

# ASTRO GAMING

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**DROP #2**  
**VERSION 2**

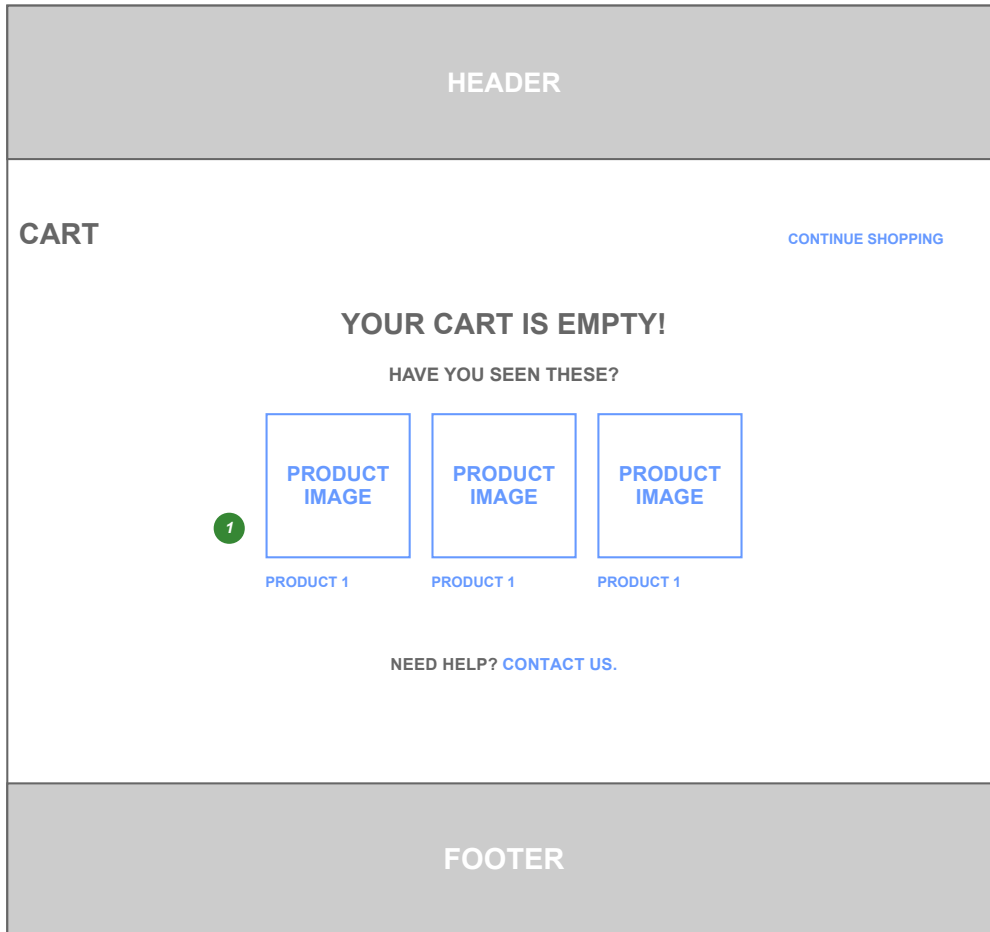


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# **6.0 CART**

## 6.1 EMPTY CART (D)



## ANNOTATIONS

Product recommendations keep users on a shopping path.

### 1. Recommended Products

Specific products are promoted in the empty cart. If possible, these products should relate to the products that the customer has already browsed.

If dynamic recommendations are not technically feasible, the recommended products are static.

## 6.2 CART (D)

HEADER

[HOME](#) > [CART](#)

### CART [CONTINUE SHOPPING](#)

**1** GLOBAL CONTENT SLOT

| PRODUCT  | PRICE   | TOTAL            | NEED HELP? <a href="#">CONTACT US.</a>  |
|--|---------|------------------|---|
| <div style="border: 1px solid #ccc; padding: 5px; width: 60px; text-align: center; font-weight: bold;">PRODUCT IMAGE</div> <p><b>TITLE OF PRODUCT 1</b></p> <p>PROMO SPACE <b>3</b> QTY: <input style="width: 30px; text-align: center;" type="text" value="1"/> <a href="#">REMOVE</a></p> <p>ITEM # 123123 <a href="#">ADD TO WISH LIST</a></p> <p>COLOR <b>BLACK</b> <a href="#">IN STOCK</a></p> <p>SYSTEM <b>XB360</b></p> <p><b>2</b> <a href="#">EDIT DETAILS</a></p> | \$PRICE | \$TOTAL          | <p><b>YOUR SUBTOTAL:</b></p> <p>ITEMS \$PRICE</p> <p>DISCOUNT \$PRICE</p> <p>SHIPPING —</p> <p>TAX —</p> <p><b>SUBTOTAL \$PRICE</b></p> |
| <div style="border: 1px solid #ccc; padding: 5px; width: 60px; text-align: center; font-weight: bold;">PRODUCT IMAGE</div> <p><b>TITLE OF PRODUCT 2</b></p> <p>PROMO SPACE QTY: <a href="#">REMOVE</a></p> <p>ITEM # 456456 <input style="width: 30px; text-align: center;" type="text" value="1"/> <a href="#">ADD TO WISH LIST</a></p> <p>COLOR <b>BLACK</b> <a href="#">IN STOCK</a></p> <p>SIZE <b>M</b></p> <p><a href="#">EDIT DETAILS</a></p>                         | \$PRICE | \$TOTAL <b>6</b> |   |

**5** [UPDATE CART](#)

**4** ENTER PROMO CODE  [APPLY](#)

**7** [CHECKOUT](#)

OR

Checkout with

FOOTER

## ANNOTATIONS

### 1. Content Slot

A configurable content slot is available. Astro could use or suppress it.

### 2. Edit Details

Each line item in the Cart has an Edit Details link that launches the product Quickview (see *Wireframe: Quickview*), enabling the customer to make last-minute changes to product attributes such as size and color. All editable variations or options display in the cart. If the product does not have these attributes, only the item number displays.

### 3. Quantity

The customer can remove or increase the total quantity of an item in the cart. Pricing and Order Summary are updated when the customer clicks the Update Cart button below.

### 4. Promotional Codes

It is possible for users to enter codes repeatedly. Hint text clears from field on focus.

### 5. Update Cart Button

Updates quantity and order summary to reflect changes that have been made by the user.

### 6. Order Summary

See *Wireframe: Order Summary - Costs and Discounts Details*.

### 7. Proceed to Checkout

Clicking this button navigates the customer to the first step of the checkout process.

### 6.3 CART (M)

HEADER

---

[HOME](#) > [CART](#)

## CART

GLOBAL CONTENT SLOT

**YOUR SUBTOTAL: \$PRICE**

CHECKOUT
1

---

PRODUCT IMAGE

**TITLE OF PRODUCT 1**

PROMO SPACE

ITEM # 123123

COLOR *BLACK*

SYSTEM *XB360*

[EDIT DETAILS](#)

[ADD TO WISH LIST](#)

[IN STOCK](#)

[REMOVE](#) \$PRICE

\$TOTAL

---

PRODUCT IMAGE

**TITLE OF PRODUCT 2**

PROMO SPACE

ITEM # 456456

COLOR *BLACK*

SIZE *M*

[EDIT DETAILS](#)

[ADD TO WISH LIST](#)

[IN STOCK](#)

[REMOVE](#) \$PRICE

\$TOTAL

---

UPDATE CART

PAGE CONTINUES

CONTINUED FROM PREVIOUS PAGE

---

**YOUR SUBTOTAL:**

|                 |                |
|-----------------|----------------|
| ITEMS           | \$PRICE        |
| DISCOUNT        | \$PRICE        |
| SHIPPING        | —              |
| TAX             | —              |
| <b>SUBTOTAL</b> | <b>\$PRICE</b> |

---

**ENTER PROMO CODE**

ENTER CODE HERE

APPLY

---

CHECKOUT

OR

FOOTER

### ANNOTATIONS

Unless otherwise noted, features and functionality match the desktop version.

The target zone for icon or text links should be 40 pixels by 40 pixels.

#### 1. Subtotal

The order subtotal and checkout CTA appear at the beginning and ending of the page in mobile.

# ***7.0 GUEST CHECKOUT***

## 7.1 GUEST CHECKOUT: SHIPPING (D)

**HEADER**

### CHECKOUT

SHIPPING
 BILLING
 REVIEW
1

---

#### SHIPPING ADDRESS

FIRST NAME

LAST NAME

ADDRESS 1

ADDRESS 2 (OPTIONAL)

COUNTRY UNITED STATES 7

STATE -- SELECT --

CITY

ZIP

PHONE WHY DO WE NEED THIS? This is where tool tips go in mobile. They do not obscure the entry fields above them. ✕

EXAMPLE: 111-111-1111

USE THIS ADDRESS FOR BILLING

IS THIS A GIFT?  YES  NO 4

#### SHIPPING METHOD

**GROUND:** \$PRICE (ORDER RECEIVED WITHIN 7-10 BUSINESS DAYS)

**2-DAY EXPRESS:** \$PRICE (ORDER RECEIVED IN 2 BUSINESS DAYS)

**OVERNIGHT:** \$PRICE (ORDER RECEIVED THE NEXT BUSINESS DAY)

CONTINUE

[NEED HELP? CONTACT US.](#)

---

#### RETURNING CUSTOMERS

2 Login to your account.

EMAIL

PASSWORD

LOGIN

[FORGET YOUR PASSWORD?](#)

[CREATE AN ACCOUNT](#)

---

#### ORDER SUMMARY

|   |   |
|---|---|
| <div style="border: 1px solid #ccc; width: 40px; height: 40px; margin: 0 auto;"></div> <b>PRODUCT IMAGE</b> | <p><b>TITLE OF PRODUCT 1</b></p> <p>COLOR: <b>BLACK</b></p> <p>SYSTEM: <b>XBOX360</b></p> <p>QUANTITY: 1</p> <p style="text-align: right;"><b>\$PRICE</b></p> |
| <div style="border: 1px solid #ccc; width: 40px; height: 40px; margin: 0 auto;"></div> <b>PRODUCT IMAGE</b> | <p><b>TITLE OF PRODUCT 2</b></p> <p>COLOR: <b>BLACK</b></p> <p>SIZE: <b>M</b></p> <p>QUANTITY: 1</p> <p style="text-align: right;"><b>\$PRICE</b></p>         |

---

6 [EDIT](#)

#### YOUR SUBTOTAL:

|                 |                |
|-----------------|----------------|
| ITEMS           | \$PRICE        |
| DISCOUNT        | \$PRICE        |
| SHIPPING        | \$PRICE        |
| TAX             | \$PRICE        |
| <b>SUBTOTAL</b> | <b>\$PRICE</b> |

**FOOTER**

## ANNOTATIONS

### 1. Progress Indicator

This helps users keep track of where they are in the checkout process and discourages cart abandonment. From subsequent steps, previous steps are hyperlinked, allowing the user to edit previous pages. The current step is visually differentiated.

### 2. Account Options

From this area the customers can login to their existing account, reset their password or create an account.

### 3. Tool Tip

The "why do we..." sentence is a tool tip. This is a simple hidden div that displays a box with a statement that clarifies, when the customer mouses over the tool tip text. On mouse out the box disappears.

On touch devices the box opens when the user touches the tool tip and closes when the user clicks on the "X" box in the upper right corner.

This happens with all tool tips, unless otherwise indicated.

### 4. Gift Options

If the Gift radio button is set to "Yes", the messaging box displays (the default is "No"). Otherwise, the box is hidden. The message box is limited to 250 characters. The message is sent in the Order export to the Order Management System.

For checkboxes and radio selections, the label as well as the UI element should be interactive.

### 5. Shipping Methods

The user views prices and selects shipping method here. The Order Summary will automatically update the total price when an option is selected.

There should be a default selected that is the least expensive of the viable options.

### 6. Order Summary

The right column of the checkout provides a persistent review section that shows the items in the cart and all checkout information as it becomes complete. The shipping, tax and promotion amount changes dynamically as the customer enters or changes personal information. The product price is the price of the product line item in the basket, including product level promotional discounts.

### 7. Country Drop Down

Throughout the interface the country drop down should default to "United States".

## 7.2 GUEST SHIPPING (M)

### SHIPPING

HEADER

**CHECKOUT**  
STEP 1 OF 3

ACCOUNT HOLDER LOGIN 1

**SHIPPING ADDRESS**

FIRST NAME

LAST NAME

ADDRESS 1

ADDRESS 2 (OPTIONAL)

COUNTRY

STATE

CITY

ZIP

PHONE [WHY DO WE NEED THIS?](#)

EXAMPLE: 111-111-1111

USE THIS ADDRESS FOR BILLING

IS THIS A GIFT?  YES  NO

**SHIPPING METHOD**

**GROUND: \$PRICE** (ORDER RECEIVED WITHIN 7-10 BUSINESS DAYS)

**2-DAY EXPRESS: \$PRICE** (ORDER RECEIVED IN 2 BUSINESS DAYS)

**OVERNIGHT: \$PRICE** (ORDER RECEIVED THE NEXT BUSINESS DAY)

FOOTER

### ACCOUNT HOLDER INFO EXPOSED

HEADER

**CHECKOUT**  
STEP 1 OF 3

ACCOUNT HOLDER LOGIN

**RETURNING CUSTOMERS**  
Login to your account.

EMAIL

PASSWORD

[FORGET YOUR PASSWORD?](#)

[CREATE AN ACCOUNT](#)

2 ▲

**SHIPPING ADDRESS**

FIRST NAME

LAST NAME

### MOBILE TOOL TIP

CONTINUED FROM PREVIOUS PAGE

STATE

CITY

ZIP

PHONE [WHY DO WE NEED THIS?](#)

This is where tool tips go in mobile. They do not obscure the entry fields above them.

PAGE CONTINUES

## ANNOTATIONS

Functionally, mobile is the same as the desktop experience.

The target zone for icon or text links should be 40 pixels by 40 pixels.

**1. Drawer for Returning Account Holders**  
The label for this drawer tells account holders that they can login. The drawer opens and the user can enter their email address, enter their password, create an account, get a password prompt and login to their account.

**2. Closing Drawer**  
To "close" the drawer, users click on the arrow that is facing up now that the drawer is open.

**3. Mobile Tool Tips**  
Tool tips in the touch environment go below the entry field that they are associated with so that they do not obscure that field.

### 7.3 LOGIN INTERCEPT: CREATE ACCOUNT (D)

**HEADER**

## CREATE AN ACCOUNT

[← BACK](#) 4

[LOGIN TO EXISTING ACCOUNT](#) 1      [NEED HELP? CONTACT US.](#)

All fields required.

