

Marriott User Guide





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1. Landing page

- a. Users are directed to the Marriott Merchandise Shop login page upon arrival.
- b. Registered users can log in by entering their valid credentials (email and password).
- c. Captcha verification is implemented to enhance security and prevent automated access.
- d. SSO facility can be provided for selected users.
- e. New users can create an account by clicking the Create Account button.
- f. Quick access links to **Contact Us**, **FAQ**, and **Privacy Policy** are available at the bottom of the page for user assistance.



Fig 1.1

1. New customer registration form

a. Clicking the Create Account button redirects users to the registration form.



- b. Users must complete all mandatory fields marked with an asterisk (*).
- c. After filling the form correctly and completing captcha verification, users should click the **Submit** button to create their account.

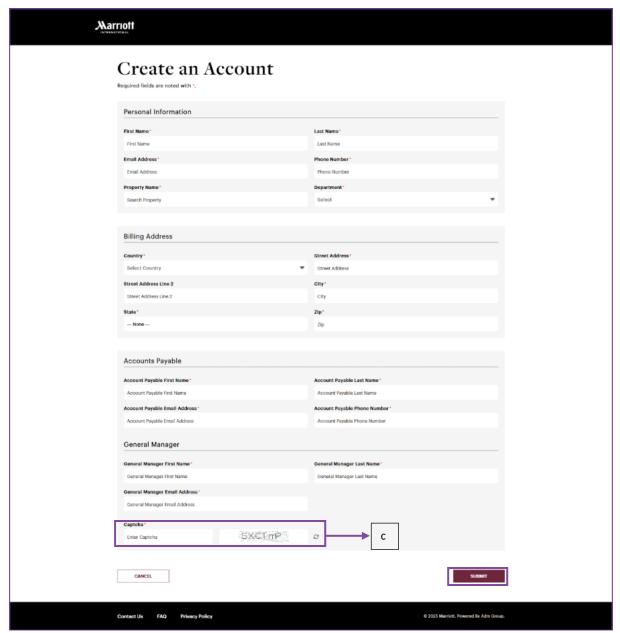


Fig 2.1

1) Registration Successful

a) Upon successful form submission, users are redirected to the **Registration Success** page as shown in Fig 3.1



- b) The admin receives a notification to review and approve the new registration.
- c) Once approved, users receive an email with instructions to set up their password as shown in Fig 3.2.

2) Set profile Password

- a) When the user clicks the "Create Your Password" button in the email, they are redirected to a password setup page.
- b) Here user can set up their password. User needs to create password that fits the conditions shown in Fig 3.3.
- c) To confirm password user needs to re-enter the password.
- d) Once the password is created successfully user can click on activate account button that will redirect user to login page.
- e) If user does not wish to set password, they can click on the Decline invitation button.

