

# Urban Outfitters

## DESIGN REQUIREMENTS

### UNIFIED CHECKOUT - CART ENHANCEMENTS

Version 1.3  
April 22, 2013

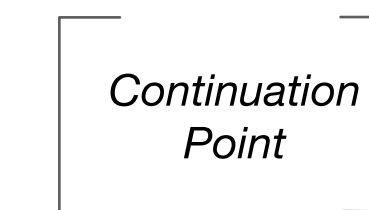
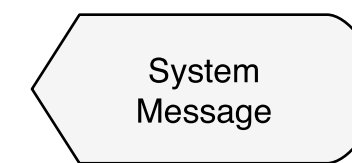
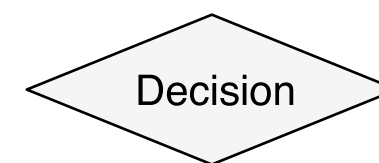
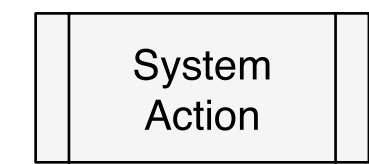
# ANNOTATION TYPES

**Task Workflow Diagrams** are annotated using the following annotations and visual cues:

 – Usability Requirement

 – System Consideration

 – Usability Deficiency



**Wireframes** are annotated using the following and annotations:

 – Visual Requirement

 – Behavior

# GUIDING PRINCIPLES

- 1. INTERNAL CONSISTENCY & STANDARDS** – Adhere to consistent interface patterns and behavior to ensure that interactions are easily recognized. Consistency should be applied to similar user interactions, navigation elements, layouts, labels, styles, and functions.
- 2. CONSISTENT ALIGNMENT TO INDUSTRY STANDARDS** – Conform to existing external standards to ensure that interactions align with users' learned expectations.
- 3. INFORMATION STRUCTURE & NAVIGATION** – Data and information contained within the system should be organized in a meaningful and useful way. Information that is related should appear together, in a simple and digestible format.
- 4. INFORMATION RECOGNITION** – The system should facilitate information recognition as opposed to recall. When possible, users should not be asked to recall information. everything that a user requires to complete their tasks should be contextually available.
- 5. AFFORDANCE OF CONTROL** – The system features should adequately convey how actions or tasks may be completed by the user. Features and functions should be easily recognizable and obvious on how to use.
- 6. FREEDOM OF CONTROL & EFFICIENCY OF USE** – The system should be flexible, while still maintaining a consistent state of flow for the user. Control should be adequately provided for all user types (both novice and expert). The user should never experience limitations in function or get lost in complex control. The user should have the control to back out of unwanted actions. Mode selection or adaptive principles can be applied for greater efficiency. Efficiency may be enhanced with accelerators for more advanced users.
- 7. FEEDBACK & SYSTEM STATUS** – The system should provide relevant and timely information about current state, status, or process with adequate feedback to the user's input and/or current task. Visual and auditory queues will help to decrease cognitive load during interaction.
- 8. ERROR PREVENTION & HANDLING** – The system should prevent user error above all else. Utilization of progressive disclosure and incremental construction can often provide simple yet meaningful paths to correction and recovery, improving the user's experience and decreasing rates of failure/abandonment.

# SUMMARY

This document contains visual usability and visual requirement for the core Cart interface form, function and layout. Please be sure to reference the related documentation for specifics requirements for related features.

This document does NOT contain Brand-specific implementation guidelines or Visual documentation.


## RELATED DOCUMENTATION

Related documentation and additional information can be viewed on the UO Product Management site:

[ link goes here ]

Insight

# DESIGN CONSIDERATIONS BY USER MODEL

	<b>Guest Shopper</b>	<b>Return Shopper</b>	<b>Registered Shopper</b>	<b>Logged-In Shopper</b>
<b>Usability Considerations</b>	<ul style="list-style-type: none"> <li>The Guest Shopper is one without any record of previous visit or shopping activity.</li> <li>Their objectives range from pure exploratory to directed shopping.</li> <li>The implicit Guest Shopper is one who is in the Shopping Experience having not yet been prompted for account creation, no assumptions can be made about their desire for anonymity. They may appreciate being informed of the benefits brought on by creating an account, but don't let that become a barrier to their primary shopping path.</li> <li>The explicit Guest Shopper is one who declared, when entering checkout, their desire to remain a guest and not create an account. Be cautious with the preservation and saving of the data provided by this user. They may appreciate helpful preservation of session data, but can be offset by implicit "saving" of their personal data.</li> </ul>	<ul style="list-style-type: none"> <li>The Return Shopper is one who has a record of visiting the site, but no record of an associated account.</li> <li>With a history of visiting the store, the Return Shopper may be more receptive to prompts and information regarding the benefits of creating an account.</li> <li>Leverage the efficiencies brought on by their previous visit (e.g. cart items), but be cautious with the implicit saving and preservation of their provided data (e.g. addresses and payment).</li> </ul>	<ul style="list-style-type: none"> <li>The Registered Shopper is one who has an active account but is not currently logged into the store. (Soft Log-in)</li> <li>With a history and deliberate account creation, this user is receptive to account holder benefits.</li> <li>They should be provided adequate access to account holder features.</li> <li>They should be provided clear indication of their log-in status. If not currently logged-in, a "log in" link should be displayed in the header.</li> <li>When providing log-in credentials, the associated email should be pre-populated in the appropriate form field, requiring only their password to continue.</li> </ul>	<ul style="list-style-type: none"> <li>The Logged-in Shopper is one with an active account and currently logged into the store.</li> <li>The potential loyalty shopper, most receptive to the account feature benefits.</li> <li>With increased likelihood of repeat visits, it is important that the site interactions, patterns and information architecture remain consistent. Avoid confusing your most loyal consumer.</li> </ul>
<b>Influences</b>	<ul style="list-style-type: none"> <li>Exploration</li> <li>Anonymity</li> <li>Efficiency</li> </ul>	<ul style="list-style-type: none"> <li>Something is drawing them back, use subtle methods and small efficiencies to hint at account benefits</li> </ul>	<ul style="list-style-type: none"> <li>They're have a recurring interest in the Brand. Be sure to welcome them back, hint at their account benefits.</li> <li>Be sure to illustrate their not logged-in status and provide them cues to Log-in. Eliminate any added barriers to Checkout.</li> </ul>	<ul style="list-style-type: none"> <li>A recurring shopper, spotlight the account feature benefits...let them feel the advantage, keep bringing them back.</li> </ul>

# OBJECTIVES/SCENARIOS



## **USER: Guest/Registered Shopper**

### **A. A guest or registered shopper wants the ability to confirm, edit and review the items they have placed in their cart, prior to purchase.**

- A1.** A guest or registered shopper accesses their cart, reviews the items and proceeds to checkout.
- A2.** A guest or registered shopper accesses their cart, reviews the items and makes a change to simple product (without any variations in size, color, etc), then proceeds to checkout.
- A3.** A guest or registered shopper accesses their cart, reviews the items and makes a change to variation product (sliced by more than one attribute) , then proceeds to checkout.
- A4.** A guest or registered shopper accesses their cart, reviews the items and makes a change to a Gift Card or eGift, then proceeds to checkout.
- A5.** A guest or registered shopper accesses their cart, reviews the items and decides to remove an item before proceeding to checkout.
- A6.** A guest or registered shopping has two different variations of a single master product in cart. They decide to adjust one of the variations to match that of the other variation resulting in an updated quantity of the now-matched variation.

### **B. A guest or registered shopper wants to be informed of stock availability within the cart page, to inform their purchase decision.**

- B1.** A guest or registered shopper adds to their cart, an item with low stock availability. Upon arriving at the cart they are made aware of the limited supply.
- B2.** A guest or registered shopper adds items to their cart and continues shopping. Upon arriving at the cart page, one of the items was sold out and is no longer available for purchase.



## **USER: Logged-In Shopper**

### **C. A registered, logged-in shopper wishes to save items in their cart for later purchase or add them to their Wishlist.**

- C1.** A registered, logged-in shopper saves a particular item for later purchase, thus removing

it from the immediate cart and purchase process, but making it available to a private queue and purchase consideration at a later date.

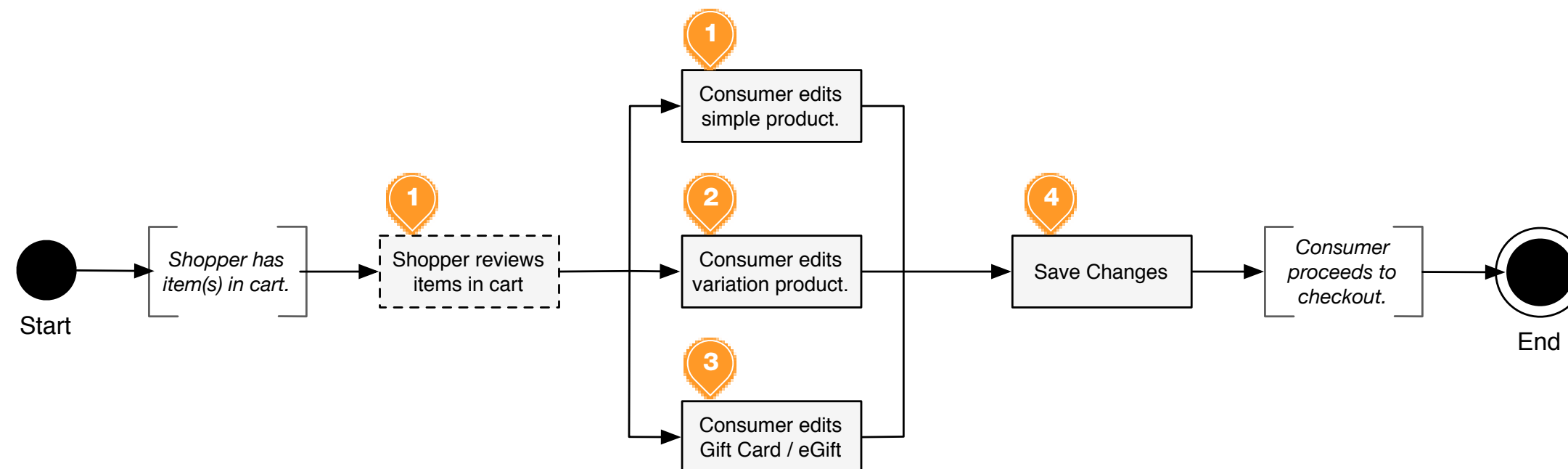
- C2.** A registered, logged-in shoppers adds a current cart item to their Wishlist, thus removing it from the immediate cart and purchase process, but making it available to a public queue and sharing of the desirable items with friends and family.

# Workflows



# VIEW / EDIT ITEMS IN CART

TWD-ID-1



Usability Requirement    System Consideration    Usability Deficiency

## Scenario Reference IDs

- A.1 - 4

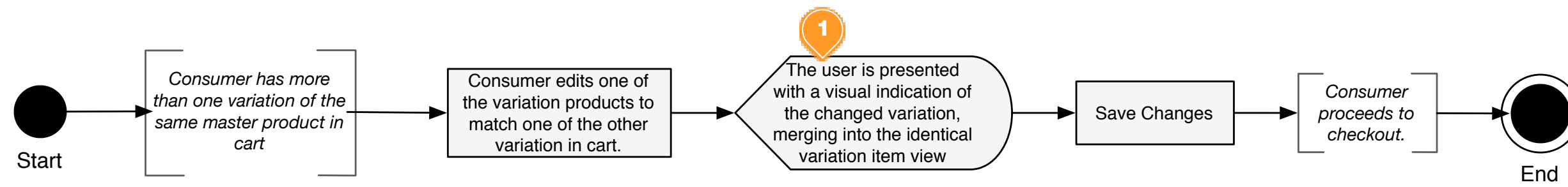
## Wireframe Reference IDs

- WF-ID-1 - 4
- WF-ID-7 - 9

- 1.** The Shopper should be presented with a clean, consistent display of the items in cart. Display content should include, thumbnail image, Product Title, Quantity, applicable Variation options (size, color, style, etc), Item number or SKU, Stock Status, Price, Discount, and applicable Item promotions. The shopper should be able to scan the cart quickly to confirm all items are present and accounted for...promote item alignment and priority of display with font weighting and positions of Product Titles.
- 2.** When editing a Simple Product (one without variations in size, color, style, etc), the Shopper should be presented a read-write quantity field, recommend implementing a combo box for Qty selection to afford the system the ability to constrain selections by stock availability.
- 3.** When editing a Simple Product (one without variations in size, color, style, etc), the Shopper should be presented a read-write quantity field in addition to read-write combo boxes for all variations of that particular product. Selections within each combo box should only display if stock is available. If no other variations are available for a particular slice (only Small available), display the
- 4.** When editing a Gift Card: The shopper should be presented with the an editable text field containing the previously provided Gift Message, a read-write Qty field, a value combo box (or text field if permitted) and a Qty text field.
- 5.** The shopper should be presented with the ability to save any changes and return to the shopping cart. The user should also be able cancel the edit in cart process and return to their cart without any changes taken effect.

# MERGE IDENTICAL VARIATIONS IN CART

TWD-ID-4



 Usability Requirement     System Consideration     Usability Deficiency

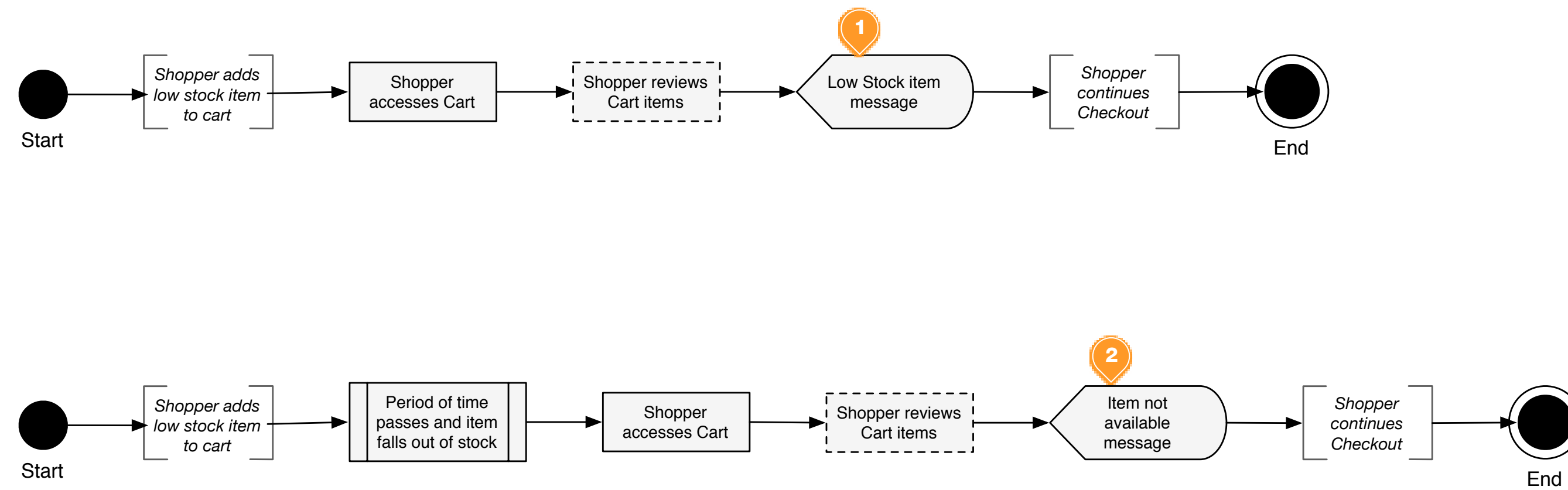
## Scenario Reference IDs

- A.6

1. On the action of merging the now-identical variations into one item view, the consumer should be presented with a visual illustration that the one item view was removed, highlight the now-merged item view and highlight the updated QTY field.

## Wireframe Reference IDs

- WF-ID-18



● Usability Requirement    
 ● System Consideration    
 ● Usability Deficiency

## Scenario Reference IDs

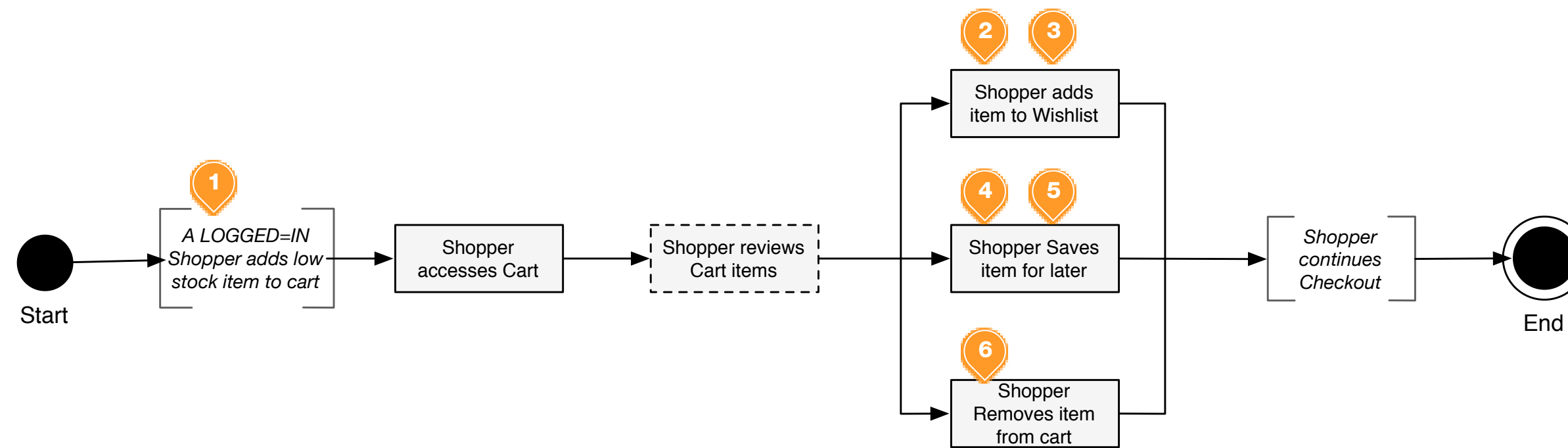
- B.1
- B.2

## Wireframe Reference IDs

- WF-ID-10 - 11
- WF-ID-14 - 16

1. If a shopper has an item in cart that is currently low in stock, they should be provided an item-level message declaring the low-availability. if possible, the UI should provide the exact number of items remaining in stock.
2. If the Shopper leaves the cart idle for a period of time, to allow the item(s) to become out of stock or no longer available for purchase, the shopper should be presented with an error message to that effect. The shopper should be given the option to remove the cart or move to wishlist/save for later.

# WISHLIST AND SAVE FOR LATER



● Usability Requirement    
 ● System Consideration    
 ● Usability Deficiency

## Scenario Reference IDs

- C.1-2

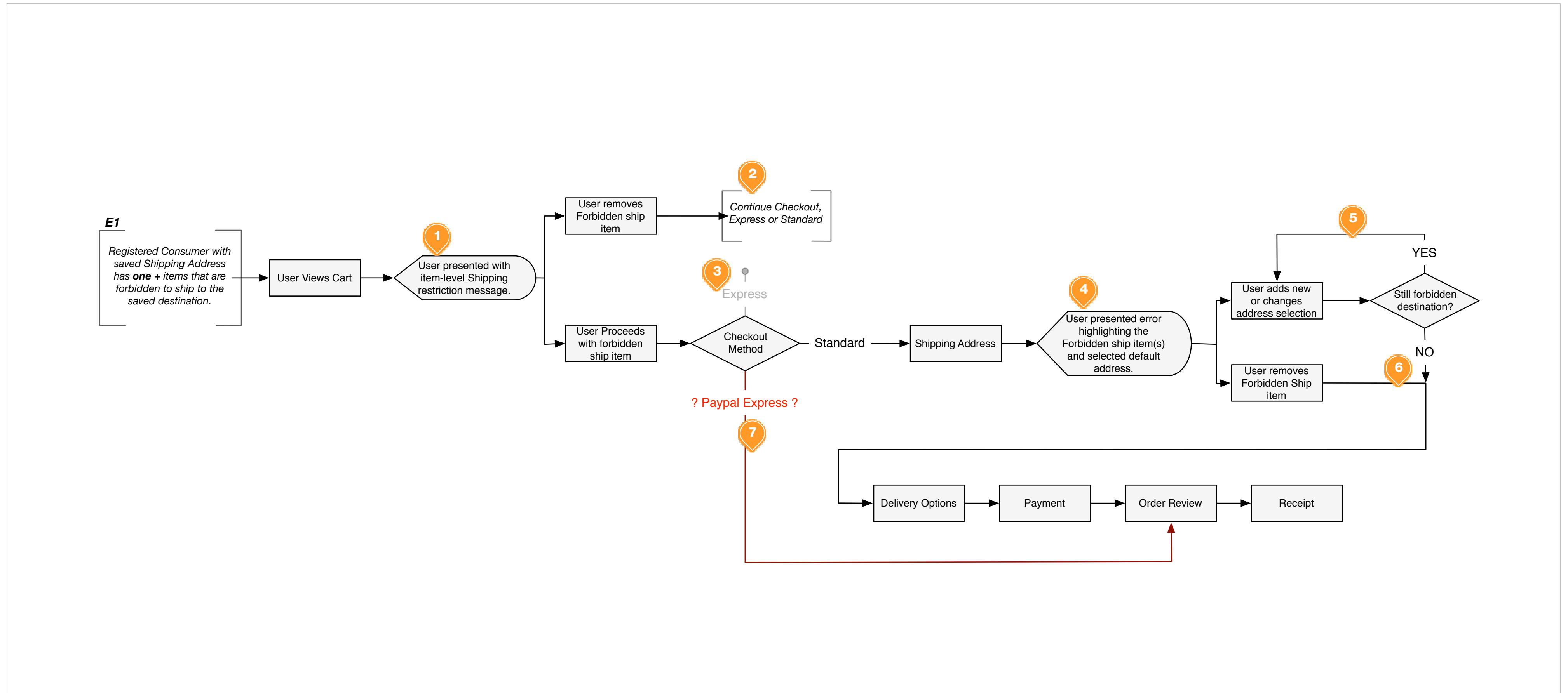
## Wireframe Reference IDs

- WF-ID-1
- WF-ID-5
- WF-ID-6

1. Precondition - the shopper is logged-in to an active account.
2. Directly from the shopping cart, the logged-in shopper should be provided the ability to add a product to their Wishlist record, placing the Product in a separate category, and removing it from the immediate cart.
3. When the shopper adds an item to their Wishlist, that item should be removed from cart. The UI should provide some feedback that the item was added to the wishlist.
4. Directly from the shopping cart, the logged-in shopper should be provided the ability to Save a Product for Later, placing the Product in a separate category, and removing it from the immediate cart.
5. When the shopper Saves a Product for Later, that item should be removed from cart. The UI should provide some feedback that the item was added to the Save For Later category.
6. Directly from the shopping cart, all shoppers should be provided the ability to remove an item from the cart. OnClick, the item should be

immediately removed prompting display and Cost summary adjustment.

# SAVED ADDRESS + FORBIDDEN SHIP ITEM



● Usability Requirement    
 ● System Consideration    
 ● Usability Deficiency

## Scenario Reference IDs

- Shipping C5

## Wireframe Reference IDs

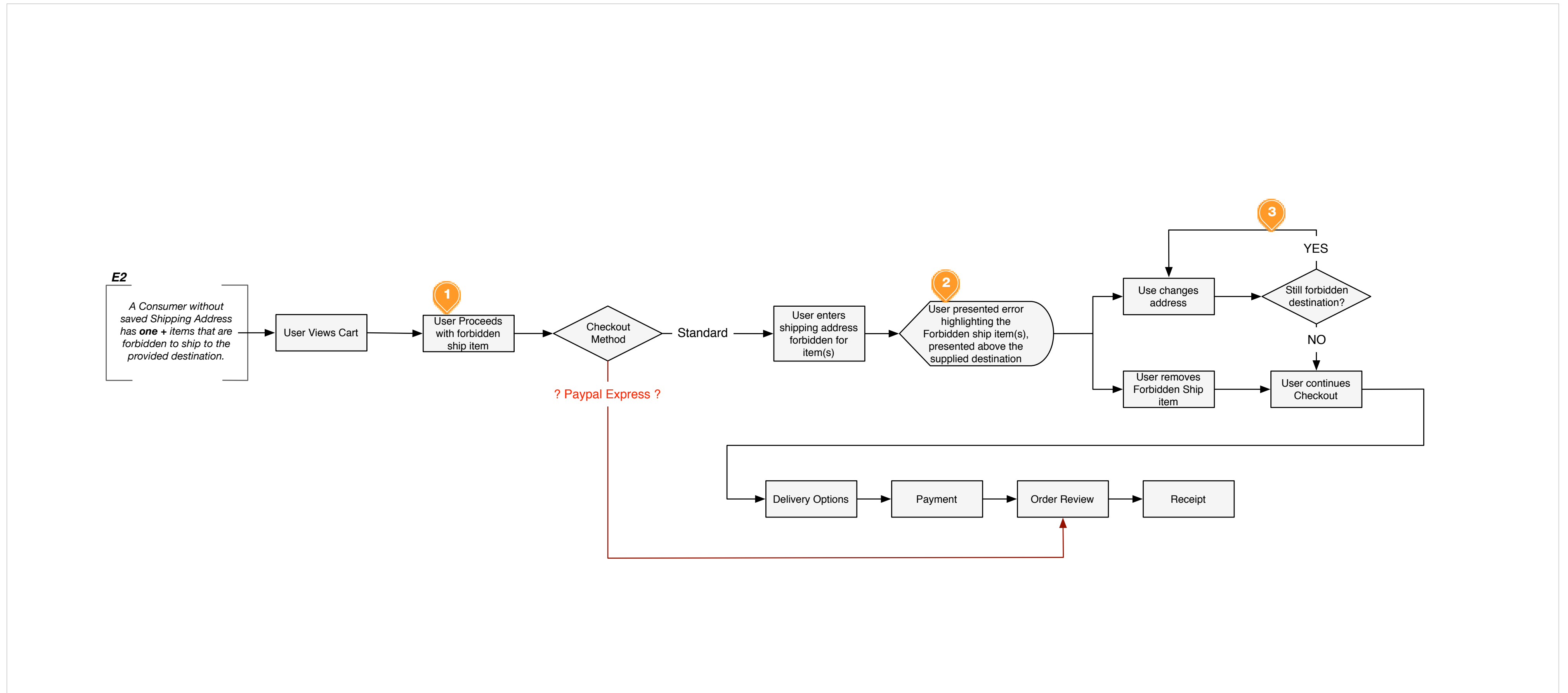
- WF-ID-19
- Shipping Req WF-ID-13

1. The item-level message should provide as much context as possible to the reason for the shipping limitation. (overweight, underweight, country-limited. etc)
2. Once the forbidden ship item is removed, the user should no longer have any barriers to checkout.
3. The Consumer should not be allowed to proceed with Express Checkout with a forbidden ship item in cart. If they choose not to removed the item they must supply a new address, the basic flow is the most appropriate path to do so.
4. At the Shipping Address Page, the consumer should be presented with a an error highlighting the item in question. This error should take priority within the display with clear correlation to the address as the conflict. The messaging should provide as much contextual detail as possible as to the cause of the shipping restriction.
5. The consumer should be able to select from another saved address or add a new address. The system should validate shipping eligibility on the

- once the address is selected from the list of available saved addresses.
- 6. The consumer may remove the item or provide a valid shopping address and proceed with standard checkout.
- 7. Questions are outstanding with regard to Paypal integration and impact to this scenario.

# NEW ADDRESS + FORBIDDEN SHIP ITEM

TWD-ID-6



● Usability Requirement    
 ● System Consideration    
 ● Usability Deficiency

## Scenario Reference IDs

- Shipping C6

## Wireframe Reference IDs

- WF-ID-19
- Shipping Req WF-ID-14

- At this point in this scenario, the system nor user are aware of the shipping restriction, a destination address has not yet been provided.
- At the Shipping Address Page, the consumer should be presented with a an error highlighting the item in question. This error should take priority within the display with clear correlation to the address as the conflict. The messaging should provide as much contextual detail as possible as to the cause of the shipping restriction.
- The consumer should be able to provide a new shipping address. The system should validate shipping asynchronously on exit from the critical address element (state, country, etc)
- The consumer may remove the item or provide a valid shipping address and proceed with standard checkout.
- Questions are outstanding with regard to Paypal integration and impact to this scenario.

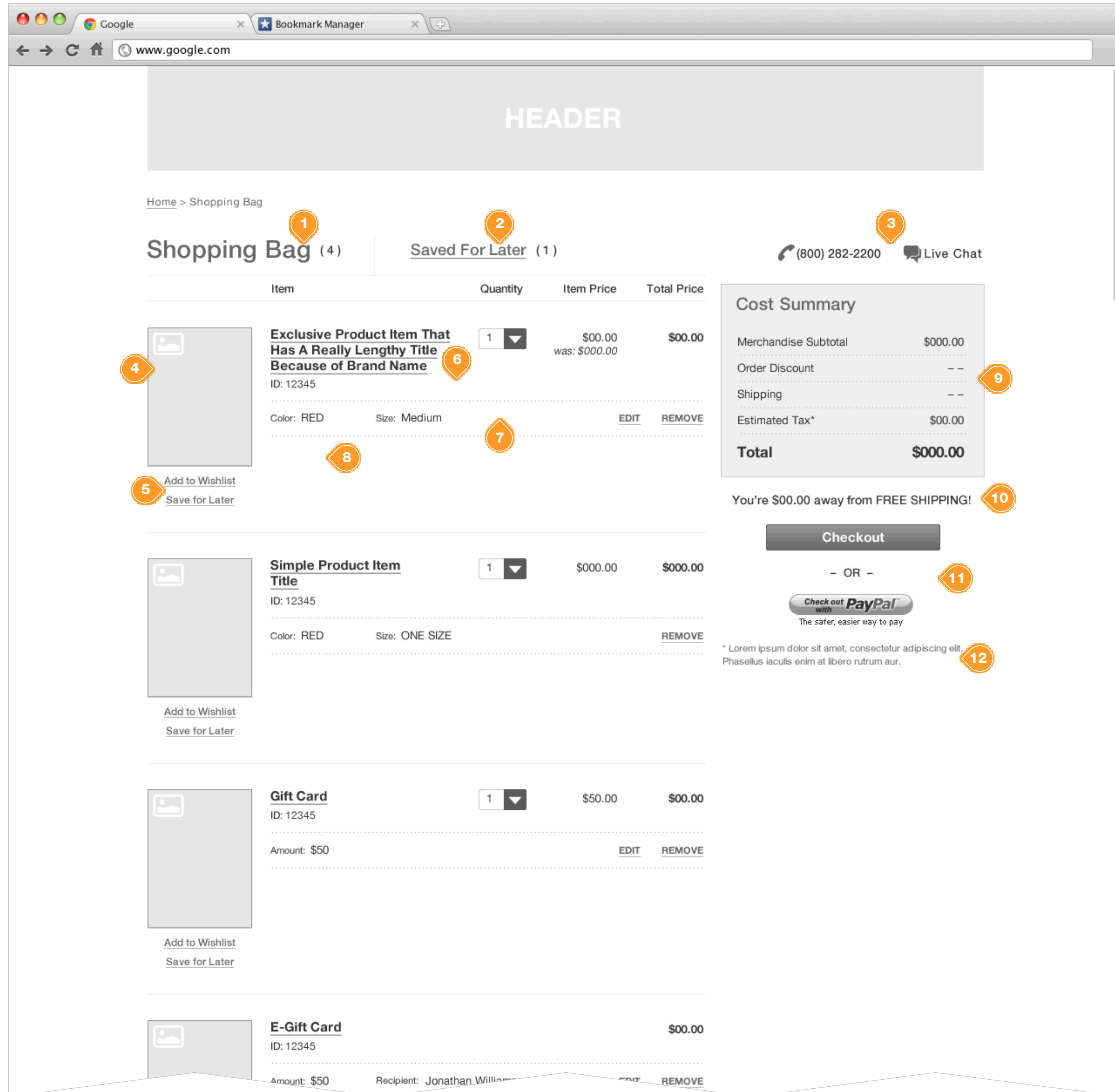
# Wireframes

# CART VIEW BASICS

WF-ID-1

Visual Requirement

Behavior



## Task Workflow Reference IDs

- TWD-ID-1
- TWD-ID-3

## Annotations

1. Cart heading. In this example, Cart is currently active/in view. The label is immediately followed by a count of total items in cart (inclusive of quantity selection associated with individual SKU). Recommend clear visual distinction between active and inactive states (e.g. type size, color, scale, etc.). Not actionable when active.
2. Saved For Later heading. In this example, Saved For Later is available but not the active display. Text label is immediately followed by a count of total items in Saved list (similar to display of count in Cart heading). Recommend clear visual distinction between active and inactive states (e.g. type size, color, scale, etc.). CLICK navigates ("toggles" user to view Saved list. Similar behavior is conversely applied to Cart when Saved For Later list is the active display.
3. Help content - display of listed items configurable by brand.
4. Product image thumbnail. Ensure continuity of image based on selected product variation (e.g. if "Red" is selected - show "Red" version of product image). CLICK navigates user to view full product detail page.
5. Product List Utilities. Affords users the ability to quickly move items from Cart to one of the available Product List features (e.g. "wishlist", "registry", "gift list", "save for later", etc.). CLICK initiates system process of moving associated product to targeted list. If user is not logged in/authorized, system should present user with ability to login or create an account. Once authorized, system navigates user to intended destination to complete process.
6. Product Information and Pricing. Display of Product Title, ID, Quantity, Item/Unit price and Total Price.
7. Variation/Attribute values and ability to modify current selection.
8. Reserved area for display of additional item-level messaging (e.g. availability, restrictions, etc.)
9. Cost Summary.
10. Promotion Qualifier Message.
11. Checkout Options display area.
12. Estimated Tax Disclaimer.



# TYPES OF ITEMS IN CART

Visual Requirement Behavior

Home > Shopping Bag

Shopping Bag (4) | Saved For Later (1)

(800) 282-2200 | Live Chat

Item	Quantity	Item Price	Total Price
<p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345</p> <p>Color: RED   Size: Medium</p> <p>EDIT REMOVE</p>	1	\$00.00 was: \$000.00	\$00.00
<p><b>Simple Product Item Title</b> ID: 12345</p> <p>Color: RED   Size: ONE SIZE</p> <p>REMOVE</p>	1	\$000.00	\$000.00
<p><b>Gift Card</b> ID: 12345</p> <p>Amount: \$50</p> <p>EDIT REMOVE</p>	1	\$50.00	\$00.00
<p><b>E-Gift Card</b> ID: 12345</p> <p>Amount: \$50</p> <p>Recipient: Jonathan Williamson Email: jonathan.williamson@gmail.com Message: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur. Delivery: March 20, 2013</p> <p>EDIT REMOVE</p>			\$00.00

**Cost Summary**

Merchandise Subtotal \$000.00

Order Discount --

Shipping --

Estimated Tax\* \$00.00

**Total \$000.00**

You're \$00.00 away from FREE SHIPPING!

