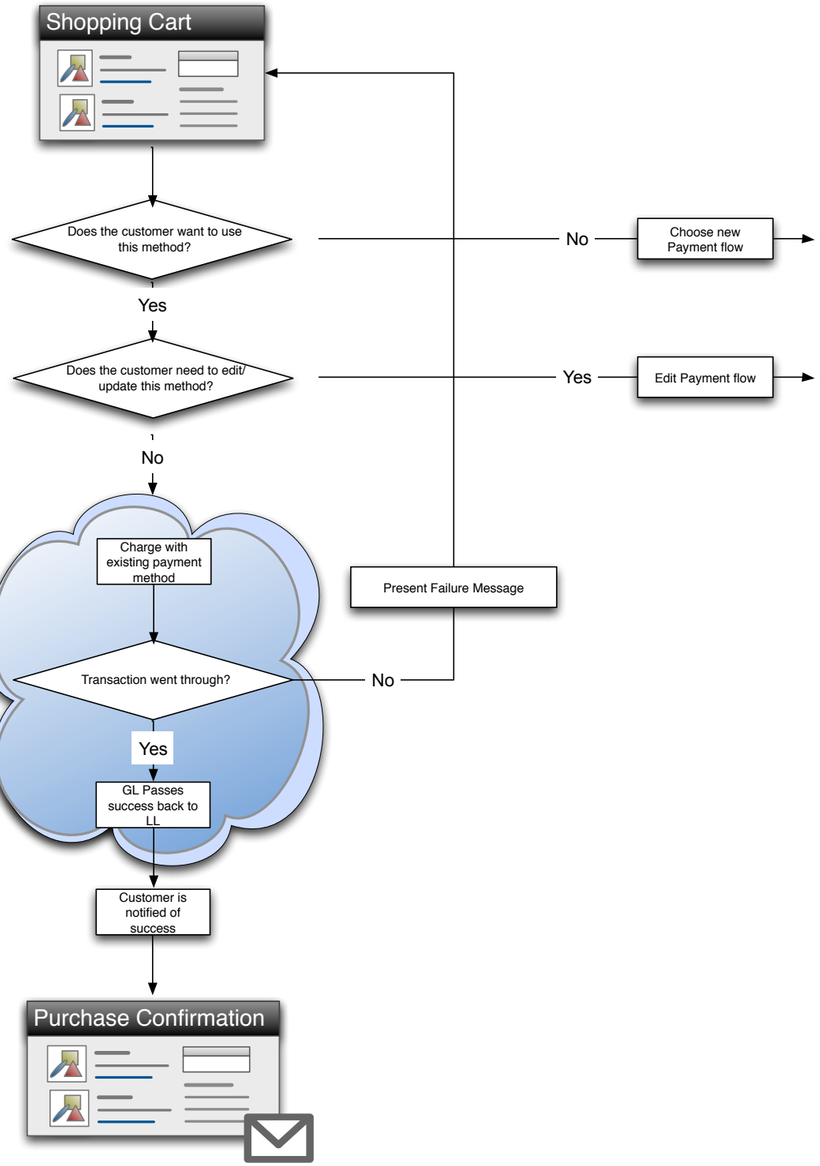
Land Store

When customer goes to the Land Store shopping cart the system looks up the state of the customer's account and displays messaging.

If the customer is domestic, system displays domestic account status.

Use Case: Customer has purchased land before.

Shopping cart displays previously used and authed method for confirmation



Gisland Cloud

Land Store

When customer goes to the Land Store shopping cart the system looks up the state of the customer's account and displays messaging.

