



# Customer Portal UX/UI Enhancements

Client: Ardagh | Role: UX UI Designer | Timeline: 4 Weeks

# Current Requirements

Generic/Public  
Front End website  
\*custom domain\*

- AG Images
- AG RSS Feed?
- Other AG info? Branding?
- **WITH Embedded Login to our Customer Portal**

Security Authentication

Portal Landing Page

- Replaces the Launchpad
- Customer Specific Branding based on login credentials
- Role-based application access (Admin, Schedules, Locations, etc)

Click Specific App

Manage Schedule  
Navigation Page

- One-page overview with click-list of all ship-tos
- View schedule overview for each ship-to
- Upload schedule directly from screen
- Includes Customer specific messages, logo and notifications

Existing Schedule  
Worksheet Page

- Only Visual Uplift
- Highlight row in the table that is being modified

- Included Scope
- Needs verification
- **Available with minor variation**

# Assumptions

## CSW UI/UX Improvements

1. All access and system user creation will be handled by Ardagh.
2. Only 2 rounds of design reviews & revisions are accounted.
3. No further app changes than defined in the problem statement are expected to be added
4. Ardagh to provide any Marketing images or buy the required stock images to be used in our design
5. We will leverage the existing Ardagh Brand guidelines only
6. Ardagh to provide the content to be present in the customer landing page
7. Complex screens may not fit into mobile form factor (e.g. Worksheet)
8. Login Page will be an independent page and that cannot be consolidated into website page
9. For customer specific branding we will use only the customer specific logo and the theme will remain the same
10. SAP recommends to use Chrome browser for SAP FIORI based applications

## Dependencies

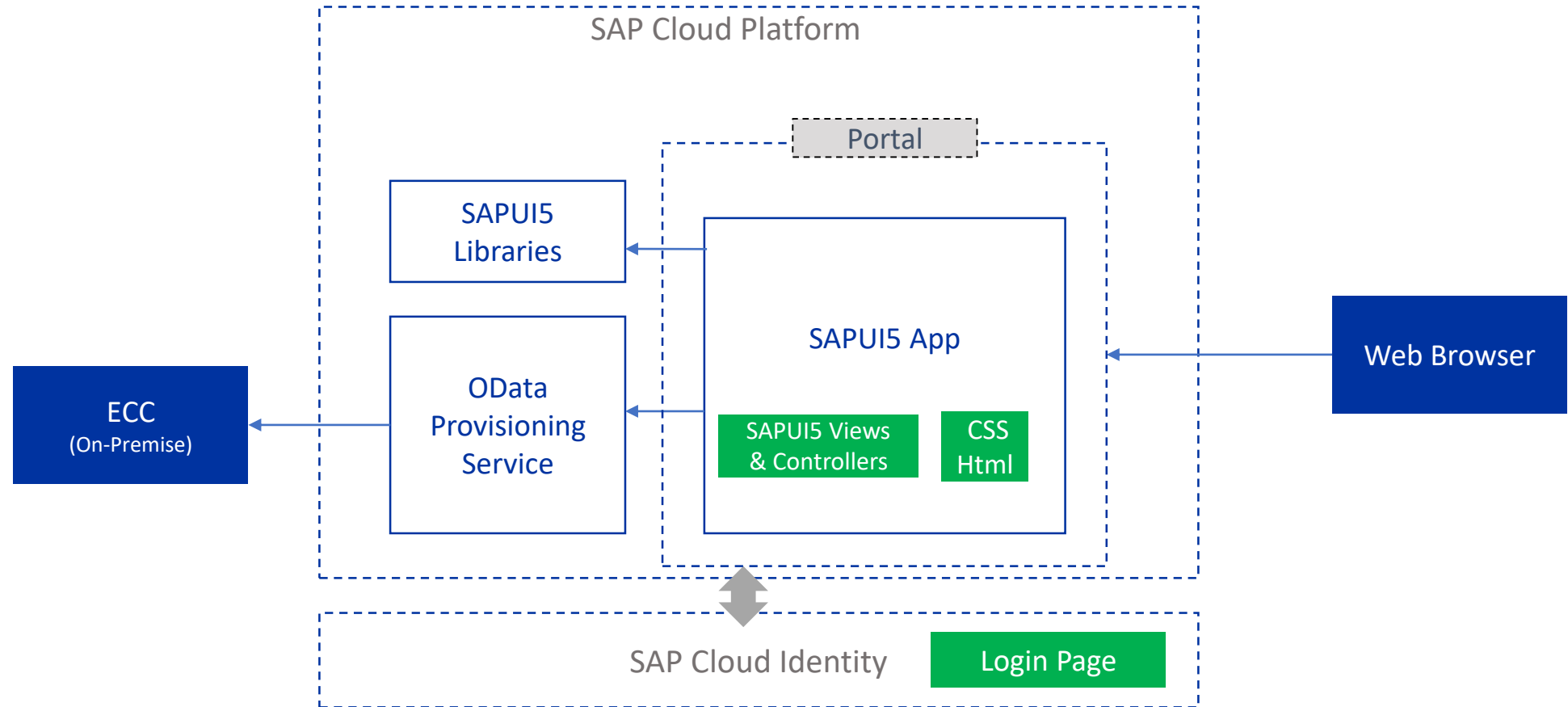
1. SAP Cloud platform SDK for iOS/iOS SDK for SAP/Mobile Services SDK (as needed)
2. Visual Design and Assets
3. MAC machines and iPhone devices
4. SAP cloud account & SAP cloud web services for mobile app to consume

## Mobile Application

1. This estimation is for development of native iOS app using Swift language using iOS SDK for SAP.
2. Any changes in the requirements will affect the timeline and budget.
3. The estimation is only for iPhone (Portrait Orientation) only
4. Supported Language is English only. Other language localization is not considered.
5. App development code base will be on the local machine.
6. Visual designs should be finalized during the design Phase.
7. Complex screens may not fit into mobile form factor (e.g. Worksheet)
8. The development environment should be ready before the design phase ends.
9. Any other documentations to be created are not considered in these efforts.
10. No estimation is considered for infrastructure readiness (machine, devices etc) and SAP cloud account setup/configuration.
11. Any software license cost is not considered in this estimation.

