HOUSE OF FRASER
SINCE 1849

House of Fraser
Web Returns Project
Annotated Wireframes

Version 1.1

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01.0 – Introduction

This document should be treated as the definitive specification for UX requirements for web returns. It supersedes all other versions and other sources of information referred to in the document.

We have tried to keep the journey simple whilst balancing the ease of use for customers with House of Fraser's returns policy and the implementation for mobile and desktop. Invariably in addressing each requirement in turn it increased the level of complexity, but on the whole the solution remains simplistic yet scalable and portable.

Whilst we have attempted to address every use, case there are undoubtedly scenarios which we may have missed or have not manage to document in this iteration. One example is that we would have liked to specify an enriched experience for tablet and PC users to utilise AJAX to refresh DOM elements, but chose to rely on server-side logic to reload the page. This keeps the code lighter and simplifies the solution for the M-Site whilst providing a perfectly acceptable experience for users of desktop and tablet.

In attempting to streamline the development phase we have, wherever possible, reused UI patterns introduced in the build of checkout. To accompany this document we have compiled an annotated pattern library with code snippets for reference (this is a living document which will evolve over time) and HTML prototypes to show sample coding and high-fidelity presentation of the UI.

Included in this document

- Overriding principles of user experience for House of Fraser
- Flow diagram of the simple journey
- Annotated wireframes depicting desired layout, styles and interaction for:
    - default states for the common journey;
    - alternate states and exceptions; and
    - Feedback messaging including error handling.

Accompanying documentation

- Detailed flow diagram of the customer journey showing logic in accordance with our returns policy http://hofprod.fastnet.co.uk/test/returns/web-returns-user-journey-FINAL.pdf
- UX Style Guide & UI pattern library http://wiki.hof.co.uk/display/HOFSG/Style+Guide+-+UX
- HTML prototypes http://hofprod.fastnet.co.uk/test/returns/
- Copy and messaging have been added to the wireframes

Missing details

- Documentation and wireframes for M-Site
- Detailed use cases for all scenarios
- Refunding of original tender, eVouchers and rewards
- Detailed high-fidelity designs

How to use this document

In addition to referring to the contents during build, we recommend that you print out the wireframes and stick them on a wall so that you can more easily follow the entire journey together with annotations and different states.

Content asset IDs will be in the following format: <Pagename>_<label>_<location>

Contacts

Should you have any queries, please contact the following people:

- For UX journey queries
  Shebul Miah, UX Architect, House of Fraser

- For UI pattern library or client-side code
  Sivatharashini Thirchelvam, Web Developer, House of Fraser

For either of the above
Martin White, Senior UX Manager, House of Fraser

02.0 - Change Log

Date	Version	Description
21 June 2012	0.1	Web Returns
29 June 2012	0.2	• This documents all wireframes without annotations. • Email templates have not been included
03 July 2012	0.3	• Completed wireframes with full annotations
10 July 2012	0.4	**Book Returns State (Guest)** **Book Returns Client Side Error State (Guest)** **Book Returns Server Side Error State (Guest)** • Changed returns reference number to 6 alphanumeric digits **Book Returns Server Side Error State (Account Holder)** **Book Returns State (Account holder, logged out)** **Book Returns** • Display different despatch image **Order History Wireframe A (Account has orders)** • Change “View order and return detail” to be generic • Updated annotation 3 & 4 on ‘Order History Wireframe C (Recently registered)' describing scenario when order gets deleted after 13 months. • Added style when item gets deleted before 12 months (10) **Order History Wireframe C (Recently registered)** • Added annotation if order get deleted after 13 months (2&4) **Order Details - Single SKU, Order Placed** • Removed distant selling regulation message • Added new message when COPOS hasn’t returned info (19) **Order Details - Multiple SKUs SKU, Return Booked (Original - Tab)** • Layout change • Added example of different delivery parts • Added status per item • Removed qty field for non-returnable items/if purchase over 28 days **Order Details - Multiple SKUs SKU, Return Booked (Return - Tab)** • Layout change • Bottom Subtotal/postage/ total label change **Order Details - Single SKU, Order Placed** **Order Details - Single SKU, Return Booked (Original Order - Tab)** **Order Details - Single SKU, Refunded (Original - Tab)** **Order Details - Multiple SKUs SKU, Return Booked (Original - Tab)** • Changed colour of the offer discount text to red and made figures negative

		• Change status label to Item Status / Book Return • Move qty CTA above the qty field • Made total and its figure larger font • Changed format of order title • Qty drop down list disappears for non-returnable products & items over 28 days • Added new format for date format • Added Review this item link • Added delivery address/Billing payment module as found in checkout • Rearranged all messages around qty status field **Order History/Book Return Template** • Added footer site stripe • Removed filter and sort tools **Order Detail Template** • Added footer site stripe **New States** • Reason for Return Page, 1 SKU C (UnOpened) • Confirm Return, State C (Return to Store) • Email Template - Print label • Email Template - Simple text **Email Template** • Redesigned to show item as shown on confirm booking **Confirm Return, State A (UK, Ireland & International)** **Confirm Return, State B (Guest User)** **Confirm Return, State C (Return to Store)** • Removed collection address/contextual message & return by text from the bottom of page **Progress Tracker** • Changed Book return tab to Confirm Return tab **Confirm Return, State A (UK, Ireland & International)** **Confirm Return, State B (Guest User)** **Confirm Return, State C (Return to Store)** • Changed the name of these page from Book return to Confirm return • Removed contextual message and return method type from the bottom • Added new module heading: [3] items to return by <Method of return> • Total refund is generic text and not dynamic **Confirm Return, State C (Return to Store)** • Only has total refund label and amount • Button label changed to Print Map **All return item States** • Separated content assets into 2 sections. Bottom containing variables **Return Items State C (Return by Collect+)** • Add Collect+ map next to Collect+ label

		• Added 2 barcodes for Collect+ label **Return Items State D (Return to Store)** • Added store map module from checkout **Return Items State E (Saved labels)** • Screen showing stored label/map accessed through email/order details **Return Items State F (Label Expired)** • Screen showing label/map when expired **Email Template** • Screen showing summary of returns with link to label/map **Email Template - Simple text** • Screen showing simple text email message **Email Template - Print label** • Email showing how the saved label/map can be accessed **Method of Return State B (Store/Collect+ postcode field)** • Added condition whereby postcode is preserve in backward journey **All Reason for return pages** • Removed configurable character count **Descoped** • Filter and sort tools from order history • Removed remove buttons & confirmation message from Reason for Return Page C (Multiple SKU's)
13th July 2012	0.5	**Order History Wireframe A (Account has orders)** • Showed example of SKU order after 30 days SKU images turn to title • Qty count is text not image, updated annotation • Added message explaining what happens to orders after 28 Days • Change of link label 'View order and return details' if project switched off, annotation update. • Added failure message if the service fails **Order History Wireframe B (When Return Switched Off)** • Showed example of SKU order after 30 days SKU images turn to title **Order Details - Single SKU, Order Placed** • Status message comes from COPOS, annotation update **Order Details - Single SKU, Return Booked (Returns - Tab)** • Added cancel button only available for Call Centre Agent • Added message if call centre cancels booking **Book Returns State (Guest)** • Remove Ref ID for account holder order despatch/conf emails • Changed from reference number to Return Reference ID **Book Returns Client Side Error State (Guest)** • Changed from reference number to Return Reference ID

		Confirm Return, State A (UK, Ireland & International) • Add failure message and updated annotation on book return & print label button **Return Items State G (Service failed) – NEW STATE** **Book Returns** • Added failure message if the service fails **Confirm Return, State A (UK, Ireland & International)** • Added multi-buy annotation to price • Added contextual message about refund type • Added message with HTML dagger about how refund can be adjusted for multi-buy **Confirm Return, State B (Guest User)** • Added contextual message about refund type • Added message with HTML dagger about how refund can be adjusted for multi-buy **Confirm Return, State C (Return to Store)** • Added message about how refund can be adjusted for multi-buy • Added message describing type of refund user will get dependant on the day item(s) returned. **Book Returns (AJAX preloader) – NEW STATE** • Add new state with annotations **Order Details - (When Returns Switched Off) – NEW STATE** • Added new state when returns is switched off **Order History Wireframe B (When Return Switched Off)- NEW STATE** • Added new state when returns is switched off **Return Items State C (Return by Collect+)** • Made Collect+ label same size as other labels **Order Details - Single SKU, Return Booked (Returns - Tab)** • Change annotation of subtotal/P+P/Total so works for store return items **Return an Item Information (Return Switched Off)** • New state without returns button **Basic Flow** • Updated flow with new page name – Confirm Return **Method of Return State B (Store/Collect+ postcode field)** • Placed required information higher up the page **Product detail page** • Updated annotation to include information/message regarding different QOS
16 July 2012	0.6	**Reason for Return Page, 1 SKU B (Select Reason)** • Reinstated character count for comment box

		Book Returns **Book Returns (AJAX preloader)** **Book Returns State (Guest)** **Book Returns Client Side Error State (Guest)** **Book Returns Server Side Error State (Guest)** **Book Returns State (Account holder, logged out)** **Book Returns Client Side Error State (Account Holder)** **Book Returns Server Side Error State (Account Holder)** • Added example order number as 12345678 **For all Order Details/Order History States** • Added example order number as 12345678 **Order Details - Single SKU, Return Booked (Returns - Tab)** • Returns status comes from COPOS – annotation update **Order Details - Single SKU, Order Placed** • Page needs to updated after COPOS sends info to qty field – annotation update **Return an Item Information** • Page reloads – annotation update **Book Returns (AJAX preloader)** • Removed this as more items change so needs to be a page reload **Book Returns** • Annotation update **Order details – single SKU, order placed.** • Annotation update when order arrives in COPOS **Email Template - Print label** • Annotation update – print label link will expire after 28 for Call Centre as well. **Progress tracker** • This is now static, only the order details tab is a link but does not remember booking return selections. **Return an Item Information** **Return an Item Information (Return Switched Off)** • Added vanity URL to these pages **Book Returns** • Remove vanity URL
26 July 2012	0.7	**Changed the annotation and Wireframes to these pages to accommodate map changes** • Method of Return State A (UK) • Method of Return State B (UK, Store/Collect+ postcode field) • Method of Return State C (UK, Store/Collect+ postcode List View) • Method of Return State D (Ireland)

		• Method of Return State C (International) **Added secure header and footer on these templates** **Site stripes are now content slots** • Order History/Book Return Template • Order Detail Template **Order Details - Single SKU, Return Booked (Returns - Tab)** **Order Details - Single SKU, Refunded (Returns - Tab)** **Order Details - Single SKU, Refund Rejected (Returns - Tab)** **Order Details - Multiple SKUs SKU, Return Booked (Return - Tab)** **Email Template** • Added reason, comment and condition messages **Order Details - Single SKU, Refund Rejected (Returns - Tab)** • Added additional message notifying the user why the item was rejected. **Reason for Return Page, 1 SKU C (UnOpened)** • Annotation updated with condition messages **Return Items State A (Return labels)** • Redesign per stakeholder meeting **Return Items State B (Saved return labels)** • Redesign per stakeholder meeting **Return Items State D (Saved Store Map)** • New state **Return Items State G (Label Expired)** • Annotation updates **Return Items State B (Printed version)** • New state **Added content asset ID format on the introduction page**
30th July 2012	0.8	**Added approved copy**
13th August 2012	0.9	**Method of Return State D (Ireland)** • Amend text for radio button to 'To a House of Fraser store or a Collect+ location – FREE' **Added updated truth & QOS table**
23rd August 2012	1.0	• **Removed QOS and Truth table** • **Added Appendix table on the 2nd last page with JIRA and Edam ticket numbers** **Wireframes** • Add Wireframe with ticket number: 11.1 - Order History/Book Return Template • Add Wireframe with ticket number: 10.7 - Book Returns State
3rd December		**On this screen '13.0 - Status Messages':**

2012		• Changed all return policy link to Read our Online Returns Policy • Removed all returns tab status and put them in the annotation as required by ECOM, info on FRSR-1771 **On this screen '15.0 - Order Details - Single SKU, Order Placed**': • Changed annotation 11; changed Status/Book Return or Item Status/Book Return • Changed annotation 26, 28, 30: copy changed to 'Display offer message/title applicable to the product.' • Changed annotation 32, 34, 36: Label and description change • Changed annotation 7; added uppercase to Item(s) **On the following screens changed the label of Order Detail to Order Details on the progress tracker:** • 16.0 - Reason for Return Page, 1 SKU A (Default State) • 16.1 - Reason for Return Page, 1 SKU B (Select Reason) • 16.2 - Reason for Return Page, 1 SKU C (UnOpened) • 16.3 - Reason for Return Page C (Multiple SKU's) • 17.0 - Method of Return State A (UK) • 17.1 - Method of Return State B (UK, Store/Collect+ postcode field) • 17.2 - Method of Return State C (UK, Store/Collect+ postcode List View) • 17.3 - Method of Return State D (Ireland)even • 17.4 - Method of Return State C (International) • 18. 0 - Confirm Return, State A (UK, Ireland & International) • 18.1 - Confirm Return, State B (Guest User) • 18.2 - Confirm Return, State C (Return to Store) • 19.0 - Return Items State A (Return labels) • 19.3 - Return Items State D (Store Map) **Changed label Postage and Package to Postage and Packaging on the following screens:** • 15.1 - Order Details - Single SKU, Order Dispatched • 15.2 - Order Details - Single SKU, Return Booked (Original Order - Tab) • 15.3 - Order Details - (When Returns Switched Off) • 15.3 - Order Details - (When Returns Switched Off) • 15.8 - Order Details - Multiple SKUs, Return Booked (Original - Tab) **Changed label Postage and Package refund to Postage and Packaging refund:** • 15.4 - Order Details - Single SKU, Return Booked (Returns - Tab) • 15.6 - Order Details - Single SKU, Refunded (Returns - Tab) • 15.7 - Order Details - Single SKU, Refund Rejected (Returns - Tab) • 15.9 - Order Details - Multiple SKUs, Return Booked (Return - Tab) **Change the sentence on these screens to 'How would you like to return [1] items *':** • 17.0 - Method of Return State A (UK) • 17.1 - Method of Return State B (UK, Store/Collect+ postcode field) • 17.2 - Method of Return State C (UK, Store/Collect+ postcode List View) • 17.3 - Method of Return State D (Ireland) • 17.4 - Method of Return State C (International)

		On this screen 15.0 - Order Details - Single SKU, Order Placed changed the following annotation: • Changed annotation 21; Gift message label always displays if no gift message available • Changed annotation 25; If no gift message available display this message 'You did not provide a gift message'. **On screen 19.0 - Return Items State A (Return labels) business rule for annotation 10:** If there are more than 1 condition separate with 'and' e.g <Conditional comment> and <Conditional comment> If there are more 2 conditions separate with comma then add 'and after the last condition: e.g. <Conditional comment>, <Conditional comment> and <Conditional comment> **On the below pages make subtotal label, subtotal figures, total label & total figures bold text:** • 15.0 - Order Details - Single SKU, Order Placed • 15.0 - Order Details - Single SKU, Order Placed • 15.1 - Order Details - Single SKU, Order Dispatched • 15.2 - Order Details - Single SKU, Return Booked (Original Order - Tab) • 15.3 - Order Details - (When Returns Switched Off) • 15.4 - Order Details - Single SKU, Return Booked (Returns - Tab) • 15.5 - Order Details - Single SKU, Refunded (Original - Tab) • 15.6 - Order Details - Single SKU, Refunded (Returns - Tab) • 15.7 - Order Details - Single SKU, Refund Rejected (Returns - Tab) **On this screen 15.4 - Order Details - Single SKU, Return Booked (Returns - Tab) annotation 4 added the new character counted return methods:** Added approved copy for the annotation 4: By post (UK) By post (Ireland) International post Via Collect+ To stores **On this screen 15.6 - Order Details - Single SKU, Refunded (Returns - Tab), annotation 2 added other revised status messages:** Return Cancelled Part Processed Return Expired Return Booked **On this screen 15.6 - Order Details - Single SKU, Refunded (Returns - Tab),**

		annotation 3 added status explanations: When item has status of 'Return Cancelled' display this message: You've cancelled all or part of your return' When item has a status of 'Part Processed' display this message: We have processed some of the items you returned When item has a status of 'Return Expired' display this message: You booked a return but we didn't receive your items **On this screen 15.9 - Order Details - Multiple SKUs, Return Booked (Return - Tab):** Changed label Return Batch 1 to Return Part 1 on this page **Removed the price column inside the returns tab from these screens:** • 15.6 - Order Details - Single SKU, Refunded (Returns - Tab) • 15.7 - Order Details - Single SKU, Refund Rejected (Returns - Tab) • 15.8 - Order Details - Multiple SKUs, Return Booked (Original - Tab) • 15.9 - Order Details - Multiple SKUs, Return Booked (Return - Tab) **On the following pages relabelled the button in sync with the HTML prototype to read 'Book return & print label':** • 18. 0 - Confirm Return, State A (UK, Ireland & International) • 18.1 - Confirm Return, State B (Guest User) **Changed the layout of this page in accordance to the design of the labels printed version as documented on this ticket** HOFA-165: • 19.2 - Return Items State C (Printed version)

03.0 - Principles of User Experience for House of Fraser

Style Guide - UX
Objectives

We want to provide engaging, entertaining and enriched experiences which treat every customer like a VIP. We'll help them access our products and services however or whenever they choose and encourage their repeat custom. These are the fundamental objectives for any project...

1. Our interfaces should be fast loading, elegant, enticing and easy to use to reflect the contemporary and premium nature of our brand.
2. Our approach should be "mobile first". We want to build scalable, extensible and responsive solutions which optimise the display of content for the available retail estate and the appropriateness of each channel.
3. Our foundation to development is to adhere to web standards and utilise design patterns, components and object orientated CSS wherever possible.
4. Our solutions should consider how we maintain them so that manual administration is kept to a minimum.
5. Our designs are progressive and enrich customer experiences without impeding their main objective for visiting House of Fraser.

Requirements

- Utilise patterns and components ensuring consistency through customers' journeys.
- Separate layout (HTML) from presentation (CSS) and enrichment (JavaScript/Plugins).
- Ensure interfaces are optimised for speed of download and adhere to Yahoo's performance recommendations.
- Mark up should be valid, standards compliant HTML5 using semantic tags optimising accessibility and SEO.
- Minimize duplication of code in HTML and CSS by reusing styles, components and animation consistently.
- Our channels should be accessible and our website, in particular, needs to meet certain standards to comply with the Equality Act which came into force in October 2010 in England, Scotland and Wales. We should comply with the RNIB who advise: *"we recommend that websites exceed the basic level of compliance that the World Wide Web Consortium (W3C) recommend in their Website Content Accessibility Guidelines (WCAG) version 1.0 and aim for Double AA compliance."*
    - RNIB - Laws and standards for websites
    - WebAIM - Creating accessible JavaScript
- Use interaction that we get for free from HTML & CSS so that we keep solutions light-weight and simple. Examples include clickable labels for checkboxes and radio buttons; and using title attributes on links and in abbreviation tags.
- Where appropriate, progressively enhance user interfaces by utilising code and techniques in HTML5 and CSS3 which enhance user experience and degrade gracefully for legacy browsers.

04.0 - Amended Returns/Replacement ROI

Web Returns & Exchanges - Potential Revenue Benefits

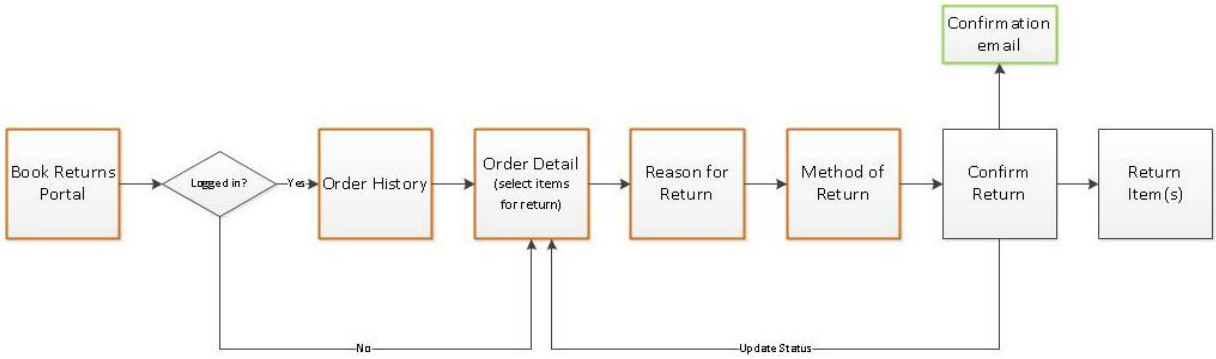
See attached sheets for more details on the benefits summarised below
Numbers below are based on actual sales for 11/12 (£100m) rather than plan for 12/13 (£160m)
Two secnarios prepared to demonstrate sensitivity of proposals
Incremental profit based on a 20% margin (GP less fulfilment & transactional costs)

Incremental Benefits

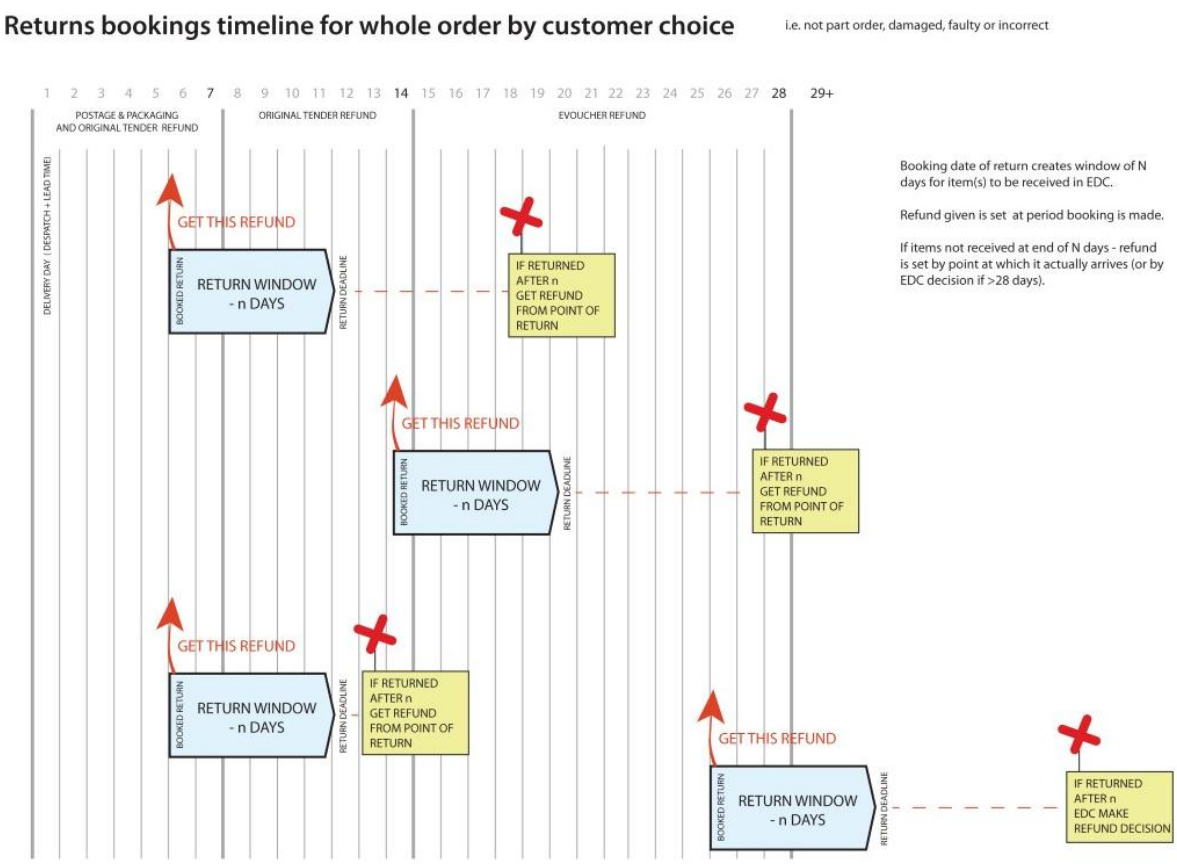
Nature Of Opportunity	Sales Finance View	Sales Ecomm View	Background	% of Max Potential Finance View	% of Max Potential Ecomm View	Finance Comments
Exchanges & Part Refunds						
Items that could be exchanged (wrong item / damaged	127,786	638,929	4.7% of returns fit into this category	10%	50%	Assumes customer will pay for this service & therefore a niche group of customers only
Items that "did not fit"	0	0	38.9% of returns fit into this category	1%	10%	Assuming large percentage of those returning have bought at least 2 sizes in the same outfit
Add on Sales from those customers exchanging	0	0		0%	5%	Very subjective
Online Returns Booking						
Reduction in Lost Returns out of Policy	400,000	800,000		40%	80%	All returns via call centre or online, no longer will a returns label be provided, should be an opportunity to over achieve
Reduction in Lost Returns	0	140,000		0%	80%	No detailed information available, this change may only help understand lost returns rather than generate income
Sales Benefit	527,786	1,578,929				
Contribution	87,964	263,155				
Budgeted Savings Requiring Project Implementation						
Reduction in Call Centre Volume	150,000	150,000				
EDC Productivity Improvements	150,000	150,000				
	300,000	300,000				
	387,964	563,155				

Other
Exchange service is proposed to be premium & that the customer pays for it, however if not funded by customer premium courier costs could be significant

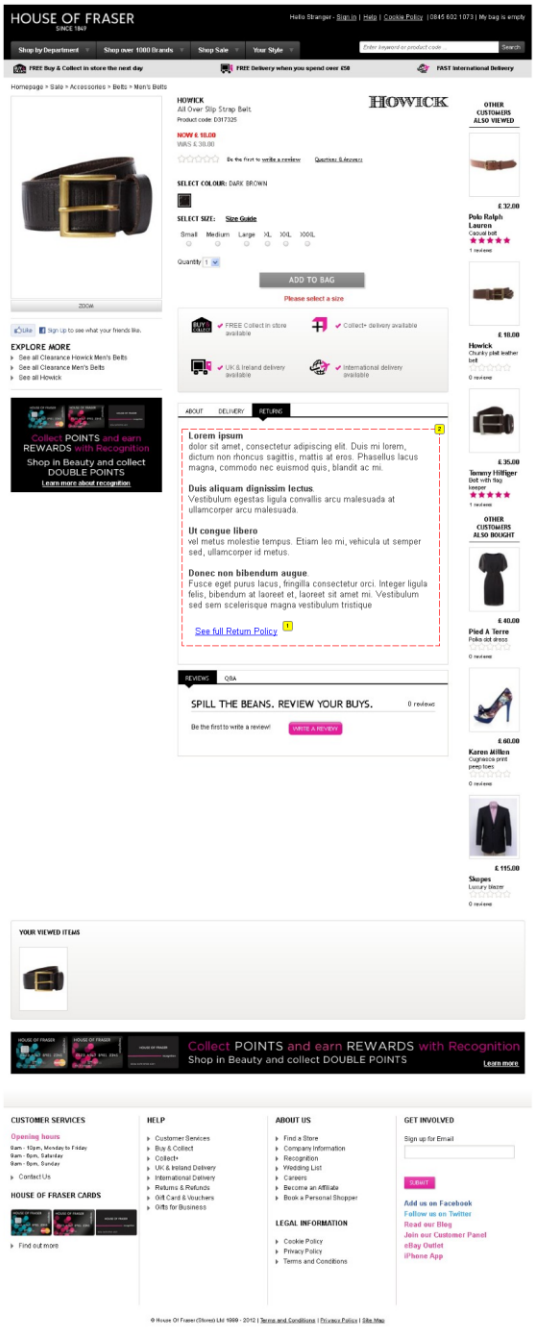
05.0 - Basic Flow



06.0 - Timeline



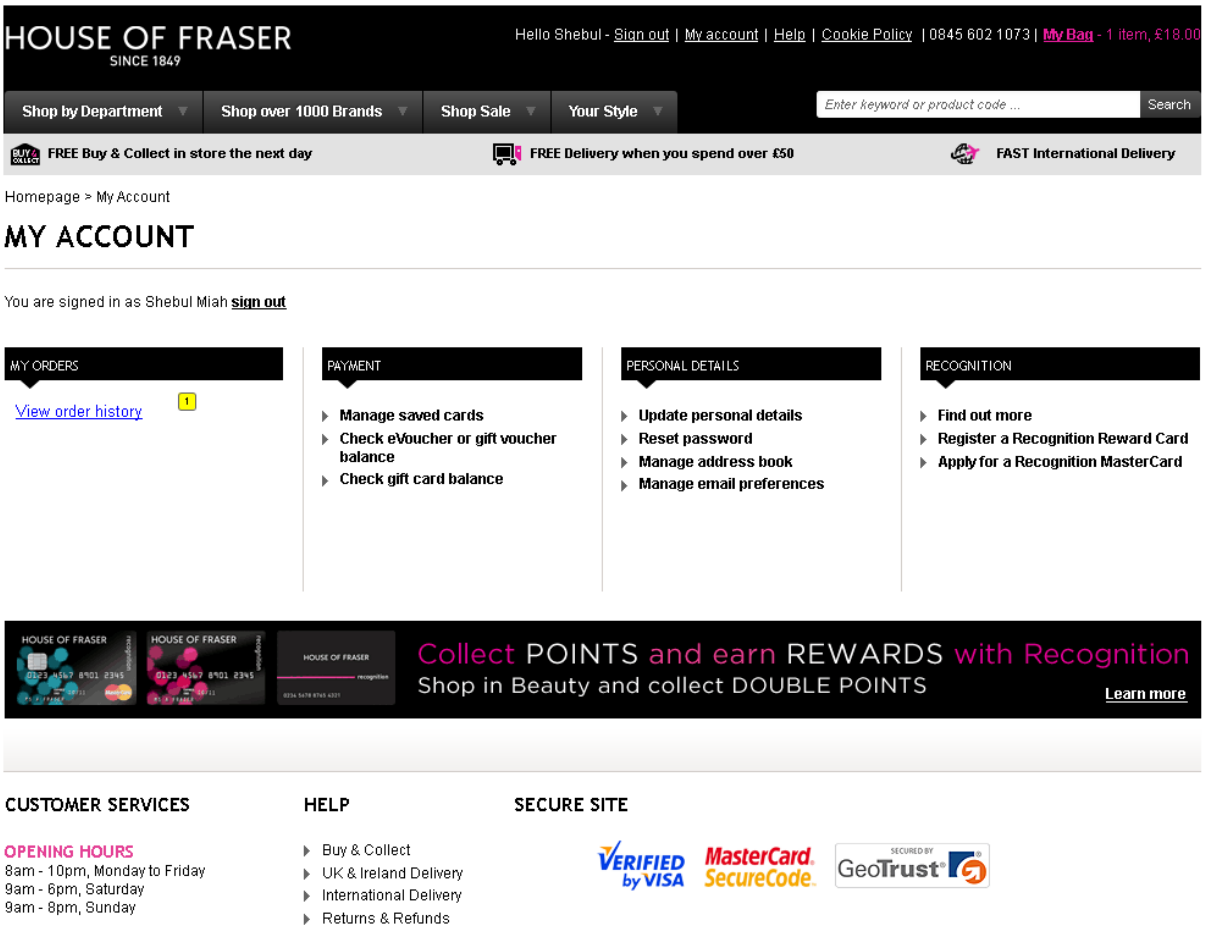
07.0 - Product detail page



Footnote	Label	Description	Interaction	Display Rules
1	See full return policy link	Display see full return policy link	Click: TBC	This link and the destination it goes to will be managed by HOF.

