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
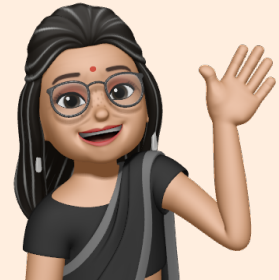
Participants

| 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.
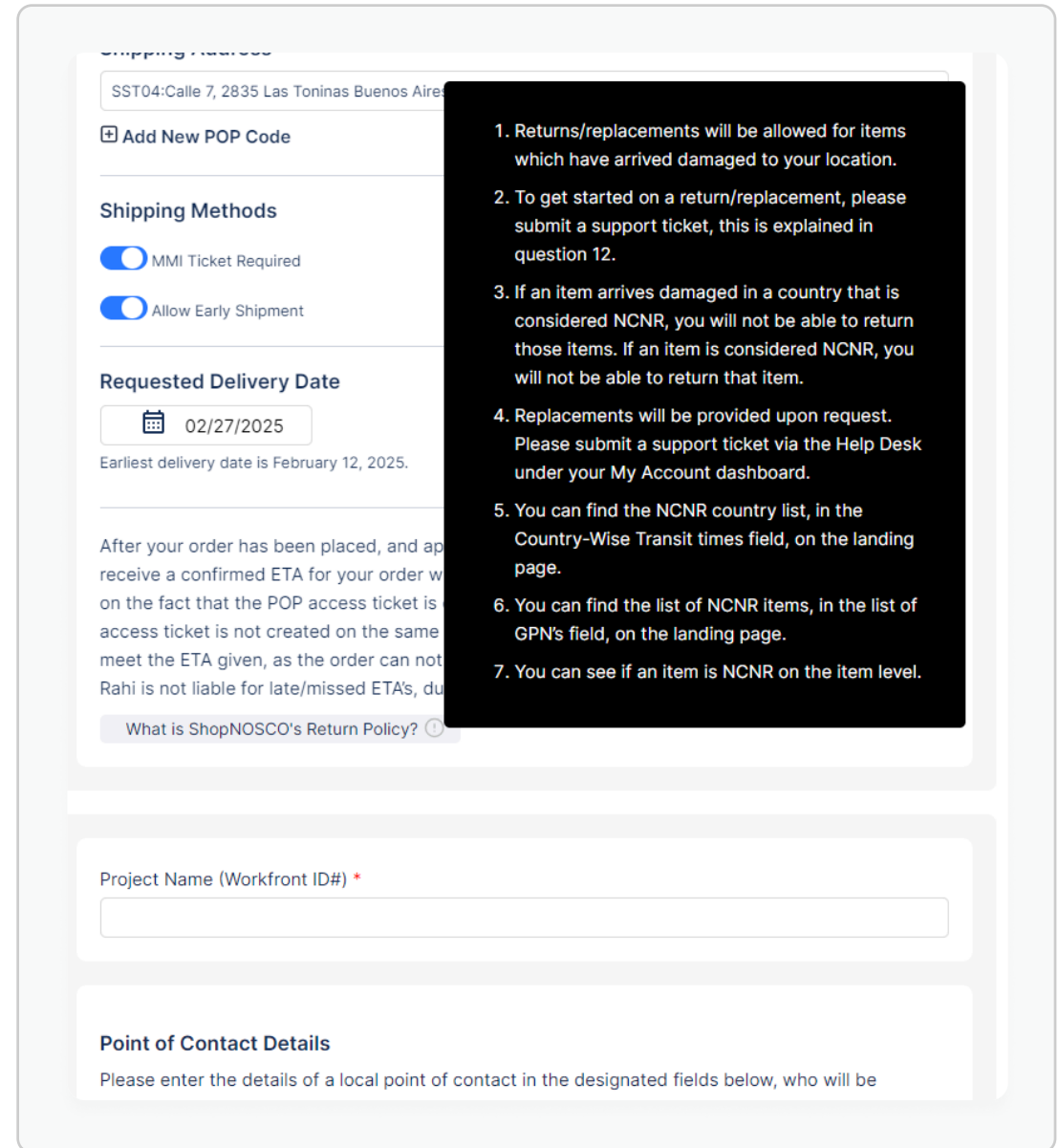
SEVERITY

Crucial

TYPE

❌ Negative

RECOMMENDATIONS

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

Shipping Address

SST04:Calle 7, 2835 Las Toninas Buenos Aires

⊞ Add New POP Code

Shipping Methods

MMI Ticket Required

Allow Early Shipment

Requested Delivery Date

📅 02/27/2025

Earliest delivery date is February 12, 2025.

After your order has been placed, and ap
receive a confirmed ETA for your order w
on the fact that the POP access ticket is
access ticket is not created on the same
meet the ETA given, as the order can not
Rahi is not liable for late/missed ETA's, du

What is ShopNOSCO's Return Policy? ⓘ

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.

