

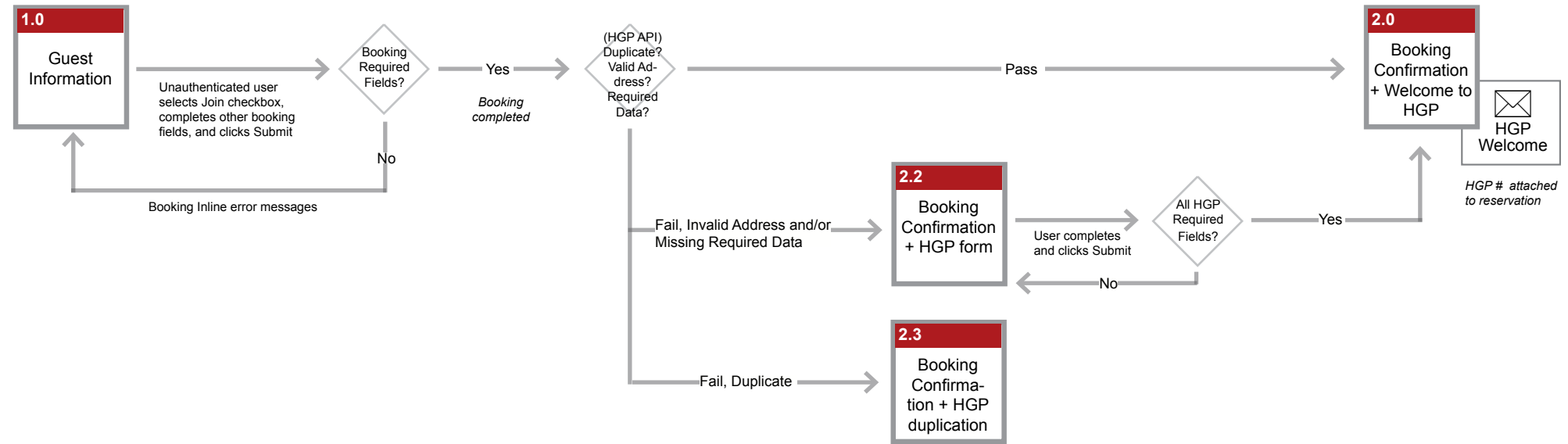
Enrollment and Activation Review

May 27, 2011

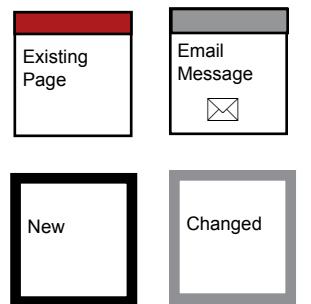
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Partial integration of Booking and HGP Enrollment Userflow



KEY



→ existing path

- - - → email message generated

→ new path

→ optional / cross link

1.0 Successful Enrollment during Booking

[Customer Service](#) | [English](#) | [Hyatt Gold Passport Sign In or Join](#)

[RATES & RESERVATIONS](#) | [HOTELS & RESORTS](#) | [SPECIALS & PACKAGES](#) | [MEETINGS & EVENTS](#) | [ABOUT HYATT](#) | [GOLD PASSPORT](#)

[Hyatt Home](#) > [Rates & Reservation](#) > [Find Hotels](#) > [Rates](#) > Guest Information

GUEST INFORMATION

Hyatt Regency Chicago
151 East Wacker Drive
Chicago, Illinois 60601, USA
Tel: +1 312 565 1234
[Maps & Directions](#)

Wednesday, November 24 - Saturday November 27, 2010 (3 Nights)
1 Room, 1 Adults, Special Offer Code: AARP, Corporate/Group #: 1234567890

Lorem ipsum sandelis simus. Rum endaepere qui corepellabor maio de estotatVernam rehente sim suntibus ape laccum es ut intias di officima nisquiae occupat dolori adi te non eaturerovid et, nihitqa uodio.

King Room - Advanced Purchase Rate [Rate Details](#)
Full prepayment required, non-refundable, no date changes.

Room Type Name	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
	000.00	000.00	000.00	000.00	000.00	000.00	000.00
Room Details Room Photos	000.00	000.00	000.00				

Additional Fees & Taxes

Valet Fee: 25 USD per day

Resort Fee: 8 USD per day

Taxes: 15.7 percent

Changes in taxes or fees will affect the total price.

<small>Total Charges</small>	
Subtotal	1649.90 USD
Taxes	204.99 USD
Fees	26.00 USD
Total	1903.98 USD

[MODIFY](#)

RESERVATION ASSISTANCE

In U.S. & Canada
1-800-492-8804
[Contacts By Region](#)

HYATT GOLD PASSPORT MEMBER SIGN IN

Sign In to lorum ipsum dolor magnus sit. Consect lorum ipsum dolor magnus elit. Quisque sed massa ut ante placerat aliquet id sed turpis. Maecenas neque nibh, tempus porttitor tincidunt.

Hyatt Gold Passport # / Username

Password

[SIGN IN](#)

NOT A MEMBER? JOIN TODAY

Join Hyatt Gold Passport

Create password

Show password

Your password can be between 6 and 22 characters long, with any combination of letters and/or numbers. Special characters such as @#%&*<: are not permitted.

By checking the box, I accept the [Hyatt Gold Passport Terms & Conditions](#)

ROOM PREFERENCES

Smoking Preference

Nonsmoking Room
(request [guaranteed](#))

Smoking Room

Bed Preference

No Preference

One King Bed

Accessibility Requirements

To confirm special accessibility requests, call **888-577-4786** after completing your reservation.

Unfortunately, we cannot arrange accessibility requests at this time.

[SUBMIT](#)

Guest information page with new Hyatt Gold Passport "sign in/join" module.


Module's Behavior

- 1 Sign in / Join - new addition to Guest Info page; see pg 18 - 0.1 JOIN - USER INTERACTIONS for user interaction states and annotations

UI Behavior Specification

ID	Element	Behavior	Events
1	Button	System check for all required fields for booking and enrollment; enrollment fields are: <ul style="list-style-type: none"> • Prefix • First Name • Last Name • Mailing Address (Address Line 1) • City • State • Country • Zip • Phone • E-mail Address 	On Click

2.0 Booking Confirmation Page with Successful Enrollment




[Customer Service](#) | [English](#) | [User Name](#) | [Sign Out](#)

[RATES & RESERVATIONS](#) | [HOTELS & RESORTS](#) | [SPECIALS & PACKAGES](#) | [MEETINGS & EVENTS](#) | [ABOUT HYATT](#) | [GOLD PASSPORT](#)

[Hyatt Home](#) > [Rates & Reservation](#) > Find Hotels > Rates > Guest Information > Confirmation

RESERVATION CONFIRMATION - 55555555

Thank you for choosing to stay with Hyatt Hotels and Resorts. You will be receiving an e-mail confirmation shortly.



