

Log In

If you are a member of APA, we already created an account for you. [Look up your account.](#)

User ID or email  
[input]  
12345678 or sample@email.com

Password  
[input]  
8-14 characters

Log in

[Forgot your User ID or password?](#)

Keep me logged in for 15 days

New Customers and Guests

You do not need to create an account to place an order. You will have the option of creating an account at the end of the checkout process.

Some items may require registration.

C1

Continue

C2

Or use:

Facebook Google Yahoo

Cart Summary

1 Ethnocultural Psychotherapy \$99.95  
Lillian Comas-Diaz, PhD  
[Update](#)  
[Quantity](#) DVD [Closed Captioned] -  
[Remove](#) October 2007  
ISBN: 978-1-4338-0226-3  
**List Price: \$99.95**  
Member /Affiliate Price:  
\$69.95  
[How do I get this price?](#)

1 Helping Skills \$59.95  
[Update](#)  
[Quantity](#) Clara E. Hill, PhD  
[Remove](#) Hardcover - April 2009  
ISBN: 978-1-4338-0451-9  
**List Price: \$59.95**  
Member/Affiliate Price: \$49.95  
[How do I get this price?](#)

Order total \$159.90

Annotations

Preconditions required for this page to appear

User is not logged in and all items in the cart qualify for guest checkout. User selects to checkout.

C1 'Guests and New Users' option

When the user selects this button they are taken to the guest shipping page.

C2 Social Media Sign In

**Design pending.** Users will able to sign into an APA account or create an APA account using Facebook, Twitter or Google.

**One or more items require an account for purchase. Please log in or create an account to check out.**

### Log In

If you are a member of APA, we already created an account for you. [Look up your account.](#)

User ID or email  
  
12345678 or sample@email.com

Password  
  
8-14 characters

[Forgot your User ID or password?](#)

Keep me logged in for 15 days

### Create an Account

Sign up to track packages, access electronic purchases, view your order history, and more.

APA Members [automatically have an account.](#)

[Learn more about account types](#)

**C1**

Or use:

Cart Summary	
1	<a href="#">Ethnocultural Psychotherapy</a> \$99.95 Lillian Comas-Diaz, PhD DVD [Closed Captioned] - October 2007 ISBN: 978-1-4338-0226-3 <b>List Price: \$99.95</b> Member /Affiliate Price: \$69.95 <a href="#">How do I get this price?</a>
<a href="#">Update</a> <a href="#">Quantity</a> <a href="#">Remove</a>	
1	<a href="#">Helping Skills</a> \$59.95 Clara E. Hill, PhD Hardcover - April 2009 ISBN: 978-1-4338-0451-9 <b>List Price: \$59.95</b> Member /Affiliate Price: \$49.95 <a href="#">How do I get this price?</a>
<a href="#">Update</a> <a href="#">Quantity</a> <a href="#">Remove</a>	
<b>Order total</b> \$159.90	

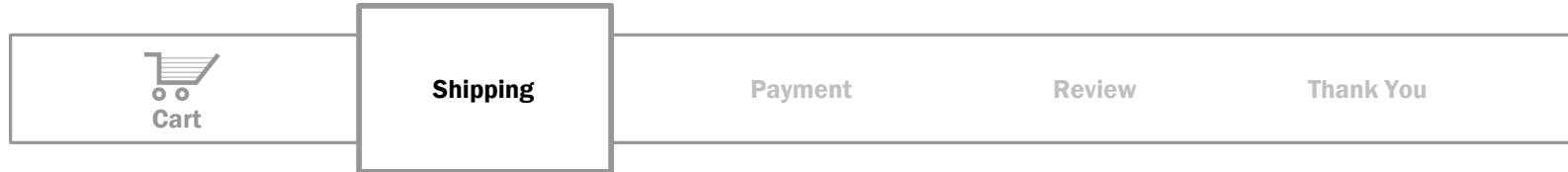
## Annotations

### Preconditions required for this page to appear

User is not logged in and selects to check out. Cart contains at least one item that does not qualify for guest checkout. Users who do not have an account must create one to proceed with checkout.