**FIRST NAME** 2

**LAST NAME**

**EMAIL**

**CONFIRM EMAIL**

**PASSWORD**

**CONFIRM PASSWORD**

**NEWSLETTER BENEFITS** 3

**FOOTER**

### ANNOTATIONS

Formatting and functionality is the same across all displays.

#### 1. Login

A link is provided for those who already have an account and just need to login.

#### 2. Create An Account

After clicking the "Create an Account" link from the shipping page or elsewhere, the user is navigated to this page.

#### 3. Newsletter Benefits

When a user hovers over "Benefits" link, a tool tip appears explaining the benefits of subscribing to the newsletter. This does not happen on mobile. Checking the box for the newsletter is optional and the default is unchecked.

#### 4. Back Link

The back link returns the user to the last visited page.

## 7.4 LOGIN INTERCEPT: CREATE ACCOUNT (M)

## ANNOTATIONS

Formatting and functionality is the same across all displays.

### 1. Newsletter Benefits

Checking the box for the newsletter is optional. No tool tip is available on the mobile site to explain benefits.

HEADER

### CREATE AN ACCOUNT

[← BACK](#)

[LOGIN TO EXISTING ACCOUNT](#)

All fields required.

FIRST NAME

LAST NAME

EMAIL

CONFIRM EMAIL

PASSWORD

CONFIRM PASSWORD

GET THE NEWSLETTER <sup>1</sup>

[CREATE ACCOUNT](#)

NEED HELP? [CONTACT US.](#)

FOOTER

## 7.5 PASSWORD RESET (D)

FROM DESKTOP SHIPPING PAGE

CONTINUED FROM GUEST SHIPPING (DESKTOP)

NEED HELP? [CONTACT US.](#)

---

**RETURNING CUSTOMERS**  
Login to your account.

EMAIL

PASSWORD

**LOGIN**

**1** [FORGET YOUR PASSWORD?](#)  
[CREATE AN ACCOUNT](#)

PAGE CONTINUES

## ANNOTATIONS

### 1. Forgot Password

When a customer selects the "Forgot Your Password" link, a modal opens.


### 2. Customer Email

The customer must enter a valid email address.

### 3. Check Email Message

A message displays whether or not the email address is correct. The email confirms receipt of their email, tells them an email has been sent to them and asks the user to check junk mail to ensure they receive the Astro email.

CUSTOMER CONFIRMS EMAIL WITH MODAL


**FORGET YOUR PASSWORD?** 

**2** **RETURNING CUSTOMERS**  
Provide your account email to receive an email to reset your password.

EMAIL

**SUBMIT**

ASTRO CONFIRMS EMAIL RECEIVED IN MODAL

**FORGET YOUR PASSWORD?** 

**3** **REQUEST TO RESET YOUR PASSWORD RECEIVED**

Thanks for submitting your email address. We've sent you an email with the information needed to reset your password. The email might take a couple of minutes to reach your account. Please check your junk mail to ensure you receive it.

**CLOSE**

## 7.6 PASSWORD RESET (M)

### MOBILE SHIPPING PAGE DEFAULT

CONTINUED FROM MOBILE SHIPPING

**RETURNING CUSTOMERS**  
Login to your account.

EMAIL

PASSWORD

LOGIN

[FORGET YOUR PASSWORD?](#)

[CREATE AN ACCOUNT](#)

FOOTER

## ANNOTATIONS

Formatting and functionality is the same across all displays.

### 1. Forget Your Password

The tap triggers the off-canvas slider to glide in from the left and allows the user to input their email for a password reset.

### 2. Confirmation

When the users hit the CTA a confirmation message appears in the space and allows the user to close the slider.

### MOBILE REVEAL

CONTINUED FROM MOBILE SHIPPING

**1** **FORGET YOUR PASSWORD?** ✕

RETURNING CUSTOMERS  
Provide your account email to receive an email to reset your password.

EMAIL

SUBMIT

[CREATE AN ACCOUNT](#)

FOOTER

### MOBILE CONFIRM

CONTINUED FROM MOBILE SHIPPING

**2** **FORGET YOUR PASSWORD?** ✕

REQUEST TO RESET YOUR PASSWORD RECEIVED

Thanks for submitting your email address. We've sent you an email with the information needed to reset your password. The email might take a couple of minutes to reach your account. Please check your junk mail to ensure you receive it.

CLOSE

[CREATE AN ACCOUNT](#)

FOOTER

7.7 GUEST CHECKOUT: BILLING (D)

HEADER

### CHECKOUT

SHIPPING
  BILLING
  REVIEW

**EMAIL** WHY DO WE NEED THIS? 1



---

**BILLING ADDRESS**

**FIRST NAME** 2

**LAST NAME**

**ADDRESS 1**

**ADDRESS 2 (OPTIONAL)**

**COUNTRY**

**STATE**

**CITY**

**ZIP**

**PHONE** WHY DO WE NEED THIS?

EXAMPLE: 111-111-1111

[NEED HELP? CONTACT US.](#)

---

**RETURNING CUSTOMERS**  
Login to your account.

**EMAIL**

**PASSWORD**

LOGIN

[FORGET YOUR PASSWORD?](#)

[CREATE AN ACCOUNT](#)

---

**ORDER SUMMARY**

**PRODUCT IMAGE**

**TITLE OF PRODUCT 1**

COLOR: **BLACK**

SYSTEM: **XBOX360**

QUANTITY: 1

**\$PRICE**

**PRODUCT IMAGE**

**TITLE OF PRODUCT 2**

COLOR: **BLACK**

SIZE: **M**

QUANTITY: 1

**\$PRICE**

---

[EDIT](#)

**YOUR SUBTOTAL:**

|  |                |
|--|----------------|
| ITEMS  | \$PRICE        |
| DISCOUNT   | \$PRICE        |
| <span style="color: green; border: 1px solid green; border-radius: 50%; padding: 2px;">3</span> SHIPPING | \$PRICE        |
| TAX  | \$PRICE        |
| <b>SUBTOTAL</b>  | <b>\$PRICE</b> |

PAGE CONTINUES

ANNOTATIONS

- 1. Email Field**  
The email field appears at the top of the page.
- 2. Use Same Address**  
If the user clicked the "USE THIS ADDRESS FOR BILLING" checkbox on the shipping page; then the shipping address information is loaded into the entry fields on page load on the billing page. The fields are editable.
- 3. Updated Order Summary**  
After each step of the checkout is completed, the order summary is updated to include information from the previous screen. In this case, it is the shipping address. The cost of shipping and tax has also been added to the order summary.

## 7.7 GUEST CHECKOUT: BILLING CONTINUED (D)

CONTINUED FROM PREVIOUS PAGE

### DISCOUNT CODES

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim

ENTER COUPON CODE

APPLY

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim

APPLY GIFT CARD

APPLY 1

CHECK BALANCE 2

---

### PAYMENT METHODS 3

CREDIT CARD  PAYPAL

NAME ON CARD

TYPE

NUMBER

EXPIRATION DATE

MONTH ▼

YEAR ▼

SECURITY CODE [WHAT IS THIS?](#)

CONTINUE

### ORDER SUMMARY

---

### SHIPPING ADDRESS

JANE DOE  
123 MAIN STREET  
SEATTLE, WA 98122

UPS GROUND

[EDIT](#)

FOOTER

## ANNOTATIONS

### 1. Gift Card

The user enters the gift card number in the entry field and clicks the "Apply" button. After clicking "Apply" the credit is given a dedicated line in the price tally and reflected in the discount line of the subtotal.

If the amount of the gift card exceeds the cost of the purchase, the "Payment Method" and "Billing Address" fields are disabled.

### 2. Check Balance

When the customer clicks "Check Balance", the DemandWare platform checks the balance of the Gift Card entered into the field.

### 3. Payment Options

Payment types include:

- PayPal
- MasterCard
- Visa
- American Express
- Discover

### An invalid Gift Card

Returns an error message. Clicking "Check Balance" does not result in a full page refresh; only a validation of the Gift Card. (See 7.9 Guest Billing with Gift Card).

## 7.8 GUEST CHECKOUT: BILLING WITH PAYPAL(D)

CONTINUED FROM PREVIOUS PAGE

### DISCOUNT CODES

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim

ENTER COUPON CODE

[APPLY](#)

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim

APPLY GIFT CARD

[APPLY](#) [CHECK BALANCE](#)

---

### PAYMENT METHODS

CREDIT CARD  PAYPAL 1

Please continue checkout. You will be redirected to the PayPal website to finalize your order.

Payments by  
**PayPal**

[CONTINUE](#)

### ORDER SUMMARY

---

### SHIPPING ADDRESS

JANE DOE  
123 MAIN STREET  
SEATTLE, WA 98122

UPS GROUND

[EDIT](#)

## FOOTER

## ANNOTATIONS

This page is to illustrate the PayPal payment method. All other functionality on the page matches guest billing, 7.7 *Guest Billing*.

### 1. PayPal Payment Method

When the customer selects PayPal, they are returned an iFrame directly from PayPal that enables them to use their PayPal account to pay for the order.

Paypal will continue to be integrated as it currently is on the site.

## 7.9 GUEST CHECKOUT: BILLING WITH GIFT CARD (D)

CONTINUED FROM PREVIOUS PAGE

### DISCOUNT CODES

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim

ENTER COUPON CODE

[APPLY](#)

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim

APPLY GIFT CARD

[APPLY](#) [CHECK BALANCE](#)

\$PRICE has been applied to this purchase. Remaining balance \$00.00. 1

[REMOVE CREDIT](#) 2

---

### PAYMENT METHODS

CREDIT CARD  PAYPAL

NAME ON CARD

TYPE

NUMBER

EXPIRATION DATE

MONTH  YEAR

SECURITY CODE [WHAT IS THIS?](#)

[CONTINUE](#)

[ORDER SUMMARY](#)

---

### SHIPPING ADDRESS

JANE DOE  
123 MAIN STREET  
SEATTLE, WA 98122

UPS GROUND

[EDIT](#)

FOOTER

## ANNOTATIONS

### 1. Gift Card Credit Applied

If a gift credit has successfully been entered, messaging appears below relating the amount applied to the purchase and the balance remaining on the card.

If the amount of the gift card exceeds the cost of the purchase. The "Payment Method" and "Billing Address" fields are disabled.

### 2. Remove Credit

A link to remove the credit from the purchase. The display will return to the load state.

## 7.10 GUEST CHECKOUT (M)

### BILLING

HEADER

### CHECKOUT

STEP 2 OF 3

ACCOUNT HOLDER LOGIN

**EMAIL** WHY DO WE NEED THIS?



---

**BILLING ADDRESS**

**FIRST NAME**

**LAST NAME**

**ADDRESS 1**

**ADDRESS 2 (OPTIONAL)**

**COUNTRY**

**STATE**

**CITY**

**ZIP**

**PHONE** WHY DO WE NEED THIS?

EXAMPLE: 111-111-1111

PAGE CONTINUES

CONTINUED FROM PREVIOUS PAGE

**DISCOUNT CODES**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim

**ENTER COUPON CODE**

APPLY

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim

**APPLY GIFT CARD**

APPLY

[CHECK BALANCE](#)

---

**PAYMENT METHODS**

CREDIT CARD  PAYPAL

**TYPE**

**NAME ON CARD**

**NUMBER**

**EXPIRATION DATE**

**SECURITY CODE** [WHAT IS THIS?](#)

CONTINUE

FOOTER


### BILLING WITH PAYPAL

CONTINUED FROM PREVIOUS PAGE

**PAYMENT METHODS**

CREDIT CARDS  PAYPAL

Please continue checkout. You will be redirected to the PayPal website to finalize your order.



CONTINUE

FOOTER

## ANNOTATIONS

Functionally, mobile is the same as the desktop experience.

The target zone for icon or text links should be 40 pixels by 40 pixels.

## 7.11 GUEST CHECKOUT: REVIEW (D)

HEADER

**CHECKOUT**    ● SHIPPING    ● BILLING    ● REVIEW

| PRODUCT  | PRICE   | NEED HELP? <a href="#">CONTACT US.</a>   |
|--|---------|--|
| <div style="display: flex; align-items: flex-start;"> <div style="border: 1px solid blue; padding: 5px; margin-right: 10px; text-align: center; font-weight: bold; color: blue;">PRODUCT IMAGE</div> <div> <p><b>TITLE OF PRODUCT 1</b> <span style="color: green; border: 1px solid green; border-radius: 50%; padding: 2px;">7</span></p> <p>PROMO SPACE</p> <p>ITEM #    123123    QTY: <span style="border: 1px solid blue; padding: 2px;">1</span>    <a href="#">EDIT DETAILS</a></p> <p>COLOR    BLACK    <a href="#">REMOVE</a></p> <p>SYSTEM    XB360</p> <p><a href="#">EDIT DETAILS</a> <span style="color: green; border: 1px solid green; border-radius: 50%; padding: 2px;">1</span></p> </div> </div> | \$PRICE | <p><b>YOUR SUBTOTAL:</b>    <a href="#">EDIT</a></p> <p>ITEMS    \$PRICE</p> <p>DISCOUNT    \$PRICE</p> <p>SHIPPING    \$PRICE</p> <p>TAX    \$PRICE</p> <p><b>SUBTOTAL</b>    \$PRICE</p>   |
| <div style="display: flex; align-items: flex-start;"> <div style="border: 1px solid blue; padding: 5px; margin-right: 10px; text-align: center; font-weight: bold; color: blue;">PRODUCT IMAGE</div> <div> <p><b>TITLE OF PRODUCT 2</b></p> <p>PROMO SPACE</p> <p>ITEM #    456456    QTY: <span style="border: 1px solid blue; padding: 2px;">1</span>    <a href="#">EDIT DETAILS</a></p> <p>COLOR    BLACK    <a href="#">REMOVE</a></p> <p>SIZE    M</p> <p><a href="#">EDIT DETAILS</a></p> </div> </div>   | \$PRICE | <p><b>SHIPPING ADDRESS</b>    <a href="#">EDIT</a> <span style="color: green; border: 1px solid green; border-radius: 50%; padding: 2px;">2</span></p> <p>JANE DOE<br/>123 MAIN STREET<br/>SEATTLE, WA 98122</p> <p>UPS GROUND</p> |
| <div style="border: 1px solid black; padding: 5px;"> <p><span style="color: green; border: 1px solid green; border-radius: 50%; padding: 2px;">6</span> <b>GIFT MESSAGE:</b><br/>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna all.    <a href="#">EDIT</a></p> </div>  |         | <p><b>BILLING ADDRESS</b>    <a href="#">EDIT</a> <span style="color: green; border: 1px solid green; border-radius: 50%; padding: 2px;">3</span></p> <p>JANE DOE<br/>123 MAIN STREET<br/>SEATTLE, WA 98122</p>                    |
| <div style="background-color: #007bff; color: white; padding: 5px; display: inline-block; font-weight: bold;">SUBMIT ORDER</div> <span style="color: green; border: 1px solid green; border-radius: 50%; padding: 2px;">5</span>   |         | <p><b>PAYMENT METHOD</b>    <a href="#">EDIT</a> <span style="color: green; border: 1px solid green; border-radius: 50%; padding: 2px;">4</span></p> <p>JANE DOE<br/>VISA*****1234<br/>EXP 01 2015<br/>AMOUNT \$204.40</p>         |

FOOTER

## ANNOTATIONS

The Place Order page represents the final page on which customers can make changes to their order, including items in their cart, billing/shipping address and payment methods. The sales tax calculation is done using the standard DemandWare tax functionality and displays with the order summary.

