

Participant A (Name not included)				
Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	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: Sign in (think email and password has been entered) and then submit order number (think order number has been entered) to see shipping information.	Open app > Click "Submit" > Click "Submit"	-Participant could easily follow through instructions and complete the task.	N/A	1
Prompt 1 follow-up: How easy or difficult was this task? Is there anything you would like to change about it?	N/A	N/A	"It was easy."	N/A
Prompt 2: Try finding the details of the shipping information for Box1. From the details page, try returning to the previous page.	Click "Detail" button for Box 1 Click "Go back button"	-Participant could easily complete tasks.	"There are not many steps. It was going one point to other. It was really clear." "Why are there two buttons to go back?"	1
Prompt 2 follow-up: How easy or difficult were these tasks? Is there anything you would like to change about it?	N/A	N/A	"Why settings are at the bottom of the page? I expected it to be at the top." "There are neither information about the contents of the box nor the size of the box." "No information about content being fragile." "It's good as it is but I would like more information about the contents and the box itself".	N/A
Prompt 3: Let's say you wanted to place a hold on Box 2. How would you go about doing that?	Click "Detail" button near Box 2 > Click "Place on hold" button > Click "Confirm" button	-Participant understood the directions to put Box 2 on hold. -Participant could easily accomplish the tasks.	"Imagine I accidentally selected the wrong dates. Then how would I know what to do if I made a mistake?" "How would the user know to correct the dates? A note regarding this might be helpful or maybe adding a double step confirmation would be good."	1
Prompt 3 follow-up: Was this task of placing a hold on a package easy or difficult? Is there anything you would like to change about the process?	N/A	- Participant was able to place a hold on Box 2. - Participant wanted a mechanism to alter the dates after confirmation, in case of any error by the participant.	"The whole placing on hold experience was good overall but what worried me the most was the accidental selection of wrong dates."  "I would like to have an estimated 'updated delivery date' info on the order details page, after placing a hold on the package."	
Prompt 4: From the current page, figure out how would you go about entering a separate order number?	Click "X" in the message > Click "Back" button > Click "Back" button > Click "Back" button > Click "Enter order number" box	-Participant used back buttons to reach the page to enter order number.	N/A	N/A
Prompt 4 follow-up: What was easy and what was challenging about the task?	N/A	N/A	"The task was easy to do." "It would be good if there was a shorter route."	2

<p>Prompt 5: How did you feel about the order tracking app in general? How useful was it? What did you like or dislike about it?</p>	<p>N/A</p>	<p>-Participant seemed content with the tasks given and provided input as what more could be added to the experience.</p>	<p>"Overall it was a good experience. However, I would like to have a 2 step confirmation while placing hold. I would like to know more about the box itself ( size or how heavy it is) and the content information."</p>	<p>N/A</p>
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**Additional Notes:** Add any notes about what the participant shares after the tasks are complete.

Participant B (Name not included)				
Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	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: Sign in (think email and password has been entered) and then submit order number (think order number has been entered) to see shipping information.	Open app > Click "Sign in" > Attempt to click "Enter Your Email" box > Click "Submit" > Click "Submit"	-Participant confused with the search box.	"Why is the search box in the log in page?" "What am I supposed to search in the log in page?"	1
Prompt 1 follow-up: How easy or difficult was this task? Is there anything you would like to change about it?	N/A	-Participant wondered about use of the search box on this page.	"Remove search box."	N/A
Prompt 2: Try finding the details of the shipping information for Box1. From the details page, try returning to the previous page.	Click "Detail" for Box 1 > Click "Go back"	-Participant was wondering about the search box positioning.	"I understand the tasks but unsure about placement of search box."	1
Prompt 2 follow-up: How easy or difficult were these tasks? Is there anything you would like to change about it?	N/A	-Participant completed the tasks but took time to look around "shipping details" page.	"I was confused about the chronological order of shipping status."	N/A
Prompt 3: Let's say you wanted to place a hold on Box 2. How would you go about doing that?	Click "Detail" for Box 2 > Click "Place on hold" > Click "Confirm"	-Participant wondering the purpose of two calendars. -Participant was able to place a hold on Box 2. -Participant wants the confirmation message to include "Box 2".	"I think it should read 'Package delivery information for Box 2 has been updated.'"	1
Prompt 3 follow-up: Was this task of placing a hold on a package easy or difficult? Is there anything you would like to change about the process?	N/A	-Participant is not sure why the notification message does not mention Box 2. -Participant does not understand the purpose of the calendar page when the pop-up notification is cancelled?	"I am not sure why there isn't a message showing an updated delivery date when I cancel off the notification message."	N/A
Prompt 4: From the current page, figure out how would you go about entering a separate order number?	Click "Back to shipping information" > Detail > Click "Back" button > Click "Back" button > Click "Enter Order Number" box	-Participant wondering how to get back to page for entering order no. -Participant took time to figure out but eventually used "back" buttons to get to the required page.	"Wow, ok!"	2
Prompt 4 follow-up: What was easy and what was challenging about the task?	N/A	N/A	"It was not clear how to go back directly to the order number page." "Would have preferred having a direct link."	N/A
Prompt 5: How did you feel about the order tracking app in general? How useful was it? What did you like or dislike about it?	N/A	-Participant was able to complete the tasks but was frustrated with display of too little information. -Participant wants to add as additional page regarding "hold package" option.	"The search box was confusing." "The chronological order of shipment was confusing. What shipping stage was the item in?" "Cancelling of pop-up confirmation page should take to a page with options of removing hold or editing the current date."	N/A

**Additional Notes:** Participant wanted to have an additional page displaying updated delivery information after completion of "holding package" task.

