

## VERSION LOG:

### V 4.0

- *Carrier Registration* message (if shipping to China / Russia) has been removed from Shopping bag & Delivery Step scenarios and introduced in *Order Receipt* page.
- Brought all ShoppingBag - Delivery Estimate scenarios on to single page.
- Re-ordered the Scenarios in Page:17 and removed *Delivering to China* scenario from the list.
- Added Order Receipt page.

### V 3.0

- Added more "Delivery Step" Scenarios in Page: 18

### V 2.0

- Added a message "Subtotal amount already excludes UK VAT" at the Summary Totals area in the pages: 12 & 17.

V 4.0 | 28.05.2015

HARRODS.COM

# BORDERFREE

## Summary of important functionalities

### HOMEPAGE

- Currency & Country Selector Overlay appears based on the IP recognition and Cookie Information. User should be able to access this overlay in any stage of their *Browse* journey by clicking on the *Flag Icon* in the header.

### BROWSE

- Hampers are available only in £GBP. The Hampers purchase journey works as in the current checkout. (i.e, No Mixed Bag. User can't buy Hampers & Non-Hampers in a single order.)
- We hide the shopping controls in non-exportable item PDP, if user decided shipping to the international country (in the homepage overlay)

### SHOPPING BAG

- There are no mandatory selections in the Shopping Bag.
- If user is shipping to Canada / Mexico, or for whichever country it is applicable, we show an extra dropdown "State". User can proceed further with/without selecting the value in this dropdown.
- If user is shipping items to any of the Intl. Country we show the Subtotal after deducting the UK VAT from it. We inform this to customers by showing a message at the Total.

### DELIVERY STEP

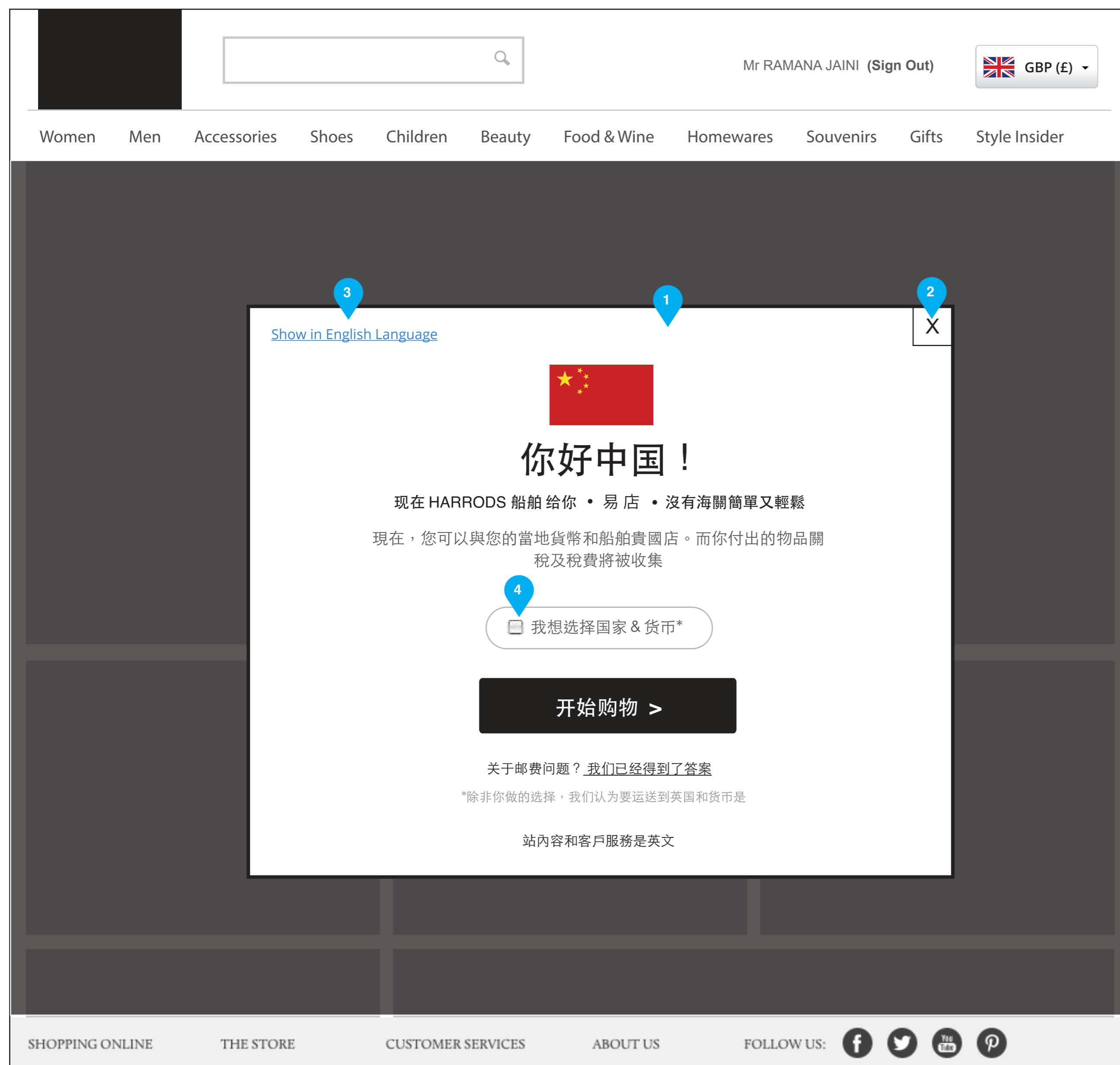
- If user is shipping out of UK, we consider it as a Borderfree order and we don't offer Multiple Address Deliveries, Delivering as a Gift and Gift Card Payment for them. (Hampers are exempt)
- All UK orders should be paid with £GBP. We don't accept other currencies if user is shipping to United Kingdom.
- Multiple Address Deliveries can be done only between **United Kingdom, Lebanon, Malaysia, San Marino, Andorra** countries addresses.
- Hampers Delivery is not effected by Borderfree. Hampers deliveries are fulfilled by Harrods, not by Borderfree. Harrods can still ship the Hampers to Intl. Countries, only to the one which we are doing at the moment. (EG: We can't ship to China, Russia)
- For the countries **United Kingdom, Lebanon, Malaysia, San Marino, Andorra** Harrods Logistics is fulfilling the delivery, not the Borderfree. Hence the orders for these countries should be paid in £GBP

### PAYMENT STEP

- UK Order: If it is a UK order, we show the same payment methods (Gift Card, Credit Cards, Pay Pal) as it is now on the live site.
- BF Order: If it is a BF order, we populate the payment methods based on the country the user wants the items to ship to. (Eg: Shipping to China - We offer *Chinapay* as one of the payment method.)
- Final Total Values: Will be shown to the user only in the Payment Step. Until user reaches this step they only see the Estimated Values of Taxes, Duties & Shipping.

### ORDER RECEIPT PAGE

- If user is shipping the items to China / Russia (or any other countries which meet this criteria) they have to get registered with the Carrier in order to receive their products. Hence a *Carrier Registration* message should be shown in the Order Receipt Page.



- 1 This Overlay should appear based on the IP recognition and the Cookie information stored in browser's cache
- 2 User can cancel the overlay by clicking on the 'X' button on the top, in that case we consider the Shipping Country as UK and the Currency to GBP.
- 3 On landing on the site, in the overlay we initially show *Welcome message* in local language, but user can change it to English by clicking on the link in the left-top corner.  
In vice versa, if user is reading the message in English, they have the link to go back to the Local Language.
- 4 When user selects the "Checkbox" we show the options to choose the Shipping Country & the Currency (as the pointer: 5). Once user done with the currency selection here, all the prices in the rest of the Browse / Checkout journeys will be shown in the currency they have chosen here.

If user doesn't click on the "Checkbox" we consider the Shipping Country as UK and the Currency to GBP.

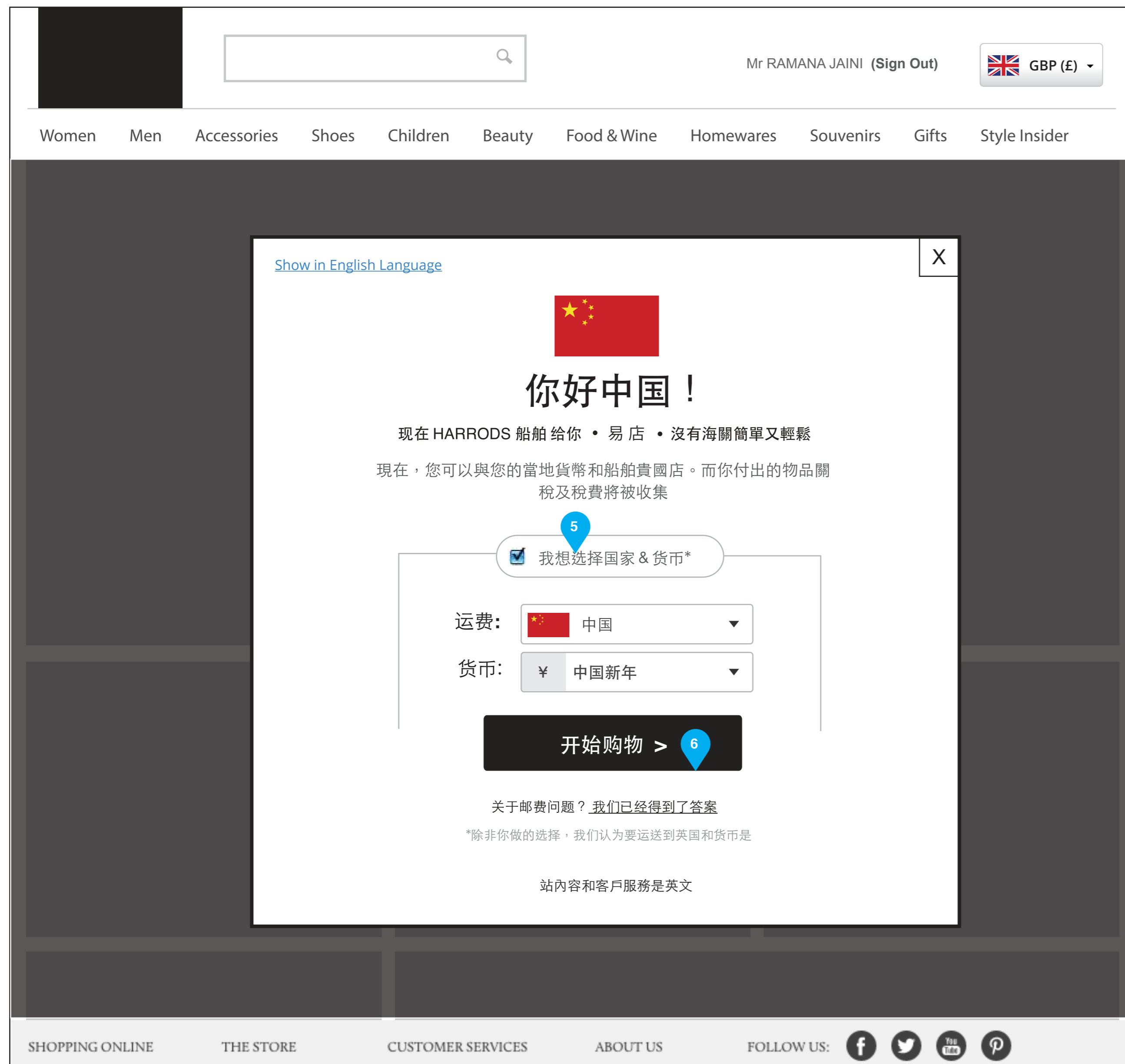
- 5 While we are showing the options to select, the dropdowns will be defaulted to the Local Country & Local Currency (based on IP recognition). User can still change them as per their preferences.

