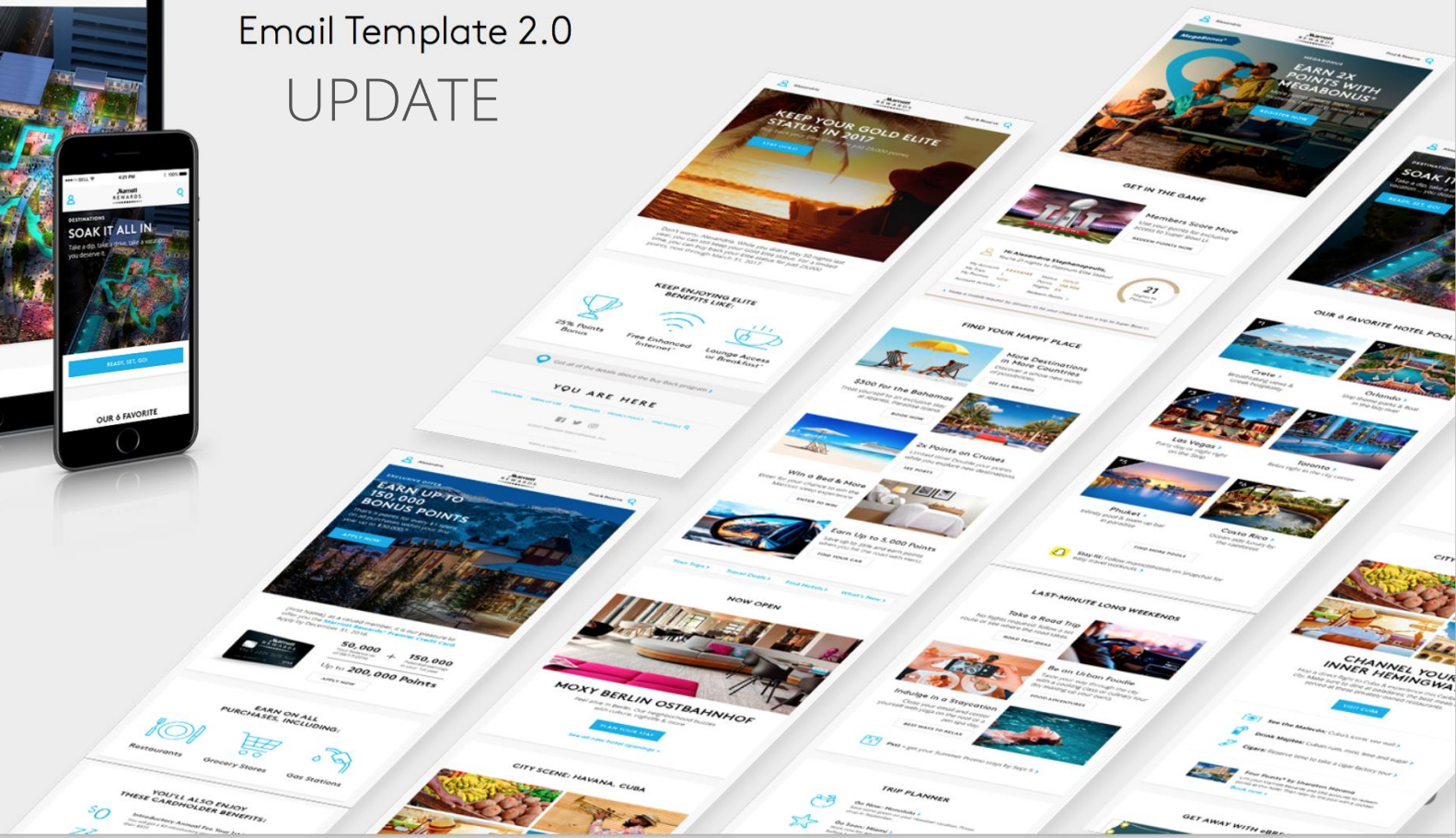


Marriott Rewards Email Template 2.0 UPDATE



yes

Agenda

1. Update on template
2. Findings from testing & coding



Template Update



MR Template 2.0 Update

- It's *almost* completely coded
- Compete & handoff on Friday April 7
- Full QA cycle 3 times:
 - 39 code corrections and improvements
- Currently submitted to “peer review” on Friday, 3/31



Code Test Findings



Hosted fonts & font loading time testing

- YLM hosted fonts are working
 - Brown & Proxima Nova
- Load time is the same as with a Google font, which we are using in v.14
- Preliminary test done
- More testing & load time comparisons being conducted now. Coming soon...