# Technical Solution

# Technical Solution



Areas where changes to be done

# Recommendation

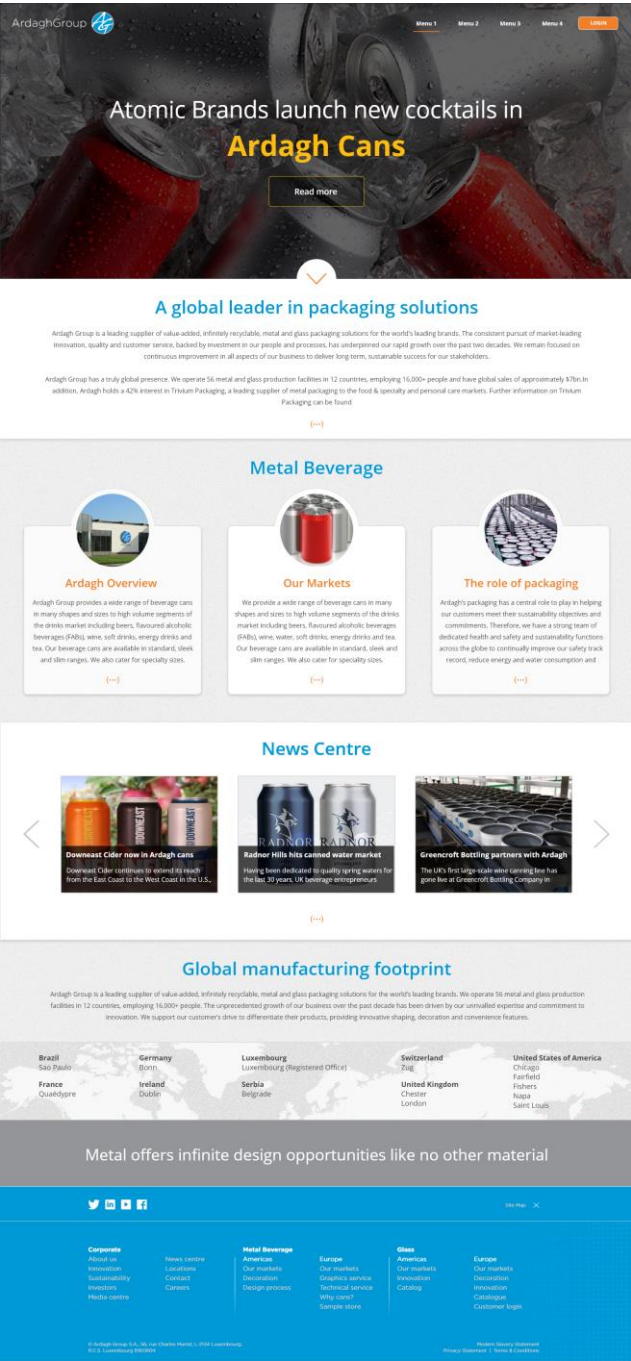
- For short term benefit, it is recommended to utilize SAPUI5
  - Allows for shorter term development
  - Will produce a viable, robust solution
  - This development does not impact upgrade cycles on the backend as they are decoupled through APIs
  - Integrates well with SAP back-end with SAP backend through oData APIs, with little to no disruption
  - There may be performance disadvantages, but with proper optimization this can be somewhat mitigated
- Angular is a great technology, especially when integrating non-SAP solutions.
  - UI has to be created, OData needs to be integrated.
  - A robust solution can be created, but development time is longer than using UI5
  - Both technologies are not mutually exclusive and can co-exist

As part of Ardagh's digital strategy, we recommend a deeper analysis and better understanding of Ardagh's vision for CSW to explore more UX possibilities across customer and internal use cases.

# Customer User Group

# Public Website

## Sample Design



To be Determined based on further research on Ardagh hosting parameters and Security to integrate with SAP Cloud Platform from an external website

# Scope

Create a new customer facing public site as per Ardagh’s branding & marketing guidelines to land on. This page will display relevant images & content specific to Ardagh’s Can business. Ardagh’s customer will start the navigation from this page (Pre Login)