If Shipping Country is selected as *United Kingdom / Lebanon / Malaysia / San Marino / Andorra* the value in the Currency Dropdown should be defaulted to £GBP and we should not allow user to change the currency, as the UK orders will be accepted only in £GBP.

- 6 **START SHOPPING Button:**

- **If the checkbox is unchecked:**  
On clicking the *Start Shopping* button, Our system should consider it as Shipping to UK & the Currency is GBP
- **If the checkbox is checked:**  
We show the Local Country & Local Currency dropdowns and on clicking the *Start Shopping* button, our system should consider user is happy to proceed with the currency they have seen in the dropdown.

## EXPANDED OVERLAY



## FUNCTIONALITY OF OVERLAY:

- This Overlay should appear based on the IP recognition and the Cookie information stored in browser's cache
- If user is landing on the site for the first time, we show this overlay on any of the page they landed on, because in some cases user may land on PDP / PLP from the external links rather landing on Homepage.
- If user is coming on to the site next time we don't show the overlay (unless the cache is cleared) and we consider the same settings which they have done in their previous visit.
- If they clears their browser's cache this overlay should reappear again and user has to do their settings again.
- At any stage in their *Browse* journey, user can change their settings by clicking on the flag icon on the top-right corner of the page.
- When there are Hamper Products in the bag, if user interacts with the Flag Icon in the header, we then defaults the currency to £GBP in the Currency Dropdown and make it disabled. There should be a message appear at the dropdown saying '*as there are hampers in your bag and they are paid only £GBP, you cannot change the currency. In order to change the currency, you need to remove the hampers from the bag*'. User can still able to change the Country in this instance.

**NOTE:** English Language Overlays were shown in Page: 3

Mr RAMANA JAINI (Sign Out) 🇬🇧 GBP (£) ▾

Women Men Accessories Shoes Children Beauty Food & Wine Homewares Souvenirs Gifts Style Insider

中国语言
X

## HELLO CHINA!

HARRODS NOW SHIPS TO YOU • SHOP EASY • NO CUSTOMS HASSLE

You can now shop with your local currency and ship to your country.  
Duties & Taxes will be collected in the Checkout.

I would like to choose Country & Currency \*

**START SHOPPING >**

Questions about International Shipping? [We've got the answers](#)

\* Unless you do the selection, we consider you are shipping to UK and currency is GBP

Website content and customer service is in English

SHOPPING ONLINE THE STORE CUSTOMER SERVICES ABOUT US FOLLOW US:

Mr RAMANA JAINI (Sign Out) 🇬🇧 GBP (£) ▾

Women Men Accessories Shoes Children Beauty Food & Wine Homewares Souvenirs Gifts Style Insider

中国语言
X

## HELLO CHINA!

HARRODS NOW SHIPS TO YOU • SHOP EASY • NO CUSTOMS HASSLE

You can now shop with your local currency and ship to your country.  
Duties & Taxes will be collected in the Checkout

I would like to choose Country & Currency \*

**Shipping to:** 🇨🇳 China ▾

**Paying in:** ¥ CNY ▾

**START SHOPPING >**

Questions about International Shipping? [We've got the answers](#)

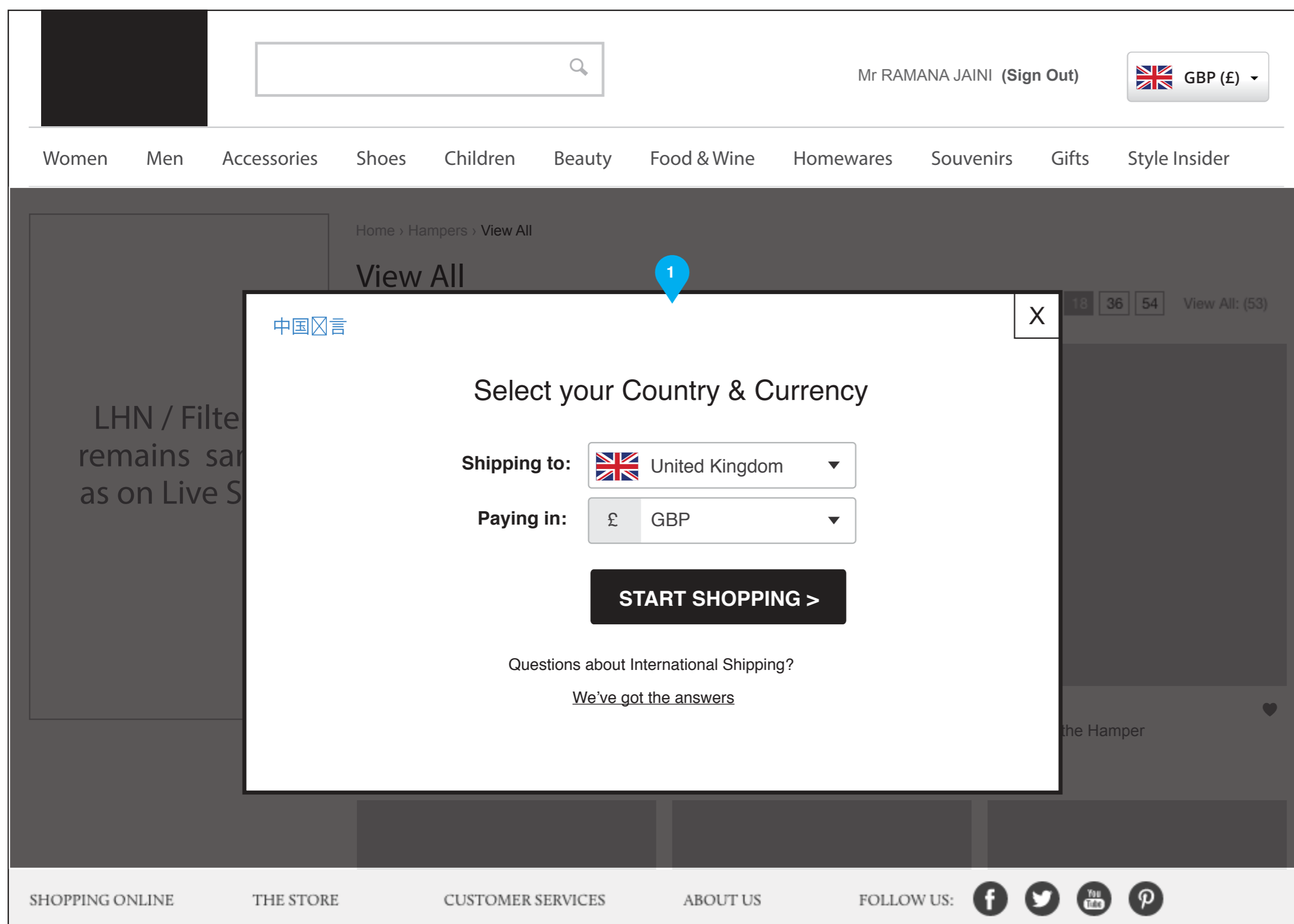
\* Unless you do the selection, we consider you are shipping to UK and currency is GBP

