

# Usability Testing Report

This report presents the findings from the Usability Testing phase conducted for the ShopNOSCO B2B Platform. The goal was to evaluate the platform's ease of use, identify usability issues, and gather feedback from end-users to inform final design adjustments.



**Uncover Problems**  
*in the design*



**Discover Opportunities**  
*to improve the design*



**Learn about user's**  
*behavior and preferences*

# Methodology

*Date: 10 June - 14 June 2024*

*Method: Remote Testing, Zoom*

## Participants



Procurement  
Managers



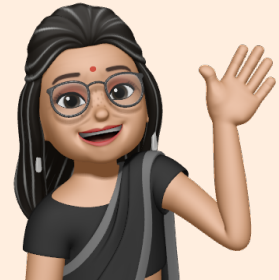
End User  
(Employee)



Logistics  
Coordinators



Inventory  
Managers



Financial  
Officers

# Executive Summary

During the usability testing of the ShopNOSCO B2B platform, user opinions were mixed regarding the product's readiness and value in its current form. Four users responded very positively, expressing enthusiasm to start using the tool immediately and share it with their teams. However, one user felt that he would prefer to wait for further development and to see the direction in which the product evolves before fully committing to its use.

Most tasks were completed successfully by users without significant issues. However, the following areas proved to be the most challenging:

- My Profile Page
- Feedback Flow
- My Cart Page

**85%**

Participants loved the redesign of website

**80%**

Participants completed all the tasks.

**90%**

Had problem deleting items on cart page

# Key Insights



## 8 Negative Insights

Defined problems divided into three categories: Crucial, Major, and Minor.



## 3 Neutral Insights

Ideas and suggestions made by test participants



## 11 Positive Insights

All the positive feedback from the users



## Insight #1

# Accessibility

Many users mentioned that the link in the return policy should be clickable and highlighted on the checkout page.

### SEVERITY

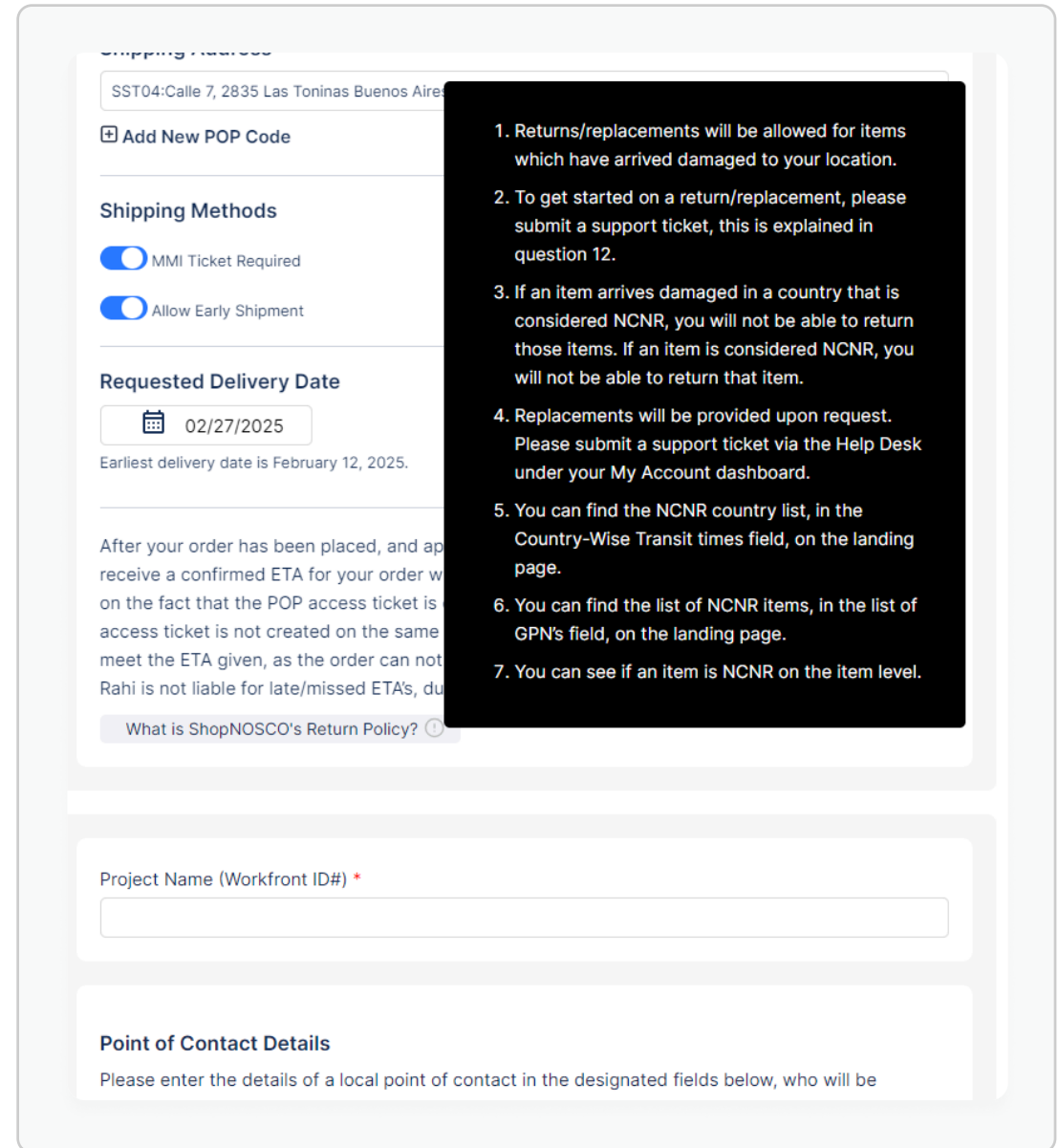
 **Crucial**

### TYPE

 **Negative**

### RECOMMENDATIONS

- Highlight links on the return policy pop-up on the checkout page.



The screenshot shows a checkout page with a return policy pop-up overlay. The pop-up contains the following text:

1. Returns/replacements will be allowed for items which have arrived damaged to your location.
2. To get started on a return/replacement, please submit a support ticket, this is explained in question 12.
3. If an item arrives damaged in a country that is considered NCNR, you will not be able to return those items. If an item is considered NCNR, you will not be able to return that item.
4. Replacements will be provided upon request. Please submit a support ticket via the Help Desk under your My Account dashboard.
5. You can find the NCNR country list, in the Country-Wise Transit times field, on the landing page.
6. You can find the list of NCNR items, in the list of GPN's field, on the landing page.
7. You can see if an item is NCNR on the item level.

The background page shows a shipping address field with the value "SST04:Calle 7, 2835 Las Toninas Buenos Aires", an "Add New POP Code" button, shipping methods with "MMI Ticket Required" and "Allow Early Shipment" toggled on, and a "Requested Delivery Date" field with the value "02/27/2025". Below the date field, it says "Earliest delivery date is February 12, 2025." There is also a link "What is ShopNOSCO's Return Policy?" with a question mark icon.

## Insight #2

# Save and Cancel

User Mentioned that the information is editable before clicking edit button also when they type in the name and lastname field then clicks on the cancel button, the information inserted is not reverted back to the original information.

