



GFA Label Web Application
User Testing 3
(Applicants)

Name:	
Company:	

Introduction

This document highlights the User Testing process for the GFA Label Web Application (Applicants Account).

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

Project Overview

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

- 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.
- 4) Super Administrator would configure or customize information relevant to GFA application process.

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)

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 his/her 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 (with a valid email address) and log 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		

Navigate to profile page (top right hand corner). Update any field of your choice.

Task 1.3: Update Profile

Are you able to update the selected field(s) without any errors? Yes / No

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 & country of your choice before continuing to fill up the application form.*

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

Step 1:

Tasks/Validations	Does it work?
Please click next before entering any inputs. Is error message displayed for fields that are not filled? Please indicate the question that does not have error message: _____	Yes / No
Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching signed GFA commitment letter)	Yes / No
Q2 - Validate that a text field appears when 'other' is checked	Yes / No
Q5 - Validate that a text field appears when 'All except for' or 'Only the following' option is selected	Yes / No
Q6 - Validate that system automatically fills the next field after first field is filled - Validate that error message is displayed if the volume ratio value is not less than 30%	Yes / No Yes / No

Step 2:

Please click next before entering any inputs. Is error message displayed for field that is not filled?	Yes / No
Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching carrier information document)	Yes / No

Step 3:

<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <p>_____</p>	Yes / No
<p>Q1</p> <p>- Validate that error message is displayed if negative number is entered (for the number of carrier companies used in the specified country)</p>	Yes / No
<p>Q2</p> <p>- Validate that error message is displayed if negative number is entered (for all fields – no leaf, leaf one, leaf two, leaf three, leaf four)</p> <p>- Validate that error message is displayed if the sum of ‘no leaf, leaf one, leaf two, leaf three, leaf four’ does not equate to Q1 (number of carrier companies used in the specified country)</p>	Yes / No Yes / No

Step 4:

<p>Please click next before selecting any input.</p> <p>Is error message displayed for field that is not filled?</p>	Yes / No
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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.

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

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

Step 1:

Tasks/Validations	Does it work?
<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <p>_____</p>	Yes / No
<p>Q1</p> <p>- Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching signed GFA commitment letter)</p>	Yes / No
<p>Q2</p> <p>- Validate that a text field appears when 'other' is checked</p>	Yes / No
<p>Q5</p> <p>- Validate that a text field appears when 'All except for' or 'Only the following' option is selected</p>	Yes / No
<p>Q6</p> <p>- Validate that system automatically fills the next field after first field is filled</p> <p>- Validate that error message is displayed if the volume ratio value is not less than 30%</p>	Yes / No

Step 2:

<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <p>_____</p>	Yes / No
<p>Q1</p> <p>- Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching carrier information document)</p>	Yes / No

Q2 - Validate that error message is displayed if non alphabets are entered in 'contact name' field	Yes / No
- Validate that error message is displayed if email format is not entered in 'contact email' field	Yes / No
- Validate that error message is displayed if non numeric figures are entered in 'contact phone' field	Yes / No

Step 3:

Please click next before entering any inputs.	
Is error message displayed for field that is not filled?	Yes / No
Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching transportation RFPs document)	Yes / No

Step 4:

Please click next before entering any inputs.	
Is error message displayed for fields that are not filled?	Yes / No
Please indicate the question that does not have error message: _____	
Q1 - Validate that error message is displayed if negative number is entered (for the number of carrier companies in specified country)	Yes / No
Q2 - Validate that error message is displayed if negative number is entered (for all fields – no leaf, leaf one, leaf two, leaf three, leaf four)	Yes / No
- Validate that error message is displayed if the sum of 'no leaf, leaf one, leaf two, leaf three, leaf four' does not equate to Q1 (number of carrier companies used in the specified country)	Yes / No
Q3 – Q6 - Validate that applicant can proceed if he submits at least one of the following data elements →Total freight volume →Total distance volume →# of consignments →% procurement spend	Yes / No
- Validate that for at least one of the data elements (shown below), percentage of GFA Leaf 1-4 carriers (divided by related total across GFA Lead 0-4 Carrier) equals or exceeds 10% : →Total freight volume	Yes / No

→Total distance volume →# of consignments →% procurement spend	
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Step 5:

Please click next before selecting any input. Is error message displayed for field that is not filled?	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.