### 1. Product In-Cart Editing

Each line item on the Place Order page includes an Edit Details link that returns the customer to the Cart page, enabling him or her to make last-minute changes to product attributes such as size and color. The customer can also update the quantity and remove the product from the cart.

After the customer submits his or her changes, the DemandWare platform launches the QuickView panel (see *Wireframe: Quickview*).

### 2. Edit Shipping

When the customer clicks the Edit link, he or she is returned to the shipping step of checkout, with the information pre-populated in the fields. Customer-saved addresses display on a drop down list, making them easily selectable.

### 3. Edit Billing

When the customer clicks the Edit link, he or she is returned to the billing step of checkout, with the information pre-populated in the fields.

### 4. Edit Payment Method

When the customer clicks the Edit link, he or she is returned to the billing step of checkout, with the information pre-populated in the fields.

Each payment method has its own edit link, opening the appropriate payment method module.

### 5. Submit Order

When the customer clicks the Submit Order button, the payment method is authorized. Upon successful authorization, the customer is navigated to the Order Receipt page. A failed authorization returns appropriate messaging to the customer (see *Wireframe: Error Messages*).

### 6. Gift Message

Gift messaging appears below the item it is associated with. On click, the Edit link associated with the element reverts the area to editable text without returning the user to the cart.

### 7. Quantity

This is an editable field. If the user changes the quantity, the total and all related calculations are updated. If this is not technically feasible, then change from a field to text

## 7.12 GUEST CHECKOUT (M)

### REVIEW

**HEADER**

---

**CHECKOUT REVIEW**  
STEP 3 OF 3

**YOUR SUBTOTAL: \$PRICE**

[SUBMIT ORDER](#)

---

**PRODUCT IMAGE** **TITLE OF PRODUCT 1**

ITEM # 123123  
COLOR BLACK  
SYSTEM XB360

QTY:  [EDIT DETAILS](#)

[EDIT](#)

[REMOVE](#) **\$PRICE**

---

**PRODUCT IMAGE** **TITLE OF PRODUCT 2**

PROMO SPACE

ITEM # 456456  
COLOR BLACK  
SIZE M

QTY:  [EDIT DETAILS](#)

[EDIT](#)

[REMOVE](#) **\$PRICE**

---

**GIFT MESSAGE:**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna all. [EDIT](#)

---

**PAGE CONTINUES**

**CONTINUED FROM PREVIOUS PAGE**

---

**YOUR SUBTOTAL:** [EDIT](#)

|                 |                |
|-----------------|----------------|
| ITEMS           | \$PRICE        |
| DISCOUNT        | \$PRICE        |
| SHIPPING        | \$PRICE        |
| TAX             | \$PRICE        |
| <b>SUBTOTAL</b> | <b>\$PRICE</b> |

---

**SHIPPING ADDRESS** [EDIT](#)

JANE DOE  
123 MAIN STREET  
SEATTLE, WA 98122

UPS GROUND

---

**BILLING ADDRESS** [EDIT](#)

JANE DOE  
123 MAIN STREET  
SEATTLE, WA 98122

---

**PAYMENT METHOD** [EDIT](#)

JANE DOE  
VISA\*\*\*\*\*1234  
EXP 01 2015  
AMOUNT \$204.40

[SUBMIT ORDER](#)

---

**FOOTER**

## ANNOTATIONS

Functionally, mobile is the same as the desktop experience.

The target zone for icon or text links should be 40 pixels by 40 pixels.

7.13 GUEST CHECKOUT: CONFIRMATION (D)

ANNOTATIONS

HEADER

## THANK YOU FOR YOUR ORDER

### YOUR RECEIPT

You will receive an email confirming your order momentarily. [PRINT](#)

---

| ORDER INFORMATION  | BILLING ADDRESS                                  | PAYMENT METHOD  | PAYMENT TOTAL  | NEED HELP? <a href="#">CONTACT US.</a>  |   |          |         |   |   |          |         |  |  |                    |                |   |
|--|--|---|--|---|---|----------|---------|---|---|----------|---------|--|--|--------------------|----------------|---|
| ORDER PLACED:<br>MAY 2, 2014<br><br>ORDER NUMBER:<br>12345678  | JANE DOE<br>123 MAIN STREET<br>SEATTLE, WA 98122 | JANE DOE<br>VISA*****1234<br>EXP 01 2015<br>AMOUNT \$204.40 | <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 50%;"><b>SUBTOTAL</b></td><td style="width: 50%;"><b>\$PRICE</b></td></tr> <tr><td>DISCOUNT</td><td>\$PRICE</td></tr> <tr><td>SHIPPING</td><td>\$PRICE</td></tr> <tr><td>DISCOUNT</td><td>\$PRICE</td></tr> <tr><td>SALES TAX</td><td>\$PRICE</td></tr> <tr><td><b>ORDER TOTAL</b></td><td><b>\$PRICE</b></td></tr> </table> | <b>SUBTOTAL</b>   | <b>\$PRICE</b>  | DISCOUNT | \$PRICE | SHIPPING  | \$PRICE   | DISCOUNT | \$PRICE | SALES TAX                              | \$PRICE  | <b>ORDER TOTAL</b> | <b>\$PRICE</b> | <p><b>CREATE AN ACCOUNT</b> <span style="border: 1px solid green; border-radius: 50%; padding: 2px;">1</span></p> <p>Now that you've placed your order, why not make an account with us? It's easy and quick!</p> <p><b>FIRST NAME</b></p> <input style="width: 100%;" type="text" value="JANE"/> |
| <b>SUBTOTAL</b>  | <b>\$PRICE</b>                                   |   |  |   |   |          |         |   |   |          |         |  |  |                    |                |   |
| DISCOUNT   | \$PRICE  |   |  |   |   |          |         |   |   |          |         |  |  |                    |                |   |
| SHIPPING   | \$PRICE  |   |  |   |   |          |         |   |   |          |         |  |  |                    |                |   |
| DISCOUNT   | \$PRICE  |   |  |   |   |          |         |   |   |          |         |  |  |                    |                |   |
| SALES TAX  | \$PRICE  |   |  |   |   |          |         |   |   |          |         |  |  |                    |                |   |
| <b>ORDER TOTAL</b>   | <b>\$PRICE</b>                                   |   |  |   |   |          |         |   |   |          |         |  |  |                    |                |   |
|  |  |   |  | <p><b>LAST NAME</b></p> <input style="width: 100%;" type="text" value="DOE"/>   |   |          |         |   |   |          |         |  |  |                    |                |   |
| <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;">PRODUCT</th> <th style="text-align: left; border-bottom: 1px solid black;">QUANTITY</th> <th style="text-align: left; border-bottom: 1px solid black;">PRICE</th> <th style="text-align: left; border-bottom: 1px solid black;">SHIPPING ADDRESS</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">                             TITLE OF PRODUCT 1<br/><br/>                             ITEM #            123123<br/><br/>                             COLOR            BLACK<br/><br/>                             SYSTEM            XB360                         </td> <td style="vertical-align: top;">                             1                         </td> <td style="vertical-align: top;">                             \$PRICE                         </td> <td style="vertical-align: top;">                             JANE DOE<br/>123 MAIN STREET<br/>SEATTLE, WA 98122<br/>UNITED STATES<br/><br/>                             METHOD:<br/><b>UPS GROUND</b><br/><br/>                             SHIPPING STATUS:<br/><b>NOT SHIPPED</b> </td> </tr> <tr> <td style="vertical-align: top;">                             TITLE OF PRODUCT 2<br/><br/>                             ITEM #            456456<br/><br/>                             COLOR            BLACK<br/><br/>                             SIZE                M                         </td> <td style="vertical-align: top;">                             1                         </td> <td style="vertical-align: top;">                             \$PRICE                         </td> <td style="vertical-align: top;">                             SHIPPING STATUS:<br/><b>NOT SHIPPED</b> </td> </tr> </tbody> </table> | PRODUCT  | QUANTITY  | PRICE  | SHIPPING ADDRESS  | TITLE OF PRODUCT 1<br><br>ITEM #            123123<br><br>COLOR            BLACK<br><br>SYSTEM            XB360 | 1        | \$PRICE | JANE DOE<br>123 MAIN STREET<br>SEATTLE, WA 98122<br>UNITED STATES<br><br>METHOD:<br><b>UPS GROUND</b><br><br>SHIPPING STATUS:<br><b>NOT SHIPPED</b> | TITLE OF PRODUCT 2<br><br>ITEM #            456456<br><br>COLOR            BLACK<br><br>SIZE                M | 1        | \$PRICE | SHIPPING STATUS:<br><b>NOT SHIPPED</b> | <p><b>EMAIL</b> <span style="border: 1px solid green; border-radius: 50%; padding: 2px;">3</span></p> <input style="width: 100%;" type="text" value="EXAMPLE@GMAIL.COM"/><br><br><p><b>CONFIRM EMAIL</b></p> <input style="width: 100%;" type="text" value="EXAMPLE@GMAIL.COM"/><br><br><p><b>PASSWORD 5-20 CHARACTERS</b></p> <input style="width: 100%;" type="text"/><br><br><p><b>CONFIRM PASSWORD</b></p> <input style="width: 100%;" type="text"/> |                    |                |   |
| PRODUCT  | QUANTITY   | PRICE   | SHIPPING ADDRESS   |   |   |          |         |   |   |          |         |  |  |                    |                |   |
| TITLE OF PRODUCT 1<br><br>ITEM #            123123<br><br>COLOR            BLACK<br><br>SYSTEM            XB360  | 1  | \$PRICE   | JANE DOE<br>123 MAIN STREET<br>SEATTLE, WA 98122<br>UNITED STATES<br><br>METHOD:<br><b>UPS GROUND</b><br><br>SHIPPING STATUS:<br><b>NOT SHIPPED</b>  |   |   |          |         |   |   |          |         |  |  |                    |                |   |
| TITLE OF PRODUCT 2<br><br>ITEM #            456456<br><br>COLOR            BLACK<br><br>SIZE                M  | 1  | \$PRICE   | SHIPPING STATUS:<br><b>NOT SHIPPED</b>   |   |   |          |         |   |   |          |         |  |  |                    |                |   |
| <p><b>GIFT MESSAGE:</b><br/>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna all.</p>  |  |   |  | <p><a href="#" style="background-color: #007bff; color: white; padding: 5px 15px; border-radius: 4px;">CREATE ACCOUNT</a></p> |   |          |         |   |   |          |         |  |  |                    |                |   |
| <p><a href="#" style="background-color: #007bff; color: white; padding: 5px 15px; border-radius: 4px;">RETURN TO HOMEPAGE</a> <span style="border: 1px solid green; border-radius: 50%; padding: 2px;">2</span></p>  |  |   |  |   |   |          |         |   |   |          |         |  |  |                    |                |   |

FOOTER

- 1. Create an Account**  
In the Guest Checkout flow, users will have the option to create an account after they've placed their order. Fields will be pre-populated with data the system already has already captured on previous pages. This does not appear on the Member Checkout flow.
- 2. CTA: Return to Homepage**  
**NOTE:** Standard DemandWare has this buttons return users to shipping. We have change this to return users to homepage.
- 3. Email Field**  
If the user clears the email field, the pre-populated confirm email field is also cleared

## 7.14 GUEST CHECKOUT: CONFIRMATION (M)

HEADER

THANK YOU FOR YOUR ORDER

YOUR RECEIPT

You will receive an email confirming your order momentarily.

---

**ORDER INFORMATION**

ORDER PLACED: MAY 2, 2014  
ORDER NUMBER: 12345678

---

**BILLING ADDRESS**

JANE DOE  
123 MAIN STREET  
SEATTLE, WA 98122

---

**PAYMENT METHOD**

JANE DOE  
VISA\*\*\*\*\*1234  
EXP 01 2015  
AMOUNT \$204.40

---

**SHIPPING ADDRESS**

JANE DOE  
123 MAIN STREET  
SEATTLE, WA 98122  
UNITED STATES

METHOD: UPS GROUND  
SHIPPING STATUS: NOT SHIPPED

---

**PAYMENT TOTAL**

|                    |                |
|--------------------|----------------|
| <b>SUBTOTAL</b>    | <b>\$PRICE</b> |
| DISCOUNT           | \$PRICE        |
| SHIPPING           | \$PRICE        |
| DISCOUNT           | \$PRICE        |
| SALES TAX          | \$PRICE        |
| <b>ORDER TOTAL</b> | <b>\$PRICE</b> |

FOOTER

PAGE CONTINUES

CONTINUED FROM PREVIOUS PAGE

**PRODUCT**

TITLE OF PRODUCT 1

|          |         |
|----------|---------|
| ITEM #   | 123123  |
| COLOR    | BLACK   |
| SYSTEM   | XB360   |
| QUANTITY | 1       |
|          | \$PRICE |

TITLE OF PRODUCT 2

|          |         |
|----------|---------|
| ITEM #   | 456456  |
| COLOR    | BLACK   |
| SIZE     | M       |
| QUANTITY | 1       |
|          | \$PRICE |

**GIFT MESSAGE:**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna all.

RETURN TO HOMEPAGE

CREATE AN ACCOUNT 1

FOOTER

CONTINUED FROM PREVIOUS PAGE

CREATE AN ACCOUNT OPEN

**GIFT MESSAGE:**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna all.

RETURN TO HOMEPAGE

CREATE AN ACCOUNT 2

Now that you've placed your order, why not make an account with us? It's easy & quick!

