CASE STUDY · DIVERSYS · 2024–2026

Receiver Mobile App

Designing how receivers check in every load at consolidation, processor and depot sites: the last step after the driver drops off.

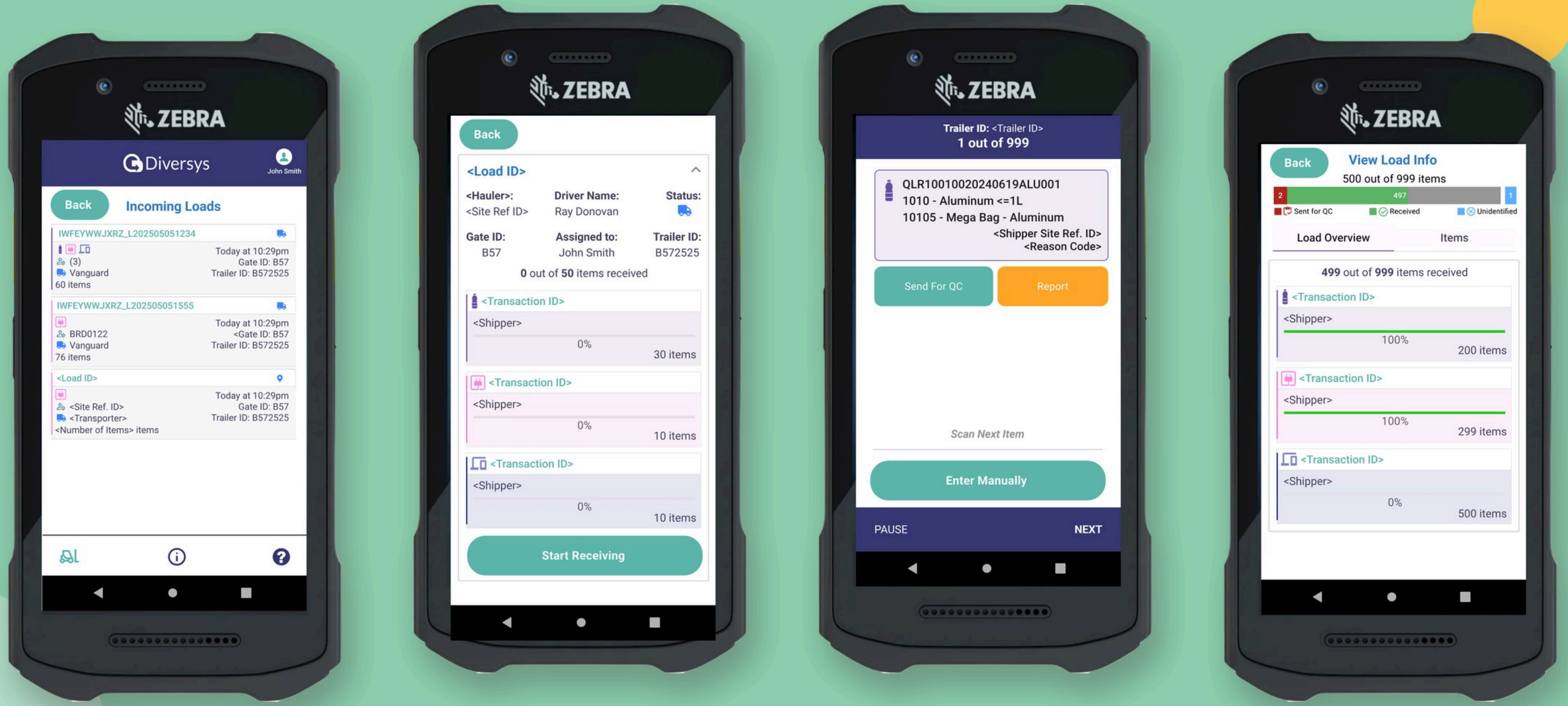
Product Designer: Solida Sar

COVERED SECTIONS

1. Context, persona and user flow
2. Finding the load
3. Receiving items
4. Optimizing for Zebra
5. Reporting problems
6. Load progress
7. Later releases
8. Releases and process

RECEIVER MOBILE APP · DIVERSYS

Every item checked when it arrives



01 · CONTEXT

Who the app is for

HOW RECEIVING WORKS

1 The app pulls every item in the load's transactions, each with its handling instruction.

2 The receiver scans each item off the truck and follows its instruction, such as proceed or send to QC.

3 Anything wrong gets reported, then the receiver completes and certifies the load.

Receiver · Consolidation site

Unloads incoming trucks and confirms each item against what the driver picked up.

