



GFA Label Web Application

User Testing 2

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 the following functionalities:

- Administrative Module (Login/Logout, Manage Account)
- Data Collection and Validation Module (Application forms for 1-Leaf to 4-Leaf GFA Label – Shipper & Carrier)
- Notification and Tracking Module
- Assessment Module
- Certificate Generation Module

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: Administrative 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 a new account? Yes / No

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

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.
1.2 Login with registered account		

You would like to update your username under your profile account.

Task 1.3: Update your current username to a new username of your choice

Is your new username updated successfully? Yes / No

Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
1.3 Update username		

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** 'TUV SUD or TUV Rheinland' before continuing to fill up the application form.

Please circle 'Yes/No' to indicate if the validations work.

Tasks/Validations	Does it work?
<p>Please click next before entering any inputs for <u>all steps</u>.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the step number and question that does not have error message:</p> <p>_____</p>	Yes / No
<p>Validate that only .doc, .pdf, .png and .jpeg files can be uploaded for questions that require upload of files</p> <p>Please indicate the step number and question that allow uploading of other file types:</p> <p>_____</p>	Yes / No
<p>Validate that the volume ratio value is less than 30% (country data #3)</p>	Yes / No
<p>Validate that user is not able to proceed/submit the form if he indicates he is not a GFA member and has not signed the commitment letter (L1-C-S-B#1)</p>	Yes / No

Validate that error message is displayed if user does not upload evidence file after selecting he is a GFA member and has signed commitment letter (L1-C-S-B#1)	Yes / No
Validate that the number of carrier companies used in the specified country is provided (L1-X-S-C#11)	Yes / No
Validate that error message is displayed if user does not specify the number of carrier companies used in the specified country (L1-X-S-C#11)	Yes / No
Validate that number of carrier companies per Carrier GFA Label Leaf Level is provided (L1-X-S-C#12.1)	Yes / No
Validate that the sum of 'number of carrier in this leaf level' (L1-X-S-C#12.1) equates to the 'total number of carrier companies in specified country'(L1-X-S-C#11)	Yes / No
Validate that user (shipper) indicates that he has notified 100% of his Carrier (in countries he is submitting data for) about GFA using the Carrier Information Template (L1-X-S-B#4)	Yes / No
Validate that error message is displayed if user does not upload evidence file after selecting he has notified 100% of his carrier about GFA. (L1-X-S-B#4)	Yes / No

Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
Shipper Leaf-1 Form		

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

Please circle 'Yes/No' to indicate if the validations work.

<p>Please click next before entering any inputs for <u>all steps</u>.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the step number and question that does not have error message:</p> <p>_____</p>	<p>Yes / No</p>
<p>Validate that only .doc, .pdf, .png and .jpeg files can be uploaded for questions that require upload of files</p> <p>Please indicate the step number and question that allow uploading of other file types:</p> <p>_____</p>	<p>Yes / No</p>
<p>Validate that the volume ratio value is less than 30% (country data #3)</p>	<p>Yes / No</p>
<p>Validate that error message is displayed if applicant did not nominate a contact from his company/subsidiary/parent company to answer queries from GFA (L2-X-S-B#6)</p>	<p>Yes / No</p>
<p>Validate that error message is displayed if applicant did not upload evidence that shows GFA Directional Statement is included in company's selected transport RFP (L2-X-S-C#4)</p>	<p>Yes / No</p>
<p>Validate that applicant submits at least one of the following data elements and represents 75% of the company's road freight volume:</p> <ul style="list-style-type: none"> - Total freight volume - Total distance volume - # of consignments - % procurement spend <p>(L2-X-S-C#12.2)</p>	<p>Yes / No</p>
<p>Validate that total distance travelled value is more than 10000. (L2-X-S-C#12.2)</p>	<p>Yes / No</p>
<p>Validate that total # of consignments value is more than 100. (L2-X-S-C#12.2)</p>	<p>Yes / No</p>
<p>Validate that total annual freight volume value is more than 10. (L2-X-S-C#12.2)</p>	<p>Yes / No</p>

Validate that percentage of GFA Leaf 1-4 carriers equals or exceeds 10% - calculated based on data from one of the elements in (L2-X-S-C#12.2) divided by related total across GFA Lead 0-4 Carrier (L2-X-S-C#12.2c)	Yes / No
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Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
Shipper Leaf-2 Form		

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

Please circle 'Yes/No' to indicate if the validations work.