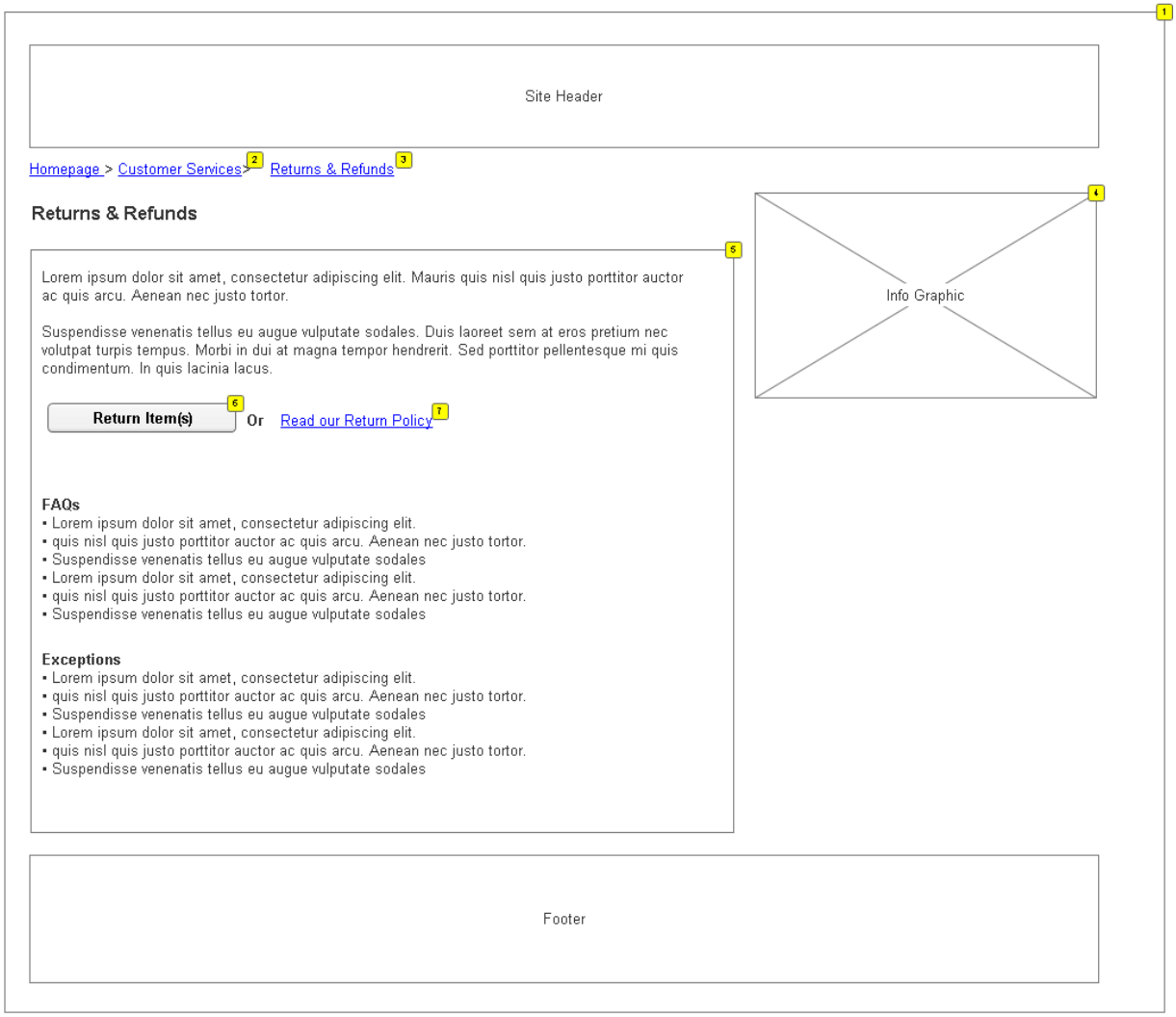
Footnote	Label	Description	Interaction	Display Rules
2	Relevant returns information	Display relevant return QOS information		This section is a content asset. Some items are not available for return online these will need separate messages: 1. Contact call centre 2. Follow the instructions sent with your order

08.0 - My account page



Footnote	Label	Description
1	View order history link	Display approved copy link: View order history Remove existing links: Orders placed in the last 6 months Complete order history

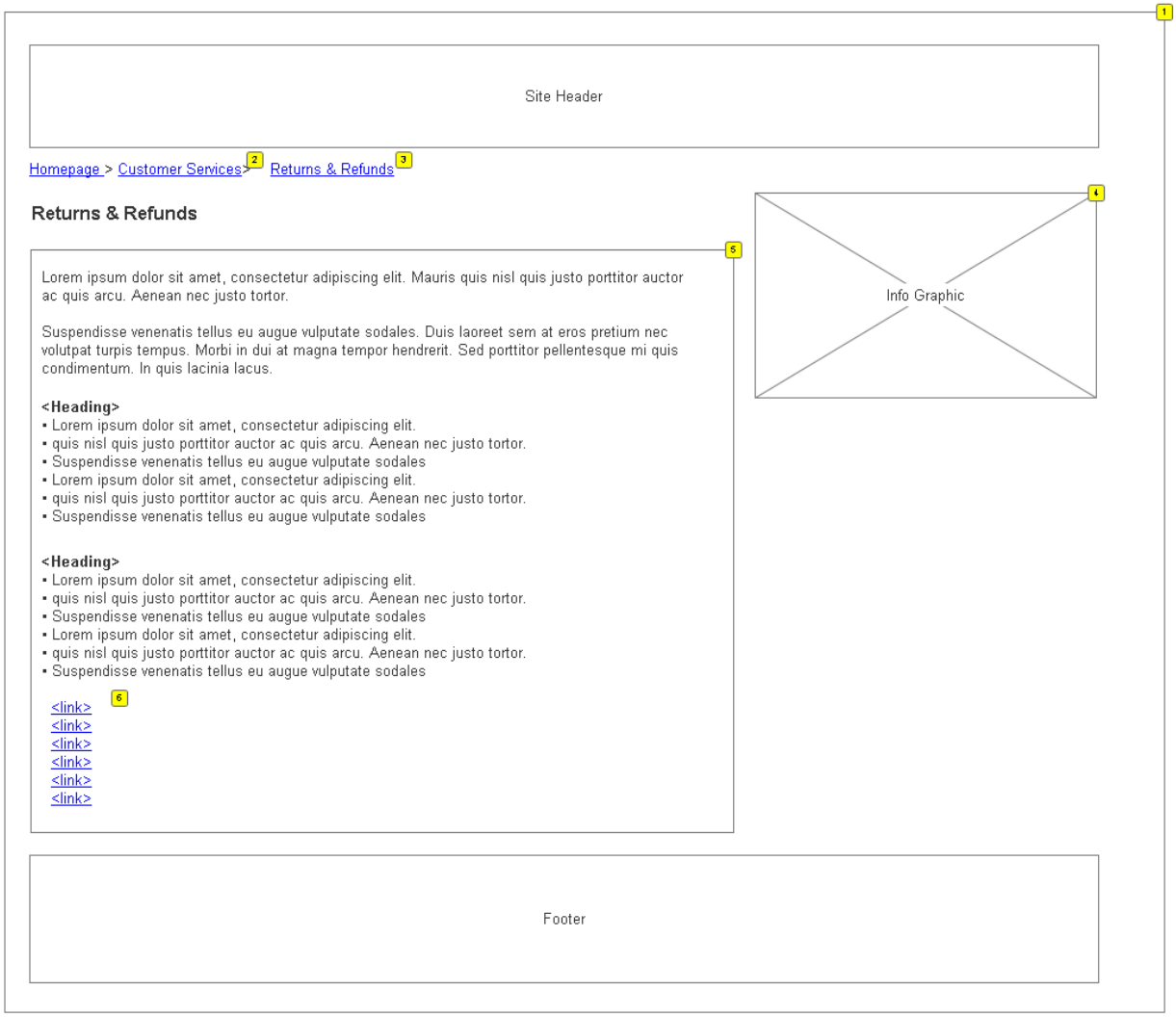
09.0 - Return an Item Information



Footnote	Label	Description	Interaction	Display Rules
1	Returns & Refunds page	This whole page is a content block.		This page will be accessed through a vanity URL and managed by Ops:: www.houseoffraser.co.uk/BookReturns Vanity URL TBC.
2	Breadcrumbs previous pages	Display breadcrumbs	Click: Link back to relevant page	
3	Breadcrumbs OnState	Display all OnState breadcrumbs with link.	Click: Page reloads.	Click: remain on the same page. This is consistent with the rest of the site to help SERPS.
4	Info graphic	Display info graphic		
5	Content asset	Content asset describing an overview of web returns		

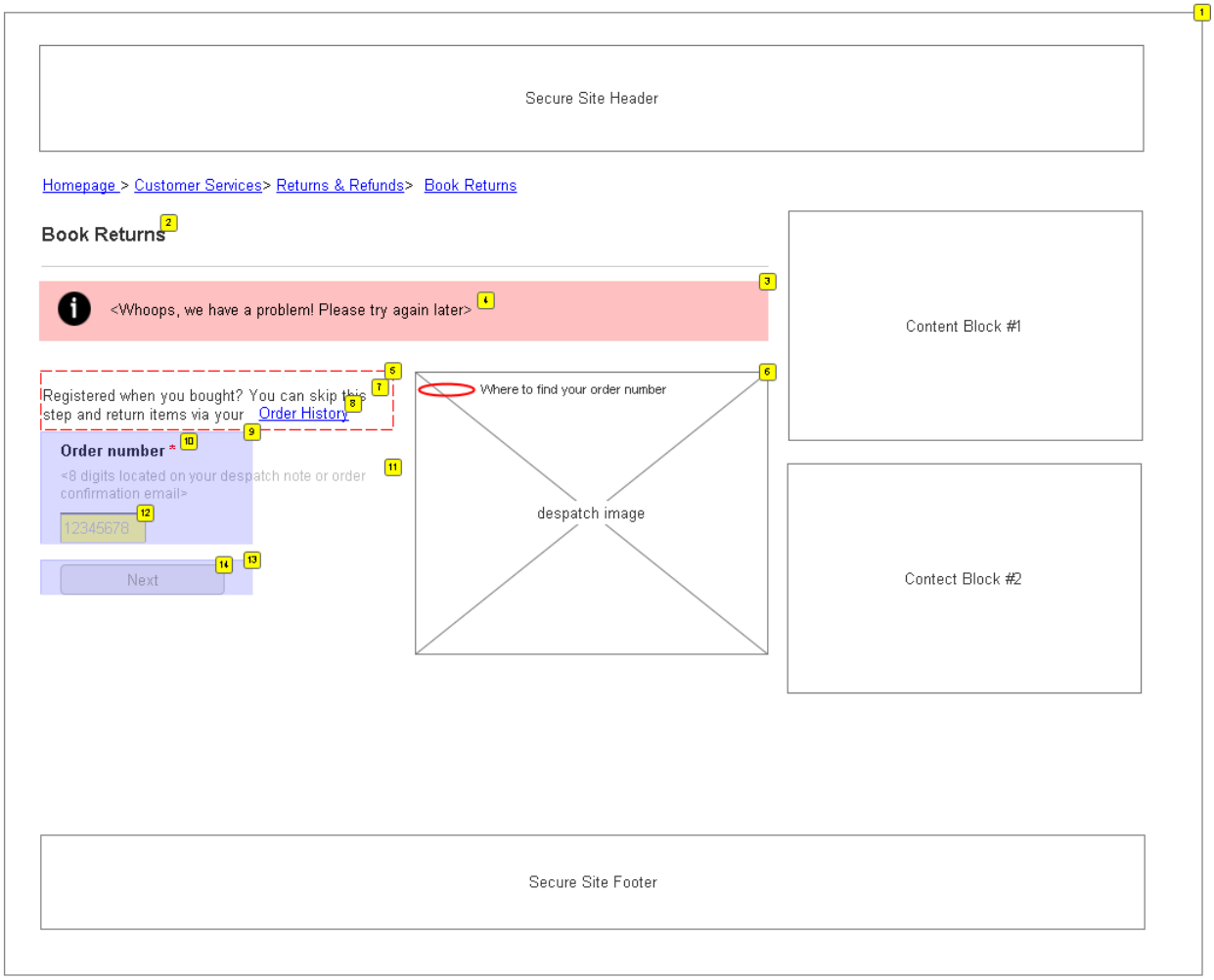
Footnote	Label	Description	Interaction	Display Rules
6	Return item(s) button	Display return(s) button	Click: go to book returns	Link styled as a button
7	Read our return policy		Click: go to return policy page. Destination and URL TBC.	

09.1 - Return an Item Information (Return Switched Off)



Footnote	Label	Description	Interaction	Display Rules
1	Returns & Refunds page	This whole page is a content block.		This page will be accessed through a vanity URL and managed by Ops:: www.houseoffraser.co.uk/BookReturns Vanity URL TBC.
2	Breadcrumbs previous pages	Display breadcrumbs	Click: Link back to relevant page	
3	Breadcrumbs OnState	Display all OnState breadcrumbs with link.	Click: remain on the same page. This is consistent with the rest of the site to help SERPS.	
4	Info graphic	Display info graphic		
5	Content asset	Display content asset.		
6	links			Destination and URL TBC.

10.0 - Book Returns

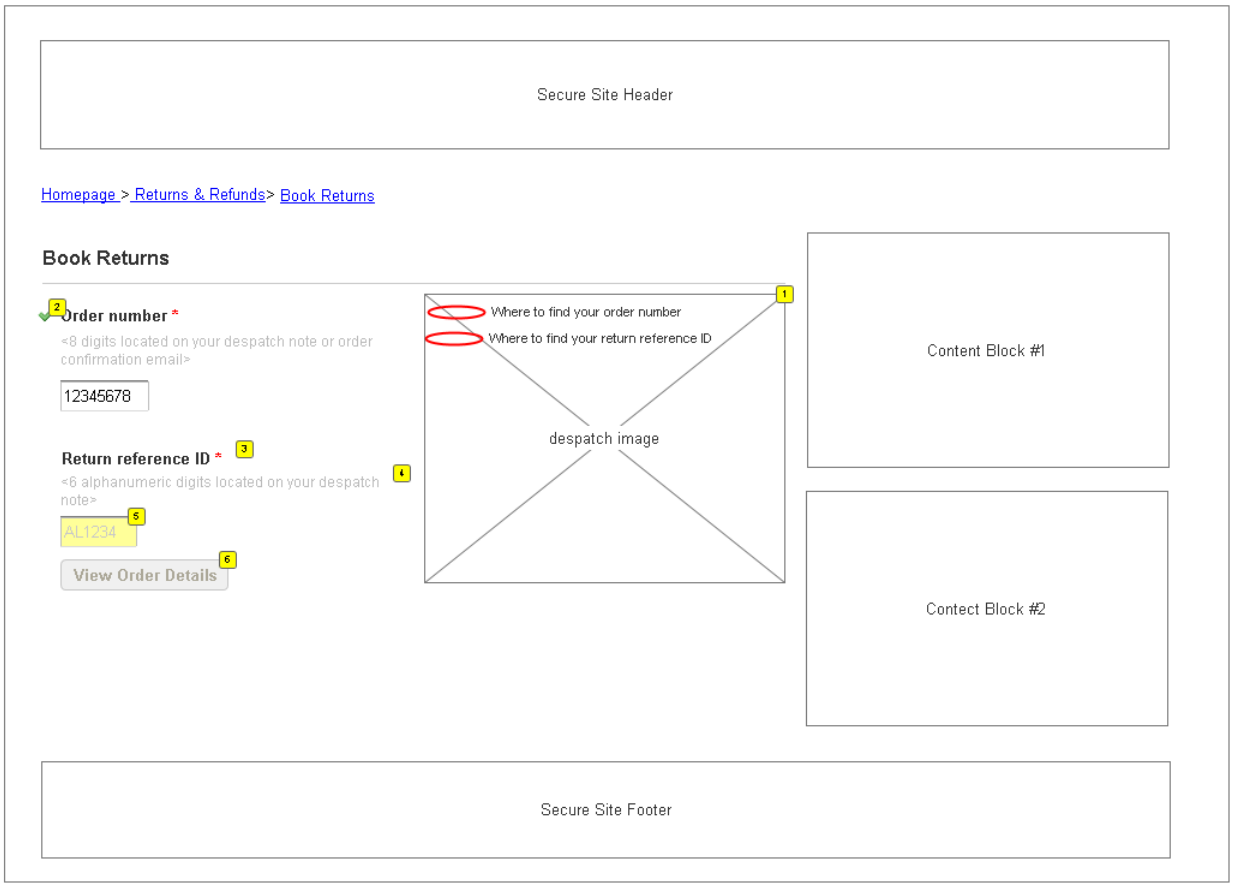


Footnote	Label	Description	Interaction	Display Rules
1	Book returns page	Display book returns page		
2	Display page heading	Display book returns heading, H1. Approved copy: Book Returns		
3	Failure message	Display failure message, if the service has failed or the page has timed out. Copy TBC.		If a guest user typed in correct order number and Return Reference ID but line item status was not retrieved on the order details page, bring the user back to this page and display failure message.
4	Error message	Approved copy: Whoops, we have a problem! Please try again later.		
5	content asset			The copy and link are one content asset. Only shown to logged in customer and when they arrive on this page.

Footnote	Label	Description	Interaction	Display Rules
6	despatch image	Display despatch image showing the user where to find order number.		
7	Registered user message	Display registered user message		If the user is an account holder and logged in display this message. If the user is a guest remove this message.
8	Order history link	Display order history link	Click: If the user is already logged in direct the user to the order history page.	
9	CR Change	CR - COR-12, HOFA-359		
10	Order number label	Display order number label in black bold text with red asterisk. Approved copy: Order number *		
11	Order number contextual message	Display order number contextual static message. Approved copy: 8 digits located on your despatch note or order confirmation email		Content asset
12	Order number field	Display order number field	OnFocus: remove placeholder order number and display flashing cursor. Approved copy: 12345678	Display order number field with AutoFocus and show placeholder order number. The Order number is 8 digits and all numerical. This field is mandatory. Use regular expression to pattern match and validate on client site. All placeholder text use free placeholder attributes with JS failure for legacy browsers code available in the pattern library.
13	CR Change	CR - COR-12, HOFA-359		

Footnote	Label	Description	Interaction	Display Rules
14	Next button	Display next button	OnLoad: Disabled until valid order number entered. Enabled: If valid order number entered. OnFocus: - Registered order, logged in – enable next button, go to order details page - Registered order, not logged in – reload page go to Book Returns State (Account holder, logged out). - Unregistered order – enable next button, reload page then go to Book Returns State (Guest). - Client side error with order number – show order number error as shown on Book Returns Client Side Error State (Guest) - Server side error with order number – show order number error as shown on Book Returns Server Side Error State (Guest)	

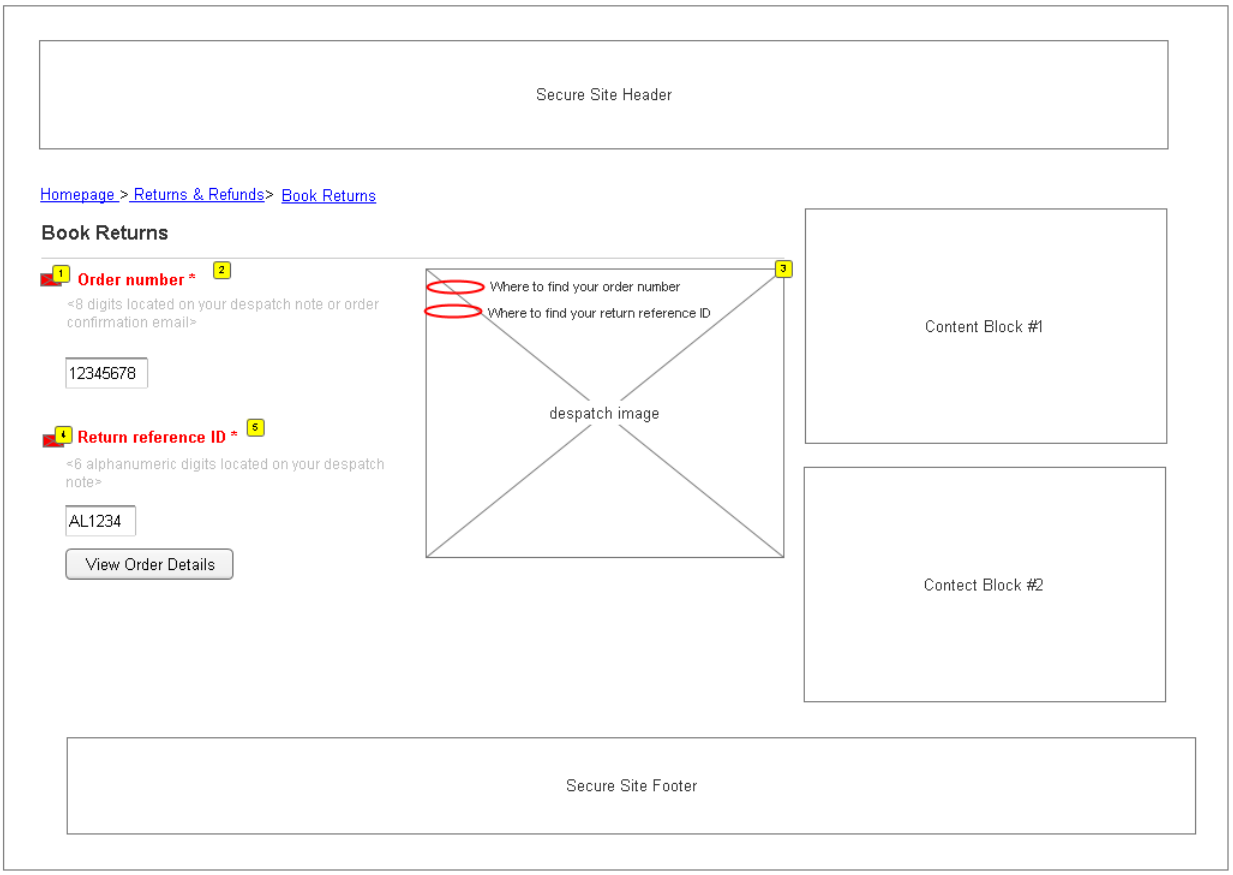
10.1 - Book Returns State (Guest)



Footnote	Label	Description	Interaction	Display Rules
1	despatch image	Display despatch image showing the user where to find returns reference ID.		Static image
2	Green tick			If order number correct display green tick.
3	Return Reference ID	Display Return Reference ID label. Approved field title copy: Return Reference ID *		
4	Reference number contextual message	Display reference number contextual message. Approved copy: 6 alphanumeric digits located on your despatch note		

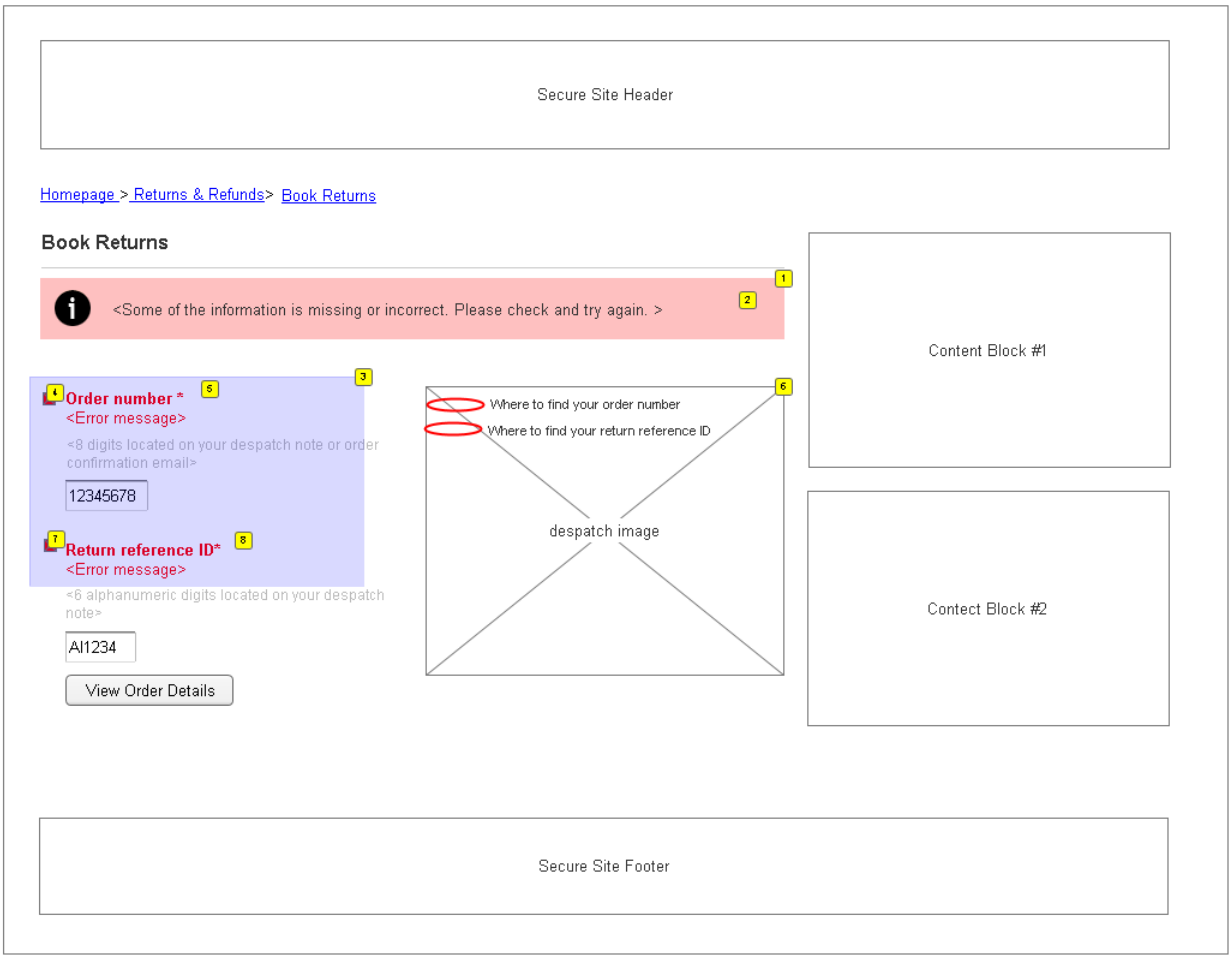
Footnote	Label	Description	Interaction	Display Rules
5	Reference number field	display reference number field	Click: remove placeholder order number and display flashing cursor. Approved copy: AL1234	Display reference number field with AutoFocus and show placeholder reference number. Reference number is 6 digits and alphanumeric. This field is mandatory. If the user types characters as lower case display as uppercase. If user types in upper class show as upper case. Use regular expression to pattern match and validate on client site. Reference number should not be printed on non-guest order dispatch notes or order confirmation details.
6	View order details button	Display view order details button. Approved button label: View Order Details	OnFocus: If both order number and reference number are valid and filled in correctly direct the user to the relevant order details page. If invalid client-side reference number entered make reference number label and icon red as shown on Book Returns Client Side Error State (Guest). If invalid server-side reference number entered make reference number label and icon red and display error message under label as shown on Book Returns Server Side Error State (Guest).	

10.2 - Book Returns Client Side Error State (Guest)



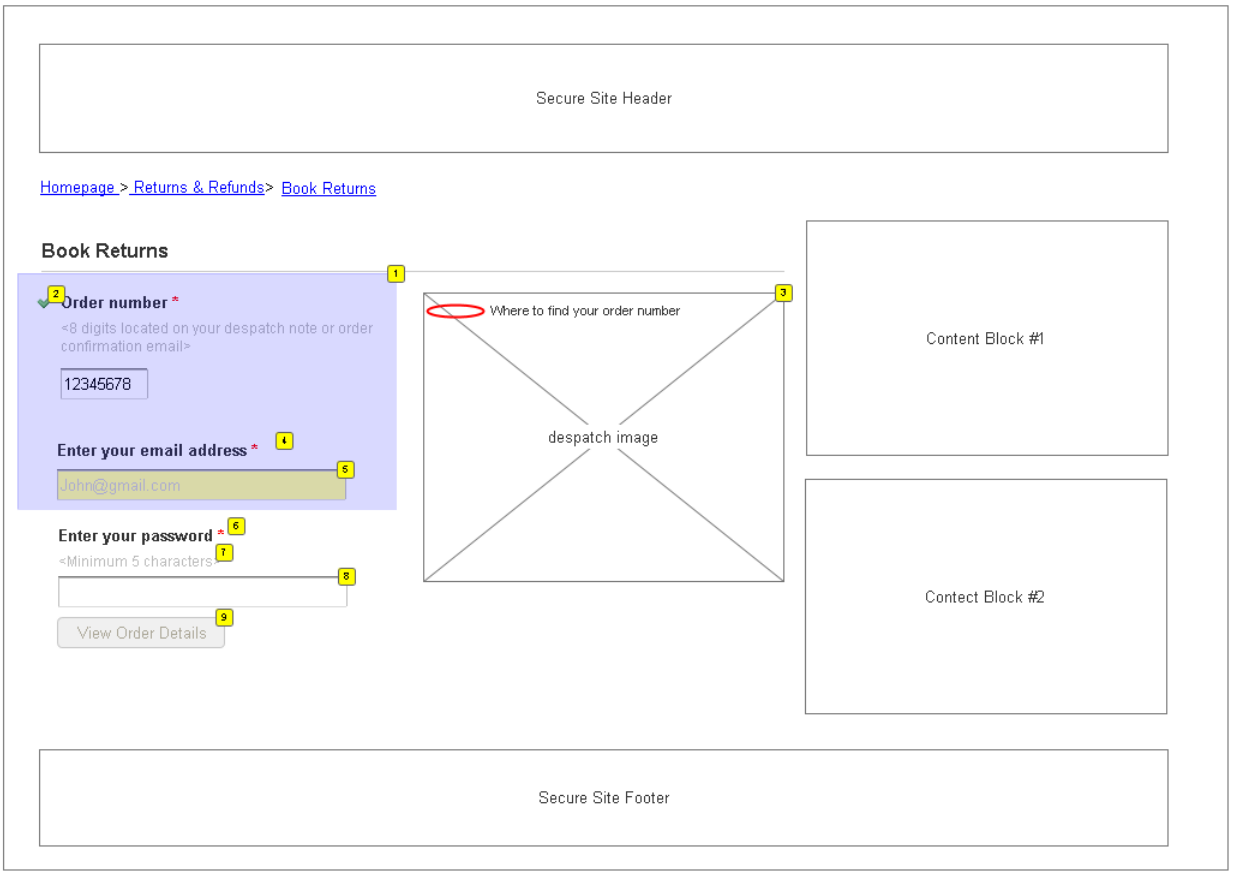
Footnote	Label	Description	Display Rules
1	Client side error icon	Display client side error icon	
2	Order number client side error message	Display order number client side error message.	Display order number label and icon in red.
3	despatch image		Static image
4	Client side error icon	Display client side error icon	
5	Return Reference ID client side error message	Display Return Reference ID client side error message	Display Return Reference ID label and icon in red.