### C1 Social Media Sign In

**Design pending.** Users will be able to sign into APA account with Facebook, Twitter or Google.



C1

[Continue](#)

### Email address

We need it to send you information about your order.

Confirm email address

### Shipping address

First Name

Last Name

Address Line 1

Address Line 2 (optional)

City

State/Province/Region

ZIP/Postal Code

Country

Phone Number  Extension

Standard shipping: \$15.99  
 No UPS service available

[Continue](#)

[< Back to Cart](#)

### Shopping Cart

Description	Quantity	Price
<a href="#">Helping Skills</a> Clara E. Hill, PhD Hardcover - April 2009 ISBN: 978-1-4338-0451-9 <b>List Price: \$59.95</b> Member/Affiliate Price: \$49.95 <a href="#">How do I get this price?</a>	<input type="text" value="1"/> <a href="#">Update Quantity</a> <a href="#">Remove</a>	\$59.95
<a href="#">Ethnocultural Psychotherapy</a> Lillian Comas-Diaz, PhD DVD [Closed Captioned] - October 2007 ISBN: 978-1-4338-0226-3 <b>List Price: \$99.95</b> Member /Affiliate Price: \$69.95 <a href="#">How do I get this price?</a>	<input type="text" value="1"/> <a href="#">Update Quantity</a> <a href="#">Remove</a>	\$99.95
Order Subtotal:		\$159.90

[Continue shopping all products and services](#)

### Annotations

#### Preconditions required for this page to appear

User is not logged in and has only items in the cart that qualify for guest checkout. User selects to checkout as a guest.

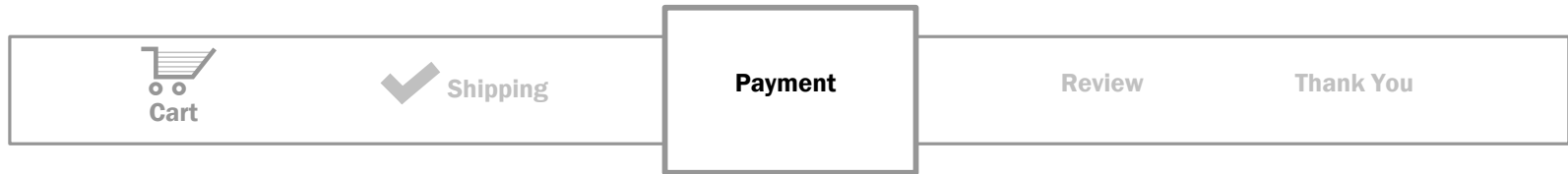
#### C1 Email address

This is placed first because it is the primary identifier for guest users. A confirmation field has been added to reduce the likelihood of user errors in text entry. This change only applies to guest checkout scenarios. It does not apply to non-guest scenarios.



#### C2 Shipping method

The labels and functionality depicted here are intended to be changed in a PROJ ticket separate from this project. The depiction of this current-state functionality (as of 7/12/2012) in this wireframe document should not be interpreted as an endorsement of said design.

- [Return Policy](#)
- [Ordering Help/FAQ](#)
- [Shipping Rates & Delivery Area](#)
- [Member/Affiliate Discounts](#)
- [Privacy Policy](#)



### Shopping Cart

Description	Quantity	Price
 <p><a href="#">Helping Skills</a> Clara E. Hill, PhD Hardcover - April 2009 ISBN: 978-1-4338-0451-9 <b>List Price: \$59.95</b> Member/Affiliate Price: \$49.95 <a href="#">How do I get this price?</a></p>	1	\$59.95
 <p><a href="#">Ethnocultural Psychotherapy</a> Lillian Comas-Diaz, PhD DVD [Closed Captioned] - October 2007 ISBN: 978-1-4338-0226-3 <b>List Price: \$99.95</b> Member /Affiliate Price: \$69.95 <a href="#">How do I get this price?</a></p>	1	\$99.95

Order Subtotal:	\$159.90
Standard Shipping:	\$15.99
Taxes:	\$13.59
<b>Order Total:</b>	<b>\$189.48</b>