Where it works:

- ✓ Apple mail
- ✓ iOS
- ✓ Outlook 2011 & 2016 for Mac

Defaults to Arial:

- ✗ Outlook 2003, Outlook 2007, Outlook 2010, Outlook 2013, Outlook 2013 DPI, Outlook 2016 for Windows, Outlook.com (all),
- ✗ Gmail (all)
- ✗ Office 365 (all)
- ✗ Yahoo (all)

Detailed font load testing

Full template 2.0 code and using Chrome's network tool simulating 3G, 4G & WiFi:

Web Fonts:	Arial-only:
Regular 3G - 5.98s	Regular 3G - 3.75s
Good 3G - 3.02s	Good 3G - 1.96s
Regular 4G - 1.27s	Regular 4G - 837ms
WiFi - 735ms	WiFi - 646ms

NOTES:

- 2.0 is relying on 4 different web fonts
(Brown-Bold, Brown-Regular, Brown-Light, Proxima-Nova-Regular)
could probably be pared-down to improve load time performance.
- Images effect load times most - at 3G speeds, the 1 large placeholder image used in 2.0 takes ~2.25s to load.
- Large/HiRes images, image swaps and modules with clickable background images (which rely 2-3 transparent PNGs) each are the load-time factors

No Gmail clipping

- After 102k of code, Gmail clips message.
- Code is streamlined and as light as can be
- No code solution found
- There are several options for code weight streamlining, but no universal solution.

...

[Message clipped] [View entire message](#)

Recommendations:

- ✓ Strive to make all emails less than 102k
- ✓ This will require reducing content in eNews

Progressive disclosure in footer

- Hides unsightly legalese
- Works everywhere. The accordion functions as expected and displays content as it should
- In clients that don't support the accordion it displays legalese
- ONE exception = AOL mail, neither the fallback content displays, nor does the accordion function.

TERMS & CONDITIONS +

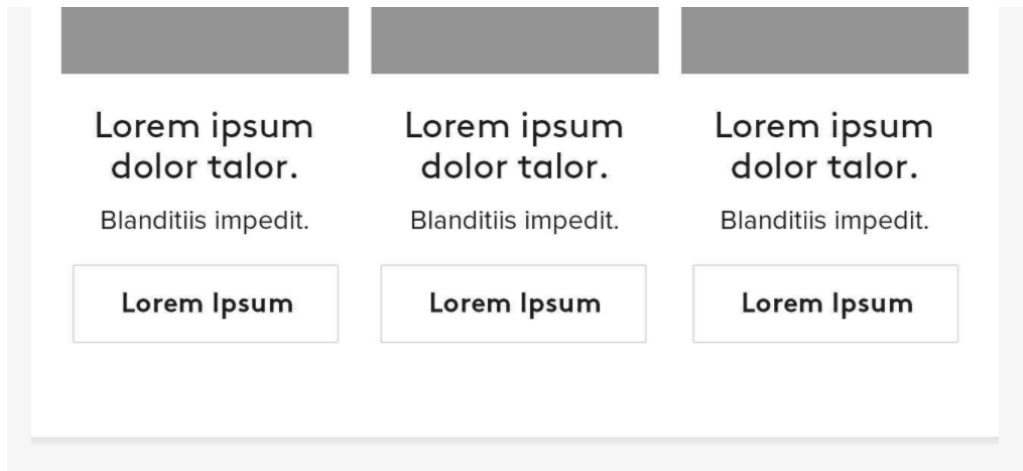
Recommendations:

How large is @aol.com audience?