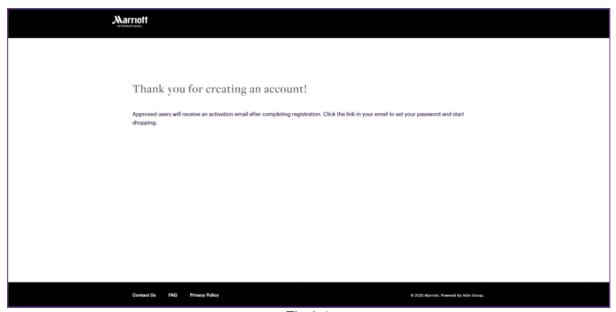


Fig 3.1



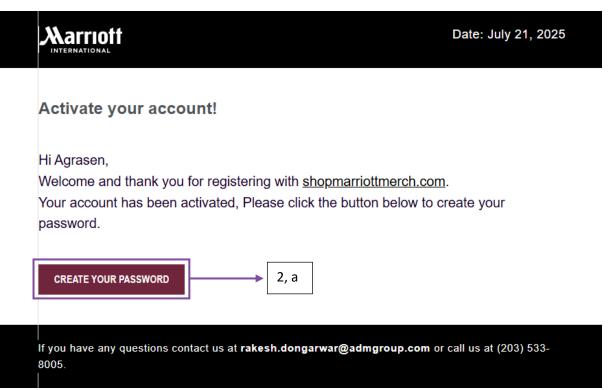


Fig 3.2

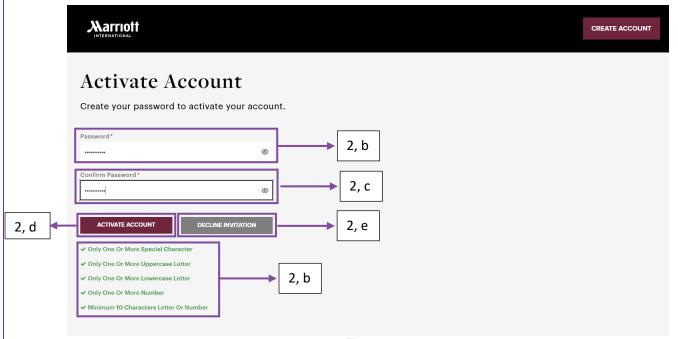


Fig 3.3



1) Home Page

- a) After login, users are redirected to the Home Page.
- b) Users can navigate to a specific brand's product listing page by clicking on the corresponding brand tile.
- c) Clicking a brand logo in the footer also directs users to that brand's product listing page.
- d) A search bar is available for users to search products by name, SKU, brand, and other criteria.
- e) The **Shop All** button redirects users to a product listing page featuring items from all brands.
- f) Users can initiate a new project by clicking the **New Brief** button.
- g) The header includes a brand selection dropdown allowing users to shop products from a specific brand.
- h) Profile settings and features are accessible via the profile dropdown menu.
- i) The cart can be accessed by clicking the cart button in the header.

