



Sprint.com UI framework

IA GOVERNANCE DOCUMENT - Release B & C (My Sprint and Shop)



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Table of Contents

Change History	3	960 pixel width modal	14	Shop - Pricing Module	
Introduction		780 pixel width modal	14	Pricing Module	28
My Sprint - Navigation		420 pixel width modal	14	Visual examples of the Pricing Module	28
Un-Authenticated - My Sprint header	6	270 pixel width modal	14	Shop - Purchasing Tool	
My Sprint header	6	Modal Example	14	Purchasing Tool	30
Global footer	6	Modals Navigation Framework	15	Visual example of Adding A Line	30
Authenticated - My Sprint Header	7	Standard Browser error treatment	15	Purchasing Tool	31
Device subscriber/Logged in	7	Forms		Visual example of the Adding Multiple Phones to a	
1 account	7	Forms and Errors	17	Shared Plan	31
Multiple accounts	7	My Sprint - I want to component		Purchasing Tool	32
Cookied user - name displayed - prompt to sign in	7	I want to...	19	Visual example of Adding A Phone to an Existing Share	
Global footer	7	Shop - Navigation		Plan	32
Header, Sign in and Account Context Selector		Un-Authenticated - Shop header	21	Purchasing Tool	33
Header - sign in	9	My Sprint header	21	Visual example for Upgrading a Phone	33
Sign in	9	Global footer	21		
Sign in error	9	Shop intercept modal	21		
33 Max characters	9	Proposed services intercept modal	21		
Cookied user	9	Authenticated - Shop Header	22		
Account locked	9	Device subscriber/Logged in	22		
Account context selector and account disabling functionality	10	1 account	22		
1 account	10	Multiple accounts	22		
Multiple accounts - tab 1	10	Cookied user - name displayed - prompt to sign in	22		
Multiple accounts - tab 2	10	Global footer	22		
10 accounts	10	Shop - Context Selector			
Suppressed User	10	Context Selector	24		
In-line sign in overlay		Visual examples of the Context Selector	24		
In-line sign modal and alternate sign in scenarios	12	Context Selector examples...	25		
Shop in-line sign in overlay	12	Hook 1.			
Community Sign in modal	12	Hook 2.	25		
My Sprint Deep linking sign in module	12	Hook 1.			
Checkout sign in modal exception	12	Hook 2.	25		
Modals		Context Selector examples continued...	26		
Modals	14	Hook 1.			
		Hook 2.	26		

Introduction

How to use this guide

This document summarizes some of the business rules for designing the current and future areas of sprint.com. This document should be used as a guideline to aid in IA design exercises within the sprint.com domain to ensure that user interaction is consistent across the different areas of the site. This document specifically looks at the My Sprint and Shop areas of Sprint.com.

It should be noted that this document was influenced by a collective group of individuals from Sprint and SapientNitro over the course of a complete site re-design that touched upon the support, community, shop and My Sprint sections of the site.

It is highly encouraged the business rules are followed within this document as strictly as possible and the IAs do not deviate from these pre-defined rules without having business approval first.

This document is broken into commonly used sections of the site that covers the work SapientNitro did on the My Sprint and Shop sections of the site. This document is also complimented by Contact Sheets, Libraries, Module, Site maps, Snippets and Templates that make up the IA toolkit that can be leveraged for future design work.

If you have any questions concerning the IA style guide or the creative rationale, feel free to any of the following individuals.

Suzanne El Moursi, Associate Creative Director – selmoursi@sapient.com

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Orlando Ormeler, Sr. Information Architect – oorneas@sapient.com

My Sprint - Navigation

Un-Authenticated - My Sprint header

Summary

For the user who is not signed into the site, these primary areas of the navigation are accessible in this sequence:

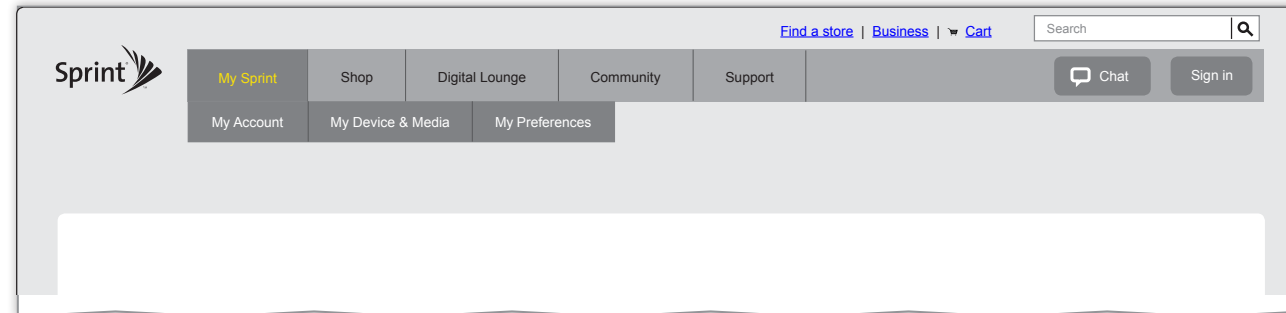
Subsections: My Account, My device & media, My preferences

My Sprint exclusively deals with customer account information management and site preferences. A non-authenticated user is severely limited in terms of what they can do within the My Sprint section of the site

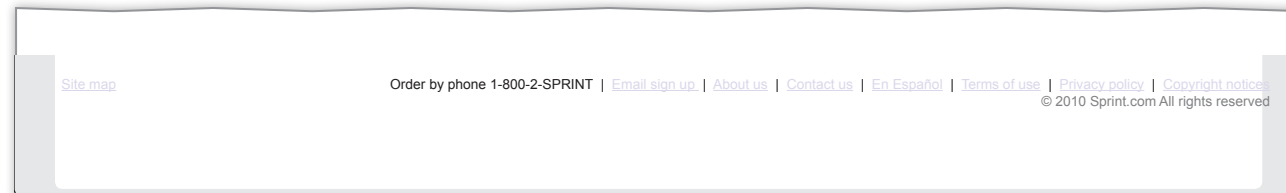
In addition to these primary areas, these elements are also accessible throughout the entire site: Find a Store, Business, Search, Sign In and cart.

Chat is a conditional element that can be turned on and off depending on the availability of chat personal to facilitate the chat functionality.

My Sprint header



Global footer



Authenticated - My Sprint Header

Summary

For the user who is signed into the site, the “Sign in” button is replaced with an identifier that displays within the primary navigation bar. The identifier consists of a system/user-driven icon adjacent to the user’s sign-in name and concluding with a “Sign out” button. Across from the user’s sign-in name is a control, when clicked, displays a pull-down menu of account numbers if the user holds multiple accounts. Details around this pull-down menu can be found in the following sections.

If a browser cookie is active for authentication, but the user has not signed into the site, a “Sign in” button is available as illustrated at the bottom of the page.

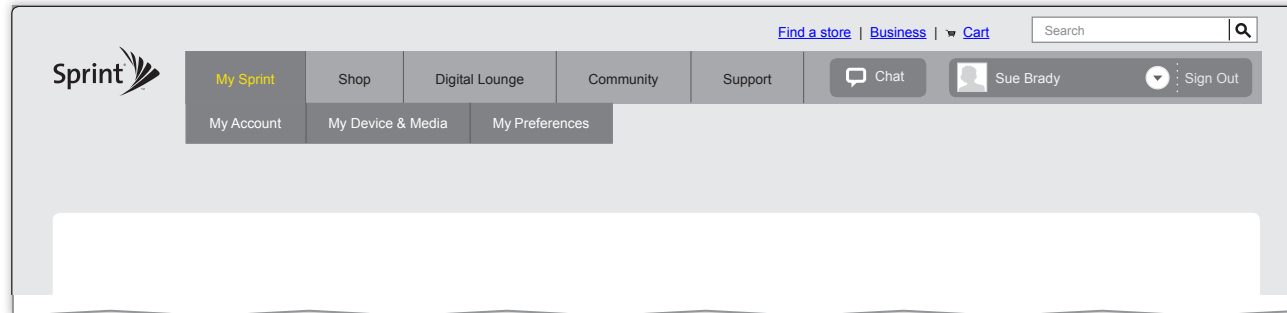
If the user in this state clicks any of the sub-navigation items within My Sprint they will be prompted to log in.

Specific details of the overlay behavior and look in this state can be found in the following sections of this document.

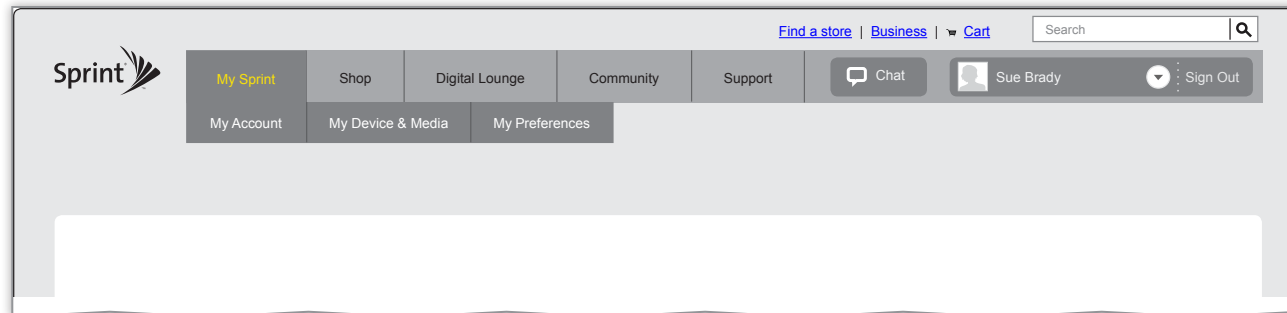
For specific layer configuration of this linked state please refer to the header contact sheet found in the IA toolkit.

For users who have more than one line on their account they

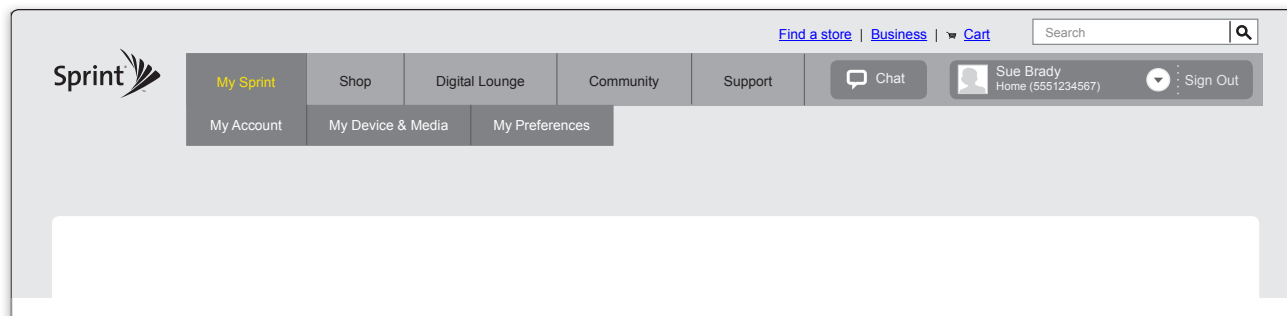
Device subscriber/Logged in



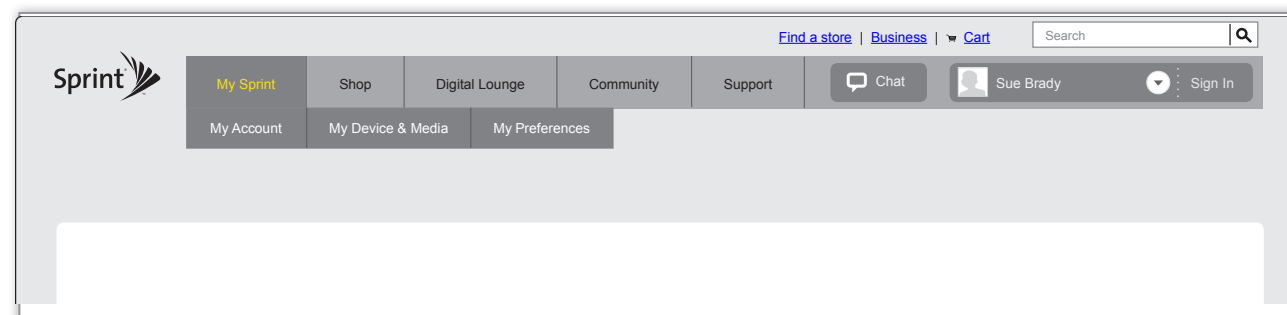
1 account



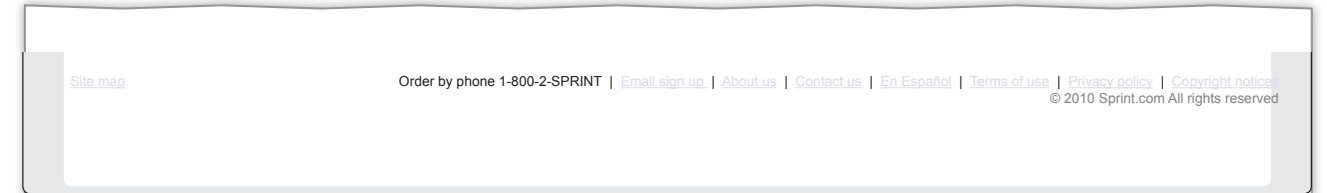
Multiple accounts



Cookied user - name displayed - prompt to sign in



Global footer



have the ability to toggle to their different accounts via the expanded state of the overlay described here.