Hyatt Regency Chicago
151 East Wacker Drive
Chicago, Illinois 60601, USA
Tel: +1 312 565 1234
[Maps & Directions](#)

Wednesday, November 24 - Saturday November 27, 2010 (3 Nights)
1 Room, 1 Adults, Special Offer Code: AARP, Corporate/Group #: 1234567890

UNIQUE UPGRADE OPPORTUNITY
PLEASE READ - Regarding This Reservation
There may be times when premium rooms are still available and can be offered at check-in for as little as **\$9** extra per night

Request Discount Room Upgrade [Learn More](#)

King Room - Advanced Purchase Rate [Rate Details](#)
Full prepayment required, non-refundable, no date changes.

Room Type Name	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
	000.00	000.00	000.00	000.00	000.00	000.00	000.00
	000.00	000.00	000.00				

Additional Fees & Taxes

Valet Fee: 25 USD per day

Resort Fee: 8 USD per day

Taxes: 15.7 percent

Changes in taxes or fees will affect the total price.


Total Charges	
Subtotal	1649.90 USD
Taxes	204.99 USD
Fees	26.00 USD
Total	1903.98 USD

[PRINT](#)

RESERVATION ASSISTANCE


In U.S. & Canada
1-800-492-8804
or [Contacts By Region](#)

FAMILY HYATT




[More Details](#)

HYATT WEB CHECK-IN



Check-In for your Hyatt stay in advance of your arrival, on the internet or with your PDA



2 Thank you for joining Hyatt Gold Passport.

3 **Account Number: %XXXXXXXX%**

This information has also been sent to you at **%useremailaddress@xxx.com%**.

1 [Learn more about your member benefits](#) lorum ipsum dolor mentum id adip. 4

2 [Personalize your account](#) so id felis condimentum id adipiscing erat. 6

ROOM PREFERENCES

Nonsmoking Room

Accessibility Requirements

Booking confirmation page with enrollment module displaying HGP account info.

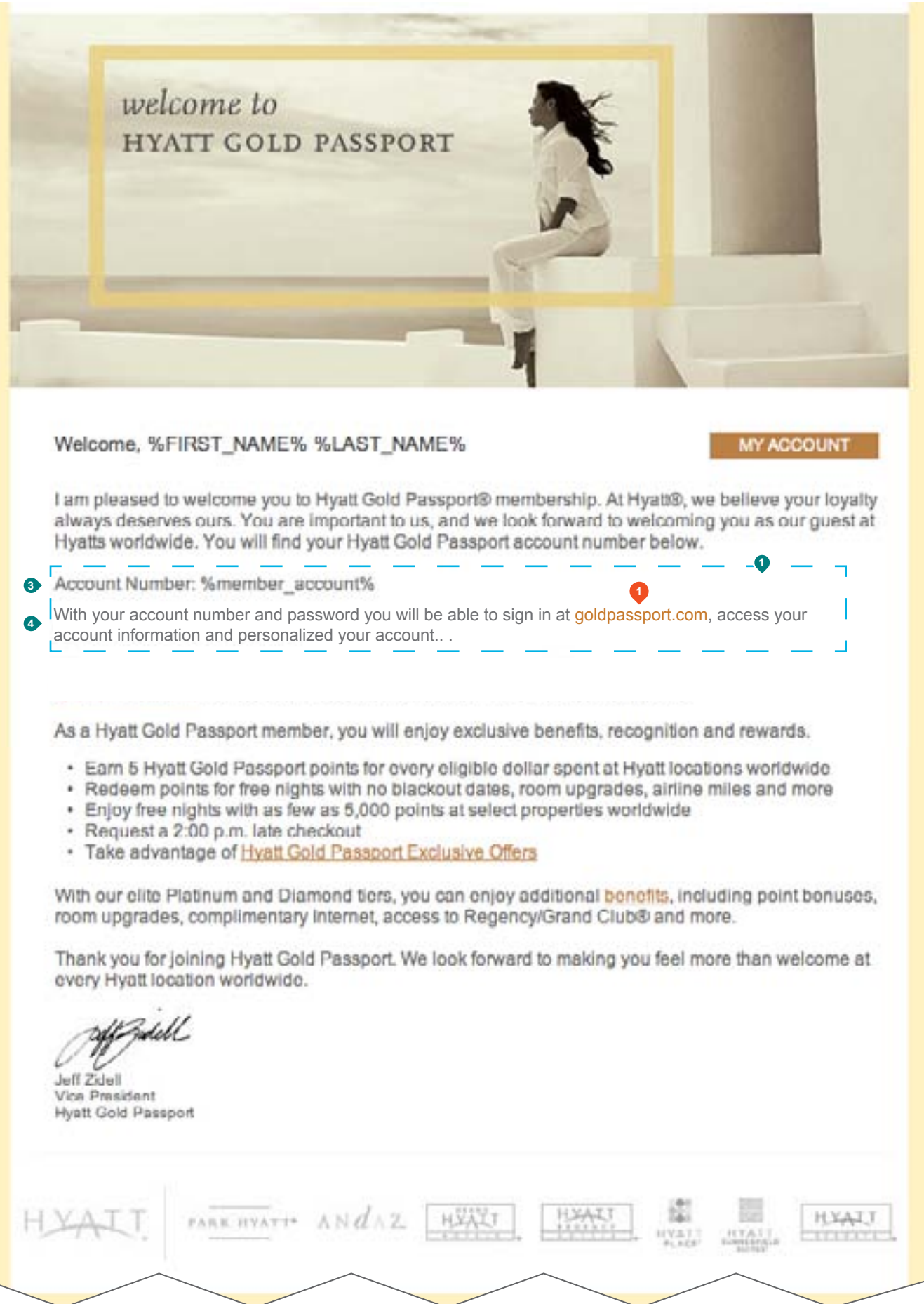
Module's Behavior

- 1 Image of the user's Hyatt Gold Passport card, with their name and Gold Passport number.
- 2 Auto enrollment confirmation / welcome message heading and text.
- 3 The user's new Hyatt Gold Passport account number and label.
- 4 The user's email address entered on the Guest Information page during the booking process.
- 5 Descriptive text and link that navigates the user to the Gold Passport Member Benefits page
- 6 Descriptive text and link that navigates the user to the My Profile page.

