eCommerce [RH329] :: Design Specification
Table of Contents

Change History ........................................ 3
Reviewers .................................................. 4

Design Strategy & Research
Creative Brief ............................................. 6
Design Objectives ......................................... 7
Formative Research ....................................... 8
Project Plan ............................................... 9

Maps & Flows
Flow ......................................................... 11

Pages
1. Product Category ....................................... 13
c1. Contact Us & Click-to-Chat ......................... 14
c2. Minicart .................................................. 15
2. Product .................................................... 16
c3. Billboard ............................................... 17
c4. Accordion ................................................ 18
c5. Ratings ................................................... 19
3. Cart ........................................................ 20
c6. Promo Code ............................................ 22
3.v1. Cart, Empty .......................................... 21
3.v2. Cart, 2+ Items ....................................... 21
4. Checkout ................................................... 23
c7. Credit History Check .................................. 24
c8. Shipping ............................................... 25
Error Messaging ........................................... 27
Change History

Version 1 :: June 26, 2009

- Initial design spec authored based on final wireframes and design strategy
- Inclusive of requirements for product category, product, cart, and checkout pages
# Reviewers

<table>
<thead>
<tr>
<th>Reviewer</th>
<th>Email Address</th>
<th>Role</th>
<th>Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Smith</td>
<td><a href="mailto:john@8shapes.com">john@8shapes.com</a></td>
<td>Information Architect</td>
<td>UXD</td>
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<td>Engineer</td>
<td>IT</td>
</tr>
</tbody>
</table>

**Extended Team**

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<thead>
<tr>
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<th>Email Address</th>
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</tbody>
</table>
Design Strategy & Research
Creative Brief

The ecommerce flow requires a range of updates based on formative user research and business requirements.

In an effort to increase product marketing impact and social interactions, the team looks to improve marketing billboards on product and category pages and enable product ratings. Additionally, customer service will improve via inline click-to-chat sessions between customer and representative.

In addition, new business requirements will facilitate credit check across multiple audience types, promotion codes to enable discounts, and varied shipping options and discounts.

**Design Objectives**

1. Lift order conversions
2. Improve customer satisfaction
3. Increase store flexibility

**Project Scope**

The project scope is limited to requirements formally identified by Product Marketing in:

*ProjectRH329.FallUpdates.Requirements.doc*

**Target Audience**

The audiences for this documentation include:

- **Product Marketing**: To understand and validate the realization of the user experience based on requirements
- **Engineering**: Learn and respond to design treatments that must be implemented.
- **Quality Assurance**: Identify test cases and clarify requirements in detail.
- **Design Peers**: Confirm and collaborate on a consensus design solution across roles

**Deliverables**

- **Design Strategy**
  Aliquam sagittis magna in felis egestas rutrum. Proin wisi libero, vestibulum eget, pulvinar nec, suscipit ut, mi. Integer in arcu ultricies leo dapibus ultricies.

- **Wireframes & Design Specification**
  Documentation of the interaction design, depicting the structure, behaviors, and functional requirements

- **Visual Design Comps**
  Visual, high-fidelity mockups that clarify color, typography, and final layout upon which presentation layer assets are created

- **Usability Test Script**

- **Prototype**
  Moderate fidelity mockups used to assess design quality via usability testing with participants

- **Usability Test Report**

**Assumptions, Constraints & Other Considerations**

- All visual style, typography, and layout will be instantiated based on existing conventions
- Components will be reused, particularly those for page shells and existing page designs
- Product taxonomy (including available product attributes and classifications) will remain unchanged for this release

**Presentation Model**

The experience will be built largely upon the existing design system foundation of page types & components. However, new components and page types will be defined and design as necessary.
Design Objectives

The following objectives are formed as a result of design collaboration, site analytics of the e-commerce process, and user-centered feedback derived from interviews.

