

Participant 1 : Anna (Names have been changed to protect privacy)

Task	Click Path	Observations	Quotes	Task Completion
Order the snacks you need through Lazy Popcorn app	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: <b>1</b> - easy to complete <b>2</b> - completed but with difficulty <b>3</b> - not completed
Prompt 1: "Select the snacks and beverages you need"	Open the app > Go through the menu > Select items and add them to cart	<ul style="list-style-type: none"> <li>- The participant was able to open the app and was going through the product catalogue.</li> <li>- They were able to add the products they need to the cart</li> </ul>	<p>" The <b>categories</b> feature was good. We need not to search for everything in a dump of popcorn, sides, beverages. Everything was <b>organised</b> accordingly"</p> <p>"It would be good if there was a <b>description on the quantity</b> we receive, so that we can decide how many to order"</p>	1
Prompt 2: " Add your seat number and proceed to payments page"	Review the products in your cart > Add your seat number > Check the final amount needed to be paid > Proceed to payments page	<ul style="list-style-type: none"> <li>- They reviewed the products they added.</li> <li>- Tried adding their seat number, but the page isn't working.</li> <li>- They also checked the total amount needed to be paid.</li> </ul>	<p>" It was great that we can <b>review the products</b> that we previously added."</p> <p>"<b>What should I do if I wanted to remove something</b> from the cart that I don't want to order"</p> <p>"Adding the <b>seat number page isn't actually there</b>. Hope they add that page in the final product"</p> <p>" There's a <b>detailed view</b> on what I need to pay. That's good"</p>	2
Prompt 3: "Complete the payment process and complete your order"	Select the payment method > Complete the payment process > Receive the confirmation page	<ul style="list-style-type: none"> <li>- The participant selected the payment method</li> <li>- Then they selected 'Complete order' button</li> <li>- They placed their order.</li> </ul>	<p>" There are <b>multiple payment methods</b>. That is great."</p> <p>"We can also <b>pay at our seats</b> with cash. That might be useful for my parents"</p> <p>"Wow! I got a <b>acknowledgement page</b> and also got the time <b>expected delivery time</b>"</p>	1
<b>Additional Notes:</b> " I could complete the order easily, but elderly people might find it overwhelming"				
				Positive feedback
				Negative feedback
				Suggestion

Participant 2 : Maria (Names have been changed to protect privacy)

Task	Click Path	Observations	Quotes	Task Completion
Order the snacks you need through Lazy Popcorn app	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: "Select the snacks and beverages you need"	Open the app > Go through the menu > Select items and add them to cart	<ul style="list-style-type: none"> <li>- The participant was able to open the app.</li> <li>- They were seen little confused about selecting the products.</li> <li>- Were able to continue after seeking help from me.</li> </ul>	<p>"What is this!? This is <b>really annoying</b>. What are all these blank grey spaces"</p> <p>"Oh... This is not the final app. I see. <b>Now I understand</b>. People like me <b>don't really know</b> about these kind of things."</p>	2
Prompt 2: "Add your seat number and proceed to payments page"	Review the products in your cart > Add your seat number > Check the final amount needed to be paid > Proceed to payments page	<ul style="list-style-type: none"> <li>- They reviewed the products they added.</li> <li>- They also checked the total amount needed to be paid.</li> <li>- <b>Did not observe the 'select your seat number button'</b></li> </ul>	<p>"I can <b>check what all I previously added</b>. That is nice"</p> <p>"I see that this app is <b>transparent</b> in what they are going to charge for my popcorn. They also added how much we're paying for the state and central GST."</p>	3
Prompt 3: "Complete the payment process and complete your order"	Select the payment method > Complete the payment process > Recieve the confirmation page	<ul style="list-style-type: none"> <li>- Faced difficulties in chossing what kind of payment method to choose.</li> </ul>	<p>"<b>What are all these payment options?</b>"</p> <p>"I thought I can pay after recieving the products."</p> <p>"Oh well, You're saying that <b>I can pay after the delivery</b>, but why are they asking about the payment options."</p> <p>"This is very <b>confusing</b>"</p>	3
<b>Additional Notes:</b> "I was not able to do the final steps until they guided me how to. This is all really very confusing"				
				Positive feedback
				Negative feedback
				Suggestion

