# cn.iteshop.com
Interaction Documentation

1. Homepage

Header

- The notification bar on the most top (above the navigation bar) is always fixed, with no variation. That means it is neither clickable nor has any visual or animation variation.
- While scrolling the header sticks at the top and transitions to a smaller one. The sticky header shrinks to take up less vertical space than the full nav. During the transition only the logo shrinks, while the size of the other elements on the sticky header remain the same.
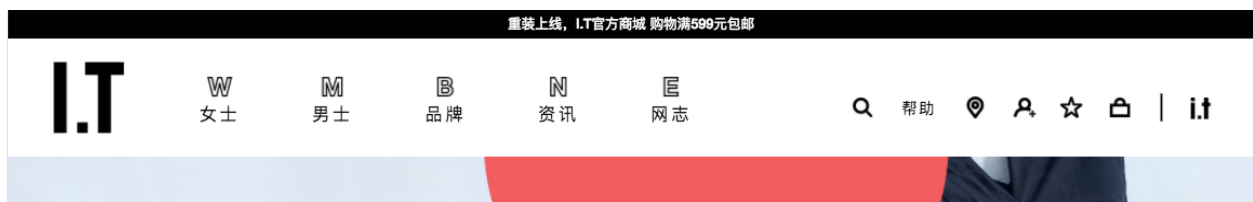
Full header

Sticky header

- The nav menus are clickable and link to respective categorized product list page.
- While hovering on the nav menus, there's an underline on the text as a visual cue to signify the hovering state.
- Search function
  - Clicking on the search icon opens/closes the search input field. Clicking the area outside of the search box closes the text field.
  - On entering, the auto-suggested keywords appear. The maximum number of auto-suggested keywords is five.
  - The search mechanism doesn't cross multiple languages. It only captures Chinese attributes of the product on the Chinese website. e.g. searching for "wallet" will get no search result, while searching for "包" will.
- There're two versions of my account icon. One is for normal/not-logged-in state, the other for logged-in state.
- If there's saved item in "my wishlist", the star icon is filled.
- If the shopping bag is empty, then there's no hovering effect. If the shopping bag is not empty, the number of items shows on the shopping bag icon and hovering on the shopping bag icon the mini shopping bag appears.

KV

- The KV is a carousel comprised of three slides. Both the arrows and indicator dots are clickable. The carousel has an infinite scrolling (i.e. the user may scroll from the 1st slide to the 3rd slide, it doesn't end at the third slide but loops back to the first one)

Footer

- Newsletter
  - Clicking the *SUBSCRIBE* CTA triggers the validation. There are three cases as follow (also as shown in the screenshots)：
    - Error, please type in the correct email address.
    - Subscribe successfully. Thanks for following!
    - This email has already subscribed to our newsletter.

判定项目	判定时机	提示位置	提示信息
订阅电子报	点击订阅；失去焦点	输入框下方	格式错误，请输入正确的邮箱地址；检测到此邮件地址已订阅过
	点击订阅	输入框位置	订阅成功，感谢您的关注

订阅I.T电子报

订阅成功，感谢您的关注

订阅I.T电子报

liza@gmail.com   订阅

检测到此邮件地址已订阅过

订阅I.T电子报

liza@gmail.cm   订阅

格式错误，请输入正确的邮箱地址

- WeChat QR-code
  - On PC (>1024px), hovering over the WeChat icon the QR-code fades in. While on mobile (<=1024px), the QR-code has a lightbox effect (tapping on the transparent overlay will dismiss the QR-code).

2. Product list page

Breadcrumb

- The breadcrumb is positioned on the top left of the page (above the filter). The number of displayed products are shown in the parentheses.

Filter

- The filter is always fixed and floating on the left side.
- Each filter is expanded by default.
- On PC:
  - The filters the user has chosen are displayed at the top of the filter section instantly. The user may deselect the filter by clicking the cancel icon one by one or clear all the filters one time by clicking the "clear all" text button.
- The user may select multiple filters. The filtering results on the right side dynamically change every time a single filter is selected, except for the price filter.
- Price filter:

- The range slider or text filed needs to be confirmed manually by clicking the confirmative CTA to make the price filter go to effect.
- Size filter:
  - The size filter has three categories/tabs: clothes size, shoes size and accessaries size separately.
- Brand filter:
  - The search result instantly displays below the search box.

Pagination

- The pagination appears both on the top and bottom of the product list block of the page.
- The pagination contains five page numbers: the first page, the last page and three other pages between.
  - The current page number has an underline to hint the current state. If the current page is the first page, the left arrow is hidden. If the current page is the last page, the right arrow is hidden.
  - There are three page numbers shown between the first and last page. The others are shown as three mid line ellipses.

1 2 3 4 ... 44 →

The current page is the first page.

← 1 ... 41 42 43 44

The current page is the last page.

← 1 2 3 4 ... 45 →

The current page is the page between.

← 1 ... 3 4 5 ... 44 →

The current page is the page between.