10.3 - Book Returns Server Side Error State (Guest)



Footnote	Label	Description	Display Rules
1	Global error message	Display global error message if the error is server-side.	Display global error message if the error is server-side.
2	Error message	Approved copy: Some of the information is missing or incorrect. Please check and try again.	
3	CR - COR-21, HOFA-376	Error message appears in the wrong place	
4	Server side error icon	Server side error icon	
5	Order number server-side error message	Display order number server-side error message	Display order number label, icon and error message in red.
6	despatch image		Static image
7	Server side error icon	Server side error icon	
8	Reference number server side error message	Display reference number server-side error message	Display order number label, icon and error message in red.

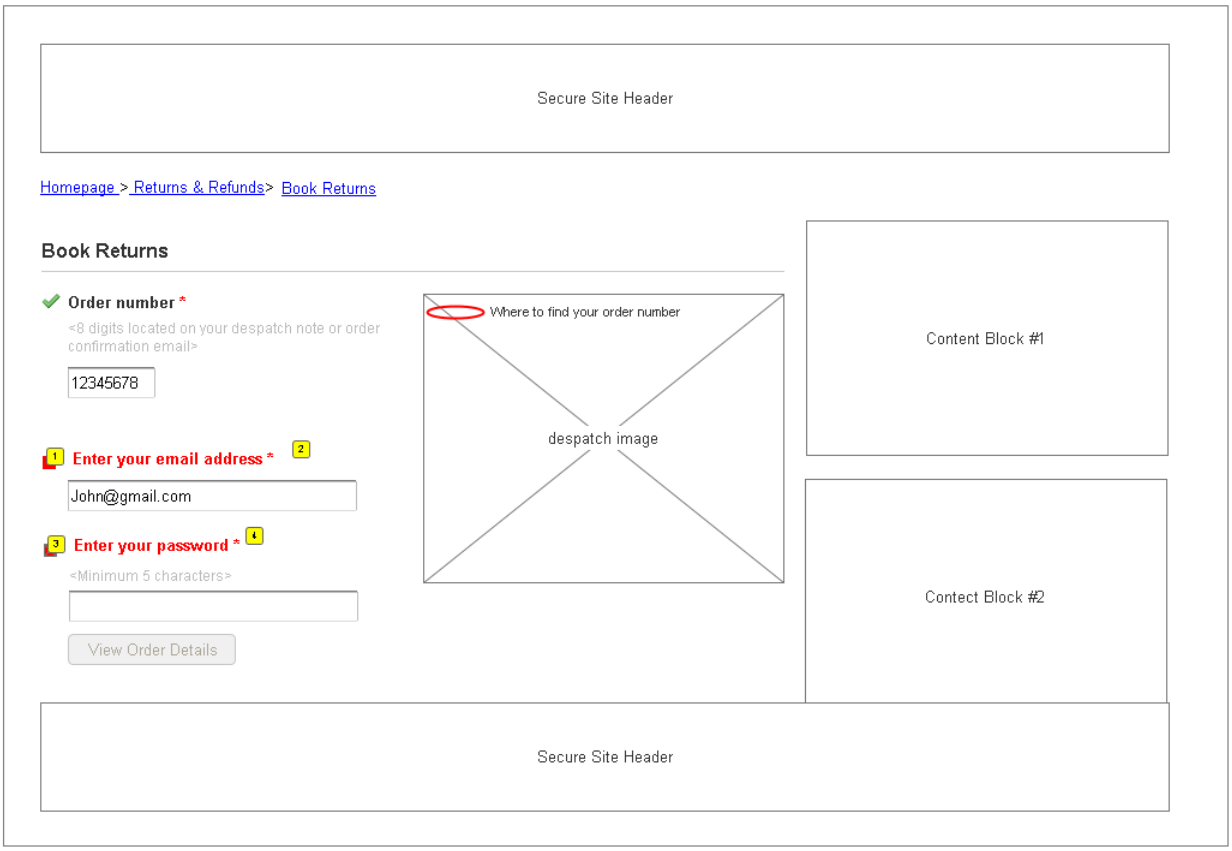
10.4 - Book Returns State (Account holder, logged out)



Footnote	Label	Description	Interaction	Display Rules
1	CR COR - 23, HOFA-386	Missing and incorrect field states for registered customer returns on book returns page		
2	Green tick			Display green tick when order number is valid.
3	Despatch image	Display despatch image showing the user where to find order number.		Static image
4	Enter your email address label	Display enter your email address label in black bold text with red asterisk. Approved copy: Enter your email address *		

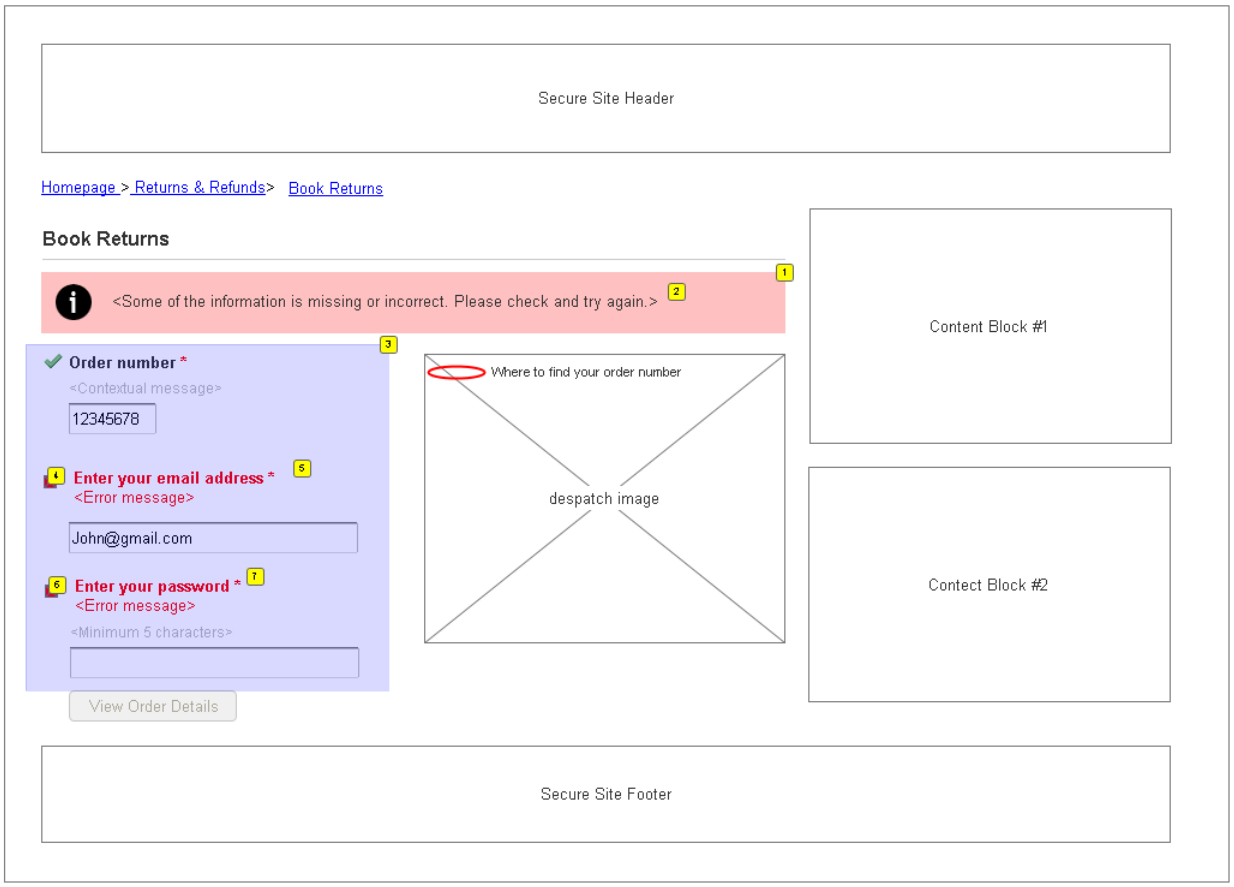
Footnote	Label	Description	Interaction	Display Rules
5	Email field	Display email field	Click: remove placeholder email and display flashing cursor. Approved copy: john@gmail.com	Display email field with AutoFocus and show placeholder email address. This is a mandatory field. Do not pre-populate email address for registered users.
6	Enter your password label	Display Enter your password label in black bold text with red asterisk. Approved copy: Enter your password *		
7	Password contextual message	Display password contextual message. Approved copy: Minimum 5 characters		
8	Password field	Display password field	Click: display flashing cursor.	Display password field with AutoFocus. This is a mandatory field.
9	View order details button	Display view order details button	OnLoad: Disabled. OnFocus: If both email address and password field are valid and filled in correctly enable button and direct the user to the relevant order details page. If invalid client-side email address entered make email address label and icon red as shown on Book Returns Client Side Error State (Guest). If invalid server-side reference number entered make reference number label and icon red and display red error message under label as shown on Book Returns Server Side Error State (Account Holder).	

10.5 - Book Returns Client Side Error State (Account Holder)



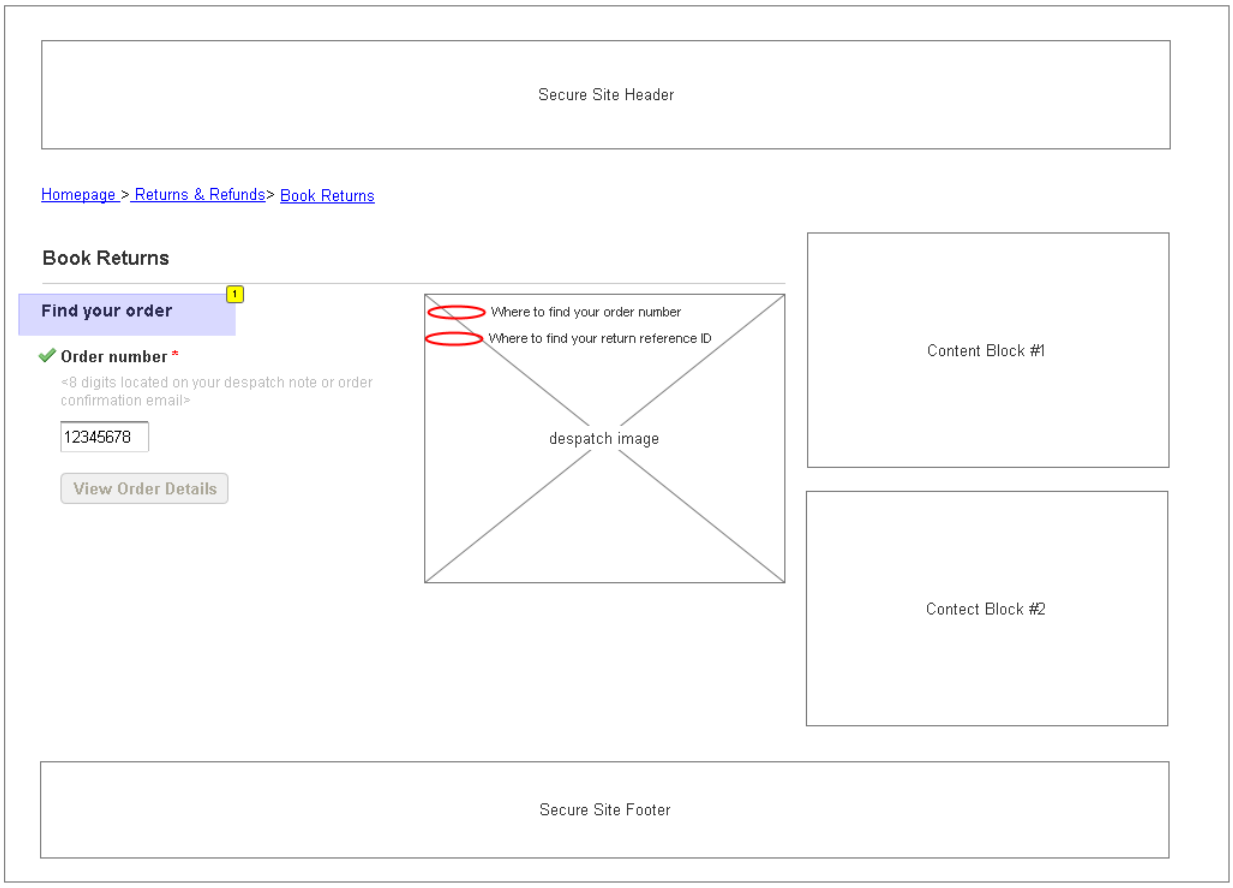
Footnote	Label	Description	Display Rules
1	Client-side error icon	Display client-side error icon in red	
2	Email address client side error message	Display email address client side error message	Display email address label and icon in red.
3	Client-side error icon	Display client-side error icon	Display client-side error icon in red
4	Password client side error message	Display password client side error message	Display password label and icon in red.

10.6 - Book Returns Server Side Error State (Account Holder)



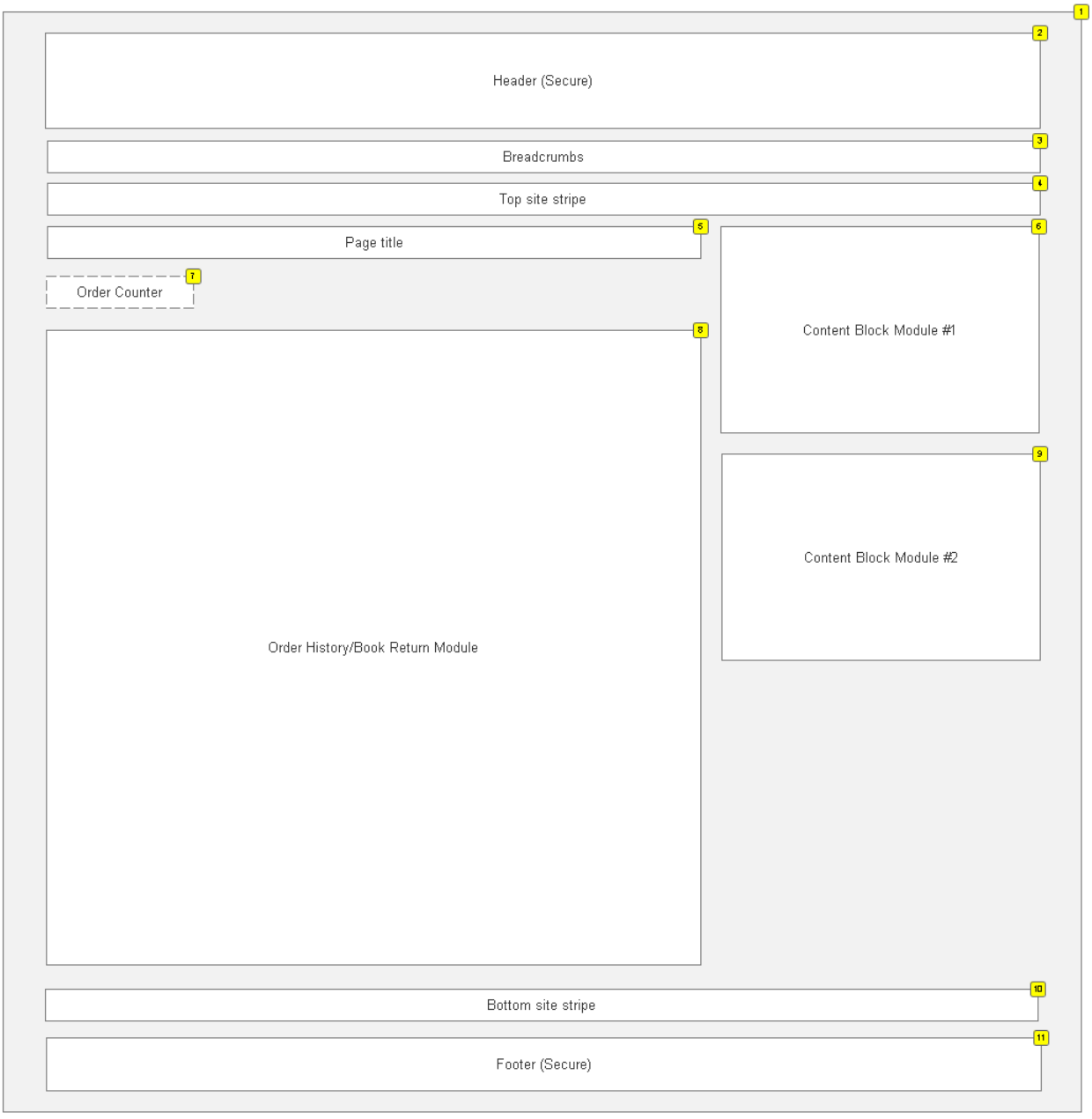
Footnote	Label	Description	Display Rules
1	Global error message	Display global error message if the error is server-side.	See UI pattern library for design and functionality.
2	Error message	Approved copy: Some of the information is missing or incorrect. Please check and try again.	
3	CR COR - 22, HOFA-387	Error messages and icons are not shown when there is a server-side error	
4	Server side error icon	Display server side error icon in red.	
5	Email address server side error message	Display email address server side error message	Display email address label, icon and error message in red.
6	Server side error icon	Display server side error icon in red.	
7	Password server side error message	Display password server side error message	Display password label, icon and error message in red.

10.7 - Book Returns State



Footnote	Label	Description
1	CR - COR-10	Add 'Find your order' text

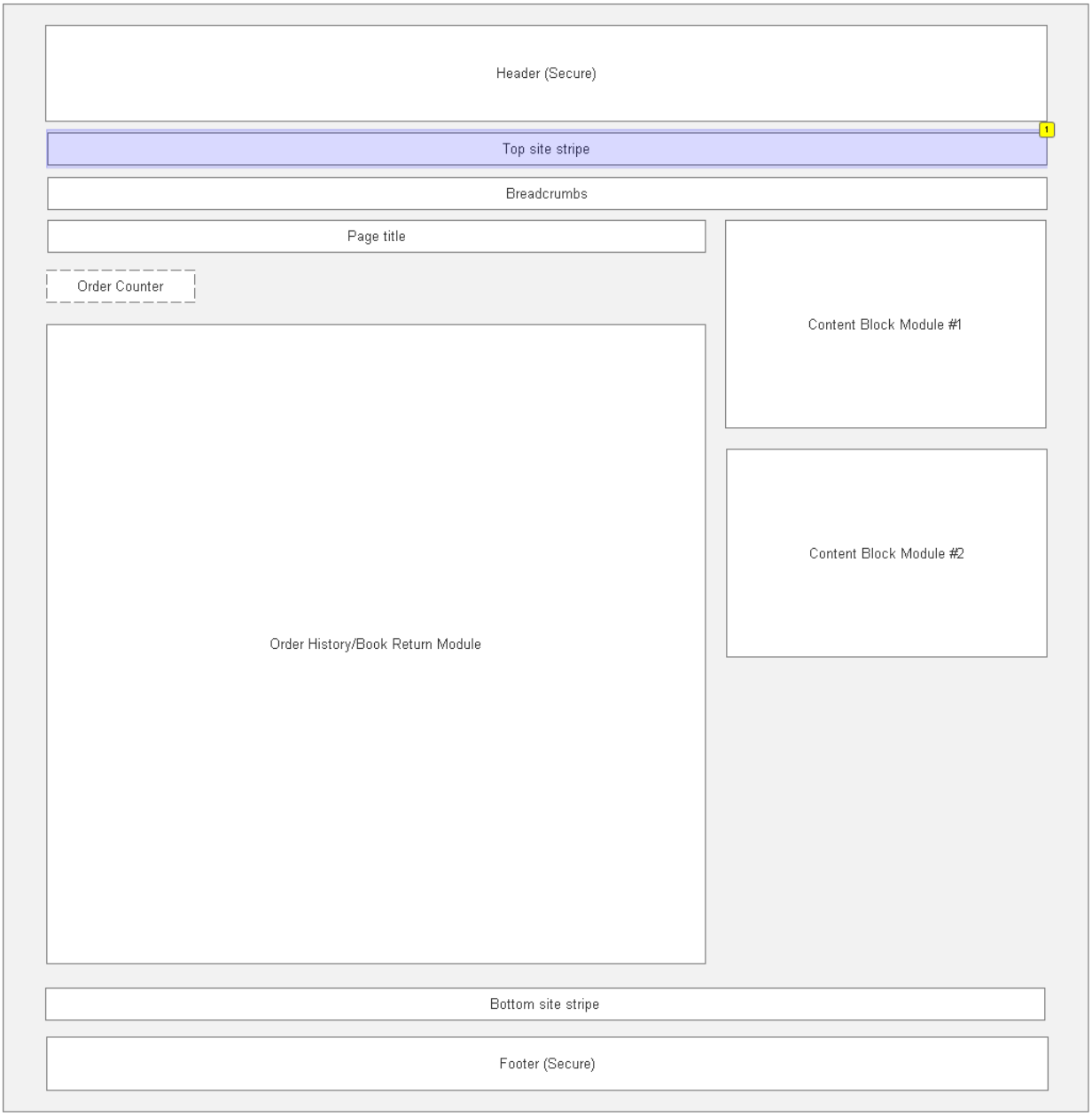
11.0 - Order History/Book Return Template



Footnote	Label	Description	Display Rules
1	Order History/Book Return Template	Order History/Book Return Template	
2	Secure header	Display secure header	
3	Breadcrumbs	Display breadcrumbs	
4	Top site stripe	Display site stripe	Content slot
5	Page heading	Display page heading, use H1 tag.	

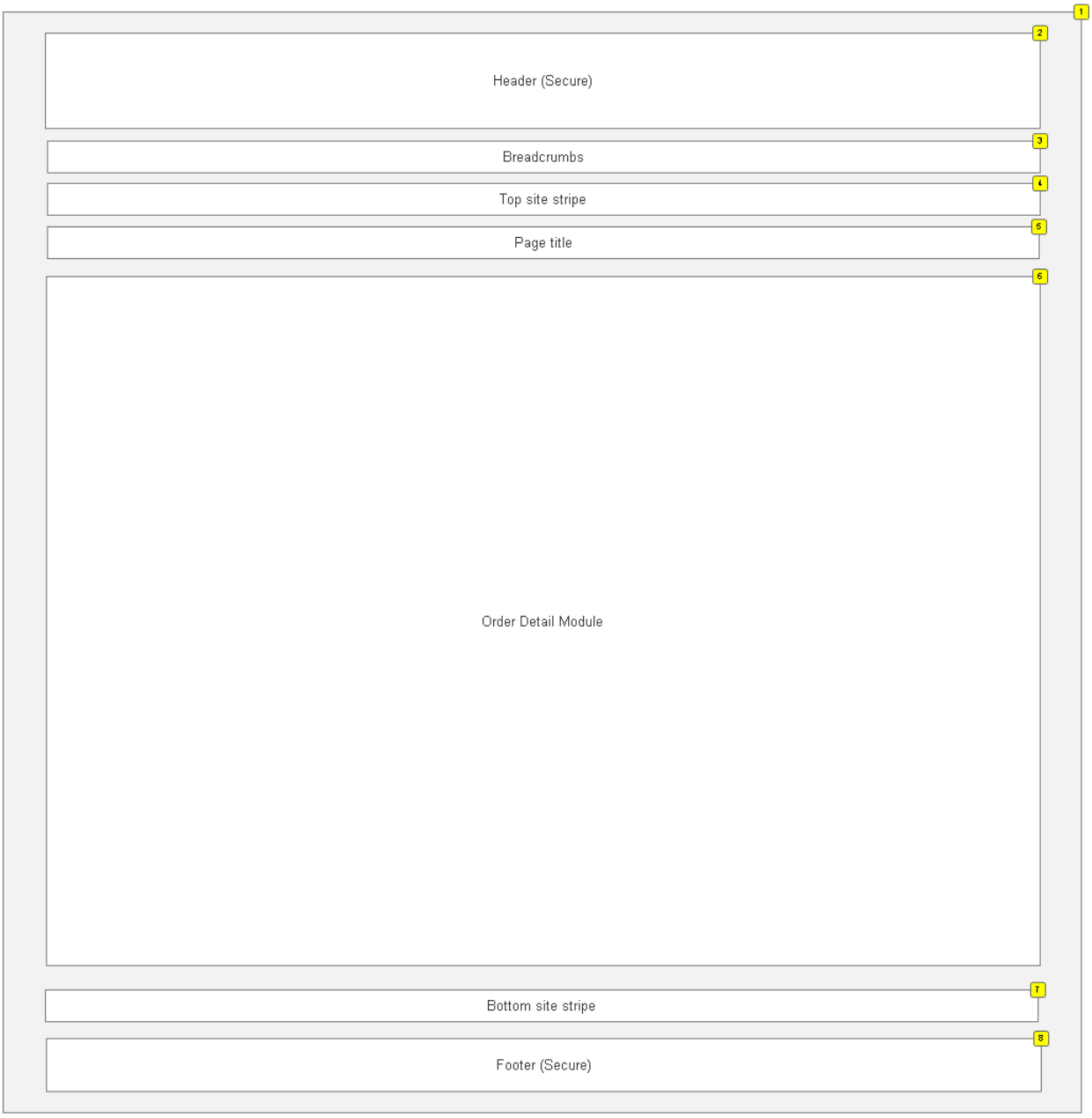
Footnote	Label	Description	Display Rules
6	Content block #1	Display content block #1	This is free HTML content block which appears on the order history page and on all book return process pages; reason for return, method of return, book return & return item. (Content asset).
7	Order counter	Display order counter	This module only appears on the order history page.
8	Order history module	Display order history module or book return module	
9	Content block #2	Display content block #2	This is free HTML content block which appears on the order history page and on all book return process pages; reason for return, method of return, book return & return item. (Content asset).
10	Bottom site stripe	Display site stripe	Content slot.
11	Secure footer	Display secure footer	

11.1 - Order History/Book Return Template



Footnote	Label	Description
1	CR, COR - 9	Move Site Stripe below the Bread Crumbs

12.0 - Order Detail Template



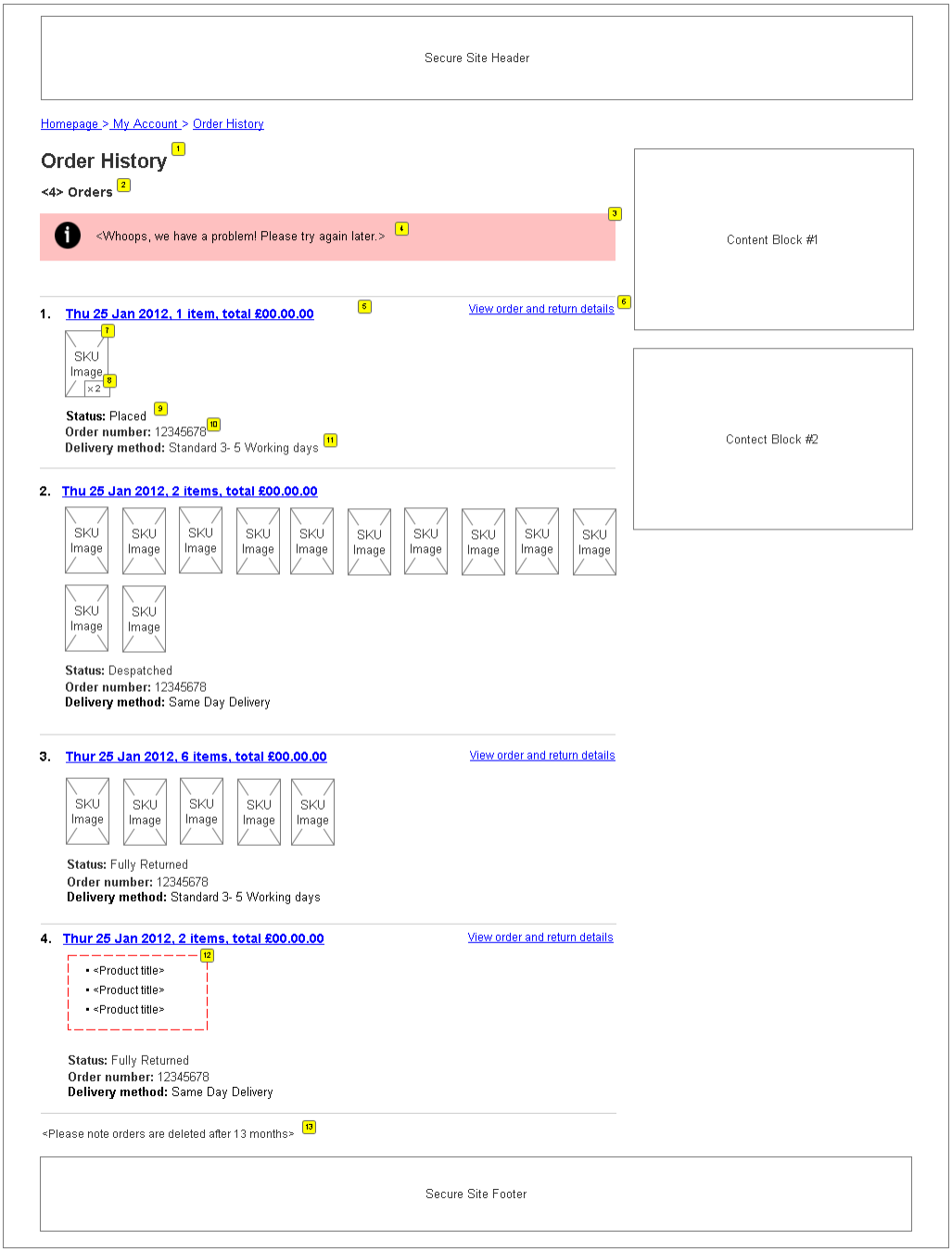
Footnote	Label	Description	Display Rules
1	Order details template	Display order details template	
2	Secure header	Display secure header	
3	Breadcrumbs	Display breadcrumbs	
4	Top site stripe	Display site stripe	Content slot.
5	Page heading	Display page heading, use H1 tag.	
6	Order details module	Display order details module	
7	Bottom site stripe	Display site stripe	Content slot.