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

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.
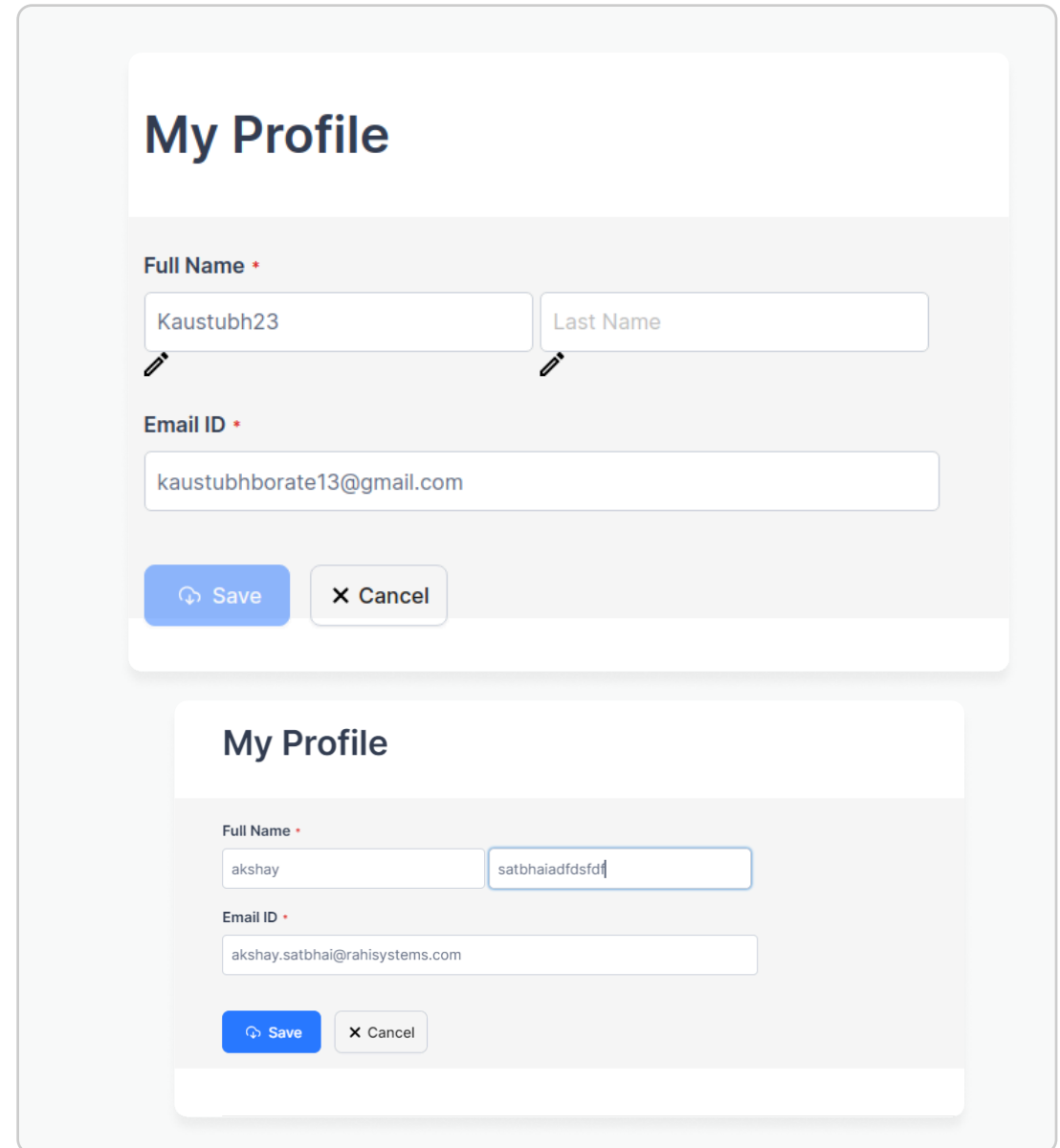
SEVERITY

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 | satbhaiadfdsfdf

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

📅 2/12/2025

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 ETA's, 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.

☁ Export

🔍 POP Address   🔍 Order No   Select Region ⌄   Select Status ⌃   ▾ Filter   ✕ Clear All