Product cell comprised of:

- Promo label ("new arrival", "sales") on the top left corner

- Product image

- Product brand

- Product item name

- price
    - The price (in RMB) keeps up to two decimals. e.g. ¥14,300.00

Mouse-over product cell comprised of:

- Add to wishlist icon on the top right corner

- Product image

- Product brand

- Product item name

- price

- Color cubes
    - Hovering on the color cubes switches between the images.

- CTA to pop-up quick view

3. Product detail page

Product image

- The maximum number of thumbnails is seven. Four thumbnails at most are in view, the overflow part can be controlled by arrows.

- Image zoom-in:
    - Hovering on the product image triggers the zoom-in controller, which uses mouse scrolling up and down to zoom in and zoom out.

Error messages

- Error messages for user actions on product:
  - The color cube is pre-selected by default once the page is loaded.
  - If a certain size of the product is in low stock (only one left in stock), show stock status message: Only one left.
  - If a certain size of the product is out of stock, the "add to shopping bag" CTA changes to "out of stock" and is not clickable (visually gray).
  - On clicking the "add to shopping bag" CTA:
    - If the size is not selected, show message: Please select size.
  - On clicking the "add to wishlist" CTA:
    - If the size is not selected, show message: Please select size.
    - If the user is not logged in, request for login.
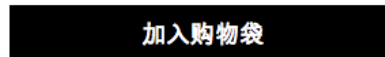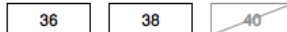
STELLA McCARTNEY
皮革拼接织锦夹克
女士夹克外套

¥11,400.00

颜色: 彩色

请选择尺码   尺码指南
36   38   40

☆   加入购物袋

分享至

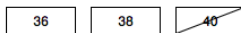*Please select size.*

STELLA McCARTNEY

皮革拼接织锦夹克

女士夹克外套

¥11,400.00

颜色：彩色

尺码：40　意大利码　　　　　　　　　　尺码指南

| 36 | 38 | ~~40~~ |

☆　　　暂时缺货

分享至

Out of stock

STELLA McCARTNEY

皮革拼接织锦夹克

女士夹克外套

¥11,400.00

颜色：彩色

尺码：38　意大利码　　　　　　　　　　尺码指南

| 36 | **38** | ~~40~~ |

⚠ 仅剩一件

☆　　　加入购物袋

分享至

Only one left.

Product info

- The product info section is comprised of three containers:
    - Product description
        - Production place
    - Material and maintenance
        - Material
        - Maintenance
    - Brand story

"Production place", "Material" and "Maintenance" can be customized in the back-end system by the administrators.

- The containers are collapsed by default. Expanding one container will close the other two containers.

4. Brand list page

Product image

- The three brand promo blocks at the top (right below the header), as well as the brand name on the list, link to respective brand product list page.
- Tabs & alphabetical index
    - On desktop (>1024px), the tabs and alphabetical index are pinned below the header while scrolling. Together they're sticky at the top while scrolling.
    - On mobile devices (<=1024px), the alphabetical index is pinned vertically on the right edge of the screen.
- Clicking the alphabet will link to the corresponding index on the page.
- Hovering on the brand name will show the save icon (star).

- If the user is not logged in, request for login.
- If the user is logged in, save the brand to "saved brands". The star icon is filled.

4. Search result page

- The search result page is similar to product list page, but with the following nuances:
    - The breadcrumb trail is "Homepage / search result".
    - The number of the displayed products is shown above the list instead of in the breadcrumb.
- Search no result page
    - Recommend selective products on search no result page.

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W 女士　M 男士　B 品牌　N 资讯　E 网志

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搜索结果"包"(72)

性别 　—
☐ 女士
☐ 男士

分类 　—
　配件 ▸
　包 ▸

品牌 　—
搜索你喜欢的品牌 🔍
☐ 3.1 PHILLIP LIM
☐ ALYX STUDIO
☐ AMI
☐ ANN DEMEULEMEESTER
☐ DRKSHDW
☐ JUUN.J
☐ MARCELO BURLON
☐ McQ ALEXANDER MCQUEEN
☐ N.HOOLYWOOD
☐ NONA9ON