Footnote	Label	Description	Display Rules
8	Secure footer	Display secure footer	

13.0 - Status Messages

Status message	Definitions	Page displayed on	When displayed
Placed	When customer has make an order	Order History/Order Details	
Despatched	which means that the products are Fully Delivered	Order History/Order Details	
Partially Delivered	If some Product items are "despatched" and the remaining items are " Placed "	Order History/Order Details	
This item is not available for online returns. Read our Online Returns Policy	non-returnable items	Order details page	
Return your order within 28 days for a refund. Read our Online Returns Policy	Display this message when the item has been despatched and if the item is applicable for return.	Order details page	When item despatched Between 1-28 Days
This item cannot be returned as it was bought more than 28 days ago. Read our Online Returns Policy	If the item has arrived with customer for over 28 days	Order details page	▪ When status is placed and status qty field is enabled. ▪ Between 1-28 days

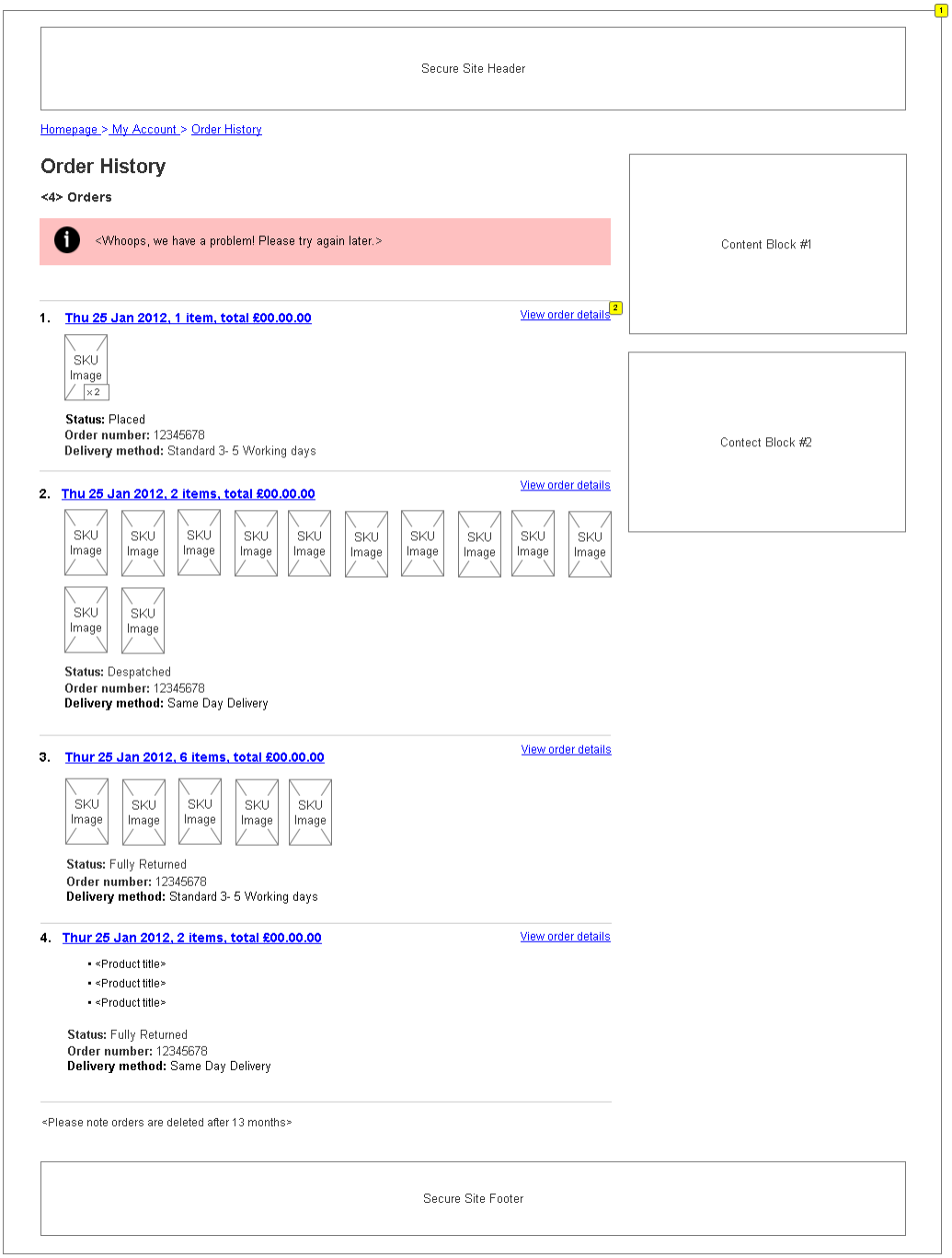
14.0 - Order History Wireframe A (Account has orders)



Footnote	Label	Description	Interaction	Display Rules
1	Page heading	Display page heading, H1 tag.		
2	Order counter label	Display order counter		Display number of orders in order history.

Footnote	Label	Description	Interaction	Display Rules
3	Failure message	Display failure message.		If on the order details page the line item state is not retrieved send the user back to order history page and display this failure message. Copy TBC.
4	Error message	Approved copy: Whoops, we have a problem! Please try again later.		
5	Order title	Display order title	Click: go to the relevant order details page	Display link in the following format: <list number><day date year><number of items>, totaling <price> Show date in the following format: Thu 25 Jan 2012. Day and year should be in 3 characters. list number is not a link.
6	View order and return details	Display view order and return details link. Approved link copy: View order and return details		Display generic link label. For Mobile version link appears under order title.
7	SKU image	display SKU image 46px X 71px		sku image will be replaced by a list of product names after X days. X is configurable as a site preference. Thumbnails are floated to the left so will wrap onto next line.
8	more than 1 QTY	Display dynamic number if there are more than 1 of the same SKU.		This message is contextual text and not an image.
9	Status	Display relevant order status		The Order statuses that can be used in DW are: 1. Placed 2. Despatched 3. Partially Delivered 4. Partially Returned 5. Fully Returned 6. Delivered / Partially Returned
10	Order number	display order number		Current functionality
11	Delivery method	Display delivery method the user chose to make this order		Current functionality
12	Order without SKU image	Order without SKU image		If the order is over 28 Days old remove SKU image for all items and replace with product title. 28 Days is configurable.
13	Factoid message	Display factoid message at the bottom describing what happens to orders after 13 months. Approved copy: Please note orders are deleted after 13 months		

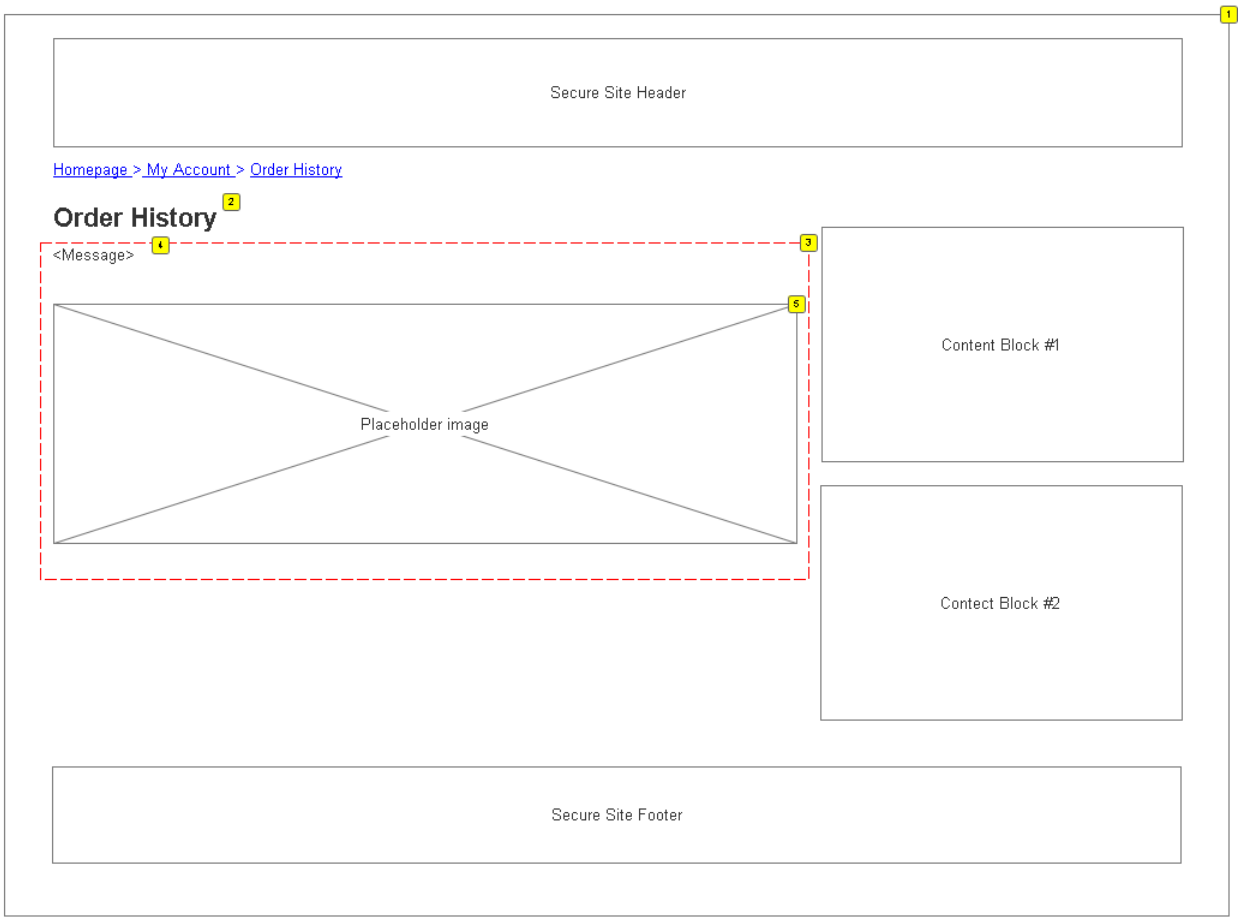
14.1 - Order History Wireframe B (When Return Switched Off)



Footnote	Label	Description	Display Rules
1	Order history page	Design of order history page when returns switched off	

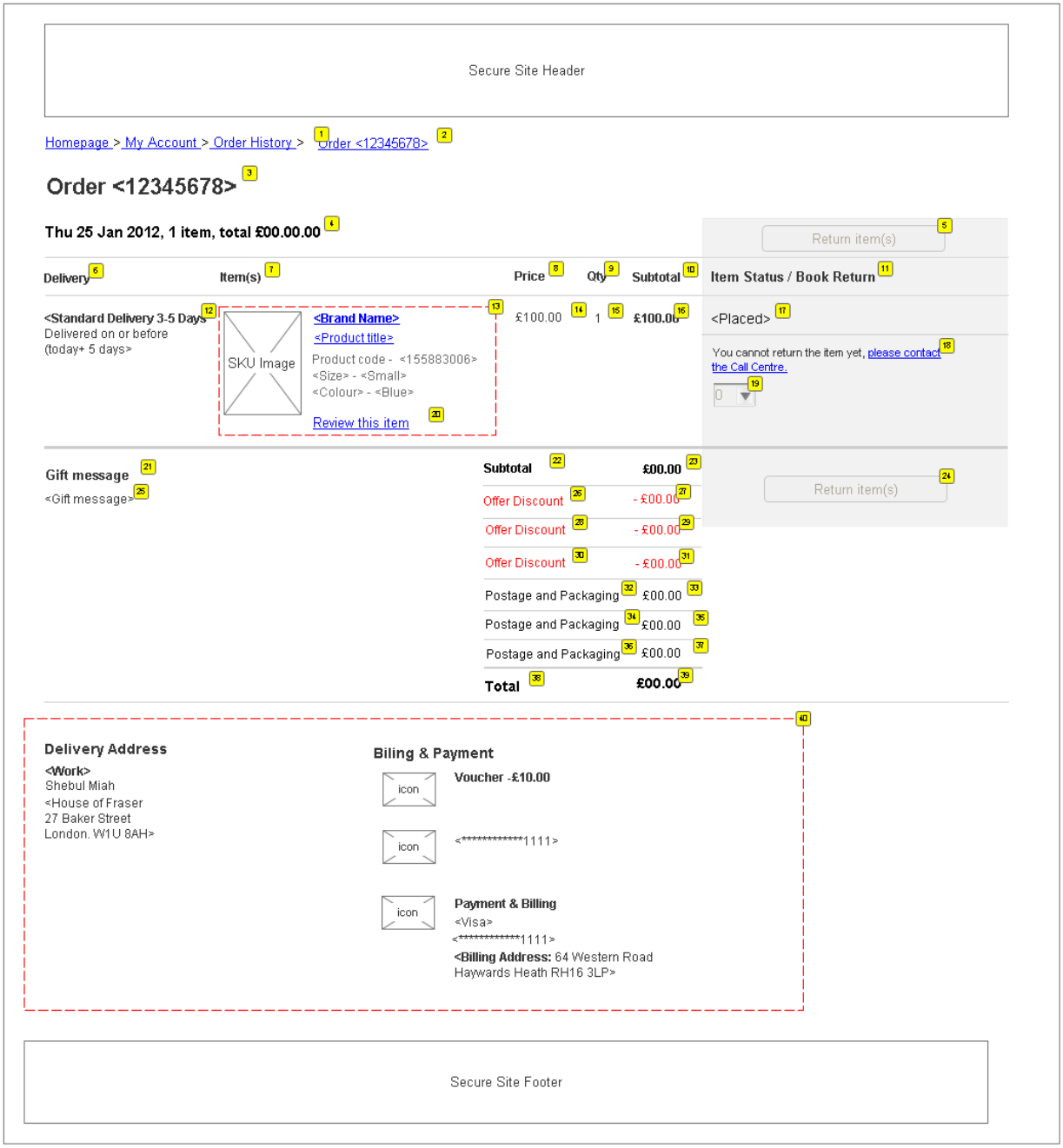
Footnote	Label	Description	Display Rules
2	View orders link	Approved copy: View order details	If web returns project is switched off change this link label from View order and return details to View order details. All other annotation remains the same as Order History Wireframe A (Account has orders)

14.2 - Order History Wireframe C (Recently registered)



Footnote	Label	Description	Display Rules
1	Empty order history	Display empty order history state	Remove sorting and filter tools. Display this state if the customer has just recently registered with no orders and if all orders have been deleted after 13 months.
2	Page heading	Display page heading, H1 tag.	
3	Content asset	This whole section is a content asset.	
4	Order history message	Display generic message	Display message if the user has recently registered and has no orders. AND If all orders have been deleted after 13 months.
5	Placeholder image	Display place holder image when the user has just registered or if all orders have been delete.	Display image if the user has recently registered and has no orders. AND If all orders have been deleted after 13 months.

15.0 - Order Details - Single SKU, Order Placed



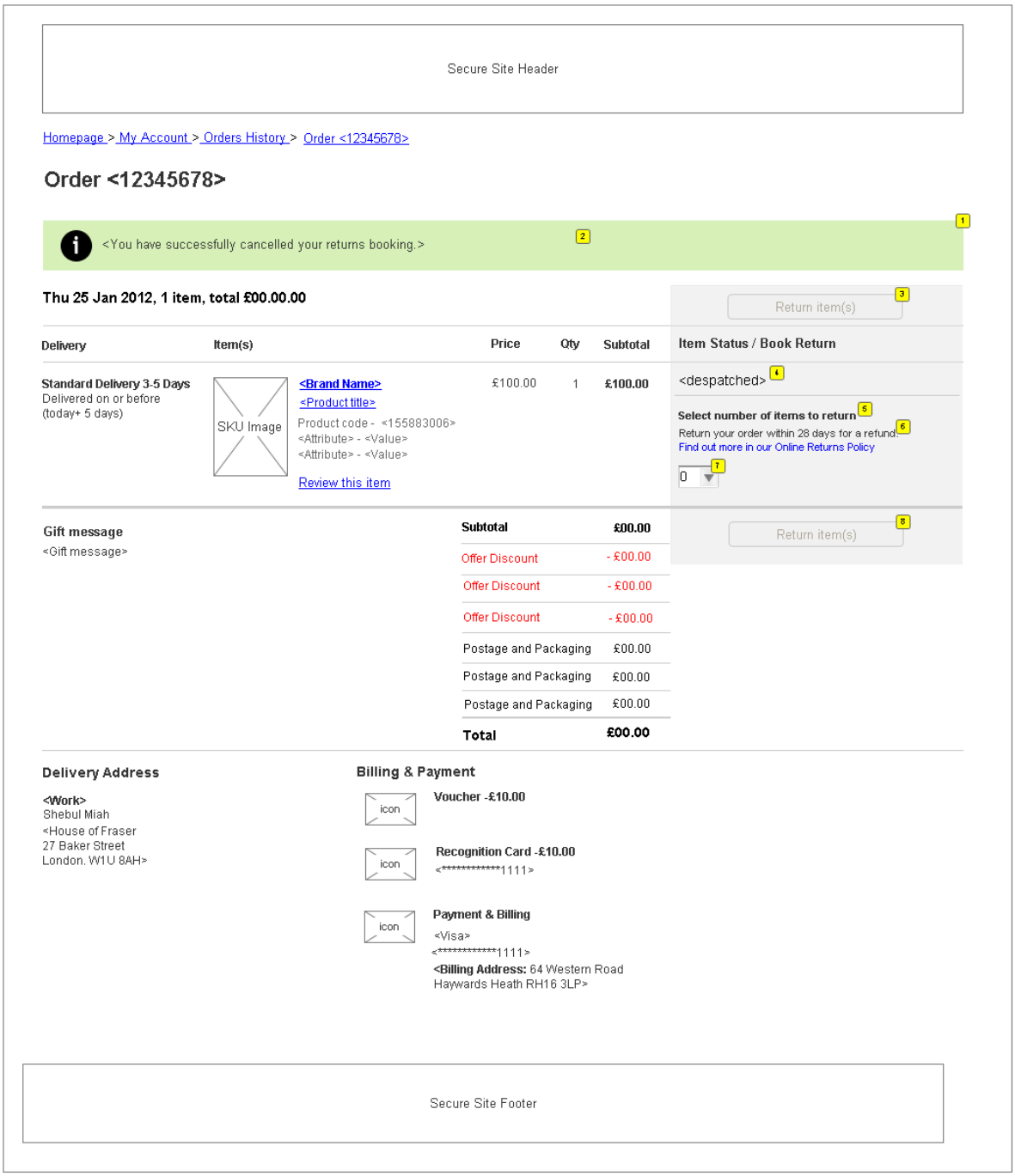
Footnote	Label	Description	Interaction	Display Rules
1	Breadcrumbs	Display breadcrumbs	If the user is a guest do not show order history and my account link in the breadcrumbs.	Use pattern from release 1.2.8.
2	Order number	Display order number inside the order details breadcrumbs.		For each individual order replace order number in brackets <>.

Footnote	Label	Description	Interaction	Display Rules
3	Page header	Display page heading, H1 tag.		For each individual order replace order number in brackets <>.
4	Order title	Display order title		Display text in the following format: <day date year><number of items>, totaling <price> Show date in the following format: Thu 25 Jan 2012. Day and year should be in 3 characters. Date is the day the order was placed.
5	Return item(s) top button	Display return item(s) top button Approved button label: Return item(s)	Disabled: When order status is placed.	
6	Delivery label	Approved copy: Delivery		
7	Item label	Approved copy: Item(s)		
8	Price label	Approved copy: Price		
9	Qty label	Approved copy: Qty		
10	Subtotal	Approved copy: Subtotal		
11	Item Status / Book Return label	Approved copy: Item Status / Book Return		
12	Delivery type	Display delivery type.		This is dynamic content about the delivery type.
13	SKU information	Display SKU information		See prototype
14	Product price	Display product price		
15	Qty	Display qty		
16	Subtotal price	Display subtotal		
17	Status message	Display status message.		Status comes from COPOS

Footnote	Label	Description	Interaction	Display Rules
18	qty message	Display qty message. Approved copy: The item(s) cannot be returned yet, please contact the Call Centre.	Click: Clicking link goes to the current contact us page: http://www.houseoffraser.co.uk/on/demandware.store/Sites-hof-Site/default/ContactUS-EnquiryForm	This message will appear until the order is in COPOS, this usually take 10-20 minutes and is not time based. When the order arrives in COPOS remove this message and enable qty status field.
19	qty status field	Display qty status field		Disabled: When order status is placed Enabled : After 10/20mins when info comes from COPOS and the status is still placed. User will have to refresh page to see qty field enabled.
20	Review this item	Approved copy: Review this item	Click: go to current page	
21	Gift message label	Display gift message		Gift message label always displays if no gift message available.
22	Subtotal label	Approved copy: Subtotal		
23	Subtotal price	display sub total price		
24	Return item(s) bottom button	Approved button label: Return item(s)		Same functionality as top return button.
25	Gift message	Display gift message		If no gift message available display this message 'You did not provide a gift message'.
26	Offer discount label 1	Display offer message/title applicable to the product.		Show in red text. Display if applicable to order.
27	Offer discount price 1	Display offer discount price 1		Show as negative figure in red text. Display if applicable to order.
28	Offer discount label 2	Display offer message/title applicable to the product.		Show in red text. Display if applicable to order

Footnote	Label	Description	Interaction	Display Rules
29	Offer discount price 2	Display offer discount price 2		Show as negative figure in red text. Display if applicable to order.
30	Offer discount label 3	Display offer message/title applicable to the product.		Show in red text. Display if applicable to order.
31	Offer discount price 3	Display offer discount price 3		Show as negative figure in red text. Display if applicable to order.
32	Postage and packaging label 1	Display postage and packaging label 1. Approved copy: Postage and Packaging		Display if applicable to order.
33	Postage and packaging price 1	Display postage and packaging price 1		Display if applicable to order.
34	Postage and packaging label 2	Display postage and packaging label 2. Approved copy: Postage and Packaging		Display if applicable to order.
35	Postage and package price 2	Display postage and package price 2		Display if applicable to order.
36	Postage and packaging label 3	Display postage and packaging label 3. Approved copy: Postage and Packaging		Display if applicable to order.
37	Postage and package price 3	Display postage and package price 3		Display if applicable to order.
38	Total label	Display total label in large font. Approved copy: Total		
39	Total price	Display total price in large font.		
40	Delivery address and payment module	This module is the same as found in order summary in checkout.		See UI pattern library for design and functionality

15.1 - Order Details - Single SKU, Order Dispatched

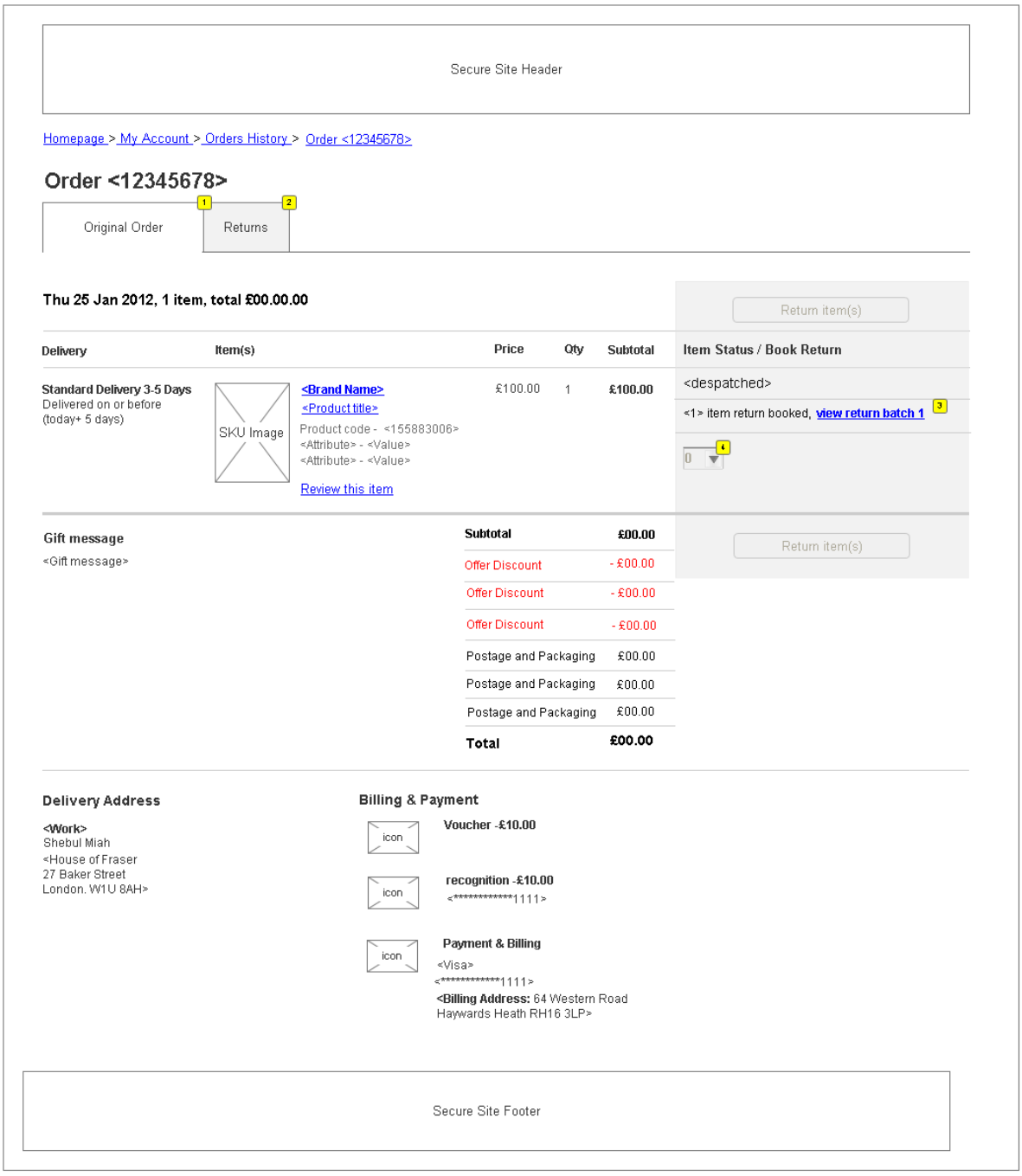


Footnote	Label	Description	Interaction	Display Rules
1	Success message	Display success message.		If the user clicked the cancel link on the Book Return, State A/B bring back to the relevant order details page and display this success message.
2	Success message	Approved copy: You have successfully cancelled your returns booking.		
3	Return item(s) top button	Display return item(s) top button.		
4	Status message	Display status message		If the order has been despatched display status message as despatched and enabled status qty field.
5	Contextual message	Display this message when qty is enabled. Approved copy: Select number of items to return		

Footnote	Label	Description	Interaction	Display Rules
6	Days left to return message	Display days left to return message on day 1. Approved copy: Return your order within 28 days for a refund. Find out more in our Online Returns Policy	Click: Clicking link goes to the current contact us page: http://www.houseoffraser.co.uk/Returns/CustomerServicesReturns,default,pg.html	On day 1 display this message: Return your order within 28 days for a refund. Find out more in our Online Returns Policy. After 28 days replace this message with: This item cannot be returned as it was bought more than 28 days ago. Find out more in our Online Returns Policy And Disable qty dropdown list and return buttons.

Footnote	Label	Description	Interaction	Display Rules
7	Status qty field	Display status qty field	Select: If 1 chosen from dropdown enable top/bottom return item(s) button.	Enable if status of order is despatched . Show only values 0-1 if there is only in SKU in the order. If value 0 selected disable both top/button return item(s) button, if value 1 selected enable both top/button return item(s) button.
8	Return item(s) bottom button	Display return item(s) bottom button.		Same functionality as top return button.

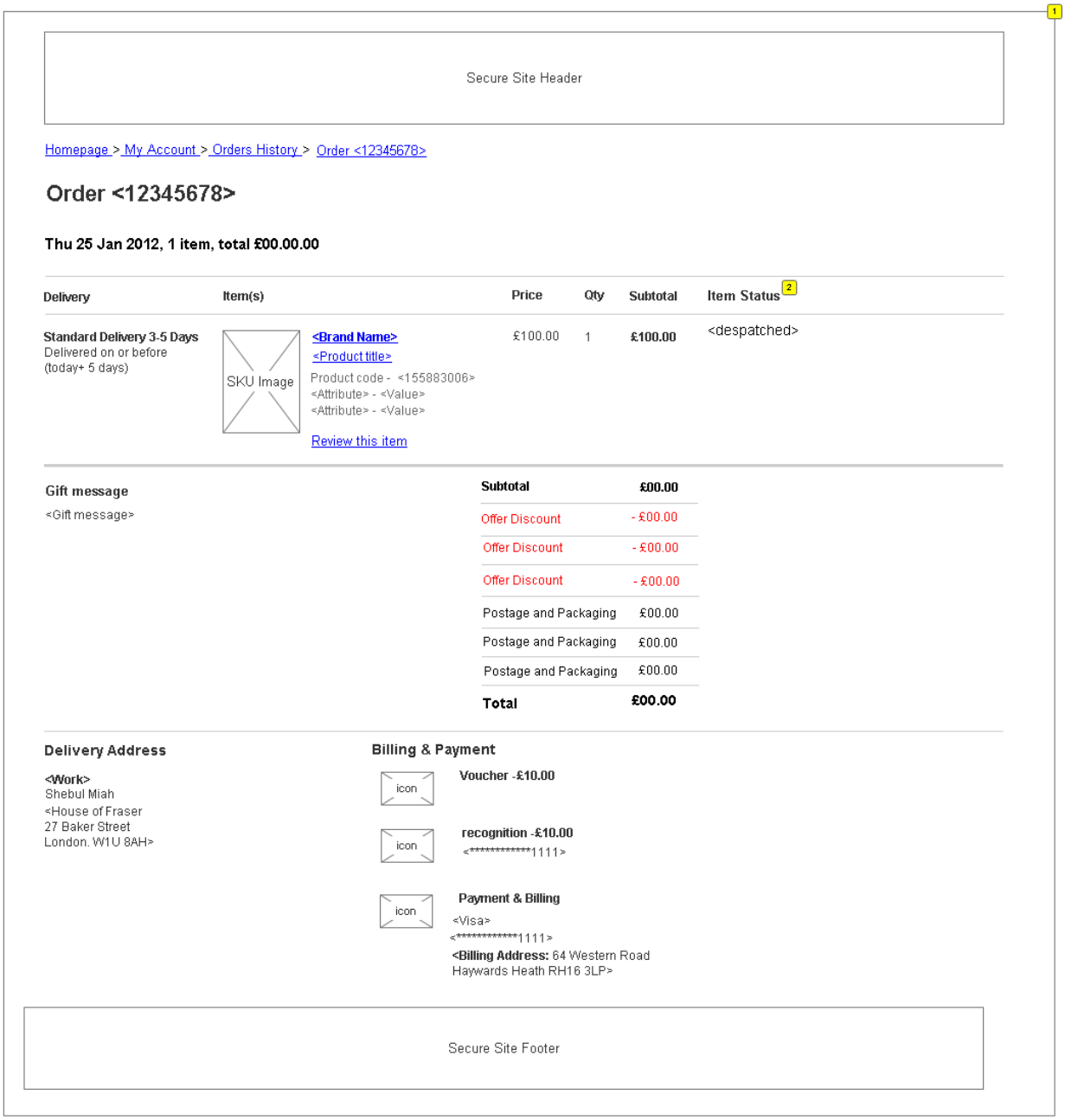
15.2 - Order Details - Single SKU, Return Booked (Original Order - Tab)



Footnote	Label	Description	Interaction	Display Rules
1	Original order OnState	If one or more items are sent for return, display tabbed menus. Approved copy: Original Order	OnState.	