**C4** Email address: justacigar@gmail.com [Change](#)

Shipping to: Carl Jung  
950 Main Street  
Clark Univ., Jonas Clark Hall, 3rd Floor  
Worcester, MA 01610  
Phone: (508) 493-7979 ext. 194  
[Change](#)

C1

#### Enter credit card information

Continue



[Need to use a different payment method?](#)

Card number  
4852995633059478

Name on card  
Sigmund Schlomo Freud

Security Code [what's this?](#)  
941

Expiration Date  
08 - August 2016

#### Enter the billing address for this card

Same as shipping address

First Name  
Sigmund

Last Name  
Freud

Address Line 1  
333 Massachusetts Ave NW Unit PH1

Address Line 2 (optional)

City  
Washington

State/Province/Region  
District of Columbia

ZIP/Postal Code  
200055083

Country  
United States

Phone Number  
2025550898

Extension

#### Enter a promotional code [what's this?](#)

When you click Apply to Order, you will be able to enter another promotional code.

[< Back to Shipping](#)

C5

Continue

You can review your order before charging

- [Return Policy](#)
- [Ordering Help/FAQ](#)
- [Shipping Rates & Delivery Area](#)
- [Member/Affiliate Discounts](#)
- [Privacy Policy](#)



### Annotations

#### Preconditions required for this page to appear

User who is not logged in begins guest checkout process with only qualifying items in cart; successfully enters shipping information and selects to continue.

#### C1 Changes to payment information text

Text changed from "Choose a payment method" to "Enter credit card information". This is a new requirement only for guest checkout, not for all of e-commerce.

#### C2 "Credit Card Type" selector removed

The first digit of a credit card number contains information about the type of card, so this element is unnecessary and can be removed to simplify the interface.

#### C3 Change to display of 'ship-to' state

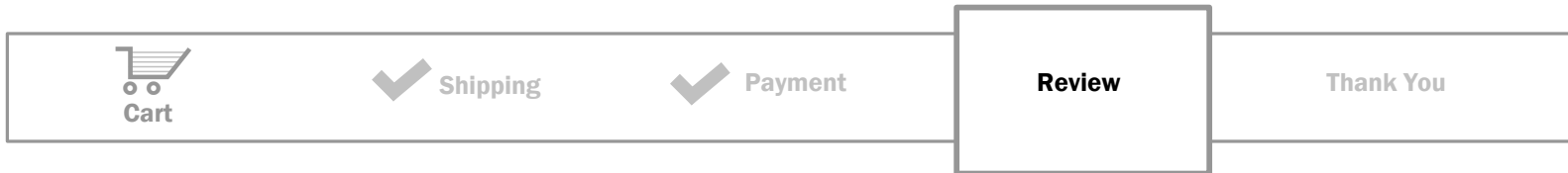
Recommend changing the text displayed here to show "To" and the spelled-out name of the state, district, or other area. This change is recommended because some of the possible selections are not states (for example, DC, Guam, APO/FPO).

#### C4 Email address added to order summary

Because a guest user's email address is their primary identifier for the transaction, it should be displayed in the order summary. This gives the user a way to see and correct any mistakes they may have entered in the previous step. This change only applies to guest checkout scenarios. It does not apply to non-guest scenarios.

#### C5 Messaging to reassure customers

A brief message reassures customers that they'll have an opportunity to review their order before their credit card is charged.



Please review and submit your order

By clicking Submit Order, you agree to the APA terms of service and refund policies.

C1 [checkbox] Make checkout easier next time by registering now. All you have to do is create a user ID and password, and you'll be able to:
• Track your APA orders in one place
• Save your shipping and billing addresses

[checkbox] Make checkout easier next time by registering now

All you have to do is create a user ID and password, and you'll be able to:

- Track your APA orders in one place
• Save your shipping and billing addresses

First Name [input] Carl

Last Name [input] Jung

Email [input] justacigar@gmail.com

User ID [input]

Password [input]

Retype Password [input]

- Cannot be your User ID
• 8-14 characters long
• Must be a combination of letters and numbers, or letters and special characters such as ! @ # \$

Submit Order

Table with 3 columns: Description, Quantity, Price. Row 1: Helping Skills, 1, \$59.95. Row 2: Ethnocultural Psychotherapy, 1, \$99.95.