### SEVERITY

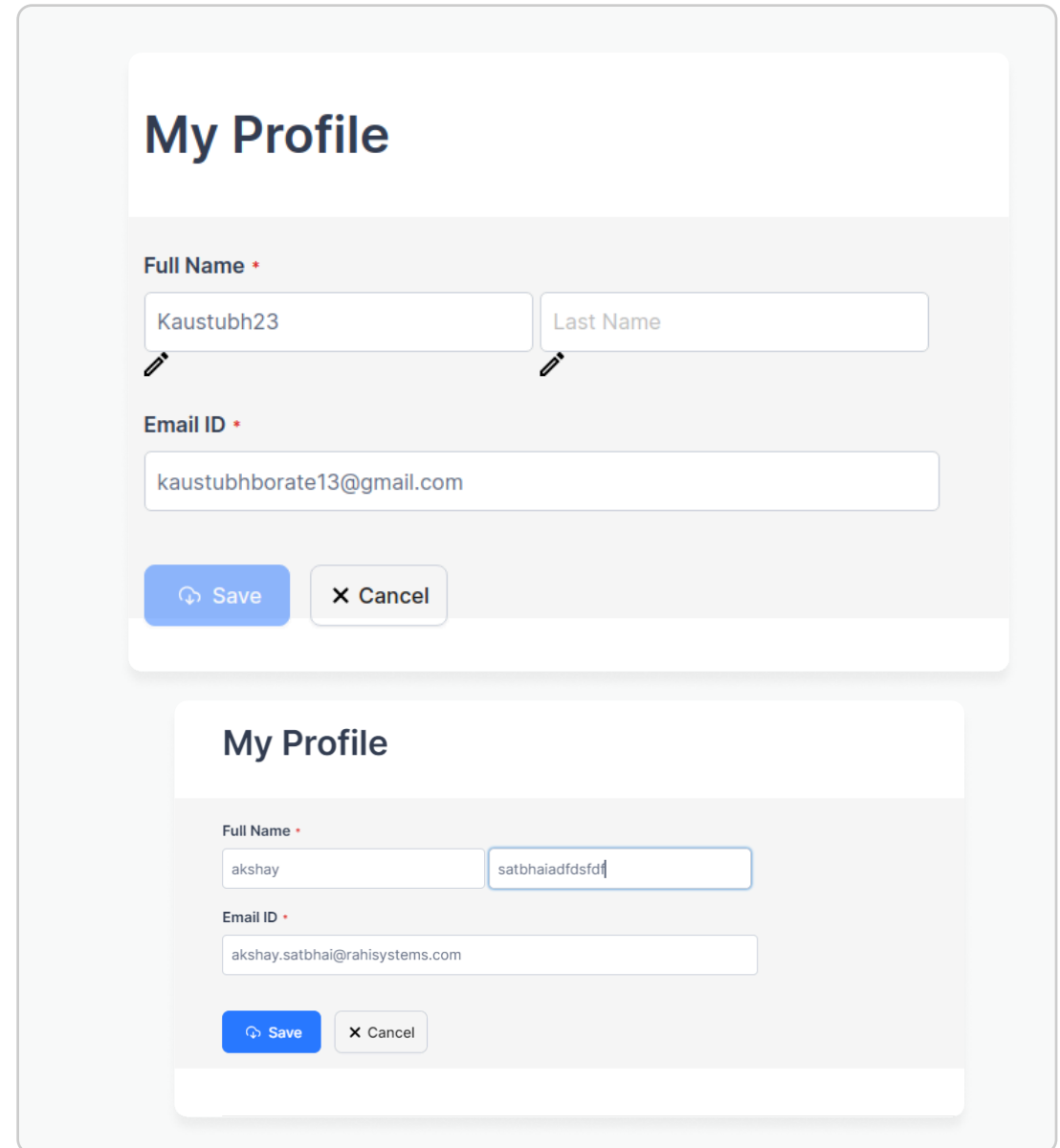
 Crucial

### TYPE

 Negative

### RECOMMENDATIONS

- Information should be only editable if we click on edit button.
- When we hit the cancel button, the original information should be displayed.



**My Profile**

Full Name \*

Kaustubh23 Last Name

Email ID \*

kaustubhborate13@gmail.com

Save Cancel

**My Profile**

Full Name \*

akshay satbhaiadfsdf

Email ID \*

akshay.satbhai@rahisystems.com

Save Cancel

## Insight #3

# Delivery Date

User were able to select the previous date before the mentioned delivery date.

### SEVERITY



Crucial

### TYPE



Negative

### RECOMMENDATIONS

- If the delivery date is July 12, 2025, the user should not be allowed to select the previous month. The calendar should be disabled for the previous month.

#### Shipping Address

SST04:Calle 7, 2835 Las Toninas Buenos Aires Argentina, 7106 Costa Chica, Partido de la Costa, Argentina Tel

[Add New POP Code](#)

---

#### Shipping Methods

MMI Ticket Required  Allow Multiple Shipment

Allow Early Shipment  Tech Dispatch Ticket

---

#### Requested Delivery Date

**Earliest delivery date is February 12, 2025.**

---

After your order has been placed, and approved by an admin if it is worth more than \$1,000, you will receive a confirmed ETA for your order within 24 hours. Please note that, the ETA given will be based on the fact that the POP access ticket is created the same day an order is ready to ship. If the POP access ticket is not created on the same day an order is ready to ship, then we may not be able to meet the ETA given, as the order can not ship until the POP access ticket submission is complete. Rahi is not liable for late/missed ETAs, due to late POP access ticket submissions.

[What is ShopNOSCO's Return Policy? ⓘ](#)

## Insight #4

# Order Status

Many users were confused in order status dropdown status like complete, closed, delivered.

