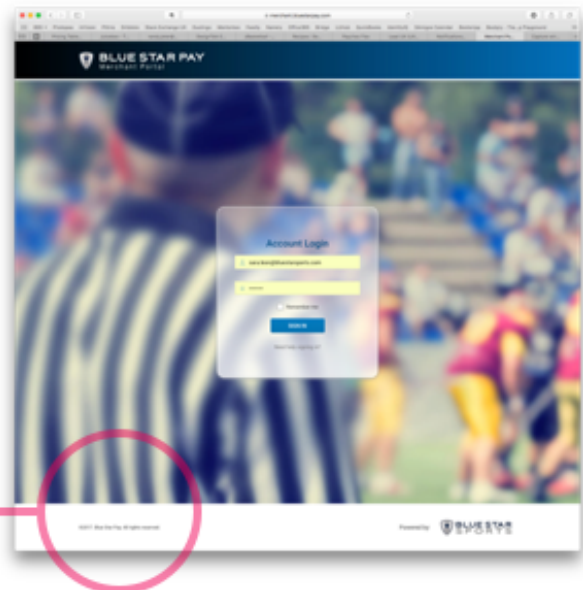# BLUE STAR PAY
Merchant Payment Portal

UX Review

Copyright year needs updating to 2018
(program to auto update every January 1)

Merchant application is well organized
and validation is effective and focused,
giving direct feedback to the user.
Also appreciate the collapsing sections
to minimize scrolling.

Clicking the Terms of Use triggers the documents to download rather than the expected load on screen in a modal or page. It happens so subtly that it seems like the link failed so user may hit it again wondering why it didn't open.

The My Reports list of links includes all that are in the View Reports drop down except ACH Return Report. It seems like they would be consistent.

Is there even a reason to have this duplicated on the page?

BLUE STAR PAY
Merchant Payment Portal

When user selects from the drop down in the center of the page, it is expected that it will be in the same place on the next click, but when landing on a report, the drop downs have shifted over so now the one in the center is the one that was previously on the left. User thinks they are returning where they left off only to find that it is the wrong selector, making them feel that **they** made a mistake.

