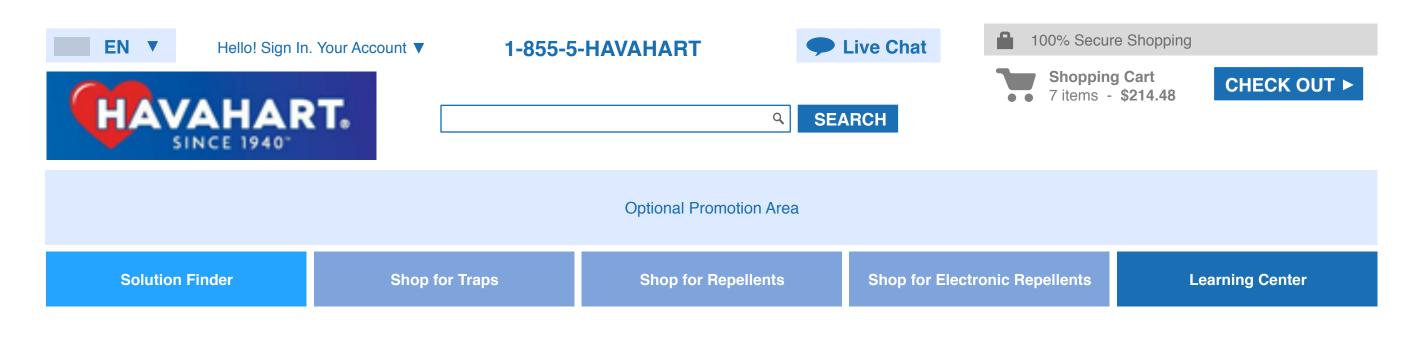
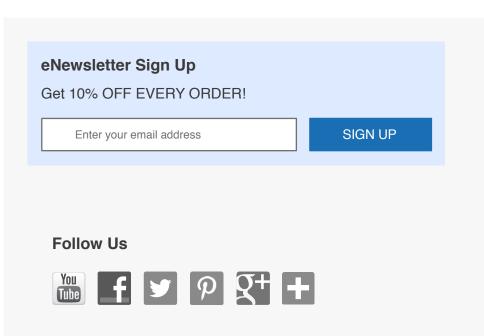
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Havahart Wires v3 Monday September 16, 2013



VERSION	ISSUE DATE	AUTHOR	COMMENTS
v1	Tue Sep 3 2013	Mike McGehee	Creation of Wires.
v2	Fri Sep 13 2013	Mike McGehee	Updated Wires.
v3	Mon Sep 16 2013	Mike McGehee	Updated Wires per client presentation.







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Reference

Best Practices:

- natural layout of global elements.
- clear placement of search field & functionality.
- articulation of number of items in cart and easy, clear call to action to check out.

3

- trust logos and messaging.
- global access to email sign-up as well as social connections.

Experience Design based on Discovery Notes:

 surfacing upcoming, product and shipping promotions in the Optional Promotion Area.

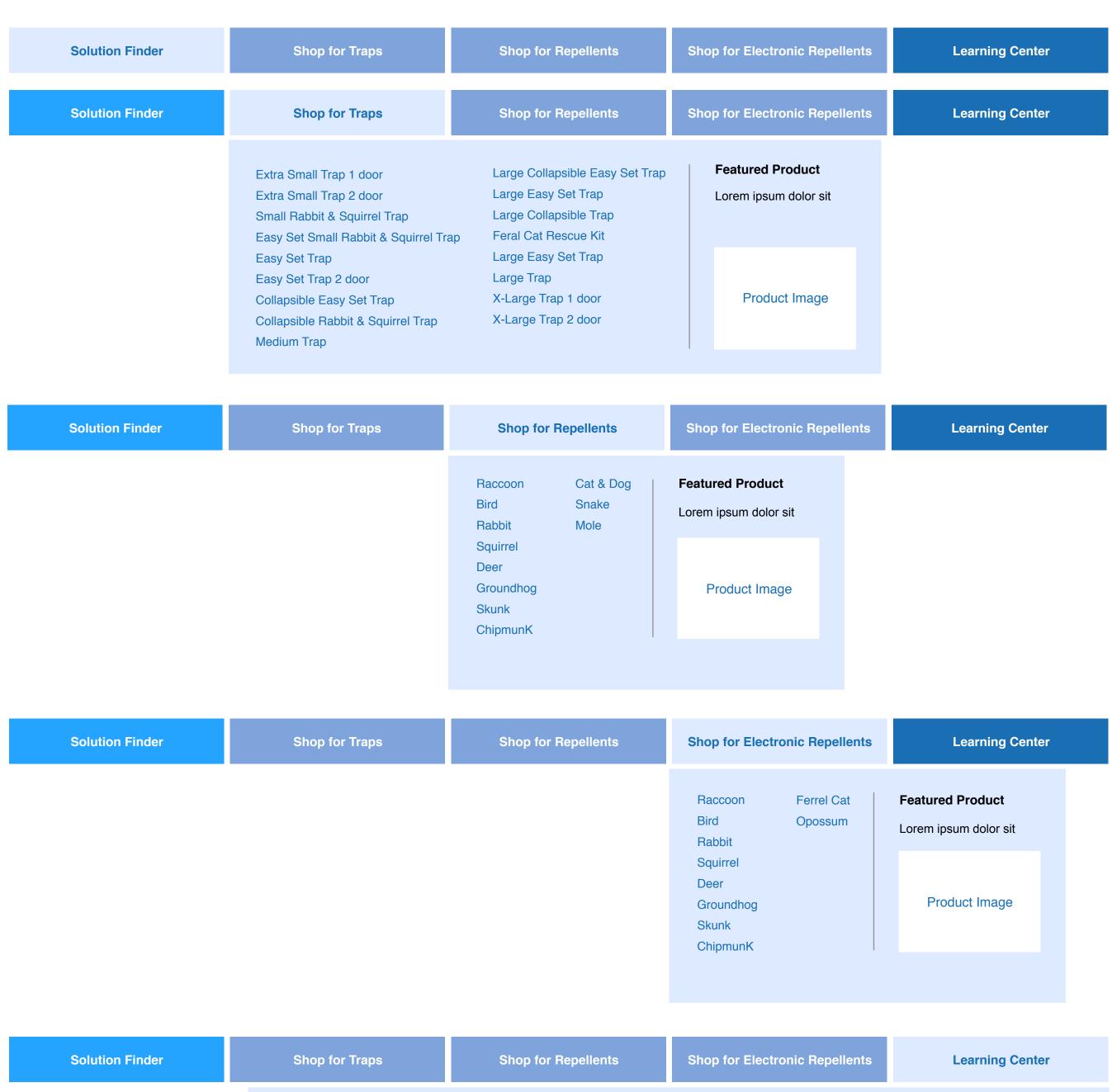
Experience Design based on Analytics:

 leveraging site search for content, products and conversions.

- eNewsletter Sign Up allows for special offers, loyalty point program, special offers and coupons. (Dan, Derek)
- Sign In for easy cart and checkout experience as well as account features. (Dan, Derek)
- trust logos and messaging help build narrative and support adoption for customers unfamiliar with Havahart. (Katherine, Frank)
- easy to locate call number for customer rep. and live chat. (Katherine, Frank)

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Havahart- Wires - v2 - (01) NAVIGATION



n Finder Shop for Traps		Shop for Repellents		Shop for Electronic Repellents		Learning Center	
Critter Library	,		Animal Repe	lling 101	Animal Trapping 101	Our Brands	
Mouse	Squirrel	Opossum	Find A Repelle	ent	Find A Trap	Easy Set	FAQ's
Rat	Cat	Fox	General		1st Time	Critter Ridder	
Raccoon	Rabbit	Beaver	Going Organio	C	Basic Tips	Deer Off	
Groundhog	Dog	Muskrat			Indoor	DeFence	
Skunk	Chipmunk	Vole			Outdoor	Spray Away	
Wild Rabbit	Heron				Feral Cat Trapping		
Deer	Armadillo						

Reference

Best Practices:

- menu of products combined with content helps customers make meaning of category more easily while offering the business the ability to surface featured products or promotions.
- clear definition of key areas of the site that enables customers to get deeper into the site more quickly.
- follows general rule of thumb of presenting seven or fewer top level categories.

Experience Design based on Discovery Notes:

· making shopping and navigating easier and logical.

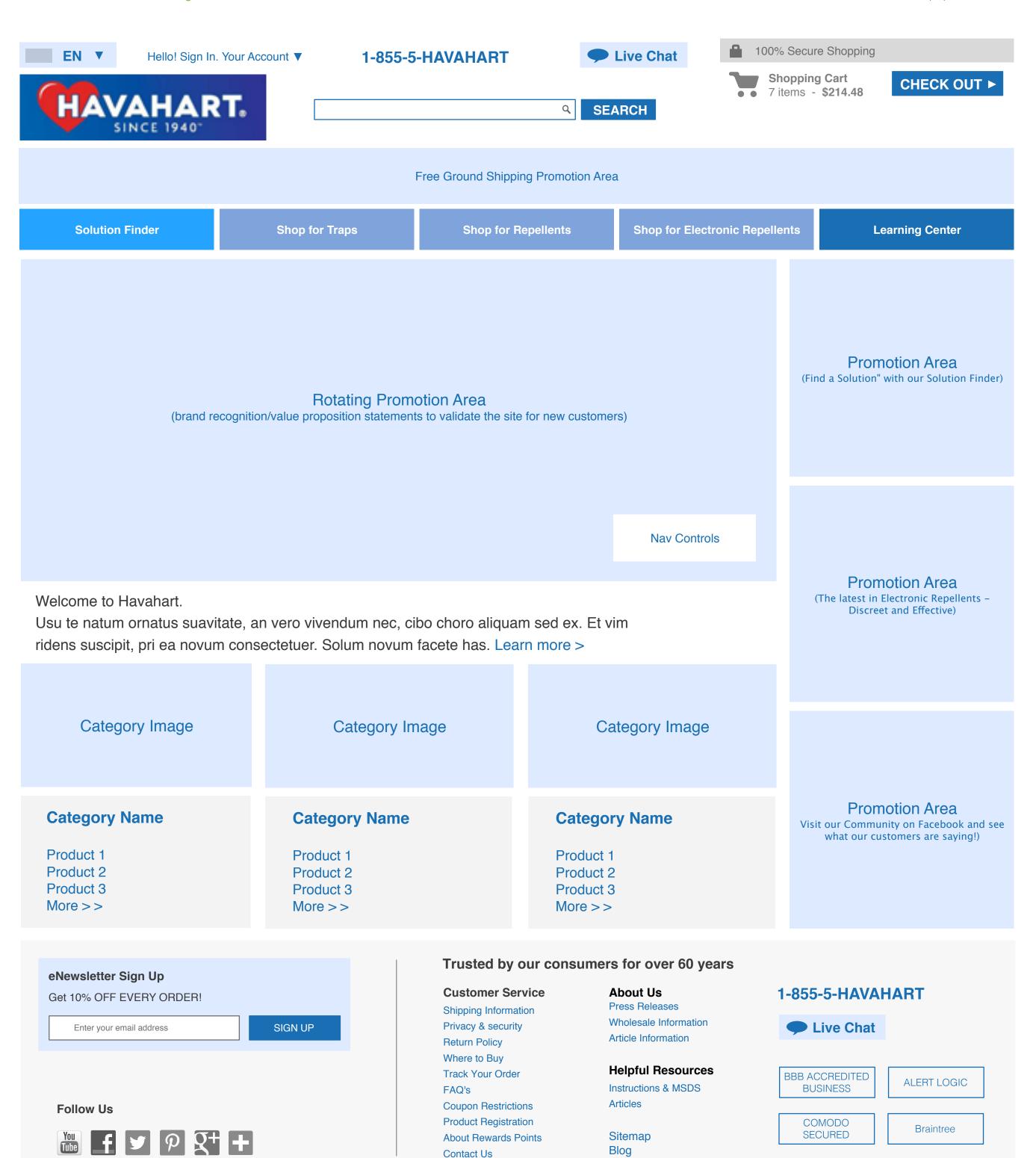
Experience Design based on Analytics:

 addresses needs of customers who want to come to site to learn more as well as customers who want to come to site to purchase. For those customers whose initial motivation is to learn more, offering featured products or promotions facilitates awareness from getting a "browsing" customer into a "shopping" mindset.