Footnote	Label	Description	Interaction	Display Rules
2	Returns tab OffState	If one or more items are sent for return, display tabbed menus. Approved copy: Returns	Click: Display returns OffState.	
3	Returns status link	Approved copy: <1> item(s) return booked, view return batch 1 Display additional status message once the user has successfully gone through the return process and booked return, if more than 1 items are have been booked for return replace number in brackets: <1> item return booked view return batch 1 View return batch 1 is a link	Click: (View Return Batch 1 is link) set Returns tab to OnState.	
4	Status qty field	Display status qty field		If the 1 SKU has been booked in for return disable status qty field.

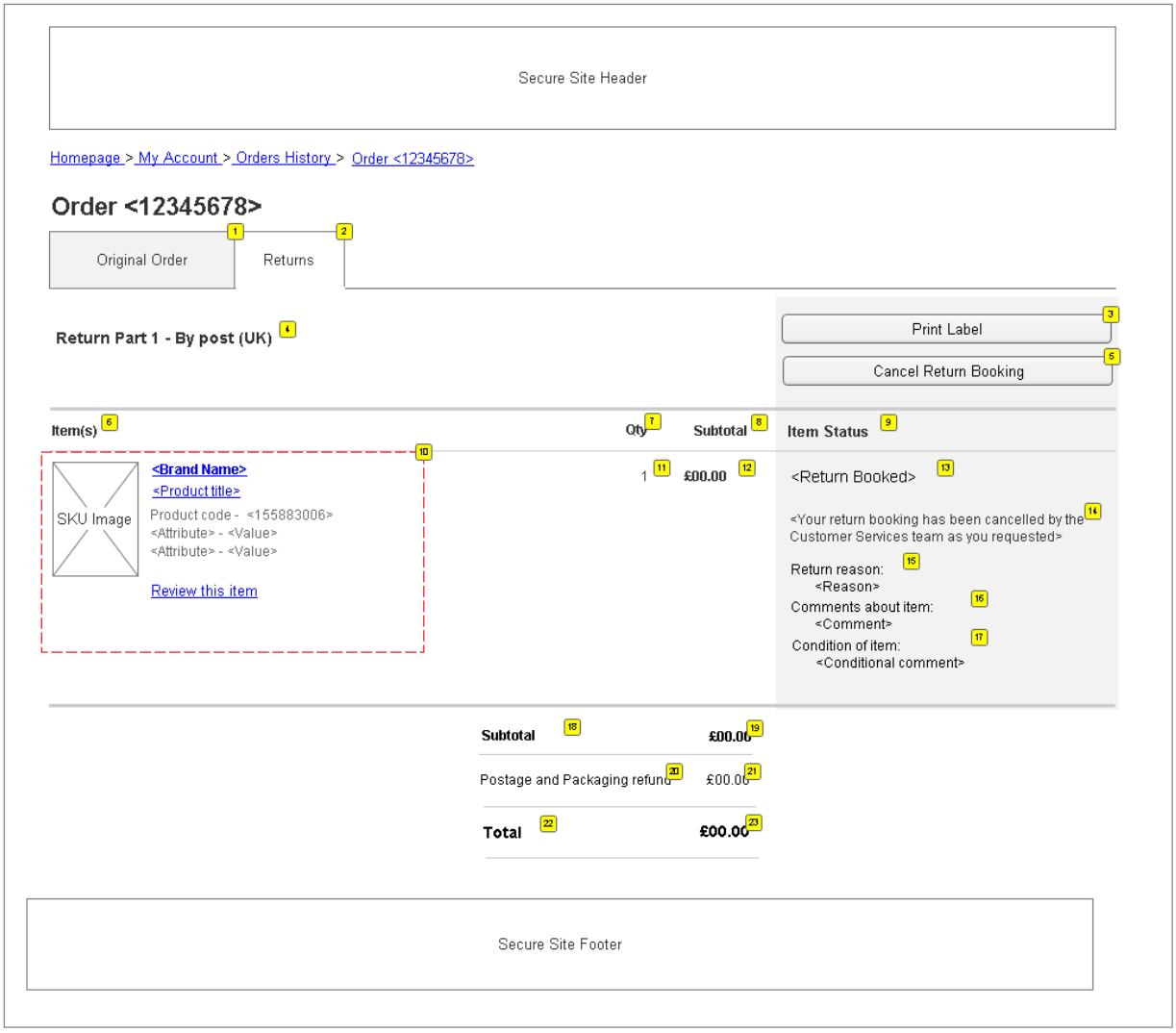
15.3 - Order Details - (When Returns Switched Off)



Footnote	Label	Description	Display Rules
1	Order details when returns switch off	Design of order details page when returns switched off	If returns is switched off remove: - Order details and returns tab - Grey box on the right containing returns information - Qty status drop down - Both returns button

Footnote	Label	Description	Display Rules
2	Status label	Change status label from Item Status / Book Return to Item Status when returns is switched off. Approved copy: Item Status	

15.4 - Order Details - Single SKU, Return Booked (Returns - Tab)

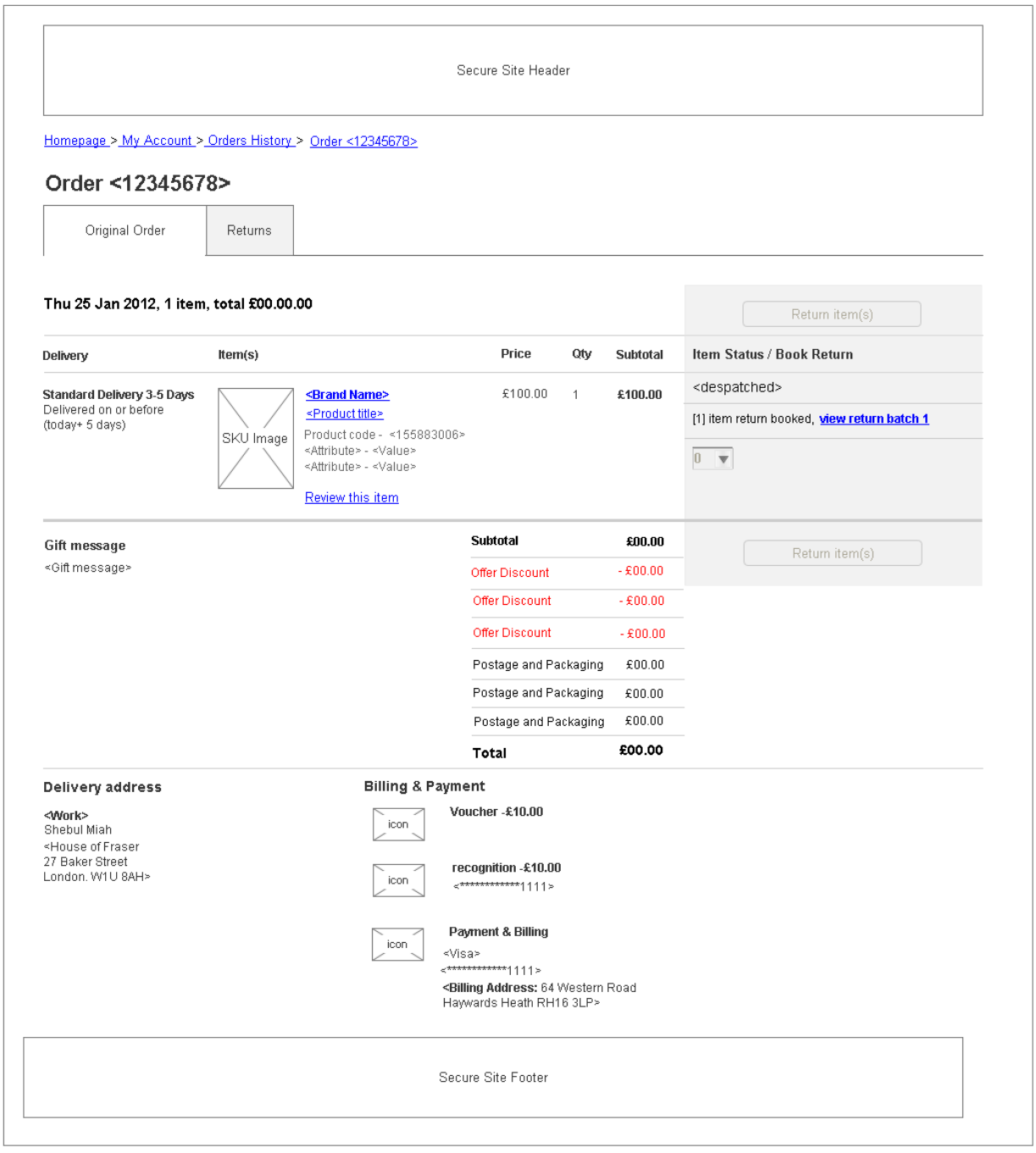


Footnote	Label	Description	Interaction	Display Rules
1	Original Order OffState			OffState
2	Returns OnState			OnState
3	Print Button	Approved button label: Print Label If the user created a label to return to UK, Ireland or International label button 'Print Label'. If the user created a label to return to store, label button 'Show Map'.	Click: open print dialogue box and display in a new window the original return label or store map.	Display button from Day 1 to Day 28. This is a primary action.

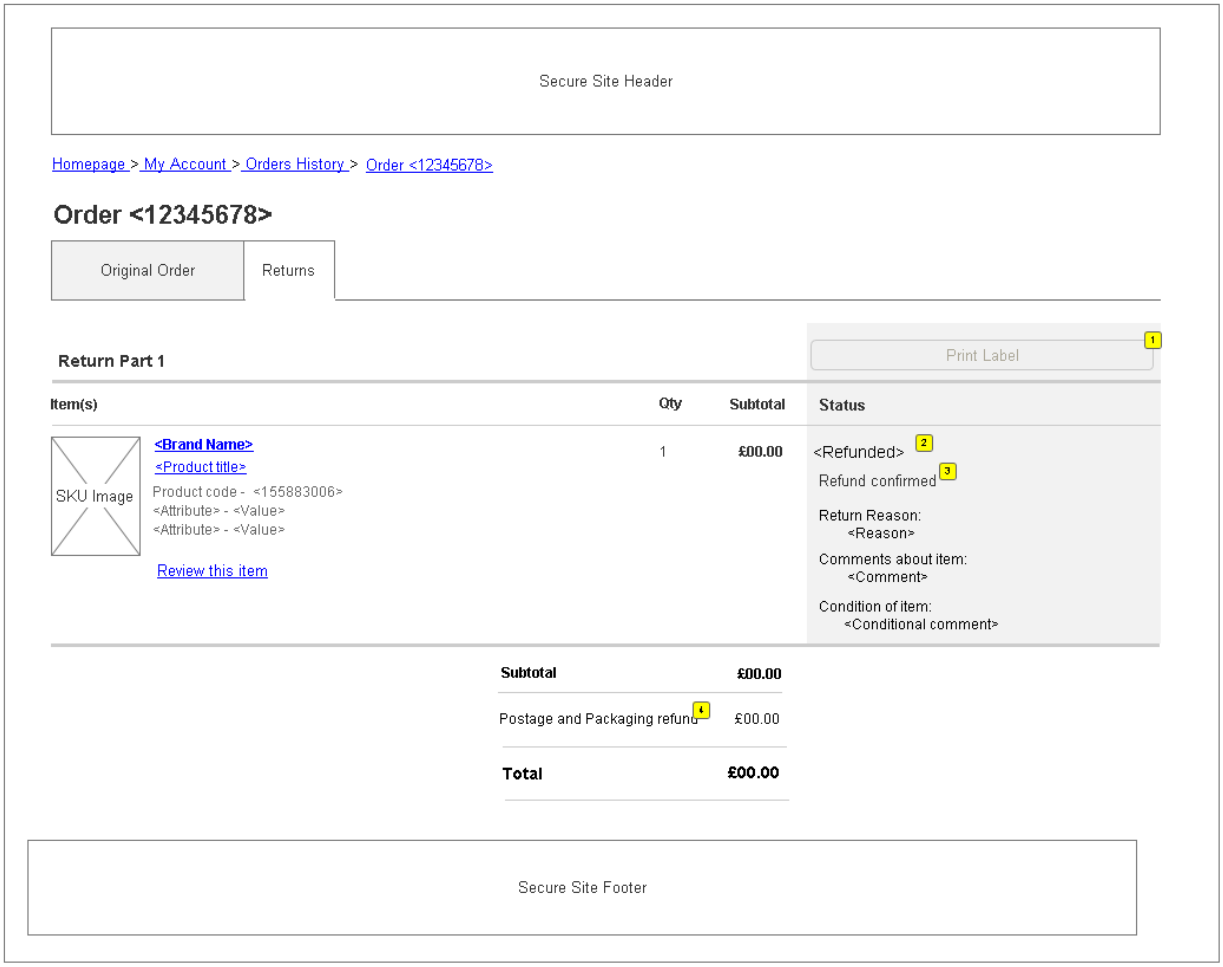
Footnote	Label	Description	Interaction	Display Rules
4	Return part 1 label	Display return part 1 label, if new returns are made in the same order they will be given a new number. Below are the different types which can be displayed. Copy approved: By post (UK) By post (Ireland) International post Via Collect+ To stores		
5	Cancel return button	Display cancel return booking button. Approved button label: Cancel Return Booking	Click: Cancel whole order and remove order from returns tab. Return this order to original order tab with status of dispatched. If 1 order in returns tab remove Returns & Original Order tab and place order back into dispatched state as shown on Order Details - Single SKU, Order Dispatched.	Display cancel return button only for Call Centre Agent and only when the status of return is Return Booked. This is a secondary action button.
6	items label	Display item label		
7	Qty label	Display qty title		
8	Subtotal label	Display subtotal		
9	Item status label	Display Item status label		
10	SKU information	Display SKU information		See prototype
11	Qty amount	Display qty amount		
12	Refund amount	Display refund amount		
13	Return status message	Display status message Return Booked if the user has successfully gone through return process and confirm details on the Book Return Page.		The status of this message will change dependant on the decision the EDC team make. All return status message retrieved from COPOS.
14	Booking cancelled message	Approved copy: Your return booking has been cancelled by the Customer Services team as you requested.		Display booking cancelled message if the call centre cancelled the booking on the customers behalf. Change the status to <Booking Cancelled> Keep the cancelled item(s) inside the returns tab.
15	Reason	Display the reason the user chose to return for each SKU. Approved copy: Return reason: <Reason>		

Footnote	Label	Description	Interaction	Display Rules
16	Comment	Display comment if entered from the Reason for return page. Approved copy: Comments about item: <Comment>		
17	Comment	Display comment if entered from the Reason for return page. Approved copy: Condition of item: <Conditional comment>		Display condition of item chosen from Reason for Return Page, 1 SKU C (UnOpened)
18	Total refund label	Display total refund label		Do not show this label for store return items
19	Total refund amount	Display total refund amount		Do not show this amount for store return items
20	Postage and package refund	Display postage and package refund		Do not show this label for store return items
21	Postage and package refund amount	Display postage and package refund amount		Do not show this amount for store return items
22	Total label	Display total label		Change this label to Total Refunds for store return items.
23	Total refund	Display the total refund		Add the subtotal & postage and package total

15.5 - Order Details - Single SKU, Refunded (Original - Tab)



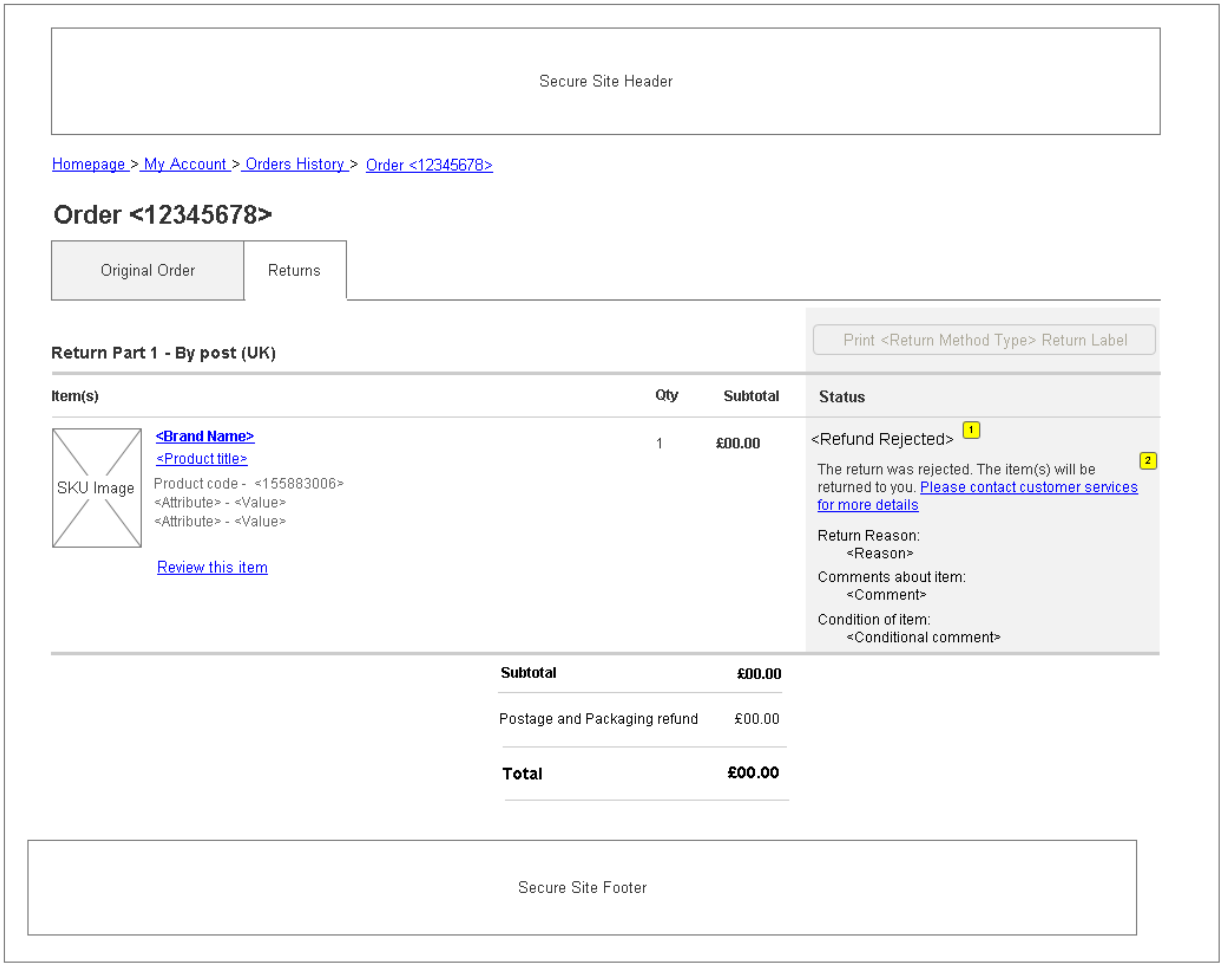
15.6 - Order Details - Single SKU, Refunded (Returns - Tab)



Footnote	Label	Description	Interaction
1	Print return label button		Disabled button if item refunded.
2	Return status message	If the item has been successfully refunded change the status of this message to Refunded. And Send refund confirmation email to the user. Other status message which can be shown are: Return Cancelled Part Processed Return Expired Return Booked	

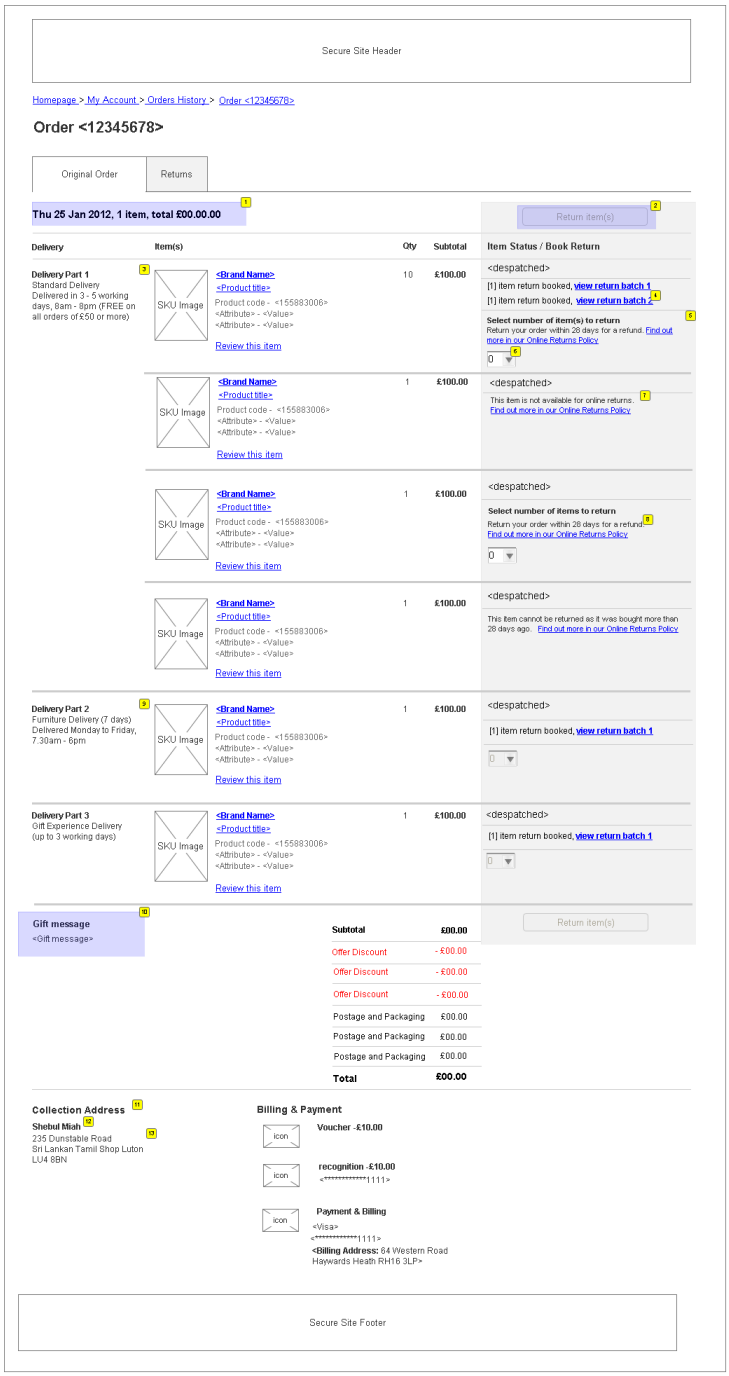
Footnote	Label	Description	Interaction
3	Refunded text	Display this message when the item has been refunded. Approved copy: Refund confirmed Below are a list of other status explanations When item has status of 'Return Cancelled' display this message: You've cancelled all or part of your return' When item has a status of 'Part Processed' display this message: We have processed some of the items you returned When item has a status of 'Return Expired' display this message: You booked a return but we didn't receive your items When item has a status of 'Return Booked' display this message: Your return is booked	
4	Postage and package refund	Approved copy: Postage and Packaging refund	

15.7 - Order Details - Single SKU, Refund Rejected (Returns - Tab)



Footnote	Label	Description	Interaction
1	Refunded status message	If the refund has been rejected change the status of this message to Refund Rejected. And Send refund rejected email to the user.	
2	Rejection message	Display rejection message if the item has been rejected for return. Approved copy: The return was rejected. The item(s) will be returned to you. Please contact customer services for more details	Click: http://www.houseoffraser.co.uk/on/demandware.store/Sites-hof-Site/default/ContactUS-EnquiryForm

15.8 - Order Details - Multiple SKUs, Return Booked (Original - Tab)



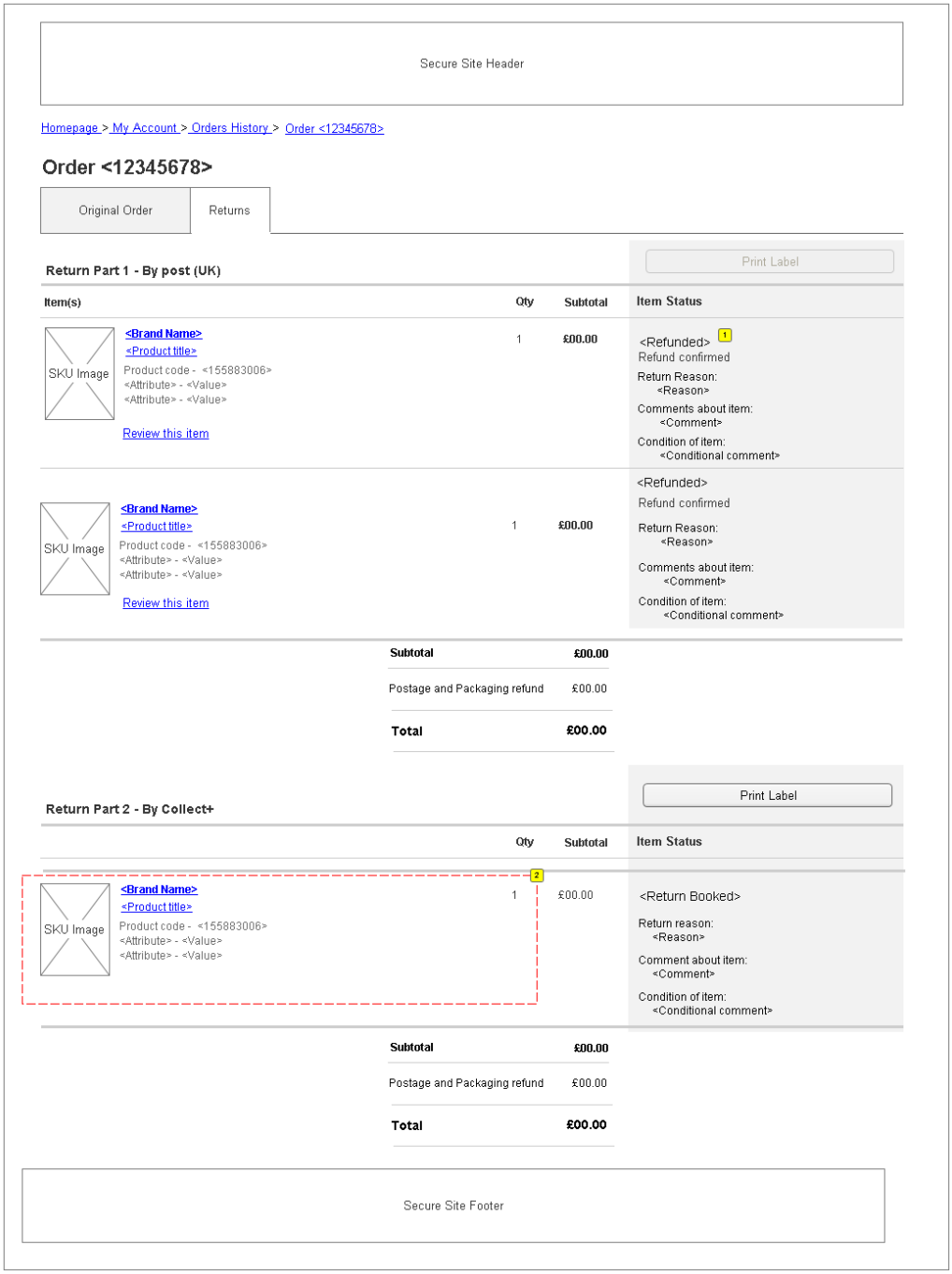
Footnote	Label	Description	Interaction	Display Rules
1	CR COR - 26, HOFA-385	Page does not show the date, item and price stamp		

Footnote	Label	Description	Interaction	Display Rules
2	CR COR - 25, HOFA-377	Returns buttons are not disabled when all qty fields are set to 0		
3	Delivery Part 1	Group items according to their shipping methods. In this example 4 SKUs are set for standard delivery. Indent the lines to show shipping groups.		
4	Returns status link	Display multiple batch links if returns have been ordered on a different date within the 28 window.	Click: Display Returns tab on OnState.	
5	Contextual message	Approved copy: Select number of item(s) to return Return your order within 28 days for a refund. Find out more in our Online Returns Policy		If the order is over 28 days display this message:

Footnote	Label	Description	Interaction	Display Rules
6	Status qty field	If more than 1 SKU of the same item have been ordered display this figure in the status qty field. If items have been successfully returned reduce this figure accordingly.		If more than 1 SKU of the same item have been ordered display this figure in the status qty field. If items have been successfully returned reduce this figure accordingly.
7	Non-returnable items	For non-returnable items display this message and remove status qty drop next to it. Approved copy: This item is not available for online returns. Find out more in our Online Returns Policy		
8	Return your order in 28 Days	Approved copy: Return your order within 28 days for a refund. Find out more in our Online Returns Policy	Click: http://www.houseoffraser.co.uk/Returns/CustomerServicesReturns,default,pg.html	
9	Delivery Part 2	In this example 1 SKU has a different shipping method and has been categories as Delivery Part 2.		