Website content and customer service is in English

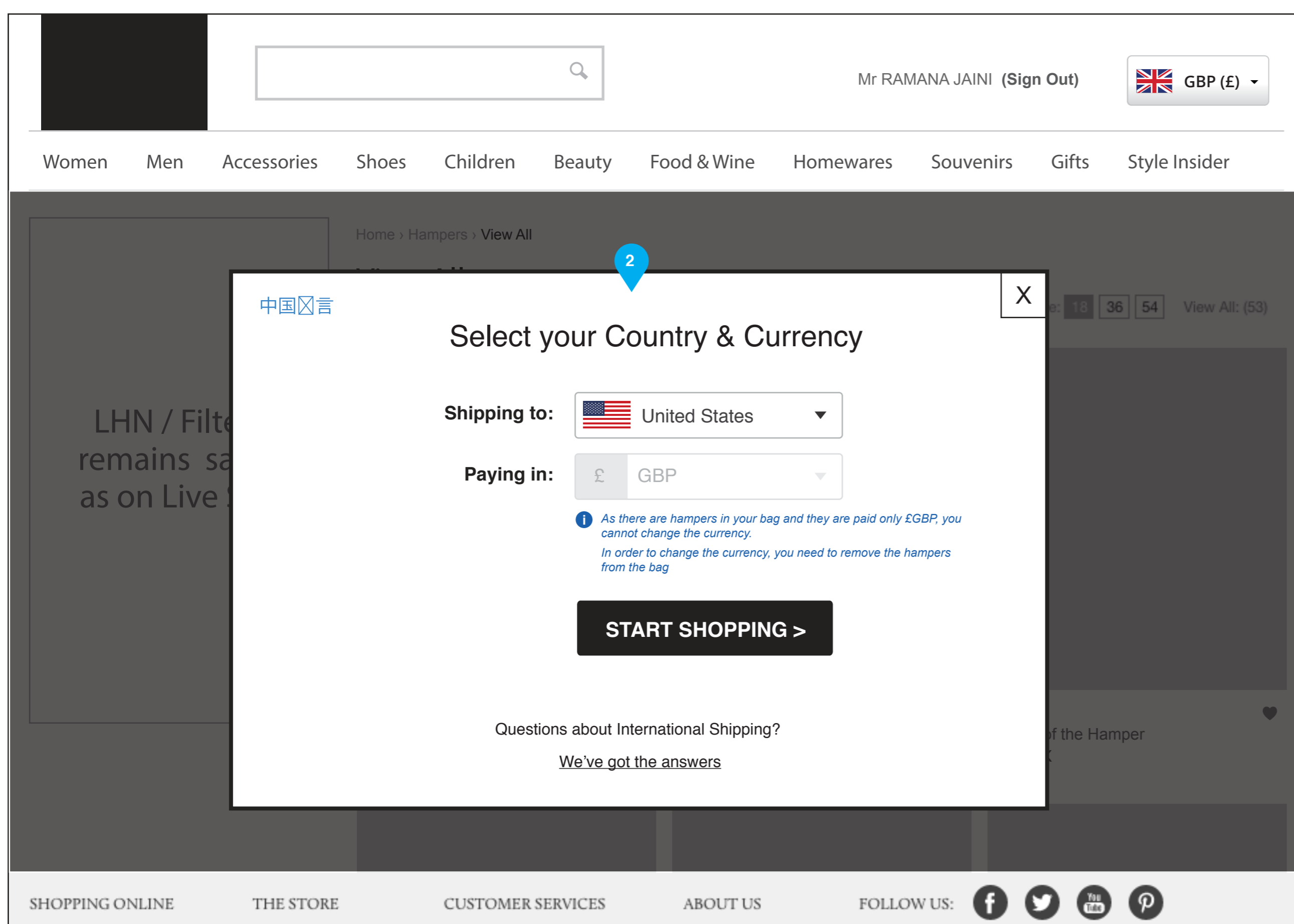
SHOPPING ONLINE THE STORE CUSTOMER SERVICES ABOUT US FOLLOW US:



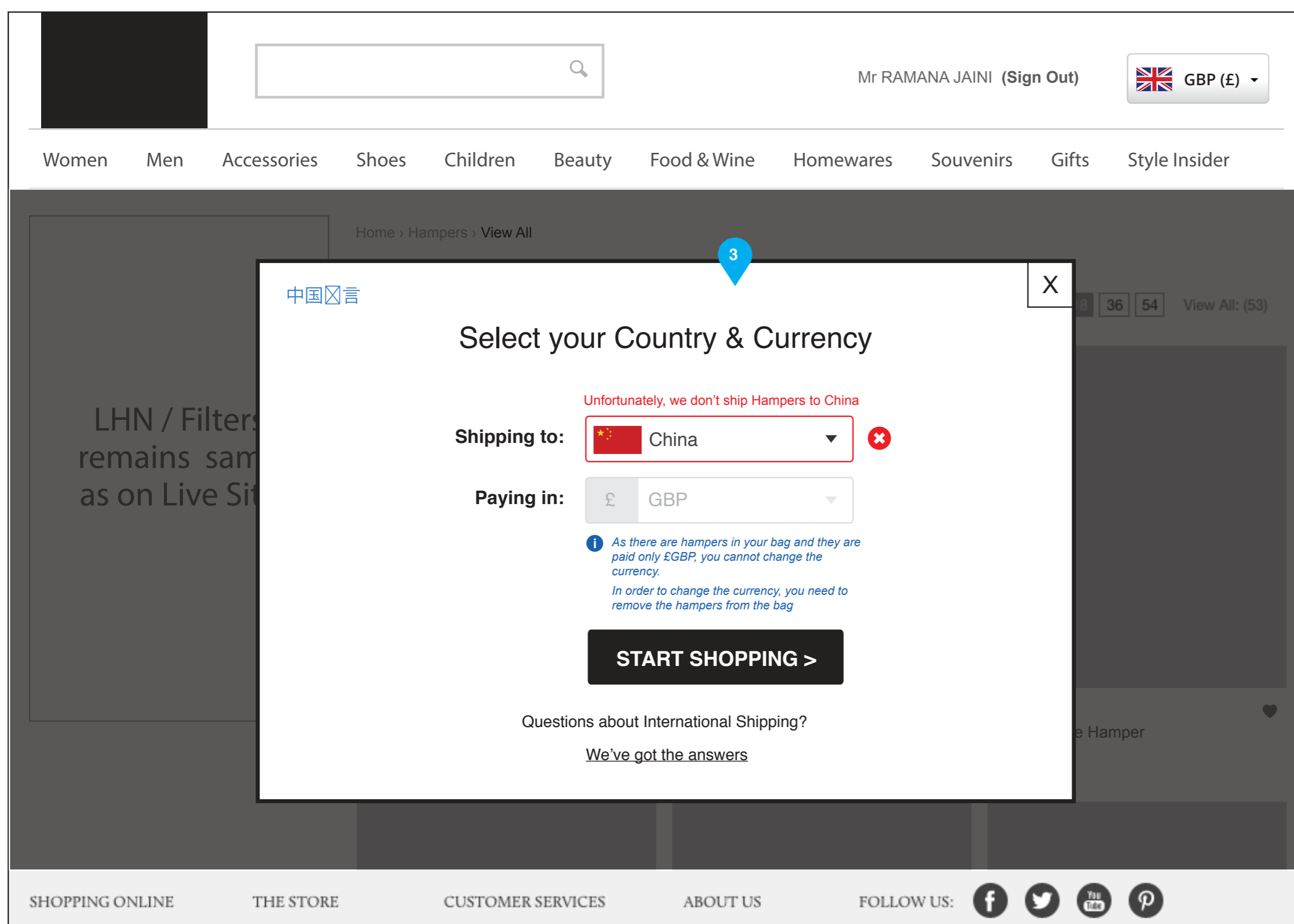
## SCENARIO: 1



## SCENARIO: 2



## SCENARIO: 3



## SCENARIO: 1

1. User interacted with Flag icon in the Browse Journey (Eg: PLP)

1 When interacted with the Flag icon in the Browse Journey, we show only dropdowns in the overlay without the Welcome Message.

## SCENARIO: 2

1. User selected Shipping Country to USA and Currency to £GBP.
2. Added a Hamper to Bag.
3. Interacted with Flag icon in the Hampers PLP

2 As there is a Hamper in the bag and Hampers can be purchased only in £GBP, when user interacted with Flag icon in the *Browse Journey*, we disable the Currency Dropdown in the Overlay showing a supporting message why this dropdown has been disabled.

## SCENARIO: 3

1. User selected Shipping Country to USA and Currency to £GBP.
2. Added a Hamper to Bag.
3. Interacted with Flag icon in the Hampers PLP
4. Overlay appears with the dropdowns without Welcome Message, disabling the Currency Dropdown.
5. Now user changed the Country from USA to China.

3 Hampers are being handled by Harrods logistics, which doesn't fulfill goods to *China*. Hence we show a message that we can't ship the Hampers to *China*.

**NOTE:** This message should appear to all of the countries which are not being fulfilled by Harrods Logistics.

Mr RAMANA JAINI (Sign Out)

USD (\$)

Your Bag (0)

Women
Men
Accessories
Shoes
Children
Beauty
Food & Wine
Homewares
Souvenirs
Gifts
Style Insider

Home > Hampers > **View All**

## View All

Sort items by Price: High | Low Per Page: 18 36 54 View All: (53)

**1** Sorry! Hampers can be brought only by paying in GBP (£),  
But not to worry we still ship them to <USA>

Brand  
Name of the Hamper  
£XX.XX

Brand **3**  
Name of the Hamper  
£XX.XX

Brand  
Name of the Hamper  
£XX.XX

Brand  
Name of the Hamper  
£XX.XX

Brand  
Name of the Hamper  
£XX.XX

Brand  
Name of the Hamper  
£XX.XX

Brand  
Name of the Hamper  
£XX.XX

Brand  
Name of the Hamper  
£XX.XX

**2** LHN / Filters remains same as on Live Site

SHOPPING ONLINE
THE STORE
CUSTOMER SERVICES
ABOUT US
FOLLOW US:

**SCENARIO:**

User has chosen:

1. Shipping Country: United States
2. Currency: USD(\$)
3. There is NO product in the Shopping Bag
4. User is on the Hampers PLP

**1** As Christmas Hampers available only in GBP(£) we show this message box in the Hampers PLP. But in Non-Hamper products PLP this message shouldn't appear because they are available in the chosen currency (USD as per this scenario).

This message should disappear once user change the currency from \$USD to £GBP through the Flag icon on the top-right corner.

**2** LHN & Filters remains same as on the Live Site

**3** Though user has selected \$USD as the preferred currency in the landing page, the prices for Christmas Hampers will be shown only in GBP(£); for rest of the non-hamper product pages these prices should appear in the preferred currency (\$USD in this case)

**4** At any stage in the *Browse* journey, on clicking the flag icon on the top-right corner of the page, our system should the expanded overlay (as in page: 2), so user can select the *Shipping Country & Currency*

HARRODS.COM  
 BORDERFREE WIREFRAMES  
**HAMPERS PDP (Hampers Bag)**

Mr RAMANA JAINI (Sign Out)

USD (\$)

Your Bag (0)

Women
Men
Accessories
Shoes
Children
Beauty
Food & Wine
Homewares
Souvenirs
Gifts
Style Insider

Home > Hampers > View All > The Grosvenor

**Harrods**  
The Grosvenor

---

**£175.00**  
Product Code 272240

1 ● Sorry! Hampers can be brought only by paying in GBP (£). But not to worry we still ship them to <USA>

Quantity:  + -

ADD TO BAG

The Grosvenor hamper is brimming with delectable and indulgent treats that will see the whole family through the New Year. From tea and coffee to preserves, biscuits, chocolates and humbugs, there is a piece to tickle every-one's tastebud. Finished with the official 2015 Annual Bear, who is always ready for a cuddle.  
 - Contains wheat, soy and milk

Exportable

↓ **HAMPERS CONTENTS**

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**Heritage No. 34 Empire Blend Tea (50 Tea Bags)**  
A strong cup of tea which leaves a lingering floral after taste

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A strong cup of tea which leaves a lingering floral after taste

→ **DELIVERY & RETURNS**

**RECENTLY VIEWED**

Brand  
Name of the product  
\$XX.XX

Brand  
Name of the Hamper  
£XX.XX

Brand  
Name of the product  
\$XX.XX

Brand  
Name of the Hamper  
£XX.XX

Brand  
Name of the product  
\$XX.XX

**SCENARIO:**

User has chosen:

1. Shipping Country: United States
2. Currency: USD(\$)
3. There is NO product in the Shopping Bag
4. User is on the Hampers PDP

1 As Christmas Hampers available only in GBP (£) we show this message box in the Hampers PDP. In the other PDP this message shouldn't appear as they are available in the chosen currency (USD - as per this scenario).