Account toggling and specifically the selection of different lines change the information presented both in the My Sprint and Shop sections of the site. Details around these different states can be found in later sections of this document.

Header, Sign in and Account Context Selector

Header - sign in

Summary

Upon visiting the site the Log in overlay will automatically open to illustrate to the user where they can sign in. This behavior is currently implemented into the live site and can be seen in action there.

Additionally, clicking the "Sign in" button displays the same overlay dialog prompting the user to submit Username and Password to authenticate.

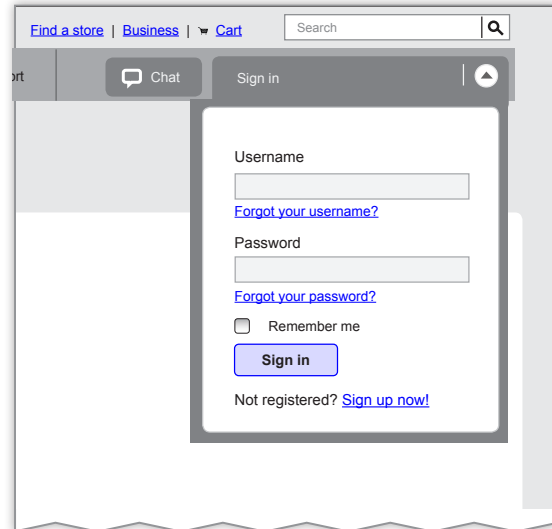
If an error occurs during the sign-in procedure, an error message displays at the top of the overlay. This is the standard location for error messages within a modal or overlay.

Field length for the Username field has been standardized for a maximum of 33 characters.

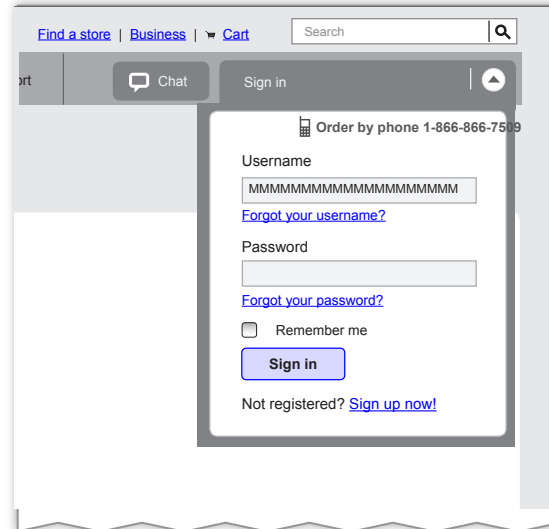
If a user has returned to the site having previously authenticated the sign in button will include their username. This treatment is the same for all users regardless of the number of lines one has associated with their account.

Additionally, the expanded state of the sign in overlay presents the customer's username in a read only format and the password field empty. The partially authenticated user must fully authenticate by entering their password to see all their

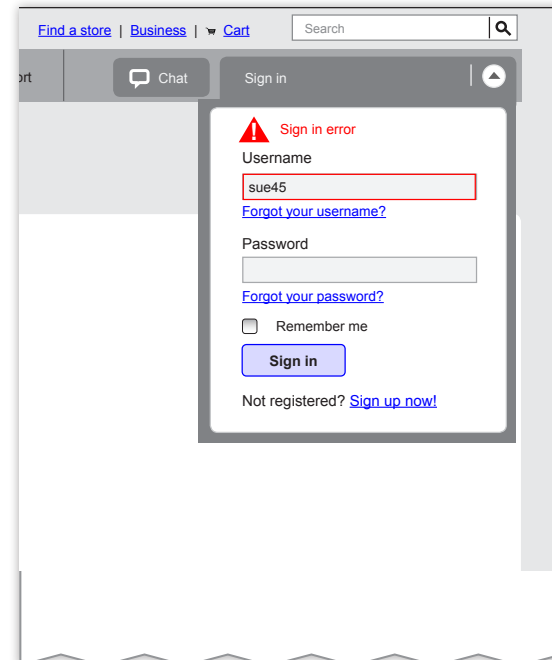
Sign in



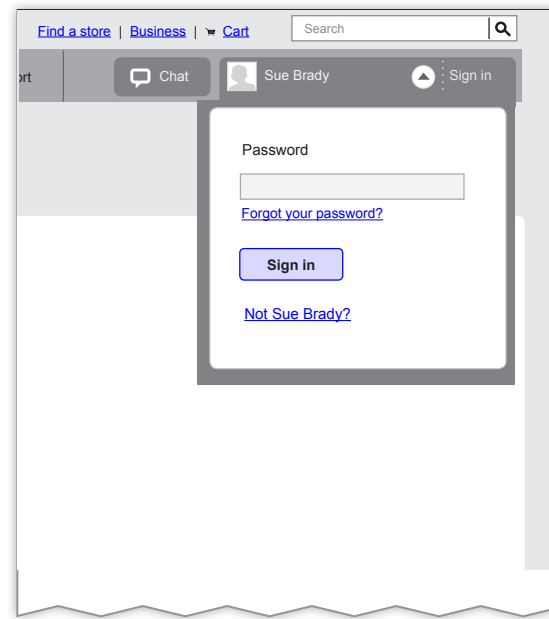
33 Max characters



Sign in error



Cookied user



account information.

If the user attempts to access any of their personal information like billing, usage and/or try to purchase a phone they will be prompted to fully authenticate.

For specific layer configuration of this linked state please refer to the header contact sheet found in the IA toolkit.

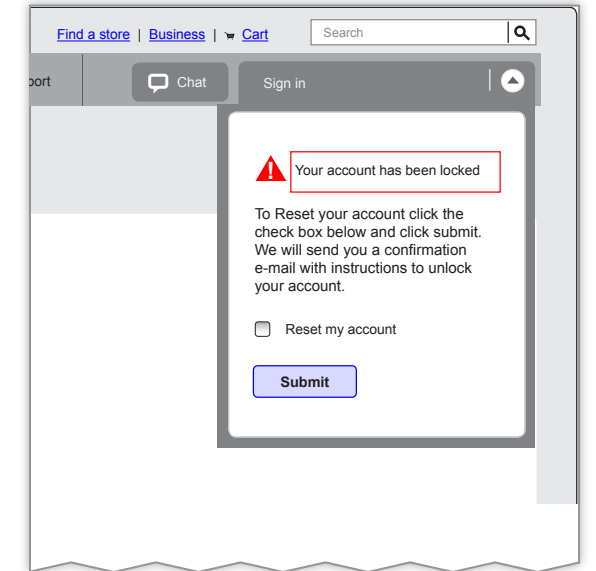
Account Locked summary

Additional consideration has been designed within the sign in module for user's who have incorrectly entered in username or password.

As illustrated at right, in the instance that the user has entered in their password incorrectly three times then their account is locked. At this point the overlay reloads asking the user if they would like their account reset. This forces the user to validate their identity by their pre-set email address.

Once the user's identity has been validated their account will be unlocked.

Account locked



Account context selector and account disabling functionality

Summary

Once the user has signed in the log in overlay changes to a tabbed overlay which includes various links to different sections of the site.

A contextual pair of tabbed menus is available per account. First tab offers relevant "Tools". Second tab "My preferences" offers relevant tasks to modify account aligned to selected choices.

In the instance that the user has added an item to their cart they will be placed within the purchase flow or path. As a result, this action has an effect on what they can do within the account overlay.

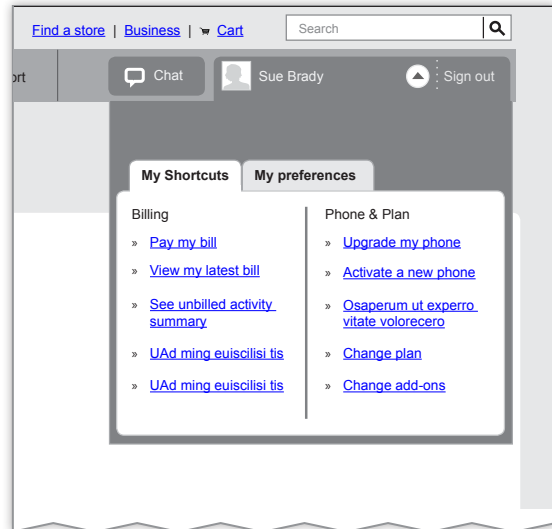
Once an item is added to the user's account the actions links in the account overlay are disabled and the user is given a message stating that the actions are disabled due to items in their cart.

When there is at least one item in the Cart the account toggle is displayed, but the user is not able to toggle between lines.

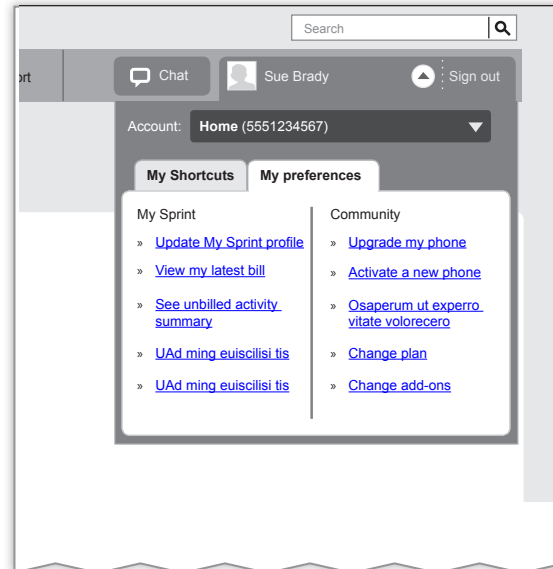
Additionally, when the user has an item in their cart the links within the overlay are disabled in this scenario.

