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Project Summary

Prompt

How might we use interactive tools to make the shopping experience "better"?

Timeline

9 weeks

Concept

An app that scans grocery items and decides which is more suited to the user's needs (based on their set preferences), providing clear data visualizations for quick comparison.

Designer Reflection

Diving deeper into the UX side of concept development has been a delight. I had never spent so long considering and defining functionality before beginning the visual designs. But with every minuscule detail, interaction, and state planned out, there is no room left for redundancy or ambiguity. Everything has a purpose—and with intent so clear, the visuals almost design themselves.

Overall, the process served as a great first look into UX design, and it gave me a plethora of opportunities to really sit down, think hard, and solve problems.

Wegmans Shopic Heuristic Evaluation

A rubricked analysis of the experience design and usability of Wegmans' new smart shopping cart.

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HEURISTIC EVALUATION

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Overview

Jakob Nielsen developed the ten usability heuristics as a measurement of the functionality and efficiency of a user experience. The original rating system was a 0-4 scale that represented the severity of an issue, or lack thereof.

Today, however, we'll be using a more standard grading system: S to F, as seen on the right.

RATING SCALE

- S Absolutely amazing; memorably superb. Wow moment. No edits necessary.
 - A Good. Could use a few cosmetic tweaks.
 - **B** Satisfactory, but some weak spots. Needs a few minor edits.
 - C Mid. Not good, but not absolutely terrible. Need to fix some problems.
 - D An unpleasant experience. Major issues, needs a lot of work.
- F Catastrophic. Nothing good to say. Start over.

Visibility of System Status

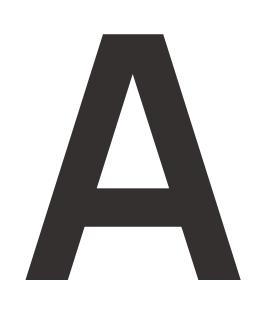
HEURISTIC 1/10

- default screen shows all your items and the total
- temporary overlays appear when you're in the process of scanning an item
- cart light changes based on status as well (green when good to go, yellow during transaction, red when something is wrong)
- notable lag when touching or interacting with the screen

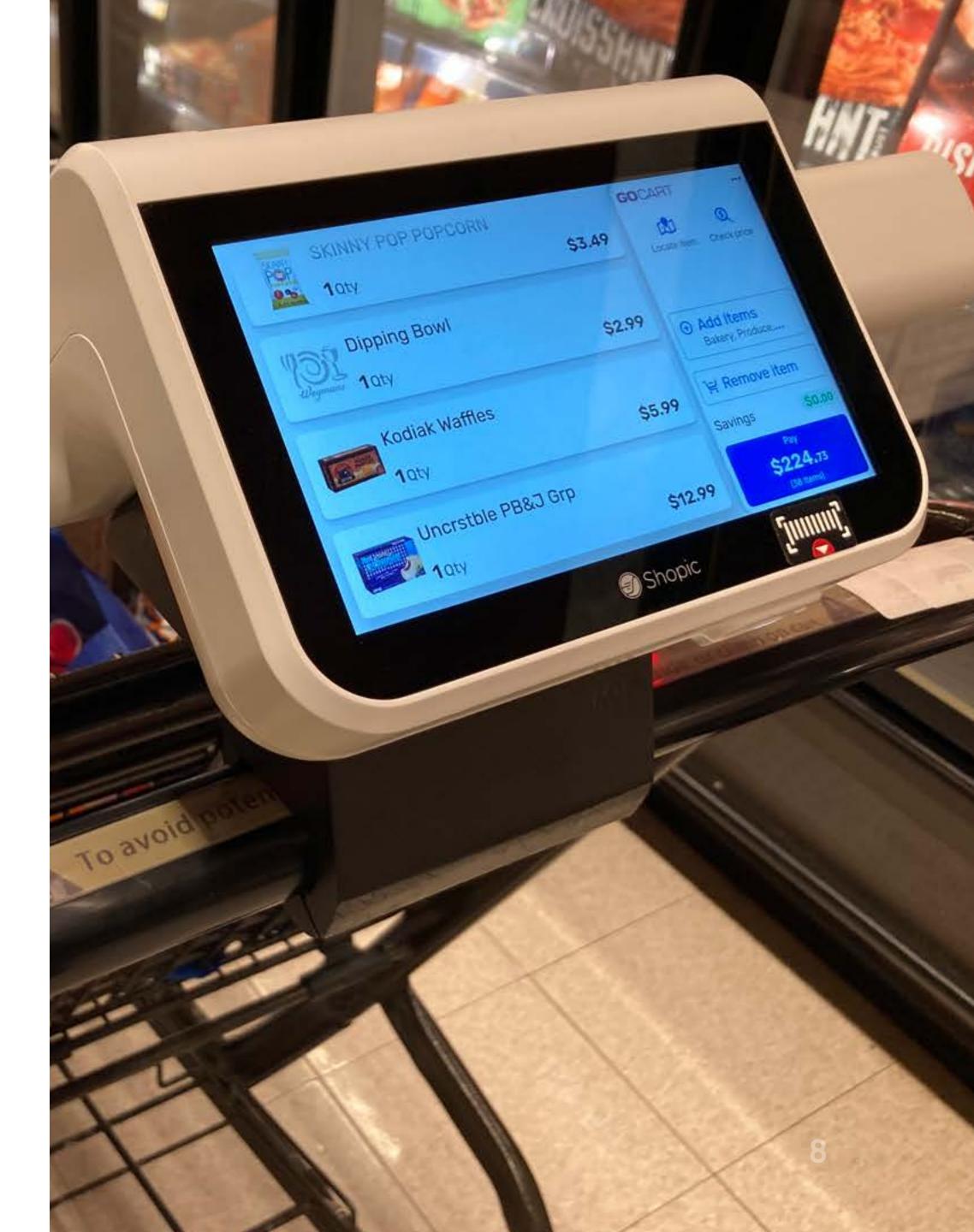


Match Between System and the Real World

HEURISTIC 2/10

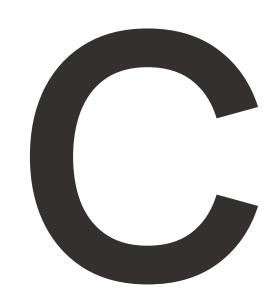


- reminiscent of a standard checkout in terms of layout, hierarchy, and labeling (predominant left-hand column with stack of scanned items and smaller right-hand column with a few action buttons and the total)
- experience subsequently feels familiar and relatively comfortable
- item names and photos (or lack thereof) can be ambiguous



User Control and Freedom

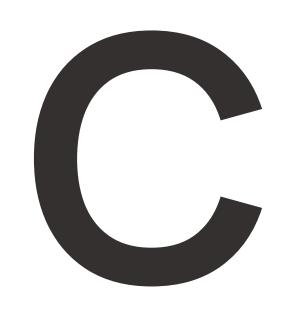
HEURISTIC 3/10



- the user has necessary control and freedoms to complete the intended tasks
- X possibly too much freedom; it is easy to get away with more items bagged in your cart than logged in the system
- frustrating when shopping with multiple people in the same cart (can't split the bill or declare multiple users)
- no "Search Cart" function; detrimental when cart is very large

Consistency and Standards

HEURISTIC 4/10



- messaging is fairly clear
- Ul is simple enough that redundancy is minimal
- typography and layout of overlays is inconsistent
- multiple ways to remove items
- multiple ways to "close" errors that do different things (confirm versus X-out, and the latter doesn't clear the error); should get rid of the X



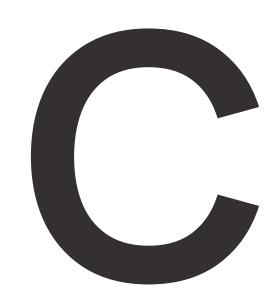
Error Prevention

HEURISTIC 5/10

- tutorial helps prevent errors by providing the user with direct instructions
- X can't access the tutorial after initial onboarding process
- the nature of the experience (altering the order of the shopping process) will be inherently prone to error as the user is forced to change their habits

Recognition rather than Recall

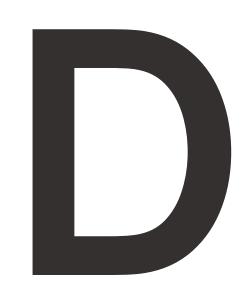
HEURISTIC 6/10



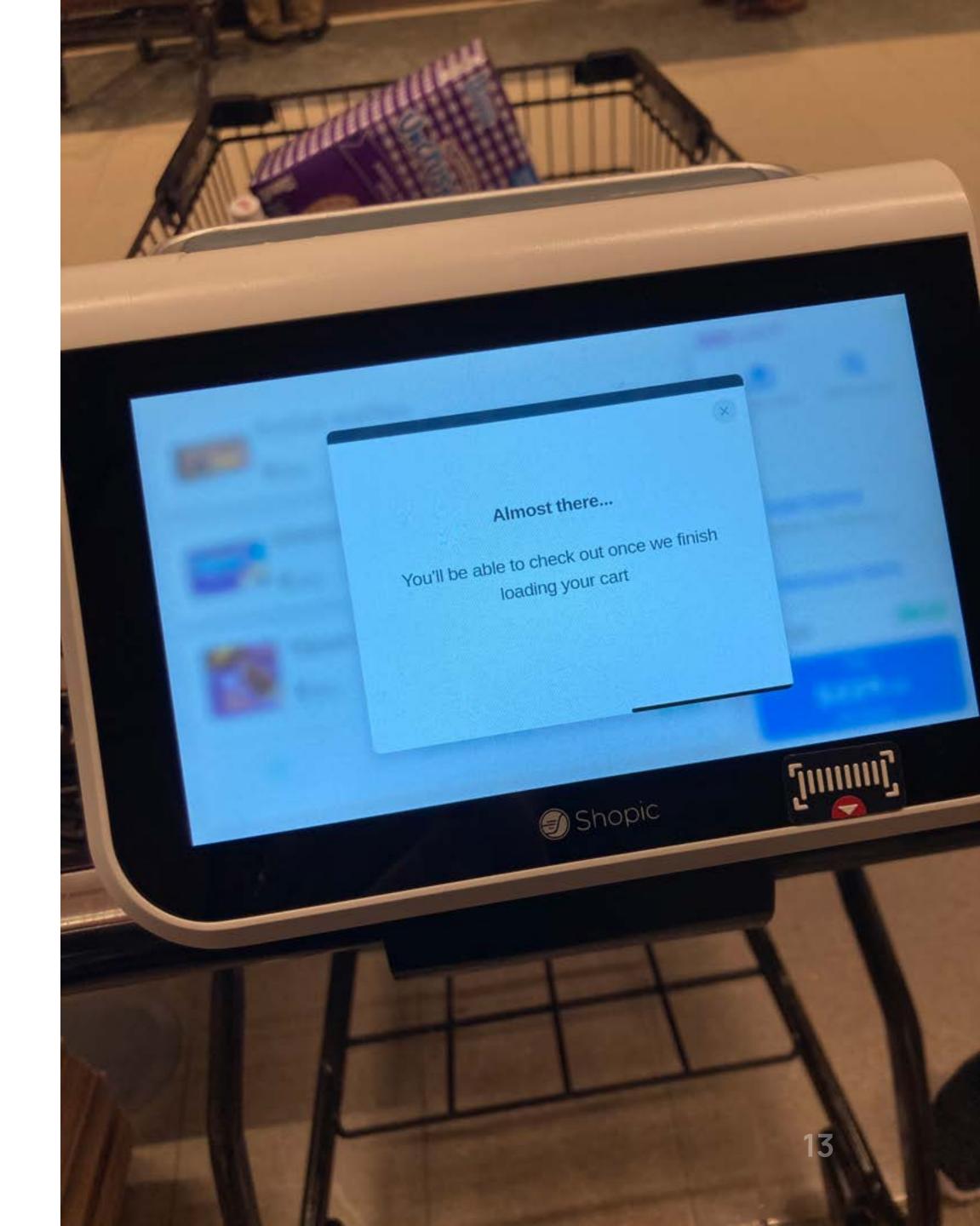
- simple process for scannable items
- ✓ all necessary on-screen buttons are labeled; off-screen scanner is labeled with a sticker and an arrow pointing in the direction of the scanning light
- item identification has room for improvement (clearer names, including item weight or other distinctive factors could be helpful)
- X bagging process for non-scannable products (like baked goods and produce) is not intuitive

Flexibility and Efficiency of Use

HEURISTIC 7/10



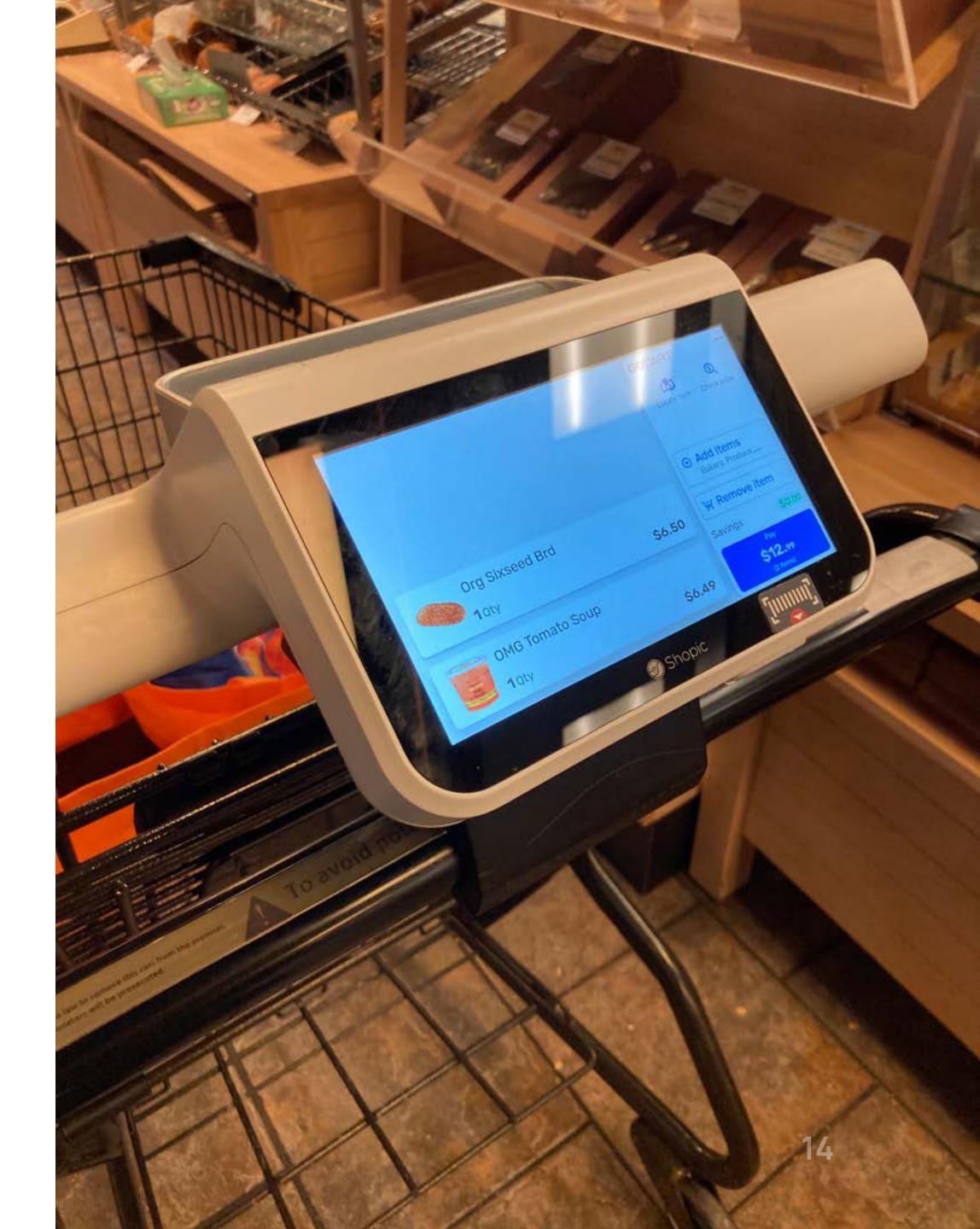
- ✓ products only go into cart once (helpful with large, planned-out runs)
- x scanning and bagging every single item individually is arduous and ultimately more time consuming than a register
- no obvious shortcuts
- X have to go to self checkout anyways
- X large amounts of products require two QR codes at checkout—why?



Aesthetic and Minimalist Design

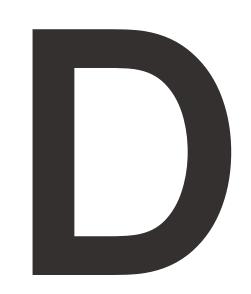
HEURISTIC 8/10

- pretty standard, uneventful design; satisfactory but not revolutionary
- the checkout screen was visually overwhelming and could benefit from some reworking



Helps Users Recognize, Diagnose, and Recover from Errors

HEURISTIC 9/10

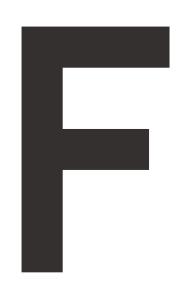


- cart blinks yellow to notify when you accidentally bag an item before scanning; alert shows a picture of the item as well
- misidentifying personal items as a product creates an annoying, unnecessary error that takes time to resolve
- X no help button
- cart will show error (i.e. with red light) but it will not diagnose or inform user of the error (our cart went red halfway through our shopping spree, but the screen told us nothing so we just decided to keep going)

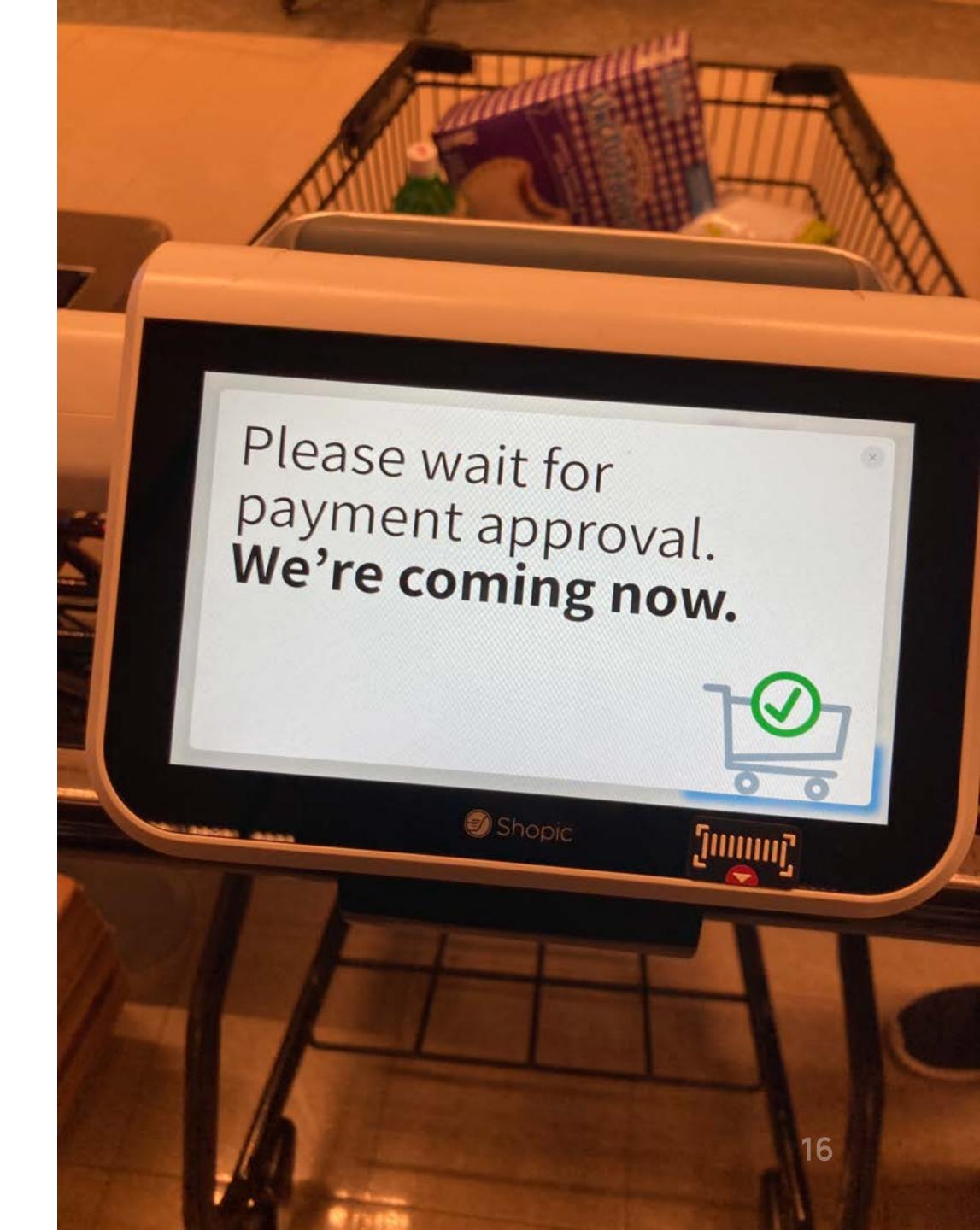


Help and Documentation

HEURISTIC 10/10



- with errors beyond forgetting to scan, user has to ask an employee for help; counterproductive for a device built for streamlined, independent shopping
- we went through three customer service people before we reached someone who knew how to help us
- even the employee instructions are vague and unhelpful



Conclusion

Everything goes well when the user sticks to the basics, but anything beyond can quickly turn into a disaster. Moments of joy are slim to none once the intrigue of a new experience fades.

The overall experience has very little to offer relative to traditional checkout procedures.

RATING SUMMARY

- A Match between the System and the Real World
- B Visibility of System StatusError PreventionAesthetic and Minimalist Design
- C User Control and FreedomConsistency and StandardsRecognition rather than Recall
- D Flexibility and Efficiency of Use
 Helps Users Recognize, Diagnose, and Recover from Errors
- Help and Documentation

FINAL GRADE: C

Scope Document

Identifying a problem in the world to define the goals, functionality, and purpose of the app.

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SCOPE DOCUMENT

The Problem	20
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Goals	22
Functions & Features	
Nutrition Profile	23
Inspect & Compare	24
Use Cases	25

The Problem

Decision-making is hard.

With a thousand variations of each product, it's difficult to quickly determine the best option for your personal preferences, whether that be price, quantity, macronutrient distribution, allergens, or any other combination of defining factors.

Keeping track of, comparing, and making decisions based on such factors can add stress to the shopping experience.



Nutrition facts for Thomas plain bagels (left) and Wegmans plain bagels (right) from Wegmans.com. How long did it take you to realize the main difference per serving is the amount of carbs? Or that Thomas bagels have more protein by weight than Wegmans?

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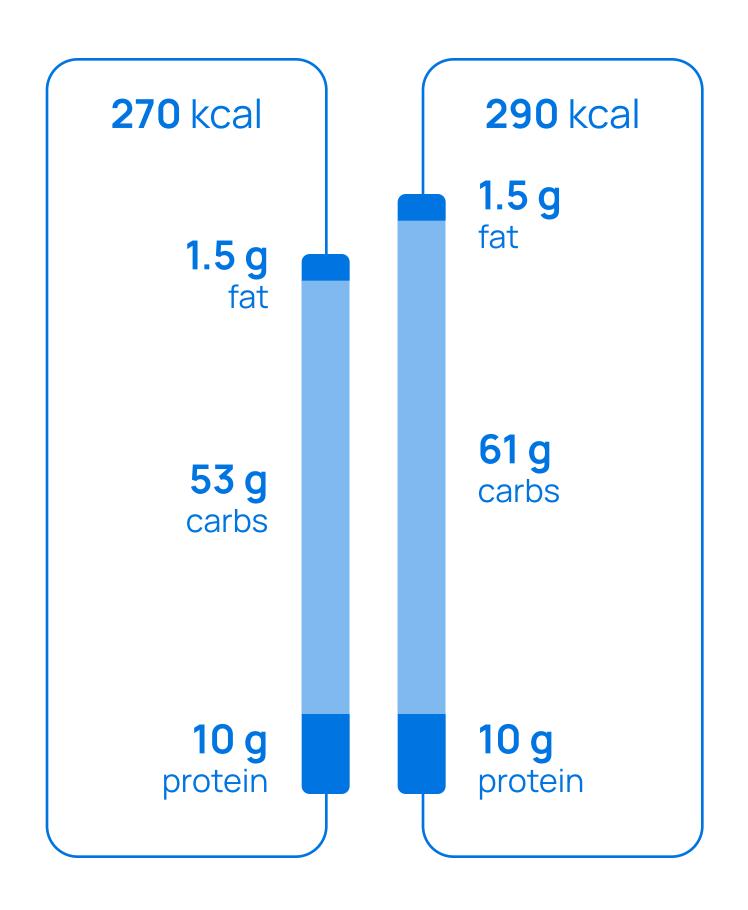
The Solution

What if you didn't have to make the decisions?