Participant C (Name not included)

Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	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: Sign in (think email and password has been entered) and then submit order number (think order number has been entered) to see shipping information.	Open app > Click "Sign in" > Hover over "Enter Your Email" box > Hover over "Enter Your Password" box > Click "Submit"  Attempt to click "Enter order number" box > Click "Submit"	-Participant was confused with inactive "email" and "password" boxes. -Participant completed the tasks after rereading Prompt 1.	"So I don't need to enter email or password?" "That is simple."	1
Prompt 1 follow-up: How easy or difficult was this task? Is there anything you would like to change about it?	N/A	N/A	"It was a very straightforward thing to do."	N/A
Prompt 2: Try finding the details of the shipping information for Box1. From the details page, try returning to the previous page.	Click square above Box 1 > Click "Detail" for Box1 Click "Go Back" button	-Participant expected to find details after clicking on "Box1". -Participant was confused with the lack of text in the "Shipping Information" page. -Participant was satisfied to find the tracking number in the "Order Detail" page.	"Why doesn't clicking the Box1 show detail? It should be clickable." "I don't see the tracking ID?" "What are these lines for?"	2
Prompt 2 follow-up: How easy or difficult were these tasks? Is there anything you would like to change about it?	N/A	-Participant was able to complete the tasks after initial confusion. -Participant was curious about search box.	"The first task was somewhat confusing, although it seemed doable later on. The second one was easy." "I think the contents of the box should be displayed." "Is the search box meant for searching a particular Box number?"	N/A
Prompt 3: Let's say you wanted to place a hold on Box 2. How would you go about doing that?	Click "Detail" for Box2 > Click "Place on hold" > Click "Confirm" > Click "X" on page	N/A	"Could I have another go at the dates if I change my mind?"	1
Prompt 3 follow-up: Was this task of placing a hold on a package easy or difficult? Is there anything you would like to change about the process?	N/A	-Participant seemed content with the task given. -Participant needs a way to alter dates as and when required.	"Placing a hold was easy enough, however I am not sure if there was an option to go back and choose alternative dates."	N/A
Prompt 4: From the current page, figure out how would you go about entering a separate order number?	Click "X" on pop-up message > Click "Home" > Click "Submit"	N/A	"Wow, that was super easy!"	1
Prompt 4 follow-up: What was easy and what was challenging about the task?	N/A	-Participant completed the task with ease.	"Before I knew I was on the page to enter another order number!"	N/A

<p>Prompt 5: How did you feel about the order tracking app in general? How useful was it? What did you like or dislike about it?</p>	<p>N/A</p>	<p>-Participant is somewhat content with the flow but would be happy with extra features.</p>	<p>"It was good that I was able to complete the tasks but I look forward to more features."          "I think it would be great to have an additional step before confirming the package hold dates."</p>	<p>N/A</p>
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**Additional Notes:** Participant wants a way to revise the dates after clicking the confirm button.

Participant D (Name not included)				
Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	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: Sign in (think email and password has been entered) and then submit order number (think order number has been entered) to see shipping information.	Open app > Click "Sign in" > Attempt to click "Enter Your Email" box > Hover on "Enter Your Password" box > Click "Submit" > Click "Submit"	-Participant inquires about search box placement.	"Why is there a search box in log in page?" "Does entering my order number once, saves it in a list for future reference?"	1
Prompt 1 follow-up: How easy or difficult was this task? Is there anything you would like to change about it?	N/A	-Participant was able to follow through the tasks.	"I don't understand the utility of search box in log in page."	N/A
Prompt 2: Try finding the details of the shipping information for Box1. From the details page, try returning to the previous page.	Click "Detail" button > Click "Go back" button	-Participant wondered if clicking on the square above "Box 1" would display the images of ordered items."	"Where do I see the products within the box?" "Would there be a itemized list or images of the products I order?"	1
Prompt 2 follow-up: How easy or difficult were these tasks? Is there anything you would like to change about it?	N/A	-Participant thought the square above Box 1 would show the list of products.	"Finding details of the Box 1 was easy. However, I thought there would be content details also."	N/A
Prompt 3: Let's say you wanted to place a hold on Box 2. How would you go about doing that?	Click "Image Box" above Box 2 > Click "Detail" button > Click "Place on hold" button > Click "Confirm" button	-Participant wondered about the presence of two calendars.	"Why are there two calendars?" "We could have a single calendar to place hold until that date."	1
Prompt 3 follow-up: Was this task of placing a hold on a package easy or difficult? Is there anything you would like to change about the process?	N/A	-Participant thought a single calendar could solve the purpose of holding packages. -Participant expected to have a page showing the chosen dates before confirming. -Participant wanted to have a course of action in case of any errors choosing the dates.	"That was fast. It directly went to the pop-up message. I expected to have a warning page in case I changed my mind after using the confirmation button. What if I chose wrong dates by error?"	N/A
Prompt 4: From the current page, figure out how would you go about entering a separate order number?	Click "X" > Click "Back to shipping information" button > Click "Home" > "Click "Enter Order Number" box > Click "Submit"	N/A	N/A	1
Prompt 4 follow-up: What was easy and what was challenging about the task?	N/A	-Participant could easily find the way back to enter a new order number.	"That was easy to do."	N/A