- utilize the Solutions Finder to get better understand a problem and get specific solutions more quickly. (Katherine, Dan)
- utilize the Learning Center to get expert advise and tips quickly. (Frank, Derek)

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Havahart- Wires - v2 - (02) HOME PAGE



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Reference

Best Practices:

- homepage is a customers first impression, trying to target their needs via rotating Promo area, surfacing suggested Product Categories, Solution Finder Promo, Electronic Repellent Promo and Community Promo area in tiered layout.
- Solution Finder Promo is the area where people will immediately recognize that they can shop by Animal.
- distilling these content areas into visually digestible areas enable the customers interest without confusing their goals & needs.
- clean, simplified, organized and providing efficacy.
- leveraging the rule of threes and odd numbers.
- flexible template enables Havahart to learn from its customers' behaviors (through post launch testing, surveys, etc.) as well as through analytics and easily make updates to the Home page to create the most relevant, most optimized experience for its customers. For example, the category areas can be utilized to feature top selling categories or drive awareness to a new category or an underserved category.

Experience Design based on Discovery Notes:

- suggests giving the consumer a solution and make it easy for them to find the right product ASAP driving them down to the purchase path.
- attracting new customers via Free Ground Shipping, Brand Recognition, Value Proposition, introduction to the Solution Finder for an educational experience.
- maintaining loyal customers by leveraging the promo areas through new marketing campaigns/products.
- input that 50% of customers know their problem animal and the Solution Finder in navigation and promo block gives them a clear path to a solution purchase

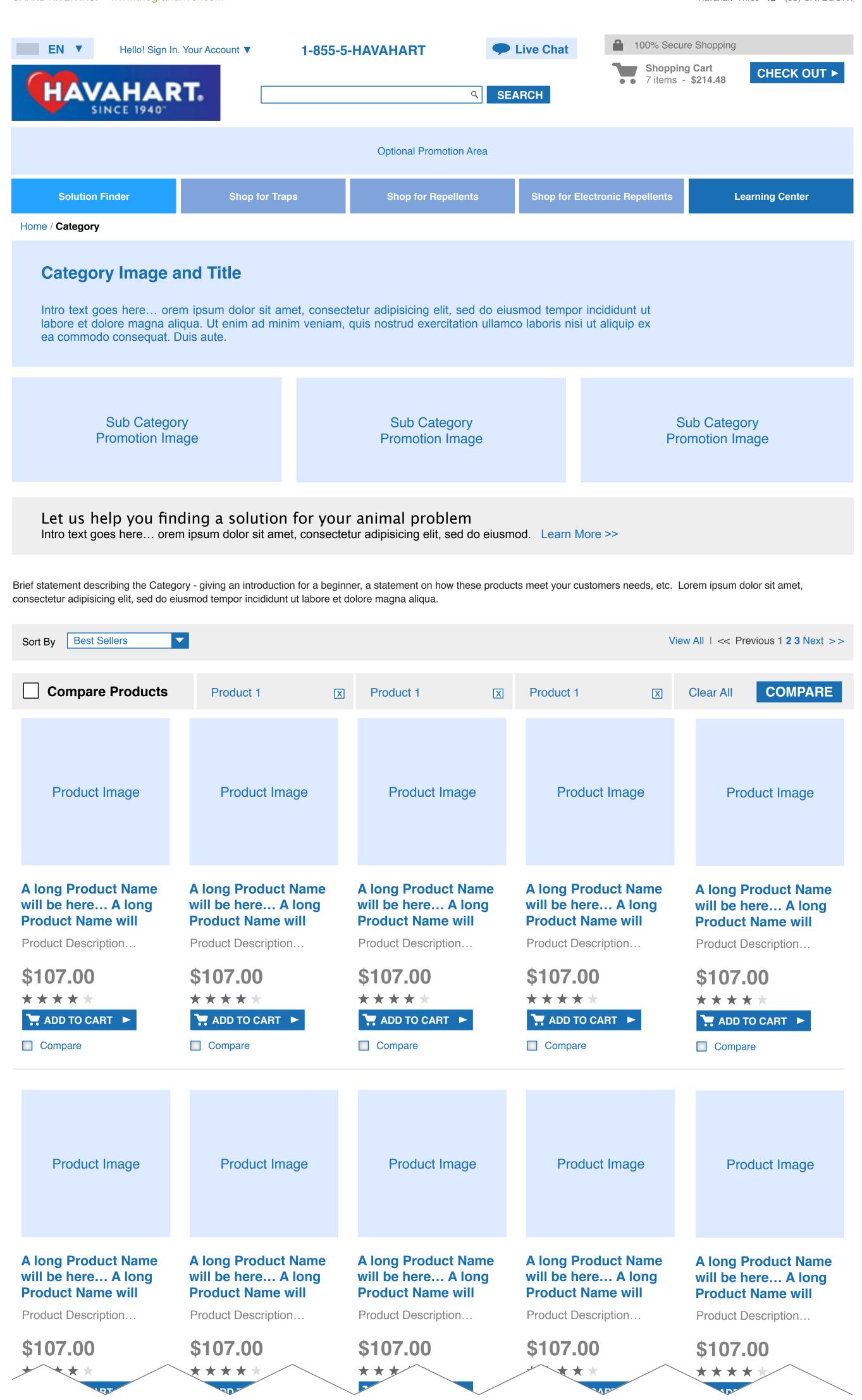
Experience Design based on Analytics:

- addresses needs of customers who want to come to site to learn more as well as customers who want to come to site to purchase. For those customers whose initial motivation is to learn more, offering featured categories or promotions facilitates awareness from getting a "browsing" customer into a "shopping" mindset. For customers who are coming with the goal of finding a product(s) to purchase, featuring promotions gives them a better sense of different deals, what's new, etc. Clearly stating the deals keeps customers on site rather than going to a third party (e.g., retailmenot) and potentially abandoning the site.
- current best-sellers should be considered but company's desire to change focus to newer technology and bundling products is addressed with a promotion block dedicated to these products.