This app alleviates the mental strain by doing the comparison and decision-making automatically.

After the user scans two items, it generates an easily scannable comparison that highlights discrepancies between products through clear hierarchy and infographics.

If the user has filled the app's Nutrition Profile outlining their preferences, the app will prioritize displaying the information most relevant to those presets. It will also give a star to instantly identify the product that satisfies their Nutrition Profile better.



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Goals

1

Reduce the mental load of shopping.

2

Streamline the decision making process.

3

Deliver a simple yet delightful experience.

Functions & Features

NUTRITION PROFILE

Create a more customized experience by setting priorities that show at the top of the product analysis, add ingredient restrictions to display warnings on certain products, and set desired ranges for factors like price, marco/micronutrients, and quantity.

Set Restrictions

- allergens; lactose; gluten
- chemical additives
- artificial sugars/colors/dyes

Set Ranges

- price > overall, serving, by weight
- quantity
- fats > saturated fats
- carbs > sugar > added sugar
- protein
- sodium; calcium; vitamins

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Functions & Features

INSPECT & COMPARE

Inspect: 1 Item

If the user scans only one item, the app displays a Nutrition Profile rating at the top (if applicable), followed by a breakdown of calorie and nutrient distribution and a breakdown of price by weight and by serving/quantity.

Compare: 2 Items

If the user scans two items, the app displays data for both products, organized into respective columns. Similarly to inspect, it rates each item according to the Nutritional Profile, but denotes the more satisfactory product with a star. The nutrient and price breakdowns are also displayed with scaled graphics for easy comparison.

Use Cases

Budgeting

The mental math of calculating price to serving is annoying to do at best, and unreliably inaccurate at worst. The app can quickly compare product values and recommend the more budget-efficient option.

Allergies & Health Restrictions

Users with allergies or intolerances can quickly determine which products meet their needs and which products they should disregard. Additionally, users with diabetes or other health conditions that heavily impact diet can set ranges per serving for macronutrients like carbohydrates, added sugars, and fats.

Dietary Goals

Many people choose certain foods based on dietary leanings or goals. For example, users who have protein goals to meet can use the app to efficiently narrow down the products most relevant and helpful to their goal. Keto users can set ranges to accurately reflect their high-fat, low-carb diets.

NMDE-303 (INTERACTIVE III): PROJECT 1 LENA PANG

Workflow

Visual map of all flow states connected with input prompts, options, and user actions/selections.

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WORKFLOW

These labels align with those in the **Wireframes**.

This workflow consists of four main flows. Flows and sub-flows are labelled corresponding to wireframe labels. The first two are the setup process, where the user logs in or signs up and creates their personalized profile.

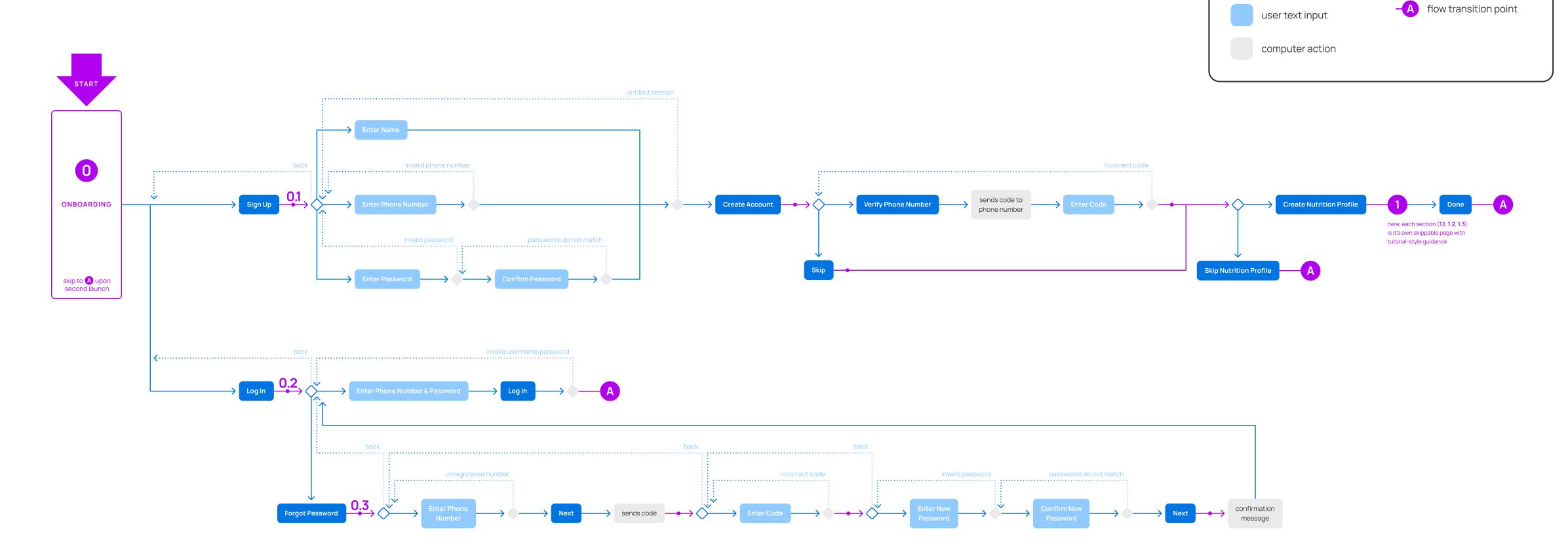
0	Onboarding	28
1	Nutrition Profile	29

The other two are daily use flows, which do include access to go back and change any preferences or settings that were declared in the previous two setup flows.

Α	Scan	30
B	Account	30

Onboarding

SECTION 0



main screen (primary

decision point)

decision point

validation point

user action

forward movement

regressive movement

to main screen)

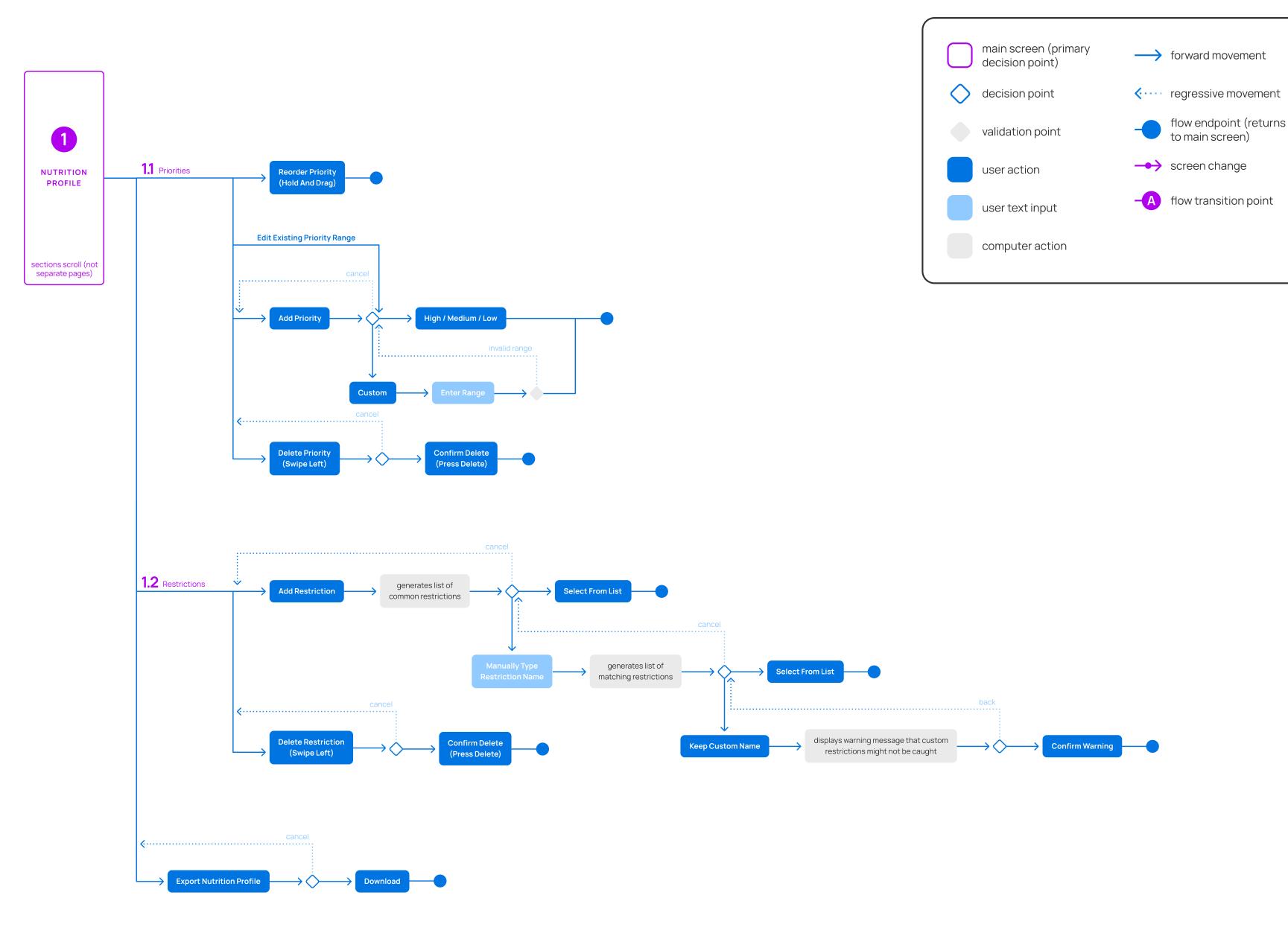
screen change

flow endpoint (returns

LENA PANG NMDE-303 : PROJECT 1

Nutrition Profile

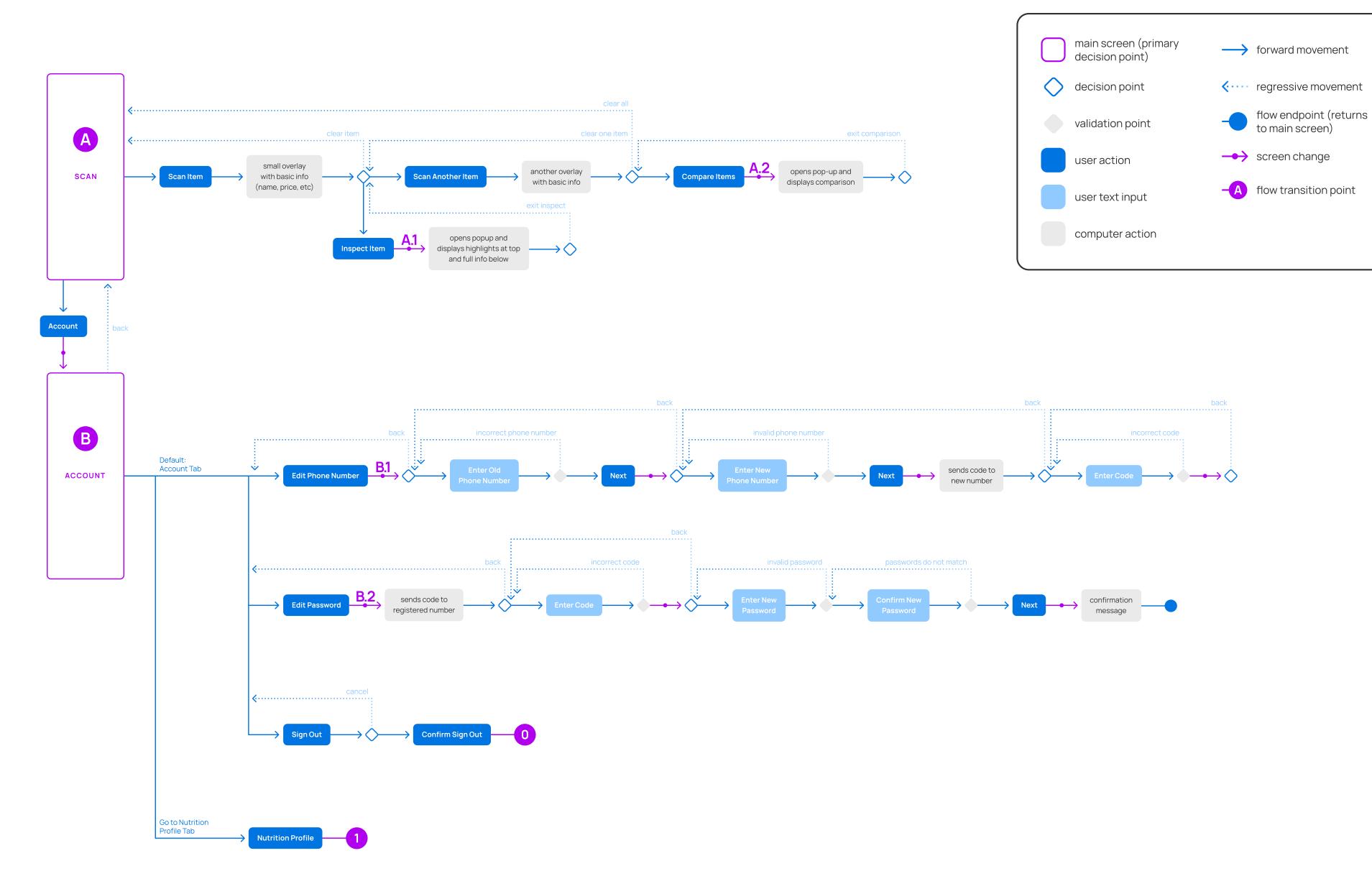
SECTION 1



LENA PANG NMDE-303 : PROJECT 1
WORKFLOW

Scan & Profile

SECTIONS A & B



LENA PANG NMDE-303 : PROJECT 1
WORKFLOW

NMDE-303 (INTERACTIVE III): PROJECT 1 LENA PANG

Wireframes

Annotated concept and layout designs for each frame (corresponding to the Workflow).

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WIREFRAMES

These labels align with those in the **Workflow**.

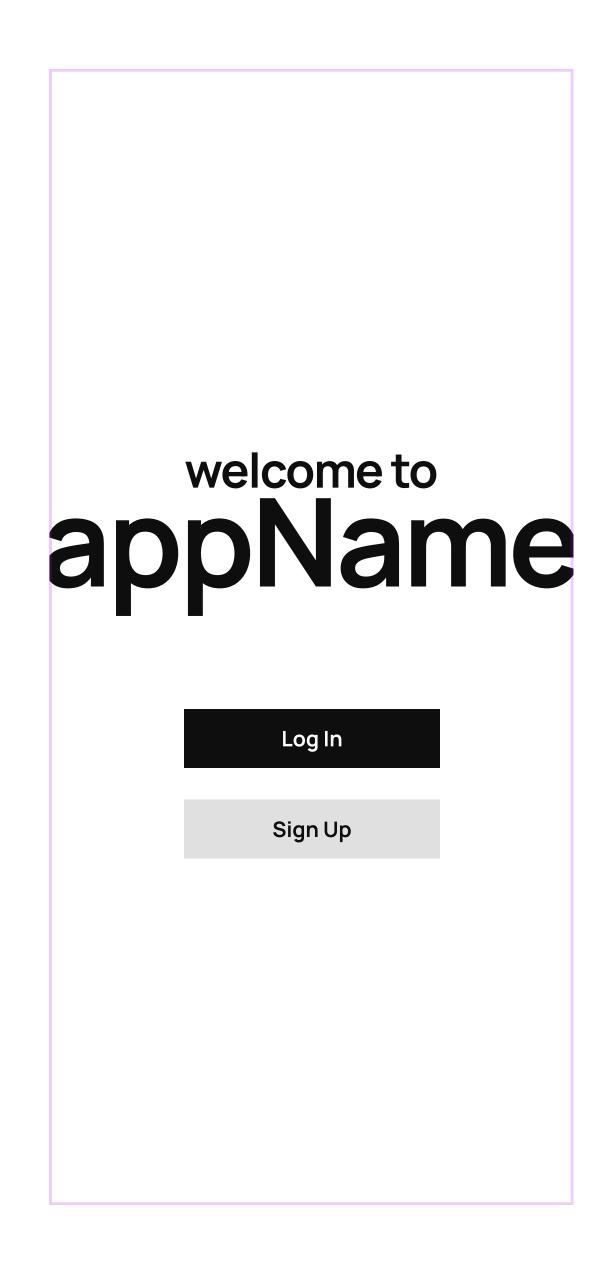
0	Onb	oarding	33	
	0.1	Sign Up	35	
	0.2	Log In	41	
1	Nuti	rition Profile	42	
	1.1	Priorities	44	
	1.2	Restrictions	47	
Α	Sca	n	50	
	A.1	Inspect	53	
	A.2	Compare	57	
В	Acc	ount	62	
	Acco	ount Tab	63	
	Nutrition Profile Tab			

Section 0: Onboarding

Onboarding SECTION 0

Launch Screen

The user is given options to Log In (if they have an existing account) or Sign Up.

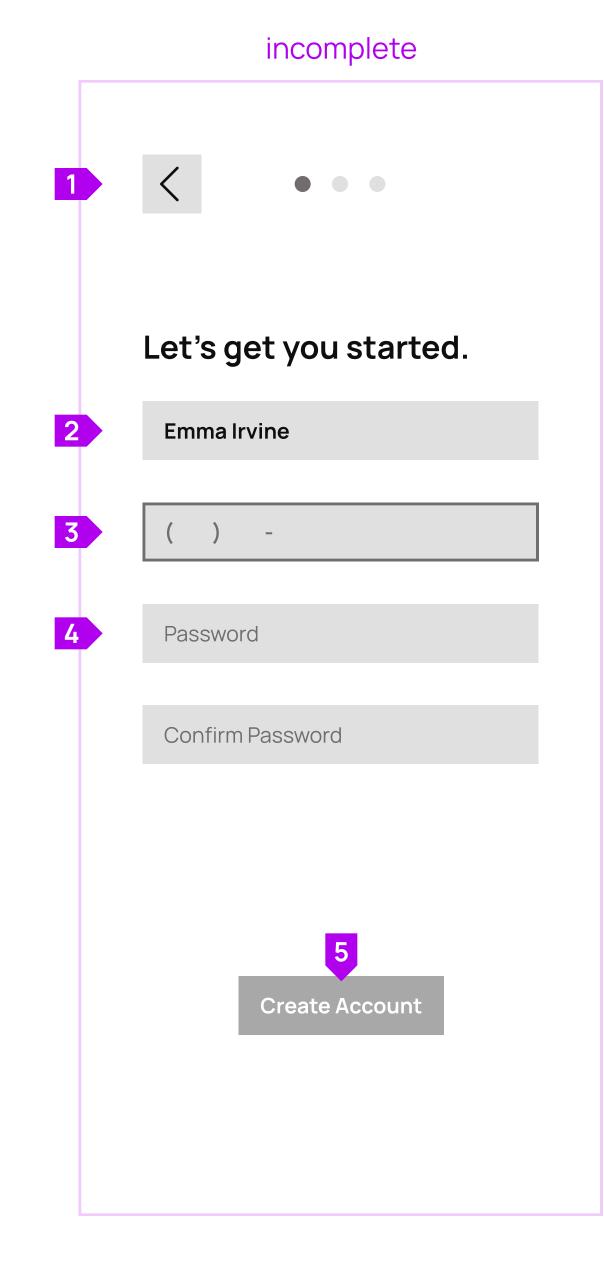


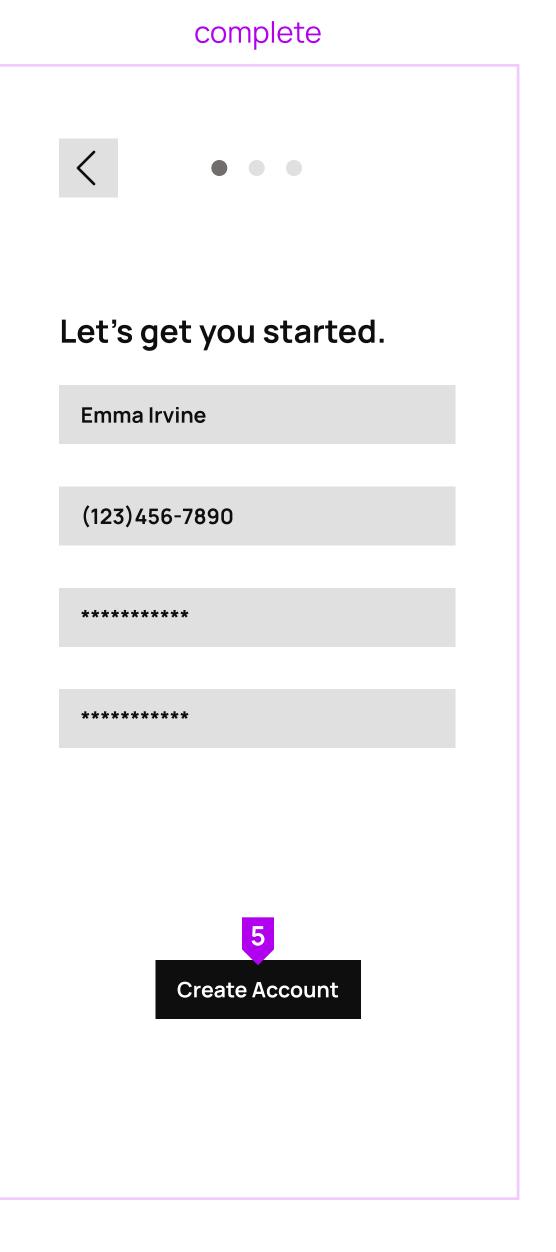


Step 1: Create Account

User enters basic information.

- pagination and back arrow helps user know where they are and exit if necessary
- completed field has bold text to differentiate from empty field prompts
- active field is outlined and clears prompt (replacing with necessary suggestors)
- empty field contains prompt
- 5 Create Account button is inactive until all fields are properly completed

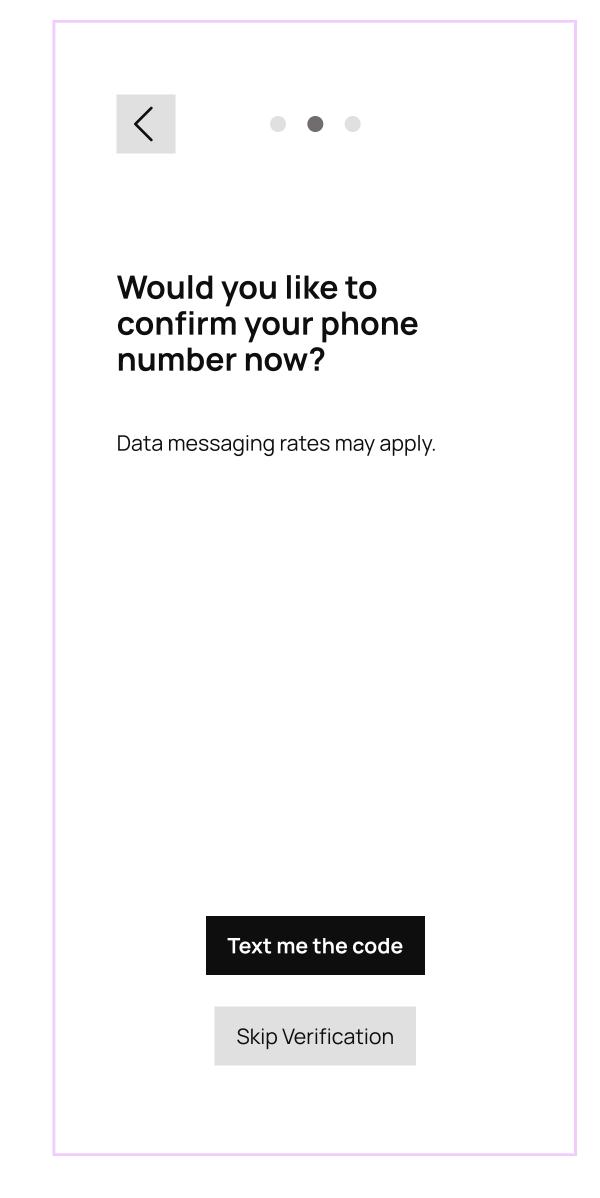






Step 2: Verify Phone Number

User has the opportunity to confirm phone number or opt out of verification.

