ASSIGNMENT 2

NAME: Abdul Rafay

ROll NO: FL-23791

Heuristic Evaluation - Food Panda

1) Visibility of System Status:

Problem:- After pressing "place orders", the app stays still for a few seconds without showing any confirmation or progress. Users become unsure if their went through.

Suggested Improvement: Display an instant message like "Order Placed — processing..." along with an order number and estimated delivery time.

Severity: Major — users may tap again or exit the app, causing duplicate or missed orders.

2- Match Between System and the Real world.

Problem:- The promo code option is labeled with technical terms like VCHR-CODE and hidden under "More Option".: Price labels also appear in system-style wording.

Suggested Improvements: Replace with simple terms such as "Have a promo code", and plain labels like Subtotal, Delivery Fee, Total Amount.

Severity: Minor to Major - can confuse users and 4 reduce ease to of understam Standing.

5) User Control and freedom:

Problem: When users return from the payment page to edit their cart, all payment information disappears -

Suggested Improvements - Add an "Edit cart" without button that lets users modify orders without losing entered details. or est restarting the process.

Severity : Major - repeated steps frustrate users and waste time.

4) Error Prevention and Helpful Error Messages.

Problem:- Invalid promo codes only show an error icon without any explanation.

Suggested Improvement: Provide clear and ~~meanign~~ meaningful messages like "Code expired" or "Minimum order not met".

Severity: Major — users can't understand or correct the issue.

5) **Asthetic and Minimalist Design.**
Problem: The checkout screen looks cluttered with extra banners and text, making it hard to find the "Pay Now" button and total amount.

Suggested Improvements: keep only important details like item summary, total cost, and payment option. Highlight the "pay Now" button clearly.

Severity: Minor to Major — visuals clutter distracts users and smooth checkout.