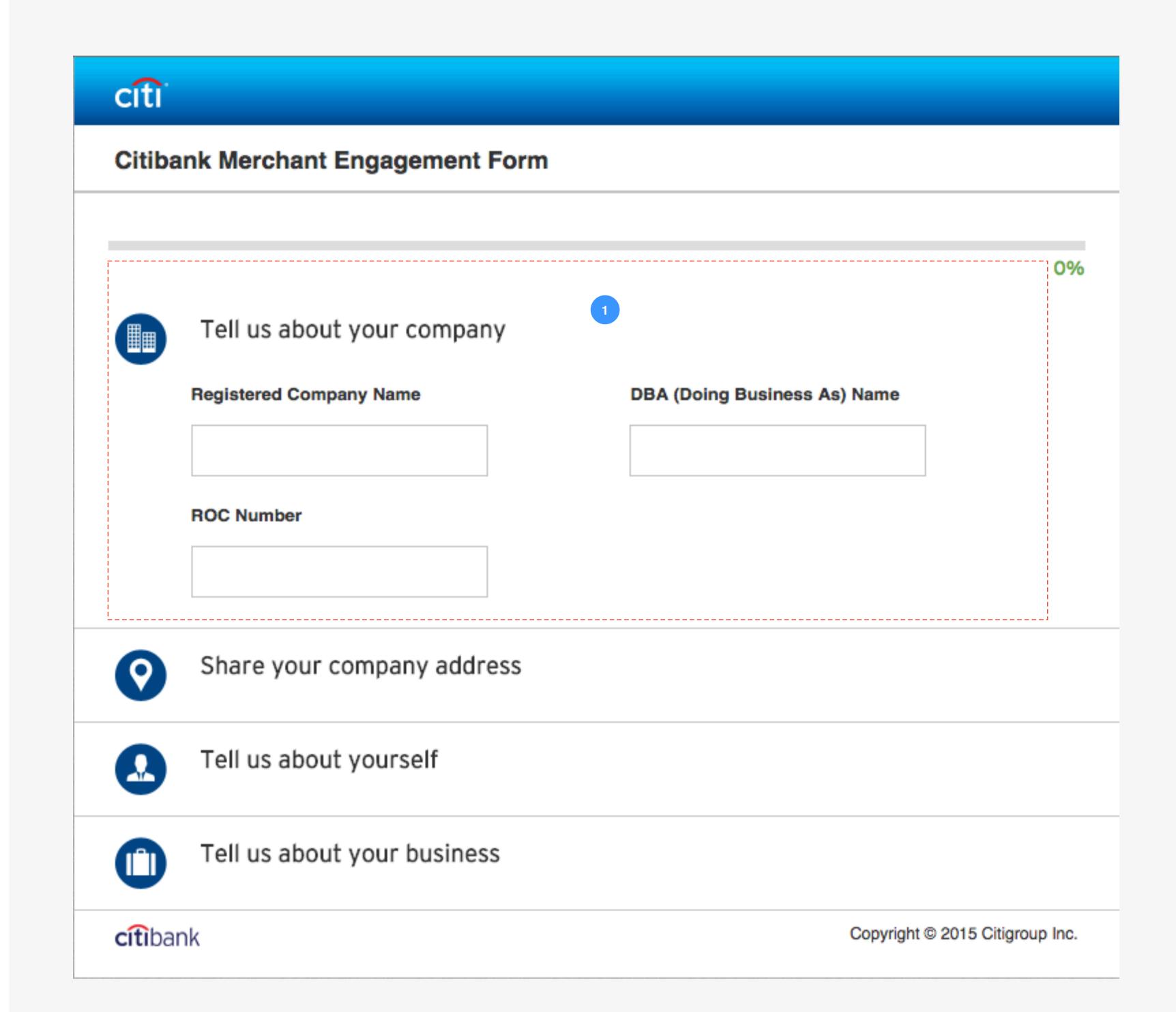
Citibank Merchant Engagement Form

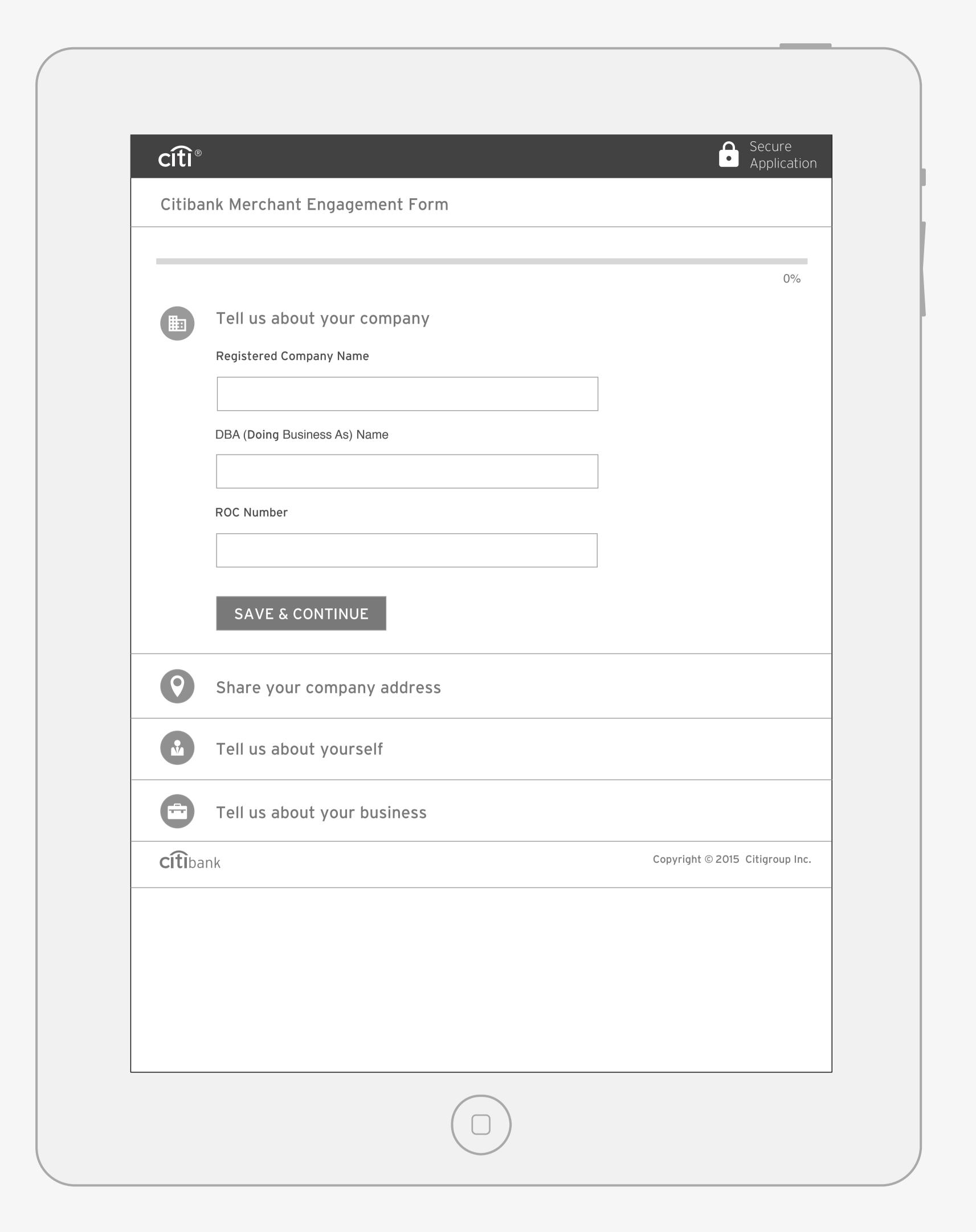
USABILITY REVIEW - MERCHANT ENGAGEMENT FORM TELL US ABOUT YOUR COMPANY/ REVIEW

Tell us about your company

Current Screen



Recommended Screen



The user may get confused with the sequence in form filling. this leads in missing out fields in the form filling process.

