

What they liked to see

A: Was able to get to map but wanted a way to find specific restaurant that the users would like to go to.

C, D, E: A way to manage other items more easily that may be visible.

A: Wanted a dedicated remove feature to help with removing items from cart.

Whole checkout process

A: Overall happy with checkout process.

B, C, D, E: Simple and straight forward process.

C: Thought the process was perfectly fine and had no trouble navigating.

Errors

A, B, C, D, E: Didn't know what to do when tasked to remove item from cart.

B, C, D, E: Acted confused when in the map, didn't know where to click.

B, C, D, E: Found map, but confused about where to click in the map.

All: More guidance in the map.

A: Had trouble with locating the checkout button.

D, E: Looked for icon of some sort to help with removing items.

Pros of using the app

B, C, D, E: Process of going to account was simple and easy to understand, was able to add a new card info very easily.

B: Pretty easily understood where to click/swipe.

A: Navigated to account easily and added new payment method and appreciated the fact you can add multiple methods.

D, E: Easily logged in, finding and navigating to home screen and other pages was straight forward.

A, B: Login process was smooth and simple to understand.

A, D: Felt confident after finishing the checkout process.