- UX
- VD
- CSS
- UI5
- HTML

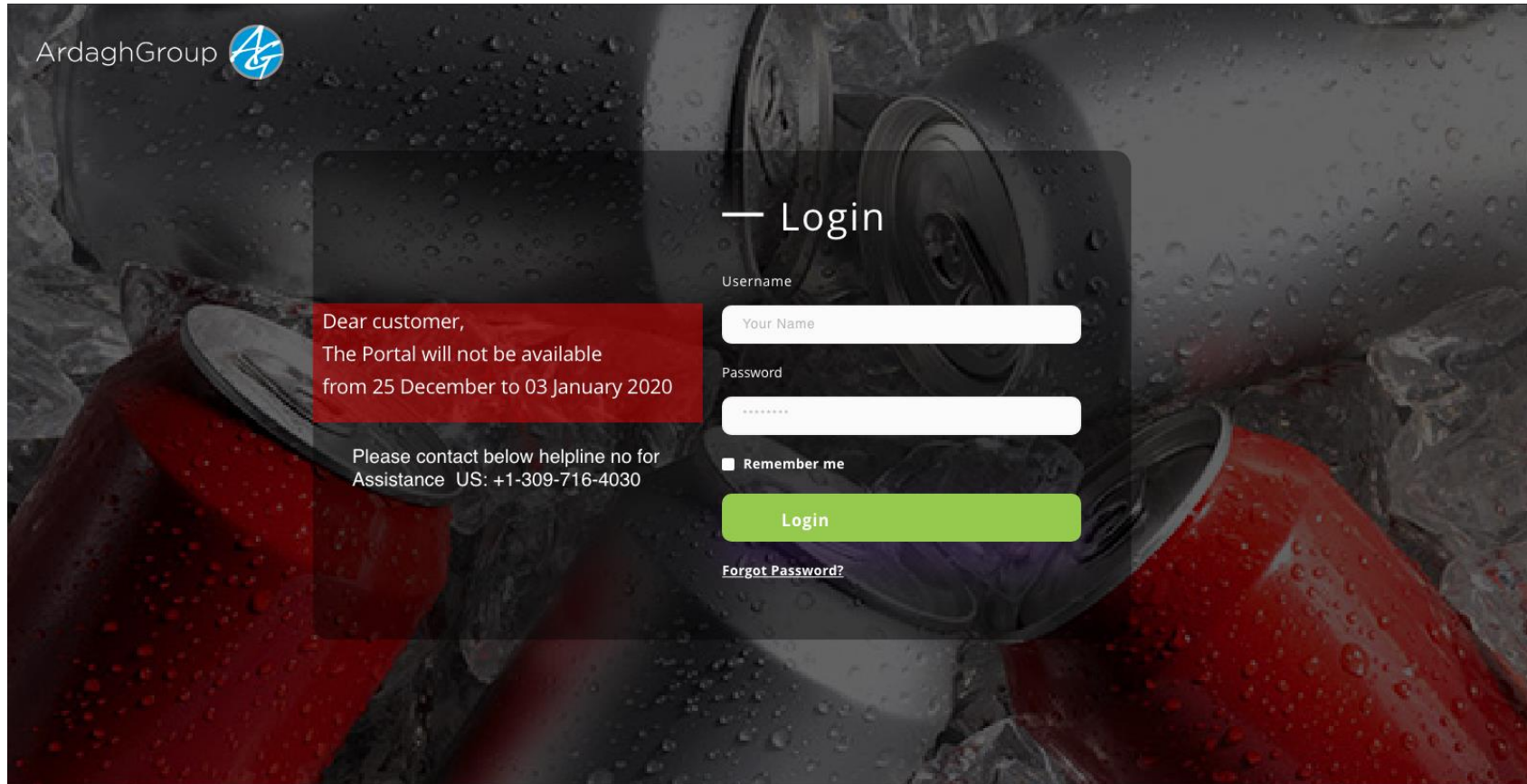
## Assumptions

- 1) Ardagh to mention what content they wanted to share in this page to design the page structure
- 2) Ardagh Marketing team to provide the required images
- 3) We need to identify what navigation links to be positioned in this screen
- 4) This is a sample design we have created leveraging some existing content from Ardaghgroup site.



# Login Page

## Sample Design



## Scope

Login Page will be a separate page, but the styles will be updated

VD

CSS

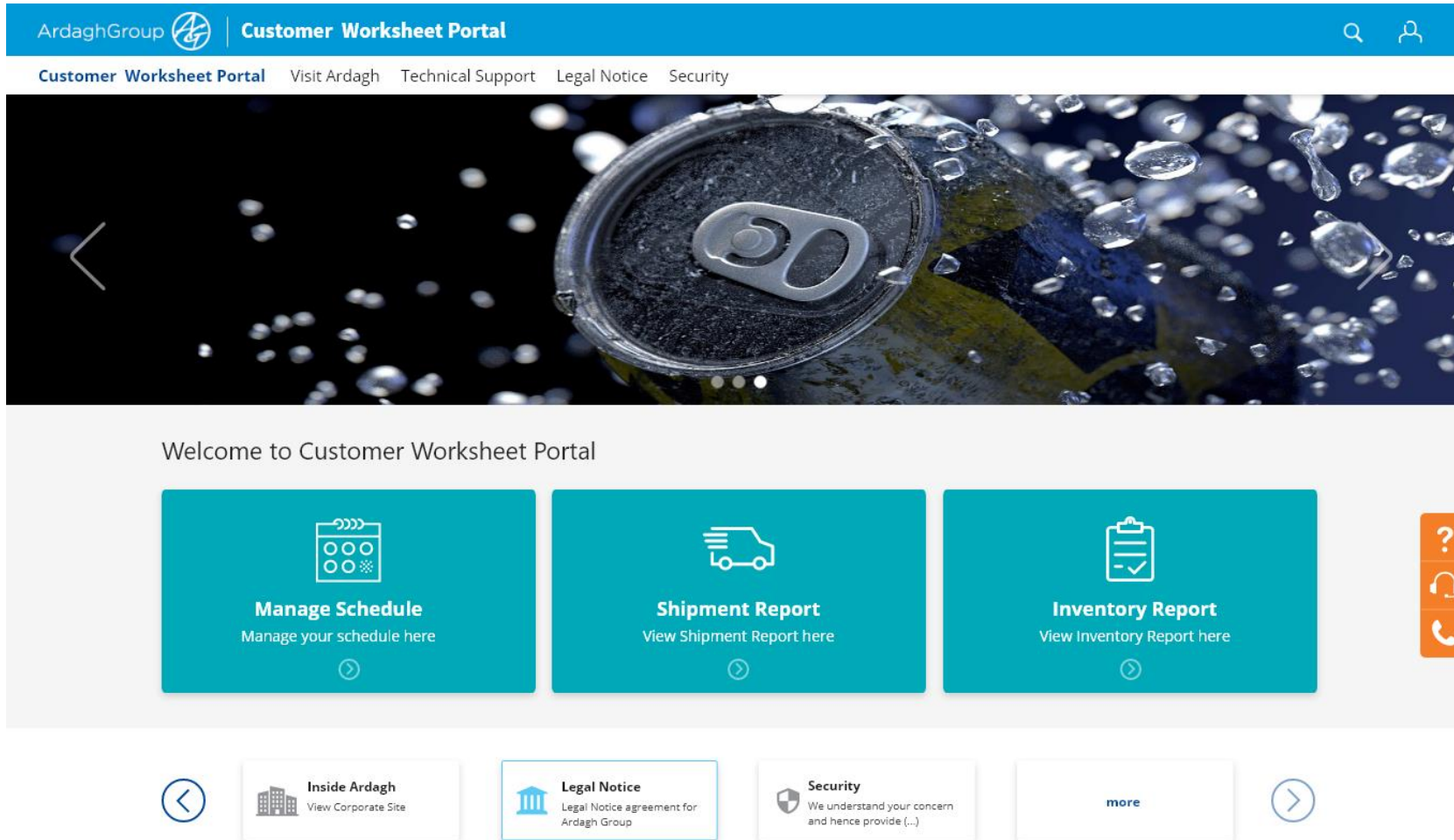
### Assumptions

Due to current technology stack limitation, Login page will still be a separate page only and it cannot be embedded into the website page.