There is No "Next" CTA the user wouldn't know where to click on entering the inputs. A "Save&Continue" Would Make more sense

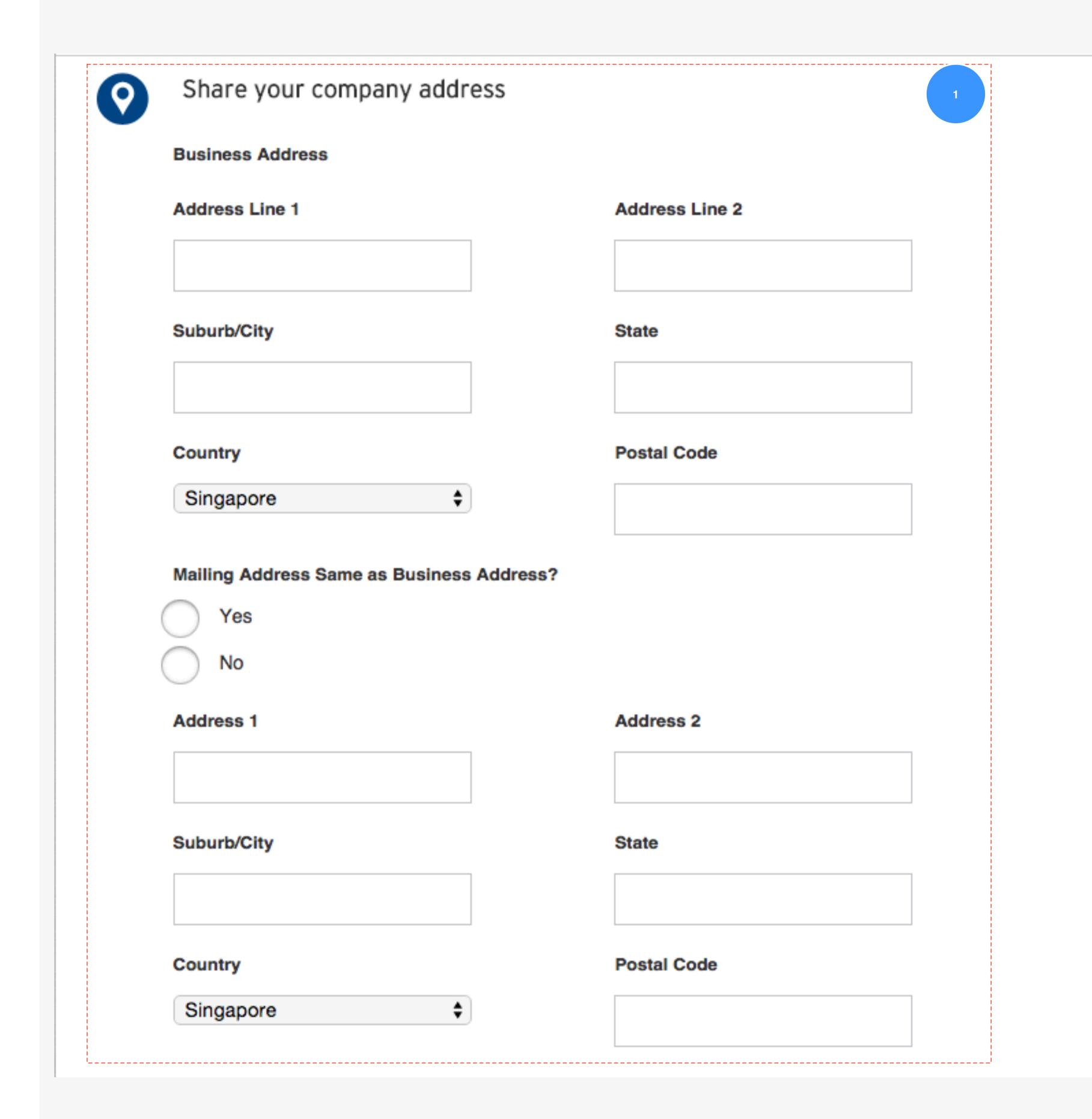
Recommended form layout

Efficient use of the form space, grouping each field can be avoided here. Instead we could display each field one below the other making it more usable.