The location of the page title is what causes the shifting. I recommend moving the title up above the drop down fields (in one line) and leave them in static positions. This selector is the most used navigation - it should not move locations.
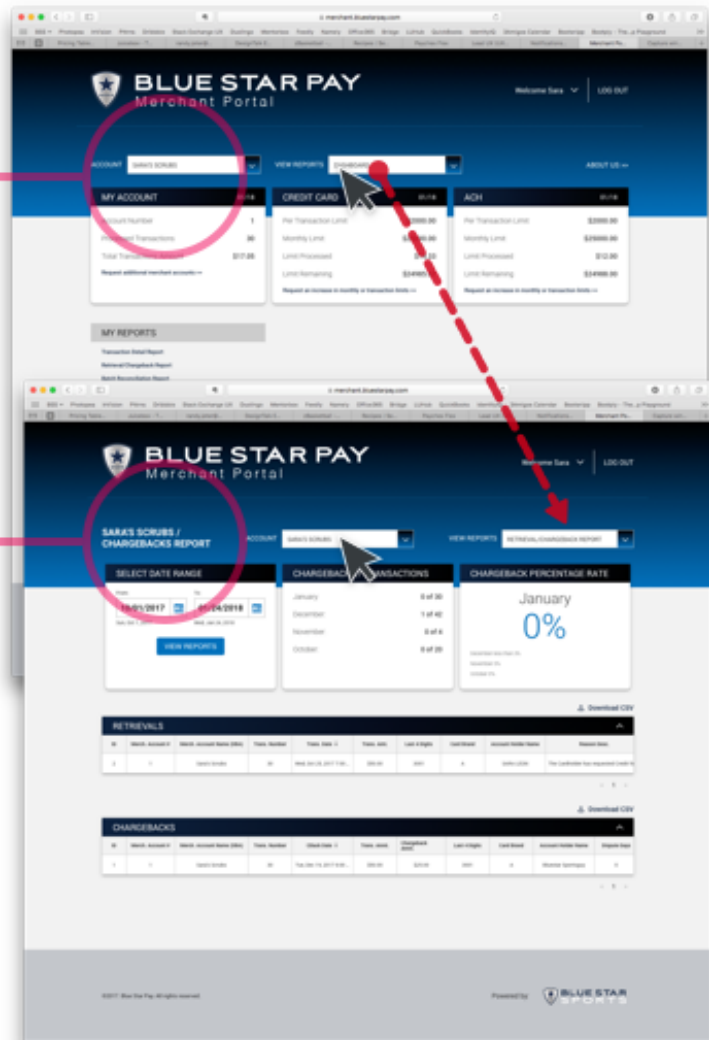
A related issue caused by the Title location is that it pushes the drop downs over by whatever length that Report Title is, creating inconsistent alignment so it seems to "jump" when going to another page. Moving the title above also solves this.
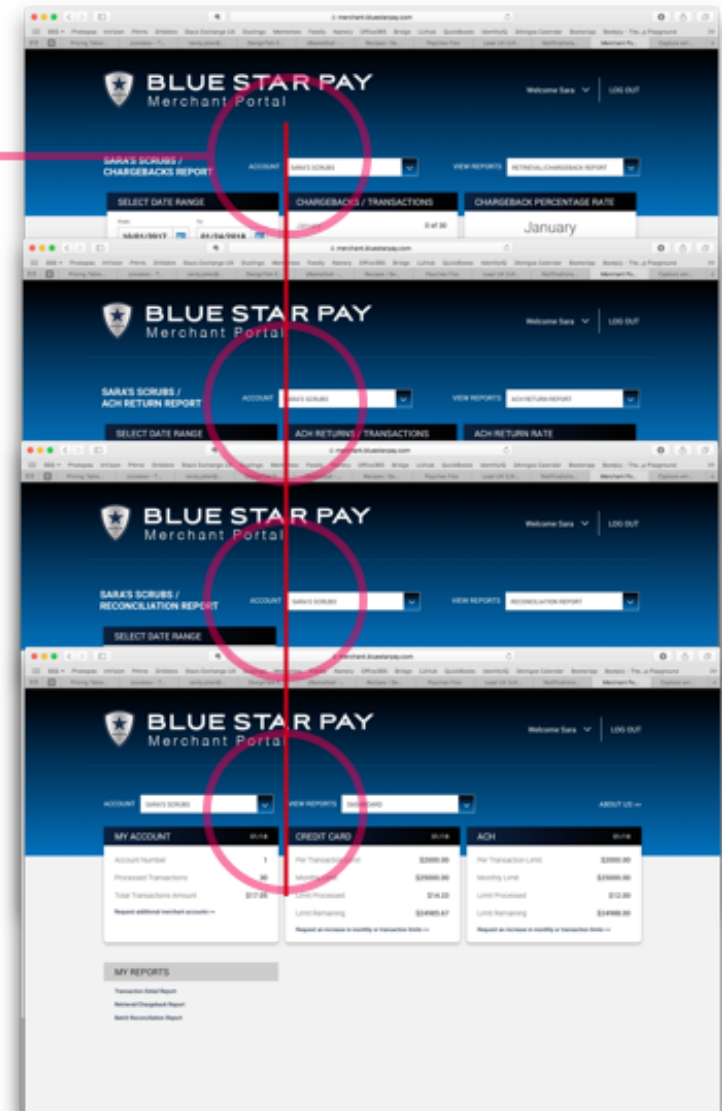
