



Hive4.com

**Quick Fix:
User Flow & Requirements
Alternative “Request Info From Supplier”**

Version 1.0

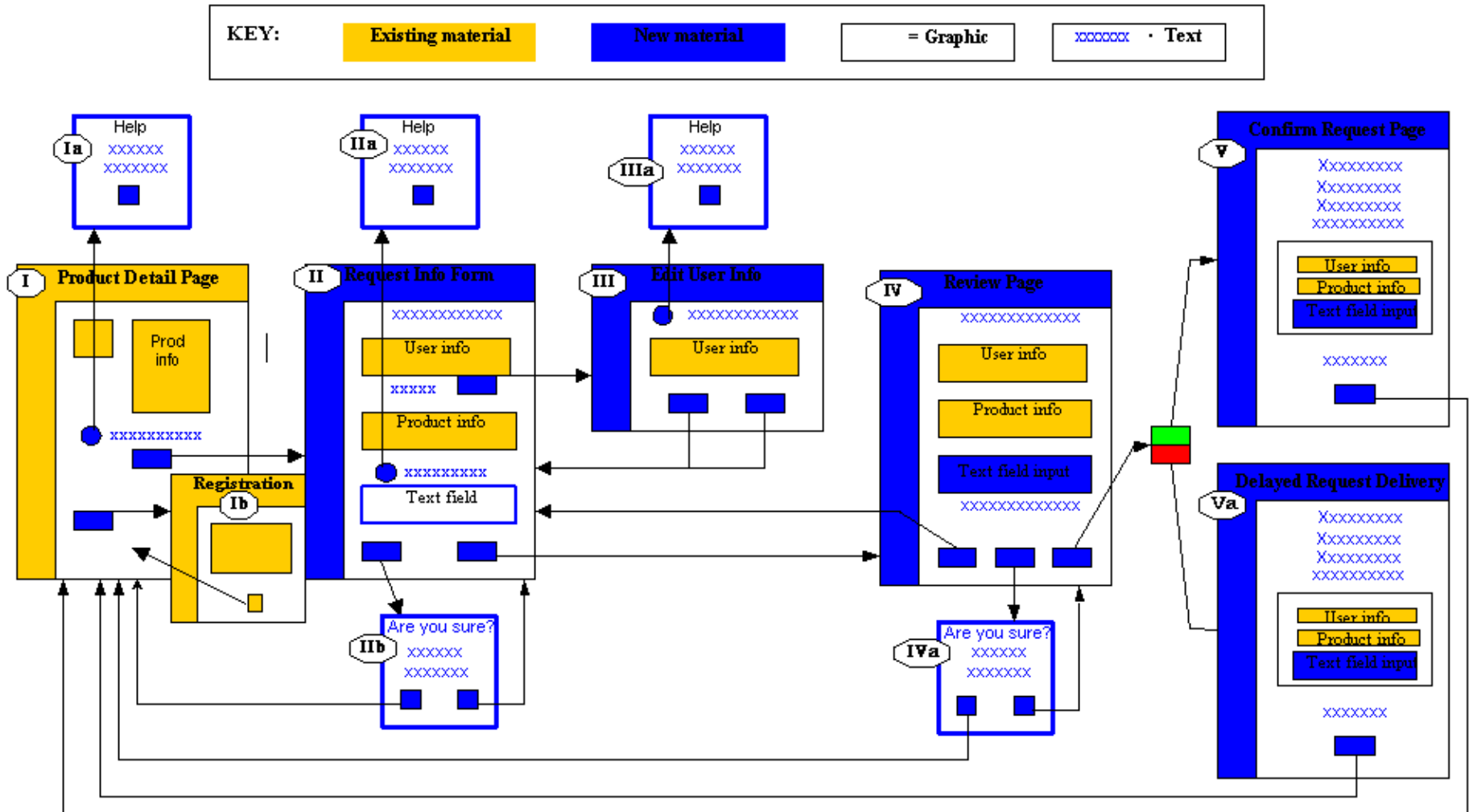
1/18//01

Introduction

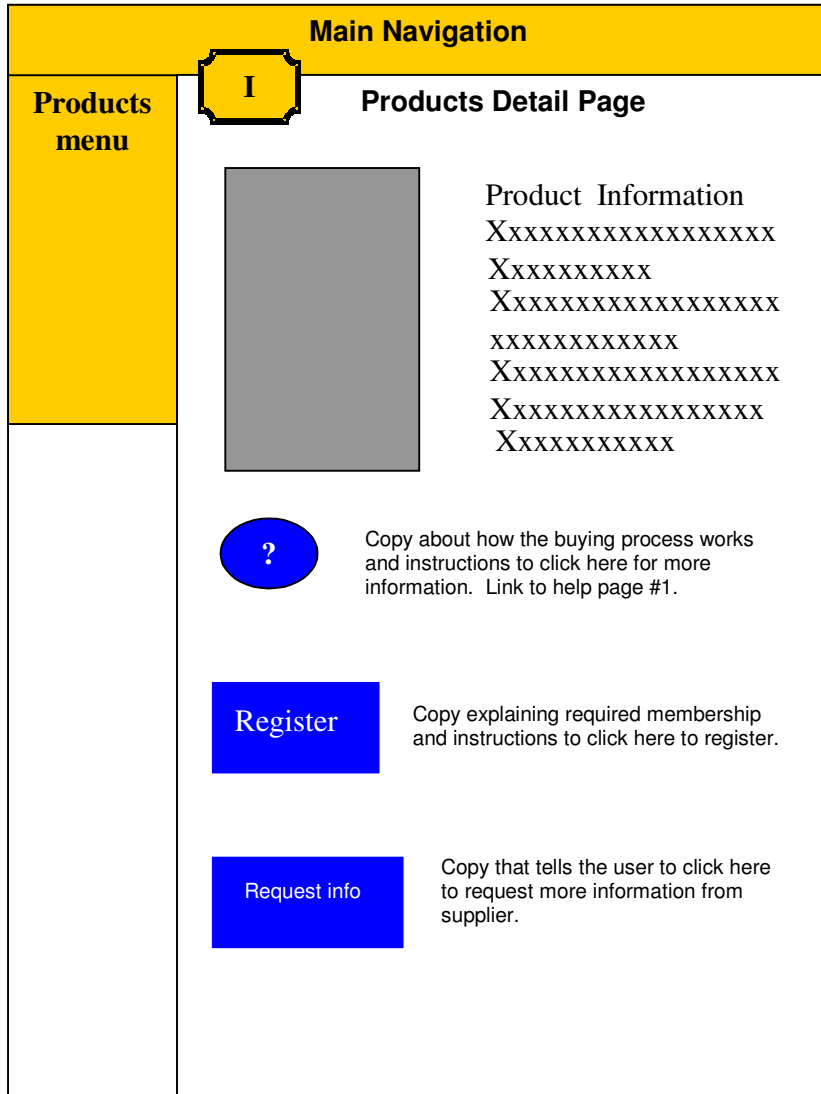
This document defines requirements for a “quick fix” to usability problems in the “Work Area” and “Message Center.” The goal is to provide basic Marketplace functionality for launch while the information architecture for these areas is redesigned.

