

Screener Questions

1. Do you have experience using any shipping service?
 - a. Yes
 - b. No **(REJECT)**
2. How often do you use a shipping service?
 - a. Daily
 - b. Few times a week
 - c. Few times a month
 - d. Few times a year **(REJECT)**
3. Would you be interested in an app that has seamless real-time order tracking updates and helps find the best shipping service?
 - a. Yes
 - b. Maybe
 - c. Not Interested **(REJECT)**

Scenario:

Are you tired of managing multiple apps to track your orders or struggling to find the most cost-effective shipping service for your packages? SuperShip is here to simplify your experience. With our app, you can effortlessly monitor all your orders and discover the best shipping deals to send your packages securely across the country or around the world. We aim to streamline the process, making it easy for you to find deals and track your orders with speed and efficiency.

As you navigate through the SuperShip app, we invite you to share your thoughts and feedback openly. Your input is incredibly valuable in enhancing the app and ensuring it becomes more user-friendly. Whenever you're ready, please proceed to the next steps.

Prototype link:

<https://www.figma.com/proto/s8vytd5uYqRliolSWXVMga/Running-File-SuperShip?type=design&node-id=1-545&viewport=1232%2C1617%2C0.2&t=quWx8MZItBd6sVw1-0&scaling=scale-down&starting-point-node-id=890%3A13620&show-proto-sidebar=1>

Tasks:

Task 1: Onboarding: create an account

Launch URL:

<https://www.figma.com/proto/s8vytd5uYqRliolSWXVMga/Running-File-SuperShip?type=design&node-id=1-545&viewport=1232%2C1617%2C0.2&t=quWx8MZItBd6sVw1-0&scaling=scale-down&starting-point-node-id=890%3A13620&show-proto-sidebar=1>

Once the new page fully (Onboarding) loads, move on to the next step.

Description:

Now Imagine you're Cathy, and you've recently installed a new app on your phone to discover the best shipping deals for sending a package across the country.

Now, let's go through the process of creating an account on this app. As you go through each step, think aloud and share your thoughts on the experience. Once you've completed this task, we'll follow up with a few questions about your overall experience. Let's get started!

Post-task questions:

1. How was your experience in performing this task?
2. Can you explain what you performed in this task?
3. Was there anything that you liked in this flow?
4. Was there anything difficult or hard to understand while performing the task? Please elaborate.
5. Are there any additional comments you would like to add regarding this task?

Task 2: Create a shipment order by adding all the required information

Launch URL:

<https://www.figma.com/proto/s8vytd5uYqRliolSWXVMga/Running-File-SuperShip?type=design&node-id=1-545&viewport=-67%2C1031%2C0.12&t=quWx8MZItBd6sVw1-0&scaling=scale-down&starting-point-node-id=1044%3A30028&show-proto-sidebar=1>

Once the new page (Ship) fully loads, move on to the next step.

Description:

Now that you have gone through the initial setup, please go ahead to create a shipment. Input all required information and pause once you reach the shipping services page.

Once you feel you have finished this activity, please pause and let me know so that I can ask you a few questions about your experience.

Post-task questions:

1. Can you explain what you think this screen does?
2. Was there anything that you liked in this flow?
3. Was there anything difficult or hard to understand while performing the task?
4. Are there any additional comments you would like to add regarding this task?

Additional questions (if not covered):

1. What are your thoughts on this screen?
2. Is there anything that you like about this screen?
3. Is there anything that is unclear or difficult to understand?

4. Is there anything you want to change about this screen?

Task 3: Compare Shipping Prices

Launch URL:

<https://www.figma.com/proto/s8vytd5uYqRliolSWXVMga/Running-File-SuperShip?type=design&node-id=1-545&viewport=-885%2C1017%2C0.12&t=quWx8MZItBd6sVw1-0&scaling=scale-down&starting-point-node-id=1044%3A13017&show-protocol-sidebar=1>

Once the new page (Compare Prices) fully loads, move on to the next step.

Description:

Now that you've entered all the shipping and package details. Next, you see the shipping services page. You can compare the different services here (including their price and features) and proceed to complete the order. Feel free to explore this page. You may check out the compare option to compare shipping services. Once you're ready to proceed, please proceed with recommended shipment service and submit the order.

Please walk me through how you would proceed with this. Once you feel you have finished this activity, Please pause and let me know so that I can ask you a few questions about your experience.

Post Task Questions:

1. How was your experience in performing this task?
2. Can you explain what you performed in this task?
3. Was there anything that you liked in this flow?
4. Was there anything difficult or hard to understand while performing the task?
5. Are there any additional comments you would like to add regarding this task?

Additional questions (if not covered):

1. What are your thoughts on this screen?
2. Is there anything that you like about this screen?
3. Is there anything that is unclear or difficult to understand?
4. Is there anything you want to change about this screen?

Task 4: Real-time Tracking

Launch URL:

<https://www.figma.com/proto/s8vytd5uYqRliolSWXVMga/Running-File-SuperShip?type=design&node-id=1-545&viewport=-1949%2C1045%2C0.12&t=quWx8MZItBd6sVw1-0&scaling=scale-down&starting-point-node-id=1178%3A4848&show-protocol-sidebar=1>

Once the new page fully (Tracking) loads, move on to the next step.

Description:

Please go ahead and try to track the package.

Please walk us through how you would proceed with this and think aloud. Once you feel you have finished this task, please proceed to the next step so we can ask a few questions about your experience.

Post Task Questions

1. How was your experience in performing this task?
2. Can you explain what you performed in this task?
3. Was there anything that you liked in this flow?
4. Was there anything difficult or hard to understand while performing the task?
5. Are there any additional comments you would like to add regarding this task?

Additional questions (if not covered):

1. What are your thoughts on this screen?
2. Is there anything that you like about this screen?
3. Is there anything that is unclear or difficult to understand?
4. Is there anything you want to change about this screen?

SUS (part of the form)

Launch URL - <https://forms.gle/jCAZkbka9JuK8dpx9>

Please complete the form to rate your experience with the app.

Closing Questions:

1. How was your experience using the app?
2. Is there anything you liked about the app?
3. Is there anything you disliked/ found challenging about using the app?
4. If you had a magic wand, how would you improve the app?

Closing Remarks:

Thank you so much for participating in this user testing session for SuperShip. Your feedback is incredibly valuable to us.