The My Preferences tab of the overlay when their is an item

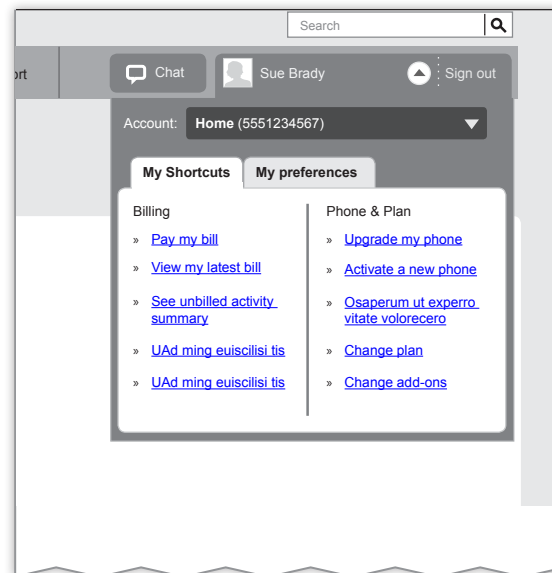
1 account



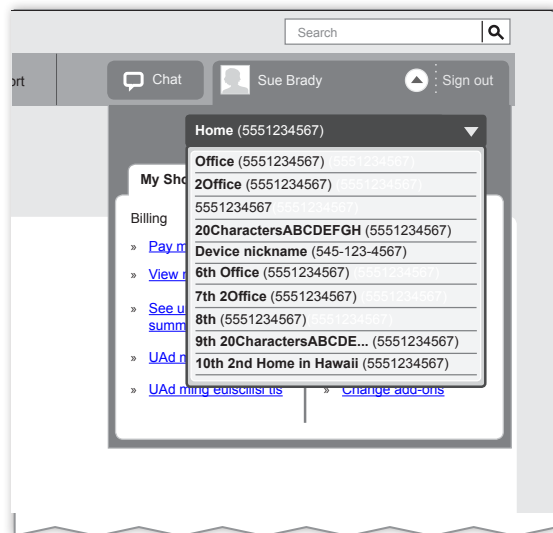
Multiple accounts - tab 2



Multiple accounts - tab 1



10 accounts



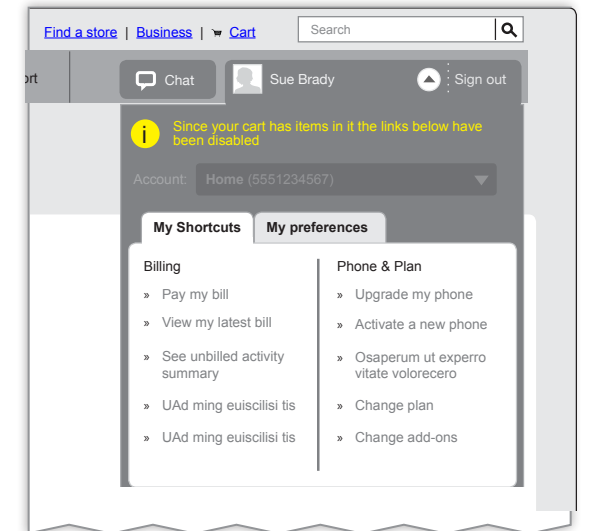
in the Cart are disabled in this scenario.

Reasons for disabling the links:

The links in the My Shortcuts and My Preferences tab can cause complications based on the user's shopping activity. For example, the overlay provides the user with an easy option to Upgrade their phone, but if they have already added an upgrade order to the cart logic must be implemented to block this link based on the user's devices available for upgrade.

Also the links provide an easy launching point out of the store. When the user is shopping this may cause the user to leave the shopping experience. Presenting them with this ability encourages cart abandonment which is not preferred when they are shopping.

Suppressed User



In-line sign in overlay

In-line sign modal and alternate sign in scenarios

Summary

For situations that require a "Sign in" module separate from the global header and within the body of the interface, an in-line version must be used. The in-line version's composition of form fields and related messaging is verbatim to the "Sign in" version used in the global header to ensure a consistent presentation. This is also true for all exceptions including:

- Cookied user state
- Locked account
- Error message treatments

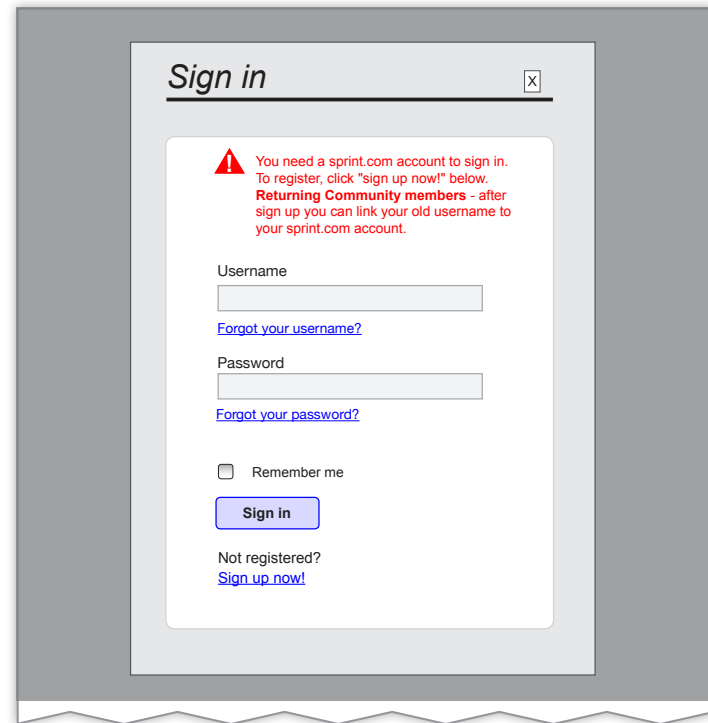
Currently there are different versions of the sign in modal that exists outside of the header sign in overlay. In the examples presented here the sign in modal is leveraged from the community portion of the site, shop and My Sprint (deep linking).

Specifically within the shop experience the user is presented with a similar log in modal in the following scenarios.

A cookied user clicks on hooks within the context bar. They get a sign in modal.

A existing user clicks on the Upgrade or Add A Phone buttons within the purchase tool intercept - They get a sign in modal prompting them to log in.

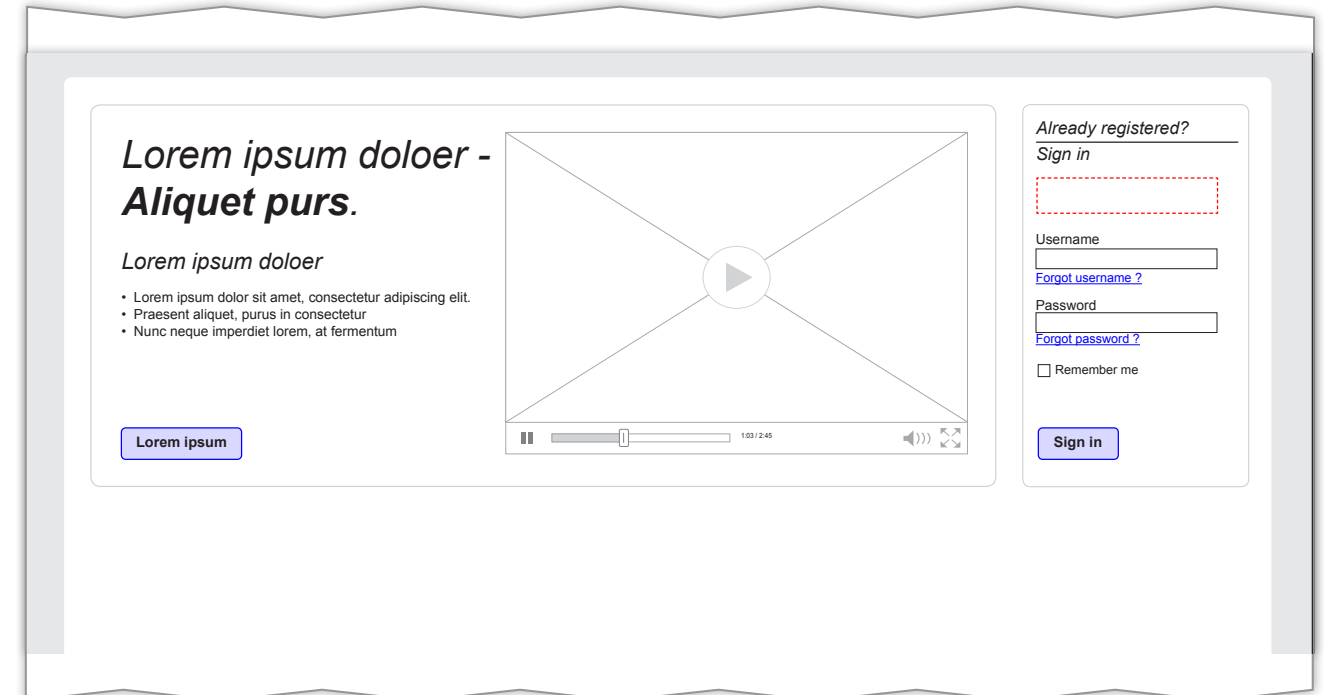
Community Sign in modal



In checkout flow user's SSN matches existing SSN - they get a sign in modal prompting them to log in.

When each is state is used largely depends on the layout of the page, the visual hierarchy of the page assets and the user task. For example, in the shop experience the context bar provides an easy to find mode through which a customer can log into their account. However, then the action for logging in is not apparent a more direct approach may be utilized via a modal.

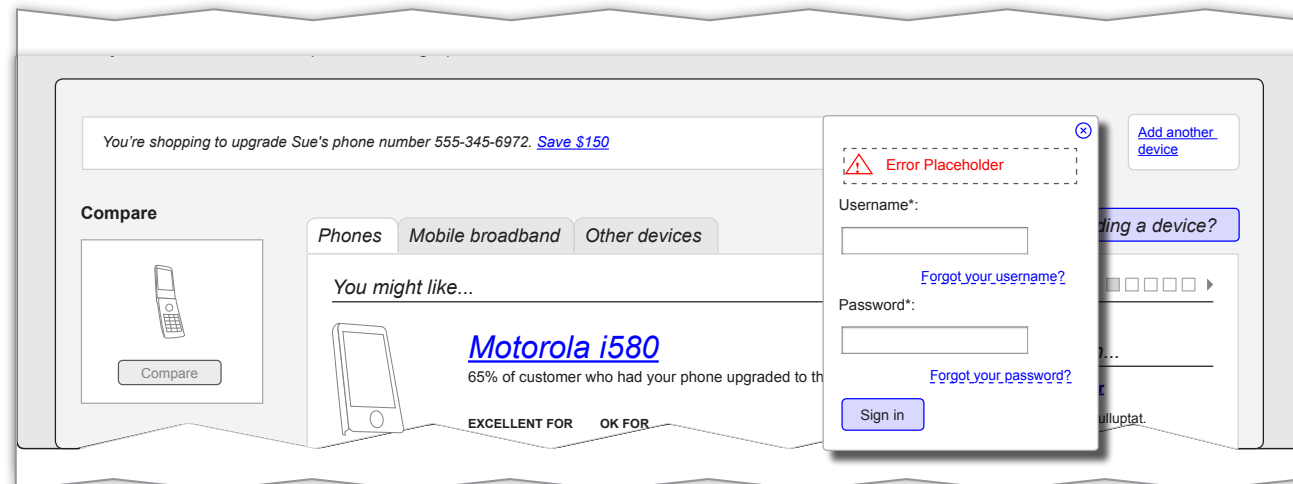
My Sprint Deep linking sign in module



Checkout sign in modal exception



Shop in-line sign in overlay



Modals

Modals

Summary

Modals are generally used before or after an expected web page load (this tool requires the user to interact with it before continuing to see the underlying content).