With this solution, a user reaches a Product Detail page and is able to send a message to the supplier requesting more information. New copy is added to the Product Detail page explaining the feature and stating that the user must be registered. A “help” button pops up instructional copy in a small window. If the user is not registered, s/he will be asked to register then returned to the Product Detail page. The main button takes the user to a “request information” form. The “request information” form is a new page that presents pre-filled user information (from registration) and pre-filled product/supplier information (from Product Detail page). The user is asked to check the user information and make sure his/her email address is correct so that a copy of the request can be sent to him/her. If changes are necessary, the user can go to an “edit user information” page to make corrections (adapted from Account area). The user is also asked to specify the kind of information desired from the supplier via checkboxes and is also asked to write comments for the supplier in a text field. Again, a “help” button pops up additional information in a small window. The user may choose to cancel at this stage, via a “cancel” button; if so, a confirmation page appears and asks the user if s/he is sure she wants to cancel. If yes, the user is returned to the Product Detail page. If no, the user is returned to the “request information” page, with all fields still filled in, so s/he can then click the “review request” button. If the user has not made a selection or written text in the text box specifying the kind of information s/he wants, a query page appears asking the user if s/he is sure s/he does not want to provide instructions to the supplier. If the user says no, s/he is returned to the “request information” page, with all fields still filled in. After providing the information, the user clicks the “review request” button. This takes the user to a review page, where s/he sees exactly what will be sent to the supplier. The user can then send the form, go back and make changes, or cancel. If the user wishes to make changes, s/he is returned to the “request information” page, with all fields still filled in. If the user clicks “cancel,” a query page appears asking the user if s/he is sure s/he wants to cancel. If yes, s/he is returned to the Product Detail page. If no, s/he is returned to the review page. If the user is satisfied with the information on the review page, s/he approves it and is taken to a confirmation page. The confirmation page tells the user, “Your request for [product specified] has been sent to [vendor specified]. A copy of your request has been sent to you at [email address specified]. The message you sent is copied below for your records.” Finally, a “return to Hive4 marketplace” button takes the user back to the Product Detail page where s/he started.

User Flow



I Product Detail Page



Page Description

The Products Detail is an existing page on Hive4 sites. Copy changes and additional links initiate the “quick fix” information request process to temporarily replace Work Area and Messaging functionality.

Links

1. Help popup (Ia)
2. Registration (Ib)
3. Request Info form (II)

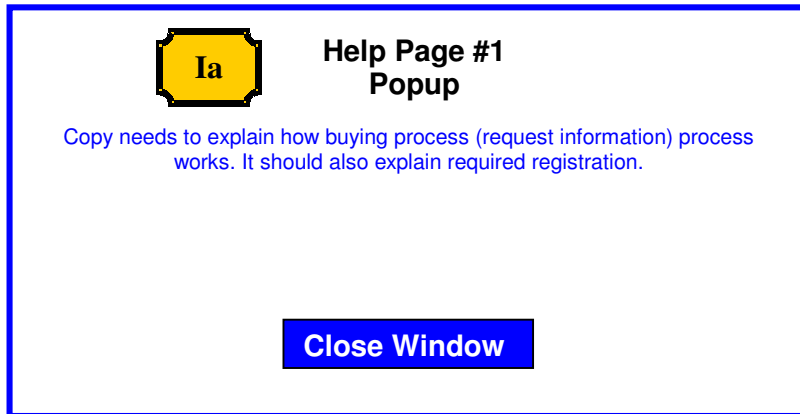
Graphics

1. Help
2. Register
3. Request Information from Supplier

Copy

1. Help button
2. Register button
3. Request info button
4. Copy explaining how the buying process works and instructions to click help button form more information.
5. Copy explaining required membership with instructions to click Register button to register.
6. Copy that tells the user to click the Request Info button to obtain information on product from the supplier.

Ia Help Page #1 Popup



Page Description

Help #1 appears in a popup window (text will also appear in help section). It explains how the buying process (request information) works.

Links

Close window

Graphics

Close window button

Copy

1. Close window button
2. Explain how the buying process works using the Request Info From Supplier form. Explain that user must be registered and specify how user goes about registering.

Ib Registration Page

Main Navigation	
Products Menu Login Help	<div style="border: 2px solid black; padding: 2px; display: inline-block; margin-bottom: 10px;">Ib</div> <p>Registration page</p> <p>Copy explains registration process.</p> <p>Registration process page from existing registration process</p>

Page Description

The Registration page exists on all Hive4 sites. Copy is changed so that user understands how registration process works and what s/he gets out of it. Upon completing registration, user is returned to Product Detail page.

Links

In addition to existing links (all existing pages):

1. Privacy policy
2. Terms and Conditions
3. Login help
4. Product Detail page

Graphics

None

Copy

Copy explains the registration process: what kind of information is required and why. Refer to privacy policy, terms and conditions, and login help links.

