
Test of www.U-Haul.com CUE-9 Team F

Written for CUE-9

May 2011

Written by Team F

Executive summary

The running version of www.U-Haul.com has been usability tested in March 2011 with 5 members of the target group. This report describes findings and recommendations from the test.

Main positive aspects for U-Haul.com:

- **Back button always works without any problems**
Test participants always got what they expected when they pressed the Back button. On some comparable websites, the Back button does not always work as users expect.
- **Mostly good response times**
- **The website preserves the contents of the shopping cart well**
Test participants never lost an item in the shopping cart. On some comparable websites, there is a timeout that clears the shopping cart and asks participants to start over. If a timeout limit exists on this website, none of our test participants encountered it.

Main improvement areas for U-Haul.com:

- **Adequate liability coverage included only in SuperSafemove**
No participant realized that SafeMove only includes limited liability insurance. No participant even for a moment considered Super Safemove, which includes adequate liability coverage. No participant was aware of the considerable financial risk they were running if they caused a major accident while they were covered only by Safemove.
- **Users can rent trucks without being asked about coverage**
Several participants rented a truck without ever seeing the *Damage protection* page. Their rental by default included no coverage, and the website did not ask them to make a choice.
- **Taxes, fees and total price are not shown**
Participants wanted to know the full price of the rental. The website only shows what user must pay in the store excluding taxes and fees. Participants were displeased that they could not see the total price in the shopping cart. They were even more displeased when they found out that they couldn't even see the total price on the checkout page.

Team F

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1. Findings

Findings are categorized by the facilitator using the following categories:



Good. This approach is recommendable.



Good idea. A suggestion from a test participant or from the facilitator that could lead to a significant improvement of the user experience.



Minor problem. Caused test participants to hesitate for a few seconds.



Serious problem. Delayed test participants in their use of the product for 1 to 5 minutes, but eventually they were able to continue. Caused occasional “catastrophes”.



Critical problem. Caused frequent catastrophes. A catastrophe is a situation where the product “wins” over the test participant - that is, a situation where the test participant cannot solve a reasonable task, or which considerably annoys the test participant.



Functional problem - bug.

1.1. Conventions used in this Report

The report contains several quotes from test participants. The quotes are surrounded by “...”, for example

“Oh, you already signed me up for one, you're sneaky” (about the pre-selected utility dolly).

Test participant profiles and test tasks can be found in Appendix A.

2. General



Back button always works without any problems

Test participants always got what they expected when they pressed the Back button. On some comparable websites the Back button does not always work as users expect.



Mostly good response times



The website preserves the contents of the shopping cart well

Test participants never lost an item in the shopping cart. On some comparable websites, there is a timeout that clears the shopping cart and asks participants to start over. If a timeout limit exists on this website, none of our test participants encountered it.



No timeouts

If a timeout limit exists on this website, none of our test participants encountered it.



Easy to remove items from shopping cart

Participants sometimes by mistake put unwanted items in the shopping cart. No one had any problems removing the extraneous items.



FAQs use slang without explanation

FAQs use slang without explanation: Examples of terms that confused users: *Damage Waiver*, *Medical-life coverage*, *liability coverage*

"It would be nice if there was a little bit more to help me out with that"

"[The FAQs] didn't explain it well"

Recommendations: Make terms that are hard to understand clickable. When users click these terms show a pop-up that explains the meaning using commonly known terms and examples.

3. Rent a Truck

All rates include up to 6 days of use and 1715 miles.




10' truck 	Studio/Apartment <ul style="list-style-type: none"> • Inside dimensions: 9'1" x 6'4" x 6'2" (LxWxH) • Door opening: 5'1" x 5'7" (WxH) • Deck height: 2'5" 	\$1,115.00 Continue ▶
14' truck 	Apartment up to 2 bedrooms <ul style="list-style-type: none"> • Inside dimensions: 14'6" x 7'8" x 7'2" (LxWxH) • Door opening: 7'3" x 6'5" (WxH) • Deck height: 2'10" 	\$1,165.00 Continue ▶
17' truck 	Home up to 2 bedrooms <ul style="list-style-type: none"> • Inside dimensions: 16'9" x 7'8" x 7'2" (LxWxH) • Door opening: 7'3" x 6'5" (WxH) • Deck height: 2'10" 	\$1,213.00 Continue ▶

Figure 1. Overview of truck prices



Easy to see how truck price depends on truck size



Insufficient help for selecting right truck size

Two out of 5 participants had problems selecting the correct truck size.

According to U-Haul, the optimal truck for this rental is the 14' truck. The five participants selected the following trucks:

- Participant 1: 14' truck.
- Participant 2: 20' truck because the participant incorrectly assumed that the apartment had 3 bedrooms (instead of 3 rooms)
- Participant 3: In doubt as to whether 10' or 14' truck was required. Ended by selecting 14' truck.
- Participant 4: Unsure what size truck she would need. When she noticed that the price difference was small, she selected a 14' truck.
- Participant 5: 14' truck.

Recommendation: Include an example of what will fit in each size of truck.



Unclear if included mileage is sufficient

A few participants noticed the text at the top of the selection window that says *All rates include up to 6 days of use and 1715 miles*

Participants wondered if the 1715 miles were sufficient to drive from Pittsburgh to Denver. They also wondered what would happen if they used more miles.

Recommendation: Change the message to

All rates include up to 6 days of use and 1,715 miles. The distance from your point of departure to your destination is about 1,460 miles. In the unlikely case that you use additional miles, they will be charged according to our additional miles rate

The screenshot shows the bottom of a shopping cart on the U-Haul website. At the top, there are three yellow 'Add to cart' buttons. Below them, there's a section titled 'Let someone else do the work!' with a list of services: finding customer-rated movers, loading/packing/driving/cleaning, and getting an exact price and hire online. A link 'View Moving Helpers in your area' is provided. To the right, 'Additional rentals' are listed: 1 Utility Dolly (\$20.00), 1 Dozen Furniture Pads (\$5.00), and an Environmental Fee (\$5.00). Below this, 'Moving supplies' are listed: 15 Small Moving Boxes (\$25.50) and 20 Large Boxes (\$51.20). A large yellow box displays 'Due today: \$76.70'. A note states: 'All rates are in US dollars and do not include sales tax or shipping unless otherwise noted.' A yellow 'Check out' button is at the bottom right. On the left, there's a section for 'Need extra storage space?' featuring a photo of two men, the address '2000 W Lower Colfax Ave (@ Zuni North of 13th St) Denver, CO 80204', and a 5-star rating with 87 reviews. A table shows 'Room type' as 'Interior' with a 'Starting price' of '\$79.95/month'. A link 'View all room rates' is also present. At the very bottom, a navigation bar includes links for Rentals, Storage, Products and services, Company info, and Customer service.