<table>
<thead>
<tr>
<th></th>
<th>Lift Order Conversions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Decrease exit rate by answering key questions</td>
</tr>
<tr>
<td></td>
<td>Improve user interface of complex customer decisions</td>
</tr>
<tr>
<td></td>
<td>Enhance product displays via billboard photos &amp; carousels</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Improve Customer Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Enable customers to engage more deeply through:</td>
</tr>
<tr>
<td></td>
<td>Real-time customer support</td>
</tr>
<tr>
<td></td>
<td>Customer ratings</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Increase Store Flexibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Broaden store capabilities to:</td>
</tr>
<tr>
<td></td>
<td>Offer varied discounts through promo codes</td>
</tr>
<tr>
<td></td>
<td>Handle consumer and business customers differently</td>
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</tbody>
</table>
Formative Research

Introductory descriptive text about the context of the quotes Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Morbi commodo, ipsum sed pharetra gravida, orci magna rhoncus neque, id pulvinar odio lorem non turpis.

Approach

Participants
Sed aliquam, nunc eget euismod ullamcorper:

1. [Participant Type] (##)
2. [Participant Type] (##)
3. [Participant Type] (##)
4. [Participant Type] (##)

1 [Summary Point]
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2 [Summary Point]
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3 [Summary Point]
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NOTE: This project plan illustrates design team activities only; for the project’s complete plan, refer to the plan produced by the project management team.
Maps & Flows
Flow

Home ➔ Search Results

Product Category ➔ Product ➔ Cart ➔ Checkout

Page Variations
N/A

Components
- c1. Contact Us
- c2. Mini-Cart
- c1. Contact Us
- c2. Mini-Cart
- c3. Billboard
- c4. Accordion
- c5. Ratings
- c1. Contact Us
- c2. Mini-Cart
- c5. Promotion Code
- c6. Credit History Check
- c7. Shipping Options
Pages
1. Product Category

The product category page includes a video spotlight and a range of featured product collections.

New Components

The product category page will include the following two components:

1. c1. Mini-Cart
2. c2. Contact Us

These two components will be displayed, in that order, at the top of the page's sidebar, above existing components to Find a Product and Downloads.
1. Contact Us & Click-to-Chat

### Standard (with Click-to-Chat)

**Contact EightShapes**

For sales, training, and other general inquiries, contact us via the following options:

- **Chat Now**
- **Email**
- **Call**
- **Have Us Call You**
- **Worldwide Offices**

### Non-interactive (no Click-to-Chat)

**Contact EightShapes**

For sales, training, and other general inquiries, contact us via the following options:

- **Email**
- **Call**
- **Have Us Call You**
- **Worldwide Offices**

### Pop-in

**Contact EightShapes**

For sales, training, and other general inquiries, contact us via the following options:

- **Chat Now**
- **Email**
- **Call**
- **Have Us Call You**
- **Worldwide Offices**

### Static

**Contact EightShapes**

For sales, training, and other general inquiries, contact us via the following options:

- **Chat Now**
- **Email**
- **Call**
- **Have Us Call You**
- **Worldwide Offices**

### Variations

A. Standard (with Click-to-Chat)
B. Non-interactive (no Click-to-Chat)
C. Pop-in
D. Static

### Click-to-Chat

The Click-to-Chat program enables customers to contact and have direct, online communication with a support representative. The experience — beyond the new trigger to open the window via the Contact Us component — is already in place for the Support site area. Please refer to that project’s documentation for background and requirements of the program.

### Elements

1. **Header**

   - **Enable publisher to update label on a per-page (per-product) basis**

2. **Description**

   - **Enable publisher to update description on a per-page (per-product) basis**
   - **Limit to no more than three lines of text**
   - **Minimize description variation across pages**
   - **End description with "...options:"**

3. **Chat Now Button**

   - **onclick:** Open the existing click-to-chat window already available within the support section
   - **If (normal business hours) and (Click-to-chat is enabled for the product or product category), then display the Chat Now button. Otherwise, hide this button.**

4. **Email Link**

   - **onclick:** Navigate to the Email Us page.

5. **Call Link**

   - **onclick:** Navigate to the Call Us page.