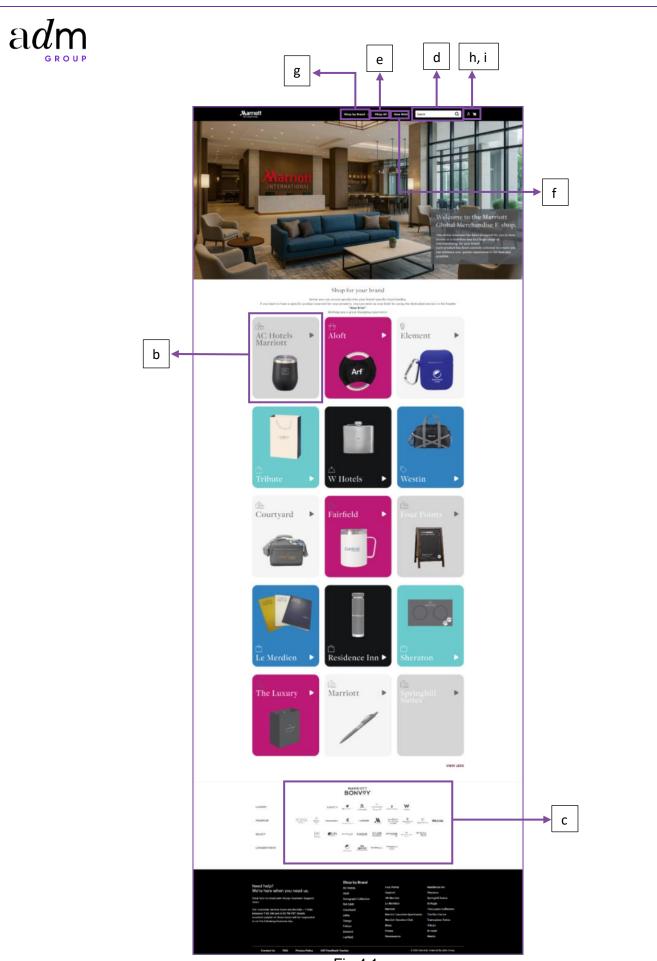


Fig 4.1



1) Account Settings

- a) From account settings tab user can navigate to required account settings.
- b) Under Account info tab user can view profile information that was filled during customer registration as shown in Fig 5.1.
- c) Under Credit tab a user can track their credit information as shown in Fig 5.2
- d) Under the draft orders user can keep track of their draft orders as shown in Fig 5.3. A draft order scenario can occur due to either API failure or insufficient credit.
 - i) User can view all the order details.
 - ii) User gets the option to filter on basis of date.
 - iii) There is advanced search option where user can search specific orders on basis of order id.
 - iv) To complete the order user needs to click on the Checkout button which will redirect user to checkout page.
- e) User can track their orders from the orders tab as shown in Fig 5.4
 - i) In this menu they can track their orders and view order details.
 - ii) User get the option filter orders on basis of order status and date of order.
 - iii) There is also advanced search option that allows users to search for specific orders by order id or tracking id.
- f) Under the Quotes tab user can keep track of the quotes requested in a paginated table as shown in Fig 5.5.
 - i) User can view the quote with a download quote button by clicking on the listed quote as shown in Fig 5.6.
 - ii) User can check the quote status (Under process / Created).
 - iii) User gets a master search bar where they can search for specific quotes.
 - iv) User gets all the quotes listed in an excel file downloaded after clicking on the Export button.



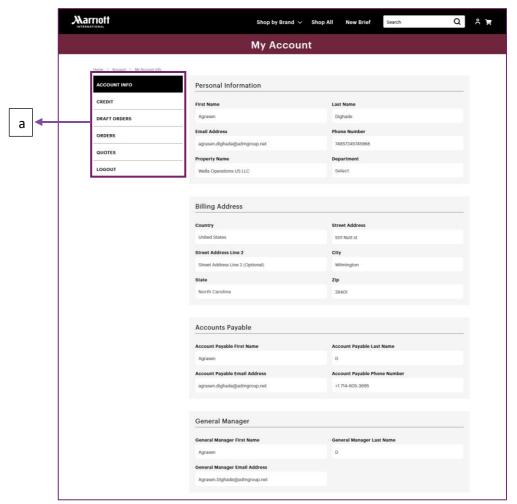


Fig 5.1

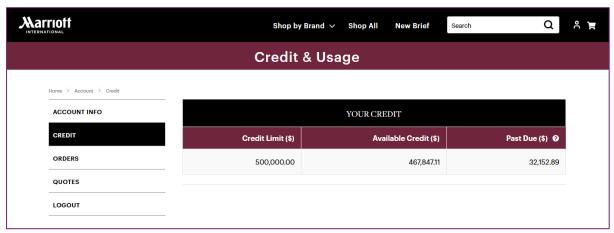
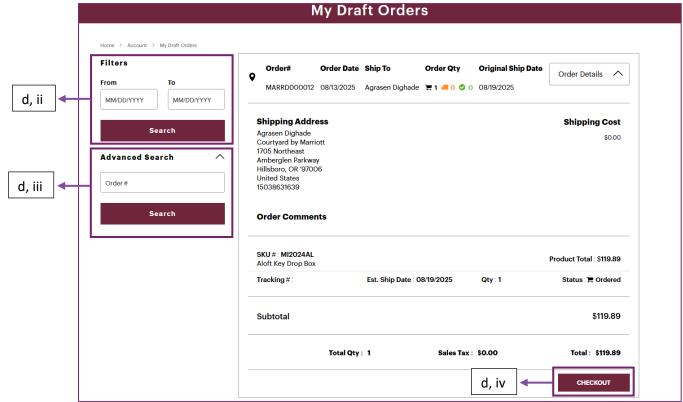