UI Behavior Specification

ID	Element	Behavior	Events
1	Link	Navigates the user to the Gold Passport Member Benefits page.	On Click
2	Link	Navigates the user to the My Profile page.	On Click

e2.0 Auto Enrollment Confirmation / Thank You E-Mail Message



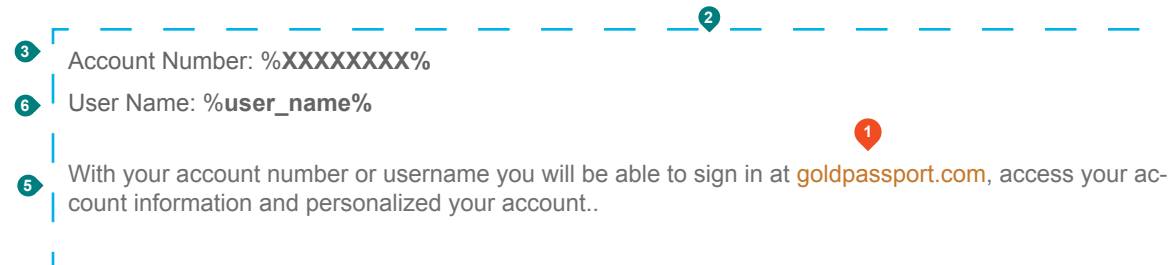
Thank you email sent to a user who successfully enrolled into HGP.

Module's Behavior

- 1 Section that appears only for users who have auto enrolled and NOT changed their password in the same Hyatt.com session. The temporary password displays. If the user has changed their password in the same Hyatt.com session, Module 2 displays instead.
- 2 Section that appears only for users who have auto enrolled and changed their password in the same session. The user's self-created password displays.
- 3 The user's new Hyatt Gold Passport account number with label.
- 4 Text providing instructions and links for accessing the user's HGP account for users who have auto enrolled and NOT changed their password in the same session.
- 5 Text providing instructions and links for accessing the user's HGP account for users who have auto enrolled and changed their password (and potentially created a user name) in the same session.
- 6 The user's new Hyatt Gold Passport user name with label. This field/label only displays if the user created a user name in the same Hyatt.com session that they auto enrolled.

UI Behavior Specification

ID	Element	Behavior	Events
1	Link	Navigates the user to the Hyatt Gold Passport landing page in a new browser window.	On Click



2.2 Booking Confirmation Page with Incomplete Enrollment

NOT MESSAGED

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PRINT

Continue enrolling into Hyatt Gold Passport * Indicates Required Fields

Niene nus orem ipsum sandelis simus. Rum endaeperere qui corepellabor maio de estotatVernam rehente sim suntibus ape lac

*** Name**

Prefix 1

1 Ms. Georgia Pound [Edit](#)

*** Address**

Suggested addresses

- 1937 S. 18th St.
Chicago, IL
United States 60608-1234
- 1937 S. 18th Pl.
Chicago, IL
United States 60608-1234 2

Use original address

- 1937 S. 18th [Edit](#)
Chicago, IL
United States 60608 2

*** Phone** 3

1-312-555-1212 [Edit](#)

*** Email** 4

georgiapound@gmail.com [Edit](#)

*** Create Password** 5

Show password

Create User Name

3

4 JOIN

User successfully booked a reservation but did not successfully enroll into Hyatt Gold Passport. System displays all required fields for HGP.

Module's Behavior

- 1 User entered first and last name during booking; system displays it back to the user with option to change it. Reference pg 17 for user interaction annotations
- 2 User entered an address that needs validation; system provides similar, standardized address options for user to select. Can display up to 4 different address. Or user can override options and force select their originally inputted address. Or user can edit their originally inputted address, reference pg 17 for user interaction annotations
- 3 User entered phone number during booking; system displays it back to the user with option to change it. Reference pg 17 for user interaction annotations
- 4 User entered email address during booking; system displays it back to the user with option to change it. Reference pg 17 for user interaction annotations.
- 5 User did not enter a password even though they checked the "Join Hyatt Gold Passport" checkbox.

UI Behavior Specification

ID	Element	Behavior	Events
1	Drop down	User didn't select a prefix during booking; Prefix is a required field for HGP and therefore appears as a required field	On select
2	Radio button	User can force submit their original inputted address by selecting the radio button When user clicks on "Join" button; system will accept originally inputted address	On Click
3	Form field	No change from current state. Adheres to established business rules, errors and messaging for entering a Username	Input
4	Button	Checks for populated required fields; If invalid, displays appropriate error messaging If valid, sends user to the 6.0 Welcome to Hyatt Gold Passport Page on pg 24	On click

2.1 Booking Confirmation Page with Read only info

PRINT

Your booking is confirmed now continue enrolling into Hyatt Gold Passport * Indicates Required Fields

Niene nus orem ipsum sandelis simus. Rum endaepere qui corepellabor maio de estotatVernam rehente sim suntibus ape laccum es ut intias di officima nisquiae occupat dolori adi te non eaturovid et.

*** Name**
Ms. Georgia Pound

*** Address**
1937 W. 18th Street
Chicago, IL
United States, 60608

*** Phone**
1-312-555-1212

*** Email**
georgiapound@gmail.com

*** Create Password**
 Show password

Create User Name

JOIN

User successfully booked a reservation but did not successfully enroll into Hyatt Gold Passport. System displays all required fields for HGP.

Module's Behavior

- 1 User entered data for all enrollment required fields except password; System displays read only content with option to edit and the required password and username fields. Reference pg 10 for password interactions

2.3 Booking Confirmation Page with Duplication

Flight Information
American Airlines 123
Estimated Hotel Arrival Time: 09:00 AM

TERMS & CONDITIONS
Cancellation Policy:
Full Prepay/No-Refundable at Time of Booking
Deposit Policy:
Deposit Required By August 30, 2010. Deposit By Credit Card Required. 1 Night(S) Deposit Will Be Charged To Credit Card.

IMPORTANT MESSAGES

Lorem ipsum sandelis simus. Rum endaeperre qui corepellabor maio de estotatVernam rehente sim suntibus ape laccum es ut intias di officima nisquiae occupat dolori adi te non eaturerovid et, nihitaq uodio. Met, sitibus, quossi core et ma quia doluptat andissit ommolorror asincia eperunt harumque nonsero rendit, con eatis niene nus orem ipsum sandelis simus.

Rum endaeperre qui corepellabor maio de estotatVernam rehente sim suntibus ape laccum es ut intias di officima nisquiae occupat dolori adi te non eaturerovid et, nihitaq uodio. Met, sitibus, quossi core et ma quia doluptat andissit ommolorror asincia eperunt harumque nonsero rendit, con eatis niene nus orem ipsum sandelis simus. Rum endaeperre qui corepellabor maio de estotatVernam rehente sim suntibus ape laccum es ut intias di officima nisquiae occupat dolori adi te non eaturerovid et, nihitaq

PRINT

You're already enrolled in Hyatt Gold Passport

You info is already in our system. Please [log in](#) or [retrieve your password](#). Or if you you need further assistance, call us.

Please call Customer Service at 1-800-xxx-xxxx

[Help signing in](#) rum endaeperre qui corepellabor maio de estotatVernam rehente sim ntias di officima nisquiae.

User successfully populated enrollment fields during or post booking and system identified user as already enrolled in Hyatt Gold Passport

Module's Behavior

- 1 This page represents the duplication state; all content is FPO but will use current state for resolving duplication errors.