- brand recognition / value proposition / welcome content help build narrative and support adoption for customers unfamiliar with Havahart. (Katherine, Frank)
- rotating promotion area gives return customers sense of what's new and new customers sense of breadth of brand (in addition to the remaining Home page content). (Katherine, Frank, Dan)
- Solution Finder, ability to shop by Animal (Katherine, Dan)

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Havahart- Wires - v2 - (03) CATEGORY



Reference

Best Practices:

- soften the landing page view.
- differentiate from the sub category page.
- incorporate SEO elements, including meaningful, customer-consumable content.
- product thumbnails offer ratings and compare, both of which give customers information with which to make a decision at this stage instead of only at the detail level.
- product thumbnails offer ability to add to cart mitigating the customer from "pogo-sticking" from category to subcategory to product detail, which positively affects add to cart conversion.
- Solution Finder Promo is the area where people will immediately recognize that they can shop by Animal.

Experience Design based on Discovery Notes:

- utilizing the global template and focusing the consumer through the path and to conversion.
- capitalizing on sub cat/cart level promotions that run everyday.
- input that 50% of customers know their problem animal and the Solution Finder in navigation and promo block gives them a clear path to a solution purchase.

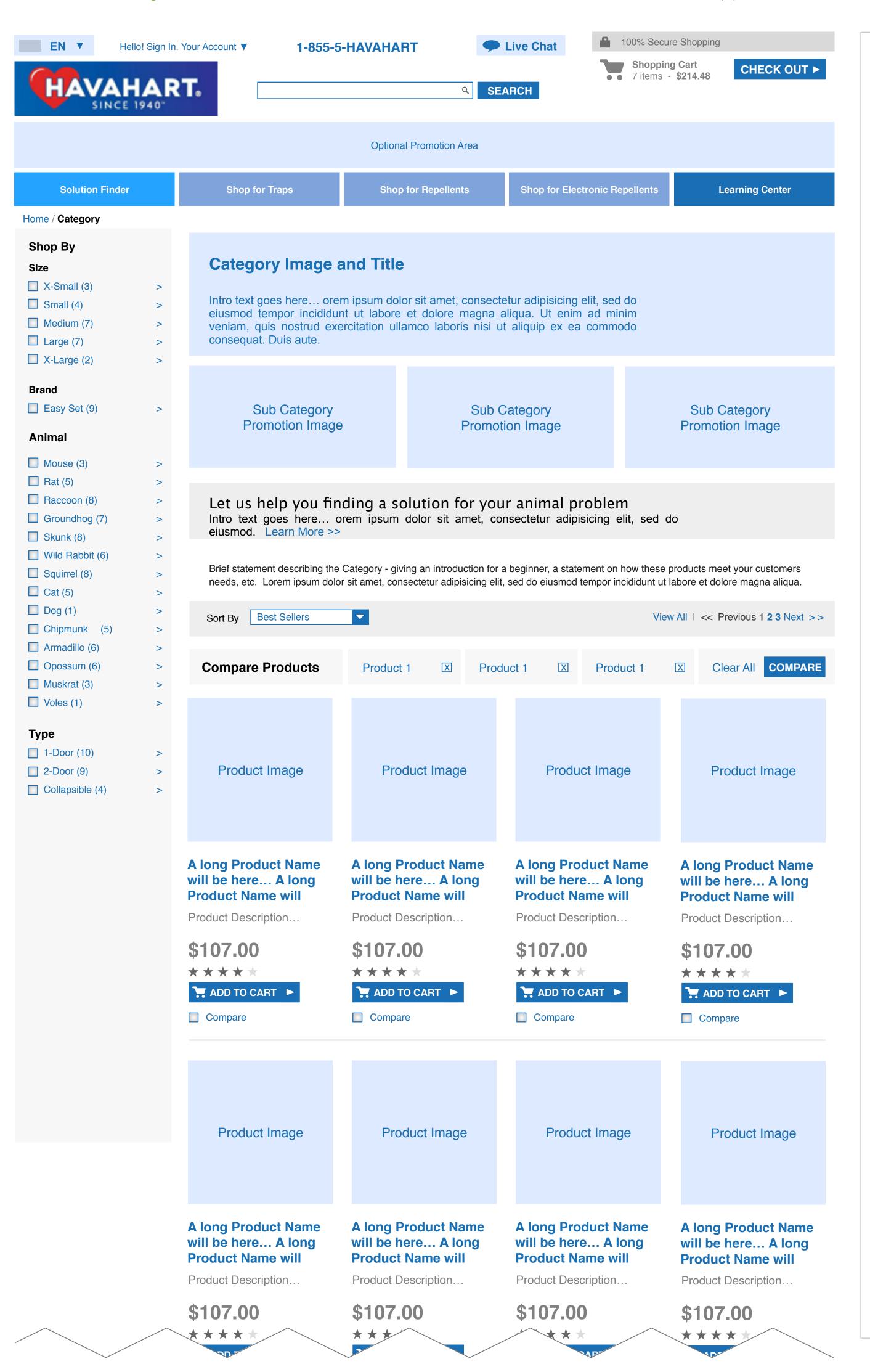
Experience Design based on Analytics:

- higher traffic to sub cat pages and not category pages means developing more relevant content while blending clear path to get customers to products they want quickly in order to minimize abandonment.
- simplified navigation, filtering by attributes, and detailed content related to products and category should eliminate some of the back-and-forth navigating between product detail and category pages reported in analytics.