Fig 5.2







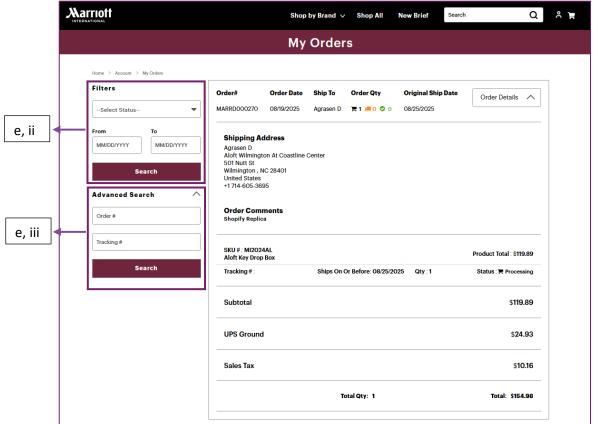


Fig 5.4



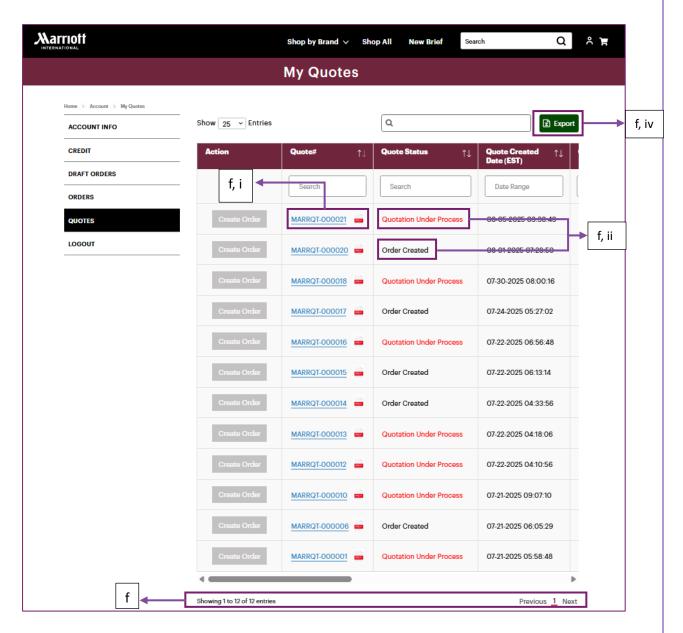


Fig 5.5



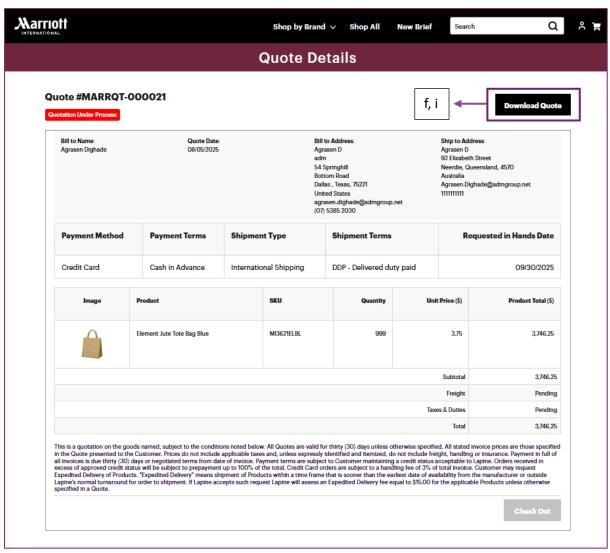


Fig 5.6

1) Product Listing Page



- a) Users can view product details in the product tiles and go to respective product description page by clicking on any product tile.
- b) Products can be sorted by price (ascending/descending) or alphabetically using the sorting options.
- c) Brand-specific filters allow users to narrow down products by selected brands.
- d) Users can filter products within a specific price range.
- e) All applied filters can be reset by clicking the Clear Filters button.