Please click next before entering any inputs for <u>all steps</u> . Is error message displayed for fields that are not filled? Please indicate the step number and question that does not have error message: _____	Yes / No
Validate that only .doc, .pdf, .png and .jpeg files can be uploaded for questions that require upload of files Please indicate the step number and question that allow uploading of other file types: _____	Yes / No

Validate that the volume ratio value is less than 30% (country data #3)	Yes / No
Validate that applicant is an active supporter of GFA (L3-X-S-B#7)	Yes / No
Validate evidence is uploaded if applicant indicates compant is an active supporter of GFA (L3-X-S-B#7)	Yes / No
Validate that applicant uploads a version of the GFA Carrier Selection Criteria Requirements Statement in company's transportation RFPs for the country applying for. (L3-X-S-C#6)	Yes / No
Validate that percentage of GFA Leaf Carrier 1-4 equals or exceeds 30% - calculated based on data from one of the elements in (L2-X-S-C#12.2) divided by related total across GFA Lead 0-4 Carrier. (L3-X-S-C#12.2c)	Yes / No
Validate that upload of evidence is required if percentage of GFA Leaf Carrier 1-4 equals or exceeds 30%. (L3-X-S-C#12.2c)	Yes / No

Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
Shipper Leaf-3 Form		

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

Please circle 'Yes/No' to indicate if the validations work.

<p>Please click next before entering any inputs for <u>all steps</u>.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the step number and question that does not have error message:</p> <p>_____</p>	<p>Yes / No</p>
<p>Validate that only .doc, .pdf, .png and .jpeg files can be uploaded for questions that require upload of files</p> <p>Please indicate the step number and question that allow uploading of other file types:</p> <p>_____</p>	<p>Yes / No</p>
<p>Validate that the volume ratio value is less than 30% (country data #3)</p>	<p>Yes / No</p>
<p>Validate that company utilizes at least one product shipping optimization tool/process that has significant, positive impact on the companies CO2/fuel efficiency. (L4-X-S-C#8)</p>	<p>Yes / No</p>
<p>Validate that company uploads evidence if it utilizes at least one product shipping optimization tool/process that has significant, positive impact on the companies CO2/fuel efficiency (L4-X-S-C#8)</p>	<p>Yes / No</p>
<p>Validate that applicant uploads a version of the GFA Carrier Selection Criteria Requirements Statement with weightings in company's transportation RFPs for the country applying for (L4-X-S-C#8)</p>	<p>Yes / No</p>
<p>Validate that company has publicly committed to specific % to reduce subcontractor CO2 emissions. (L4-X-S-B#8)</p>	<p>Yes / No</p>
<p>Validate that company uploads evidence if it has publicly committed to specific % to reduce subcontractor CO2 emissions. (L4-X-S-B#8)</p>	<p>Yes / No</p>
<p>Validate that company has reported to GFA its annual progress on its CO2 reduction for its most recent reporting period. (L4-X-S-B#9)</p>	<p>Yes / No</p>
<p>Validate that company uploads evidence if it has reported to GFA its annual progress on its CO2 reduction for its most recent reporting period. (L4-X-S-B#9)</p>	<p>Yes / No</p>
<p>Validate that percentage of GFA Leaf Carrier 1-4 equals or exceeds 50% - calculated based on data from one of the elements in (L2-X-S-C#12.2) divided by related total across GFA Lead 0-4 Carrier. (L4-X-S-C#12.2c)</p>	<p>Yes / No</p>

Validate that upload of evidence is required if percentage of GFA Leaf Carrier 1-4 equals or exceeds 50%. (L4-X-S-C#12.2c)	Yes / No
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Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
Shipper Leaf-4 Form		

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

Please circle 'Yes/No' to indicate if the validations work.

<p>Please click next before entering any inputs for <u>all steps</u>.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the step number and question that does not have error message:</p> <p>_____</p>	Yes / No
<p>Validate that only .doc, .pdf, .png and .jpeg files can be uploaded for questions that require upload of files</p> <p>Please indicate the step number and question that allow uploading of other file types:</p> <p>_____</p>	Yes / No
<p>Validate that the volume ratio value is more than 20% (country data #3)</p>	Yes / No
<p>Validate that user is not able to proceed/submit the form if he indicates he is not a GFA member and has not signed the commitment letter. (L1-C-S-B#1)</p>	Yes / No