II Request Information Form

Main Navigation	
Products menu	<div style="border: 2px solid black; border-radius: 50%; width: 30px; height: 30px; text-align: center; margin: 0 auto 10px auto; line-height: 30px;">II</div> <h3 style="margin: 0;">Request Info Form</h3> <p style="font-size: small;">Copy explaining (again) how process works, stating that user info is pre-filled and that user can change information as needed.</p> <div style="background-color: #ffff00; padding: 5px; text-align: center; margin: 10px 0;">User information (from registration)</div> <p style="font-size: small;">Copy telling user to click button change user information, emphasizing that correct email address is needed to send copy of completed request info page to user.</p> <div style="background-color: #0000ff; color: white; padding: 5px; text-align: center; float: right; margin-left: 10px;">Edit</div> <div style="background-color: #ffff00; padding: 5px; text-align: center; margin: 10px 0;">Product information (from Product Detail)</div> <div style="display: flex; align-items: center; margin: 10px 0;"> <div style="background-color: #0000ff; color: white; border-radius: 50%; width: 30px; height: 30px; text-align: center; margin-right: 10px; line-height: 30px;">?</div> <p style="font-size: small;">Copy telling user what kind of information to provide for Supplier in check boxes and text field below. Also instructs user to click “help” button for more information.</p> </div> <p style="color: blue; font-weight: bold; margin: 10px 0;">Copy telling user to specify information needed from supplier and write comments.</p> <p style="color: blue; font-weight: bold; margin: 0 0 0 40px;">xxxx xxxxx xxxx xxxx xxxxx</p> <div style="border: 2px solid blue; padding: 5px; margin: 10px 0;">Text field: additional comments to supplier.</div> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #0000ff; color: white; padding: 5px 15px; border: 1px solid black;">QUIT</div> <div style="background-color: #0000ff; color: white; padding: 5px 15px; border: 1px solid black;">SUBMIT</div> </div>

Page Description

The Request Info Form specifies the product the user is interested in and the kind of information s/he wants from the supplier. User information is pre-filled with details from user registration. The user can edit this information on a separate page (III). Product information is pre-filled from the Products Detail page. A set of check boxes allow user to specify the kind of response required from supplier. A text field allows user to provide additional comments or instructions for the supplier.

Links

1. Edit user information (III)
2. Help #2 (IIa)
3. Are You Sure? #1 (IIb)
4. Review page (IV)

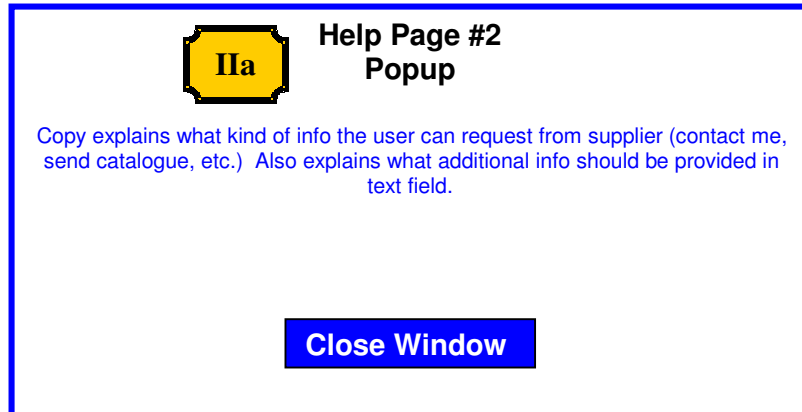
Graphics

1. Edit user information
2. Help
3. Quit
4. Submit

Copy

1. Edit user information button
2. Help button (same as I)
3. Quit button
4. Submit form button
5. Copy telling user to click “edit” button to change user information, emphasizing that correct email address is needed to send copy of completed request to user.
6. Copy telling user what kind of information to provide to supplier in check boxes and text field. Refer to “help” button
7. Copy telling user to click “submit” to submit the form or “quit” to cancel the process.