This sample screen will be updated further during the actual project execution

# Portal Landing Page

## Sample Design



## Scope

Redesign this screen as per Ardagh's branding, optimized screen layout & navigation

- Replaces the current Launchpad
- Customer Specific Branding based on login credentials (Show customer Logo)
- Role-based application access (Admin, Schedules, Locations, etc)

UX

VD

CSS

UI5


HTML

### Assumptions

This sample screen will be updated further during the actual project execution

# Manage Schedule (Create, Upload, List View & Notifications)

## Sample Design

ArdaghGroup

Customer Worksheet Portal

<

Worksheet

Reports

Help & Support

Reference

Visit Ardagh

Location

AB Cartersville GA

28955 Cartersville US

AriZona / Refresco US Wharton N

49120 Wharton US

Ball – Whse #194 Fort Worth TX

48907 Forth Worth US

Coke Cleveland TN

159030 CleAveland US

Welcome Customer - AB Cartersville GA

New Art work for 20 OZ cans are available for checkout

Schedule Dates

Select Date Range

MM/ DD/ YYYY - MM/ DD/ YYYY

Days

--

Create Schedule

Upload

Existing Schedules

13

Submitted

12

UnSubmitted

1

Date Range

Schedule no	Range	Status
164	02/26/2020 - 02/29/2020	
163	02/23/2020 - 02/25/2020	
02/23/2020	06:00 - 14:0014:00 - 22:0022:00 - 06:00	
02/24/2020	06:00 - 14:0014:00 - 22:0022:00 - 06:00	
02/25/2020	06:00 - 14:0014:00 - 22:0022:00 - 06:00	
162	02/18/2020 - 02/22/2020	
161	02/15/2020 - 02/27/2020	

## Scope

Recreate this page with better layout, navigation, interaction and also apply the brand look & feel

- One-page overview with click-list of all ship-tos
- View schedule overview for each ship-to
- Upload schedule directly from screen
- Includes Customer specific messages, logo and notifications

UX

VD

CSS

UI5

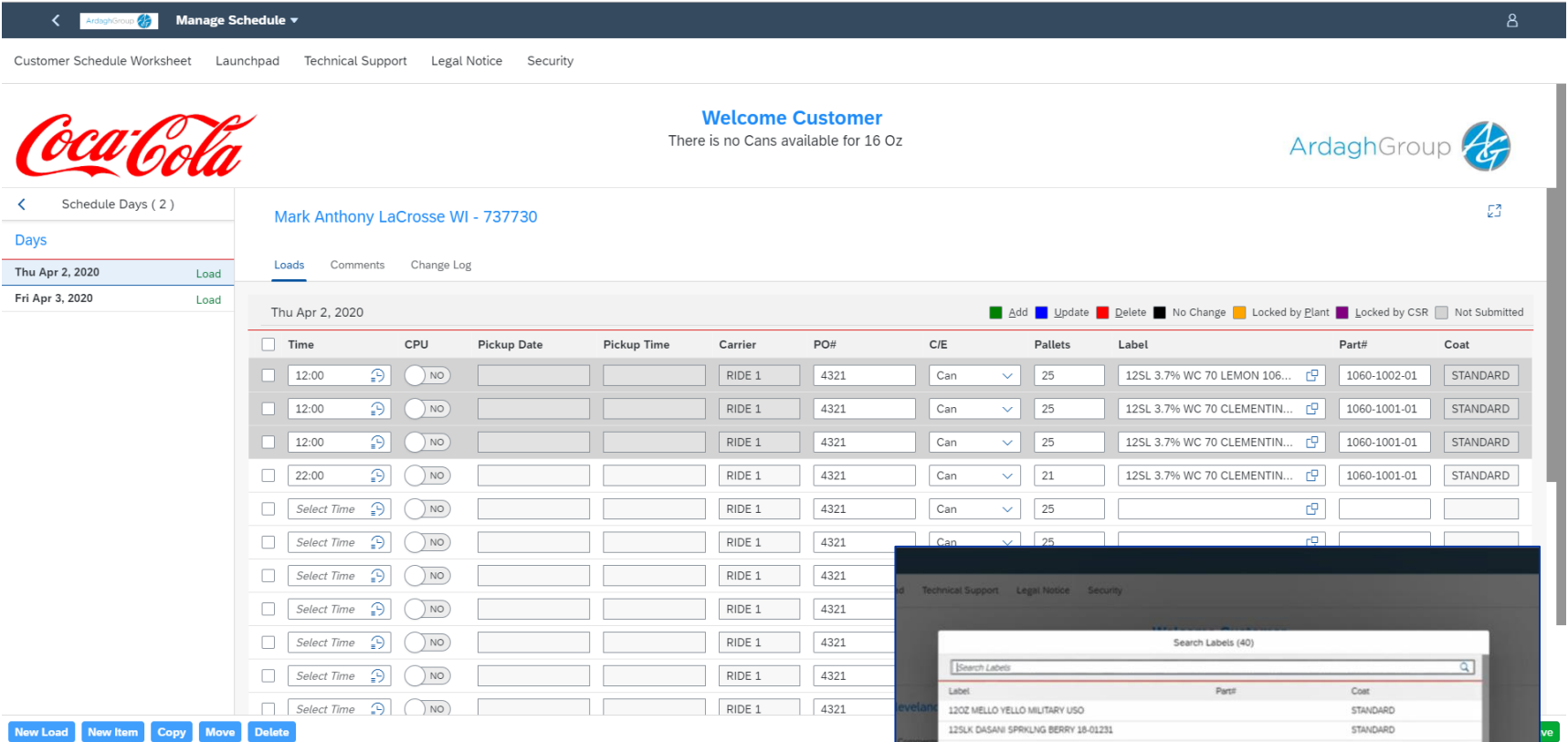
HTML

### Assumptions

This sample screen will be updated further during the actual project execution

# Manage Schedule Split Screen

## Current Design



Label Selection Pop Up

## Scope

Leverage the same page layout and visually uplift the screen in alignment to overall Aradagh’s branding based visual theme