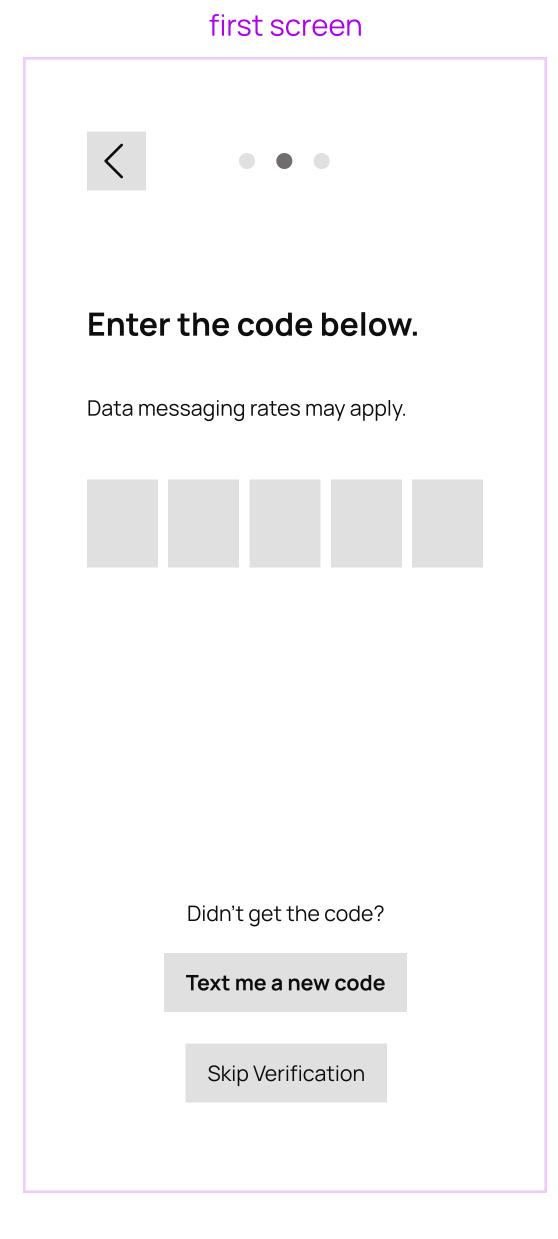


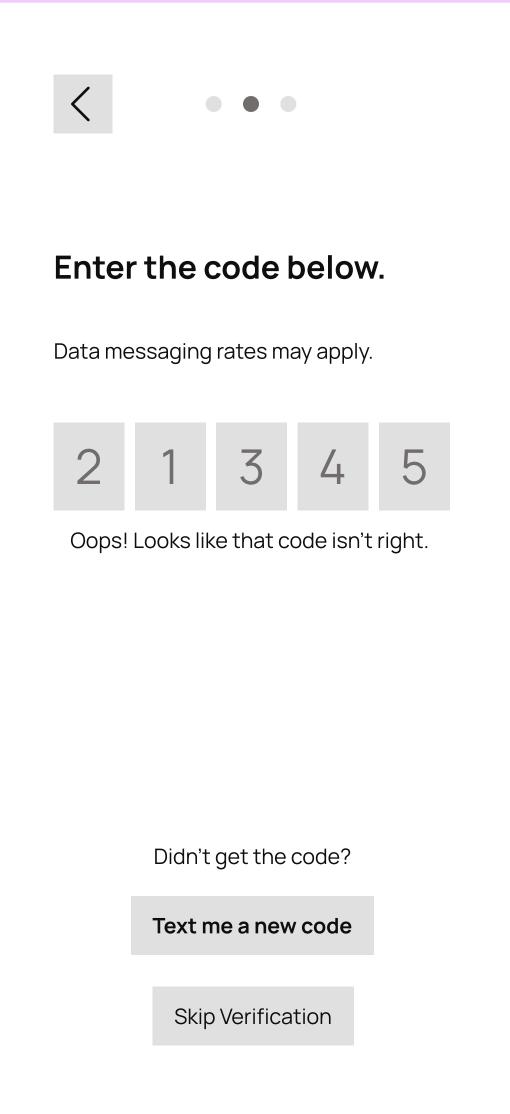
LENA PANG NMDE-303: PROJECT 1



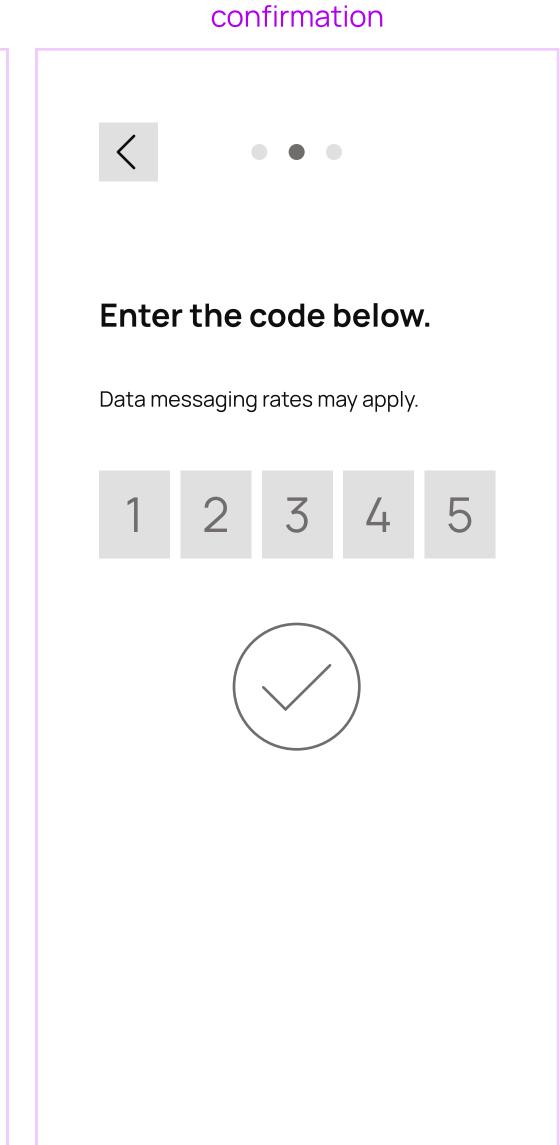
Step 2: Verify Phone Number

Upon entering the correct code, the confirmation screen automatically transitions to the next screen.





error messaging





Step 3: Create Nutrition Profile

Refer to Section 1: Nutrition Profile for the setup process.



Would you like to create your Nutrition Profile now?

This helps us show you comparisons that are more relevant to your personal preferences. Remember, you can always go back and change your settings later!

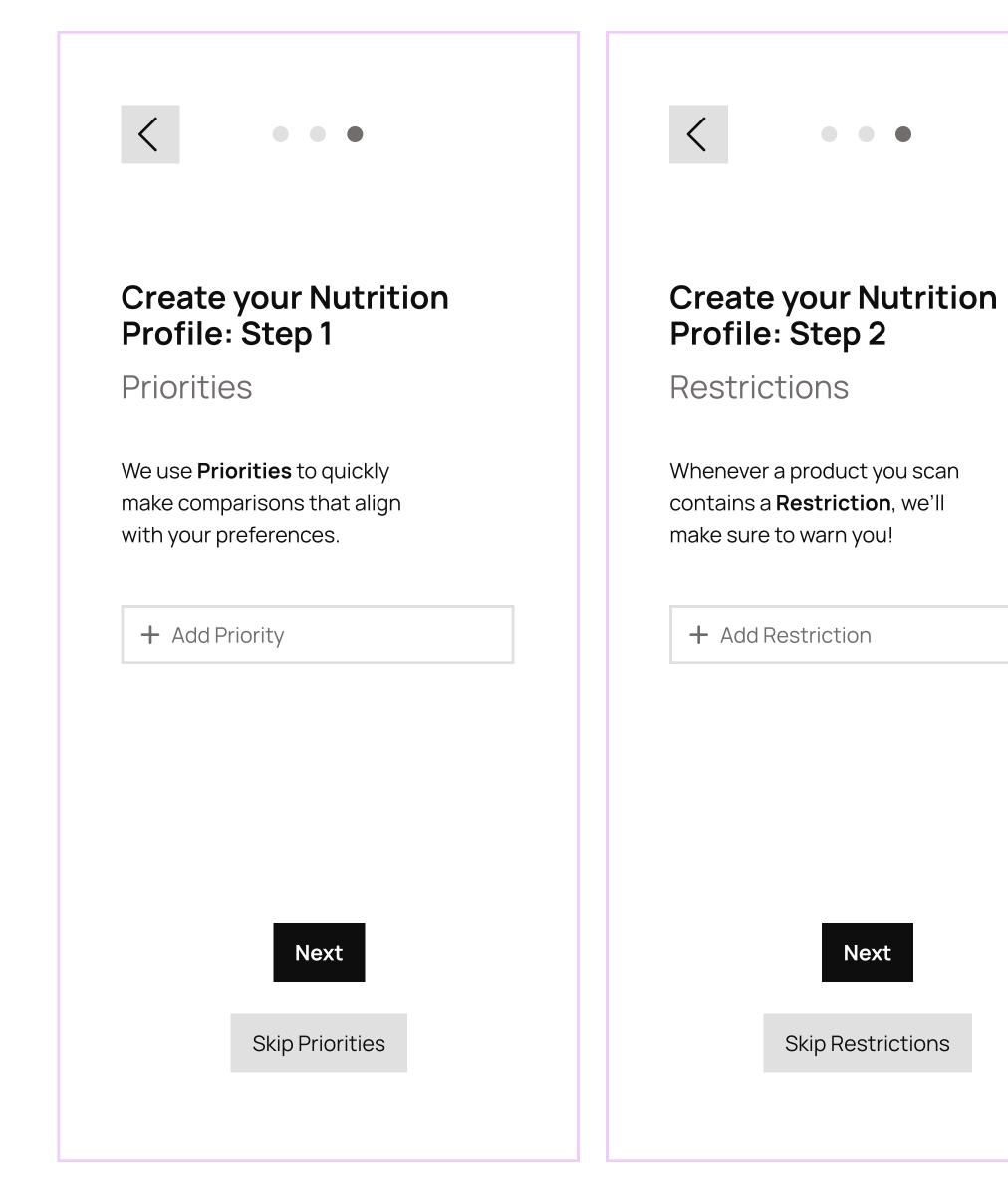
Create Nutrition Profile

Skip Nutrition Profile



Step 3: Create Nutrition Profile

Refer to Section 1: Nutrition Profile for details on the functionality and interactions of Nutrition Profile.



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Confirmation

Last step in Onboarding sign up displays a personalized welcome message.

Welcome, Emma!

Your account has been created, and a confirmation email has been sent to emma******@gmail.com.

We're delighted to have you!

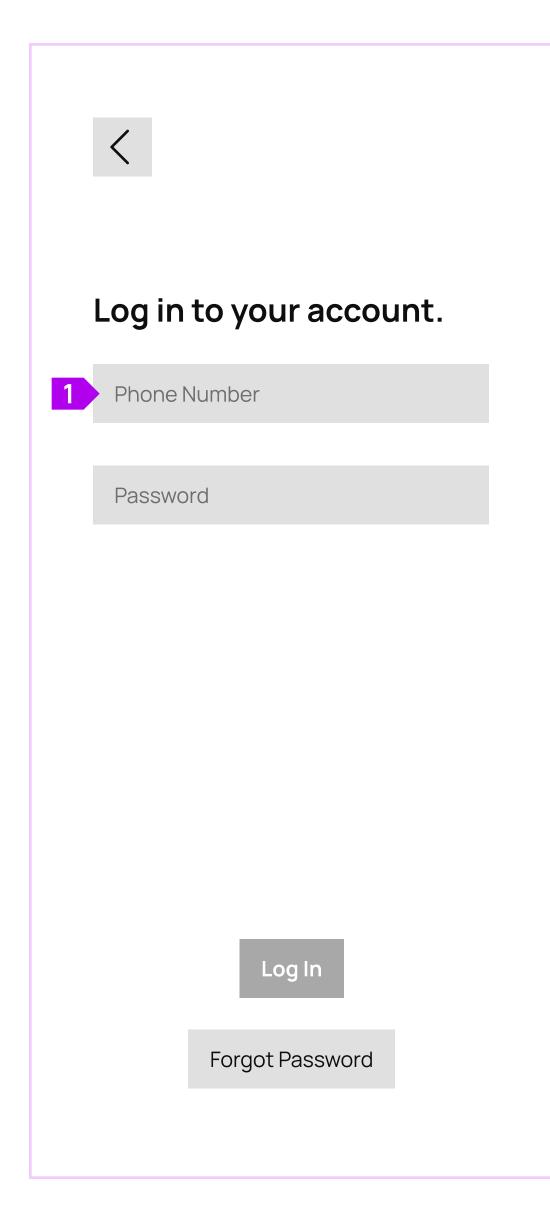
Start Scanning

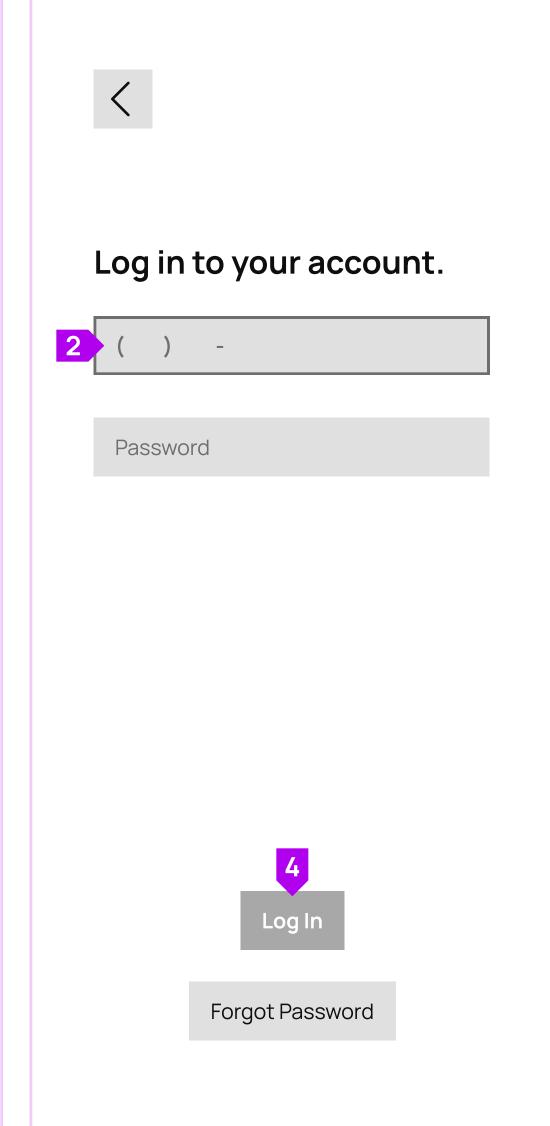
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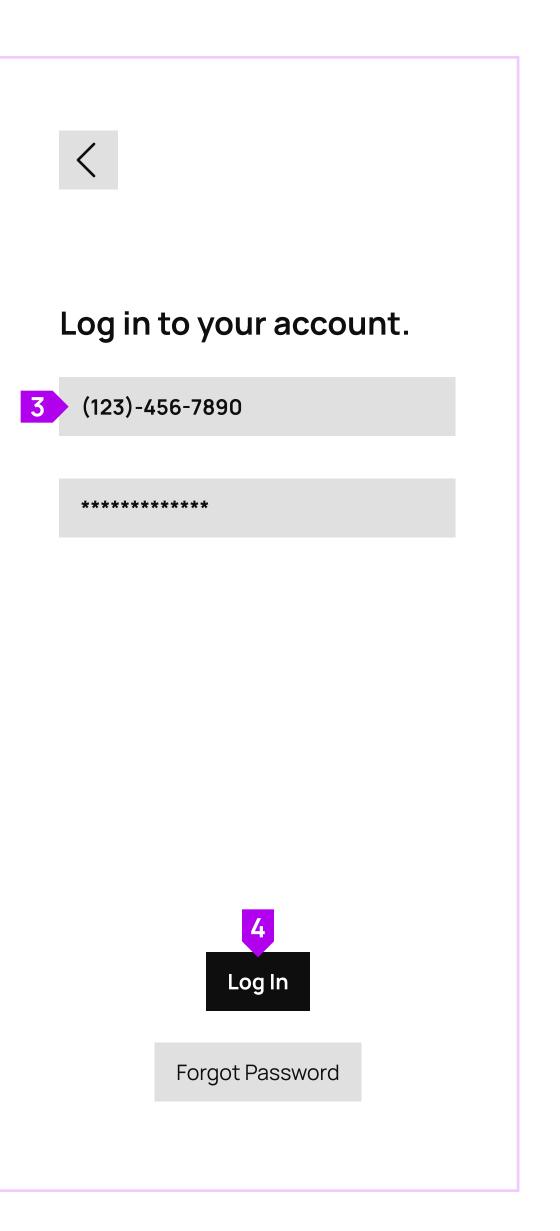


The user log-in process.

- 1 empty field contains prompt
- active field is outlined and clears prompt (replacing with necessary suggestors)
- completed field has bold text to differentiate from empty field prompts
- Log In button is inactive until all fields are properly completed







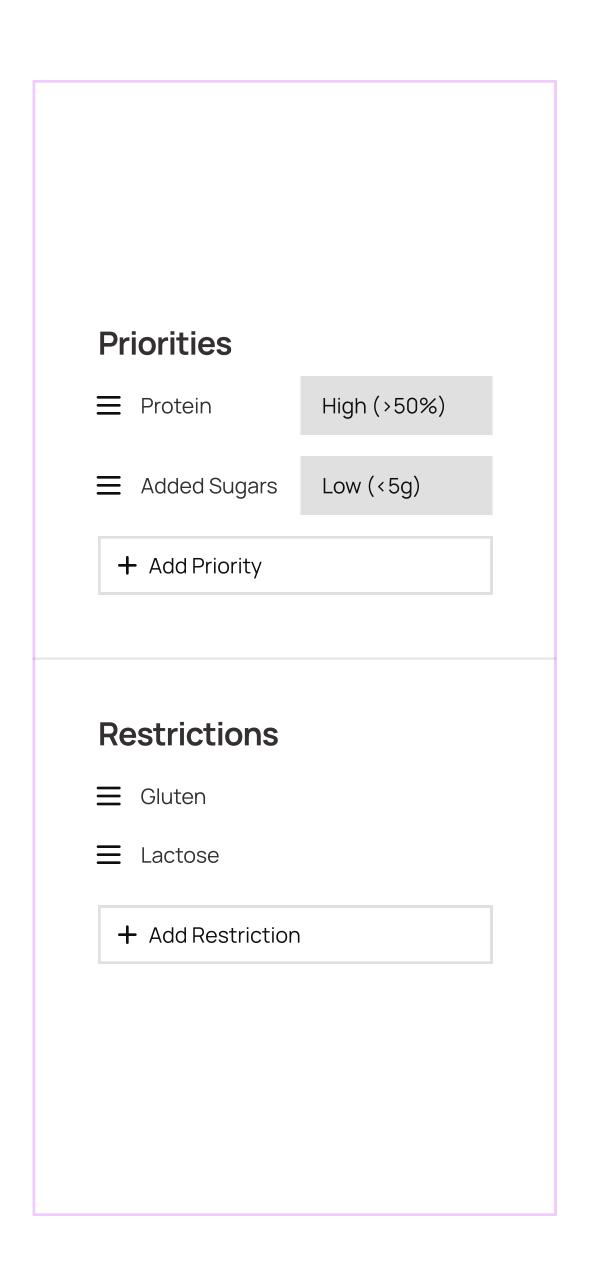
Section 1: Nutrition Profile

Nutrition Profile Layout

SECTION 1

1 - Nutrition Profile

The Nutrition Profile consists of two sections: Priorities and Restrictions.



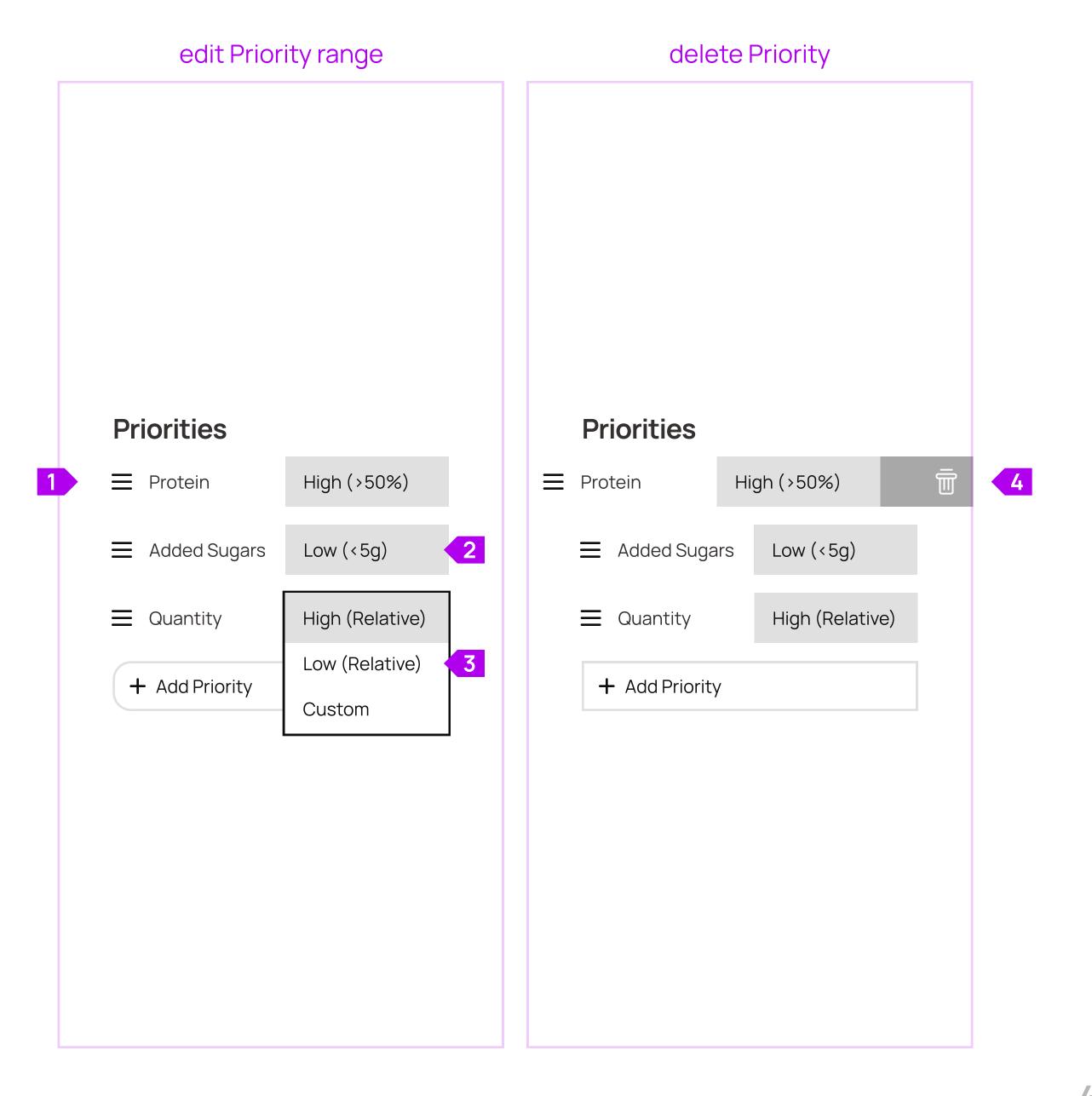
Priorities

SECTION 1.1

Edit & Delete Priorities

Modify or remove existing Priorities.