Figure 2. Bottom of shopping cart with totals. The top of the shopping cart is shown in Figure 6.



Taxes and fees are not shown


Participants wanted to know the full price of the rental, not just what is due today excluding taxes.

Phone Email Text message

Order summary

- You are reserving a **14' truck** on Thursday, April 14, 2011. Your preferred pickup location is **U-Haul at Washington Blvd**. A local U-Haul representative will contact you by 6pm on Wednesday, April 13, 2011 to schedule you at the most convenient location with available equipment.
- You can pick up your **moving supplies** at **U-Haul at Washington Blvd** any time during normal business hours.

☐ I have verified my order summary is correct and I have read and agree to the [U-Haul terms and conditions](#).



Move in half the time!

[Moving Helpers](#) can load your truck quickly and efficiently. Read [customer reviews](#), compare rates and hire instantly.

Subtotal: \$76.70

Tax: \$5.37

Total due today: \$82.07

[Complete this purchase](#)

You will get a printable receipt of your order.

Rentals Storage Products and services Company info Customer service

Figure 3. The order summary with totals at the bottom of the Checkout page



Total price not shown – website only shows what user must pay in store

Participants were displeased that they could not see the total price in the shopping cart. They were even more displeased when they found out that they couldn't even see the total price on the checkout page.

"'Due today' is \$30.45. Where are they getting that from? It would be nice if they told me what this was like, what fees are being included here"

"Where is my final price?"

Recommendations:

- In the shopping cart and on the checkout page show both what is due today and what the total price of the order including truck rental and storage rental will be.
- Offer prices both with and without taxes. If there isn't room for both, omit the prices without taxes.
- Ask the user for the expected ending date of any storage rental included in the offer. Use the ending date to compute the total price of the storage rental.
- Make it completely clear how the website arrives at any total or subtotal. If there is insufficient room for a full explanation, add the link [explain](#) next to the total or subtotal. Clicking this link must display a detailed breakdown.

4. Moving Utilities and Supplies

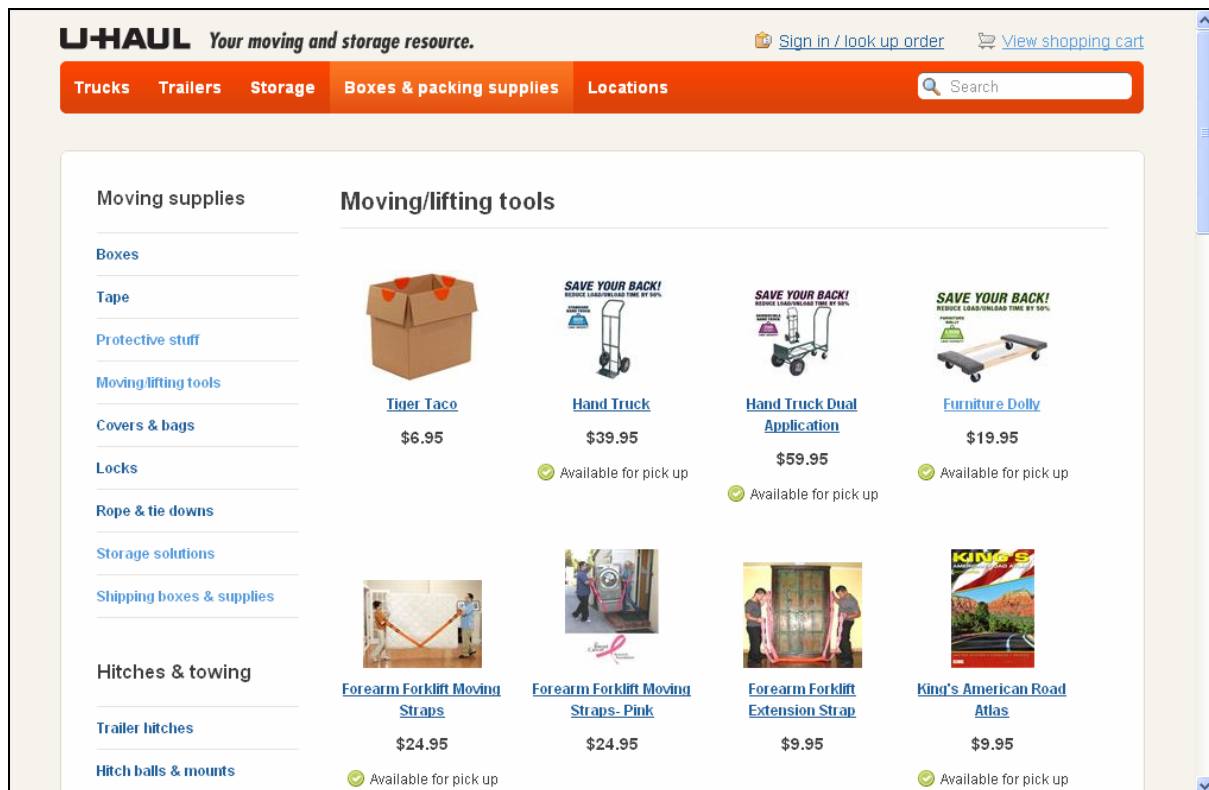
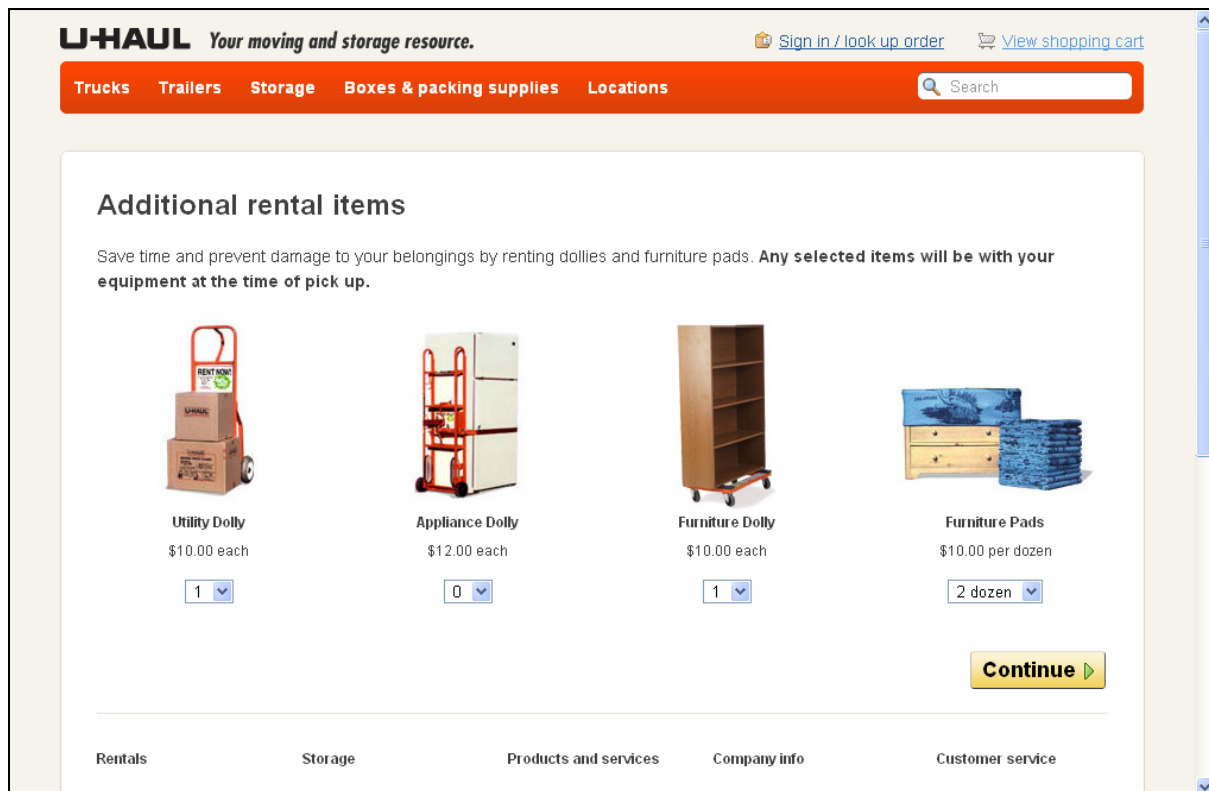