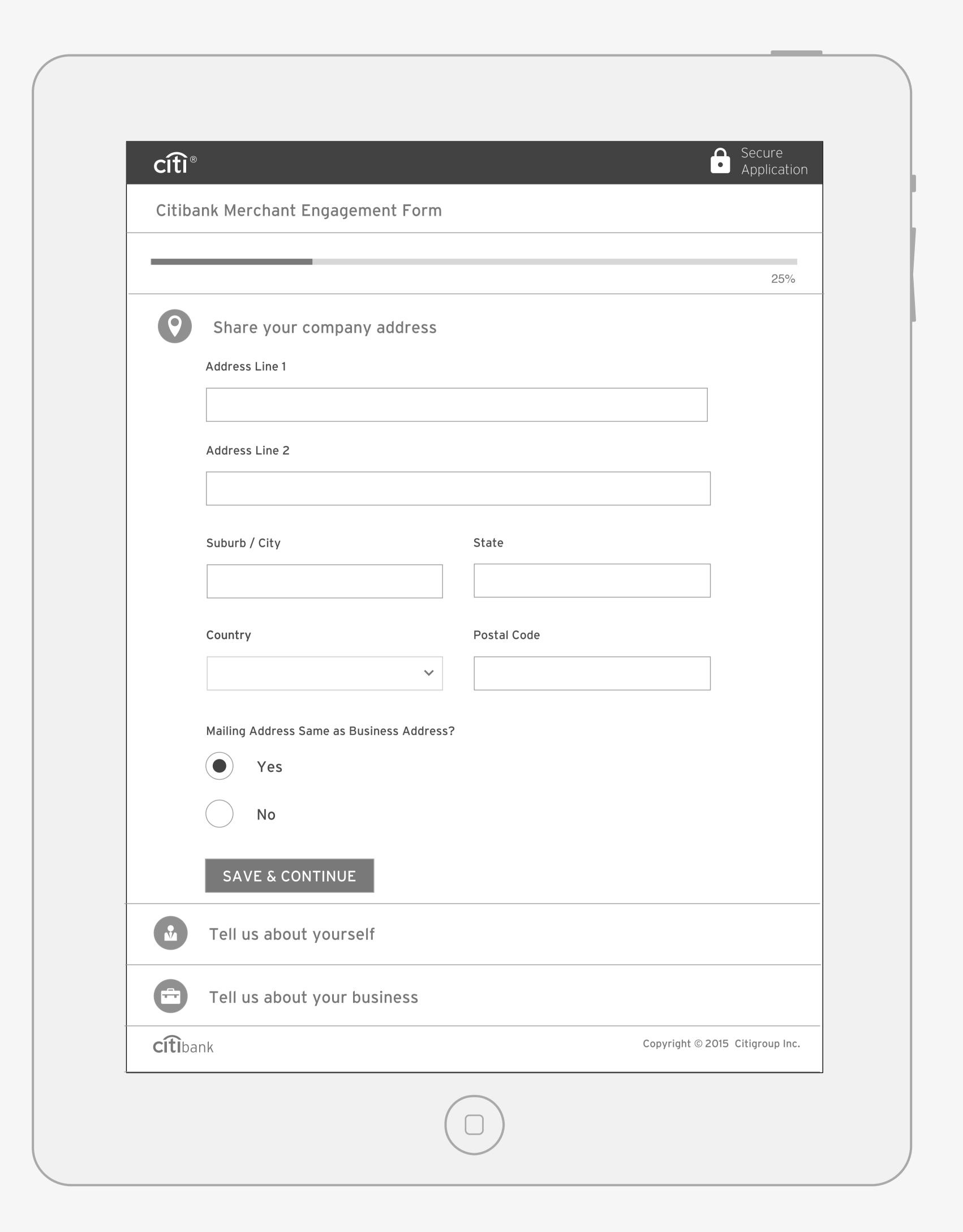
Efficient utilisation of Form space. Usability. proper sequence. USABILITY REVIEW - MERCHANT ENGAGEMENT FORM TELL US ABOUT YOUR COMPANY/ REVIEW

Share your Company Address

Current Screen



Recommended Screen



1 The input field provided for Address Line 1&2 in the current form does not give the user enough space if the address line is big.

Recommended form layout

Address line input field can have more space. Lengthy Address can be easily entered.

Mailing Address feature:

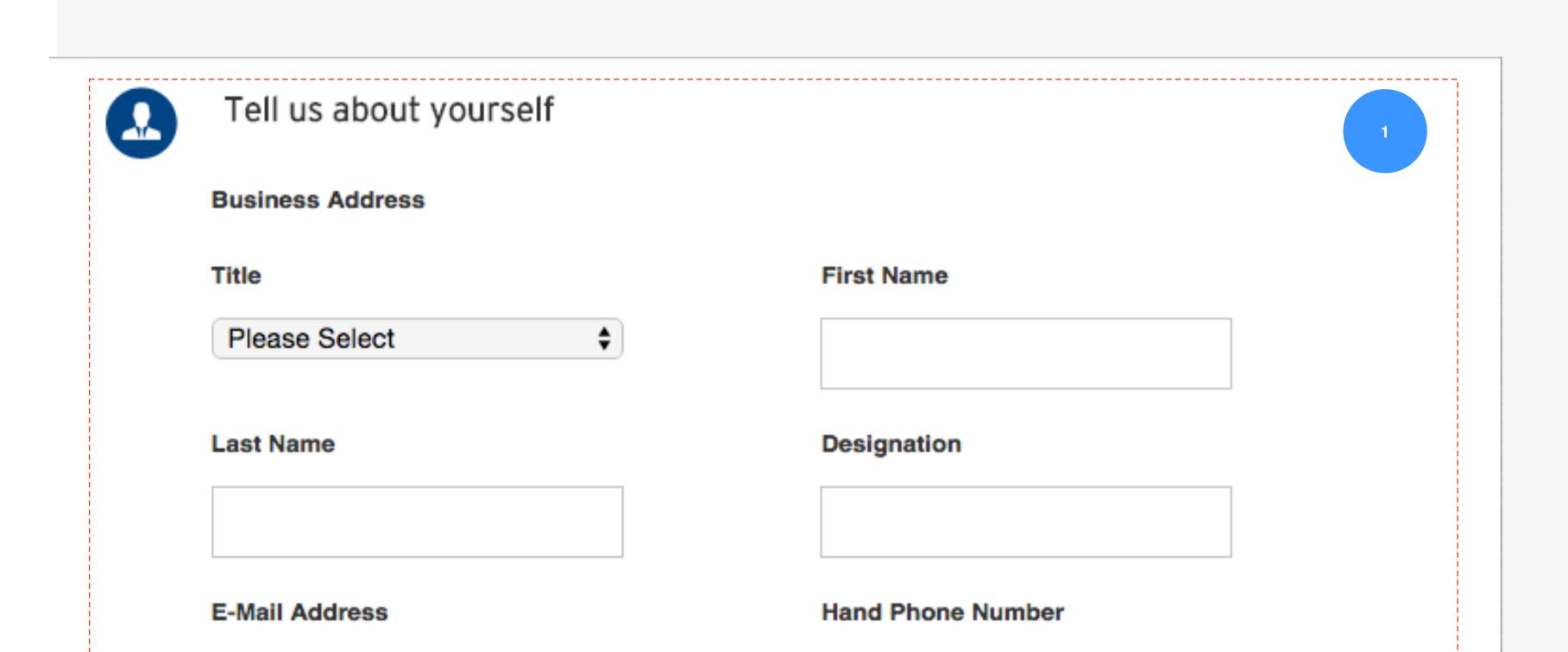
Default selection can be "Yes" and the other set of field are hidden initially.