☐ Canceled

☐ Closed

☐ Complete

☐ Delivered

☐ ETA Given

☐ On Hold

Important Links

☐ Order Approval Pending

Privacy and Cookie Policy

8802

☐ Order Approved

SCO@rahisystems.com

☐ Order Disapproved

☐ Partially Shipped

bal provider of full-
r companies of all
n, and system
ged services – we

Copyright © 2024 All Rights Reserved.
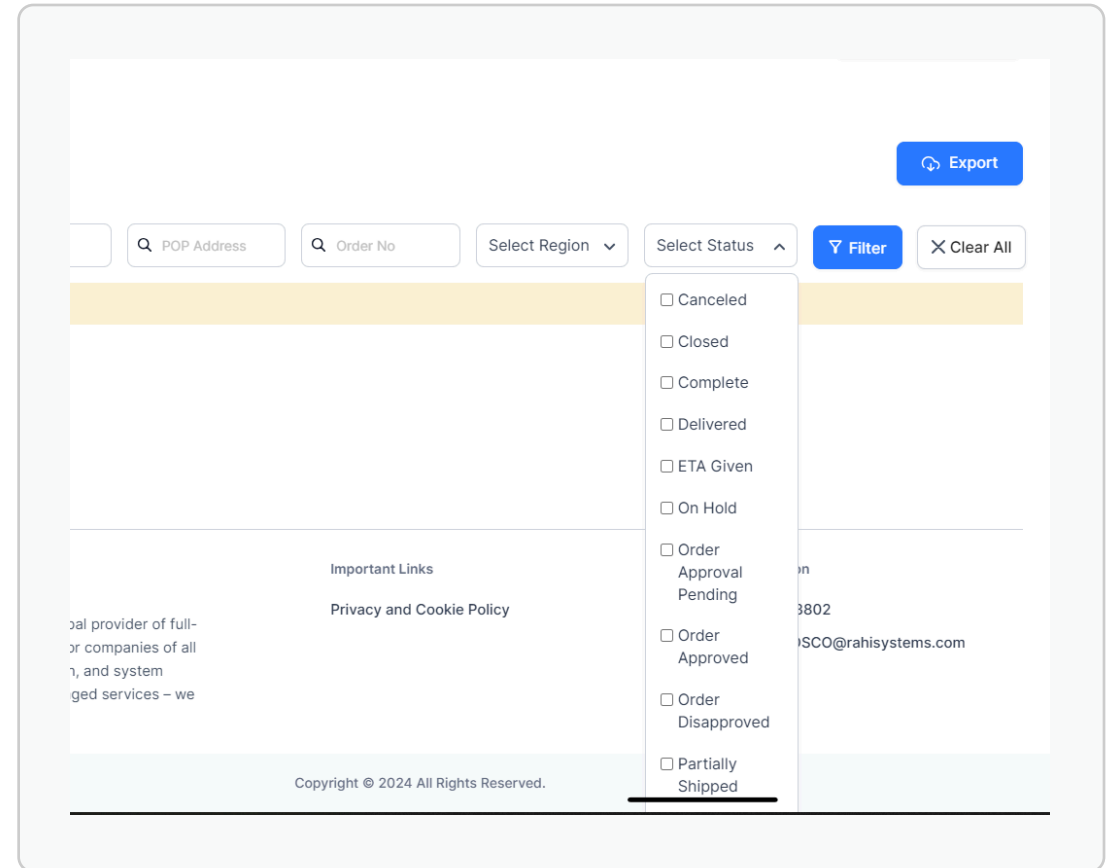
Insight #5

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.
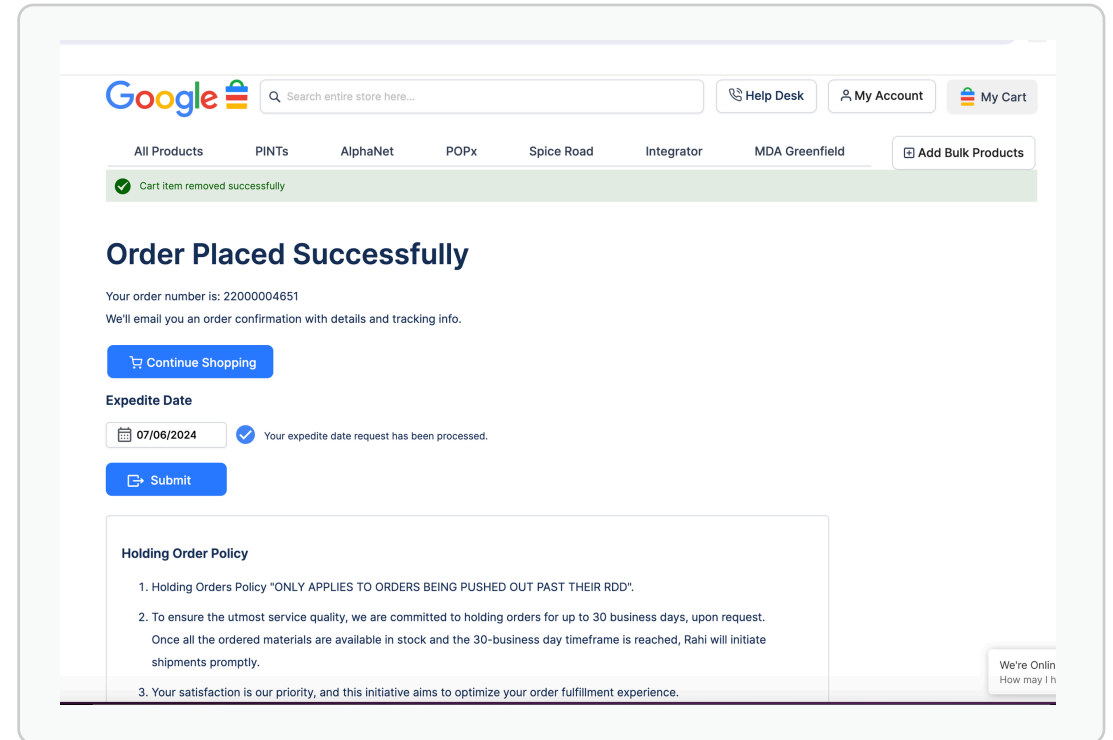
Insight #6

Accessibility

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

SEVERITY   **TYPE**

■■□ **Major**   ❌ **Negative**

RECOMMENDATIONS

- Remove the functionality.