**FIRST NAME**

**LAST NAME**

**EMAIL**

**CONFIRM EMAIL**

**PASSWORD 5-20 CHARACTERS**

**CONFIRM PASSWORD**

CREATE ACCOUNT

FOOTER

## ANNOTATIONS

Unless otherwise noted, features and functionality match the Desktop version.

The target zone for icon or text links should be 40 pixels by 40 pixels.

### Print Link

Does not appear in the mobile display.

### 1. Create Account

Create account fields no longer appear in page on load. They are in a drawer that opens if the user clicks on the title or the arrow.

### 2. Create Account Reveal

Fields appear in page and the user is able to enter this information to create an account.

7.15 GUEST CHECKOUT: EMAIL RECEIPT (D)

**EMAIL HEADER**

### THANK YOU FOR YOUR ORDER

Dear Jane,  
Thank you for shopping with Astro Gaming. We received your order. Below please find a summary of your order for your reference:

---

| ORDER INFORMATION            | BILLING ADDRESS                                  | PAYMENT METHOD  | PAYMENT TOTAL      |                |
|------------------------------|--|---|--------------------|----------------|
| ORDER PLACED:<br>MAY 2, 2014 | JANE DOE<br>123 MAIN STREET<br>SEATTLE, WA 98122 | JANE DOE<br>VISA*****1234<br>EXP 01 2015<br>AMOUNT \$204.40 | <b>SUBTOTAL</b>    | <b>\$PRICE</b> |
| ORDER NUMBER:<br>12345678    |  |   | DISCOUNT           | \$PRICE        |
|                              |  |   | SHIPPING           | \$PRICE        |
|                              |  |   | DISCOUNT           | \$PRICE        |
|                              |  |   | SALES TAX          | \$PRICE        |
|                              |  |   | <b>ORDER TOTAL</b> | <b>\$PRICE</b> |

---

| PRODUCT            | QUANTITY | PRICE   | SHIPPING ADDRESS  |
|--------------------|----------|---------|---|
| TITLE OF PRODUCT 1 | 1        | \$PRICE | JANE DOE<br>123 MAIN STREET<br>SEATTLE, WA 98122<br>UNITED STATES |
| ITEM #             | 123123   |         |   |
| COLOR              | BLACK    |         | METHOD:<br><b>UPS GROUND</b>                                      |
| SYSTEM             | XB360    |         | SHIPPING STATUS:<br><b>NOT SHIPPED</b>                            |
| TITLE OF PRODUCT 2 | 1        | \$PRICE |   |
| ITEM #             | 456456   |         |   |
| COLOR              | BLACK    |         |   |
| SIZE               | M        |         |   |

**GIFT MESSAGE:**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna all.

**STILL HAVE QUESTIONS? NEED HELP? [CONTACT US.](#)**

**EMAIL FOOTER**

# ***8.0 ACCOUNT HOLDER CHECKOUT***

## 8.1 ACCOUNT HOLDER CHECKOUT: SHIPPING (D)

## ANNOTATIONS

Unless otherwise noted, functionality follows Guest Checkout: Shipping.

### 1. Saved Addresses

These fields are empty by default, enabling the customer to add a new address. The customer can select a saved address from the drop down list, which fills the corresponding form fields with the customer's saved address. Customers can edit the auto-filled fields, but this does not modify the saved address.

### 2. Address Nickname

When the user selects the checkbox, the user can give the address a nickname for the address book.

The field is not required and if the user elects to not enter a name, one is generated.

**HEADER**

### CHECKOUT

SHIPPING
  BILLING
  REVIEW

#### SHIPPING ADDRESS

NEED HELP? [CONTACT US.](#)

**SELECT SAVED ADDRESS**

1

**FIRST NAME**

**LAST NAME**

**ADDRESS 1**

**ADDRESS 2 (OPTIONAL)**

**COUNTRY**

**STATE**

**CITY**

**ZIP**

**PHONE** WHY DO WE NEED THIS?

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy.

EXAMPLE: 111-111-1111

SAVE THIS TO YOUR ADDRESS BOOK  
 USE THIS ADDRESS FOR BILLING

IS THIS A GIFT?  YES  NO

---

#### SHIPPING METHOD

**GROUND: \$PRICE**  
 (ORDER RECEIVED WITHIN 7-10 BUSINESS DAYS)

**2-DAY EXPRESS: \$PRICE**  
 (ORDER RECEIVED IN 2 BUSINESS DAYS)

**OVERNIGHT: \$PRICE**  
 (ORDER RECEIVED THE NEXT BUSINESS DAY)

CONTINUE

**FOOTER**

2  SAVE THIS TO YOUR ADDRESS BOOK

**ADDRESS NICKNAME**

#### ORDER SUMMARY

|                      |                           |
|----------------------|---------------------------|
| <b>PRODUCT IMAGE</b> | <b>TITLE OF PRODUCT 1</b> |
|                      | COLOR: BLACK              |
|                      | SYSTEM: XBOX360           |
|                      | QUANTITY: 1               |
|                      | <b>\$PRICE</b>            |
| <hr/>                |                           |
| <b>PRODUCT IMAGE</b> | <b>TITLE OF PRODUCT 2</b> |
|                      | COLOR: BLACK              |
|                      | SIZE: M                   |
|                      | QUANTITY: 1               |
|                      | <b>\$PRICE</b>            |

[EDIT](#)

**YOUR SUBTOTAL:**

|                 |                |
|-----------------|----------------|
| ITEMS           | \$PRICE        |
| DISCOUNT        | \$PRICE        |
| SHIPPING        | \$PRICE        |
| TAX             | \$PRICE        |
| <b>SUBTOTAL</b> | <b>\$PRICE</b> |

## 8.2 ACCOUNT HOLDER CHECKOUT: SHIPPING & BILLING (M)

### SHIPPING

HEADER

### CHECKOUT

STEP 1 OF 3

#### SHIPPING ADDRESS

SELECT SAVED ADDRESSES

SELECT FROM SAVED ADDRESSES
▼

FIRST NAME

LAST NAME

ADDRESS 1

ADDRESS 2 (OPTIONAL)

COUNTRY 

UNITED STATES
▼

STATE 

-- SELECT --
▼

CITY

ZIP

PHONE WHY DO WE NEED THIS?

EXAMPLE: 111-111-1111

SAVE THIS TO YOUR ADDRESS BOOK

USE THIS ADDRESS FOR BILLING

IS THIS A GIFT?  YES  NO

---

#### SHIPPING METHOD

**GROUND: \$PRICE**  
(ORDER RECEIVED WITHIN 7-10 BUSINESS DAYS)

**2-DAY EXPRESS: \$PRICE**  
(ORDER RECEIVED IN 2 BUSINESS DAYS)

**OVERNIGHT: \$PRICE**  
(ORDER RECEIVED THE NEXT BUSINESS DAY)

CONTINUE

FOOTER

### BILLING

HEADER

### CHECKOUT

STEP 2 OF 3

EMAIL WHY DO WE NEED THIS?

---

#### BILLING ADDRESS

CHOOSE AN ADDRESS 

—SELECT FROM SAVED ADDRESSES—
▼

FIRST NAME

LAST NAME

ADDRESS 1

ADDRESS 2 (OPTIONAL)

COUNTRY 

UNITED STATES
▼

STATE 

WA
▼

CITY

ZIP

PHONE WHY DO WE NEED THIS?

EXAMPLE: 111-111-1111

SAVE THIS TO YOUR ADDRESS BOOK

PAGE CONTINUES

CONTINUED FROM PREVIOUS PAGE

#### DISCOUNT CODES

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim

ENTER COUPON CODE 

APPLY

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim

APPLY GIFT CARD 

APPLY

[CHECK BALANCE](#)

---

#### PAYMENT METHODS

CREDIT CARD  PAYPAL

TYPE 

-- SELECT --
▼

NAME ON CARD

NUMBER

EXPIRATION DATE 

MONTH
▼

YEAR
▼

SECURITY CODE WHAT IS THIS?

SAVE THIS CARD

CONTINUE

FOOTER

## ANNOTATIONS

Unless otherwise noted, features and functionality match the desktop version.

The target zone for icon or text links should be 40 pixels by 40 pixels.

### BILLING WITH PAYPAL

CONTINUED FROM PREVIOUS PAGE

#### PAYMENT METHODS

CREDIT CARDS  PAYPAL

Please continue checkout. You will be redirected to the PayPal website to finalize your order.

Payments by  
  
PayPal

CONTINUE

FOOTER

### 8.3 ACCOUNT HOLDER CHECKOUT: BILLING (D)

### ANNOTATIONS

Unless otherwise noted, functionality follows Guest Checkout: Billing.

#### 1. Saved Addresses

Much like account holder shipping page, this page has saved addresses for billing. These options appear in a drop down at the top of the page.

**HEADER**

**CHECKOUT**

SHIPPING  BILLING  REVIEW

**EMAIL** WHY DO WE NEED THIS?

**NEED HELP?** [CONTACT US.](#)

**ORDER SUMMARY**

**BILLING ADDRESS**

1**CHOOSE AN ADDRESS**

— SELECT FROM SAVED ADDRESSES —

**FIRST NAME**

**LAST NAME**

**ADDRESS 1**

**ADDRESS 2 (OPTIONAL)**

**COUNTRY**

**STATE**

**CITY**

**ZIP**

**PHONE** WHY DO WE NEED THIS?

EXAMPLE: 111-111-1111

[SAVE THIS TO YOUR ADDRESS BOOK](#)

**SHIPPING ADDRESS**

JANE DOE  
123 MAIN STREET  
SEATTLE, WA 98122

UPS GROUND

[EDIT](#)

**PAGE CONTINUES**

### 8.3 ACCOUNT HOLDER CHECKOUT: BILLING CONTINUED (D)

CONTINUED FROM PREVIOUS PAGE

#### DISCOUNT CODES

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim

**ENTER COUPON CODE**

APPLY

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim

**APPLY GIFT CARD**

APPLY

CHECK BALANCE

---

#### PAYMENT METHODS

CREDIT CARD
  PAYPAL
 1

**SELECT A CREDIT CARD**

-- SELECT FROM SAVED CARDS --

**NAME ON CARD**

**TYPE**

-- SELECT --

**NUMBER**

**EXPIRATION DATE**

MONTH ▼

YEAR ▼

**SECURITY CODE** [WHAT IS THIS?](#)

**SAVE THIS CARD** 2

CONTINUE

**ORDER SUMMARY**

---

**SHIPPING ADDRESS**

JANE DOE  
123 MAIN STREET  
SEATTLE, WA 98122

UPS GROUND

[EDIT](#)

FOOTER

### ANNOTATIONS

Unless otherwise noted, functionality follows Guest Checkout: Billing.

#### 1. Saved Payment Method

Authenticated users can use a drop down of previously saved payment methods.

If the user has not saved any payment methods, the hint text changes to –No Saved Cards-- and the “Enter New Payment Method” fields (including billing address fields) are displayed on page load.

When the customer selects a payment method, the form fields for that method display beneath it, with the form fields for the previously selected payment method hidden. The default method, Credit Card, is always selected when this page opens.

#### 2. Save this Card

A registered customer can save this credit card for future use by selecting this box.

8.4 ACCOUNT HOLDER CHECKOUT: REVIEW (D)

ANNOTATIONS

Unless otherwise noted, functionality follows 7.11 Guest Checkout: Review (D).

HEADER

**CHECKOUT**     SHIPPING     BILLING     REVIEW

| PRODUCT  | PRICE  | NEED HELP? <a href="#">CONTACT US.</a>   |
|--|--|--|
| <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; font-weight: bold; color: #007bff;">PRODUCT IMAGE</div> <p><b>TITLE OF PRODUCT 1</b></p> <p>PROMO SPACE</p> <p>ITEM #    123123</p> <p>COLOR    <b>BLACK</b></p> <p>SYSTEM    <b>XB360</b></p> <p><a href="#">EDIT DETAILS</a></p> | <p>\$PRICE</p> <p>QTY: <input style="width: 30px; text-align: center;" type="text" value="1"/> <a href="#">EDIT DETAILS</a><br/><a href="#">REMOVE</a></p> | <p><b>YOUR SUBTOTAL:</b>    <a href="#">EDIT</a></p> <p>ITEMS    \$PRICE</p> <p>DISCOUNT    \$PRICE</p> <p>SHIPPING    \$PRICE</p> <p>TAX    \$PRICE</p> <p><b>SUBTOTAL</b>    <b>\$PRICE</b></p>  |
| <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px; font-weight: bold; color: #007bff;">PRODUCT IMAGE</div> <p><b>TITLE OF PRODUCT 2</b></p> <p>PROMO SPACE</p> <p>ITEM #    456456</p> <p>COLOR    <b>BLACK</b></p> <p>SIZE    <b>M</b></p> <p><a href="#">EDIT DETAILS</a></p>       | <p>\$PRICE</p> <p>QTY: <input style="width: 30px; text-align: center;" type="text" value="1"/> <a href="#">EDIT DETAILS</a><br/><a href="#">REMOVE</a></p> | <p><b>SHIPPING ADDRESS</b>    <a href="#">EDIT</a></p> <p>JANE DOE<br/>123 MAIN STREET<br/>SEATTLE, WA 98122</p> <p>UPS GROUND</p> <p><b>BILLING ADDRESS</b>    <a href="#">EDIT</a></p> <p>JANE DOE<br/>123 MAIN STREET<br/>SEATTLE, WA 98122</p> |
| <p><b>GIFT MESSAGE:</b><br/>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna all.</p> <p style="text-align: right;"><a href="#">EDIT</a></p>   |  | <p><b>PAYMENT METHOD</b>    <a href="#">EDIT</a></p> <p>JANE DOE<br/>VISA*****1234<br/>EXP 01 2015<br/>AMOUNT \$204.40</p>   |

[SUBMIT ORDER](#)

FOOTER

### 8.5 ACCOUNT HOLDER CHECKOUT: REVIEW (M)

### ANNOTATIONS

Unless otherwise noted, functionality follows 7.12 Guest Checkout: Review (M).