This message should disappear once user change the currency from \$USD to £GBP through the Flag icon on the top-right corner.

Mr RAMANA JAINI (Sign Out)

USD (\$)

Your Bag (1)

Women
Men
Accessories
Shoes
Children
Beauty
Food & Wine
Homewares
Souvenirs
Gifts
Style Insider

Home > Hampers > View All > **The Grosvenor**

**Harrods**  
The Grosvenor

---

**£175.00**  
Product Code 272240

1 Sorry! Hampers can be brought only by paying in GBP (£). But not to worry we still ship them to <USA>

2 **PLEASE NOTE**  
 There is a non-hamper item in your shopping bag. Hampers must be purchased separately from non-hamper orders.  
 To add this hamper to your bag, please either complete checkout with your non-hamper order or remove any non-hamper items from your shopping bag.

The Grosvenor hamper is brimming with delectable and indulgent treats that will see the whole family through the New Year. From tea and coffee to preserves, biscuits, chocolates and humbugs, there is a piece to tickle every-one's tastebud. Finished with the official 2015 Annual Bear, who is always ready for a cuddle.  
 - Contains wheat, soy and milk

Exportable

↓ **HAMPERS CONTENTS**

<p><b>Heritage No. 34 Empire Blend Tea (50 Tea Bags)</b> A strong cup of tea which leaves a lingering floral after taste</p>	<p><b>Heritage No. 34 Empire Blend Tea (50 Tea Bags)</b> A strong cup of tea which leaves a lingering floral after taste</p>	<p><b>Heritage No. 34 Empire Blend Tea (50 Tea Bags)</b> A strong cup of tea which leaves a lingering floral after taste</p>
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→ **DELIVERY & RETURNS**

**RECENTLY VIEWED**

Brand Name of the product \$XX.XX	Brand Name of the Hamper £XX.XX	Brand Name of the product \$XX.XX	Brand Name of the Hamper £XX.XX	Brand Name of the product \$XX.XX

**SCENARIO:**

User has chosen:

1. Shipping Country: United States
2. Currency: USD(\$)
3. User added non-hamper item to the shopping Bag (Eg: Shoes)
4. User is trying add one of the Christmas Hamper, he is now on PDP on the Hampers PDP

1 As Christmas Hampers available only in GBP(£) we show this message box in the Hampers PDP. In the other PDP this message shouldn't appear as they are available in the chosen currency (USD - as per this scenario).

This message should disappear once user change the currency from \$USD to £GBP through the Flag icon on the top-right corner.

2 As per the business limitations we have, user can't able to buy a Non-Hamper and a Hamper product in a single order.

In this scenario, as user already have a Non-Hamper item in the bag they can't able to add this Hamper product. Hence we hide the shopping controls and show a message, asking users to remove the Non-Hamper items in the bag to proceed further. Once they delete the non-hamper items in the bag, this message in the Hampers PDP should disappear



🔍

Mr RAMANA JAINI (Sign Out)

🇺🇸 USD (\$)

Your Bag (1)

Women
Men
Accessories
Shoes
Children
Beauty
Food & Wine
Homewares
Souvenirs
Gifts
Style Insider

Home > Beauty > Men's > Aventus (30ml - 120ml)

**CREED**

Aventus (30ml - 120ml)

**\$109.00**

Product Code 2234367

🇬🇧 UK Delivery Only

PLEASE NOTE

Unfortunately, this item cannot be shipped to Canada.  
In order to buy this item, please [change your shipping country](#) to UK.

↓ Overview

Launched with immediate acclaim in 2010 to celebrate Creed's 250th anniversary, Aventus is the perfect fragrance for the man of action; bold, spirited and confident.

Fantastic top notes inspire with a blast of pineapple, blackcurrant, apple and bergamot. The middle notes are bursting with peppery rose, birch, jasmine and patchouli, wonderfully woody, deep and heady. At the base is oak moss, ambergris and a light dusting of vanilla which adds the finishing touch of virile sensuality.

Challenging, masculine, optimistic and thrusting – Aventus is the ultimate experience for the modern man who builds on the legacy of the ages to develop his own unique and successful lifestyle.

→ Details

→ Delivery & Returns

Visit the brand shop: CREED

**WE RECOMMEND**

Brand  
Name of the product  
\$XX.XX

Brand  
Name of the product  
\$XX.XX

Brand  
Name of the product  
\$XX.XX

**RECENTLY VIEWED**

Brand  
Name of the product  
\$XX.XX

Brand  
Name of the Hamper  
£XX.XX

Brand  
Name of the product  
\$XX.XX

Brand  
Name of the Hamper  
£XX.XX

Brand  
Name of the product  
\$XX.XX

**SCENARIO:**

User has chosen:

1. Shipping Country: Canada
2. Currency: USD(\$)
3. User added non-hamper item to the shopping Bag (Eg: Shoes)
4. User is on a non-exportable item PDP (Eg: Perfume)

**1** User selected Shipping Country as "Canada" in the landing page and as this is a non-exportable item, we hide the Shopping Controls and show a message to user saying this item cannot be shipped to <Canada>, and if they would like to buy the item, they have to change the country to UK.

On clicking the flag icon in this box, we present the overlay to user to change the Country to *United Kingdom*. On changing the country to United Kingdom, the shopping controls (Quantity & Add to Bag CTA) should reappear.



Mr RAMANA JAINI (Sign Out)

GBP (£)

Your Bag (1)

Women Men Accessories Shoes Children Beauty Food & Wine Homewares Souvenirs Gifts Style Insider

Home > Beauty > Men's > Aventus (30ml - 120ml)

**CREED**  
Aventus (30ml - 120ml)

**£99.00**

Product Code 2234367

**PLEASE NOTE**

You cannot add this time to your bag, because:

1. This item can't be shipped to Canada.
2. There is a Hamper item in your shopping bag. Hampers must be purchased separately from non-hamper orders.

In order to buy this item, you need to remove the Hampers from your bag and [change your Shipping Country to UK](#).

↓ Overview

Launched with immediate acclaim in 2010 to celebrate Creed's 250th anniversary, Aventus is the perfect fragrance for the man of action; bold, spirited and confident.

Fantastic top notes inspire with a blast of pineapple, blackcurrant, apple and bergamot. The middle notes are bursting with peppery rose, birch, jasmine and patchouli, wonderfully woody, deep and heady. At the base is oak moss, ambergris and a light dusting of vanilla which adds the finishing touch of virile sensuality.

Challenging, masculine, optimistic and thrusting – Aventus is the ultimate experience for the modern man who builds on the legacy of the ages to develop his own unique and successful lifestyle.

→ Details

→ Delivery & Returns

Visit the brand shop: CREED

**WE RECOMMEND**

Brand  
 Name of the product  
 \$XX.XX

Brand  
 Name of the product  
 \$XX.XX

Brand  
 Name of the product  
 \$XX.XX

**RECENTLY VIEWED**

Brand  
 Name of the product  
 \$XX.XX

Brand  
 Name of the Hamper  
 £XX.XX

Brand  
 Name of the product  
 \$XX.XX

Brand  
 Name of the Hamper  
 £XX.XX

Brand  
 Name of the product  
 \$XX.XX

9

**SCENARIO:**

User has chosen:

1. Shipping Country: Canada
2. Currency: £GBP
3. User added a Hamper item to the shopping Bag
4. User is on a non-exportable item PDP (Eg: Perfume)

**1** As this is a non-exportable item and there is a Hamper item in the bag, we hide the Shopping Controls and show reasons why they cannot add this item in bag.

In order to proceed further, user has to change the Country and remove the Hamper from the bag. On doing those both, we show the Shopping Controls (Quantity & Add to Bag CTA) to add item to bag.

On clicking the link in the message box, we show the options for the users to change Currency & Country.

SHOPPING ONLINE

THE STORE

CUSTOMER SERVICES

ABOUT US

FOLLOW US:

Mr RAMANA JAINI (Sign Out)

Your Bag (0)

Women
Men
Accessories
Shoes
Children
Beauty
Food & Wine
Homewares
Souvenirs
Gifts
Style Insider

## DRESSES & GOWNS

Find the perfect party dresses to see you through the summer season in style, from wedding-perfect cocktail dresses and evening gowns fit for the summer ball to that failsafe LBD.

1

LHN / Filters remains same as on Live Site

Home > Women > Dresses & Gowns

### Dresses & Gowns

Per Page:

18
36
54

View All: (53)

Brand  
Name of the Dress  
\$XX.XX
Brand  
Name of the Dress  
\$XX.XX
Brand  
Name of the Dress  
\$XX.XX

Brand  
Name of the Dress  
\$XX.XX
Brand  
Name of the Dress  
\$XX.XX
Brand  
Name of the Dress  
\$XX.XX

Brand  
Name of the Dress  
\$XX.XX
Brand  
Name of the Dress  
\$XX.XX
Brand  
Name of the Dress  
\$XX.XX

Brand  
Name of the Dress  
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Brand  
Name of the Dress  
\$XX.XX

Brand  
Name of the Dress  
\$XX.XX
Brand  
Name of the Dress  
\$XX.XX
Brand  
Name of the Dress  
\$XX.XX

SHOPPING ONLINE
THE STORE
CUSTOMER SERVICES
ABOUT US
FOLLOW US:

**SCENARIO:**

User has chosen:

1. Shipping Country: United States
2. Currency: USD(\$)
3. There is NO product in the Shopping Bag
4. User is on the Hampers PLP

- 1 LHN & Filters remains same as on the Live Site
- 2 Both in PLP & PDPs, user should able to see the Non-Hamper products in the currency they have chosen (USD - in this scenario).