UI Behavior Specification

ID	Element	Behavior	Events
1	Link	Sends user to http://www.hyatt.com/gp/en/	On click
2	Link	Sends user to https://www.hyatt.com/gp/en/account/forgot_password.jsp?language=en	On Click
3	Text	No change from current state; system displays 1-800 # TBD	Read only
4	Link	Launches a pop up http://www.hyatt.com/hyatt/profile/registration/pop-sign-help.jsp?language=en	On click

0.1 JOIN - USER INTERACTIONS

default view

HYATT GOLD PASSPORT MEMBER SIGN IN

Sign In to lorem ipsum dolor magnus sit. Consect lorem ipsum dolor magnus elit. Quisque sed massa ut ante placerat aliquet id sed turpis. Maecenas neque nibh, tempus porttitor tincidunt.

Hyatt Gold Passport # / Username Password

NOT A MEMBER? JOIN TODAY

Join Hyatt Gold Passport

- Lorem ipsum sandelis simus. Rum endaeperere qui corepellabor maio de estotatVernam rehente sim
- Suntibus ape laccum. Lorem ipsum sandelis simus
- Pellentesque ligula mi, malesuada ac dictum eget, convallis a lectus. Nunc id enim dolor, et malesuada enim.

By checking the box, I accept the [Hyatt Gold Passport Terms & Conditions](#)

checked view

HYATT GOLD PASSPORT MEMBER SIGN IN

Sign In to lorem ipsum dolor magnus sit. Consect lorem ipsum dolor magnus elit. Quisque sed massa ut ante placerat aliquet id sed turpis. Maecenas neque nibh, tempus porttitor tincidunt.

Hyatt Gold Passport # / Username Password

NOT A MEMBER? JOIN TODAY

Join Hyatt Gold Passport

Password Show password

Your password can be between 6 and 22 characters long, with any combination of letters and/or numbers. Special characters such as @#%&*<:;/ are not permitted.

By checking the box, I accept the [Hyatt Gold Passport Terms & Conditions](#)

password view

HYATT GOLD PASSPORT MEMBER SIGN IN

Sign In to lorem ipsum dolor magnus sit. Consect lorem ipsum dolor magnus elit. Quisque sed massa ut ante placerat aliquet id sed turpis. Maecenas neque nibh, tempus porttitor tincidunt.

Hyatt Gold Passport # / Username Password

NOT A MEMBER? JOIN TODAY

Join Hyatt Gold Passport

Password Show password

Your password can be between 6 and 22 characters long, with any combination of letters and/or numbers. Special characters such as @#%&*<:;/ are not permitted.

By checking the box, I accept the [Hyatt Gold Passport Terms & Conditions](#)

signed in view

HYATT GOLD PASSPORT

Sign In to lorem ipsum dolor magnus sit. Consect lorem ipsum dolor magnus elit. Quisque sed massa ut ante placerat aliquet id sed turpis. Maecenas neque nibh, tempus porttitor tincidunt.

MISS %FIRST% %LASTNAME%

Account Number: 1234567890

[Sign Out](#)

UI Behavior Specification

ID	Element	Behavior	Events
1	Form field	No change from current state. Adheres to established business rules for entering a Username or HGP #	Input
2	Form field	No change from current state. Adheres to established business rules for entering a Password	Input
3	Button	No change from current state; system will populate all relevant form fields on Guest Info page with user info. On log in, system dynamically displays layout shown in annotation 13	On click
4	Check box	System dynamically displays layout shown in annotation 6. If user unchecks, system dynamically reverts to default layout.	On check
5	Link	No change from current state; links to pop up: https://www.hyatt.com/hyatt/customer-service/gp-terms-conditions.jsp?wt=pop_up	On click
5	Form field	No change from current state Adheres to established business rules for entering a password; system masks password as user types No change to error state or messaging	Input
8	Check box	System dynamically displays unmasked password shown in annotation 9 If user unchecks, system dynamically masks the password.	On check
10	Text	On successful log in, system displays user's first and last name	
11	Text	On successful log in, system displays user's account number	

0.2 Change - User Interactions

default view

- * Name
Ms. Georgia Pound [Edit](#)
- * Address
1937 W. 18th Street [Edit](#)
Chicago, IL
United States, 60608
- * Phone
1-312-555-1212 [Edit](#)
- * Email
georgiapound@gmail.com [Edit](#)
- * Password
..... [Edit](#)

all editable

- * Name
Prefix: Ms. | Given / First Name: Georgia | Surname / Last Name: Pound
- * Address
1937 S. 18th Street
- * City: Chicago | * State / Province: IL
- * Country: United States | * Zip / Postal Code: 60608
- * Phone
Country Code: 1 | Area Code & Number: 3125551212
- * Email
georgia.pound@gmail.com
- * Password
..... Show password

error scenario

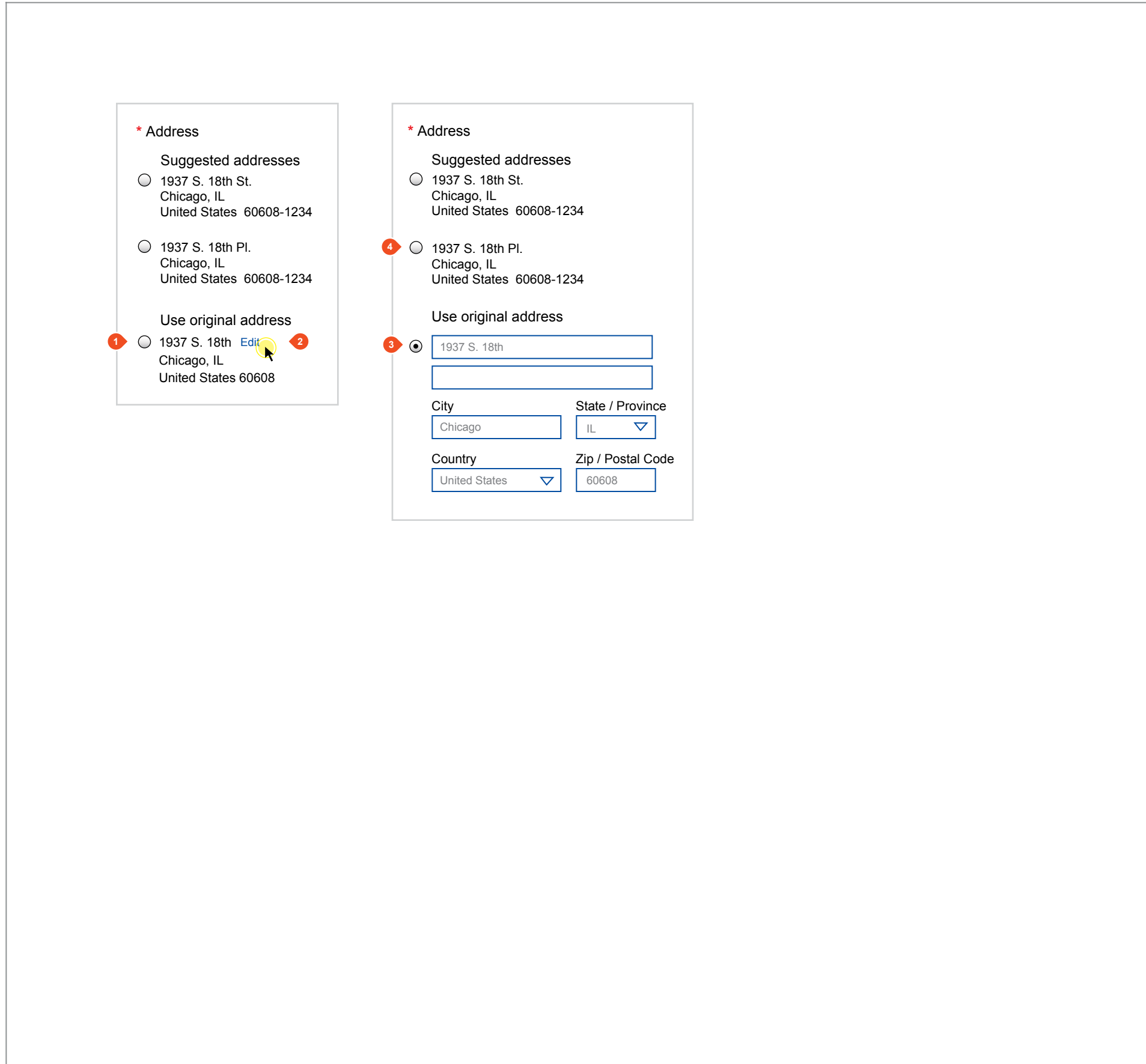
Prefix is required; please select a prefix.