Selected row must be highlighted for better readability

- VD
- CSS
- UI5

### Assumptions

This screen will appear for View Schedule & Transport user groups also with enable. Disable of fields & buttons

# Manage Schedule Review Screen

## Current Design

Manage Schedule

Customer Schedule Worksheet

Launchpad

Technical Support

Legal Notice

Security

Coca-Cola

Welcome Customer

There is no Cans available for 16 Oz

Mark Anthony LaCrosse WI - 737730

Schedule No: 180

Expand/Collapse Panels

Send Confirmation of Notification

Email List Admin

Add

Update

Delete

No Change

Locked by Plant

Locked by CSR

Not Submitted

Expand/Collapse Panels

Wed Apr 8, 2020

Edit

Status

Time

CPU

Pickup Date

Pickup Time

Carrier

PO#

C/E

Pallets

Label

Part#

Plant

Store

BOL

Load ID

Coat

14:39

NO

RIDE 1

4321

End

12

202 10ST SILV W PINK TAB BPANI

1060-5202-01

2547550

STANDARD

4321

End

25

202 10ST SILV W PINK TAB BPANI

1060-5202-01

2547550

STANDARD

4321

Can

25

12SL 3.7% WC 70 PINEAPPLE 1060-1003-01

1060-1003-01

2547550

STANDARD

14:40

NO

RIDE 1

4321

Can

25

12SL 3.7% WC 70 PINEAPPLE 1060-1003-01

1060-1003-01

2547551

STANDARD

4321

Can

25

12SL 3.7% WC 70 WATERMELON 1060-1004-01

1060-1004-01

2547551

STANDARD

4321

Can

25

12SL 5% WC RASPBERRY BPANI 1060-8421-02

1060-8421-02

2547551

STANDARD

Thu Apr 9, 2020

Edit

Reports

Submit Order

# Scope

Leverage the same page layout and visually uplift the screen in alignment to overall Aradagh’s branding based visual theme

VD

CSS

UI5

## Assumptions

This screen will appear for View Schedule & Transport user groups also with enable. Disable of fields & buttons



# Shipment Report

## Current Design

<

Aradagh Group

Shipment Report

Customer

Schedule Worksheet

Launchpad

Technical Support

Legal Notice

Security

\*Location

AriZona /Refresco US Wharton N ...

\*Date Range

02/25/2019 - 02/27/2020

\*Sort By

Date

Generate Report

AriZona /Refresco US Wharton N - 49120 (875)

Delivery No	Item No	Material	Label Desc	Artwork	Qty Ea	Qty Pal	Plant	Shipping Point	Delivery Date	Delivery Time	BookOut Date	BookOut Time
6560301	000010	E041008PDT52L	AZ16 ARIZONA GREEN TEA 16OZ HFCS	DT52L	62,240	10	655	ND	02/22/2019	17:45	02/25/2019	10:24
6560301	000020	52L501P2IN221	4 STATE END CA CRV HI ME 5c OR 10c	IN221	579,072	2	660	ND	02/22/2019	17:45	02/25/2019	10:24
6560627	000010	E283008MRF20K	AZ24 RASPBERRY TEA 99C US HFCS 133562-1	RF20K	102,050	25	159	159W	02/28/2019	07:45	02/26/2019	04:38
6560637	000010	E283008MRF20K	AZ24 RASPBERRY TEA 99C US HFCS 133562-1	RF20K	102,050	25	159	159W	02/28/2019	11:45	02/26/2019	06:08
6561070	000010	E283008MRF20K	AZ24 RASPBERRY TEA 99C US HFCS 133562-1	RF20K	102,050	25	159	159W	02/28/2019	14:45	02/27/2019	04:51
6561112	000010	E283008MRF19L	AZ24 ICED LEMON TEA HFCS 99C 9662artw	RF19L	102,050	25	159	159W	03/01/2019	07:45	02/28/2019	00:37
6562006	000020	59M901A1IN222	209 SM CA CRV HI ME 5c 366080	IN222	1,468,320	10	660	ND	03/01/2019	09:45	03/01/2019	07:29
6562006	000010	59M902A1IN222	209 SM CA CRV HI ME 5c 366080	IN222	2,202,480	15	660	ND	03/01/2019	09:45	03/01/2019	07:29
6561517	000010	E283008MRF19L	AZ24 ICED LEMON TEA HFCS 99C 9662artw	RF19L	102,050	25	159	159W	03/01/2019	11:45	02/28/2019	00:42
6561593	000010	E283008MRF18M	AZ23 GREEN TEA 99C 9661	RF18M	102,050	25	159	159W	03/01/2019	14:45	02/28/2019	10:14
6561703	000010	E283008MRF18M	AZ23 GREEN TEA 99C 9661	RF18M	102,050	25	159	159W	03/01/2019	18:45	02/28/2019	11:57
6561714	000010	E283008MRF18M	AZ23 GREEN TEA 99C 9661	RF18M	102,050	25	159	159W	03/01/2019	21:45	02/28/2019	13:38
6561767	000010	E283008MRF18M	AZ23 GREEN TEA 99C 9661	RF18M	102,050	25	159	159W	03/01/2019	23:45	02/28/2019	15:12
6561842	000010	E283008MRF18M	AZ23 GREEN TEA 99C 9661	RF18M	102,050	25	159	159W	03/02/2019	07:45	02/28/2019	17:02
6561897	000010	E283008MRF18M	AZ23 GREEN TEA 99C 9661	RF18M	102,050	25	159	159W	03/02/2019	10:45	03/01/2019	00:41
6561945	000010	E283008MRF20K	AZ24 RASPBERRY TEA 99C US HFCS 133562-1	RF20K	102,050	25	159	159W	03/04/2019	07:45	03/01/2019	02:06