Insight #7

Feedback Form

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

SEVERITY
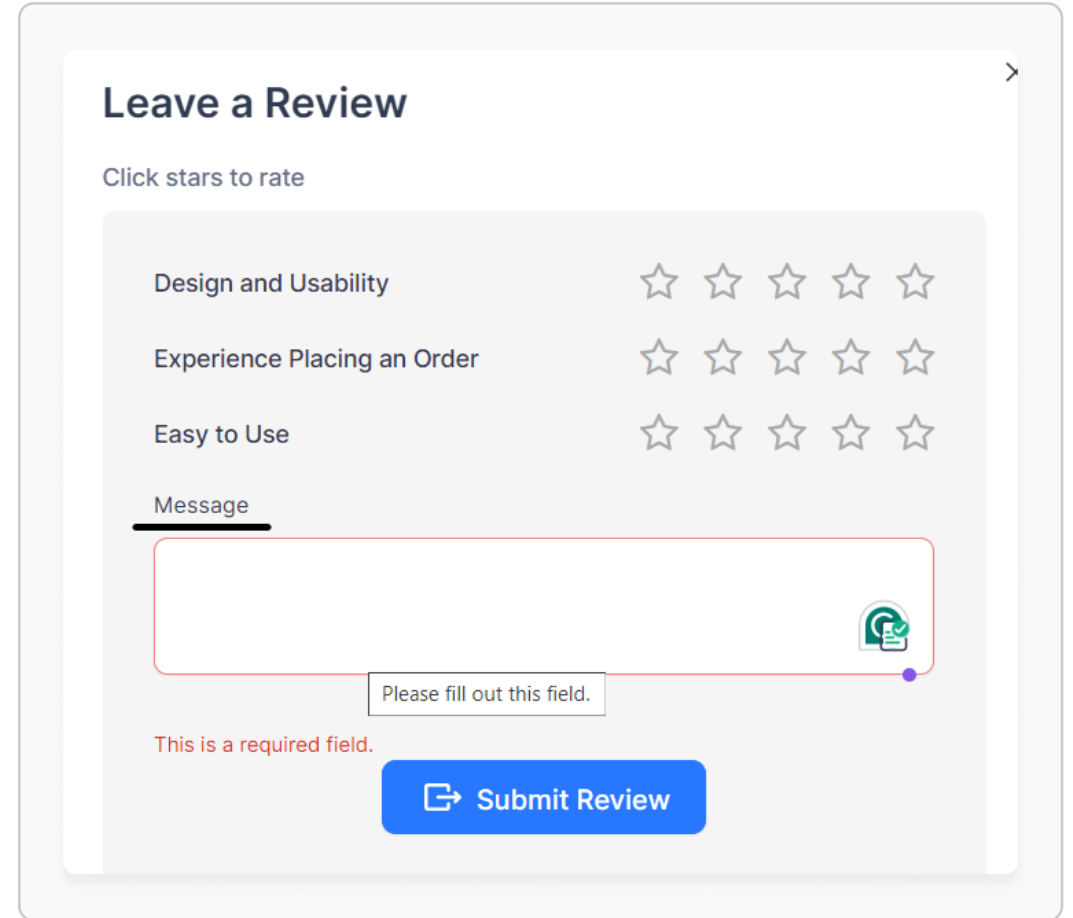
Major

TYPE

❌ **Negative**

RECOMMENDATIONS

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

Leave a Review

Click stars to rate

Design and Usability	☆ ☆ ☆ ☆ ☆
Experience Placing an Order	☆ ☆ ☆ ☆ ☆
Easy to Use	☆ ☆ ☆ ☆ ☆

Message

Please fill out this field.

This is a required field.

➡ Submit Review

Insight #8

Accessibility

Shopping cart link should be highlighted.

SEVERITY

Minor

TYPE

❌ Negative

RECOMMENDATIONS

- Add link to shopping cart text.

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.
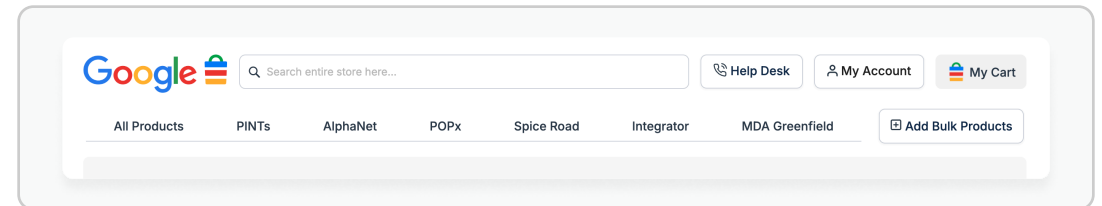
Insight #2

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.

🛒 Continue Shopping

Expedite Date

📅 07/12/2024 ✅ Your expedite date request has been processed.

