User Task List

Use the same task script and fictional transaction for each participant.

1. Read the task scenario and ask any procedural questions before timing begins.
2. Locate the fictional transaction containing one hamburger, one order of fries, and one drink.
3. Open the transaction details and identify the three-line items.
4. Select only the hamburger and the requested quantity.
5. Verify that fries and drinks are not selected for refund.
6. Review the displayed refund amount and reason.
7. Confirm the refund in the prototype/simulation.
8. Verify the result indicates that only the hamburger was refunded and the other items remain unchanged.
9. Complete the short rating survey and provide optional open-ended feedback.

   Task-success rule: success requires refunding only the requested item and quantity, recording the correct amount according to the scenario, and leaving all other items unchanged. Record a system/prototype limitation separately from a participant error. This rule is taken from the submitted research proposal.