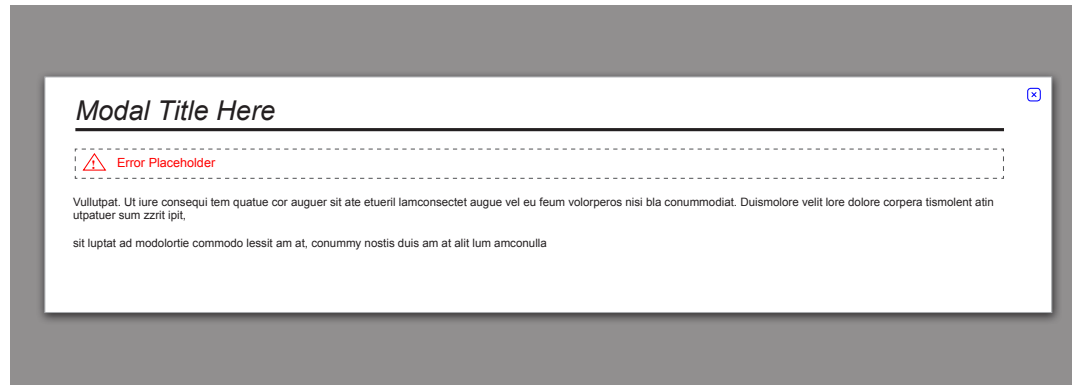
Standard usage is usually when there is additional information required from the user prior to viewing the desired web page but this is not always the case. For example, in the purchase flow when additional information is required the default request is not done in a modal but in fact a page. Examples of modal treatments include, PIN entry in account creation, Comparing multiple devices in the shop flow, Account permissions and setting manipulation and sub-account selection.

These assets exist as a snippet file that can be loaded by dragging and dropping the templates into your InDesign file via Adobe Bridge.

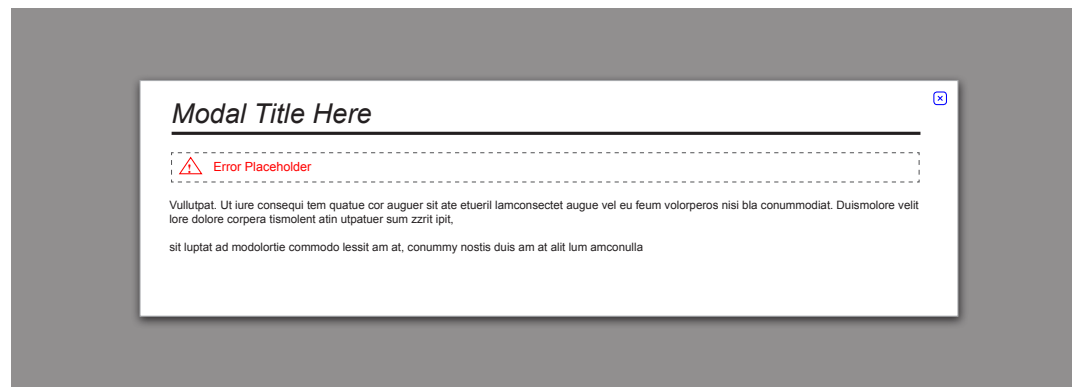
Standard usage within this framework includes the following formats. Sizes are standardized with visual comps.

1. 960 pixel width
2. 780 pixel width
3. 420 pixel width
4. 270 pixel width

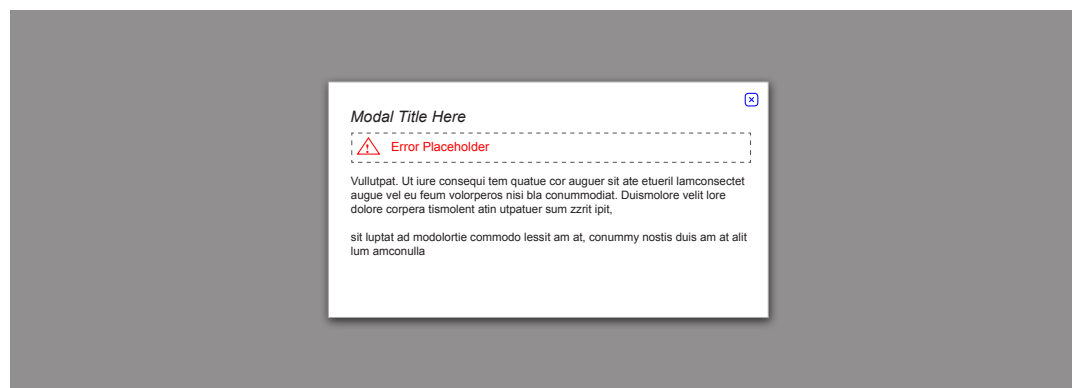
960 pixel width modal



780 pixel width modal



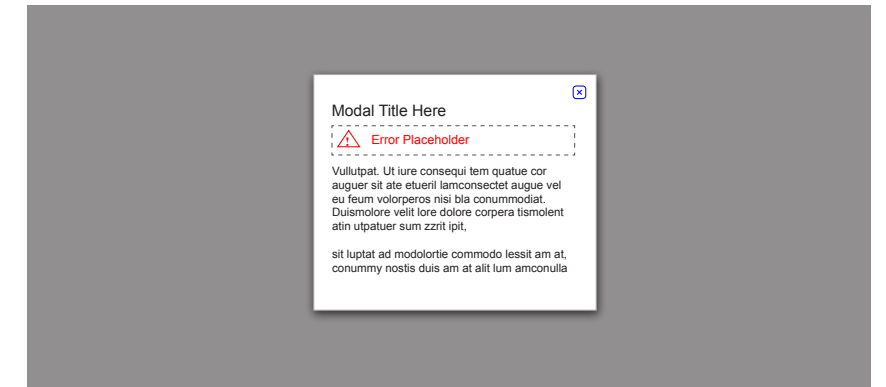
420 pixel width modal



Please note the largest pixel width and the smallest pixel width are hardly used on the site and should be used sparingly.

This page illustrates the standard formats and some commonly used modals.

270 pixel width modal



Modal Example



Modals Navigation Framework

Summary

The modal framework defined in the previous page also considers an internal modal to modal navigation structure that is used specifically in the My Account: My Preferences section of the site.

This framework may also be used in other areas of the site but this page defines some of the standard layout and behaviors that were defined in the My preferences section of the site.

Category navigation below the page title allows the user to toggle between the different sections of the Preferences categories.

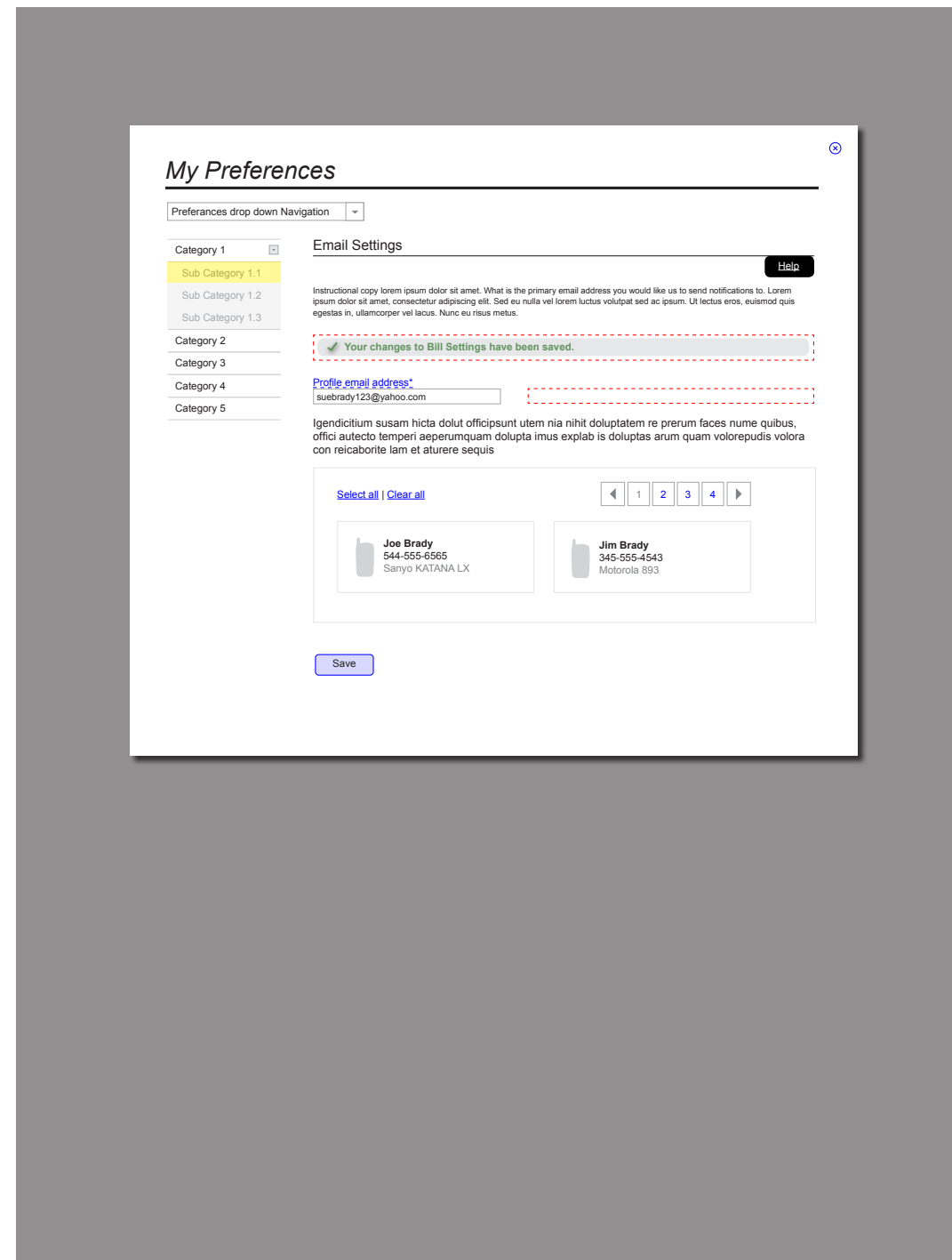
Sub-Category Navigation which is illustrated as the Left Navigation allows the user to view and navigate between the sub-categories in each preference category. This navigation module allows for 2 levels of depth. For example, each sub-category is able to have further sub-categories, if required.

This will be determined on a case-by-case basis, and will be documented in the wireframes for each category. Not all categories will have the 3rd level of depth. Second level categories that have a 3rd level category will have an arrow on the right side to indicate this (Arrow also points up or down to indicate whether navigation item is expanded or collapsed).

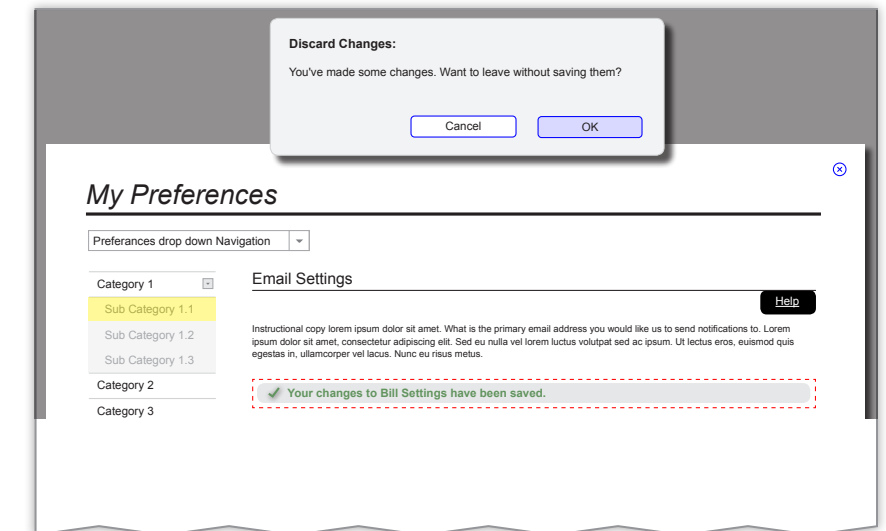
Only the first and second level category will appear open at any given time. If open, the arrow will point down, and if closed, the arrow will point up. If a 2nd level nav item does not have 3rd level nav items, the arrow will not appear.

Additionally consideration has also been made for error treatment if the user tried to navigate away from a particular area before making changes. If the user makes edits to the modal and tries to navigate away before saving, a standard browser alert will appear reminding them that they have not saved their changes. Standard browser errors vary from browser to browser but in the second image we have standardized a view of what this browser will most likely look like.