Not in Scope

Considered

# Scope

Leverage the same page layout and visually uplift the screen in alignment to overall Aradagh’s branding based visual theme

VD

CSS

UI5

# Inventory Report

## Current Design

<

Aradagh Group

Inventory Report

Customer

Schedule Worksheet

Launchpad

Technical Support

Legal Notice

Security

\*Location

AriZona /Refresco US Wharton N ...

\*Sort By

Label

▼

Generate Report

AriZona /Refresco US Wharton N - 49120 (32)

Plant Name	Warehouse Name	City	State	Artwork	Label Desc	Coat	Cust Mat	Size	Good Ea	Good Pal	EOR Ea
Winston-Salem	Winston Salem Warehouse	Winston Salem	NC	DT53M	16 ARIZONA LEMON ICED ZERO 16 OZ 9631	E - EPOXY	3009631	16 OZ	0	0	2,723
Winston-Salem	Winston Salem Warehouse	Winston Salem	NC	DT52L	16 GREEN TEA 9669	E - EPOXY	3009669	16 OZ	0	0	3,501
Whitehouse	National Dist Cen, Edison	Edison	NJ	FH96A	23 AP GREEN 99C 11552	E - EPOXY	3011552	24 OZ	714,350	175	0
Whitehouse	National Dist Cen, Edison	Edison	NJ	FH95B	23 AP HALF TEA LADE ZERO 99C 11551	E - EPOXY	3011551	24 OZ	208,182	51	0
Whitehouse	National Dist Cen, Edison	Edison	NJ	FH62A	23 AP PEACH 99C 11553	E - EPOXY	3011553	24 OZ	142,870	35	0
Whitehouse	National Dist Cen, Edison	Edison	NJ	FH93A	23 AP SWEET PINK 99C 11550	E - EPOXY	3011550	24 OZ	142,870	35	0
Whitehouse	National Dist Cen, Edison	Edison	NJ	FE37A	23 CRANBERRY 99C 10759	N - GEN1	3010759	24 OZ	57,148	14	0
Whitehouse	National Dist Cen, Edison	Edison	NJ	FR567	23 DT GRN TEA GINSENG ZERO 99C 10701	E - EPOXY	3010701	24 OZ	134,706	33	0
Whitehouse	National Dist Cen, Edison	Edison	NJ	RF993	23 DT PEACH 99C 10588	E - EPOXY	3010588	24 OZ	24,492	6	0
Whitehouse	National Dist Cen, Edison	Edison	NJ	FB42F	23 GEORGIA PEACH 99C 10089	E - EPOXY	3010089	24 OZ	216,346	53	0
Whitehouse	National Dist Cen, Edison	Edison	NJ	RF18M	23 GREEN TEA 99C 9661	E - EPOXY	3009661	24 OZ	595,972	146	0
Whitehouse	National Dist Cen, Edison	Edison	NJ	RF06K	23 GREEN TEA NON PRICED 9667	E - EPOXY	3009667	24 OZ	318,396	78	0
Whitehouse	National Dist Cen, Edison	Edison	NJ	RF19L	23 LEMON TEA 99C 9662	E - EPOXY	3009662	24 OZ	191,854	47	0
Whitehouse	National Dist Cen, Edison	Edison	NJ	FD85B	23 MANGO HALF & HALF PESO 11140	E - EPOXY	3011140	24 OZ	102,050	25	0
Whitehouse	National Dist Cen, Edison	Edison	NJ	RF22L	23 MUCHO MANGO 99C HFCS 24OZ 9664	E - EPOXY	3009664	24 OZ	330,642	81	0
Whitehouse	National Dist Cen, Edison	Edison	NJ	FD99B	23 PEACH TEA 99C 10587	E - EPOXY	3010587	24 OZ	20,410	5	0

Not in Scope

Considered

# Scope

Leverage the same page layout and visually uplift the screen in alignment to overall Aradagh’s branding based visual theme

VD

CSS

UI5

# Customer Portfolio - Feedback

## Current Design

ArdaghGroup

Customer Portfolio

Customer Schedule WorksheetLaunchpadTechnical SupportLegal NoticeSecurity

Feedback

\*From:

your.email@yourdomain.com

To:

Customer Portfolio Administrator

\*Subject:

\*Message:

Submit

Reset

Not in Scope

Considered

# Scope

Leverage the same page layout and visually uplift the screen in alignment to overall Ardagh’s branding based visual theme

