HRC
HYATT RESIDENCE CLUB

Marketing Fullfillment/ Online Ordering System

User Instructions

Presented by:

SUNDANCE
PRINT • DESIGN • MAIL • LARGE FORMAT

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:

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

You should see a screen that looks like this:

HRC | Print On
HYATT RESIDENCE CLUB | 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

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.

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.

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

Key packet Inserts Experience - Light Blue

500 $89.00

B. Edit/Remove Buttons

Subtotal $89.00

Checkout

Continue Shopping

Shipping

Ship To

A. Shipping Options

Director of Sales and Marketing , Hyatt Coconut Plantation, 23282 Coconut

Director of Sales and Marketing
Hyatt Coconut Plantation
239 947 7300

23282 Coconut Pointe Resort Drive
Bonita Springs, FL US 34134

Subtotal $89.00
Shipping $18.28
Tax $5.34

Total $112.62

Continue

C. Continue

Shipping Method

FedEx 2-Day (includes $5.50 handling fee) $18.28

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

Submit Order

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 ←

D. Complete Order ↑

B. Order Summary →

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.

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.

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.

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)

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.

Marketing Fulfillment/
Online Ordering System

QUICK REFERENCE GUIDE

Website URL:

https://hyatt.sundanceorders.com/

My Username:

_____

My Password:

_____

For questions regarding status of an order, contact:

Sheri Russo
Sales Dept.
407-563-5004
hyatt@sundanceorders.com