- ability to compare. (Katherine, Frank, Derek)
- ability to see promotions. (Dan)
- content to build trust and brand awareness.
 (Katherine, Frank)
- ability to see ratings. (Katherine, Frank, Dan, Derek)
- ability to add to cart. (Katherine, Frank, Dan, Derek).
- ability to shop by Animal, Solution Finder (Katherine, Dan)

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Havahart- Wires - v2 - (03) CATEGORY- LEFT NAV



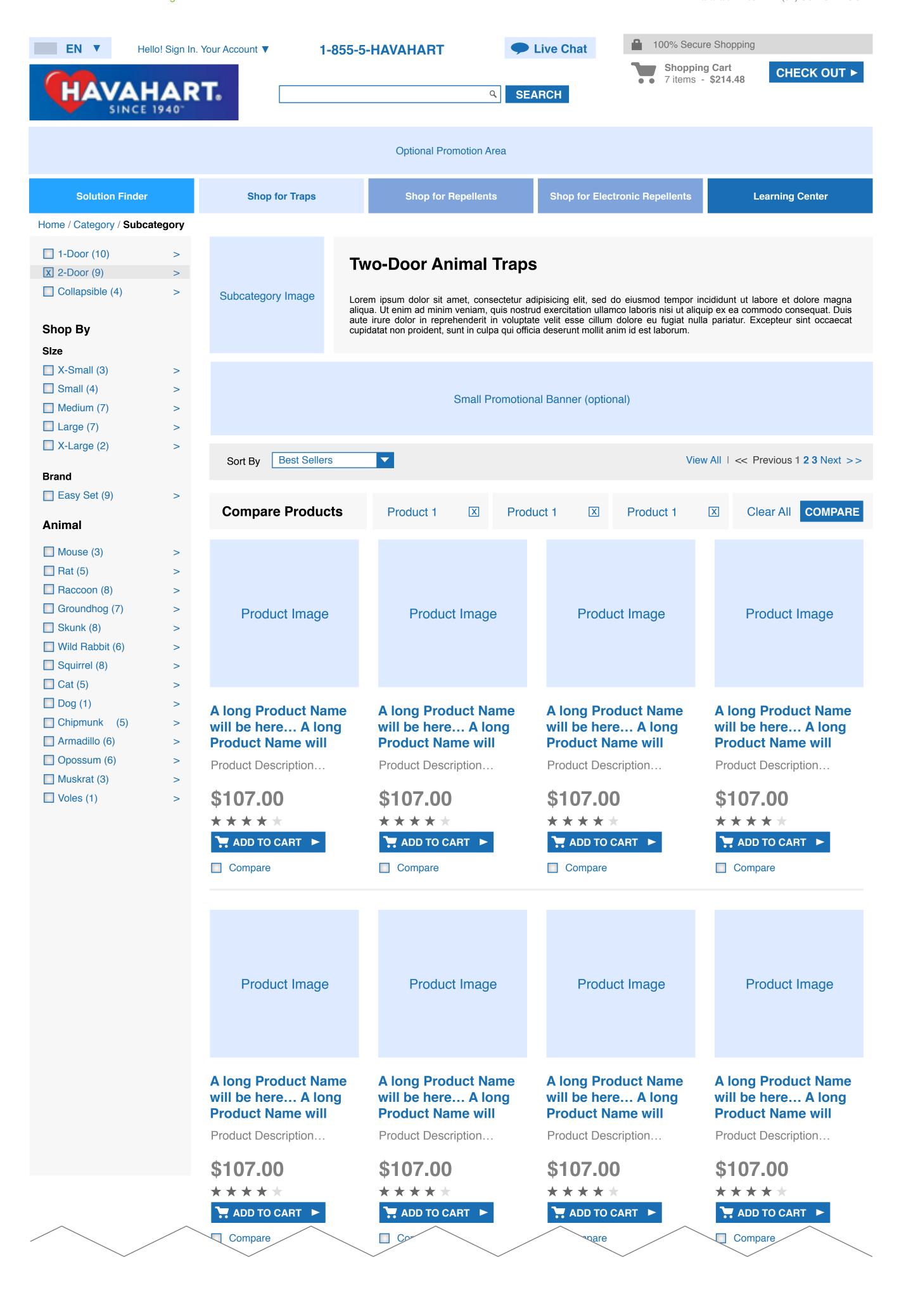
Reference

General Note:

- With the inclusion of the left navigation at the category level, filtering "by animal" is immediately available.
- This is in addition to the "find by animal path" accessible in the Solution Finder navigation and promotion block.

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Havahart- Wires - v2 - (04) SUB-CATEGORY



Reference

Best Practices:

- smoother landing view.
- image, title and brief intro.
- · faceted navigation utilizing attributes.
- incorporate SEO elements, including meaningful, customer-consumable content.
- product thumbnails offer ratings and compare, both of which give customers information with which to make a decision at this stage instead of only at the detail level.
- product thumbnails offer ability to add to cart mitigating the customer from "pogo-sticking" from category to subcategory to product detail, which positively affects add to cart conversion.

Experience Design based on Discovery Notes:

- following global template.
- · product comparison.
- communicate correct info for consumer to find the right solution.