#### REVIEW

**HEADER**

---

**CHECKOUT REVIEW**  
STEP 3 OF 3

**YOUR SUBTOTAL: \$PRICE**

[SUBMIT ORDER](#)

---

**PRODUCT 1**

 **TITLE OF PRODUCT 1**

ITEM # 123123  
COLOR BLACK  
SYSTEM XB360

QTY:  [EDIT DETAILS](#)

[EDIT](#) **\$PRICE**

[REMOVE](#)

---

**PRODUCT 2**

 **TITLE OF PRODUCT 2**

PROMO SPACE

ITEM # 456456  
COLOR BLACK  
SIZE M

QTY:  [EDIT DETAILS](#)

[EDIT](#) **\$PRICE**

[REMOVE](#)

---

**GIFT MESSAGE:**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna all.

[EDIT](#)

---

**PAGE CONTINUES**

CONTINUED FROM PREVIOUS PAGE

---

**YOUR SUBTOTAL:** [EDIT](#)

|                 |                |
|-----------------|----------------|
| ITEMS           | \$PRICE        |
| DISCOUNT        | \$PRICE        |
| SHIPPING        | \$PRICE        |
| TAX             | \$PRICE        |
| <b>SUBTOTAL</b> | <b>\$PRICE</b> |

---

**SHIPPING ADDRESS** [EDIT](#)

JANE DOE  
123 MAIN STREET  
SEATTLE, WA 98122

UPS GROUND

---

**BILLING ADDRESS** [EDIT](#)

JANE DOE  
123 MAIN STREET  
SEATTLE, WA 98122

---

**PAYMENT METHOD** [EDIT](#)

JANE DOE  
VISA\*\*\*\*\*1234  
EXP 01 2015  
AMOUNT \$204.40

[SUBMIT ORDER](#)

---

**FOOTER**

**8.6 ACCOUNT HOLDER CHECKOUT: CONFIRMATION (D)**

**ANNOTATIONS**

Unless otherwise noted, functionality follows 7.13 Guest Checkout: Confirmation (D).

HEADER

## THANK YOU FOR YOUR ORDER

### YOUR RECEIPT

You will receive an email confirming your order momentarily. [PRINT](#)

---

| ORDER INFORMATION            | BILLING ADDRESS                                  | PAYMENT METHOD  | PAYMENT TOTAL              |
|------------------------------|--|---|----------------------------|
| ORDER PLACED:<br>MAY 2, 2014 | JANE DOE<br>123 MAIN STREET<br>SEATTLE, WA 98122 | JANE DOE<br>VISA*****1234<br>EXP 01 2015<br>AMOUNT \$204.40 | <b>SUBTOTAL</b> \$PRICE    |
| ORDER NUMBER:<br>12345678    |  |   | DISCOUNT \$PRICE           |
|                              |  |   | SHIPPING \$PRICE           |
|                              |  |   | DISCOUNT \$PRICE           |
|                              |  |   | SALES TAX \$PRICE          |
|                              |  |   | <b>ORDER TOTAL</b> \$PRICE |

[NEED HELP? CONTACT US.](#)

| PRODUCT            | QUANTITY | PRICE   | SHIPPING ADDRESS  |
|--------------------|----------|---------|---|
| TITLE OF PRODUCT 1 | 1        | \$PRICE | JANE DOE<br>123 MAIN STREET<br>SEATTLE, WA 98122<br>UNITED STATES |
| ITEM # 123123      |          |         |   |
| COLOR BLACK        |          |         | METHOD:<br><b>UPS GROUND</b>                                      |
| SYSTEM XB360       |          |         | SHIPPING STATUS:<br><b>NOT SHIPPED</b>                            |
| TITLE OF PRODUCT 2 | 1        | \$PRICE |   |
| ITEM # 456456      |          |         |   |
| COLOR BLACK        |          |         |   |
| SIZE M             |          |         |   |

**GIFT MESSAGE:**  
 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna all.

RETURN TO HOMEPAGE

FOOTER

8.7 ACCOUNT HOLDER CHECKOUT: CONFIRMATION (M)

ANNOTATIONS

Unless otherwise noted, functionality follows 7.14 Guest Checkout: Confirmation (M).

**HEADER**

**THANK YOU FOR YOUR ORDER**

**YOUR RECEIPT**  
You will receive an email confirming your order momentarily.

---

**ORDER INFORMATION**  
ORDER PLACED: MAY 2, 2014  
ORDER NUMBER: 12345678

---

**BILLING ADDRESS**  
JANE DOE  
123 MAIN STREET  
SEATTLE, WA 98122

---

**PAYMENT METHOD**  
JANE DOE  
VISA\*\*\*\*\*1234  
EXP 01 2015  
AMOUNT \$204.40

---

**SHIPPING ADDRESS**  
JANE DOE  
123 MAIN STREET  
SEATTLE, WA 98122  
UNITED STATES

METHOD: UPS GROUND  
SHIPPING STATUS: NOT SHIPPED

---

|                      |                |
|----------------------|----------------|
| <b>PAYMENT TOTAL</b> |                |
| <b>SUBTOTAL</b>      | <b>\$PRICE</b> |
| DISCOUNT             | \$PRICE        |
| SHIPPING             | \$PRICE        |
| DISCOUNT             | \$PRICE        |
| SALES TAX            | \$PRICE        |
| <b>ORDER TOTAL</b>   | <b>\$PRICE</b> |

PAGE CONTINUES

CONTINUED FROM PREVIOUS PAGE

**PRODUCT**

TITLE OF PRODUCT 1

|          |         |
|----------|---------|
| ITEM #   | 123123  |
| COLOR    | BLACK   |
| SYSTEM   | XB360   |
| QUANTITY | 1       |
|          | \$PRICE |

TITLE OF PRODUCT 2

|          |         |
|----------|---------|
| ITEM #   | 456456  |
| COLOR    | BLACK   |
| SIZE     | M       |
| QUANTITY | 1       |
|          | \$PRICE |

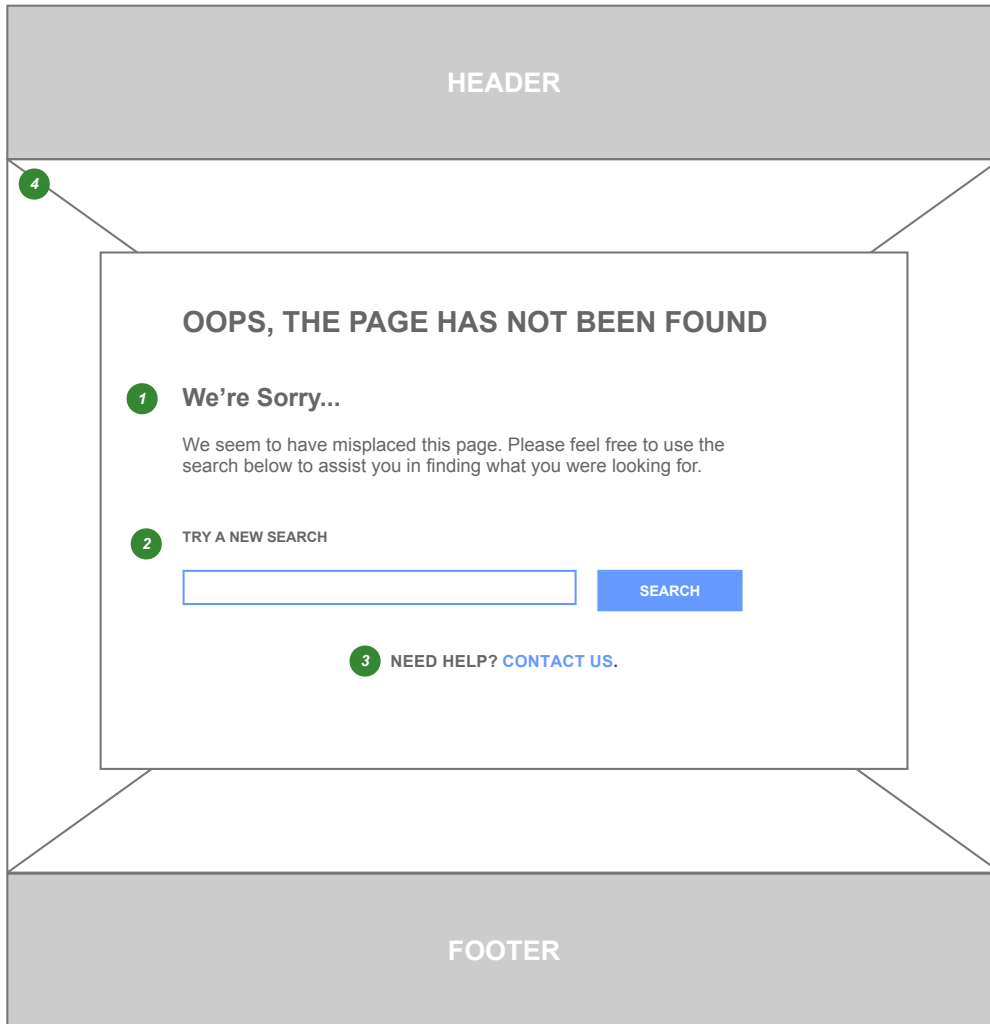
**GIFT MESSAGE:**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna all.

RETURN TO HOMEPAGE

**FOOTER**

# ***9.0 ERROR PAGES***

## 9.1 404: MISSING PAGE (D)



## ANNOTATIONS

This page opens when the product ID not found, the content asset ID (for page display) is not found, the category ID not found, or as a fallback for unmapped legacy URLs.

### 1. 404 Error Message

This represents as content message that calls out to the customer what has happened as a result of an error.

### 2. Search Box

This is standard search functionality.

### 3. Customer Service Messaging

This represents a content asset that notifies the customer how to contact customer service.

### 4. Global Slot

This represents a content asset slot that can be a promotional message or a funny message to the customer in order to promote the brand. Look to visual design layouts for this.

## 9.2 404: MISSING PAGE (M)

HEADER

**PAGE NOT FOUND**  
**We're Sorry...**

We seem to have misplaced this page. Please feel free to use the search below to assist you in finding what you were looking for.

TRY A NEW SEARCH

SEARCH

NEED HELP? [CONTACT US.](#)

FOOTER

### ANNOTATIONS

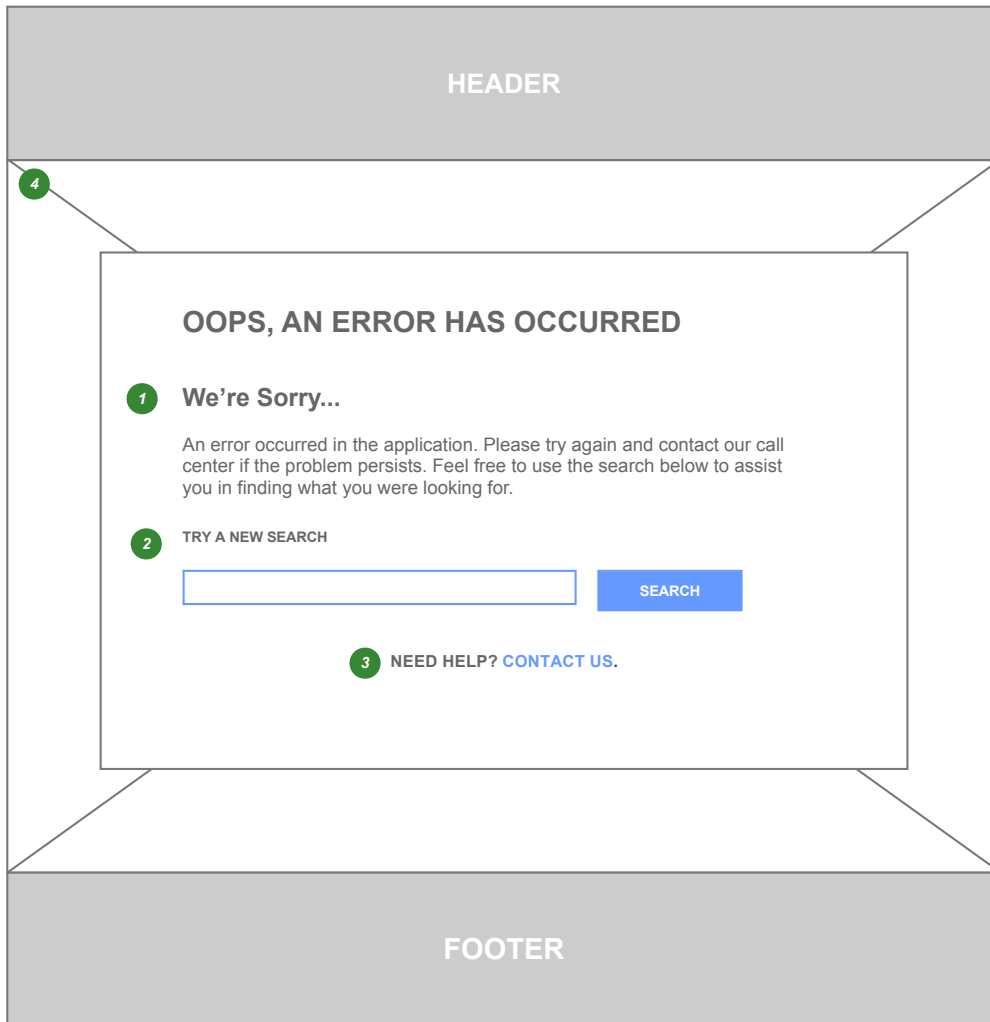
Functionally, mobile is the same as the desktop experience.

The target zone for icon or text links should be 40 pixels by 40 pixels.

#### No Global Slot

There is no "global" slot on mobile.

### 9.3 401: MISSING PAGE (D)



### ANNOTATIONS

This page opens when the product ID not found, the content asset ID (for page display) is not found, the category ID not found, or as a fallback for unmapped legacy URLs.

#### 1. 401 Error Message

This represents a content message that calls out to the customer what has happened as a result of an error.

#### 2. Search Box

This is standard search functionality.

#### 3. Customer Service Messaging

This represents a content asset that notifies the customer how to contact customer service.

#### 4. Global Slot

This represents a content asset slot that can be a promotional message or a funny message to the customer in order to promote the brand. Look to visual design layouts for this.

## 9.4 401: MISSING PAGE (M)

HEADER

**PAGE NOT FOUND**  
**We're Sorry...**

An error occurred in the application. Please try again and contact our call center if the problem persists. Feel free to use the search below to assist you in finding what you were looking for.

TRY A NEW SEARCH

SEARCH

NEED HELP? [CONTACT US.](#)

FOOTER

## ANNOTATIONS

Functionally, mobile is the same as the desktop experience.