<p>Prompt 5: How did you feel about the order tracking app in general? How useful was it? What did you like or dislike about it?</p>	<p>N/A</p>	<ul style="list-style-type: none"> <li>-Participant unsure about the search box in log in page.</li> <li>-Participant looked forward to a display of contents of the packages.</li> <li>-Participant wanted a way to input the correct dates if any errors happened, when placing a hold on orders.</li> </ul>	<p>"I think the app has limitations and could be improved. "I would like to have a display of package contents and a method to re-enter dates after confirmation, while placing holds."</p>	<p>N/A</p>
<p><b>Additional Notes:</b> Add any notes about what the participant shares after the tasks are complete.</p>				

## Participant E (Name not included)

Task	Click Path	Observations	Quotes	Task Completion
Write the task number and directions here.	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: Sign in (think email and password has been entered) and then submit order number (think order number has been entered) to see shipping information.	Open app > Click "Use as guest" button > Click "Sign in" > Click "Submit" Hover over "Enter Order Number" box > Click "Submit"	-Participant attempted to click "Use as guest" button	N/A	1
Prompt 1 follow-up: How easy or difficult was this task? Is there anything you would like to change about it?	N/A	-Participant easily completed all the tasks. -Participant confused about the presence of search box.	"I think it was definitely easy and quick to go through!" "I am not sure why the search box was present."	N/A
Prompt 2: Try finding the details of the shipping information for Box1. From the details page, try returning to the previous page.	Click > "Detail" button for Box 1 > Click back arrow	-Participant was able to complete the required tasks. -Participant wondered why wasn't there any approximate date of delivery. -Participant asked about message notification.	"Why is there not an estimated time for delivery of Box 1? I think it should be there." "Will there be a notification system or messaging to let the user know that the package has been delivered?"	1
Prompt 2 follow-up: How easy or difficult were these tasks? Is there anything you would like to change about it?	N/A	-Participant was wondering why there wasn't an estimated delivery date. -Participant recommended altering page text to "Order Tracking Details".	"The tasks were simple but I think there should be an estimated delivery date." "I also think that the detail page should say order tracking details for Box 1 instead of order detail."	N/A
Prompt 3: Let's say you wanted to place a hold on Box 2. How would you go about doing that?	Click "Detail button" for Box 2 > Click "Place on hold" button > Click on Calendar > Click "Confirm" button	N/A	"Ok, the calendars don't work." "Well, that was quick. I anticipated another page showing the dates."	1
Prompt 3 follow-up: Was this task of placing a hold on a package easy or difficult? Is there anything you would like to change about the process?	N/A	-Participant was able to place a hold on Box 2." -Participant thought the process could be improved further. -Participant wanted to have an extra page showing the chosen dates."	"I think the process of placing hold can be improved although I did complete the tasks given." "Why does crossing out the pop-up message take me to the calendar page again?" "Is it because I could update the dates if I need to? I am confused."	N/A
Prompt 4: From the current page, figure out how you would go about entering a separate order number?	Click "Back to shipping information" button > Click back arrow ( top left corner of the page) > Attempt to type in new order number	-Participant could reach the page to enter a new order number.	N/A	1
Prompt 4 follow-up: What was easy and what was challenging about the task?	N/A	N/A	"I am happy I could get back to the order number page with no issues."	N/A

<p>Prompt 5: How did you feel about the order tracking app in general? How useful was it? What did you like or dislike about it?</p>	<p>N/A</p>	<p>-Participant feels the order tracking app is useful but needs some improvement in order for people to happily use it.</p>	<p>"Although the app is simple to use, a few additions here and there could improve it. "          "It would have been good to see how the calendars work and get a view of the dates chosen. Now, that I realize, I feel one calendar could work for holding package."          "It would be nice to have a text showing the estimated delivery date."          "Also it would be helpful if a message was shown before confirming the hold and release dates."</p>	<p>N?A</p>
<p><b>Additional Notes:</b> Participant thinks notifications of deliveries would be helpful.</p>				