Clicking "Welcome Sara" opens a white box drop down that looks disjointed and is unnecessary unless more choices are to be added. If there is only one selection then there is no need to open a drop down. It's an unnecessary click. Just go directly to the account page from the Welcome text.
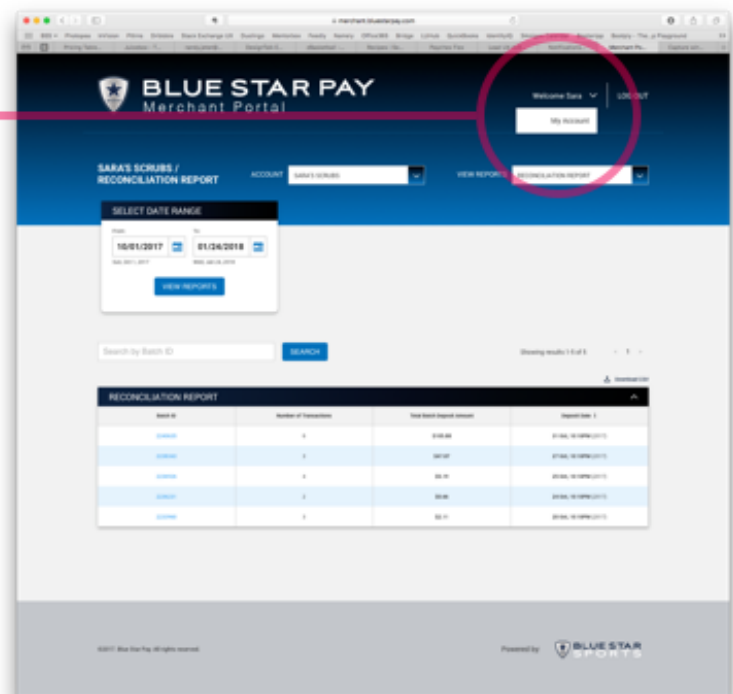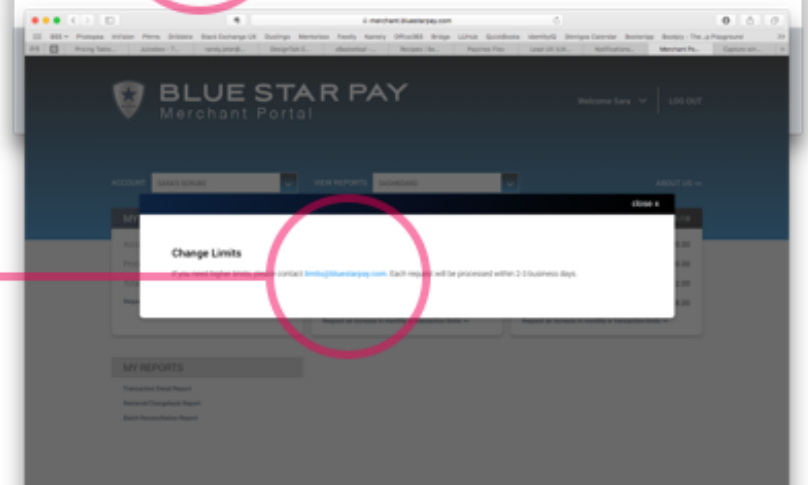
The 10px type used in the tables and several other places is unnecessarily small and difficult to read.
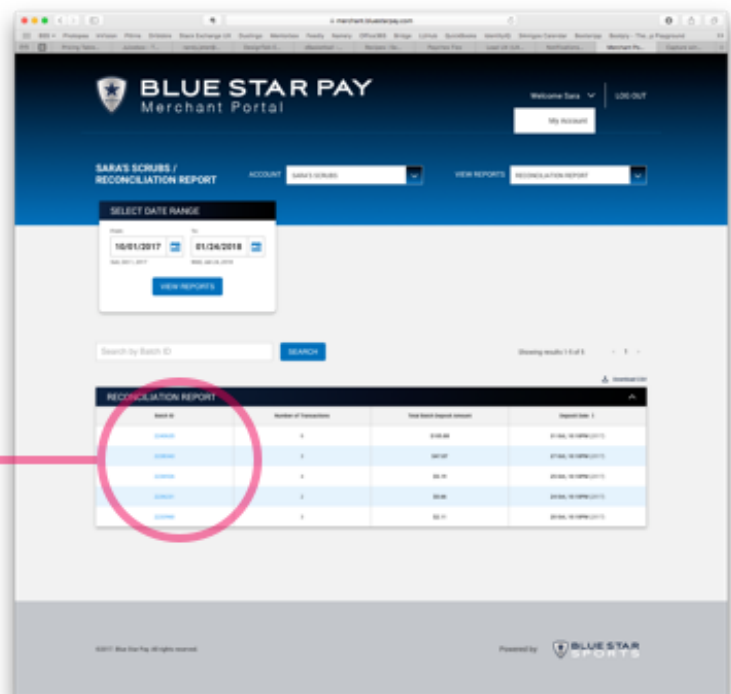
The blue text can be misunderstood as being a link. It appears to be a call to action but when the user clicks it, nothing happens.