Additionally in some My Preferences modals the user has the ability to toggle between accounts. Toggling between accounts within the modal will not effect the header account state. Toggling simply changes the information present in the modal only once closed the customer is returned to their previous account state.



Standard Browser error treatment



Forms

Forms and Errors

Summary

The following are the guidelines for form error placement. Buttons are always left aligned with the primary button most left aligned and the secondary button, if applicable, is right of the primary button.

Inline or on a page:

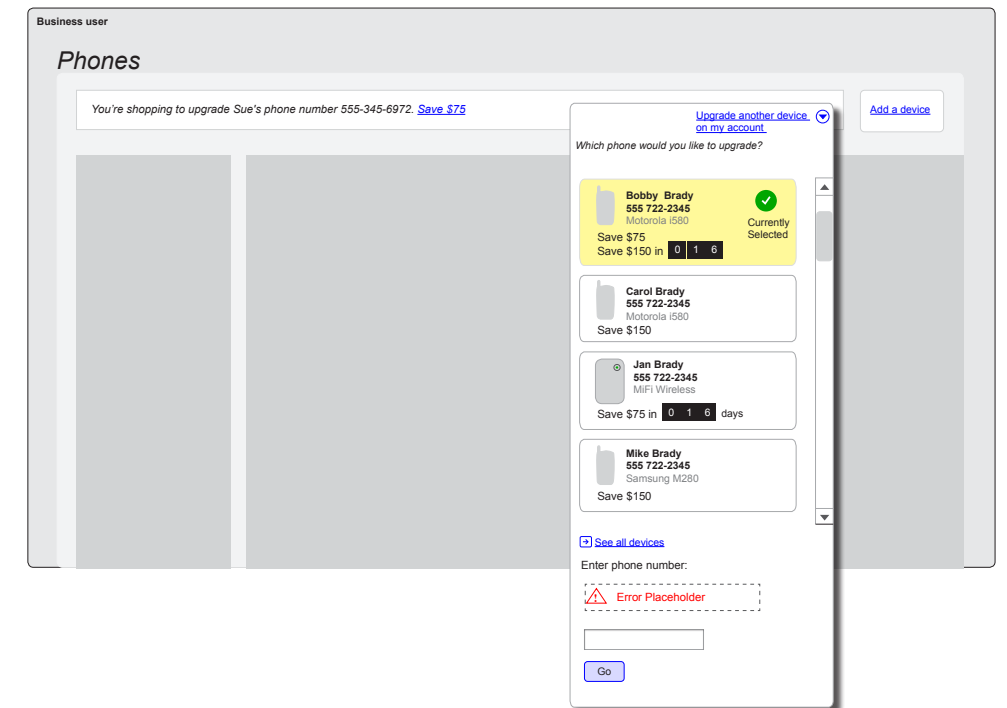
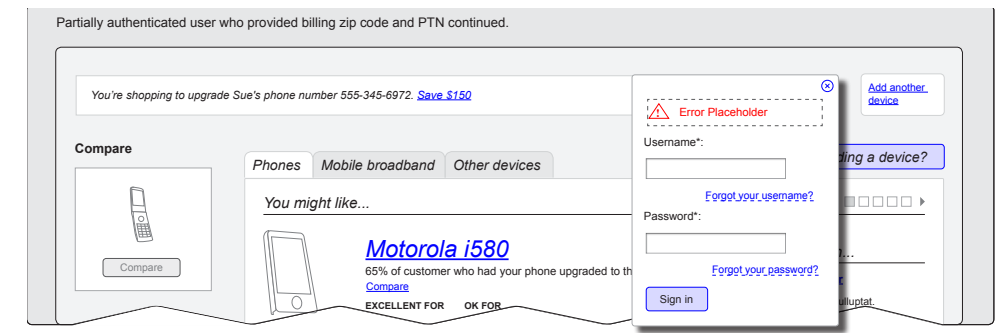
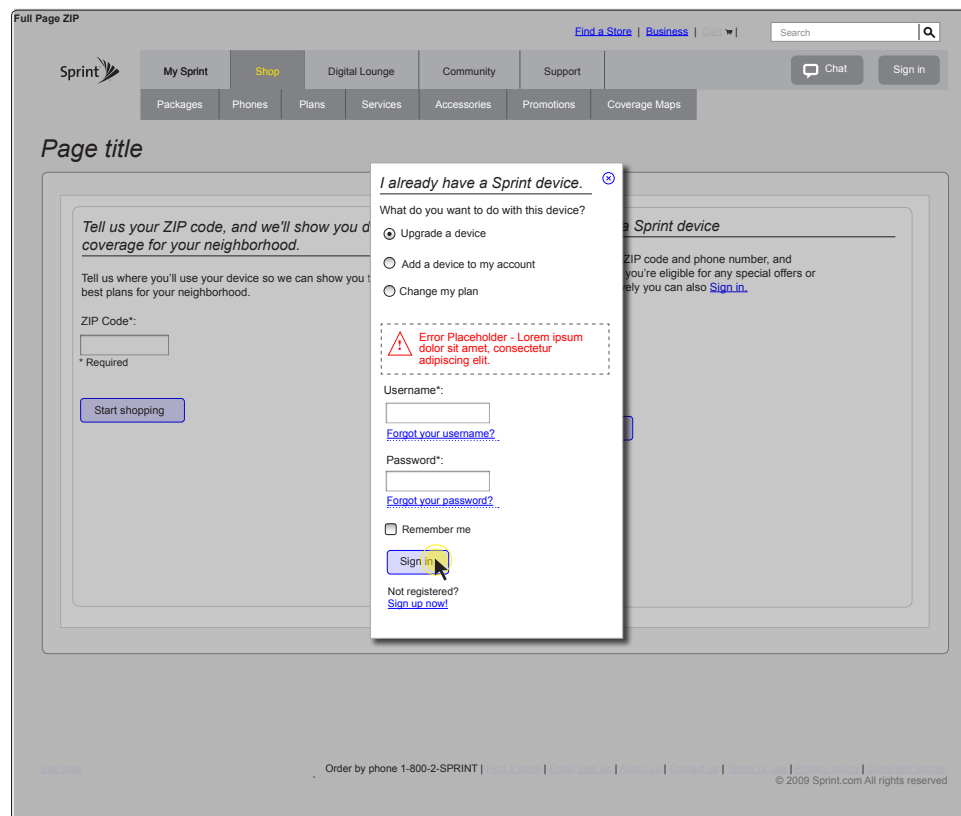
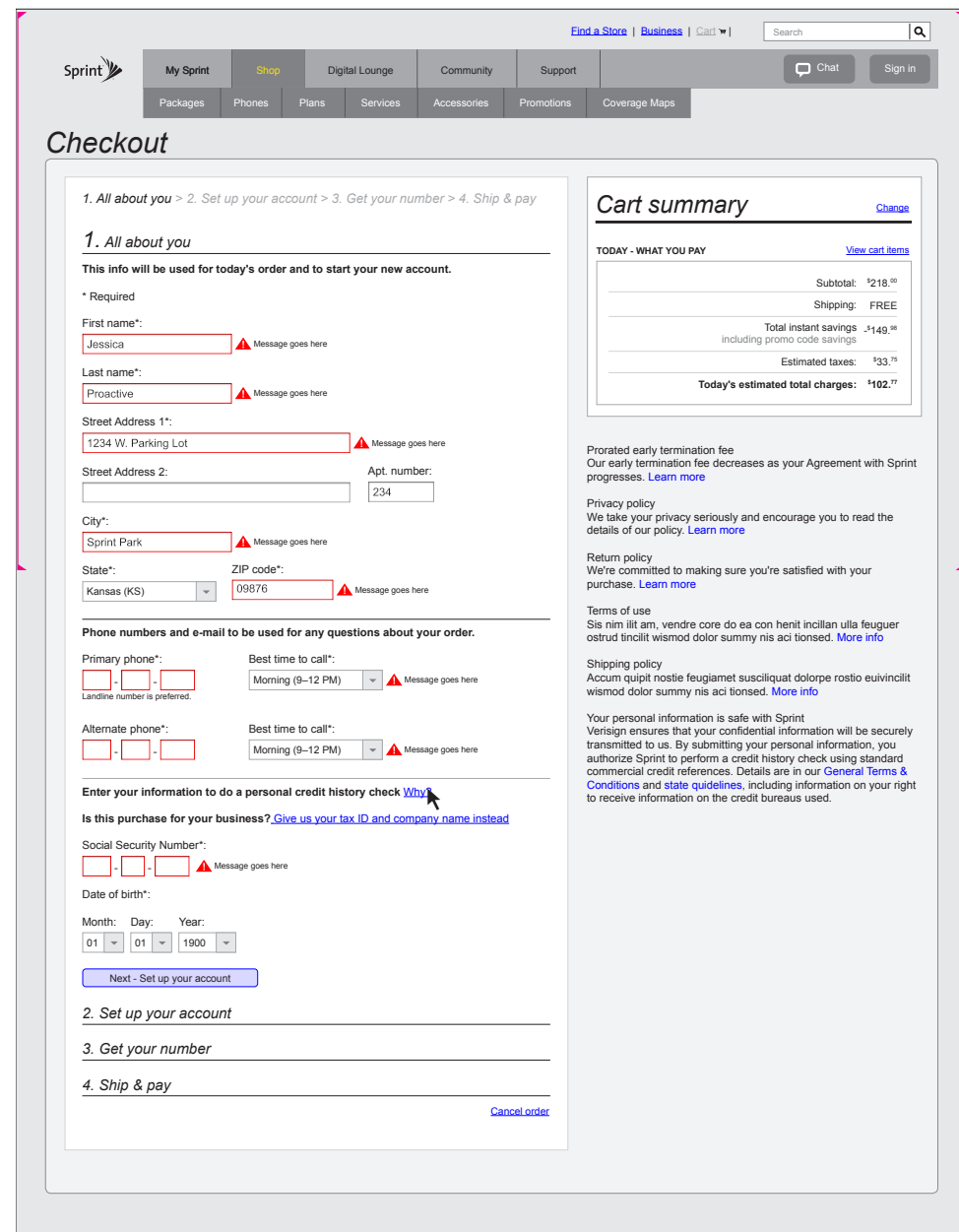
Error placements are always next to a required form and the form is outlined in red. The example below is for checkout. Checkout was designed with all forms left aligned and error messaging right of the form. Notice the primary button left aligned.

On a modal:

Error placements are always above the required forms. The below modal example displays an error for a user trying to sign in. Notice the primary button left aligned.

On expanded links:

Similar to modals, error placements are always above the required forms. The below upgrade expanded link example displays an error for a user trying to sign in and a user searching for a phone number. Notice the primary button left aligned.



My Sprint - I want to component

I want to...

Summary

I want to's constitutes a significant and pervasive module that is used throughout the My Sprint space.

Specifically, the module contains links, personalized to the user's state. Links are primarily based on top drivers to the call center.

There are can be a maximum of 10 links shown within the module but only a total of 5 are shown perpetually. If there are more than 5 links this will be indicated by a 'See more' link at the bottom of the module.

The additional 6 - 10 links are only revealed when the user clicks the see more link at the bottom the module. Once clicked the module will expand to show the additional links in a overlay on the page. This overlay will stay open until the user clicks the 'See less' link.