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

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

Step 1:

Tasks/Validations	Does it work?
Please click next before entering any inputs. Is error message displayed for fields that are not filled? Please indicate the question that does not have error message: _____	Yes / No

Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching signed GFA commitment letter)	Yes / No
Q2 - Validate that a text field appears when 'other' is checked	Yes / No
Q5 - Validate that a text field appears when 'All except for' or 'Only the following' option is selected	Yes / No
Q6 - Validate that system automatically fills the next field after first field is filled	Yes / No
- Validate that error message is displayed if the volume ratio value is not less than 30%	Yes / No

Step 2:

<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <p>_____</p>	Yes / No
Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching carrier information document)	Yes / No
Q2 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence to show you are an active supporter of GFA)	Yes / No
Q3 - Validate that error message is displayed if non alphabets are entered in 'contact name' field	Yes / No
- Validate that error message is displayed if email format is not entered in 'contact email' field	Yes / No
- Validate that error message is displayed if non numeric figures are entered in 'contact phone' field	Yes / No

Step 3:

<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <p>_____</p>	Yes / No
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Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching GFA Directional Statement)	Yes / No
Q2 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching GFA Carrier Selection Criteria Requirements Statement)	Yes / No
Q3 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence of product packing optimisation)	Yes / No
Q4 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence of independent packaging density analysis)	Yes / No
Q5 - Validate that only .pdf, .png and .jpeg files can be uploaded (for others)	Yes / No

Step 4:

<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <p>_____</p>	Yes / No
Q1 - Validate that error message is displayed if negative number is entered (for the number of carrier companies in specified country)	Yes / No
Q2 - Validate that error message is displayed if negative number is entered (for all fields – no leaf, leaf one, leaf two, leaf three, leaf four)	Yes / No
- Validate that error message is displayed if the sum of ‘no leaf, leaf one, leaf two, leaf three, leaf four’ does not equate to Q1 (number of carrier companies used in the specified country)	Yes / No
Q3 – Q6 - Validate that applicant can proceed if he submits at least one of the following data elements	Yes / No
<p>→Total freight volume</p> <p>→Total distance volume</p> <p>→# of consignments</p> <p>→% procurement spend</p>	
- Validate that for at least one of the data elements (shown below), percentage of GFA Leaf 1-4 carriers (divided by related total across GFA Lead 0-4 Carrier) equals or exceeds 10% :	Yes / No
<p>→Total freight volume</p> <p>→Total distance volume</p> <p>→# of consignments</p>	

→% procurement spend	
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Step 5:

Please click next before selecting any input.	Yes / No
Is error message displayed for field that is not filled?	

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.

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

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

Step 1:

Tasks/Validations	Does it work?
Please click next before entering any inputs.	Yes / No
Is error message displayed for fields that are not filled?	
Please indicate the question that does not have error message: <hr/>	

Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching signed GFA commitment letter)	Yes / No
Q2 - Validate that a text field appears when 'other' is checked	Yes / No
Q5 - Validate that a text field appears when 'All except for' or 'Only the following' option is selected	Yes / No
Q6 - Validate that system automatically fills the next field after first field is filled	Yes / No
- Validate that error message is displayed if the volume ratio value is not less than 30%	Yes / No

Step 2:

<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <p>_____</p>	Yes / No
Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching carrier information document)	Yes / No
Q2 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence to show you are an active supporter of GFA)	Yes / No
Q3 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence to show company's commitment to CO2 emission reduction)	Yes / No
Q4 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence to show company reported annual progress on CO2 reduction)	Yes / No
Q5 - Validate that error message is displayed if non alphabets are entered in 'contact name' field	Yes / No
- Validate that error message is displayed if email format is not entered in 'contact email' field	Yes / No
- Validate that error message is displayed if non numeric figures are entered in 'contact phone' field	Yes / No