- * Name
Prefix: | Given / First Name: Georgia | Surname / Last Name: Pound
- * Address
1937 S. 18th Street
- * City: Chicago | * State / Province: IL
- * Country: United States | * Zip / Postal Code: 60608
- * Phone
Country Code: 1 | Area Code & Number: 3125551212
- * Email
georgia.pound@gmail.com
- Password is required**
- * Create Password
..... Show password

UI Behavior Specification

ID	Element	Behavior	Events
1	Button	Dynamically displays the form fields for entering an address; the "edit" button is removed	On click
2	Form field	System will keep original user inputted data in the form fields; system will display the following fields:	Input
3	Text	Use current design for all error messaging, content in FPO	Input

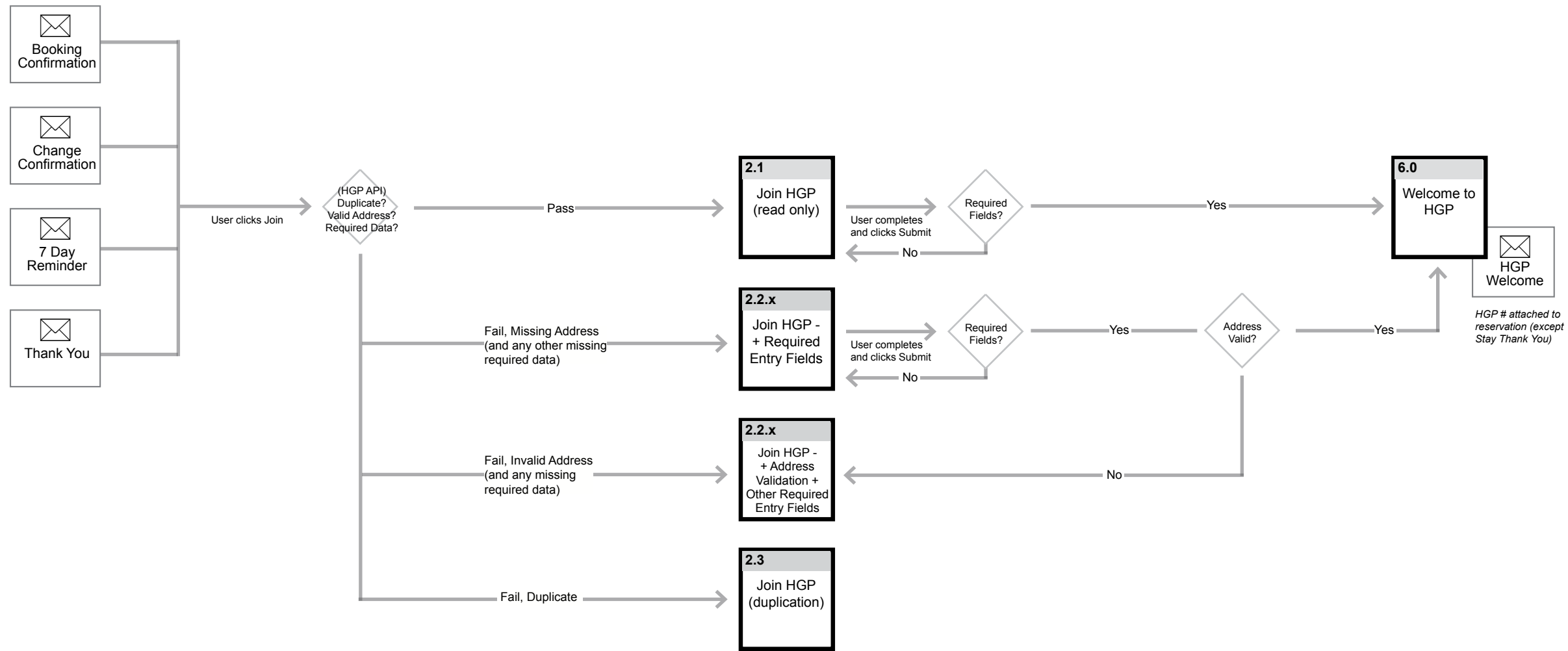
0.3 Change with Address Validation - User Interactions



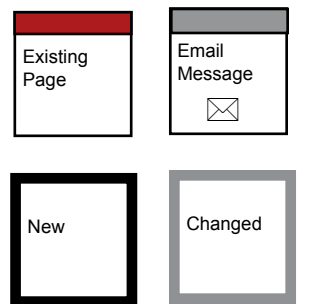
UI Behavior Specification

ID	Element	Behavior	Events
1	Radio button	By selecting original address radio button, user is force submitting their address. System will standardized the address and save it to the DB. or System will validate and deem address incorrect and place it in a pending queue.	On click
2	Buttin	When user clicks on "edit," the radio button be- comes active as shown in annontation 3	Input
3	Radio button	Displays as active when user clicks on "edit"	On click
4	Radio button	If user selects a suggested address radio button, original address reverts to default state	On click