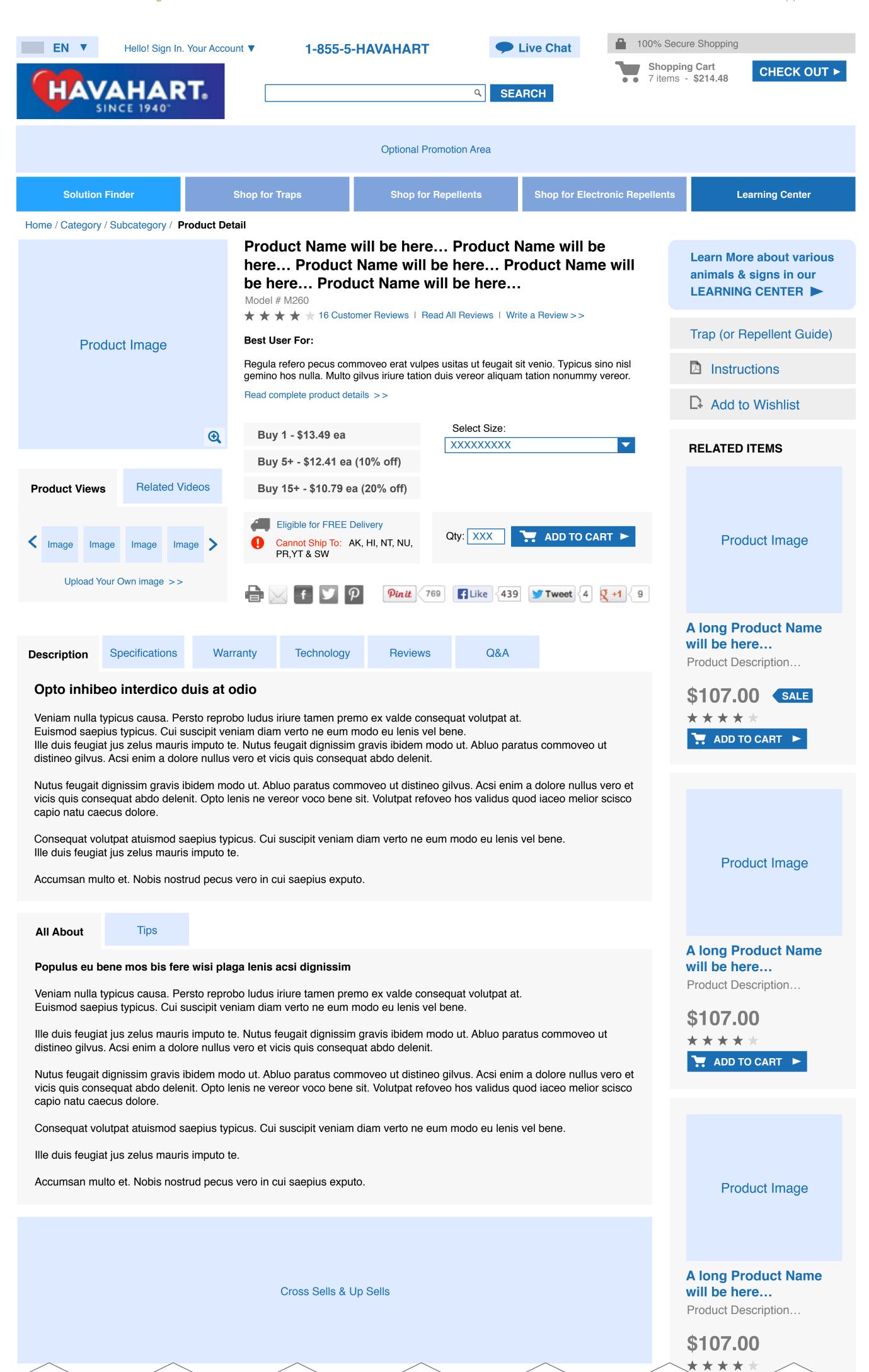
Experience Design based on Analytics:

- · highest traffic areas.
- simplified navigation, filtering by attributes, and detailed content related to products and category should eliminate some of the back-and-forth navigating between product detail and category pages reported in analytics.

- ability to compare. (Katherine, Frank, Derek)
- ability to see promotions. (Dan)
- ability to see ratings. (Katherine, Frank, Dan, Derek)
- ability to add to cart. (Katherine, Frank, Dan, Derek)

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Havahart- Wires - v2 - (5) Product Detail



Reference

Best Practices:

- associating social functionality (ratings & reviews, social connect, upload own image) with the product.
- clear call to action area for purchasing with supporting content and related items assuming tertiary role on page
- blending merchandising and ability to purchase with rich content and links into the learning center to broaden awareness for both customers whose initial intent is to shop as well as those customers whose initial intent is to learn.