分类尺码 　—
■ 配饰

最新 ＋

1 2 3 4 →

新品

STELLA McCARTNEY
饰链条双肩包
¥5,900.00

新品

MARCELO BURLON
印花双肩包
¥3,299.00

新品

MARCELO BURLON
印花双肩包
¥3,299.00

新品

MARCELO BURLON
印花双肩包
¥3,299.00

新品　新品　新品　新品

Search result page

I.T

W 女士　M 男士　B 品牌　N 资讯　E 网志

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没有找到与**"bag"**相关的商品

精选商品推荐

MSGM
嵌花 V 领毛衣
¥4,499.00

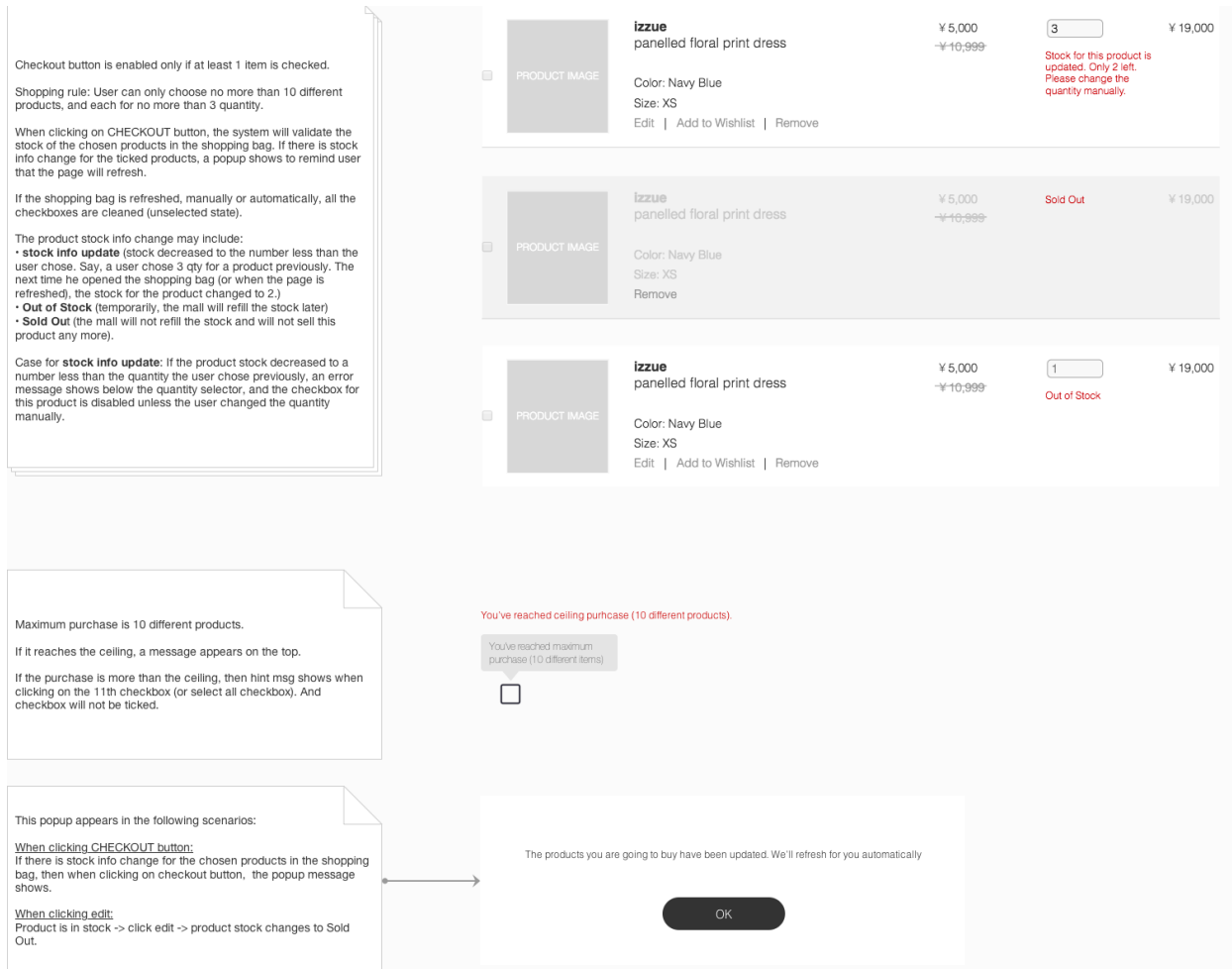BAPE
Logo 印花迷彩圆领卫衣
¥1,999.00

OFF-WHITE c/o VIRGIL ABLOH™
饰带牛仔裤
¥4,799.00

THOM BROWNE
饰吊牌手提包
¥19,199.00

Search no result page

5. Shopping bag

• (Zoom in to) See below use cases in the shopping bag:

Checkout button is enabled only if at least 1 item is checked.

Shopping rule: User can only choose no more than 10 different products, and each for no more than 3 quantity.

When clicking on CHECKOUT button, the system will validate the stock of the chosen products in the shopping bag. If there is stock info change for the ticked products, a popup shows to remind user that the page will refresh.

If the shopping bag is refreshed, manually or automatically, all the checkboxes are cleaned (unselected state).

The product stock info change may include:
• **stock info update** (stock decreased to the number less than the user chose. Say, a user chose 3 qty for a product previously. The next time he opened the shopping bag (or when the page is refreshed), the stock for the product changed to 2.)
• **Out of Stock** (temporarily, the mall will refill the stock later)
• **Sold Out** (the mall will not refill the stock and will not sell this product any more).