### SEVERITY



**Crucial**

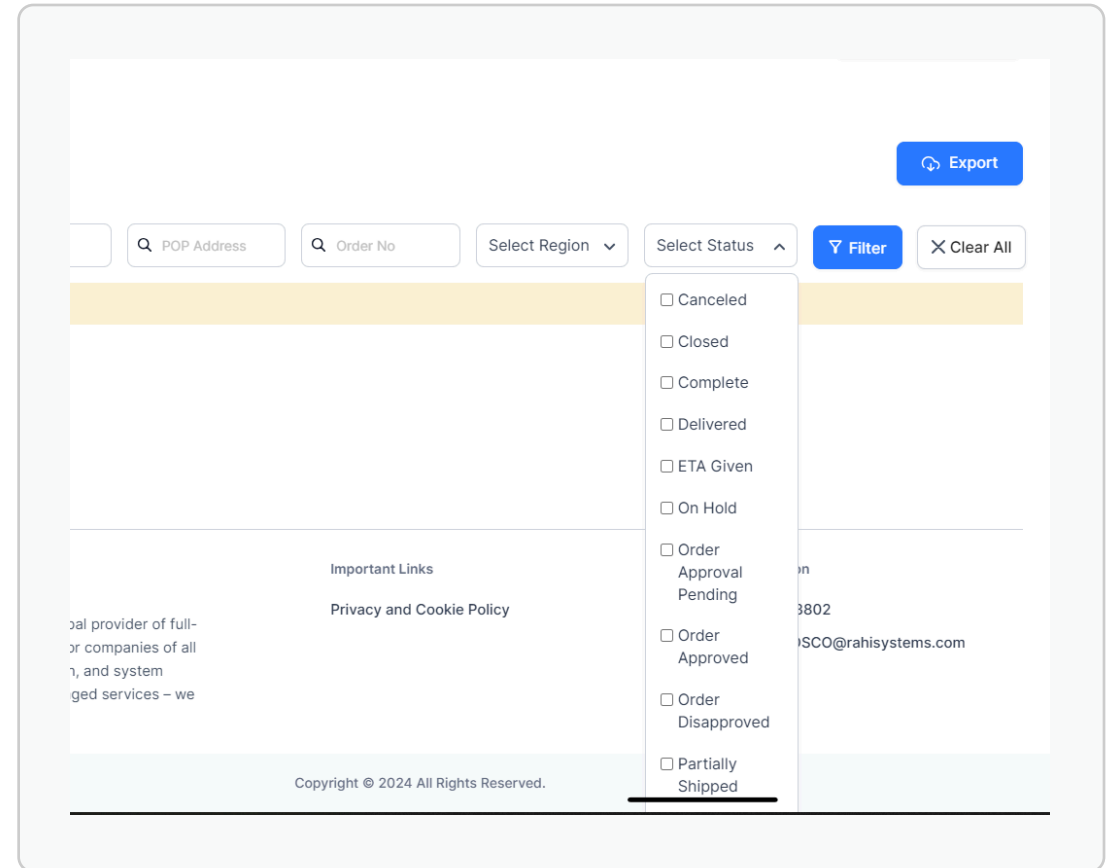
### TYPE



**Negative**

### RECOMMENDATIONS

- Keep only single status which has the same meaning, e.g status like complete, closed, delivered.



## Insight #5

# Status Message

When the expedite date is saved on the checkout page, a cart removal error is displayed.

### SEVERITY

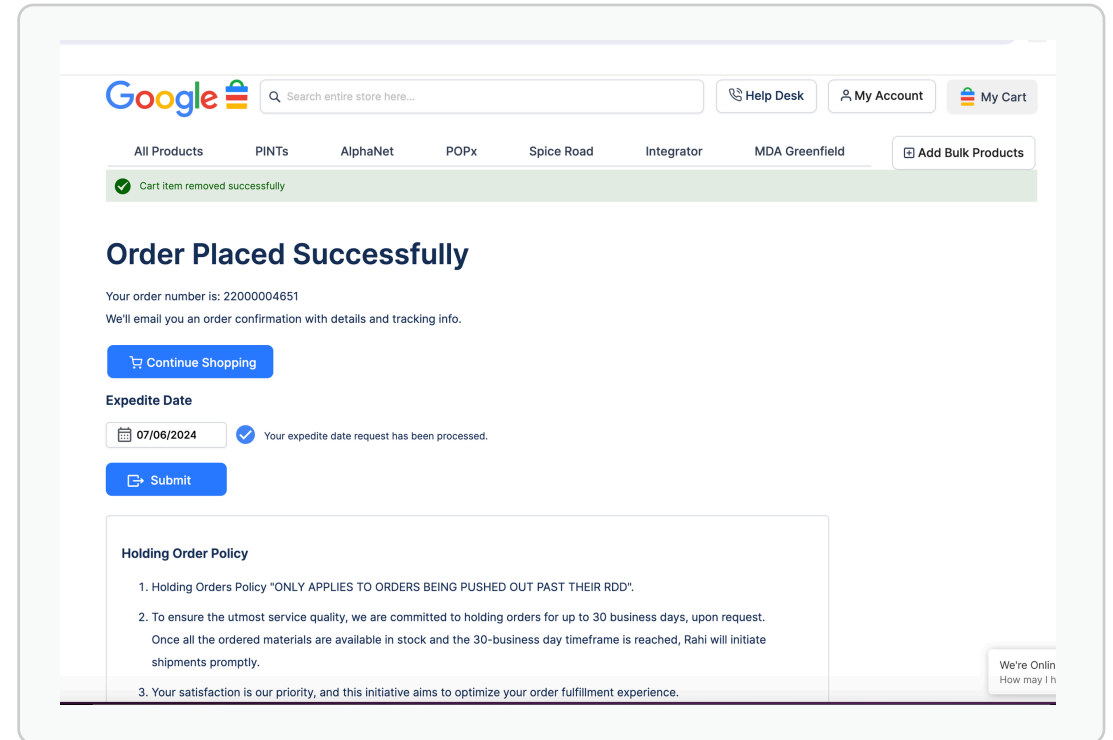
 **Crucial**

### TYPE

 **Negative**

### RECOMMENDATIONS

- Correct status message should be displayed.



## Insight #6

# Accessibility

Many users were getting irritated with per page filter option as they were losing track of product they were looking/ filtered out.

### SEVERITY



Major

### TYPE

✗ Negative

### RECOMMENDATIONS

- Remove the functionality.

The screenshot shows a web browser displaying a product catalog page. The browser's address bar shows 'all-products.html'. The page contains three product cards. The first card is 'In Stock (100)', the second is 'Out of Stock (0)', and the third is 'Out of Stock (0)'. Each card has a table showing availability for APAC, NASA, and EMEA regions, all with a stock of 0. Below each table is a 'Quantity' input field set to 1 and an 'Add to Cart' button. At the bottom of the product list, there is a pagination control with buttons for 1, 2, 3, 4, 5, and a right arrow. To the right of the pagination is a 'Show 24 per page' dropdown menu, which is currently open, showing '24' as the selected value. The footer of the page includes the Rahi logo, 'Elevating Technology Globally™', 'Important Links' (Privacy and Cookie Policy), 'Contact Information' (+1 (510) 319-3802, Team.ShopNOSCO@rahisystems.com), and a copyright notice: 'Copyright © 2024 All Rights Reserved.'