Step 3:

<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <p>_____</p>	Yes / No
<p>Q1</p> <p>- Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching GFA Directional Statement)</p>	Yes / No
<p>Q2</p> <p>- Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching GFA Carrier Selection Criteria Requirements Statement)</p>	Yes / No
<p>Q3</p> <p>- Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching GFA Carrier Selection Criteria Requirements Statement with weightings)</p>	Yes / No
<p>Q4</p> <p>- Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence of product packing optimisation)</p>	Yes / No
<p>Q5</p> <p>- Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence of independent packaging density analysis)</p>	Yes / No
<p>Q6</p> <p>- Validate that only .pdf, .png and .jpeg files can be uploaded (for others)</p>	Yes / No

Step 4:

<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <p>_____</p>	Yes / No
<p>Q1</p> <p>- Validate that error message is displayed if negative number is entered (for the number of carrier companies in specified country)</p>	Yes / No
<p>Q2</p> <p>- Validate that error message is displayed if negative number is entered (for all fields – no leaf, leaf one, leaf two, leaf three, leaf four)</p> <p>- Validate that error message is displayed if the sum of ‘no leaf, leaf one, leaf two, leaf three, leaf four’ does not equate to Q1 (number of carrier companies used in the specified country)</p>	Yes / No

<p>Q3 – Q6</p> <p>- Validate that applicant can proceed if he submits at least one of the following data elements</p> <p>→Total freight volume →Total distance volume →# of consignments →% procurement spend</p>	<p>Yes / No</p>
<p>- Validate that for at least one of the data elements (shown below), percentage of GFA Leaf 1-4 carriers (divided by related total across GFA Lead 0-4 Carrier) equals or exceeds 10%:</p> <p>→Total freight volume →Total distance volume →# of consignments →% procurement spend</p>	<p>Yes / No</p>

Step 5:

<p>Please click next before selecting any input.</p>	
<p>Is error message displayed for field that is not filled?</p>	<p>Yes / No</p>

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

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

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

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

Step 1:

Tasks/Validations	Does it work?
<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <p>_____</p>	Yes / No
<p>Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching signed GFA commitment letter)</p>	Yes / No
<p>Q2 - Validate that a text field appears when 'other' is checked</p>	Yes / No
<p>Q5 - Validate that a text field appears when 'All except for' or 'Only the following' option is selected</p>	Yes / No
<p>Q6 - Validate that system automatically fills the next field after first field is filled</p> <p>- Validate that error message is displayed if the volume ratio value is less than 20%</p>	Yes / No Yes / No

Step 2:

<p>Please click next before entering any inputs.</p> <p>Is error message displayed for field that is not filled?</p>	Yes / No
<p>Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching maintenance agreement)</p>	Yes / No

Step 3:

<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <hr/>	Yes / No
<p>Q1</p> <p>- Validate that error message is displayed if negative number is entered (for total number of vehicles in country you are applying GFA Label for)</p>	Yes / No

Please expand the option 'Please choose a vehicle class'

<p>Q3</p> <p>- Validate that error message is displayed if the number of vehicles per vehicle class does not equate to Q1 (total number vehicles in country you are applying GFA Label for)</p>	Yes / No
<p>Q4 (where applicable based on vehicle class chosen)</p> <p>- Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence to show fuel type)</p>	Yes / No
<p>Q5</p> <p><Emission Standard></p> <p>- Validate that error message is displayed if the sum of columns EU III - EU IV - EU V - other does not equate to the total number of vehicles in specified country (Q1)</p> <p>- Validate that error message is displayed if negative number is entered</p>	Yes / No Yes / No
<p><Reduction Technologies></p> <p>- Validate that error message is displayed if negative number is entered</p> <p>- Validate that error message is displayed if number of vehicles equipped with the selected CO2 reduction technology is not entered</p> <p>- Validate that only .pdf, .png and .jpeg files can be uploaded (if evidence is attached)</p>	Yes / No Yes / No Yes / No

Step 4:

<p>Please click next before selecting any input.</p> <p>Is error message displayed for field that is not filled?</p>	Yes / No
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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.

