



GFA Label Web Application
User Testing 1

Name:	
Company:	

Introduction

This document highlights the User Testing process for the GFA Label Web Application.

The purpose of the testing is to allow users to validate the usability of the GFA Label Web Application.

Project Overview

The GFA Label Web Application is a centralized platform that enhances the GFA Label application process for three types of users – Applicants, Assessment Partners, Green Freight Asia (GFA) personnel.

- 1) Applicants (Shipper or Carrier Companies) would utilize the web application to submit/view their application forms for the GFA Label.
- 2) Assessment Partners would validate the submitted applications via the web application
- 3) GFA personnel would generate the GFA Label certificate using the web application upon successful validation by the Assessment Partners.

Overview of functions to be tested

Users would test on the usability of these functions under the Applicants profile:

- Registration
- Login/Logout
- Application form for 1-Leaf to 4-Leaf GFA Label (Shipper and Carrier)

Test methodology

The users' responsibilities would be to attempt to complete a set of pre-determined tasks and to provide feedback regarding the usability of the web application's user interface and functions. Users may also perform additional tasks (e.g. navigating through the application) that are within the scope of the application.

Test Environment

Each user will execute the User Test on a given computer. This User Test would take approximately 30 to 45 minutes.

Instructions

Please complete the following tasks using the GFA Label Web Application. Usability ranking are ranged from 1 to 5, with rank 1 being not usable and rank 5 being highly usable.

You may notify your facilitators if you encounter any difficulties during testing.

(Note: This is not a test of your ability, but a test of the web application’s usability.)

Task 1: Administration Module

You are a member company of Green Freight Asia and you would like to apply for the GFA Label certificate via the GFA Label Web Application. To do so, you first register for an account and logs in as an Applicant upon successful registration.

Task 1.1: Register for a new account

Are you able to register for new account? Yes / No

Task 1.2: Login with registered account

Are you able to login? Yes / No

Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
1.1 Register for a new account		
1.2 Login with registered account		

Task 2: Data Collection and Validation Module

You are a shipper company who would like to apply for the 1-Leaf GFA Label certificate.

**You proceed to the application page and select an assessment partner of your choice before continuing to fill up the application form.*

Task 2.1: Submit application form for 1-Leaf GFA Label certificate (Shipper)

Are you able to submit the application form without any errors? Yes / No

If no, please specify the error:

You are a shipper company who would like to apply for the 2-Leaf GFA Label certificate. Repeat step ().*

Task 2.2: Submit application form for 2-Leaf GFA Label certificate (Shipper)

Are you able to submit the application form without any errors? Yes / No

If no, please specify the error:

You are a shipper company who would like to apply for the 3-Leaf GFA Label certificate. Repeat step ().*

Task 2.3: Submit application form for 3-Leaf GFA Label certificate (Shipper)

Are you able to submit the application form without any errors? Yes / No

If no, please specify the error:

You are a shipper company who would like to apply for the 4-Leaf GFA Label certificate. Repeat step ().*

Task 2.4: Submit application form for 4-Leaf GFA Label certificate (Shipper)

Are you able to submit the application form without any errors? Yes / No

If no, please specify the error:

You are a carrier company who would like to apply for the 1-Leaf GFA Label certificate. Repeat step ().*

Task 2.5: Submit application form for 1-Leaf GFA Label certificate (Carrier)

Are you able to submit the application form without any errors? Yes / No

If no, please specify the error:

You are a carrier company who would like to apply for the 2-Leaf GFA Label certificate. Repeat step ().*

Task 2.6: Submit application form for 2-Leaf GFA Label certificate (Carrier)

Are you able to submit the application form without any errors? Yes / No

If no, please specify the error:

You are a carrier company who would like to apply for the 3-Leaf GFA Label certificate. Repeat step ().*

Task 2.7: Submit application form for 3-Leaf GFA Label certificate (Carrier)

Are you able to submit the application form without any errors? Yes / No

If no, please specify the error:

You are a carrier company who would like to apply for the 4-Leaf GFA Label certificate. Repeat step ().*

Task 2.8: Submit application form for 4-Leaf GFA Label certificate (Carrier)

Are you able to submit the application form without any errors? Yes / No

If no, please specify the error:

Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
2.1 Submit application form for 1-Leaf GFA Label certificate (Shipper)		

2.2 Submit application form for 2-Leaf GFA Label certificate (Shipper)		
2.3 Submit application form for 3-Leaf GFA Label certificate (Shipper)		
2.4 Submit application form for 4-Leaf GFA Label certificate (Shipper)		
2.5 Submit application form for 1-Leaf GFA Label certificate (Carrier)		
2.6 Submit application form for 2-Leaf GFA Label certificate (Carrier)		
2.7 Submit application form for 3-Leaf GFA Label certificate (Carrier)		

2.8 Submit application form for 4-Leaf GFA Label certificate (Carrier)		

Other comments/suggestions on the web application usability/display:

This is the end of the User Test. Thank you for your participation.