Communicate with customers and restaurant staff.
 - e.Mark order as delivered and collect payment (if applicable).
 - f.Review daily earnings and performance metrics.

3. Key Findings & User Feedback

1. Order Acceptance and Review Issues

Observation: 4 out of 5 users reported not having enough information before accepting orders.

Feedback:

- "I can't see the full delivery route before accepting an order."
- "The estimated pickup time is often inaccurate, and I end up waiting at the restaurant."
- "I need to know if the order requires special handling (like large items or drinks) before accepting."

Suggested Improvements:

- Show complete route information with traffic data before order acceptance.
- Display restaurant preparation status and accuracy rating.
- Include order size/complexity indicators.
- Allow drivers to set order preferences (e.g., no drinks, maximum distance).

2. Navigation and Route Efficiency

Observation: 3 out of 5 users had issues with the in-app navigation.

Feedback:

- "The app doesn't account for parking difficulties at certain locations."
- "I need to switch to other navigation apps for better routes, which is distracting."
- "There's no option to optimize routes when picking up multiple orders."

Suggested Improvements:

- Integrate parking information for restaurants and delivery locations.
- Improve native navigation or offer seamless integration with preferred navigation apps.
- Add multi-order route optimization.
- Include building/apartment access information.

3. Customer Communication

Observation: 5 out of 5 users struggled with efficient customer communication.

Feedback:

- "Sending pre-written messages while driving is difficult and unsafe."
- "I need an easy way to notify customers about delays without typing."
- "Customers often don't provide enough delivery instructions, and I can't easily request more information."

Suggested Improvements:

- Implement voice-activated messaging for hands-free communication.
- Add one-tap status update buttons with automatic customer notifications.
- Create a library of quick response templates.
- Improve the delivery instructions section with prompts for customers.

4. Earnings Transparency

Observation: 4 out of 5 users reported confusion about how earnings are calculated.

Feedback:

- "I can't see a breakdown of my earnings per delivery including tips."
- "It's not clear how distance and time affect my pay."
- "I want to see which types of orders are most profitable for me."

Suggested Improvements:

- Provide detailed earnings breakdown for each delivery.
- Add earnings forecast based on order acceptance.
- Include performance analytics to show optimal earning strategies.
- Implement real-time earnings tracking during shifts.

4. Summary of Key Takeaways

Issue	Users Affected	Suggested Fixes
Insufficient pre-acceptance information	4/5	Complete route preview, preparation status
Navigation limitations	3/5	Parking info, navigation integration
Communication challenges	5/5	Voice activation, quick responses
Earnings transparency	4/5	Detailed breakdowns, forecasting

5. Next Steps

- Update delivery acceptance screen to include more pre-acceptance information.
- Enhance navigation features and location details.
- Implement one-touch and voice-activated communication tools.
- Redesign earnings screens with more detailed information.
- Conduct follow-up testing in real delivery scenarios.