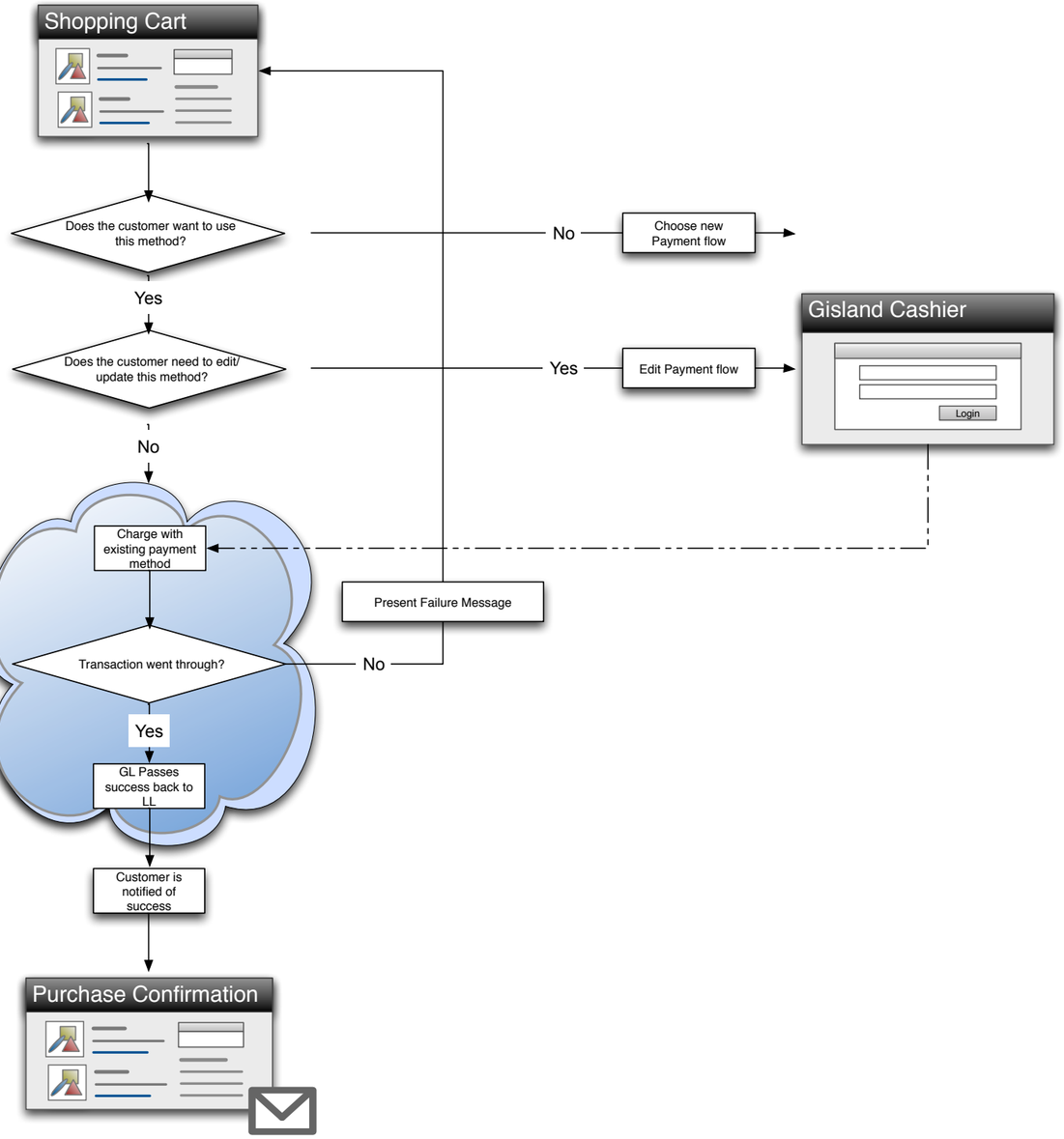
If the customer is domestic, system displays domestic account status.

Customer had purchased land before.

Shopping cart displays previously used and authed method and notifies customer that payment method needs updating.

System looks up to see if payment method is current

Gisland Cloud



Land Store

When customer goes to the Land Store shopping cart the system looks up the state of the customer's account and displays messaging.

If the customer is domestic, system displays domestic account status.