- reorder priority: drag hamburger to reorder priorities
- edit priority range: click on range to open drop-down of preset/custom ranges, then select desired option
- **preset and custom ranges**: presets vary depending on specific priority
- delete priority: swipe left and confirm delete by swiping again or clicking the trash icon



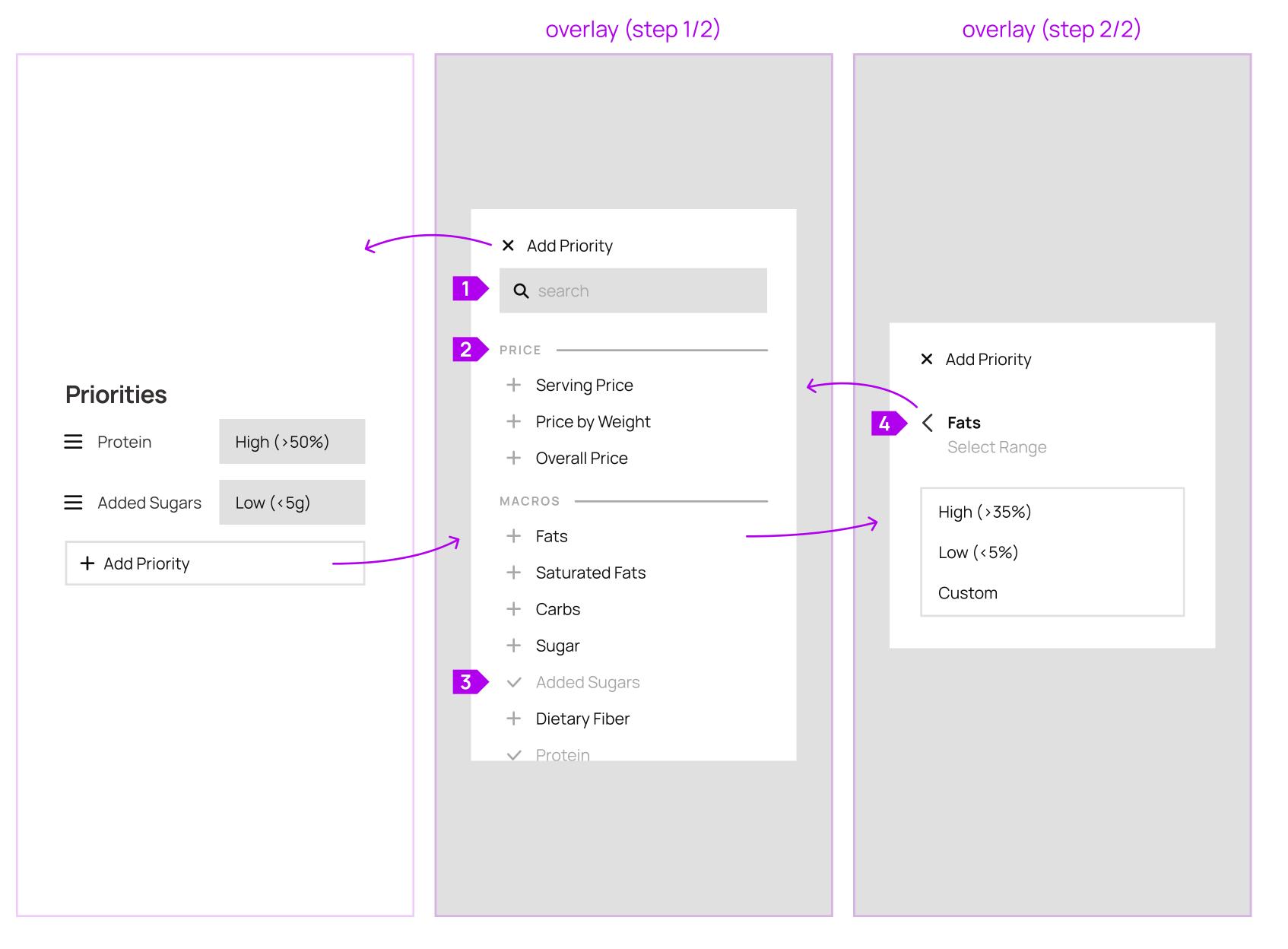
Priorities

SECTION 1.1

Add Priority

"Add Priority" opens an overlay to establish a new Priority.

- search Priorities: allows the user to type in the name, and the list refines according to their input (more on next slide)
- Priority options list is divided into categories
- Priorities that are already in use will appear unavailable to add
- Priority label and back arrow option (return to list) help to orient user



Priorities

SECTION 1.1

Add Priority: Search

Upon searching, the list is narrowed down to Priority options that match the user query.

If there are no matches, the screen will display an error message.

overlay: full list × Add Priority Q search PRICE + Serving Price + Price by Weight + Overall Price MACROS + Fats + Saturated Fats + Carbs + Sugar ✓ Added Sugars + Dietary Fiber

✓ Protein

refined list from search × Add Priority Q pr

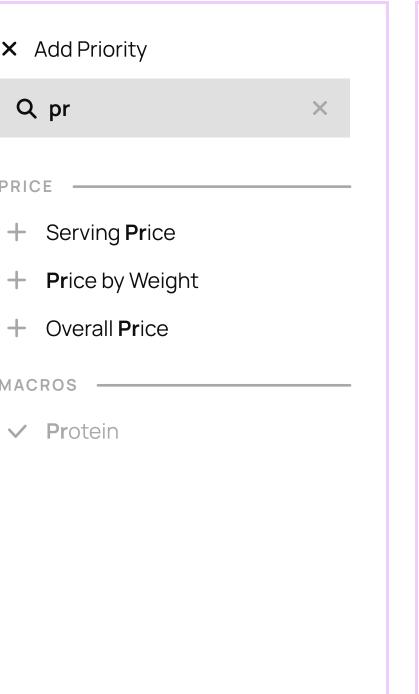
✓ Protein

Looks like there aren't any matches for your search.

× Add Priority

Q produce

no results



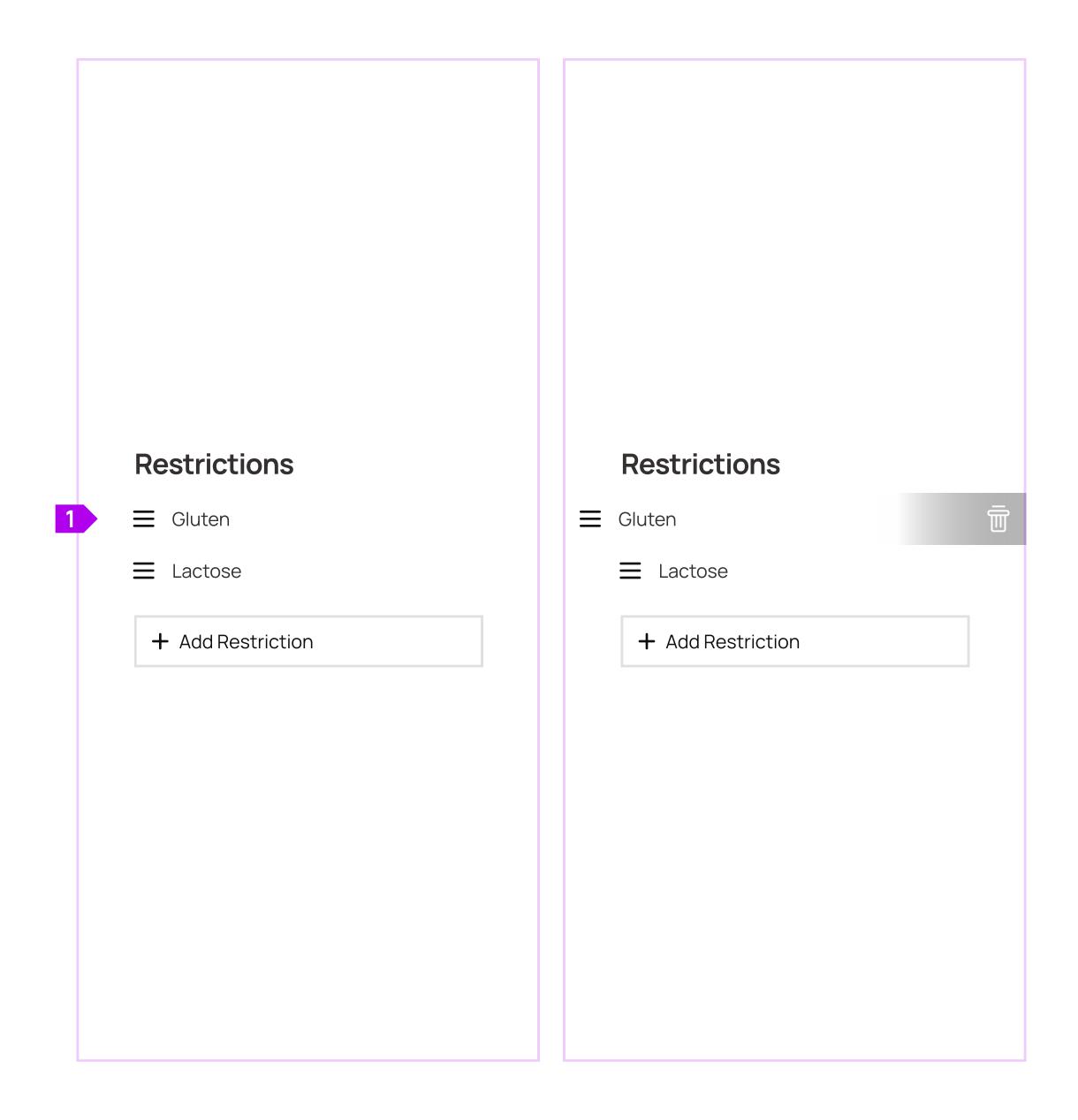
Restrictions

SECTION 1.2

Edit & Delete Restrictions

Restriction deletion is consistent with the movement pattern of Priority deletion.

reorder restrictions: drag hamburger to reorder priorities

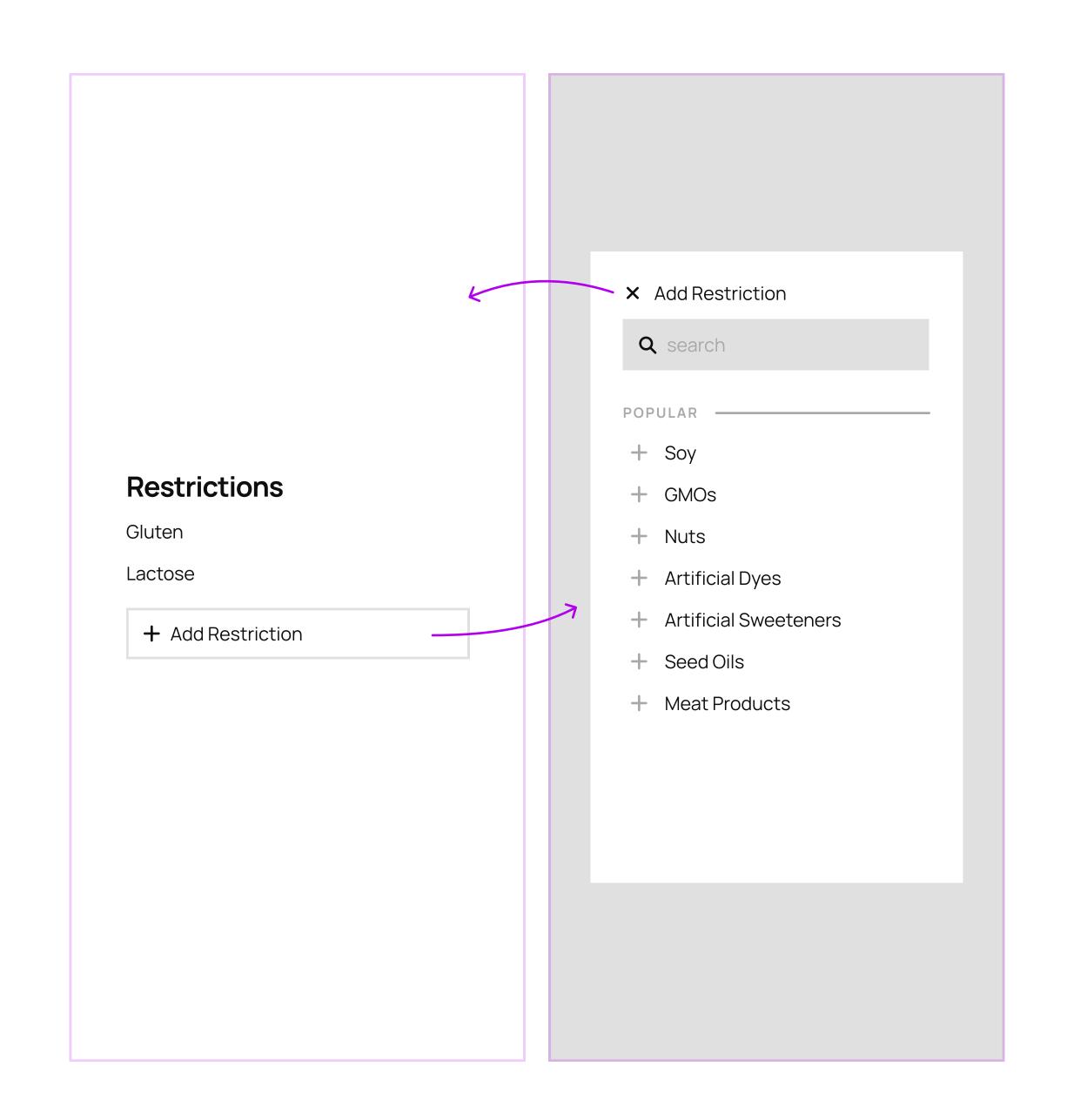


Restrictions

SECTION 1.2

Add Restriction

The process of adding a Restriction is similar to that of adding a Priority. The difference, however, is that adding Restrictions is more search-heavy, only providing a shorter list of the most popular restrictions.

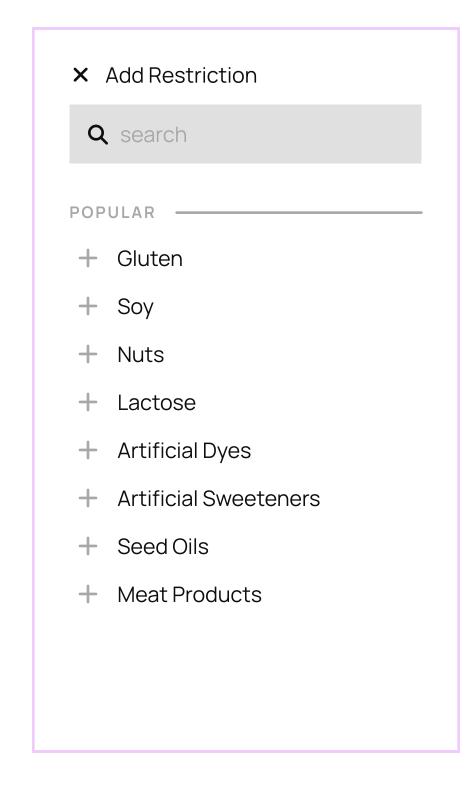


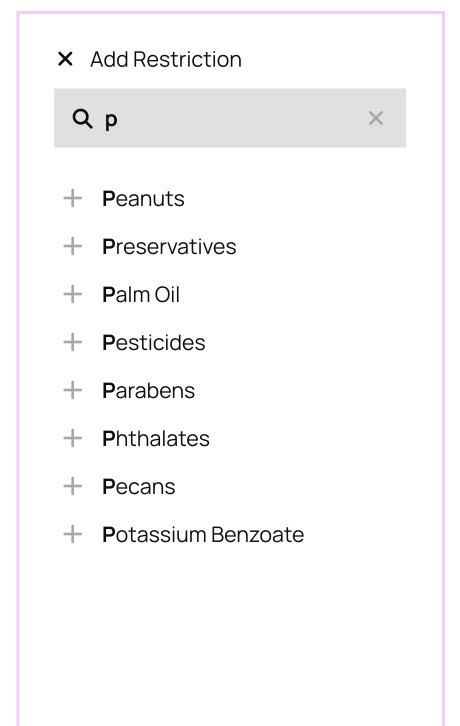
Restrictions

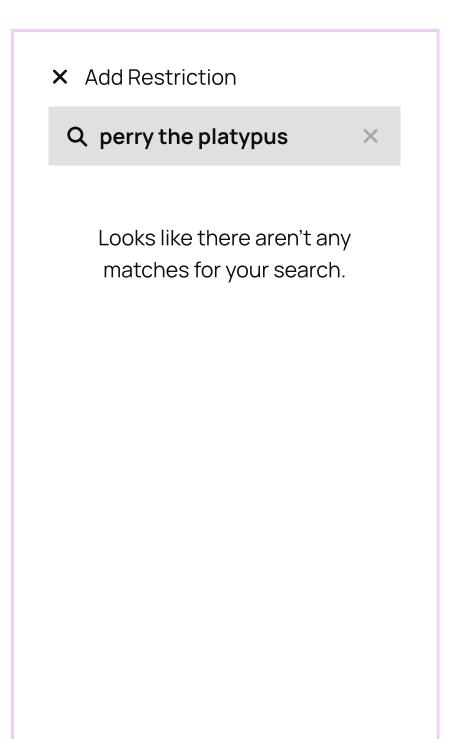
SECTION 1.2

Add Restriction: Search

The query process is also similar to that of adding Priorities, with the results changing to match the user input, and an end error message if there are no matches.







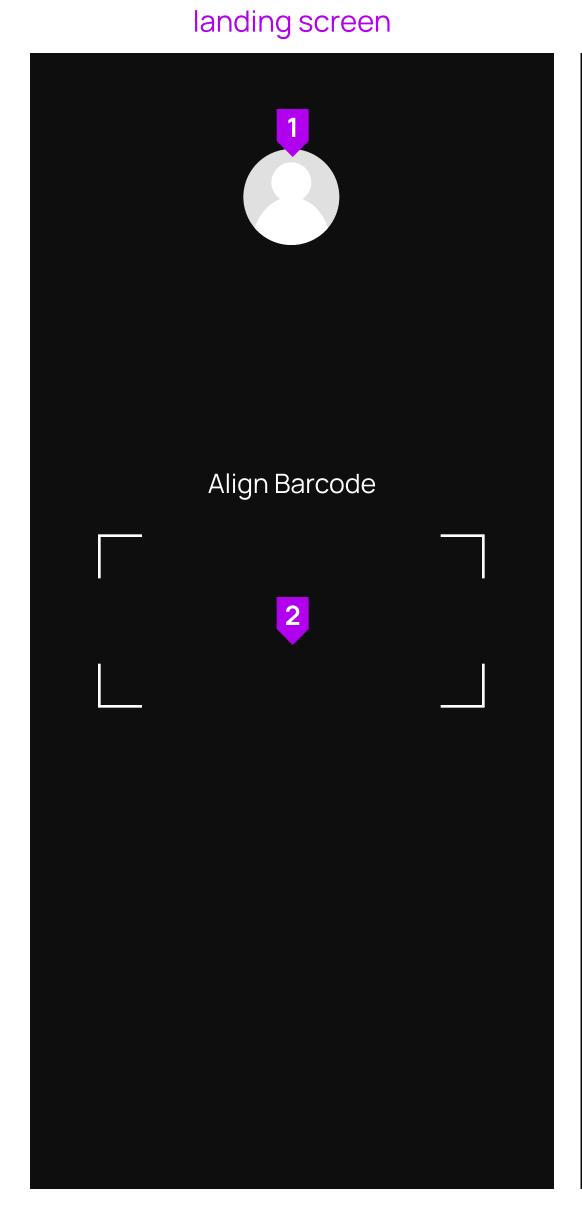
Section A: Scan

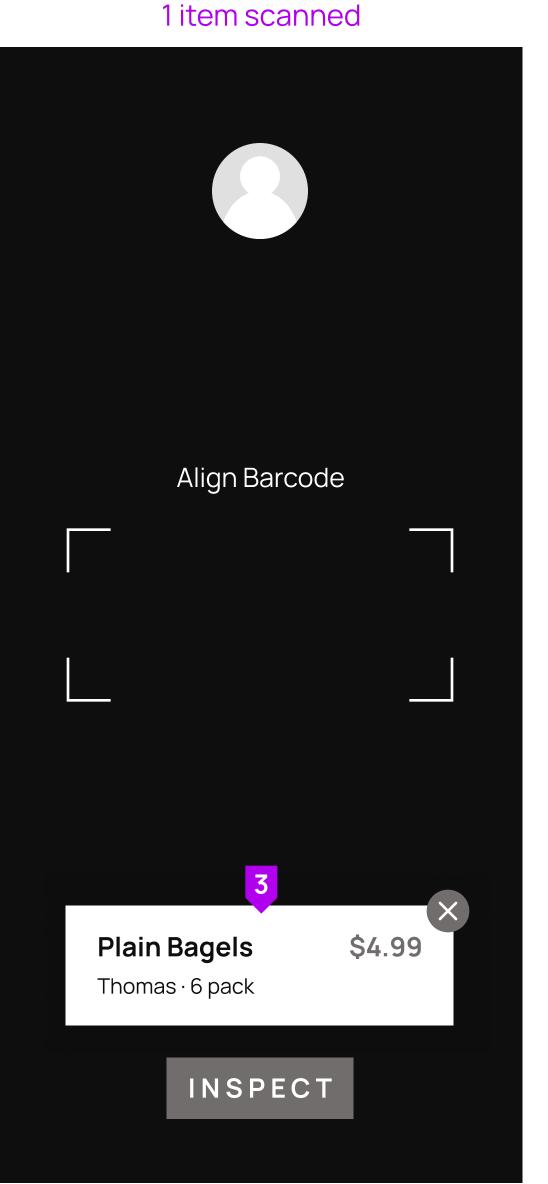
Scan SECTION A

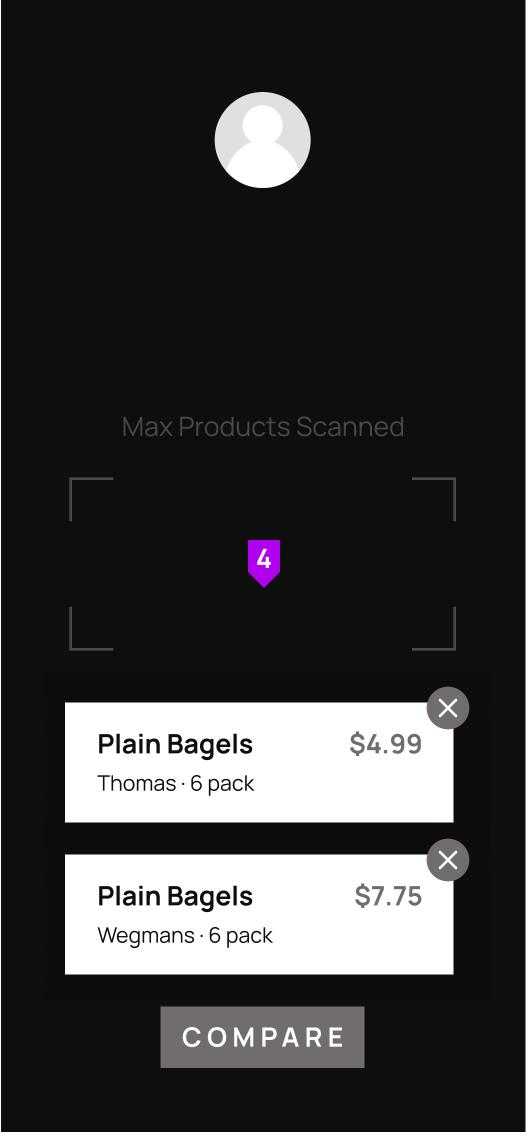
Scan Items

As the user scans items, information cards slide up.

