



# Marketing Fullfillment/ Online Ordering System

## User Instructions

Presented by:



The Marriott Vacations Worldwide Collateral 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://mvw.sundanceorders.com/login>

You should see a screen that looks like this:

MARRIOTT  
VACATIONS  
WORLDWIDE

Email or Username  
demo

Password  
\*\*\*\*\*

Login

Reset password      Create an account

For questions about your order, please contact:

**Sheri Russo**  
SunDance Marketing Solutions  
Tel: 407.563.5004 ext 262  
vistana@sundanceorders.com

Sheraton  
VACATION CLUB

WESTIN  
VACATION CLUB

Westin Signature Experience is the exclusive provider of vacation numbering for the Sheraton and Westin brands under license from Sheraton Hotels & Resorts Worldwide, Inc., and its affiliates and is an authorized partner of the STI program.

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.

The screenshot shows the Marriott Vacations Worldwide website header with the logo, a search bar, and a shopping cart icon. Below the header is a navigation bar with links for Reports, Order History, Save for Later, Profile (selected), Shopping Cart, Inventory, Home, User Manual, Site Map, and Logout. The main content area is titled "Settings" and has four tabs: Profile, Password, Locations, and Users. The Profile tab is active, displaying a form with the following fields:

- First Name \***: Input field containing "Demo"
- Middle Name**: Empty input field
- Last Name \***: Input field containing "User"
- Email \***: Input field containing "vistana@sundanceorders.com"
- Username**: Input field containing "demo"
- Title**: Empty input field
- Phone**: Empty input field
- Cell Phone**: Empty input field
- Fax**: Empty input field
- Time Zones**: Dropdown menu showing "(UTC-05:00) Eastern Time (US & Canada)"
- Website**: Empty input field
- Default Location \***: Dropdown menu showing "The Westin Ka'anapali Ocean Resort Villas (WKOR) -- The West"

\* 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 'WDW - Resort Review Card'. At the top is a navigation bar with links: Reports, Order History, Save for Later, Profile, Shopping Cart, Inventory, Home, User Manual, Site Map, and Logout. Below the navigation bar is a breadcrumb trail: All Products / Resort Operations Collateral / The Westin Desert Willow Villas, Palm Desert (WDW) Resort Operations / WDW - Resort Sales Review Card. The main content area is divided into two columns. The left column features a thumbnail image (A) of a resort building and a product description (B) titled 'THE WESTIN RESORT REVIEW CARD'. The right column displays the item ID (C) '19-WDW-0135', a quantity selector (D) set to '1,000', a price of '\$126.00', a shipping dropdown (E) set to 'Select one', and an 'Additional Instructions' text area. At the bottom of the right column are 'Add to Cart', 'Back to Catalog', and 'Shopping Cart' buttons.

**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. Product Description** - This is what the product is called.

**C. Item ID** - This is the item code for the product.

**D. 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.

**E. 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.

The image shows a screenshot of a shopping cart interface. On the left, the 'Shopping Cart' section is highlighted with a blue border. It contains a shipping address, a shipping options dropdown menu, a list of items (one item 'HRA-Envelope' with quantity 500 and price \$74.00), and a 'Ship To' dropdown menu. On the right, the 'ORDER SUMMARY' section is highlighted with a green border. It shows the total before tax, estimated tax, and order total (\$74.00). Below the order summary are two buttons: 'Continue Shopping' and 'Proceed to Checkout'. Four callout boxes with arrows point to these elements: 'A. Shipping Options' points to the shipping options dropdown, 'B. Edit/Remove Buttons' points to the edit and remove icons for the item, 'C. Continue Shopping' points to the 'Continue Shopping' button, and 'D. Proceed to Checkout' points to the 'Proceed to Checkout' 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 Shopping** - To add more items in your shopping cart, click 'Continue Shopping' and you'll be taken to the homepage.

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

## 4. Placing an order (continued)

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



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

B. **Order Item Summary** - You can view every item in your cart in detail, including: Item Name, Quantity and Price.

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

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

E. **Billing Address** - View where the order is being billed.



## 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

<b>Payment Pending</b>	<b>Bill To:</b> <ul style="list-style-type: none"><li>8702 Champions Way</li><li>Port St. Lucie, FL</li></ul>
<b>PO Number:</b> asdfasd	<b>Ordered By:</b> <ul style="list-style-type: none"><li>first last</li><li>demo@demo.com</li></ul>
<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	
<b>Notes:</b>	

Print Summary

**PH-BusinessCard** Approved

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

Dianrrler

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.

If you have a business card in your order, you may have to wait for additional corporate approval before the order is placed.

## 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. At the top, there is a navigation bar with 'Home', 'Order History', 'Logout', and 'Shopping Cart'. Below this 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. A 'Show / Hide Order Filters' button is located below the filters. Below the filters is a table titled 'Show Items in Each Order' 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 points to the filter options, callout B points to the 'Orders you have placed' text, and callout C 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

**PO Number:** asdfasd  
3/22/2016 9:17 AM

**Subtotal:** \$68.00  
**Shipping:** \$0.00  
**Total:** \$68.00

**Notes:**

**Bill To:**  
• 8702 Champions Way  
• Port St. Lucie, FL

**Ordered By:**  
• first last  
• demo@demo.com

Reorder

**A. Details**

**B. Reorder**

Print Summary

Print BusinessCard Approved

QTY 250  
Price \$68.00  
Item Number: 1  
No Description.

Reorder

**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 • 8702  
Shippine Champions Wav

**C. Print Summary**


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

My UPS # Shipping Tracking Freight Locations Support UPS Solutions

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](#)

Track Packages & Freight UPS My Choice® Quantum View Flex Global View

**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**

**Recently Tracked**

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

Track by Reference

Track by E-mail

Import Tracking Numbers

SMS Tracking



## Marketing Fulfillment/ Online Ordering System

# QUICK REFERENCE GUIDE

*Website URL:*

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

My Username:

---

My Password:

---

For questions regarding status of an order, contact:

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

