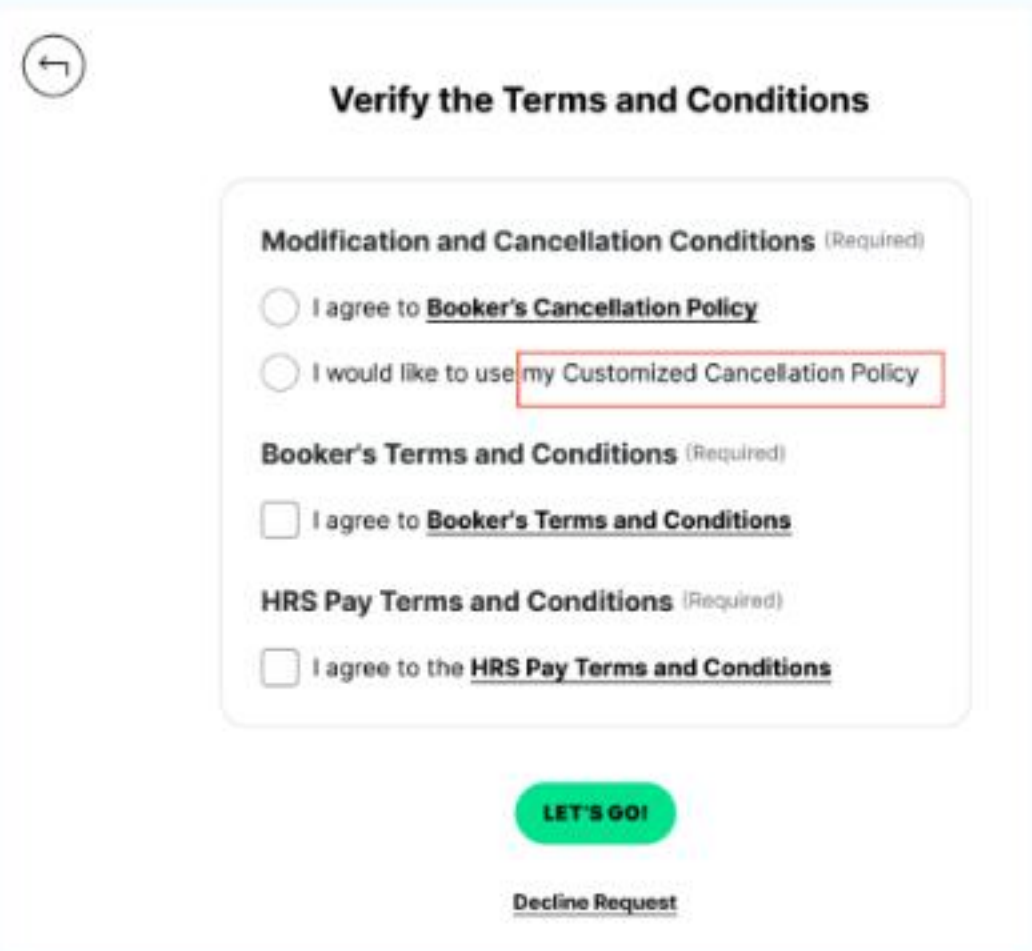
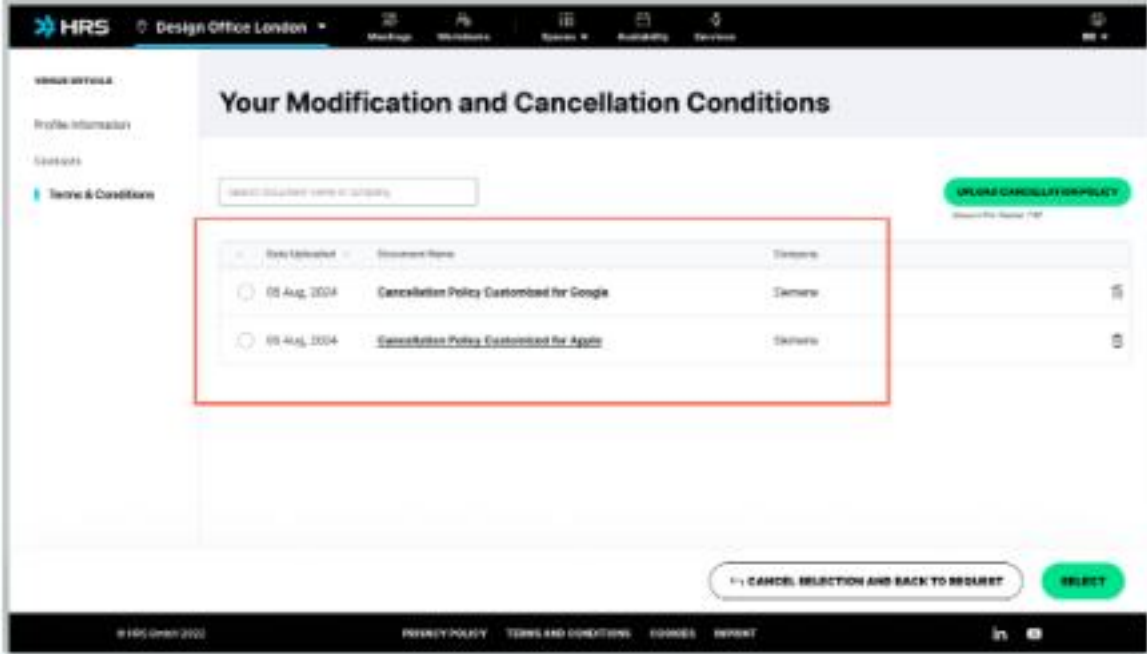
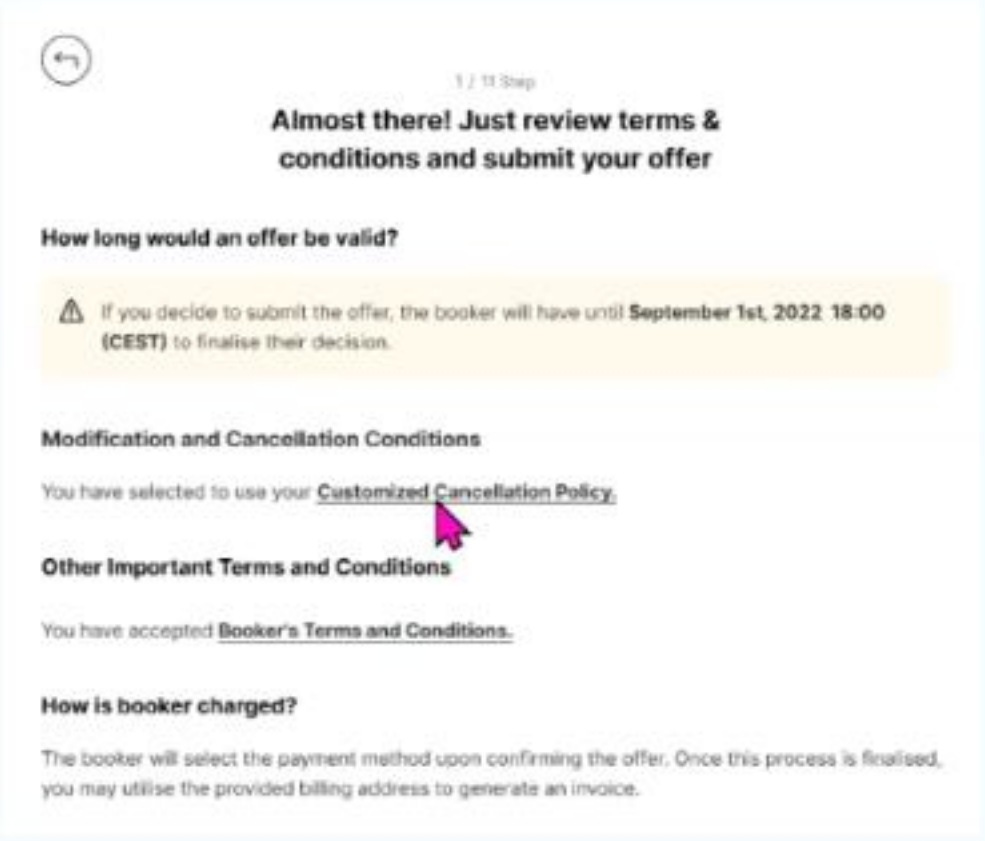
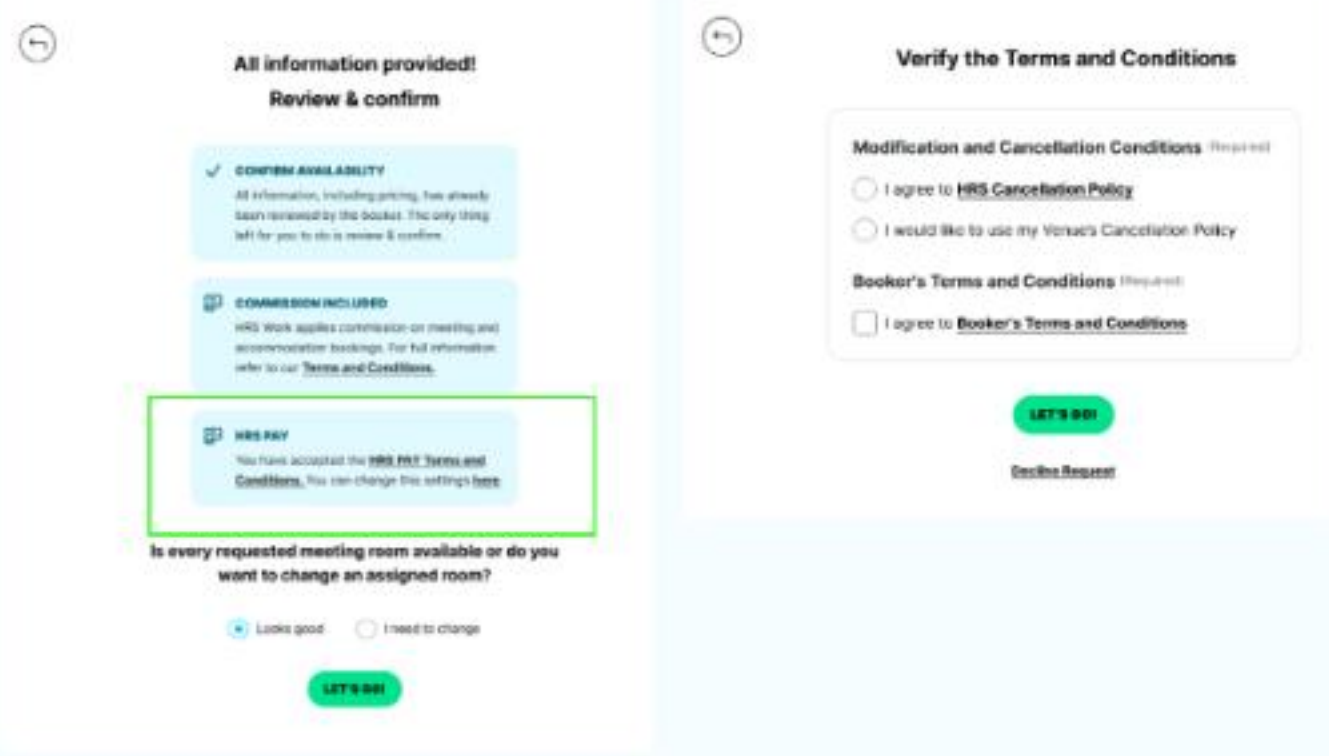
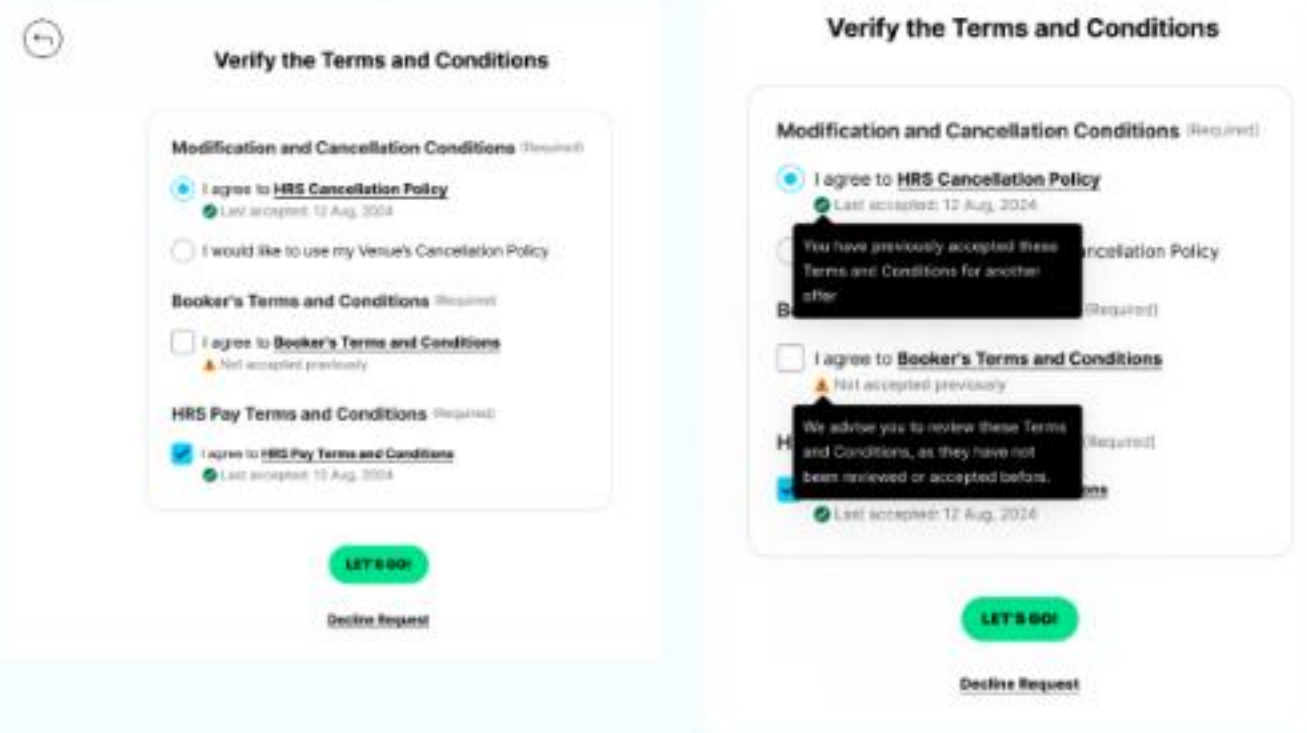


Country:

Total participants:

Page	Task	Comments	Proposal
Request summary 	Identify the Cancellation Policy and Terms and Conditions.	4/5 participants could spot the cancellation policy and terms and conditions and didn't face any problem. 1/5 one person finds that there is more scrolling	Current: - No action required Later: - How to reduce the scrolling when there are more days the request is sent for.