Checkout

- OR -

Check out with **PayPal**  
The safer, easier way to pay

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

## Task Workflow Reference IDs

- TWD-ID-1

## Annotations

- Represents a multi-dimensional Product (more than one selectable attribute to determine SKU).
- Product Title. CLICK navigates user to view full product detail page.
- Quantity selection. Affords user the ability to easily update quantity. Combo box helps avoid input errors and inform user of any associated minimum/maximum order limit restrictions.
- Item/Unit price. Ensure visual distinction and clarity in display of any discounted pricing (e.g. Is-Was pricing). Same treatment may be applied for promotional pricing and/or markdowns.
- Total price. Calculated total based on quantity x unit (selling) price.
- Selected Variation/Attribute values.
- Edit attribute selection. Affords users the ability to quickly update/edit their variation selection without having to leave Cart. CLICK effectively toggles editability of fields. (refer to "Edit Variation Selection" for more details)
- Remove item from Cart. CLICK initiates process of removing item from Cart. (refer to "Remove Item" for more details).
- Example of a simple Product (no variation selection - one color/one size). NOTE, there is no option to "Edit"
- Example of a physical Gift Card.
- Item price is displayed, but should reflect the current user selected/assigned monetary. (see next annotation)
- Read-only display of current selected amount to be applied to the Gift Card. User can CLICK "edit" to update the selected value. (refer to "Edit Gift Card" for details)
- Example of a digital Gift Card (sent by email).
- Total Price of the digital Gift Card should reflect the current user selected/assigned monetary.
- Read-only display of current selected amount to be applied to the Gift Card. User can CLICK "edit" to update the selected value.' (refer to "Edit E-Gift Card" for details)
- Read-only display of user provided info for Recipient, Email, Message and Delivery. User can CLICK "edit" to update. Email and Delivery Date are the only required fields. (refer to "Edit E-Gift Card" for details)

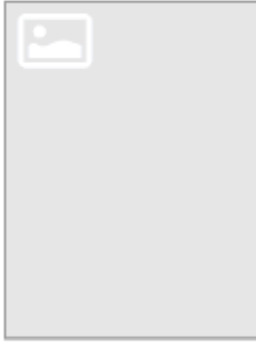
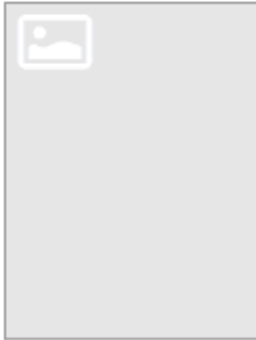
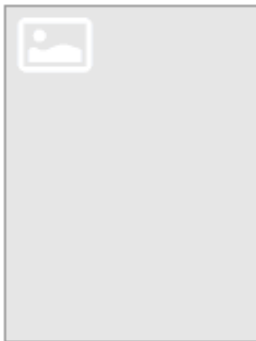
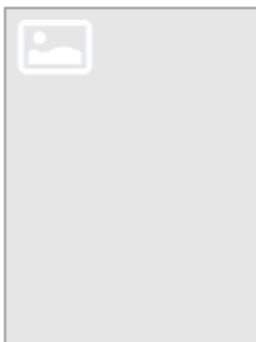
# EDIT VARIATION SELECTION

Visual Requirement Behavior

Home > Shopping Bag

Shopping Bag (4) | Saved For Later (1)

(800) 282-2200 | Live Chat

Item	Quantity	Item Price	Total Price
 <p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345</p> <p>Color: RED   Size: Medium</p> <p>SAVE REMOVE</p> <p>Add to Wishlist Save for Later</p>	1	\$00.00 was: \$000.00	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345</p> <p>Color: RED   Size: ONE SIZE</p> <p>REMOVE</p> <p>Add to Wishlist Save for Later</p>	1	\$000.00	\$000.00
 <p><b>Gift Card</b> ID: 12345</p> <p>Amount: \$50</p> <p>EDIT REMOVE</p> <p>Add to Wishlist Save for Later</p>	1	\$50.00	\$00.00
 <p><b>E-Gift Card</b> ID: 12345</p> <p>Amount: \$50</p> <p>Recipient: Jonathan Williamson Email: jonathan.williamson@gmail.com Message: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur. Delivery: March 20, 2013</p> <p>EDIT REMOVE</p> <p>Add to Wishlist Save for Later</p>			\$00.00

**Cost Summary**

Merchandise Subtotal \$000.00

Order Discount --

Shipping --

Estimated Tax\* \$00.00

**Total \$000.00**

You're \$00.00 away from FREE SHIPPING!

**Checkout**

- OR -

Check out with **PayPal**  
The safer, easier way to pay

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

## Task Workflow Reference IDs

- TWD-ID-1

## Annotations

- Affords user the ability to edit selected values of available attributes directly within Cart. ONCLICK of "Edit", all editable product attributes associated with said item display as combo box, defaulting to current selection and presenting all purchasable product options in drop menu.

NOTE: It is encouraged that stylistic treatment be applied to the UI to reinforce and communicate to user that they are in "edit" mode. For example, apply a background color to the area of product variation/attributes.

- User to CLICK "Save" to commit changes and update item in Cart.

# LONG ATTRIBUTE VALUE DISPLAY

Visual Requirement Behavior

### Long Color Attribute

Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name  
ID: 12345  
Color: Long color ... Size: Medium  
EDIT REMOVE

### MouseOver Pop-up

Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name  
ID: 12345  
Color: Long color name Size: Medium  
EDIT REMOVE

Add to Wishlist  
Save for Later

### Edit Item - Long Color Attribute

Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name  
ID: 12345  
Color: Long Co Size: Medium  
SAVE REMOVE

Add to Wishlist  
Save for Later

### Open Combobox - Long Color Attribute

Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name  
ID: 12345  
Color: Long Color Name Size: Medium  
SAVE REMOVE

## Task Workflow Reference IDs

- N/A

## Annotations

1. In cases where the attribute value does not fit within the space provided, concatenate and display an ellipse.
2. OnMouseOver, display tool tip with full attribute value.
3. When editing a product in cart view; if the attribute value does not fit within combo box text field, concatenate and display and ellipse.
4. The expanded combo box selector should expand to display the longest attribute value.

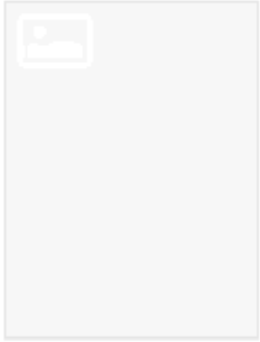



# REMOVE AN ITEM

WF-ID-4

Visual Requirement Behavior

Home > Shopping Bag

Shopping Bag (4) Saved For Later (1) (800) 282-2200 Live Chat

Item	Quantity	Item Price	Total Price
 <p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345 Color: RED IN STOCK</p> <p><b>Removing this item from your cart.</b></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$00.00 <small>was: \$000.00</small>	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345 Color: RED Size: ONE SIZE</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$000.00	\$000.00
 <p><b>Gift Card</b> ID: 12345 Amount: \$50</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$50.00	\$00.00
 <p><b>E-Gift Card</b> ID: 12345 Amount: \$50 Recipient: Jonathan Williamson Email: jonathan.williamson@gmail.com Message: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur. Delivery: March 20, 2013</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>			\$00.00

### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	--
Estimated Tax*	\$0.00
<b>Total</b>	<b>\$000.00</b>

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## Task Workflow Reference IDs

- TWD-ID-1

## Annotations

- Upon CLICK of "Remove" it is advised that the system provide appropriate display/messaging to user as visual confirmation of action. For example, display slight overlay to associated item with corresponding message. After slight delay (2 - 3 seconds), both message and item would fade from view and any items below would move up to fill the void in display.

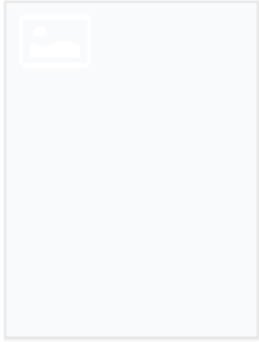



# ADD TO WISHLIST

WF-ID-5

Visual Requirement Behavior

Home > Shopping Bag

Shopping Bag (4) Saved For Later (1) (800) 282-2200 Live Chat

Item	Quantity	Item Price	Total Price
 <p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345</p> <p>Color: RED</p> <p>IN STOCK</p> <p><b>Adding this item to your Wishlist</b></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$00.00 <small>was: \$000.00</small>	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345</p> <p>Color: RED Size: ONE SIZE</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$000.00	\$000.00
 <p><b>Gift Card</b> ID: 12345</p> <p>Amount: \$50</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$50.00	\$00.00
 <p><b>E-Gift Card</b> ID: 12345</p> <p>Amount: \$50</p> <p>Recipient: Jonathan Williamson Email: jonathan.williamson@gmail.com Message: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur. Delivery: March 20, 2013</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>			\$00.00

### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	--
Estimated Tax*	\$0.00
<b>Total</b>	<b>\$000.00</b>

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## Task Workflow Reference IDs

- TWD-ID-3

## Annotations

1. Refer to "Remove An Item" for details.

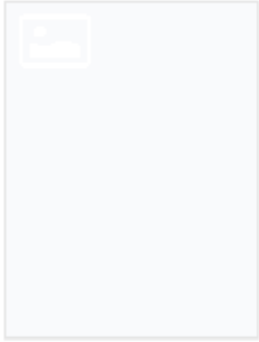



# SAVE FOR LATER

Visual Requirement Behavior

Home > Shopping Bag

Shopping Bag (4) | Saved For Later (1)

(800) 282-2200 | Live Chat

Item	Quantity	Item Price	Total Price
 <p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345</p> <p><b>Saving this item for later.</b></p> <p>Color: RED</p> <p>IN STOCK</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$00.00 <small>was: \$000.00</small>	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345</p> <p>Color: RED    Size: ONE SIZE</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$000.00	\$000.00
 <p><b>Gift Card</b> ID: 12345</p> <p>Amount: \$50</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$50.00	\$00.00
 <p><b>E-Gift Card</b> ID: 12345</p> <p>Amount: \$50</p> <p>Recipient: Jonathan Williamson Email: jonathan.williamson@gmail.com Message: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur. Delivery: March 20, 2013</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>			\$00.00

### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	--
Estimated Tax*	\$0.00
<b>Total</b>	<b>\$000.00</b>

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## Task Workflow Reference IDs

- TWD-ID-3

## Annotations

1. Refer to "Remove An Item" for details.

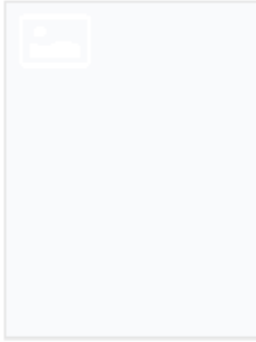
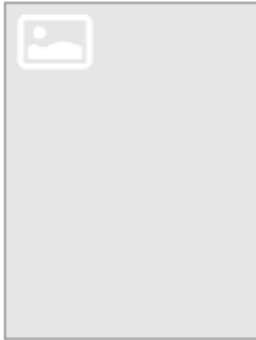
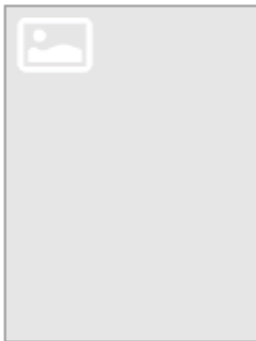
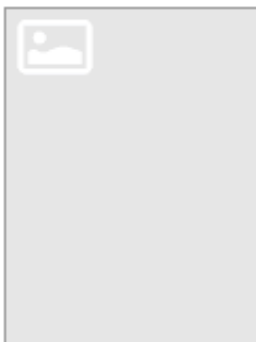
# MERGING WITH SIMILAR ITEM

Visual Requirement Behavior

Home > Shopping Bag

Shopping Bag (4) | Saved For Later (1)

(800) 282-2200 | Live Chat

Item	Quantity	Item Price	Total Price
 <p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345</p> <p><b>Merging with similar item.</b></p> <p>Color: RED    Size: Medium    <a href="#">EDIT</a>    <a href="#">REMOVE</a></p> <p>IN STOCK</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$00.00 <small>was: \$000.00</small>	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345</p> <p>Color: RED    Size: ONE SIZE    <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$000.00	\$000.00
 <p><b>Gift Card</b> ID: 12345</p> <p>Amount: \$50    <a href="#">EDIT</a>    <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$50.00	\$00.00
 <p><b>E-Gift Card</b> ID: 12345</p> <p>Amount: \$50    Recipient: Jonathan Williamson    <a href="#">EDIT</a>    <a href="#">REMOVE</a> Email: jonathan.williamson@gmail.com Message: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur. Delivery: March 20, 2013</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>			\$00.00

**Cost Summary**

Merchandise Subtotal \$000.00

Order Discount --

Shipping --

Estimated Tax\* \$0.00

**Total \$000.00**

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## Task Workflow Reference IDs

- TWD-ID-4

## Annotations

- When a user modifies the variation selection on an item resulting in same SKU selection as a similar item in Shopping Bag, the system displays appropriate messaging to user as visual confirmation of action. For example, display slight overlay to associated item with corresponding message. After slight delay (2 - 3 seconds), both message and item would fade from view and any items below would move up to fill the void in display. As well, design should consider a presenting user with additional visual confirmation indicating with which product the modified item was merged (e.g. temporary highlight of quantity form element on the remaining item in cart)

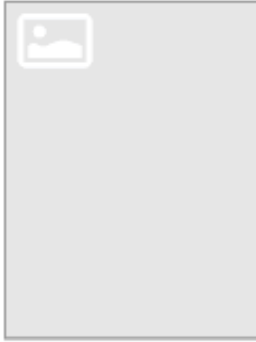
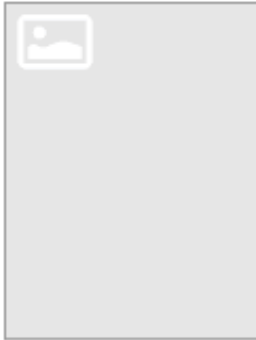
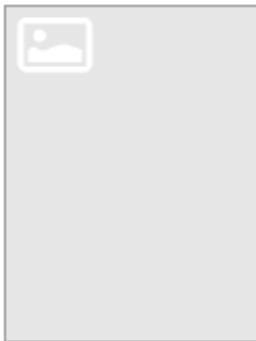
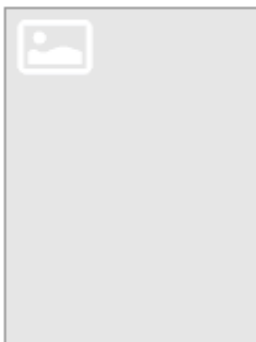
# EDIT GIFT CARD

WF-ID-7

Visual Requirement Behavior

Home > Shopping Bag

Shopping Bag (4) Saved For Later (1) (800) 282-2200 Live Chat

Item	Quantity	Item Price	Total Price
 <p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345 Color: RED Size: Medium <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$00.00 <small>was: \$000.00</small>	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345 Color: RED Size: ONE SIZE <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$000.00	\$000.00
 <p><b>Gift Card</b> ID: 12345 Amount: \$50 <a href="#">SAVE</a> <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$50.00	\$00.00
 <p><b>E-Gift Card</b> ID: 12345 Amount: \$50 Recipient: Jonathan Williamson Email: jonathan.williamson@gmail.com Message: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur. Delivery: March 20, 2013 <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>			\$00.00

### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	--
Estimated Tax*	\$0.00
<b>Total</b>	<b>\$000.00</b>

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## Task Workflow Reference IDs

- TWD-ID-1

## Annotations

- Behavior is similar to "Edit Variation Selection" (refer to that page for more details). Affords user the ability to update monetary value.
- Once user commits changes (CLICKS on "Save"), the "Item Price" mirrors amount selected to be applied to the Gift Card.



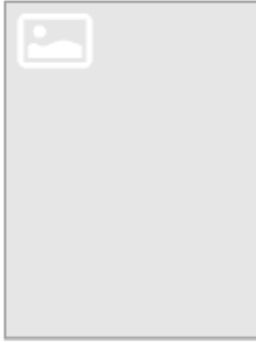
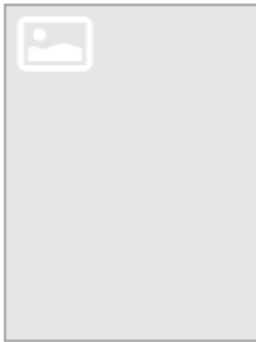
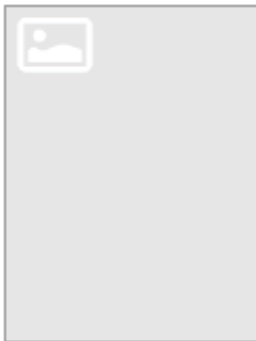
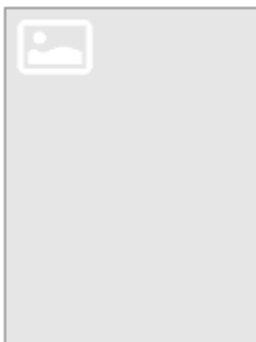
# EDIT E-GIFT CARD

WF-ID-8

Visual Requirement

Behavior

Shopping bag (4) | Saved For Later | (800) 282-2200

Item	Quantity	Item Price	Total Price
 <b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345 Color: RED    Size: Medium <a href="#">EDIT</a> <a href="#">REMOVE</a>	1	\$00.00 was: \$000.00	\$00.00
 <b>Simple Product Item Title</b> ID: 12345 Color: RED    Size: ONE SIZE <a href="#">REMOVE</a>	1	\$000.00	\$000.00
 <b>Gift Card</b> ID: 12345 Amount: \$50 <a href="#">EDIT</a> <a href="#">REMOVE</a>	1	\$50.00	\$00.00
 <b>E-Gift Card</b> ID: 12345 Amount: \$50    Recipient: Jonathan Williamson <a href="#">SAVE</a> <a href="#">REMOVE</a> Email: jonathan.williamson@gmail.com Message: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur. Delivery: March 20, 2013			\$00.00

**Cost Summary**

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	--
Estimated Tax*	\$0.00
<b>Total</b>	<b>\$000.00</b>

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## Task Workflow Reference IDs

- TWD-ID-1

## Annotations

- Behavior is similar to "Edit Gift Card" (refer to that page for more details).
- Refer to "Error Display: Edit E-Gift Card Errors" for more details.

# ERROR DISPLAY: EDIT E-GIFT CARD

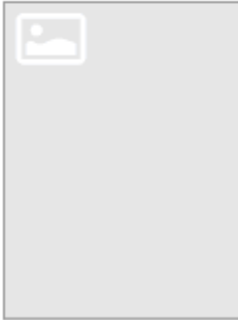
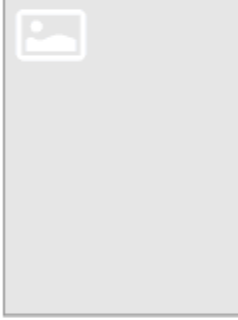
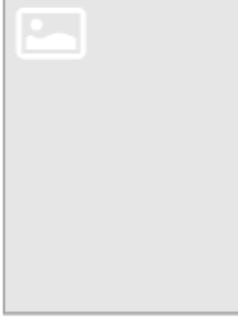
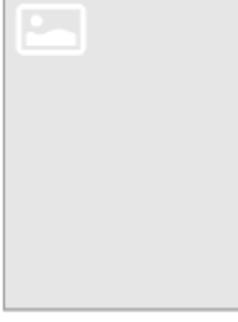

Visual Requirement

Behavior

Shopping Bag (4) | Saved For Later (1)

(800) 282-2200 | Live Chat

**1** Please address the errors below before trying to complete your purchase.

Item	Quantity	Item Price	Total Price
 <p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345 Color: RED Size: Medium <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$00.00 <small>was: \$000.00</small>	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345 Color: RED Size: ONE SIZE <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$000.00	\$000.00
 <p><b>Gift Card</b> ID: 12345 Amount: \$50 <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$50.00	\$00.00
 <p><b>E-Gift Card</b> ID: 12345</p> <p>Amount: \$50 Recipient: <input type="text"/> <a href="#">SAVE</a> <a href="#">REMOVE</a> <b>1</b> Please provide name of Recipient. <b>2</b></p> <p>Email: <input type="text"/> <b>1</b> Please provide a valid Email Address.</p> <p>Message: <input type="text"/></p> <p>Delivery: March 20, 2013 </p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>			\$00.00

**Cost Summary**

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	--
Estimated Tax*	\$0.00
<b>Total</b>	<b>\$000.00</b>

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## Task Workflow Reference IDs

- TWD-ID-1

## Annotations

1. Page-level messaging informing user that there are errors on the page impeding progress.
2. Line-level messaging providing greater context and detail to resolution.





NOTE: At minimum the field should be highlighted in red and immediately followed by a detailed/contextual message.

# MESSAGING: LIMITED AVAILABILITY

Visual Requirement Behavior

Home > Shopping Bag

Shopping Bag (4) | Saved For Later (1) | (800) 282-2200 | Live Chat

Item	Quantity	Item Price	Total Price
 <p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345</p> <p>Color: RED   Size: Medium   <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p><b>LIMITED QUANTITY - Hurry, almost out of stock!</b></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$00.00 <small>was: \$000.00</small>	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345</p> <p>Color: RED   Size: ONE SIZE   <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$000.00	\$000.00
 <p><b>Gift Card</b> ID: 12345</p> <p>Amount: \$50   <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$50.00	\$00.00
 <p><b>E-Gift Card</b> ID: 12345</p> <p>Amount: \$50   Recipient: Jonathan Williamson   <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p>Message: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.</p> <p>Email: jonathan.williamson@gmail.com Delivery: March 20, 2013</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>			\$00.00

### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	--
Estimated Tax*	\$0.00
<b>Total</b>	<b>\$000.00</b>

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## Task Workflow Reference IDs

- TWD-ID-2

## Annotations

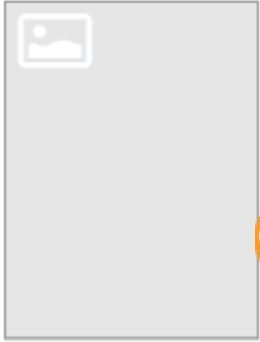


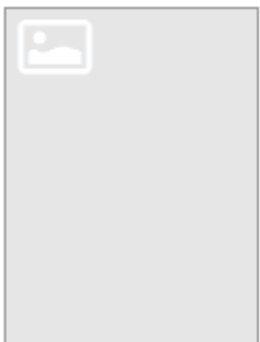
- Example for placement of message display indicating "Limited Availability". Actual string value determined upon configuration.

# MESSAGING: BACKORDERED

Visual Requirement Behavior

Home > Shopping Bag

Shopping Bag (4) Saved For Later (1) (800) 282-2200 Live Chat

Item	Quantity	Item Price	Total Price
 <p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345</p> <p>Color: RED Size: Medium <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p><b>BACKORDERED</b> - Available December 10, 2013</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$00.00 was: \$000.00	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345</p> <p>Color: RED Size: ONE SIZE <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$000.00	\$000.00
 <p><b>Gift Card</b> ID: 12345</p> <p>Amount: \$50 <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$50.00	\$00.00
 <p><b>E-Gift Card</b> ID: 12345</p> <p>Amount: \$50 Recipient: Jonathan Williamson <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p>Message: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.</p> <p>Email: jonathan.williamson@gmail.com Delivery: March 20, 2013</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>			\$00.00

### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	--
Estimated Tax*	\$0.00
<b>Total</b>	<b>\$000.00</b>

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## Task Workflow Reference IDs

- TWD-ID-2

## Annotations

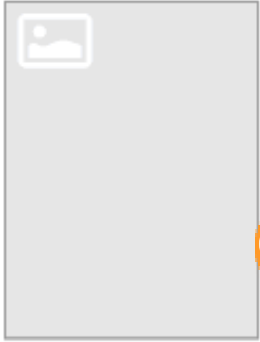




- Example for placement of message display indicating "Backordered" product. Actual string value determined upon configuration.

# MESSAGING: GIFT OPTIONS AVAILABLE

Visual Requirement Behavior

Home > Shopping Bag

Shopping Bag (4) | Saved For Later (1) | (800) 282-2200 | Live Chat

Item	Quantity	Item Price	Total Price
 <p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345</p> <p>Color: RED    Size: Medium    <a href="#">EDIT</a>    <a href="#">REMOVE</a></p> <p> Gift options available. <a href="#">View Details</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$00.00 <small>was: \$000.00</small>	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345</p> <p>Color: RED    Size: ONE SIZE    <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$000.00	\$000.00
 <p><b>Gift Card</b> ID: 12345</p> <p>Amount: \$50    <a href="#">EDIT</a>    <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$50.00	\$00.00
 <p><b>E-Gift Card</b> ID: 12345</p> <p>Amount: \$50    Recipient: Jonathan Williamson    <a href="#">EDIT</a>    <a href="#">REMOVE</a></p> <p>Message: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.</p> <p>Email: jonathan.williamson@gmail.com Delivery: March 20, 2013</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>			\$00.00

**Cost Summary**

Merchandise Subtotal \$000.00

Order Discount --

Shipping --

Estimated Tax\* \$0.00

**Total \$000.00**

You're \$00.00 away from FREE SHIPPING!

[Checkout](#)

- OR -

[Check out with PayPal](#)  
The safer, easier way to pay

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

## Task Workflow Reference IDs

- N/A

## Annotations

- Example for placement of message display indicating available "Gift Options" for product. Actual string value determined upon configuration.

NOTE: This is only displayed in Cart/Shopping Bag with known Shipping Address (e.g. user has previously supplied or user has account with stored default Shipping Address).

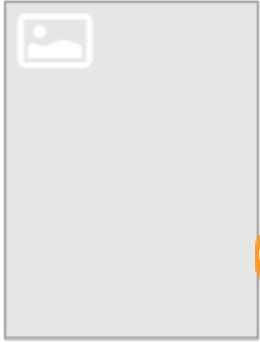



CLICK of "View Details" (or similarly labeled link) presents modal window with further details about available Gift Options. Refer to Design Requirement document on Promotion and Gifting for details.

# MESSAGING: MULTIPLE MESSAGE DISPLAY

Visual Requirement Behavior

Home > Shopping Bag

Shopping Bag (4) | Saved For Later (1) | (800) 282-2200 | Live Chat

Item	Quantity	Item Price	Total Price
 <p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345</p> <p>Color: RED    Size: Medium    <a href="#">EDIT</a>    <a href="#">REMOVE</a></p> <p><b>Promotion:</b> Save 10% on ANY Notebook or Desk Supplies    - \$0.00</p> <p><b>Gift option:</b> Item is gift wrapped.    <a href="#">EDIT</a>    \$0.00</p> <p><b>LIMITED QUANTITY</b> - Hurry, almost out of stock!</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$00.00 <small>was: \$000.00</small>	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345</p> <p>Color: RED    Size: ONE SIZE    <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$000.00	\$000.00
 <p><b>Gift Card</b> ID: 12345</p> <p>Amount: \$50    <a href="#">EDIT</a>    <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$50.00	\$00.00
 <p><b>E-Gift Card</b> ID: 12345</p> <p>Amount: \$50    Recipient: Jonathan Williamson    <a href="#">EDIT</a>    <a href="#">REMOVE</a></p> <p>Message: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.</p> <p>Email: jonathan.williamson@gmail.com</p> <p>Delivery: March 20, 2013</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>			\$00.00

**Cost Summary**

Merchandise Subtotal    \$000.00

Order Discount    --

Gift Options    --

Shipping    FREE

Estimated Tax\*    \$0.00

**Total**    **\$000.00**

You're \$00.00 away from FREE SHIPPING!

[Checkout](#)

- OR -

[Checkout with PayPal](#)  
The safer, easier way to pay

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

## Task Workflow Reference IDs

- TWD-ID-2

## Annotations

- Example of placement/priority when multiple messages apply to given product. Actual string values determined upon configuration.

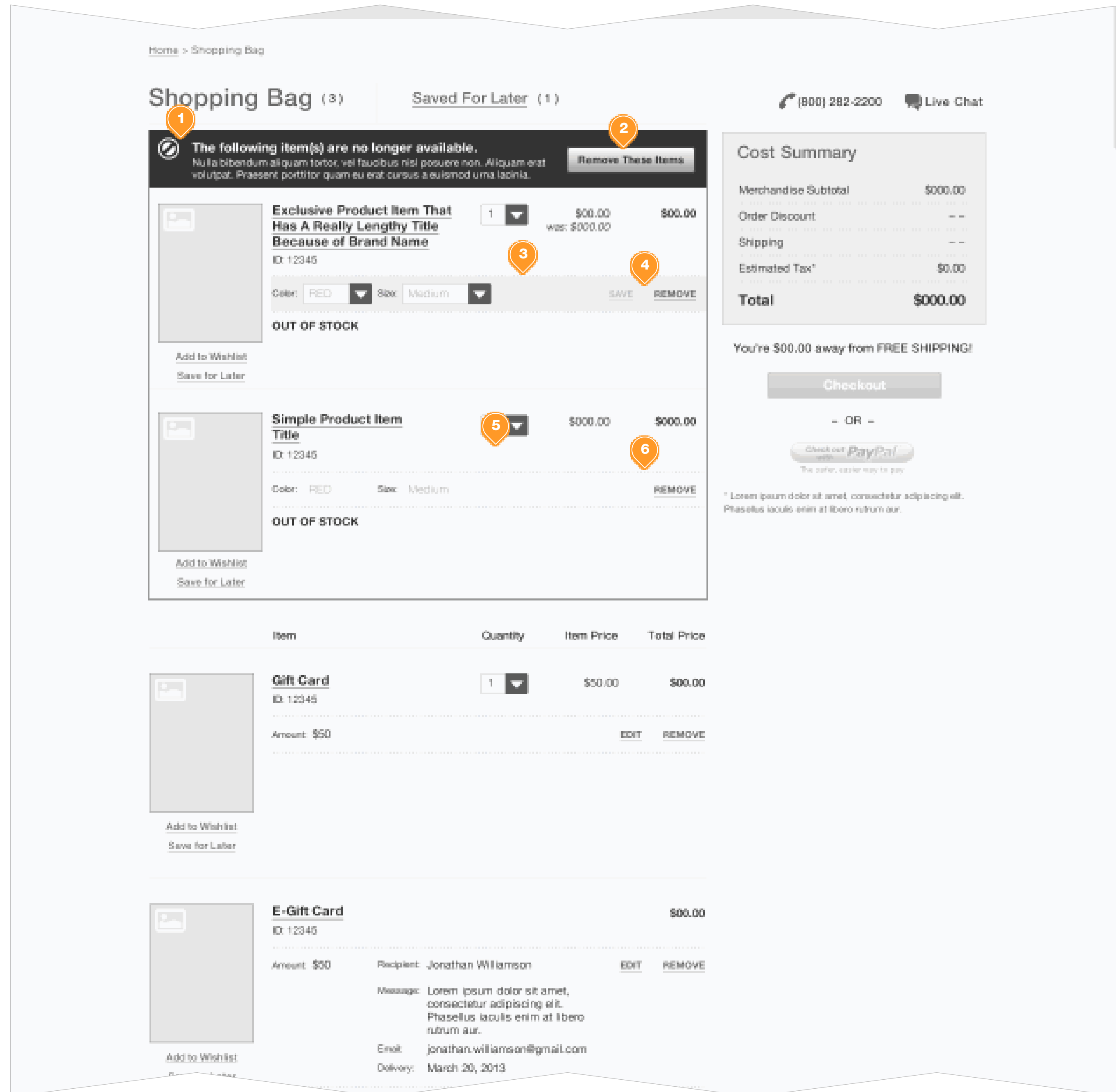
The following is illustrated:

- Item Level Promotion: Promo title and associate discount
- Gift Options: Applied Gift Options. Assumption here is that the user had previously assigned Gift Wrap in checkout and returned to cart.
- Item Availability Message: Limited QTY

Refer to "Messaging: Gift Options Available" for more details on display/behaviors associated with Gift Options display.

# NO LONGER AVAILABLE

Visual Requirement Behavior



## Task Workflow Reference IDs

- TWD-ID-2

## Annotations

- Prominently display any/all items that are no longer available for purchase. System should display message informing user that one or more items are no longer available for purchase.
- Provides user with an efficient way to remove any/all items that are no longer available for purchase; no need to remove one at a time.
- Example of a product that is not available based on current selection of attributes. System displays current selections and afford user the ability to modify their selections as if they had chosen to "Edit" variation selection of an item directly in Cart.
- System suppresses the ability to "SAVE" until user has made valid attribute selections. Alternatively, user is afforded the ability to remove item from cart by CLICKING on "Remove" link.
- Example of a simple Product (no variation selection - e.g. one color, one size) that is no longer available for purchase.
- Afford user the ability to remove item from cart by CLICKING on "Remove" link.

# NO LONGER AVAILABLE - REMOVING

Visual Requirement Behavior

Home > Shopping Bag

Shopping Bag (3) | Saved For Later (1)

(800) 282-2200 | Live Chat

**The following item(s) are no longer available.**  
Nulla bibendum aliquam tortor, vel faucibus nisl posuere non. Aliquam erat volutpat. Praesent porttitor quam eu erat cursus a euismod urna lacinia. [Remove These Items](#)

**Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name**  
ID: 12345 **Removing this item from your cart.**  
Color: RED Size: MEDIUM [SAVE](#) [REMOVE](#)  
OUT OF STOCK

**Simple Product Item Title**  
ID: 12345 **Removing this item from your cart.**  
Color: RED [ITEM HAS BEEN REMOVED](#)  
OUT OF STOCK

**Cost Summary**

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	--
Estimated Tax*	\$0.00
<b>Total</b>	<b>\$000.00</b>

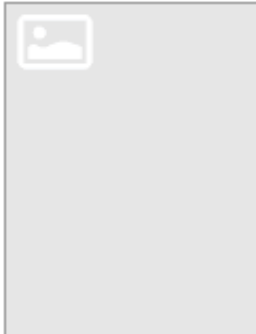
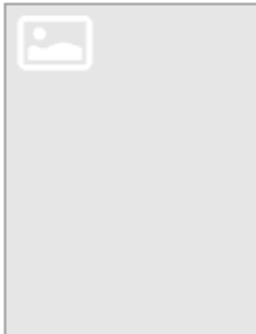
You're \$00.00 away from FREE SHIPPING!

[Checkout](#)

- OR -

[Check out with PayPal](#)  
The safer, easier way to pay

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

Item	Quantity	Item Price	Total Price
 <b>Gift Card</b> ID: 12345 Amount: \$50 <a href="#">EDIT</a> <a href="#">REMOVE</a> <a href="#">Add to Wishlist</a> <a href="#">Save for Later</a>	1	\$50.00	\$00.00
 <b>E-Gift Card</b> ID: 12345 Amount: \$50 Recipient: Jonathan Williamson Message: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur. Email: jonathan.williamson@gmail.com Delivery: March 20, 2013 <a href="#">EDIT</a> <a href="#">REMOVE</a> <a href="#">Add to Wishlist</a> <a href="#">Save for Later</a>			\$00.00

## Task Workflow Reference IDs

- TWD-ID-2

## Annotations

1. Refer to "Remove An Item" for details.



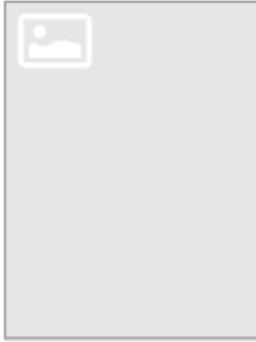
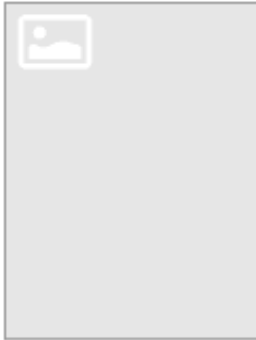
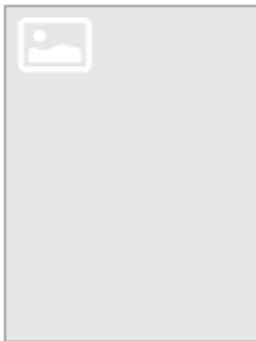
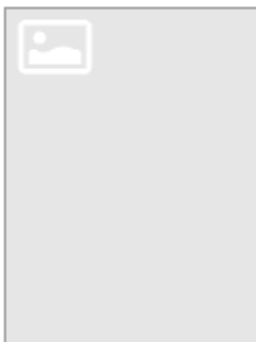
# EXPRESS CHECKOUT OPTION

Visual Requirement Behavior

Home > Shopping Bag

**Shopping Bag (4)** | Saved For Later (1)

(800) 282-2200 | Live Chat

Item	Quantity	Item Price	Total Price
 <p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345</p> <p>Color: RED      Size: Medium      <a href="#">EDIT</a>   <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$00.00 was: \$000.00	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345</p> <p>Color: RED      Size: ONE SIZE      <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$000.00	\$000.00
 <p><b>Gift Card</b> ID: 12345</p> <p>Amount: \$50      <a href="#">EDIT</a>   <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$50.00	\$00.00
 <p><b>E-Gift Card</b> ID: 12345</p> <p>Amount: \$50      Recipient: Jonathan Williamson      <a href="#">EDIT</a>   <a href="#">REMOVE</a> Email: jonathan.williamson@gmail.com Message: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur. Delivery: March 20, 2013</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>			\$00.00

**Cost Summary**

Merchandise Subtotal      \$000.00

Order Discount      --

Shipping      --

Estimated Tax\*      \$0.00


**Total      \$000.00**

You're \$00.00 away from FREE SHIPPING!