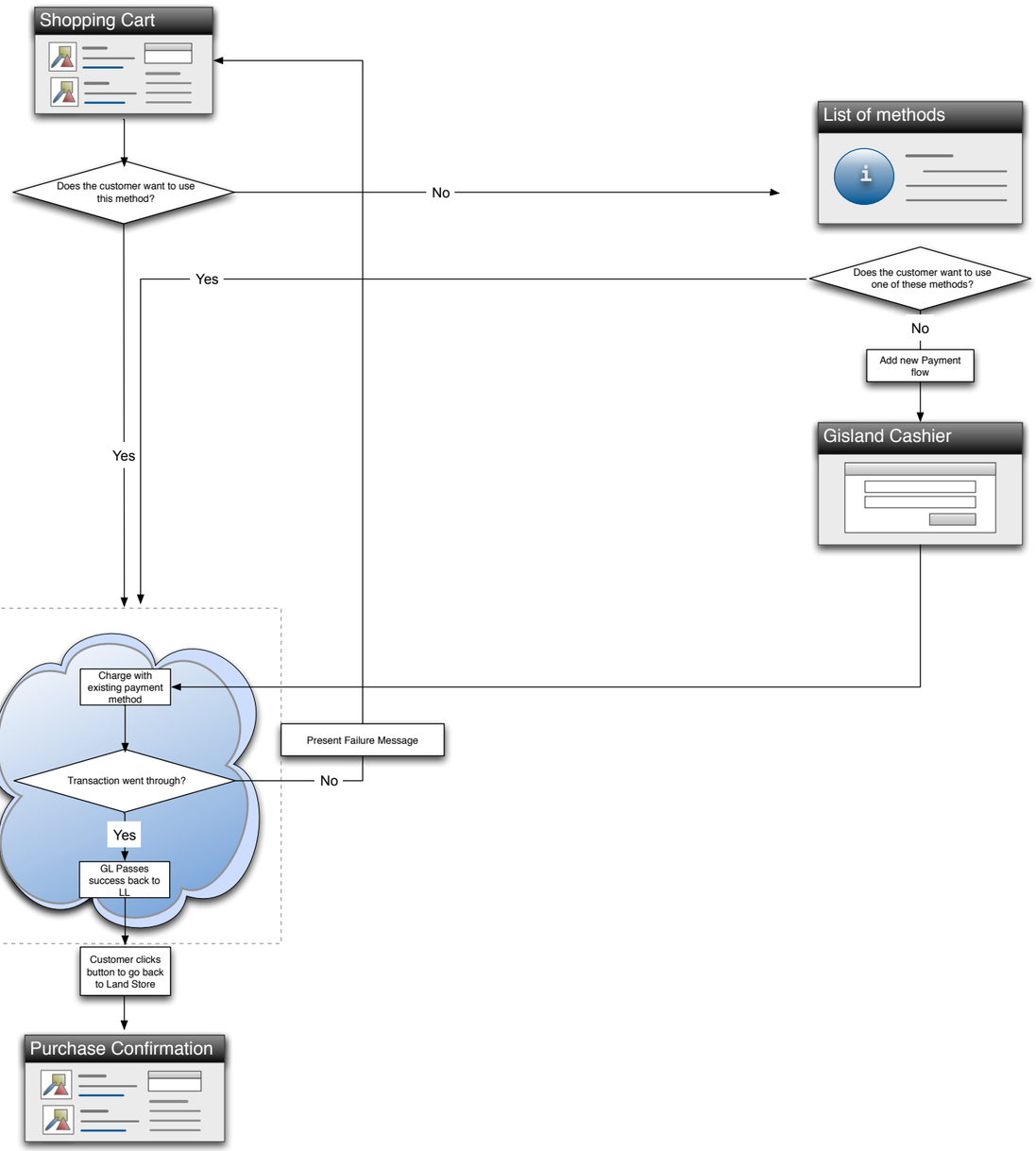
Use Case: Customer has reoccuring payment method on file (has purchased Premium or some other product using a credit card)

Customer has not purchased land before. But has a reoccurring payment method on file from another transaction.

Payment method needs to be authorized and billing agreement approved.

Shopping cart displays last previously used method for confirmation.

System does not display non-reoccring payment methods.



System looks up to see if there is another reoccurring method. If yes, then it displays that choice and the choice to add a new method.

If there is no other reoccurring method, system passes customer to Gisland.

At this point all Land Store purchases need a reoccurring billing method on file.

System displays Billing Agreement before passing to Gizland. (Gizland hits card at the end of the Cashier process)