Figure 4. Some pages offer items for rent (top). Other pages offer similar items for purchase (bottom).



Not sufficiently clear when you rent and when you buy items

Some pages offer items for rent, for example furniture dollies, Figure 4, top. Other pages offer similar items for purchase, Figure 4, bottom. While no participant was in doubt that the dollies, etc., in *Additional rental items* were for rent, participants were unsure about the items offered in *Moving/lifting tools*. One participant finally concluded that the items in *Moving/lifting tools* were for purchase when she noticed the text *Customers who bought this item also bought* on the *Furniture Dolly* page.

Recommendation: Include the word *Rental* or *Purchase* in the title of the page.

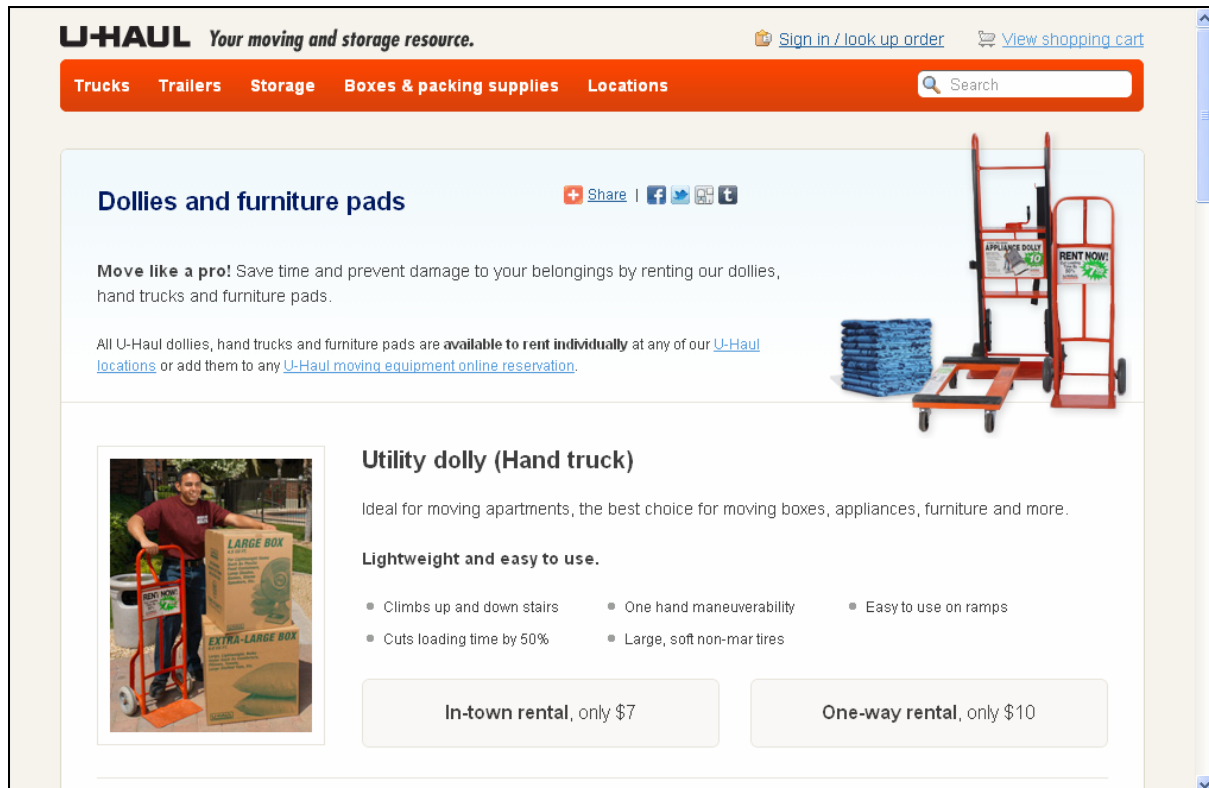


Figure 5. When a participant searched for *utility dolly* and clicked the first search result, *Dollies, hand trucks, furniture pads and waterbed pumps*, he arrived at the above page. He quickly decided that he wanted the utility dolly, but he found that he was unable to add it to his shopping cart. There are no clickable areas in the description.



