



# Marketing Fullfillment/ Online Ordering System

## User Instructions

Presented by:



The Hyatt Vacation Ownership online store was created in order to meet specific needs for those of you in a corporate or resort role managing collateral materials. This service is provided in partnership with SunDance Marketing Solutions, located in Orlando, Florida. You can now access your collateral items available for order 24 hours a day, seven days a week! All this can be accomplished from any computer or mobile device with internet access. All you need is your user name and password to gain access to the site whether in your office, working from home or any remote location.

The goal of the site is to provide easy access while ensuring the brand standards of Marriott Vacations Worldwide. A timely delivery at a solid value is commitment we have from our supplier, SunDance. In order to communicate your specific needs, feel free to utilize the comments/special instructions section of the online order if you have a specific or critical due date for your order. The goal is to ensure a timely delivery all while utilizing the most effective method of shipping.

# 1. Logging in

To log into the site, first open Firefox, Chrome, Safari, or your web browser. Then enter the following into your address bar:

<https://hyatt.sundanceorders.com/login>

You should see a screen that looks like this:

HRC  
HYATT RESIDENCE CLUB

Print On Demand

home Site Map login

Home

**For assistance, please contact:**

**Sheri Russo**  
SunDance Marketing Solutions  
9564 Delegates Drive  
Building A  
Orlando, FL 32837 USA  
Tel: 407.563.5004 ext 262  
Fax: 407.734.7434  
[hyatt@sundanceorders.com](mailto:hyatt@sundanceorders.com)

Email or Username  
demo

Password  
.....

Login

Reset password  
Create an account

Enter your e-mail address and supplied password into the appropriate form boxes. If you have forgotten your password, click on "Reset Password" for an automatic email prompting a reset. Please allow at least 30 minutes to receive the email. If you have not received an email within that timeframe, please check your spam folder or call the customer service number on the login page for help.

## 2. Main View

Once you log into the site, you will see the main cart screen.



**A. Top Menu Bar** - Use this navigational bar to log out, return to the home screen, view your cart contents, review your account, review your order history and view support.

**B. Product Categories** - Here you will see categories of different types of products. The number of Categories you will see will vary from this screen shot and will depend on your location. Only products that pertain to your location / division will be available for purchase.

**C. Search Bar** - Use this bar to search for specific items, without having to navigate to find them.

**D. Shopping Cart** - This will preview how many items that are in your cart and the total of the entire order.

# 3. Account Settings

You can edit your profile information on this screen.

HRC HYATT RESIDENCE CLUB | Print On Demand

Firstname Lastname

0 items | Search Site

home | Inventory | account settings | order history / reorder | my cart | support | Reports | Site Map | logout

## Settings

Profile | Password

**First Name \***  
Firstname

**Middle Name**

**Last Name \***  
Lastname

**Email \***  
hyatt@sundanceorders.com

**Username**  
demo

**Title**  
Title

**Phone**

**Cell Phone**

**Fax**

**Time Zones**  
(UTC-05:00) Eastern Time (US & Canada) ▼

**Website**

**Default Location**  
CCP2 - Hyatt Coconut Plantation - Sales -- Hyatt Coconu ▼

\* indicates required fields

Update

On the account settings tab you can fill out your profile information:

1. First Name
2. Last Name
3. Title
4. Default Location
5. Email
6. Phone
7. Fax
8. Login
9. Website

## 4. Placing an order

Once you find an item you wish to order, click on the thumbnail image of the item or click on the "View Item" button. You will then see the details of that product.

The screenshot shows a product page for 'Hyatt HRC HVO Letterhead'. At the top, there is a navigation menu with links: home, Inventory, account settings, order history / reorder, my cart, support, Reports, Site Map, and logout. Below the menu, the breadcrumb trail reads 'All Products > Hyatt HRC HVO Letterhead'. The product title 'Hyatt HRC HVO Letterhead' is displayed. The main content area features a large thumbnail image of the letterhead, which includes the 'HVO HYATT' logo and contact information. To the right of the thumbnail is a product details panel. This panel includes a 'Choose Quantity' dropdown menu set to '250', a 'Price' of '\$99.00', a 'Ship To' dropdown menu set to 'Director of Sales and Marketing, H...', and an 'Additional Instructions' text area. At the bottom of the panel are three buttons: 'Customize Order' (highlighted in blue), 'Back to Catalog', and 'Shopping Cart'. Four callout boxes with arrows point to specific elements: 'A. Thumbnail' points to the product image, 'B. Quantity Selector' points to the quantity dropdown, 'C. Customize Order' points to the blue 'Customize Order' button, and 'D. Additional Instructions' points to the text area below the shipping information.

**A. Thumbnail** - This shows a photo of what the item looks like. In some cases, it will show both sides of an item. If your product allows for customization, the final product will differ from the image.