Receiver · Processor and depot

The same flow, extended for sites that run quality control or receive from paper manifests.

Devices: Zebra rugged handhelds with a physical scan button, plus a flow for regular phones.

Meet Priya, a receiver at a consolidation site

P

Priya

Receiver · Consolidation site

Device: Zebra handheld with a physical scan button

Also: may ship outgoing loads too

Proto-persona, built from the roles and scenarios in my design files

Goals

- Check every item against what shipped
- Follow each handling instruction
- Close out and certify the load

Frustrations

- No QR code when the driver's phone dies
- Mislabeled or unlisted items
- Undoing a mistaken QC send

A typical shift

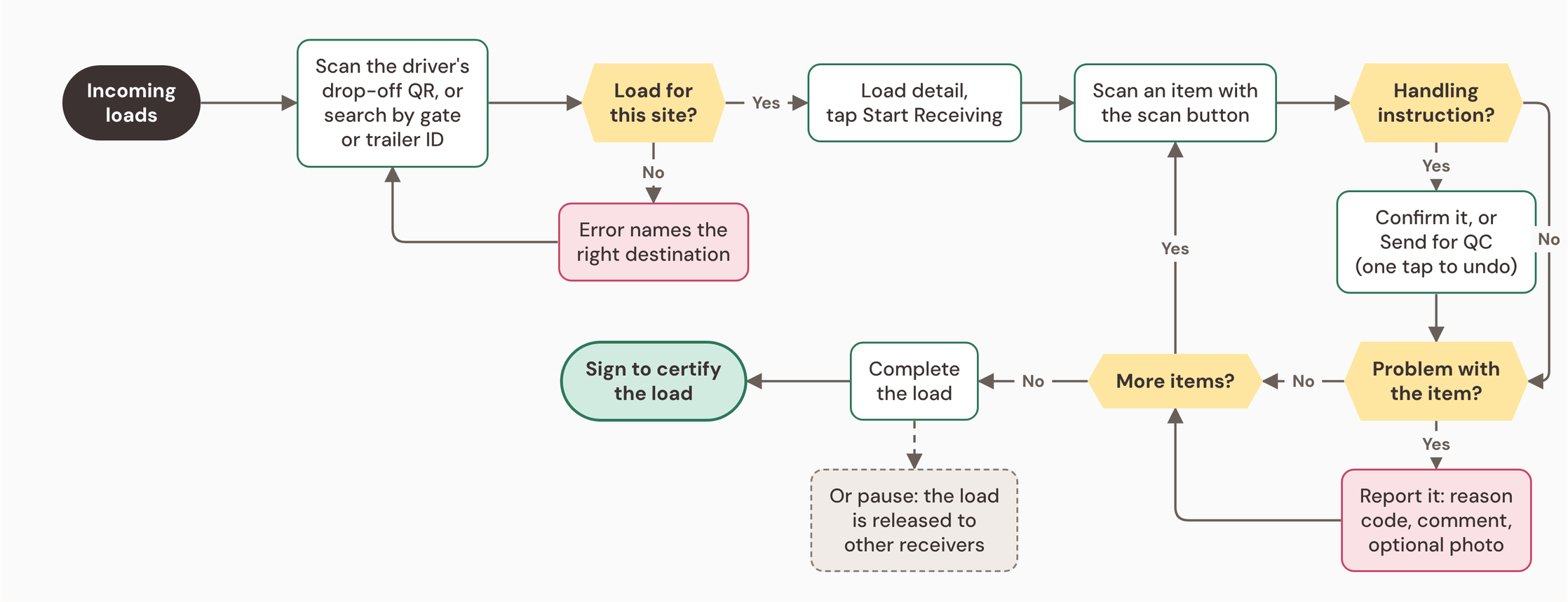
- Unloads trucks, item by item
- Sends items to QC or reports them
- Receives loads from paper manifests