Purchase/rental not available from some product overview pages

A participant searched for *utility dolly*. The first search result took the participant to a page where the desired products were displayed but the products could not be ordered from this page.

*"You convinced me that I need a utility dolly, but how do I get it? ...
You're teasing me"*

The author has not been able to reach this page using ordinary navigation.

Recommendation: Remove this page or enable users to add the desired items to the shopping cart.

The screenshot shows the U-Haul website interface. At the top, there's a navigation bar with links for Trucks, Trailers, Storage, Boxes & packing supplies, and Locations. A search bar is also present. Below the navigation bar, a yellow notification box states: "A 14' truck has been added to your cart. Your equipment rental qualifies you for [one month of free storage](#) at any U-Haul storage location." Below this, a section titled "Customers who rented a 14' truck needed:" offers two options: "Shipped to your door" and "Pick up at U-Haul at Washington Blvd". A table lists various moving supplies with their quantities and prices. To the right, the "Your shopping cart" section shows the rental equipment, including a 14' truck, pick-up and drop-off details, damage coverage, and additional rentals.

Quantity	Item	Price
14	Small Moving Box	\$1.70 each
20	Medium Box	\$2.07 each
8	Large Box	\$3.00 each
3	Extra Large Box	\$3.75 each
2	Shorty Wardrobe® Box	\$7.95 each
1	Enviro-Bubble® Small Bubble	\$19.95 each
1	Wrapping Paper	\$8.80 each
2	Box / Packaging Paper Tape 55 yard roll	\$3.85 each
1	Box Markers With Knife	\$2.79 each
4	Furniture Pad	\$7.95 each

Total: \$187.39 [Add to cart](#)

Your shopping cart
Click the trash can to remove items from your cart.

Rental equipment

14' truck **\$1,165.00**
(Due in store)

Pick up
4/14/2011
[U-Haul at Washington Blvd](#)

Drop off
4/20/2011
Denver, CO

Damage coverage **\$105.00**
Safemove® (Due in store)

Additional rentals **\$20.00**
1 Utility Dolly (Due in store)
1 Dozen Furniture Pads

Figure 6. List of moving supplies (left) for cross-selling. The top of the shopping cart appears to the right. The bottom of the shopping cart is shown in Figure 2.



All fields should be zero when offering options such as dollies, pads, boxes

Most participants complained that they had to zero or change the fields in the list of moving supplies.

"Oh, you already signed me up for one, you're sneaky" (about the pre-selected utility dolly).

"Two dozen furniture pads - ooooooh!"

"If I was in a hurry I might not notice those numbers were in there, and I might reserve things that I really didn't want to get."

Recommendations:

- Clear all fields when the list is first shown.
- Consider adding a button *Suggest appropriate quantities for my move*, which fills out the fields with appropriate suggestions.

5. Insurance

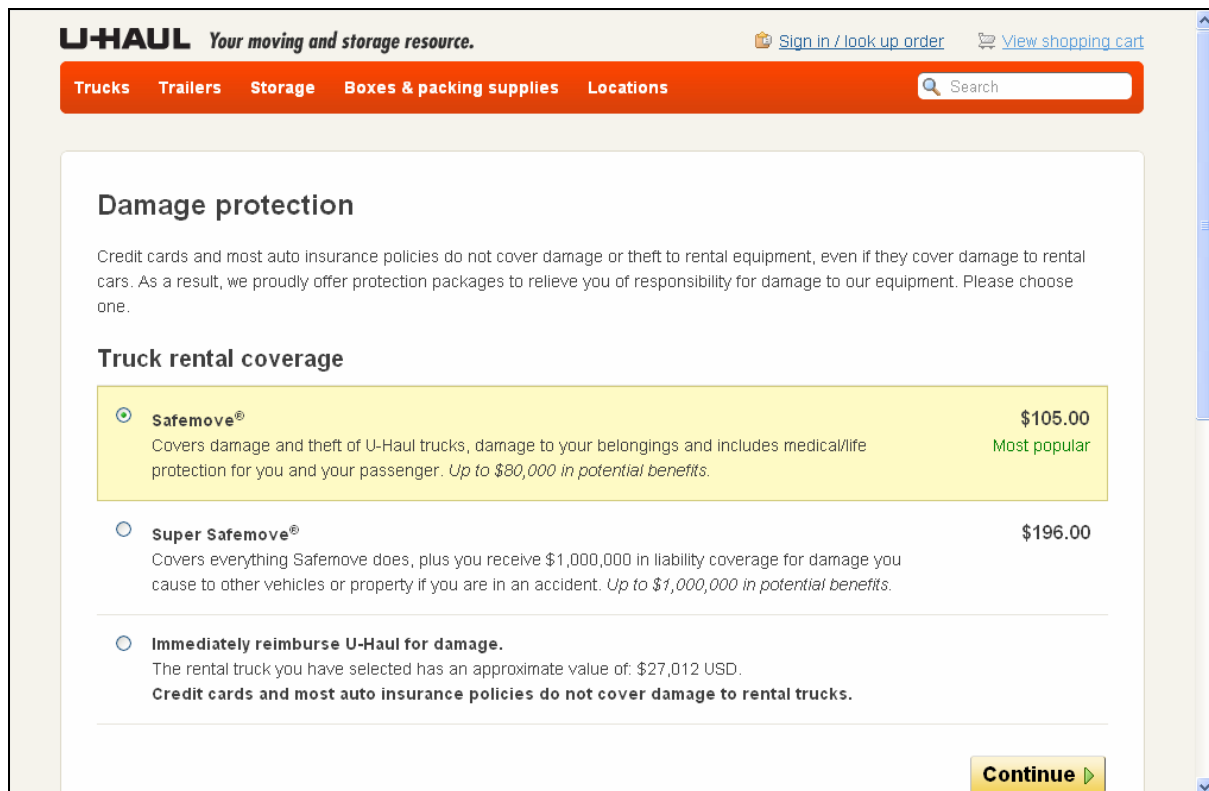


Figure 7. Damage protection options shown when renting a truck.



