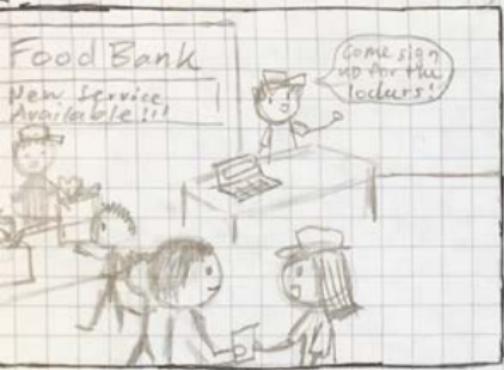


# User Journey Storyboard



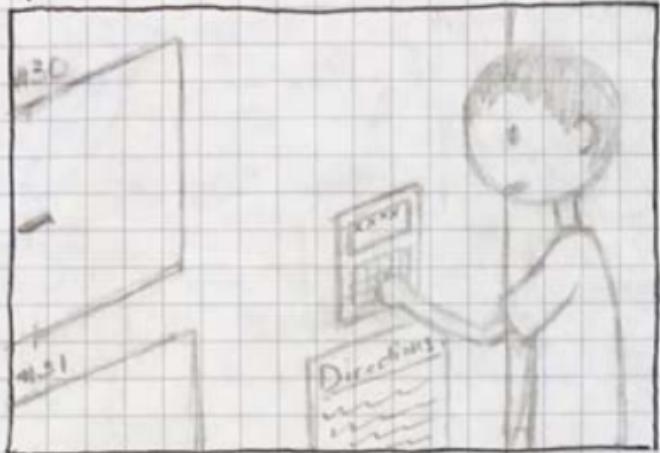
Next week....

While being in line to pick up food for the week Bob notices the new service the food bank is offering: the Locker System. He receives a pamphlet from one of the volunteers (John) that if he subscribes to the new system for free he can pick up the groceries at anytime from the lockers outside of the food bank. This makes John very happy since he works 2 separate jobs and his wife works one and they frequently have trouble feeding the whole family.

Bob grabs the groceries and goes to sign up for the locker system. He is asked to input his first name, email and is asked his preferences on groceries since there are more options on customizing your grocery bag. Then he is given a pin number on a piece of paper and is emailed a confirmation with his pin number.

Bob comes back to the food bank at 8pm when his shift is over and finds the lockers.

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He then reads the instructions below the key pad & enters his pin number. Bob is interested in picking up a grocery bag that has more vegetables & fruit so he then chooses A from the selection.  
 (A - more veggies/fruit  
 B - more grains  
 C - more meats  
 D - balanced bag )

Locker #23 opens and Bob goes to retrieve the bag. He then heads home to his family.