In this case the blue text **IS** a link.

The Cancel button is **shouting** for attention in bright red, when the focus should be on leading the user to the Submit button. Recommend making the Cancel button text-only or at most just a white button with a gray border as it is a secondary button, not primary.
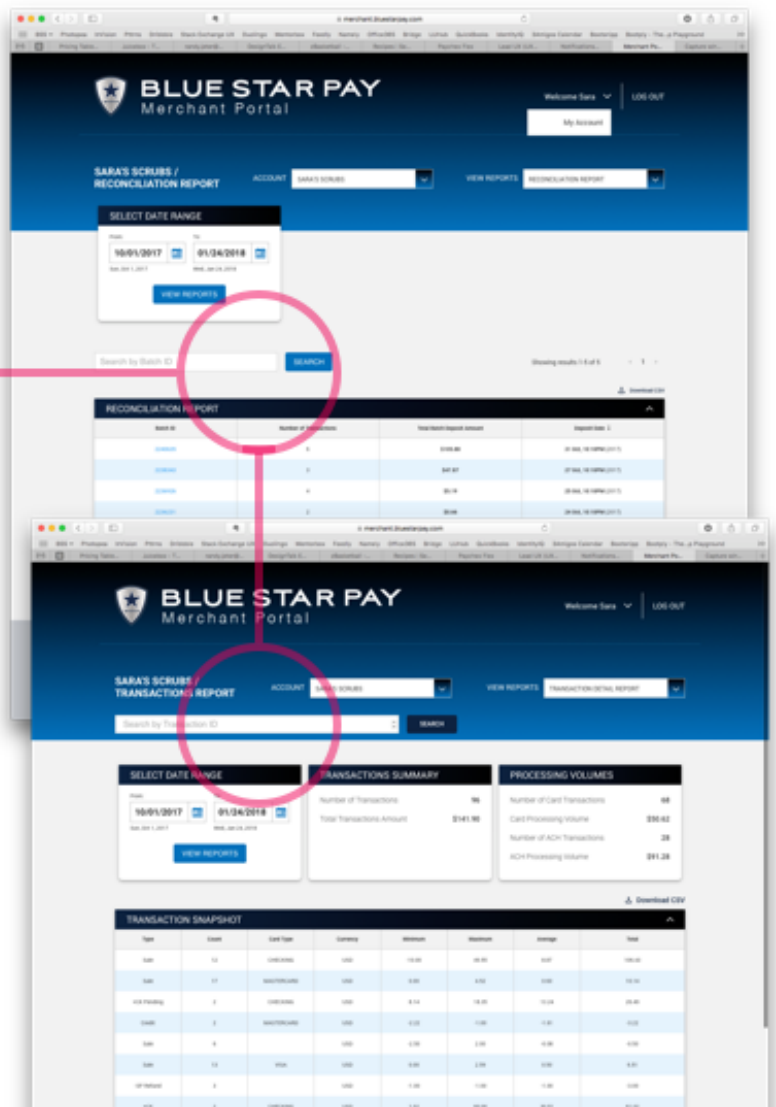
For example:

CANCEL   SUBMIT

Or

CANCEL   SUBMIT

BLUE STAR PAY
Merchant Payment Portal

When doing a search the Return button on the keyboard is not activated. User has to click the Search button. Return key should work, as this is standard.

The expanded view of a line in the table is great but the user has no way of knowing it exists. Recommend adding a caret, info icon, or plus icon to indicate to the user in a more obvious way that this is available.

There is redundancy in instructing the user to "click the button." Buttons are understood to be clickable. If the instruction must say "click the button" then the Button text could be shortened to simply say "Confirm."

The button could be moved up inside the white box to be sure they make the connection.