Users can rent trucks without being asked about coverage

Several participants rented a truck without ever seeing the *Damage protection* page. Their rental by default included no coverage, and the website did not ask them to make a choice.

The problem arises because the truck is added to the shopping cart when users select a rate on the *Rates* page and move to the *Select pickup location and time* page. If users do not select a pickup location, they may never see the *Damage protection* page. If they later access the shopping cart through the link *View shopping cart* link in the upper right corner of most pages, they can essentially rent the truck without knowing that damage protection is available.

Recommendations:

- Add the truck to the shopping cart when users click *Continue* on the *Damage protection* page.
- Warn users if they click *Check out* without having explicitly selected a damage protection scheme (including *Immediately reimburse U-Haul for damage*)
- Force users to make a selection on the *Damage protection* page by not having a default selection.



Adequate liability coverage included only in SuperSafemove

No participant realized that SafeMove only includes limited liability insurance. No participant even for a moment considered Super Safemove, which includes adequate liability coverage. No participant was aware of the considerable financial risk they were running if they caused a major accident while they were covered only by Safemove.

An enquiry to U-Haul's customer service brought up the following information:

... in the U.S. ... all motor vehicle rental companies are to provide; free of charge, state minimums in liability at no cost to the customer.

The caveat here is these amounts of liability were written 25 years ago. For example in Arizona, you automatically get \$5k in liability which can be exhausted very quickly. Very few customers know this unless they read the document holder, but for the ones that do know it, they immediately ask "how can I get more?".

Recommendations:

- Consider changing the damage protection recommendation from Safemove to Super Safemove, which includes an adequate liability coverage.
- Make it clear that Safemove only includes limited liability coverage.
- Display the three alternatives in a table to ease comparison. Suggested table columns:
 - *Damage and theft*
 - *Damage to your belongings*
 - *Liability coverage*
 - *Medical/life protection for you and your passenger*
 - *Maximum potential benefits*
 - *Price per rental*
- Explain in popular terms what *liability coverage* is.



Unclear if Savemove price is per day or per rental

One participant was in doubt as to whether the Safemove charge specified on the *Damage protection* page was per day or per rental.

Recommendation: Add the header *Price per rental* to the price column.

What is the difference between Super Safemove, Safemove and CDW?

[Safemove](#) coverage is for our moving trucks only. It is three components; damage waiver, cargo coverage and medical-life coverage. It does not have liability coverage.

[Super Safemove](#) coverage is for our moving trucks only. It is four components; damage waiver, cargo coverage, medical-life coverage and one million dollars in liability coverage.

[Collision Damage Waiver \(CDW\)](#) is for pickup and van rentals and only covers accidental damage to the equipment. There is no coverage for cargo, medical or liability.

Can I purchase Safemove or Safetow for a pickup or van rental?

No. Safemove coverage is specifically designed for our moving trucks. We offer a Collision Damage Waiver (CDW) for pickup and van rentals.

Do I need to provide proof of insurance if I decline CDW for pickup and van rentals?

Yes. If you decline the optional CDW, you will be asked for proof of coverage, but if you cannot, you can still reimburse U-Haul for any damage caused during your rental when you return.

Is U-Haul insured for liability?

Yes, but only to the state minimums which are sometimes low. You should check with your state laws to see what the MFR coverage is for motor-vehicle rental companies



Will U-Haul bill me if I damage their rental equipment without coverage?

No, you are immediately financially responsible.

Figure 8. Excerpt from FAQs for Damage Coverage.

Safemove®

Safemove provides protection for the U-Haul rental truck and everything inside it (including cargo, drivers and passengers).

<p>Collision Damage Waiver (CDW)</p> <ul style="list-style-type: none"> • Frees you of responsibility for any "accidental damage" to the rental truck • No deductible* • Subject to exclusions <p> View a Safemove policy</p> <p> View explanation of Safemove features</p>	<p>Cargo coverage</p> <ul style="list-style-type: none"> • Covers damage to your goods from collision, fire, upset, windstorm and overturn of the rental truck • One-way Rental, up to \$25,000 of coverage • In-town Rental, up to \$15,000 of coverage • \$100 deductible • Coverage is for actual cash value and is subject to exclusions 	<p>Medical & Life coverage</p> <ul style="list-style-type: none"> • Provides you and your passengers with up to \$1,000 of coverage towards medical bills, in case of an accident • Provides you and your passenger with life coverage in the case of a fatality • Lessee loss of life, up to \$25,000 of coverage • Passenger loss of life, up to \$15,000 of coverage • Subject to exclusions
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Super Safemove®

Super Safemove® is all the benefits of Safemove, explained above, plus \$1,000,000 in liability coverage, for damages caused to others and their property. Giving you the "all-around" coverage that you need.

Additional Liability Insurance (ALI)





<ul style="list-style-type: none"> • \$1,000,000 for property damage, bodily injury or lawsuits brought forwards by 3rd parties not involved with the rental • Nothing out of your pocket <p> View explanation of Super Safemove features</p>	<ul style="list-style-type: none"> • No increased premiums • No deductible* • Subject to exclusions 	<p>New York residents  View Super Safemove policy</p> <p>MI, MN, WI and KS residents  View Super Safemove policy</p> <p>All other U.S. residents  View Super Safemove policy</p>
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Figure 9. Excerpt from FAQs for Damage Coverage.