On selection of "No" the hidden section appears.

TELL US ABOUT YOUR SELF/ REVIEW
USABILITY REVIEW - MERCHANT ENGAGEMENT FORM

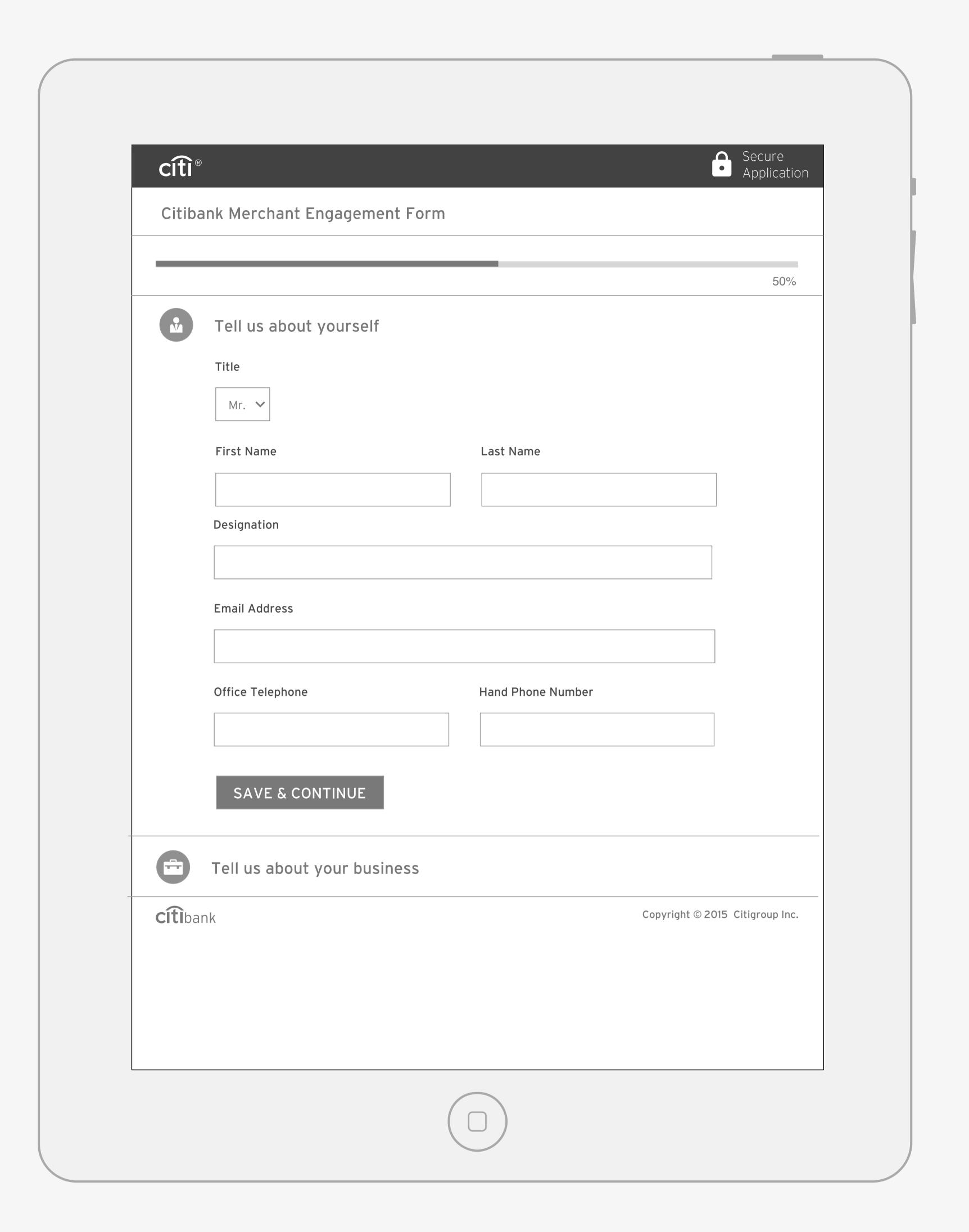
Tell us About Yourself

Office Telephone



Current Screen

Recommended Screen



Existing Design name field wasn't group together. Title takes a lot of space.

