

DHL SME Portal Functional Schematics

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September 14, 2011

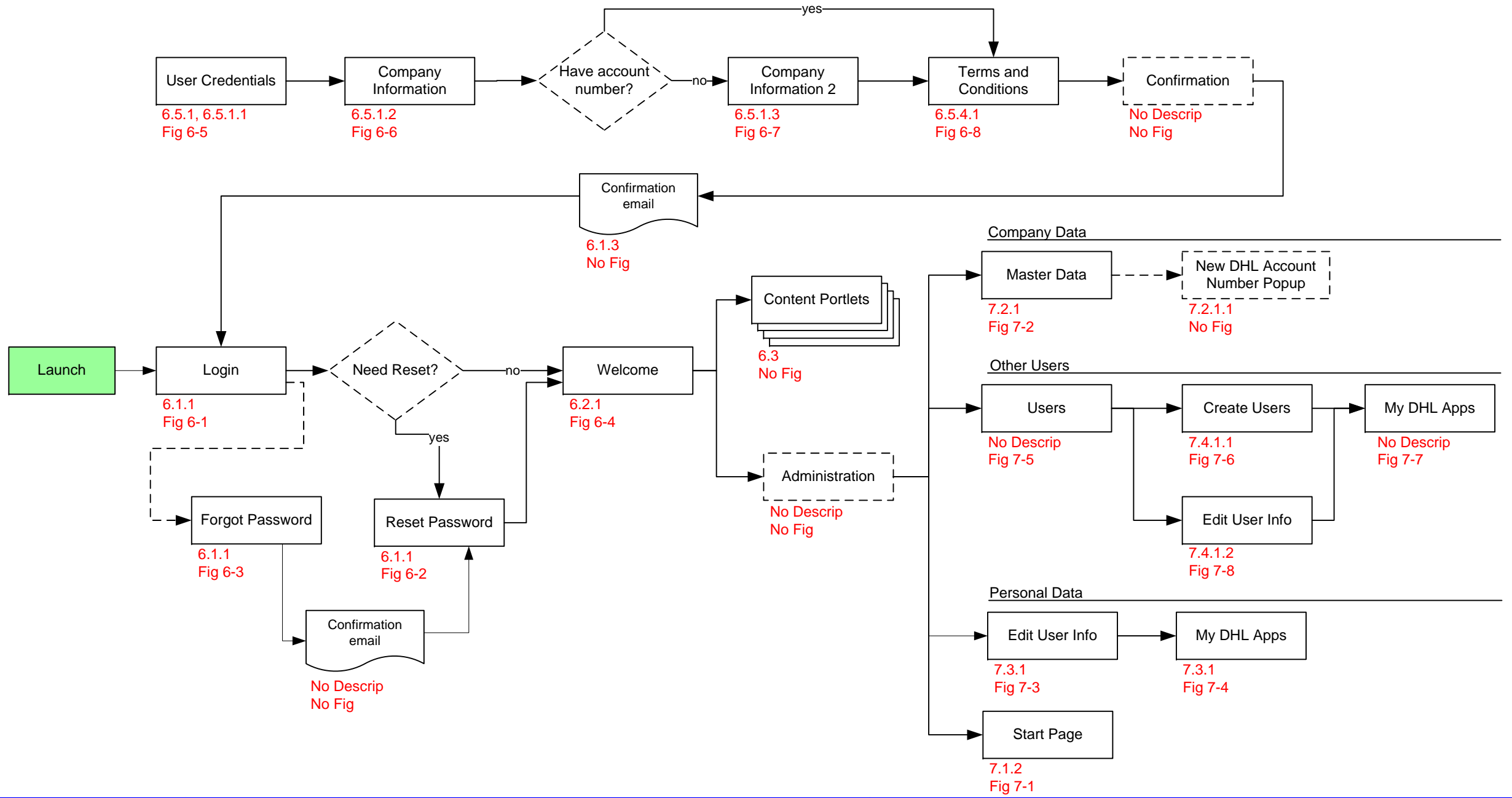
The contents of these pages are the functional schematic drawings illustrating the distribution and organization of content and the functional interactions and navigation of the various pages and modules within the DHL SME Portal website.