Mr RAMANA JAINI (Sign Out) GBP (£)

Women Men Accessories Shoes Children Beauty Food & Wine Homewares Souvenirs Gifts Style Insider

### Your Bag - 3 Items

Norton SECURED
CHECKOUT NOW >

	<b>Chloé</b> Embroidered Bow Sun Hat Size: 6-9 Months Colour: White Item Code 4622591	<a href="#">Edit Item</a> <a href="#">Remove Item</a> <a href="#">Add to Favourites</a>	Each Item £39.95 <input type="text" value="1"/>	£39.95
	<b>Thierry Mugler</b> A*Men Ultra Zest (EDT, 100ml) Size: 100ML Item Code 4799214 <span style="background-color: #ccc; padding: 2px 5px; font-size: 0.8em;">UK Delivery Only</span>	<a href="#">Edit Item</a> <a href="#">Remove Item</a> <a href="#">Add to Favourites</a>	Each Item £48.00 <input type="text" value="1"/>	£48.00
	<b>Gucci</b> Horsebit Loafer Size: 8 Color: Brown Item Code 4666972	<a href="#">Edit Item</a> <a href="#">Remove Item</a> <a href="#">Add to Favourites</a>	Each Item £430.00 <input type="text" value="1"/>	£430.00

< CONTINUE SHOPPINGUSE CODE

3 Items Subtotal £517.95

#### Delivery Charge Estimate ?

Delivery to Country:

Standard 3-5 working days, £5.95 £5.95

*It's easy to deliver to multiple addresses in checkout*

Total £523.90

Norton SECURED
CHECKOUT NOW >

SHOPPING ONLINE THE STORE CUSTOMER SERVICES ABOUT US FOLLOW US:

f t yt p

## SCENARIO:

1. User hasn't interacted with the Country & Currency selections on the landing page (so Shipping Country: UK & Currency: £GBP)
2. It's a Non-Hamper items bag
3. Added 2 Exportable items and 1 Non-Exportable item in the bag.

**1** Placement for popular credit card icons or payment methods.  
TBC – the kind of icons / payment methods should go here?

**2** The functionality of this button should work exactly as the button at the bottom of the page.

In couple of scenarios (explained in the next pages), we may need to make the "Checkout Now" button disable. In that case, the two *Checkout Now* buttons on this page will go disabled.

**3** **LINE ITEM DETAILS:**  
There is no change in the functionality of these line items, compared to the one on the Live Site.

Was/Now, Offer messages will exactly display as it now on the live site.

**4** **DELIVERY ESTIMATE AREA:**  
The functionality of this section is clearly explained in Pages: 12 considering different scenarios.

- **Delivery to Country Dropdown:**  
On selecting one of the international countries, *Currency selector* dropdown should be visible, which gives an option for the user to choose the currency they wish to pay with.
- **State Dropdown:**  
This dropdown should appear based on the Country selection (Eg: Canada / Mexico).  
On selecting Canada / Mexico from the *Delivery to Country* dropdown, *State* dropdown should appear along with the *Currency Selector* dropdown. We can only able to show the exact Duties & Taxes if user selects the *state* they are shipping to.  
The default value in the *State* Dropdown should say 'Select a State'.
- **Delivery Method Dropdown:**  
Types of delivery methods within this dropdown should populate based on the selected *Shipping Country*.

## HAMPERS SHOPPING BAG

- The Hampers purchase / checkout journey will be same as we are doing on the live site.
- We don't show the Delivery Charges until they reach the checkout and setup the addresses (as on live site).
- Shopping Bag can't be a mixed bag. i.e, you cannot add Hamper and Non-hamper products in the same bag (as on live site).
- We don't show the flag on the top-right corner, to change the Country & Currency if there are Hampers in the bag.



## SHOPPING BAG - DELIVERY ESTIMATE SCENARIOS (1)

## SCENARIO: 1

### Delivery Charge Estimate ?

Delivery to Country:  1

Currency:

Delivery Method:  £25.00

---

**Non-exportable items in your bag** 2

You have non-exportable items in your bag, please remove them to proceed further. Please delete the items marked with

UK Delivery Only

## SCENARIO 1:

- User hasn't interacted with the Country & Currency selections on the landing page (so Shipping Country: UK & Currency: £GBP)
- It's a Non-Hamper items bag
- Added 2 Exportable items and 1 Non-Exportable item in the bag.
- User landed in Shopping Bag
- In the "Delivery Estimate Area", as user hasn't interacted with the Country & Currency in the landing page, they see the default values - Shipping to UK and the Delivery Method to Standard UK Delivery.
- In the Shopping Bag, user Changed Shipping Country to "Saudi Arabia", happy to pay with £GBP.

**1** Once user changes the country, *Currency selector* should appear with £GBP preselected (because they haven't done any selection in the landing page)

**2** As they decided to ship to Intl Country, it should go through BF checkout. As BF can't handle the Multiple Address Deliveries, we should ask user to remove the "UK Delivery Only" items from the bag to proceed further.

**Note:** In this scenario, the two *Checkout Now* buttons (on top & bottom) should be inactive until they delete the non-exportable items from the Bag.

## SCENARIO: 2

### Delivery Charge Estimate ?

Delivery to Country:  3

Select State:

Currency:

Delivery Method:  \$32.00

---

**Non-exportable items in your bag**

You have non-exportable items in your bag, please remove them to proceed further. Please delete the items marked with

UK Delivery Only

## SCENARIO 2:

- User has chosen Shipping Country to Canada & Currency to \$USD in the landing pages
- It's a Non-Hamper items bag
- Added 2 Exportable items and 1 Non-Exportable item in the bag
- User landed in Shopping Bag
- As user interacted with the Country & Currency in the landing page, they see the same values pre-populating in the dropdowns of the "Delivery Estimate Area" in Shopping Bag

**3** As they have selected *Canada*, the "State" dropdown should be visible. Users have to select one of the states to see the actual Taxes & Duties amount in the Shopping Bag area.

**Note:** Selecting *State* is not mandatory. User can still proceed to do the checkout without selecting the *State* here. If they do select the *State* here, the same value should pre-populate in the "State" dropdown of the Delivery Step.

As they decided to ship to Intl Country, it should go through BF checkout and as BF can't handle the Multiple Address Deliveries, we should ask user to remove the "UK Delivery Only" items from the bag to proceed further.

**Note:** In this scenario, the two *Checkout Now* buttons (on top & bottom) should be inactive until they delete the non-exportable items from the Bag.

**4 & 5** TOTALS SUMMARY:

We show the actual totals (as at pointer:6) in the Payment step, until user reach to that step we only show the estimated values (as at pointer:5)

**Note:** The value of Taxes & Duties are based on the selected *State*. If they change the State, the values should change accordingly.

<b>4</b>	<b>5</b>
Subtotal: \$XX.XX*	Subtotal: \$XX.XX*
Est. Taxes: \$X.XX	Taxes: \$X.XX
Est. Duties: \$X.XX	Duties: \$X.XX
Est. Shipping: \$X.XX	Shipping: \$X.XX
<b>Est. TOTAL: \$XXX.XX</b>	<b>TOTAL: \$XXX.XX</b>
* Subtotal amount already excludes UK VAT	* Subtotal amount already excludes UK VAT

## SCENARIO: 3

### Delivery Charge Estimate ?

Delivery to Country:  6

Currency:

Delivery Method:  £25.00

## SCENARIO 3:

- User hasn't interacted with the Country & Currency selections on the landing page (so Shipping Country: UK & Currency: £GBP)
- It's a Non-Hamper items bag
- Added 3 Exportable items
- User landed in Shopping Bag
- In the "Delivery Estimate Area", as user hasn't interacted with the Country & Currency in the landing page, they see the default values - Delivery Country as *UK* & Delivery Method to *Standard UK Delivery*
- In the Shopping Bag, user now changed Shipping Country to "Saudi Arabia". As they selected the International country, we show the *Currency Selection* dropdown and it is defaulted to £GBP (as they haven't done any selection in the landing page)

**6** As they decided to ship to Intl Country, it should go through BF checkout.

## SCENARIO: 4

### Delivery Charge Estimate ?

Delivery to Country:  7

Select State:

Currency:

Delivery Method:  \$32.00

## SCENARIO 4:

- User has chosen Shipping Country to Canada & Currency to \$USD in the landing pages
- It's a Non-Hamper items bag
- Added 3 Exportable items in the bag
- User landed in Shopping Bag
- As user interacted with the Country & Currency in the landing page, they see the same values pre-populating in the dropdowns of the "Delivery Estimate Area"

**7** As they have selected Canada, the "State" & the "Currency Selection" dropdowns should be visible.

Selecting *State* is not mandatory. User can still proceed to do the checkout without selecting the *State* here.

- If they do select the *State* here, they see the estimated Taxes & Duties amount here and the same values should pre-populate in the text fields of the Delivery Step.
- If they don't select the *State*, they see the values 0 (Zero) at Taxes & Duties.


As they decided to ship to Intl Country, it should go through BF checkout.

For **Total Summary** - Please refer to the Annotation notes of 4 & 5 above.

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BORDERFREE WIREFRAMES

## CHECKOUT - YOUR DETAILS



**Secure Checkout**

Customer Services Team: Mon-Fri: 8am-6pm; Sat: 9am-5pm; Sun: 10am-4pm  
 Mobile/International: +44 (0)20 3626 7020 UK Landline: 0333 300 1000  
 Email: help@harrods.com



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1. YOUR DETAILS

2. DELIVERY

3. PAYMENT

4. ORDER RECEIPT

### YOUR DETAILS 1

**Title: \***

**First Name: \***

**Last Name: \***

**Email Address: \***  All order information is sent to this email address

**Telephone: \***  Mobile  Landline

We will only use this if we need to contact you about your order

I would like to receive email updates on new brands, products and offers from harrods.com. [Privacy Policy](#).