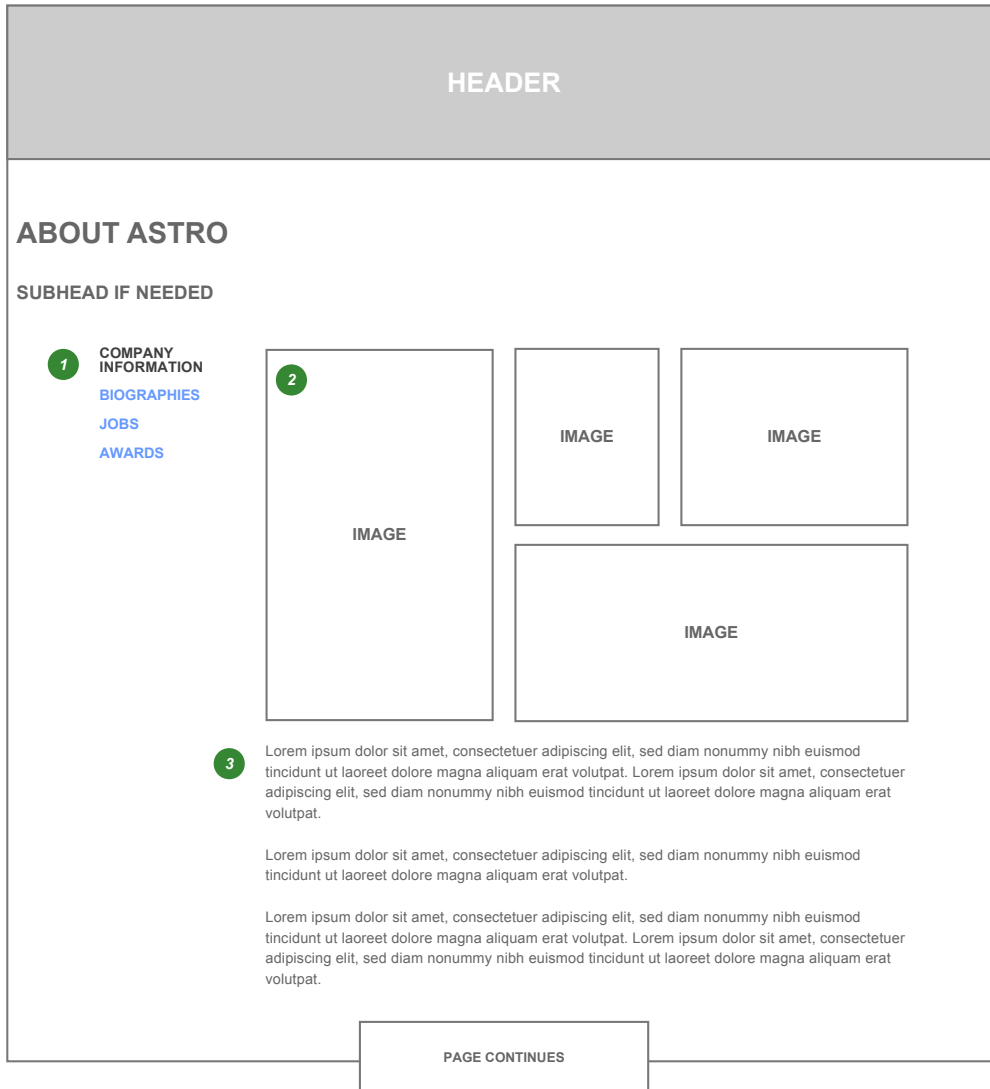
The target zone for icon or text links should be 40 pixels by 40 pixels.

### No Global Slot

There is no "global" slot on mobile.

# ***10.0 ABOUT ASTRO***

## 10.1 ABOUT ASTRO: COMPANY INFORMATION (D)



### ANNOTATIONS

This is the default landing page for the section "About Astro"

#### 1. Side Navigation

The navigation on the left side of the page allows the users to move from page to page in this non-product part of the site. When the user is on a page (for example "About Astro", that page is disabled and visually differentiated in the side navigation.

#### 2. Images

Imagery connects the user with the brand.

#### 3. Company Information

This text gives an overview of the company.

#### 4. Additional Functionality for Side Navigation

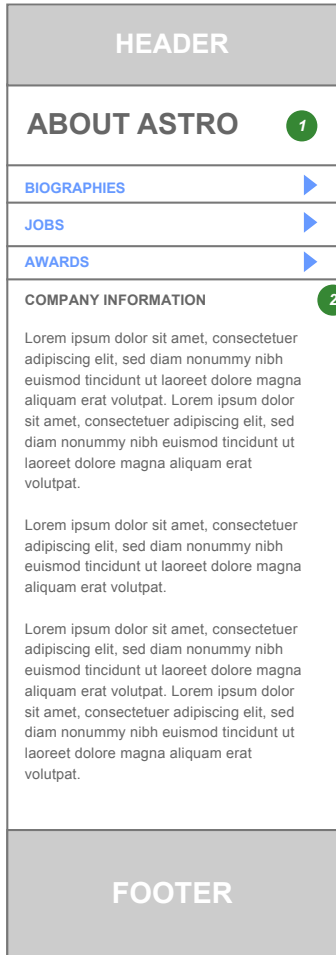
If there are additional subdivisions of content on a page, links show up in the side navigation.

In this example that is "Name 1," "Name 2," "Name 3," etc... These links anchor the user to that content on the page.

### ADDITIONAL FUNCTIONALITY OF NAVIGATION

- COMPANY INFORMATION
- BIOGRAPHIES **4**
- Name 1
- Name 2
- Name 3
- Name 4
- JOBS
- AWARDS

## 10.2 ABOUT ASTRO: COMPANY INFORMATION (M)



## ANNOTATIONS

This is the default landing page for the section "About Astro"

### 1. Navigation

The navigation for biographies, jobs and awards opens up by the user clicking on the arrow and the new page with that content slides in from the right.

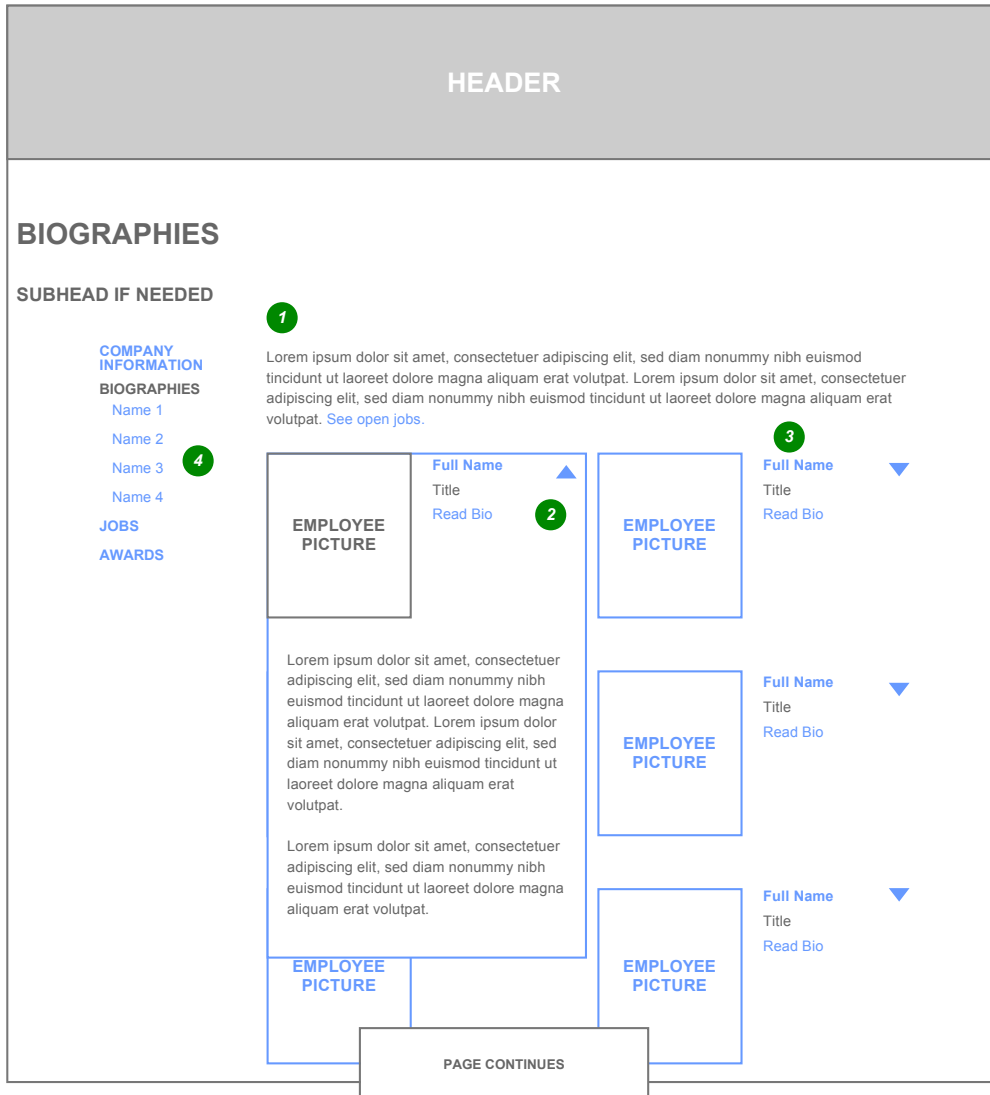
### 2. Company Information

The "Company Information" is a short overview of the company. This gives the user a chance to understand the brand.

The About Astro section of the site loads with the Company Information content open.

This enables users to see the company information and also see the other areas of information.

### 10.3 ABOUT ASTRO: BIOGRAPHIES (D)



### ANNOTATIONS

#### 1. Overview of Company Work Environment

This area can say a little about what it is like to work at Astro and what Astro is looking for in employees. There could also be a link to the Jobs section.

#### 2. Biography Revealed

The content of a bio is revealed when the user clicks on the picture, name or the link--in this case labeled "Read Bios."

The left column shows an employee full bio open. To close the bio, the user clicks on the arrow in the box. The arrow has changed position to be in the "up" position to indicate that the user can click there to roll up the information.

#### 3. Biographies Rolled Up

The right column shows the bios rolled up.

#### 4. Side Navigation

A second series of sub-links are now exposed to show all the employee names.

If a user clicks on a name in the side navigation, the page anchors down to the bio and the bio is open so the user can read the biographical information.

## 10.4 ABOUT ASTRO: JOBS (D)

HEADER

### JOBS

**SUBHEAD IF NEEDED**

- [COMPANY INFORMATION](#)
- [BIOGRAPHIES](#)
- JOBS**
  - [Title 1](#)
  - [Title 2](#)
- [AWARDS](#)

1

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2

**TITLE OF THE POSITION**

**Location:**

San Francisco, CA

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**Primary Responsibilities:**

- Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna.
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**Required Skills and Qualifications:**

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**Benefits:**

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- Miniquam erat volutpat.

PAGE CONTINUES

## ANNOTATIONS

**1. Overview of Company Work Environment**  
 This area can say a little about what it is like to work at Astro and what Astro is looking for in employees.

**2. Positions Title**  
 The position title is visually prominent and also listed in the side navigation.

The location, primary responsibilities, required skills and any other subheads are bolded after the title

**3. Side Navigation**  
 A second series of sublinks are now exposed to show all the titles of available jobs.

The user can scroll down the page or use the left navigation to anchor to a particular product.

42

6/25

## 10.5 ABOUT ASTRO: AWARDS (D)

## ANNOTATIONS

HEADER

### AWARDS

SUBHEAD IF NEEDED

[COMPANY INFORMATION](#)

[BIOGRAPHIES](#)

[JOBS](#)

**AWARDS**

- [A50 Wireless Headset](#)
- [Product Title 2](#)
- [Product Title 3](#)
- [Product Title 4](#)
- [Product Title 5](#)

1

PRODUCT IMAGE

**A50 WIRELESS HEADSET** 2

**Name of the Award**  
Category / Type of Award

CES Innovations Awards Honoree  
Headphones / Silver

i.d. Magazine's Annual Design Review  
Best New Gear / Honorable Mention Award

PRODUCT IMAGE

**PRODUCT TITLE 2**

**Name of the Award**  
Category / Type of Award

**Name of the Award**  
Category / Type of Award

**Name of the Award**  
Category / Type of Award

PRODUCT IMAGE

**PRODUCT TITLE 3**

**Name of the Award**  
Category / Type of Award

**Name of the Award**  
Category / Type of Award

**Name of the Award**  
Category / Type of Award

PAGE CONTINUES

### 1. Image of Award Winning Product

The image should be a link to take the user to the product page.

### 2. Award Information

The title is hot to the product page. The name of the award is prominent and the category is visually differentiated on a separate line below.

### 3. Side Navigation

A second series of sublinks are now exposed to show all the product title that have won awards.

The user can scroll down the page or use the left navigation to anchor to a particular product.

## 10.6 ABOUT ASTRO: BIOGRAPHIES, JOBS & AWARDS (M)

HEADER

### BIOGRAPHIES

[← ABOUT ASTRO](#) 1

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|                  |   |
|------------------|---|
| EMPLOYEE PICTURE | <b>Full Name</b> ▼<br>Title<br><a href="#">Read Bio</a> |
| EMPLOYEE PICTURE | <b>Full Name</b> ▼<br>Title<br><a href="#">Read Bio</a> |
| EMPLOYEE PICTURE | <b>Full Name</b> ▼<br>Title<br><a href="#">Read Bio</a> |
| EMPLOYEE PICTURE | <b>Full Name</b> ▲<br>Title<br><a href="#">Read Bio</a> |

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|                  |   |
|------------------|---|
| EMPLOYEE PICTURE | <b>Full Name</b><br>Title<br><a href="#">Read Bio</a> |
|------------------|---|

PAGE CONTINUES

HEADER

### JOBS

[← ABOUT ASTRO](#)

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TITLE OF THE POSITION 1 ▼ 2

TITLE OF THE POSITION 2 ▲

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**Primary Responsibilities:**

- Lorem ipsum dolor sit amet, conse ctetuer adipiscing elit, sed diam nonu mmy nibh euismod tincidunt ut laoreet dolore magna.
- Miniquam erat volutpat. Lorem ipsum dolor sit amet,
- Fiionsectetuer adipiscing elit, sed diam nonummy nibh euismod

PAGE CONTINUES

HEADER

### AWARDS

[← ABOUT ASTRO](#) 3

A50 WIRELESS HEADSET ▲

PRODUCT IMAGE

**Name of the Award**  
 Category / Type of Award  
  
**CES Innovations Awards Honoree**  
 Headphones / Silver  
  
**i.d. Magazine's Annual Design Review**  
 Best New Gear / Honorable Mention Award

|             |
|-------------|
| PRODUCT 2 ▼ |
| PRODUCT 3 ▼ |
| PRODUCT 4 ▼ |
| PRODUCT 5 ▼ |
| PRODUCT 6 ▼ |
| PRODUCT 7 ▼ |

[BACK TO TOP](#)

PAGE CONTINUES

## ANNOTATIONS

This is the default landing page for the section "About Astro"

### 1. Biographies

Follows the same pattern as desktop. A short blurb about working at Astro and then employee bios. This is an accordion; clicking the down arrow let's users see the full bio, the up arrow scrolls the bio back up. No individual bios are open on load.