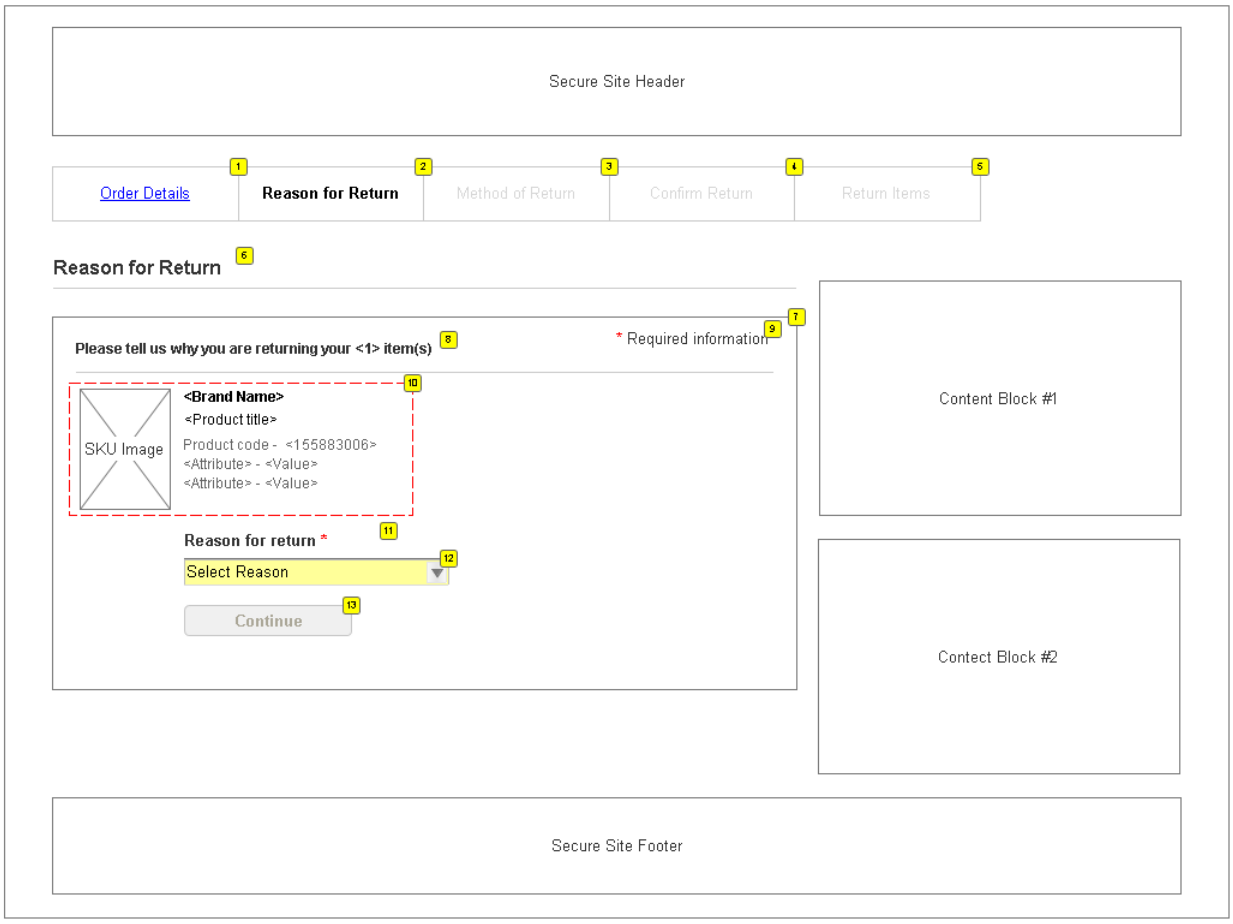
Footnote	Label	Description	Interaction	Display Rules
10	CR COR - 29, HOFA-385	If no gift message is present display this text: You did not provide a gift message		
11	Collection Address			Display this label if the user chose to return item by Collect+ or Store.
12	Recipient name	Display recipient name		
13	Collection address	Display either Collect+ or Store address		

15.9 - Order Details - Multiple SKUs, Return Booked (Return - Tab)



Footnote	Label	Description
1	Return status message	Display return status per SKU
2	Return #2	If more items are sent for return in the same order display the whole module include print button and individual P+P/total refund column with relevant status.

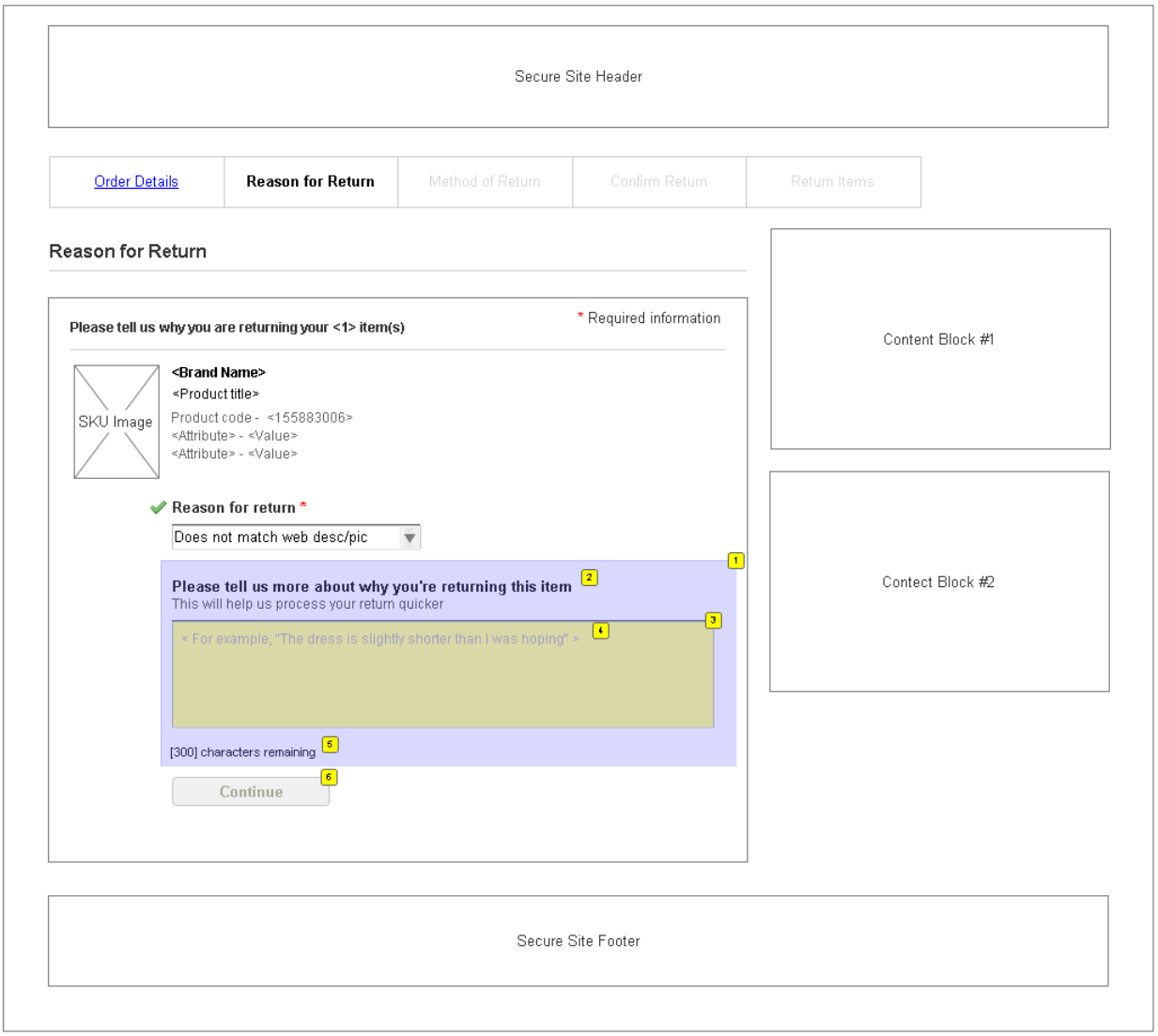
16.0 - Reason for Return Page, 1 SKU A (Default State)



Footnote	Label	Description	Interaction	Display Rules
1	Order Details tab	Approved copy: Order Detail	Click: Link back to original order details page. Does not remember return booking information.	
2	OnState	Display reason for return OnState when the user is on the reason for return page. Approved copy: Reason for Return		See UI pattern library for design and functionality
3	OffState	Approved copy: Method of Return		Display this type of look and feel for future states. See UI pattern library for design and functionality
4	Confirm Return	Approved copy: Confirm Return		
5	Progress tracker	Approved copy: Return Items		

Footnote	Label	Description	Interaction	Display Rules
6	Reason for return title	Display reason for return title. Approved copy: Reason for Return		
7	Book return module	Display book return module		
8	Items to return label	Display items to return label. Numbers in brackets <> denote dynamic text. Approved copy: Please tell us why you are returning your <1> item(s)		Replace the number in brackets with the number of SKU's to be returned. If there is only 1 item remove the letter s.
9	* Required information	Display * Required information text when inputs are mandatory. Approved copy: * Required information		
10	Basket functionality	Display SKU detail chosen for return		See prototype
11	Select reason for return label	Display reason for return label. Approved copy: Reason for return *		
12	Reason drop down list	Display reason drop down list. Onselect display the reasons as mentioned on the 'Truth table'.	1. Click: Show drop down list 2. OnClick select reason	Show 'Select Reason' option as default. This is a mandatory field and must be chosen. OnLoad show the first drop down list with AutoFocus style (use HTML5 attribute). Make the length of the drop down list the same length as the longest sentence.
13	Continue button	Display continue button. Approved button label: Continue	Disabled: If no reason has been chosen from drop down list. Enabled: If a valid reason has been chosen from drop down list. OnFocus: If enabled go to Method of Return State A (Default State)	Style this button so it looks like the primary action.

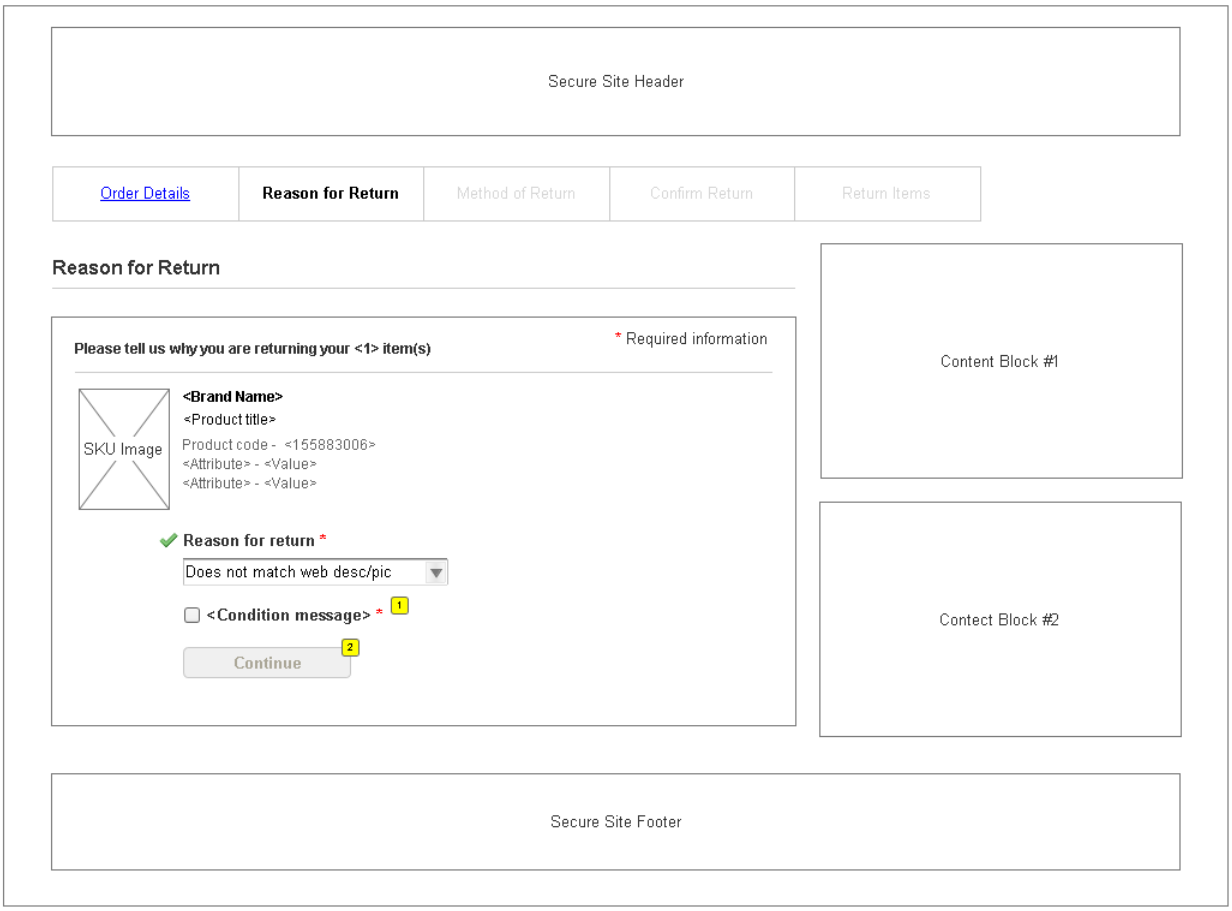
16.1 - Reason for Return Page, 1 SKU B (Select Reason)



Footnote	Label	Description	Interaction	Display Rules
1	CR Change	CR - COR-16, HOFA-333		
2	Please provide details	Display contextual help for comment box. Approved copy: Please tell us more about why you're returning this item This will help us process your return quicker		If the following reasons have been chosen display this contextual message before the comment box: Does not match web desc/pic Item is damaged/broken/soiled Item is faulty

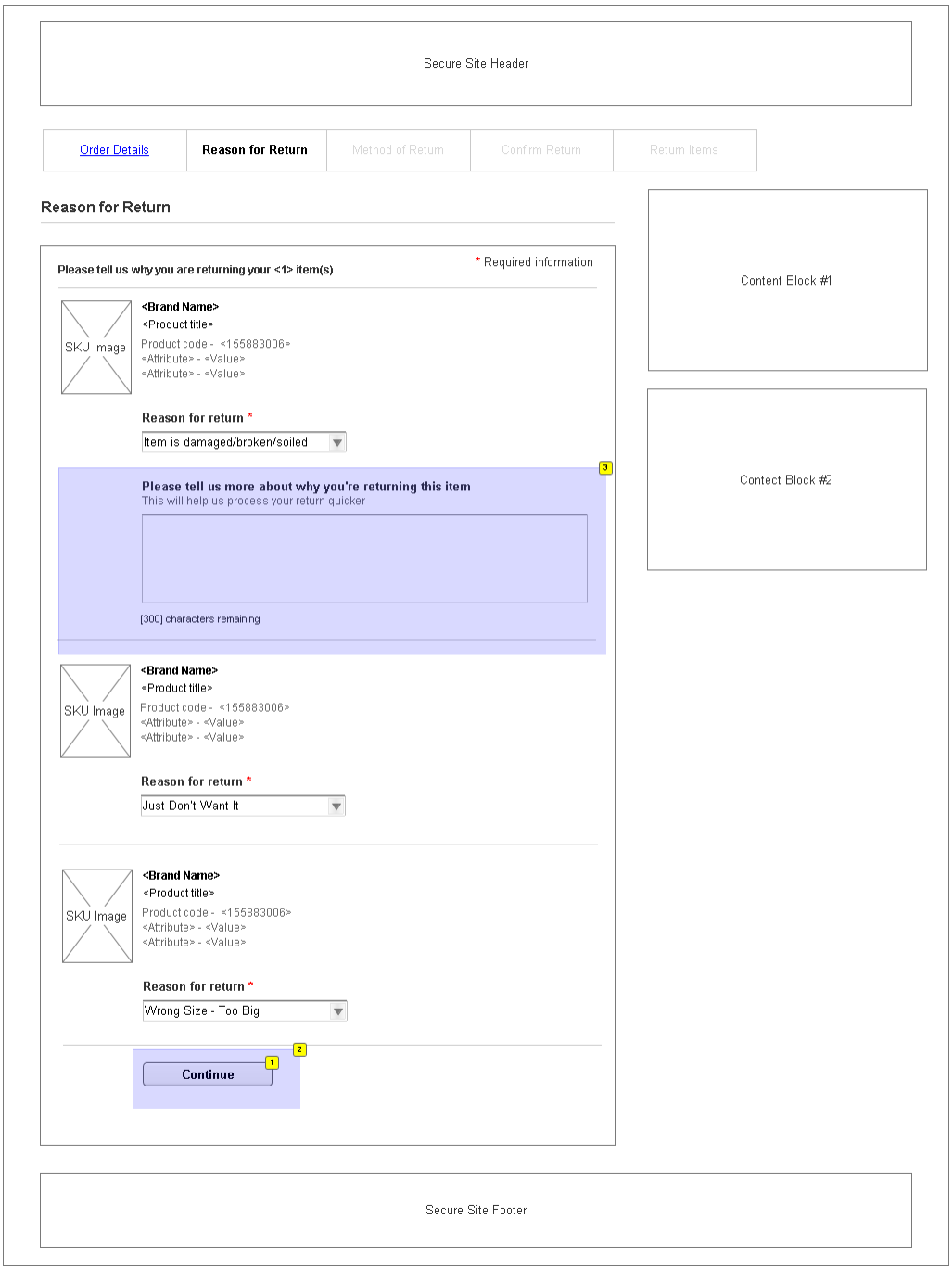
Footnote	Label	Description	Interaction	Display Rules
3	Comments textarea	Display comments textarea		Only display comments for the reasons mentioned in the truth table. Max 300 characters, textarea is an optional field Display AutoFocus state on comment box once relevant reason has been chosen from drop down list.
4	Comment box placeholder text	Display generic comment text. Approved text: For example, "The dress is slightly shorter than I was hoping"		
5	300 characters message	Display 300 character message, do not display brackets []. Approved copy: [300] characters remaining	When the user starts typing count down the characters in the brackets []	Display 300 character message if the user chose the following reason: Does not match web desc/pic Item is damaged/broken/soiled Item is faulty
6	Continue button	Display continue button	Disabled: If no reason has been chosen from drop down list. Enabled: If a valid reason has been chosen from drop down list. OnFocus: If enabled go to Method of Return State A (Default State)	Style this button so it looks like the primary action.

16.2 - Reason for Return Page, 1 SKU C (UnOpened)



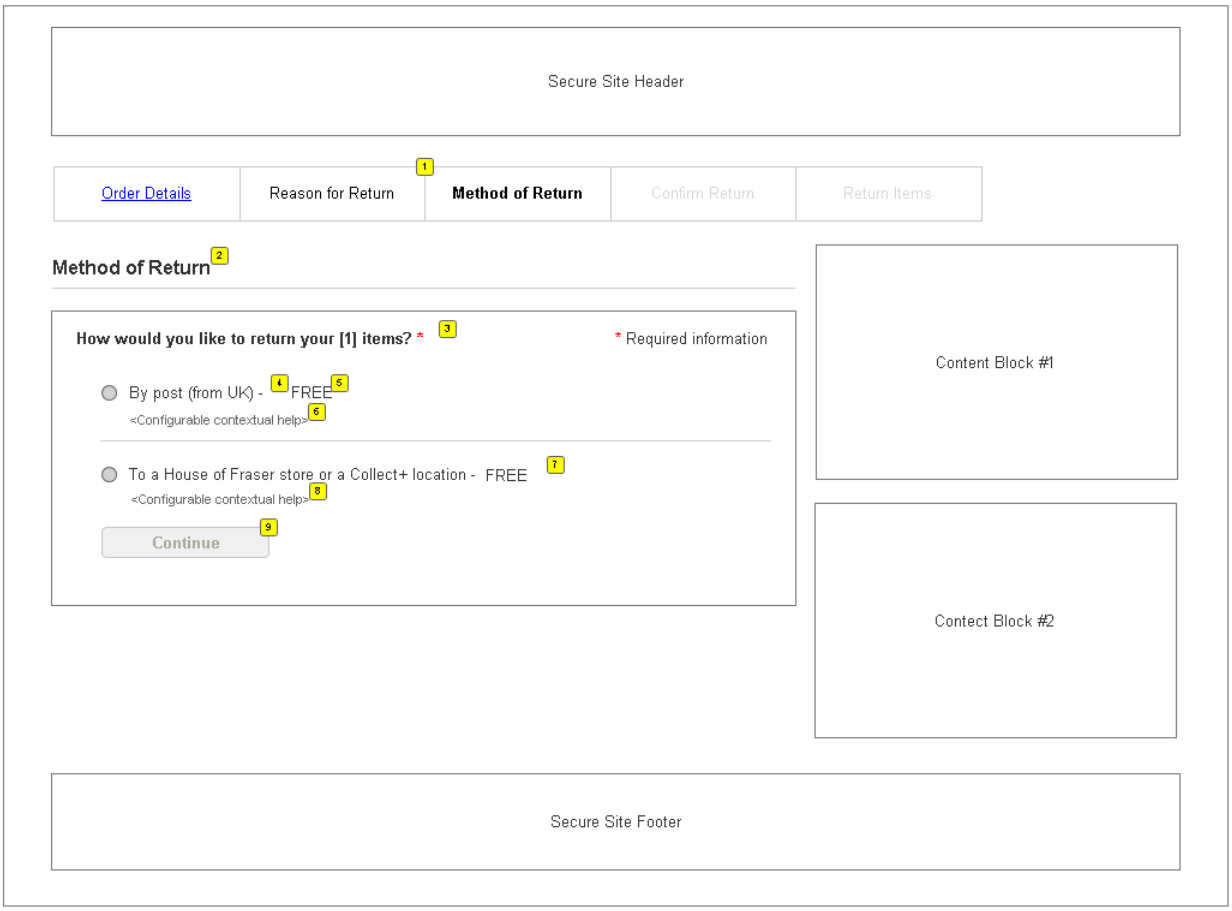
Footnote	Label	Description	Interaction	Display Rules
1	Item not opened checkbox	Display this checkbox if the user chose reason code A, B, C, D, E, G & H. Display conditional message and checkbox for the relevant product. See QOS table.	Click: Check checkbox add green tick next to checkbox and enabled continue button.	This is a mandatory field and must be checked if the relevant reason code has been chosen from drop down. The following conditions have been concluded: Approved copy: 1. In original condition (including the box if it arrived in one) 2. Not opened / not used / seals unbroken 3. The returns ticket is attached 4. The security tag is attached
2	Continue button	Display continue button	Disabled: if Item not opened checkbox not checked Enabled: if Item not opened checkbox checked OnFocus: If enabled go to Method of Return State A (Default State)	Style this button so it looks like the primary action.

16.3 - Reason for Return Page C (Multiple SKU's)



Footnote	Label	Description	Interaction
1	Continue button		Enabled: If all valid reasons have been selected Disabled: If 1 or more reasons have not been chosen.
2	CR Change	CR - COR-16, HOFA-333	
3	CR Change	CR - COR-15, HOFA-358	

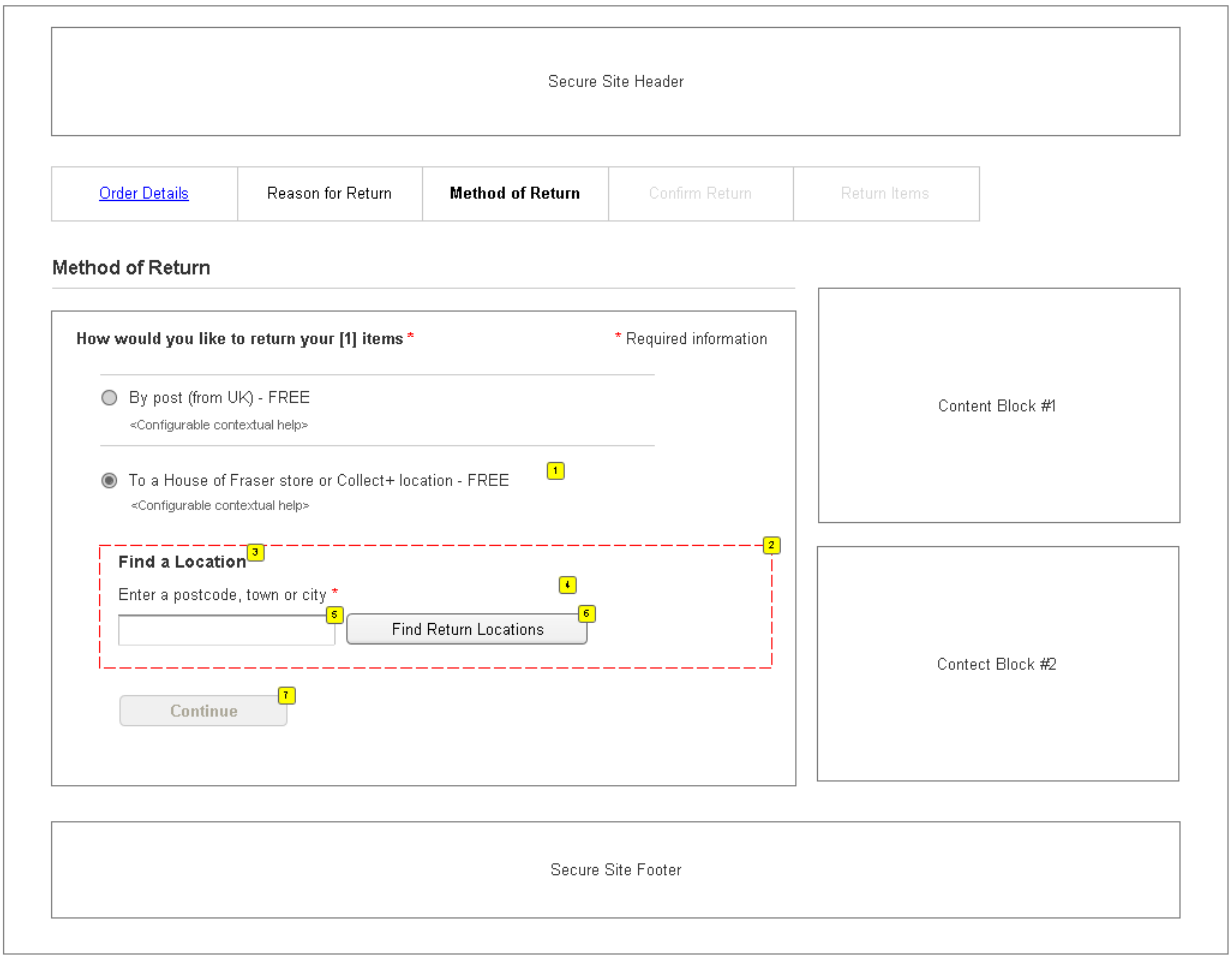
17.0 - Method of Return State A (UK)



Footnote	Label	Description	Interaction	Display Rules
1	Previous States	Previous states are shown in black light text.		
2	Guest User or Gift Recipient title	Approved copy: Method of Return		
3	How would you like to return your items	Display how you would like to return your items. Approved copy: How you would like to return your [1] items? *		Replace the number in brackets [] to the number of items they chose to return from the order details page. Show red asterisk at the end of the sentence.
4	Post (From UK)	Display Post (From UK) option. Approved copy: By post (from UK) - FREE	Click: Check radio button and make continue button enabled.	if the item was shipped to UK only display UK and Store/Collect+ options.

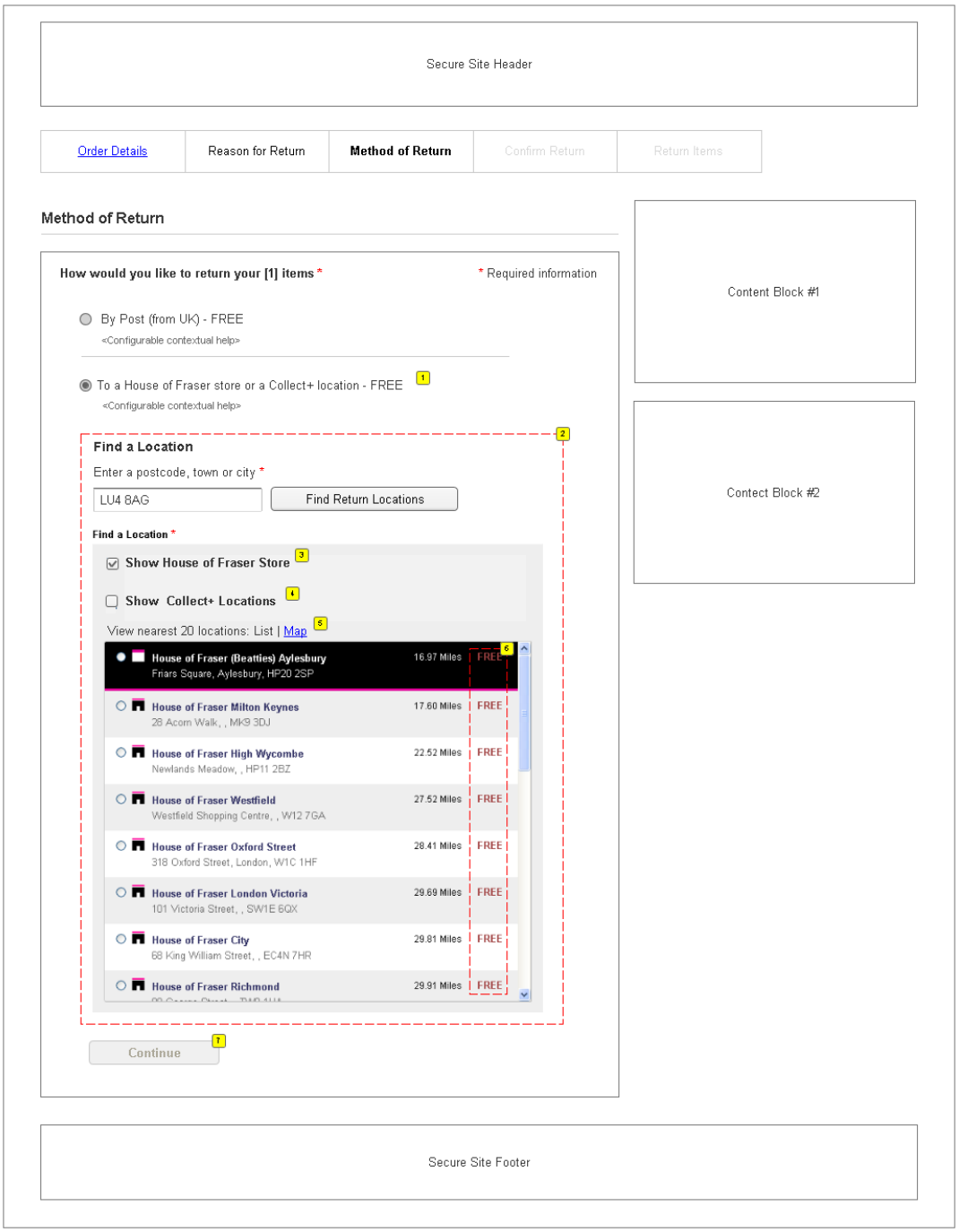
Footnote	Label	Description	Interaction	Display Rules
5	FREE message	Display FREE message		Only display FREE message for the following services: By Post (UK) By Post (Ireland) A House of Fraser store or Collect+ location
6	Contextual message	Display contextual message.		Content asset.
7	House of Fraser store	Display House of Fraser option. Approved copy: To a House of Fraser store or a Collect+ location - FREE	Click: Check radio button and make continue button enabled.	
8	Contextual message	Contextual message.		Content asset.
9	Continue button	Display continue button. Approved button label: Continue	Disabled: If no return method has been checked. If By post (From UK) radio button checked enable continue button and go to Confirm Return, State A (UK, Ireland & International) If a House of Fraser store or a Collect+ location radio button checked enable continue button and go to Method of Return State B (Store/Collect+ postcode field).	Style this button so it looks like the primary action.

17.1 - Method of Return State B (UK, Store/Collect+ postcode field)



Footnote	Label	Description	Interaction	Display Rules
1	Store/Collect+ option	Display Store/Collect+ option	Keep radio button checked	If another return method is chosen close the postcode panel
2	Find a Location	Display find location form	See checkout functionality	
3	Text	Approved copy: Find a Location		
4	Field label	Approved copy: Enter a postcode, town or city *		Also part of HOF-9031
5	Enter a postcode or place field	Display enter a postcode or place field	Current checkout functionality.	Find a location field to mirror checkout – Jira 9014. If the user entered a postcode and clicked back to Reason for Return page and came to this page pre-populate original postcode and remain in this state.
6	Button	Approved button copy: Find Return Locations		
7	Continue button	Display continue button	Disabled: Remain disable in this state.	Style this button so it looks like the primary action when in disabled and enabled state.