**Express Checkout** 1

Standard Checkout

- OR -

 Check out with PayPal

The safer, easier way to pay

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

## Task Workflow Reference IDs

- TWD-ID-1

## Annotations

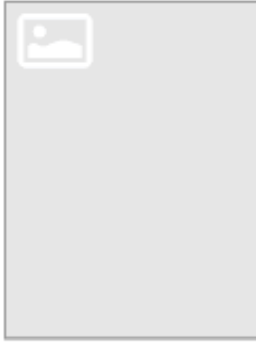
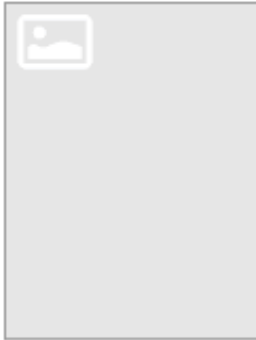
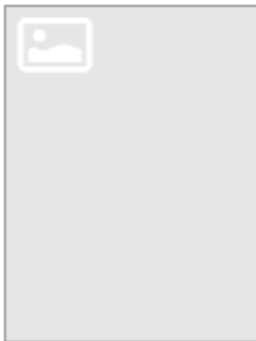
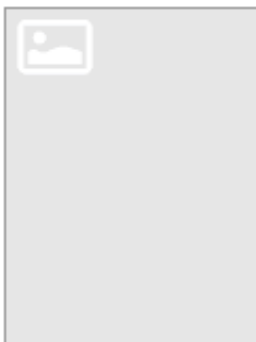
- For Registered and authorized users with a Shipping Address and Payment Method saved to their account, system prominently displays option to continue with Express Checkout; essentially applying saved information and navigating user directly to Order Review. Standard Checkout is still available, but recommended to be de-prioritized in display encouraging the use of Express Checkout.

# UNABLE TO SHIP TO SAVED ADDRESS

Visual Requirement Behavior

Home > Shopping Bag

Shopping Bag (4) | Saved For Later (1) | (800) 282-2200 | Live Chat

Item	Quantity	Item Price	Total Price
 <p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345</p> <p>Color: RED <span>1</span> Size: Medium <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p><b>SHIP RESTRICTION</b> - Sorry, we're unable to ship this item to [LOCATION]. Please remove item or change your shipping address</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$00.00 <small>was: \$000.00</small>	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345</p> <p>Color: RED Size: ONE SIZE <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$000.00	\$000.00
 <p><b>Gift Card</b> ID: 12345</p> <p>Amount: \$50 <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>	1	\$50.00	\$00.00
 <p><b>E-Gift Card</b> ID: 12345</p> <p>Amount: \$50 Recipient: Jonathan Williamson <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p>Email: jonathan.williamson@gmail.com</p> <p>Message: Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.</p> <p>Delivery: March 20, 2013</p> <p><a href="#">Add to Wishlist</a> <a href="#">Save for Later</a></p>			\$00.00

**Cost Summary**

Merchandise Subtotal \$000.00

Order Discount --

Shipping --

Estimated Tax\* \$0.00

**Total \$000.00**

You're \$00.00 away from FREE SHIPPING!

[Checkout](#) 2

- OR -

[Check out with PayPal](#) 3  
The safer, easier way to pay

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

## Task Workflow Reference IDs

- TWD-ID-5
- TWD-ID-6

## Annotations

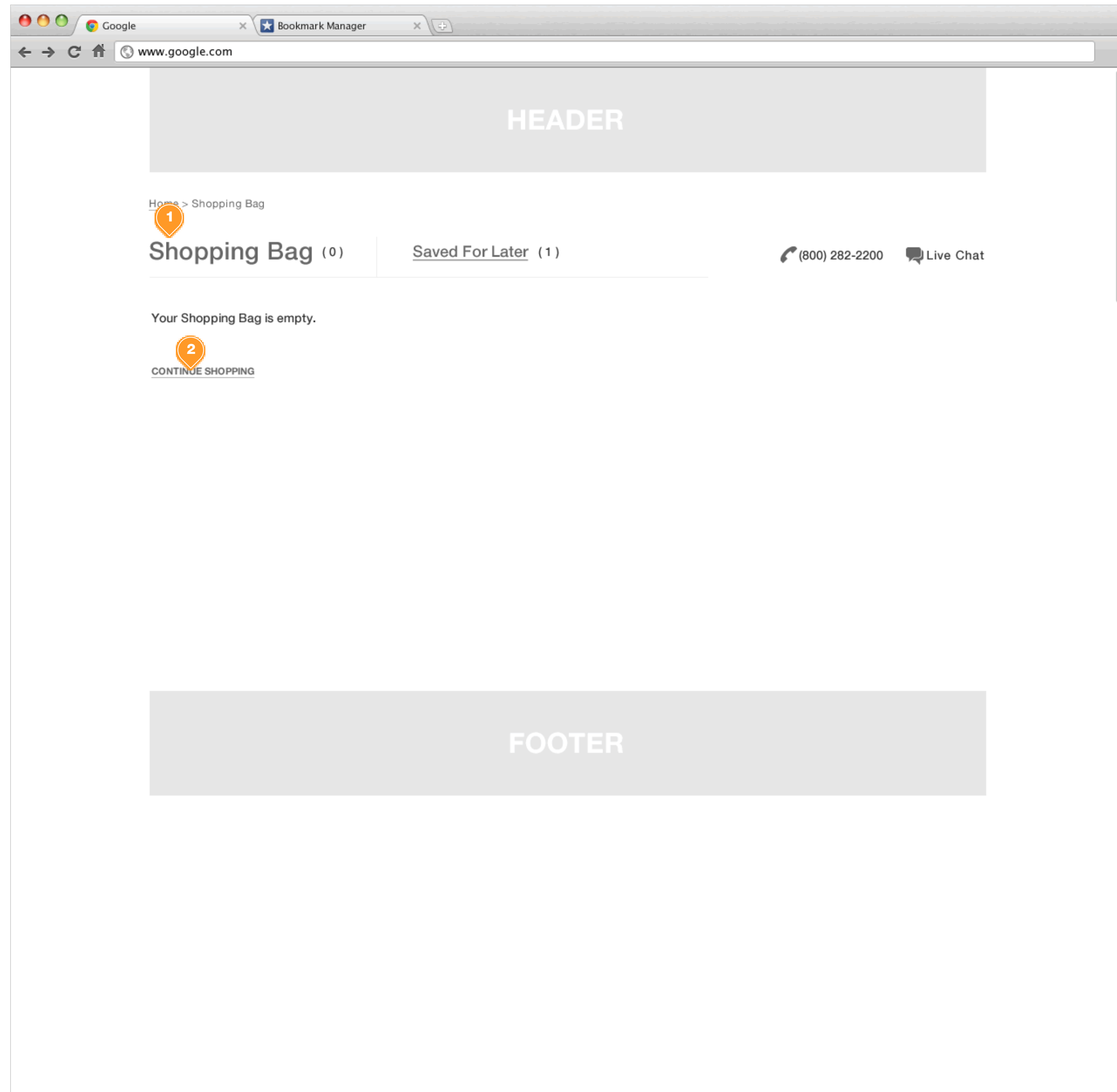
- When Shipping Address is known and product is unable to ship to known destination (e.g. International Brand Restriction), system displays message to inform user that item can not be shipped to supplied address. Actual string value determined upon configuration.
- Display standard Checkout button, Express checkout is not available.
- User can still proceed with PayPal Express. Refer to Design Requirement document on Payment features for more details.

# EMPTY SHOPPING BAG - LOGGED-IN

WF-ID-20

Visual Requirement

Behavior



## Task Workflow Reference IDs

- N/A

## Annotations

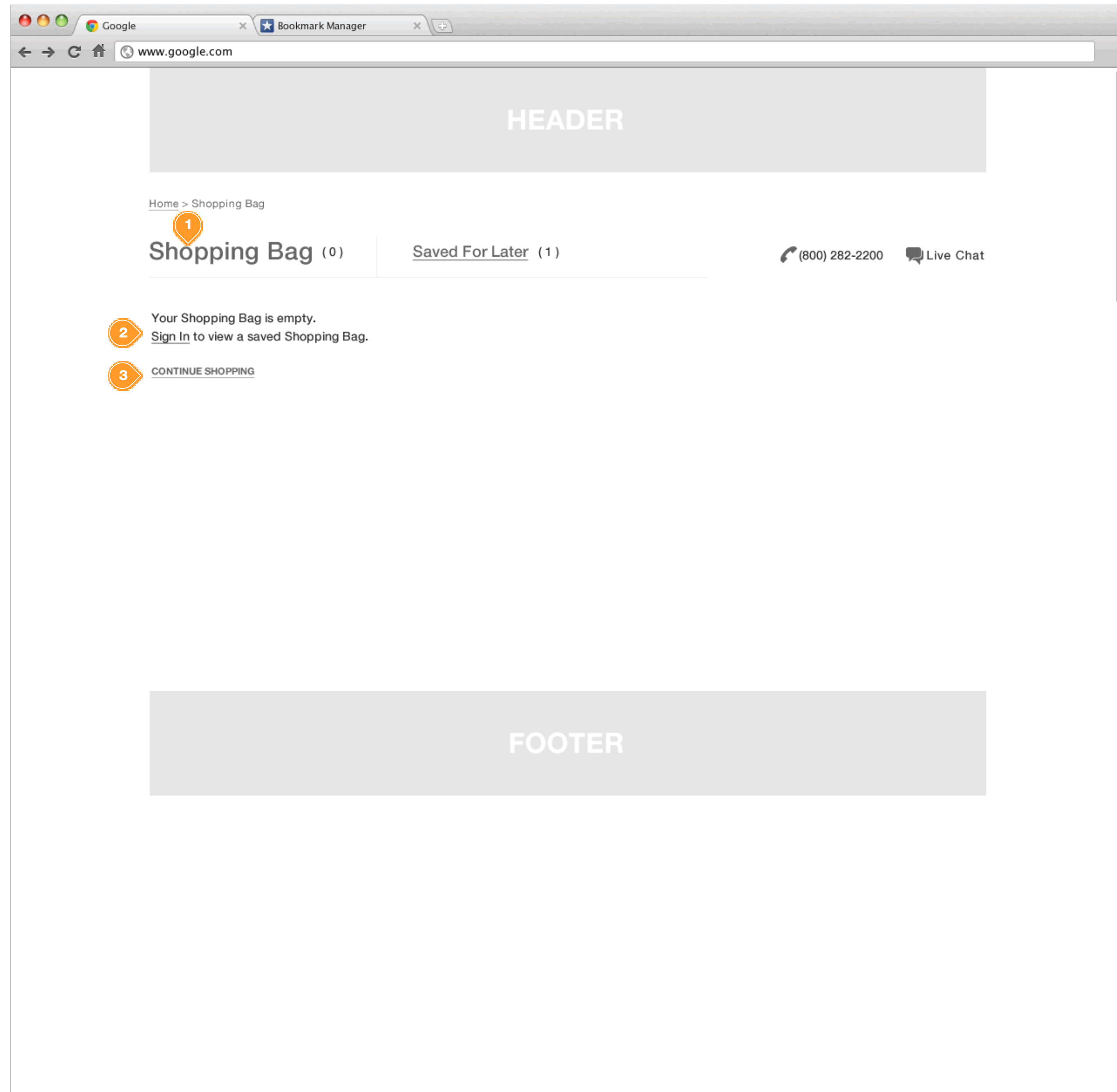
1. Consumer, currently logged-in to an active web account, accesses an empty Shopping Bag.
2. On Click: Redirect Consumer to the Shopping Experience. Previous page if possible, else redirect to the Homepage.

# EMPTY SHOPPING BAG - NOT LOGGED-IN

WF-ID-21

Visual Requirement

Behavior



## Task Workflow Reference IDs

- N/A

## Annotations

1. Consumer, not currently logged-in to an active web account, accesses an empty Shopping Bag.
2. OnClick: present consumer with account log-in prompt. Upon successful log-in load saved Shopping Bag.
3. OnClick: Redirect Consumer to the Shopping Experience. Previous page if possible, else redirect to the Homepage.

# Urban Outfitters

## DESIGN REQUIREMENTS

### UNIFIED CHECKOUT - BASE

Version 2.5  
April 19, 2013

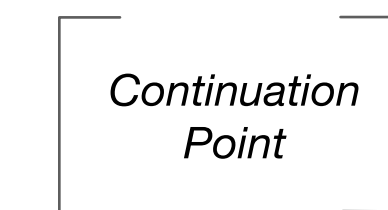
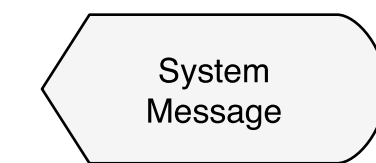
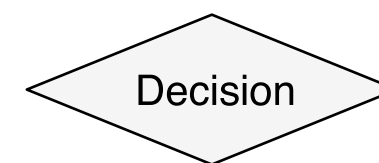
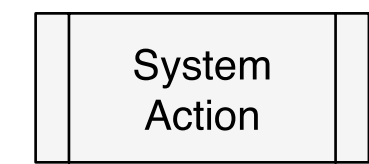
# ANNOTATION TYPES

**Task Workflow Diagrams** are annotated using the following annotations and visual cues:

 – Usability Requirement


 – System Consideration

 – Usability Deficiency



**Wireframes** are annotated using the following and annotations:

 – Visual Requirement

 – Behavior

# SUMMARY

This document serves to provide Usability and Design Requirements for URBN's unified Checkout platform. With intent to provide a common platform for which all Checkout features will be constructed, the information contained in this document covers the "Happy Path" checkout flows for Guest and Registered Users. Separate Design Requirements will be released for each of the unique features and capabilities (e.g. Payment options, Shipping options, Gifting, Promotions, etc.)

## RELATED DOCUMENTATION

Related documentation and additional information can be viewed on the URBN Unified Checkout Sharepoint site:

[ link goes here ]

Insight



# DESIGN PRINCIPLES

- 1. INTERNAL CONSISTENCY & STANDARDS** - Uniformity of all of the pages, sections, components, and features within the system. Adhering to consistent patterns and layouts will ensure that interactions are easily recognized. Consistency should be applied to similar user interactions, navigation elements, layouts, labels, styles, and functions.
- 2. CONSISTENT ALIGNMENT TO INDUSTRY STANDARDS** - Adherence to tried and true industry standards. Conforming to existing external standards will ensure that interactions align with users' learned expectations.
- 3. INFORMATION STRUCTURE AND NAVIGATION** - Data and information contained within the system should be organized in a meaningful and useful way. Information that is related should appear together, in a simple and digestible format.
- 4. INFORMATION RECOGNITION** - The system should facilitate information recognition as opposed to recall. When possible, users should not be asked to recall information. Everything that a user requires to complete their tasks should be contextually available.
- 5. AFFORDANCE OF CONTROL** - The system features should adequately convey how actions or tasks may be completed by the user. Features and functions should be easily recognizable and obvious on how to use.
- 6. FREEDOM OF CONTROL & EFFICIENCY OF USE** - The system should be flexible, while still maintaining a consistent state of flow for the user. Control should be adequately provided for all user types (both novice and expert). The user should never experience limitations in function or get lost in complex control. The user should have the control to back out of unwanted actions. Mode selection or adaptive principles can be applied for greater efficiency. User efficiency may be enhanced with accelerators for more advanced users.
- 7. FEEDBACK & SYSTEM STATUS** - The system should provide relevant and timely information about the current state, status, or process with adequate feedback in respect to the user's input and current task. Visual and auditory queues will help to decrease cognitive load during interaction.
- 8. ERROR PREVENTION & ERROR HANDLING** - The system should prevent user error above all else. However, through graceful degradation and guidance the system should provide seamless avenues for error correction and recovery. Error prevention and recognition affords the user a simple path to recovery, increasing the user's experience and lowering rates of failure during information collection and creation.

# CHECKOUT DESIGN GUIDELINES

## Data Input

- Use Shipping address as Billing address by default
- Only ask for the same information once
- Indicate required and optional fields
- Preserve all customer input despite errors in the form
- Show examples of input format
- Only use a single “Name” field
- Employ in-line form field validation
- Auto-detect city and state when ZIP code is provided
- Do not allow paste-function in ‘E-mail confirmation’ fields
- Keep labels visible at all times
- Align form field format with the expected input format
- Automatically detect and select the customer’s credit card type

## Copywriting

- Add concise descriptions to form field labels
- Provide additional information when introducing ‘special’ features
- Avoid technical Jargon
- User concise specific labeling, avoid generic terms like ‘Continue’
- Be clear and obvious when the purchase is committed
- Use meaningful shipping method names with description
- Format the ‘Expiration date’ fields as they appear on the credit card (02/15)

## Layout

- Use clear and unambiguous error indicators
- Make “guest Checkout” a prominent option
- Only use a single primary button for the primary progress action
- Don’t cloud the user’s path with excessive choices
- Use animation graphics cautiously
- Reinforce all sensitive fields on the payment page
- Use font-sizes to indicate the hierarchy of information
- Show a sensible amount of form fields
- Place the primary button consistently throughout the checkout
- Hide Catalog navigation during checkout
- Place related Radio Buttons in close proximity to one another
- User clever defaults so customers can proceed without friction, preselect something for them

## Navigation

- Allow your customers to force-proceed through potentially incorrect validations (QAS)
- Clearly show the different steps and active step during checkout
- Process steps should be links
- Primary action/input should be above the fold
- Add visual indicators and feedback to all actionable elements

## Flow

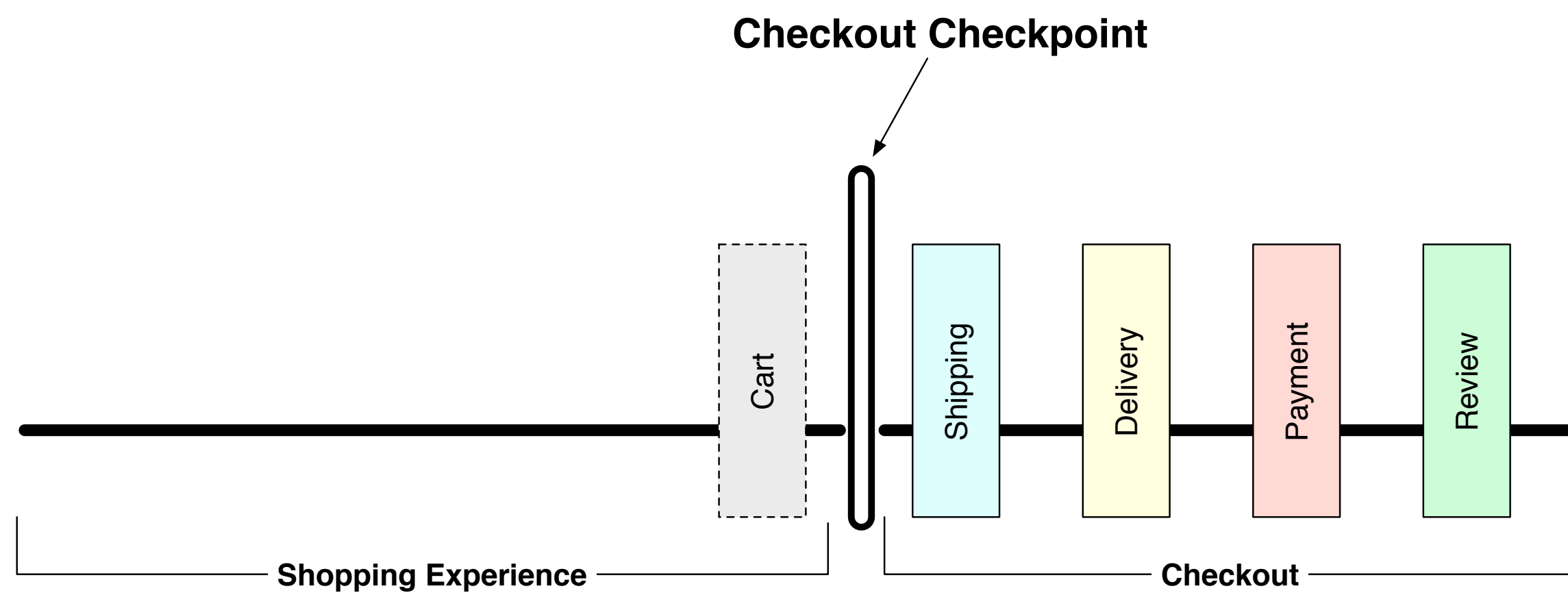
- The checkout process should be linear
- Clearly show when extra cost is being added to the order
- Avoid ‘Apply’ buttons within the form
- Display full (or estimated) price as early as possible
- Apply changes immediately and near the input
- Show all criteria that need to be compared
- Distinguish pre-filled fields from new fields

## Focus

- Registration should be optional
- Don’t require seemingly unnecessary information
- Only show options that are meaningful to the current customer and context
- Don’t highlight coupon code option excessively
- Be careful if offering ‘manage’ features such as an address book

Reference: Appleseed, J., Holst, C. (2011). E-Commerce Checkout Usability. Baymard Institute.

# CHECKOUT SESSION 'TIME OUT' BEHAVIOR



## Definitions:

### Checkout Checkpoint -

- Acts as a checkpoint if user  $\neq$  5
- System monitors and logs if user has proceeded beyond checkpoint within the Browser Session

### Cookie (Client Side) -

- Persistent until cleared

### Browser Session -

- Available only within a single application session

### Server Session ("J Session") -

- 15 minute duration, resets @ server activity

### User's Account -

- Permanent data stored against a Registered User Account

## Security States:

0 - Guest

2 - Recognized user, not logged-in

5 - Explicitly logged-in user

## RULES:

- 1 Always maintain Cart
- 2 if (Guest) **and** if (HAS NOT passed Checkout) **and** J Session Expired = NO MODAL
- 3 if (Guest) **and** if (HAS passed Checkout) **and** J Session Expired = Clear checkout selections and data, SHOW MODAL
- 4 if (Registered User) **and** if (HAS NOT passed Checkout) **and** J Session Expired = No Modal, Close Checkout Gate, require login to pass into Checkout flow
- 5 if (Registered User) **and** if (HAS passed Checkout) **and** J Session Expired = Show Modal, require login to continue \*\*\*

## QUESTIONS:

\*\*\* Can we store data/selections from incomplete checkout sessions, to be made available after re-login? Where could this be stored?

Purpose, to preserve unsaved addresses or Delivery and Gifting configurations after J Session Expiration.

# OBJECTIVES/SCENARIOS

## **USER: Consumer**

### **A. Purchase items in the shopping cart quickly, securely, and accurately.**

- A1.** A Guest/New User makes a purchase with a credit card.
- A2.** A Guest User creates an account before entering Checkout to take advantage of Account/Order Management and Accelerated Checkout features.
- A3.** A logged in consumer proceeds through an accelerated checkout process to make a purchase.
- A4.** A logged in consumer proceeds through an express (one-click) checkout process to make a purchase.
- A5.** A Guest/New User initiates checkout (entering some level of information), exits to shopping and then returns to checkout.

## **USER: EU Consumer**

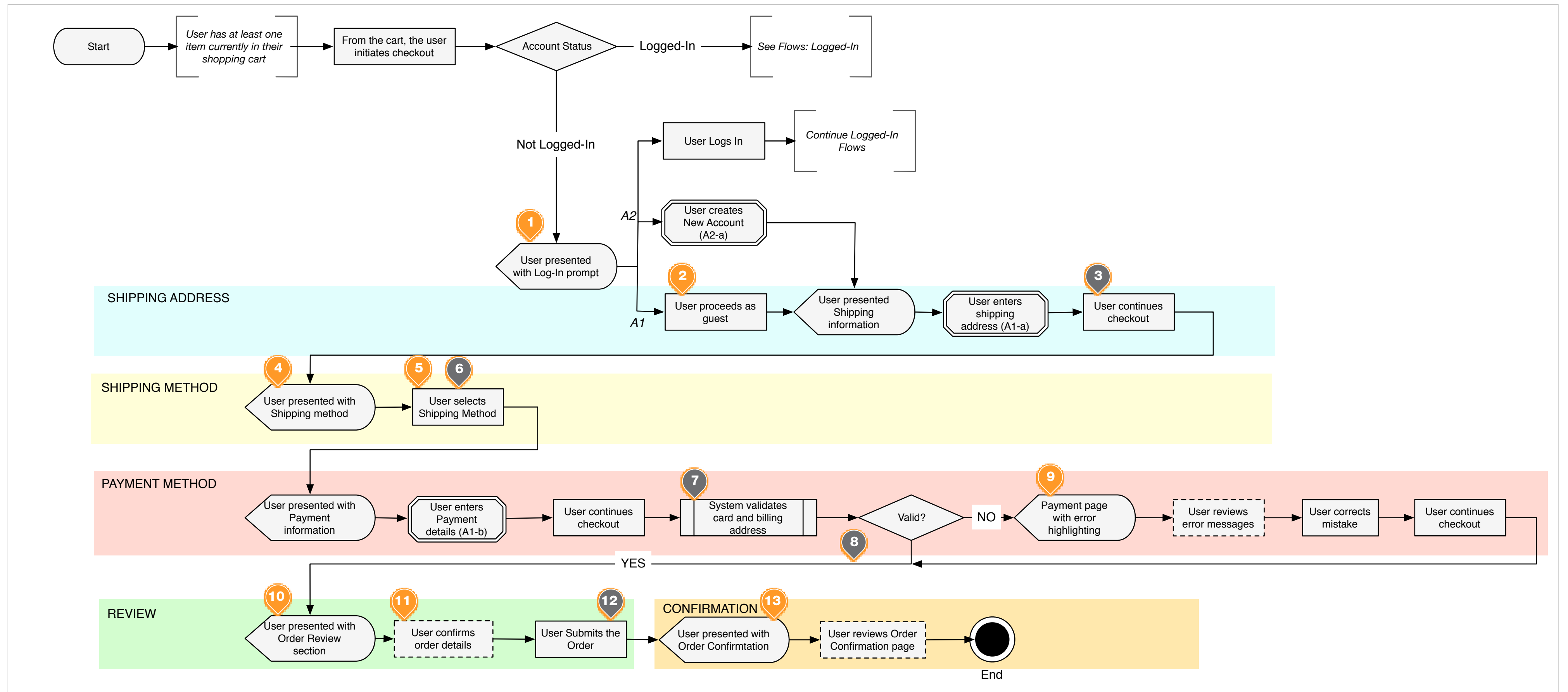
### **B. A Consumer shopping on an EU site wants to be informed of, and have the explicit ability to, Opt-In or Opt-Out for marketing subscriptions before completing their order.**

- B1.** A consumer shopping on an EU site makes an explicit selection to be included in Marketing content.
- B2.** A consumer shopping on an EU site bypasses the Marketing registration control, and makes a purchase without registration of Marketing content. (Explicit opt-in)

# Workflows

# GUEST/NEW USER CHECKOUT - CREDIT CARD ONLY

TWD-ID-1



● Usability Requirement    
 ● System Consideration    
 ● Usability Deficiency

## Scenario Reference IDs

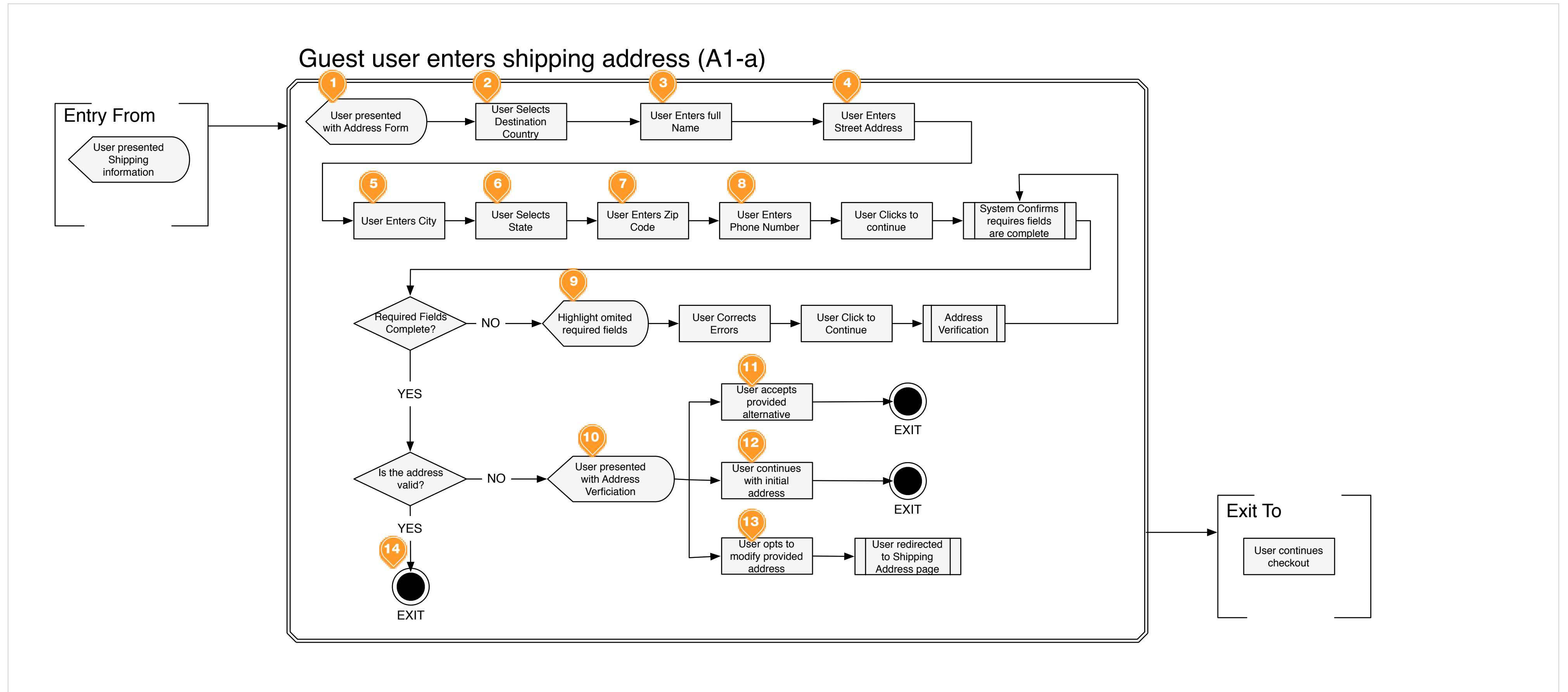
- A1

## Wireframe Reference IDs

- WF-ID-1-3
- WF-ID-12-24

1. If the user is not logged in, they should be presented with a prompt allowing the options to A) Sign-In, B) Create an Account, or C) Proceed as Guest
2. The option to proceed as a Guest should be a prominent option presented, avoid potential barriers and balance business needs.
3. The system should save the Shipping information to the session.
4. The user should be provided clear and concise shipping method selection. Each of the available selections should contain cost, method and estimated shipping time.
5. Selection of the shipping method should immediately update the Shipping section of the Cost Summary.
6. The system should save the user's selection to the session.
7. Validate card name, number, date, CCV, and billing address.
8. If Valid, save Payment Method info to the session, saving of security code configurable.
9. The user should be presented with the previous Payment Information. Previously entered data should be preserved, error messaging should include the main issue (e.g. Invalid Credit Card) in addition to form-level highlighting.
10. Order Review page should contain A) Shipping B) Billing C) Payment D) Itemized summary of all items w/ prices and cost summary. E) Ability to edit each of the section independently.
11. The Review page should be clean, organized and be presented in a flow that aligns with the steps of the checkout process.
12. System authorizes Credit Card purchase and places order.
13. The order confirmation page should align with Review page, contain clear Accepted/Complete messaging, and Print CSS style sheet. Guest users should be afford the ability to create an account.

# SHIPPING ADDRESS ENTRY - (SUB-FLOW A1-a)



● Usability Requirement    
 ● System Consideration    
 ● Usability Deficiency

## Scenario Reference IDs

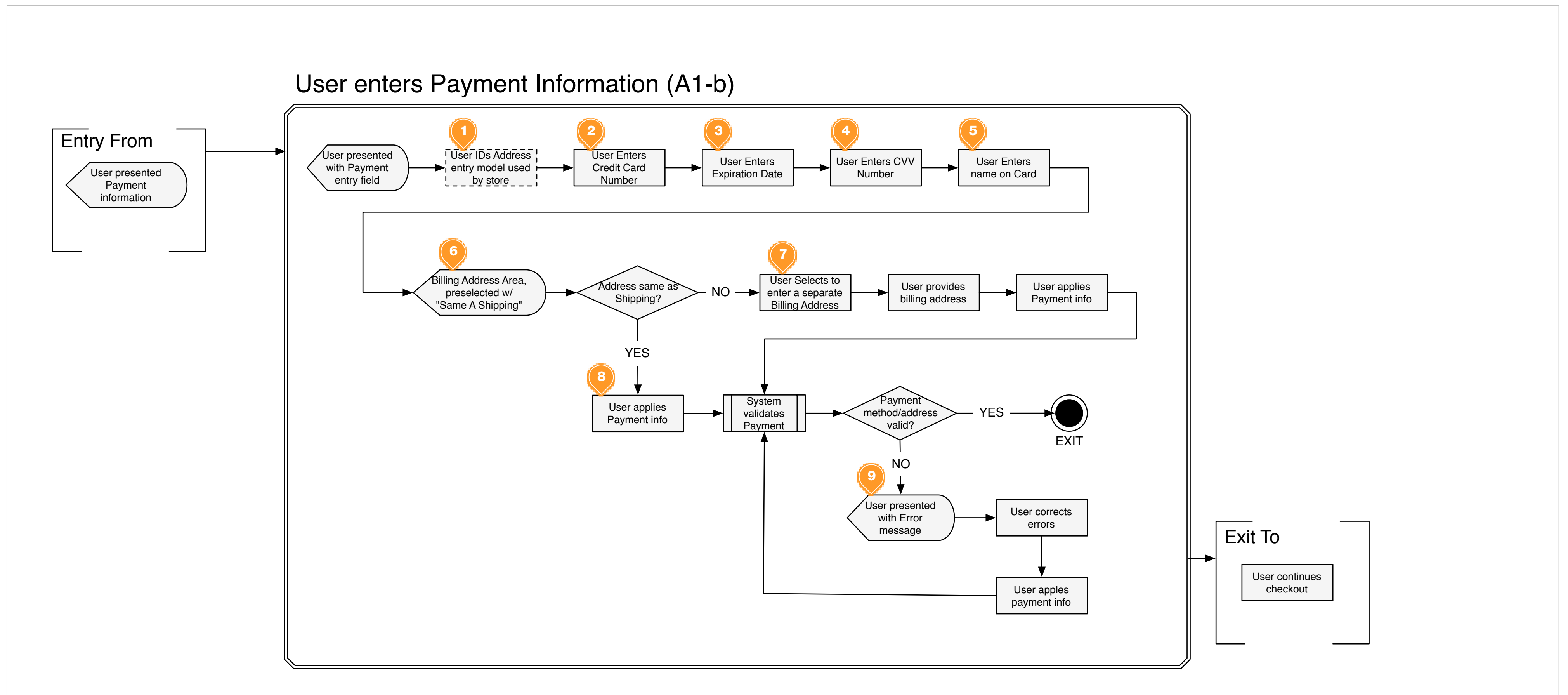
- A1

## Wireframe Reference IDs

- WF-ID-13
- WF-ID-15
- WF-ID-16
- WF-ID-35
- WF-ID-37-40

- Required fields should be indicated.
- The Country selection should be presented in a dropdown, selection should accept keyboard entry to focus.
- The form field for the user's FULL name should be clearly labeled and arranged to provide queue that the full name is being requested.
- Dependent on destination country, the order of the address fields should align to local standards. Mark required fields.
- Dependent on destination country, the order and label of the address fields should align to local standards.
- Dependent on destination country, the order and label of the address fields should align to local standards. State selection should be in dropdown menu, accept keyboard entry to focus.
- Dependent on destination country, the order and label of the address fields should align to local standards. Zip code text field should be constrained to accept proper format.
- Phone text field should be designed to afford only proper format. (e.g. xxx-xxx-xxxx). If required, recommend to provide rational/use.
- Error messaging should contain a page-level message explaining the reason for failed progress, in addition to item-level calls for attention, preserve previously entered data.
- QAS address verification. New page. Present the user with a message explaining the failed validation, display clearly the options to proceed.
- Provide the use with a clear "close match" to the address provided.
- Provide the user the ability to acknowledge and proceed with original address.
- Provide the user the ability to return and edit provided address.
- Registered Users should be provided the ability to Save the address.