6. **Have Us Call You Link**

   - **onclick:** Navigate to the Have Us Call You page.

7. **Worldwide Offices Link**

   - **onclick:** Navigate to the Worldwide Offices page.

8. **Close Button**

   - **onclick:** Close the popin window, and return focus to the parent page.

9. **Address**

   The static address includes an location name, street address lines 1 & 2, City, State, ZIP Code, and phone number.

   - **Use the static address when contacting EightShapes directly is not preferred, or when the primary task is to cut and paste the address or send the company mail.**

   **Display:** **Required** □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □
### Minicart

#### Empty Cart

**Without Promo Code**

1. Your Cart (0)
   - You currently have no items in your shopping cart.

**With Promo Code**

1. Your Cart (0)
   - You currently have no items in your shopping cart.
   - Promo code: [Code name]

#### 1 Item

**Your Cart (1)**

1. [Product name]
2. [Product description Necti blaces dolor mollatem dolor maionsenis maximo]
3. $##.##
4. Subtotal: $##.##
   - Proceed to Checkout

**Your Cart (1)**

1. [Product name]
2. [Product description Necti blaces dolor mollatem dolor maionsenis maximo]
3. $##.##
4. Promo code: [Code name]
5. Subtotal: $##.##
   - Proceed to Checkout

#### 2+ Items

**Your Cart (2)**

1. Added to your cart: [Product name]
2. [Product description Necti blaces dolor mollatem dolor maionsenis maximo]
3. $##.##
   - Edit Cart

**Your Cart (3)**

1. [Product name]
2. [Product description Necti blaces dolor mollatem dolor maionsenis maximo]
3. $##.##
4. [Product description (2)]
5. [Product description Necti blaces dolor mollatem dolor maionsenis maximo]
6. $##.## ($##.## per item)
7. Promo code: [Code name]
8. Subtotal: $##.##
   - Edit Cart

**Your Cart (3)**

1. [Product name]
2. [Product description Necti blaces dolor mollatem dolor maionsenis maximo]
3. $##.##
4. Subtotal: $##.##
   - Proceed to Checkout

#### Variations

**Empty cart:**

A. Without promo code
B. With promo code

**1 item in cart:**

C. Without promo code
D. With promo code

**2+ items in cart:**

E. Without promo code (in-page update)
F. With promo code

#### Elements

1. **Empty cart message**
   - If the cart contains no items, then show the Empty Cart Message; otherwise hide this message.

2. **Product price**
   - Format all prices with commas for thousands and two decimal point accuracy
   - If the product has quantity > 1, then show a price per item in parentheses.

3. **Promo code**
   - If the user has applied a promo code to their shopping cart, then show the promo code.

4. **Remove promo code button**
   - If the user has applied a promo code to their shopping cart, then show the remove promo code button.

5. **Product price**
   - Format all prices with commas for thousands and two decimal point accuracy

6. **Remove product button**
   - onclick: Remove the product from the shopping cart, and refresh the minicart display

7. **Edit cart link**
   - onclick: Navigate to the shopping cart page

8. **Subtotal**
   - Display the sum all product costs
   - Format all prices with commas for thousands and two decimal point accuracy

9. **Proceed to checkout button**
   - onclick: Navigate to the checkout page

10. **Added to your cart message**
    - Display if the user has added an item to the cart within the current page via the add-to-cart button.

11. **Other items in your cart message**
    - Display if other items were already in the cart and the user has added an item to the cart within the current page via the add-to-cart button.

12. **Promo code**
    - If the user has applied a promo code to their shopping cart, then show the promo code.

13. **Remove promo code button**
    - If the user has applied a promo code to their shopping cart, then show the remove promo code button.

- Display: Required ☑️ Recommended ☐ Optional ☐ Spec Type: Behavior ☑️ State ☐ Editorial ☐ Data
2. Product

The product page includes details across four tabs, highlights key features via a spotlight billboard, and provides calls-to-action.