➡️ Submit

Holding Order Policy

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.
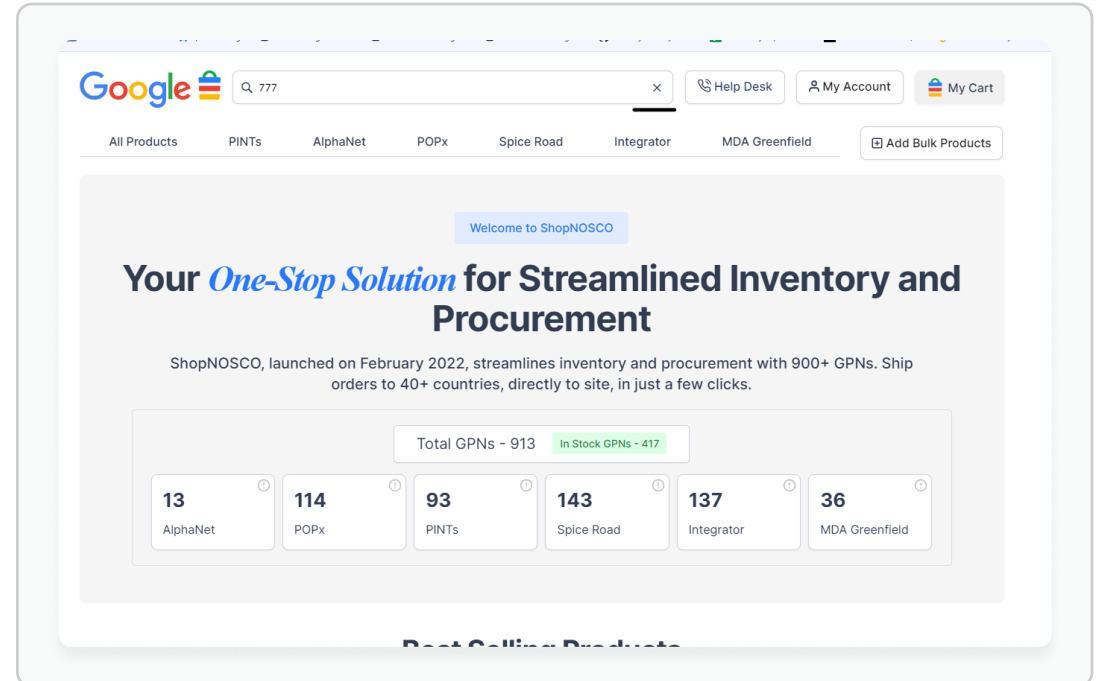
Key Insights

❌

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**

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**

Order Details Page

Users appreciate the minimal design of the Order Details page.

TYPE

✅ **Positive**

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**

Frequently Asked Question

Account Access and Navigation	⌄

Ordering and Tracking	⌄

Product and Inventory Management	⌄

Policies and Support	⌄

Feedback and Additional Information	⌄
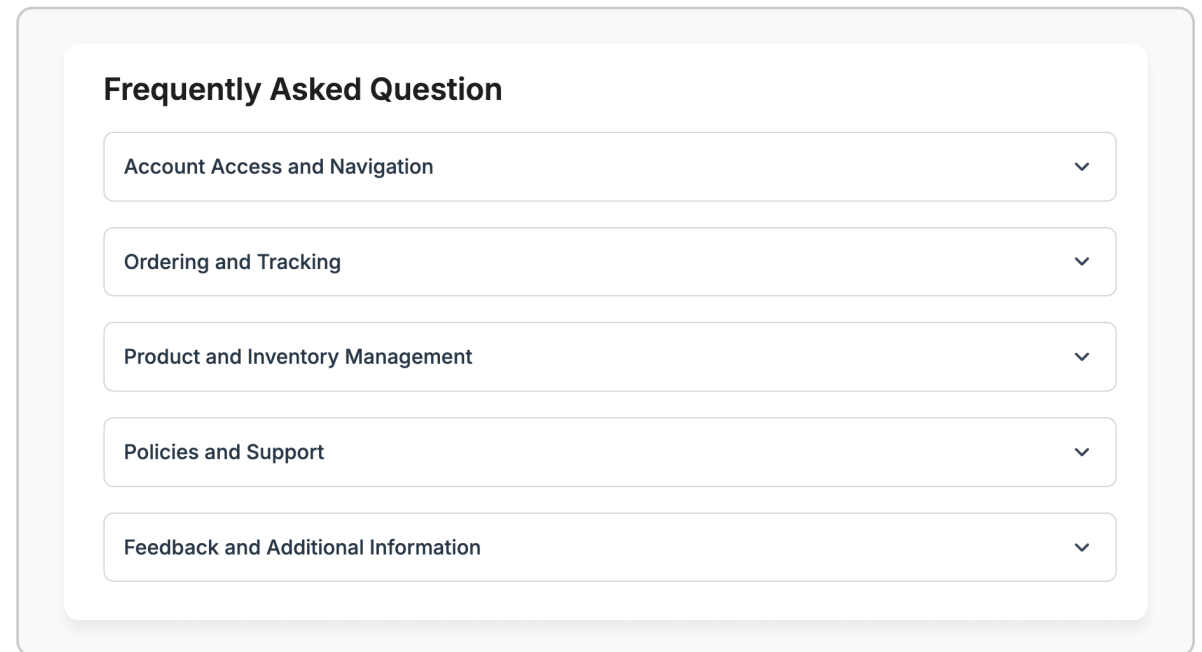
Insight #6

