Any Day Now — UX heuristic audit

Scope: anydaynow.net (desktop + mobile web) and the phone app at /app/ **Date:** 2026-10-20 · **Method:** Nielsen's 10 heuristics + Krug's Trunk Test (ux-heuristics skill), checked against the ui-ux-pro-max rule set **User & goal:** someone holding a tracking number who wants to know *where the package is* and *when it will arrive*, fast, on any device. **Severity:** 0 not a problem · 1 cosmetic · 2 minor · 3 major · 4 catastrophic

Score

	Before redesign	After redesign
Score	**6 / 10**	**9 / 10**
Severity 3 issues	2	0
Severity 2 issues	13	0

The site worked, but it buried its two answers ("where is it?" and "when will it arrive?") under a five-line AI paragraph set as a headline, and its dark serif/monospace styling read as a template rather than a trustworthy utility.

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1. Visibility of system status

Works: button disables during lookup; "Looking up your package…" message; porch-light pulse; app shows "Updated X ago" and an offline notice.

Issue	Sev	Fix
Lookups take up to ~10 s with only a one-line text hint; no placeholder for the coming result	2	Loading card with Kokonut ring loader + "this can take up to 10 seconds"
Tracking a second number leaves the previous package on screen while the new one loads	2	Replace the result with the loading card immediately
Main site never says how fresh the data is (API caches 30 min)	2	"Updated 5 min ago" + Refresh on every result
Status pill says "In transit" while the step bar says "Customs" — two competing statuses	2	One status headline derived from the current step

2. Match between system and the real world

Works: scans translated into plain language; country names instead of codes; step names match how people talk about parcels.

Issue	Sev	Fix
Carrier shown as an internal code ("china-ems")	2	Carrier name map ("China Post EMS", "USPS", …)
"Language" picker looks like it changes the site language, but only translates scans	2	Label it "Translate updates to"
"Events 21" is system language	1	"21 updates"
"Running late" is alarming for "past the usual window"	2	"Taking longer than usual" + "Most arrive by Oct 19"
Identical repeated scans ("arrived at destination" ×4)	1	Collapse exact duplicates

3. User control and freedom

Works: app back button follows history; input preserved on error.

Issue	Sev	Fix
Site uses `replaceState`, so Back can't return to the previous lookup	2	`pushState` per lookup + `popstate` handling
Recent numbers can't be removed	2	Remove (×) on each recent item
App removal uses a blocking `confirm()` dialog	2	Remove immediately with an Undo toast
No clear button on the input	1	Clear (×) button when the field has text

4. Consistency and standards

Issue	Sev	Fix
Site and app are two different visual languages and two different saving models (recent chips vs saved list)	2	One shared design system (`/assets/ds.css`) and one shared logic module; site shows "Your packages" like the app
Orange meant both "brand/in progress" and "late"; colour meaning drifted	2	Semantic tokens: blue = action/info, amber = attention, green = delivered, red = problem — always with text
Logo is plain text, not a link home	1	Logo mark links home on both

5. Error prevention

Works: input is normalised (spaces removed, upper-cased); only valid lookups are saved.

Issue	Sev	Fix
No hint before submitting about what a number looks like or where to find it	2	Helper text + "Where do I find it?" disclosure; live format hint ("Looks like an international postal number")

6. Recognition rather than recall

Issue	Sev	Fix
Site's recent list shows bare numbers only	2	Recent packages show nickname/status/ETA, like the app
Tracking number is hard to copy from the result	1	Copy button next to the number

7. Flexibility and efficiency of use

Works: "/" shortcut, Enter to submit, deep links (`#NUMBER`, `/app/#/p/NUMBER`), share in app, refresh-all in app.

Issue	Sev	Fix
No one-tap paste on phones	1	"Paste" button when the clipboard API is available

8. Aesthetic and minimalist design

Issue	Sev	Fix
The AI summary (often 5+ lines) is set as a 24 px serif headline above the ETA — the key answers are below the fold on phones	**3**	Short status headline + ETA first; summary as normal body text
Three typefaces incl. monospace uppercase labels everywhere; radial glow; dark-only — reads "template", not "trustworthy utility"	**3**	Light-first Swiss/minimal system (dark mode follows the device), Lexend + Source Sans 3, monospace only for tracking numbers

Issue	Sev	Fix
Step labels at 10.5–11 px	2	≥12 px labels with step icons; current step also marked in text
Empty home screen says little about what the service does	2	Three-point value row (any carrier · plain language · delivery estimate)

9. Help users recognise, diagnose and recover from errors

Works: plain-language messages; input kept.

Issue	Sev	Fix
"not configured" error shows developer instructions to the public	2	Neutral "Tracking is temporarily unavailable" + Try again
Site errors have no retry action; "not found" lacks the "new labels take a day" explanation the app has	2	Shared messages + Try again button, shown next to the field (`aria-describedby`)

10. Help and documentation

Issue	Sev	Fix
No explanation of how the delivery estimate works, what the steps mean, or where to find a tracking number	2	Inline disclosures: "How we estimate this", "Where do I find my tracking number?"
Footer has no about/privacy note (numbers are stored on the device)	1	Footer line: "Saved on this device only"

Trunk test

Question	Before	After
What site is this?	Weak (small caps text)	Logo + name, links home
What page am I on?	Yes	Yes
What are my options?	Partly	Yes (track, your packages, app)
Where's search?	Yes	Yes (top of every view)

After the redesign — verified

Checked in the browser at 375 px, 768 px and 1440 px, light and dark: lookup, loading card, inline invalid-number error, format hint, Back after a lookup, remove + Undo (toast stays 8 s and pauses on hover/focus), carrier-wording toggle, old "recent" list migrated into the shared package list, reduced motion. Every text colour pair measured ≥ 4.9:1 (light) and ≥ 6.1:1 (dark); input borders ≥ 3:1.

Remaining (all severity 1): - Repeated scans are only collapsed when text *and* time match; near-duplicates ("arrived at destination" at four different times) still show — they come from the carrier. - Many destination-country scans have no location from the carrier, so "where" is sometimes only the country. - Help is inline only (no searchable help page) — proportionate for a single-task tool.

Accessibility notes (WCAG 2.2 AA)

- Whole result was one `aria-live` region → screen readers re-read everything. Now a single concise status message is announced.
- Text below 12 px removed; every text/background pair checked ≥ 4.5:1 in both themes.
- Status never relies on colour alone (text + icon). Reduced motion respected everywhere.