New Components
The product page includes the following new components:

1. c1. Minicart
2. c2. Contact Us
3. c3. Billboard
4. c4. Accordion
5. c5. Ratings

The c1. Minicart and c2. Contact Us components will be displayed, in that order, at the top of the page’s sidebar, above any existing components.
c3. Billboard

The Billboard component presents a large scale image and headline at the top of the page, sets the tone and voice of a product or topic, and provides a call to action to purchase if necessary.

Variations
A. Standard
B. Two Features
C. Feature Carousel

Elements
1. Feature headline
   - Limit headlines to one line, do not wrap
   - Follow brand guidelines for voice and tone

2. Feature description
   - Limit descriptions to four lines; optimally descriptions span no more than two lines

3. Add to cart button
   - Add the item to the shopping cart; if the item is already in the shopping cart, increment the item quantity by one.
   - Add the item to the in-page mini-cart if not already included.
   - Refresh minicart calculation including subtotal
   - Transition the minicart item using a yellow fade to connote the cart's change in status
   - Stay on the current page

4. Feature image
   - Use a product photography if possible
   - Avoid inspirational photographs of people unless directly interacting with the product. In such cases, focus/crop photographs to focus on the product.

5. Feature option image
   - If more than one feature is available within the billboard, then display a thumbnail associated with each feature to the right of the feature image.
   - If the image applies to the current displayed feature, then highlight the image (such as with a larger stroke weight as in Figure 3).
   - onclick: Display the selected feature headline, description, and photograph within the billboard

6. Feature carousel navigation
   - If more than three features are included within the billboard, display feature carousel navigation above and below the three feature option images.
   - onclick: Rotate thumbnail images in the direction selected by 1 (do not rotate "pages" of feature option images).
c4. Accordion

- [Key Benefit]
- [Key Benefit]
- [Key Benefit]
- [Key Benefit]
- [Key Benefit]
- [Key Benefit]
- [Key Benefit]
- [Key Benefit]
- [Key Benefit]
- [Key Benefit]
- [Key Benefit]
c5. Ratings

Not Yet Rated
- Rate this [Item type]: ★★★★★ (not yet rated)

Hovered & Levels
- Rate this [Item type]: ★★★★★ Horrendous!
- Rate this [Item type]: ★★★★★ Poor
- Rate this [Item type]: ★★★★★ Fair
- Rate this [Item type]: ★★★★★ Good
- Rate this [Item type]: ★★★★★ Excellent!

Click & Save
- Rate this [Item type]: ★★★★★ Saved

Applied Ratings
- Rate this [Item type]: ★★★★★ (3.4 out of 5 stars)

The product rating component enables users to view and apply a rating to the displayed product.

Variations
A. Standard
B. Two Features
C. Feature Carousel

Elements
1. Rating Label
   - Include a specific label of what is being rated, generally by “type”. For example, include “product”, “article”, or “post”.
   - Do not label the specific item, since the rating is adjacent to the item title anyway.

2. Rating Stars
   - onhover: Highlight all stars to the left of and including the current star, connoting that a rating would be applied equivalent to the currently hovered star. Also update the Rating Messaging to reflect the level of the current star.
   - onclick: Save the applied rating, and once saved, exchange the level (such as “Excellent”) with “Saved.” Do not transition to an applied rating after this (until the user would reload the page), but instead sustain the user’s applied rating.

3. Rating Messaging
   - If the item has not yet been rated, show “(not yet rated)”.
   - If the item is being rated (a star is being hovered), then display the associated rating level.
   - If the item has been rated, display the average out of total possible stars (refer to “Applied Ratings” figure).
   - Use a common and meaningful spectrum of rating levels, such as Horrendous, Poor, Fair, Good, and Excellent.
   - Use levels consistent with the tone of the brand.
3. Cart

The shopping cart summarizes all items that the user intends to purchase, displays aggregate pricing, and leads to checkout.

**Purpose**

The shopping cart serves as the hub of selected items through an online store experience, and the key page from which the user can continue through to checkout in a familiar way.