VD

CSS

UI5



# UX/UI Recommendations

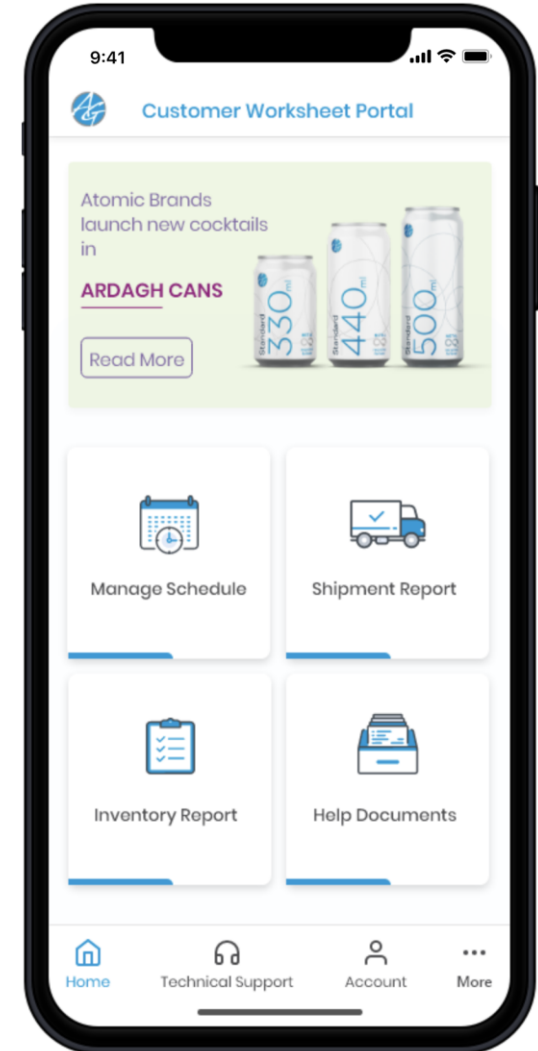
# Scope

- Screen Inventory

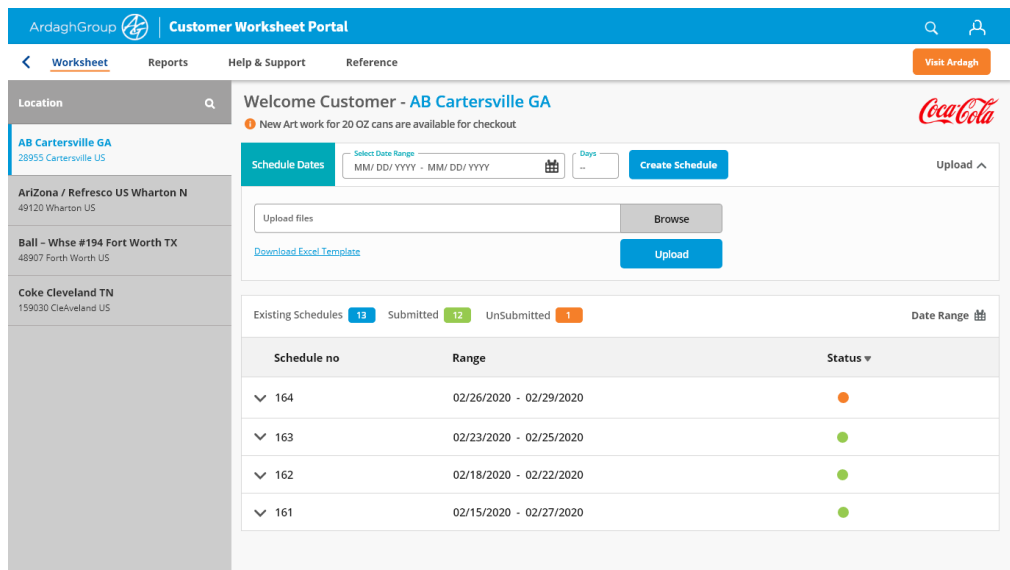
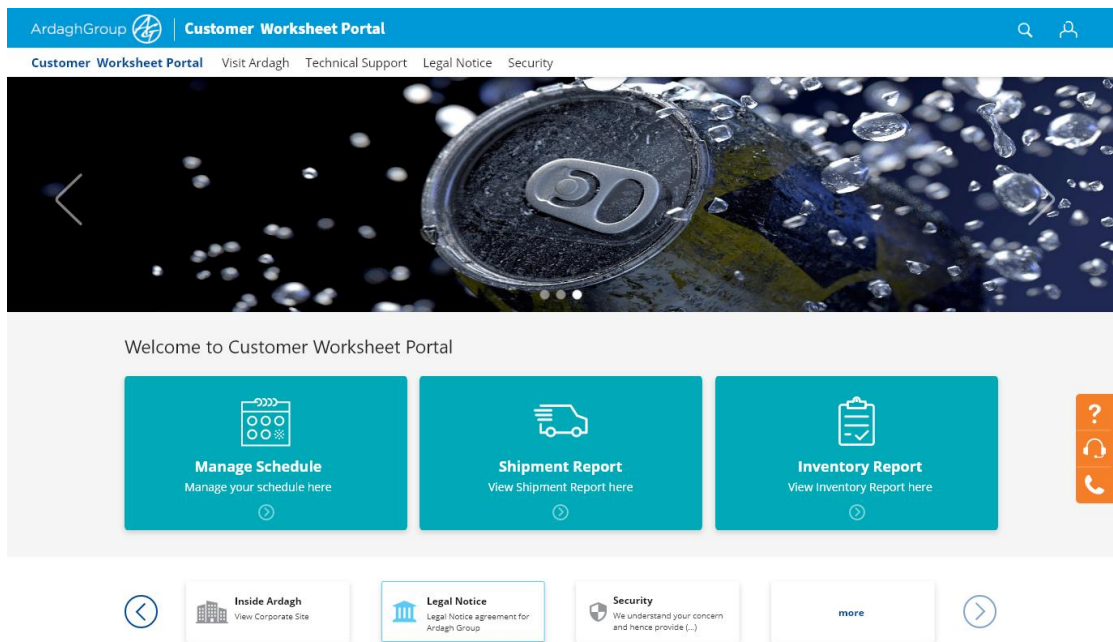
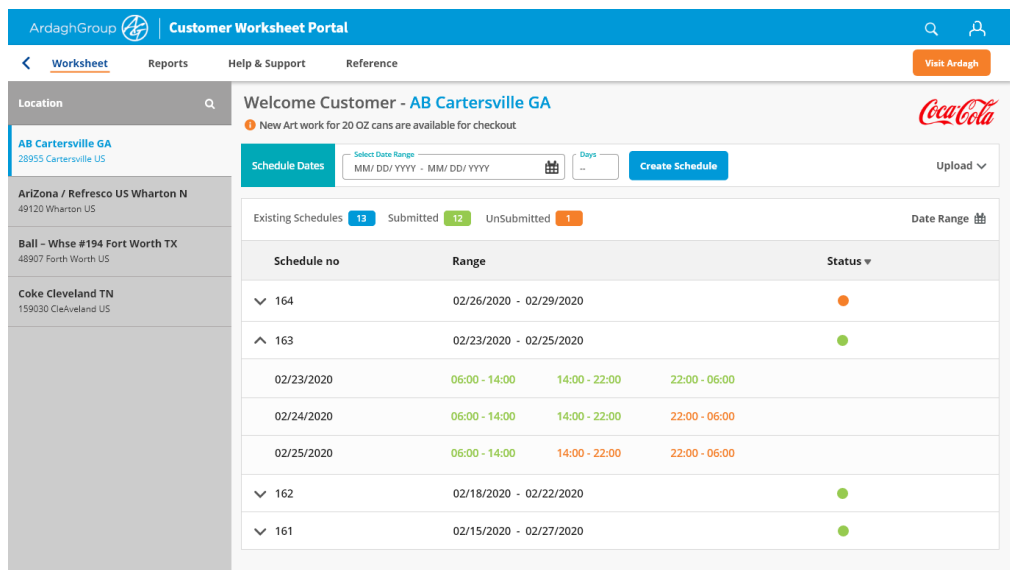
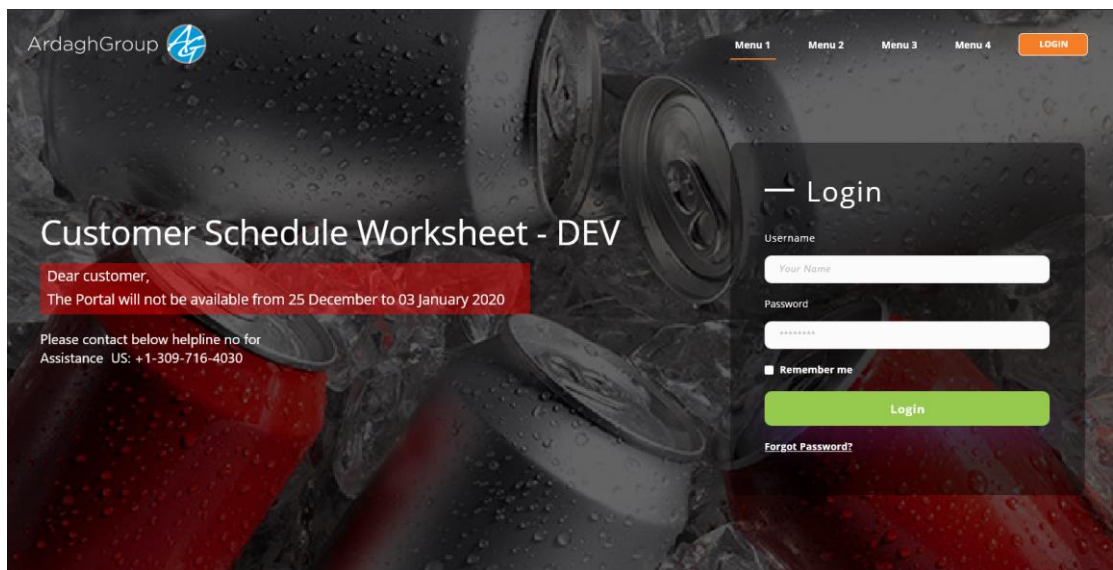
- Login
- Landing Page
- Location Selection
- Schedule List (With expand/collapse)
- Create Schedule (3 screens)
- View Schedule (Same like create schedule, but it will be in read only)
- Track Schedule (Same like create schedule, but it will be in read only)
- Shipment Report Parameter Selection
- Shipment Report
- Inventory Report Parameter Selection
- Inventory Report
- Technical Support / Contact Us (Static Page)
- Account Settings
- Push Notifications