### 2. Jobs

Again, a bit of information about the company, then the titles of the jobs are what show on load. No individual positions are open on load.

If the user wants to see more they can click on the title or the down arrow and the complete details are revealed.

### 3. Awards

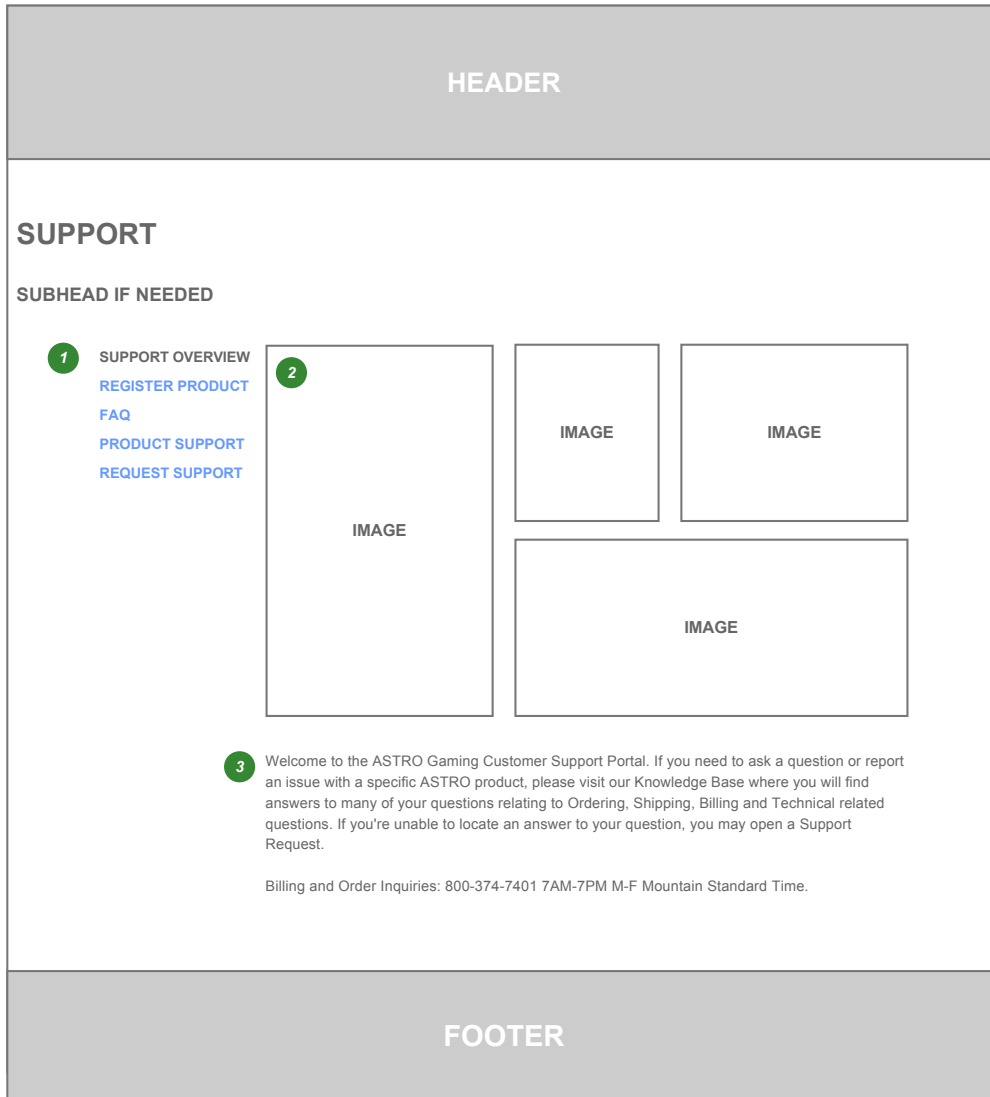
This is a listing of the awards the company has received.

The product titles show on load and then an image of the product and the award information are revealed when the user clicks on the title of the product or the arrow.

Only the product title shows when the page loads.

# ***11.0 SUPPORT***

## 11.1 SUPPORT: OVERVIEW (D)



## ANNOTATIONS

### 1. Side Navigation

The navigation on the left side of the page allows the users to move from page to page in the support part of the site. When the user is on a page (for example "Support", that page is disabled and visually differentiated in the side navigation.

### 2. Images

Imagery connects the user with the brand.

### 3. Company Information

This text gives an overview of the support process at Astro.

## 11.2 SUPPORT: REGISTER PRODUCT (D)

## ANNOTATIONS

### 1. Entry Fields

The user can add the required information in to the entry fields in order to fill out the form.

It is ideal to minimize the number of entry fields.

### 2. Submit Information

Submitting the product registration information should generate a transactional confirmation email and a confirmation on the page. See *Register Product Confirmation (D)*.

**HEADER**

### REGISTER PRODUCT

**FILL IN YOUR PRODUCT DETAILS**

[SUPPORT OVERVIEW](#)

[REGISTER PRODUCT](#)

[FAQ](#)

[PRODUCT SUPPORT](#)

[SUPPORT REQUEST](#)

**1**

**PRODUCT FAMILY**

-- SELECT --

**PRODUCT TITLE**

-- SELECT --

**PURCHASE DETAILS**

**PURCHASE DATE**

-- MONTH --    -- DAY --    -- YEAR --

**INVOICE / ORDER NUMBER**

\_\_\_\_\_

**PURCHASE LOCATION**

\_\_\_\_\_

**2**

**REGISTER**

**FOOTER**

### 11.3 SUPPORT: REGISTER PRODUCT CONFIRMATION (D)

### ANNOTATIONS

**1. Confirmation**  
Submitting the product registration information should generate a transactional email confirming the registration and a confirmation on the page. This confirmation should include a link to the homepage or another location on the site so that the user is not "deadended" in the support section.

**HEADER**

## REGISTER PRODUCT

**1** THANK YOU FOR REGISTERING YOUR ASTRO PRODUCT!  
[LINK TO HOMEPAGE](#)

[SUPPORT OVERVIEW](#) **FILL IN YOUR PRODUCT DETAILS**

[REGISTER PRODUCT](#) **PRODUCT FAMILY**

[FAQ](#)

[PRODUCT SUPPORT](#) **PRODUCT TITLE**

[SUPPORT REQUEST](#)

**PURCHASE DETAILS**

**PURCHASE DATE**

**INVOICE / ORDER NUMBER**

**PURCHASE LOCATION**

**FOOTER**

11.4 SUPPORT: FAQ (D)

ANNOTATIONS

HEADER

## FAQs

**SUBHEAD IF NEEDED**

- [SUPPORT OVERVIEW](#)
- [REGISTER PRODUCT](#)
- FAQ**
- [PRODUCT SUPPORT](#)
- [SUPPORT REQUEST](#)

|          |   |   |
|----------|---|---|
| <b>1</b> | <a href="#">Can I purchase an extended warranty?</a>  | + |
|          | <a href="#">How soon after I submit my order does it ship?</a>  | + |
|          | <a href="#">I just placed an order online, when will receive my order?</a>  | + |
|          | <a href="#">How much will it cost to ship to...?</a>  | + |
|          | <a href="#">What payment options do you offer?</a>  | + |
|          | <a href="#">How do I register my product for future warranty service?</a>   | + |
|          | <a href="#">Is it safe to use my debit card online?</a>   | + |
|          | <a href="#">What if I just don't like it? Do you offer a money-back guarantee?</a>  | + |
|          | <a href="#">What is your warranty policy?</a>   | + |
|          | <a href="#">I am planning on purchasing something for a holiday gift, how does this impact my return policy?</a>  | + |
|          | <a href="#">How long does it take for me to get a refund?</a>   | + |
|          | <a href="#">Balance control does not mix between game and voice on PC.</a>  | + |
|          | <a href="#">Why does ASTRO Gaming need to verify my shipping address?</a>   | + |
|          | <a href="#">When are funds transferred out of my PayPal account ?</a>   | + |
|          | <a href="#">What is PayPal?</a>   | + |
|          | <a href="#">Do you accept money orders or cashier checks?</a>   | - |
|          | <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.</p> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat.</p> |   |
| <b>3</b> | <a href="#">BACK TO TOP</a>   |   |

FOOTER

1. FAQ Accordion

The questions for the FAQ are arranged in an accordion. When the user clicks on the question or the plus sign the accordion opens and the answer to the question is revealed.

2. Accordion Content

When the accordion is open, the question is no longer clickable, but still visually distinct from the answer. The plus sign changes to a minus sign when the accordion is open. When the user wants to close the accordion they can do so by clicking on the minus sign or the title, and the content rolls back up.

3. Back to Top

This page can become very long for several reasons. The length of the answers, opening many questions simultaneously and the number of questions on the page all contribute to making for a long scroll. The back to top link added to each accordion helps get users back to the top of the page.

11.5 SUPPORT: LANDING, REGISTER PRODUCT & FAQ (M)

ANNOTATIONS

Unless otherwise noted, features and functionality match the Desktop version.

The target zone for icon or text links should be 40 pixels by 40 pixels.

1. Navigation for Support

The navigation within this section is via arrows that slides the page to the left and reveals a new page with the new content.

2. Support Homepage

The support homepage loads with the support overview exposed at the bottom of the page with the navigation above.

This enables users to see the content in the section while also seeing the overview information.

3. Interpage Navigation

When the user goes to a specific page in this section (for example: "register product") there is a link to go back to the main page, in this case "support".

4. Product Registration Confirmation

On the mobile version of the product registration confirmation, the confirmation message happens right above the register button so that the user can see the confirmation without scrolling to the top of the page.

5. FAQ Content

Follows the desktop version.

HEADER

**SUPPORT** 1

---

REGISTER PRODUCT ▶

---

FAQ ▶

---

PRODUCT SUPPORT ▶

---

REQUEST SUPPORT ▶

---

**SUPPORT OVERVIEW** 2

Welcome to the ASTRO Gaming Customer Support Portal. If you need to ask a question or report an issue with a specific ASTRO product, please visit our Knowledge Base where you will find answers to many of your questions relating to Ordering, Shipping, Billing and Technical related questions. If you're unable to locate an answer to your question, you may open a Support Request.

Billing and Order Inquiries: 800-374-7401  
7AM-7PM M-F Mountain Standard Time.

FOOTER

HEADER

**REGISTER PRODUCT**

3 [◀ SUPPORT](#)

**PRODUCT FAMILY**  
-- SELECT -- ▼

**PRODUCT TITLE**  
-- SELECT -- ▼

**PURCHASE DETAILS**

**PURCHASE DATE**  
MONTH ▼ DAY ▼ YEAR ▼

**INVOICE / ORDER NUMBER**

**PURCHASE LOCATION**

[REGISTER](#)

FOOTER

CONTINUED FROM PREVIOUS PAGE

---

**PURCHASE LOCATION**

4 **THANK YOU FOR REGISTERING YOUR ASTRO PRODUCT!**  
[LINK TO HOMEPAGE](#)

[REGISTER](#)

FOOTER

HEADER

**FAQ** 5

[◀ SUPPORT](#)

---

[Can I purchase an extended warranty?](#) +

---

[How soon after I submit my order does it ship?](#) +

---

[I just placed an order online, when will receive my order?](#) +

---

[How much will it cost to ship to...?](#) +

---

[What payment options do you offer?](#) +

---

[How do I register my product for future warranty service?](#) +

---

[Is it safe to use my debit card online?](#) +

---

[What if I just don't like it? Do you offer a money-back guarantee?](#) +

---

[What is your warranty policy?](#) +

---

[I am planning on purchasing something for a holiday gift, how does this impact my return policy?](#) +

---

[How long does it take for me to get a refund?](#) +

---

[Balance control does not mix between game and voice on PC.](#) +

---

[Why does ASTRO Gaming need to verify my shipping address?](#) +

---

[When are funds transferred out of my PayPal account?](#) +

---

[What is PayPal?](#) +

---

[Do you accept money orders or cashier checks?](#) -

---

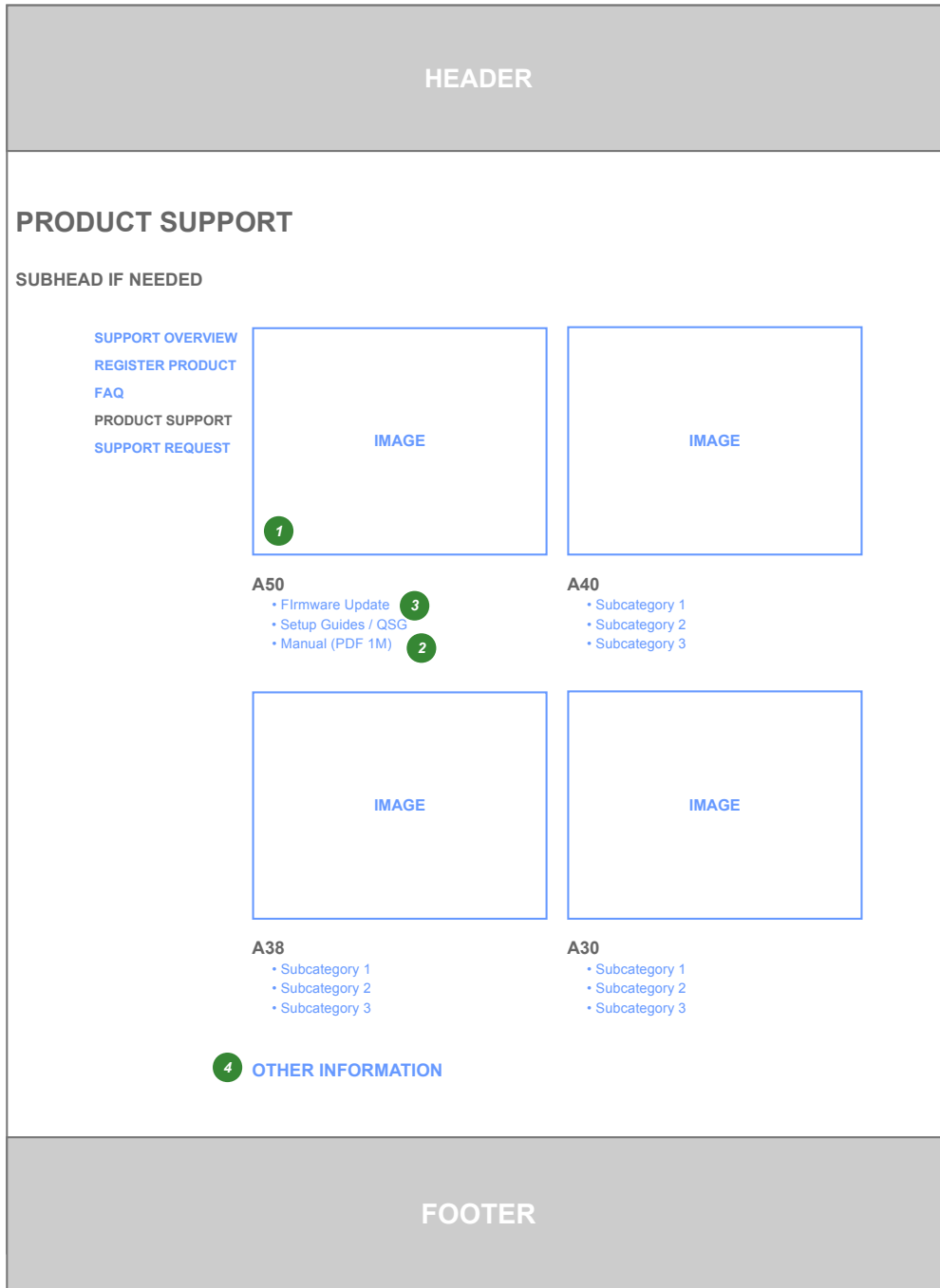
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[BACK TO TOP](#)

FOOTER

## 11.6 SUPPORT: PRODUCT SUPPORT (D)



## ANNOTATIONS

### 1. Product Support

Product support is grouped in to the main headset categories; the picture of the headsets and the product title are both hot.

