Nordstrom Rewards - Tender

T1.f Standard Sale with prior FRSE lookup & Non-Tender option

		Account related to FRSE is pre-populated, and
		highlighted as the suggested tender.
		This tender can be changed by swiping another
		credit card, or by tapping (X) in the standard text
		change on the UI, but after the user action is
Back	er Apply	detected, the following confirmation box is shown.
Credit/Debit Card		
		Remove Benefits?
Card Number	VISa ****4567	Changing suggested card may remove PBPD selection and Free Alterations.
	* 20.00	
Amount	\$60.00	Cancel Continue
Cift Card and Notas		
Fashion Rewards Notes	¢ 40.00	Note Balance Available
\$20 available	\$40.00	Starts with the total notes value that can still be
		applied. Is updated as notes are applied.
Add a Gift Card or	Note >	3 Notes already Applied
		Shows the notes value that has already been
Cash		applied to the transaction.
Amount	\$0.00	
	ψ0.00	4 Apply
Lookup account		Tap to accept the suggested tender. Receipt/
		Signature capture options are presented.
Personal Book 5	>	
•		Personal Book lookup
Non-Tender Rewards	6 >	If FRSE account has already been done, just the
		Personal Book account lookup option is shown.
D (00		Non-Tender Rewards lookup
Reg 123	Total \$100.00	If the feature is enabled, and the Non-Tender
Tran 456 Te	ndered \$40.00	Rewards lookup has not already been done, then
		this lookup option is shown

T1.g. Standard Sale switching after Non-TenderRewards lookup.

Carrier

Credit/Debit Card

Card Number

Amount

Cash

Amount

Lookup account

Personal Book

Reg 123

Tran 456

Back



T1.h. Standard Sale switching after both FRSE and Non-Tender Rewards lookup.

Tender

·____/

Visa ***4567

\$60.00

\$0.00

\$0.00

Total \$100.00

Due **\$60.00**

Tendered \$40.00

Apply

> | | **------**

Carrier 12:00 PM

Back

Credit/Debit Card

Card Number

Amount

Cash

Amount

Lookup account

Personal Book

Reg 123

Tran 456

Gift Card and Notes

Fashion Rewards Notes **\$40 available**

Non-Tender Rewards Notes **\$40 available** \$0.00

Add a Gift Card or Note

T 13.a: Sale Pre-loaded cards

Cancel Reward	ds Notes	Apply
***1234 Expires Jun 30, 2012	\$20.00	3
***2345 Expires Jul 30, 2012	\$20.00	✓
***3456 Expires Jul 30, 2012	\$20.00	
	Due \$6	0.00
	Due \$6	0.00

applies those changes. See T13.b. The user is navigated back to Tender screen. If the screen has both applied and unapplied

notes, and the user deselects a note and selects a new note to apply, both actions will be completed.

Reversing is done before authorization.

Selecting/deselecting

When the notes are first shown to the customer, they are unselected. Touching the row toggles the checkmark and updates the Tendered and Due amount in real-time, without calls to the server. If the check-marked/tendered amount exceeds the Due amount, "Applying" is automatically triggered, and the user is presented with Receipt/Signature options.

If the salesperson returns to the screen after some notes have been applied, the notes are "preselected"/check-marked already.

T 13.b: Sale

Authorizing Pre-loaded cards

Cancel Rowa	2:00 PM
Check notes to apply	
***1234 Expires Jun 30, 2012	\$20.00
***2345 Expires Jul 30, 2012	\$20.00
***3456 Expires Jul 30, 2012 Auth	torizing
Reg 123 Tran 456	Total \$100.00 Tendered \$40.00 Due \$60.00

Authorizing/Reversing

Based on the actions taken by the user, the message will be dynamic. While processing all newly selected cards, "Authorizing..." will show. While processing all newly deselected cards, "Reversing..." will show. The user is navigated back to the Tender screen.

If during backend processing of multiple cards, one of more card fails, the user will remain on the screen, the cards that were successfully processed will have checkmark on them, those that did not process will not have checkmark on them, and a red-banner error message will inform the user that one or more cards or notes failed to process. (<u>This is indeed a very</u> unexpected scenario. The FRSE cards showing on the screen must be bonafide cards, and that the UX will not be built on the off-chance that a very rare event will happen. Other such rare events include (1) card-balance changing between the time the balance was viewed earlier and the notes used. (2) sync failures between credit and gcp platforms.)

The following error message will show.



T 11.a: Sale Adding a Note or a Gift Card



Is always enabled. Clicking it without any other action is the same intent as a "Cancel" or "Back". Clicking it after some action is the same as "Submit". The user is navigated back to the Tender screen.

Pre-populated amount

By default, the amount is the same as Due amount, in anticipation of a Gift Card. The amount is editable.

T 11.b: Sale Authorizing a Note or a Gift Card

I Carrier	12:00 PM t Cards & N
Add a Gift Card	or Note
Card/Note	***4567
Access Code	***
Confirm Access	Code 1 ***
Amount	Authorizing
Tran 456	Tender Du

Authorizing

As soon as all the required fields are completed correctly, including matching Access Code and Confirm Access Code fields, "Authorizing..." will be initiated.

If the Tendered amount exceeds the Due amount, the user is automatically presented with Receipt/Signature options. Otherwise the user is navigated back to Tender screen.



T 11.c: Sale Viewing a Nordstrom Note or a Gift Card



Tendered Cards

If the user returns to the screen from the Tender screen after a note or a card has already been authorized, the user will be shown the list of cards/notes at the bottom.

T 11.d: Sale **Removing a Nordstrom Note or a Gift Card**

Carrier	12:00 PM
Gift C	Cards & Notes Done
Add a Gift Card or	Note
Card/Note	Scan or swipe
Access Code	Required
Confirm Access Co	de 1 Required
Amount	Reversing
Uncheck to remov	e
***4567 Expires Jul 30, 2012	<u>s</u> \$15.00
Reg 123	Total \$100.00
Tran 456	Tendered \$55.00
	Due \$45.00



Removing cards

As soon as a card is unchecked, the checkmark is removed, Tendered amount and Due fields are incremented in real-time, and the Amount field in the top section is incremented to match the new Due field.

When the Done button is clicked, for all the unchecked rows, the Reversal process starts, and the user is navigated to the Tender screen.