---

Create a password to use Quick Checkout next time?  Yes  No

---

Would you like to earn Harrods Rewards Points with this purchase?  Yes  No

---

**NEXT: DELIVERY >**








### ORDER SUMMARY 2


Your Bag: 3 Items £523.90


**SHOW ORDER DETAILS**


---

\*Mandatory fields

[Delivery & Returns](#) 

[Terms & Conditions](#) 

[Privacy Policy](#) 

Clicking these will not take you out of checkout

## SCENARIO:

1. User hasn't interacted with the Country & Currency selections on the landing page (so Shipping Country: UK & Currency: £GBP)
2. It's a Non-Hamper items bag
3. Added 2 Exportable items and 1 Non-Exportable item in the bag.
4. Clicked on "Checkout Now" button, without interacting *Shipping Country & Delivery Method* dropdowns in the 'Delivery Estimate' section of the Shopping Bag.
5. Doing Guest checkout and now in *Your Details* step.

**1 YOUR DETAILS:**  
 There is no difference in this page functionality compared to the existing checkout.

**2 ORDER SUMMARY PANEL:**  
 By default this panel will be closed unless user selects a different currency (other than £GBP) in the Landing Page Overlay.

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**CHECKOUT - DELIVERY STEP** (Single Address + Non-Exportable item in the bag)

**Secure Checkout**

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 Email: help@harrods.com

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---

1. YOUR DETAILS

2. DELIVERY

3. PAYMENT

4. ORDER RECEIPT

### DELIVERY

DELIVERY TO ONE ADDRESS

DELIVERY TO MULTIPLE UK ADDRESSES 2

**Address to: \*** Joe Gibbins Edit

**Country: \*** United Kingdom This order contains a UK Delivery Only item(s)

**House Name/ Number: \***

**Postcode: \***  Enter address manually

FIND ADDRESS

### ORDER SUMMARY

**Harrods Rewards**

Want to earn Harrods Rewards points?

Yes  No

Your Bag: 3 Items £523.90

SHOW ORDER DETAILS

---

\*Mandatory fields

[Delivery & Returns](#)
[Terms & Conditions](#)
[Privacy Policy](#)

Clicking these will not take you out of checkout

**SCENARIO:**

1. User hasn't interacted with the Country & Currency selections on the landing page (so Shipping Country: UK & Currency: £GBP)
2. It's a Non-Hamper items bag
3. Added 2 Exportable items and 1 Non-Exportable item in the bag.
4. Clicked on "Checkout Now" button, from the MiniBag panel.
5. Doing Guest checkout
6. Filled details in *Your Details* step.
7. Landed on Delivery Step
8. Trying to do **Single Address Delivery**.

**1** As one of the item in the bag is Non-Exportable, hence the *Country* value is defaulted to United Kingdom.

**2** **MULTIPLE ADDRESS DELIVERY TAB:**  
User can do the Multiple Address Deliveries by clicking on the tab.

This tab will be active only if the Shipping Country is to *United Kingdom*

With the new functionality as the Multiple Delivery Address can be happened only for the UK addresses, trying to be more specific within the tab. So, changed from *Delivery to Multiple Addresses* to *Delivery to Multiple UK Addresses*

**DELIVERY STEP SCENARIOS:**


Please refer to Page:17 for more scenarios on Delivery Step



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BORDERFREE WIREFRAMES

**CHECKOUT - DELIVERY STEP** (Multiple Address + Non-Exportable item in the bag)



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 Email: help@harrods.com



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1. YOUR DETAILS

2. DELIVERY

3. PAYMENT

4. ORDER RECEIPT

### DELIVERY

DELIVERY TO ONE ADDRESS

DELIVERY TO MULTIPLE UK ADDRESSES

**PLEASE NOTE:**  
 Multiple Address Deliveries available only for limited countries like United Kingdom / Lebanon / Malaysia / San Marino / Andorra addresses.  
 We do support International Shipping for most of the countries if you do Single Address Delivery.

#### First Delivery Address

**1** Select item(s) to send

**Gucci**  
Horsebit Loafer  
Size: 5 (UK) Colour: Brown  
Qty: 1

Include in this delivery

**Thierry Mugler**  
A\*Men Ultra Zest (EDT, 100ml)  
Size: 100ML  
Qty: 1

Include in this delivery

**Chloé**  
Embroidered Bow Sun Hat  
Size: 12-18 Months  
Colour: White  
Qty: 1

Include in this delivery

**2** Enter Delivery Details

**Address to: \*** Joe Gibbins [Edit](#)

**Country: \*** United Kingdom Multiple Address Deliveries can be done only to limited countries

**House Name/ Number: \***

**Postcode: \***  Enter address manually

**FIND ADDRESS**

### ORDER SUMMARY

**Harrods Rewards**

Want to earn Harrods Rewards points?  
 Yes  No

Your Bag: 3 Items **£523.90**

[Use Promo code](#)

^

**Chloé**  
Embroidered Bow Sun Hat  
Size: 6-9 Months  
Colour: White  
Item Code 4622591  
Qty 1 x £345.00 £39.95

**Thierry Mugler**  
A\*Men Ultra Zest (EDT, 100ml)  
Size: 100ML  
Item Code 4799214 £48.00

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4 Items Subtotal £517.95

Delivery Charge Estimate £5.95

**Total** **£523.90**

[< Edit order in your bag](#)

**HIDE ORDER DETAILS**








**SCENARIO:**

1. User hasn't interacted with the Country & Currency selections on the landing page (so Shipping Country: UK & Currency: £GBP)
2. It's a Non-Hamper items bag
3. Added 2 Exportable items and 1 Non-Exportable item in the bag.
4. Clicked on "Checkout Now" button, from the MiniBag panel.
5. Doing Guest checkout
6. Filled details in *Your Details* step.
7. Landed on Delivery Step
8. Trying to do **Multiple Address Delivery**.


**1** We show a message here saying "Multiple Address Deliveries available only UK Addresses"

**2** **COUNTRY DROPDOWN:**  
 TBC - As the Multiple Address Deliveries available only for the limited countries, we restrict the Country Selection to only 5 Countries - **United Kingdom, Lebanon, Malaysia, San Marino, Andorra**


**DELIVERY STEP SCENARIOS:**

Please refer to Page:17 for more scenarios on Delivery Step

## CHECKOUT - DELIVERY STEP


Secure Checkout

Customer Services Team: Mon-Fri: 8am-6pm; Sat: 9am-5pm; Sun: 10am-4pm  
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 Email: help@harrods.com



1. YOUR DETAILS

2. DELIVERY

3. PAYMENT

4. ORDER RECEIPT

### DELIVERY

DELIVERY TO ONE ADDRESS

DELIVERY TO MULTIPLE UK ADDRESSES

**Address to: \*** Joe Gibbins [Edit](#)

**Country: \*** Canada 1

**Address Line 1: \*** Flat: 571/2A

**Address Line 2:** Bunswick Street

**Address Line 3:**

**Town / City: \*** Berthoud

**Province: \*** Colarada 3 You have to select the state, in order to see the actual duties & taxes

**Zipcode / Postcode: \*** 80513


---

**Delivery Method:\*** Worldwide (5-10 working days)

**Paying with:** £ USD 2

NEXT: PAYMENT

### ORDER SUMMARY

**Harrods Rewards** 

Want to earn Harrods Rewards points?  
 Yes  No

---

Your Bag: 3 Items **\$895.55**  
(Estimated Total)

[Use Promo code](#)

^

**Chloé**  
 Embroidered Bow Sun Hat  
 Size: 6-9 Months  
 Colour: White  
 Item Code 4622591  
 Qty 1 x £345.00 \$54.00

**Thierry Mugler**  
 A\*Men Ultra Zest (EDT, 100ml)  
 Size: 100ML  
 Item Code 4799214 \$67.25







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4 Items Subtotal	\$785.55 *
Est. Delivery Charge	\$32.00
Est. Duties	\$120.00
Est. Taxes	\$43.00
<b>Est. Total</b>	<b>\$895.55</b>

\* Subtotal amount already excludes UK VAT

[< Edit order in your bag](#)

HIDE ORDER DETAILS

\*Mandatory fields

[Delivery & Returns](#) [Terms & Conditions](#) [Privacy Policy](#)

Clicking these will not take you out of checkout

## SCENARIO:

1. User hasn't interacted with the Country & Currency selections on the landing page (so Shipping Country: UK & Currency: £GBP)
2. It's a Non-Hamper items bag
3. Added 2 Exportable items and 1 Non-Exportable item in the bag.
4. Clicked on "Checkout Now" button, from the MiniBag panel.
5. Doing Guest checkout
6. Filled details in *Your Details* step.
7. Landed on Delivery Step
8. Trying to do *Single Address Delivery* to 'Canada' with the Currency '\$USD'.

**1 COUNTRY DROPDOWN:****Shipping to International Country:**

When user selects any of the international country:

- *Delivery to Multiple Addresses* tab goes inactive
- *Currency Selector* dropdown appears for user to choose the currency.
- *Delivery as Gift?* functionality should disappear

**Shipping to United Kingdom:**

As per one of the requirements, all UK orders should be paid in £GBP Only. If user chooses "United Kingdom" in the Country dropdown, we default the currency to £GBP and make it disable so user can't change to the other currency. We leave a message there we accept only £GBP for UK Shipping.

**2 CURRENCY SELECTOR DROPDOWN:**

In this Currency Selector dropdown, by default the currency will be preselected to £GBP, unless user selects other currency in the Landing Page Overlay.

In the Delivery Step, if user chooses any currency other than £GBP from this dropdown, we expand the OS Panel for them (in case if it is closed).

If user chooses any currency in the Landing page Overlay, as soon as they land on the Delivery Step, we expand the OS Panel for them (in case if they haven't opened in *Your Details* Step)

**TBC - Functionality of GiftCard purchase when user chosen \$USD.**

**If user can buy the GiftCard in \$USD, they expect to use that GiftCard when paying in \$USD.**

**3 PROVINCE / STATE:**

BF can give the exact amount for Taxes & Duties when user enters the complete address

**4 ESTIMATED TOTALS:**

Till Delivery Step, user can see only Estimated Totals. They see the Final Totals when they are on the Payment Step.