- 1 access to user **Account**
- 2 barcode scanner
- information cards: slide up from bottom; "Inspect" and "Compare" buttons appear from behind (more on next page)
- after scanning 2 items (the maximum amount) the barcode scanner goes inactive and label text changes





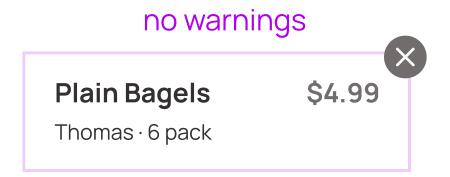


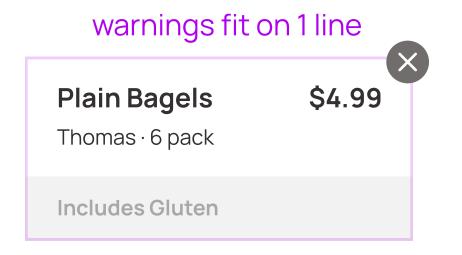
2 items scanned

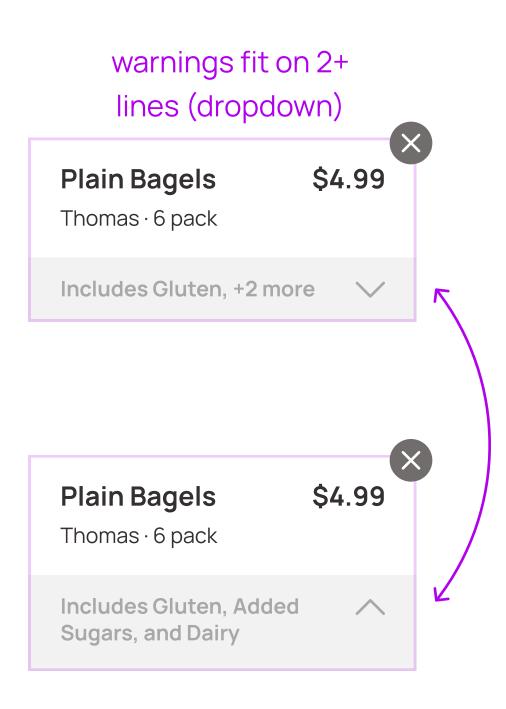


Card Variants

If a product contains restricted ingredients, the card will display a warning.







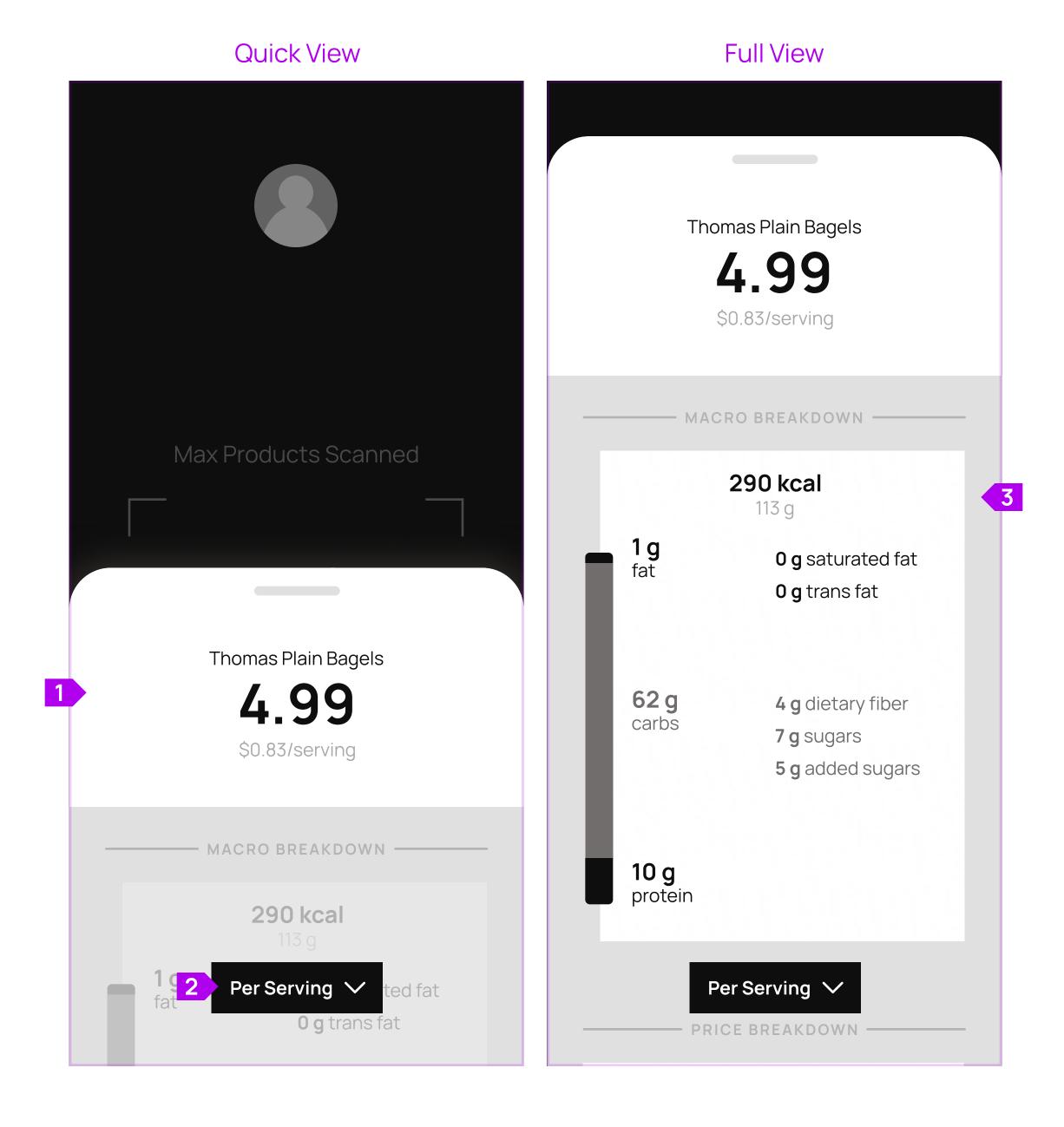
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Views without Nutrition Profile

Inspect displays basic item information at the top, and a scrollable Detail section below.

- 1 name and price of product
- change comparison metric: by serving, by weight, by overall quantity
- **Details** is full opacity in Full View (more specifications on Slide 29)

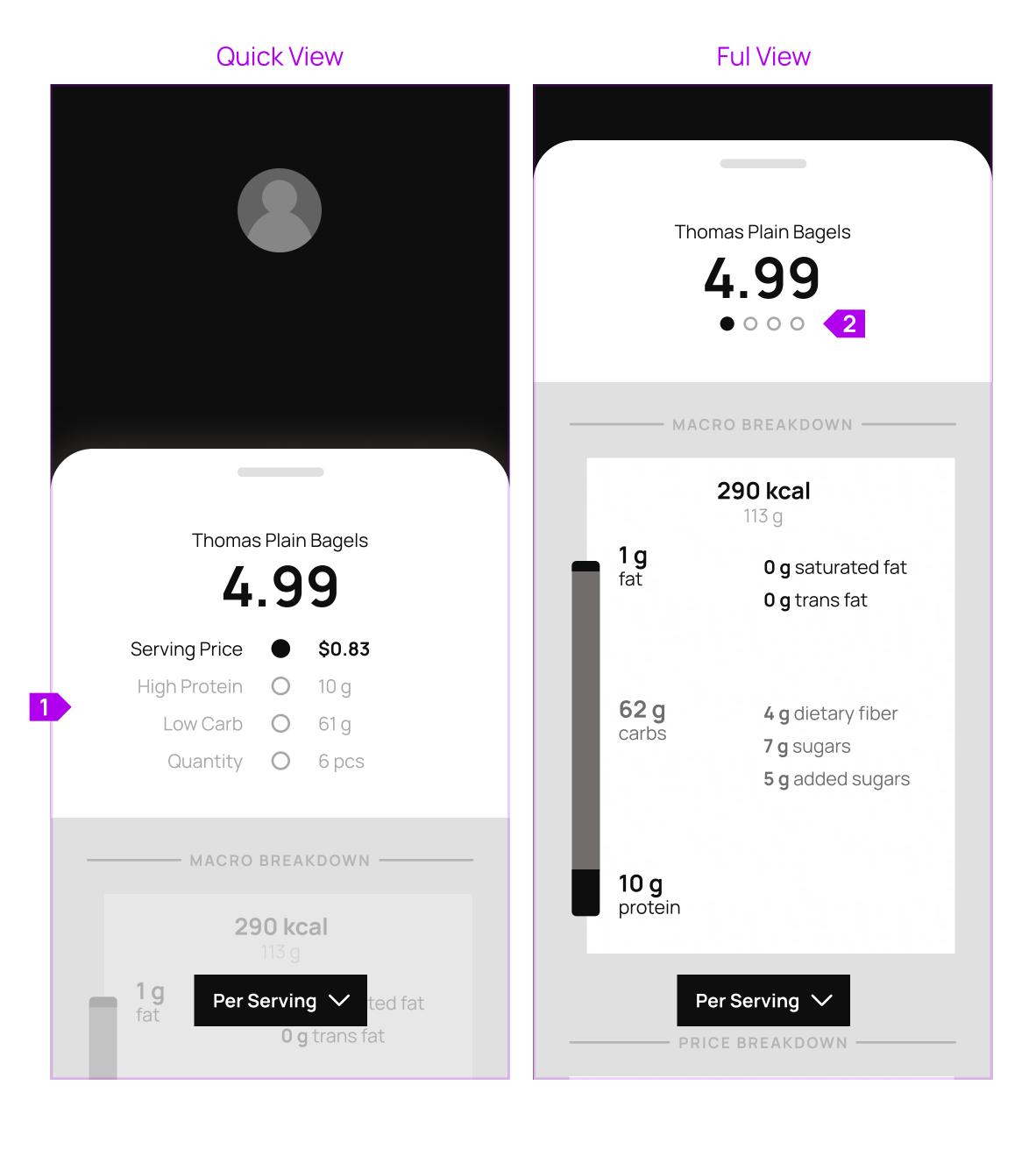




Views with Nutrition Profile

If the Nutrition Profile has been filled, Priority Rating is available.

- Priority Rating displayed below product information (more specifications on next slide)
- Priority Rating collapses and only dots are visible in Full View





Priority Rating

Priorities are listed in the center, with products on either side. Order is set in the Nutrition Profile.

Bold & Opacity: product meets

Priority

→ else: reduced opacity



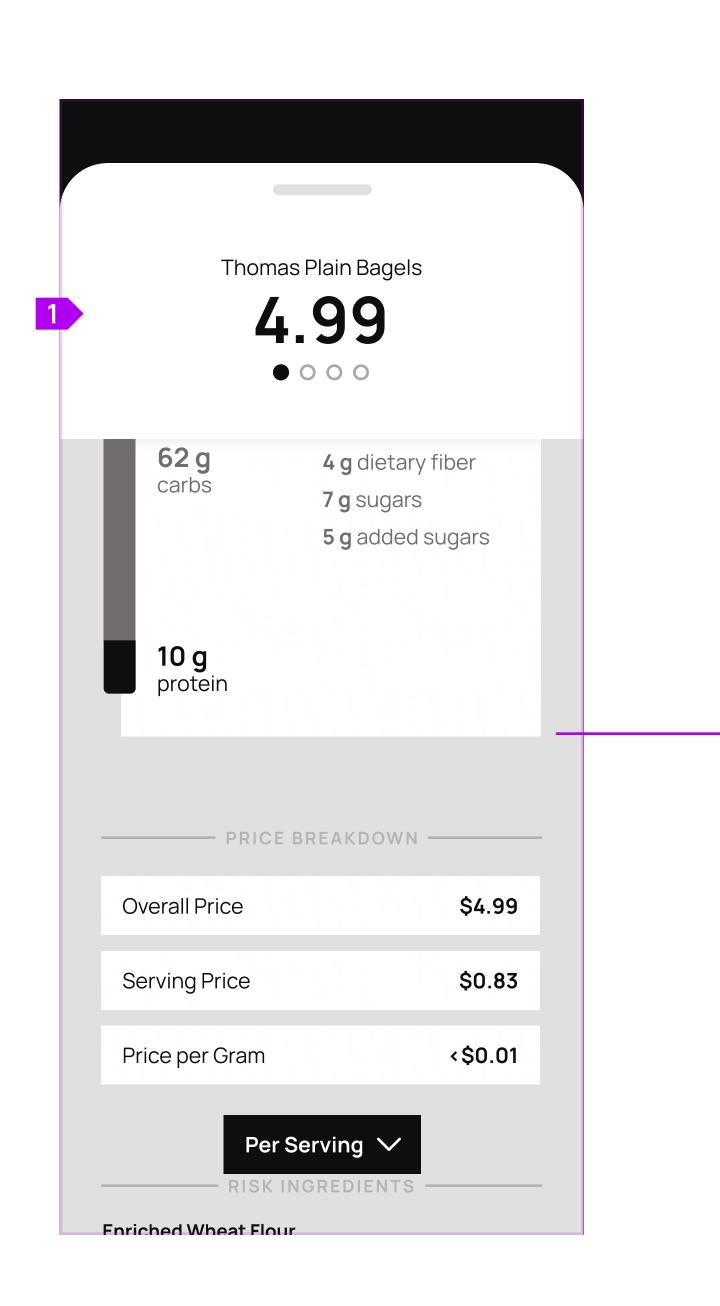
LENA PANG NMDE-303 : PROJECT 1
WIREFRAMES

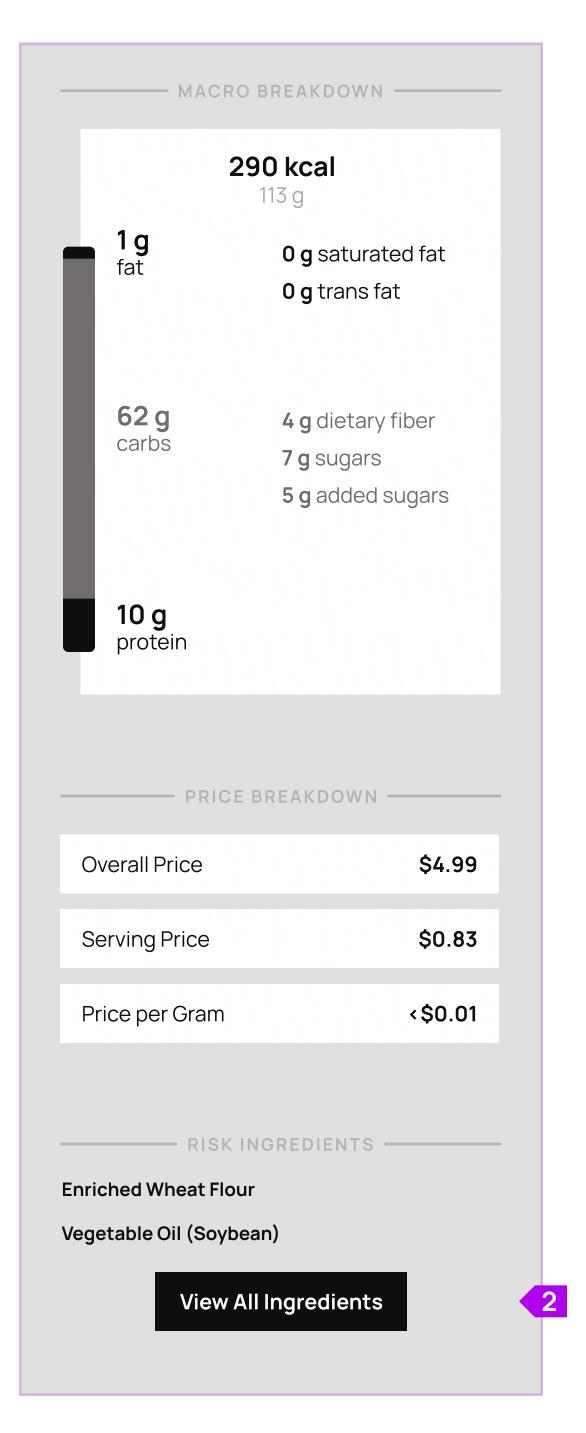
Inspect SECTION A.1

Details

The full details section contains a Macronutrient/Caloric breakdown, different price calculations, as well as ingredient listings.

- basic information is always visible (fixed at top)
- displays potential risk ingredients in compressed view, can view all ingredients by pressing button and enabling dropdown

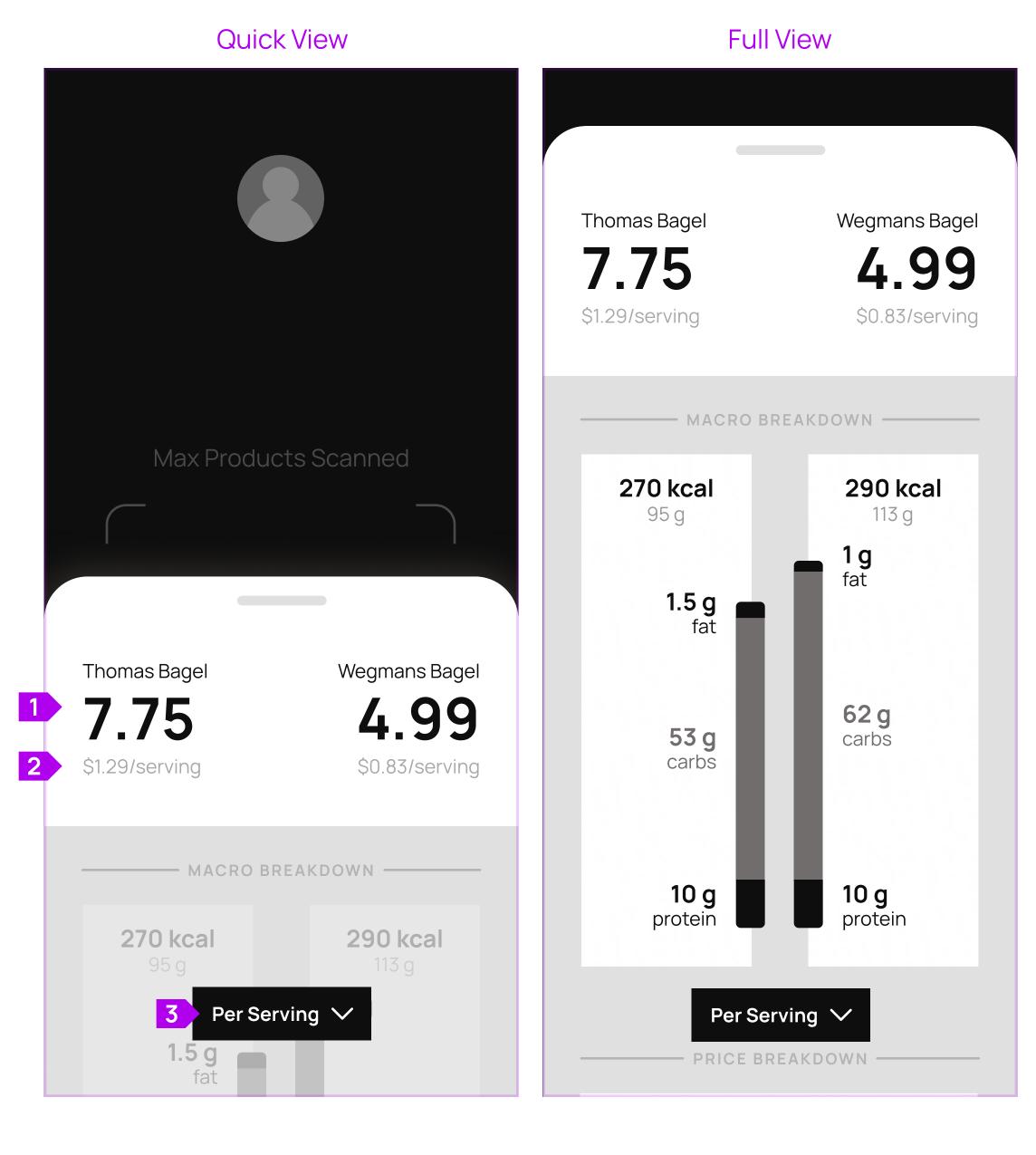




Views without Nutrition Profile

Opens with Priority Comparison if Nutrition Profile has been filled.