Validate that error message is displayed if user does not upload evidence file after selecting he is a GFA member and has signed commitment letter. (L1-C-S-B#1)	Yes / No
Validate that error message is displayed if the total number of vehicles is provided. (L1-C-X-C#8)	Yes / No
Validate that error message is displayed if the number of vehicles of a selected vehicle class that use a selected fuel type is not provided. (L1-C-X-C#9.1)	Yes / No
Validate that the total number of vehicle in this class and the selected fuel type (L1-C-X-C#9.1) equates to the total number of vehicles in specified country (L1-C-X-C#8)	Yes / No
<p>Validate the following sanity checks:</p> <ol style="list-style-type: none"> 1) car/small commercial van (GVW <= 2.3 tons) - any fuel type 2) medium commercial van (GVW <= 2.8 tons) - any fuel type 3) large commercial van (GVW <= 3.5 tons payload <= 1 tons) - any fuel type 4) rigid (=straight)/single truck (GVW <= 7.5 tons payload <=2.3 tons) - any fuel type 5) rigid (=straight)/single truck (GVW <= 12 tons payload <=5 tons) - any fuel type 6) rigid (=straight)/single truck (GVW <= 14 tons payload <=6.2 tons) - any fuel type 7) rigid (=straight)/single truck (GVW <= 20 tons payload <=8.4 tons) - any fuel type 8) rigid (=straight)/single truck (GVW <= 26 tons payload <=13.7 tons) - diesel fuel type 9) rigid (=straight)/single truck (GVW <= 32 tons payload <=16.6 tons) - diesel fuel type 10) rigid (=straight)/single truck (GVW > 32 tons payload <=21.2 tons) - diesel fuel type 11) truck-trailer combination (GVW <= 28 tons payload <=8.8 tons) - any fuel type 12) truck-trailer combination (GVW <= 34 tons payload <=18.4 tons) - diesel fuel type 13) truck-trailer combination (GVW <= 40 tons payload <=24.7 tons) - diesel fuel type 14) truck-trailer combination (GVW <= 50 tons payload <=30 tons) - diesel fuel type 15) truck-trailer combination (GVW >50 tons payload > 30 tons) - diesel fuel type 16) other - any fuel type <p>(L1-C-X-C#9.1)</p>	Yes / No
Validate that message is displayed to notify applicant that evidence is required if sanity checks values are outside of expected range. (L1-C-X-C#9.1)	Yes / No
Validate that the number of vehicles of a selected vehicle class that are in the selected emission standard is provided. (L1-C-X-C#9.2)	Yes / No
Validate that the sum of columns EU III - EU IV - EU V - other (L1-C-X-C#9.2) equates to the total number of vehicles in specified country. (L1-C-X-C#8)	Yes / No
Validate that the number of vehicles of a selected vehicle class that are equipped with the selected CO2 reduction technologies is provided. (L1-C-X-C#9.3)	Yes / No
Validate that the average number of CO2 reduction technologies per vehicle equals or exceeds 3. (L1-C-X-C#9.3c)	Yes / No
Validate that evidence is uploaded if average number exceeds 3. (L1-C-X-C#9.3c)	Yes / No

Validate that 100% of the company's vehicles are on a regular maintenance program / contract (L1-C-X-C#4)	Yes / No
Validate that an error message is displayed if maintenance agreements evidence is not uploaded. (L1-C-X-C#4)	Yes / No

Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
Carrier Leaf-1 Form		

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

Please circle 'Yes/No' to indicate if the validations work.

Please click next before entering any inputs for <u>all steps</u> . Is error message displayed for fields that are not filled? Please indicate the step number and question that does not have error message: _____	Yes / No
Validate that only .doc, .pdf, .png and .jpeg files can be uploaded for questions that require upload of files Please indicate the step number and question that allow uploading of other file types: _____	Yes / No
Validate that the volume ratio value is more than 20% (country data #3)	Yes / No