Summary table: Order Subtotal: \$159.90, Standard Shipping: \$15.99, Taxes: \$13.59, Order Total: \$189.48.

Email: justacigar@gmail.com [C3] Change

Shipping To: Carl Jung, 950 Main Street, Clark Univ., Jonas Clark Hall, 3rd Floor, Worcester, MA 01610, United States, Phone: (508) 493-7979 ext. 194. Change. Standard Shipping (7-10 days)

Payment Method: Sigmund Freud, Visa, \*\*\*\*9478, Expiration date: 09 / 2015. Change

Billing Address: Sigmund Freud, 333 Massachusetts Ave NW Unit PH1, Washington, DC 20005-5083, United States, Phone: (202) 555-0898. Change

< Back to Payment

Submit Order

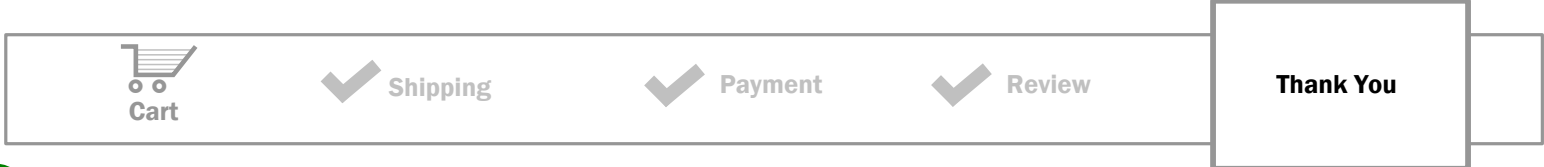
- Return Policy
Ordering Help/FAQ
Shipping Rates & Delivery Area
Member/Affiliate Discounts
Privacy Policy

Annotations

C1 Account registration (unchecked state) If this sign-up area appears on this page, the user MUST be able to see their order on their MyAPA page without having to take any additional action.

C2 Account registration fields (checked state) Checkbox will be checked, and first name, last name, and email will be prepopulated. First name and last name will be populated from the shipping information.

C3 Email address The email address only displays here for guest checkout scenarios. It does not display for non-guest scenarios.



**C1 Thank you**

Your order has been submitted. We'll send an email with your receipt and order confirmation momentarily. You can access this receipt again through the [Check Order Status](#) page.

**C2** [Print your receipt](#)

**C3**

<b>Order number:</b> 1308717 <b>Order date:</b> September 18, 2012 <b>Order Total:</b> \$189.48 <b>APA Transaction Number:</b> P20120224125425663  <b>Email:</b> justacigar@gmail.com  <b>Shipping Address:</b> Carl Jung 950 Main Street Clark Univ., Jonas Clark Hall, 3rd Floor Worcester, MA 01610 United States Phone: (508) 493-7979 ext. 194	<b>Payment method:</b> Visa   Last Digits 9478  <b>Billing Address:</b> Sigmund Freud 333 Massachusetts Ave NW Unit PH1 Washington, DC 20005-5083 United States Phone: (202) 555-0898
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**Have a question about your order?**

Contact Customer Service at:  
[apaservice@apa.org](mailto:apaservice@apa.org)  
 Or call:  
 1 (800) 374 - 2721  
 Monday through Friday  
 9 a.m. to 6 p.m. ET.

Items	Price	Quantity	Amount
<a href="#">Helping Skills</a> Clara E. Hill, PhD ISBN: 978-1-4338-0451-9	\$59.95	1	\$59.95
<a href="#">Ethnocultural Psychotherapy</a> Lillian Comas-Diaz, PhD ISBN: 978-1-4338-0226-3	\$99.95	1	\$99.95
			Order Subtotal: \$159.90
			Standard Shipping: \$15.99
			Taxes: \$13.59
			<b>Order Total: \$189.48</b>

How to check your order status:

- Use the link provided in your confirmation email, or
- Visit our [Check Order Status](#) page and enter your order number

It may take up to 15 minutes for your order status to become available, after your order was submitted.

**Annotations.**

**Preconditions for display of this page**

User who is not logged in with only items the cart that qualify for guest checkout and has completed the "Payment" stage of the checkout process.