These wireframes are not intended to convey visual design.

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Page Flow



General Registration Forms Functional Designs

1 Login Information | Company Information | Terms & Conditions

Company Information

2 Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco.

All fields are required unless otherwise specified

3 Label

4 Required: Help text lorem ipsum dolor sit amet, consectetur adipisicing elit. [More Help](#) 5

6 Label

7 Label (optional)

8 Next

9 Cancel

Login Information | Company Information | Terms & Conditions

Company Information

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco.

All fields are required unless otherwise specified

10 Please complete the required fields outlined in red below...

Label

Data

Label

Data

Label

Data

Label (optional)

Label

11 Label

Required: Help text lorem ipsum dolor sit amet, consectetur adipisicing elit. [More Help](#)

Label

Data

Label (optional)

Data

Label

Data

Next

Cancel

- 1. Progress Indicator:** Provide a Progress Indicator so the user understands the overall complexity, the current step, and the context of the information within the entire process.
- 2. Instructional Text:** Provide a couple sentences to a paragraph of informative instruction. This provides the user with a reason for the particular step and clarity regarding the requirements.
- 3. Highlight Active Field:** The currently active field (focus) should be highlighted in a different color than other fields. This makes it simple for the user to find their place if they are distracted while filling in the form, and helps them focus on the current task/information.
- 4. Field Help Text:** When appropriate, provide a sentence or two description of the information being requested and display this text on field focus. This can be used to clarify why information is required, and to demonstrate the format or limitations of the data to be entered.
- 5. More Help:** If more detailed description or instruction of the input data is appropriate, provide a link to a larger body of text in a modal dialog, a simple but larger detail layer, or a Help system.
- 6. Label Alignment:** Align labels on the top of text fields, and all fields and labels aligned along the left side.
- 7. Optional vs. Required:** As is the case with this registration process, when more fields are required than optional, state above the form, "All fields are required unless otherwise stated", and then simply callout the exceptions by adding "(optional)" in the field label. This produced less visual clutter. Furthermore, make required fields' borders richer, and optional fields' borders visually scaled back.
- 8. Action Button Alignment:** Because the labels are left aligned, the user's eye has been trained to look down the left side of the page for the next step or information. Therefore, the primary action (Next button) should be on the left side, and secondary actions (the "Cancel" link) on the right.
- 9. Cancel Link:** The "Cancel" link should be simple text, not a button, because it must appear as a significantly subordinate link to the Next button – the primary action.
- 10. Error Message:** When a form is submitted with a required field blank or containing erroneous data, make sure the error message at the top visually stands out in a contrasting color.
- 11. Field in Error:** When a required field is blank or contains erroneous data, highlight the field border and help text in the same contrasting color as the error message above. If erroneous data was entered, specify the error as clearly as possible – "The entered User ID is not available", "phone number must contain only numbers", etc. – in the help text box.

User Credentials

DHL Express SME Portal English

Login Information Company Information Terms & Conditions

User Login Information

1 Provide user credentials for the company administrator. This is the foundation of the account and creates your login to use to manage the account.

All fields are required unless otherwise specified

2 Country from which shipments will be made
United States

3 **Required:** Select a User ID for you, the account administrator to use to login to manage the account. User IDs must be at least 8 characters in length, and may not contain any special characters (!@#\$, etc.)

User ID
DHLUser21 **X Entered User ID is not available**

4

First Name Last Name

Your Title

Phone

Email Address

5 Password Re-Enter Password

CAPTCHA

Next Cancel

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1. Instruction: Each page should have its own instruction that clearly communicates the value of providing the requested information.

2. Labels: Labels should be clear and precise. Country, for example, could be made clearer by specifying that it's the country from which shipments will be made.

3. Real-Time Validation: Provide real-time validation on all fields. This can be done by displaying a green checkmark next to each field as valid data is entered, or a red X if invalid or no data has been entered. Validation and the appropriate icon appear after the user tabs out. Invalid entries can also be accompanied by text that specifies the error.

4. Help Text: Fields that require user input should contain help text that explains any limitations or requirements, and provides clear guidelines for the data. The Phone Number field help text, for example, should specify that it's the user's phone number, not necessarily the company's, and that the form at of data input should be numeric only.