Ila Help Page #2 Popup



Page Description

Help #2 appears in a popup window (text will also appear in help section). It explains what kind of info the user can request from supplier (contact me, send catalogue, etc.). Also explains what additional information should be provided in the text field.

Links

Close window.

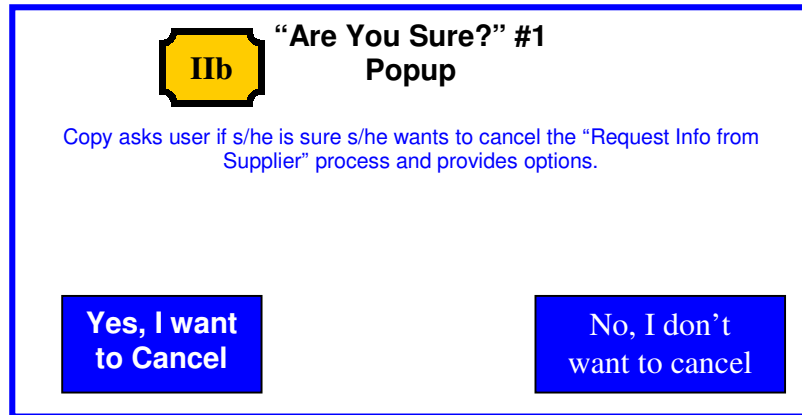
Graphics

Close window (same as la)

Copy

1. Close window button (same as la)
2. Explain what kind of info the user can request from supplier (contact me, send catalogue, etc.). Also explains what additional information should be provided in the text field.

IIb “Are You Sure?” #1 Popup



Page Description

“Are You Sure?” #1 appears in a popup window. It asks the user if s/he is sure s/he wants to cancel the “Request Info from Supplier” process and provides options.

Links (close window)

1. Product Detail (I)
2. Request Info form (II)

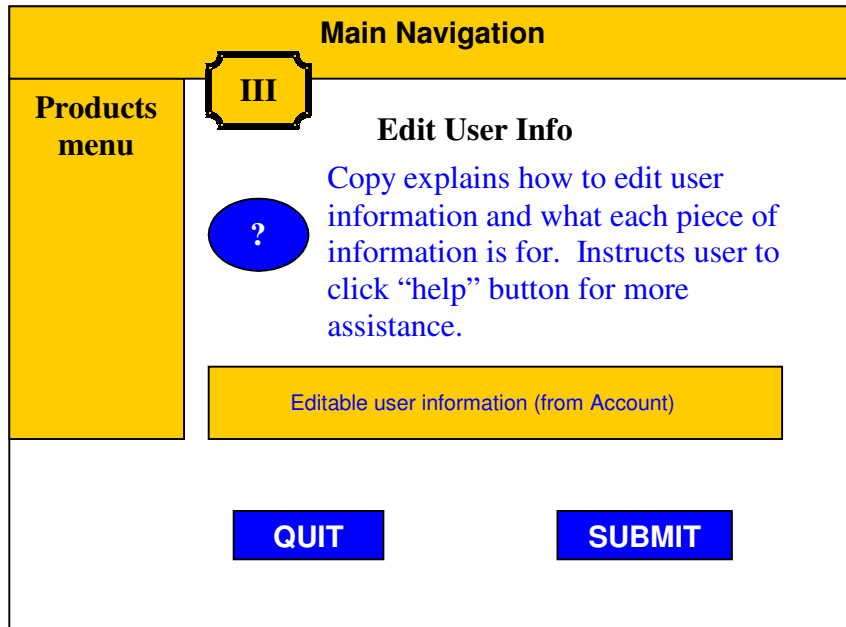
Graphics

1. Yes, I want to cancel
2. No, I don't want to cancel

Copy

1. Yes, I want to cancel button
2. No, I don't want to cancel button
3. Copy asking user user if s/he is sure s/he wants to cancel the “Request Info from Supplier” process. Copy specifies options.

III Edit User Info Form



Main Navigation

Products menu

III

Edit User Info

Copy explains how to edit user information and what each piece of information is for. Instructs user to click “help” button for more assistance.