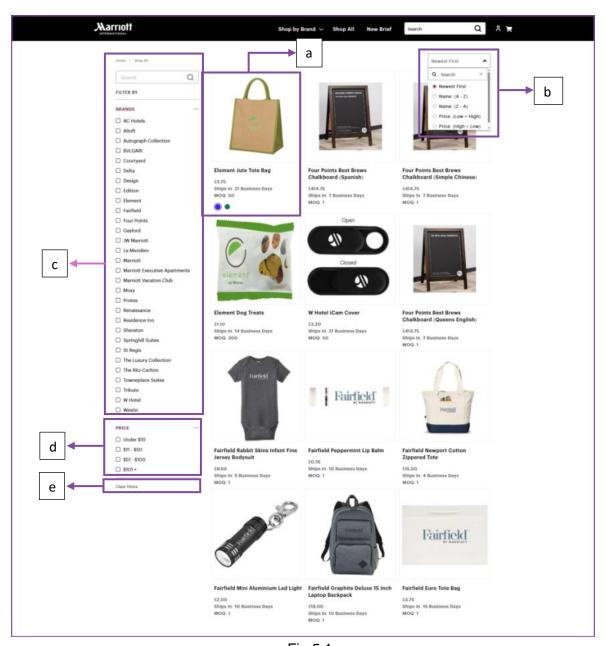


Fig 5.1

1) Product Description Page



- a) Users can view detailed information about the product on this page.
- b) The quantity box allows users to enter the desired number of units to order, displaying the subtotal below. (Note: Quantity must be between MOQ and available stock.)
- c) For products with variants, users can select the preferred variant from the available options.
- d) After entering the required quantity, users click the **Add to Cart** button to add the product to their cart.
- e) Recommended products related to the current item are displayed as floating product tiles.
- f) Users can continue shopping using recommendations, search, brand selection, or by clicking **Shop All**.
- g) To review or purchase items in the cart, users can click the cart icon, which redirects to the Cart Page.

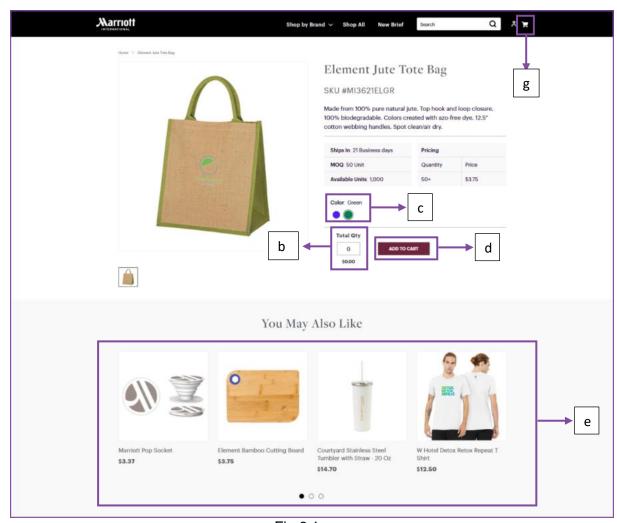


Fig 6.1

1) Cart page



- a) Users can view a detailed list of all products added to the cart.
- b) Promo codes can be applied by entering the code in the promo code box for discounts.
- c) Region-specific instructions for **LATAM**, **Mexico**, **and outside US/Canada** are displayed below the product listing.
- d) Users can adjust product quantities directly within the quantity box.
- e) Products can be removed from the cart by clicking the **Remove** button.
- f) Clicking Continue Shopping redirects users back to the Home Page.
- g) After verifying cart details, users click the **Continue** button to proceed to the Checkout Page.