## Insight #7

# Feedback Form

User mentioned to improve the flow and add fields with respect to message

### SEVERITY

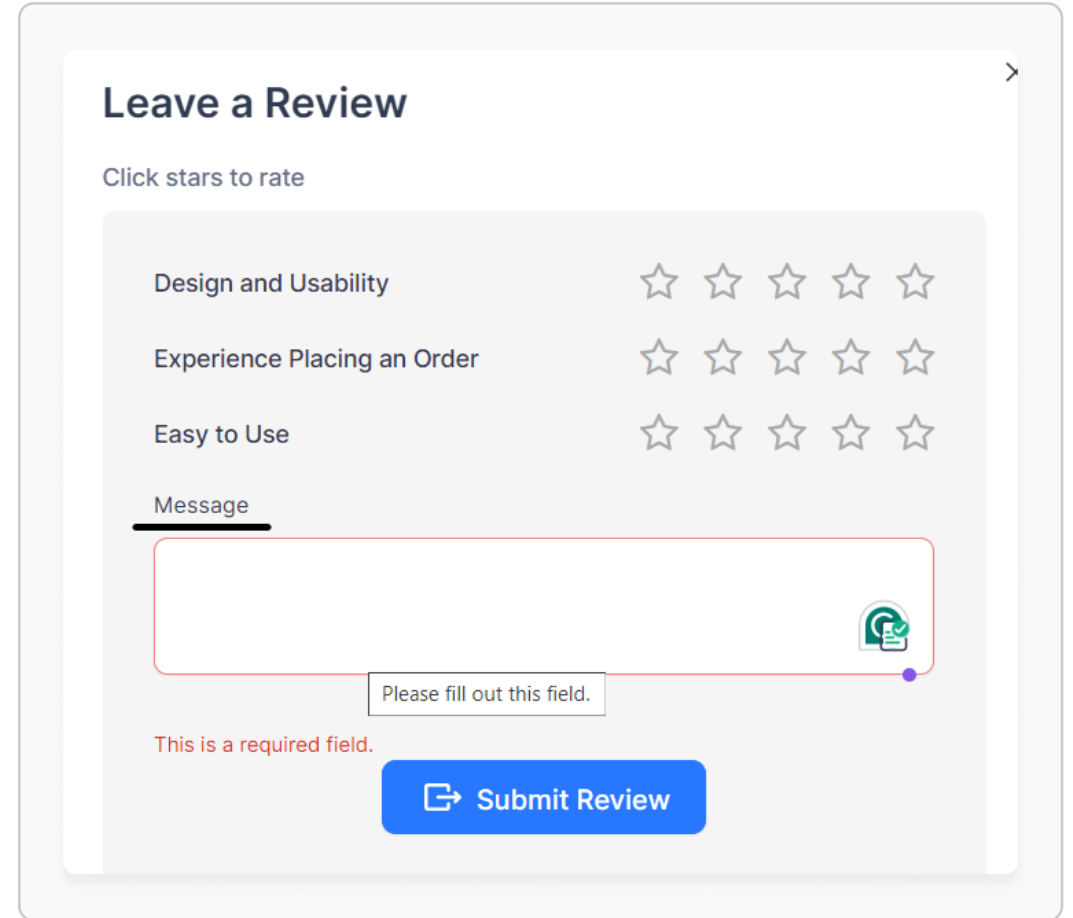
 Major

### TYPE

 Negative

### RECOMMENDATIONS

- Create separate feedback section for ratings and message for website feedback.



The screenshot shows a 'Leave a Review' form with the following elements:

- Title:** Leave a Review
- Instruction:** Click stars to rate
- Rating Categories:**
  - Design and Usability: 5 stars
  - Experience Placing an Order: 5 stars
  - Easy to Use: 5 stars
- Message Field:** A text input field with a red border and a placeholder icon. A tooltip above it says 'Please fill out this field.' Below the field, a red error message reads 'This is a required field.'
- Submit Button:** A blue button with a white arrow icon and the text 'Submit Review'.

## Insight #8

# Accessibility

Shopping cart link should be highlighted.

### SEVERITY



Minor

### TYPE

**✗** Negative

### RECOMMENDATIONS

- Add link to shopping cart text.

The screenshot shows a product page for 'PINTs' on a website. The page features a search bar, navigation links, and a shopping cart icon with a notification badge. A green notification banner at the top states 'You added 30001239-013 to your shopping cart.' Below this, the product category 'PINTs' is displayed with a filter dropdown set to 'All Products' and a count of '93 items'. A 'Filter' sidebar on the left allows selection by region: NASA (51), APAC (54), and EMEA (54). Three product cards are shown, each with a GPN#, an image, a description, and a stock status. The first two products are 'In Stock' (359 and 21 items respectively), while the third is 'Out of Stock' (0 items). A 'My Cart' link is visible in the top right corner, but it is not highlighted. A small chat bubble in the bottom right corner says 'We're Online! How may I help yo...'

Availability	Stock
APAC	172
NASA	140

Availability	Stock
APAC	21
NASA	0

Availability	Stock
APAC	0
NASA	0



# Key Insights



## 8 Negative Insights

Defined problems divided into three categories: Crucial, Major, and Minor.



## 3 Neutral Insights

Ideas and suggestions made by test participants



## 11 Positive Insights

All the positive feedback from the users

## Insight #1

# Iconography

Users mentioned it would be helpful if the reorder icon is changed

### TYPE

● Neutral

### RECOMMENDATIONS

- Think about creating icon which resembles with cart and reorder.

The screenshot shows a web application interface for 'My Orders'. At the top, there is a search bar with the text '@google.com' and several filter buttons: 'POP Address', 'Order No', 'Select Region', and 'Select Status'. There is also a 'Filter' button and a 'Clear All' button. An 'Export' button is located in the top right corner. Below the filters is a table with the following columns: Order #, Date(UTC), Region, Ship To, Email, Requested Delivery Date, Confirmed Delivery Date, Reques, and Action. The table contains 10 rows of order data. The first row is highlighted with a red underline. The 'Action' column contains icons for viewing and reordering each order.

Order #	Date(UTC)	Region	Ship To	Email	Requested Delivery Date	Confirmed Delivery Date	Reques	Action
22000004459	2024-03-29	APAC	KIX04	agamblin@google.com	2024-09-23		2024-04	👁️   🔄
22000004458	2024-03-28	NASA	YUL02	ajalhaseri@google.com	2024-04-14			👁️   🔄
22000004455	2024-03-28	EMEA	DIA01	aswinmasc@google.com	2024-05-29			👁️   🔄
22000004454	2024-03-28	EMEA	DIA01	aswinmasc@google.com	2024-10-24			👁️   🔄
22000004453	2024-03-28	APAC	DEL11	yogeshmahadik@google.com	2024-04-24			👁️   🔄
22000004452	2024-03-28	APAC	DEL03	yogeshmahadik@google.com	2024-04-24			👁️   🔄
22000004451	2024-03-28	APAC	DEL01	yogeshmahadik@google.com	2024-04-24			👁️   🔄
22000004450	2024-03-28	APAC	BOM05	amarshriram@google.com	2024-06-19		2024-04	👁️   🔄
22000004449	2024-03-28	APAC	BOM07	amarshriram@google.com	2024-06-19		2024-04	👁️   🔄
22000004448	2024-03-28	APAC	DEL01	yogeshmahadik@google.com	2024-04-23			👁️   🔄

## Insight #2

# Accessibility

User requested, on the checkout page, in the holding order policy, the first point in double quotes should be highlighted in bold.

### TYPE

● Neutral

### RECOMMENDATIONS

- Make important points highlighted in bold.

The screenshot shows a checkout page with the following elements:

- A blue button labeled "Continue Shopping" with a shopping cart icon.
- A section titled "Expedite Date" containing a date input field with the value "07/12/2024" and a blue checkmark icon followed by the text "Your expedite date request has been processed."
- A blue button labeled "Submit" with a right-pointing arrow icon.
- A section titled "Holding Order Policy" containing a list of three items:
  1. Holding Orders Policy **"ONLY APPLIES TO ORDERS BEING PUSHED OUT PAST THEIR RDD"**.
  2. To ensure the utmost service quality, we are committed to holding orders for up to 30 business days, upon request. Once all the ordered materials are available in stock and the 30-business day timeframe is reached, Rahi will [initiate](#) shipments promptly.
  3. Your satisfaction is our priority, and this initiative aims to optimize your order fulfillment experience.