Land Store

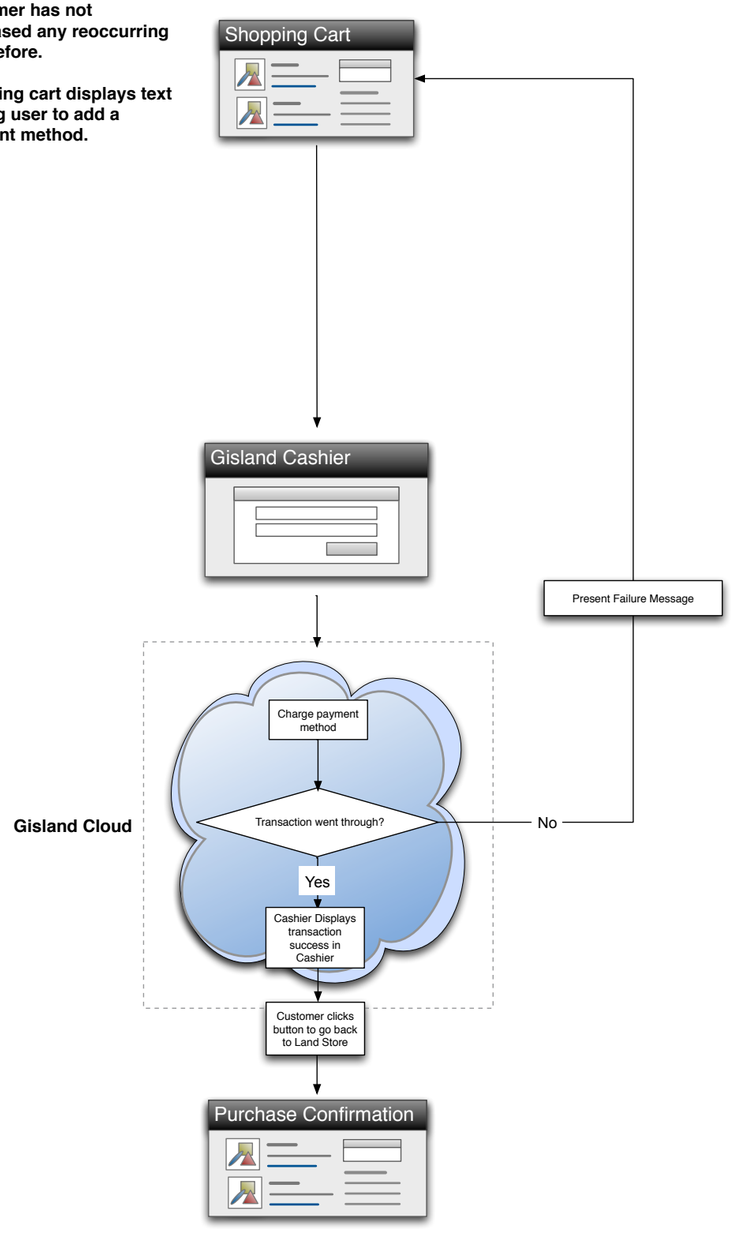
When customer goes to the Land Store shopping cart the system looks up the state of the customer's account and displays messaging.

If the customer is domestic, system displays domestic account status.

Use Case: Customer has no reoccuring payment method on file (one- time payment methods like Western Union do not show)

Customer has not purchased any reoccurring item before.

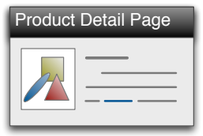
Shopping cart displays text inviting user to add a payment method.



Xstreet

Xstreet

Product Detail Page



Signed in customer sees purchase options based on profile.

If non- Uncensored, Customer has option of using US Dollars.

Product Detail Page

Light Box message display.

System displays last used payment method for confirmation.

If no Payment method, system invites customer to add payment method or use Lindens.

Does the customer have a payment method on file?

No

Yes

Is there more than one payment method on file?

Yes

No

Does the customer want to use one of these methods?

No

Yes

List of methods

System looks up to see if there is another payment method. If yes, then it displays those choices and the choice to add a new method.

If there is no other reoccurring method, system passes customer to Gisland.

Does the customer want to use this method?

No

Yes

Add new Payment flow

Add new Payment flow

Add new Payment flow

Gisland Cashier

Present Failure Message

Charge payment method

Transaction went through?

No

Yes

Gisland Cloud

Cashier Displays transaction success in Cashier

Customer clicks button to to back to Xstreet.

Purchase Confirmation

Lindex

Customer Places Lindex Order.

System Detects if Customer is International.

Right now the system asks user to sign in again to process a linden purchase. Would this system require relog, and when?

Does the customer have a payment method associate with The Lindex?

No

Does the customer have a payment method on file?

No

Yes

Yes

List of methods

System looks up to see if there is another payment method. If yes, then it displays those choices and the choice to add a new method.

If there is no other reoccurring method, system passes customer to Gisland.

Is there more than one payment method on file?

Yes

Does the customer want to use one of these methods?

No

Yes

No

Does the customer want to use this method?

No

Yes

Add new Payment flow

Gisland Cashier

Add new Payment flow

Yes

Charge payment method

Present Failure Message

Transaction went through?

No

Yes

Gisland Cloud

Cashier Displays transaction success in Cashier

Customer clicks button to go back to Lindex

Does this happen in the cashier?

Is tis a new payment method?

Yes

Does the customer want to use this method for future Lindex Purchases?

Yes

Customer can edit this in preferences

No

Customer will have to choose payment method next time.