Editable user information (from Account)

QUIT **SUBMIT**

Page Description

The Edit User Info is adapted from an existing page on Hive4 sites in the Account area. Copy explains how to edit user information and what each piece of information is for.

Links

1. Help #3 (IIIa)
2. Request Info form (II)
3. Request Info form (II)

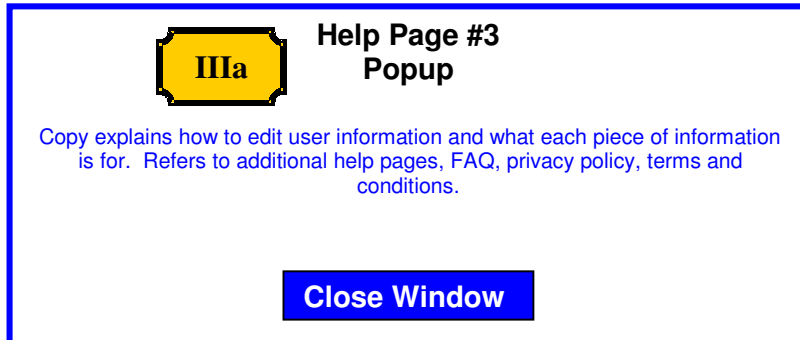
Graphics

1. Help (same as I)
2. Quit (same as II)
3. Submit (same as II)

Copy

1. Help button (same as I)
2. Quit button (same as II)
3. Submit button (same as II)
4. Copy explains how to edit user information and what each piece of information is for. Instructs user to click “help” button for more assistance.

IIIa Help Page #3 Popup



Page Description

Help #3 appears in a popup window (text will also appear in help section). It explains how to edit user information and what each piece of information is for. Refers to additional help pages, FAQ, privacy policy, terms and conditions.

Links

Close window.

Graphics

Close window (same as Ia)

Copy

1. Close window button (same as Ia)
2. Explain how to edit user information and what each piece of information is for. Refer to additional help pages, FAQ, privacy policy, terms and conditions

IV Review Page

Main Navigation	
Products menu	<div style="border: 2px solid black; border-radius: 10px; width: 40px; height: 40px; margin: 0 auto; display: flex; align-items: center; justify-content: center; margin-bottom: 10px;"> IV </div> <h3 style="margin: 0;">Review Page</h3> <p style="font-size: small; margin: 5px 0;">Copy telling user to review information previously submitted on Request Info Form.</p> <div style="background-color: #FFD700; padding: 5px; margin: 10px 0; text-align: center; border: 1px solid black;">User information (from registration)</div> <div style="background-color: #FFD700; padding: 5px; margin: 10px 0; text-align: center; border: 1px solid black;">Product Info (from Product Detail)</div> <div style="background-color: #0000FF; padding: 5px; margin: 10px 0; text-align: center; border: 1px solid black;">Comments (from text field)</div> <p style="font-size: small; margin: 5px 0;">Copy explains that user can click “change” to change info, “submit” to submit the form, or “cancel” to cancel the process.</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="background-color: #0000FF; color: white; padding: 5px 15px; border: 1px solid black;">CHANGE</div> <div style="background-color: #0000FF; color: white; padding: 5px 15px; border: 1px solid black;">QUIT</div> <div style="background-color: #0000FF; color: white; padding: 5px 15px; border: 1px solid black;">SUBMIT</div> </div>

Page Description

The Review page allows the user to preview the information being sent to the supplier before it is submitted and offers a chance to edit information as needed.