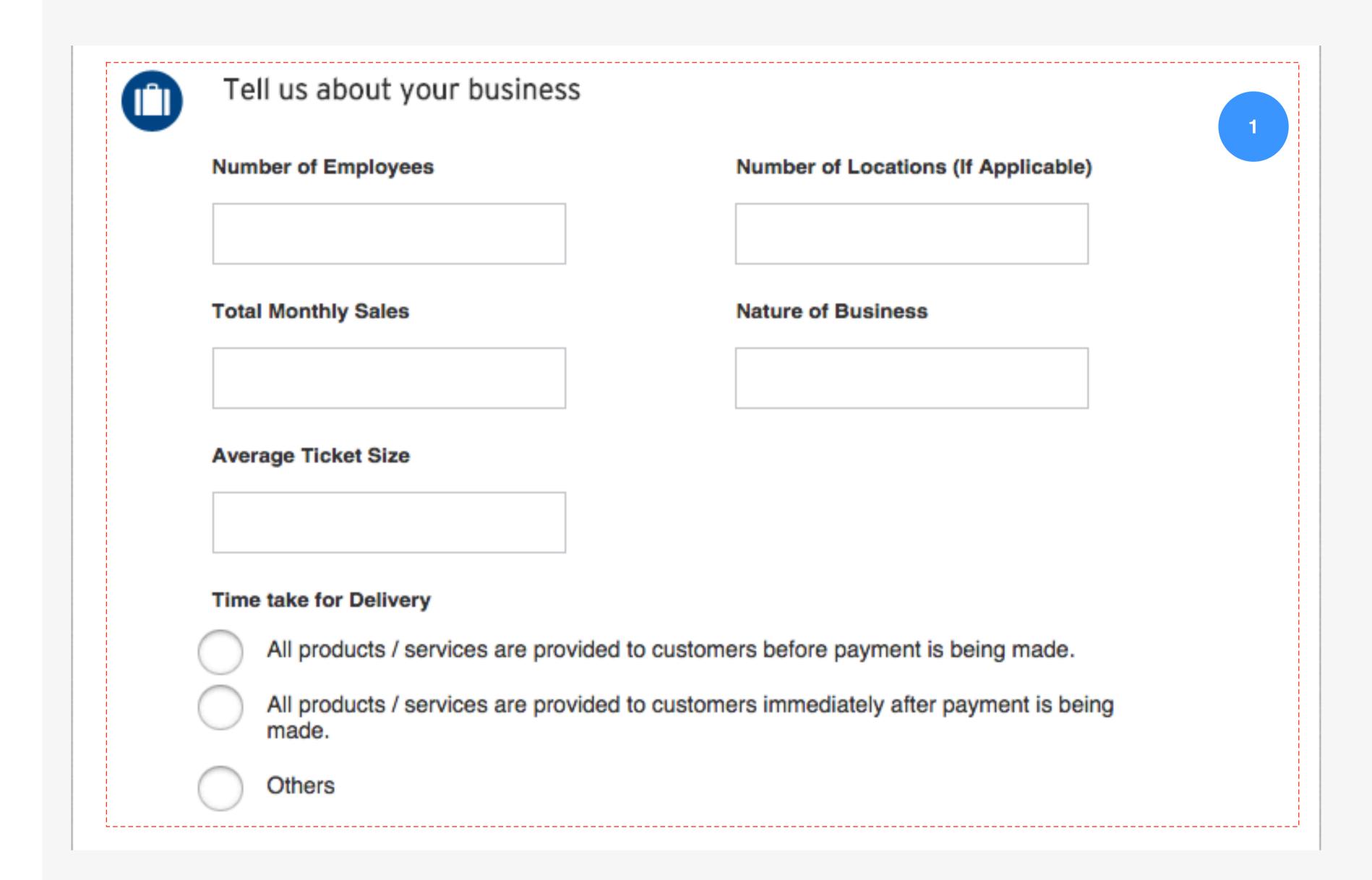
Recommended form layout

The Name field can be in single line as its a single section and should be grouped together with the Prefix.