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
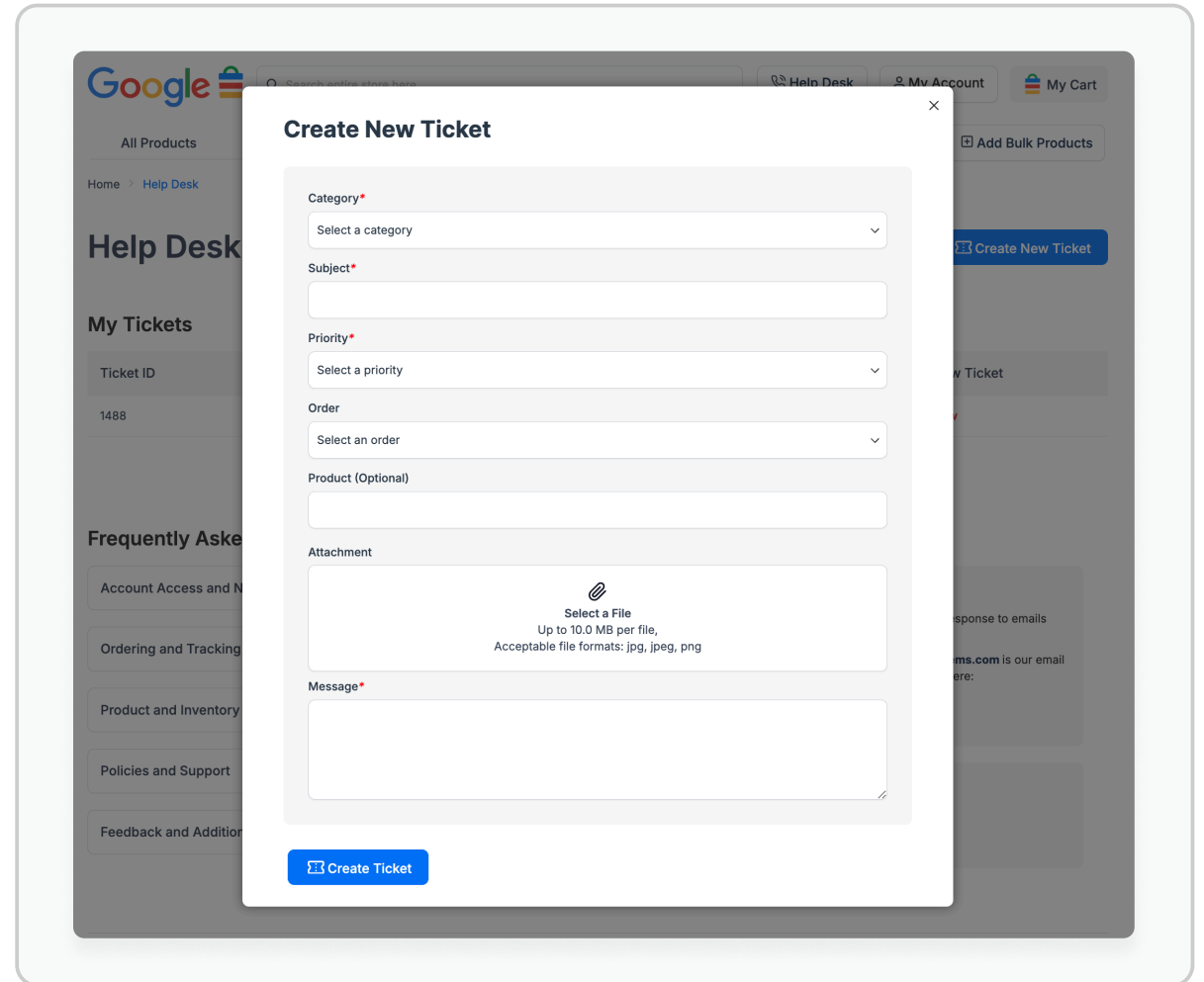
Insight #7

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**
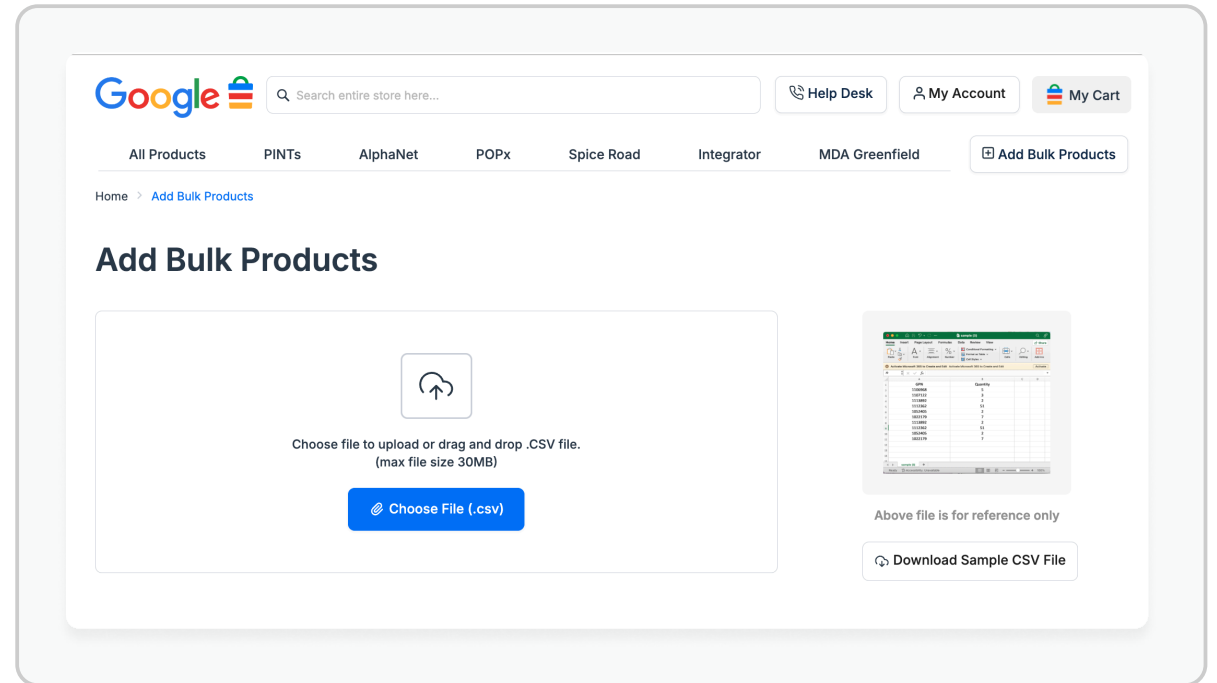
Insight #8