Case for **stock info update**: If the product stock decreased to a number less than the quantity the user chose previously, an error message shows below the quantity selector, and the checkbox for this product is disabled unless the user changed the quantity manually.

| | PRODUCT IMAGE | **izzue** panelled floral print dress Color: Navy Blue Size: XS Edit \| Add to Wishlist \| Remove | ¥ 5,000 ~~¥ 10,999~~ | 3 Stock for this product is updated. Only 2 left. Please change the quantity manually. | ¥ 19,000 |

| | PRODUCT IMAGE | izzue panelled floral print dress Color: Navy Blue Size: XS Remove | ¥ 5,000 ~~¥ 10,999~~ | Sold Out | ¥ 19,000 |

| | PRODUCT IMAGE | **izzue** panelled floral print dress Color: Navy Blue Size: XS Edit \| Add to Wishlist \| Remove | ¥ 5,000 ~~¥ 10,999~~ | 1 Out of Stock | ¥ 19,000 |

Maximum purchase is 10 different products.

If it reaches the ceiling, a message appears on the top.

If the purchase is more than the ceiling, then hint msg shows when clicking on the 11th checkbox (or select all checkbox). And checkbox will not be ticked.

You've reached ceiling purhcase (10 different products).

You've reached maximum purchase (10 different items)

This popup appears in the following scenarios:

When clicking CHECKOUT button:
If there is stock info change for the chosen products in the shopping bag, then when clicking on checkout button, the popup message shows.

When clicking edit:
Product is in stock -> click edit -> product stock changes to Sold Out.

The products you are going to buy have been updated. We'll refresh for you automatically

OK

Edge cases - when checking the checkbox and clicking CTA button to checkout

💬 在线客服   📞 400 101 9900   ✉ service.cn@iteshop.com   🕐 10:00-24:00

购物袋

你已选满 10 件不同商品

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轻松下单,7天无条件退货体验

订单摘要   已选 12 件商品

■	全选	商品信息		单价	数量	小计

■		:CHOCOOLATE		¥199.00	1 ▼	¥199.00
		小丸子联乘系列 渔夫帽 水杯				
		颜色: 透明				
		尺码: F				

编辑 ｜ 移除 ｜ ☆ 加入心愿单

■		FRED PERRY		¥699.00	1 ▼	¥699.00
		Logo 刺绣格纹围巾				
		颜色: 黑色				
		尺码: F				

编辑 ｜ 移除 ｜ ☆ 加入心愿单

订单摘要   已选 12 件商品

商品总计   ¥28,710.00
不包含运费

*订单提交成功以后需在2小时内付款，超时订单会被自动取消

去结算

支付方式   —
支付宝   微信支付   中国银联

配送方式   ＋

退货政策   ＋

📞 💬

购物袋

你已选满 10 件不同商品

轻松下单,7天无条件退货体验

i.t

■ 全选

■ :CHOCOOLATE

您已选满
10件不同的商品

透明；F

1 ▼   ¥199.00

☆ 加入心愿单 ｜ 移除 ｜ 编辑

■ FRED PERRY
Logo 刺绣格纹围巾

黑色；F

1 ▼   ¥699.00

已选 12 件商品   总计: **¥28,710.00**

去结算

Error message when checkout with outnumbered items checked in the shopping bag.

INSTANT PRODUCT STOCK CHANGE IN SHOPPING BAG (PC)

```
Clicking
EDIT button
```

Original state:
Product is in stock?

Yes. Product stock changes to **Sold Out.**

Yes. Product stock changes to Out of Stock.

Popup message:
The products you are going to buy have been updated. We'll refresh for you automatically

Current state:
Product is **Sold Out**

No.

Original state:
Product is **Out of Stock?**

Yes. Part are out of stock.

Part are Out of Stock?   **Yes.**

Popup edit
(display only in-stock info)

Yes. Product stock chages to in stock/Sold Out

No. All are Out of Stock.

Popup message:
The products you are going to buy have been updated. We'll refresh for you automatically

Yes. All are Out of Stock.

Error message (below EDIT):
This product is out of stock.

Current state:
Product is **Out of Stock**

Current state:
Product is in stock/
Sold Out

Case:
If in the shopping bag, there are different colors (color_1 and color_2) for the same product (UPC).

Item with color_1 has 3 qty (maximum).
Item with color_2 has 1 qty.

If user clicks EDIT for item with color_2 and tries to change the color to color_1

Error message (below CTA on pop-up edit):
You've reached ceiling qty 3 for this color.