I want to:

[\[Link one\]](#)

[\[Link two\]](#)

[\[Link three\]](#)

[\[Link that's really long\]](#)

[\[Link five\]](#)

[➔ See more](#)

I want to:

[\[Link one\]](#)

[\[Link two\]](#)

[\[Link three\]](#)

[\[Link that's really long\]](#)

[\[Link five\]](#)

[\[Link six\]](#)

[\[Link seven\]](#)

[\[Link eight\]](#)

[\[Link nine\]](#)

[\[Link ten\]](#)

[➔ See less](#)

Shop - Navigation

Un-Authenticated - Shop header

Summary

For the user who is not signed into the site, these primary areas of the global navigation are accessible in this sequence:

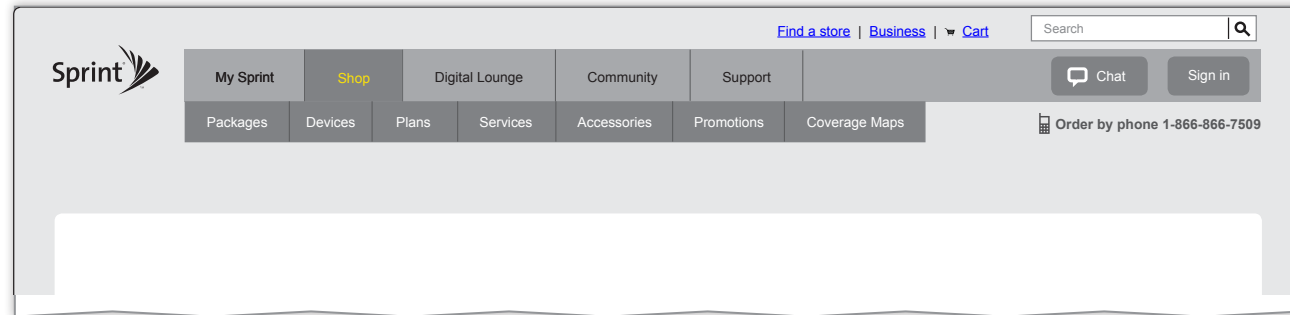
Subsections: Packages, Devices, Plans, Services, Accessories, Promotions, Coverage Maps

Shop exclusively deals with the sale, upgrade or addition of sprint related products including phones, devices.

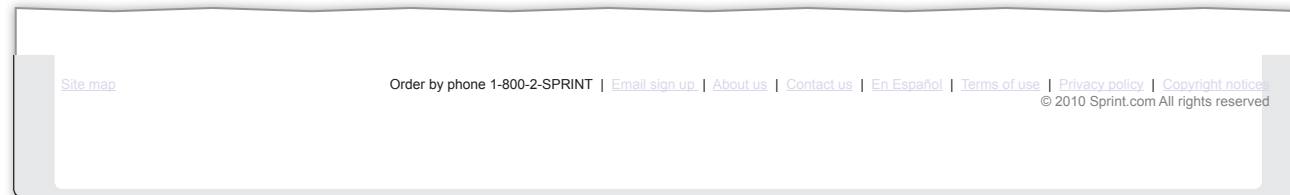
Additionally within the shop experience and only within shop we present copy just below the main header's chat and sign in buttons as a means of indicating to the user the ability to order a phone by phone. See the above header state for the wireframe treatment.

For specific layer configuration of this linked file please refer to the header contact sheet found in the IA toolkit.

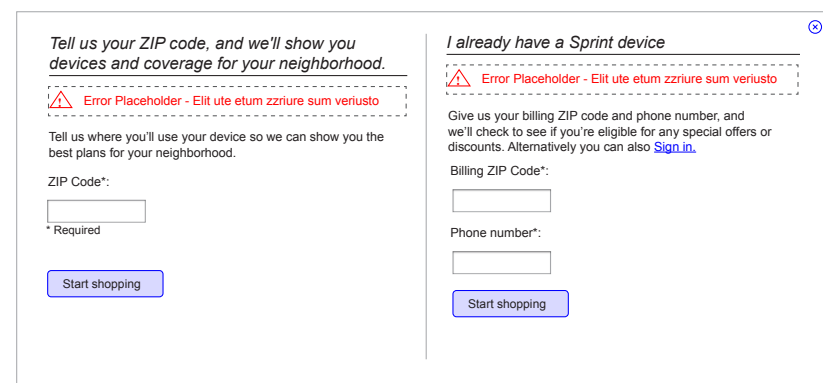
For the non-authenticated user we do not know anything about them and as a result must first obtain their Zip code in order to provide them with accurate product and coverage information to ensure the products they are presented will work in their area. As a result, as soon as the user navigates to the phone wall they first presented with a modal requesting their Zip



My Sprint header



Global footer



Shop intercept modal

code information. This modal is illustrated at right.

This modal will only appear when the user navigated to either the following sub-navigation menus.

Subsections prompting for Zip code info: Packages, Devices, Plans, Promotions and Coverage maps.

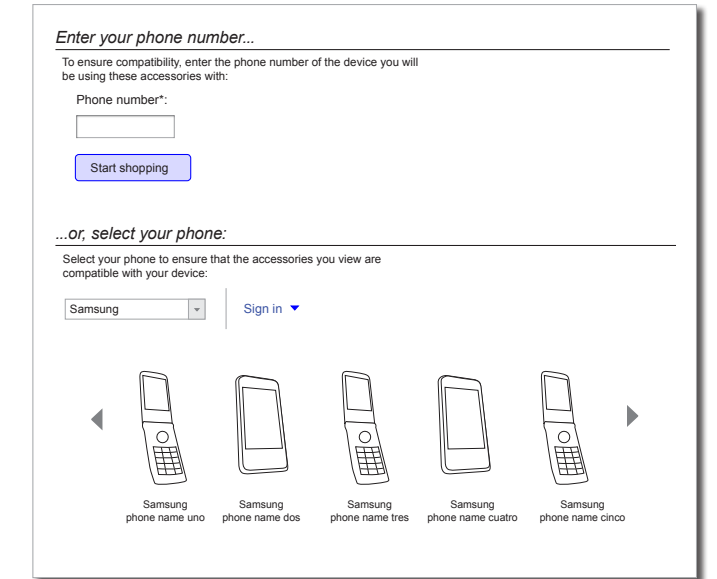
Additionally accessories and services sections are presented with a modal that allows them to also select a device from a device selector similar to support.sprint.com/support. A proposed wire of this modal is displayed at right.

This modal is proposed because at publication of this document services has out of scope for the current shop site launch date.

In addition to these primary areas, these elements are also accessible throughout the entire site: Find a Store, Business, Search, Sign In and cart.

Chat is a conditional element that can be turned on and off depending on the availability of chat personal to facilitate the chat functionality.

Proposed services intercept modal



Enter your phone number...

To ensure compatibility, enter the phone number of the device you will be using these accessories with:

Phone number*:

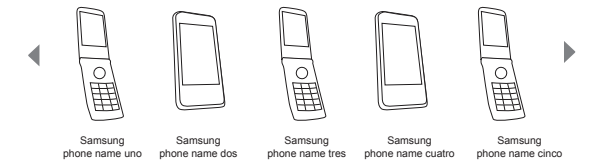
Start shopping

...or, select your phone:

Select your phone to ensure that the accessories you view are compatible with your device:

Samsung

Sign in



Authenticated - Shop Header

Summary

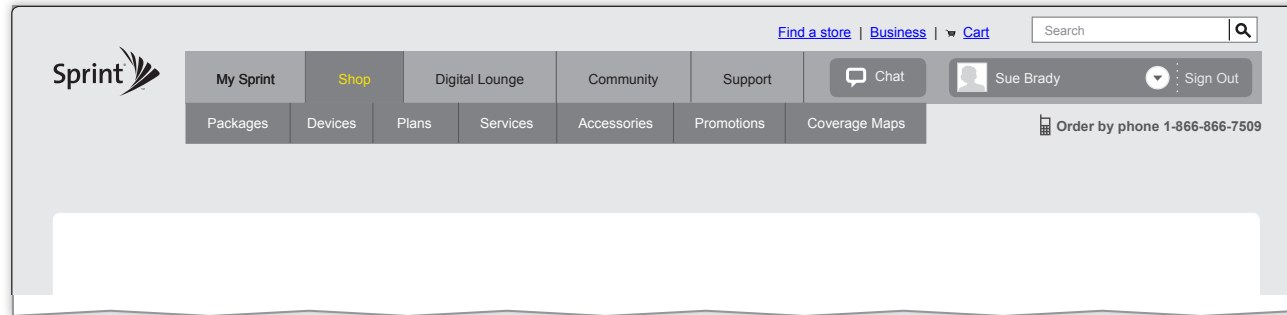
For the user who is signed into the site, the “Sign in” button is replaced with an identifier that displays within the primary navigation bar. The identifier consists of a system/user-driven icon adjacent to the user’s sign-in name and concluding with a “Sign out” button. Across from the user’s sign-in name is a control, when clicked, displays a pull-down menu of account numbers if the user holds multiple accounts. Details around this pull-down menu can be found in the following sections.

If a browser cookie is active for authentication, but the user has not signed into the site, a “Sign in” button is available as seen at the bottom of the page.

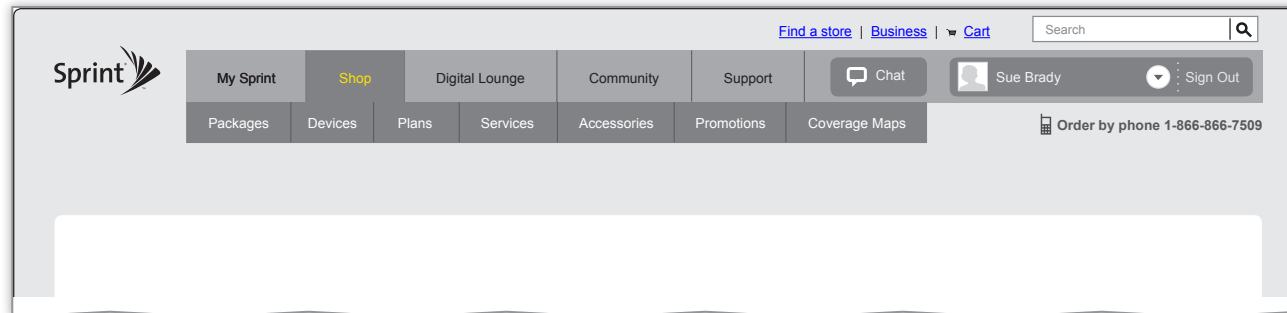
Additionally within the shop experience as a cookie user we know what the user’s default device is and subsequently present upgrade pricing for this user state within the devices section of the site however, if the user attempts to upgrade their default phone by adding a phone to their cart they will be prompted log in by entering their password prior to the device being added to their cart.

If the user in this state clicks any of the sub-navigation items within My Sprint they will be prompted to log in.