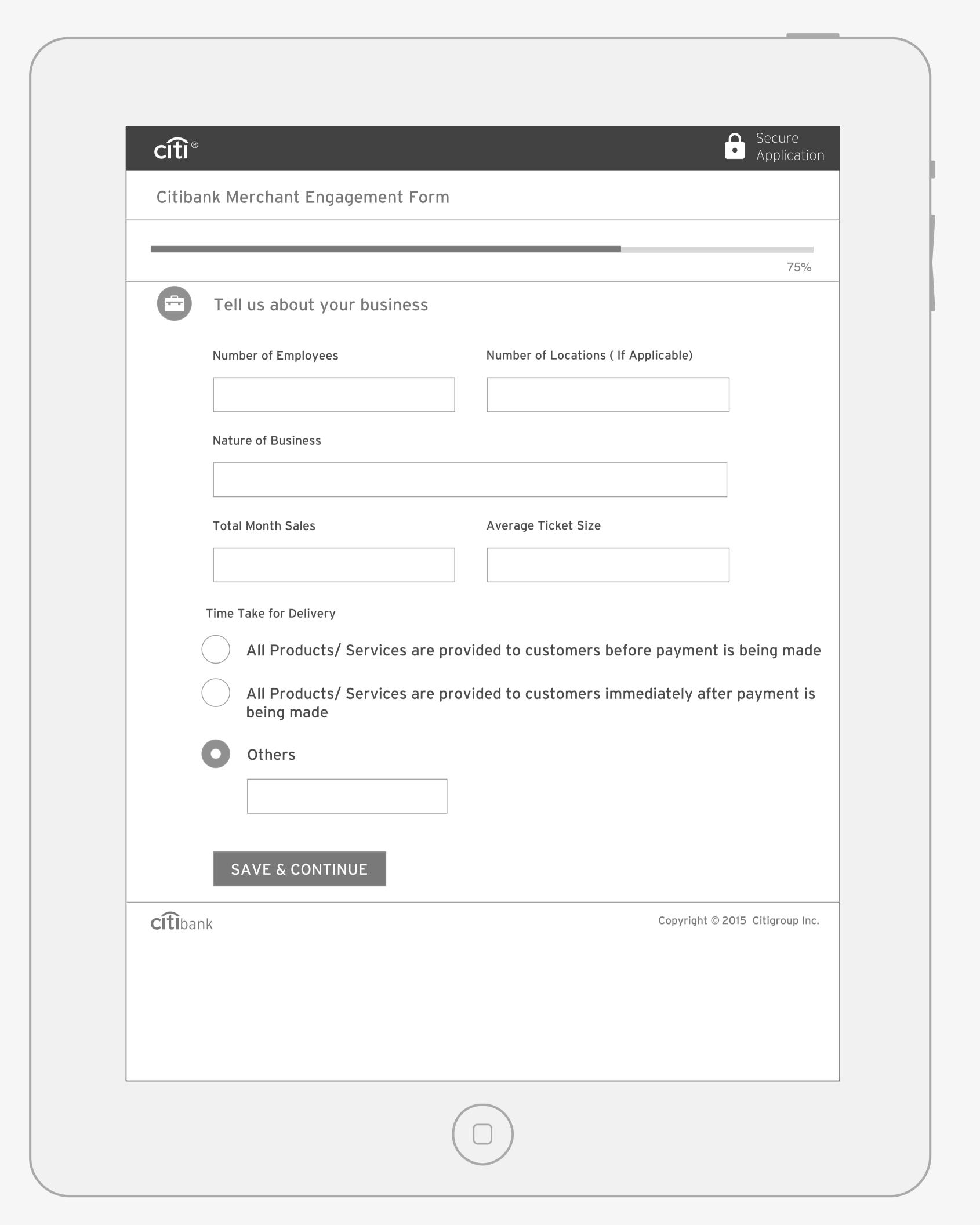
USABILITY REVIEW - MERCHANT ENGAGEMENT FORM TELL US ABOUT YOUR SELF/ REVIEW

Tell us about your Business

Current Screen



Recommended Screen

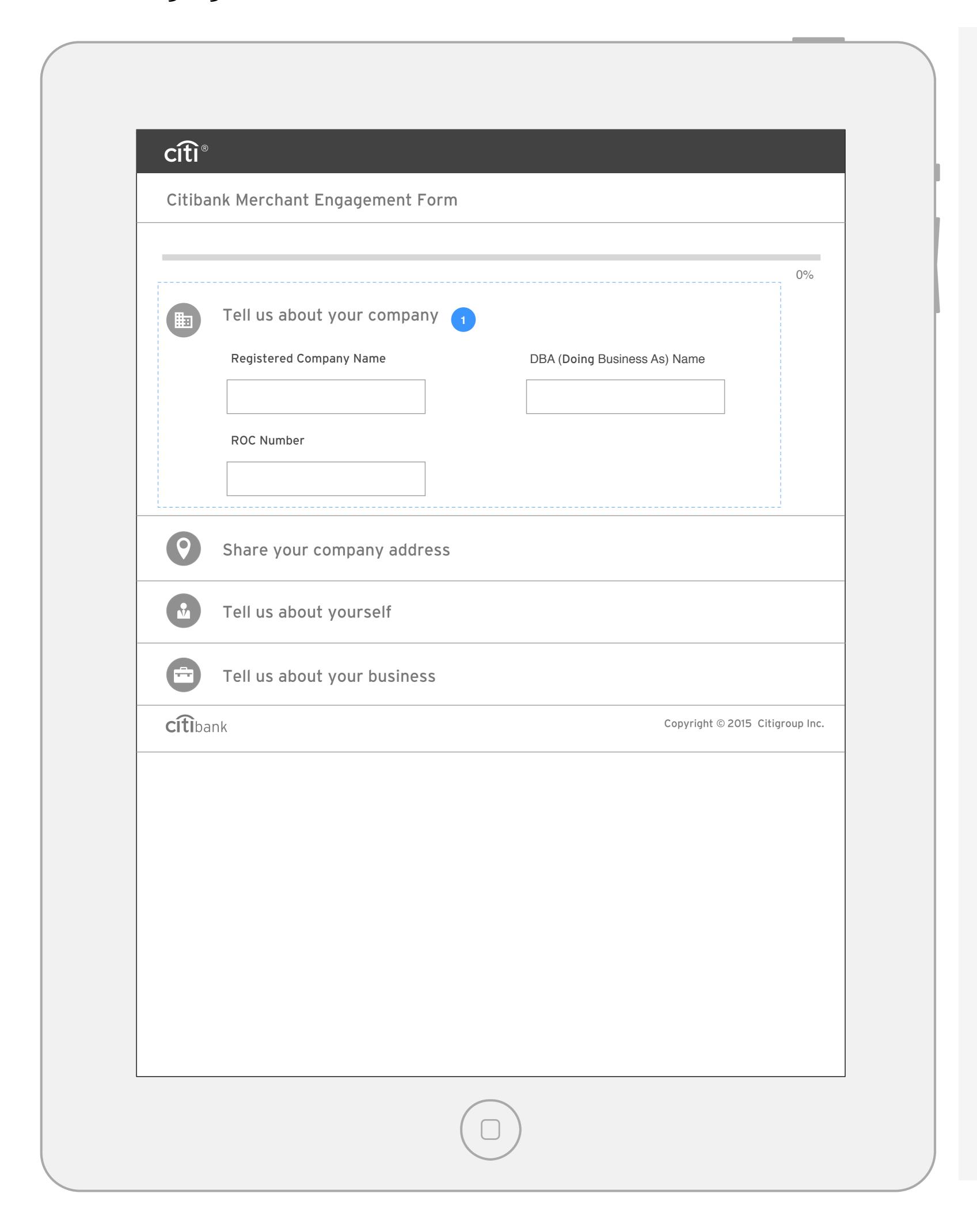


1) The Fields weren't grouped in the rite order.

Recommended form layout

We have grouped the fields in more apt manner.

Merchant Engagement Form



The user may get confused with the sequence in form filling. this leads in missing out fields in the form filling process.