Edge cases flow - when clicking "Edit"

6. Checkout

- Checkout form fields validation:
    - Guest checkout
    - Member checkout

判定项目	判定时机	提示位置	输入为空时	输入错误时
收件人	失去焦点；点击提交订单	输入框下方	必填，请填写收件人	/
手机号码	失去焦点；点击提交订单	输入框下方	必填，请填写手机号码	格式不正确，请填写正确的手机号
邮箱（访客结算）	失去焦点；点击提交订单	输入框下方	必填，请填写邮箱，用于接收订单信息	格式不正确，请填写正确的邮箱地址
省市区	失去焦点；点击提交订单	选择框下方	必填，请选择您所在区域	/
详细地址	失去焦点；点击提交订单	输入框下方	必填，请填写详细地址	请填写正确的地址
配送信息	点击提交订单	提交订单CTA下方	请填写配送信息	请填写配送信息
支付方式	点击提交订单	提交订单CTA下方	请选择支付方式	/
优惠码	/	输入框下方	/	无效优惠码，请重新输入；您所填写的优惠码不能用于本次订单；
发票抬头	失去焦点；点击提交订单	输入框下方；提交订单CTA下方	请填写发票抬头	请填写发票抬头

Guest checkout form fields validation

判定项目	判定时机	提示位置	输入为空时	输入错误时
收件人	失去焦点；点击保存并使用该地址/提交订单	输入框下方	必填，请填写收件人	/
手机号码	失去焦点；点击保存并使用该地址/提交订单	输入框下方	必填，请填写手机号码	格式不正确，请填写正确的手机号
省市区	失去焦点；点击保存并使用该地址/提交订单	选择框下方	必填，请选择您所在区域	/
详细地址	失去焦点；点击保存并使用该地址/提交订单	输入框下方	必填，请填写详细地址	请填写正确的地址
配送信息	点击提交订单	提交订单CTA下方	请填写配送信息	请填写配送信息
支付方式	点击提交订单	提交订单CTA下方	请选择支付方式	/
优惠码	/	输入框下方	/	无效优惠码，请重新输入；您所填写的优惠码不能用于本次订单；
发票抬头	失去焦点；点击提交订单	输入框下方；提交订单CTA下方	请填写发票抬头	请填写发票抬头

Member checkout form fields validation

7. Login/register

- Use cases of login/register (for engineers and QA):
  - Login
  - Reset password
  - Register
    - Password set rules：

      The password must contain between 6~16 characters, with no spaces.

      Supported characters and symbols are:
      - Lower case letters {a-z}
      - Upper case letters {A-Z}
      - Numbers {0-9}
      - Exclamation mark {!}
      - Left bracket {(}
      - Right bracket {)}
      - Hyphen {-};
      - Period {.};
      - Question mark {?}
      - Left square bracket {[}
      - Right square bracket {]}
      - Underline {_};
      - Grave accent {`}
      - Tilde {~}
      - Semi-colon {;}
      - Colon {:}
      - At sign {@}

- Pound sign {#}

- Dollar {$}

- Percent {%}

- Caret {^}

- Ampersand {&}

- Asterisk {*}

- Plus {+}

- Equal sign {=}

- Left curly bracket {{}

- Right curly bracket {}}

- Vertical bar {|}

- Slash {/}

- Backward slash {\}

- Double quotation marks {"}

- Single quotation marks {'}

- Left angle bracket {<}

- Right angle bracket {>}

- Comma {,}

Login validation

判定项目	判定时机	提示位置	输入为空时	输入错误时
邮箱	失去焦点；点击CTA	输入框下方	请输入邮箱	格式错误，请输入正确的邮箱地址
密码	失去焦点；点击CTA	输入框下方	请输入密码	/
匹配判定	点击CTA	邮箱输入框下方 密码输入框下方	/	邮箱或密码错误，请重新输入

判定项目	判定时机	提示位置	输入为空时	输入错误时
手机号	失去焦点；点击CTA	输入框下方	请输入手机号	格式错误，请输入正确的手机号
密码	失去焦点；点击CTA	输入框下方	请输入密码	/
匹配判定	点击CTA	手机号输入框下方；密码输入框下方	/	手机号或密码错误，请重新输入

判定项目	判定时机	提示位置	输入为空时	输入错误时
邮箱	失去焦点；点击CTA	输入框下方	请输入邮箱	格式错误，请输入正确的邮箱地址

判定项目	判定时机	提示位置	输入为空时	输入错误时
密码	失去焦点；点击CTA	输入框下方	请输入密码	密码必须为6-16个字符
确认密码	失去焦点；点击CTA	输入框下方	请输入密码	密码不匹配，请重新输入

判定项目	判定时机	提示位置	输入为空时	输入错误时
手机号	失去焦点；点击CTA；点击短信码	输入框下方	请输入手机号	格式错误，请输入正确的手机号
图形验证码	失去焦点；点击CTA；点击短信码	输入框下方	请输入图形验证码	图形验证码错误或已过期
手机验证码	失去焦点；点击CTA	输入框下方	请输入手机验证码	短信验证码错误或已过期

Password reset validation

判定项目	判定时机	提示位置	输入为空时	输入错误时
手机号	失去焦点；点击CTA；点击短信码	输入框下方	请输入手机号	格式错误，请输入正确的手机号；该手机号已注册，请核对后重新输入
图形验证码	失去焦点；点击CTA；点击短信码	输入框下方	请输入图形验证码	图形验证码错误或已过期
手机验证码	失去焦点；点击CTA	输入框下方	请输入手机验证码	短信验证码错误或已过期