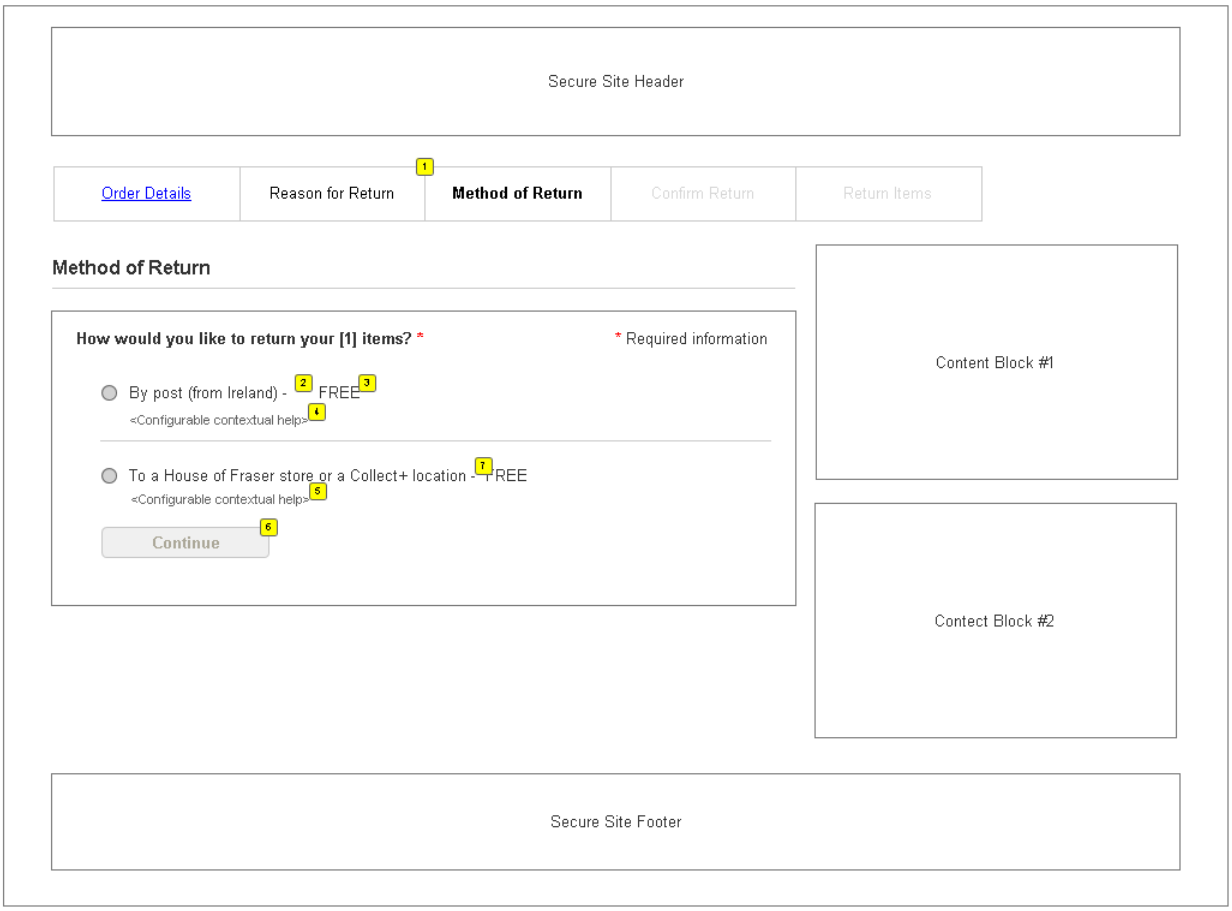
17.2 - Method of Return State C (UK, Store/Collect+ postcode List View)



Footnote	Label	Description	Interaction	Display Rules
1	Store/Collect+	Display Store/Collect+ option	Keep radio button checked	If another return method is chosen close the postcode panel & list view
2	Find a Location	Display find location list	See checkout functionality	

Footnote	Label	Description	Interaction	Display Rules
3	Store label	This label is different from checkout. Approved copy: Show House of Fraser Store		
4	Collect+ label	This label is different from checkout. Approved copy: Show Collect+ locations		
5	List/Map View function	Display List/Map function left aligned		See UI pattern library for design and functionality
6	FREE	Show all store and Collect+ as FREE, as returning is FREE.		
7	Continue button	Display continue button	Disabled: Remain until location has been selected. Enabled: If a location has been chosen. OnFocus: go to Book Return, State A (Store/Collect+ Method).	Style this button so it looks like the primary action.

17.3 - Method of Return State D (Ireland)



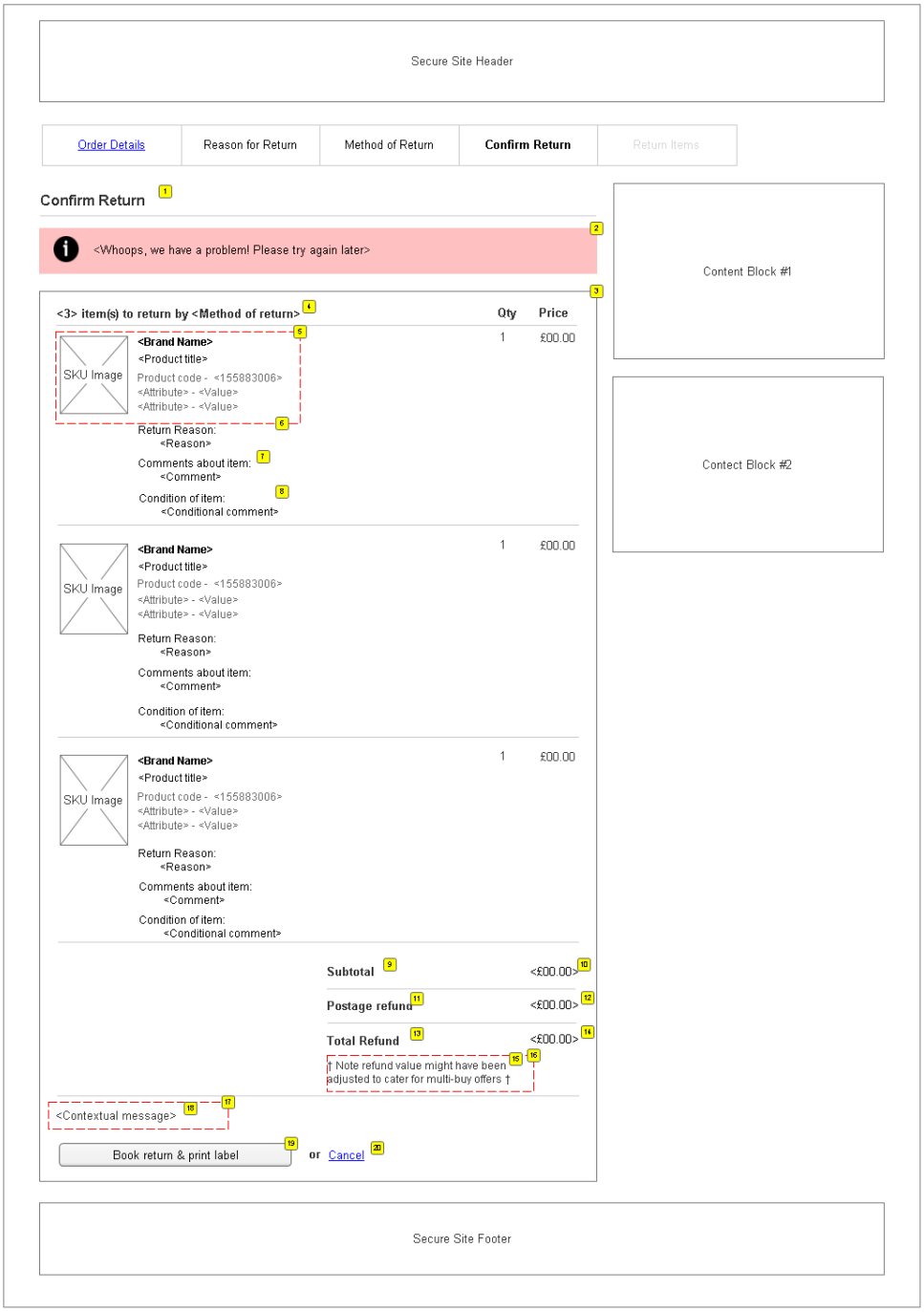
Footnote	Label	Description	Interaction	Display Rules
1	Previous States	Previous states are shown in black light text.		
2	Post (From Ireland)	Approved copy: By post (from Ireland) - FREE	Click: Check radio button and make continue button enabled.	If the item(s) was shipped to Ireland only display returns to Ireland and House of Fraser store.
3	FREE message	Display FREE message		
4	Contextual message	Display contextual message		Content asset.
5	Contextual message	Display contextual message		Content asset.

Footnote	Label	Description	Interaction	Display Rules
6	Continue button	Display continue button	Disabled: If no return method has been checked. If To a House of Fraser store - FREE checked enable If By post (From Ireland) radio button checked enable continue button and go to Confirm Return, State A (UK, Ireland & International) If To a House of Fraser store or a Collect+ location – FREE radio button checked enable continue button and display postcode field as shown on Method of Return State B (Store/Collect+ postcode field) If the user has entered a valid postcode display map view with results as shown on Method of Return State C (Store/Collect+ postcode List View)	Style this button so it looks like the primary action.
7	House of Fraser store	Display House of Fraser option. Approved copy: To a House of Fraser store or a Collect+ location - FREE	Click: Check radio button and make continue button enabled.	If the item(s) was shipped to Ireland only display: -By post (from Ireland) - FREE -To a House of Fraser store or a Collect+ location - FREE

17.4 - Method of Return State C (International)

Footnote	Label	Description	Interaction	Display Rules
1	By Post (From International)	Approved copy: By post (from outside the UK & Ireland) - Postage not included		If the item was shipped to international destination only show this option with the radio button already checked and the continue button already enabled.
2	Contextual message	Display contextual message		Content asset.
3	Continue button	Display continue button	Click: go to Confirm Return, State A (UK, Ireland & International)	Style this button so it looks like the primary action.

18. 0 - Confirm Return, State A (UK, Ireland & International)

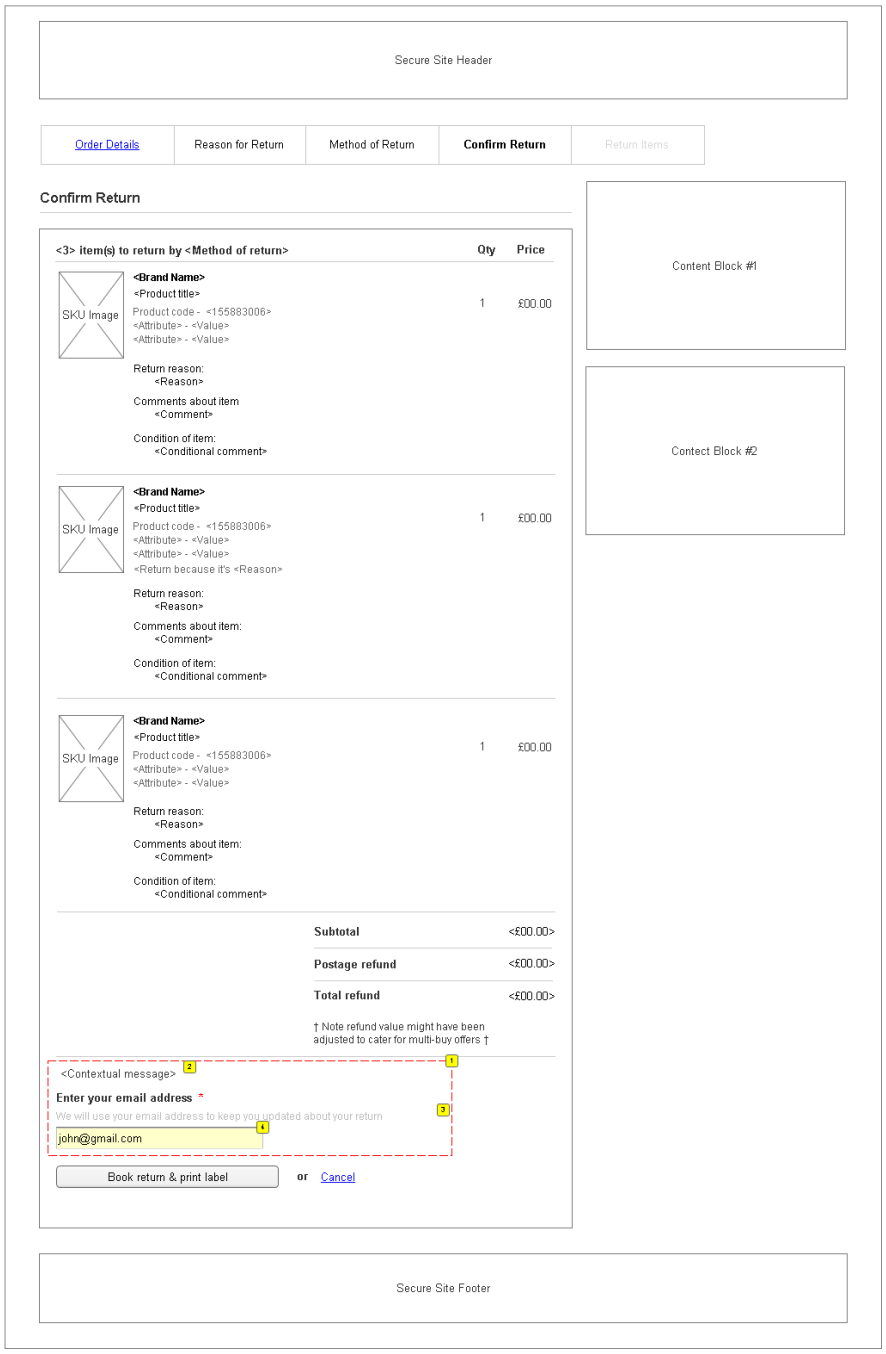


Footnote	Label	Description	Interaction	Display Rules
1	Page title	Approved copy: Confirm Return		
2	Failure message	Display failure message, if the service has failed or the page has timed out. Copy TBC.		

Footnote	Label	Description	Interaction	Display Rules
3	Book Return Module			All prices on this page come from Mercatus and COPOS
4	number of items to return label	Display number of items to return label. Brackets denote dynamic content. Approved copy: <3> item(s) to return by <Method of return>		Replace the number in brackets [] to the number of items customer chose to return from the order details page. Replace <Method of return> with the type of method they chose e.g. By Post (From UK).
5	Basket functionality			See checkout functionality. Only exception is the reason for return text is added.
6	Reason	Display the reason the user chose to return for each SKU.		
7	Comment	Display comment if entered from the Reason for return page.		
8	Comment	Display comment if entered from the Reason for return page.		Display condition of item chosen from Reason for Return Page, 1 SKU C (UnOpened)
9	Refund label	Display refund label		
10	Refund amount	Display refund amount the user is likely to get.		If the product is a multi buy divide the amount so each product has an equal price.
11	Postage refund label	Display postage refund label		
12	Postage	Display postage amount		Display postage amount only if the order is below the threshold (£50). See truth table which highlights which reason code and what timeline applies for postage package refund. Else Do not show this figure with the postage label
13	Total refund label	Display total refund label		
14	Total refund amount	Add figures from the refund & postage refund column.		
15	Refund adjusted message	Display static refund adjusted message. Copy TBC.		Place HTML dagger infront and at the end of the sentence. Use this HTML Entity Number: †
16	content asset	This is a content asset.		
17	content asset	This is a content asset.		
18	Contextual message	Contextual message describing how the customer will receive their refund.		

Footnote	Label	Description	Interaction	Display Rules
19	Book return & print label button	If the user created a label to return to UK, Ireland or International label button 'Confirm Return'. If the user created a label to return to store, label button 'Show Map'. Approved button copy: Show Map Confirm Return	OnFocus: Go to Return Items State A (Return labels) and display the relevant carrier labels and content messages dependant on the Method of return chosen. If the user chose to return to store go to this page Return Items State D (Store Map) Page reloads and goes to the relevant page. AND Generate confirmation email and send to user. Generate all barcodes with EDC address. Update status and relevant information on order history/order details page. FAILURE MESSAGE For all states display failure message if the page has timed out or the service has failed.	Style this button so it looks like the primary action.
20	Cancel link	Display cancel link	Click: cancel return booking, direct the user to the order details page of this order and display success message.	

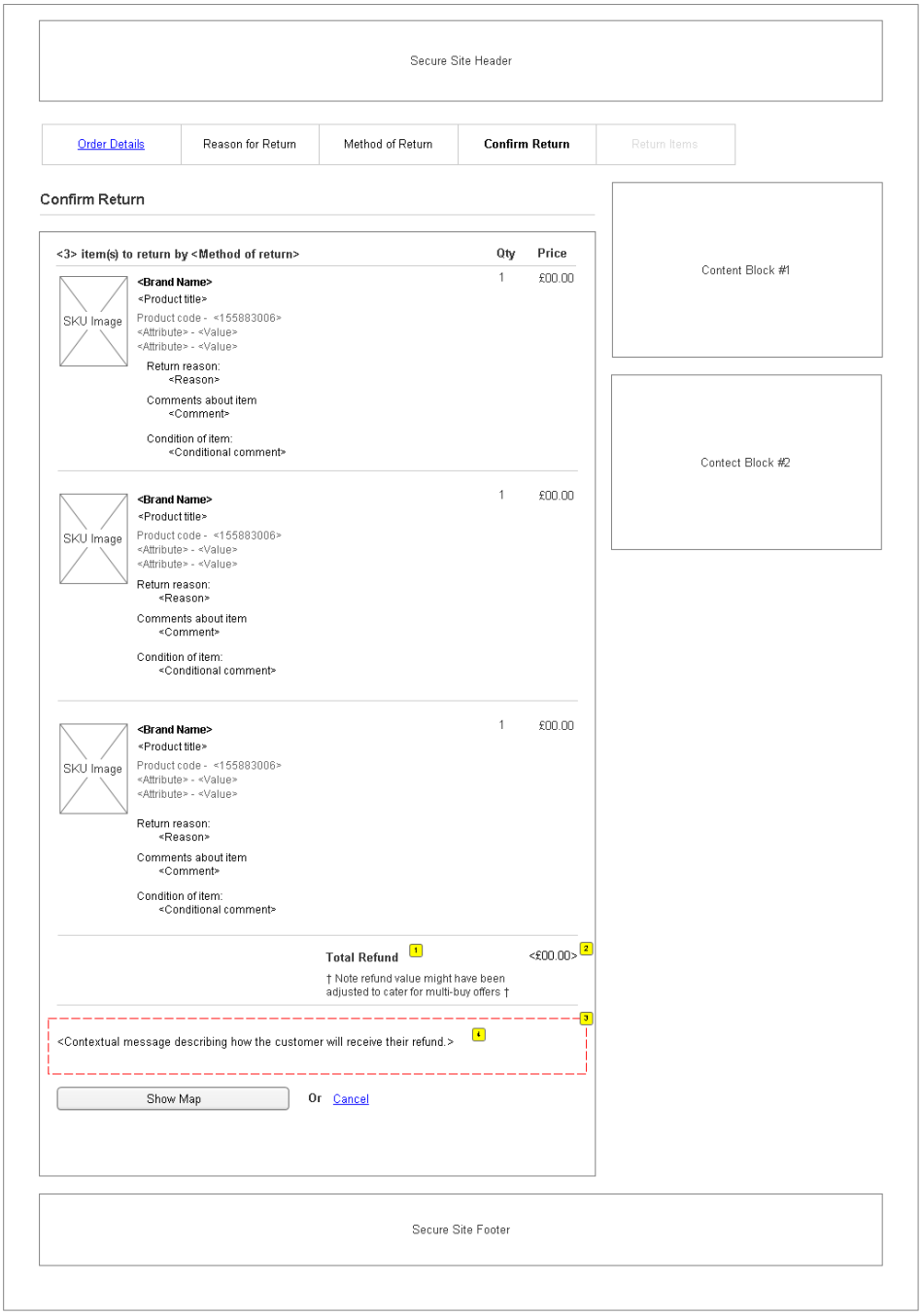
18.1 - Confirm Return, State B (Guest User)



Footnote	Label	Description	Display Rules

Footnote	Label	Description	Display Rules
1	Mandatory email field	Display mandatory email field only for guest users, pre-populate email address provided when order was placed. Email address can be changed.	See checkout functionality. Approved copy: We will use your email address to keep you updated about your return See how error states are displayed for email address on these pages: Book Returns Client Side Error State (Account Holder) Book Returns Server Side Error State (Account Holder)
2	Contextual message	Contextual message describing how the customer will receive their refund.	
3	Email contextual message	Approved copy: So we can keep you informed about the progress of your return.	
4	Password field	Approved copy: john@gmail.com	

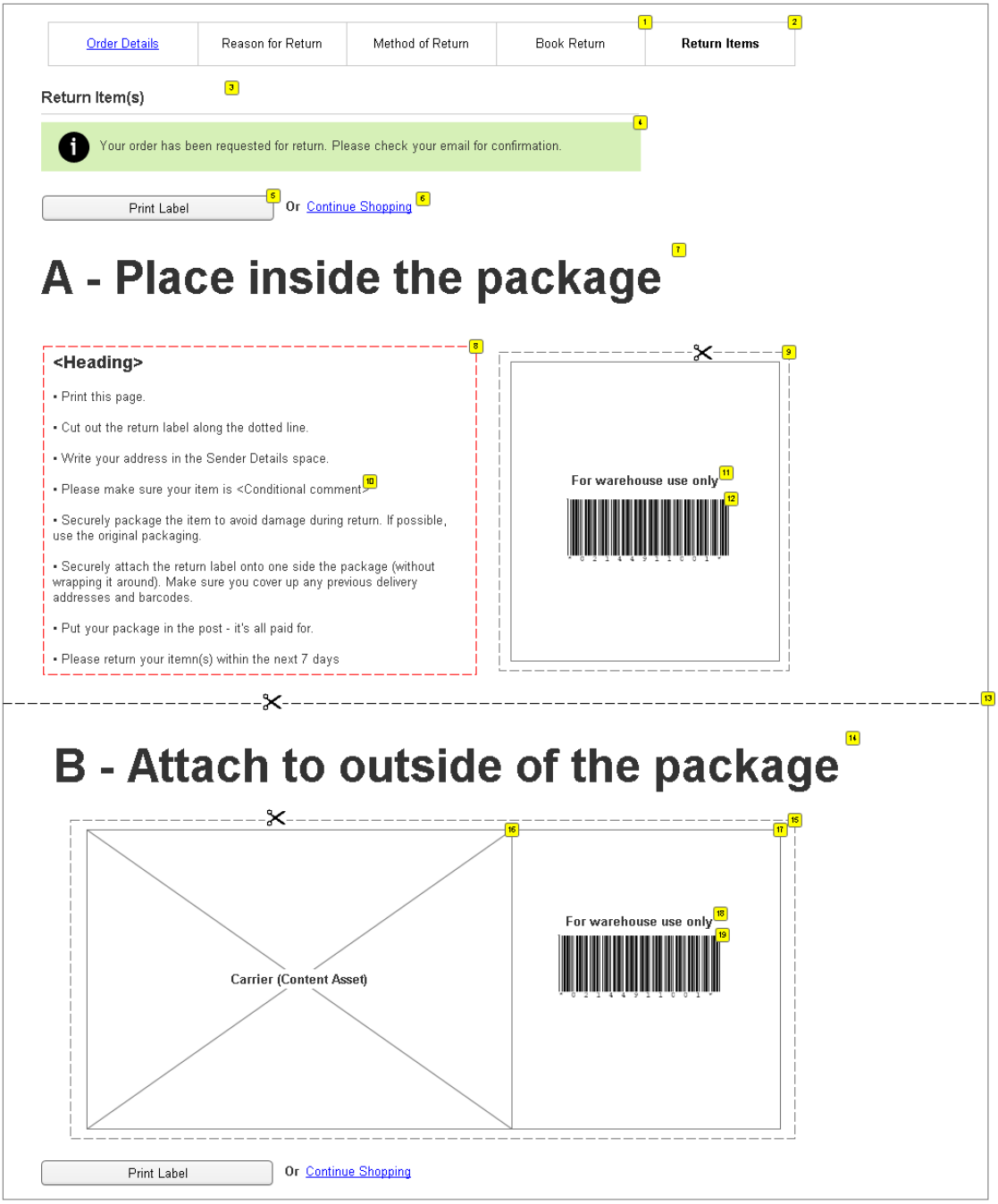
18.2 - Confirm Return, State C (Return to Store)



Footnote	Label	Description	Display Rules
1	Total refund label	Display total refund label	
2	Total refund amount	Display the total refund the user will receive if return to store.	
3	Content asset	This whole section is a content asset	

Footnote	Label	Description	Display Rules
4	Message for store return only	Display message to store user only	Ecommercia to supply logic table

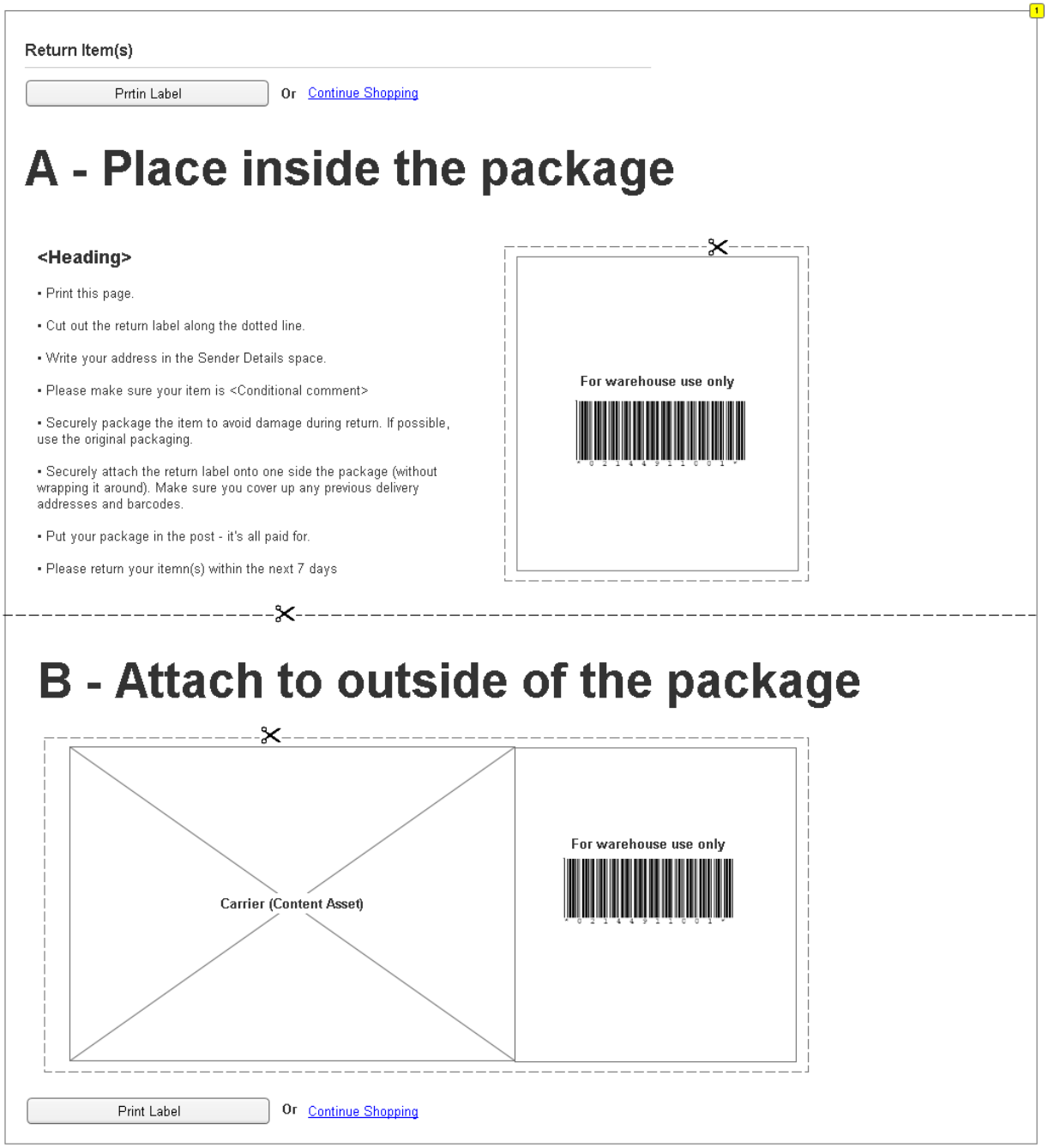
19.0 - Return Items State A (Return labels)



Footnote	Label	Description	Interaction	Display Rules
1	Book return state on progress tracker	Display book return with black light text with no link.		When the user is on the return items page there is no link back to Book returns.
2	Return items OnState	Display return items OnState.		
3	Page title	Approved copy: Return Item(s)		

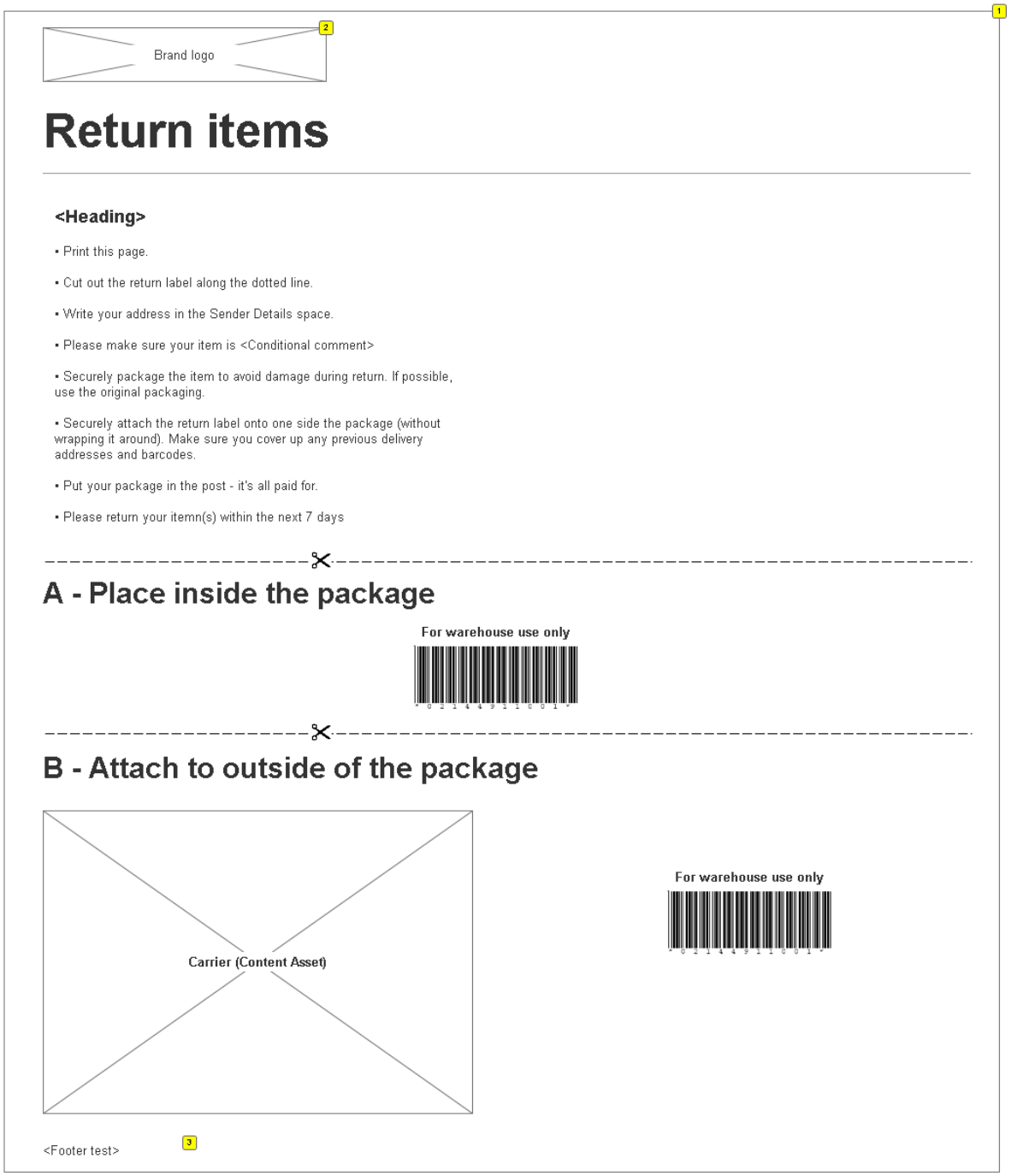
Footnote	Label	Description	Interaction	Display Rules
4	Success message	Display success message. Approved copy: Your order has been requested for return. Please check your email for confirmation.		
5	Print Button	Display print label button, change label of button to the method of return.	Click: open print dialogue box	Style this button so it looks like the primary action.
6	Continue shopping link	Display continue shopping link. Approved copy: Continue Shopping	Click: go to homepage	
7	A	Section A. Approved copy: A - Place inside the package		
8	Content asset	Display content asset.		Instructions are different for each label.
9	Dotted line	Display dotted lines around label		Add 30mm margin around label.
10	Conditional comment	Include conditional comment eg, Approved copy: 1. In original condition (including the box if it arrived in one) 2. Not opened / not used / seals unbroken 3. The returns ticket is attached 4. The security tag is attached		If there are more than 1 condition separate with 'and' e.g. <Conditional comment> and <Conditional comment> If there are more 2 conditions separate with comma then add 'and after the last condition: e.g. <Conditional comment>, <Conditional comment> and <Conditional comment>
11	text	For warehouse use only		Content asset, EMC generated.
12	EDC warehouse barcode	Display EDC warehouse barcode		Content asset, EMC generated.
13	Dividing dotted lines	Display dividing dotted lines		
14	B	Section B. Approved copy: B - Attach to outside of the package		
15	Dotted line	Display dotted lines around label		Add 30mm margin around label.
16	Carrier information	Display the different carrier labels as chosen from the method of return page: UK Ireland International Collect+		Content asset, EMC generated.
17				
18	text	For warehouse use only		Content asset, EMC generated.
19	EDC warehouse barcode	Display EDC warehouse barcode		Content asset, EMC generated.

