

User Interview #1

Interviewer: Eungchan

Interviewee: Male/ 27/ Researcher in CS department

1. Do you split the bill when eating out?
Yes and fairly (but not strictly, he doesn't care if he pays \$1 or \$2 more than others)
2. Method of calculating tips? (eg. calculator, relative to tip, eyeball)
By eyeball
His thought process:
 - calculate tips by multiply 0.15 and pre-tax amount
 - usually round-up
3. Have a mock receipt available and ask the user how they would solve the problem.
His dishes + shared dishes = \$ 19.5
round up to \$ 20
in this case, the tax is 12%, \$2.4 so post-tax will be \$22.4
tip rate 20%, \$4 so total he needs to pay is around \$26.
4. Do you have any tip calculating apps on your phone?
No
5. When splitting fairly, is it important to be exact? (or round to dollar amounts)
No. doesn't care about difference between \$1-3

Concept walkthrough

1. What do you think/ what are your impressions?
 2. Does this make sense to you?
Overall cons: don't want to type everything (need OCR technology)
"I'd rather eyeball while typing everything."
Need to backup plan during typing or processing wrong
By the way, he won't use any apps to calculate tips
- concept A (Taeil's)
- + pros: easy to understand the process
 - cons: need feedback during drag item and drop to wrong person
after typing all numbers by looking at a receipt and need one more time to see receipt in order to distribute
no modification of tips and tax
hard to recall who order what
- concept B (QianQian's)
- + pros: can select people right after typing the amount of money of each item
 - cons: somewhat confused the function of next item
(he thought it might be not activated unless choosing at least one person)
don't know what the star mark means
- concept C (Justin&chan)
- + pros: don't have to recall who order what
 - cons: confused the back button on select people page (rather change to cancel)

User Interview #2

Interviewer: Justin Wang

Interviewee: Peter Cottle

- “The best case scenario is when everybody just has cash. Whoever gets it last just sums up and makes sure it’s right and you all just walk away, it’s really nice.”
- “The more annoying scenario is when two people have a card.”
- “The other option is one person has a card and everybody pays him.”
- “The main thing is really accountability. It’s hard for people to calculate tax and tip. And stuff like appetizers that are shared, they’re not gonna divide the appetizer by four and add it to their bill.”
- That’s where a lot of the anxiety comes from, when you pass it around and you come up short.
- Pretty much everybody’s gonna underpay or overpay.
- Usually I know people are gonna underpay and I’m willing to pay a couple extra bucks not to deal with the social awkwardness of dealing with that.
- It is socially awkward to be like “did you pay enough?”
- I pay to a proportion to where it’s fair, but I’m not exact to the cent.
- Concept 1
 - I don’t really think of people as letters.
 - I guess this helps, where you can see how many people shared which item.
- Concept 2
 - I guess drag-and-drop items onto people might be nice.
 - This dual-pane layout is gonna be weird if you have like 3 people.
- Concept 3
 - I like, cause it’s a linear flow. You add people, you add items, for each item you add who ate it. It’s a linear process.
 - You can also integrate it with Facebook. Ideally it could be like check-in with these people.

User Interview #3

Interviewer: Justin Wang

Interviewees: Akina Tran, Angela Kubota

- “The only way to split the bill fairly is to pay for what you bought.”
- “Sometimes the server gets all mad at you.” – Angela
- “Ask the server to split it for us.” – Angela
- “You look at the receipt and then you say “I got this” and add whatever for tax.”
- “Sometimes you’d use a calculator if it’s a big bill.”
- What’s your method of calculating tips?
 - I just eyeball it
- If I pay with credit card, I just put the tip on my credit card.
- I’d use my calculator to calculate 15% or do it in my head if I’m too lazy.
- Sometimes only one person has card, so you pay that person cash.
- Other times, you just put cash and cards on the bill and have the server deal with it.