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**
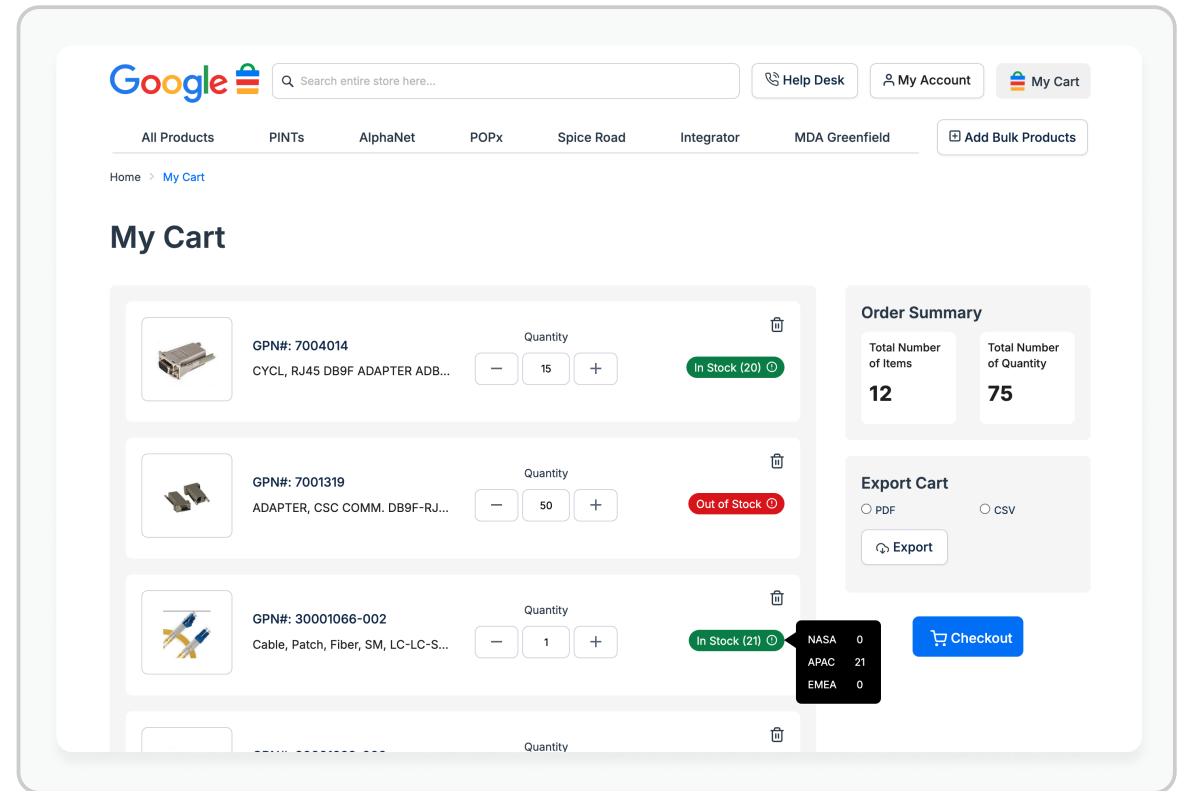
Insight #9