Insight #3

# Search Bar

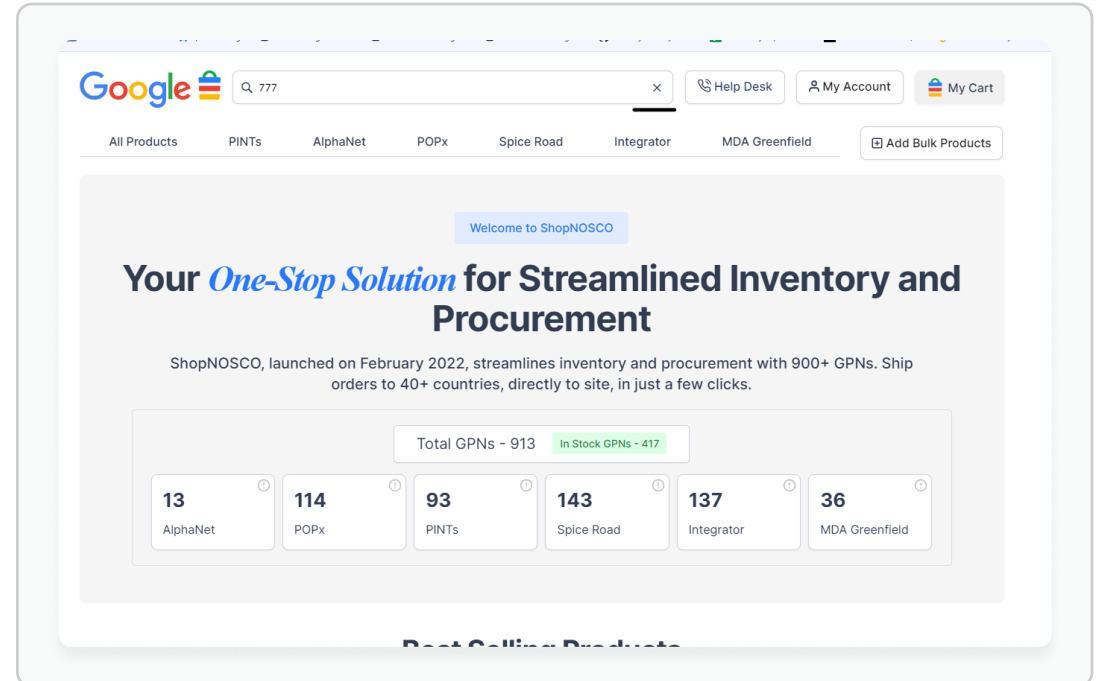
User requested, in the search bar field cancel search icon display position to put outside of input field.

TYPE

● Neutral

RECOMMENDATIONS

- Show cancel icon only when user search something.



# Key Insights



## 8 Negative Insights

Defined problems divided into three categories: Crucial, Major, and Minor.



## 3 Neutral Insights

Ideas and suggestions made by test participants



## 11 Positive Insights

All the positive feedback from the users

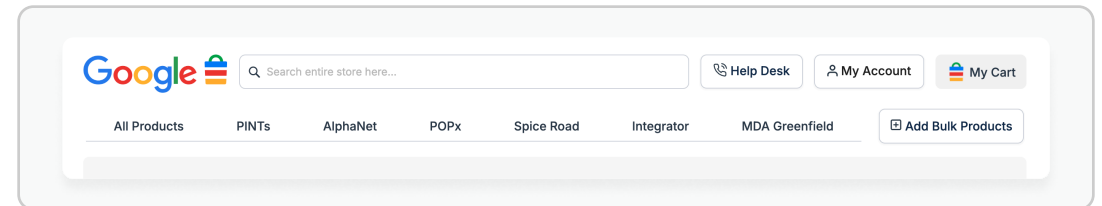
Insight #1

# Header and Menu

User liked the categorization of menu and design of it.

TYPE

✔ Positive



## Insight #2

# Product Listing


Users appreciated very much the possibility of quickly getting all the information of product in listing details section.

TYPE

✔ Positive

### Best Selling Products

GPN#: 7004014




CYCL, RJ45 DB9F ADAPTER  
ADB0036

**In Stock (20)**

Availability	Stock
APAC	20
NASA	0
EMEA	0

Quantity:  [Add to Cart](#)

GPN#: 7003903




POWER CORD L6-20P TO C19  
8FT, 250V

**Out of Stock (0)**

Availability	Stock
APAC	0
NASA	0
EMEA	0

Quantity:  [Add to Cart](#)

GPN#: 7001319




ADAPTER, CSC COMM. DB9F-  
RJ45 NULL

**Out of Stock (0)**

Availability	Stock
APAC	0
NASA	0
EMEA	0

Quantity:  [Add to Cart](#)

GPN#: 1063891 **EOL**



Assy, Cord, Pwr, 20A, 250VAC,  
NEMA L6-20P x IEC 32...

**Out of Stock (0)**

Availability	Stock
APAC	0
NASA	0
EMEA	0

Quantity:  [Add to Cart](#)

## Insight #3

# My Order Page

Users expressed that they loved the new "My Order" page design. They particularly appreciated the sticky order column throughout the table, as it made it easier for them to view and understand all the details related to a specific order.

### TYPE

✅ Positive

Google  [Help Desk](#) [My Account](#) [My Cart](#)

[All Products](#) [PINTs](#) [AlphaNet](#) [POPx](#) [Spice Road](#) [Integrator](#) [MDA Greenfield](#) [Add Bulk Products](#)

[Home](#) > [My Account](#) > [My Orders](#)

## My Orders

[Export](#)

[Select Region](#) [Select Status](#) [Filter](#) [Clear All](#)

Order #	Date(UTC)	Region	Ship To	Email	Requested Delivery Date	Confirmed Deliv	Action
22000004745	2024-07-22	NASA	SST04	vaibhavi.chinchur1@rahisystems.com	2024-10-15		<a href="#">View</a> <a href="#">Refresh</a> <a href="#">Delete</a> <a href="#">Print</a>
22000004715	2024-07-17	NASA	SST04	vaibhavi.chinchur1@rahisystems.com	2024-10-10		<a href="#">View</a> <a href="#">Refresh</a> <a href="#">Delete</a> <a href="#">Print</a>
22000004712	2024-07-17	NASA	SST04	vaibhavi.chinchur1@rahisystems.com	2024-12-05		<a href="#">View</a> <a href="#">Refresh</a> <a href="#">Delete</a> <a href="#">Print</a>
22000004662	2024-07-08	NASA	SST04	vaibhavi.chinchur1@rahisystems.com	2024-11-25		<a href="#">View</a> <a href="#">Refresh</a> <a href="#">Delete</a> <a href="#">Print</a>
22000004661	2024-07-08	NASA	SST04	vaibhavi.chinchur1@rahisystems.com	2024-09-30		<a href="#">View</a> <a href="#">Refresh</a> <a href="#">Delete</a> <a href="#">Print</a>
22000004658	2024-07-05	NASA	SST04	vaibhavi.chinchur1@rahisystems.com	2025-03-11		<a href="#">View</a> <a href="#">Refresh</a> <a href="#">Delete</a> <a href="#">Print</a>



Insight #4

# Order Details Page

Users appreciate the minimal design of the Order Details page.

TYPE

✅ Positive

The screenshot shows a web application interface for an order details page. At the top, there is a Google search bar and navigation links for 'Help Desk', 'My Account', and 'My Cart'. Below this is a navigation menu with categories like 'All Products', 'PINTs', 'AlphaNet', 'POPx', 'Spice Road', 'Integrator', and 'MDA Greenfield', along with an 'Add Bulk Products' button. The main content area displays the order number 'Order # 22000004715' and a status 'Order Approval Pending'. The order date is '2024-07-17 10:15:51'. The page is divided into sections: 'Order Information', 'Shipping Address', 'Shipping Method', 'Requested Delivery Date', 'Project Name', and 'Point of Contact Details'. The 'Items Ordered' section contains a table with columns for 'Sr.No.', 'GPN', 'Description', 'ETA', and 'Quantity'.