How the design responds

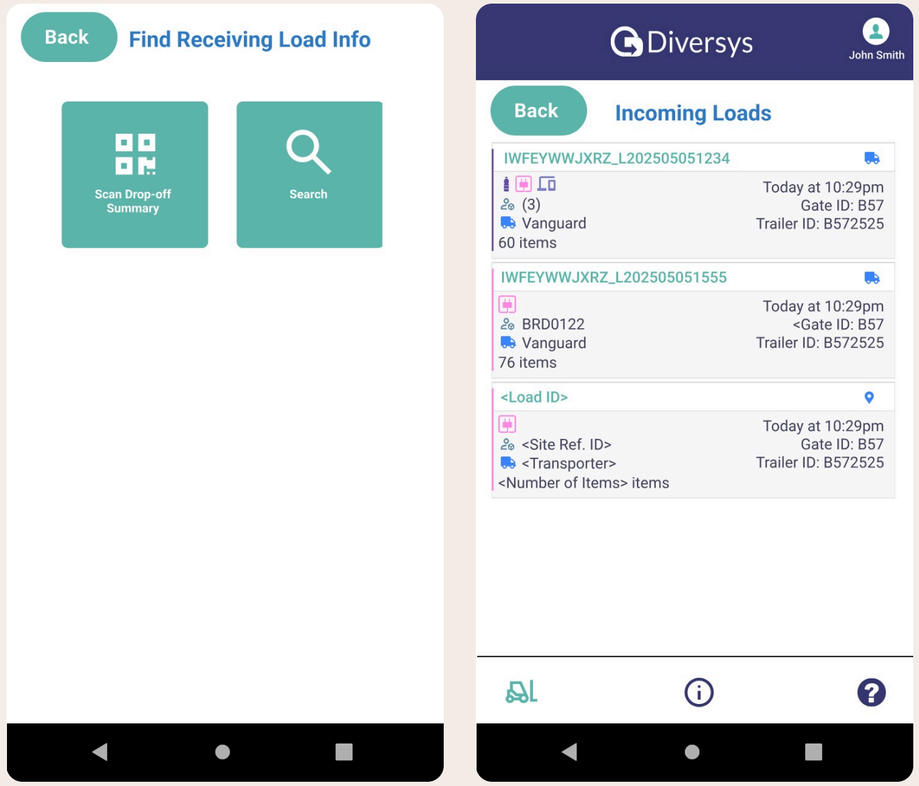
- Search by gate or trailer ID
- Send for QC is one tap to undo
- Edit or add items on the spot

01 · USER FLOW

From an incoming truck to a certified load



Scan the drop-off summary, or search



The driver's QR code first

Scanning the drop-off summary QR code opens the load straight away.

Search when there's no QR

If the driver's phone stops working, the receiver finds the load by gate ID or trailer ID.

Incoming loads as cards

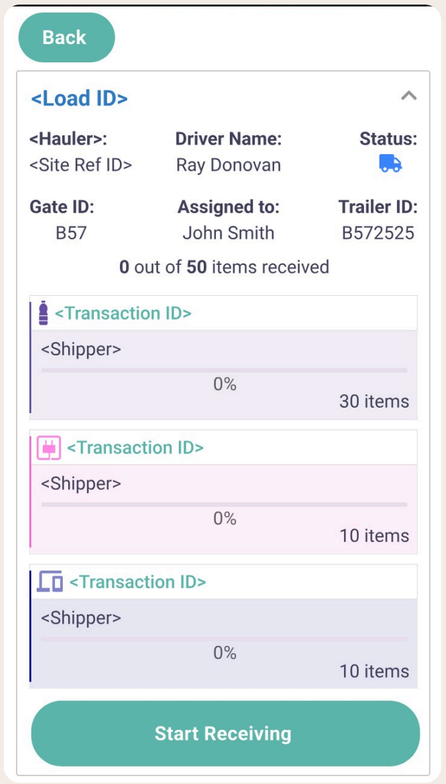
Today's loads only, with a colour bar matching each product's root category.

Wrong site, caught early

An error names the right destination when a summary doesn't match the receiver's site.

03 · THE LOAD

Everything about the load before unloading



Who, where, which door

Hauler, driver, gate ID and trailer ID at the top, with the load's status.

Progress per transaction

Each transaction shows its shipper, a progress bar and the number of items.