There is No "Next" CTA the user wouldn't know where to click on entering the inputs. A "Save&Continue" Would Make more sense

Recommended form layout

Efficient use of the form space, grouping each field can be avoided here. Instead we could display each field one below the other making it more usable.

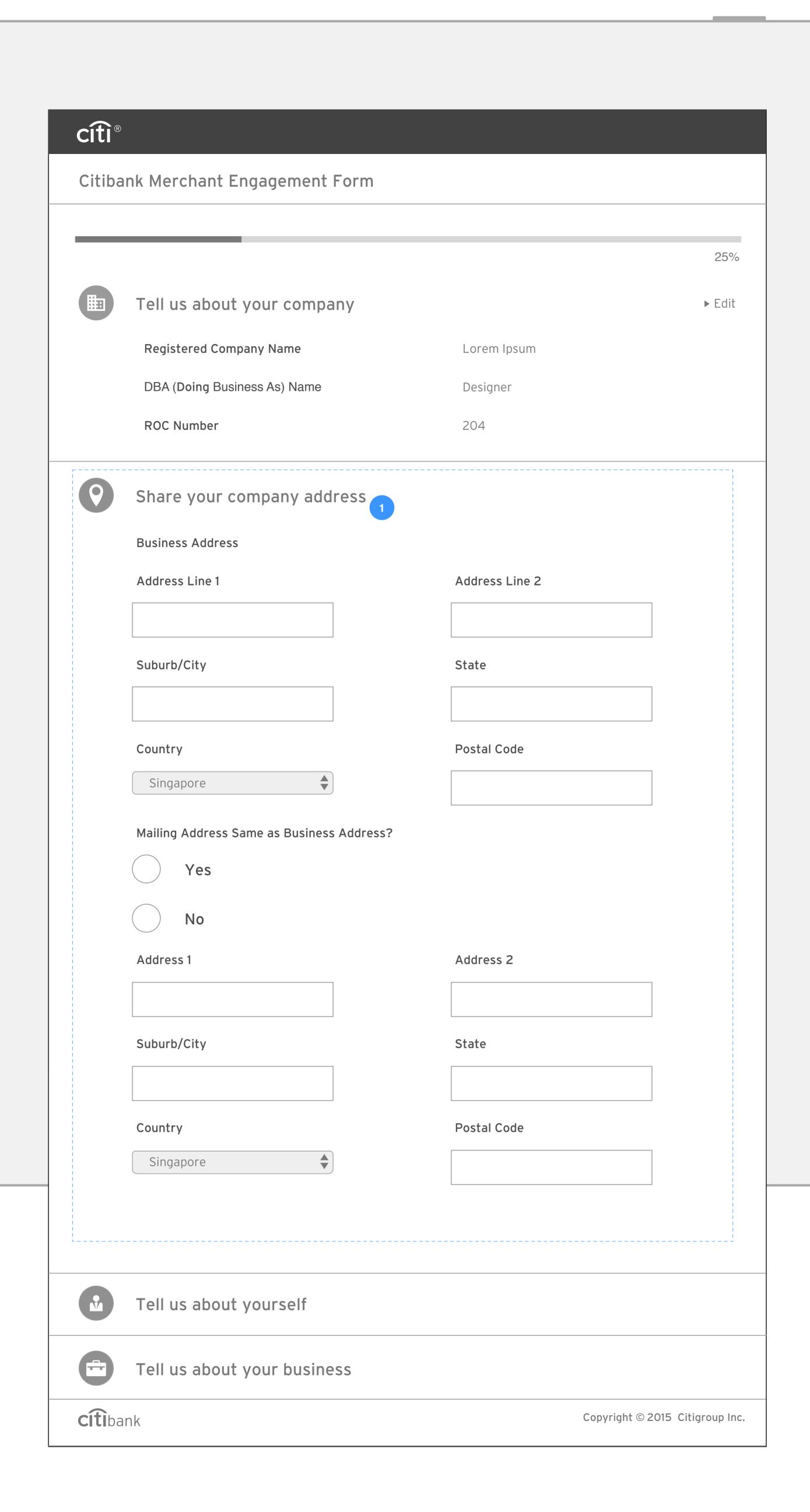
Efficient utilisation of Form space.
Usability. proper sequence.