Sr.No.	GPN	Description	ETA	Quantity
10	7022412	Cable manager, Front and Rear, 1RU, 19" (1.7' x 8.9' x 19")		Ordered: 1

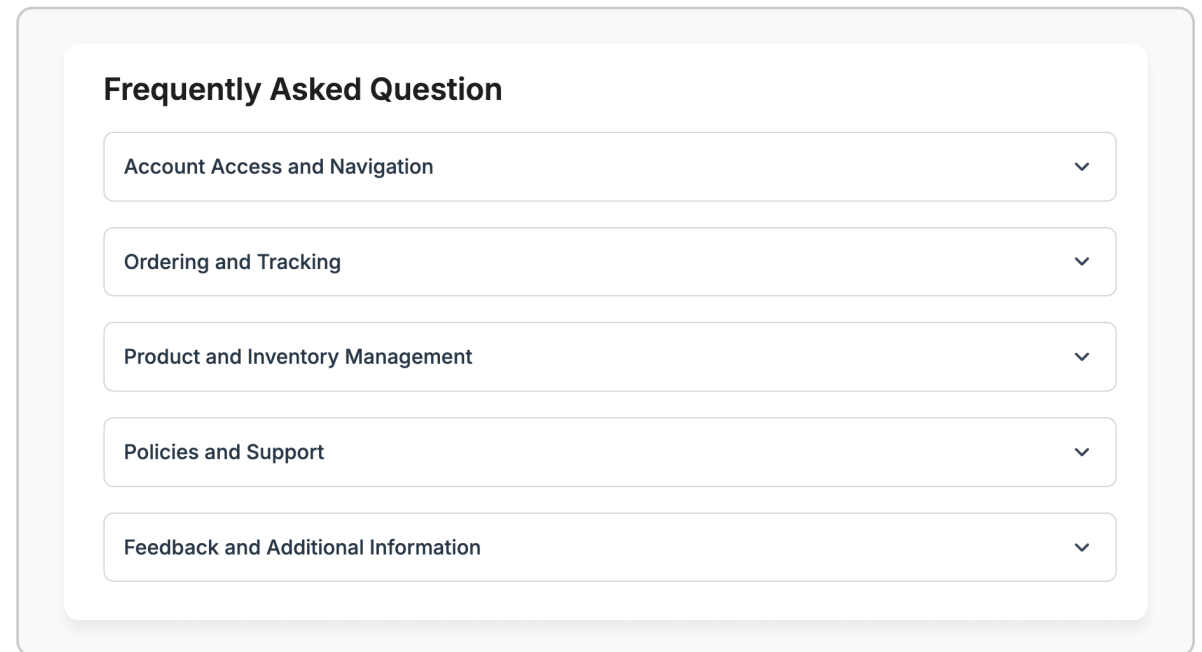
Insight #5

# FAQ

Users loved the categorization of the FAQ section, as it made it easy for them to find what they were looking for without having to go through all the questions.

TYPE

✔ Positive



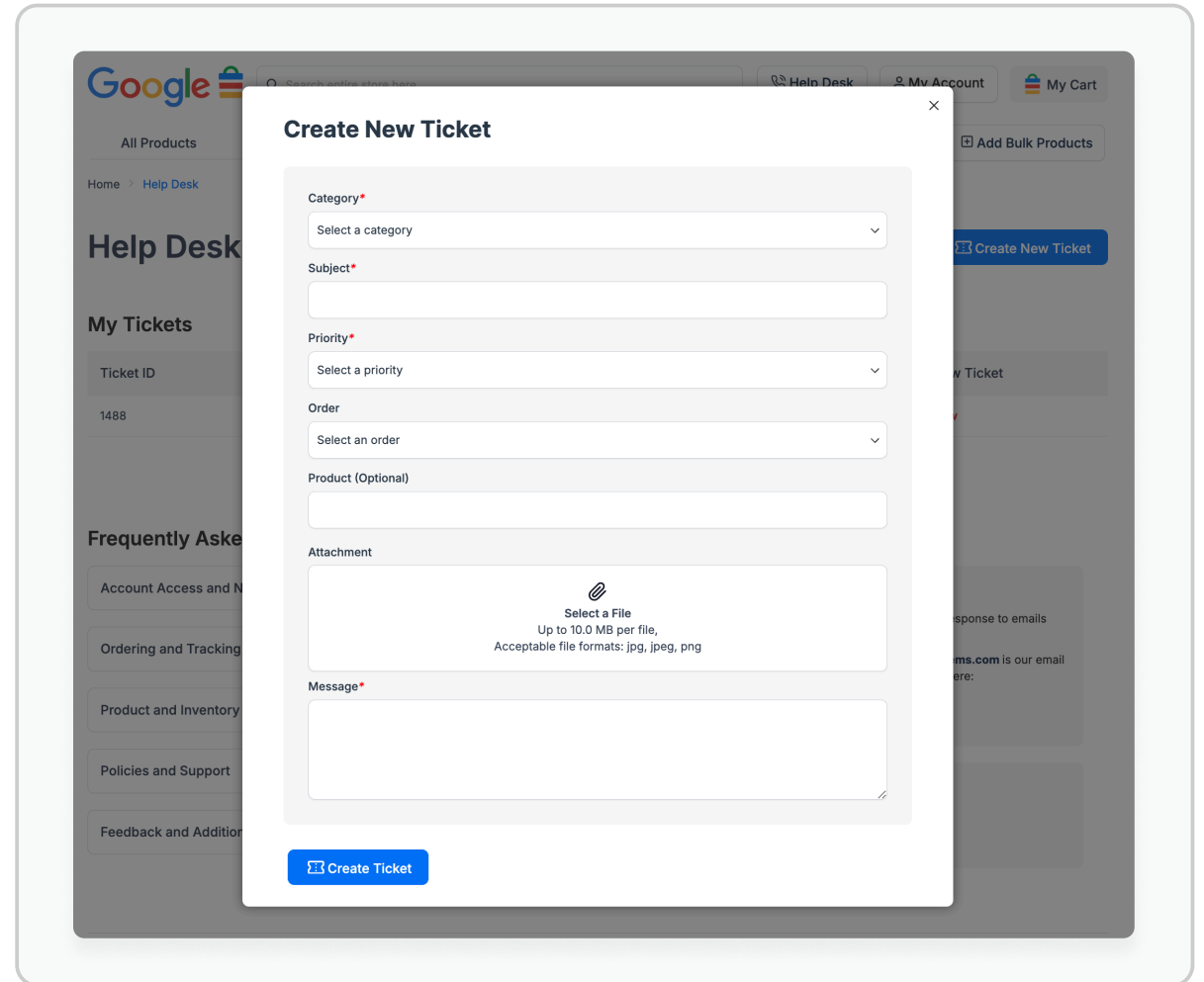
Insight #6

# Ticket Creation

Users appreciated the design of the "Create New Ticket" form, the clear and well-organized options made it easy for them to fill out the form. The straightforward layout and intuitive choices contributed to a smooth and efficient user experience.