**B. Quantity Selector** - Select the quantity/price of the Product you wish to order. These prices have been predetermined based on print run costs. If you wish to order a different quantity than what is listed, please contact us for pricing beforehand.

**C. Customize button** - Some products require customization, if they do not, "add to cart" will appear instead of "customize order".

**D. Additional Instructions** - You can enter in any special instructions regarding a priority rushed item, requesting a different quantity or any other special requests.

## 4. Placing an order (continued)

When you add an item (or items) to your cart you will be able to review your cart line items. On this page you can also remove items.

### Shopping Cart

The screenshot shows a shopping cart item: "Key packet Inserts Experience - Light Blue" with a quantity of 500 and a price of \$89.00. To the left of the item name is a small thumbnail image. Below the item name are two icons: a pencil (edit) and a trash can (remove). A blue callout box labeled "B. Edit/Remove Buttons" has an arrow pointing to these two icons. To the right of the item is a "Subtotal" of \$89.00. Below the subtotal are two buttons: a blue "Checkout" button and a white "Continue Shopping" button.

### Shipping

The screenshot shows the shipping section. On the left, there is a "Ship To" dropdown menu with a search icon. The selected address is "Director of Sales and Marketing, Hyatt Coconut Plantation, 23282 Coconut Pointe Resort Drive, Bonita Springs, FL US 34134". A blue callout box labeled "A. Shipping Options" has an arrow pointing to the search icon. Below the address is a "Shipping Method" dropdown menu with "FedEx 2-Day (includes \$5.50 handling fee) \$18.28" selected. On the right, there is a summary table: "Subtotal \$89.00", "Shipping \$18.28", "Tax \$5.34", and "Total \$112.62". Below the table is a blue "Continue" button. A blue callout box labeled "C. Continue" has an arrow pointing to the "Continue" button.

**A. Shipping Options** - Specify the desired shipping method using this dropdown. If ground shipping is selected, you should determine the shipping lead time based on UPS shipping estimations shipping from Orlando, Florida.

**B. Edit/Remove** - To go back and edit the quantity of an item or add additional instructions click on 'Edit.' To remove this item from your shopping cart click 'Remove.'

**C. Continue** - When you are finished adding items into your cart and wish to complete your order, click 'Continue'.

## 4. Placing an order (continued)

After you push the "Continue" button you will be taken to the Checkout Confirmation page. After you proceed to "Checkout", you will be taken to the Checkout confirmation page.

**Checkout**

---

Payment Method Subtotal \$89.00

Shipping \$23.72

Total Before Tax \$112.72

Tax \$5.34

---

**Total \$118.06**

Enter GL Code \* **C. Required GL Code**

Complete Order

Comments (optional)

**A. Additional Notes**

**B. Order Summary** **D. Complete Order**

Shipping Edit

	Key packet Inserts Experience - Light Blue	\$89.00
--	--	---------

Shipping To

Director of Sales and Marketing

Hyatt Coconut Plantation 23282 Coconut Pointe Resort Drive  
239 947 7300 Bonita Springs, FL US 34134

A. **Additional Notes** can be entered here.

B. **Order Summary** - Here you can view the Total, Shipping, Before Tax Total, Estimate Tax and the Order total.

C. GL Code

D. When you are completed with this form, click "**Complete Order**"

## 4. Placing an order (continued)

The next screen is a confirmation that your order has been placed. You will receive an Automatic e-mail from the system containing your Confirmation / Order Number. Please refer to this order number when inquiring about the status of your order.

Note that shipping costs may or may not be included in the total price listed. Freight costs are an additional charge based on the Ground Shipping prices from Orlando, Florida. Contact us (or specify in notes section) if you require more immediate shipping options.

Thank you for your order. A summary of your order is below. You may want to print this page for your records.

### Order #12729

Reorder

Payment Pending

<b>PO Number:</b>	asdfasd
<b>Order Date:</b>	3/22/2016 9:17 AM
<b>Subtotal:</b>	\$68.00
<b>Shipping:</b>	\$0.00
<b>Total:</b>	\$68.00

**Notes:**

**Bill To:**

- 8702 Champions Way
- Port St. Lucie, FL

**Ordered By:**

- first last
- demo@demo.com

Print Summary

**PH-BusinessCard**Approved



Dianrrler

<b>QTY</b>	250
<b>Price</b>	\$68.00
<b>Item Number:</b>	1
No Description.	

Congratulations! You have entered an order into the system. You will receive an email confirmation of the order and an update email with tracking information once it has been fulfilled.

## 5. Checking Order History

To check on your order history or the status of a pending order, click on "Order History" on the top navigational bar.