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

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

Step 1:

Tasks/Validations	Does it work?
Please click next before entering any inputs. Is error message displayed for fields that are not filled? Please indicate the question that does not have error message: _____	Yes / No
Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching signed GFA commitment letter)	Yes / No
Q2 - Validate that a text field appears when 'other' is checked	Yes / No
Q5 - Validate that a text field appears when 'All except for' or 'Only the following' option is selected	Yes / No
Q6 - Validate that system automatically fills the next field after first field is filled - Validate that error message is displayed if the volume ratio value is less than 20%	Yes / No Yes / No

Step 2:

Please click next before entering any inputs. Is error message displayed for field that is not filled?	Yes / No
Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching maintenance agreement)	Yes / No

Step 3:

Please click next before entering any inputs. Is error message displayed for fields that are not filled? Please indicate the question that does not have error message: _____	Yes / No
Q1 - Validate that error message is displayed if the % of company's drivers that received formal fuel efficiency training is less than 50%	Yes / No
Q2 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching fuel efficiency training document)	Yes / No
Q3 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching certificates, participation list)	Yes / No

Step 4:

Please click next before entering any inputs. Is error message displayed for fields that are not filled? Please indicate the question that does not have error message: _____	Yes / No
Q1 - Validate that error message is displayed if negative number is entered (for total number of vehicles in country you are applying GFA Label for)	Yes / No

Please expand the option 'Please choose a vehicle class'

Q3 - Validate that error message is displayed if the number of vehicles per vehicle class does not equate to Q1 (total number vehicles in country you are applying GFA Label for)	Yes / No
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<p>Q4 (where applicable based on vehicle class chosen)</p> <p>- Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence to show fuel type)</p>	Yes / No
<p>Q5</p> <p><Emission Standard></p> <p>- Validate that error message is displayed if the sum of columns EU III - EU IV - EU V - other does not equate to the total number of vehicles in specified country (Q1)</p> <p>- Validate that error message is displayed if negative number is entered</p> <p><Reduction Technologies></p> <p>- Validate that error message is displayed if negative number is entered</p> <p>- Validate that error message is displayed if (total number of CO2 reduction technology / total number of vehicles in specified country) is less than 2</p> <p>- Validate that evidence is required to be uploaded if (total number of CO2 reduction technology / total number of vehicles in specified country) is more than 3</p> <p><Own Fleet Operation></p> <p>- Validate that error message is displayed if negative number is entered</p> <p>- Validate that only .pdf, .png and .jpeg files can be uploaded (if evidence is required)</p>	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>

Step 5:

<p>Please click next before selecting any input.</p>	
<p>Is error message displayed for field that is not filled?</p>	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.

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

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

Step 1:

Tasks/Validations	Does it work?
<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <p>_____</p>	Yes / No
<p>Q1</p> <p>- Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching signed GFA commitment letter)</p>	Yes / No
<p>Q2</p> <p>- Validate that a text field appears when 'other' is checked</p>	Yes / No
<p>Q5</p> <p>- Validate that a text field appears when 'All except for' or 'Only the following' option is selected</p>	Yes / No
<p>Q6</p> <p>- Validate that system automatically fills the next field after first field is filled</p> <p>- Validate that error message is displayed if the volume ratio value is less than 20%</p>	Yes / No

Step 2:

<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <p>_____</p>	Yes / No
<p>Q1</p> <p>- Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence for scope 1 and 2 emissions report)</p>	Yes / No