✓ If small, do it

✗ If large don't use it

CSS Box Shadow treatment



- Crisp, depth of field look
- Still looks OK when no shadow is shown

Where it works:

- ✓ Apple Mail 8, Apple Mail 9,
- ✓ Outlook 2011, Outlook 2016 (for Mac)
- ✓ Android 4.4, Android 5.1, Android Gmail 6
- ✓ iPad (all)
- ✓ iOS (all)
- ✓ AOL Mail (all)

Does not work:

- ✗ Outlook 2003, Outlook 2007, Outlook 2010, Outlook 2013, Outlook 2013 DPI, Outlook 2016 for Windows, Outlook.com
- ✗ Gmail (all)
- ✗ Office 365 (all),
- ✗ Yahoo (all)

Button fully clickable

- Is the whole button clickable?
Not just the words?
- Yes. We have a full-clickable concept button that works reasonably well across clients.
- Reversed-out 2ndary buttons are coming in slightly less wide in Outlook 2007/2010/2013 vs. the filled in button

Primary

Lorem Ipsum

Secondary

Lorem Ipsum

Tertiary CTA >

Where it works:

- ✓ Everywhere
- ✗ A slight degradation in Outlook 2007-2013 for 2ndary buttons that include white background with border (still functional, just tough to control width).

Button mouse over effect

- Changes color with mouse over

Where it works:

- ✓ Apple Mail 8, Apple Mail 9,
- ✓ Outlook 2011, Outlook 2016 (for Mac)
- ✓ Android 4.4, Android 5.1, Android Gmail 6
- ✓ iPad (all)
- ✓ iOS (all)
- ✓ AOL Mail (all)

Does not work:

- ✗ Outlook 07/10/13/16,
- ✗ Gmail
- ✗ Outlook.com

Primary

Lorem Ipsum

Primary

Lorem Ipsum

Secondary

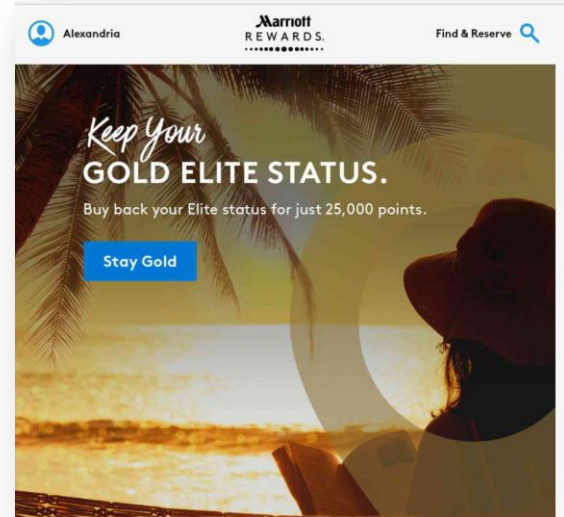
Lorem Ipsum

Secondary

Lorem Ipsum

Clickable background image with type & button

- Yes
- Background image itself is not clickable, but transparent.png over background image is clickable.
- Concerns about load times - clickable background images of the Feature modules relies on 1-3 transparent PNG each

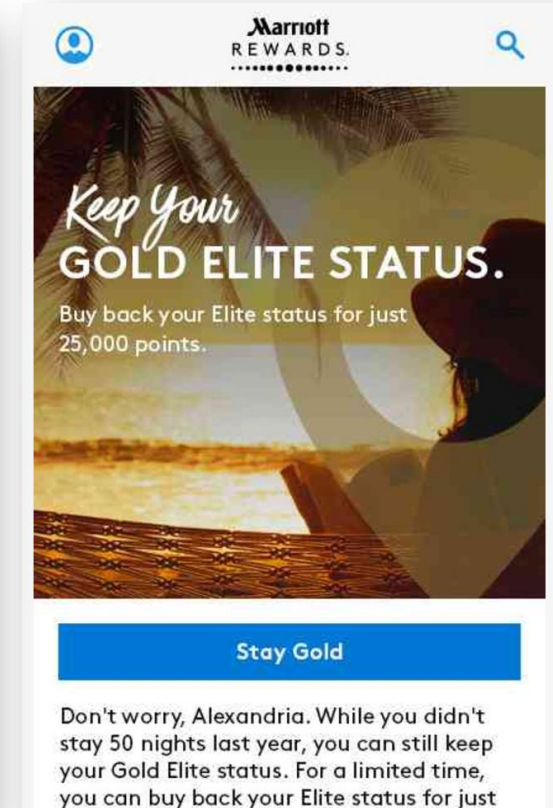
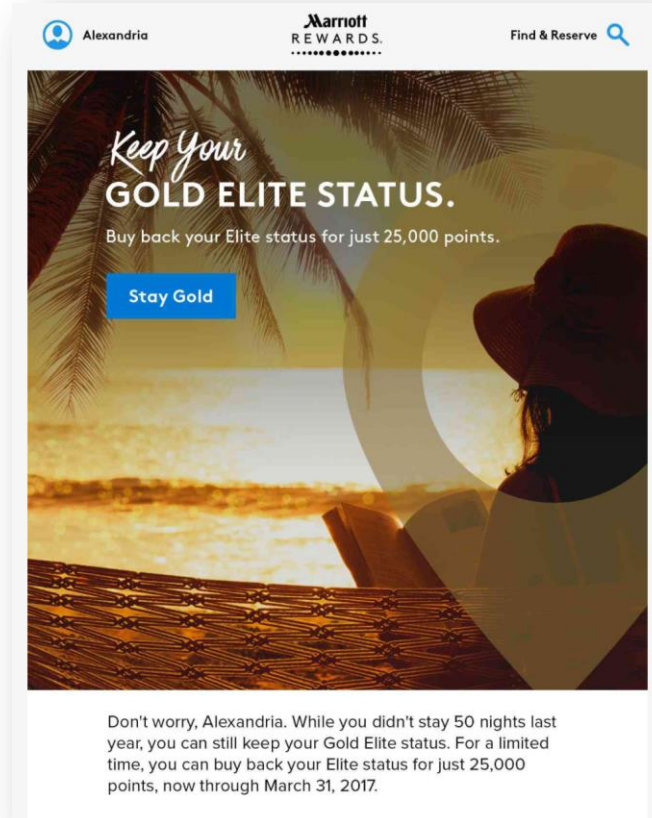