Request approval_ 2nd step 	Check the flow if it is understandable	5/5 find it easy to accept the terms and conditions in check box and radio buttons. No issues found	Current: - No action required Later: - No action required
	⚠ Check the text and understandability	1/5 finds the text 'my customized cancellation policy' is confusing 1/5 are not able to understand just by looking at the words 'Booker's Terms and Conditions' without opening what it is.	Current: - Change the text 'my customized cancellation policy' to 'my Venue's cancellation policy' - Make sure we have some description/introduction in when the pdf file is opened which explains what it is. Later: - No action required
	Upload your cancellation policy	5/5 finds it easy to upload the policy and a new policy. No issues found	Current: - No action required Later: - No action required
	Decline request and select reason	- No issues found to decline the request 4/5 finds the text for declining to be understandable	Current: - No action required Later: - No action required
All the previously uploaded and saved policies 	⚠ Find out what is required and not required on this page.	4/5 say they will not have different policies for companies like google and apple. Hence the column for company is not required 1/5 say they will not have different policies for companies for individual or group booking	Current: - Delete the company column Later: - No action required
	⚠ Find out how many different policies they have and check if this page is required	4/5 finds this page may not be useful. They need a function just to save the last used policies. 1/5 finds that they can have different policies as per the individual booking or group booking and finds this page may be useful	Current: - No action required Later: - Check if you have to remove this page - Ask Meetago customers and still check if this is required.
	Upload a new cancellation policy and go ahead with the offer	- No issues found for upload - Mostly from my computer. The other upload options to the considered- sharpshoot, cloud	Current: - No action required Later: - The other upload options to the considered-
Request approval_ Last step 	Identify the Cancellation Policy and Terms and Conditions and check the text	No issues found	Current: - No action required Later: - No action required
Request approval_ 1st step 	⚠ Identify how useful HRS Pay information is to the suppliers	5/5 said they will not change the method of payment for different booking request in terms of company, group booking, single booking etc. 2/5 said not having the payment information on step 2 will make it easier and help to reduce the time spent on reading on this step	Current: - No action required Later: - Remove HRS pay from step 2 and add on step 1 - add a page for the HRS Pay settings in onboarding and settings
Request approval_ 2nd step 	⚠ Understand if users see the 'Last accepted' and 'Not accepted previously'	3/5 didn't see the 'Last accepted' and 'Not accepted previously' at first. 2/5 Didn't Understand the text what 'Last accepted' and 'Not accepted previously' means 3/5 Didn't read through the tooltip 4/5 finds that it is helpful but might not observe it as first and have to read through it again.	Current: - No action required Later: - Check with usability testing with more people how they perceive this. - Find out will they get used to it or this feature will not add value. - Consider the learning curve and implement this feature since it is a new feature (Need to check/discuss) - Add hotspot and text for easier understanding for new user. - Reduce the payment step here. So when there is less reading this feature is not required.
Other remarks	Cancellation policy behaviour	The suppliers mostly go with the venues cancellation policy since: - it is often difficult to read the guidelines of customers terms - involve the lawyer to check the policies - check with revenue management	Current: - No action required Later: - Check how T and C feature works and collect feedback from user
	Europe suppliers- Cancellation policy	The suppliers in Europe also wish to have the ability to upload their own cancellation policy	Current: - No action required Later: - Understand with more research if other platforms in DACH are already providing such service. What is the market needs.