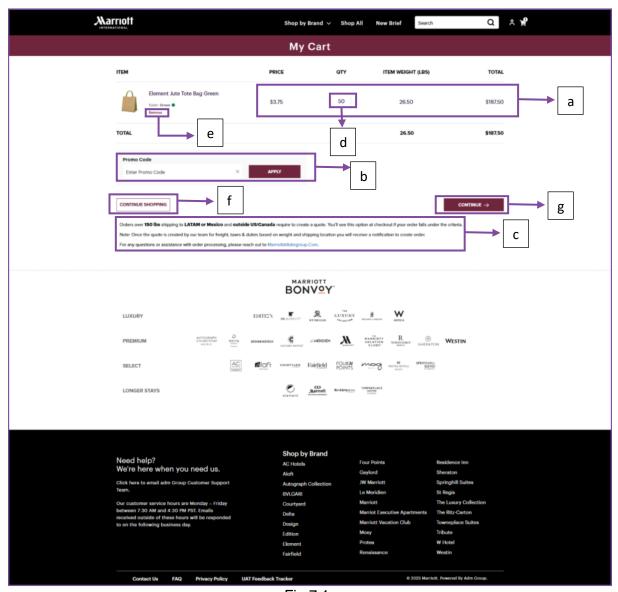


Fig 7.1

1) Checkout page



- a) The billing address entered during registration is displayed and can be edited by clicking the **Edit** button that will open a form as shown in fig 8.2.
- b) Users select their preferred shipping method from available options, with shipping charges shown in brackets beside each method.
- c) Selecting Same As Billing ships the order to the billing address as shown in fig 8.1.
- d) To ship to a different address, users click **Ship To A Different Address**, which opens a form to enter a new shipping address or select one from the saved address book as shown in fig 8.3.
- e) New shipping addresses can be saved to the address book for future use.
- f) Upon saving or updating the shipping address, shipping charges and taxes are automatically recalculated and reflected in the order details.
- g) Users select a payment method from the available options and enter the required payment details.
- h) Clicking **Complete Order** initiates order processing and prompts a confirmation checklist as shown in fig 8.4.
- After reviewing and confirming all checklist items, users click Confirm and Complete Order, which redirects them to the Order Confirmation page.

2) Checkout Page - Draft orders

- a) When there is either API failure or insufficient credit the order becomes a draft order.
- b) User gets a note of reason for failure as shown in Fig 8.5.
- c) User can save the order as a draft order by clicking on the save order button.
- d) Once order is saved the user is redirected to draft order confirmation page as shown in Fig 8.6. Here user can view their draft orders by clicking on "My draft order".