Below the title of the product are other links to information that supports this product.

### 2. Downloads

Any downloads can be done directly from this page. It is recommended that there is an indication of how big the file is and the format.

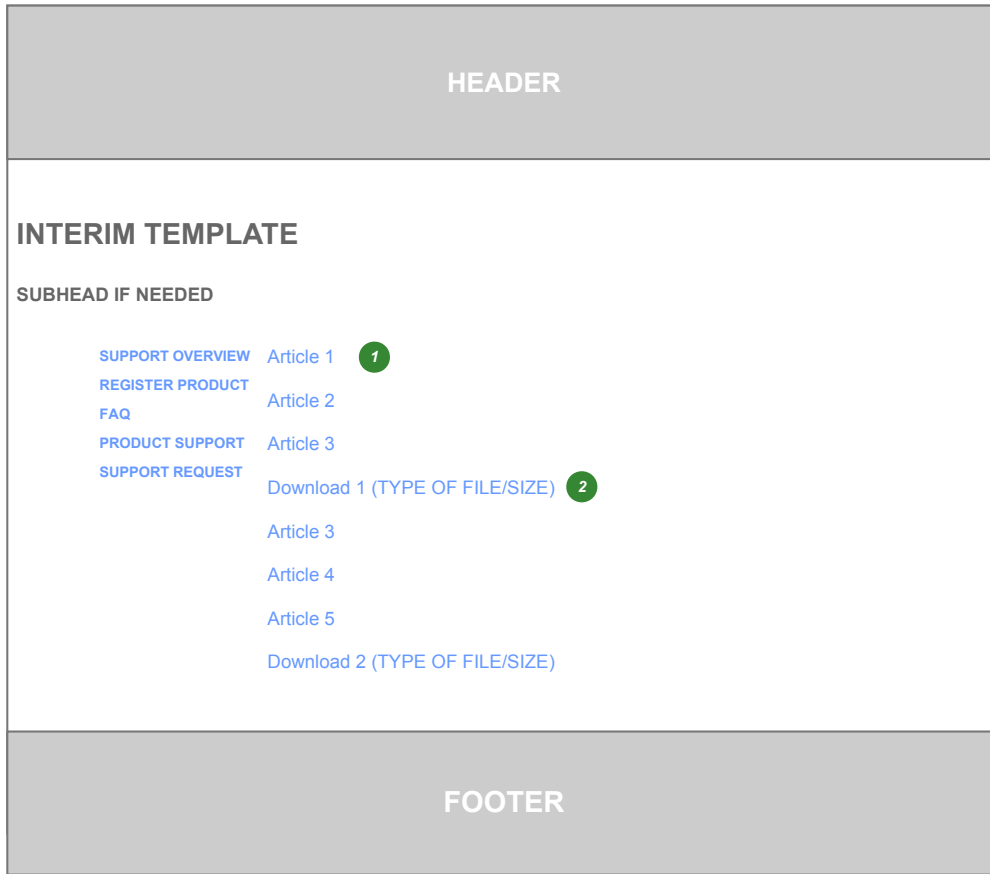
### 3. Additional Content Templates

Firmware and other content that need another page can be flowed in to a Firmware update template (See 11.7 *Firmware Updates*) an article template (See 11.9 *Article Template*) or an interim page (See 11.8 *Interim Page Template*).

### 4. Other Information

Other content that does not fit neatly in to the four headset categories should be put in a template as a series of links. (See 11.8 *Interim Page Template*.)

## 11.7 SUPPORT: INTERIM PAGE TEMPLATE (D)



## ANNOTATIONS

### 1. Links

Other content that does not fit neatly in to the four headset categories belongs here as a series of links.

This page links to the individual pages with the article or more information.

### 2. Downloads

If the content is a download, it can happen directly from the interim page. It is recommended to show the file type and size.

## 11.8 SUPPORT: ARTICLE TEMPLATE (D)

## ANNOTATIONS


**HEADER**

### A50 FIRMWARE UPDATE

**SUBHEAD IF NEEDED**

- [SUPPORT OVERVIEW](#)
- [REGISTER PRODUCT](#)
- [FAQ](#)
- [PRODUCT SUPPORT](#)
- [SUPPORT REQUEST](#)




IMAGE


#### A50 Transmitter Firmware

Version: 4193  
Release Date: 11/15/13

Firmware Notes:

- KlearNet compatibility updates.
- PlayStation 4 inbound chat issue resolved.






IMAGE

#### A50 Headset Firmware

Version: 4142  
Release Date: 4/25/13

Firmware Notes:

- Improved A50 mic audio quality.
- Improved A50 mic noise gate.
- KlearNet compatibility updates.



**Installation Instructions:**

Download the .zip file according to your operating system by clicking on the PC Download button. File is 3M

Extract the .zip file once it completes downloading.

Run the executable file you just extracted and follow the step-by-step instructions.

[PC DOWNLOAD](#)

[PREVIOUS RELEASES](#)

For MAC OS operating systems.

Download the .dmg file by clicking on the MAC DOWNLOAD button. File is 3M

Follow the onscreen directions to update your firmware.

[MAC DOWNLOAD](#)

[PREVIOUS RELEASES](#)

PAGE CONTINUES

**1. Side Navigation**  
Allows user to backtrack and see other sections of the support area.

**2. Title of Article**

**3. Image**  
Images are optional and related to the content of the page.

**4. Drawer Interface**  
If the article can be divided in to smaller pieces then the drawer interface can be used to minimize scrolling and still give users a good overview of the contents of the page.

This functionality is optional.

**5. Downloads & PDFs**  
If possible, indicate the type and size of the file that the users are about to download and any instructions for installation.

11.9 SUPPORT: SUPPORT REQUESTED (D)

ANNOTATIONS

HEADER

## SUPPORT REQUESTED

**SUBHEAD IF NEEDED**

[SUPPORT OVERVIEW](#)

[REGISTER PRODUCT](#)

[FAQ](#)

[PRODUCT SUPPORT](#)

[SUPPORT REQUEST](#)

**FIRST NAME** 1

**LAST NAME**

**EMAIL**

**GAMING PLATFORM** 2

**PRODUCT TITLE** 3

**PLACE OF PURCHASE** 4

**SERIAL OR ORDER NUMBER & FIRMWARE VERSION** 4

Please enter an order number if you purchased your product directly from AstroGaming.

**DESCRIPTION**

Please enter the details of your request.

**ATTACHMENTS**

-- [ADD FILE](#) OR DROP FILE HERE --

**SUBMIT**

FOOTER

**1. Entry Fields**

Users probably need technical support or order help so minimizing the number of entry fields to information specific to those two categories helps streamline the page.

With fewer optional fields there is less of a chance of overwhelming customers. It also helps prevent customers from entering incorrect or random data.

Condensing the information minimizes the chance to introduce red herrings and random requests that can misdirect the Astro employee who is providing the support. Streamlining entry fields will expedite the support process.

**2. Gaming Platform**

Gaming Platform is a bit of technical information that the user should know, and will immediately help the Astro employee to diagnose a problem.

**3. Product Title**

This is another bit of information that will help the employees and that the users knows. The current list is extensive, and it might make sense to streamline the list to technically distinct products.

**4. Place of Purchase and Serial or Order Number and Firmware Version**

Both of these fields should help with order support.

**5. Submit Information**

Submitting the product registration information should generate a transactional confirmation email and a confirmation on the page. See 11.11 *Support Requested Confirmation (D)*.

### 11.10 SUPPORT: SUPPORT REQUESTED CONFIRMATION (D)

### ANNOTATIONS

**1. Confirmation**  
Submitting the product registration information should generate a transactional email confirming the request and a confirmation on the page. This confirmation should include a link to the homepage or another location on the site so that the user is not "deadended" in the support section.

**HEADER**

## SUPPORT REQUESTED

THANK YOU FOR YOUR QUESTION. [LINK TO HOMEPAGE](#) 1

|   |  |   |   |   |   |
|---|--|---|---|---|---|
| <a href="#">SUPPORT OVERVIEW</a><br><a href="#">REGISTER PRODUCT</a><br><a href="#">FAQ</a><br><a href="#">PRODUCT SUPPORT</a><br><a href="#">SUPPORT REQUEST</a> | <p><b>FIRST NAME</b><br/><input style="width: 100%; height: 20px;" type="text"/></p> <p><b>LAST NAME</b><br/><input style="width: 100%; height: 20px;" type="text"/></p> <p><b>EMAIL</b><br/><input style="width: 100%; height: 20px;" type="text"/></p> <table style="width: 100%;"><tr><td style="width: 50%;"><b>GAMING PLATFORM</b><br/><input style="width: 90%; height: 20px;" type="text" value="-- SELECT --"/></td><td style="width: 50%;"><b>PRODUCT TITLE</b><br/><input style="width: 90%; height: 20px;" type="text" value="-- SELECT --"/></td></tr><tr><td><b>PLACE OF PURCHASE</b><br/><input style="width: 90%; height: 20px;" type="text" value="-- SELECT --"/></td><td><b>SERIAL OR ORDER NUMBER &amp; FIRMWARE VERSION</b><br/><input style="width: 100%; height: 20px;" type="text"/></td></tr></table> <p><b>DESCRIPTION</b><br/>Please enter the details of your request.<br/><div style="border: 1px solid #ccc; height: 100px; margin-top: 5px;"></div></p> <p><b>ATTACHMENTS</b><br/><div style="border: 2px dashed #ccc; padding: 5px; text-align: center; margin-top: 5px;">-- ADD FILE OR DROP FILE HERE --</div></p> <div style="text-align: center; margin-top: 10px;"><input style="background-color: #007bff; color: white; padding: 5px 15px; border: none;" type="button" value="SUBMIT"/></div> | <b>GAMING PLATFORM</b><br><input style="width: 90%; height: 20px;" type="text" value="-- SELECT --"/> | <b>PRODUCT TITLE</b><br><input style="width: 90%; height: 20px;" type="text" value="-- SELECT --"/> | <b>PLACE OF PURCHASE</b><br><input style="width: 90%; height: 20px;" type="text" value="-- SELECT --"/> | <b>SERIAL OR ORDER NUMBER &amp; FIRMWARE VERSION</b><br><input style="width: 100%; height: 20px;" type="text"/> |
| <b>GAMING PLATFORM</b><br><input style="width: 90%; height: 20px;" type="text" value="-- SELECT --"/>   | <b>PRODUCT TITLE</b><br><input style="width: 90%; height: 20px;" type="text" value="-- SELECT --"/>  |   |   |   |   |
| <b>PLACE OF PURCHASE</b><br><input style="width: 90%; height: 20px;" type="text" value="-- SELECT --"/>   | <b>SERIAL OR ORDER NUMBER &amp; FIRMWARE VERSION</b><br><input style="width: 100%; height: 20px;" type="text"/>  |   |   |   |   |

**FOOTER**

11.11 SUPPORT: PRODUCT SUPPORT & SUPPORT REQUEST (M)

ANNOTATIONS

HEADER

**PRODUCT SUPPORT**

◀ SUPPORT 1

A50

FIRMWARE UPDATE ▶ 2

SETUP GUIDES/QSG ▶

MANUAL (PDF 1M) ▶

REQUEST SUPPORT ▶

A40

SUBCATEGORY 1 ▶

SUBCATEGORY 2 ▶

SUBCATEGORY 3 ▶

SUBCATEGORY 4 ▶

PAGE CONTINUES

HEADER

**REQUEST SUPPORT**

◀ SUPPORT

FIRST NAME

LAST NAME

EMAIL

GAMING PLATFORM

-- SELECT --

PRODUCT TITLE

-- SELECT --

PLACE OF PURCHASE

-- SELECT --

SERIAL OR ORDER NUMBER & FIRMWARE VERSION

DESCRIPTION

SUBMIT

FOOTER

CONTINUED FROM PREVIOUS PAGE

GAMING PLATFORM

DESCRIPTION

THANK YOU FOR YOUR QUESTION!

LINK TO HOMEPAGE 4

SUBMIT

FOOTER

HEADER

**ARTICLE**

◀ SUPPORT 3

Article Subhead

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt.

IMAGE

PAGE CONTINUES

Unless otherwise noted, features and functionality match the Desktop version.

The target zone for icon or text links should be 40 pixels by 40 pixels.

**1. Product Support**  
Product support is grouped in to the main headset categories; the product title are both hot.

Below the title of the product are other links to information that supports this product.

There are no downloads on mobile.

**2. Attachments**  
There is no option to add attachments on mobile.

**3. Mobile Article Template**  
This template can be used to put information up on the site in a mobile format.

**4. Confirmation**  
Submitting the product registration information should generate a transactional email confirming the request and a confirmation on the page.

This confirmation should include a link to the homepage or another location on the site so that the user is not "deadended" in the support section.