Purchase Confirmation

Purchase Confirmation

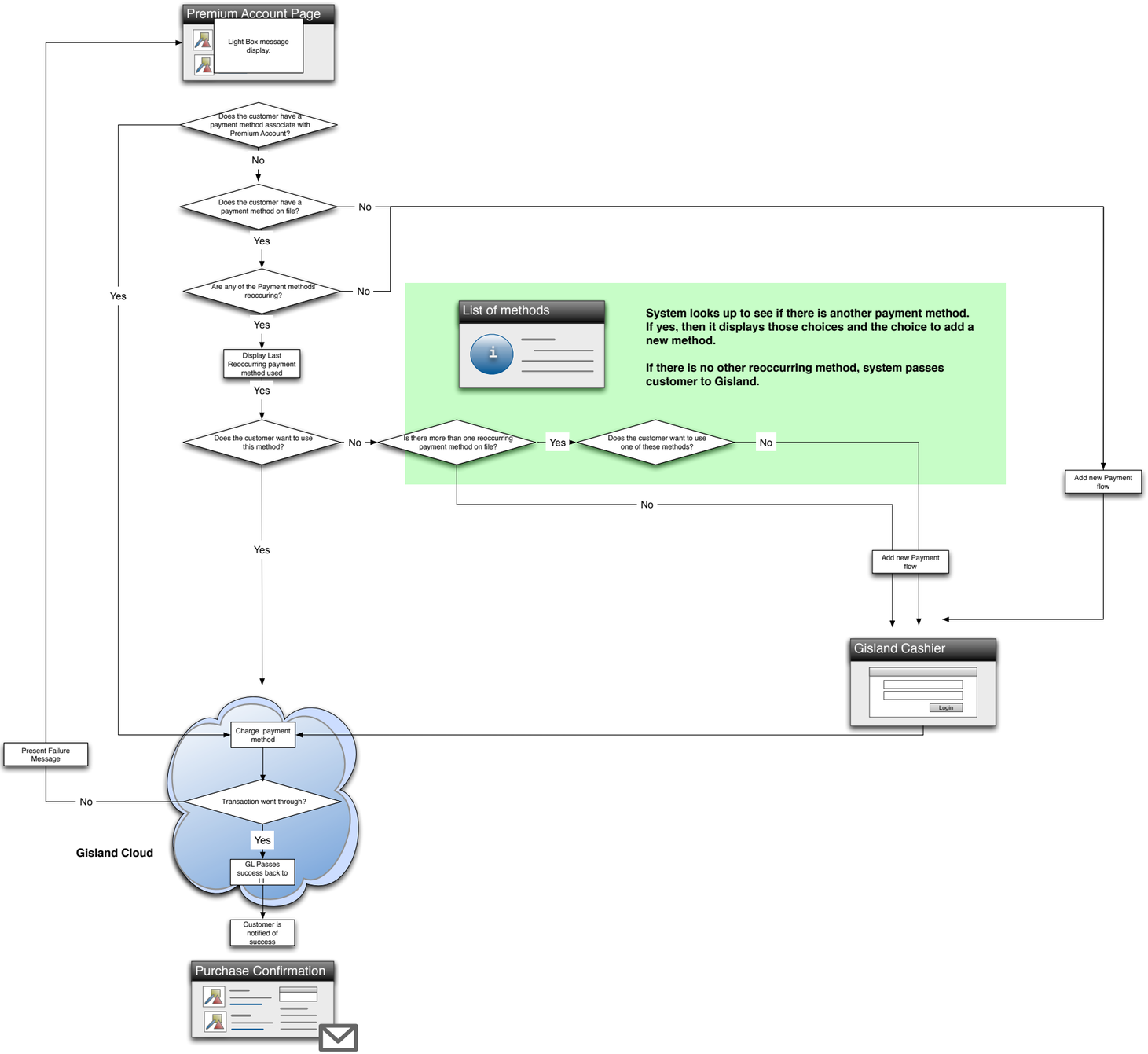
Light Box message display.

If this is a new payment method the Customer sees a message asking them if the system can use this method for future Lindex Purchases.

Land Store

When customer signs up for Premium, the system looks up the state of the customer's account and displays messaging.

If the customer is domestic, system displays domestic account status.



Customer uses "Buy Lindens" menu in the viewer.

Viewer

Current Experience

User Clicks "buy Lindens"

User inputs amount of Lindens they want to purchase

System displays confirmation message - Purchase details - Do you want to proceed with this purchase?