# PAYMENT INFORMATION ENTRY - (SUB-FLOW A1-b)



● Usability Requirement    
 ● System Consideration    
 ● Usability Deficiency

## Scenario Reference IDs

- A1

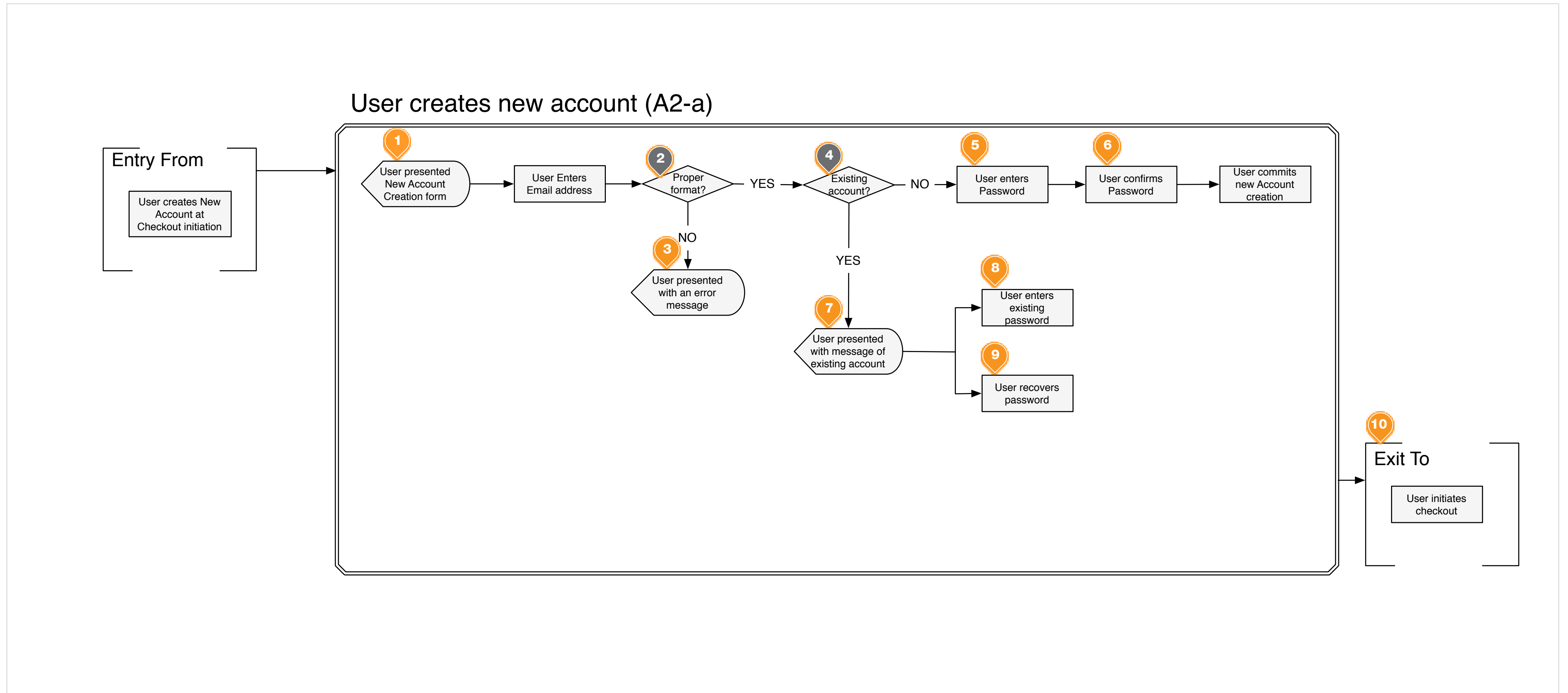
## Wireframe Reference IDs

- WF-ID-19-24

1. The payment method page should have a linear structure guiding the user through the required components, with clear separation page sections and available interactions.
2. The user should be provided a visual display of the accepted credit card types. They should not be required to select the card type, the card type should be identified by the system.
3. The expiration date entry form should align to the date format of the card. Use 2-digit month field followed by the month name, and four-digit year. (02 - March / 2013). Dropdown selection advised.
4. Recommend using "Credit Card Security Code" as the form field label. Technical jargon should be avoided. Recommend providing contextual link providing details for where to find the code, even better a small graphic depicting the code location on the card. Note: that graphic needs to be dynamic based on Card Type (e.g. Amex code is on the front).
5. The user should be provided a form field to enter the cardholder's name, prompted to enter as it appears on the card.
6. The separate, Billing Address section should be preselected, by default to use the Shipping Address provided. The address should be presented to the user in read-only format for confirmation.
7. If the user chooses to provided a separate Billing Address, once the option is selected they should be presented with active form fields for data entry. Billing address format should align with the Shipping Address format.
8. Registered users should be given the option to Save the Payment Information.
9. Error messaging should contain page-level notice in addition to item-level highlighting to guide user correction. Data fields should be preserved where security allows.



# NEW ACCOUNT CREATION - (SUB-FLOW A2-a)



● Usability Requirement    
 ● System Consideration    
 ● Usability Deficiency

## Scenario Reference IDs

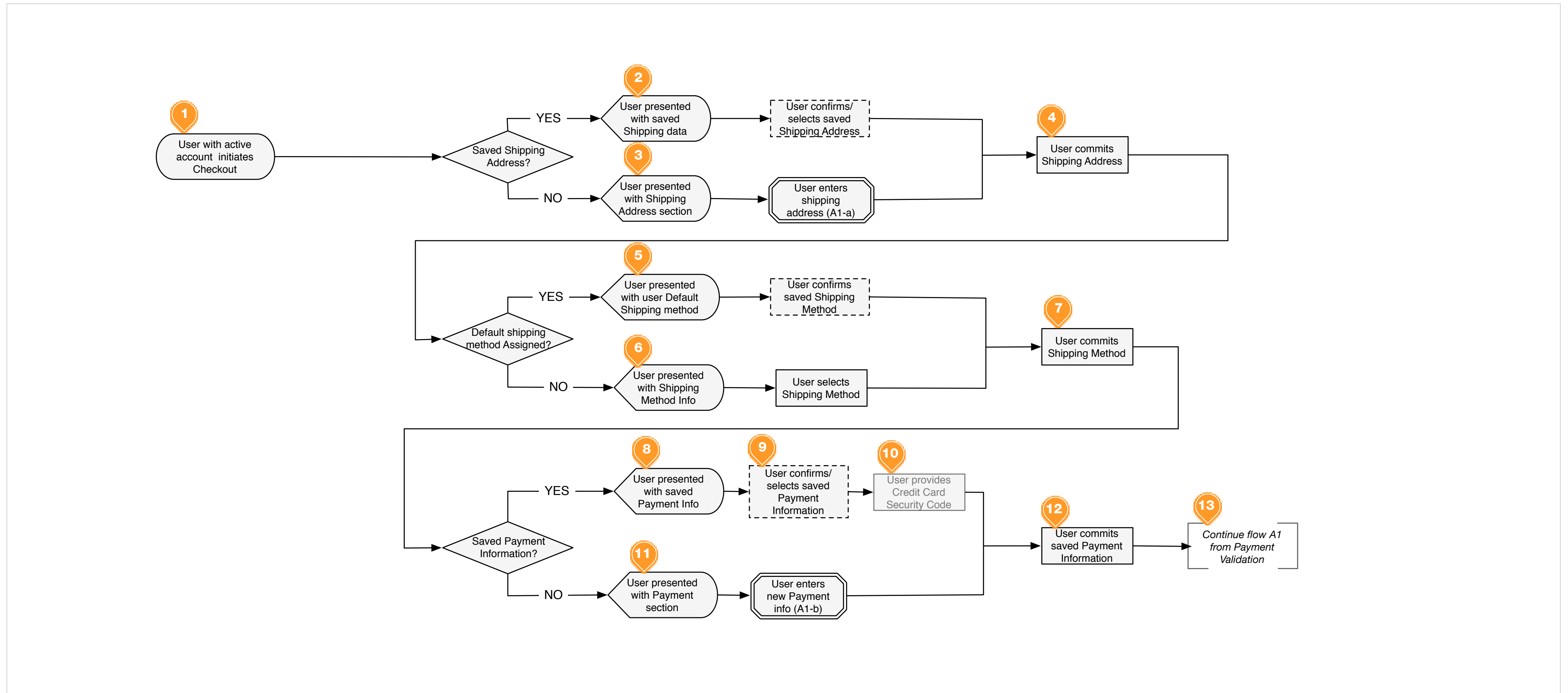
- A2

## Wireframe Reference IDs

- WF-ID-4-9

1. The account creation form should be as simple as possible, requiring only e-mail address and password creation, however the system may be configured to request additional information (e.g. first/last name, gender, birthday, or phone #)
2. When the user inputs data into the e-mail address form field and removes focus from that field, the system should asynchronously validate the provided input conforms to the proper format.
3. If the provided e-mail address does not conform to the proper format, the user should be presented a contextually sensitive message explaining the error and highlighting the field.
4. When the user removes focus from the e-mail address form field and the provided e-mail address conforms to the proper format the system should asynchronously validate if the provided e-mail is already associated with an existing account.
5. The user should be provide details for password complexity requirements.
6. The password validation form field should restrict the Paste function.
7. Upon removing focus from the e-mail address form field, the user should be informed if the e-mail address provided already has an active account associated. The user's input should be preserved, they should be provided contextually sensitive messaging and highlighting of the offending form field.
8. The user should be afforded the ability to provide the registered password and sign in with the provided e-mail address.
9. The user should be afforded the ability to recover a forgotten password.
10. Upon account creation, the user should be directed back to the point in which they entered the process. In the context of Account creation at Checkout initiation, the user should be redirected to the start of the Checkout process (e.g. Shipping Address entry)

# REGISTERED USER - ACCELERATED CHECKOUT



● Usability Requirement    
 ● System Consideration    
 ● Usability Deficiency

## Scenario Reference IDs

- A3

## Wireframe Reference IDs

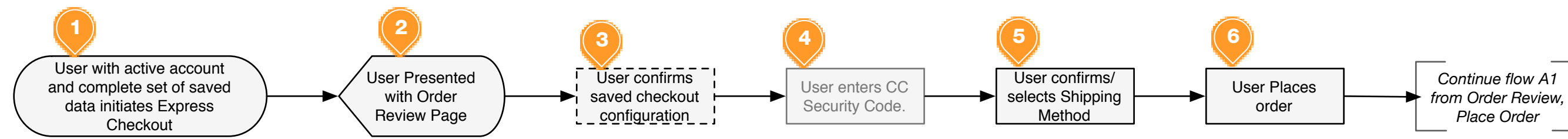
- WF-ID-25-32
- WF-ID-35
- WF-ID-37-40

- Registered user, with or without a complete set of saved Shipping/Billing data, initiates the standard checkout flow.
- If the user has previously saved Shipping information, they should be presented with the pre-filled data for confirmation.
- If the user does NOT have previously saved Shipping Information, they should be presented the standard Shipping fields, see Sub-flow A1-a.
- User manually commits the Shipping Address information to continue checkout.
- If the user has assigned a Default shipping method, that method should be preselected.
- If the user does NOT have an assigned Default shipping method, the system default shipping method should be preselected and request user selection. NOTE: always preselect a method to avoid unnecessary friction.

- The user manually commits the Shipping Method.
- If the user has previously saved Payment Information, they should be presented with the pre-filled data for confirmation.
- The user should be provided the ability to confirm the payment details, if multiple saved payment methods exist, they should be able to select from the saved methods.
- CONFIGURABLE OPTION: If the store is configured to require it, the user should be provided the ability to entered the Credit Card Security Code associated with the saved payment method. The form field should be highlighted as required to ensure the user addresses it before continuing.
- If the user does NOT have previously saved Payment Information, they should be presented with standard Payment fields, see sub-flow A1-b.
- The user manually commits the Payment information.
- Continue Checkout flow from Payment Validation in Flow A1.

# REGISTERED USER - EXPRESS CHECKOUT

TWD-ID-6



● Usability Requirement    
 ● System Consideration    
 ● Usability Deficiency

## Scenario Reference IDs

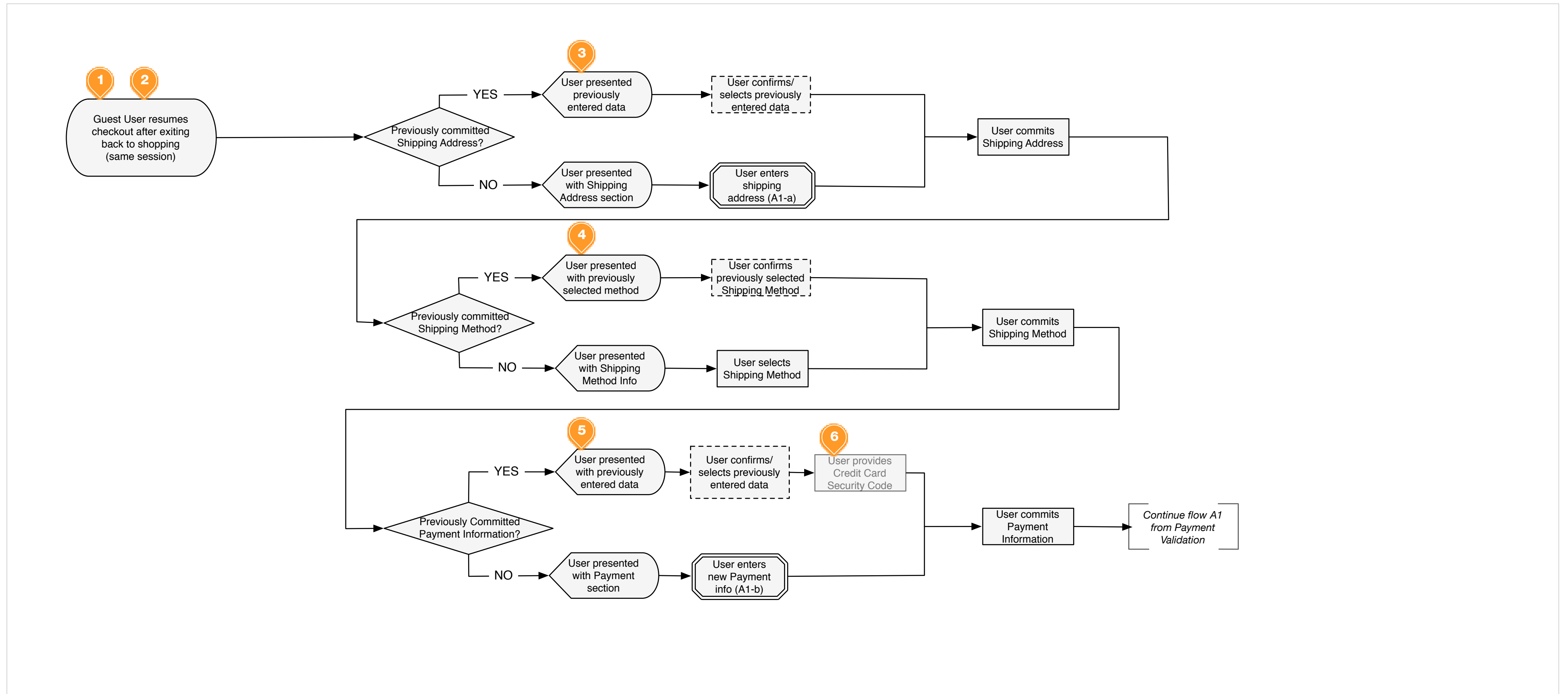
- A4

## Wireframe Reference IDs

- WF-ID-33
- WF-ID-34

1. If a Registered User has previously saved Shipping and Payment information, they should be provided the option in Cart to proceed through Express Checkout.
2. If the user selects to proceed through Express Checkout, the system should bring them directly to the Order Review page.
3. On Order Review, the user should be presented with clearly organized presentation of: Shipping Address, Payment Method, Payment Address, and Shipping Method. The user should be provided the ability to edit each of the sections individually.
4. CONFIGURABLE OPTION: If the store is configured to require it, the user should be provided the ability to enter the Credit Card Security Code associated with the payment method. This form field should be highlighted as required to ensure that the user addresses it prior to committing the order.
5. Shipping Method is less constant than Address and Payment data, therefore the user should always be prompted to make a selection for every order. Their Default selection should preselect the Method, but the user should still be encouraged to make a selection. It is advised that this form be illustrated independently from the other saved data summaries.
6. The user commits the order.
7. Continue checkout flow from Order Review, Submit order in Flow A1.

# RESUME SAME SESSION CHECKOUT



● Usability Requirement    
 ● System Consideration    
 ● Usability Deficiency

## Scenario Reference IDs

- A5

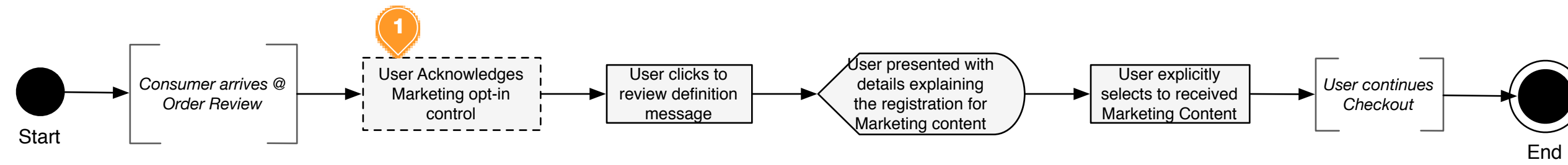
## Wireframe Reference IDs

- WF-ID-51
- WF-ID-52

- Assumption: a Guest user or New user initiates checkout, returns to shopping or cart, and then resumes the checkout process. required to provide the Security Code associated with the previously entered Credit Card.
- General Rule, once the user proceeds past a given section, the user-entered data in that section should be saved to the session and pre-populated when the user resumes checkout.
- If the user had previously provided and committed a Shipping Address, beyond address validation the previously entered information should be pre-populated when the user resumes checkout.
- If the user had previously made a Shipping Method selection and committed the selection, the selection should be saved to the session and pre-selected once the user resumes checkout.
- if the user had previously provided and committed Payment information, beyond card validation the previously entered information should be pre-populated when the user resumes checkout.
- CONFIGURABLE OPTION: If the store is configured to, the user will be

# MARKETING OPT-IN

TWD-ID-8



 Usability Requirement

 System Consideration

 Usability Deficiency

## Scenario Reference IDs

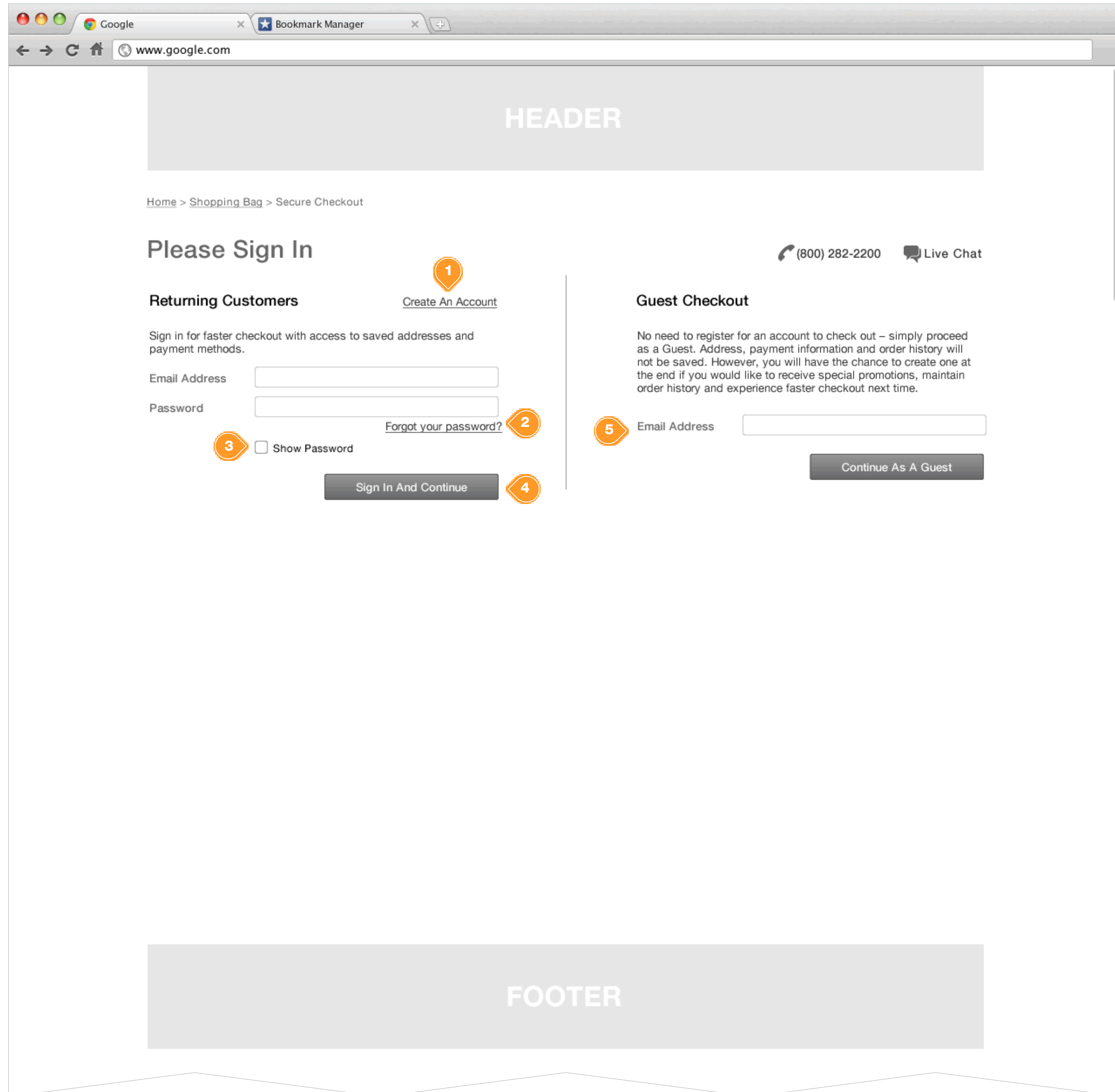
- B.1 -2

1. On the Order Review Page, in visual progression to the Place Order button, the user should be presented a checkbox and corresponding statement regarding opting in for Marketing subscription. The checkbox should be UNCHECKED by default.

## Wireframe Reference IDs

- WF-ID-54

# Wireframes



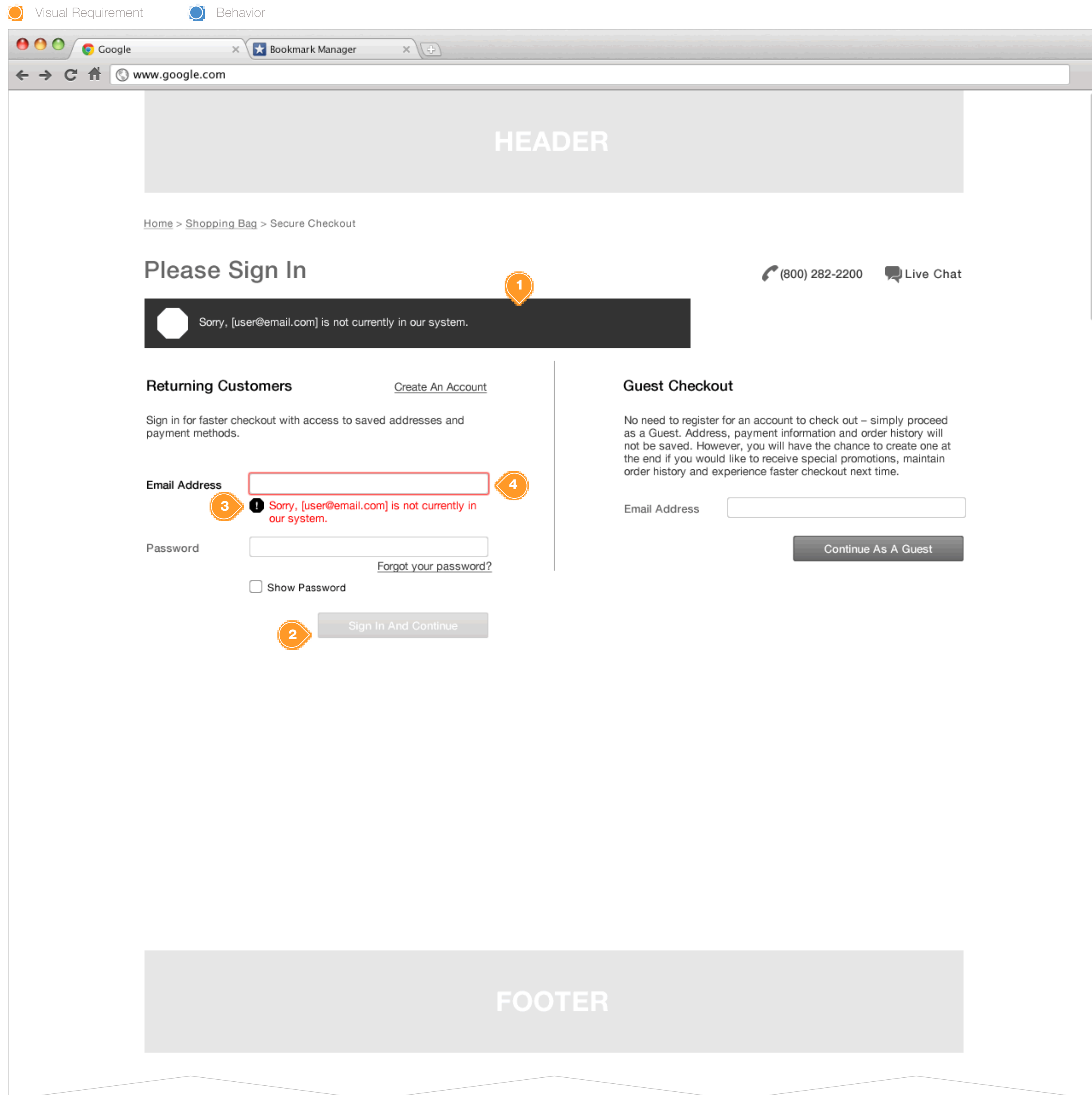
## Task Workflow Reference IDs

- TWD-ID-1

## Annotations

1. Create an Account hyperlink  
onClick: see Wireframe ID: WF-ID-4
2. Forgot your Password hyperlink  
onClick: see Wireframe ID: WF-ID-12
3. Show Password CheckBox  
onCheck: enable the password field to display the password entered.
4. Sign In and Continue Button  
onClick: direct the consumer through the requested checkout path, requested on the Cart Page. (Express or Accelerated)
5. Guest Checkout  
Require the consumer to enter their email address, and allow them to continue the guest checkout process.  
See Wireframe ID: WF-ID-14

# LOGIN: ADDRESS ERROR



## Task Workflow Reference IDs

- TWD-ID-1

## Annotations

1. If the consumer enters an email address into the login prompt which is not recognized by the system, return an in-line error informing the user that their email address enter was not recognized. The error message should inform the consumer which email address was entered in error.
2. Action element: Button should be greyed out, and unavailable until which time the consumer has corrected the form error. Error correction should be validated asynchronously.
3. Field level Error Message Display
4. Form objects where errors occur should be highlighted to provide an additional visual reference for the consumer where the error occurred.

Any form field that returns an error should clear the value of the field, unless explicitly noted.



# LOGIN: PASSWORD ERROR

Visual Requirement Behavior

Google Bookmark Manager www.google.com

HEADER

Home > Shopping Bag > Secure Checkout

## Please Sign In

(800) 282-2200 Live Chat

1 Sorry, this password did not match the one currently in our system.

### Returning Customers

[Create An Account](#)

Sign in for faster checkout with access to saved addresses and payment methods.

Email Address

Password

2 Sorry, this password did not match the one currently in our system. [Forgot Password?](#) 3

Show Password

### Guest Checkout

No need to register for an account to check out – simply proceed as a Guest. Address, payment information and order history will not be saved. However, you will have the chance to create one at the end if you would like to receive special promotions, maintain order history and experience faster checkout next time.

Email Address

FOOTER

### Task Workflow Reference IDs

- TWD-ID-1

### Annotations

1. Page Level error display for an incorrect password entry.
2. Form-level error message. Preserve the previously entered, invalid, data.
3. Forgot Password Link

# ACCOUNT REGISTRATION: BASE

WF-ID-4

Visual Requirement

Behavior

Home > Shopping Bag > Secure Checkout

## 1 Create An Account

Required fields \*

Create an account and get the most out of your online shopping experience with [brand name].

(800) 282-2200 Live Chat

### 2 Account Benefits

- Receive special promotions
- Access to saved address
- Access to saved payment methods
- Express Checkout
- Order History
- Wishlists
- Gift Lists
- Save Shopping Bag

At least N characters 17

Show Passwords 16

### 3 Email Address \*

### 4 Password \*

### 5 Confirm Password \*

### 6 First Name \*

### 7 Last Name \*

### 8 Additional Information What do we need this for?

### 9 Zip Code

### 10 Gender

- Select -

### 11 Date of Birth

Month Day Year

### 12 How did you hear about us?

- Select -

13 Yes, I would like to receive emails about products, promotions and sales.

HEADER

FOOTER

## Task Workflow Reference IDs

- TWD-ID-4

## Annotations

1. Webstore Account Creation Form  
All form fields that are mandatory are marked with an asterisk. Brands may determine individually which other fields are required in addition to the base field.
2. Account Benefits Module
3. Email Address Text Field
4. Password Text Field
5. Confirm Password Text Field. This field should NOT allow the PASTE function.
6. First Name Text Field
7. Last Name Text Field
8. Additional Information hyperlink  
onClick: provide a page (modal window) explaining the benefits of providing the supplemental information.
9. Zip Code Text Field  
Allow only 5 numeric characters
10. Gender ComboBox: Male / Female
11. Date of Birth ComboBoxes: Month/Day/Year. This field should be configurable to support format for International Stores (Day/Month/Year)
12. Referral ComboBox: Choices can be configured by individual brands
13. Newsletter Opt-In CheckBox: If the consumer explicitly checks this box, tag their account with the setting. Unchecked by default.
14. Create Account Button  
The button will remain dimmed and deactivated until the consumer has completed the minimum required form fields successfully.
15. Cancel Button  
onClick: return the consumer to the account login page. See Wireframe ID: WF-ID-1
16. Show Passwords Checkbox  
onCheck: allow the consumer to view the passwords
17. Password Messaging  
Provide a messaging around any password restrictions the system may have.

# ACCOUNT REGISTRATION: IN-LINE VALIDATION

WF-ID-5

Visual Requirement

Behavior

Home > Shopping Bag > Secure Checkout

## Create An Account

Required fields \*

(800) 282-2200 Live Chat

Create an account and get the most out of your online shopping experience with [brand name].

Email Address \*  ✓

Password \*  ✓ At least N characters

Confirm Password \*  ✓  Show Passwords

First Name \*  ✓

Last Name \*  ✓

### Account Benefits

- Receive special promotions
- Access to saved address
- Access to saved payment methods
- Express Checkout
- Order History
- Wishlists
- Gift Lists
- Save Shopping Bag

### Additional Information

What do we need this for?

Zip Code

Gender

Date of Birth

How did you hear about us?

Yes, I would like to receive emails about products, promotions and sales.

**2** Create Account and Continue [Cancel](#)

HEADER

FOOTER

## Task Workflow Reference IDs

- TWD-ID-4

## Annotations

1. In-line form field validation  
Provide a visual indicator of success or fail for each required form field.

Validate each form field on-the-fly for base minimum formatting requirements.

Email Address: email address must be properly formatted and contain an @ symbol, and appropriate suffix (.com, .org, .net etc)

Password: must conform to the system requirements for a password (TBD)

Confirm Password: must be an exact match to the value of the valid Password Text Field entry.

2. Create Account and Continue Button  
onClick: begin checkout. See Wireframe ID: WF-ID-14

# ACCOUNT REGISTRATION: INVALID EMAIL

WF-ID-6

Visual Requirement

Behavior

The screenshot shows a web browser window with the URL www.google.com. The page is titled "Create An Account" and features a "Required fields" section. A red error message "Please enter a valid email address" is displayed above the "Email Address" field. The "Email Address" field is highlighted with a red border. Below the "Email Address" field, there is a red error message "Please provide a valid email address." The "Password" field is also highlighted with a red border. The "Confirm Password" field is also highlighted with a red border. The "First Name" and "Last Name" fields are also highlighted with a red border. The "Additional Information" section includes fields for "Zip Code", "Gender", "Date of Birth", and "How did you hear about us?". The "Create Account and Continue" button is highlighted with a red border. The "Cancel" button is also visible. The page is divided into a "HEADER" and a "FOOTER" section.

## Task Workflow Reference IDs

- TWD-ID-4

## Annotations

- Invalid email address error. System should preserve any previously entered, invalid, data in the field.
- Create Account and Continue Button Dimmed and deactivated until the form is successfully completed.

# ACCOUNT REGISTRATION: EXISTING ACCOUNT

WF-ID-7

Visual Requirement

Behavior

Home > Shopping Bag > Secure Checkout

## Create An Account

Required fields \*

(800) 282-2200 Live Chat

Create an account and get the most out of your online shopping experience with [brand name] (and name).

**1** An account already exists with the supplied email address. [Click here to login](#)

**Email Address \***  **!** An account already exists with the supplied email address. [Click here to login](#)

**Password \***  At least N characters

**Confirm Password \***   Show Passwords

**First Name \***

**Last Name \***

### Account Benefits

- Receive special promotions
- Access to saved address
- Access to saved payment methods
- Express Checkout
- Order History
- Wishlists
- Gift Lists
- Save Shopping Bag

### Additional Information

What do we need this for?

**Zip Code**

**Gender**

**Date of Birth**

**How did you hear about us?**

Yes, I would like to receive emails about products, promotions and sales.

[Cancel](#)

HEADER

FOOTER

## Task Workflow Reference IDs

- TWD-ID-4

## Annotations

1. If a consumer attempts to Create a New Account with an email address which matches an existing account, provide the consumer with an in-line error informing them, and a hyperlink to the Account Login screen. onClick: see Wireframe ID: WF-ID-1

In the event that they consumer elects to login with the existing account, pre-populate the login E-mail Address field with this address.