- Device

- iPhone (Portrait Orientation) only
- iPhone 11 (iOS Version 13 & 12)




# Visual Design Screen (Desktop)



# Visual Design Screen (Mobile)


9:41



User Name


Password

Log In



Login Using Touch ID




9:41

 Customer Worksheet Portal

Atomic Brands launch new cocktails in

**ARDAGH CANS**

Read More

Manage Schedule

Shipment Report

Inventory Report

Help Documents

Home Technical Support Account More

9:41

< Worksheet

Locations (5)

AB Cartersville GA  
28955 Cartersville US

Ball - Whse 194 Fort Worth TX  
48907 Forth Worth US

Coke Cleveland TN  
158030 CleAveLand US

Pep-grey net-K  
28955 Cartersville US

AB Cartersville GA  
28955 Cartersville US

Home Technical Support Account More

9:41

< Shipment Report

Delivery No	Item No	Material	Lab
456982156	0000010	ED25SER4	Arlz
789034589	2340010	BC42RR4	Ras
1239087430	6789003	D25SER48	AZ-
890567823	5567009	R45SER49	20E
2456789071	8902334	FP25SER4	Hor
4569821576	4567890	EU25SER0	Ver
6789003431	0987654	R45SER49	Ber
5567009223	01928374	FP25SER4	Soc
0098325614	7832478	RTG5SERV	45-
6569821522	37783436	BC42RR4	Ter

< 1 2 3 >

Home Technical Support Account More

9:41

< Shipment Report

Location  
Coke Cleveland TN

Date Range  
01/24/2020 - 02/29/2020

Sort By  
Date

Generate Report

Home Technical Support Account More

9:41

< AB Cartersville GA

Schedules (5) Create

Schedule No AA  
01/23/2020 - 01/26/2020

S M T W T F S  
21 22 23 24 25 26 27  
\* \* \* \* \* \*

Tuesday, Jan 23 2020

06:00 - 14:00 14:00 - 22:00 22:00 - 06:00

Schedule No BB  
01/24/2020 - 02/29/2020 +

Schedule No CC  
01/30/2020 - 02/29/2020 +

Schedule No DD

Home Technical Support Account More

# Thank You