As illustrated below, the phone number field should have JavaScript behind it that both validates the number of characters input and automatically inserts the parentheses and dashes as appropriate per the selected country's phone number format. This insures proper and consistent data formatting for the database.

Phone
() -

Required: Provide the best phone number at which we can reach you if necessary. Only enter numbers. Do not type parentheses or dashes.

5. Password Strength: The help text for the password field should provide dynamic feedback regarding the strength of the entered password. A meter that extends or contracts as the user types provides this feedback, and lets the user know if they should modify their password.

Password Re-Enter Password

Required: Passwords must be 8 characters long, and should contain at least one capital, lowercase, number, and special character.

Password Strength:

Questions:

Specifications indicate that the Email field is not required, but it's duplicated to ensure proper entry. Is it supposed to be required? And is it a business decision to make it duplicated? Recommendation is that it not be duplicated in either case.

According to the Specifications, the Title field is on the Company page, but it seems more appropriate on this page since it's specific to the current user. Any particular reason not to put it here?

Company Information

User Login Information 1 [Edit](#)

Country: *United States*
 Name: *John Doe*
 Title: *Shipment Manager*
 Phone Number: *(415) 555-1234*

User ID: *DHLUser24*
 Password: *Saved*
 Email: *jdoe@emailaddress.com*

Company Information

Provide information about your company so we can setup the best shipping tools and options available.

All fields are required

Company Credentials

Company Name

2 Do you already have one or more DHL Account Numbers?

No Yes 4

3 How is your business best described?
Please Select

Company size
Please Select

Expected shipping volume per month
Please Select

I want to...
Please Select

Primary Shipping Address

1. User Info: The previous screen's submitted information (in this case User Information) is displayed at the top of the page to function as a confirmation of the data submitted. The Edit link in the top right reopens the form so the user can make any adjustments if they choose. Any information entered into this form before the user clicks Edit should be cached, and repopulated when this page is refreshed.

2. Follow-up Fields: The question regarding Account Numbers is confusing as it is presented currently. The user may not be clear where such account numbers come from. If he doesn't have one, he may feel like he's missed something. Instead, ask the user clearly if they already have a number, and then follow up for the related information right away. "No" is the default selection. In this way, the new customer will feel like they are a part of the larger group of non-account holders.

3. No Account Number: The "Yes" and "No" are individual tabs. As the user selects one of the responses, that tab becomes active and the user can immediately provide the necessary information in order to generate a new account. The "No" tab contains these 4 follow-up questions. Notice that the question order is slightly adjusted so the company-centric information is first, followed by the shipping information.

4. Has Account Number: If the user has an account number, they select "Yes". That brings the Yes tab forward and allows the user to enter their account number – see left-hand illustration below.

If they have more than one, they enter one and click the "add more..." button. This performs any necessary validation (existing number, matches company name? character length?, etc.) and submits the entered number to the page in a formatted and easy-to-read state so it's easier to read. The user can now enter a new number. They can remove entries by clicking the red X next to each account number. See right-hand illustration below.

No Yes

Provide your existing DHL Account number. If you have more than one, click "Add More Account Numbers" below and enter additional numbers.

Account Number

Add More Account Numbers

No Yes

Provide your existing DHL Account number. If you have more than one, click "Add More Account Numbers" below and enter additional numbers.

Account Number

✗ ABC 123-4678-90-ABC ✓

Account Number

Add More Account Numbers

Company Information - Continued

1 Primary Shipping Address

Address

123 Main St.

Suite 201

Post Code 94901

City / State San Rafael, CA



3 Billing Address

Same as Shipping Address above

Address

Post Code

City / State

4 DHL Application Access

Tell us which DHL applications you will want access to. You will be able to customize individual user's access at a later step, but this is the list from which those customizations will be made.

WebShipping International
Prepare and manage express domestic and international shipments.

Import Express Online
Prepare and manage your shipments on a day to day basis, right from your desktop.

Proview
Monitor shipments online by account number, waybill number, receiver billed, outbound and more..