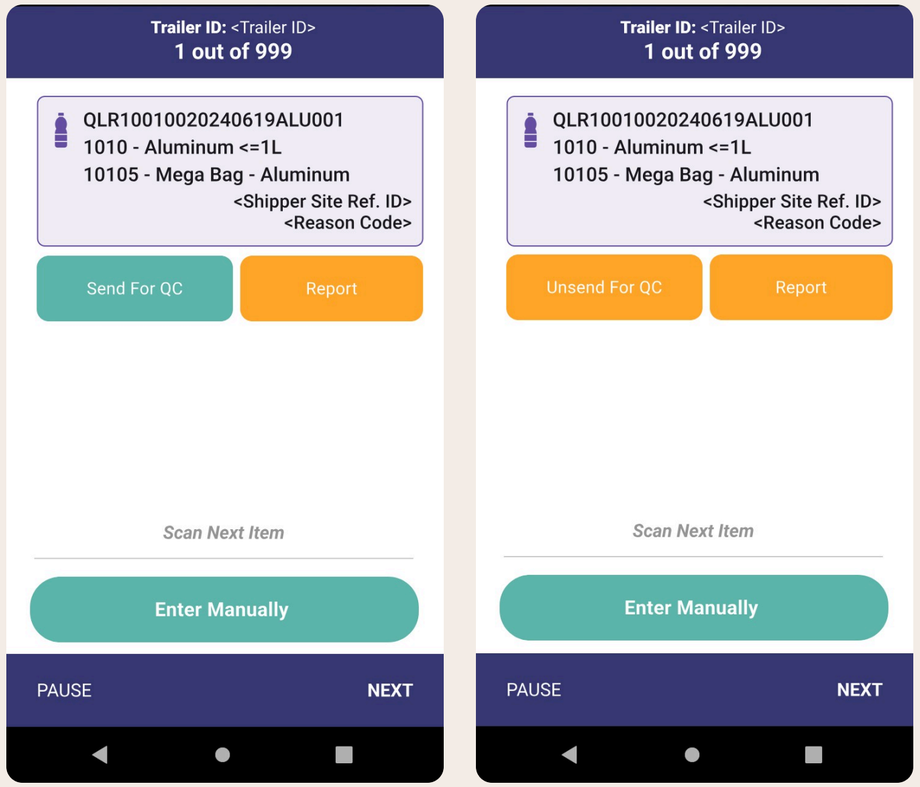
Only what has a value

Empty fields are hidden, and a line with no values doesn't appear at all.

Pick up where you paused

For a paused load, Start Receiving comes back so the receiver can resume.

The next step is obvious at every scan



QC is one tap to undo

Send for QC turns orange and becomes Unsend for QC. It only shows at sites that run QC.

Instructions can’t be missed

An item with a handling instruction stops the flow until the receiver confirms it.

Colour by category

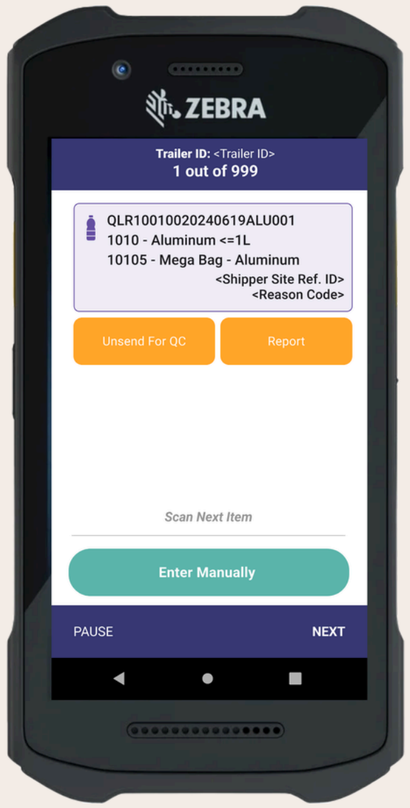
Items added successfully are highlighted in their product category’s colour.

Removing takes intent

Swipe left to remove a scanned item, so it isn’t one stray tap away.

05 · OPTIMIZING FOR ZEBRA

More screen for the work itself

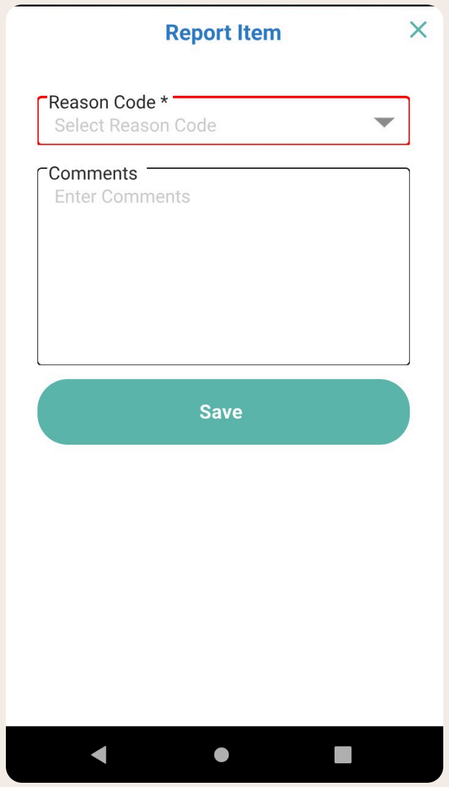


WHAT CHANGED

- Removed the progress bar and the top navigation bar while receiving
- Load and transaction screens go full screen, with no bottom navigation bar
- Show the load ID, not just “Load Summary”
- Scanning uses the physical button, with no on-screen instruction
- A smaller Diversys header and a tighter sign-in screen

UX update, July 2025: pausing a load starts from Back, so the header stays clear.