- Concept 1
 - So you have to enter each item? It's kind of pointless. There's a receipt in front of you, you don't need to put it in the app.
 - People aren't gonna be stingy with a penny, like 99 cents.
 - That's quite a process you got there.
 - Say you're with a big group. You're not gonna take the time to enter each item and be like "did you share this?".
- Concept 2
 - What happens if there's like 20 people? 20 little boxes?
 - That means you have to label each person, A, B, or C. You'd have to remember, like was Daniel A?
 - The drag-and-drop is more simple than plugging into each person.
- Concept 3
 - So you take a picture of them?
 - I would not go around individually and take a picture of them. Plus it takes up space on my phone.
 - It's the same concept. I wouldn't take the time to take a picture and plug in each item.
 - Either way people don't always carry around change.
- Anything that has to do with splitting money, the person just comes off as being stingy. – Angela
- You wouldn't eat with people that aren't your friends, either.
- Even if you use this app and it gave you the exact thing, then you'd still have to carry exact change.
- I can just round myself, like what I'm doing now.

User Interview #4

Interviewer: Qianqian Zhao

Interviewee: R / ISchool student

Split the bill?

- Yes. If ordered about the same price, split evenly
- If drinks or substantially more expensive items, then by item
- Family style – split evenly

How do you tip? Usually tip 15% on pre-tax price. Calculate own tip by doubling the tax if on own, or calculate on paper.

Sample receipt: 12 and 20-30% (tax and tip). Noticed split champagne, \$7.50 or pay for the champagne for a friend.

Tip calculator on phone? Used to have one, didn't use it much – about twice in a year, deleted it. Too much effort. For large groups may as well do separate bills.

Concepts: Selecting, starring, total bill. People (A – F): this should be clearing people. Not sure what graying out and star means.

Drag and drop. Divide food items. Like seeing people icons. Where do you enter tip amount? Item, entering price, selecting people, end broken down by people.

User Interview #5

Interviewer: Qianqian Zhao

Interviewee: M / graduate student

Do you split the bill? “Yes, I generally don’t pick up the check.”

Usually, add up the items.

If it’s a good friend, just split in half.

How do you tip? Usually tip 20%. Take 10% in head, double.

Usually make it an even amount on the receipt.

Divide tax by # of people

Everyone takes care of own tip

Sample receipt: Rounds up on sample receipt, split champagne in half and round up.

Currently does not have tip calculator. Would think about using one, but limited storage on phone.

Concepts feedback

What do the stars mean in 1?

Are these apps linked to contacts?

All seem pretty intuitive

Likes the drag and drop best because so clear, everything is laid out at once, and looks most like a bill. People arranged around the screen looks like a table.

User Interview #6

Interviewer: Taeil Kwak

Interviewee: Sandra Na

- She almost always splits
 - often splits evenly with drinks added on
 - sometimes splits tax and tip evenly and then adds than on top of items
- usually tips 18%, up to 25 if the service is exceptional. She relates to the food industry and knows that some people live off of tips.
- uses the built in phone calculator app
- Never tried the tip calculator because the calculator is good enough
- It’s not that important to be exact
- Exact people come off as stingy.
- She hates arguing about who owes what.
- Exercise
 - took 18% of subtotal for tip, added that to the tax, divided that total evenly by the number of people - \$8.50
 - Everyone owes \$8.50 on top of their items.
 - Generally each person does that math on their own. Sometimes one person does it all.
 - Figures out the totals one person at a time, not by the order on the bill.
 - eg. Max: $27 + 8.95 + 8.50$

- eg. You: $12 + \frac{1}{2} * 15.00 + 8.50$
- Concept 1
 - What does A, B, C, D, E mean? It's not intuitive that they are people?
 - What does the tab do?
 - Once she knew that A-E were people, she generally knew what to do.
 - The screen is generally unintuitive. There is no direction on what to do.
 - What's with the stars?
 - It's just too complicated.
- Concept 2
 - Why are those three people highlighted and where did the 5 come from?
 - What's with the 2, 1, and arrow? It looks kind of like item out.
 - Are the pictures from Facebook?
 - She finds person identification unnecessary for tip calculating
- Concept 3
 - What if no one shared anything? It looks as though all items are shared.
 - It seems like a lot of work to do all of the data entry and then drag and drop. Why not both in one step?
- She wants to go through the bill and assign items to people as she goes through the bill to save work.
- She doesn't want to dilly dally with name and profiles
- If you overcomplicate a tip calculator, she will stick to her calculator
- Wants super simple, intuitive, fast.