Unclear if vandalism is covered by Safemove

Some participants were unsure about coverage because they felt that vandalism is not "accidental coverage", which they quickly understood is covered.

Most participants found the relevant page in the FAQ (Figure 8), but they wanted further details:

"They shouldn't be liable, but I really want to find out to be absolutely sure".

"If you're down in Mississippi and the truck just got knifed I'd want to have something saying 'No you're not responsible for the truck' "

Most participants followed the link from the FAQ to the detailed information about Safemove (Figure 9). All participants had serious problems extracting the desired information from this page.

Recommendations:

- Provide a simple explanation of Safemove, for example *Safemove is an optional service which, if accepted, eliminates your financial liability for loss or damage to the U-Haul vehicle, its parts and accessories, provided the vehicle is used in accordance with the terms and conditions of the rental agreement.* (Adapted from Budget.com)
- Simplify the text. Remove *Subject to exclusions* and footnotes such as *No deductible**

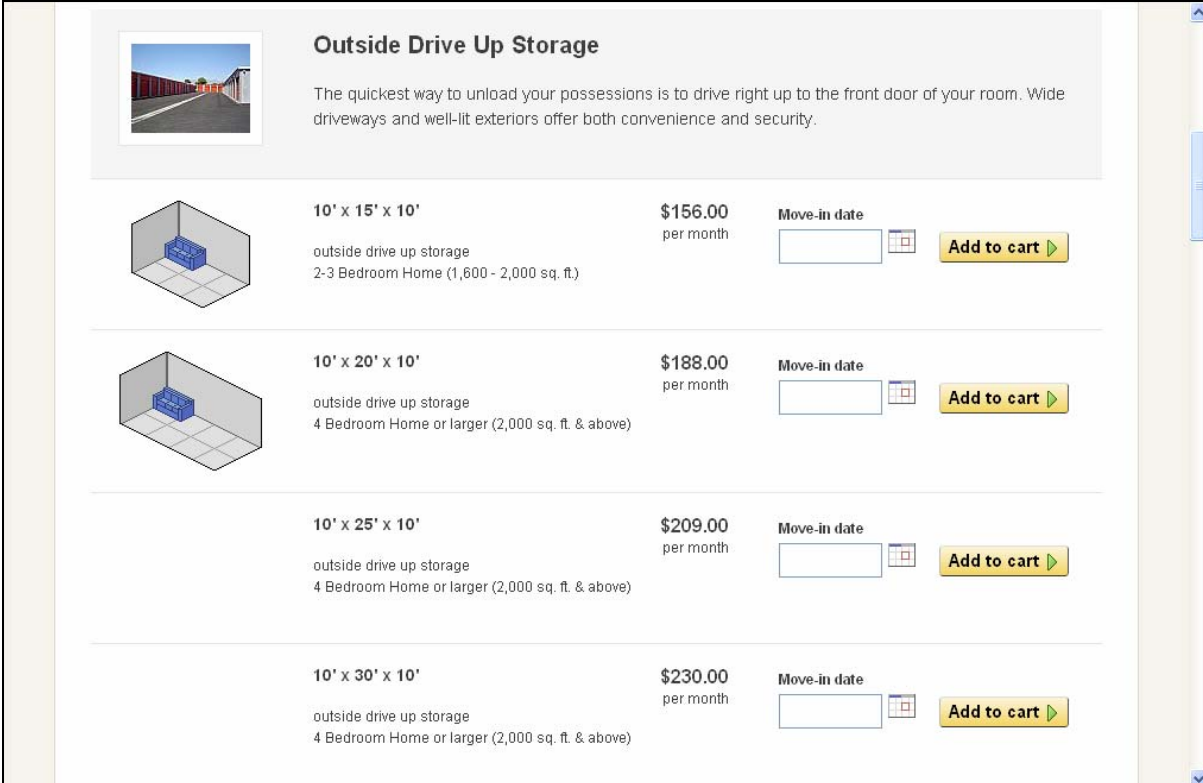


Unclear if there is a deductible for Safemove

Participants who clicked the footnote link for *No deductible* gave up understanding the legalese that appeared.

Recommendation: Eliminate the footnote. Change the text to: *No deductible. Exception: New York locations have a \$150 Damage Waiver deductible.*

6. Rent Storage



Outside Drive Up Storage

The quickest way to unload your possessions is to drive right up to the front door of your room. Wide driveways and well-lit exteriors offer both convenience and security.

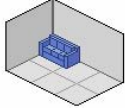
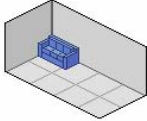
	10' x 15' x 10' outside drive up storage 2-3 Bedroom Home (1,600 - 2,000 sq. ft.)	\$156.00 per month	Move-in date <input type="text"/>	<input type="button" value="Add to cart"/>
	10' x 20' x 10' outside drive up storage 4 Bedroom Home or larger (2,000 sq. ft. & above)	\$188.00 per month	Move-in date <input type="text"/>	<input type="button" value="Add to cart"/>
	10' x 25' x 10' outside drive up storage 4 Bedroom Home or larger (2,000 sq. ft. & above)	\$209.00 per month	Move-in date <input type="text"/>	<input type="button" value="Add to cart"/>
	10' x 30' x 10' outside drive up storage 4 Bedroom Home or larger (2,000 sq. ft. & above)	\$230.00 per month	Move-in date <input type="text"/>	<input type="button" value="Add to cart"/>

Figure 10. List of storage sizes offered by Guardian Storage Solutions in Pittsburgh



Pictures of sofas, people, useful in storage room drawings



No help offered for selecting the right size of the storage room

Four out of 5 participants had problems selecting the correct storage room size.

"It would be really nice if I could just type in the dimensions I need"

"I am wondering if there's anything that will help me calculate what I would need, because I'm definitely not a mathematician"

"Maybe I can go through and say 'this is the size I need, find me the cheapest one' "

"I am clueless as to which storage I need"

One participant selected a room that was too small to contain the objects. Three participants selected rooms that were larger and thus more expensive than they needed.

The objects that the couple wants to store will fit in a 5' x 5' x 8' room. The monthly cost of a 5' x 5' x 10' room at Guardian Storage Solutions is \$51.