<p>Validate that all 3 data is provided for all vehicle class:</p> <ul style="list-style-type: none"> - Total annual freight volume (tons) - Total distance travelled (km) - Total annual fuel consumption (x1000 litres) <p>(L2-C-X-C#9.4)</p>	Yes / No
<p>Validate that evidene is uploaded if total annual freight volume (tons) is outside of expected range: > 25 times and <1000 times payload of the respective vehicle class</p> <p>(L2-C-X-C#9.4)</p>	Yes / No
<p>Validate that evidene is uploaded if Total distance travelled (km) is outside the expected range of >5000km and <100000lm per vehicle per year</p> <p>(L2-C-X-C#9.4)</p>	Yes / No
<p>Validate that evidence is uploaded for total annual fuel consumption (x1000 litres) if it is outside expected range:</p> <p>[fuel type for all: diesel, petrol/gasoline]</p> <ol style="list-style-type: none"> 1) car/small commercial van (GVW <= 2.3 tons) - 3.0 l fuel/100km to 15 l fuel/100km 2) medium commercial van (GVW <= 2.8 tons) - 5 l fuel/100km to 20 l fuel/100km 3) large commercial van (GVW <= 3.5 tons payload <= 1 tons) - 6 l fuel/100km to 20 l fuel/100km 4) rigid (=straight)/single truck (GVW <= 7.5 tons payload <=2.3 tons) - 8 l fuel/100km to 25 l fuel/100km 5) rigid (=straight)/single truck (GVW <= 12 tons payload <=5 tons) - 11 l fuel/100km to 25 l fuel/100km 6) rigid (=straight)/single truck (GVW <= 14 tons payload <=6.2 tons) - 12 l fuel/100km to 35 l fuel/100km 7) rigid (=straight)/single truck (GVW <= 20 tons payload <=8.4 tons) - 14 l fuel/100km to 35 l fuel/100km 8) rigid (=straight)/single truck (GVW <= 26 tons payload <=13.7 tons) - 16 l fuel/100km to 35 l fuel/100km 9) rigid (=straight)/single truck (GVW <= 32 tons payload <=16.6 tons) - 19 l fuel/100km to 40 l fuel/100km 10) rigid (=straight)/single truck (GVW > 32 tons payload <=21.2 tons) - 17 l fuel/100km to 40 l fuel/100km 11) truck-trailer combination (GVW <= 28 tons payload <=8.8 tons) - 12 l fuel/100km to 35 l fuel/100km 12) truck-trailer combination (GVW <= 34 tons payload <=18.4 tons) - 17 l fuel/100km to 40 l fuel/100km 13) truck-trailer combination (GVW <= 40 tons payload <=24.7 tons) - 20 l fuel/100km to 60 l fuel/100km 14) truck-trailer combination (GVW <= 50 tons payload <=30 tons) - 25 l fuel/100km to 70 l fuel/100km 15) truck-trailer combination (GVW >50 tons payload > 30 tons) - 25 l fuel/100km to 70 l fuel/100km 16) other - 5 l fuel/100km to 100 l fuel/100km <p>(L2-C-X-C#9.4)</p>	Yes / No
<p>Validate that the average number of CO2 reduction technologies per vehicle equals or exceeds 3</p> <p>(L2-C-X-C-#9.3c)</p>	Yes / No

Validate that evidence is uploaded if average number exceeds 3 (L2-C-X-C-#9.3c)	Yes / No
Validate that the % of company's drivers that received formal fuel efficiency training in the past 12 months equals or exceeds 50% (L2-C-X-C-#7)	Yes / No
Validate that evidence is uploaded if the % of company's drivers that received formal fuel efficiency training in the past 12 months equals or exceeds 50% (L2-C-X-C-#7)	Yes / No

Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
Carrier Leaf-2 Form		

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

Please circle 'Yes/No' to indicate if the validations work.

Please click next before entering any inputs for <u>all steps</u> . Is error message displayed for fields that are not filled? Please indicate the step number and question that does not have error message: _____	Yes / No
Validate that only .doc, .pdf, .png and .jpeg files can be uploaded for questions that require upload of files Please indicate the step number and question that allow uploading of other file types: _____	Yes / No

Validate that the volume ratio value is more than 20% (country data #3)	Yes / No
Validate that applicant is an active supporter of GFA (L3-X-S-B#7 / L3-C-X-B#6)	Yes / No
Validate evidence is uploaded if applicant indicates compant is an active supporter of GFA (L3-X-S-B#7 / L3-C-X-B#6)	Yes / No
Validate that applicant reports its scope 1 and scope 2 emissions and efficiency gains in public (L3-C-X-B#5)	Yes / No
Validate that applicant uploads evidence if her reports its scope 1 and scope 2 emissions and efficiency gains in public (L3-C-X-B#5)	Yes / No
Validate that the average number of CO2 reduction technologies per vehicle equals or exceeds 3 (L3-C-X-C-#9.3c)	Yes / No
Validate that evidence is uploaded if average number exceeds 3 (L3-C-X-C-#9.3c)	Yes / No
Validate that the percentage of drivers that received formal fuel efficiency training in the past 12 months equals or exceeds 70% (L3-C-X-C#7)	Yes / No
Validate that applicant uploads evidence if the percentage of drivers that received formal fuel efficiency training in the past 12 months equals or exceeds 70% (L3-C-X-C#7)	Yes / No

Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
Carrier Leaf-3 Form		

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

Please circle 'Yes/No' to indicate if the validations work.