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.
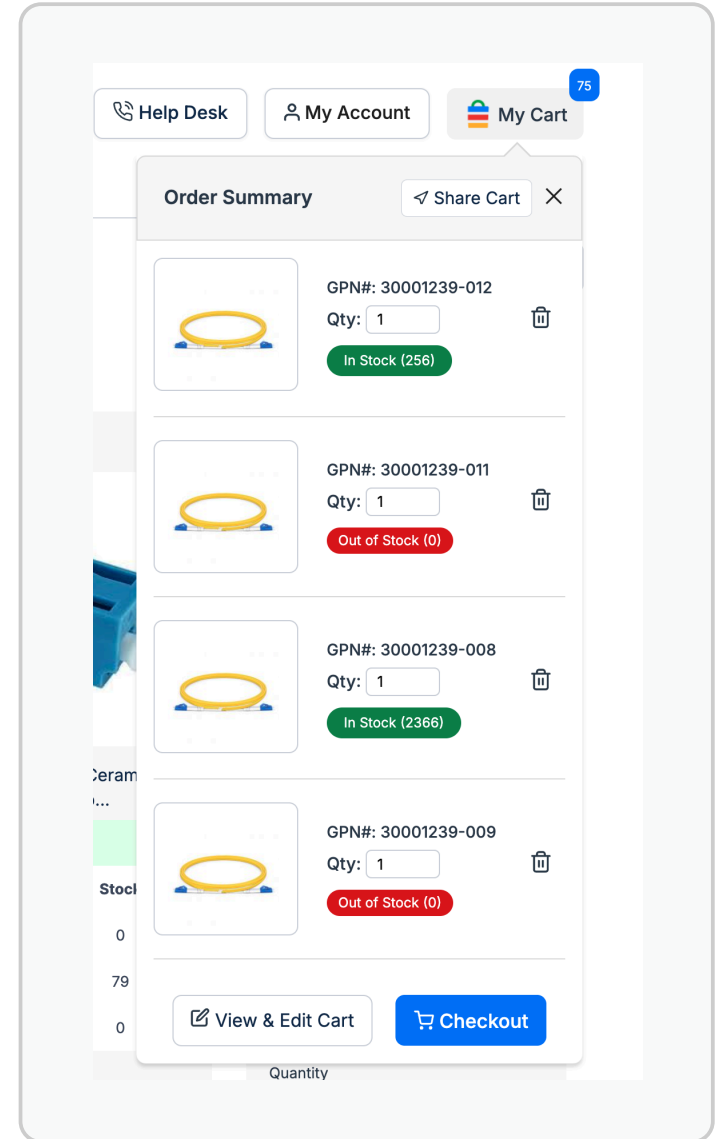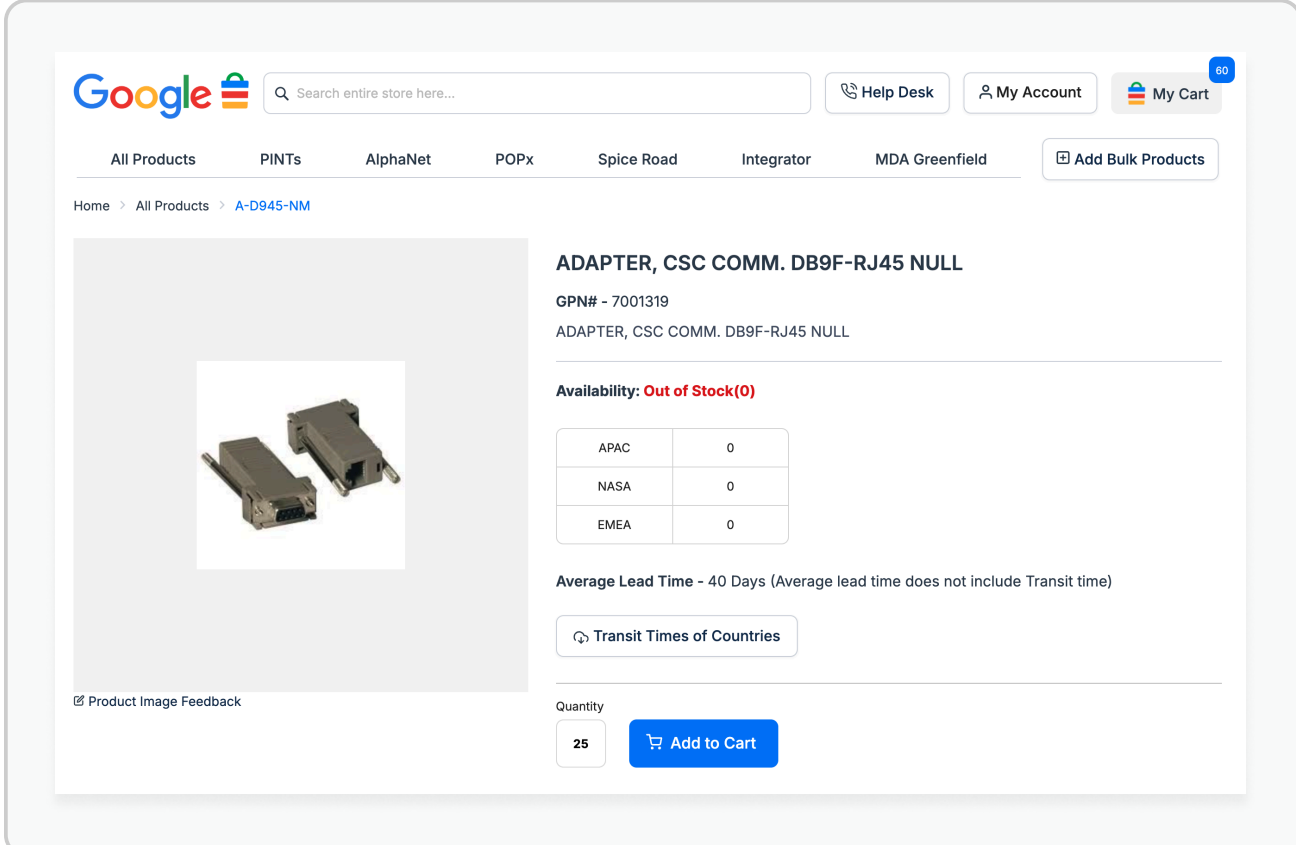
TYPE

✅ **Positive**

Google

Search entire store here...

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

25   🛒 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

📅 7/16/2025

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 ETA's, 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 *

Enter Name

Email *

Enter Email

Phone No. *

Enter Phone Number

Additional Comments

Enter Additional Comments

TPM Name *

Enter TPM Name

⊕ Add New Point of Contact Details

🛒 Place Order