TYPE

✅ Positive



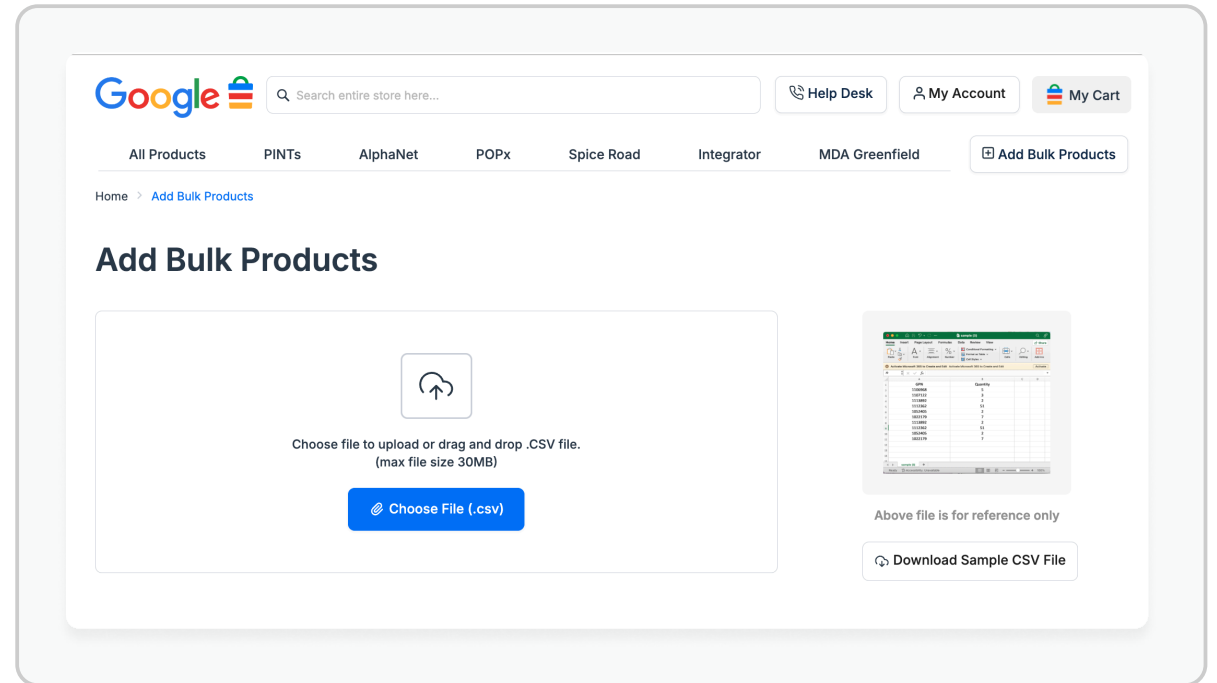
Insight #7

# Bulk Products

Users liked the interaction we have added on bulk add products page on file upload to check the status and also get the process.

TYPE

✔ Positive



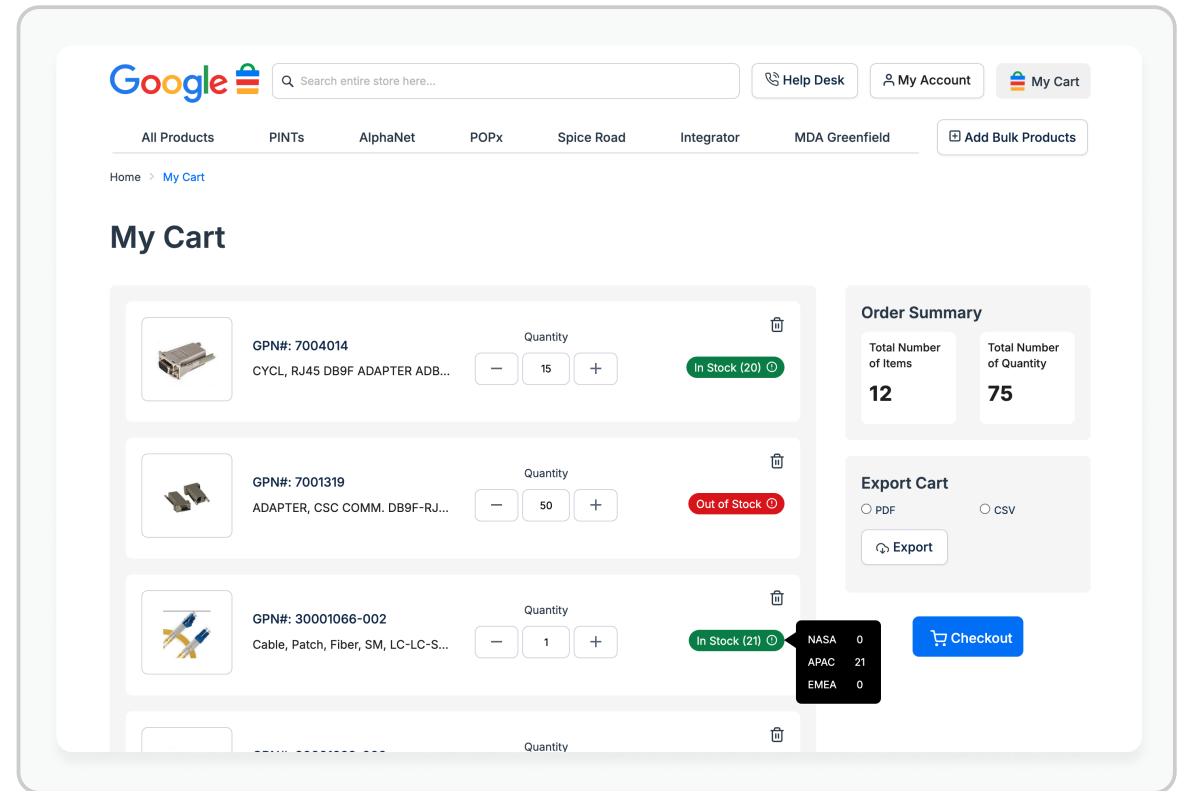
## Insight #8

# My Cart Page

The "My Cart" page provides a concise summary of items in the shopping basket, including names, images, prices, quantities, and subtotals. Users can add or remove items and view a summary of total costs, ensuring a smooth checkout experience.

### TYPE

✅ Positive



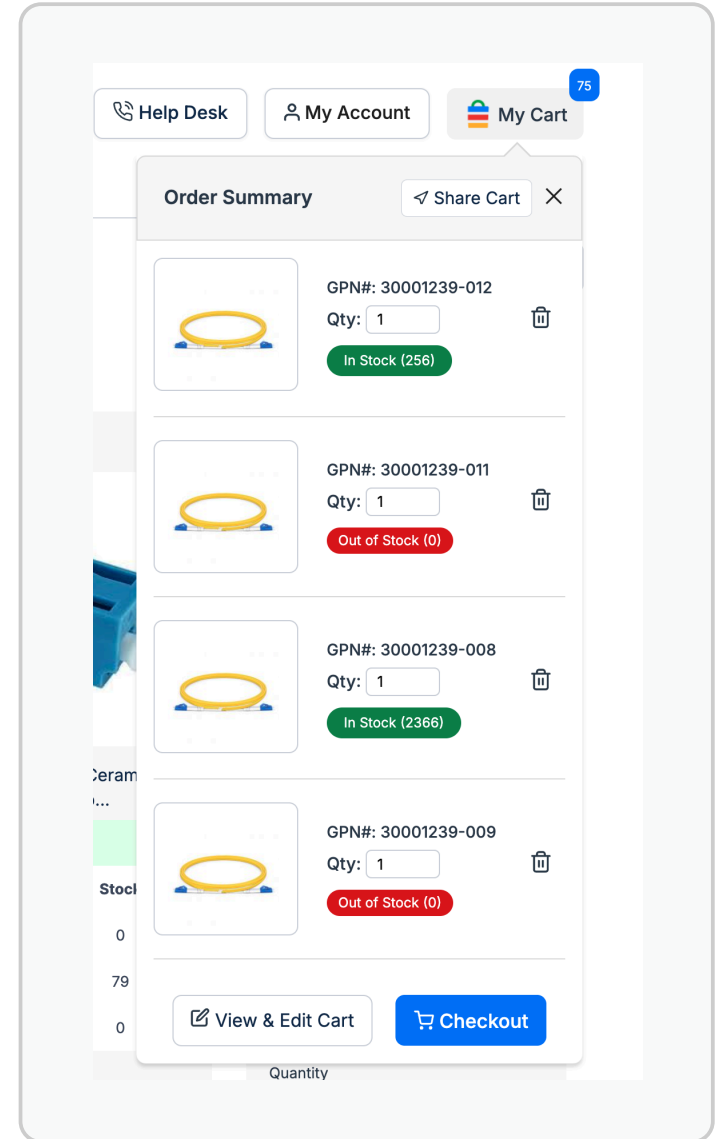
## Insight #9

# Mini Cart

A quick description of the chosen items is provided by the mini cart, which displays product names, pictures, costs, and quantities. Users may easily update products and check out thanks to it.