# ACCOUNT REGISTRATION: INVALID PASSWORD 1

Visual Requirement Behavior

The screenshot shows a web browser window with the URL www.google.com. The page is titled "Create An Account" and is part of a "Secure Checkout" process. The form includes fields for Email Address, Password, Confirm Password, First Name, and Last Name. The Password field is highlighted with a red border and contains a red error message: "Please enter a valid password". A black tooltip with a white "1" and the text "Please enter a valid password" is positioned over the Password field. A second orange circle with a "2" is placed over the Password field. To the right of the form is a box titled "Account Benefits" listing: Receive special promotions, Access to saved address, Access to saved payment methods, Express Checkout, Order History, Wishlists, Gift Lists, and Save Shopping Bag. Below the form is an "Additional Information" section with fields for Zip Code, Gender, Date of Birth, and How did you hear about us? At the bottom of the form are buttons for "Create Account and Continue" and "Cancel". The page has a grey "HEADER" at the top and a grey "FOOTER" at the bottom.

## Task Workflow Reference IDs

- TWD-ID-4

## Annotations

1. Invalid Password  
If the consumer enters a password that does not meet the systems minimum password requirements, provide an error.
2. Masked Password Field  
All previously entered data should be preserved, but system password fields should be masked by default for security.

# ACCOUNT REGISTRATION: INVALID PASSWORD 2

Visual Requirement Behavior

The screenshot shows a web browser window with the address bar displaying 'www.google.com'. The page content includes a 'HEADER' section, a breadcrumb trail 'Home > Shopping Bag > Secure Checkout', and a main heading 'Create An Account'. Below the heading is a sub-heading 'Required fields \*' and contact information '(800) 282-2200' and 'Live Chat'. The registration form contains several fields: 'Email Address \*', 'Password \*', 'Confirm Password \*', 'First Name \*', and 'Last Name \*'. The 'Confirm Password \*' field is highlighted with a red border and contains a red error message: 'The password entered does not match'. To the right of the form is a box titled 'Account Benefits' listing: 'Receive special promotions', 'Access to saved address', 'Access to saved payment methods', 'Express Checkout', 'Order History', 'Wishlists', 'Gift Lists', and 'Save Shopping Bag'. Below the form is an 'Additional Information' section with fields for 'Zip Code', 'Gender', 'Date of Birth', and 'How did you hear about us?'. At the bottom of the form are two buttons: 'Create Account and Continue' and 'Cancel'. The page ends with a 'FOOTER' section.

## Task Workflow Reference IDs

- TWD-ID-4

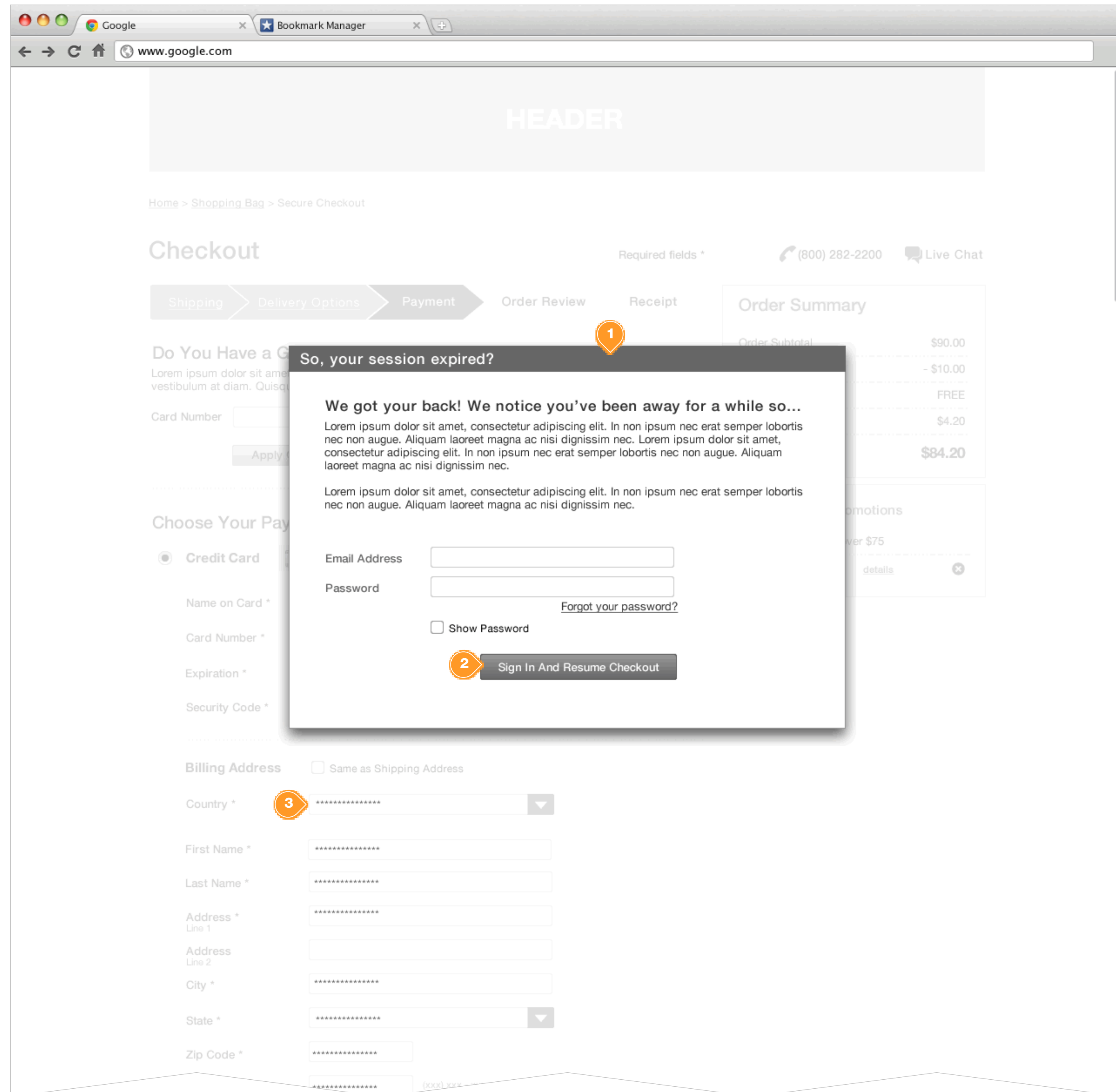
## Annotations

1. When the consumer enters a value in the Confirm Password text field that does not match exactly the Password text field value, provide an error and preserve the previously supplied, invalid, data.

# SESSION EXPIRED: REGISTERED - INSIDE CHECKOUT

Visual Requirement

Behavior



## Task Workflow Reference IDs

- Session Time-out graphic

## Annotations

1. See Checkout 'Session Time out' Behavior for scenario details.
2. Upon valid email address and password, return user to the last active state prior to session expiration, preserving any user-entered data or checkout configuration provided up to that point.
3. If the session expiration occurs on the Shipping or Payment page, user data (addresses or payment details) should be masked. Upon valid log-in restore user data to read-write format.

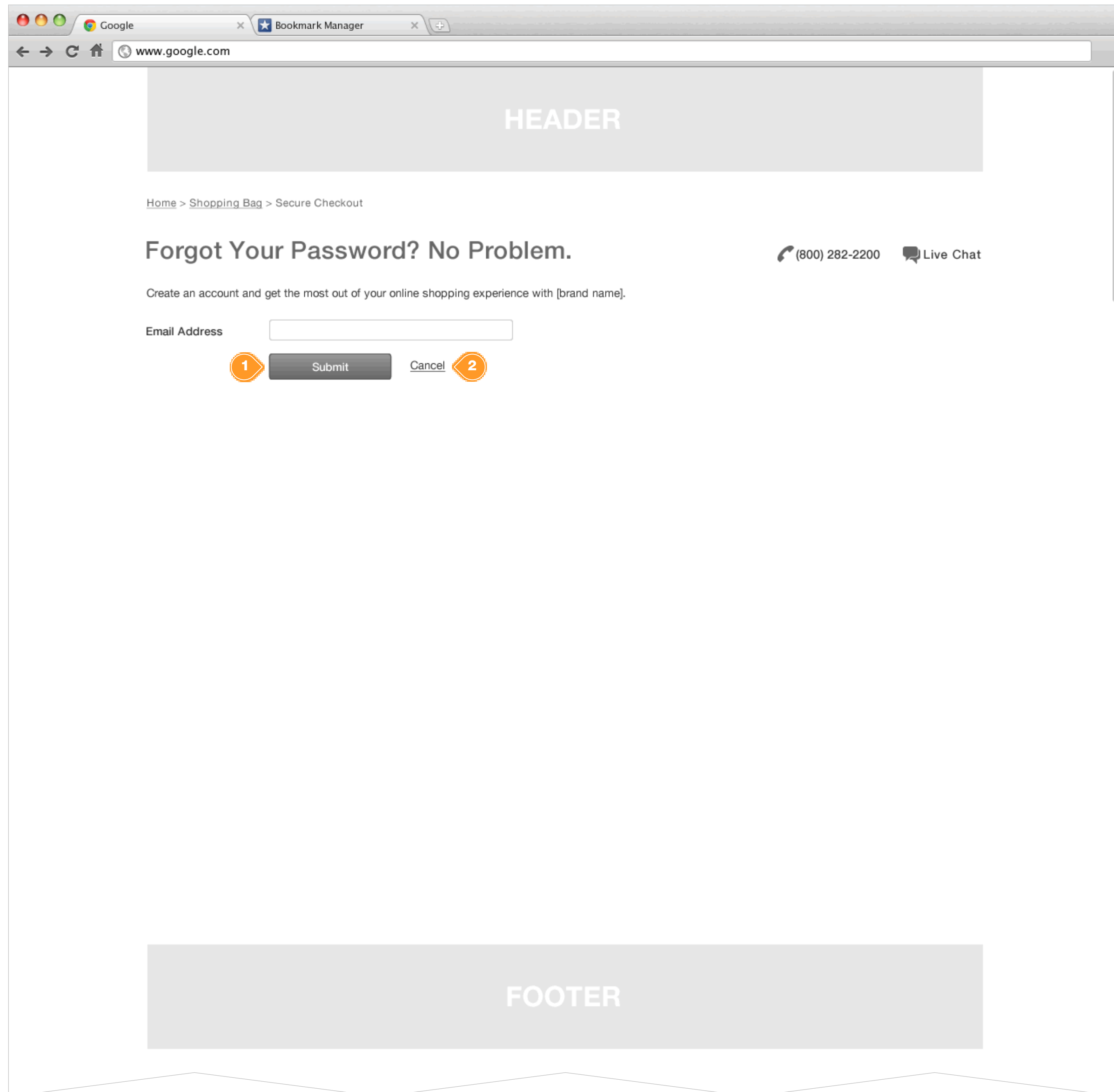


# FORGOT PASSWORD: BASE

WF-ID-12

Visual Requirement

Behavior



## Task Workflow Reference IDs

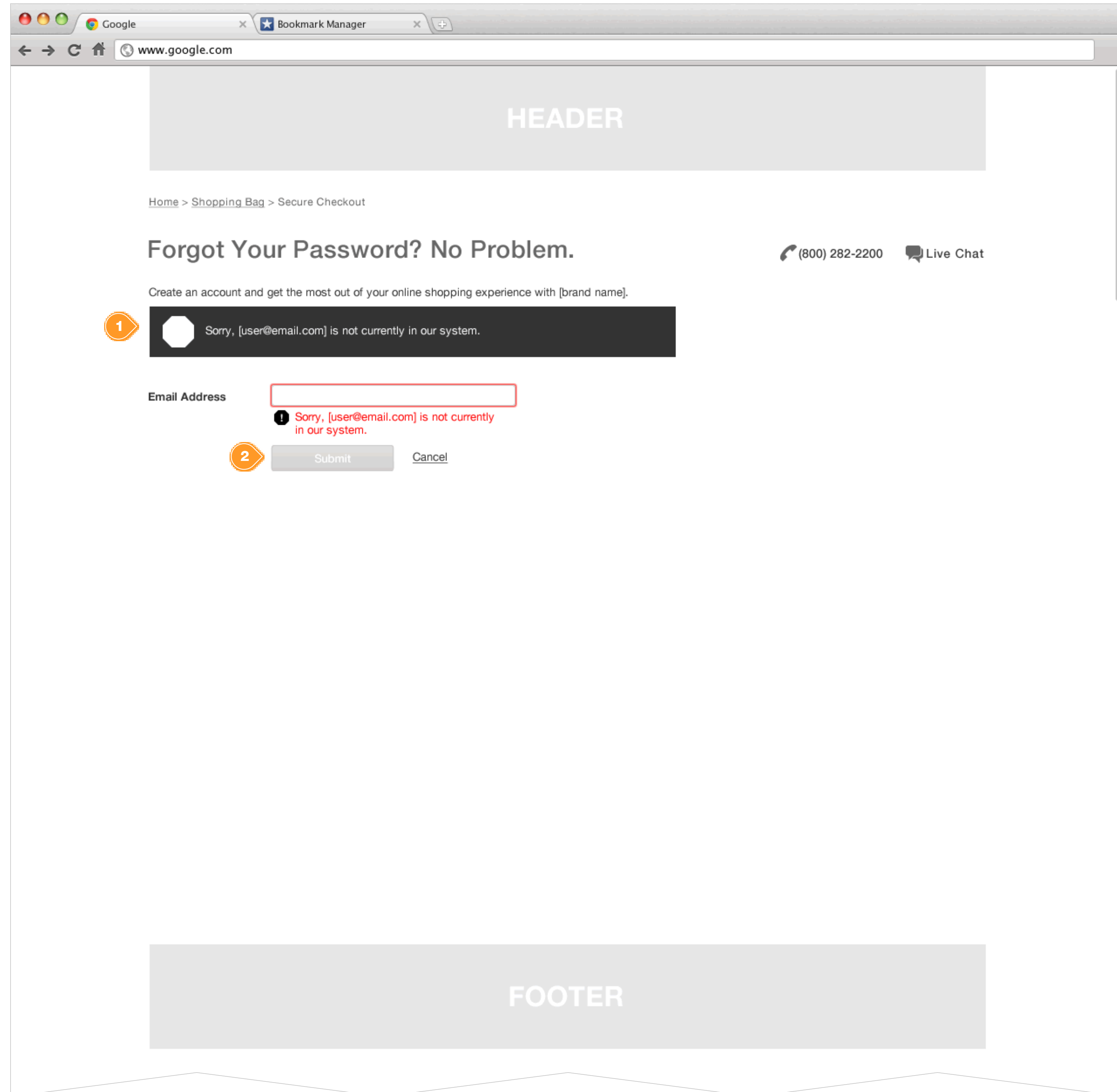
- N/A

## Annotations

1. Forgot Email Submit Button  
onClick: validate and send the consumer an email with instructions on how to reset their webstore password.
2. Cancel Button  
onClick: send the consumer back to the account login page.  
See Wireframe ID: WF-UD-1

# FORGOT PASSWORD: ERROR

Visual Requirement Behavior



## Task Workflow Reference IDs

- N/A

## Annotations

1. A consumer has entered an email address that is not recognized by the system. Display an in-line error message that informs the consumer of the error, and also displays the email address that was incorrect.
2. Dim and Deactivate the Submit Button until the consumer has entered a new email address.

# SHIPPING: BASE - U.S. (GUEST)

WF-ID-14

Visual Requirement

Behavior

The screenshot shows a checkout page with the following elements and annotations:

- 1. Checkout Stepper:** A horizontal progress bar with steps: Shipping (selected), Delivery Options, Payment, Order Review, and Receipt.
- 2. Shipping Indicator:** A small icon above the 'Shipping' step in the stepper.
- 3. Country ComboBox:** A dropdown menu with 'USA' selected.
- 4. Ship to this Address Button:** A dark button with white text.
- 5. Cost Summary Right Rail Module:** A table showing: Merchandise Subtotal (\$000.00), Order Discount (--), Shipping (FREE), Estimated Tax\* (\$00.00), and Total (\$000.00).
- 6. Discounts and Promotions:** A section with the text 'Enter A Promo Code'.
- 7. State ComboBox:** A dropdown menu with '- Select a State -' selected.
- 8. Phone field:** A text input field with a placeholder '(xxx) xxx - xxxx'.

## Task Workflow Reference IDs

- TWD-ID-1
- TWD-ID-2

## Annotations

- 1. Checkout Stepper**  
The Checkout Stepper allows the consumer to view their progress through the checkout flow.
- 2. Shipping Indicator**  
The Shipping Indicator in the Checkout Stepper is highlighted to inform the consumer as to their location within the checkout flow.
- 3. Country ComboBox**  
The system will IP detect the location of the consumer and prepopulate the Country ComboBox. In the event the IP address is masked, fall back to the country of origin for the current domain.  
  
The consumer may explicitly change Shipping Address Country.  
  
NOTE: The current IAD only provides an example of a US based address form. Canadian and UE forms will need to be created.
- 4. Ship to this Address Button**  
Allow the consumer to continue through the checkout flow. See WF-ID-16
- 5. Cost Summary Right Rail Module**  
Provide consumer with a running summary of their Shopping Cart.  
  
Order Subtotal  
Order Discounts (if applicable)  
Shipping  
Estimated Tax  
Total  
  
NOTE: Shipping and Estimated Tax displays may not be available.
- 6. FOR PLACEMENT ONLY:**  
Discounts and Promotion Right Rail Module  
Details and behaviors for Discounts & Promotions are available in the Promo & Checkout Options IAD.
- 7. State ComboBox should default to "Select a State".** Also all state names should be fully spelled out and not abbreviated.
- 8. Phone number field will allow consumer to enter a phone number without strict formatting requirements.** The consumer may enter the number with spaces, dashes, or with the prefix in parentheses. Once the consumer has completed the field, and focus is shift to another page element, the form field will reformat the phone number into the following format: (123) 456-7890. This string is configurable by brand.

# SHIPPING: BASE - EURO (GUEST)

WF-ID-14

Visual Requirement Behavior

The screenshot shows a checkout page with a header, a breadcrumb trail (Home > Shopping Bag > Secure Checkout), and a main heading 'Checkout'. A progress bar indicates the current step is 'Shipping', followed by 'Delivery Options', 'Payment', 'Order Review', and 'Receipt'. The 'Choose Your Shipping Address' section contains several form fields: 'Country \*' (dropdown menu with 'Germany' selected), 'First Name \*', 'Last Name \*', 'Address \* Line 1', 'Address (optional) Line 2', 'City \*', 'Province/State \*' (dropdown menu with '- Select -' selected), 'Postal Code \*', and 'Phone \*'. A 'Cost Summary' box on the right lists: Merchandise Subtotal (\$000.00), Order Discount (--), Shipping (FREE), Estimated Tax\* (\$00.00), and Total (\$000.00). Below this is a 'Discounts and Promotions' section with an 'Enter A Promo Code' field. A checkbox for 'Add FREE Gift Message' is also present. A 'Ship to this Address' button is at the bottom of the form. A footer note reads: '\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.'

## Task Workflow Reference IDs

- TWD-ID-1
- TWD-ID-2

## Annotations

1. European Country Selection  
When the consumer has selected a European country, or have been identified via IP GEO location as residing in Europe. Provide them with a shipping for with appropriate form fields.
2. Province/State Combo Box
3. Postal Code
4. Phone Field - Single field with no reformatting in this release.

# SHIPPING: ERROR (GUEST)

WF-ID-15

Visual Requirement

Behavior

Visual Requirements: Visual Requirement, Behavior

Browser: Google, Bookmark Manager, www.google.com

Page Structure: HEADER, FOOTER

Navigation: Home > Shopping Bag > Secure Checkout

## Checkout

Required fields \* (800) 282-2200 Live Chat

Shipping Delivery Options Payment Order Review Receipt

**1** Please enter your first name.

### Choose Your Shipping Address

Country \* - Select a Country -

First Name \* **2** Please enter your first name.

Last Name \*

Address \* Line 1

Address \* Line 2

City \*

State \* - Select a State -

Zip Code \*

Phone \* (xxx) xxx - xxxx

### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	FREE
Estimated Tax*	\$00.00
<b>Total</b>	<b>\$000.00</b>

### Discounts and Promotions

Enter A Promo Code

Add FREE Gift Message ?

Ship to this Address

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

## Task Workflow Reference IDs

- TWD-ID-2

## Annotations

- 1.** Shipping Address Form Field Page Level Error  
Should the consumer attempt to continue in the checkout flow prior to successfully completing the required fields, display a page level error with an appropriate message informing them of the error.
- 2.** In-line Error  
Display an in-line error informing them of the field(s) which require remedy.

# SHIPPING ADDRESS: RESUME (GUEST)

WF-ID-51

Visual Requirement

Behavior

The screenshot shows a web browser window with the URL www.google.com. The page is a checkout page titled "Checkout" with a navigation bar containing "Shipping", "Delivery Options", "Payment", "Order Review", and "Receipt". The "Shipping" step is active. The main content area is titled "Choose Your Shipping Address" and contains the following fields:

- Country \* (USA)
- First Name \* (Chris)
- Last Name \* (Moles)
- Address \* (Line 1: 123 Forth Street)
- Address (optional) (Line 2: )
- City \* (Anytown)
- State \* (PA - Pennsylvania)
- Zip Code \* (19123)
- Phone \* ((123) 456-7890 (xxx) xxx - xxxx)

Required fields \* is indicated. There are also links for "(800) 282-2200" and "Live Chat".

**Cost Summary**

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	FREE
Estimated Tax*	\$00.00
<b>Total</b>	<b>\$000.00</b>

**Discounts and Promotions**

[Enter A Promo Code](#)

Add FREE Gift Message ?

**Ship to this Address**

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

## Task Workflow Reference IDs

- TWD-ID-7

## Annotations

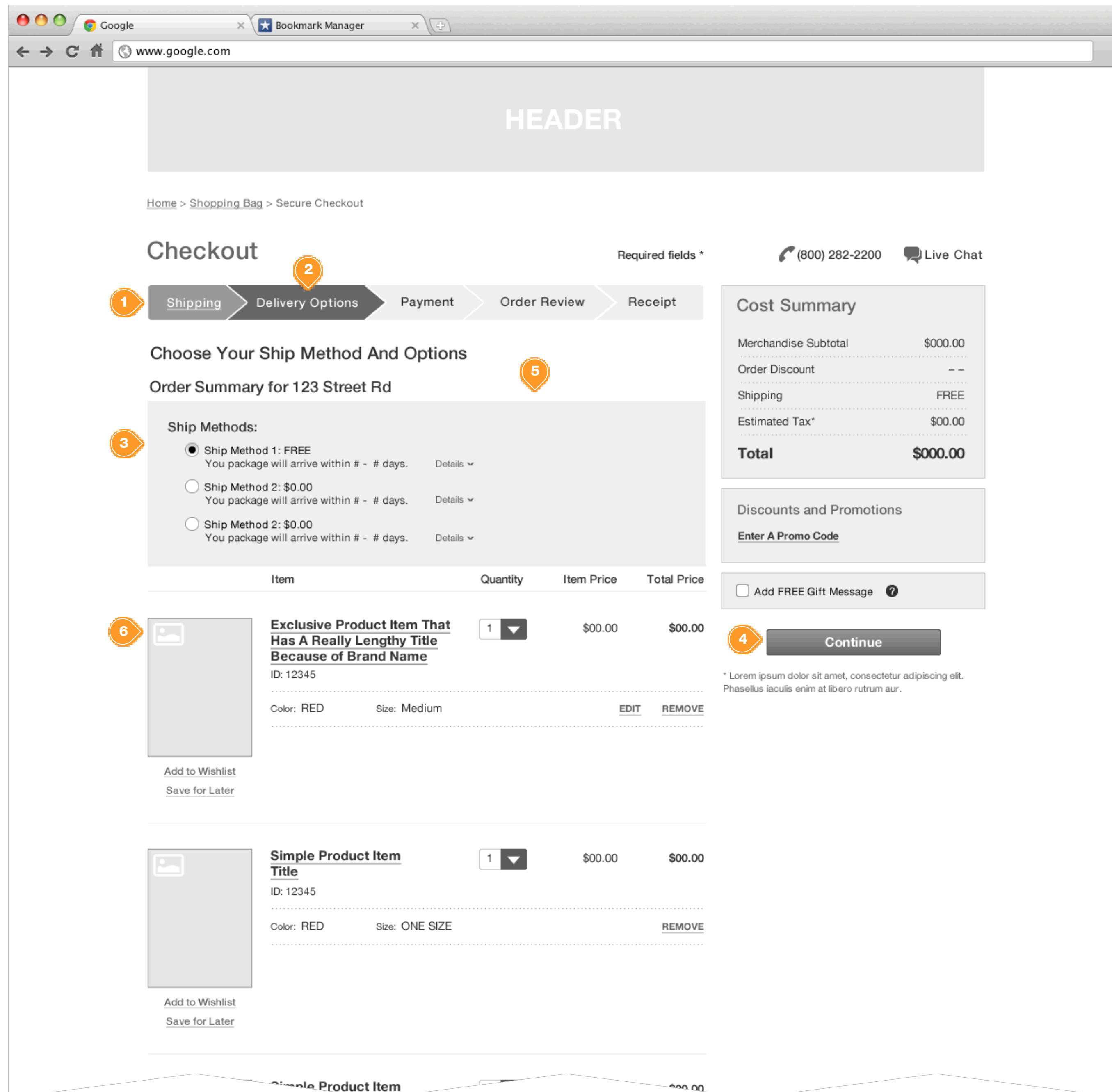
- Scenario: A guest consumer initiates the checkout process, completes shipping address validation, returns to shopping. When the user resumes the checkout process they should experience a modified Accelerated Checkout, wherein the system implicitly saves the previously entered shipping information and presents that back to the user, pre-filled in the address form fields.

# DELIVERY OPTIONS: BASE

WF-ID-17

Visual Requirement

Behavior



## Task Workflow Reference IDs

- TWD-ID-1

## Annotations

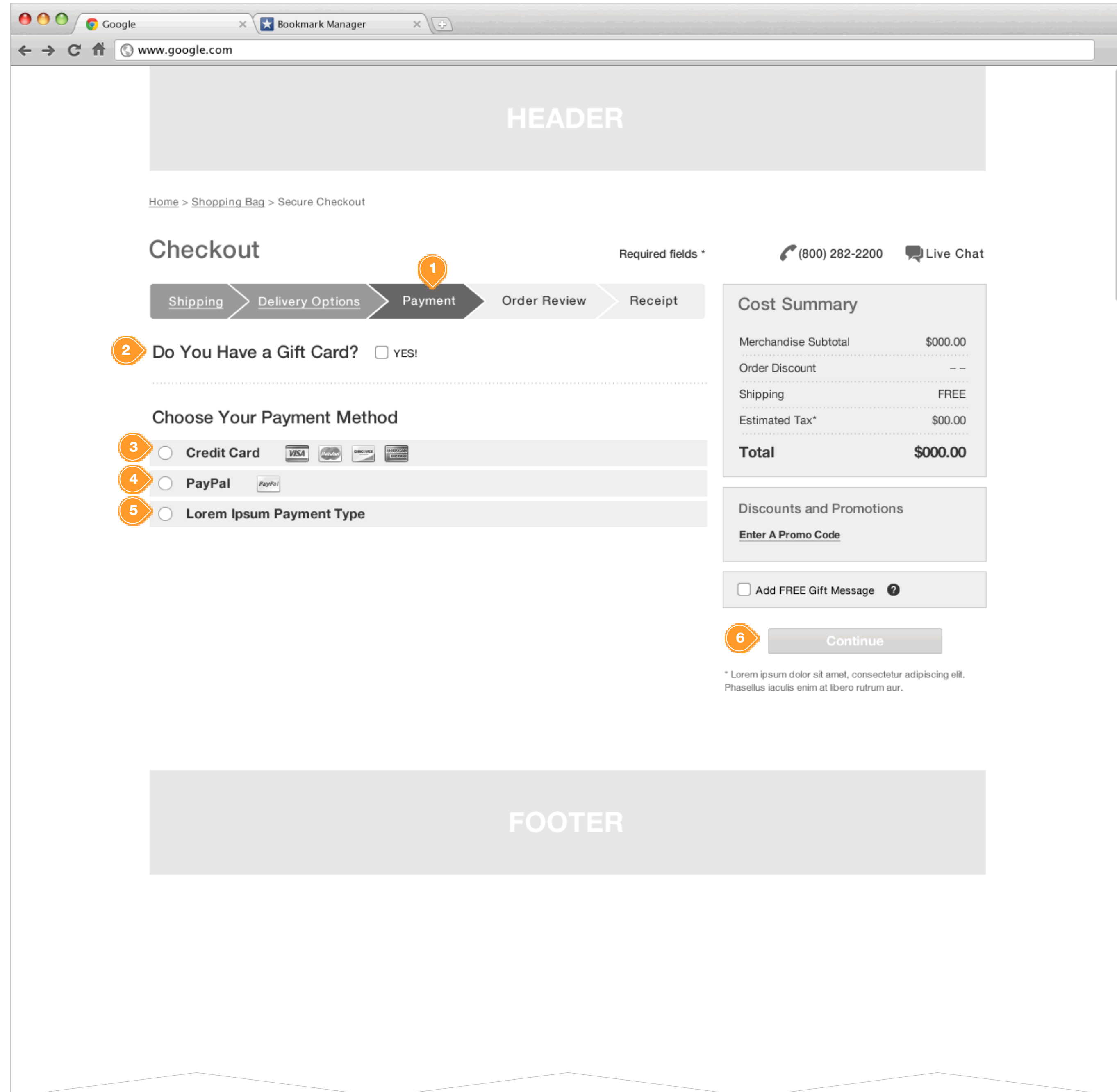
- Shipping Button**  
The Shipping Button is now visually completed to inform the consumer that they have complete a step.  
onClick: the consumer may use the Checkout Stepper has a method for navigating back to previously complete sections.
- Delivery Option Step**  
Highlight the Delivery Option Step
- Shipping Methods**  
Provide the consumer a method to select their desired shipping method. The least expensive option should always be pre-selected as the default on page load.
- Continue Button**  
The consumer may continue at any time without explicitly selecting a shipping method as one will be selected by default.  
  
onClick: See Wireframe ID: WF-ID-19
- Details Button**  
onClick: See Wireframe ID: WF-ID-18
- Cart Summary**  
Include Cart Summary module. See Shipping & Gift Option Requirements documents for more details.

# PAYMENT: BASE

WF-ID-19

Visual Requirement

Behavior



## Task Workflow Reference IDs

- TWD-ID-1
- TWD-ID-3

## Annotations

1. Payment Option Step  
Highlight the Payment Step
2. Gift Card  
See Billing Requirements document for detailed information.
3. Payment Method - Credit Card  
onClick: allow the consumer to click anywhere along the accordion bar. See Wireframe ID: WF-ID-20
4. Payment Method - Paypal  
NOTE: For context only - scheduled for future IAD
5. Payment Method - Other  
NOTE: For context only - schedule for future IAD
6. Continue Button  
Dimmed and Deactivated until the consumer has completed the payment requirements. See Wireframe ID: WF-ID-20



# PAYMENT BASE - GIFT CARD ENTRY

Visual Requirement

Behavior

The screenshot shows a checkout page with a breadcrumb trail: Home > Shopping Bag > Secure Checkout. The page title is "Checkout" with a "Required fields" indicator. A progress bar shows steps: Shipping, Delivery Options, Payment (highlighted with a red '1' in a circle), Order Review, and Receipt. The "Do You Have a Gift Card?" section has a "YES!" selection. Below it are input fields for "Card Number" and "PIN", and buttons for "Apply Gift Card" and "Check Balance". A link for "+ Add Another Gift Card" is also present. The "Choose Your Payment Method" section includes radio buttons for "Credit Card" (with Visa, Mastercard, American Express, and Discover logos), "PayPal" (with the PayPal logo), and "Lorem Ipsum Payment Type". To the right, the "Cost Summary" table shows: Merchandise Subtotal (\$000.00), Order Discount (--), Shipping (FREE), Estimated Tax\* (\$00.00), and Total (\$000.00). Below this is a "Discounts and Promotions" section with an "Enter A Promo Code" field. A checkbox for "Add FREE Gift Message" with a help icon is also visible. A "Continue" button is at the bottom of the right column. A footer note reads: "\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur." The page is framed by a grey "HEADER" at the top and a grey "FOOTER" at the bottom.

## Task Workflow Reference IDs

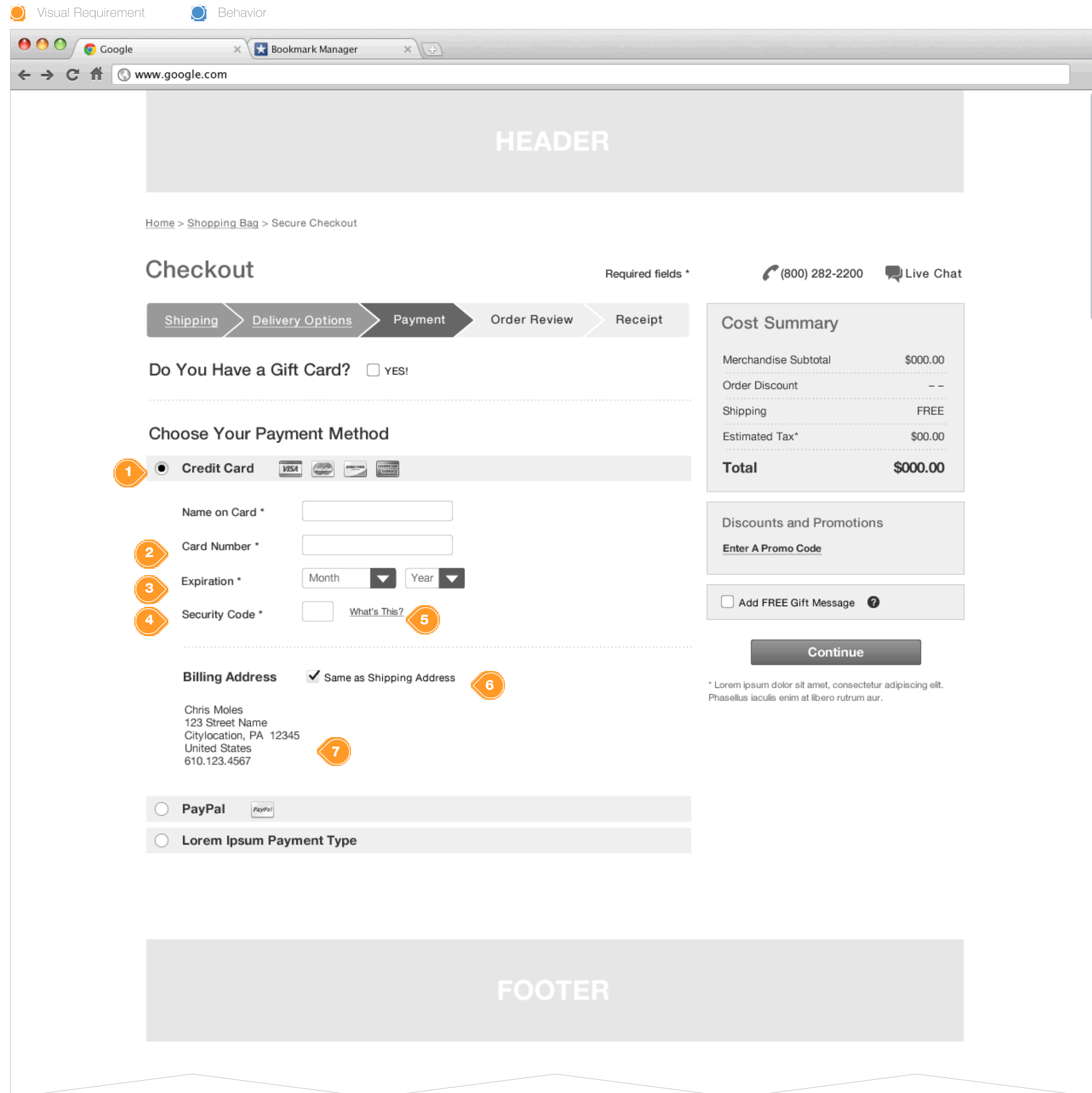
- N/A

## Annotations

1. When the Gift Card checkbox is selected, display Gift Card entry fields and application mechanisms. See Payment addendum for specifics around Gift Card Decrement.