For this project, the shopping cart serves as the primary location to apply and manage a promotion code. Here, users can:

- Add a promo code whether or not the cart contains any items
- Remove an applied promotion code
- Learn about promotion codes
- Navigate to as a hub for promo code application (such as from a promo banner elsewhere on the site or via paid search and print advertising)

**Promo & Cart Rationale**

The shopping cart serves as a persistent and visible destination within the shopping experience, where users can manage their overall order, discern price impacts, and consider their order from a high level.

### Unchanged Components

1. Header
2. Breadcrumbs
3. Page Title
4. Page Message
5. Cart Table Header
6. Cart Item(s)
7. Cart Subtotal & Update
8. About the Shopping Cart
9. Recommendations
10. Recently Viewed Items
11. Footer

### Updated Component

8. Cart Summary

### New Component

9. Cart Promo Codes

### Unchanged Components (cont’d)

10. About the Shopping Cart
11. Recommendations
12. Recently Viewed Items
13. Footer
### 3.1. Cart, Empty

**Your shopping cart contains no items. Add an item by clicking the “Add to Cart” button on any of your product displays.**

**To find a product, start shopping in one of our categories:**
- (Product category)
- (Product category)
- (Product category)

---

### 3.2. Cart, 2+ Items

**Your shopping cart contains 1 item:**

<table>
<thead>
<tr>
<th>Product</th>
<th>Price per item</th>
<th>Quantity</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Product</td>
<td>$##.##</td>
<td>2</td>
<td>$##.##</td>
</tr>
</tbody>
</table>

**Promotion Code**

Got a promotion code? Apply your promotion code here to save on your purchase today:

Promotion Code: [code]

**About the Shopping Cart**

- Items in your Shopping Cart always reflect the most recent price displayed on their product pages.
- Items remain in your Shopping Cart for only this site visit (Why?).

---

**Recently Viewed Items**

- (Product name)  
- (Product name)  
- (Product name)

**Recommendations**

- (Product name)  
- (Product name)  
- (Product name)

**You’ve applied a promotion code to your purchase:**

Promotion code description: [description]

You pay (estimated): $##.##

**About the Shopping Cart**

- Items in your Shopping Cart always reflect the most recent price displayed on their product pages.
- Items remain in your Shopping Cart for only this site visit (Why?).
c6. Promo Code

The promo code application enables users to enter a textual promo code to receive discounts and premium offers.

Variations
A. Default (no code applied)
B. Applied code
C. Error

Elements
1. Header
2. Introduction
3. Text box
   - Limit entry to no more than 10 characters
4. Apply button
   - onclick
     - If the text box is empty, then display an error message
     - Validate the promo code applied, based on table X.
     - If the promo code is valid, refresh the Promo Code to reflect the applied code (see figure B), and refresh the shopping cart inline to reflect any applicable savings.
5. Description & discount percentage
6. Remove code button
   - onclick
     - Remove the applied promo code
     - Refresh the Promo Code component to the no code applied state (refer to figure A).
     - Refresh the shopping cart to remove any promo-code based discounts applied.
7. Error message
4. Checkout

The checkout page enables a customer to provide personal and billing information to purchase one or more products.

New Components

The product category page will include the following new/updated components:

1. c6. Credit history check
2. c7. Shipping options

These two components will be displayed, in that order, between the personal information and billing sections of the checkout page.
c7. Credit History Check

The credit history check enables the business to validate that a customer is credit worthy to make ongoing payments for a subscription.

Variations
A. Consumer option
B. Business option
C. Business fixed

Elements
1. Header
2. Tabs
   - onclick: Toggle to the alternative selection (between Consumer in figure A and Business in figure B)
3. Social security number
4. Date of birth
5. Drivers license number
6. License state
7. Tax ID
8. Company name
9. Single option message
10. Alternative link
    - onclick: Switch display to enable both business and consumer credit history data entry (as displayed in figure A).
11. Why? link
    - onclick: Display W02v3 Information Balloon within basic description of why credit history information is collected

Since you are purchasing these products for business use, your business will be liable for this purchase and no credit history check is required.