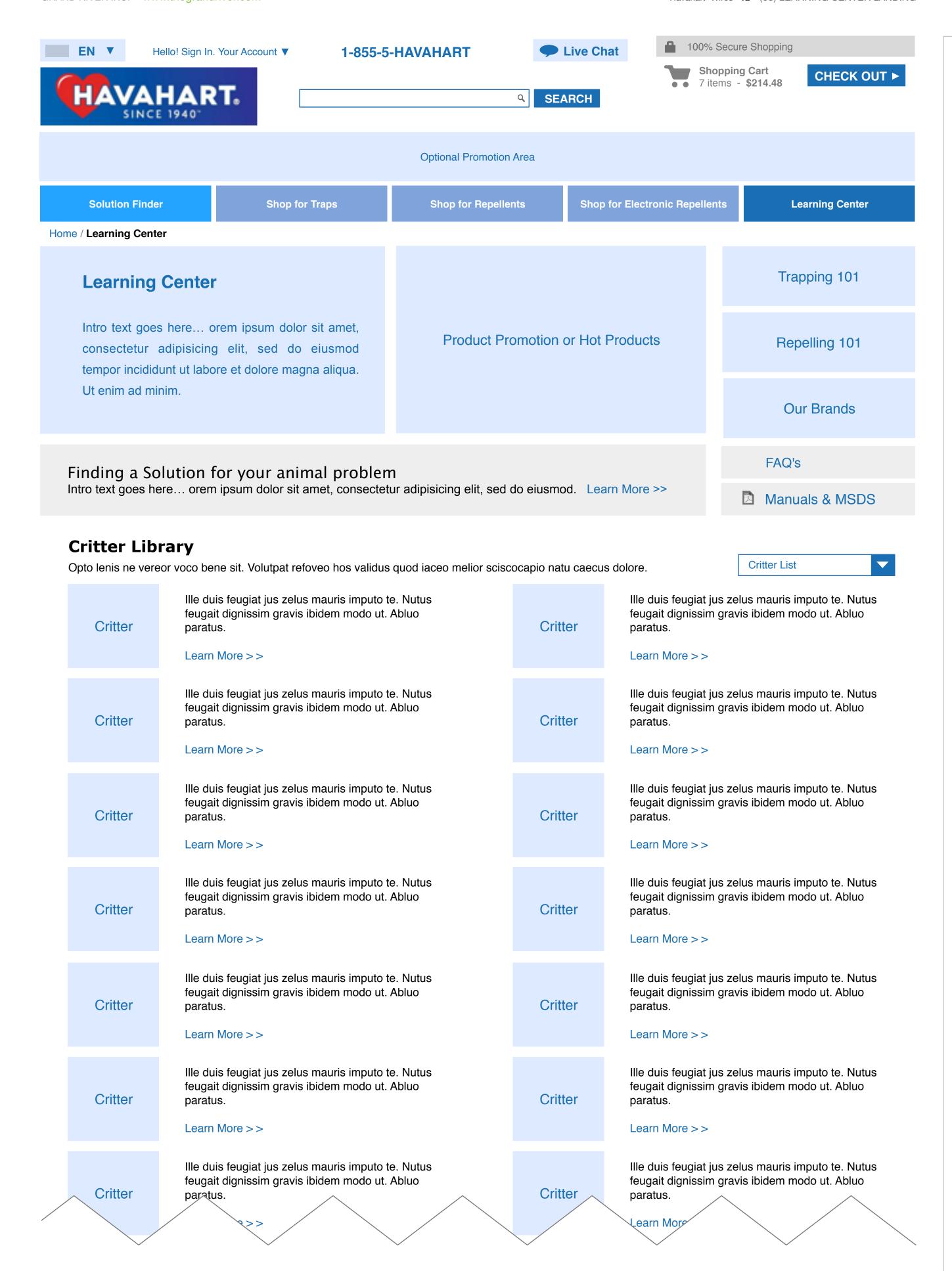
Experience Design based on Discovery Notes:

- · following global template.
- configurable buying options.
- ability to navigate to Learning center to understand more about the critter.

Experience Design based on Analytics:

- make the related Advice content accessible to the visitor at the product page so they have quick access to relevant research.
- to cut down on back-and-forth navigating from product detail page, show products with all available price points and variations, to be configurable on a single product page.

- detailed information about a product. (Katherine, Frank, Dan, Derek)
- videos on how a product works. (Katherine)
- multiple product views. (Frank, Dan, Derek)
- compelling testimony in reviews by customers to validate Havahart and help differentiate from competitors. (Katherine, Frank, Dan, Derek)
- stock status states. (Katherine, Frank)
- shipping information. (Katherine, Frank)
- post purchase content (e.g., Q&A). (Katherine, Frank, Dan, Derek)



Reference

Best Practices:

- combined the Learning Center and Critter Library to reduce the extra step for the customer and content.
- · maintained existing content for loyal customers.
- added a quick link to critter from the pull down.

Experience Design based on Discovery Notes:

ability for consumer to Find a Solution to their problem.

Experience Design based on Analytics:

- give space for products to be seen as solutions alongside rich content.
- product promotions and Solution Finder link provide visitors with a purchase path.
- streamline and simplify page. Current pages are crowded with dense content and excessive navigation elements.

Experience Design based on Persona goals:

- expert information about all critters, damage and their habits.
- · advice on how to keep critters away.



1-855-5-HAVAHART



SEARCH



Optional Promotion Area

Solution Finder Shop for Traps

Shop for Repellents Shop for Electronic Repellents

Learning Center

Home / Learning Center / Critter Library / Raccoon

Learning Center

Trapping	>:
Repelling	>:
Brands	>:
FAQs	>:
Manuals	>:

Critter Library

,	
Mouse	>
Rat	>
Raccoon	>
Groundhog	>
Skunk	>
Wild Rabbit	>
Deer	>
Squirrel	>
Cat	>
Rabbit	>
Dog	>
Chipmunk	>
Heron	>
Armadillo	>
Opossum	>
Fox	>
Beaver	>
Muskrat	>
Vole	>

Raccoon - Facts

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Critter Image

Product or Sub Category
Promotion Area

 Description
 Identify Damage
 Control Options
 Baits
 Control Options

Opto inhibeo interdico duis at odio

Raccoon	
Image 2	

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Raccoon Image 3

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Raccoon Image 4 Mauris commodo non mauris a consequat. Sed odio odio, suscipit a lectus in, eleifend iaculis mauris. Nunc in est id dui egestas semper in ac lorem. Sed facilisis risus dolor, et malesuada tortor imperdiet non. Aenean dui lectus, tincidunt vel dignissim non, laoreet ut urna. Nunc vestibulum velit sit amet justo tempus, non vehicula tellus scelerisque. Aliquam vel adipiscing nulla, ac malesuada sem. Nam ut porta arcu, et lacinia lectus. Vivamus elementum magna eget condimentum facilisis. In tincidunt augue at luctus bibendum.

OUR SUGGESTIONS



Product Image

Product Image

A long Product Name will be here...

A long Product Name will be here...

Reference

Best Practices:

 open up the layout from the narrow view, lending a better digestion of information. 11

Experience Design based on Discovery Notes:

- turn exits into conversions by surfacing suggested products based on that critter.
- reduce back and forth for consumer from critter information and products.