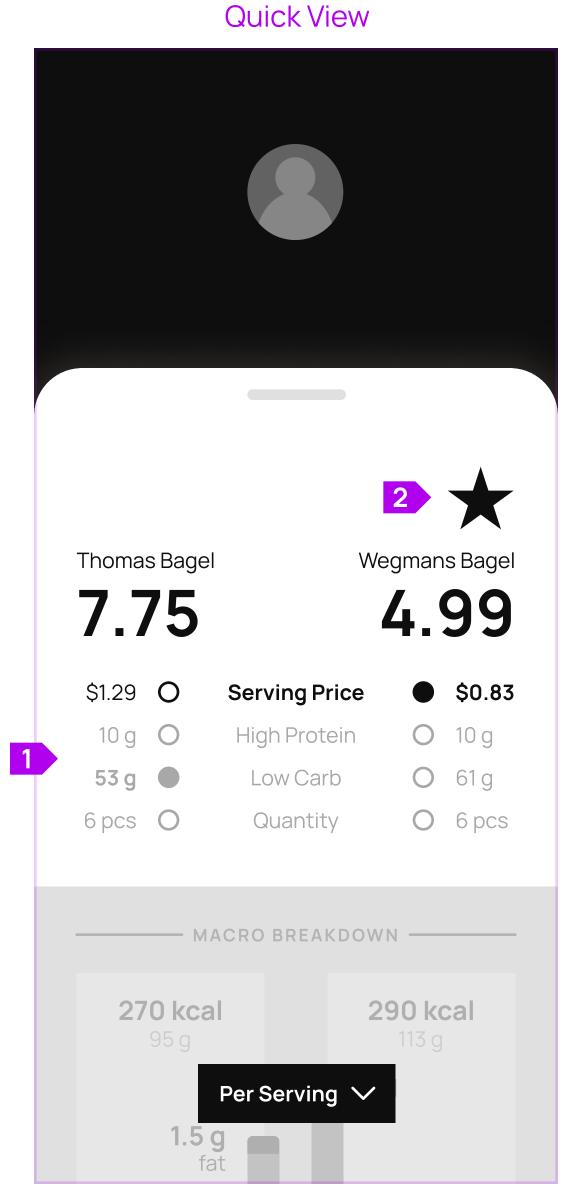
- 1 name and price of both products
- serving price comparison is shown by default if the Nutrition Profile isn't filled
- change comparison metric: by serving, by weight, by overall quantity

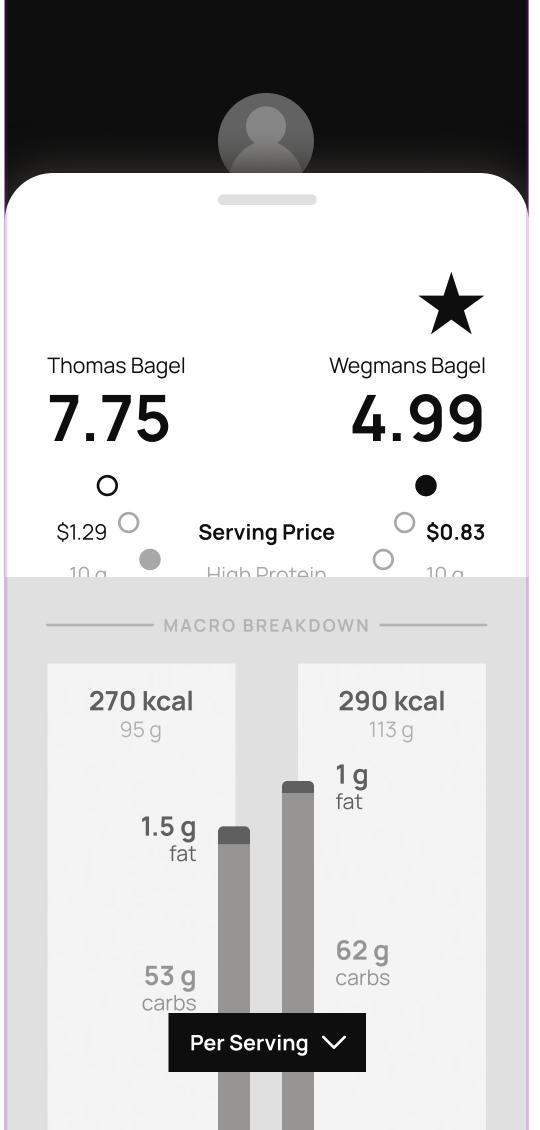


Views with Nutrition Profile

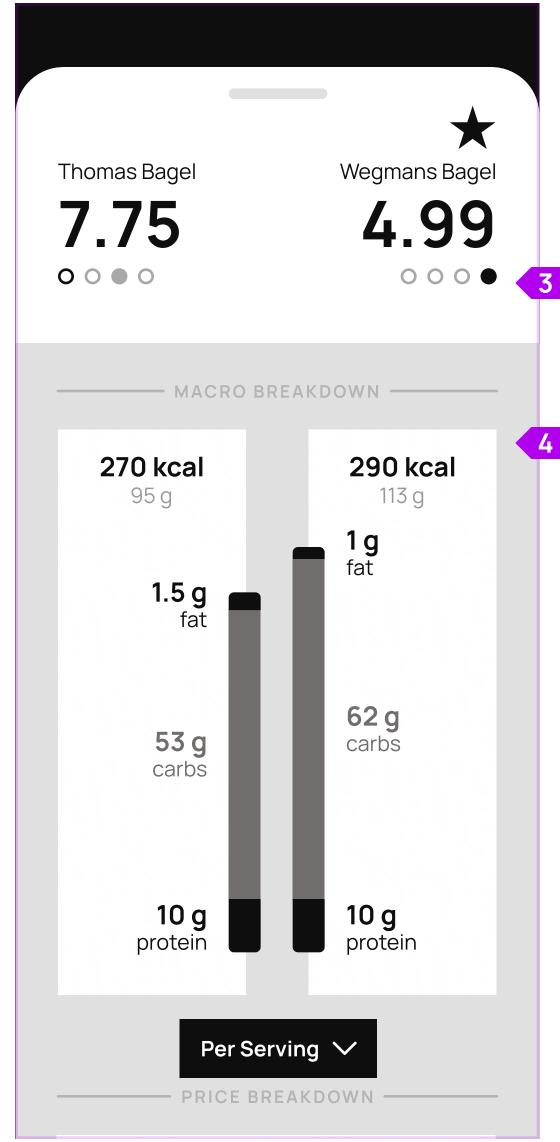
If the Nutrition Profile has been filled, Priority Comparison is available.

- Priority Comparison displayed below product information (more specifications on next slide)
- star denotes more holistically satisfactory product
- Priority Comparison collapses and only dots are visible in Full View
- 4 **Details** is full opacity in Full View





transition



Full View

Priority Comparison

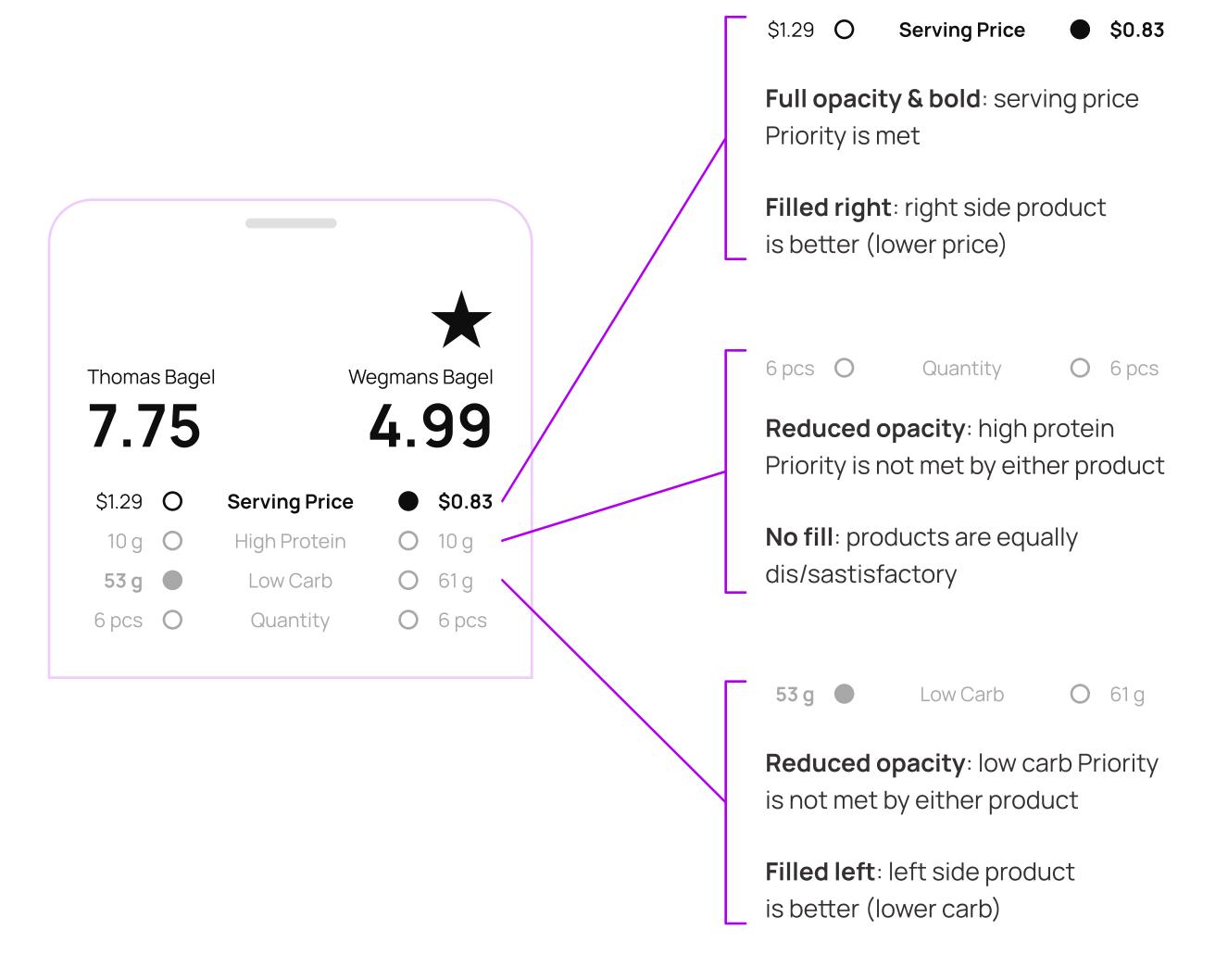
Priorities are listed in the center, with products on either side. Order is set in the Nutrition Profile.

Bold & Opacity: Priority is met by at least one product

→ else: reduced opacity

Filled Circle: product satisfies
Priority more than other product; only
one circle at most will be full per line

→ else: empty circle

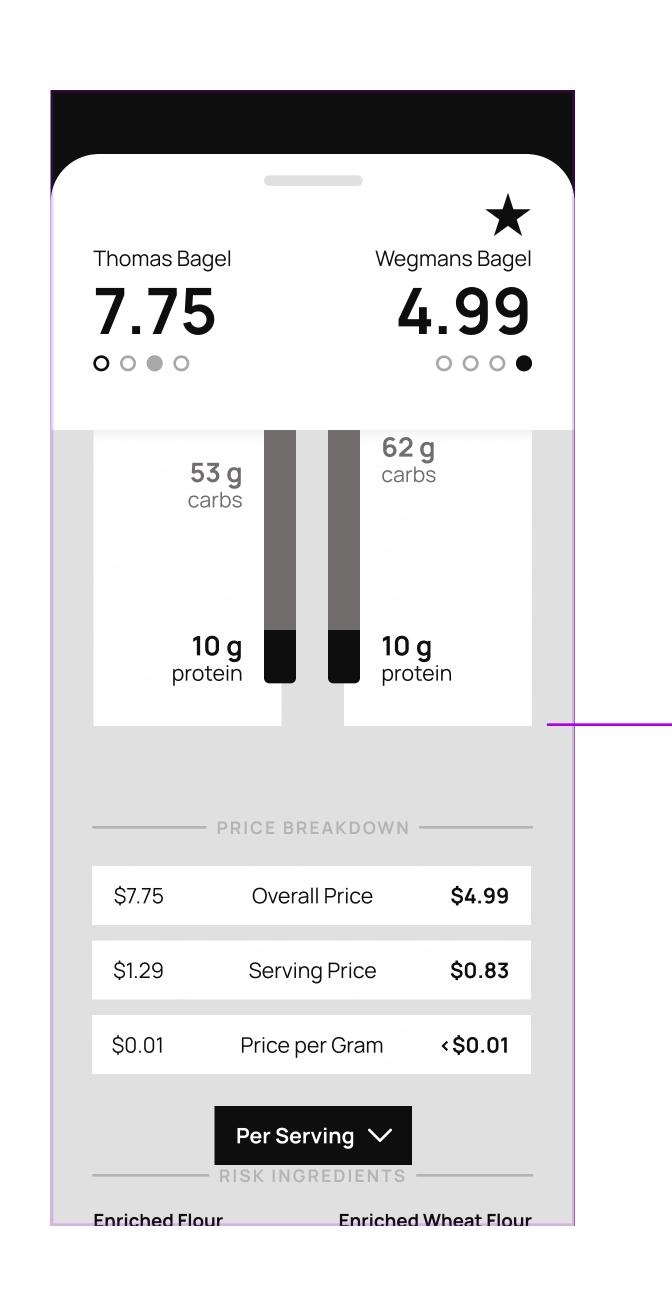


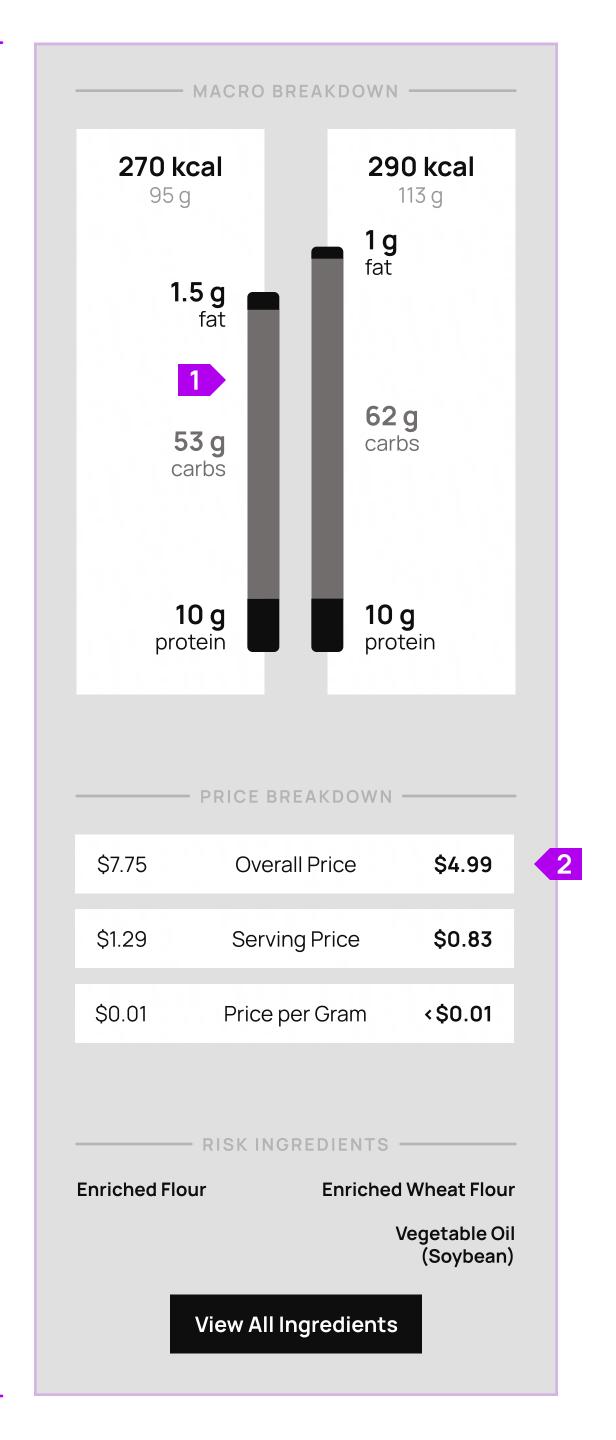
COMPARISON · BREAKDOWN

Details

The full Details section is analogous to that of the Inspect Details, but information is sorted into two columns.

- calorie distribution bars are proportionately scaled in Compare to each other for quick, easy comparison
- cheaper price is in accentuated through text treatment

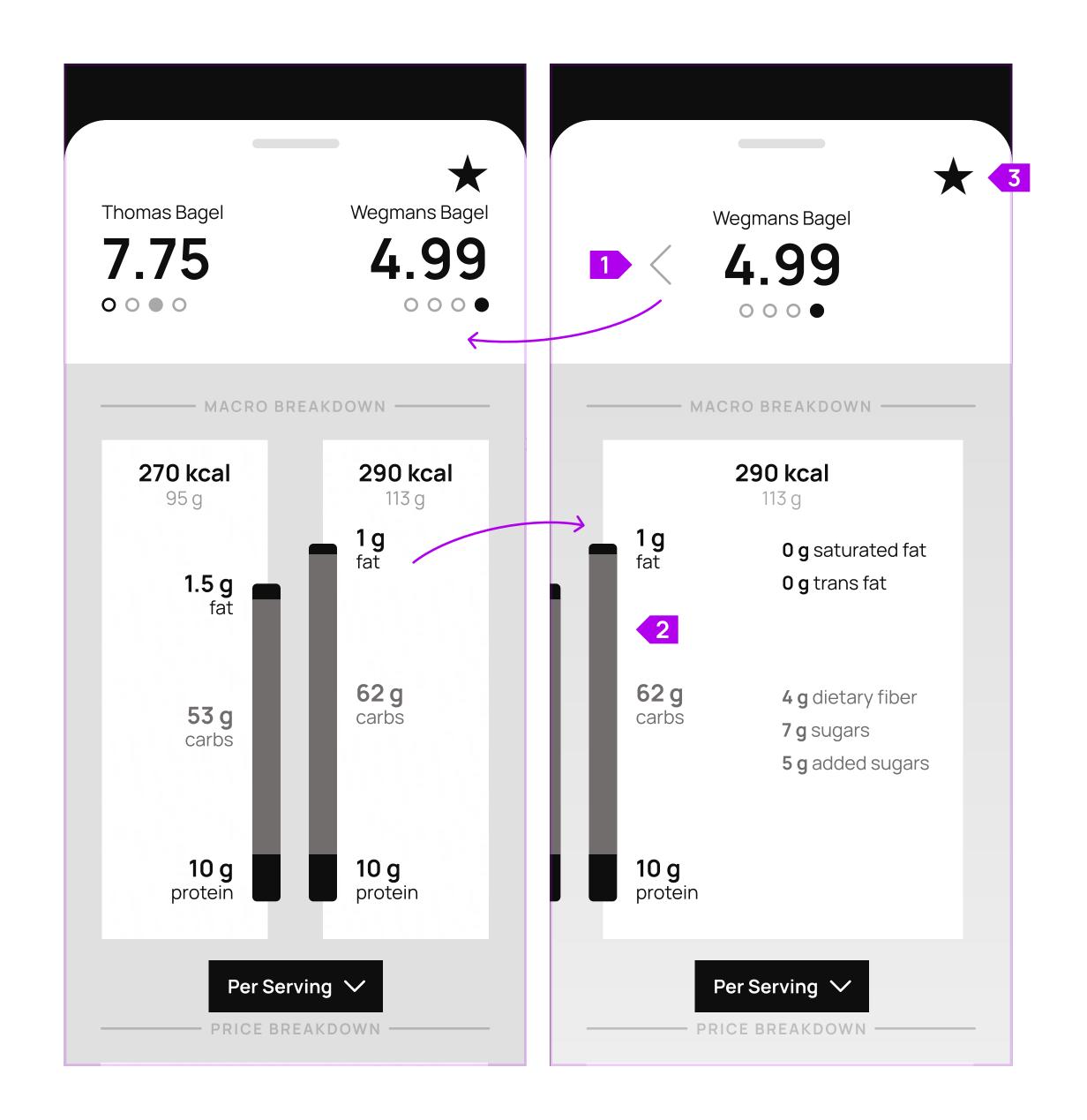




Compare to Inspect

Tapping on one side of the Compare view will expand the information of that product; essentially, transitioning to the Inspect view.

- arrow allows user to navigate back to Comparison view
- left bar is still slightly visible to keep user oriented
- 3 star remains visible



Section B: Account

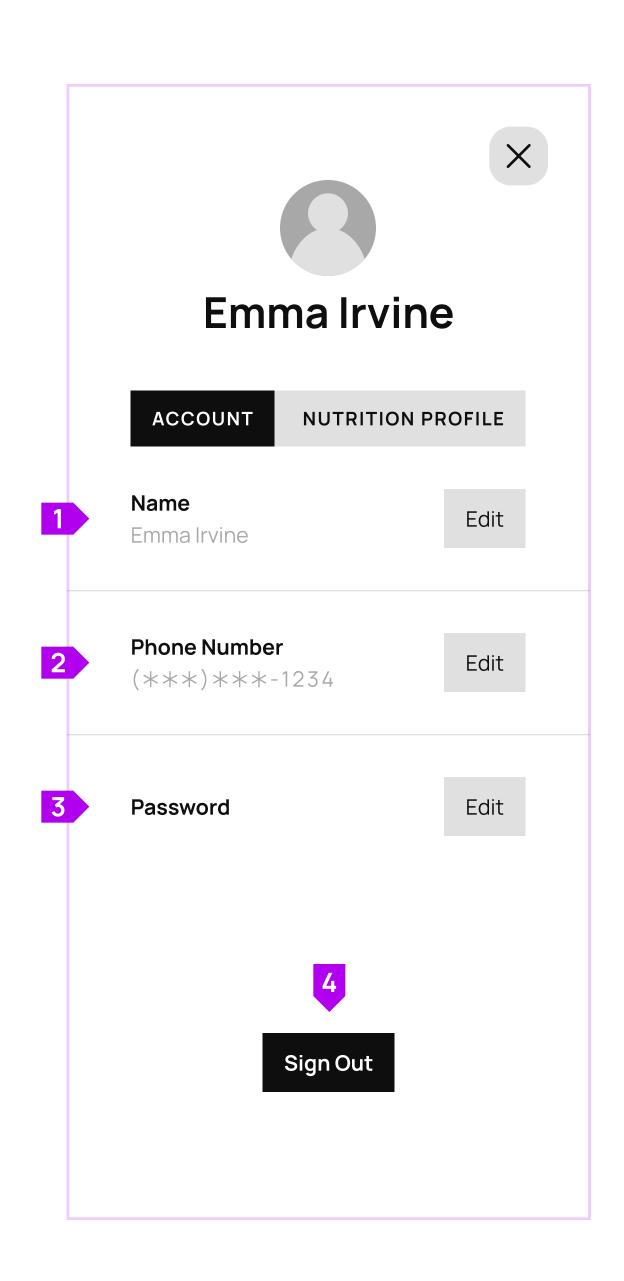
Account Tab

SECTION B

Edit Account Settings

Opens to the "Account" tab, which allows the user to edit their basic profile information.

- name: displays name and "Edit" button
- **phone number**: displays last four digits and "Edit" button
- **password**: displays "Edit" button
- sign out: prompts user with confirmation before signing out (returns to log in/sign up screen in Section 0)

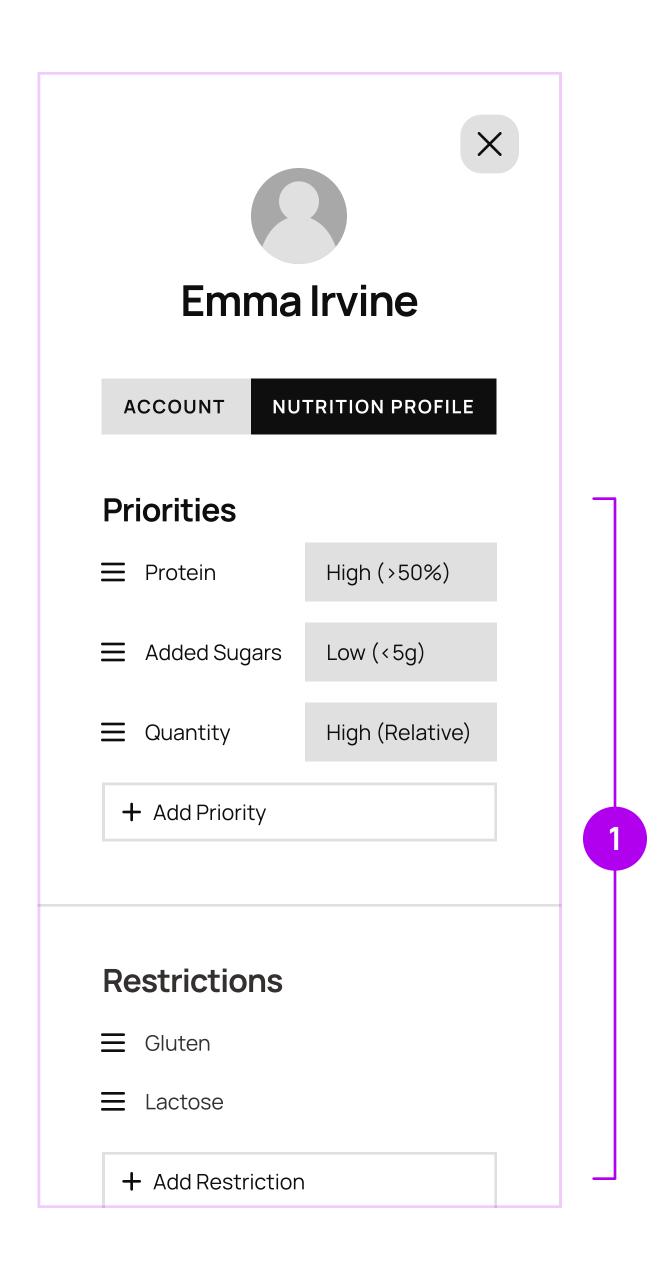


Nutrition Profile Tab

SECTION B

Access to Nutrition Profile

Here, the user can change any Priorities and Restrictions they may have previously set.



Style Guide & Comps

Detailed specifications for text, type, and layout, also implemented in example comp screens.