Where it works:

✓ All clients

Button on mobile drops below module

- YES
- Works on all clients



Fluid responsive – wall to wall

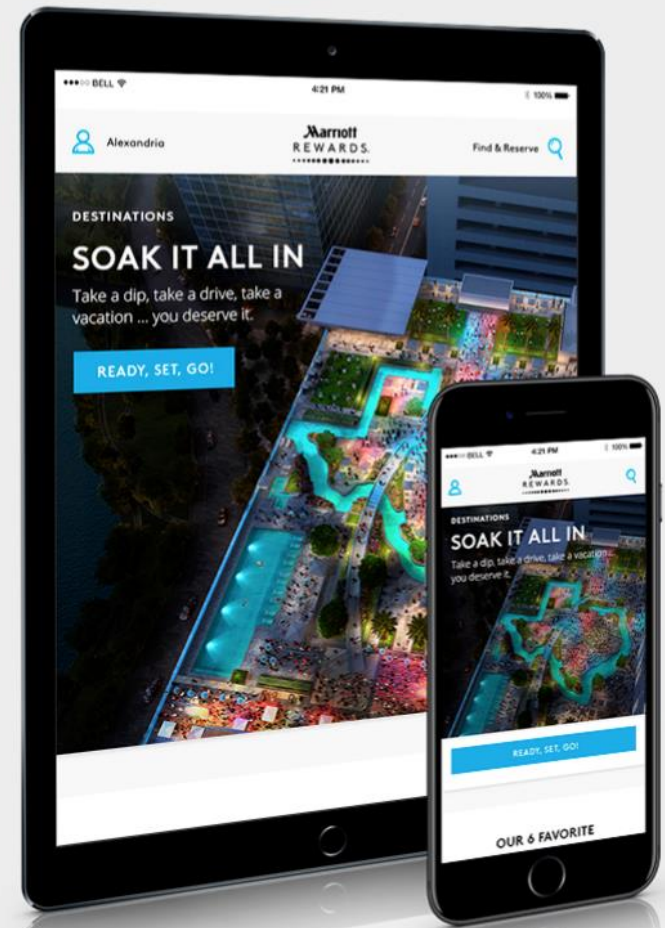
- Between 414 – 320 mobile view is fluid
- When not fluid, fixed at 320

Where it works:

- ✓ Apple Mail 8, Apple Mail 9,
- ✓ Android 4.4, Android 5.1, Android non-Gmail
- ✓ iPad (all)
- ✓ iOS (all)

Does not work:

- ✗ Gmail app
- ✗ Outlook app, other 3rd party mail apps



Next steps

1. Further font load testing
2. Distribution & implementation

Thank you