Registered Company Name

DBA (Doing Business As) Name

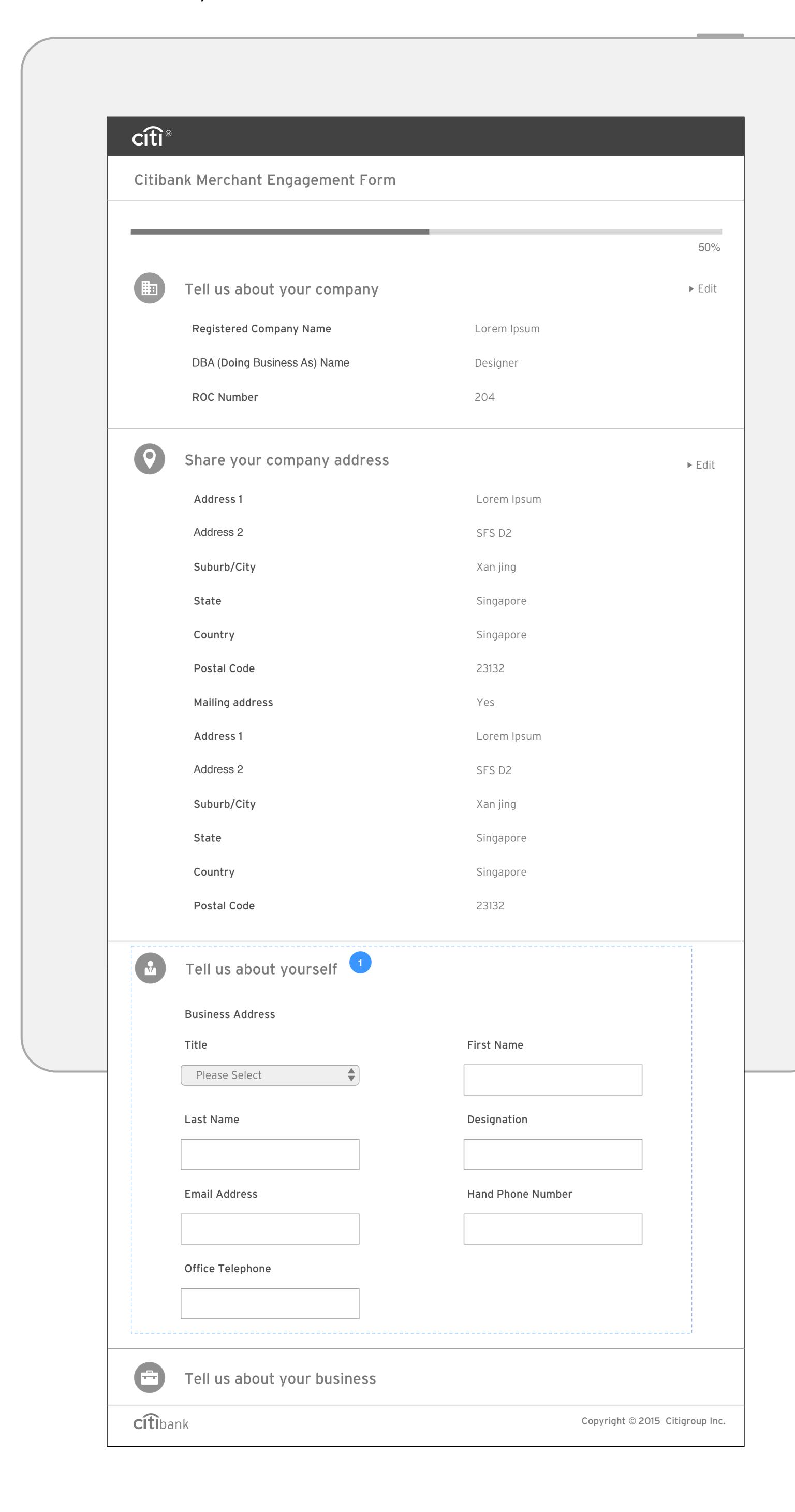
Save & Continue

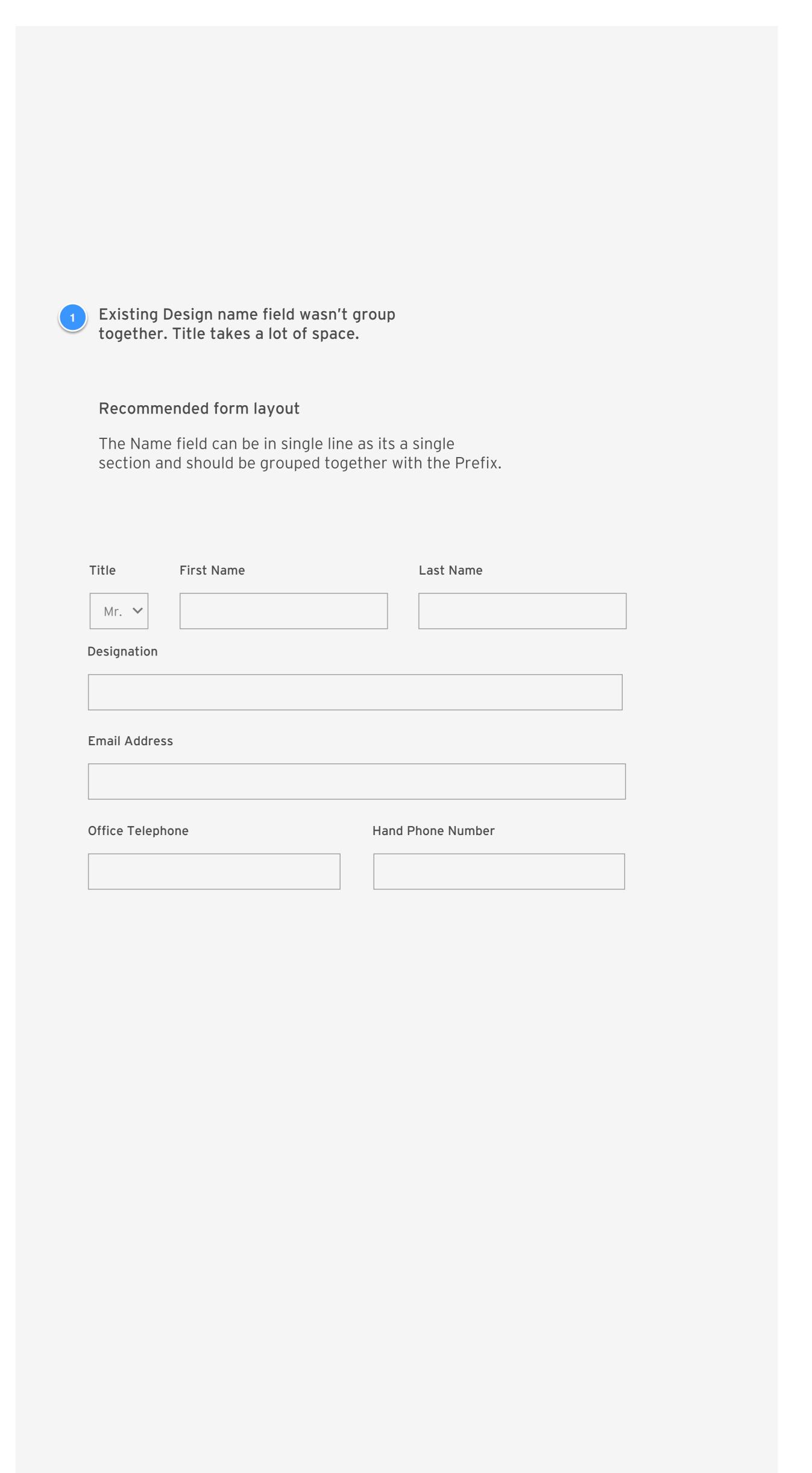
Share your company address



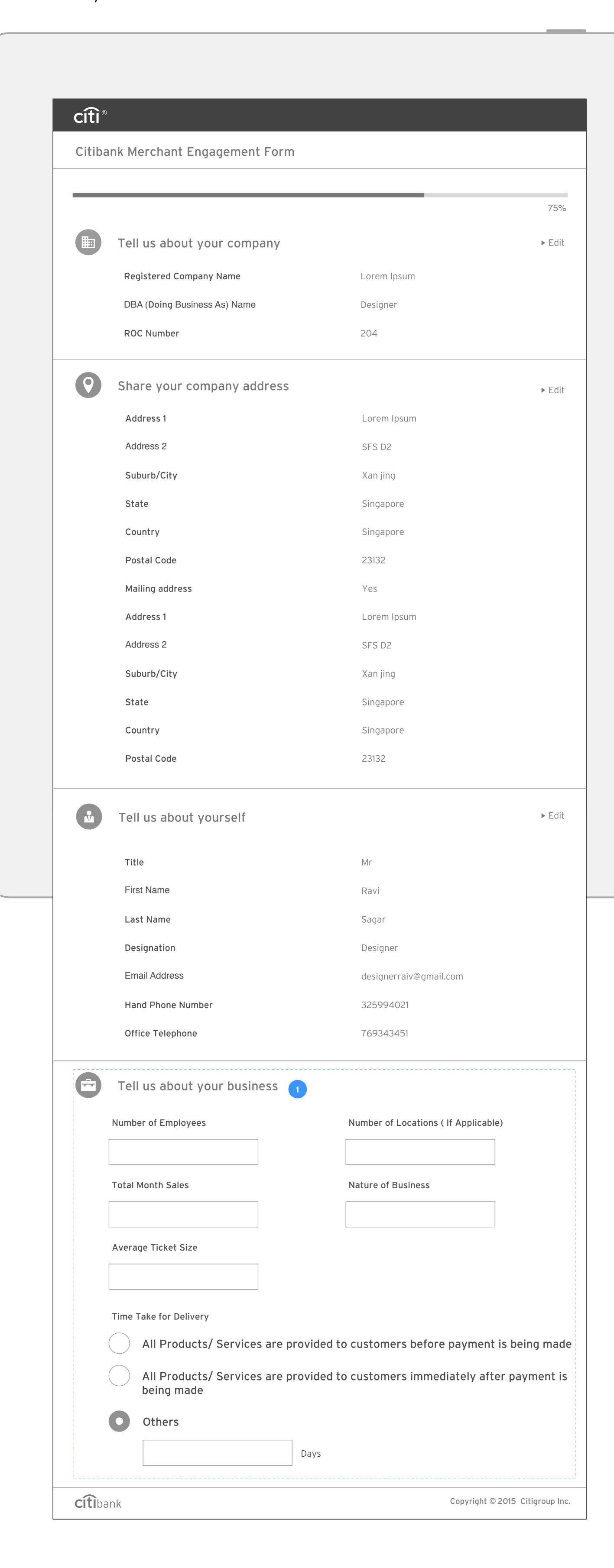
The input field provi current form does n the address line is b	ot give the user		
Recommended form	layout		
Address line input fie Lengthy Address car			
Mailing Address fea	humo e		
Default selection ca field are hidden initi On selection of "No"	n be "Yes" and t ally .		
Address Line 1			
Address Line 2			
Suburb / City		State	
Country		Postal Code	
	~		
Mailing Address Same as I	Business Address?		
Yes			
No			

Tell us about yourself





Tell us about your Business



cure of Business	Nature of Business Total Month Sales			(e)
		Average Ticket	Size	
al Month Sales Average Ticket Size	Total Month Sales	Average Ticket	Size	
al Month Sales Average Ticket Size	Total Month Sales	Average Ticket	Size	