**DELIVERY STEP SCENARIOS:**

Please refer to Page:18 for more scenarios on Delivery Step



SCENARIO: 1 - DEFAULT SCREEN OF DELIVERY STEP

SCENARIO: 2 - SHIPPING TO United Kingdom / Lebanon / Malaysia / San Marino / Andorra

SCENARIO: 3 - NON-EXPORTABLE ITEMS IN THE BAG

SCENARIO: 4 - SHIPPING TO CANADA

SCENARIO: 5 - PART REGISTERED ADDRESS (UK Address)

SCENARIO: 6 - PART REGISTERED ADDRESS (Intl. Address)

SCENARIO: 1

- User hasn't interacted with the Country & Currency selections on the landing page (so Shipping Country: UK & Currency: EGBP)
- It's a Non-Hamper items bag
- Added 3 Exportable items in the bag.
- Clicked on "Checkout Now" button in the Mini Bag Panel
- Doing Guest checkout
- Filled details in *Your Details* step.
- Landed on Delivery Step
- Trying to do *Single Address Delivery*.

1 As per the above mentioned scenario, if user hasn't done any interactions with the Currency & Country overlay and when they land on the *Delivery Step* we default the Country to UK and the "Currency selection" dropdown in this step should be hidden.

SCENARIO: 2

- User hasn't interacted with the Country & Currency selections on the landing page (so Shipping Country: UK & Currency: EGBP)
- It's a Non-Hamper items bag
- Added 3 Exportable items in the bag.
- Clicked on "Checkout Now" button in the Mini Bag Panel
- Doing Guest checkout
- Filled details in *Your Details* step.
- Landed on Delivery Step
- Trying to do *Single Address Delivery*.
- Selected Shipping Country to "Canada", we then show the *Currency Selector & State* Dropdowns
- Change of mind: Now changed the Shipping Country from *Canada* to *United Kingdom*.

2 When user changes the Shipping Country to any of these countries *United Kingdom / Lebanon / Malaysia / San Marino / Andorra* from any of the international country.

- Delivery to Multiple UK Addresses* tab goes active
- Currency Selector* dropdown defaults to EGBP and it goes disabled. We show the message why we made it disabled.  
The message should be related to the country. In the wireframe as *United Kingdom* has got selected, we show the message as "All UK Orders..."; if it is Malaysia, the message should say as "All Malaysian Orders..."
- Delivery as Gift?* functionality should re-appear
- It's pretty much the same as the existing checkout.

NOTE: Countries like *United Kingdom / Lebanon / Malaysia / San Marino / Andorra* were being fulfilled by Harrods Logistics.

3 As user changed the Shipping Country from Canada to United Kingdom, we default the currency selector to EGBP and show a message why this selector has been disabled.

SCENARIO: 3

- User hasn't interacted with the Country & Currency selections on the landing page (so Shipping Country: UK & Currency: EGBP)
- It's a Non-Hamper items bag
- Added 2 Exportable items and 1 Non-Exportable item in the bag.
- Clicked on "Checkout Now" button in the Mini Bag Panel.
- Doing Guest checkout
- Filled details in *Your Details* step.
- Landed on Delivery Step
- Trying to do *Single Address Delivery*.

4 As there is a Non-Exportable item in the bag,

- We default the country to UK and make it unselectable (as we are now doing on the live site)
- Delivery to Multiple UK Addresses* tab goes active
- Currency Selector* dropdown should be hidden.
- Delivery as Gift?* functionality available.
- It's pretty much the same as we are doing now in the existing checkout.

SCENARIO: 4

- User hasn't interacted with the Country & Currency selections on the landing page (so Shipping Country: UK & Currency: EGBP)
- It's a Non-Hamper items bag
- Added 3 Exportable items in the bag.
- Clicked on "Checkout Now" button in the Mini Bag Panel
- Doing Guest checkout
- Filled details in *Your Details* step.
- Landed on Delivery Step
- Trying to do *Single Address Delivery*.
- Shipping Country selected to "Canada".

5 When user selects any of the international country Eg: *Canada* in this case:

- State* Dropdown should appear, as a part of the address.
- Delivery to Multiple UK Addresses* tab goes inactive
- Currency Selector* dropdown appears for user to choose the currency.
- Delivery as Gift?* functionality should disappear

CURRENCY SELECTOR DROPDOWN:

In the *Currency Selector* dropdown, the currency will be preselected to EGBP by default unless user selects other currency in the Landing Page - Overlay. In this case it is USD as user hasn't selected any currency in the landing page overlay.

- In *Delivery Step*, from this dropdown if user chooses any currency other than EGBP, we expand the OS Panel for them (incase if it is closed).
- If user chooses any currency in the Landing page Overlay, as soon as they land on the *Delivery Step*, they see the expanded OS Panel (incase if they haven't kept opened in *Your Details Step*)

STATE DROPDOWN:

The "State" dropdown should be visible as the part of their address, only if users selects "Canada / Mexico" as the Shipping Country. Users have to select one of the states to see the actual Taxes & Duties amount in the OS Panel

SCENARIO: 5

- User hasn't interacted with the Country & Currency selections on the landing page (so Shipping Country: UK & Currency: EGBP)
- It's a Non-Hamper items bag
- Added 3 Exportable items in the bag
- Clicked on "Checkout Now" button in the Mini Bag Panel.
- Doing Part Registered checkout. User had their addresses saved.
- Selected one of the UK Address from the RadioButton

8 As per the above scenario, we don't show the Currency Selector as they are shipping to UK.


SCENARIO: 6

- User hasn't interacted with the Country & Currency selections on the landing page (so Shipping Country: UK & Currency: EGBP)
- It's a Non-Hamper items bag
- Added 3 Exportable items in the bag
- Clicked on "Checkout Now" button in the Mini Bag Panel.
- Doing Part Registered checkout. User had their addresses saved.
- Selected one of the USA Address from the RadioButton

9 As Intl. address has been selected, we show the Currency Selector.


If user switch back to UK Address from Intl. address, we still show the currency selector but disabled, as at the Pointer: 7 on this page.





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 Email: help@harrods.com




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1. YOUR DETAILS
2. DELIVERY
3. PAYMENT
4. ORDER RECEIPT

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### PAYMENT

Pay or part pay with Harrods Gift Card(s)  No  Yes 

---

Pay balance with a Card or Paypal       Pay Pal 

#### Enter Card Details

**Card Type\***

**Card Number\***

**Name on Card\***

**Email Address: \***

**Expiry Date\***

**Card Security Code\***

**Card Billing Address\***  5 Linden Avenue, Hounslow, Middx, TW3 2AT, United Kingdom  
 Enter a new billing address


By clicking "Pay Now" I agree to the harrods.com [Terms & Conditions](#) and [Privacy Policy](#)

PAY NOW

TOTAL £523.90

Use Harrods Gift Card(s) before completing payment with Credit/Debit Card or PayPal

### ORDER SUMMARY

**Harrods Rewards** 

Want to earn Harrods Rewards points?  
 Yes  No

Your Bag: 3 Items £523.90

Use Promo code

^

**Chloé**  
 Embroidered Bow Sun Hat  
 Size: 6-9 Months  
 Colour: White  
 Item Code 4622591  
 Qty 1 x £345.00 £39.95

**Thierry Mugler**  
 A\*Men Ultra Zest (EDT, 100ml)  
 Size: 100ML  
 Item Code 4799214 £48.00








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4 Items Subtotal	£517.95
Delivery Charge Estimate	£5.95
<b>Total</b>	£523.90

[< Edit order in your bag](#)

HIDE ORDER DETAILS

\*Mandatory fields

[Delivery & Returns](#) [Terms & Conditions](#) [Privacy Policy](#)

Clicking these will not take you out of checkout

## SCENARIO:

1. User hasn't interacted with the Country & Currency selections on the landing page (so Shipping Country: UK & Currency: £GBP)
2. It's a Non-Hamper items bag
3. Added 2 Exportable items and 1 Non-Exportable item in the bag.
4. Clicked on "Checkout Now" button, from the MiniBag panel.
5. Doing Guest checkout
6. Filled details in *Your Details* step.
7. Set a **Single Address Delivery** to UK
8. Now in *Payment step*

## 1 PAYMENT METHODS:

- **UK Orders**  
As per the above mentioned scenario, user is shipping to UK hence they see the same payment methods as we have now on the live checkout.
- **BF Orders**  
If it is a BF order, these payment methods will change based on the country the items are being shipped to.

## 2 T&amp;Cs INFO:

- **UK Orders**  
Users will be seeing the same info as we have on the live site. These T&Cs will be related to Harrods.
- **BF Orders**  
If it is a BF order, the Terms & Conditions, Privacy Policy information will be related to Borderfree.


The text can be in lines of:

By clicking Pay Now, you are agreeing to purchase the ordered goods from Borderfree on the [Terms & Conditions](#). Our international [Sales and Return Policy](#) contains more information about Borderfree and international sales. Your personal information is used by Borderfree as set out in the [Privacy Policy](#).

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BORDERFREE WIREFRAMES

## CHECKOUT - ORDER RECEIPT



**Secure Checkout**

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 Email: help@harrods.com



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1. YOUR DETAILS

2. DELIVERY

3. PAYMENT

4. ORDER RECEIPT

### ORDER RECEIPT

1

**REGISTER WITH YOUR CARRIER**  
 You need to register your Personal ID and provide Proof of Address to DHL/Carrier. DHL/Carrier will contact you directly you complete this.

#### Order Receipt

**Order Number:** 1501976938  
**Order Date:** 28/05/2015  
**Order Total:** ¥989.86  
**No. of Items:** 1 items  
**Payment Methods:** Visa - xxxx1111

We will send all order information to rammionline@gmail.com, including further emails updating you on order progress.