判定项目	判定时机	提示位置	输入为空时	输入错误时
姓	失去焦点；点击CTA	输入框下方	请输入姓	/
名	失去焦点；点击CTA	输入框下方	请输入名	/
邮箱	失去焦点；点击CTA	输入框下方	请输入邮箱	格式错误，请输入正确的邮箱地址；该邮箱已与另一已注册手机号绑定，请重新输入
密码	失去焦点；点击CTA	输入框下方	请输入密码	密码必须为6~16个字符，仅支持英文字母、数字、标点符号（空格除外）
确认密码	失去焦点；点击CTA	输入框下方	请输入密码	密码不匹配，请重新输入
隐私条款	点击CTA	条款下方	/	请先阅读条款和隐私政策并同意

中文姓或名字符长度不超过10个；英文姓或名字符长度不超过20个

设置新密码的输入框hint msg为：密码为6~16个字符

Registration form fields validation

8. My account

My profile

- "Account Info" form fields validation :

判定项目	判定时机	提示位置	输入为空时	输入错误时
邮箱	失去焦点；点击CTA	输入框下方	请输入邮箱	格式错误，请输入正确的邮箱地址； 该邮箱已与另一已注册手机号绑定，请重新输入
密码	失去焦点；点击CTA	输入框下方	请输入密码	密码错误，请重新输入

- "Basic Info" form fields validation :

判定项目	判定时机	提示位置	输入为空时	输入错误时
姓	失去焦点；点击取消/保存	输入框下方	必填，请输入姓	/
名	失去焦点；点击取消/保存	输入框下方	必填，请输入名	/
性别	点击取消/保存	radio button下方	必填，请选择性别	/
生日	点击取消/保存	选择框下方	必填，请选择出生日期	/

Wish list

- Maximum number of Wishlist is 200 items. If it reaches the max number, a message shows at the top of the page: *Your wishlist is full (maximum: 200 items). Please clear your wishlist first before adding another item.*

- Display 126 items per page by default.

- Chronological display sequence: display the last-added items on top.

- Product inventory status:

    - Only 1 left

    - Out of stock

    - Sold Out

- Hovering on the product will show the delete button.

- Multi-delete function / manager tab

    - Delete button is disabled by default, until an item or more is/are checked.

    - The hover design on the product is a visual cue to signify the user to select.

    - Clicking on the pagination will close the manager tab.

    - A toast fades in in-place to give feedback to the user action of clicking on the CTA "add to shopping bag". (see the screenshot below)
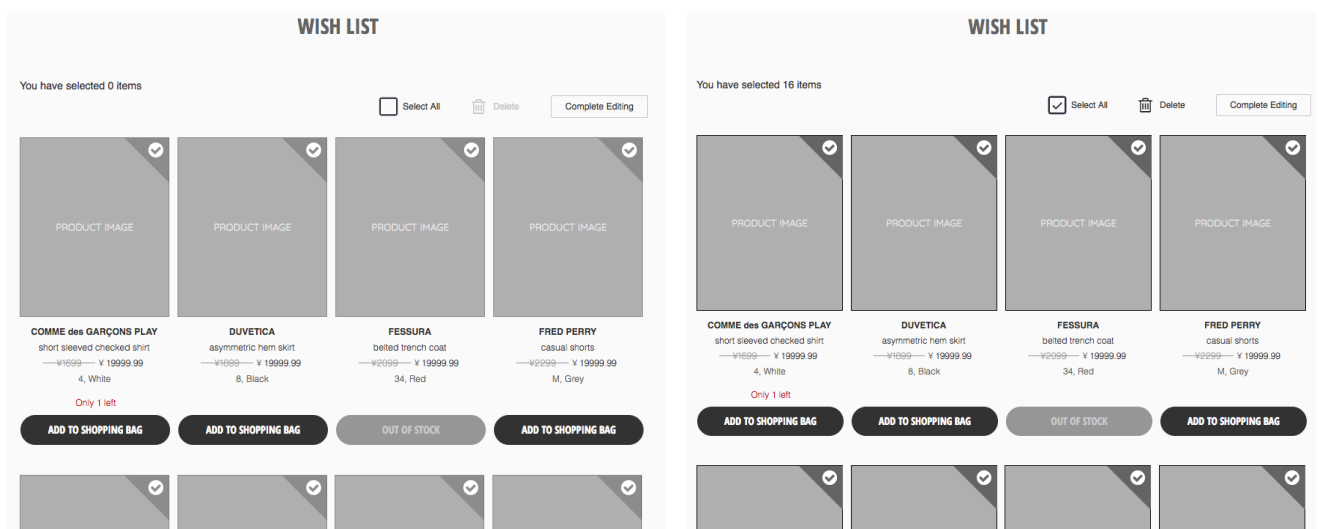
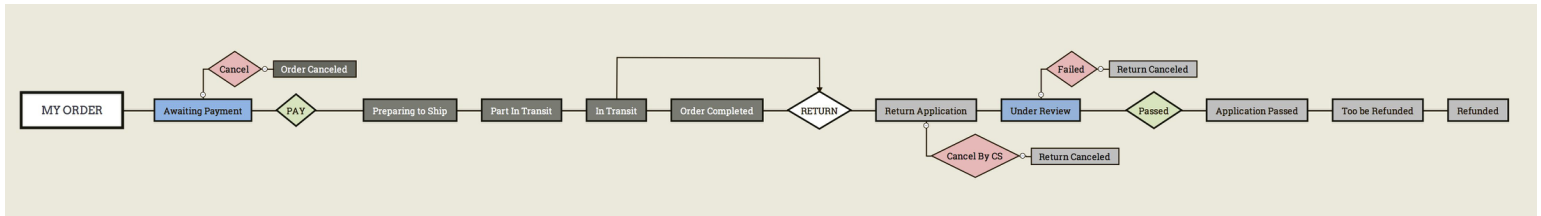*Refer to the interactive prototype to see the interaction details.*

