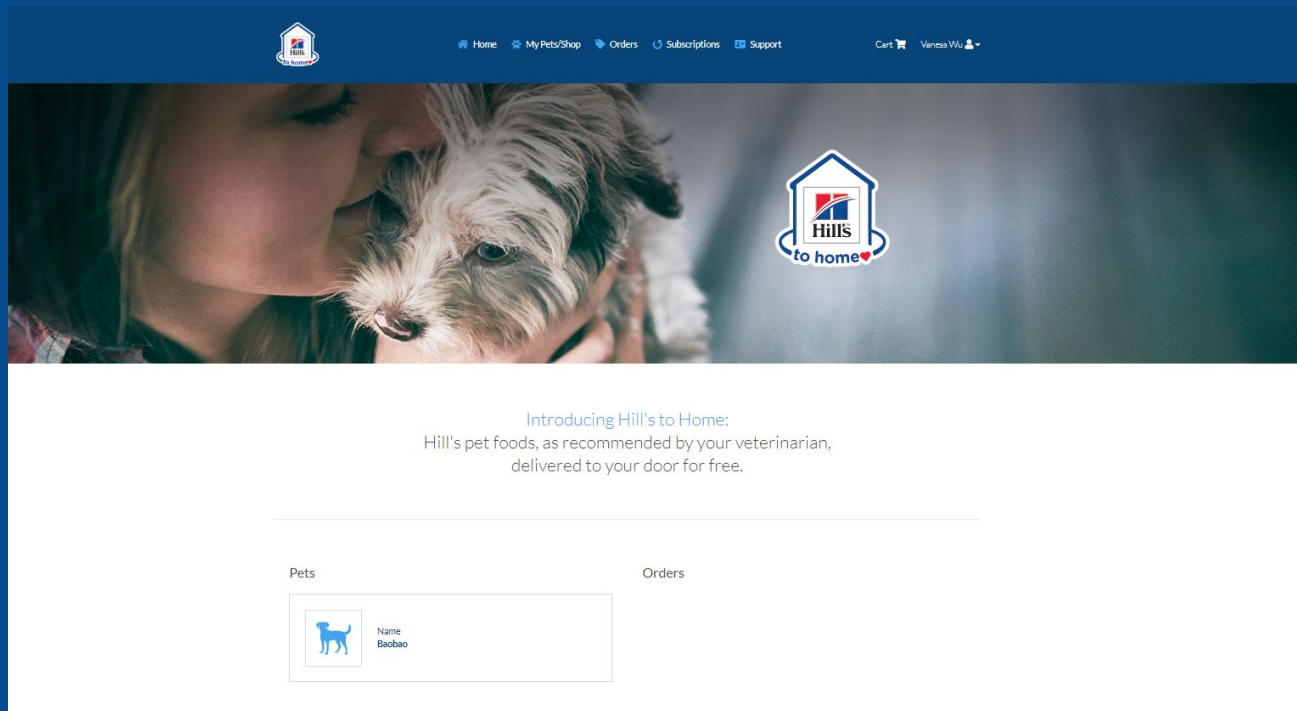




What the Client Sees

TIME: 5 Minutes

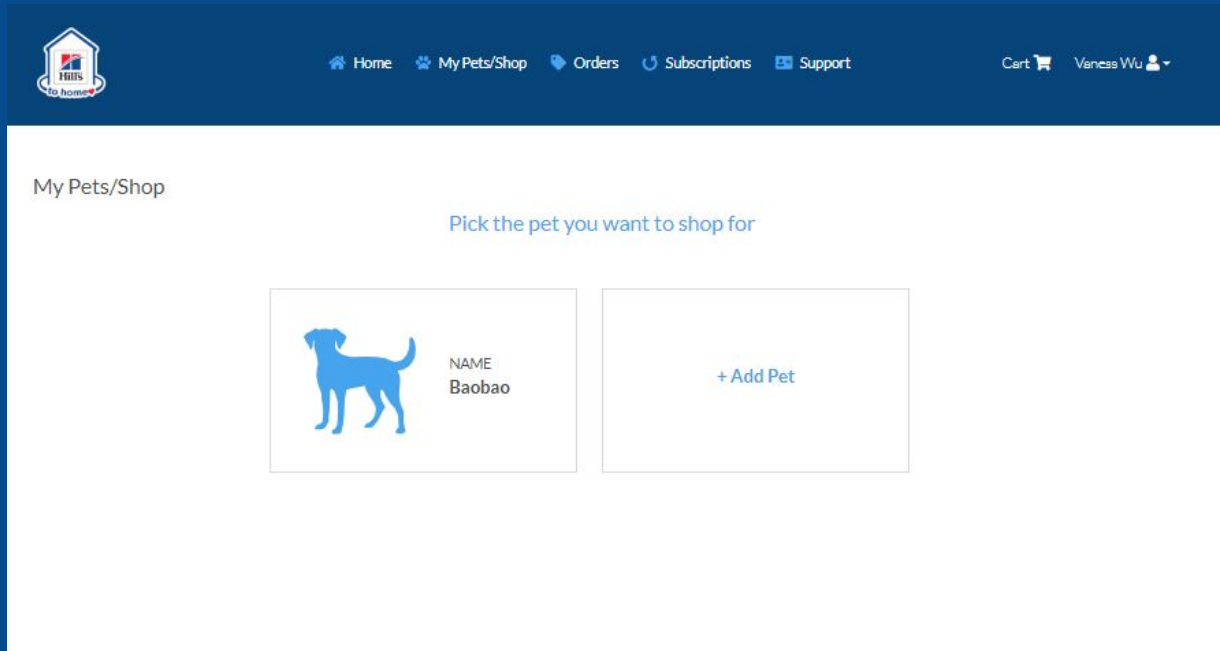
INFO NEEDED:



STEPS

Navigation bar at the top:

- My Pets/Shop
- Orders
- Subscriptions
- Support



STEPS

My Pets/Shop

Shows the pets registered for Hill's to Home.

Allows the client to add pets.



[Home](#) [My Pets/Shop](#) [Orders](#) [Subscriptions](#) [Support](#)

Cart Vanessa Wu

My Pets/Shop / Baobao



Name
Baobao

Save

Nutrition Plans


PLAN NAME	START DATE	END DATE	STATUS	SHOP
Baobao's Therapeutic Plan	02/06/2019	02/06/2020	ACTIVE	Shop Plan

STEPS

After selecting they pet.

They will see which **'Nutrition plans'** are available to shop from.



 [Home](#) [My Pets/Shop](#) [Orders](#) [Subscriptions](#) [Support](#) [Cart](#) [Vanessa Wu](#)

Available products based on Baobao's nutrition plan Baobao's Therapeutic Plan

Filtering by: 4 Products Available Sort

[Dry](#) [Canned](#)

Brand

Prescription Diet

Product Line

Metabolic + Mobility - Weight + Joint Care


b/d Brain Aging Care

Product Form

Dry

Canned


[View Results](#)



SKU 8005

Hill's Prescription Diet b/d Brain Aging Chicken Flavor Dry Dog Food, 17.6 lb bag


USD \$60.99 [Add to Cart](#)



SKU 10044

Hill's Prescription Diet Metabolic + Mobility, Weight + Joint Care Chicken Flavor Dry Dog Food, 24 lb bag


USD \$89.99 [Add to Cart](#)



SKU 10046

Hill's Prescription Diet Metabolic + Mobility, Weight + Joint Care Chicken Flavor Dry Dog Food, 9.5 lb bag

USD \$41.99 [Add to Cart](#)



SKU 10086

Hill's Prescription Diet Metabolic + Mobility, Weight + Joint Care Vegetable & Tuna Stew Canned Dog Food, 12.5 oz, 12-pack

USD \$45.99 [Add to Cart](#)

STEPS

The client sees only the food recommended and the various flavors and forms available.



The screenshot shows a pet product website interface. At the top left is the Hills to home logo. The main content area displays a list of products under the heading "Available products based on Baoba". On the left, there are filter options for "Dry" and "Canned", both with an 'X' icon. Below that, the "Brand" section has a checked option for "Prescription Diet". The "Product Line" section has two checked options: "Metabolic + Mobility - Weight + Joint Care" and "b/d® Brain Aging Care". The "Product Form" section has two checked options: "Dry" and "Canned". A "View Results" button is at the bottom left. In the top right corner, there is a "Cart" icon with a notification bubble containing the number "1" and the name "Vanessa Wu". A large blue pop-up notification is centered on the screen, featuring an image of a bag of Hill's Prescription Diet b/d Brain Aging Chicken Flavor Dry Dog Food. The text in the pop-up reads: "Hill's Prescription Diet b/d Brain Aging Chicken Flavor Dry Dog Food, 17.6 lb bag has been added to your cart". Below the text are two buttons: "Continue Shopping" and "View Cart". Below the pop-up, three product listings are visible, each with a product image, SKU number, description, price, and an "Add to Cart" button. The first product is "Hill's Prescription Diet b/d Brain Aging Chicken Flavor Dry Dog Food, 17.6 lb bag" with SKU 8605 and price USD \$60.99. The second product is "Hill's Prescription Diet Metabolic + Mobility, Weight + Joint Care Chicken Flavor Dry Dog Food, 24 lb bag" with SKU 10044 and price USD \$89.99. The third product is "Hill's Prescription Diet Metabolic + Mobility, Weight + Joint Care Chicken Flavor Dry Dog Food, 9.5 lb bag" with SKU 10046 and price USD \$41.99. A "Sort" dropdown menu is located above the product listings.