# PAYMENT: SAME AS SHIPPING

WF-ID-24



## Task Workflow Reference IDs

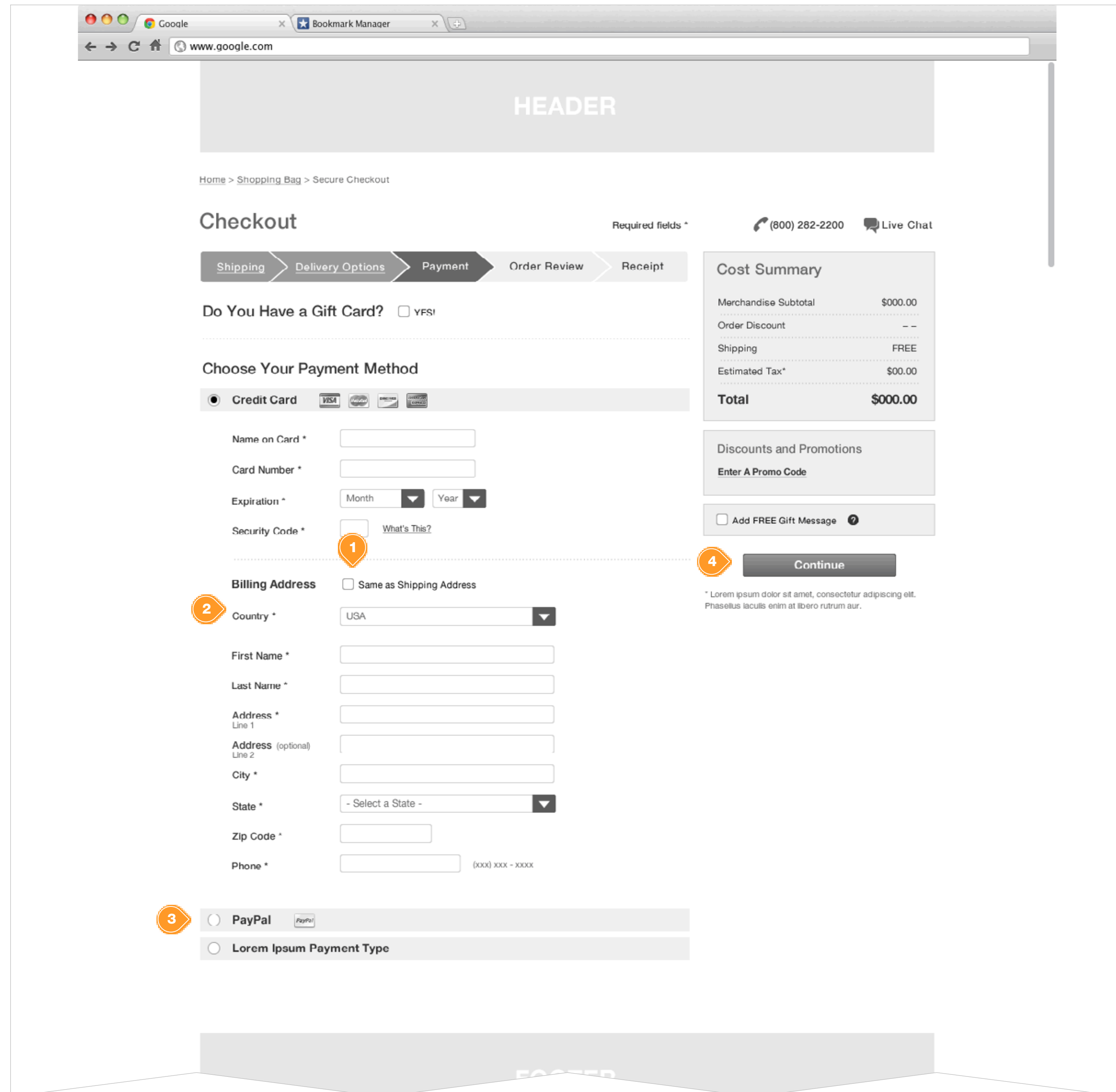
- TWD-ID-3

## Annotations

1. Credit Card Payment Type  
onClick: open the vertical accordion and reveal the payment and billing address form.
2. Card Number Text Field  
Inline validation and Card Type detection is required. See Wireframe ID: WF-ID-21
3. Expiration ComboBoxes  
See Wireframe ID: WF-ID-22
4. Security Code Text Field
5. Security Code What's This hyperlink  
onClick: open a modal window with explanation See WireFrame ID: WF-ID-44
6. Same as Shipping Address checkBox  
Should be checked by default. If the consumer unchecks the box see Wireframe ID: WF-ID-20. Checkbox should be selected by default.
7. Read-only Address Display

# PAYMENT: DIFFERENT BILLING ADDRESS - U.S.

Visual Requirement Behavior



## Task Workflow Reference IDs

- TWD-ID-3

## Annotations

1. Same as Shipping Address checkBox onCheck: the consumer explicitly to use the supplied Shipping Address as the Billing address. Collapse Billing address form. See Wireframe ID: WF-ID-24
2. Country ComboBox The system will IP detect the location of the consumer and prepopulate the Country ComboBox. In the event the IP address is masked, fall back to the country of origin for the current domain.

The consumer may explicitly change Billing Address Country.

NOTE: The current IAD only provides an example of a US based address form. Canadian and UE forms will need to be created.

This should be preloaded with the consumer Shipping Address Country.

3. Other Payment Types The selected, active, payment type should be the payment method used when the continue button is pressed. Preserve data entered in deselected payment types, but only transmit the active method.
4. Continue Button onClick: when the consumer has successfully completed the payment and billing forms they are allow to proceed through the checkout flow. Go to Wireframe: WF-ID-35

# PAYMENT: DIFFERENT BILLING ADDRESS - EURO

Visual Requirement Behavior

www.google.com

HEADER

Home > Shopping Bag > Secure Checkout

### Checkout

Required fields \* (800) 282-2200 Live Chat

Shipping Delivery Options **Payment** Order Review Receipt

Do You Have a Gift Card?  YES

#### Choose Your Payment Method

Credit Card

Name on Card \*

Card Number \*

Expiration \* Month  Year

Security Code \*  [What's This?](#)

Same as Shipping Address

**1** Country \*

First Name \*

Last Name \*

Address \*

Address (optional)

City \*

**2** Province/State \*

Postal Code \*

Phone \*

PayPal

Lorem Ipsum Payment Type

#### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	FREE
Estimated Tax*	\$00.00
<b>Total</b>	<b>\$000.00</b>

#### Discounts and Promotions

[Enter A Promo Code](#)

Add FREE Gift Message

**Continue**

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus laculis enim at libero rutrum aur.

FOOTER

## Task Workflow Reference IDs

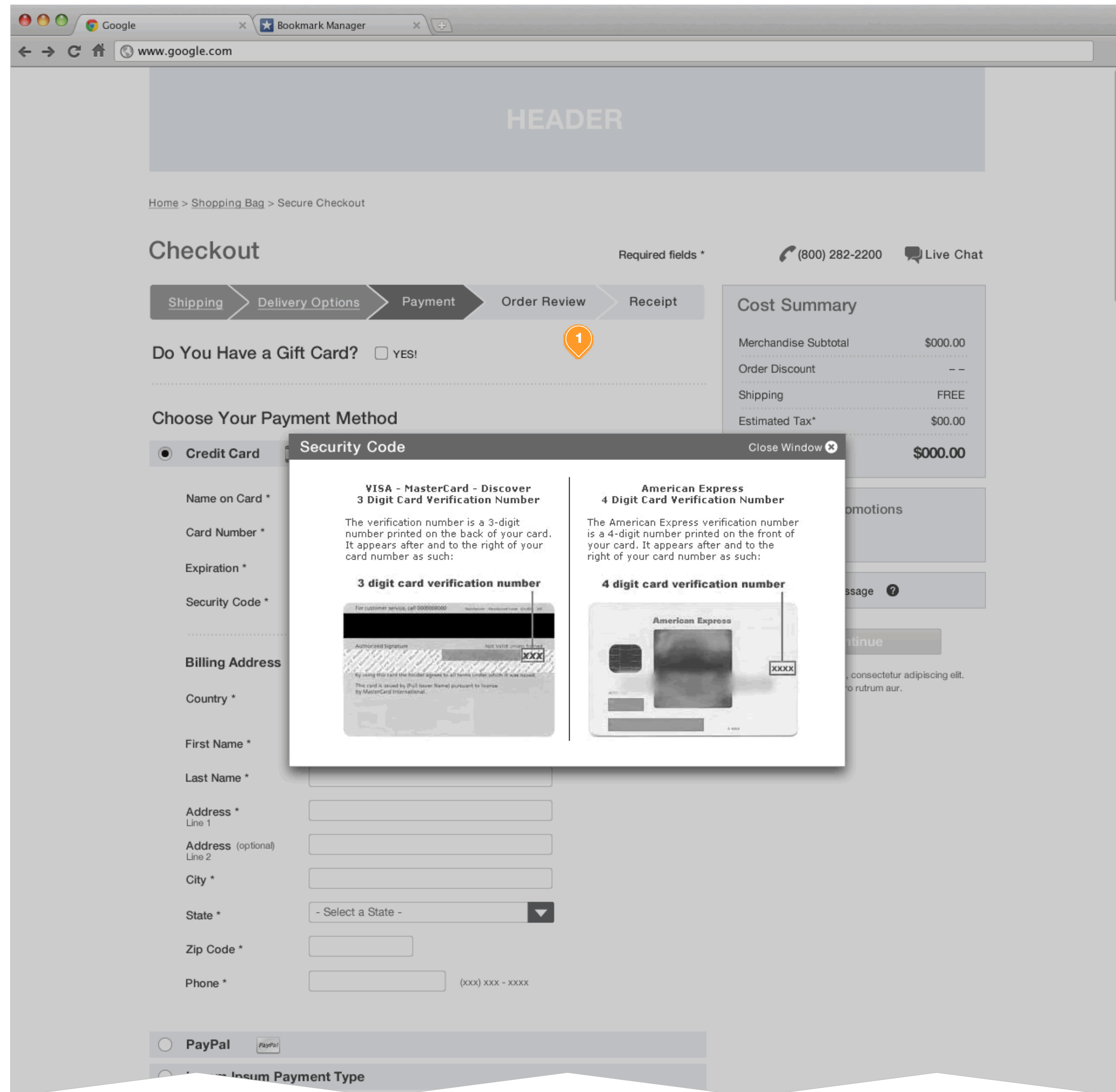
- TWD-ID-3

## Annotations

- European Country Selection  
When the consumer has selected a European country, or have been identified via IP GEO location as residing in Europe. Provide them with a shipping for with appropriate form fields.
- Province/State Combo Box  
Postal Code  
Phone Field - Single field

# SECURITY CODE DETAILS

Visual Requirement Behavior



## Task Workflow Reference IDs

- TWD-ID-3

## Annotations

1. Provide a graphic or other illustration to inform the consumer where they can locate the CC security code.

# PAYMENT: CARD AUTO-DETECT

Visual Requirement

Behavior

www.google.com

## HEADER

Home > Shopping Bag > Secure Checkout

### Checkout

Required fields \* (800) 282-2200 Live Chat

Shipping Delivery Options **Payment** Order Review Receipt

Do You Have a Gift Card?  YES!

#### Choose Your Payment Method

Credit Card

Name on Card \*

Card Number \*  1

Expiration \* Month  Year

Security Code \*  [What's This?](#)

Same as Shipping Address

Billing Address

Country \*

First Name \*

Last Name \*

Address \*

Address (optional)

City \*

State \*

Zip Code \*

Phone \*  (xxx) xxx - xxxx

Add FREE Gift Message

PayPal

Insum Payment Type

#### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	FREE
Estimated Tax*	\$00.00
<b>Total</b>	<b>\$000.00</b>

#### Discounts and Promotions

[Enter A Promo Code](#)

**Continue**

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

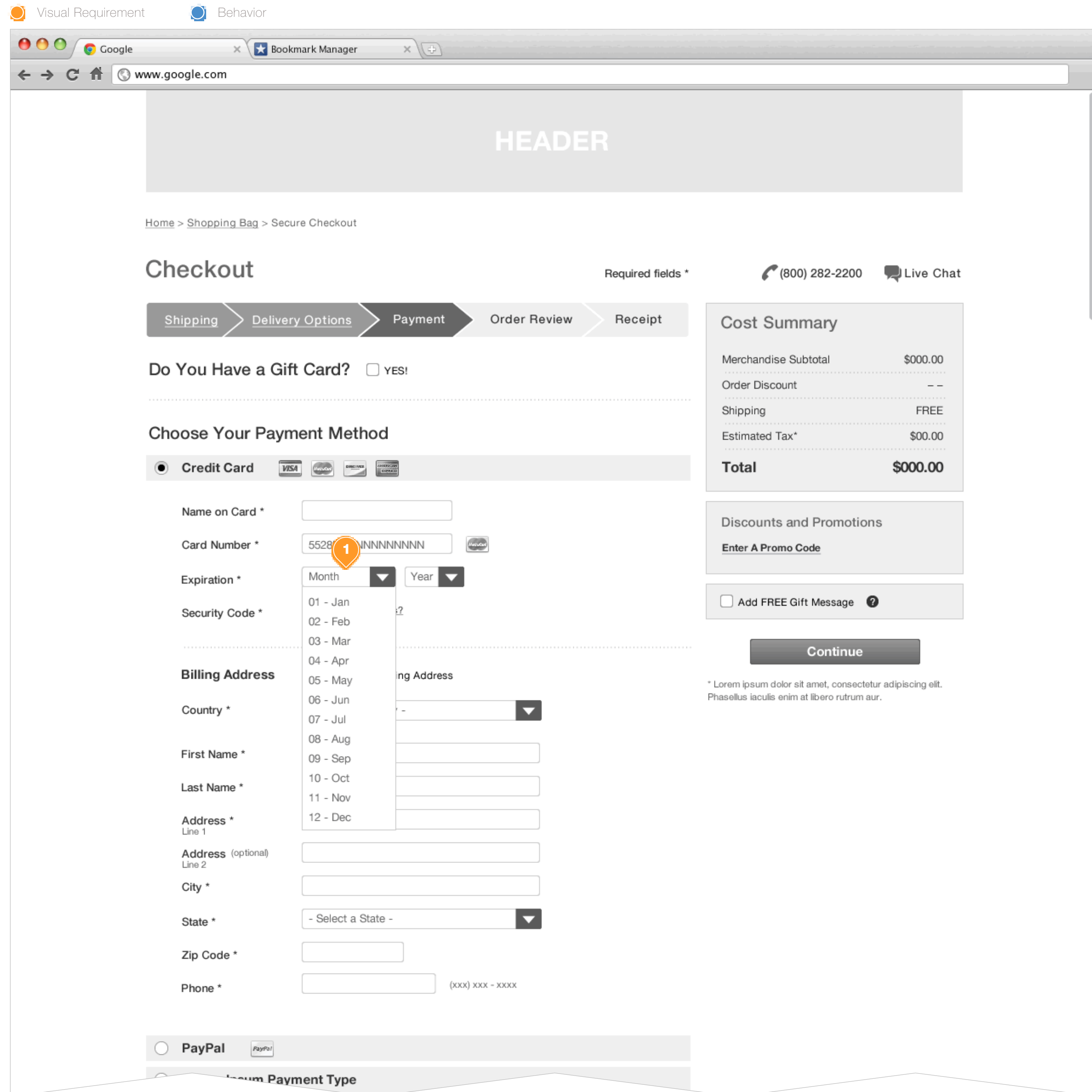
## Task Workflow Reference IDs

- TWD-ID-3

## Annotations

1. Detect and display the type of card entered.

# PAYMENT: MONTH COMBOBOX DISPLAY



## Task Workflow Reference IDs

- TWD-ID-3

## Annotations

1. Expiration Month ComboBox Display  
Display the months in numerical order with both the numerical value of the month, and the 3 character short form of the month.

# PAYMENT: ERROR

Visual Requirement Behavior

Google Bookmark Manager www.google.com

## HEADER

Home > Shopping Bag > Secure Checkout

### Checkout

Required fields \* (800) 282-2200 Live Chat

Shipping Delivery Options **Payment** Order Review Receipt

**1** There are multiple errors

- Card number is required.
- Expiration Date is required.
- Security Code is required.

Do You Have a Gift Card?  YES!

#### Choose Your Payment Method

Credit Card

Name on Card \*

Card Number \*  **2** ! Card number is required.

Expiration \*  Month  Year  **3** ! Expiration Date is required.

Security Code \*  [What's This?](#) **4** ! Security Code is required.

Same as Shipping Address

Country \*

First Name \*

Last Name \*

Address \*  Line 1

Address (optional)  Line 2

City \*

State \*

#### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	FREE
Estimated Tax*	\$00.00
<b>Total</b>	<b>\$000.00</b>

#### Discounts and Promotions

[Enter A Promo Code](#)

Add FREE Gift Message ?

Continue

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

## Task Workflow Reference IDs

- TWD-ID-3

## Annotations

1. Payment Page Level Error  
When a payment form field is omitted or invalid display an error message with appropriate message.
2. Card Number Inline Error
3. Expiration Date Inline Error
4. Security Code Inline Error



# PAYMENT: RESUME (GUEST)

WF-ID-52

Visual Requirement

Behavior

Home > Shopping Bag > Secure Checkout

## Checkout 1

Required fields \* (800) 282-2200 Live Chat

Shipping > Delivery Options > **Payment** > Order Review > Receipt

Please re-enter your Credit Card Security Code

Do You Have a Gift Card?  YES!

### Choose Your Payment Method

**Credit Card**

Name on Card \*

Card Number \*

Expiration \*

Security Code \*  [What's This?](#)

2 1 Re-enter your Credit Card Security Code

**Billing Address**  Same as Shipping Address

Chris Moles  
123 Street Name  
Citylocation, PA 12345  
United States  
610.123.4567

**PayPal**

**Lorem Ipsum Payment Type**

### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	FREE
Estimated Tax*	\$00.00
<b>Total</b>	<b>\$000.00</b>

### Discounts and Promotions

Enter A Promo Code

Add FREE Gift Message

**Continue**

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

**HEADER**

**FOOTER**

## Task Workflow Reference IDs

- TWD-ID-7

## Annotations

- Scenario: A guest consumer initiates the checkout process, completes Payment validation, and returns to shopping. When the user resumes the checkout process they should experience a modified Accelerated Checkout, wherein the system implicitly saves the previously entered payment information and presents that back to the user, pre-filled in the address form fields.
- If the store is configured to require Credit Card Security Code, the system should NOT implicitly hold this data, and require the user to re-enter upon Checkout resumption. Credit Card Security Code requirement configurable by brand.

# SHIPPING ADDRESS: REGISTERED - NOTHING SAVED

WF-ID-49

Visual Requirement Behavior

Google x Bookmark Manager x

www.google.com

## HEADER

Home > Shopping Bag > Secure Checkout

### Checkout

Required fields \* (800) 282-2200 Live Chat

Shipping Delivery Options Payment Order Review Receipt

#### Choose Your Shipping Address

Country \* USA

First Name \*

Last Name \*

Address \*   
Line 1

Address (optional)   
Line 2

City \*

State \* - Select a State -

Zip Code \*

Phone \*  (xxx) xxx - xxxx

1  Save Shipping Address

2  Make this my default address

#### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	FREE
Estimated Tax*	\$00.00
<b>Total</b>	<b>\$000.00</b>

#### Discounts and Promotions

[Enter A Promo Code](#)

Add FREE Gift Message ?

**Ship to this Address**

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

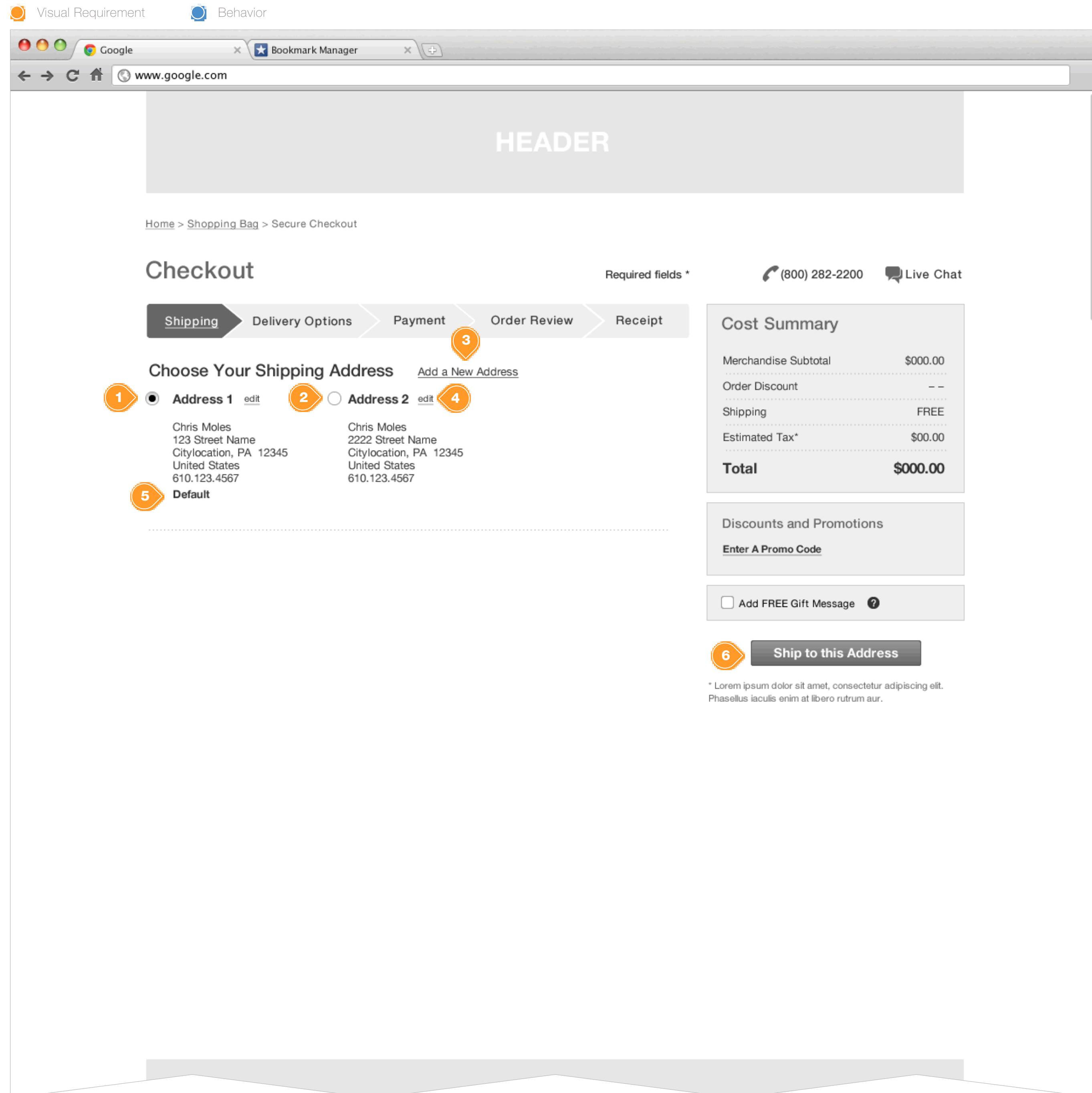
## Task Workflow Reference IDs

- TWD-ID-1
- TWD-ID-5

## Annotations

1. A registered consumer with no Shipping Address saved in My Account should be provided a checkBox which will allow them to Save this Shipping Address to their account.
2. Whenever a Registered User creates a new Address, allow them to set the new address as their default. Further configuration of default assignment is managed at My Account.

# SHIPPING: SAVED ADDRESS (ACCELERATED)



## Task Workflow Reference IDs

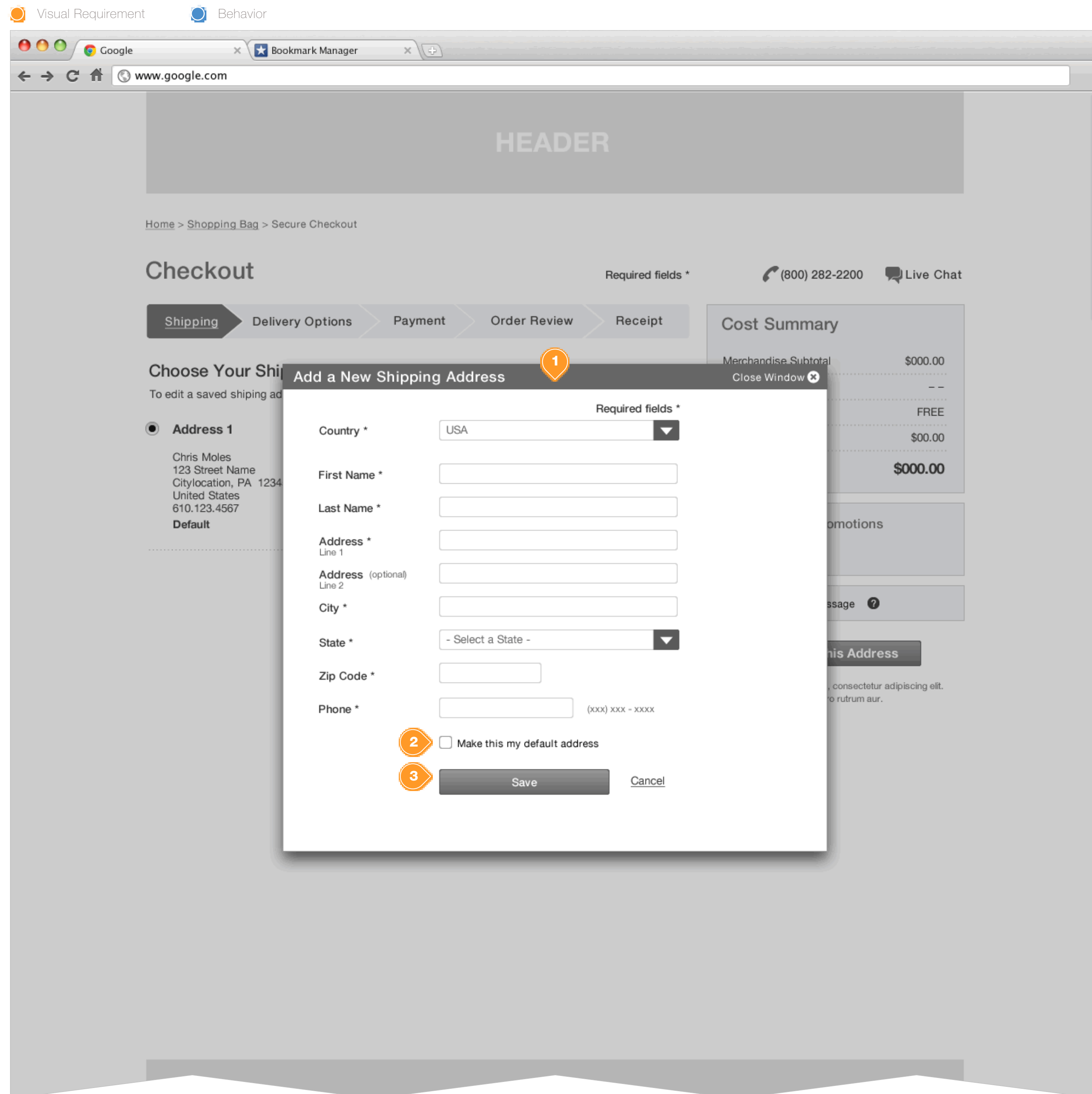
- TWD-ID-5

## Annotations

1. Shipping Address - Accelerated Checkout  
When the consumer is logged into their webstore account, and has at least one saved shipping address, display the address.
2. Shipping Address 2  
A consumer may have multiple addresses saved as part of their account, in this instance display all other saved addresses, and allow the consumer to select them as valid shipping addresses.
3. Add a New Address Hyperlink  
onClick: open a Modal window. See Wireframe ID: WF-ID-26
4. Edit Saved Address Link  
onClick: open Modal window allowing the user to edit that instance. See Wireframe ID: WF-ID-53.
5. Default Address Tag  
in My Account, a consumer may select an address as their default address, which will be preselected during the Shipping Step of checkout. The default assignment can be made at new address creation or in My Account.
6. Ship to This Address Button  
onClick: allow the consumer to continue through the checkout flow with the selected address

# SHIPPING: ADD ADDRESS (ACCELERATED)

WF-ID-26



## Task Workflow Reference IDs

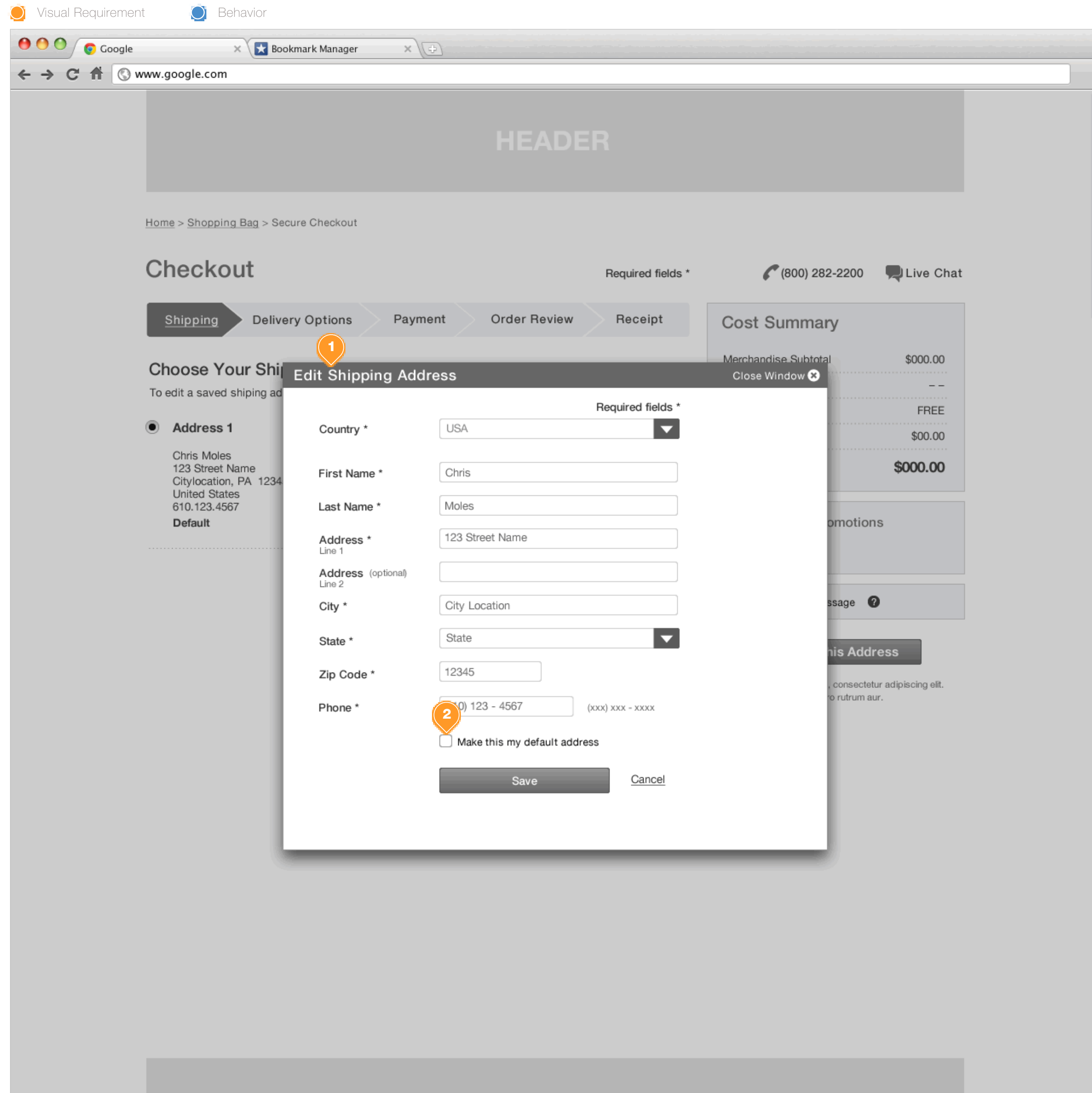
- TWD-ID-5

## Annotations

1. Add a New Address modal Window  
Allow the consumer to enter and save new address to their account for use as a shipping address
2. Default checkBox  
Allow the consumer to explicitly select the new address as their default shipping address.
3. Continue Button  
onClick: save address and close modal window. See Wireframe ID: WF-ID-27

# SHIPPING ADDRESS: EDIT SAVED ADDRESS

WF-ID-53



## Task Workflow Reference IDs

- TWD-ID-#
- TWD-ID-#
- TWD-ID-#

## Annotations

1. Edit Saved Shipping Address Modal Window.
1. If selected, the user should NOT be able to deselect, as that would result in a null DEFAULT assignment. If not selected, the user can assign the editing address as the new Default.

# SHIPPING: NEW ADDRESS APPLIED (ACCELERATED)

WF-ID-27

Visual Requirement Behavior

Google x Bookmark Manager x

www.google.com

## HEADER

Home > Shopping Bag > Secure Checkout

### Checkout

Required fields \* (800) 282-2200 Live Chat

Shipping Delivery Options Payment Order Review Receipt

#### Choose Your Shipping Address

[Add a New Address](#)

Address 1 [edit](#)  Address 2 [edit](#)  Address 3 [edit](#)

Chris Moles  
123 Street Name  
Citylocation, PA 12345  
United States  
610.123.4567  
**Default**

Chris Moles  
2222 Street Name  
Citylocation, PA 12345  
United States  
610.123.4567

Chris Moles  
3333 Street Name  
Citylocation, PA 12345  
United States  
610.123.4567

#### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	FREE
Estimated Tax*	\$00.00
<b>Total</b>	<b>\$000.00</b>

#### Discounts and Promotions

[Enter A Promo Code](#)

Add FREE Gift Message ?

[Ship to this Address](#)

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit.  
Phasellus iaculis enim at libero rutrum aur.

## Task Workflow Reference IDs

- TWD-ID-5

## Annotations

- A consumer has entered a new shipping address.

# PAYMENT: REGISTERED - NOTHING SAVED

WF-ID-50

Visual Requirement Behavior

Google x Bookmark Manager x

www.google.com

## HEADER

Home > Shopping Bag > Secure Checkout





### Checkout

Required fields \* (800) 282-2200 Live Chat

Shipping Delivery Options **Payment** Order Review Receipt

Do You Have a Gift Card?  YES!

#### Choose Your Payment Method

Credit Card    

Name on Card \*

Card Number \*

Expiration \* Month  Year

Security Code \*  [What's This?](#)

Save Payment Information

Billing Address  Same as Shipping Address

Country \*

First Name \*

Last Name \*

Address \* Line 1


Address (optional) Line 2

City \*

State \*

Zip Code \*

Phone \*  (xxx) xxx - xxxx

PayPal 

#### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	FREE
Estimated Tax*	\$00.00
<b>Total</b>	<b>\$000.00</b>

#### Discounts and Promotions

Enter A Promo Code

Add FREE Gift Message ?