Q2 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence to show you are active supporter of GFA)	Yes / No
Q3 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching maintenance agreement)	Yes / No

Step 3:

Please click next before entering any inputs. Is error message displayed for fields that are not filled? Please indicate the question that does not have error message: _____	Yes / No
Q1 - Validate that error message is displayed if the % of company's drivers that received formal fuel efficiency training is less than 70%	Yes / No
Q2 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching fuel efficiency training document)	Yes / No
Q3 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching certificates, participation list)	Yes / No
Q4 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence for drop and hook system implementation)	Yes / No
Q5 - Validate that only .pdf, .png and .jpeg files can be uploaded (when evidence for back loading and load sharing)	Yes / No
Q6 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence for improved telematics and load availability IT platform)	Yes / No

Step 4:

Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence for load factor optimization)	Yes / No
Q2 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence for consolidation utilized)	Yes / No
Q3 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence for vehicle packing density)	Yes / No
Q4 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence for multi-model utilized)	Yes / No

Q5 - Validate that only .pdf, .png and .jpeg files can be uploaded (for others)	Yes / No
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Step 5:

Please click next before entering any inputs. Is error message displayed for fields that are not filled? Please indicate the question that does not have error message: _____	Yes / No
Q1 - Validate that error message is displayed if negative number is entered (for total number of vehicles in country you are applying GFA Label for)	Yes / No

Please expand the option 'Please choose a vehicle class'

Q3 - Validate that error message is displayed if the number of vehicles per vehicle class does not equate to Q1 (total number vehicles in country you are applying GFA Label for)	Yes / No
Q4 (where applicable based on vehicle class chosen) - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence to show fuel type)	Yes / No
Q5 <Emission Standard> - Validate that error message is displayed if the sum of columns EU III - EU IV - EU V - other does not equate to the total number of vehicles in specified country (Q1) - Validate that error message is displayed if negative number is entered	Yes / No Yes / No
<Reduction Technologies> - Validate that error message is displayed if negative number is entered - Validate that error message is displayed if (total number of CO2 reduction technology / total number of vehicles in specified country) is less than 3 - Validate that evidence is required to be uploaded if (total number of CO2 reduction technology / total number of vehicles in specified country) is more than 3	Yes / No Yes / No Yes / No
<Own Fleet Operation> - Validate that error message is displayed if negative number is entered - Validate that only .pdf, .png and .jpeg files can be uploaded (if evidence is required)	Yes / No Yes / No

Step 6:

Please click next before selecting any input. Is error message displayed for field that is not filled?	Yes / No
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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.

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

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

Step 1:

Tasks/Validations	Does it work?
Please click next before entering any inputs. Is error message displayed for fields that are not filled? Please indicate the question that does not have error message: _____	Yes / No
Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching signed GFA commitment letter)	Yes / No

Q2 - Validate that a text field appears when 'other' is checked	Yes / No
Q5 - Validate that a text field appears when 'All except for' or 'Only the following' option is selected	Yes / No
Q6 - Validate that system automatically fills the next field after first field is filled	Yes / No
- Validate that error message is displayed if the volume ratio value is less than 20%	Yes / No

Step 2:

<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <p>_____</p>	Yes / No
Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence for scope 1 and 2 emissions report)	Yes / No
Q2 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence to show you are active supporter of GFA)	Yes / No
Q3 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence to show company publically committed to specific & of CO2 emissions)	Yes / No
Q4 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence to show company reported annual progress on its CO2 reduction)	Yes / No
Q5 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching maintenance agreement)	Yes / No

Step 3:

<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <p>_____</p>	Yes / No
Q1 - Validate that error message is displayed if the % of company's drivers that received formal fuel efficiency training is less than 90%	Yes / No

Q2 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching fuel efficiency training document)	Yes / No
Q3 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching certificates, participation list)	Yes / No
Q4 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence for drop and hook system implementation)	Yes / No
Q5 - Validate that only .pdf, .png and .jpeg files can be uploaded (when evidence for back loading and load sharing)	Yes / No
Q6 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence for improved telematics and load availability IT platform)	Yes / No