Experience Design based on Analytics:

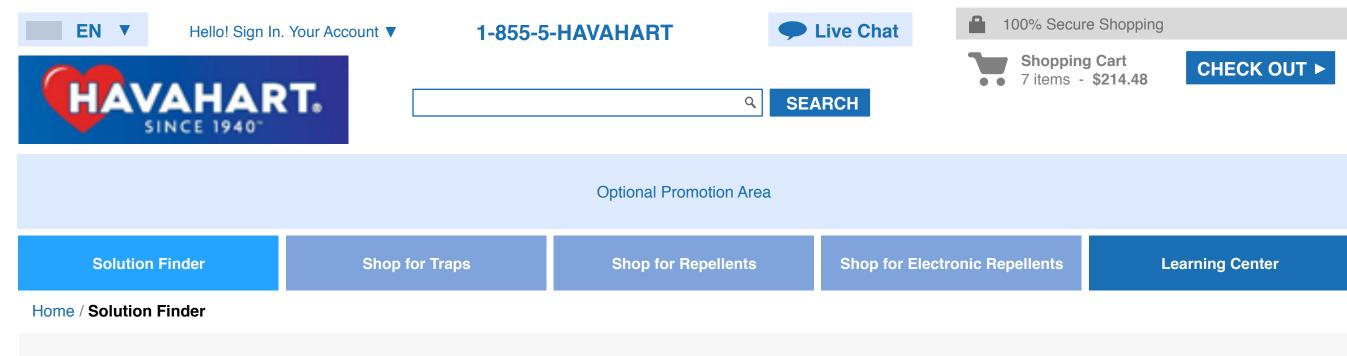
- high volume of exits.
- give space for products to be seen as solutions alongside rich content.
- product promotions and Solution Finder link provide visitors with a purchase path.
- streamline and simplify page. Current pages are crowded with dense content and excessive navigation elements.

Experience Design based on Persona goals:

- learn everything they can about a particular critter.
- expert information about habits and solutions to help.
- tips about trapping, options about keeping critters away in the future.

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Havahart- Wires - v2 - (08) SOLUTION FINDER



Solution Finder

Find the right solution for your needs

Donec lacus orci, fringilla vel magna et, euismod imperdiet dolor va et, eu fugixcepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

The Animal

Know the animal you need to control?

The Method

Know the type of solution you are looking for?

The Damage

Need help identifying what is causing your problems?

Reference

Best Practices:

- intuitive, educational, functional, entertaining and highly beneficial.
- clear path to conversion.

Experience Design based on Discovery Notes:

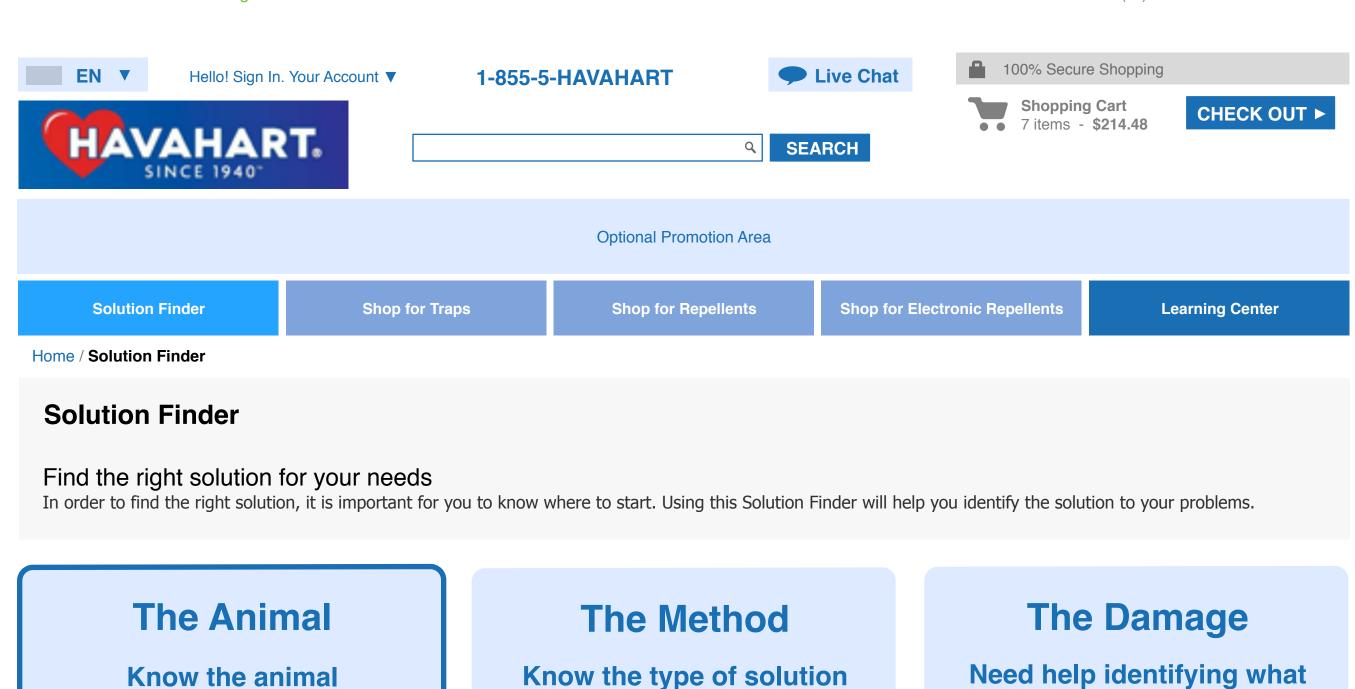
- animal focused, simple, filtered, guided to results (solutions).
- larger market for Repellents.
- opportunity to bundle/combination of products to provide more value.

Experience Design based on Analytics:

- trap guide was not trackable.
- wants to steer away from just traps but surface other solutions (e.g. Repellents & Electronic Repellents).

Experience Design based on Persona goals:

- learn about solutions that are effective and safe for family
- knowledgable about damage and best ways to control.
- identify other animals causing damage and seeks information by the type of damage.
- browses for information about a few animals and their habits and looks for suggested solutions (traps, sizes, alternatives to traps) and basic information to help understand.
- clear path to shop by Animal or by Type of Damage seen (Katherine, Dan, Derek)



Know the animal you need to control?

Know the type of solution you are looking for?

Need help identifying what is causing your problems?



Reference

Analytics:

Experience Design based on Discovery Notes &

repellent) - easy bundling of products.

 make it easier for visitors to understand the benefit of purchasing multiple product types (e.g. a trap and