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STYLE GUIDE & COMPS

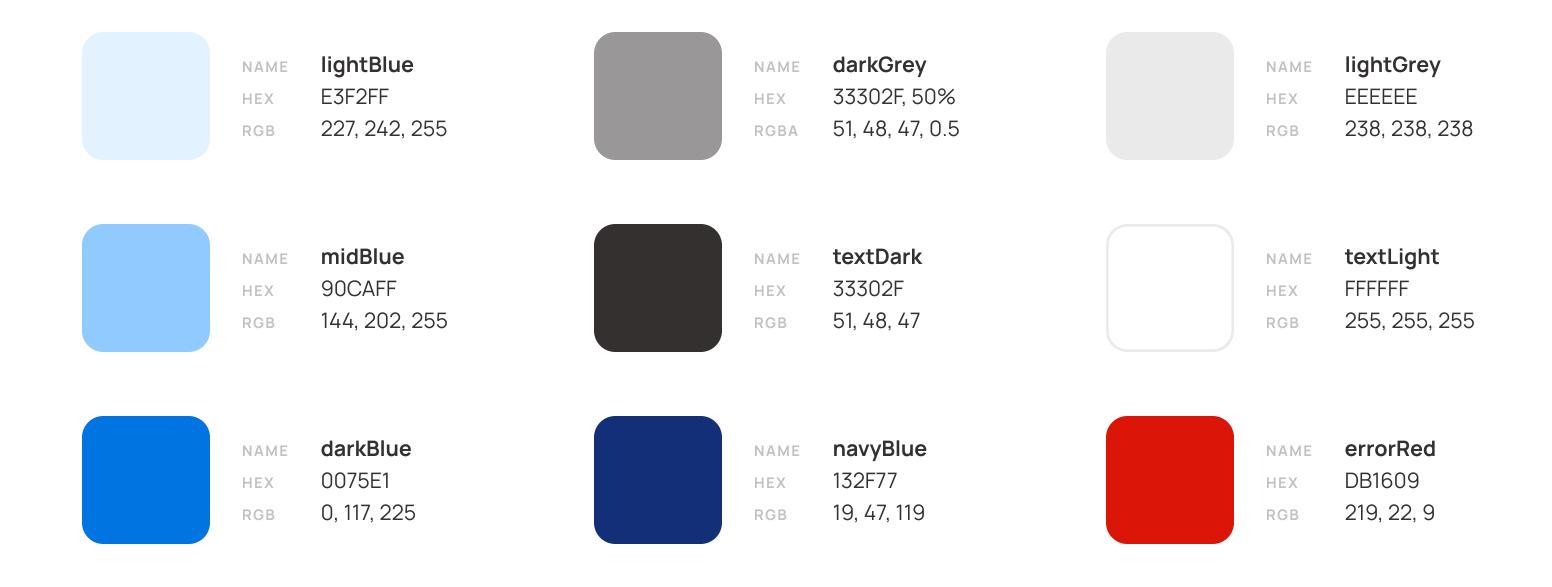
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Style

LENA PANG NMDE-303 : PROJECT 1
STYLE GUIDE & COMPS

Colors

The color palette is analogous, focusing on cool blues and neutrals with a red accent for any error messaging.



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Typography

All text is Manrope Regular or Manrope Bold.

Ag

Manrope Regular ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz1234567890

Ag

Manrope Bold
ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz1234567890

Title

size 48px
weight bold
spacing ~
Line height 112%

ACTION

size 16px
weight bold
spacing 10%
Line height 150%

Item

SIZE 20px
WEIGHT bold
SPACING ~
LINE HEIGHT 124%

Heading

size 24px
weight bold
spacing ~
Line height 112%

SUBHEADING

size 13px
weight bold
spacing 12%
Line height 112%

Body

size 16px
weight regular
spacing ~
LINE HEIGHT 150%

Buttons

All buttons are 44px in height with 16px padding and 16px corner rounding.

Range

WIDTH fill column
ALIGNMENT right
FILL lightBlue

STROKE ~ EFFECTS ~

TEXT Regular, 16px
TEXT COLOR darkBlue

ACTION

WIDTH hug content
ALIGNMENT center

FILL darkBlue

STROKE EFFECTS

TEXT Bold, 20px, 10% spacing

TEXT COLOR textLight





HEIGHT 44px
WIDTH 44px
FILL lightGrey

+ Add

width fill container

ALIGNMENT

textLight textBlue

EFFECTS

TEXT Regular, 16px
TEXT COLOR darkBlue

Change Metric 🗸

width hug content center

FILL textDark

STROKE ~

drop shadow, 25% textDark, 16px blur

TEXT Bold, 16px textLight

Field States

Field treatment is similar to buttons 16px corner rounding and 16px padding.

Fields fill the container horizontally and hug the text content vertically (with 16px padding inside).

Incomplete Field (Prompt)

lightGrey FILL

STROKE

Regular, 16px, darkGrey TEXT

Active Field

lightBlue FILL 2px darkBlue STROKE

Bold, 16px, darkBlue TEXT

Completed Field

lightGrey FILL

STROKE

Bold, 16px, textDark TEXT

LENA PANG NMDE-303 : PROJECT 1 STYLE GUIDE & COMPS

Item Cards

Item cards have 24px padding and 16px corner rounding, with error variants as shown to the right.

width fill container (297px)

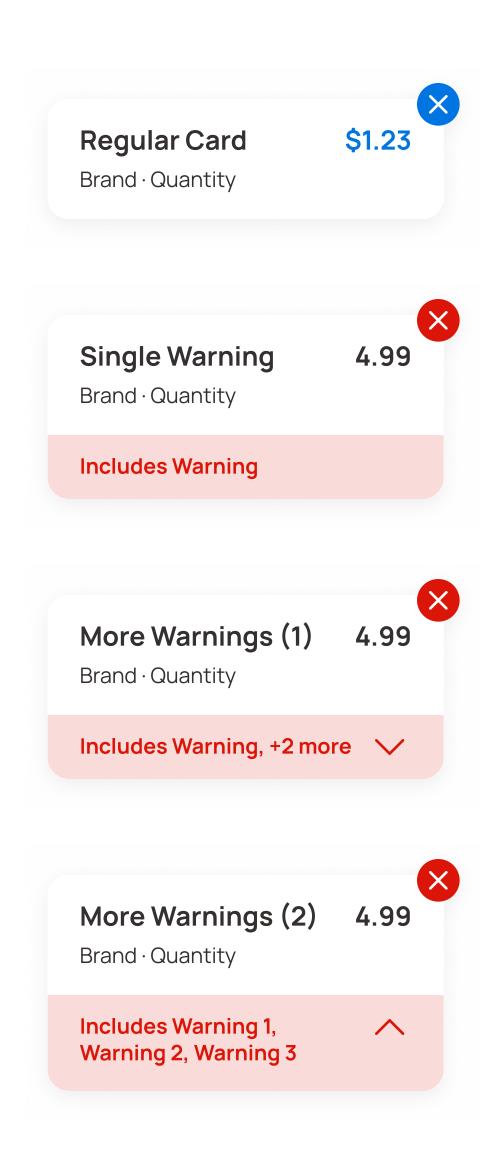
HEIGHT fit content

textLight (and 15% errorRed)

drop shadow, lightGrey, 16px blur

TEXT COLOR textDark

ACCENT darkBlue or errorRed

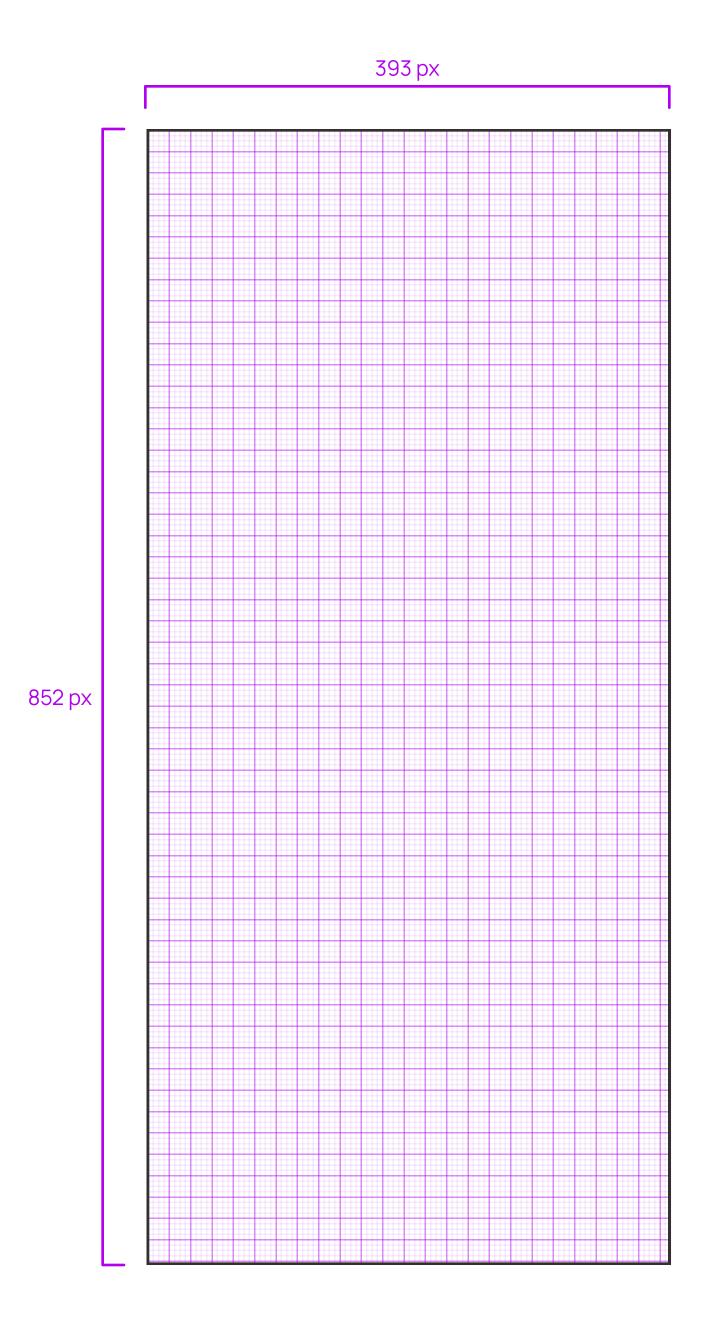


TENA PANG NMDE-303: PROJECT 1

Structure

The Base Grid

The app is intended for mobile, based off of a 4px base grid for balanced and natural flow.



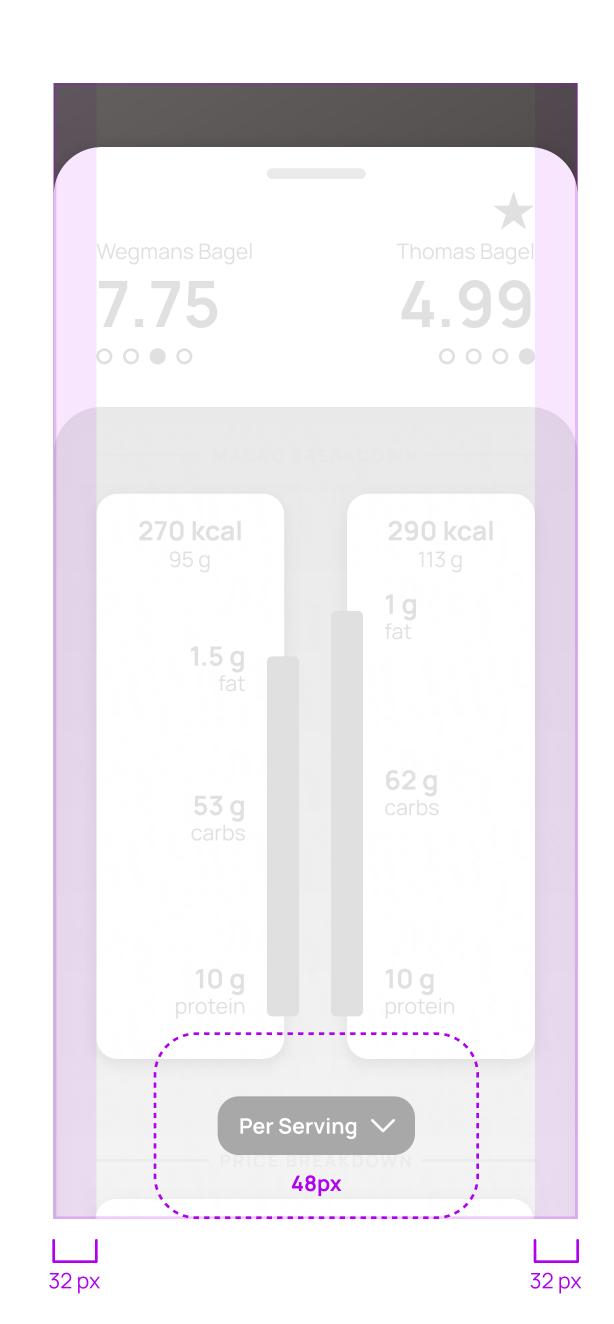
LENA PANG NMDE-303 : PROJECT 1
STYLE GUIDE & COMPS

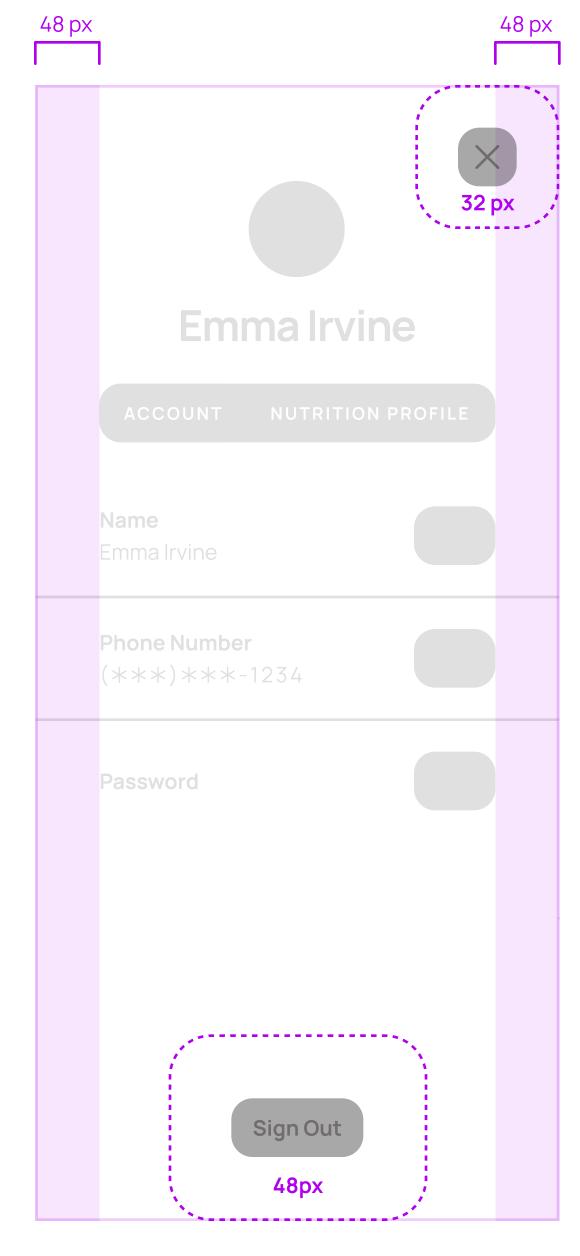
Component Sizing & Padding

Compare and Inspect screens have 32px padding to fit the large amount of information that has to be displayed.

Scan and Account screens have 48px padding because there is less information that has to be displayed.

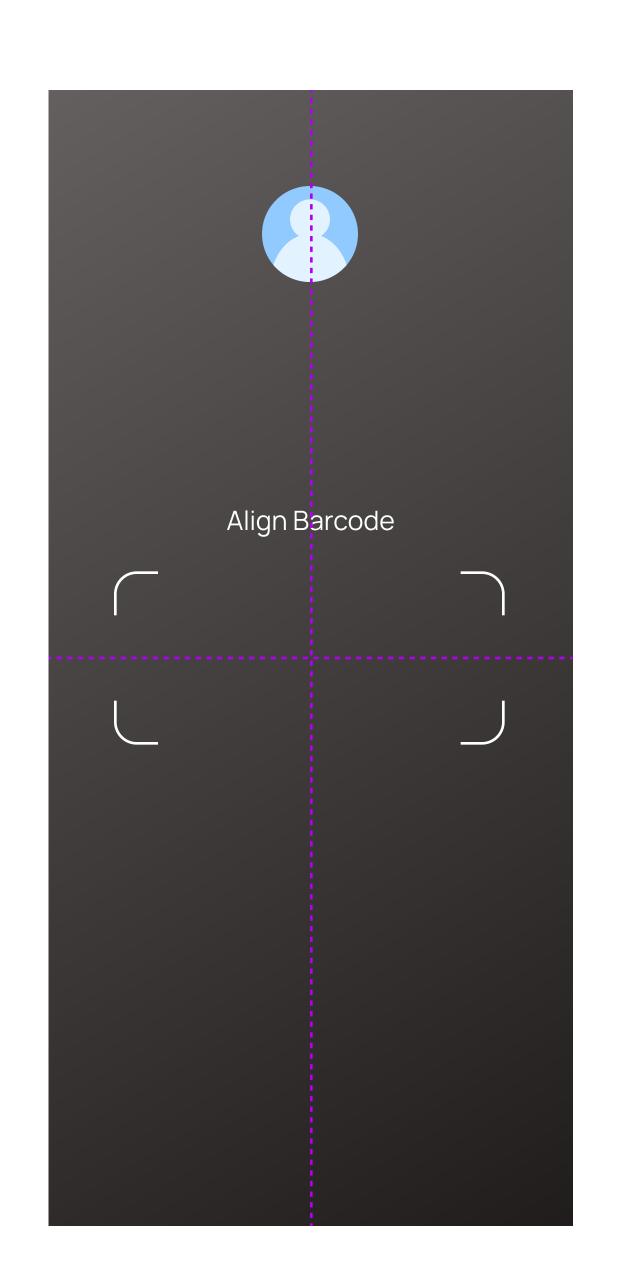
Sticky buttons are padded as shown.

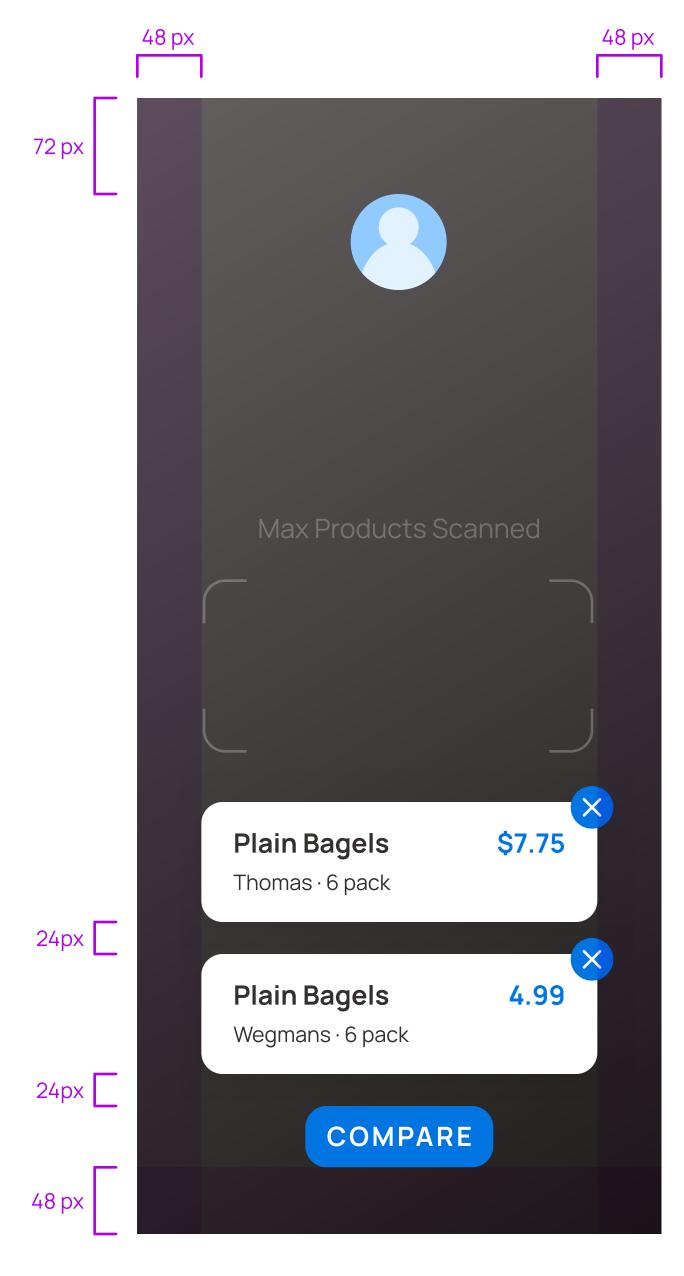




Scan

Everything in the Scan screen is center aligned. Item cards and actions buttons are spaced 24px apart, aligned to the bottom of the screen (abiding by screen padding).





Inspect/Compare

The vertical spacing is the same in Inspect and Compare (where Inspect has one column, and Compare has two). Spacing collapses between Quick View and Full View.

The height of the Quick View tab adjusts to fit the priorities list, if any. The height of the Full View tab, however, is fixed, starting at 48px from the top of the screen.



Details

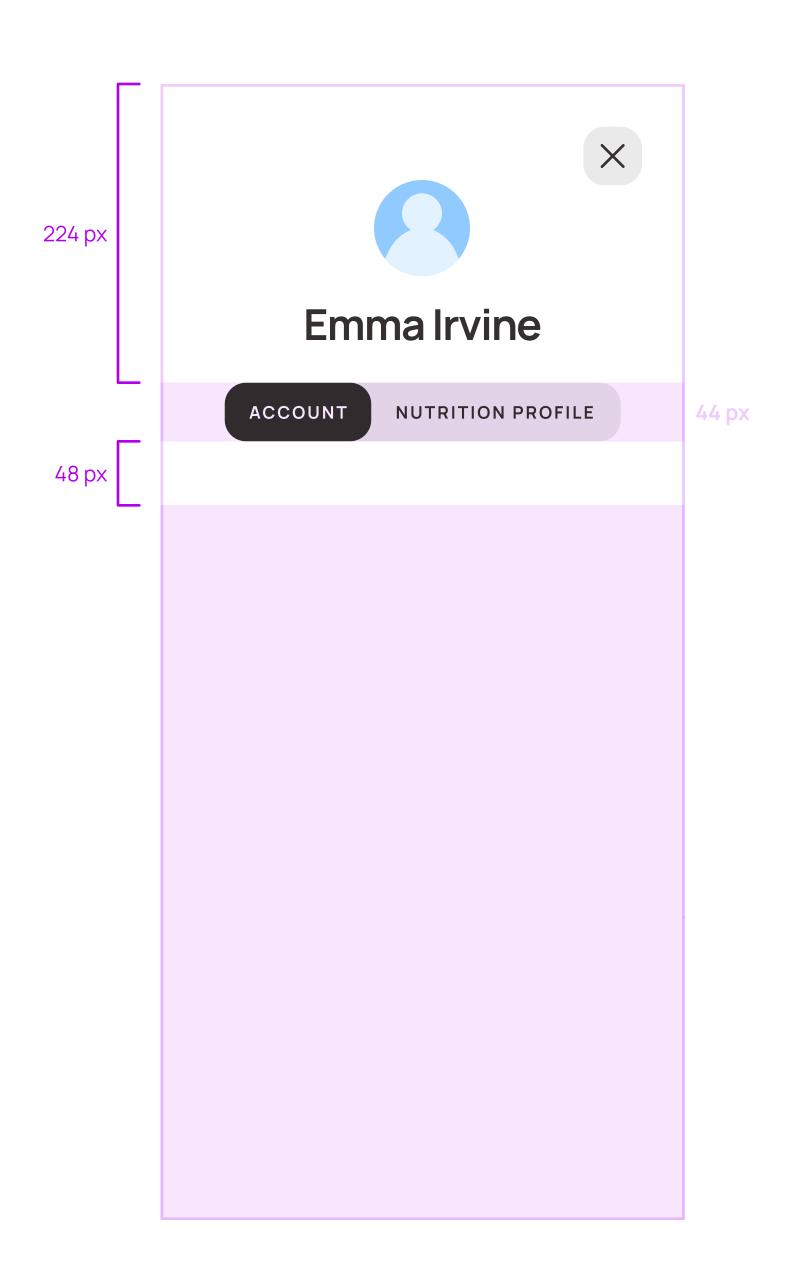
Details is organized into one singular column in Inspect (left) or two columns in Compare (right).