Consumer option

Business option

Are you purchasing for personal use instead?
Enter personal information instead »
8. Shipping

**Shipping**

**Destination**

Your products will be sent to your credit card billing address for security purposes.

**Method & Price**

Select a shipping method and cost for your order (learn more):

- 2-day (2 business days) ($##.##)
- Standard Overnight (1 business day) ($##.##)

**Destination Fixed, Method Options**

Alternative shipping options are personalized by previous product selection, experience context, and business rules based on cart composition.

**Destination Options**

1. **Constrained** (see Figure A)
   - The cart product combination requires that the products are sent to the personal information that serves as the billing address

2. **Custom** (see Figure B)

3. **Options** (see Figures C & D)
   - User can select to reuse billing address or enter an alternative address

**Method Options**

1. **FREE** (see Figure D)

2. **Fixed** (see Figure B)

3. **Options** (see Figure A)
Shipping, cont’d

Shipping

Destination:
- Send to my billing address
- Send to a another address

Method & Price:
FREE Overnight Shipping!!!
due to the applied promotion code of [promotion code name].

Method & Price:
Select a shipping method and cost for your order (learn more):
- 2-day (2 business days) ($##.##)
- Standard Overnight (1 business day) ($##.##)

Destination Options, Method Options
Error Messaging

Checkout

There is a problem with your address submission. Please fill in all required address fields.

Personal Information

First Name * [ ] First name is required
Last Name * Curtis
Address * 123 Elm Street

Checkout page with error message

Conventions

The error messaging presentation rules for the Checkout page do not change with this release.

New Messages

The following additional validations are to be added based on new data collection:

<table>
<thead>
<tr>
<th>ID</th>
<th>Event</th>
<th>Condition</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>onblur</td>
<td>Social Security Number (any field) contains a non numeric character</td>
<td>Social security number contains a nonnumeric character</td>
</tr>
<tr>
<td>2</td>
<td>onblur</td>
<td>Date of birth is nonempty and not formatted as MM/DD/YYYY</td>
<td>Date of birth is not formatted correctly</td>
</tr>
<tr>
<td>3</td>
<td>onblur</td>
<td>Date of birth is less than 18 years from today's date</td>
<td>Date of birth reflects that you are not old enough to purchase a product from this website</td>
</tr>
<tr>
<td>4</td>
<td>onblur</td>
<td>Tax ID (either field) is nonempty and contains a nonnumeric character</td>
<td>Tax ID contains a nonnumeric character</td>
</tr>
<tr>
<td>5</td>
<td>onblur</td>
<td>ZIP Code is nonempty and is not a five digit numeric string</td>
<td>ZIP code is not formatted correctly</td>
</tr>
<tr>
<td>6</td>
<td>onsubmit</td>
<td>Social security number is empty</td>
<td>Social security number is required</td>
</tr>
<tr>
<td>7</td>
<td>onsubmit</td>
<td>Date of birth is empty</td>
<td>Date of Birth is required</td>
</tr>
<tr>
<td>8</td>
<td>onsubmit</td>
<td>Drivers License Number is empty</td>
<td>Drivers Licence Number is required</td>
</tr>
<tr>
<td>9</td>
<td>onsubmit</td>
<td>Tax ID is empty</td>
<td>Tax ID is required</td>
</tr>
<tr>
<td>10</td>
<td>onsubmit</td>
<td>Company name is empty</td>
<td>Company Name is required</td>
</tr>
<tr>
<td>11</td>
<td>onsubmit</td>
<td>Custom address is selected and address is empty</td>
<td>Address is required</td>
</tr>
<tr>
<td>12</td>
<td>onsubmit</td>
<td>Custom address is selected and City is empty</td>
<td>City is required</td>
</tr>
<tr>
<td>13</td>
<td>onsubmit</td>
<td>Custom address is selected and ZIP Code is empty</td>
<td>ZIP Code is required</td>
</tr>
</tbody>
</table>