Links

1. Request Info form (II)
2. Are You Sure? #2 (IVa)
3. Confirm Request page (V)

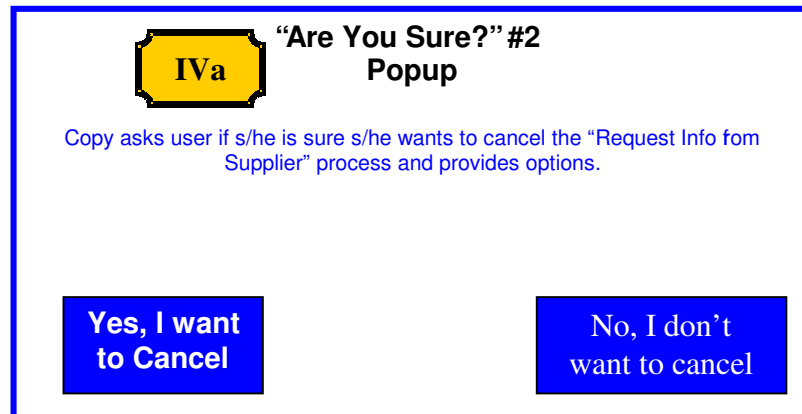
Graphics

1. Change
2. Quit (same as II)
3. Submit (same as II)

Copy

1. Change button
2. Quit button (same as II)
3. Submit button (same as II)
4. Copy telling user to review information previously submitted on Request Info Form, emphasizing importance of accuracy.
5. Copy explaining that user can click “change” to change info, “submit” to submit the form, or “cancel” to cancel the process

IVa “Are You Sure?” #2 Popup



Page Description

“Are You Sure?” #2 appears in a popup window. It asks the user if s/he is sure s/he wants to cancel the “Request Info from Supplier” process and provides options.

Links

1. Product Detail page (I)
2. Review page (IV)

Graphics

1. Yes, I want to cancel (same as IIb)
2. No, I don’t want to cancel (same as IIb)

Copy

4. Yes, I want to cancel button (same as IIb)
 5. No, I don’t want to cancel button (same as IIb)
- Copy asking user user if s/he is sure s/he wants to cancel the “Request Info from Supplier” process. Copy specifies options.

V Confirm Request Page

Main Navigation	
Products menu	<div style="text-align: center; border: 2px solid black; width: 40px; margin: 0 auto; padding: 5px;">V</div> <h3 style="text-align: center;">Confirm Request Page</h3> <p style="color: blue; font-size: small;">Copy telling user that the info shown on this page will be sent to the specified supplier, and a copy will be emailed to the user at the email address they've provided. (Product, Supplier, and email address are specified in the text.)</p> <div style="border: 1px solid gray; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Request to Be Sent to Supplier & User</p> <div style="background-color: #FFD700; padding: 5px; text-align: center; margin-bottom: 5px;">User information (from registration)</div> <div style="background-color: #FFD700; padding: 5px; text-align: center; margin-bottom: 5px;">Product information (Product Detail)</div> <div style="background-color: #0000FF; padding: 5px; text-align: center; margin-bottom: 5px;">Comments (from text field)</div> </div> <p style="color: blue; font-size: small;">Copy telling user the process is complete and to click “OK” to return to Marketplace.</p> <div style="text-align: center; margin-top: 20px;"> <div style="background-color: #0000FF; color: white; padding: 10px 20px; display: inline-block; border: 1px solid black;">OKAY</div> </div>

Page Description

The Confirm Request page tells the user exactly what information has been sent to the supplier and informs the user that s/he will receive a copy via email for his/her records. The user’s information, the product information, checked items, and comments entered in the text field are displayed as they will appear in the email received by the supplier.