A toast fades in to give feedback to the user action of clicking on the CTA "add to shopping bag".
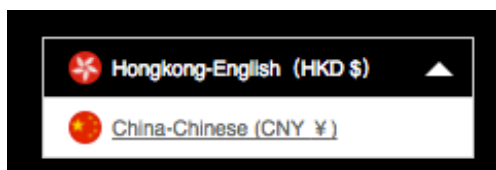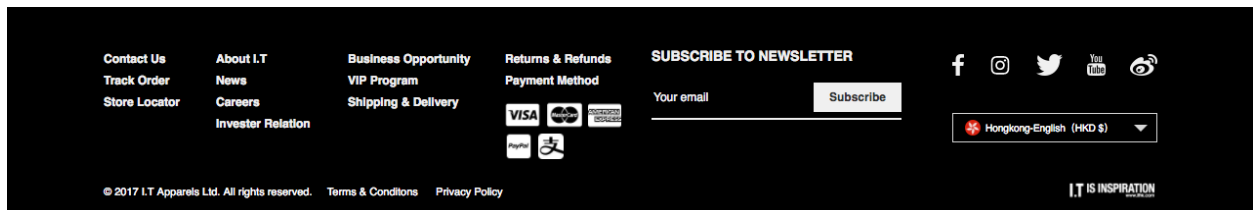
8. My order

Different order states are as follows:

9. I.T Hongkong site

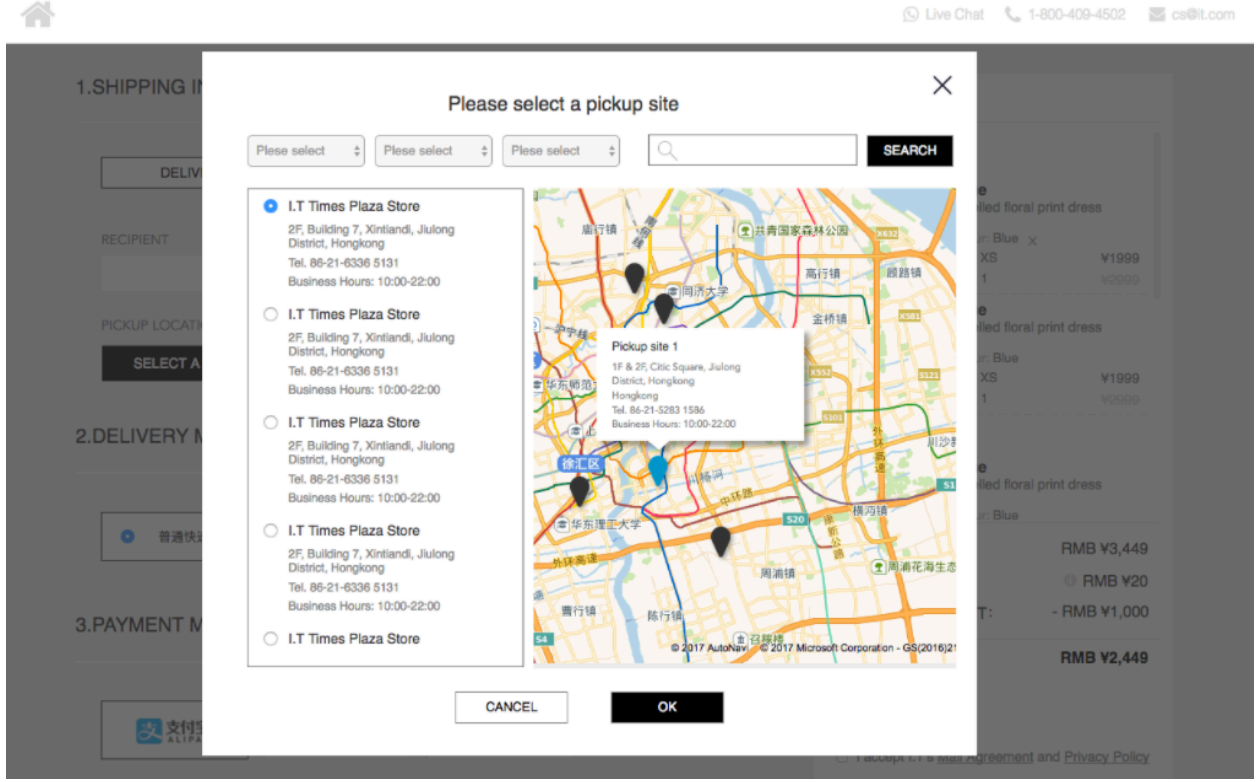## Region and language switch

Specifically, the footer of I.T Hongkong includes a region/language switch.