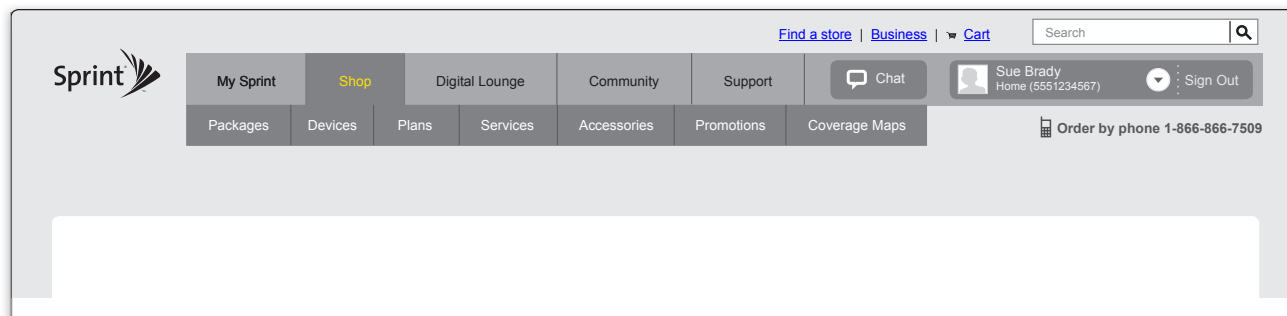
Device subscriber/Logged in



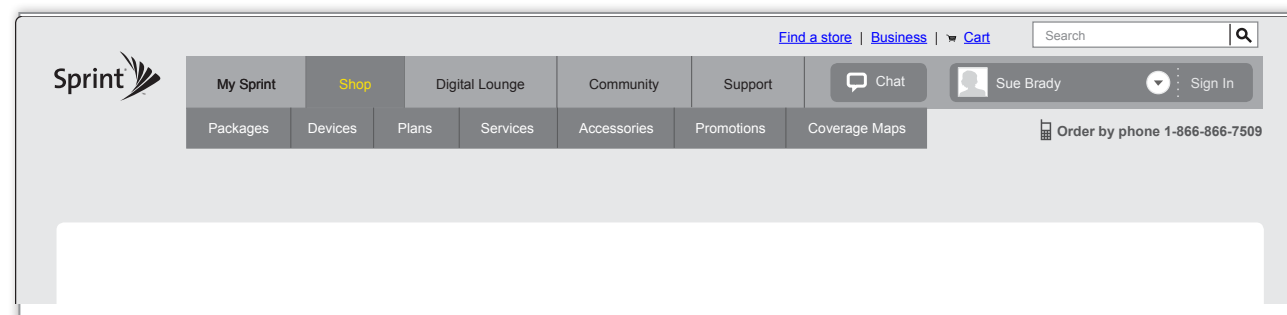
1 account



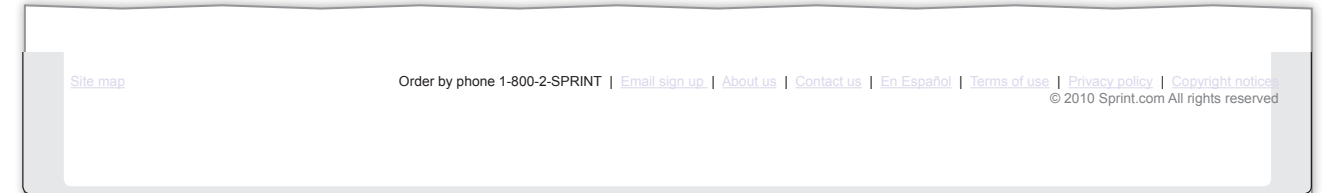
Multiple accounts



Cookied user - name displayed - prompt to sign in



Global footer



Specific details of the overlay behavior and look in this state can be found in the following sections of this document.

Shop - Context Selector

Context Selector

Summary

The Context Selector provides the user with a guide to what they are currently doing. In addition, the Context Selector provides up to 2 hooks/links that allow the user to switch between different purchase tasks. All new hooks should be reviewed and approved by the business. The context selector can have 0, 1 or 2 hooks only. Below are the rules for displaying the Context Select and the hooks.

0 hook

Use the context selector with 0 hooks when the user has added a device or plan in step 1 and continues to step 2 in the purchasing tool. At this point, the user has entered a flow and the context selector is used to communicate the user state and should deviate the user from the current flow hence no hooks.

1 hook

Use the context selector with 1 hook when the user is starting their flow from the plan wall first. Since the user starts at the plan wall the system assumes the user will want to “change plans” or “get a new plan” only.

2 hooks

Use the context selector with 2 hooks when the user is starting their flow from the phone wall first. Since the user starts at the phone wall the system assumes the user will want to “upgrade a phone” or “add a device” only.

Upgrade Flow

This is the only flow that has an expandable link if the user is an account owner with multiple phones.

Approved Hooks:

- Upgrade a phone
- Add a device
- Change plan
- Upgrade another device
- Get a new plan

Visual examples of the Context Selector

The visual examples show the Context Selector in three different user states:

- Account Administrator with multiple accounts upgrade flow:** Shows a user shopping for a new device for Sue Brady. The selector displays a 'Compare' button, a 'Need help finding a device?' link, and recommendations for the Motorola i580 and Sprint Family Locator.
- Device Subscriber Upgrade flow:** Shows a user shopping to upgrade Sue's phone number. A warning message indicates that request access is needed from the account owner. The selector displays a 'Compare' button, a 'Need help finding a device?' link, and recommendations for the Motorola i580 and Sprint Family Locator.
- Partially authenticated user who provided billing zip code and PTN:** Shows a user shopping to upgrade Sue's phone number. The selector displays a 'Compare' button, a 'Need help finding a device?' link, and recommendations for the Motorola i580 and Sprint Family Locator.

Context Selector examples...

Un-Authenticated User Adding a Line

Un-Authenticated User adding a line starting from the phone wall, the Context Select reads:

"You are shopping for a new device and plan for <New York, NY, 99999>"

Hook 1

Upgrade a phone

Hook 2

Add a device

Un-Authenticated User selected a phone and continues to step 2 in the purchasing tool, the Context Select reads:

"You are shopping for a new device and plan for <New York, NY, 99999>"

N/A

N/A

Un-Authenticated User adding a line starting from the plan wall, the Context Select reads:

"You are shopping for a new device and plan for <New York, NY, 99999>"

Change plan

N/A

Un-Authenticated User selected a plan and continues to step 2 in the purchasing tool, the Context Select reads:

"You are shopping for a new device and plan for <New York, NY, 99999>"

N/A

N/A

Un-Authenticated User Adding a Share

Un-Authenticated User adding a line starting from the phone wall, the Context Select reads:

"You are currently shopping to add 2 or more phones to a new share plan for <New York,NY, 99999>"

Upgrade a phone

Add a device

Un-Authenticated User selected a phone and continues to step 2 in the purchasing tool, the Context Select reads:

"You are currently shopping to add 2 or more phones to a new share plan for <New York,NY, 99999>"

N/A

N/A

Un-Authenticated User adding a line starting from the plan wall, the Context Select reads:

"You are currently shopping to add 2 or more phones to a new share plan for <New York,NY, 99999>"

Change plan

Un-Authenticated User selected a plan and continues to step 2 in the purchasing tool, the Context Select reads:

"You are currently shopping to add 2 or more phones to a new share plan for <New York,NY, 99999>"

N/A

N/A

Authenticated / Account Owner User Adding a Line

Authenticated User adding a line starting from the phone wall, the Context Select reads:

"You are shopping to add new device and plan to account <123456789> in <New York, NY, 99999>"

Hook 1

Upgrade a phone

Hook 2

Add a device

Authenticated User selected a phone and continues to step 2 in the purchasing tool, the Context Select reads:

"You are shopping to add new device and plan to account <123456789> in <New York, NY, 99999>"

N/A

N/A

Authenticated User adding a line starting from the plan wall, the Context Select reads:

"You are shopping to add new device and plan to account <123456789> in <New York, NY, 99999>"

Change plan

N/A

Authenticated User selected a plan and continues to step 2 in the purchasing tool, the Context Select reads:

"You are shopping to add new device and plan to account <123456789> in <New York, NY, 99999>"

N/A

N/A

Authenticated / Account Owner User Adding a Share

Authenticated User adding a share starting from the phone wall, the Context Select reads:

"You are currently shopping to add 2 or more phones and a new shared plan to account <123456789> in <New York, NY, 99999>"

Upgrade a phone

Add a device

Authenticated User selected a phone and continues to step 2 in the purchasing tool, the Context Select reads:

"You are currently shopping to add 2 or more phones and a new shared plan to account <123456789> in <New York, NY, 99999>"

N/A

N/A

Authenticated User adding a share starting from the plan wall, the Context Select reads:

"You are currently shopping to add 2 or more phones and a new shared plan to account <123456789> in <New York, NY, 99999>"

Change plan

N/A

Authenticated User selected a plan and continues to step 2 in the purchasing tool, the Context Select reads:

"You are currently shopping to add 2 or more phones and a new shared plan to account <123456789> in <New York, NY, 99999>"

N/A

N/A

Context Selector examples continued...

Authenticated / Account Owner Upgrading

Authenticated User is upgrading a phone, the Context Select reads:

“You are shopping to upgrade <Sue Brady, 555-55-5555>”
 -Save \$75 link will be displayed for Tier1 customers
 -Save \$150 link will be displayed for Tier2 customers
 -Check Rebate Eligibility link will be displayed for Tier0 customers
 ** For UFP customers rebate link will not be displayed

Hook 1

Upgrade another device
 or
 No link in case there is only one subscriber in selected account

Hook 2

Add a device

Authenticated / Account Owner Adding a Phone

Authenticated User is adding a phone starting from the phone wall, the Context Select reads:

“You are shopping to add additional phones to your shared plan <Talk/Message/Data/Share 1500> in <New York, NY, 99999>”

N/A

N/A

Authenticated User is adding a phone starting from the plan wall, the Context Select reads:

“You are shopping to add additional phones to your shared plan <Talk/Message/Data/Share 1500> in <New York, NY, 99999>”

N/A

N/A

Authenticated / Account Owner Changing a Plan

Authenticated User is changing a plan starting from the plan wall, the Context Select reads:

You're shopping to change <Talk/Message/Data Share 1500>

Get a new plan

N/A

Shop - Pricing Module

Pricing Module

Summary

The pricing module lives in the device detail page and the quick modal. This is the only opportunity to add a device to the cart by clicking the “buy” button. The pricing module is made up of the following elements:

Pricing Hooks (your pricing to...):

The pricing hooks consists of 3 different scenarios:

- Upgrade a phone - Pricing refreshed based on user’s upgrade eligibility. This is determined based off the user’s phone number.
- Add to a shared plan - Pricing defaults to 2 year price.
- Add to an individual plan - Pricing defaults to the 2 year contract.

Color:

Allows the user to choose the color they want to purchase. If there is only one color this drop down box is suppressed.

Pricing:

User can choose to view pricing discounts for 2 year, 1 year and No agreement. Clicking on any one of the radio buttons expands the listed discounts for the selected term agreement. These values as seen at right are deducted from the Regular price to present the user with the price in the Your Price area of the pricing module.

Savings:

On-line discount - Clicking or rolling over the discount will open up a static content overlay that informs the user about web-only savings.

Mail in rebates - Clicking or rolling over the link will open up a static content overlay that informs the user about what a mail in rebate is and how to apply for a mail in rebate.

Quantity:

Quantities vary depending on the limits of the user’s account. But the general interaction after the user chooses multiple quantities of the selected device is that the Your Price text is not updated with the additional value of the additional quantity. If the user can only add 1 device, no drop down is displayed.

Buy Button:

User’s are restricted from adding a line when their account status is negative. Even though the Account Status restricts the user, the Buy button is still active. If the user

Visual examples of the Pricing Module

Adding a Line Customer treatment with a 2 year agreement

Your pricing to...

Start a new plan

Motorola i580

Color:

Regular Price: \$279.99

2 yr. agreement
[Online discount](#) - \$160.00
[Mail-in rebate](#) - \$50.00


1 yr. agreement
 No agreement

Your Price: **\$69.99**

Quantity:

[Device details](#)

Free shipping and activation. You'll get it in 2-5 days.



Adding a Line Customer treatment with no agreement

Your pricing to...

Start a new plan

Motorola i580

Color:

Regular Price: \$279.99


2 yr. agreement
 1 yr. agreement
 No agreement
[Online discount](#) - \$10.00
[Mail-in rebate](#) - \$50.00

Your Price: **\$219.99**

Quantity:

[Device details](#)

Free shipping and activation. You'll get it in 2-5 days.



User restricted from adding a device to their cart.

Your pricing to...

Start a new plan

Motorola i580

Color:

Regular Price: \$279.99

2 yr. agreement
[Online discount](#) - \$160.00
[Mail-in rebate](#) - \$50.00


1 yr. agreement
 No agreement

Your Price: **\$69.99**

Quantity:

[Device details](#)

Free shipping and activation. You'll get it in 2-5 days.



Upgrading Customer treatment with a 1 year agreement

Your price to:

Upgrade 555-123-4567

Motorola i580

Color:

Regular Price: \$500.00

2 yr. agreement
 1 yr. agreement
[Upgrade discount](#) - \$75.00
[Online discount](#) - \$10.00
[Mail-in rebate](#) - \$50.00

No agreement

Your Price: **\$365.00***

[See all devices](#)

* Monthly charges and equipment costs exclude Sprint surcharges, taxes, and fees

Receive in 2-3 days with FREE Shipping.

normally can add a line then the Buy button remains active.