Links

1. Product Detail page (I)

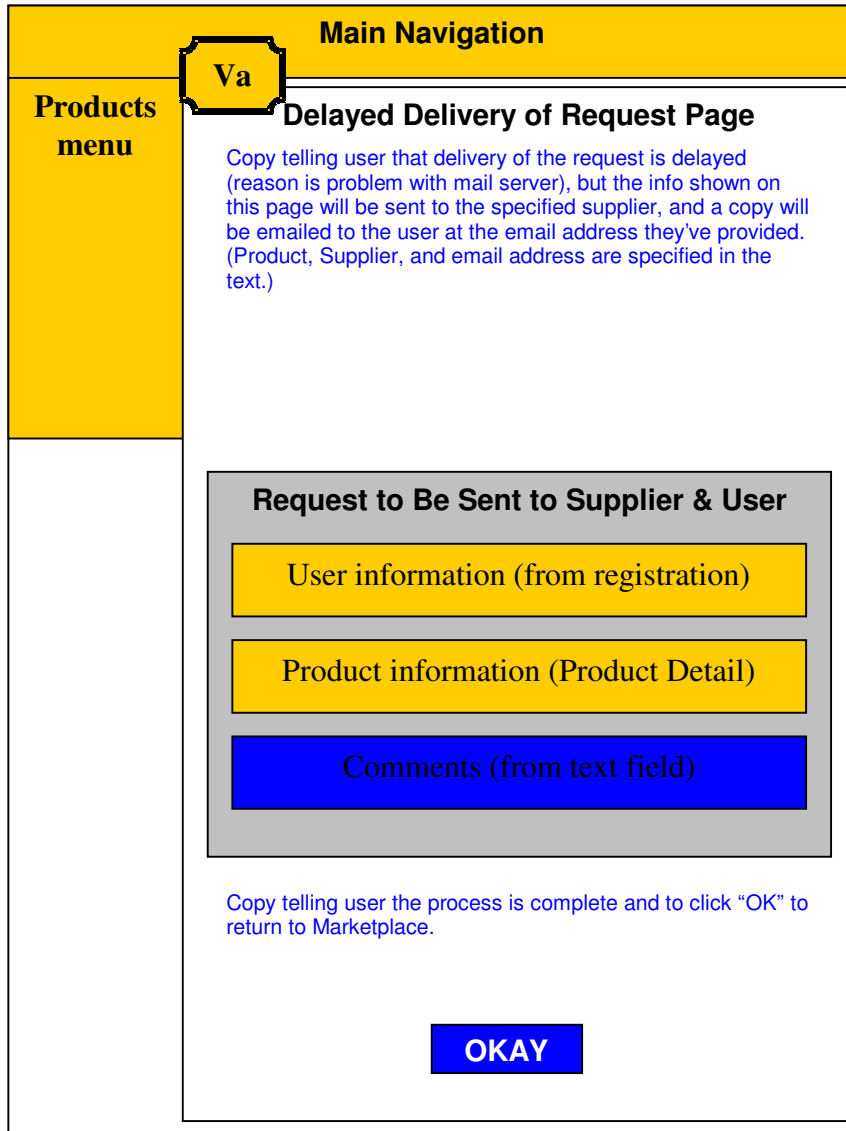
Graphics

1. Okay
2. Display of form to be sent to supplier and user
3. Design of actual email to be sent to supplier and user

Copy

1. Okay button
2. Copy telling user that the info shown on this page will be sent to the specified supplier, and a copy will be emailed to the user at the email address they've provided. (Product, Supplier, and email address are specified in the text.) For example, “Your request for PRODUCT has been sent to SUPPLIER. A copy has also been sent to you at USER EMAIL for your records.” Recommend printing the page.
3. Text of display and actual email to be sent to supplier and user
4. Copy telling user that the process is complete and to click the Okay button to return to the Marketplace.

Va Delayed Delivery of Request Page



Page Description

The Delayed Delivery of Request page appears only if there is a problem sending the request to the supplier, as when the email server is down. The user doesn't have to know about the server problem; the goal is to inform the user that the request will be sent as soon as possible. The user's information, the product information, checked items, and comments entered in the text field are displayed as they will appear in the email received by the supplier.

Links

1. Product Detail page (I)

Graphics

1. Okay
2. Display of form to be sent to supplier and user
3. Design of actual email to be sent to supplier and user

Copy

1. Okay button
2. Copy telling user that delivery of the request is delayed (reason is problem with mail server), but the info shown on this page will be sent to the specified supplier, and a copy will be emailed to the user at the email address they've provided. (Product, Supplier, and email address are specified in the text.) For example, “Your request for PRODUCT has been sent to SUPPLIER. A copy has also been sent to you at USER EMAIL for your records.” Recommend printing the page.
3. Text of display and actual email to be sent to supplier and user
4. Copy telling user that the process is complete and to click the Okay button to return to the Marketplace.