The screenshot shows the 'Order History' page with a dark navigation bar at the top containing 'Home', 'Order History', 'Logout', and 'Shopping Cart'. Below the navigation bar is the 'Order Filters' section, which includes fields for 'Start Date' (2/23/2016), 'End Date' (3/22/2016), 'Order Status' (All), 'Approval Status' (All), 'Ordered By' (Just My Orders), 'Billing To' (Select Location(s)), and a 'Search Text' field. An 'Apply Filters' button is located at the bottom right of the filter section. Below the filters is a 'Show / Hide Order Filters' button. Underneath is a 'Show Items in Each Order' section containing a table with columns: Order Number, PO Number, Requested Date, Ordered By, SubTotal, Tax, Shipping, PromoDiscount, and Total. A single order is listed with Order Number 12729, PO Number asdfasd, Requested Date 3/22/2016 9:17 AM, Ordered By first last, and a Total of \$68.00. Callout 'A. Filter Options' points to the filter fields, 'B. Orders you have placed' points to the table, and 'C. View Details' points to the 'View Details' link in the table.

Order Filters

Start Date: 2/23/2016 End Date: 3/22/2016

Order Status: All

Approval Status: All

Ordered By: Just My Orders

Billing To: Select Location(s)

Search Text: [ ]

Apply Filters

Show / Hide Order Filters

Show Items in Each Order

Order Number	PO Number	Requested Date	Ordered By	SubTotal	Tax	Shipping	PromoDiscount	Total
> 12729	asdfasd	3/22/2016 9:17 AM	first last	\$68.00	\$0.00	\$0.00	\$0.00	\$68.00

**A. Filter Options:** You can pick certain options to view your order history.

**Start and End Dates:** You can pick view orders placed with in a certain time frame.

**Order Status:** You can pick between viewing orders that are Open, Closed, Cancelled or All.

**Approval Status:** You can sort based on if your orders are approved, awaiting approval or denied.

If you have any questions about the status of an order that is not presented here, feel free to contact us by phone or e-mail.

While logged into the system you can always place an additional order. It is recommended that you Log Out when you are finished placing orders.

That is it! We hope you find this site intuitive and easy to use. The products listed on the site will change over time, as more and more Printed Products become available for purchase. If an item you wish to order is not on the site, contact: Deb Knight (vistana@sundanceorders.com).

## 6. Order Details

Clicking on the “View Details” link will bring you a page with all the details of an order including every item in that order.

Home Order History Logout Shopping Cart

### Order #12729

Payment Pending

Reorder

**A. Details**

PO Number:	asdfasd
	3/22/2016 9:17 AM
Subtotal:	\$68.00
Shipping	\$0.00
Total:	\$68.00

Notes:

**B. Reorder**

Print Summary

BusinessCard Approved

QTY 250

Price \$68.00

Item Number: 1

No Description.

Reorder

**C. Print Summary**

**Details**

- Choose Quantity = 250

**Status**

3/22/2016 9:17 AM  
Order Received  
first last <demo@demo.com>

**Acceptance**

**Shipping Method:** Ship To:

- Name: Ground
- Shippine
- 8702
- Champions Way

A. **Details** - This box will provide the Order Date, Subtotal, Shipping Cost, Tax and the combined total of the order.

B. **Reorder** - Reordering is simple and easy! Click on “reorder” to repeat the same quantity, version and product as your previous selection.

C. **Print Summary** - Save paper and do not print a summary of your order! However, if it’s absolutely necessary or you need to print to a pdf, clicking on “Print Summary” will allow you to do so.

## 6. Order Details (con't)

PH-BusinessCard Approved



Reorder

**Details**

- Choose Quantity = 250

**Status**

**A. Shipping Details**

Shipping Method:

- Name: **Ground Shipping**
- Carrier: **Fedex**

Ship To:

- 8702 Champions Way
- Port St. Lucie, FL

Tracking Number: 4577815722001574125

**B. Tracking Number**

**A. Shipping Details** - Here is where you can see the shipping method along with where the item will be shipped too.

**B. Tracking Numbers** - This is the tracking number for the order. You'll need to copy and paste this number in the FedEx website (<http://www.fedex.com/us/>) in the Track a Shipment box.

United States New User | Log-In | Changing Languages | Contact UPS | The UPS Store

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Tracking

Save up to 18% on UPS shipping for your business. Sign up and start saving in your first week of shipping. [Sign Up Now](#)

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**Track by Number**

Tracking or InfoNotice Numbers:

Enter up to 25 tracking or InfoNotice numbers, one per line.

By selecting the Track button, I agree to the [Terms and Conditions](#)

**Track**

Track by Reference

Track by E-mail

Import Tracking Numbers

SMS Tracking

**Recently Tracked**

Tracking Number	Description	Status
<a href="#">Login or Register</a> to view your recently tracked shipments.		



# Marketing Fulfillment/ Online Ordering System

## QUICK REFERENCE GUIDE

*Website URL:*

<https://hyatt.sundanceorders.com/>

**My Username:**

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**My Password:**

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For questions regarding status of an order, contact:

**Sheri Russo**  
Sales Dept.  
407-563-5004  
[hyatt@sundanceorders.com](mailto:hyatt@sundanceorders.com)