**Continue**

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

## Task Workflow Reference IDs

- TWD-ID-1
- TWD-ID-5

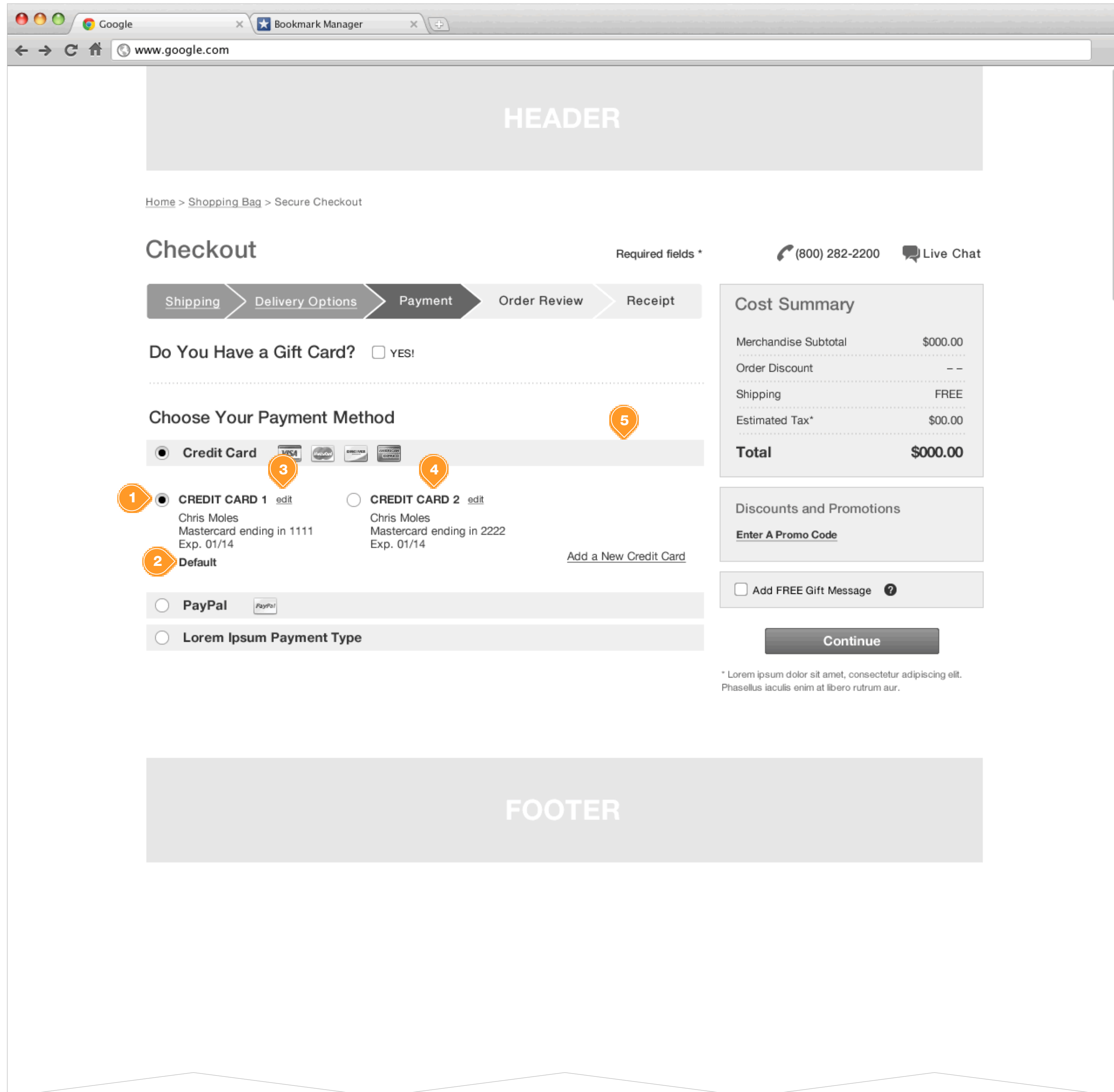
## Annotations

1. A registered consumer with no Payment Information saved in My Account should be provided a checkBox which will allow them to Save this Payment Information to their account.

# PAYMENT: PAYMENT SELECTED (ACCELERATED)

WF-ID-30

Visual Requirement Behavior



## Task Workflow Reference IDs

- TWD-ID-5

## Annotations

1. Upon selection, the default credit card is preselected
2. Default Card is designated in My Account or when a consumer chooses to Add a New Credit Card
3. Credit Card Edit Hyperlink  
onClick: allow the consumer to edit their saved credit card (in My Account or Modal Window?)
4. Display secondary card
5. Add a New Credit Card Hyperlink  
onClick: open a modal window. See Wireframe ID: WF-ID-31



# PAYMENT: ADD CREDIT CARD (ACCELERATED)

WF-ID-31

Visual Requirement

Behavior

Visual Requirement

Behavior

Google

Bookmark Manager

www.google.com

HEADER

Home > Shopping Bag > Secure Checkout

Checkout

Required fields \*

(800) 282-2200 Live Chat

Shipping Delivery Options Payment Order Review Receipt Cost Summary

Do You Have a G

Choose Your Pay

Credit Card

CREDIT CARD 1 ed

Chris Moles  
Mastercard xxxx-1111  
Exp. 01/14  
Default

PayPal

Lorem Ipsum Pa

Enter Payment Information

Close Window

2 Card Holders Name \*

Card Number \*

Expiration \* Month Year

Security Code \* [What's This?](#)

3  Make this my default credit card

4 Billing Address Required fields \*

Country \* - Select a Country -

First Name \*

Last Name \*

Address \*  
Line 1

Address (optional)  
Line 2

City \*

State \* - Select a State -

Zip Code \*

Phone \* (xxx) xxx - xxxx

5 Save & Continue Cancel

## Task Workflow Reference IDs

- TWD-ID-5

## Annotations

1. Payment Information form
2. Card Holders Name Text Field  
Although the consumer is logged in to their webstore account in this scenario, they may wish to add a someone elses Credit Card to their account (ie Spouse).
3. Default CheckBox  
If the consumer explicitly checks this box, then this Credit Card will become the consumer default card.
4. Billing Address form  
Always capture a billing address for each card, as they may not be the same (business, personal)
5. Save & Continue Button  
When the consumer has properly completed the Payment information, save the Credit Card information and close the modal window. See Wireframe ID: WF-ID-32

# PAYMENT: NEW PAYMENT ADDED (ACCELERATED)

Visual Requirement Behavior

Google Bookmark Manager www.google.com

## HEADER

Home > Shopping Bag > Secure Checkout





### Checkout

Required fields \* (800) 282-2200 Live Chat

Shipping Delivery Options **Payment** Order Review Receipt

Do You Have a Gift Card?  YES!


#### Choose Your Payment Method

**Credit Card**     [Add a New Credit Card](#)

**CREDIT CARD 1** [edit](#)  
Chris Moles  
Mastercard ending in 1111  
Exp. 01/14  
**Default**

**CREDIT CARD 2** [edit](#)  
Chris Moles  
Mastercard ending in 2222  
Exp. 01/14

**CREDIT CARD 3** [edit](#)  
Chris Moles  
Mastercard ending in 3333  
Exp. 01/14

**PayPal** 


**Lorem Ipsum Payment Type**

#### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	FREE
Estimated Tax*	\$00.00
<b>Total</b>	<b>\$000.00</b>

#### Discounts and Promotions

[Enter A Promo Code](#)

Add FREE Gift Message 

**Continue**

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

### Task Workflow Reference IDs

- TWD-ID-5

### Annotations

- A consumer has added a new Credit Card.

# ORDER REVIEW: EXPRESS CHECKOUT

WF-ID-33

Visual Requirement

Behavior

Visual Requirement Behavior

Google Bookmark Manager www.google.com

HEADER

Home > Shopping Bag > Secure Checkout

Checkout

Shipping Delivery Options Payment Order Review Receipt

Required fields \* (800) 282-2200 Live Chat

Review Your Order Information

Review the details of your order and click "edit" to make any changes. Click "Submit Order" to complete your purchase.

Your email: cmoles@urbn.com for this order.

Shipping edit

Chris Moles  
123 Street Name  
Citylocation, PA 12345  
United States  
610.123.4567

Delivery Options

Ship Method 1: FREE  
Ship Method 2: \$0.00  
Ship Method 2: \$0.00

Payment edit

Credit Card  
Chris Moles  
Mastercard ending in 1111  
Exp. 01/14  
\$84.20

Security Code  
What's This?

Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	FREE
Estimated Tax*	\$00.00
<b>Total</b>	<b>\$000.00</b>

Discounts and Promotions

Enter A Promo Code

Add FREE Gift Message ?

I have read and agree to the Terms & Conditions

Submit Order

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

Order Summary for 123 Street Rd

Item	Quantity	Item Price	Total Price
 <b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345 Color: RED Size: Medium EDIT REMOVE Add to Wishlist Save for Later	1	\$00.00	\$00.00
 <b>Simple Product Item Title</b> ID: 12345 Color: RED Size: ONE SIZE REMOVE	1	\$00.00	\$00.00

## Task Workflow Reference IDs

- TWD-ID-6

## Annotations

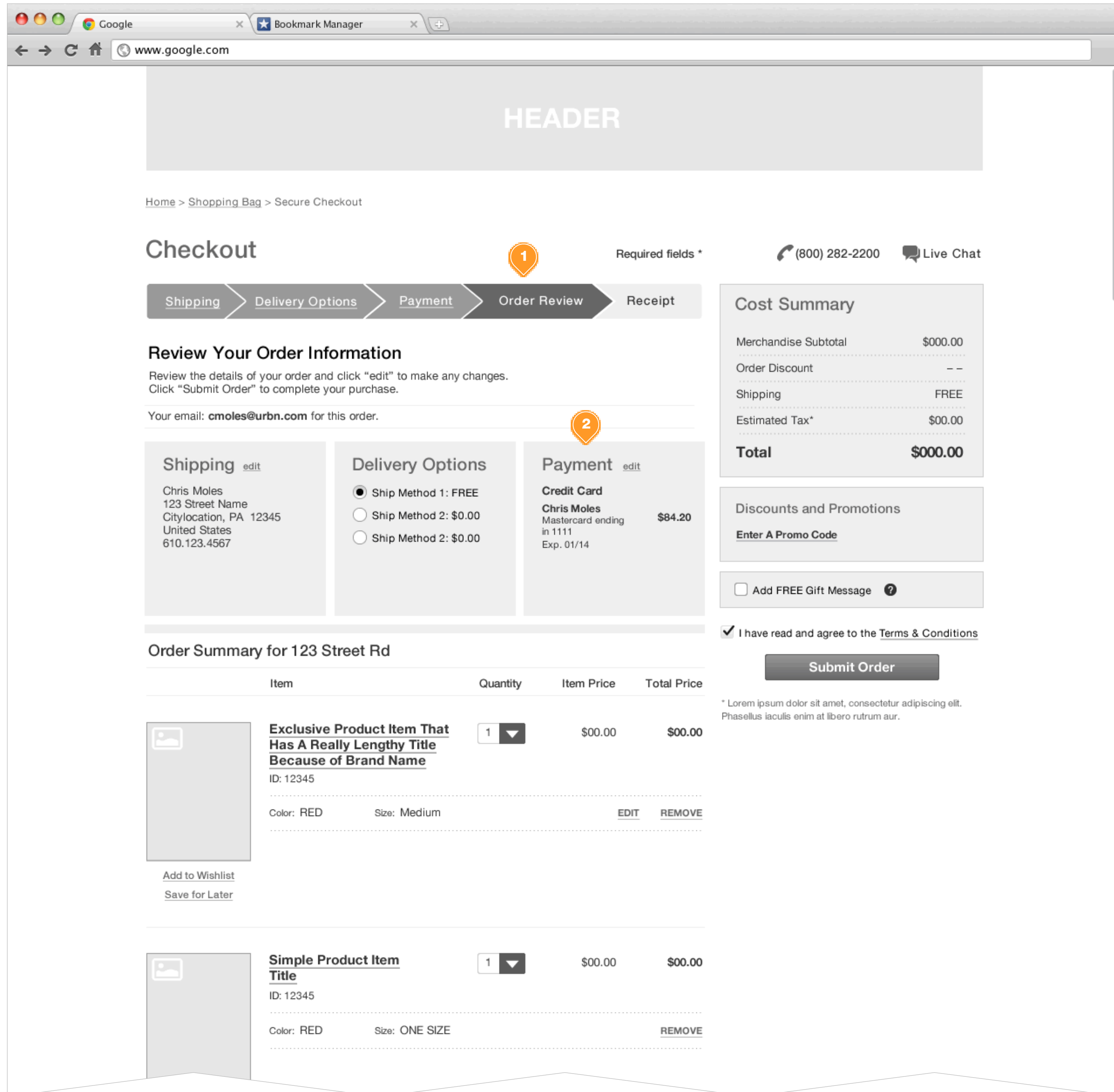
- Order Review Step**  
Highlight the Order Review Step
- Shipping Summary**  
Provide the consumer with a summary of their Shipping Address selection based on their default selection.
- Edit Shipping Hyperlink**  
onClick: take the registered consumer back to the shipping address page, and allow them to continue back to Order Review, or use the Checkout Stepper to return to a desired page. See Wireframe ID: WF-ID-46
- Delivery Options Summary**  
Provide the consumer with a display of their selected Delivery Option. Allow the consumer to update the Delivery Method from the Summary display.
- Payment Summary**  
Provide the consumer a display of their selected payment method, based on their default payment method.  
  
Should include Cardholders Name, Type of Card Used, secured card number, displaying the last 4-digits and expiration date.
- Edit Payment Hyperlink**  
onClick: take the registered user to the payment screen, upon updating the user should be returned to the Order Review page. See Wireframe ID: WF-ID-48
- Security Code Verification**  
During express checkout the consumer must verify their Credit Card Security Code prior to being allow to complete the checkout process. Requirement for Credit Card Security Code is configurable by each store.
- Cart Summary**  
See Cart Enhancement Requirements Document for details.
- T&C Checkbox**  
The consumer must explicitly check the T&C checkbox indicating that they have read and agree with the Brands T&Cs before being allow to Complete their order.  
  
The T&C Checkbox on page-load state should be set to Unchecked.
- Submit Order Button**  
onClick: if the consumer has checked the T&C checkbox, and filling in the Security Code, allow them to complete purchase. Go to Wireframe ID: WF-ID-37
- Terms and Conditions Hyperlink**  
onClick: open a modal window with the webstores T&Cs. See Wireframe ID: WF-ID-45
- Amount being charged to the Payment method.**

# ORDER REVIEW: GUEST AND ACCELERATED

WF-ID-35

Visual Requirement

Behavior



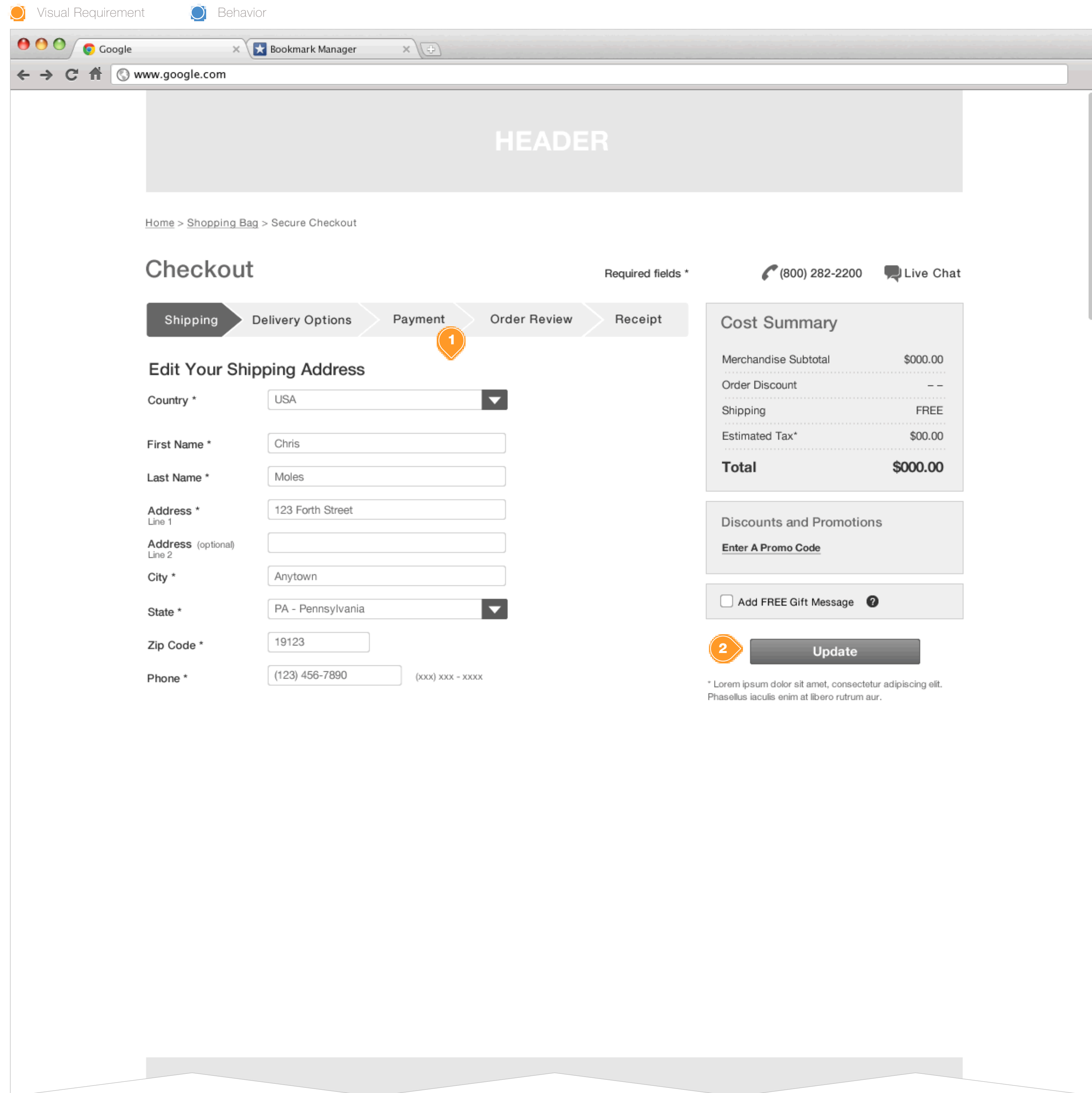
## Task Workflow Reference IDs

- TWD-ID-1
- TWD-ID-5

## Annotations

1. Order Review page for Guest and Accelerated Checkout should follow the same patterns and behaviors as outline in the Express Checkout Order Review page (See Wireframe IDs: WF-ID-33, WF-ID-34)
2. Payment Summary  
Guests and Accelerated consumers will not be required to enter their Credit Card Security Code during Order Review, as they have explicitly entered it during Payment Selection.

# SHIPPING ADDRESS: FROM ORDER REVIEW, NONE SAVED



## Task Workflow Reference IDs

- N/A

## Annotations

1. When the consumer determines that a change is required to the Shipping Address from the Order Review page, they will be allow to edit their pre-entered information.

The Shipping Address form should be prepopulated, so that the consumer can edit only the part of the address they choose.

2. Save Changes Button  
onClick: return the consumer to the Order Review page.

If their Shipping Address change alters their Shipping Method, or the pricing of the selected Shipping Method go to Wireframe ID: WF-ID-47

# SHIPPING ADDRESS: FROM ORDER REVIEW, SAVED

Wireframe-ID-temp

Visual Requirement Behavior

Google x Bookmark Manager x

www.google.com

## HEADER

Home > Shopping Bag > Secure Checkout

### Checkout

Required fields \* (800) 282-2200 Live Chat

Shipping Delivery Options Payment Order Review Receipt

#### 1 Choose Your Shipping Address [Add a New Address](#)

**Address 1** [edit](#)  **Address 2** [edit](#)

Chris Moles  
123 Street Name  
Citylocation, PA 12345  
United States  
610.123.4567  
**Default**

Chris Moles  
2222 Street Name  
Citylocation, PA 12345  
United States  
610.123.4567

#### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	FREE
Estimated Tax*	\$00.00
<b>Total</b>	<b>\$000.00</b>

#### Discounts and Promotions

[Enter A Promo Code](#)

Add FREE Gift Message ?

2 **Update**

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit.  
Phasellus iaculis enim at libero rutrum aur.

## Task Workflow Reference IDs

- N/A

## Annotations

- Scenario: a consumer with saved Shipping Addresses clicks to edit their shipping information from the Order Review Page. They are redirected to the Shipping Page where they are afforded the editing and New Address capabilities.
- OnClick:
  - If no change to previous Shipping methods costs, or restrictions, the consumer should be redirected back to the Order Review Page with the updated Address applied.
  - If the New Address results in some change to the Shipping Methods, costs, or restrictions, the user should be presented with the subsequent Delivery Method page from the Accelerated Flow.

# ORDER REVIEW: DESTINATION CHANGE - EXPRESS

WF-ID-47

Visual Requirement

Behavior

The screenshot shows a checkout page with a navigation bar at the top containing 'Home > Shopping Bag > Secure Checkout'. The main heading is 'Checkout' with a progress indicator showing 'Shipping', 'Delivery Options', 'Payment', 'Order Review', and 'Receipt'. A notification bubble with a '1' is placed over the 'Delivery Options' section, which contains the text: 'Delivery Options have changed based on your new Destination'. Below this, there are three main sections: 'Shipping' (with address details for Chris Moles), 'Delivery Options' (with radio buttons for 'Ship Method 1: FREE' and 'Ship Method 2: \$0.00'), and 'Payment' (with credit card details for Chris Moles). To the right is a 'Cost Summary' table showing a total of \$000.00. Below the cost summary is a 'Submit Order' button and a checkbox for 'I have read and agree to the Terms & Conditions'. At the bottom, there is an 'Order Summary for 123 Street Rd' table listing two items: 'Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name' and 'Simple Product Item Title'. A footer at the bottom left reads 'Unified Checkout - Base Version 2.5'.

## Task Workflow Reference IDs

- N/A

## Annotations

- When a consumer engaged in Express Checkout has made a change to their Shipping Address from the Order Review page, and that change imposes an adjustment to the Shipping Method availability or pricing — highlight the Delivery Options block when they return to the Order Review page informing them of the change.
- In the event that the new Destination results in a shipping restriction, highlight the Delivery Options block and provide Restriction Method Delivery options in the Cart View. See Design Requirements for Shipping.

# PAYMENT: EDIT FROM ORDER REVIEW

Visual Requirement Behavior

Google Bookmark Manager www.google.com

## HEADER

Home > Shopping Bag > Secure Checkout


### Checkout

Required fields \* (800) 282-2200 Live Chat

Shipping Delivery Options **Payment** Order Review Receipt


Do You Have a Gift Card?  YES!

#### Choose Your Payment Method

Credit Card  Add a New Credit Card

CREDIT CARD 1 [edit](#)  
Chris Moles  
Mastercard ending in 1111  
Exp. 01/14  
Default

CREDIT CARD 2 [edit](#) 1  
Chris Moles  
Mastercard ending in 2222  
Exp. 01/14

PayPal 

Lorem Ipsum Payment Type

#### Cost Summary

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	FREE
Estimated Tax*	\$00.00
<b>Total</b>	<b>\$000.00</b>

#### Discounts and Promotions

[Enter A Promo Code](#)

Add FREE Gift Message ?

**Update** 2

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit.  
Phasellus iaculis enim at libero rutrum aur.

## FOOTER

### Task Workflow Reference IDs

- N/A

### Annotations

- If the consumer elects to edit their Payment information from the Order Review page, take them to the Payment page with their payment choice pre-selected based on the previous selection.
- Save Button  
onClick: take the consumer back to the Order Review page utilizing their newly selected Payment Information.



# ORDER REVIEW: ERROR

Visual Requirement Behavior

www.google.com

## HEADER

Home > Shopping Bag > Secure Checkout

### Checkout

Required fields \* (800) 282-2200 Live Chat

Shipping Delivery Options Payment Order Review Receipt

**1** Please enter the security code

#### Review Your Order Information

Review the details of your order and click "edit" to make any changes. Click "Submit Order" to complete your purchase.

Your email: cmoles@urbn.com for this order.

#### Shipping edit

Chris Moles  
123 Street Name  
Citylocation, PA 12345  
United States  
610.123.4567

#### Delivery Options

Ship Method 1: FREE  
 Ship Method 2: \$0.00  
 Ship Method 2: \$0.00

#### Payment edit

**Credit Card**  
Chris Moles  
Mastercard ending in 1111  
Exp. 01/14  
\$84.20

**Security Code**  
 What's This?  
**2** **!** Please enter the security code

#### Cost Summary

Merchandise Subtotal \$000.00  
Order Discount --  
Shipping FREE  
Estimated Tax\* \$00.00  
**Total \$000.00**

#### Discounts and Promotions

Enter A Promo Code

Add FREE Gift Message ?

I have read and agree to the [Terms & Conditions](#)  
**3** **!** You must agree to the Terms & Conditions

**4**

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

## Task Workflow Reference IDs

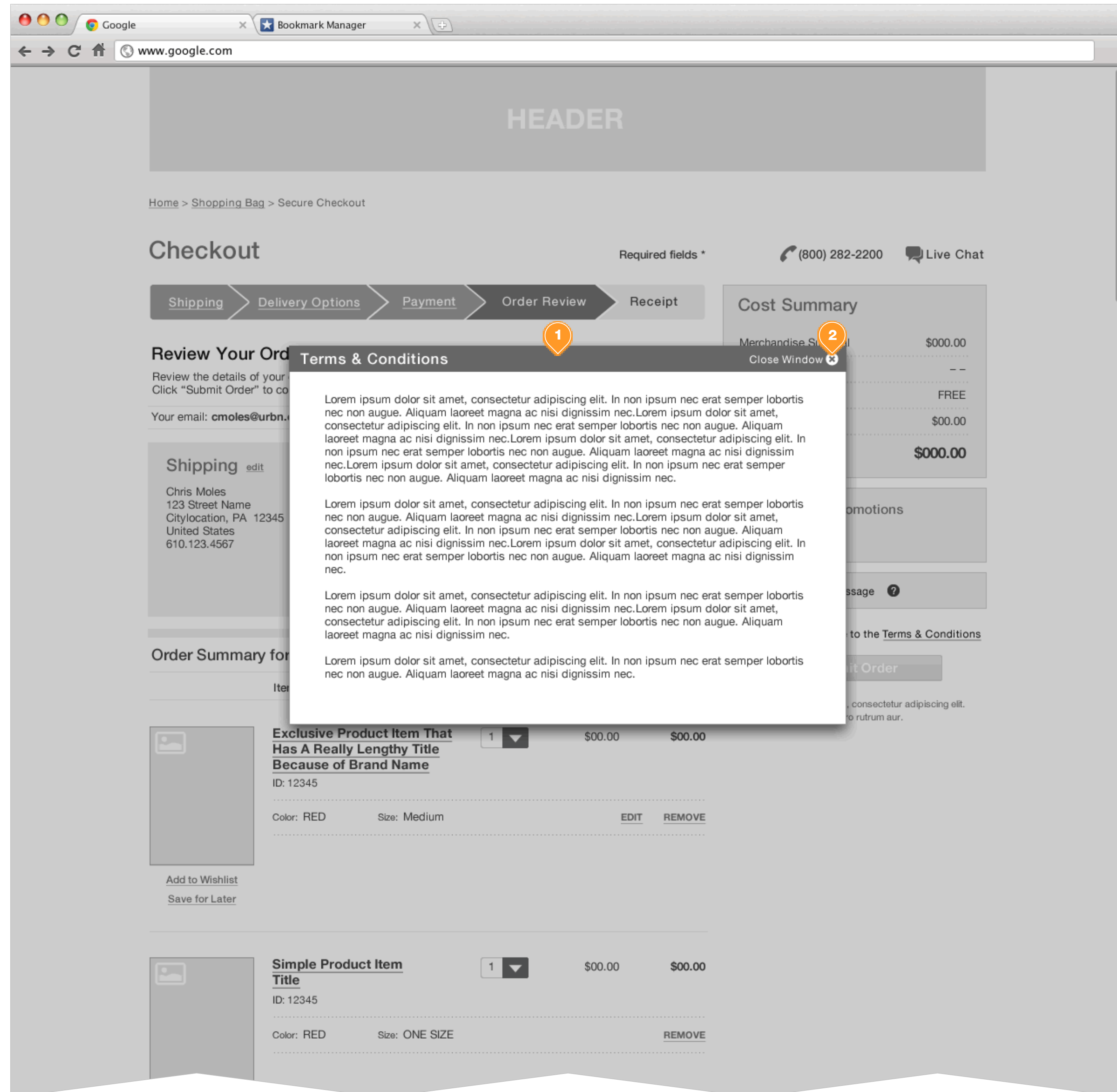
- TWD-ID-6

## Annotations

- Page Level Error**  
If the consumer fails to complete the required security code or check the Terms and Conditions box prior to clicking the Submit Order button, display a page level error informing the consumer of the required actions.
- Security Code**  
If the store is configured to require it the consumer must supply the Security Code prior to clicking the Submit Order button. Highlight field and request action. The error should be removed once the Security Code is supplied.
- T&C**  
The consumer must check the T&C Checkbox in order to complete the order. The error should be removed once the checkbox is checked.
- Submit Order Button**  
Dimmed and Deactivated, do not allow the consumer to proceed until all errors are resolved. Errors should be resolved asynchronously.

# TERMS & CONDITIONS

Visual Requirement Behavior



## Task Workflow Reference IDs

- N/A

## Annotations

1. Terms & Conditions, presented when the consumer clicks the T&C hyperlink.
2. Close OnClick, or anywhere outside of the Modal window.

# MARKETING OPT-IN - GUEST

WF-ID-54

Visual Requirement

Behavior

The screenshot shows a checkout page with a grey header. Below the header is a breadcrumb trail: Home > Shopping Bag > Secure Checkout. The main heading is "Checkout" with a "Required fields" indicator. A progress bar shows steps: Shipping, Delivery Options, Payment, Order Review, and Receipt. The "Review Your Order Information" section includes a note about editing and a "Submit Order" button. The "Shipping" section shows the customer's name and address. The "Delivery Options" section has radio buttons for shipping methods. The "Payment" section shows a credit card ending in 1111. The "Cost Summary" shows a total of \$116.48. The "Discounts and Promotions" section has a text input field and an "Apply" button. A red circle with the number 1 highlights the "Yes, Sign me up for emails & stuff" checkbox. Below this is a checked checkbox for "I have read and agree to the Terms & Conditions". The "Cart Summary" table lists two items: "The Product Item Title - Goes Here" and "Simple Product Item Title".

Visual Requirement

Behavior

Google

Bookmark Manager

www.google.com

HEADER

Home > Shopping Bag > Secure Checkout

Checkout

Required fields \*

(800) 282-2200 Live Chat

Shipping Delivery Options Payment Order Review Receipt

Review Your Order Information

Review the details of your order and click "edit" to make any changes. Click "Submit Order" to complete your purchase.

Your email: cmoles@urbn.com for this order.

Shipping edit

Chris Moles  
123 Street Name  
Citylocation, PA 12345  
United States  
610.123.4567  
cmoles@urbn.com

Delivery Options

Ship Method 1: FREE  
Ship Method 2: \$0.00  
Ship Method 2: \$0.00

Payment edit

Credit Card

Chris Moles  
Mastercard ending in 1111  
Exp. 01/14  
\$116.48

Cost Summary

Merchandise Subtotal \$120.00  
Order Discount - \$10.00  
Shipping FREE  
Estimated Tax \$6.48  
Total \$116.48

Discounts and Promotions

Enter A Promo Code

Apply

1

Yes, Sign me up for emails & stuff

I have read and agree to the Terms & Conditions

Submit Order

Cart Summary

Item	Quantity	Item Price	Total Price
 <b>The Product Item Title - Goes Here</b> ID: 12345 Color: RED Size: Medium EDIT REMOVE Gift Options Available Add to Wishlist Save for Later	1	\$00.00 was: \$000.00	\$00.00
 <b>Simple Product Item Title</b> ID: 12345 Color: RED Size: ONE SIZE REMOVE No Gift Options Available	1	\$000.00	\$000.00

## Task Workflow Reference IDs

- TWD-ID-8

## Annotations

- For the Guest consumer, explicit marketing Opt-in. On page load, should be unchecked.
- The registered consumer should encounter this selection upon Account Registration.

# RECEIPT: BASE (WITH ACCOUNT FEATURE)

WF-ID-37

Visual Requirement Behavior

**Checkout** Required fields \* (800) 282-2200 Live Chat

Shipping Delivery Options Payment Order Review **Receipt**

**2** Thanks for your order: #1234567890 **16**

**3** Order Date: 01.01.2013

**4** Order Total **\$84.20** **5**

You will receive a confirmation email at **cmoles@urbn.com** for this order.

**6** Print Receipt

**7** Shipping

Chris Moles  
123 Street Name  
Citylocation, PA 12345  
United States  
610.123.4567

**8** Delivery Options

Ship Method 1: FREE

**9** Payment

**Credit Card**  
**Chris Moles**  
Mastercard ending in 1111  
Exp. 01/14 **\$84.20**

**10** Order Summary for 123 Street Rd

Item	Quantity	Item Price	Total Price
<b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345 Color: RED Size: Medium	1	\$00.00	\$00.00
<b>Simple Product Item Title</b> ID: 12345 Color: RED Size: ONE SIZE	1	\$00.00	\$00.00
<b>Simple Product Item Title</b> ID: 12345 Color: RED Size: ONE SIZE	1	\$00.00	\$00.00

**11** Create an Account

Create an account and get the most out of your online shopping experience with [brand name].

Email Address **12**  
cmoles@urbn.com

Password \* **13**  
N number of characters minimum

Confirm Password \* **14**

**15** Create Account and Continue

**Account Benefits**

- Receive special promotions
- Access to saved address
- Access to saved payment methods
- Express Checkout
- Order History
- Wishlishts
- Gift Lists
- Save Shopping Bag

## Task Workflow Reference IDs

- TWD-ID-1

## Annotations

- Receipt Step  
Highlight the Receipt Step
- Receipt Page Title display
- Order Date display
- Order Total display
- Confirmation Message  
Display a message informing the consumer that a email confirmation message will be sent to them via the email address provided.
- Print Receipt Button  
onClick: open a new browser window, with a printer friendly version of the receipt.
- Shipping Summary display
- Delivery Summary display
- Payment Summary display
- Cart and Cost Summary display
- Create an Account Right Rail Module  
If the consumer is a Guest, the store may be configured to allow the consumer to create an account from the receipt page.
- Display the email address provided during checkout
- Password Text Field
- Confirm Password Text Field
- Create Account and Continue Button  
Direct the Consumer to My Account page to compete their registration.
- Order Number display
- Checkout Stepper  
Once the consumer has arrived at the receipt stage, the individual checkout step buttons become inactive, and are NOT clickable.

# RECEIPT: ACCOUNT ERROR

Visual Requirement Behavior

www.google.com

## HEADER

Home > Shopping Bag > Secure Checkout

### Checkout

Required fields \* (800) 282-2200 Live Chat

Shipping Delivery Options Payment Order Review Receipt

**Thanks for your order: #1234567890**  
Order Date: 01.01.2013  
Order Total **\$84.20**  
You will receive a confirmation email at **cmoles@urbn.com** for this order.  
Print Receipt

Shipping	Delivery Options	Payment
Chris Moles 123 Street Name Citylocation, PA 12345 United States 610.123.4567	Ship Method 1: FREE	<b>Credit Card</b> Chris Moles Mastercard ending in 1111 Exp. 01/14 <b>\$84.20</b>

#### Order Summary for 123 Street Rd

Item	Quantity	Item Price	Total Price
 <b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345 Color: RED Size: Medium	1	\$00.00	\$00.00
 <b>Simple Product Item Title</b> ID: 12345 Color: RED Size: ONE SIZE	1	\$00.00	\$00.00

#### Create an Account

Create an account and get the most out of your online shopping experience with [brand name].