#### Customer Services

Should you have any further questions regarding your order, please do not hesitate to contact us by:

- help@harrods.com
- UK Landline: 0333 300 1000  
 Mobile/International: +44 (0)20 3626 7020  
 Mon-Fri: 8am-6pm  
 Sat: 9am-5pm & Sun: 10am-4pm

### ORDER SUMMARY

Your Order: 1501976938

Your Bag: 1 Item **¥989.86**

**Delivery Address:**  
**Delivery to:** Mr Ramana Jaini, 63 Renmin Lu, Qingdao Shi, 266033 Shandong, China







**Delivery method:**  
 Worldwide: 10 - 12 working days **¥236.93**

**TRUE RELIGION**  
 R TEE VNECK LARGE  
 BUDDAH PRINT S  
 BLACK  
 Size: S Colour: Black  
 Qty 1 x ¥568.16 ¥568.16

1 Item Subtotal	¥568.16 *
Delivery Charge	¥236.93
Duties	¥94.77
Taxes	¥45.00
<b>Total</b>	<b>¥989.86</b>

\* Subtotal amount already excludes UK VAT

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\*Mandatory fields

[Delivery & Returns !\[\]\(4854ec8fb3dce169bde884559714e842\_img.jpg\)](#)
[Terms & Conditions !\[\]\(f4f5b5e94b686a6e0a65d7f67cd923c2\_img.jpg\)](#)
[Privacy Policy !\[\]\(92fbe4bead17b7f334334ade54ef1208\_img.jpg\)](#)

Clicking these will not take you out of checkout

## SCENARIO:

1. User interacted with the Country & Currency selections on the landing page , Selected shipping country to China & the currency as Chinese Yuan.
2. It's a Non-Hamper items bag
3. Added a Exportable item in the bag.
4. Clicked on "Checkout Now" button, from the MiniBag panel.
5. Doing Guest checkout
6. Proceeded through Your Details, Delivery Details & Payment Steps.
7. Now they are in the Order Receipt Step.

1

**REGISTRATION MESSAGE:**

We show this message in the *Order Receipt* page if user is shipping to China (or any other countries which needs the carrier registration)

Your Bag: 3 Items **£523.90**

[SHOW ORDER DETAILS](#)

Your Bag: 3 Items **£523.90**

[Use Promo code](#)

^

**Chloé**  
Embroidered Bow Sun Hat  
Size: 6-9 Months  
Colour: White  
Item Code 4622591  
Qty 1 x £345.00 **£39.95**

**Thierry Mugler**  
A\*Men Ultra Zest (EDT, 100ml)  
Size: 100ML  
Item Code 4799214 **£48.00**

v

4 Items Subtotal	£517.95
Delivery Charge Estimate	£5.95
<b>Total</b>	<b>£523.90</b>

< [Edit order in your bag](#)

[HIDE ORDER DETAILS](#)

**Harrods Rewards**

Want to earn Harrods Rewards points?  
 Yes  No

Your Bag: 3 Items **\$895.55**

[SHOW ORDER DETAILS](#)

**Harrods Rewards**

Want to earn Harrods Rewards points?  
 Yes  No

Your Bag: 3 Items **\$895.55**

[Use Promo code](#)

^

**Chloé**  
Embroidered Bow Sun Hat  
Size: 6-9 Months  
Colour: White  
Item Code 4622591  
Qty 1 x £345.00 **\$54.00**

**Thierry Mugler**  
A\*Men Ultra Zest (EDT, 100ml)  
Size: 100ML  
Item Code 4799214 **\$67.25**

v

4 Items Subtotal	\$785.55*
Delivery Charge	\$32.00
Duties	\$120.00
Taxes	\$43.00
<b>Total</b>	<b>\$895.55</b>

< [Edit order in your bag](#)

[HIDE ORDER DETAILS](#)

**Harrods Rewards**

Want to earn Harrods Rewards points?  
 Yes  No

Your Bag: 3 Items **£523.90**

[SHOW ORDER DETAILS](#)

**Harrods Rewards**

Want to earn Harrods Rewards points?  
 Yes  No

Your Bag: 3 Items **£523.90**

[Use Promo code](#)

^

**Chloé**  
Embroidered Bow Sun Hat  
Size: 6-9 Months  
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Qty 1 x £345.00 **£39.95**

**Thierry Mugler**  
A\*Men Ultra Zest (EDT, 100ml)  
Size: 100ML  
Item Code 4799214 **£48.00**

v

4 Items Subtotal	£517.95
Delivery Charge Estimate	£5.95
<b>Total</b>	<b>£523.90</b>

< [Edit order in your bag](#)

[HIDE ORDER DETAILS](#)

Delivery of item(s) marked  UK Delivery Only

UK Delivery Method: Worldwide: 10 - 12 working days **£5.95**

*It's easy to deliver to multiple addresses in checkout*

LHN & Filters remains same as on the Live Site

**2** Both in PLP & PDPs, user should be able to see the Non-Hamper products in the currency they have chosen (USD - in this scenario).



HARRODS.COM  
BORDERFREE WIREFRAMES  
**SHOPPING BAG**

Mr RAMANA JAINI (Sign Out)

GBP (£)

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Women Men Accessories Shoes Children Beauty Food & Wine Homewares Souvenirs Gifts Style Insider

---

Your Bag - 3 Items

CHECKOUT NOW >

---

	<p><b>Chloé</b> Embroidered Bow Sun Hat Size: 6-9 Months Colour: White Item Code 4622591</p> <p style="text-align: right;">Each Item £39.95</p>	<p><a href="#">Edit Item</a></p> <p><a href="#">Remove Item</a></p> <p><a href="#">Add to Favourites</a></p>	<p>1</p>	£39.95
	<p><b>Thierry Mugler</b> A*Men Ultra Zest (EDT, 100ml) Size: 100ML Item Code 4799214</p> <p style="text-align: right;">Each Item £48.00</p>	<p><a href="#">Edit Item</a></p> <p><a href="#">Remove Item</a></p> <p><a href="#">Add to Favourites</a></p>	<p>1</p>	£48.00
	<p><b>Gucci</b> Horsebit Loafer Size: 8 Color: Brown Item Code 4666972</p> <p style="text-align: right;">Each Item £430.00</p>	<p><a href="#">Edit Item</a></p> <p><a href="#">Remove Item</a></p> <p><a href="#">Add to Favourites</a></p>	<p>1</p>	£430.00

[< CONTINUE SHOPPING](#)

[USE CODE](#)

---

**Delivery Charge Estimate** ?

Delivery to Country:

It's easy to deliver to multiple addresses in checkout

---

	3 Items Subtotal	£517.95
	Shipping	£5.95
	<b>TOTAL</b>	<b>£523.90</b>

---

CHECKOUT NOW >

---

SHOPPING ONLINE THE STORE CUSTOMER SERVICES ABOUT US FOLLOW US:

**SCENARIO:**

1. User hasn't interacted with the Country & Currency selections on the landing page (so Shipping Country: UK & Currency: £GBP)
2. It's a Non-Hamper items bag
3. Added 2 Exportable items and 1 Non-Exportable item in the bag.

**1** Placement for popular credit card icons or payment methods.  
TBC – the kind of icons / payment methods should go here?

**2** The functionality of this button should work exactly as the button at the bottom of the page.

In couple of scenarios (explained in the next pages), we may need to make the "Checkout Now" button disable. In that case, the two *Checkout Now* buttons on this page will go disabled.

**3** **LINE ITEM DETAILS:**  
There is no change in the functionality of these line items, compared to the one on the Live Site.

Was/Now, Offer messages will exactly display as it now on the live site.

**4** **DELIVERY ESTIMATE AREA:**  
The functionality of this section is clearly explained in Pages: 12 & 13 considering different scenarios.

- **Delivery to Country Dropdown:**  
On selecting one of the international countries, *Currency selector* dropdown should be visible, which gives an option for the user to choose the currency they wish to pay with.
- **State Dropdown:**  
This dropdown should appear based on the Country selection (Eg: Canada / Mexico).  
On selecting Canada / Mexico from the *Delivery to Country* dropdown, *State* dropdown should appear along with the *Currency Selector* dropdown. We can only able to show the exact Duties & Taxes if user selects the *state* they are shipping to.  
The default value in the *State* Dropdown should say 'Select a State'.
- **Delivery Method Dropdown:**  
Types of delivery methods within this dropdown should populate based on the selected *Shipping Country*.

**HAMPERS SHOPPING BAG**

- The Hampers purchase / checkout journey will be same as we are doing on the live site.
- We don't show the Delivery Charges until they reach the checkout and setup the addresses (as on live site).
- Shopping Bag can't be a mixed bag. i.e. you cannot add Hamper and Non-hamper products in the same bag (as on live site).
- We don't show the flag on the top-right corner, to change the Country & Currency if there are Hampers in the bag.

Mr RAMANA JAINI (Sign Out) GBP (£)

Women Men Accessories Shoes Children Beauty Food & Wine Homewares Souvenirs Gifts Style Insider

### Your Bag - 3 Items

**1**

**2**

**Chloé**  
Embroidered Bow Sun Hat  
Size: 6-9 Months Colour: White  
Item Code 4622591

[Edit Item](#)  
[Remove Item](#)  
[Add to Favourites](#)

Each Item  
USD 54.00

1

USD 54.00

---

**3**

**Thierry Mugler**  
A\*Men Ultra Zest (EDT, 100ml)  
Size: 100ML  
Item Code 4799214

[Edit Item](#)  
[Remove Item](#)  
[Add to Favourites](#)

UK Delivery Only

Each Item  
USD 65.00

1

USD 65.00

---

**Gucci**  
Horsebit Loafer  
Size: 8 Color: Brown  
Item Code 4666972

[Edit Item](#)  
[Remove Item](#)  
[Add to Favourites](#)

Each Item  
USD 1081.95

1

USD 1081.95

[< CONTINUE SHOPPING](#)

[USE CODE](#)

#### Delivery Charge Estimate ?

Delivery to Country: Canada

Select State: Select State

Currency: \$ USD

Worldwide Shipping - USD 34.00

	3 Items Subtotal	USD 1200.95 *
	Shipping	USD 34.00
	Duties	0
	Taxes	0
	<b>TOTAL</b>	<b>USD 1234.55</b>

\* Subtotal excludes UK VAT

**2**

[CHECKOUT NOW >](#)

SHOPPING ONLINE THE STORE CUSTOMER SERVICES ABOUT US FOLLOW US:

## SCENARIO:

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