STEPS

Clients can add products to their cart.

Pop-ups help guide as the client shops.



Review and place your order below.

Products in your cart



SKU 8605

Hill's Prescription Diet b/d Brain Aging Chicken Flavor Dry Dog Food, 17.6 lb bag

X

Price Subtotal
~~\$60.99~~ \$54.89 \$54.89

Quantity
1

10% off first auto-ship order and 5% off future auto-ship orders*

Frequency Length
Every 4 weeks for 12 months

Pet
Baobao

Order Summary

Subtotal	\$60.99
Discount	-\$6.10
Shipping	\$0.00
Estimated Tax	\$0.00
Order Total	\$54.89

**Future auto-ship discounts are subject to change.*

Proceed to checkout to select shipping and billing options

Proceed to Checkout

STEPS

Reviewing the cart. Clients can adjust quantity, review discounts and frequency of receiving their food.



Place Order

Shipping Address

+ Add Address

Payment

+ Add Payment

Estimated shipping times

Select your shipping speed

Estimated Delivery:

Products in your cart



SKU 8605

Hill's Prescription Diet b/d Brain Aging Chicken Flavor Dry Dog Food, 17.6 lb bag

Pet	Qty	Price	Subtotal
Baobao	1	\$60.99 \$54.89	\$54.89

Subscription
4 weeks for 12 months

Order Summary

Subtotal	\$60.99
Discount	-\$6.10
Shipping	\$0.00
Estimated Tax	\$0.00

Order Total **\$54.89**



By clicking "Place Order" below, you accept that this subscription will continue until 03/06/2020 unless cancelled on HillsToHome.com at least 2 days before the orders ships. Your card will be charged \$54.89 today and the current selling prices at the time of future shipments.

Place Order

STEPS


When checking out the client will need to add their shipping and payment information.





 [Home](#) [My Pets/Shop](#) [Orders](#) [Subscriptions](#) [Support](#) [Cart](#) Michael 

Orders

From: 02/22/2020 To: 05/22/2020

ORDER NUMBER	ORDER DATE	SHIPPING ADDRESS	STATUS	ESTIMATED DELIVERY DATE	TOTAL
 HTH0000923500	04/11/2020		Shipped	04/15/2020	\$71.35

ITEM	PET	ITEM PRICE	QUANTITY	PRICE
 SKU 8694	Hill's Prescription Diet i/d Digestive Care Chicken Flavor Dry Cat Food, 8.5 lb bag Suki	\$42.99 \$30.09	1	\$30.09
 SKU 8878	Hill's Science Diet Adult Sensitive Stomach & Skin Rice & Egg Recipe Dry Cat Food, 15.5Suki lb bag	\$46.99 \$32.89	1	\$32.89

STEPS

On the 'Orders' view they are able to review all of the orders going through.



The screenshot shows the top navigation bar of the Hill's to Home website. It includes the logo, links for Home, My Pets/Shop, Orders, Subscriptions, and Support, a shopping cart icon, and the user name "Vance Wu". Below the navigation is a hero image of a kitten with a blue call-to-action button that says "Looking for some help?". Underneath the hero image are contact options: an email address (hillstohome@hillstoet.com), a phone number (1-800-235-6877), and a link to FAQs. The FAQs section is a list of expandable questions, each with a plus sign icon.

Home My Pets/Shop Orders Subscriptions Support Cart Vance Wu

Looking for some help?

Email hillstohome@hillstoet.com

Phone [1-800-235-6877](tel:1-800-235-6877)

FAQs

- + How do I sign up for Hill's to Home?
- + Who do I call if I have questions?
- + What does Hill's to Home cost?
- + What payment methods are accepted?
- + What will be the length of my Prescription Diet subscription?
- + How do I change the length or frequency of my subscription?

STEPS

The 'Support' page provides answers to Frequently asked questions along with Hill's to Home customer support contact information.