**C1 Thank you text**

The thank you text at the top of the page will vary according to the products purchased as the current ecommerce pages do, except the sentence about accessing the receipt through a MyAPA account will be replaced with the sentence about access through the [Check Order Status](#) page. Specifically, replace the sentence "You can access this receipt again through your MyAPA (<http://mytest.apa.org/apa/portal/>) account" with the sentence "You can access this receipt again through the [Check Order Status](#) page." This change is specifically for guest checkout.

**C2 Print receipt**

If the customer selects this button, the browser spawns a new window and displays the Printable Receipt (Guest) page.

**C3 Contact Information**

APA customer service contact information is displayed for both the guest checkout Thank You page and the current Thank You page for logged in users.

Check Order Status

### Check Order Status

Enter the order number from your receipt and your shipping zip code or email address to check the status of an order.

Order Number

Shipping ZIP Code or Email Address

Continue

C1

Footer

### Annotations

No preconditions for display of this page.

This page allows a user who is either logged in or not logged in, to look up a single order. Both the 'Order Number' and 'Shipping ZIP Code or Email Address' fields are required. If the order is associated with a MyAPA account, the user will not be required to log into the MyAPA account in order to view information about that single order. If that user wishes to view information about an order without entering the information required on this page, they must first log into their MyAPA account.

#### C1 Check order status button

When users click the Continue button, they will be taken to a print receipt page containing receipt and order status information for guest checkout users (bottom half of page).

#### C2 Print your receipt button

When users click the Print your receipt button, they will be taken to the printer friendly receipt.

### Log In

If you are a member of APA, we already created an account for you. [Look up your account.](#)

User ID or email  
  
*12345678 or sample@email.com*

Password  
  
*8-14 characters*

Log in

[Forgot your User ID or password?](#)

Keep me logged in for 15 days

### Create an Account

Sign up to track packages, access electronic purchases, view your order history, and more.

**Already an APA Member?**  
[You already have an account.](#) Please do not re-register.

Continue

[Learn more about account types](#)

Leads to the current registration page

Or use:



Facebook

Google

Yahoo



SEARCH  IN

 EMAIL  PRINT

MyAPA > [Link account](#)

## Link to your APA account

Do you have an account with APA?

If you are a member of APA, you already have an account. [Forgot your User ID or password?](#)

- Yes, I have an account
- No, I am a new user

SEARCH  IN

EMAIL PRINT

MyAPA > Link account

## Link to your APA account

### Do you have an account with APA?

If you are a member of APA, you already have an account.. [Forgot your User ID or password?](#)

- Yes, I have an account
- No, I am a new user

Enter your APA login information below to link your <OpenID service> account to your APA account.

User ID or email

12345678 or sample@email.com

Password

8-12 characters

[Forgot your User ID or password?](#)

SEARCH  IN

EMAIL PRINT

MyAPA > Link account

## Link to your APA account

### Do you have an account with APA?

If you are a member of APA, you already have an account.. [Forgot your User ID or password?](#)

- Yes, I have an account
- No, I am a new user

### Let's set up your APA account.


#### Contact Information

Is the information below correct?

First Name

Last Name

Email

 We already have this email on file.  
[Forgot your User ID or password?](#)

*Example: sample@email.com*

#### Optional APA password

This allows you to log into APA systems even if you are locked out of <OpenID service>.

Password

- Cannot be your User ID
- 8-14 characters long
- Must be a combination of letters and numbers, or letters and special characters such as ! @ # \$

Retype Password

Create Account

### Link to your APA account

Enter your APA login info and your <OpenID service> account.

User ID or email  
12345678 or sample@email.com

Password  
8-12 characters

Link  
[Forgot your User ID or password?](#)

#### Your <OpenID service> account is linked to your APA account

You may log in with your APA login information or <OpenID service>.

Confirmation pop up that appears when a user links their account.

#### Current accounts linked to APA

-  Facebook
-  Google

If the user has only one social media account linked, then that Open ID service icon will appear here

To disconnect a social media account from your APA account, go to your [MyAPA](#) profile.

Continue