The five participants selected the following storage room sizes at the costs shown:

- Participant 1: 5' x 5' x 9' - \$50 from StorExpress. OK.

- Participant 2: 5' x 5' x 4' - \$0 from Angels Self Storage. The fridge will not fit into this storage
- Participant 3: 5' x 10' x 8.3' – \$115 at Iron City Self Storage. Too large and more expensive than needed.
- Participant 4: 10' x 5' x 10' – \$78 at Guardian Storage Solutions. Too large and more expensive than needed.
- Participant 5: 10' x 5' x 10' – \$78 at Guardian Storage Solutions. Too large and more expensive than needed.

**Difficult to compare storage prices**

The storage room selection process is supplier centered rather than user centered.

Recommendation: Start by asking users for their storage requirements instead of asking them to select a supplier. Then offer the minimum storage space that will hold the user's belongings. Display an offer from each supplier within a reasonable distance. This model is used successfully for truck rental.

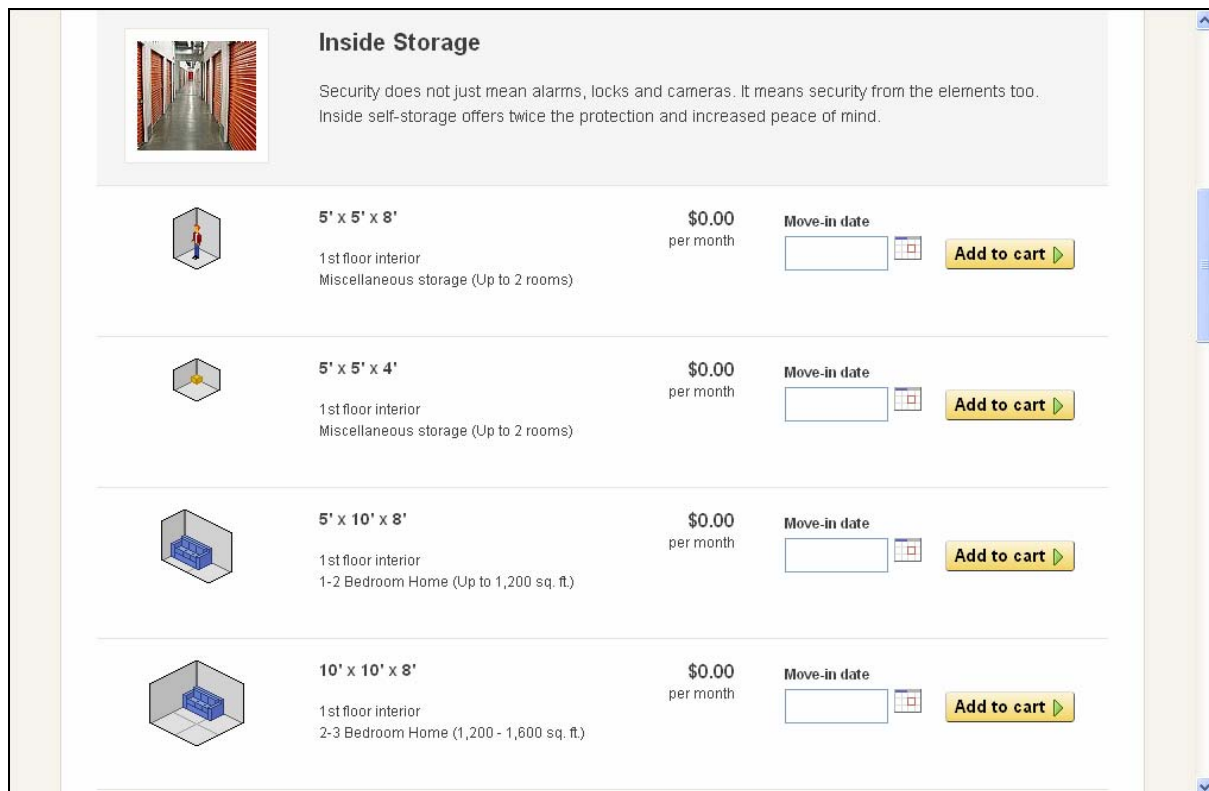


Figure 11. List of storage sizes offered by Angels Self Storage in Pittsburgh. All prices are \$0.00.



One storage location displayed all prices as \$0.00

After noticing that the prices at Angels Self Storage were all \$0.00, several participants left Angels Self Storage's page and chose another storage location.

"Why is it telling me that it's free?"

"There are no monthly rates on this one so I don't feel so confident about using this particular page as I did on the last one"

Recommendation: Carry out automatic sanity checks of prices regularly. Notify the supplier if some or all prices look strange.



Strange that website does not ask for length of rental period for storage

The website seems unable to compute the total costs of a storage rental, partly because it never asks for a move-out date.

A few participants looked for discounts for long term rentals but no one searched several locations looking for cheaper prices.

Recommendations:

- Allow users to enter an optional move-out date.
- If a move-out date is entered, show the total price including taxes and fees.

