# FAQ Content Layout

The FAQ content is vast. It would be a good practice to test changes in preview and have a developer validate prior to promoting to production.

## Links

1. Links are case sensitive. So /my\_account/index.jsp is not the same as /My\_account/index.jsp
2. Links are relative. Good (/my\_account/index.jsp) | Bad (<https://www.lakeside.com/my_account>)
3. Links should exist in places where the customer is clearly being guided to another page. For example “Shop our Catalogs” or “Catalog Quick Order”. These links would facilitate the customer navigation and issue resolution. I mention this only because links were missing in the approved content document.

## Contact Us (JavaScript Link)

In instances where the text of an Answer contains a link this is intended to open the Contact Us Reveal dialog use the following syntax. Simply add a class to the link and the FAQ will automatically bind the link causing the Reveal dialog to open when clicked. See below.

|  |
| --- |
| JavaScript Link |
| <a class="js-contact-us" href="#">Contact Us</a> |

## 115% Guarantee (Legacy JavaScript Link)

In instances where a Reveal dialog on the footer is actuated, for example the 115% guarantee legacy style JS is required. See below.

|  |
| --- |
| Legacy JavaScript Link |
| <a href="#modalLowPriceGuarentee" onclick="showModal(this);return false;">115% Lowest Price Guarantee</a> |

## Special Characters

Be careful pasting in text from MS Word. Special characters such as quotes and dashes need to be formatted for the web. A quick way to do this is paste the text into notepad then cut it from notepad.

## Top Ten Questions – Redundant content

Some questions might appear twice, once within the Top Ten section and again within the subject category. Be aware that you may need to make the same change twice.

## Branded References

Question and Answer text can display either Lakeside or LTD information.

|  |  |
| --- | --- |
| Lakeside | LTD |
| <span class=”brand--lsc\_\_show”>The Lakeside Collection</span> | <span class=”brand--ltd\_\_show”>LTD Commodities LLC</span> |

## Contact Information Changes

Periodic changes to phone numbers, URLs or address should be reflected in the Contact Card (ltd\_contact.vcf). This file can be opened with any text editor. This file is processed just like an image. Place the newly modified file(s) into the [\\advfiles\atgtransfer\compressed](file:///\\advfiles\atgtransfer\compressed) folder. Test by clicking the QR code and adding the resulting download to contacts.

## Standing Exceptions / Micro-copy

Wherever *My Account* is referenced it is to be replaced with *Your Account*.

Wherever *Catalog Quick Order* is referenced it is to be standardized *to Quick Order Form.*

## Phone Number Formatting

Phone numbers will become clickable (dialed on a phone) when a touch screen is detected. This functionality is provided by default on some mobile OS but we’ve turned it off site-wide. To explicitly turn it on implement the following:

|  |
| --- |
| Touch Dial |
| <span class="tel\_link">(847) 444-3150</span> |

## Change History

|  |  |  |  |
| --- | --- | --- | --- |
| Page | Date | Description | Author |
| All | 3 Jan 17 | Initial Document | SCK |
| 2 | 4 Jan 17 | Phone number dial logic | SCK |