**Participant 3 : Jim** (Names have been changed to protect privacy)

Task	Click Path	Observations	Quotes	Task Completion
Order the snacks you need through Lazy Popcorn app	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: "Select the snacks and beverages you need"	Open the app > Go through the menu > Select items and add them to cart	<ul style="list-style-type: none"> <li>- The participant was able to open the app and was going through the product catalogue.</li> <li>- They were able to add the products they need to the cart</li> </ul>	<p>" Everything was <b>organised</b> into categories, which is very nice and I can search easily for the things I want"</p> <p>"In the final app, it would be nice if there were some appealing pictures and description"</p>	1
Prompt 2: " Add your seat number and proceed to payments page"	Review the products in your cart > Add your seat number > Check the final amount needed to be paid > Proceed to payments page	<ul style="list-style-type: none"> <li>- They reviewed the products they added.</li> <li>- Observed that the seat numbers page is yet to be added to the app.</li> <li>- Reviewed the amount needed to be paid.</li> </ul>	<p>" It always <b>good</b> to have a page where <b>we can verify</b> for one last time before ordering."</p> <p>"<b>Remove feature wasn't there. Hope they add in into the final app</b>"</p> <p>"I know this is prototype, but I've observed that there's <b>no way we can add our seat numbers</b>, that's the most important thing. Right?"</p> <p>" There's a <b>detailed view</b> on what I need to pay. That's good"</p>	1
Prompt 3: "Complete the payment process and complete your order"	Select the payment method > Complete the payment process > Recieve the confirmation page	<ul style="list-style-type: none"> <li>- The participant selected the payment method</li> <li>- Then they selected 'Complete order' button</li> <li>- They placed their order.</li> </ul>	<p>" Really <b>nice to have multiple payment options</b>. Only wish that they are <b>organised into pay now and pay after delivery</b>. So that it would be helpful people who find it overwhelming with lots of options"</p> <p>" We can also <b>pay at our seats</b> with cash."</p> <p>"Good to receive the <b>expected delivery time</b>"</p>	1
<b>Additional Notes:</b> " I would definitely like to use this app. Only a few problems that are needed to be addressed."				
				Positive feedback
				Negative feedback
				Suggestion

**Participant 4 : Jorge** (Names have been changed to protect privacy)

Task	Click Path	Observations	Quotes	Task Completion
Order the snacks you need through Lazy Popcorn app	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: 1 - easy to complete 2 - completed but with difficulty 3 - not completed
Prompt 1: "Select the snacks and beverages you need"	Open the app > Go through the menu > Select items and add them to cart	- The participant was able to open the app and was going through the product catalogue. - They were able to add the products they need to the cart	" <b>The products are classified into subgroups. That is really nice</b> for messy people like me, who are always in a hurry to do things" " Great! I could also the select the no. of items of each product"	1
Prompt 2: " Add your seat number and proceed to payments page"	Review the products in your cart > Add your seat number > Check the final amount needed to be paid > Proceed to payments page	- They reviewed the products they added. - Couldn't add the seat number - Reviewed the amount needed to be paid.	" Okay. They are showing me what all things I've add to my cart." "What is this? I'm clicking the <b>add you seat number button, and it's irresponsible</b> . How do I continue?" " They're mentioning <b>how much taxes I'll be paying</b> . Good thing to have"	2
Prompt 3: "Complete the payment process and complete your order"	Select the payment method > Complete the payment process > Recieve the confirmation page	- The participant selected the payment method - Then they selected 'Complete order' button - They placed their order.	" There are a lot of payment options. This would be useful for all kinds of people" " We can also <b>pay at our seats</b> with cash." " It says congratulations, and also <b>showing the expected delivery time</b> . Good"	1

**Additional Notes:** " Good app for ordering snacks, I would recomend to my friends and family after testing the final app."

				Positive feedback
				Negative feedback
				Suggestion

**Participant 5 : Seth** (Names have been changed to protect privacy)

Task	Click Path	Observations	Quotes	Task Completion
Order the snacks you need through Lazy Popcorn app	Record what path the participant took to complete the task.	Note down behaviors, opinions, and attitudes along with any errors, issues, or areas of confusion.	Note any significant quotes (positive and negative).	Choose if the task was: <b>1</b> - easy to complete <b>2</b> - completed but with difficulty <b>3</b> - not completed
Prompt 1: "Select the snacks and beverages you need"	Open the app > Go through the menu > Select items and add them to cart	- The participant was able to open the app. - They were seen little confused about selecting the products. - Were able to continue after seeking help from me.	" I <b>added a few products to my cart</b> . It's feeling like I'm in a supermarket. Cool!"	2
Prompt 2: " Add your seat number and proceed to payments page"	Review the products in your cart > Add your seat number > Check the final amount needed to be paid > Proceed to payments page	- They reviewed the products they added. - They also checked the total amount needed to be paid. - <b>Did not observe the 'select your seat number button'</b>	" I can <b>check what all I previously added</b> . That is nice" "There is a <b>detailed view on how much I need to pay</b> ."	3
Prompt 3: "Complete the payment process and complete your order"	Select the payment method > Complete the payment process > Recieve the confirmation page	- Faced difficulties in chossing what kind of payment method to choose.	" There are many payment options. Good to have, But honestly, I <b>don't know how to make online payments</b> . It would be really nice if I could pay with cash." "Oh wait. There is actually a <b>cash on delivery option</b> . <b>Couldn't find in that lot</b> ."	3
<b>Additional Notes:</b> " Nice app to use. Great experience."				
				Positive feedback
				Negative feedback
				Suggestion