Join from Email Message Userflow



KEY



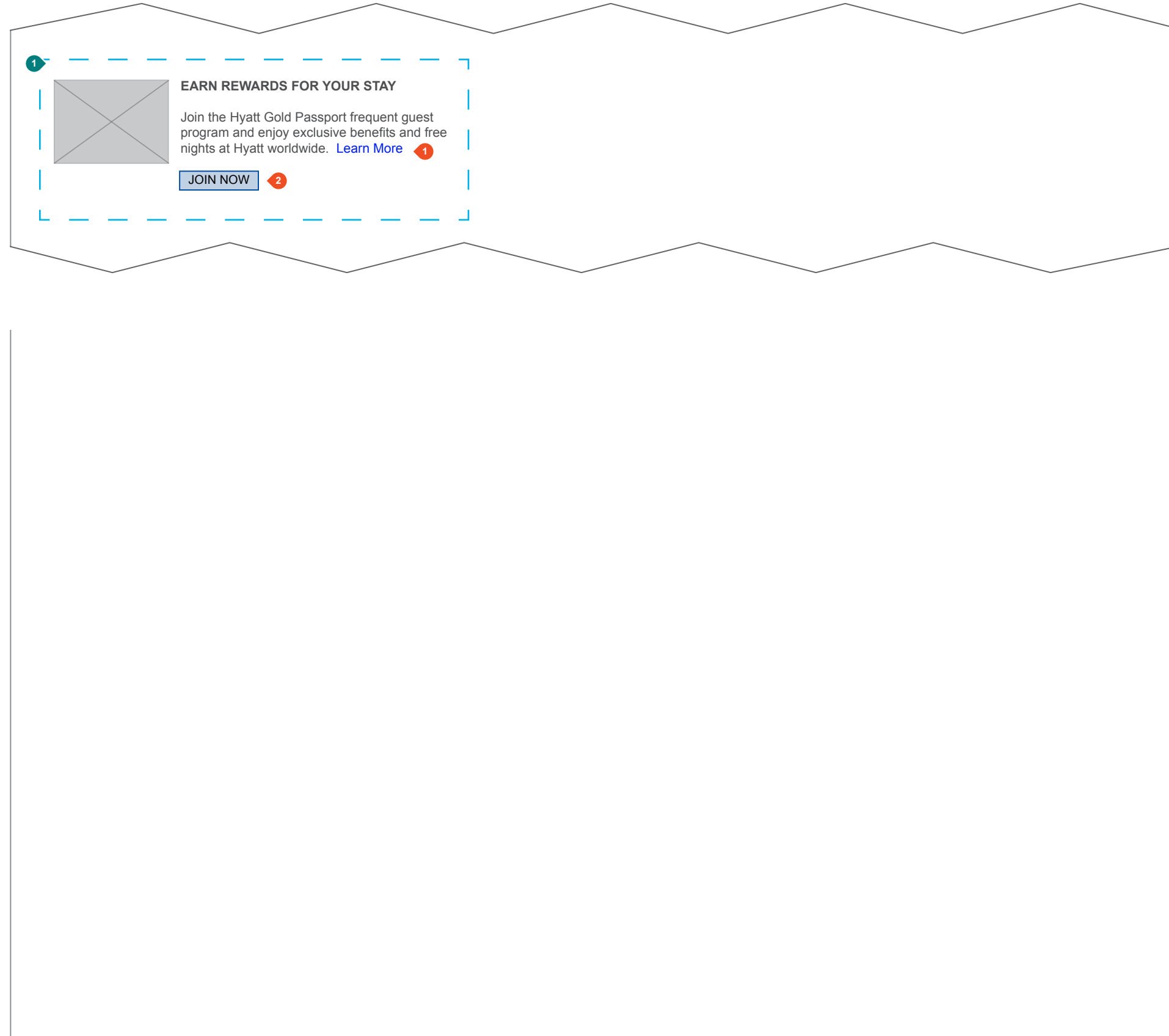
→ existing path

- - - - -> email message generated

→ new path

→ optional / cross link

e1.x E-mail Messages (non-Gold Passport Members)



User receives email with module inviting them to join Hyatt Gold Passport.


Module's Behavior

- 1 Displays in the specified email messages only for non-Hyatt Gold Passport members

UI Behavior Specification

ID	Element	Behavior	Events
1	Link	From the email message, opens the Hyatt Gold Passport landing page on Hyatt.com in a new browser window.	On Click
2	Button	From the email message, opens the Welcome to Hyatt Gold Passport page on Hyatt.com in a new browser window. Automatically enrolls the user in Hyatt Gold Passport, using all information from the existing reservation, assigns a HGP number and a temporary password, signs in the user and associates the new HGP account number to the reservation referenced in the email message.	On Click

2.2 Join Hyatt Gold Passport Required Entry Fields



[Customer Service](#)
English ▾
User Name Sign Out ▾

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 [HOTELS & RESORTS](#) |
 [SPECIALS & PACKAGES](#) |
 [MEETINGS & EVENTS](#) |
 [ABOUT HYATT](#) |
 [GOLD PASSPORT](#)

[Hyatt Home](#) > ?? > ??

Join Hyatt Gold Passport

Aliquam facilisis urna in lectus varius vitae aliquest * Indicates Required Fields

Niene nus orem ipsum sandelis simus. Rum endaeperre qui corepellabor maio de estotatVernam rehente sim suntibus ape laccum es ut intias di officima nisquiae occupat dolori adi te non eaturerovid et.

*** Name**
Ms. Georgia Pound Edit

*** Address**

*** City** *** State / Province**

*** Country** *** Zip / Postal Code**

*** Phone**
1-312-555-1212 Edit

*** Email**
georgiapound@gmail.com Edit

*** Create Password**
 Show password

Create Username

JOIN 1

User clicks on "join" from an email and lands on this page requesting further required enrollment info.

Module's Behavior


- 1 This page leverages the same design as the reservation confirmation page 3.0.

UI Behavior Specification

ID	Element	Behavior	Events
1	Button	Checks for all required fields and if successful, sends user to Welcome to Hyatt Gold Passport page; see pg 15	On Click

5.0 Welcome to Hyatt Gold Passport Page

[Customer Service](#) | [English](#) | [User Name](#) | [Sign Out](#)




[RATES & RESERVATIONS](#) | [HOTELS & RESORTS](#) | [SPECIALS & PACKAGES](#) | [MEETINGS & EVENTS](#) | [ABOUT HYATT](#) | [GOLD PASSPORT](#)

[Hyatt Home](#) > [Hyatt Gold Passport](#) > Welcome

WELCOME TO HYATT GOLD PASSPORT

Thank you for joining Hyatt Gold Passport. Lorem ipsum dolor sit amet, consectetur adipiscing elit.