7. Rental and Storage Locations, and Maps

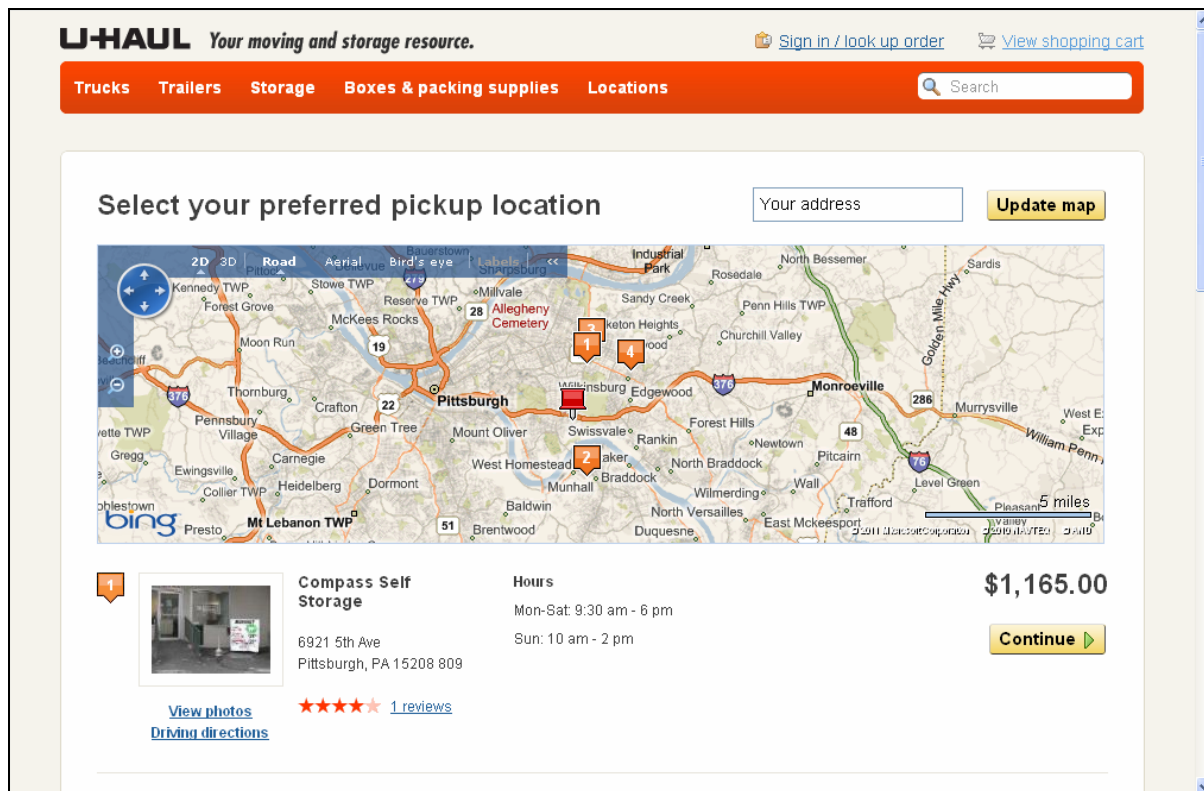


Figure 12. Top of list of pickup locations that match the user's criteria.



Location search hardly ever fails

The location search is tolerant and produced correct results in almost all cases.



Photos, user ratings and reviews of rental and storage locations are useful

Participant behavior clearly showed that reviews are important.

Several participants decided on a truck rental location or storage location based on the ratings. Several participants opened the reviews and glanced through them. Several participants instantly rejected locations with few or unfavorable reviews.

(About photos:) "Does it look like a safe location?"



Phone numbers for locations are sometimes missing

There are three types of location lists. The lists show storage locations, U-Haul locations, and truck pickup locations, respectively. Some lists include the phone numbers of the locations, some do not. Participants wanted phone numbers included in all types of lists. See the Summary table in the next finding.

"I feel like the phone number should be right here on the pick-up location"

**Distance in miles should always be shown when displaying lists of locations**

There are three types of location lists. The lists show storage locations, U-Haul locations, and truck pickup locations, respectively. Some lists include the distances in miles from the address the users entered to the locations, some do not. Participants wanted distances included in all types of lists.

"It's not showing me the distance. I would really like to see the distance."

"It still surprises me that it sorts by distance but it doesn't actually tell me what the distance is"

Distances are provided to storage locations and users were pleased with this.

Summary:

Origin of location list	Phone numbers provided	Distance provided
Top menu <i>Storage</i>	Yes	Yes
Top menu <i>Locations</i>	Yes	No
Top menu <i>Trucks > Get rates</i>	No	No

Recommendation: Provide both phone numbers and distance in all lists.

End of findings.

Appendix A. Test Approach

The evaluation is based on videos from 5 unmoderated test sessions of U-Haul.com carried out in late March 2011 by UserTesting.com.

A.1. Test participant profiles

Participant	Duration minutes	Sex	Age	Occupation	Web savvy
1	30	M	24	Missionary	Average
2	22	M	52	Small business manager	Average
3	32	F	62	Retired. Formerly television news producer, then licensed paralegal.	Average
4	41	F	36	Housewife	Average
5	37	M	31	Sales and marketing	Average

A.2. Test tasks

The following task set was used for all sessions:

Scenario: Your friends Mike and Anna are about to move from Pittsburgh, PA to Denver, CO. They have an apartment in Pittsburgh consisting of a living room, a bedroom, a kitchen, and a bathroom. They want to find the cheapest service for the move to Colorado. They expect to make the move themselves with some help from a few friends.

They are planning to move out on April 14th and they expect the trip to take 3 days.

The couple plans to return to Pittsburgh after 2 years so they want to rent a self storage unit in Pittsburgh for the stuff they don't need in Denver.

Task 1: The couple needs a truck that is suitable for all the furniture and belongings in their 3 room apartment. Please find the total price the couple will have to pay for the truck.

Note: They are moving on April 14th from Darlington Rd. in Pittsburgh, PA 15217 to Emerson St. in Denver, CO 80218

Task 2: Before you go any further, you want to check if Mike and Anna need a special driver's license to drive the truck across country. Where would you find that info?

Task 3: They also need an indoor storage unit in Pittsburgh that can hold 10 moving boxes (18" x 18" x 16") and a large fridge. Find the per month cost of the storage.

Task 4: You have a few questions that the U-Haul website hasn't answered. Please find the phone number for the U-Haul pickup location closest to the couple's home on Darlington Rd. in Pittsburgh, PA.

Task 5: The couple has decided to rent the truck. Please book the truck you found the pricing for earlier. In addition, please order 20 large moving boxes, 15 small moving boxes,

a utility dolly, and a dozen moving blankets.

Note: Please stop when you reach the "Billing Info" page. Do NOT submit the order.

Task 6: During the move, an unknown person scratched the truck in several places, probably with a knife. An auto body technician has estimated that the repair will cost \$2,000. Since you helped the couple book the truck, they called to find out if they are liable for repair costs. And if so, how much will it cost?

Task 7: You were impressed with U-Haul during your friends' move and you are considering U-Haul yourself. Find the nearest U-Haul pick-up/drop off to your home.

Note: You live at 48105 Warm Springs Blvd., Fremont, CA 94539.