A reason for every problem



Reason code first

Every report needs one, and so does any extra item received by hand.

Comments set per reason

Whether comments are required depends on how each reason code is configured.

A photo when it helps

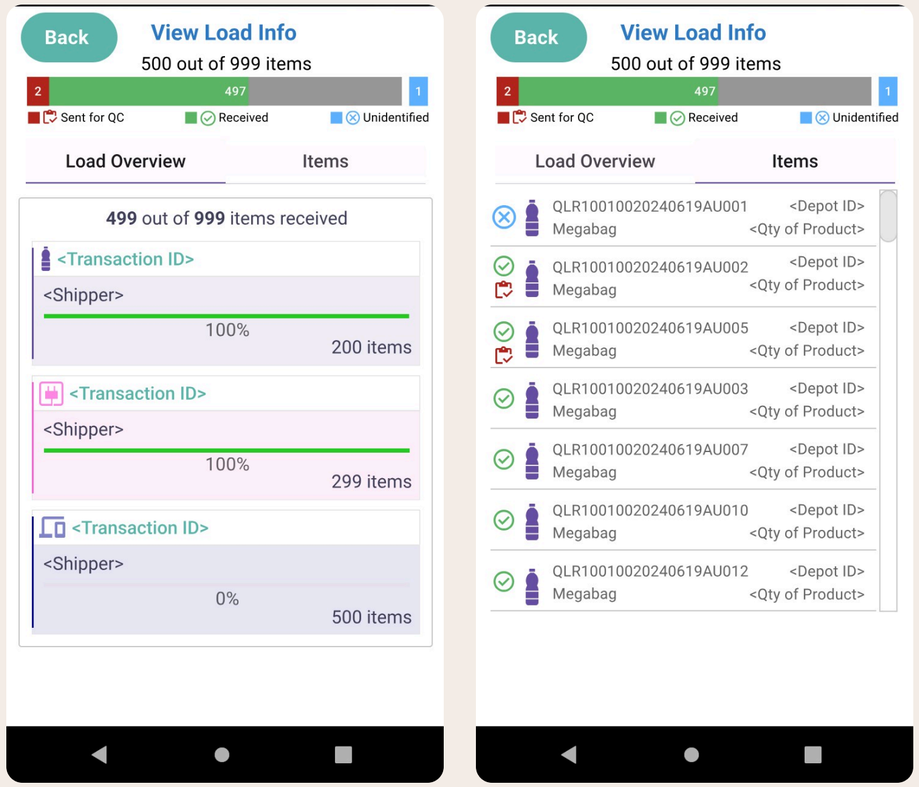
Receivers can attach a photo; removing it brings back Capture Photo.

Reported stays visible

An orange Report button marks an item already reported; tapping it shows what was sent.

07 · LOAD PROGRESS

How much is in, and what needs a second look



One bar, three counts

Sent for QC, received and unidentified, side by side above the totals.

Overview or item by item

Load Overview shows each transaction; Items lists every item and its status.

Pause or complete

“500 out of 999 available items received.” Pausing releases the load to other receivers.

Certified at the end

The receiver signs to certify the load was delivered and accurately described.

When the load doesn’t match the paperwork

Items not in the pickup

Add them by shipper, package and reason code. If the ID is found in the load, it fills in.

Mislabeled items

Edit the product, package and quantity, review the changes, and see them highlighted in orange.

Out-of-range quantities

An inline warning and a red highlight; Confirm stays off until the quantity is in range.

Paper manifests

Receive loads digitized from paper with no item details, or create a drop-off from paper.

Special instructions

An amber screen and Confirm Instructions, always enforced before the next scan.

Confirm each scan

A site setting for high-accountability receiving: review every item before the next.

09 · RELEASES

Shipped in steps, site type by site type

R2.18

Receiving at a consolidation site on Zebra, with a card-based main screen

R2.19

Processor and depot sites explored, kept in the file as archived versions

R2.20

Receiving at processor and depot sites, with read-only item cards and reporting

R2.23

Unlisted and mislabeled items, paper manifests, and scan behaviour settings

One living design doc per feature

Ready for design → In design → Ready for review → Design complete

Before the screens

Rationale, a deliverable checklist, user diagrams, UI element proposals and design explorations.

Active and archived

Active screens sit apart from dated, archived versions, so the team always builds from the right one.

Annotated for build

UX notes on every screen: sorting, which statuses show, field rules and dated UX updates.

Reviewing proposals from others, such as a teammate's manual receiving proposal, then refining it in review sessions.



Thank you

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