Account Number: %member_account%

Access your [Hyatt Gold Passport account](#) to view your account information and reservations, create a username if you wish and [complete your profile](#).

Your account information has also been sent to you at [%useremailaddresss@xxx.com%](#). Proin faucibus tellus id felis condimentum id adipiscing erat rutrum. Aliquam erat volutpat. Ut sed arcu vel massa commodo auctor quis vitae neque.

PERSONALIZE YOUR ACCOUNT

Lorum ipsum dolor magnus sit. Elit lorum ipsum consectetur tellus id felis id adip.

- Lorum ipsum magnus dolor dit
- Ipsum magnus dolo
- Magnus ipsum magnus dolor

[Ensure your contact information](#) so id felis condimentum id adipiscing erat.

[Tell us your preferences](#) in order to aucibus tellus id felis id adipiscing erat rutrum.

LEARN MORE ABOUT YOUR MEMBERSHIP

Lorum ipsum dolor magnus sit. Elit lorum ipsum consectetur tellus id felis id adip.

- Lorum ipsum magnus dolor dit
- Ipsum magnus dolo
- Magnus ipsum magnus dolor

Lorum ipsum [membership levels](#) so id felis condimentum id adipiscing erat.

[Add your Hyatt Gold Passport number to an existing reservation](#) to aucibus tellus id felis condimentum id adipiscing erat rutrum.

User clicks on "join" from an email and lands on this page requesting further required enrollment info.

Module's Behavior

- 1 Section inviting user to personalize their HGP account.
- 1 Section describing HGP member benefits.

UI Behavior Specification

ID	Element	Behavior	Events
1	Text	The user's new Hyatt Gold Passport account number with label.	Read only
2	Link	Navigates the user to the Hyatt Gold Passport landing page: http://www.hyatt.com/gp/en/	On click
4	Link	Navigates the user to the My Profile page.	On click
5	Text	The user's email address (from referenced reservation).	Read only
6	Link	Navigates the user to the My Profile page. (reservation).	On click
7	Link	Navigates the user to the My Profile page. (reservation).	On click
8	Link	Navigates the user to the Membership Levels page.	On click
9	Link	Navigates the user to the Add Hyatt Gold Passport Number to Reservation page.	On click

5.3 Join Hyatt Gold Passport Duplication

The wireframe shows a page header with the Hyatt logo, navigation links (RATES & RESERVATIONS, HOTELS & RESORTS, SPECIALS & PACKAGES, MEETINGS & EVENTS, ABOUT HYATT, GOLD PASSPORT), and user options (Customer Service, English, User Name, Sign Out). Below the header is a breadcrumb trail: Hyatt Home > Duplication. The main heading is 'Join Hyatt Gold Passport'. The content area features a message: 'You're already enrolled in Hyatt Gold Passport. You info is already in our system. Please log in or retrieve your password. Or if you you need further assistance, call us. Please call Customer Service at 1-800-591-1234. Visit our FAQ rum endaepere qui corepellabor maio de estotatVernam rehente sim ntias di officima nisquiae.' A red circle with the number '1' is placed next to the 'Duplication' breadcrumb and the 'Please call Customer Service' text.

User submits for to enroll from email and system indentfies user a a duplicate.

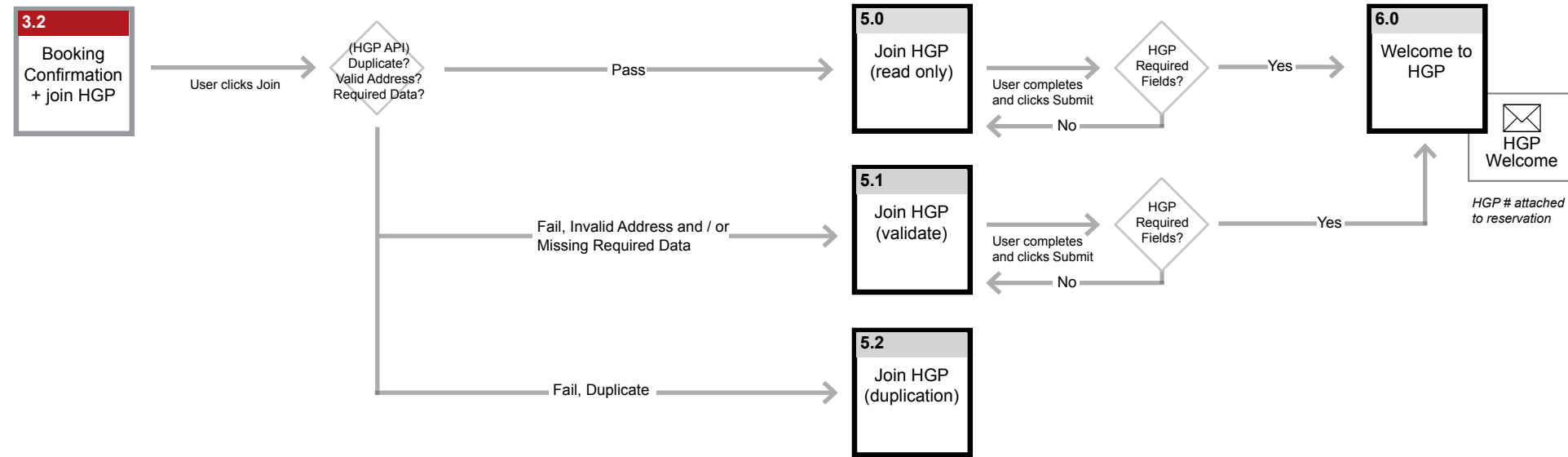
Module's Behavior

1 Reference pg 8 for annotations

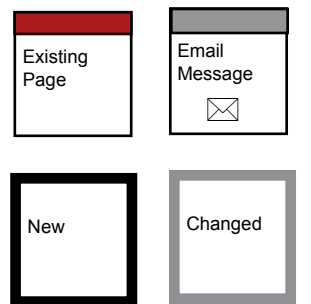
UI Behavior Specification

ID	Element	Behavior	Events
1	Breadcrumb	FPO - must validate with tech	On Click

Join from Confirmation Page Userflow



KEY



→ existing path

- - - - -> email message generated

→ new path

→ optional / cross link

2.4 Booking Confirmation Page with Hyatt Gold Passport Join

Flight Information
American Airlines 123
Estimated Hotel Arrival Time: 09:00 AM

TERMS & CONDITIONS

Cancellation Policy:
Full Prepay/No-Refundable at Time of Booking

Deposit Policy:
Deposit Required By August 30, 2010. Deposit By Credit Card Required. 1 Night(S) Deposit Will Be Charged To Credit Card.

IMPORTANT MESSAGES

Lorem ipsum sandelis simus. Rum endaeperre qui corepellabor maio de estotatVernam rehente sim suntibus ape laccum es ut intias di officima nisquia occuptat dolori adi te non eaturerovid et, nihitaq uodio. Met, sitibus, quossi core et ma quia doluptat andissit ommolorror asincia eperunt harumque nonsero rendit, con eatis niene nus orem ipsum sandelis simus.