19.1 - Return Items State B (Saved return labels)



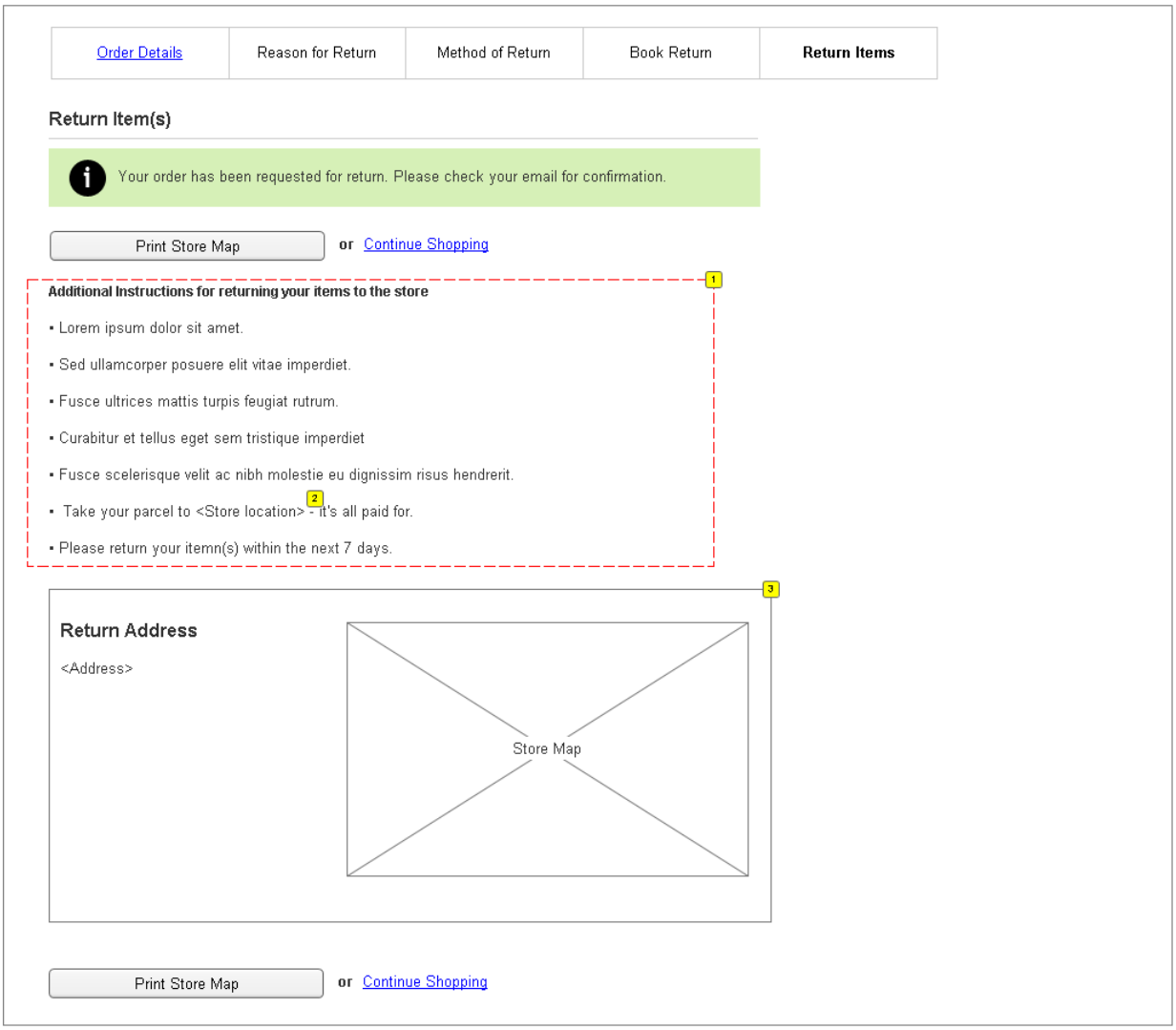
Footnote	Label	Description
1	Saved return labels	When the user clicks a return label button on the order details page or the link on the confirmation email display this type of page without the progress tracker.

19.2 - Return Items State C (Printed version)



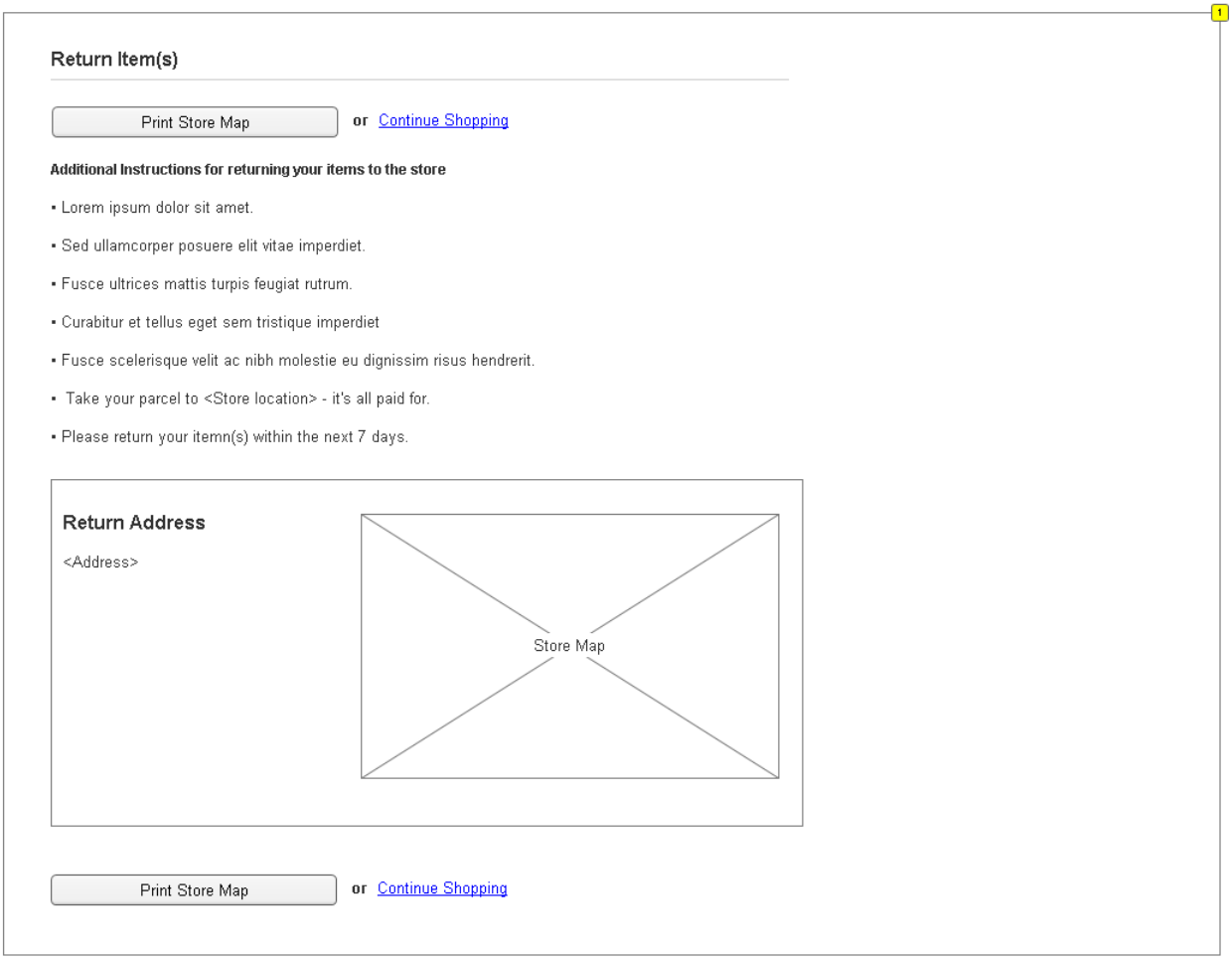
Footnote	Label	Description	Display Rules
1	Printed labels	This is how the page would look like when printed out.	
2	Brand logo	Display HOF brand logo	Print HOF brand logo through print style sheet
3	Footer text	Display HOF footer text	Print HOF footer text through print style sheet

19.3 - Return Items State D (Store Map)



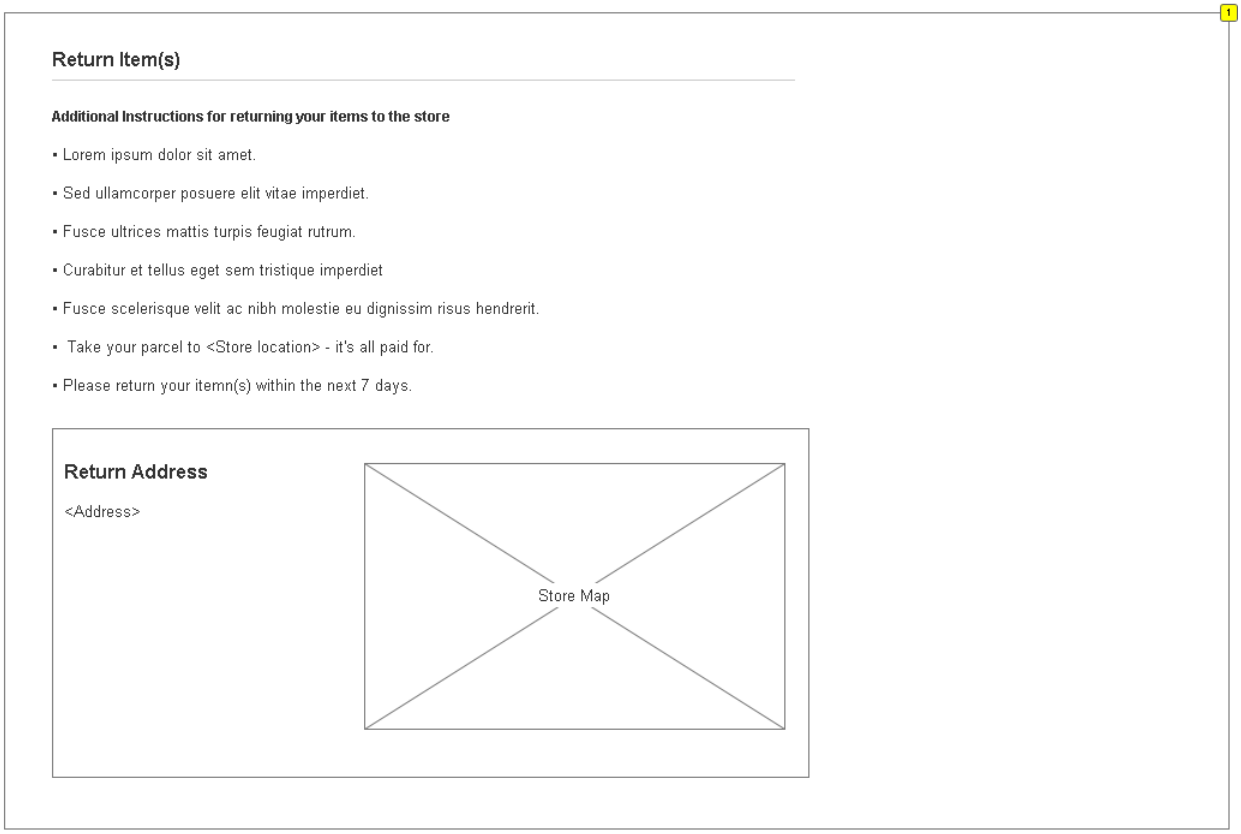
Footnote	Label	Description	Display Rules
1	Content asset	This whole section is a content asset	
2	Store location	Display store location chosen from method of return page.	
3	Store address and map	Display Store address and map, populated address chosen from method of return state.	This module is the same as found on order summary in checkout except it does not have the contact details.

19.4 - Return Items State E (Saved Store Map)



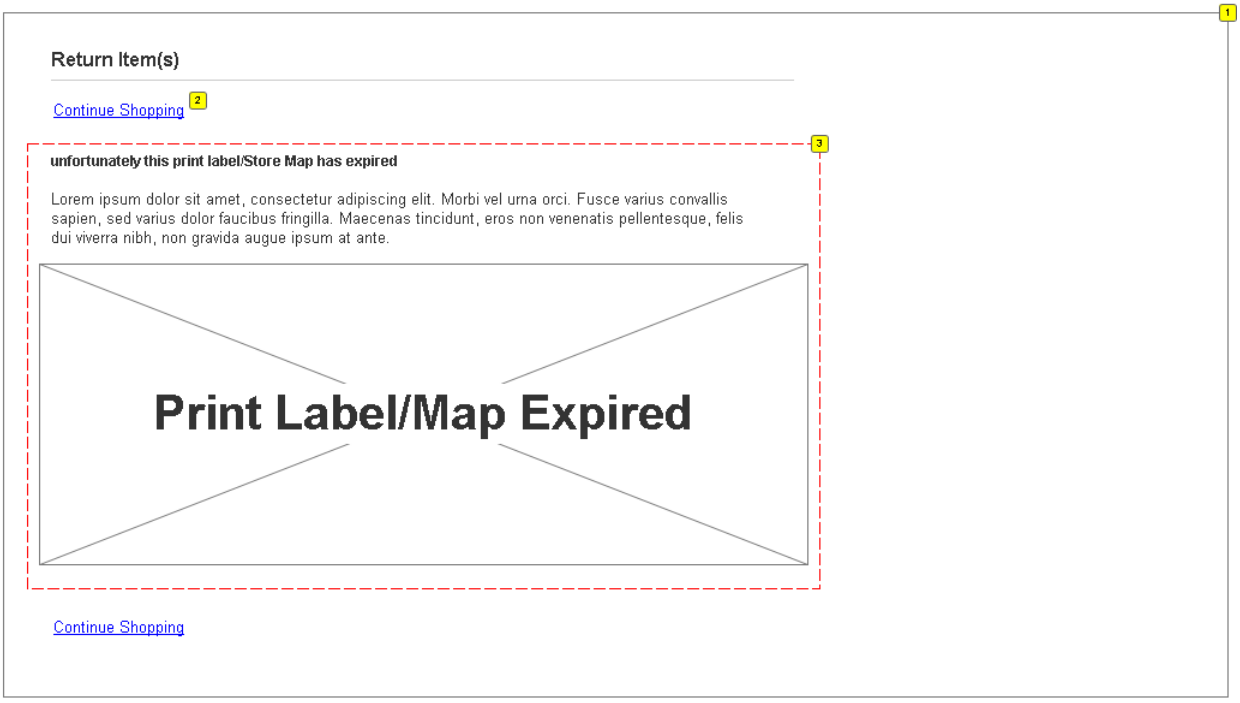
Footnote	Label	Description
1		When the user clicks a print store map button on the order details page or the link on the confirmation email display this type of page without the progress tracker.

19.5 - Return Items State F (Printed Store Map)



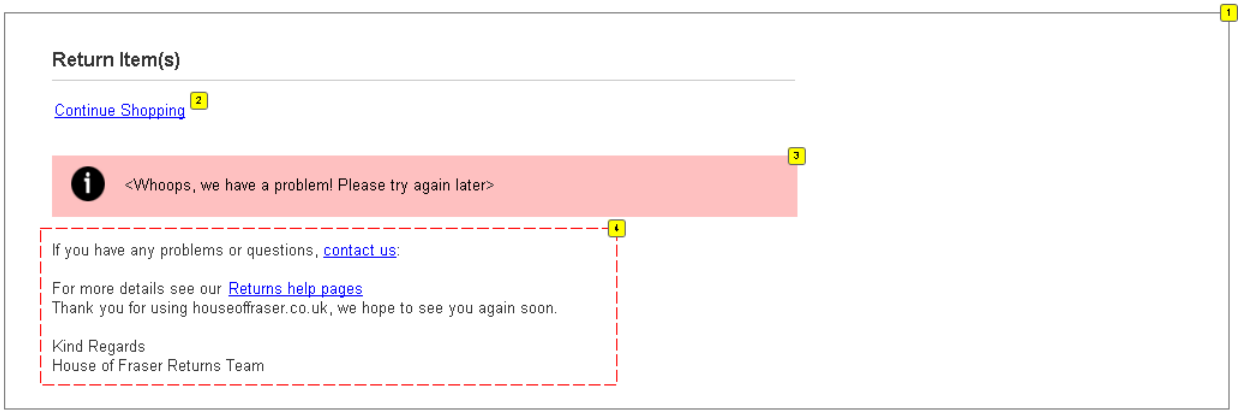
Footnote	Label	Description
1		When the user clicks a print store map button on the order details page or the link on the confirmation email display this type of page without the progress tracker.

19.6 - Return Items State G (Label Expired)



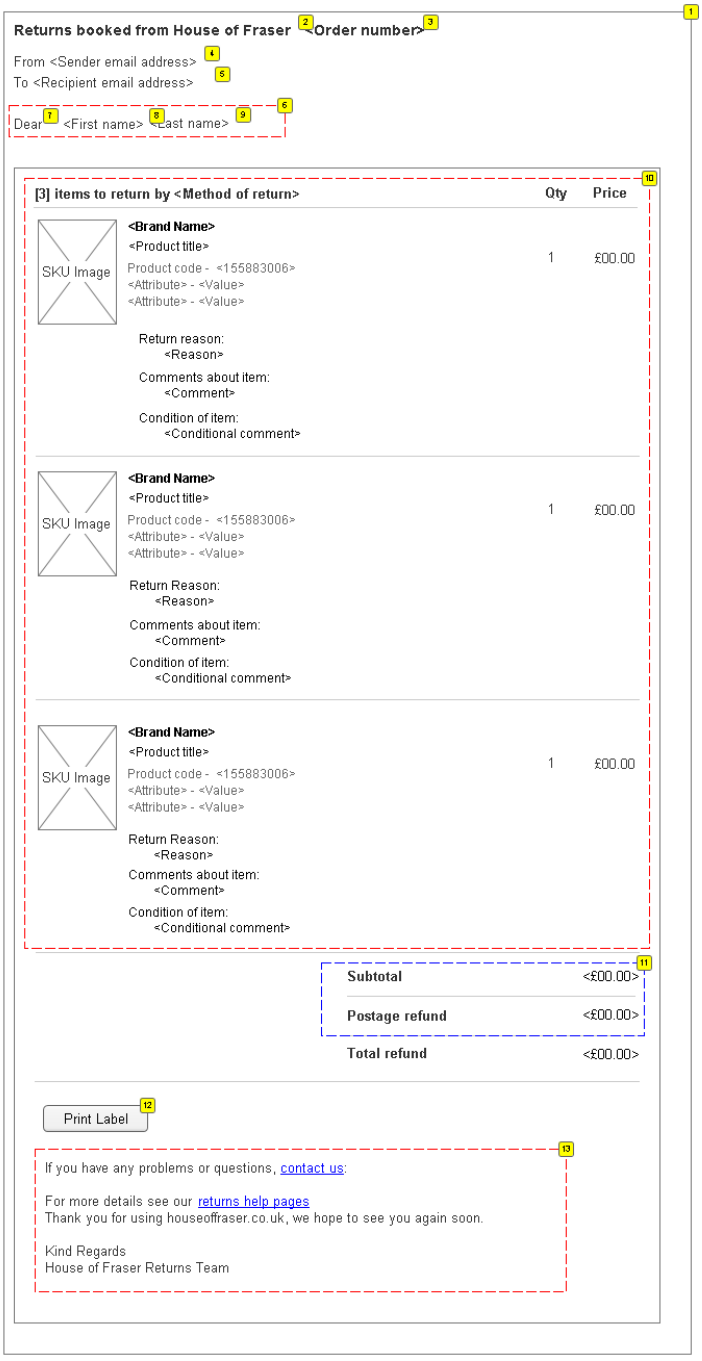
Footnote	Label	Description	Interaction	Display Rules
1	Save print label/map page	Display store print label/map page		Display this page when the user: Clicks the return/map button on order details page OR Returns confirmation email Or If the link was emailed to them by call centre agent.
2	Continue shopping link	Display continue shopping link	Click: go to homepage	
3	Expired label/Map	If the print label or map has expired display the relevant copy & image associated with the relevant returns.		Everything inside the dotted lines is a content asset.

19.7 - Return Items State H (Service Failed)



Footnote	Label	Description	Interaction	Display Rules
1	Save print label/map page	Display failed service error message.		If the user clicked Print <Return Method> label link on Email Template - Print label and the service failed display this error message
2	Continue shopping link	Display continue shopping link	Click: go to homepage	
3	Failure message	Display failure message, if the service has failed or the page has timed out.		
4	Content asset	Content asset		

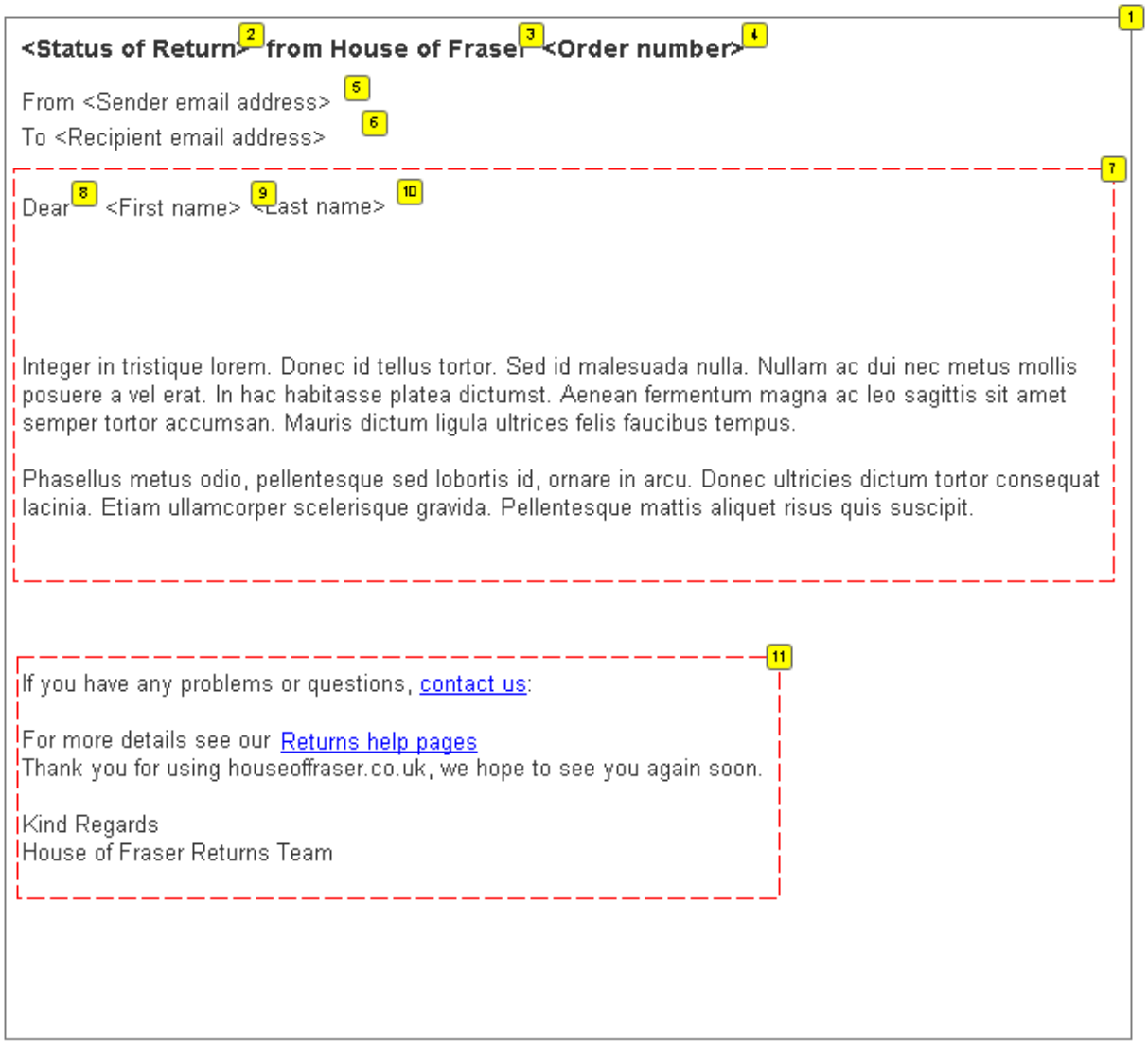
20.0 - Email Template



Footnote	Label	Description	Interaction	Display Rules
1	HTML emailer	Send this type of email once a return booking has been confirmed		
2	Returns booked from House of Fraser text	Display returns booked from House of Fraser text before order number.		

Footnote	Label	Description	Interaction	Display Rules
3	Order number	This is dynamic text and displays the order number of the return		
4	Sender email address	Display sender email address		
5		Display recipient email address		
6	Content asset	This is an content asset.		
7	Dear label	Display dear label		
8	First name	Display customers first name		
9	Last name	Display customers last name		
10	Email body	Display the items for return as displayed on Confirm Return state.		Content asset.
11	Subtotal and postage	Do not show these fields if the user chose to return to store.		
12	Print Label or Show Map Button	If the user created a label to return to UK, Ireland or International label button 'Print Label'. If the user created a label to return to store, label button 'Show Map'.	Click: open print dialogue box and display in a new window the original return label or store map.	
13	Content asset	This is a content asset		

20.1 - Email Template - Simple text



Footnote	Label	Description	Display Rules
1	Simple text email	Send simple text html emails for all other emails after return booking emailer	
2	Status of Return	This is dynamic text and displays status of returns, all statuses TBC: Refunded Refund Rejected	
3	from House of Fraser	Display 'from House of Fraser' text	
4	Order number	This is dynamic text and displays the order number of the return	
5	Sender email address	Display sender email address	
6		Display recipient email address	

Footnote	Label	Description	Display Rules
7	Email body	Content will vary depending on the type of email sent to user, this information comes from COPOS. Copy TBC.	Content asset.
8	Dear label	Display dear label	
9	First name	Display customers first name	
10	Last name	Display customers last name	
11	Content asset	This is a content asset	

20.2 - Email Template - Print label

Footnote	Label	Description	Display Rules
1	Email Template - Print label	Display HTML emailer with print label link	
2	Returns label from House of Fraser text	Display returns label from House of Fraser text before order number.	
3	Order number	This is dynamic text and displays the order number of the return	
4	Sender email address	Display sender email address	
5		Display recipient email address	
6	Dear label	Display dear label	
7	First name	Display customers first name	

Footnote	Label	Description	Display Rules
8	Last name	Display customers last name	
9	Email body	Display email body	Content asset with dynamic variables
10	Print label or show map button	Click: Show saved return label or store map. If the link was clicked on 28+n days show the expired state as shown on: Return Items State G (Label Expired) If the service failed and this link was clicked go to Return Items State H (Service failed) and display failed message.	This button will expire after 28+n days. Call centre agents can reprocess the return after 28 days to make this link active.

Appendix

Edam No.	JIRA No.	Screen number	Description
HOFA-333	COR-16	16.3, annotation 2	Continue button not aligned with reason code drop down
HOFA-359	COR-12	10.0, annotation 13	Next button is not in disabled state when field is not populated order number
	COR-10	10.7 annotation 1	Add 'Find your order' text
HOFA-376	COR-21	10.3, annotation 3	Error message appears in the wrong place
HOFA-385	COR-29	15.8, annotation 10	Gift message label should not show if no gift message has been entered.
HOFA-378	COR-26	15.8 annotation 1	Page does not show the date, item and price stamp
HOFA-377	COR-25	15.8 annotation 2	Returns buttons are not disabled when all qty fields are set to 0
HOFA-387	COR-22	10.6 annotation 3,	Error messages and icons are not shown when there is a server-side error
HOFA-386	COR-20	10.4, annotation 1	Missing field states for guest returns on book returns page
HOFA-375	COR-19	10.0, annotation 9	Order number input should have focus on page load on book returns page
	COR-15	16.1, annotation 1	No padding between character count and grey line
	COR-9	11.1 annotation 1	Move Site Stripe below the Bread Crumbs

The End