Does the customer have any payment method on file?

no

System Displays error message - Resident has not payment on file - there is a button that links to the Web site

Current Payment needed flows

Suggested Experience

User Clicks "buy Lindens"

Does the customer have any payment method on file?

yes

Payment on file flows

no

yes

Payment on file flows

System Displays Friendly message - A positive message about the ease of buying Linden Dollars. System displays a shiny button to the web site.

Payment needed flows

Page Loading or Transaction Timer

SI.com

User Signs into the Web site

Login

Is the IP Address International or Domestic?

Domestic

Global Connect and current experience

International

Confirm Purchase

User is directed to a page that confirms purchase amount. Part of Lindex.

Page Loading or Transaction Timer

Gisland Cashier

Login

Page Loading or Transaction Timer

Charge payment method

Transaction went through?

No

Yes

GL Passes success back to LL

Gisland Cloud

Payment Failed

Customer is notified of transaction failure and reason

Success

User is directed to a page that displays success message (similar to Lindex)

Customer is notified of success

Does the customer want to use this method for future Lindex Purchases?

Yes

Customer can edit this in preferences

No

Customer will have to choose payment method next time.

Customer uses "Buy Lindens" menu in the viewer.

Viewer

Current Experience

User Clicks "buy Lindens"

User inputs amount of Lindens they want to purchase

System displays confirmation message - Purchase details - Do you want to proceed with this purchase?

Does the customer have any payment method on file?

no

System Displays error message - Resident has not payment on file - there is a button that links to the Web site

Payment needed flows

Suggested Experience

User Clicks "buy Lindens"

Does the customer have any payment method on file?

Yes

no

System Displays Friendly message - A positive message about the ease of buying Linden Dollars. System displays a shiny button to the web site.

Payment needed flows

Payment on file flows

Does the customer have a payment method associate with The Lindex?

No

Does the customer have an automatic payment method on file?

Yes

Show one automatic payment method and ask user if they want to use it. If more than one aoutmatic payment method, suggest last used and a link to the account list.

No (Customer has one-time method on file)

Show one one time only payment method and ask user if they want to use it. If more than one one time payment method is on file, suggest last used and a link to the account list.

I am adding a bias toward automatic over one time.

Yes

List of methods

System looks up to see if there is another payment method. If yes, then it displays those choices and the choice to add a new method.

If there is no other reoccurring method, system passes customer to Gisland.

Does the customer want to use the suggested method?

No

Is there more than one payment method on file?

Yes

Does the customer want to use one of these methods?

No

Yes

Yes

Is this method reoccruing?

No

No

Does the customer need to edit/ update this method?

Yes

Confirm non reoccurring payment at Cashier

Gisland Cashier

Login

Yes

Edit Payment flow

No

Gisland Cloud

Charge payment method

Transaction went through?

No

Customer is notified of transaction failure and reason

Payment Failed

Yes

GL Passes success back to LL

Customer is notified of success

Success

User is directed to a page that displays success message (similar to Lindex)

Yes

Does the customer want to use this method for future Lindex Purchases?

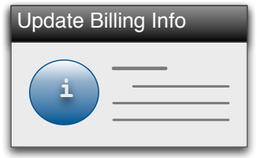
Yes

Customer can edit this in preferences

No

Customer will have to choose payment method next time.

Update Billing Information



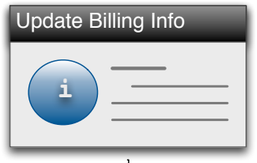
Customer Signs into Secondlife.com and navigates via the left Navigation to the "Update Billing Information" page.

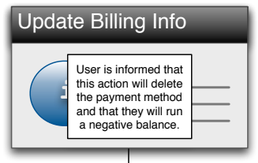
User can delete payment methods.

User cannot associate a payment method without making a purchase.

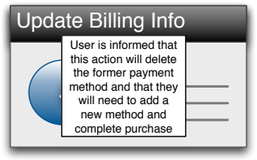
User can view billing agreement.

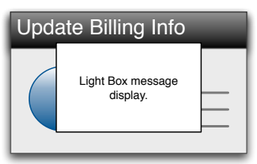
Delete Payment Method





Add new Payment method and make purchase





Add new Payment method after failure. User has a negative balance and needs to process charge as part of transaction.

Flow depends on product

How does this work for Xstreet or Lindens? Do we message that they need to go to those services to add a payment?

Customer account begins to show a Minus Sum

Gisland Cloud