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PRINT

Enroll in Hyatt Gold Passport and earn points for this reservation

Join Hyatt Gold Passport™ and start enjoying exclusive benefits and free nights at Hyatt worldwide. As a new member, you'll automatically be registered to participate in our newest promotion, The Possibilities. Earn 10,000 bonus points after 5 eligible nights, plus 5,000 bonus points for every 2 additional eligible nights thereafter through June 30, 2011. [Learn More](#)

- Earn 1 bonus point for every eligible U.S. dollar spent on your event up to 50,000 bonus points
- Combine your Gold Passport points with any Gold Passport member to redeem an award.
- Earn 500 miles per stay with the following travel partners when you present your travel partner membership number at check-in:
- Earn five Hyatt Gold Passport points for every eligible dollar spent at Hyatt. In addition, Platinum members can earn a 15% point bonus and Diamond members a 30% point bonus on each stay.

By click "join," I accept the [Hyatt Gold Passport Terms & Conditions](#)

JOIN

System generates a module for all users that did not enroll during booking.

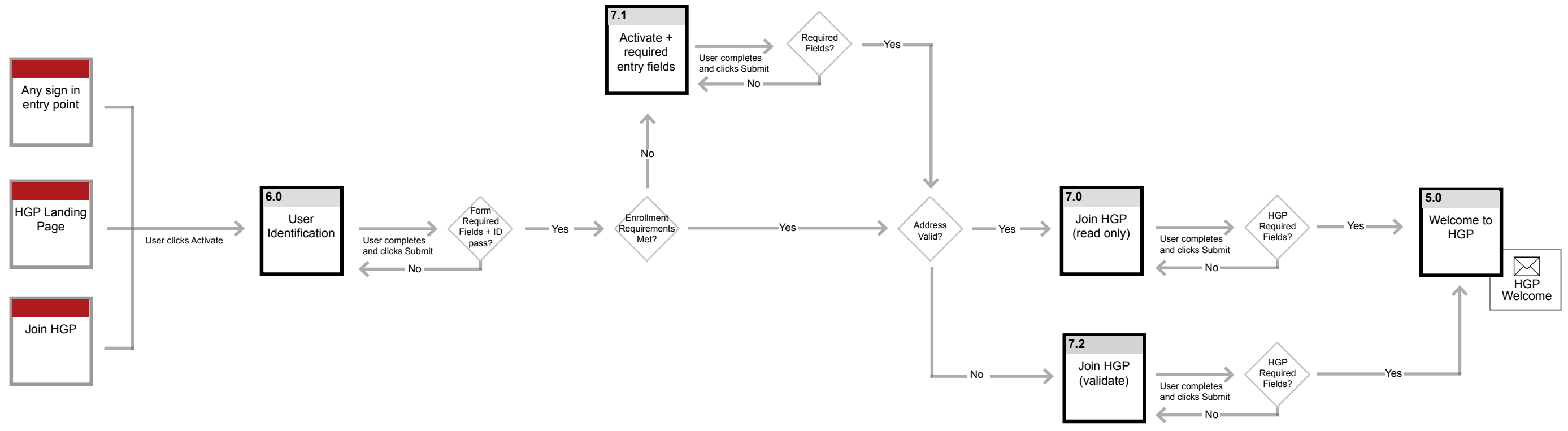
Module's Behavior

- 1 Displays on the specified booking confirmation pages only for non-Hyatt Gold Passport members.

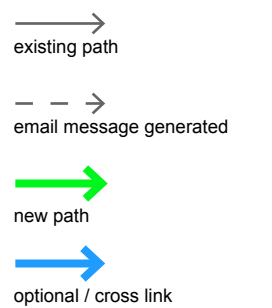
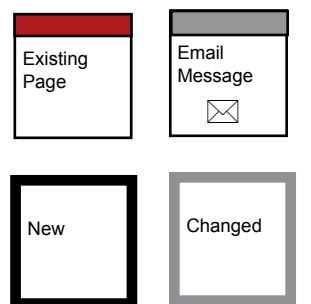
UI Behavior Specification

ID	Element	Behavior	Events
1	Link	Navigates the user to the Hyatt Gold Passport landing page (in the same browser window): http://www.hyatt.com/gp/en/	On Click
2	Button	Navigates the user to the Welcome to Hyatt Gold Passport page. Automatically enrolls the user in Hyatt Gold Passport, using all information from the existing reservation, assigns a HGP number and a temporary password, signs in the user, and associates the new HGP account number to the reservation referenced on the confirmation page.	On Click

Activate Account Userflow



KEY



6.0 User Identification Page

Customer Service English User Name Sign Out

RATES & RESERVATIONS | HOTELS & RESORTS | SPECIALS & PACKAGES | MEETINGS & EVENTS | ABOUT HYATT | GOLD PASSPORT

Hyatt Home > Account Activation

LOOK UP TO ACTIVATE YOUR ACCOUNT

If you are already a Hyatt Gold Passport member but do not yet have a password, please complete this form to create your profile.

Not a member yet? [Join Hyatt Gold Passport](#)

* Hyatt Gold Passport Number

* Given / First Name * Surname / Last Name

* ZIP / Postal Code

* Email Address

Submit

User lands on this page after clicking on “activate your account.”


Module’s Behavior

- 1 This page represents identifying a user to activate.

UI Behavior Specification

ID	Element	Behavior	Events
1	Form field	These form fields are for a user activating their account only. All fields are required. It is assumed the system will leverage all biz rules, error resolution and messaging for all forms; use current state	Input
2	Link	Sends user to https://www.hyatt.com/gp/en/benefits/join.jsp?me02_mbr_src=INT16&requestid=265976#	On Click

7.0 Join Hyatt Gold Passport Validation



[Customer Service](#)
English ▾
User Name Sign Out ▾

[RATES & RESERVATIONS](#) |
 [HOTELS & RESORTS](#) |
 [SPECIALS & PACKAGES](#) |
 [MEETINGS & EVENTS](#) |
 [ABOUT HYATT](#) |
 [GOLD PASSPORT](#)

[Hyatt Home](#) >
 [Activate Account](#) 1

Activate Account

Aliquam facilisis urna in lectus varius vitae aliquest * Indicates Required Fields

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*** Name**
Ms. Georgia Pound [Edit](#)

*** Address**

*** City** *** State / Province**

*** Country** *** Zip / Postal Code**

*** Phone**
1-312-555-1212 [Edit](#)

*** Email**
georgiapound@gmail.com [Edit](#)

*** Create Password**
 Show password

Create Username

System identifies user and request to update/edit/enter required info.

UI Behavior Specification

ID	Element	Behavior	Events
1	Text	FPO - must validate with tech	Read only