### TYPE

✔ Positive



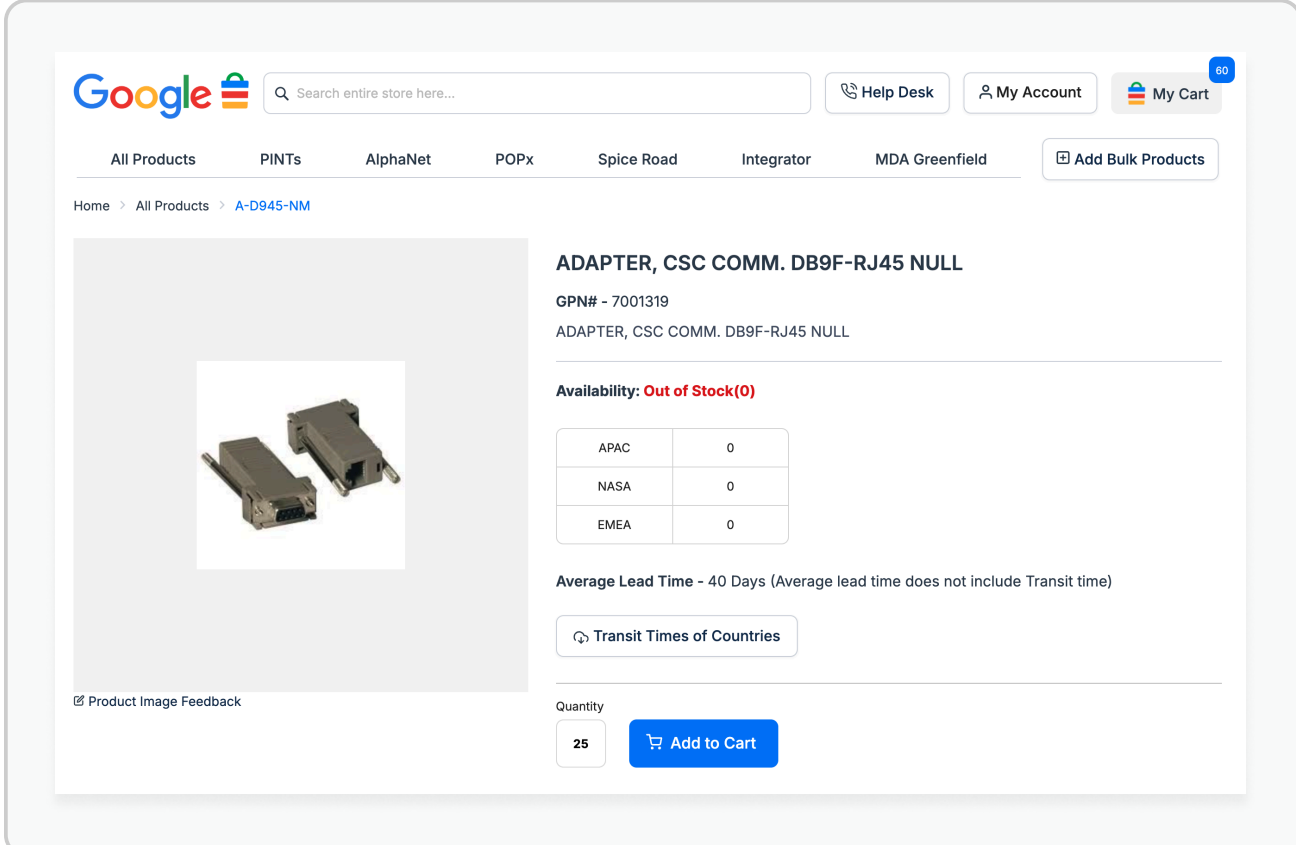
## Insight #10

# Product Page

The product page provides detailed information about an item, including images, descriptions, specifications, Average lead time and Transit times of countries. Users can select options, check availability, and add the product to their cart.

### TYPE

 **Positive**




The screenshot shows a product page for an adapter. The page includes a Google logo, a search bar, and navigation links for Help Desk, My Account, and My Cart. The product is titled "ADAPTER, CSC COMM. DB9F-RJ45 NULL" with GPN# - 7001319. The availability is "Out of Stock(0)". A table shows the quantity for different regions: APAC (0), NASA (0), and EMEA (0). The average lead time is 40 days. There is a button for "Transit Times of Countries" and a quantity selector set to 25, with an "Add to Cart" button.

Google  [Help Desk](#) [My Account](#) [My Cart](#) 60

[All Products](#) [PINTs](#) [AlphaNet](#) [POPx](#) [Spice Road](#) [Integrator](#) [MDA Greenfield](#) [Add Bulk Products](#)

[Home](#) > [All Products](#) > [A-D945-NM](#)



**ADAPTER, CSC COMM. DB9F-RJ45 NULL**  
GPN# - 7001319  
ADAPTER, CSC COMM. DB9F-RJ45 NULL

**Availability: Out of Stock(0)**

APAC	0
NASA	0
EMEA	0

Average Lead Time - 40 Days (Average lead time does not include Transit time)

[Transit Times of Countries](#)

Quantity  [Add to Cart](#)

[Product Image Feedback](#)

## Insight #11

# Checkout Page

The one-step checkout simplifies the purchasing process by combining all steps—shipping, payment, and order review—on a single page, ensuring a quick and seamless experience for users.

## TYPE

✓ Positive

### Checkout

#### Shipping Address

SST04:Calle 7, 2835 Las Toninas Buenos Aires Argentina, 7106 Costa Chica, Partido de la Costa, Argentina Tel

Add New POP Code

#### Shipping Methods

MMI Ticket Required  Allow Multiple Shipment

Allow Early Shipment  Tech Dispatch Ticket

#### Requested Delivery Date

Earliest delivery date is July 16, 2025.

After your order has been placed, and approved by an admin if it is worth more than \$1,000, you will receive a confirmed ETA for your order within 24 hours. Please note that, the ETA given will be based on the fact that the POP access ticket is created the same day an order is ready to ship. If the POP access ticket is not created on the same day an order is ready to ship, then we may not be able to meet the ETA given, as the order can not ship until the POP access ticket submission is complete. Rahi is not liable for late/missed ETAs, due to late POP access ticket submissions.

[What is ShopNOSCO's Return Policy?](#)

#### Order Summary

60 Items in cart

GPN : 7001319  
ETA : 30-Dec-2024  
Quantity: 50  
Out of Stock

GPN : 30001066-002  
ETA : 30-Dec-2024  
Quantity: 1  
In Stock (21)

#### Project Name (Workfront ID#) \*

#### Point of Contact Details

Please enter the details of a local point of contact in the designated fields below, who will be responsible for collecting the material(s) in case you are unavailable.

**Name \***

**Email \***

**Phone No. \***

**Additional Comments**

**TPM Name \***

Add New Point of Contact Details