I.T Hongkong site footer

Self pickup

- The I.T Hongkong site introduces "self pickup" in the checkout flow, store locator and My Account - Address Book.
    - Self pickup in member checkout:
        - Selecting any of the region dropdown list immediately shows the result list.
        - None of the check mark is selected by default.
        - Selecting one check mark deselects the others.
        - Selecting a store on the left, the store detail (speech bubble) appears on the map on the right side. Meanwhile, the location icon is highlighted.
        - Selecting a location icon on the map on the right side, the icon color is highlighted and the location detail appears. Meanwhile, its correspondent check mark on the left is selected.
        - If the selected location is already in the saved pickup locations list, then it will be repositioned on the top most of the list.

Popup - self pickup in member checkout

PICKUP LOCATION

4 pickup locations saved. You may save 2 more.

○ **I.T Times Plaza Store**   Remove
   2F, Building 7, Xintiandi, Jiulong District, Hongkong
   Tel. 86-21-6336 5131
   Business Hours: 10:00-22:00

○ **CCL Jiulong**   Remove
   2F, Building 7, Xintiandi, Jiulong District, Hongkong
   Tel. 86-21-6336 5131
   Business Hours: 10:00-22:00
   🛑 This store does not support delivery currently.

○ **i.t New World**   Remove
   2F, Building 7, Xintiandi, Jiulong District, Hongkong
   Tel. 86-21-6336 5131
   Business Hours: 10:00-22:00

◉ **Jiulong Financial Center**   Remove
   2F, Building 7, Xintiandi, Jiulong District, Hongkong
   Tel. 86-21-6336 5131
   Business Hours: 10:00-22:00

4 pickup locations saved. You may save 2 more.

SELECT A NEW PICKUP LOCATION

By default, none of the radio button is selected.

The newly added pickup location appears on the top and its radio button is selected automatically.

The maximum number of pickup location here is 6, the same as the *Address Book*.

Error message triggered by clicking action button.

6 pickup locations saved. You may save 0 more.

SELECT A NEW PICKUP LOCATION

🛑 Your pickup address book is full. To add a new one, please remove a pickup location first.

PICKUP LOCATION

SELECT A PICKUP LOCATION

Empty style of the user's pickup location list
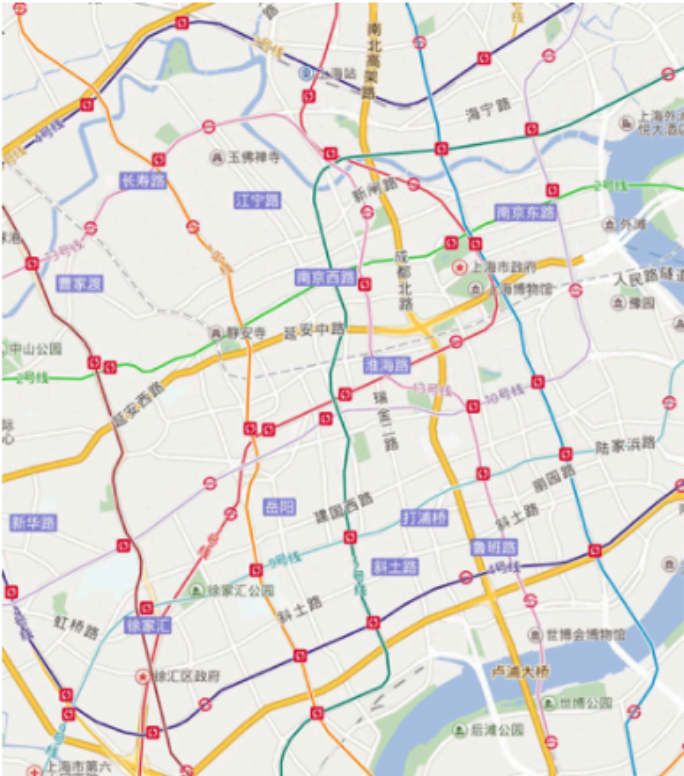
Please select a pickup site

✕

| Plese select ▲▼ | Plese select ▲▼ | Plese select ▲▼ | 🔍 | **SEARCH** |

No stores found.

CANCEL   OK

Search no result.

• Pickup location is labeled exclusively in the list of store locator.

• Pickup locations in Address Book
  - The user can select, save and delete a pickup location in the Address Book of Hongkong site.