Intraship Germany
Express shipping within Germany as easy as surfing the Web

Intraship Europe

Next

Cancel

1. Shipping Address: The address blocks are simplified to minimize the number of fields as much as possible. Address Validation is performed after a City/St has been selected.

2. Postal Code: For countries with Postal/ZIP codes, the user will enter that after the address. The City/St field is unavailable until a Postal/ZIP code has been entered. Once a code has been entered, the possible city/st matches populate the select list and the field becomes available.

Post Code 94901

City / State San Rafael, CA

Post Code 94901

City / State San Rafael, CA
San Anselmo, CA

3. Same as Shipping: This check box is checked by default and data entered into the Shipping address fields is entered into these fields below. If the user unchecks the box, the fields are cleared, and if a user begins editing one of the fields, the box is unchecked.

4. Application Clarity: A clear purpose and instruction is added above the list of applications so the user understands what they must do. Furthermore, because the user may not be familiar with one or more of the applications, they should be spelled out clearly, and a description of why they might be interested in them should be provided.

Questions:

Does the product selector step need to be at this step? It seems that since it's not going to be configured here anyway, there isn't much point in including it yet. Plus, the specifications are unclear about if it's on the page regardless of the "Existing Account" question or not. See section 6.5.1.3. What is the business or technical reason to put it at this step?

Terms & Condiutions

DHL Logo English ▾

DHL Express SME Portal

Login Information | **Company Information** | Terms & Conditions

User Information Edit

Country: <i>United States</i>	User ID: <i>DHLUser24</i>
Name: <i>John Doe</i>	Password: <i>Saved</i>
Title: <i>Shipment Manager</i>	Email: <i>jdoe@emailaddress.com</i>
Phone Number: <i>(415) 555-1234</i>	

Company Information Edit

1 Company Name: <i>Widgets Inc.</i>	Shipping Address:
Account Number: <i>ABC1234567890ABC</i>	<i>123 Main St., Suite 201</i>
DHL Applications:	<i>San Francisco, CA 94131</i>
WebShpping International	Billing Address:
Proview	<i>123 Main St., Suite 201</i>
	<i>San Francisco, CA 94131</i>

Terms & Conditions

Review the Terms & Conditions and indicate your agreement below.

2

3 I agree to the Terms and Conditions as outlined above
 I want to receive further information from DHL

4

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1. Summary Information: Again, the previous page's data is displayed at the top of the page in read-only format with "Edit" links so the user can make changes to either previous step.

2. Terms & Conditions: As planned, the Terms & Conditions can appear in a large, scrolling textarea field so the length doesn't push the bottom of the page too far down. However, this will likely result in even fewer users actually reading the text.

3. Checkbox Order and Alignment: The checkbox fields are reordered so the "I agree" is immediately following the terms and conditions to which they refer. Also, the checkboxes themselves are on the left of the text so they are aligned with all other fields.

4. Action Button: The "Next" button becomes "Finish" on this final page in an effort to reinforce the idea that this is the final step of the registration.

Confirmation

Completed 1

Thank you. The following information has been submitted, and will be processed shortly. Check your email soon for a message from DHL. The link in that email will confirm your enrollment and you will be able to configure additional users and begin shipping.

User Information

Country: <i>United States</i>	User ID: <i>DHLUser24</i>
Name: <i>John Doe</i>	Password: <i>Saved</i>
Title: <i>Shipment Manager</i>	Email: <i>jdoe@emailaddress.com</i>
Phone Number: <i>(415) 555-1234</i>	

Company Information

Company Name: <i>Widgets Inc.</i>	Shipping Address:
Account Number: <i>ABC1234567890ABC</i>	<i>123 Main St., Suite 201</i>
DHL Applications:	<i>San Francisco, CA 94131</i>
WebShipping International	Billing Address:
Proview	<i>123 Main St., Suite 201</i>
	<i>San Francisco, CA 94131</i>

2 **Interim Call to Action - TBD**

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1. Confirmation: This page is added to the flow. It confirms the information that the user has submitted, and tells the user what will happen next and what they should do,

2. Call To Action: This call-to-action gives the user an immediate action while they wait for their email – something they can do right now, rather than leave the DHL website and perhaps forget to return.

Questions:

What possible calls-to-action can be added here?