However, if the user’s Account Type or Sub-Type combination restricts the user from adding a line and they are on the Phone Details page, the Buy button is inactive.

Upgrade Flow:

The price can not be reflected until a user is authenticated and their upgrade eligibility can be established. This requires the user to authenticate. The quantity drop down menu doesn’t display in the upgrade flow.

Shop - Purchasing Tool

Purchasing Tool

Summary

The purchasing tool is a component of the purchase flow wireframes that acts as a guide to tell the user where they have been, where they are and where they are going in the completion of the purchase process. The purchase tool is enabled when the user clicks a particular path either through clicking one of the context selector 'hooks' or the buy button on either the phone or plan details page.

Generally, the purchasing tool consists of 3-4 steps: phone, plan, services and accessories. Depending on the user's starting point, the first 2 steps (phone, plan) can switch but the last 2 steps (services, accessories) are set in that order.

Depending on the scenario, the purchasing tool has at least 1 required step, step 1. Services may or may not be a required step. Services is only a required step when the user has to select mandatory services. Accessories is not a required step.

*Note: Required means the step will display but the user has the option to pass this step without making a purchase.

Clicking on the "change" link displays a browser error message warning the user that if they continue their entire purchasing tool will erase and they'll have to start from step 1.

Adding A Line Scenario:

The Adding A Line is the most straight forward scenario because the new or existing user is adding a complete package. The visual shows the summary of adding a phone, plan, services and accessories. In this scenario, the user started at the phone detail page first however a user can also start at the plan detail page and continue.

Visual example of Adding A Line

1. Devices > 2. Plans > 3. Services > 4. Accessories

- ✓ You selected 1 Motorola i580 in white. [See quick look](#) \$66.99* [Change](#)
- ✓ You picked our Basic Plan with Nights & Weekends starting at 6 p.m. \$45.95/mo* [Change](#)

Basic Plan with Nights & Weekends Includes:

Talk Unlimited mobile to mobile Unlimited nights & weekends - 7pm Nationwide Long Distance No Roaming Charges	Messaging Text Pictures Video	Data Not included: 3¢/KB	Nextel Direct Connect® Unlimited Direct Connect
--	---	--	---

Monthly Charge for Basic Plan

\$45.95/mo*
- ✓ You picked 5 services. \$25.00/mo* [Change](#)

New Motorola i580

Services:

Talk: [Service Name Lorem Ipsum Dolor Sit](#) - \$5.00

Message: [Service Name Lorem Ipsum Dolor 50](#) - \$5.00
[Service Name Lorem Ipsum Dolor 50](#) - \$5.00

International: [Service Name Lorem Ipsum Dolor 50](#) - \$5.00
- To continue, pick accessories from the list below that will work with your device or click Yes, place my order.

New Motorola i580

INCLUDED ACCESSORIES

 - Standard Lithium Ion (Li-Ion) Battery
 - AC Charger
 - USB Data Cable
 - MicroSD and adapter

Our top picks

	Motorola H690 Etched Pearl Bluetooth Headset ★★★★★ Finally a Bluetooth with style. This hands-free headset delivers is pretty and practical.	Your price \$39.99/each	Quantity: <input type="text" value="0"/>
	Lorem Ipsum Dolor Sit ★★★★★ Ugue magnim del do odolobortie magnibh ex ent in ea feugiamcommy nostie vent irilisi	Your price \$39.99/each	Quantity: <input type="text" value="1"/>
Online Only! For a limited time, get the Motorola H690 Etched Pearl Bluetooth Headset for only \$39.99.			
	Motorola Portable Bluetooth Car Kit T305 ★★★★★	Regular price \$49.99 Instant savings -\$10.00	

Purchasing Tool

Summary

Adding Multiple Phones to a Share Scenario:

The scenario is very similar to Adding A Line package with 2 exceptions, the new or existing user has a new shared plan and at least 1 phone. In this scenario the user selected a phone then identified that they are shopping for a shared packages and then selected their 2nd phone. This is summarized in Step 1.

The following steps follow:

step 2: shared plan

step 3: Services for all phones, services for individual phones

step 4: accessories for individual phones

Visual example of the Adding Multiple Phones to a Shared Plan

1. Devices > 2. Plans > 3. Services > 4. Accessories

1. You've picked **1** Motorola i580 in white. [Quick look](#) **\$66.99** [Change](#)

You've picked **1** M240 by Samsung in black. [Quick look](#) **\$16.99** [Change](#)

2. You picked our Everything Messaging Family plan with 400 Anytime minutes. **\$129.99** /mo* [Change](#)

Everything Messaging Family Plan Includes:

<p>Talk</p> <p>Unlimited mobile to mobile</p> <p>Unlimited nights & weekends - 7pm</p> <p>Nationwide Long Distance</p> <p>No Roaming Charges</p>	<p>Messaging</p> <p>Text</p> <p>Pictures</p> <p>Video</p>	<p>Data</p> <p>Unlimited data</p>	<p>Direct Connect</p> <p>Unlimited Direct Connect</p>
---	--	--	--

Monthly Charge for Everything Messaging Family Plan

\$129.99 /mo*

3. You picked **8** services.

All Phones **Share services added to this phone:** **\$8.00** /mo* [Change](#)

Talk: [Service Name Lorem Ipsum Dolor Sit](#) - \$3.00

Message: [Service Name Lorem Ipsum Dolor 50](#) - \$5.00

New Motorola i580 **Individual services added to this phone:** **\$18.00** /mo* [Change](#)

Talk: [Service Name Lorem Ipsum Dolor Sit](#) - \$5.00

Message: [Service Name Lorem Ipsum Dolor 50](#) - \$5.00

GPS: [Service Name Lorem Ipsum Dolor 50](#) - \$5.00

International: [Service Name Lorem Ipsum Dolor 50](#) - \$5.00

New M240 by Samsung **Individual services added to this phone:** **\$18.00** /mo* [Change](#)

Talk: [Service Name Lorem Ipsum Dolor Sit](#) - \$3.00

Message: [Service Name Lorem Ipsum Dolor 50](#) - \$15.00

4. To continue, pick accessories from the list below that will work with your device or click Yes, place my order.

New Motorola i580 **Accessories:** **\$79.98*** [Change](#)

[Lorem Ipsum Dolor Sit](#) - \$39.99

[Lorem Ipsum Dolor Sit](#) - \$39.99

Purchasing Tool

Summary

Adding a Phone to an Existing Share Scenario:

Adding a phone to an existing shared plan doesn't display the plan in a step because the user is not making changes to the plan. The user is adding a new phone therefore the purchasing tool displays the current phones on the plan and Step 1: the new phone(s), Step 2: services for the new phone(s) and 3: accessories for the new phone(s). The user cannot select or remove services and accessories for the current phones.

Visual example of Adding A Phone to an Existing Share Plan

1. Devices > 2. Services > 3. Accessories

You've picked the following device, currently on the plan, Talk/Message/Data Share 1500, to share minutes with: [Change](#)

Mike Brady
(345) 555-3335
Samsung M300

Jane Brady
(345) 555-3335
Samsung M300

1. ✔ You picked **1** Motorola i580 in white. [See quick look](#) \$69.99 [Change](#)

2. ✔ You picked these Services.

All Phones **Current shared services compatible with your new phone:**

Talk: [Service Name Lorem Ipsum Dolor Sit](#) - \$5.00 \$10.00 /mo*

Message: [Service Name Lorem Ipsum Dolor 50](#) - \$5.00

New Motorola i580 **Individual services added for this phone:**

Talk: [Service Name Lorem Ipsum Dolor Sit](#) - \$3.00 \$15.00 /mo* [Change](#)

Message: [Service Name Lorem Ipsum Dolor 50](#) - \$5.00

Message: [Service Name Lorem Ipsum Dolor 50](#) - \$7.00

3. To continue, pick accessories from the list below that will work with your device or click Yes, place my order.

New Motorola i580

INCLUDED ACCESSORIES

- Standard Lithium Ion (Li-Ion) Battery
- AC Charger
- USB Data Cable
- MicroSD and adapter

Our top picks [See all](#)

[Motorola H690 Etched Pearl Bluetooth Headset](#)

Finally a Bluetooth with style. This hands-free headset delivers is pretty and practical.

Your price \$39.99/each

Quantity:

[Lorem Ipsum Dolor Sit](#)

Ugue magnim del do odolobortie magnibh ex ent in ea feugiamcommy nostie vent irilisi

Your price \$39.99/each

Quantity:

Online Only! For a limited time, get the Motorola H690 Etched Pearl Bluetooth Headset for only \$39.99.

[Lorem Ipsum Dolor Sit](#)

Ugue magnim del do odolobortie magnibh ex ent in ea feugiamcommy nostie vent irilisi. Yada

Regular price \$49.99

Instant savings -\$10.00

Your price \$39.99/each

Quantitv:

Online Only! For a limited time, get the Motorola H690 Etched Pearl Bluetooth Headset for only \$39.99.

Purchasing Tool

Summary

Upgrade Scenario:

When upgrading, the plan is never displayed to the user in the purchasing tool because the plan is not changing. User cannot change plan AND upgrade at the same time. In such an instance the user is informed that they will need to change their plan AFTER they have upgraded their phone though an intercept page prior to the system adding the phone to their cart.

The following steps follow:

step 2: services for individual phones

step 3: Services for all phones,

step 4: accessories for individual phones

Visual example for Upgrading a Phone

1. Devices > 2. Services > 3. Accessories

1. You picked **1** Motorola i580 in white. [See quick look](#) \$290.00* [Change](#)

2. You picked **3** services.

<p>New Motorola i580</p>	<p>Services:</p>	<p>\$15.00 /mo* Change</p>
	<p>Protection: Service Name Lorem Ipsum - \$5.00</p>	
	<p>Nextel: Service Name Lorem Ipsum Dolor Sit - \$15.00</p>	

3. To continue, pick accessories from the list below that will work with your device or click Yes, place my order.

<p>INCLUDED ACCESSORIES</p> <ul style="list-style-type: none"> Standard Lithium Ion (Li-Ion) Battery AC Charger USB Data Cable MicroSD and adapter 	<p>Our top picks See all</p>	
	<p>Motorola H690 Etched Pearl Bluetooth Headset ★★★★★</p> <p>Finally a Bluetooth with style. This hands-free headset delivers is pretty and practical.</p>	<p>Your price \$39.99/each</p> <p>Quantity: <input type="text" value="0"/></p>
	<p>Lorem Ipsum Dolor Sit ★★★★★</p> <p>Ugue magnim del do odolobortie magnibh ex ent in ea feugiamcommy nostie vent irilisi</p>	<p>Color: <input type="text" value="White"/></p> <p>Your price \$39.99/each</p> <p>Quantity: <input type="text" value="1"/></p>
	<p>Online Only! For a limited time, get the Motorola H690 Etched Pearl Bluetooth Headset for only \$39.99.</p>	
	<p>Lorem Ipsum Dolor Sit ★★★★★</p> <p>Ugue magnim del do odolobortie magnibh ex ent in ea feugiamcommy nostie vent irilisi. Yada</p>	<p>Regular price \$49.99 Instant savings -\$10.00</p> <p>Your price \$39.99/each</p> <p>Quantity: <input type="text" value="1"/></p>
<p>Lorem Ipsum Dolor Sit ★★★★★</p> <p>Ugue magnim del do odolobortie magnibh ex ent in ea feugiamcommy nostie vent irilisi</p>	<p>Regular price \$49.99 Instant savings -\$10.00</p> <p>Your price \$39.99/each</p> <p>Quantity: <input type="text" value="0"/></p>	
<p>Lorem Ipsum Dolor Sit ★★★★★</p> <p>Ugue magnim del do odolobortie magnibh ex ent in ea feugiamcommy nostie vent irilisi</p>	<p>Regular price \$49.99 Instant savings -\$10.00</p> <p>Your price \$39.99/each</p>	