<p>Please click next before entering any inputs for <u>all steps</u>.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the step number and question that does not have error message:</p> <p>_____</p>	<p>Yes / No</p>
<p>Validate that only .doc, .pdf, .png and .jpeg files can be uploaded for questions that require upload of files</p> <p>Please indicate the step number and question that allow uploading of other file types:</p> <p>_____</p>	<p>Yes / No</p>
<p>Validate that the volume ratio value is more than 20% (country data #3)</p>	<p>Yes / No</p>
<p>Validate that company has reported to GFA its annual progress on its CO2 reduction for its most recent reporting period (L4-C-X-B#8)</p>	<p>Yes / No</p>
<p>Validate that company uploads evidence if it has reported to GFA its annual progress on its CO2 reduction for its most recent reporting period (L4-C-X-B#8)</p>	<p>Yes / No</p>
<p>Validate company utilizes at least one smart logistics planning tool/process and at least one optimization tool/process and both have significant, positive impact on company's CO2/fuel efficiency (L4-C-X-C#5_6)</p>	<p>Yes / No</p>
<p>Validate that applicant uploads evidence if company utilizes at least one smart logistics planning tool/process and at least one optimization tool/process and both have significant, positive impact on company's CO2/fuel efficiency (L4-C-X-C#5_6)</p>	<p>Yes / No</p>
<p>Validate that company has publicly committed to a specific % to reduce own and subcontractor CO2 emissions (L4-C-X-B#7)</p>	<p>Yes / No</p>
<p>Validate that company uploads evidence if it has publicly committed to a specific % to reduce own and subcontractor CO2 emissions (L4-C-X-B#7)</p>	<p>Yes / No</p>
<p>Validate that the % of company's drivers that received formal fuel efficiency training in the past 12 months equals or exceeds 90% (L4-C-X-C-#7)</p>	<p>Yes / No</p>

Validate that evidence is uploaded if the % of company's drivers that received formal fuel efficiency training in the past 12 months equals or exceeds 90% (L4-C-X-C-#7)	Yes / No
Validate that the average number of CO2 reduction technologies per vehicle equals or exceeds 3 (L4-C-X-C-#9.3c)	Yes / No
Validate that evidence is uploaded if average number exceeds 3 (L4-C-X-C-#9.3c)	Yes / No

Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
Carrier Leaf-4 Form		

Task 3: Notification and Tracking Module & Assessment Module

After successful submission of a form, please proceed to login as an Assessment Partner to review the form submission.

Username: TUV SUD / TUV Rheinland

Password: password

Task 3.1: Notification display (Assessment Partner)

Do you see a notification indicating that there are forms that require review? Yes / No

Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
3.1 Notification display (Assessment Partner)		

As an Assessment Partner, you review the application form and proceed to approve the application.

Task 3.2: Reviewing application form (Assessment Partner)

Are you able to view the summarized version of the application form? Yes / No

Are you able to approve the application form without any error? Yes / No

Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
3.2 View summarized version of the application form		

As an Assessment Partner, you navigate to the 'View Past Applications' tab and proceed to filter the records to view the records for a specific company.

Task 3.3: Filter application records (Assessment Partner)

Are you able to filter the records based on your desired filter selection? Yes / No

Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
3.3 Filter application records		

After application form has been approved by Assessment Partner, you as a GFA representative logs in to the web application to generate the GFA Label certificate for the applicant under 'View Approved Application' tab.

Username: GFA

Password: password

Task 3.4: Notification display (GFA)

Do you see a notification indicating that there are forms that have been approved? Yes / No

Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
3.4 Notification display (GFA)		

Task 3.5: Generate GFA Label certificate (GFA)

After clicking 'Generate Certificate', are you able to preview the certificate before sending out the certificate to the applicant? Yes / No

Are you able to download the certificate without any errors? Yes / No

Are you able to click 'send certificate' without any errors? Yes / No

Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
3.5 Generate GFA Label certificate		

As an applicant, you would receive an email notification indicating that your submitted application form has been approved by the Assessment Partner, under 'View Application' tab.

You would also receive an email notification indicating that the GFA Label certificate has been generated.

Task 3.6: Notification and Display of Certificate (Applicant)

Did you receive an email (from the email address you previously registered) stating that your application has been approved? Yes / No

Did you receive an email (from the email address you previously registered) stating that the GFA Label certificate has been generated? Yes / No

Do you see a notification indicating that certificate has been generated? Yes / No

Are you able to view the certificate that has been generated? Yes / No

Are you able to download the certificate that has been generated? Yes / No

Task	Usability Ranking (1 to 5)	Comments on what you liked / Suggestions for improvements etc.
3.6 Notification display (Applicant)		

Other comments/suggestions for Applicant's account:

Other comments/suggestions for Assessment Partner's account:

Other comments/suggestions for GFA's account:

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

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