Regardless, the vertical formatting is generally the same. Section heights remain the same, and there is 72px spacing between sections.



Account: Navigation

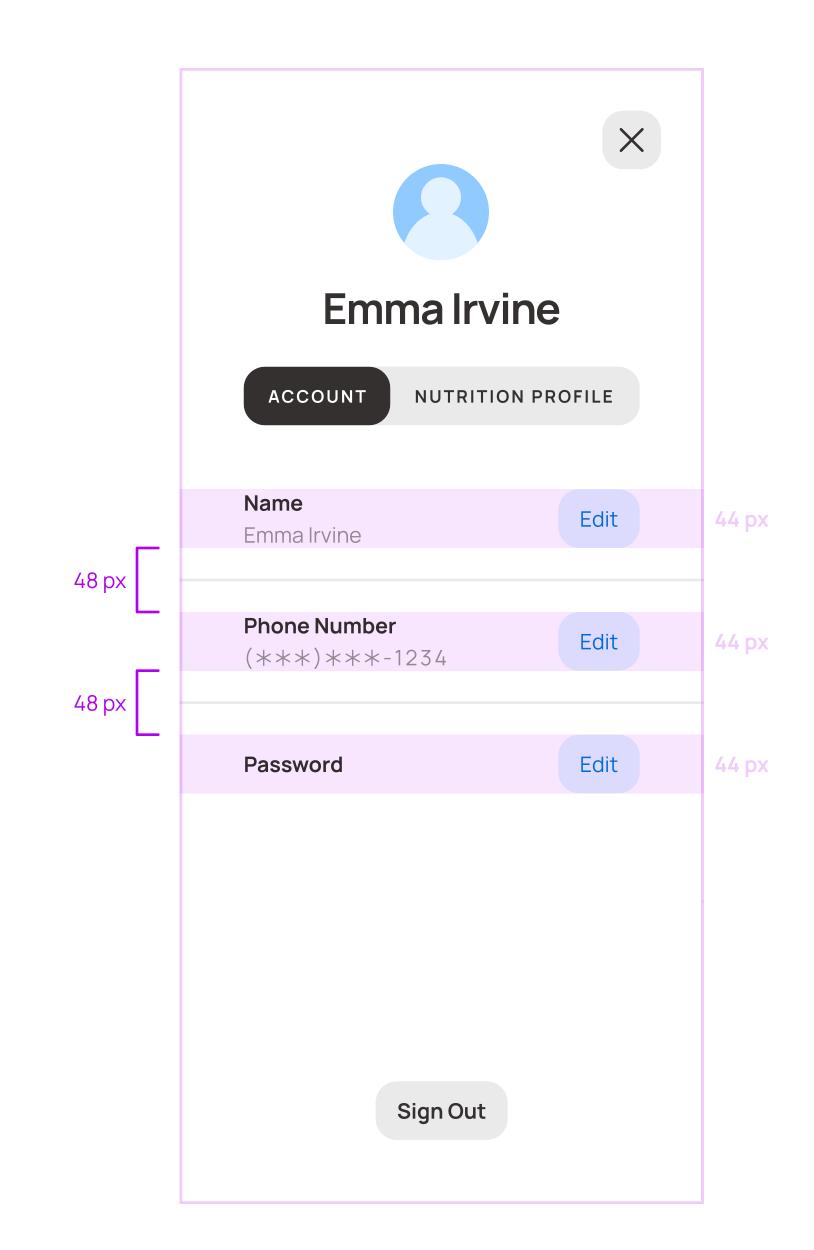
The navigation is the same for both tabs, with content beginning after the 48px space below the tab options. On the Nutrition Profile, the navigation (except the exit button) move up upon scroll.

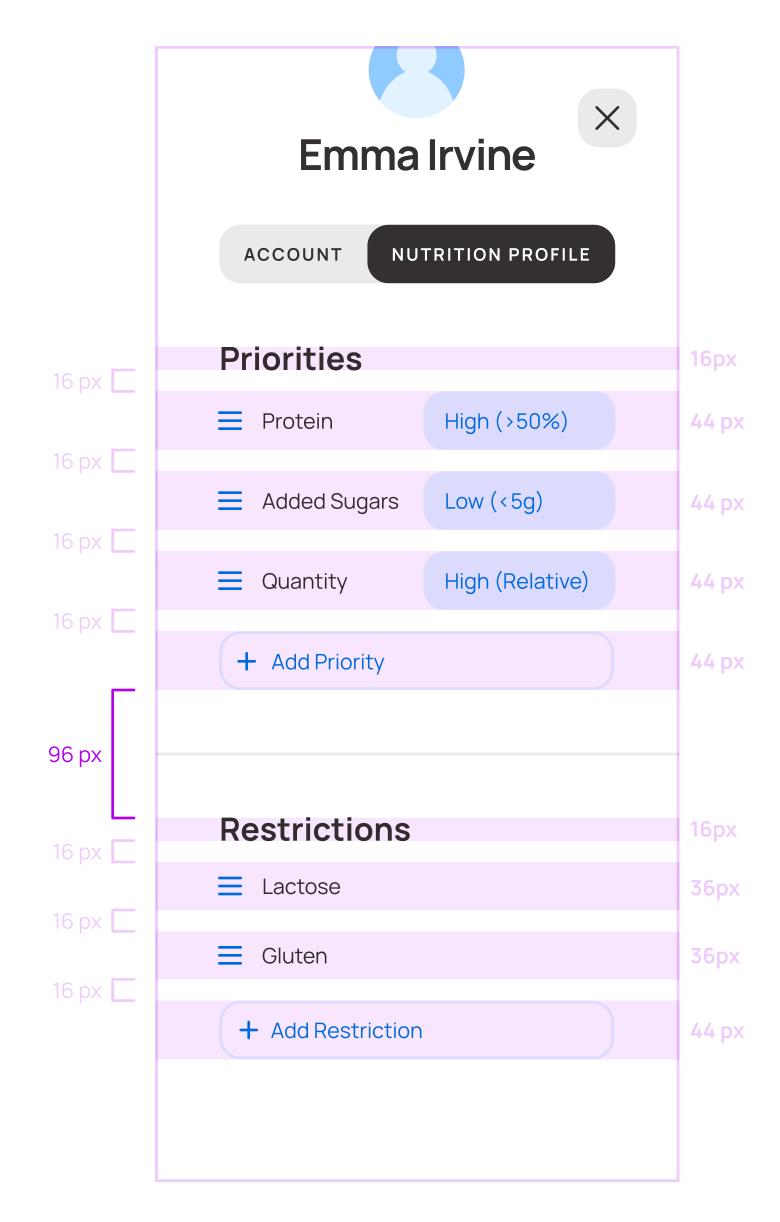


Account: Content

Each row is 44px, with 16px spacing between rows.

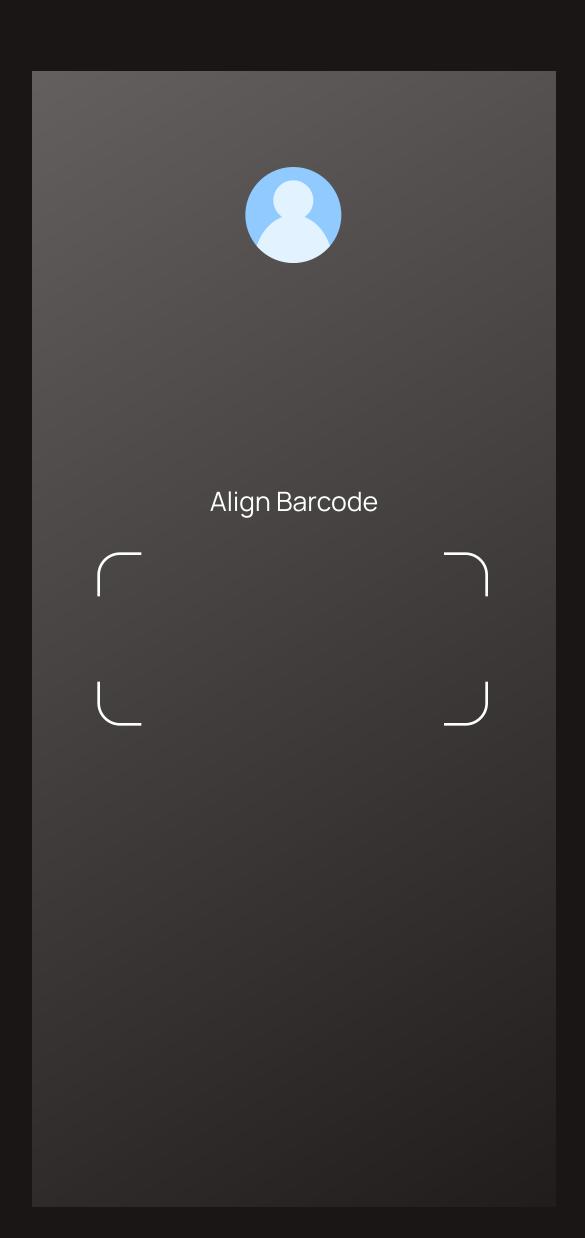
There is 48px spacing and a hairline between small sections, and 96px spacing and a hairline between large sections.

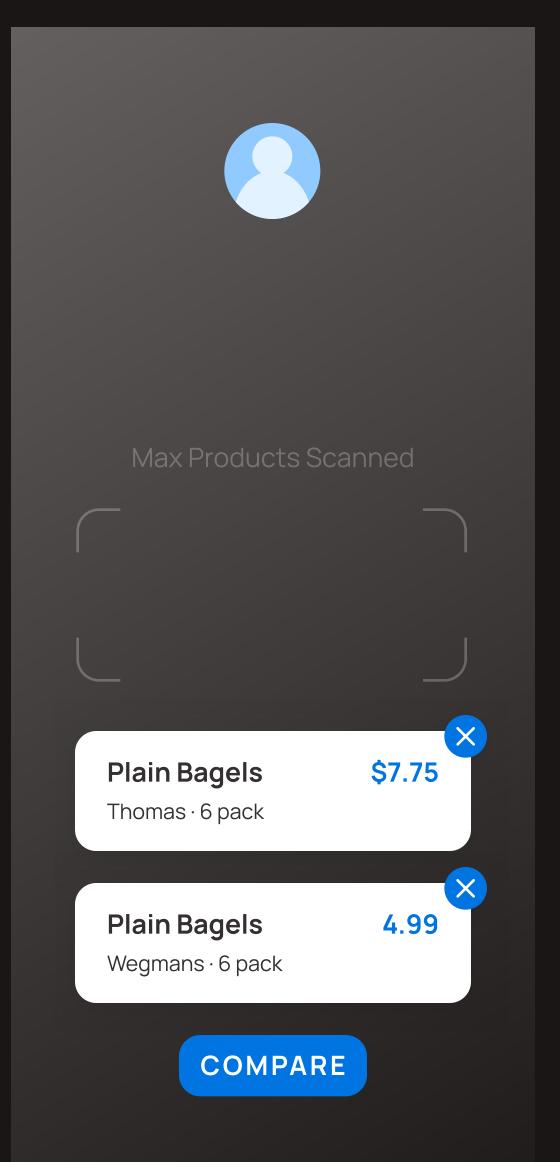


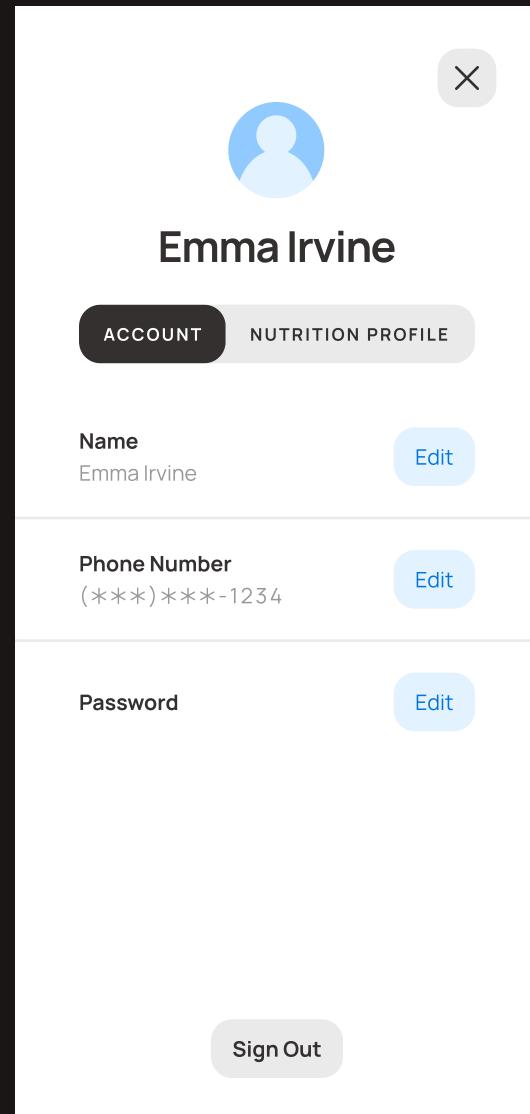


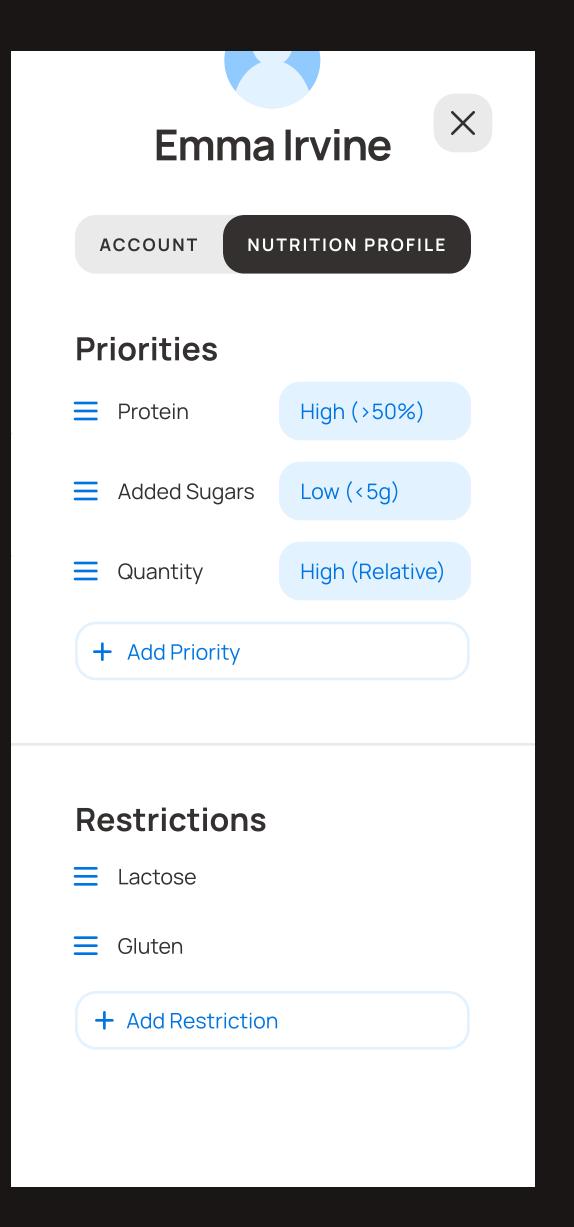
COMPS

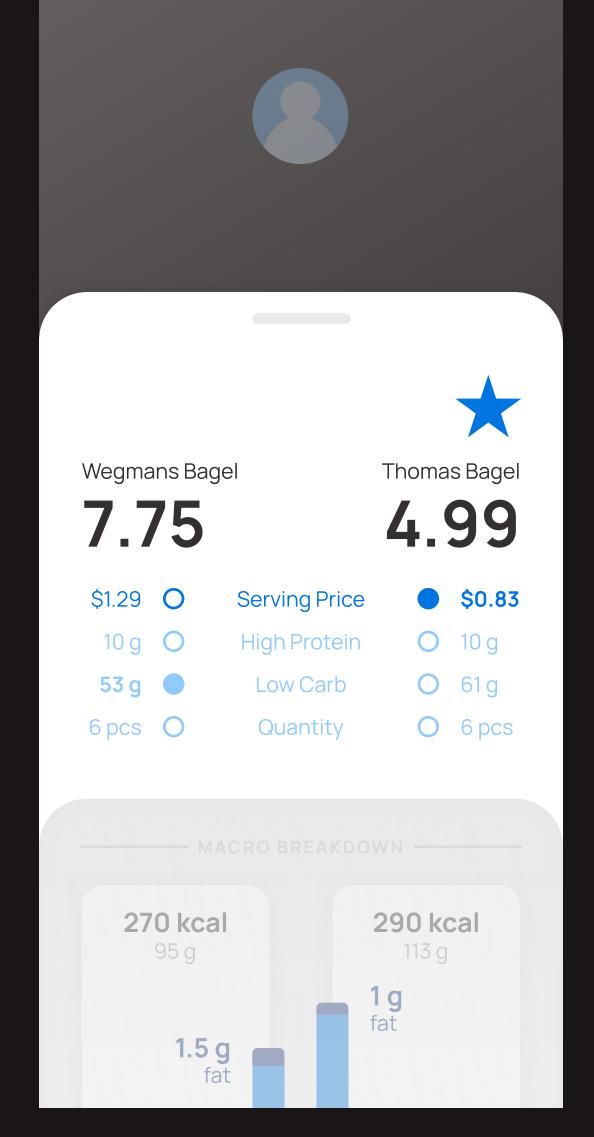
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STYLE GUIDE & COMPS

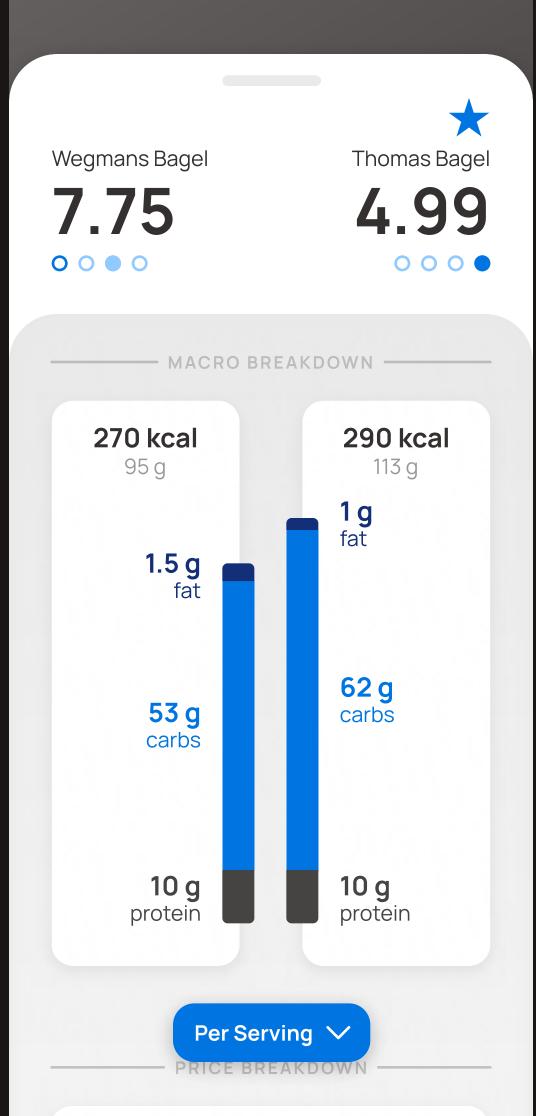


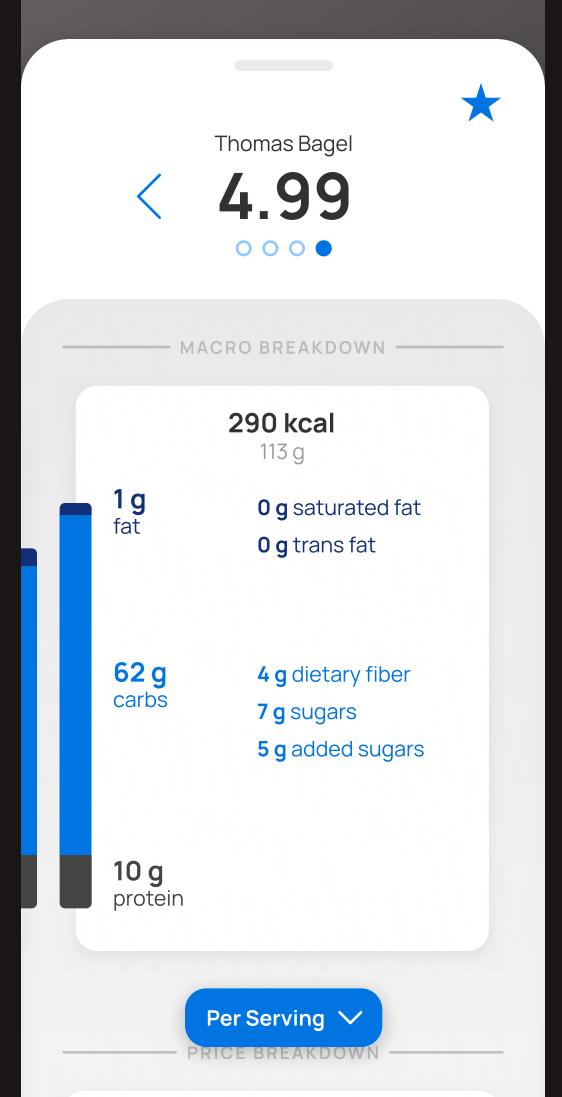


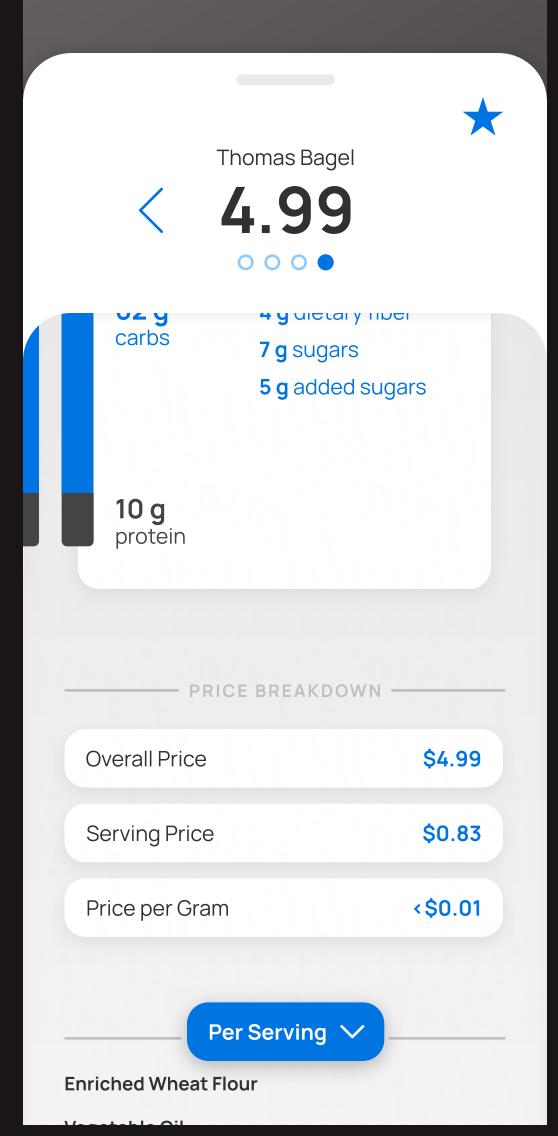














Animation

View the prototype animation of a streamlined flow on Vimeo here.

Thanks for reading!