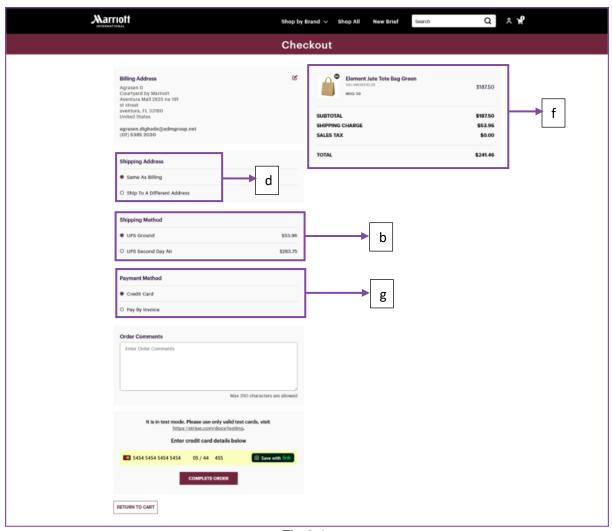


Fig 8.1



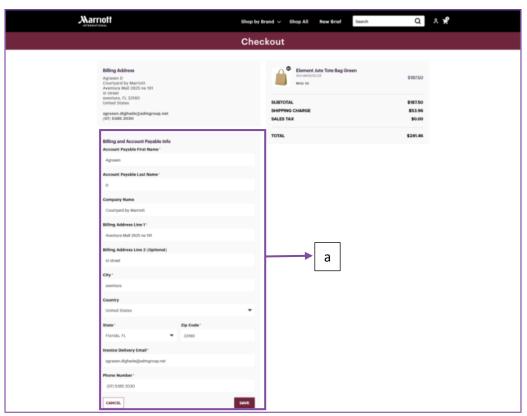


Fig 8.2

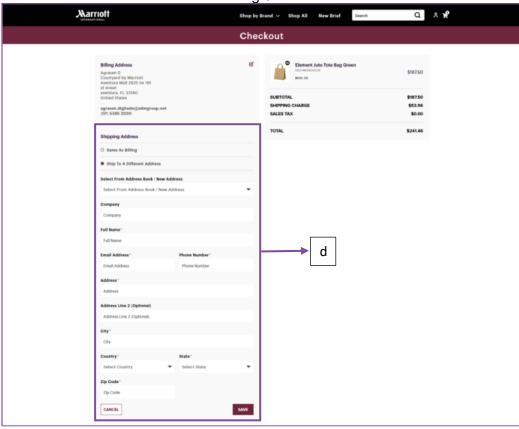


Fig 8.3



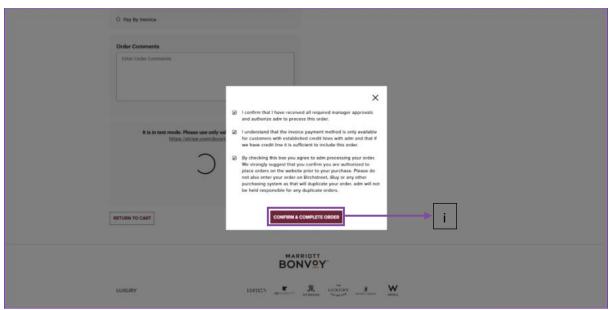


Fig 8.4

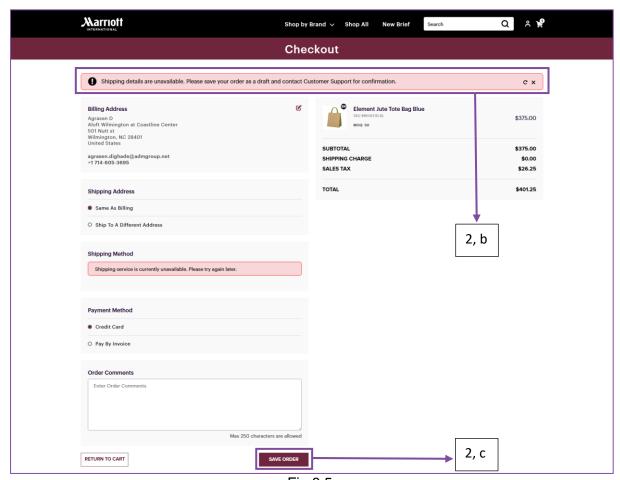


Fig 8.5



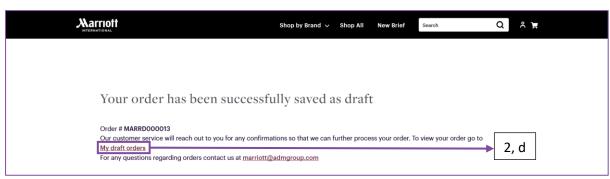


Fig 8.6



1) Order confirmation page

- a) Users receive an on-screen confirmation message with their Order ID for reference.
- b) Clicking the Click Here button allows users to view their order history.
- c) An order confirmation email is sent to the user's registered email address.
- d) For order-related concerns, users can contact support via the provided email address.
- e) Users may log out via the profile dropdown or continue shopping.

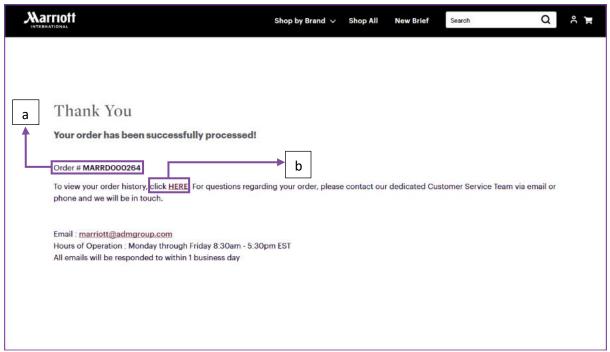


Fig 9.1