Email Address  
cmoles@urbn.com

Password \* 1  
..... ✓  
N number of characters minimum

2 The password entered does not match

Confirm Password \* 3  
... ⚠

4 Create Account and Continue

#### Account Benefits

- Receive special promotions
- Access to saved address
- Access to saved payment methods
- Express Checkout
- Order History
- Wishlists
- Gift Lists
- Save Shopping Bag

## Task Workflow Reference IDs

- TWD-ID-1




## Annotations

1. Valid - In-line validation display
2. Error - In-line validation error display
3. Warning - in-line warning display
4. Create Account and Continue Button  
Dimmed and deactivated until the consumer successfully completes the registration short form.

# RECEIPT: ACCOUNT + MARKETING

Visual Requirement Behavior

**Order Summary for 123 Street Rd**

Item	Quantity	Item Price	Total Price
 <p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345 Color: RED Size: Medium</p>	1	\$00.00	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345 Color: RED Size: ONE SIZE</p>	1	\$00.00	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345 Color: RED Size: ONE SIZE</p>	1	\$00.00	\$00.00

**Merchandise Subtotal** \$000.00

Order Discount --

Shipping FREE

Estimated Tax \$00.00

---

**Total** \$000.00

**MARKETING SPOT**

**ACCOUNT**

- Receive special promotions
- Access to saved address
- Access to saved payment methods
- Express Checkout
- Order History
- Wishlists
- Gift Lists
- Save Shopping Bag

### Task Workflow Reference IDs

- TWD-ID-1

### Annotations




1. Right Rail Account Creation Spot
2. Mid-line Marketing Spot Configuration

# RECEIPT: MARKETING SPOTS

Visual Requirement Behavior

MARKETING SPOT

Order Summary for 123 Street Rd

Item	Quantity	Item Price	Total Price
 <p><b>Exclusive Product Item That Has A Really Lengthy Title Because of Brand Name</b> ID: 12345</p> <p>Color: RED      Size: Medium</p>	1	\$00.00	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345</p> <p>Color: RED      Size: ONE SIZE</p>	1	\$00.00	\$00.00
 <p><b>Simple Product Item Title</b> ID: 12345</p> <p>Color: RED      Size: ONE SIZE</p>	1	\$00.00	\$00.00

Merchandise Subtotal	\$000.00
Order Discount	--
Shipping	FREE
Estimated Tax	\$00.00
<b>Total</b>	<b>\$000.00</b>

MARKETING SPOT

### Task Workflow Reference IDs

- TWD-ID-1

### Annotations

- Right Rail Marketing Spot Configuration
- Mid-line Marketing Spot Configuration

SEARCH

HELP SIGN-IN MY BAG (23)




# FOR PLACEMENT ONLY

WOMEN'S MEN'S APARTMENT GIFTS SALE BRANDS BLOG

HOME > SHOPPING BAG

(800) 282-2200 Live Help

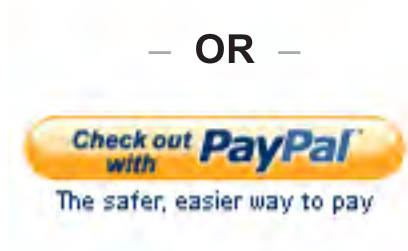
SHOPPING BAG (4) SAVED FOR LATER (2)

Item	Quantity	Item Price	Total Price
 <p><b>EXCLUSIVE PRODUCT ITEM THAT HAS A REALLY LONG TITLE BECUASE OF THE BRAND NAME</b> SKU #26150813</p> <p>LABEL: VALUE LABEL: VALUE <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p>Save For Later Add To Wishlist</p> <p><b>Promotion:</b> Save 10% on ANY Lorem Ipsum item - \$0.00</p> <p><b>Gift Option:</b> Item is gift wrapped. <a href="#">Edit Selection</a> \$0.00</p> <p><b>LIMITED AVAILABILITY - Hurry, almost out of stock!</b></p>	1	\$00.00 <del>\$000.00</del>	\$00.00
 <p><b>THIS IS A SIMPLE PRODUCT WITHOUT VARIATION SELECTION</b> SKU #26150813</p> <p>LABEL: VALUE LABEL: VALUE <a href="#">REMOVE</a></p> <p>Save For Later Add To Wishlist</p>	1	\$00.00	\$00.00
 <p><b>THIS IS A VARIATION PRODUCT ATTRIBUTE SELECTION</b> SKU #26150813</p> <p>LABEL: VALUE LABEL: VALUE <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p>Save For Later Add To Wishlist</p>	2	\$00.00	\$000.00

COST SUMMARY	
Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	--
Estimated Tax*	--
<b>Subtotal</b>	<b>\$000.00</b>

You're \$00.00 away from FREE SHIPPING!

CHECKOUT



\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

FIND A STORE View All Store Locations

SIGN UP FOR EMAIL

City, State, or ZIP

# FOR PLACEMENT ONLY

Help Payment Shipping Returns Contact Us



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SEARCH

HELP SIGN-IN MY BAG (23)

# FOR PLACEMENT ONLY


WOMEN'S MEN'S APARTMENT GIFTS SALE BRANDS BLOG

HOME > SHOPPING BAG

(800) 282-2200 Live Help

SHOPPING BAG (4)

SAVED FOR LATER (2)

Item	Quantity	Item Price	Total Price
 <p><b>EXCLUSIVE PRODUCT ITEM THAT HAS A REALLY LONG TITLE BECUASE OF THE BRAND NAME</b> SKU #26150813</p> <p>LABEL: VALUE LABEL: VALUE <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p><b>Promotion:</b> Save 10% on ANY Lorem Ipsum item - \$0.00</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p><b>AVAILABLE GIFT OPTIONS</b></p> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Morbi et lorem quam. Phasellus tellus nulla, suscipit eget convallis ac, imperdiet sit amet dolor. Morbi gravida ullamcorper orci, eget ornare velit rutrum in.</p> <p><b>Select A Gift Option</b></p> <p><input checked="" type="radio"/> Gift Box - \$4.00</p> <p><input type="radio"/> Self Wrap - \$3.00</p> <p><input type="radio"/> None - \$0.00</p> <p><a href="#">SAVE</a> <a href="#">CANCEL</a></p> <p><small>* Available for U.S. Orders Only.</small></p> </div>	1	\$00.00 <del>\$000.00</del>	\$00.00

Save For Later  
Add To Wishlist

COST SUMMARY	
Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	--
Estimated Tax*	--
<b>Subtotal</b>	<b>\$000.00</b>


You're \$00.00 away from FREE SHIPPING!

CHECKOUT

OR



\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

 <p><b>THIS IS A SIMPLE PRODUCT WITHOUT VARIATION SELECTION</b> SKU #26150813</p> <p>LABEL: VALUE LABEL: VALUE <a href="#">REMOVE</a></p>	1	\$00.00	\$00.00
---	---	---------	---------

Save For Later  
Add To Wishlist

 <p><b>THIS IS A VARIATION PRODUCT ATTRIBUTE SELECTION</b> SKU #26150813</p> <p>LABEL: VALUE LABEL: VALUE <a href="#">EDIT</a> <a href="#">REMOVE</a></p>	2	\$00.00	\$000.00
---	---	---------	----------

Save For Later  
Add To Wishlist

FIND A STORE View All Store Locations

City, State, or ZIP

SIGN UP FOR EMAIL

# FOR PLACEMENT ONLY

Help Payment Shipping Returns Contact Us

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SEARCH

HELP SIGN-IN MY BAG (23)




# FOR PLACEMENT ONLY

WOMEN'S MEN'S APARTMENT GIFTS SALE BRANDS BLOG

HOME > SHOPPING BAG

(800) 282-2200 Live Help

SHOPPING BAG (4) SAVED FOR LATER (2)

Item	Quantity	Item Price	Total Price
 <p><b>EXCLUSIVE PRODUCT ITEM THAT HAS A REALLY LONG TITLE BECUASE OF THE BRAND NAME</b> SKU #26150813</p> <p>LABEL: VALUE LABEL: VALUE UPDATE REMOVE</p> <p>Promotion: Save 10% on ANY Lorem Ipsum item - \$0.00                  Gift Option: Item is gift wrapped. <a href="#">Edit Selection</a> \$0.00</p> <p><b>LIMITED AVAILABILITY - Hurry, almost out of stock!</b></p> <p>Save For Later Add To Wishlist</p>	1	\$00.00 <del>\$000.00</del>	\$00.00
 <p><b>THIS IS A SIMPLE PRODUCT WITHOUT VARIATION SELECTION</b> SKU #26150813</p> <p>LABEL: VALUE LABEL: VALUE REMOVE</p> <p>Gift Options Available. <a href="#">View Details</a></p> <p>Save For Later Add To Wishlist</p>	1	\$00.00	\$00.00
 <p><b>THIS IS A VARIATION PRODUCT ATTRIBUTE SELECTION</b> SKU #26150813</p> <p>LABEL: VALUE LABEL: VALUE EDIT REMOVE</p> <p>Save For Later Add To Wishlist</p>	2	\$00.00	\$000.00

COST SUMMARY	
Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	--
Estimated Tax*	--
<b>Subtotal</b>	<b>\$000.00</b>

You're \$00.00 away from FREE SHIPPING!

CHECKOUT

OR



\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

FIND A STORE View All Store Locations

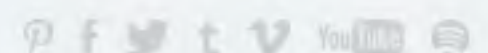
City, State, or ZIP

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SEARCH

HELP SIGN-IN MY BAG (23)

# FOR PLACEMENT ONLY

WOMEN'S MEN'S APARTMENT GIFTS SALE BRANDS BLOG

HOME > SHOPPING BAG

SHOPPING BAG (0)

SAVED FOR LATER (2)

(800) 282-2200 Live Help

Your Bag is empty. [GO SHOPPING!](#)

Have an account with us? [SIGN-IN](#) to view products in your bag.

## COST SUMMARY

Merchandise Subtotal	\$0.00
Order Discount	--
Gift Options	--
Shipping	--
Estimated Tax*	--
<b>Subtotal</b>	<b>\$0.00</b>

**FREE SHIPPING on orders over \$000.00!**

CHECKOUT

OR



\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

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SEARCH

HELP SIGN-IN MY BAG (23)

# FOR PLACEMENT ONLY

WOMEN'S MEN'S APARTMENT GIFTS SALE BRANDS BLOG

HOME > SHOPPING BAG

SHOPPING BAG (4)

SAVED FOR LATER (2)

(800) 282-2200 Live Help

Item Quantity Item Price Total Price

### THE FOLLOWING ITEM(S) NO LONGER AVAILABLE.

Edit or remove item(s) below to continue with checkout.

REMOVE ITEM(S)



EXCLUSIVE PRODUCT ITEM THAT HAS A REALLY LONG TITLE BECUASE OF THE BRAND NAME

SKU #26150813

1

\$00.00 \$000.00

\$00.00

LABEL: VALUE

LABEL: VALUE

UPDATE

REMOVE

Save For Later Add To Wishlist

Promotion: Save 10% on ANY Lorem Ipsum item - \$0.00

Gift Option: Item is gift wrapped. Edit Selection \$0.00

### COST SUMMARY

Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	--
Estimated Tax*	--
<b>Subtotal</b>	<b>\$000.00</b>

You're \$00.00 away from FREE SHIPPING!

EXPRESS CHECKOUT

STANDARD CHECKOUT

OR



\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.



THIS IS A SIMPLE PRODUCT WITHOUT VARIATION SELECTION

SKU #26150813

1

\$00.00

\$00.00

LABEL: VALUE

LABEL: VALUE

REMOVE

Save For Later Add To Wishlist

Gift Options Available. View Details



THIS IS A VARIATION PRODUCT ATTRIBUTE SELECTION

SKU #26150813

2

\$00.00

\$000.00

LABEL: VALUE

LABEL: VALUE

EDIT

REMOVE

Save For Later Add To Wishlist

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# FOR PLACEMENT ONLY

## CHECKOUT

SHIPPING	<b>DELIVERY OPTIONS</b>	PAYMENT	ORDER REVIEW	RECEIPT
----------	-------------------------	---------	--------------	---------

### CHOOSE YOUR SHIP METHODS & OPTIONS

Order Summary for 123 Street Road

#### SELECT A SHIPPING METHOD

- Ship Method 1: Free**  
Your package will arrive within # to # days. [Details](#)
- Ship Method 2: \$00.00**  
Your package will arrive within # to # days. [Details](#)
- Ship Method 3: \$00.00**  
Your package will arrive within # to # days. [Details](#)

COST SUMMARY	
Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	--
Estimated Tax*	--
<b>Subtotal</b>	<b>\$000.00</b>



DISCOUNTS & PROMOTIONS
<b>APPLIED:</b> Promo Name

**Add FREE Message**

**You're \$00.00 away from FREE SHIPPING!**

**CONTINUE**

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

Item	Quantity	Item Price	Total Price
 <p><b>EXCLUSIVE PRODUCT ITEM THAT HAS A REALLY LONG TITLE BECUASE OF THE BRAND NAME</b> SKU #26150813</p> <p>LABEL: VALUE LABEL: VALUE <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p><b>Promotion:</b> Save 10% on ANY Lorem Ipsum item - \$0.00</p> <p><b>Gift Option:</b> Item is gift wrapped. <a href="#">Edit Selection</a> \$0.00</p> <p><a href="#">Save For Later</a> <a href="#">Add To Wishlist</a></p>	1	\$00.00 <del>\$000.00</del>	\$00.00
 <p><b>EXCLUSIVE PRODUCT ITEM THAT HAS A REALLY LONG TITLE BECUASE OF THE BRAND NAME</b> SKU #26150813</p> <p>LABEL: VALUE LABEL: VALUE <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p><b>Promotion:</b> Save 10% on ANY Lorem Ipsum item - \$0.00</p> <p><b>Gift Option:</b> Item is gift wrapped. <a href="#">Edit Selection</a> \$0.00</p> <p><a href="#">Save For Later</a> <a href="#">Add To Wishlist</a></p>	1	\$00.00 <del>\$000.00</del>	\$00.00

FIND A STORE [View All Store Locations](#)

City, State, or ZIP

SIGN UP FOR EMAIL

\_\_\_\_\_

# FOR PLACEMENT ONLY

# FOR PLACEMENT ONLY



SO YOUR SESSION EXPIRED?

WE GOT YOUR BACK!

WE NOTICED YOU'VE BEEN AWAY FOR A WHILE...

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam vel justo diam, porttitor rhoncus libero. Etiam at odio eu eros vehicula tincidunt lacinia in arcu.

\* All fields required, unless noted.

Email Address

Password

[Forgot Your Password?](#)

Show Password

**SIGN IN AND RESUME**

Cancel

FOR PLACEMENT ONLY

# FOR PLACEMENT ONLY

## CHECKOUT

- SHIPPING
- DELIVERY OPTIONS
- PAYMENT
- ORDER REVIEW**
- RECEIPT

### REVIEW YOUR INFORMATION

Your email: **cmoles@urbn.com** for this order

Review the details of your order and click "edit" to make any changes. Click "Submit Order" to complete your purchase.

<p><b>SHIPPING</b> <a href="#">edit</a></p> <p>Chris Moles 123 Street Road Anytown, ST 12345 United States (123) 456-7890</p>	<p><b>DELIVERY OPTIONS</b></p> <p><input checked="" type="radio"/> Ship Method: Free</p> <p><input type="radio"/> Ship Method: 2-day</p> <p><input type="radio"/> Ship Method: 1-day</p>	<p><b>PAYMENT</b> <a href="#">edit</a></p> <p><b>CREDIT CARD</b></p> <p>Mastercard ending in 1111 Exp. 01/11</p> <p><b>BILLING ADDRESS</b></p> <p>Chris Moles 123 Street Name CityLocation, ST, 12345 United States</p> <p><a href="#">Do you have a Gift Card?</a></p>
---	--	---

COST SUMMARY	
Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	\$00.00
Estimated Tax*	\$00.00
<b>Subtotal</b>	<b>\$000.00</b>



**DISCOUNTS & PROMOTIONS**

[ENTER A PROMO CODE](#)

**Add FREE Message**

**You're \$00.00 away from FREE SHIPPING!**

### Items for Delivery to 123 Street Road

Item	Quantity	Item Price	Total Price
 <p><b>EXCLUSIVE PRODUCT ITEM THAT HAS A REALLY LONG TITLE BECUASE OF THE BRAND NAME</b> SKU #26156813</p> <p>LABEL: VALUE LABEL: VALUE <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p><b>Promotion:</b> Save 10% on ANY Lorem Ipsum item - \$0.00</p> <p><b>Gift Option:</b> Item is gift wrapped. <a href="#">Edit Selection</a> \$0.00</p> <p><a href="#">Save For Later</a> <a href="#">Add To Wishlist</a></p>	1	\$00.00 <del>\$000.00</del>	\$00.00
 <p><b>EXCLUSIVE PRODUCT ITEM THAT HAS A REALLY LONG TITLE BECUASE OF THE BRAND NAME</b> SKU #26156813</p> <p>LABEL: VALUE LABEL: VALUE <a href="#">EDIT</a> <a href="#">REMOVE</a></p> <p><b>Promotion:</b> Save 10% on ANY Lorem Ipsum item - \$0.00</p> <p><b>Gift Option:</b> Item is gift wrapped. <a href="#">Edit Selection</a> \$0.00</p> <p><a href="#">Save For Later</a> <a href="#">Add To Wishlist</a></p>	1	\$00.00 <del>\$000.00</del>	\$00.00

I have read & agree to the [Terms & Conditions](#)

**SUBMIT ORDER**

OR



\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

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City, State, or ZIP

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# FOR PLACEMENT ONLY

SEARCH

HELP SIGN-IN MY BAG (23)

# FOR PLACEMENT ONLY

WOMEN'S MEN'S APARTMENT GIFTS SALE BRANDS BLOG

HOME > SHOPPING BAG > SECURE CHECKOUT

(800) 282-2200 Live Help

## CHECKOUT

SHIPPING DELIVERY OPTIONS **PAYMENT** ORDER REVIEW RECEIPT

DO YOU HAVE A GIFT CARD?  Yes! \* All fields required, unless noted.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam vel justo diam, porttitor rhoncus libero. Etiam at odio eu eros vehicula tincidunt lacinia in arcu.

### CHOOSE YOUR PAYMENT METHOD

CREDIT CARD 

**Mastercard ending in 1111** Exp. 01/14 [Edit](#)  **Visa ending in 2222** Exp. 01/14 [Edit](#) [+ Add a New Credit Card](#)

**SAVED BILLING ADDRESS** [Edit your Billing Address](#)

Chris Moles  
123 Street Road  
Citylocation, ST 12345  
United States  
(123) 456-7890

PAYPAL 

LOREM IPSUM PAYMENT TYPE

COST SUMMARY	
Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	\$0.00
Estimated Tax*	\$0.00
<b>Subtotal</b>	<b>\$000.00</b>

**DISCOUNTS & PROMOTIONS**

[ENTER A PROMO CODE](#)

**Add FREE Message**

**You're \$00.00 away from FREE SHIPPING!**

[CONTINUE](#)

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

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# FOR PLACEMENT ONLY

## CHECKOUT

SHIPPING DELIVERY OPTIONS **PAYMENT** ORDER REVIEW RECEIPT

DO YOU HAVE A GIFT CARD?  Yes! \* All fields required, unless noted.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam vel justo diam, porttitor rhoncus libero. Etiam at odio eu eros vehicula tincidunt lacinia in arcu.

### CHOOSE YOUR PAYMENT METHOD

CREDIT CARD 

#### ADD A NEW CREDIT CARD

Card Number \*

Expiration Date \*  
Month Year

CID  [What's this?](#)

- Save Payment Information
- Set as my Default Payment Method

**SAVE** Cancel

PAYPAL 

LOREM IPSUM PAYMENT TYPE

#### COST SUMMARY

Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	\$0.00
Estimated Tax*	\$0.00
<b>Subtotal</b>	<b>\$000.00</b>

#### DISCOUNTS & PROMOTIONS

[ENTER A PROMO CODE](#)

Add FREE Message

You're \$00.00 away from FREE SHIPPING!

**CONTINUE**

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

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# FOR PLACEMENT ONLY

## FOR PLACEMENT ONLY

WOMEN'S

MEN'S

APARTMENT

GIFTS

SALE

BRANDS

BLOG

HOME &gt; SHOPPING BAG &gt; SECURE CHECKOUT

(800) 282-2200 Live Help

## CHECKOUT

SHIPPING

DELIVERY OPTIONS

PAYMENT

ORDER REVIEW


RECEIPT

DO YOU HAVE A GIFT CARD?  Yes!

\* All fields required, unless noted.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam vel justo diam, porttitor rhoncus libero. Etiam at odio eu eros vehicula tincidunt lacinia in arcu.

## CHOOSE YOUR PAYMENT METHOD

 CREDIT CARD
 
 Mastercard ending in 1111  
Exp. 01/14

 Visa ending in 2222  
Exp. 01/14
[+ Add a New Credit Card](#)

Current Default

## EDIT SAVED BILLING ADDRESS

 Same as Shipping Address

Country

United States

First Name

Last Name

Address 1

Apartment / Floor / Building

Optional

City

State

- Select A State -

Postal Code

Phone Number

10-digit number

SAVE

Cancel

## COST SUMMARY

Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	\$0.00
Estimated Tax*	\$0.00
<b>Subtotal</b>	<b>\$000.00</b>

## DISCOUNTS &amp; PROMOTIONS

[ENTER A PROMO CODE](#) Add FREE Message

You're \$00.00 away from FREE SHIPPING!

CONTINUE

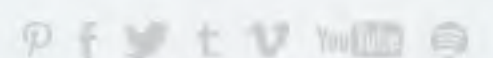
\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at libero rutrum aur.

 PAYPAL LOREM IPSUM PAYMENT TYPEFIND A STORE [View All Store Locations](#)

City, State, or ZIP

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# FOR PLACEMENT ONLY

## CHECKOUT

- SHIPPING
- DELIVERY OPTIONS
- PAYMENT**
- ORDER REVIEW
- RECEIPT

DO YOU HAVE A GIFT CARD?  Yes! \* All fields required, unless noted.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam vel justo diam, porttitor rhoncus libero. Etiam at odio eu eros vehicula tincidunt lacinia in arcu.

### CHOOSE YOUR PAYMENT METHOD

CREDIT CARD

#### UPDATE YOUR CREDIT CARD

Card Number \*

Expiration Date \*

CID  
 [What's this?](#)

Set as my Default Payment Method

COST SUMMARY	
Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	\$0.00
Estimated Tax*	\$0.00
<b>Subtotal</b>	<b>\$000.00</b>

DISCOUNTS & PROMOTIONS  
[ENTER A PROMO CODE](#)

Add FREE Message

You're \$00.00 away from FREE SHIPPING!

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

PAYPAL

LOREM IPSUM PAYMENT TYPE

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# FOR PLACEMENT ONLY

# FOR PLACEMENT ONLY

## CHECKOUT

SHIPPING DELIVERY OPTIONS **PAYMENT** ORDER REVIEW RECEIPT

DO YOU HAVE A GIFT CARD?  Yes! \* All fields required, unless noted.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam vel justo diam, porttitor rhoncus libero. Etiam at odio eu eros vehicula tincidunt lacinia in arcu.

### CHOOSE YOUR PAYMENT METHOD

CREDIT CARD

Card Number \*

Expiration Date \*  
Month:  Year:

CID  [What's this?](#)

**BILLING ADDRESS**  Same as Shipping Address

Country:

First Name:

Last Name:

Address 1:

Apartment / Floor / Building:

City:

State:

Postal Code:

Phone Number:  10-digit number

COST SUMMARY	
Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	\$0.00
Estimated Tax*	\$0.00
<b>Subtotal</b>	<b>\$000.00</b>

DISCOUNTS & PROMOTIONS

[ENTER A PROMO CODE](#)

Add FREE Message

You're \$00.00 away from FREE SHIPPING!

CONTINUE

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

PAYPAL

LOREM IPSUM PAYMENT TYPE

FIND A STORE [View All Store Locations](#)

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# FOR PLACEMENT ONLY


## CHECKOUT

SHIPPING DELIVERY OPTIONS **PAYMENT** ORDER REVIEW RECEIPT

DO YOU HAVE A GIFT CARD?  Yes! \* All fields required, unless noted.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam vel justo diam, porttitor rhoncus libero. Etiam at odio eu eros vehicula tincidunt lacinia in arcu.

### CHOOSE YOUR PAYMENT METHOD

CREDIT CARD 

- Mastercard ending in 1111 Exp. 01/14 [Edit](#)
- Visa ending in 2222 Exp. 01/14 [Edit](#)
- Mastercard ending in 3333 Exp. 01/14 [Edit](#)

Current Default

[+ Add a New Credit Card](#)

### SAVED BILLING ADDRESS [Edit your Billing Address](#)

Chris Moles  
123 Street Road  
Citylocation, ST 12345  
United States  
(123) 456-7890

PAYPAL 

LOREM IPSUM PAYMENT TYPE

### COST SUMMARY

Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	\$0.00
Estimated Tax*	\$0.00
<b>Subtotal</b>	<b>\$000.00</b>

### DISCOUNTS & PROMOTIONS

[ENTER A PROMO CODE](#)

Add FREE Message

**You're \$00.00 away from FREE SHIPPING!**

**CONTINUE**

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

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SEARCH

HELP SIGN-IN MY BAG (23)

# FOR PLACEMENT ONLY

WOMEN'S MEN'S APARTMENT GIFTS SALE BRANDS BLOG

HOME > SHOPPING BAG > SECURE CHECKOUT

(800) 282-2200 Live Help


## CHECKOUT

SHIPPING DELIVERY OPTIONS **PAYMENT** ORDER REVIEW RECEIPT

DO YOU HAVE A GIFT CARD?  Yes! \* All fields required, unless noted.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam vel justo diam, porttitor rhoncus libero. Etiam at odio eu eros vehicula tincidunt lacinia in arcu.

### CHOOSE YOUR PAYMENT METHOD

CREDIT CARD 

Card Number \*

Expiration Date \*  
Month:  Year:

CID  [What's this?](#)

**BILLING ADDRESS**  Same as Shipping Address  
Chris Moles  
123 Street Road  
Citylocation, ST 12345  
United States  
(123) 456-7890

COST SUMMARY	
Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	\$0.00
Estimated Tax*	\$0.00
<b>Subtotal</b>	<b>\$000.00</b>

DISCOUNTS & PROMOTIONS  
[ENTER A PROMO CODE](#)

Add FREE Message

You're \$00.00 away from FREE SHIPPING!

CONTINUE

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

PAYPAL 

LOREM IPSUM PAYMENT TYPE

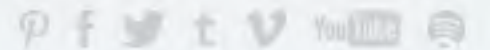
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HOME > SHOPPING BAG > SECURE CHECKOUT

(800) 282-2200 Live Help

## CHECKOUT

SHIPPING DELIVERY OPTIONS **PAYMENT** ORDER REVIEW RECEIPT

DO YOU HAVE A GIFT CARD?  Yes! \* All fields required, unless noted.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam vel justo diam, porttitor rhoncus libero. Etiam at odio eu eros vehicula tincidunt lacinia in arcu.

### CHOOSE YOUR PAYMENT METHOD

- CREDIT CARD
- PAYPAL
- LOREM IPSUM PAYMENT TYPE

### COST SUMMARY

Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	\$0.00
Estimated Tax*	\$0.00
<b>Subtotal</b>	<b>\$000.00</b>

### DISCOUNTS & PROMOTIONS

[ENTER A PROMO CODE](#)

Add FREE Message

**You're \$00.00 away from FREE SHIPPING!**

CONTINUE

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

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## CHECKOUT

SHIPPING DELIVERY OPTIONS **PAYMENT** ORDER REVIEW RECEIPT

DO YOU HAVE A GIFT CARD?  Yes! \* All fields required, unless noted.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam vel justo diam, porttitor rhoncus libero. Etiam at odio eu eros vehicula tincidunt lacinia in arcu.

Card Number: 1234567890 [Remove](#)

**Use of a Gift Card requires a credit card lorem ipsum dolor sit**

### CHOOSE YOUR PAYMENT METHOD

CREDIT CARD 

Card Number \*

Expiration Date \*

Month  Year

CID

[What's this?](#)

**BILLING ADDRESS**  Same as Shipping Address

Chris Moles  
123 Street Road  
Citylocation, ST 12345  
United States  
(123) 456-7890

PAYPAL 

LOREM IPSUM PAYMENT TYPE

### COST SUMMARY

Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	\$0.00
Estimated Tax*	\$0.00
<b>Subtotal</b>	<b>\$000.00</b>

### DISCOUNTS & PROMOTIONS

[ENTER A PROMO CODE](#)

Add FREE Message

**You're \$00.00 away from FREE SHIPPING!**

[CONTINUE](#)

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

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SEARCH

HELP SIGN-IN MY BAG (23)

# FOR PLACEMENT ONLY

WOMEN'S MEN'S APARTMENT GIFTS SALE BRANDS BLOG

HOME > SHOPPING BAG > SECURE CHECKOUT

(800) 282-2200 Live Help

## CHECKOUT

SHIPPING DELIVERY OPTIONS **PAYMENT** ORDER REVIEW RECEIPT

DO YOU HAVE A GIFT CARD?  Yes! \* All fields required, unless noted.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam vel justo diam, porttitor rhoncus libero. Etiam at odio eu eros vehicula tincidunt lacinia in arcu.

Card Number

123456789098766

APPLY GIFT CARD

Check Balance x

PIN

1234

Card Balance: \$100.00

\*Please note: This feature is unavailable for Standard Gift Cards without a pin number and E-gift cards.

### COST SUMMARY

Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	\$0.00
Estimated Tax*	\$0.00
<b>Subtotal</b>	<b>\$000.00</b>

### DISCOUNTS & PROMOTIONS

ENTER A PROMO CODE

Add FREE Message

You're \$00.00 away from FREE SHIPPING!

CONTINUE

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

### CHOOSE YOUR PAYMENT METHOD

CREDIT CARD

PAYPAL

LOREM IPSUM PAYMENT TYPE

FIND A STORE View All Store Locations

City, State, or ZIP

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## CHECKOUT

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### Card Number

123456789098766

APPLY GIFT CARD

### Check Balance

x

### PIN

Submit

\*Please note: This feature is unavailable for Standard Gift Cards without a pin number and E-gift cards.

### COST SUMMARY

Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
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### CHOOSE YOUR PAYMENT METHOD

CREDIT CARD

PAYPAL

LOREM IPSUM PAYMENT TYPE

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Card Number

APPLY GIFT CARD

[Check Balance](#)

### CHOOSE YOUR PAYMENT METHOD

CREDIT CARD



PAYPAL



LOREM IPSUM PAYMENT TYPE

### COST SUMMARY

Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	\$0.00
Estimated Tax*	\$0.00
<b>Subtotal</b>	<b>\$000.00</b>

### DISCOUNTS & PROMOTIONS

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CONTINUE

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

FIND A STORE View All Store Locations

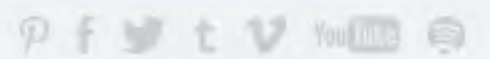
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Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aliquam vel justo diam, porttitor rhoncus libero. Etiam at odio eu eros vehicula tincidunt lacinia in arcu.

### CHOOSE YOUR PAYMENT METHOD

CREDIT CARD

PAYPAL

Use PayPal and complete your billing information on the PayPal site.

[CONTINUE CHECKOUT WITH PAYPAL](#)

LOREM IPSUM PAYMENT TYPE

### COST SUMMARY

Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	\$0.00
Estimated Tax*	\$0.00
<b>Subtotal</b>	<b>\$000.00</b>

### DISCOUNTS & PROMOTIONS

[ENTER A PROMO CODE](#)

Add FREE Message

**You're \$00.00 away from FREE SHIPPING!**

[CONTINUE](#)

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

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# FOR PLACEMENT ONLY

HOME > SHOPPING BAG > SECURE CHECKOUT

THANKS FOR YOUR ORDER: #123456786

[PRINT RECEIPT](#)

(800) 282-2200 [Live Help](#)

Order Date: 01/02/2013

Order Total: \$000.000

You will receive a confirmation message at [cmoles@urbn.com](mailto:cmoles@urbn.com) for this order

**SHIPPING**

Chris Moles  
123 Street Road  
Anytown, ST 12345  
United States  
(123) 456-7890

**DELIVERY OPTIONS**

Ship Method: Free

**PAYMENT**

**CREDIT CARD**

Mastercard ending in 1111  
Exp. 01/11

**BILLING ADDRESS**

Chris Moles  
123 Street Name  
CityLocation, ST, 12345  
United States

## CREATE AN ACCOUNT

Create an account to expedite future checkouts, receive emails, discounts and special offers.

**Email Address**  
cmoles@urbn.com

**Password \***



**Confirm Password \***

[CREATE ACCOUNT](#)

## ACCOUNT BENEFITS

- Receive special promotions
- Access saved addresses
- Access saved payment methods
- Express Checkout
- Order History
- Wishlists
- 

## Items for Delivery to 123 Street Road

Item	Quantity	Item Price	Total Price
 <p><b>EXCLUSIVE PRODUCT ITEM THAT HAS A REALLY LONG TITLE BECUASE OF THE BRAND NAME</b> SKU #28150013</p> <p>LABEL: VALUE LABEL: VALUE</p> <p><b>Promotion:</b> Save 10% on ANY Lorem Ipsum item <span style="float: right;">-\$0.00</span></p> <p> <b>Gift Option:</b> Item is gift wrapped. <span style="float: right;">\$0.00</span></p>	1	\$00.00 <del>\$000.00</del>	<b>\$00.00</b>

 <p><b>EXCLUSIVE PRODUCT ITEM THAT HAS A REALLY LONG TITLE BECUASE OF THE BRAND NAME</b> SKU #28150013</p> <p>LABEL: VALUE LABEL: VALUE</p> <p><b>Promotion:</b> Save 10% on ANY Lorem Ipsum item <span style="float: right;">-\$0.00</span></p> <p> <b>Gift Option:</b> Item is gift wrapped. <span style="float: right;">\$0.00</span></p>	1	\$00.00 <del>\$000.00</del>	<b>\$00.00</b>
---	---	--------------------------------	----------------

Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	\$00.00
Estimated Tax*	\$00.00
<b>Subtotal</b>	<b>\$000.00</b>

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## CHECKOUT

SHIPPING DELIVERY OPTIONS PAYMENT ORDER REVIEW RECEIPT

### CHOOSE YOUR SHIPPING ADDRESS

\* All fields required, unless noted.

#### ADD A NEW ADDRESS

##### Country

United States

##### First Name

##### Last Name

##### Address 1

##### Apartment / Floor / Building

Optional

##### City

##### State

- Select A State -

##### Postal Code

##### Phone Number

10-digit number

Make this my **Default Shipping Address**

SAVE

Cancel

### COST SUMMARY

Merchandise Subtotal	\$000.00
Order Discount	--
Gift Options	\$0.00
Shipping	--
Estimated Tax*	--
<b>Subtotal</b>	<b>\$000.00</b>

### DISCOUNTS & PROMOTIONS

ENTER A PROMO CODE

Add **FREE Message** [Details](#)

You're **\$00.00** away from **FREE SHIPPING!**

SHIP TO THIS ADDRESS

\* Lorem ipsum dolor sit amet, consectetur adipiscing elit. Phasellus iaculis enim at lebero rutrum aur.

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\* All fields required, unless noted.

Chris Moles [Edit](#)  
123 Street Road  
Anytown, ST 12345  
United States  
(123) 456-7890  
**Current Default**

Chris Moles [Edit](#)  
123 Street Road  
Anytown, ST 12345  
United States  
(123) 456-7890

[+ ADD A NEW ADDRESS](#)

### COST SUMMARY

Merchandise Subtotal	\$000.00
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Gift Options	\$0.00
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United States

First Name

Last Name

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Apartment / Floor / Building

Optional

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State

- Select A State -

Postal Code

Phone Number

10-digit number

### COST SUMMARY

Merchandise Subtotal	\$000.00
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