Step 4:

Q1 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence for load factor optimization)	Yes / No
Q2 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence for consolidation utilized)	Yes / No
Q3 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence for vehicle packing density)	Yes / No
Q4 - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence for multi-model utilized)	Yes / No
Q5 - Validate that only .pdf, .png and .jpeg files can be uploaded (for others)	Yes / No

Step 5:

<p>Please click next before entering any inputs.</p> <p>Is error message displayed for fields that are not filled?</p> <p>Please indicate the question that does not have error message:</p> <p>_____</p>	Yes / No
Q1 - Validate that error message is displayed if negative number is entered (for total number of vehicles in country you are applying GFA Label for)	Yes / No

Please expand the option 'Please choose a vehicle class'

<p>Q3 - Validate that error message is displayed if the number of vehicles per vehicle class does not equate to Q1 (total number vehicles in country you are applying GFA Label for)</p>	Yes / No
<p>Q4 (where applicable based on vehicle class chosen) - Validate that only .pdf, .png and .jpeg files can be uploaded (when attaching evidence to show fuel type)</p>	Yes / No
<p>Q5 <Emission Standard> - Validate that error message is displayed if the sum of columns EU III - EU IV - EU V - other does not equate to the total number of vehicles in specified country (Q1) - Validate that error message is displayed if negative number is entered</p> <p><Reduction Technologies> - Validate that error message is displayed if negative number is entered - Validate that error message is displayed if (total number of CO2 reduction technology / total number of vehicles in specified country) is less than 4 - Validate that evidence is required to be uploaded if (total number of CO2 reduction technology / total number of vehicles in specified country) is more than 3</p> <p><Own Fleet Operation> - Validate that error message is displayed if negative number is entered - Validate that only .pdf, .png and .jpeg files can be uploaded (if evidence is required)</p>	<p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p> <p>Yes / No</p>

Step 6:

<p>Please click next before selecting any input. Is error message displayed for field that is not filled?</p>	Yes / No
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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

As an applicant, you navigate to 'View Application' tab to view your submitted applications.

Under 'View Application' column:

Task 3.1: View submitted application

Are you able to view a summarized version of your previously submitted application? Yes / No

Are you able to download and view the submitted evidence files? Yes / No

Comments on what you liked / Suggestions for improvements etc.

Under 'Edit Application' column:

Task 3.2: Edit submitted application

Are you able to download and view previously submitted evidence files? Yes / No

Are you able to edit your previously submitted application? Yes / No

<After editing is done, view the edited application form>

Were your changes overwritten? Yes / No

Comments on what you liked / Suggestions for improvements etc.

After Assessment Partner reviews application, navigate to 'View Application' tab.

Task 3.3: Is status changed to 'pending' or 'approved'? (according to Assessment Partner's selection) Yes / No

After Assessment Partner reviews application, you would receive an email notification indicating the status of your application form.

Task 3.4: Do you receive the email (from the email address you previously registered) notifying your application status? Yes / No

If Assessment Partner indicates additional evidence is required, you login to your account and navigate to 'View Application' tab.

Under 'Edit Application' column:

Are you able to download and view previously submitted evidence files? Yes / No

Are you able to edit your previously submitted application? Yes / No

<After editing is done, view the edited application form>

Were your changes overwritten? Yes / No

Comments on what you liked / Suggestions for improvements etc.

After Assessment Partner approves application, and GFA Label certificate is generated, you would also receive an email notification indicating that the GFA Label certificate has been generated.

Task 3.5: Do you receive the email (from the email address you previously registered) notifying your application status? Yes / No

You login to your account and navigate to 'View Application' tab.

Task 3.6: Viewing of Certificate

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

Comments on what you liked / Suggestions for improvements etc.

Other comments/suggestions for Applicant's account:

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

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