



Sample Information Architecture Wireframes Document: Online Bill Payment Process

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Example Overview

In this effort, wireframes were created for an online bill payment process. This sample shows the contents of the wireframes document that was delivered to the client, which included the navigation/page flow for the various processes involved, a screen for each step in the process, content for system-generated e-mails, and error messages. A small set of the screens that were developed are shown here, along with the associated system-generated e-mail and error messages.

This content is subject to NDA and may not be distributed.



Wireframes Document

February, 2009



Prepared for:

Client Name

Client Title

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WIREFRAMES: BILL PAYMENT

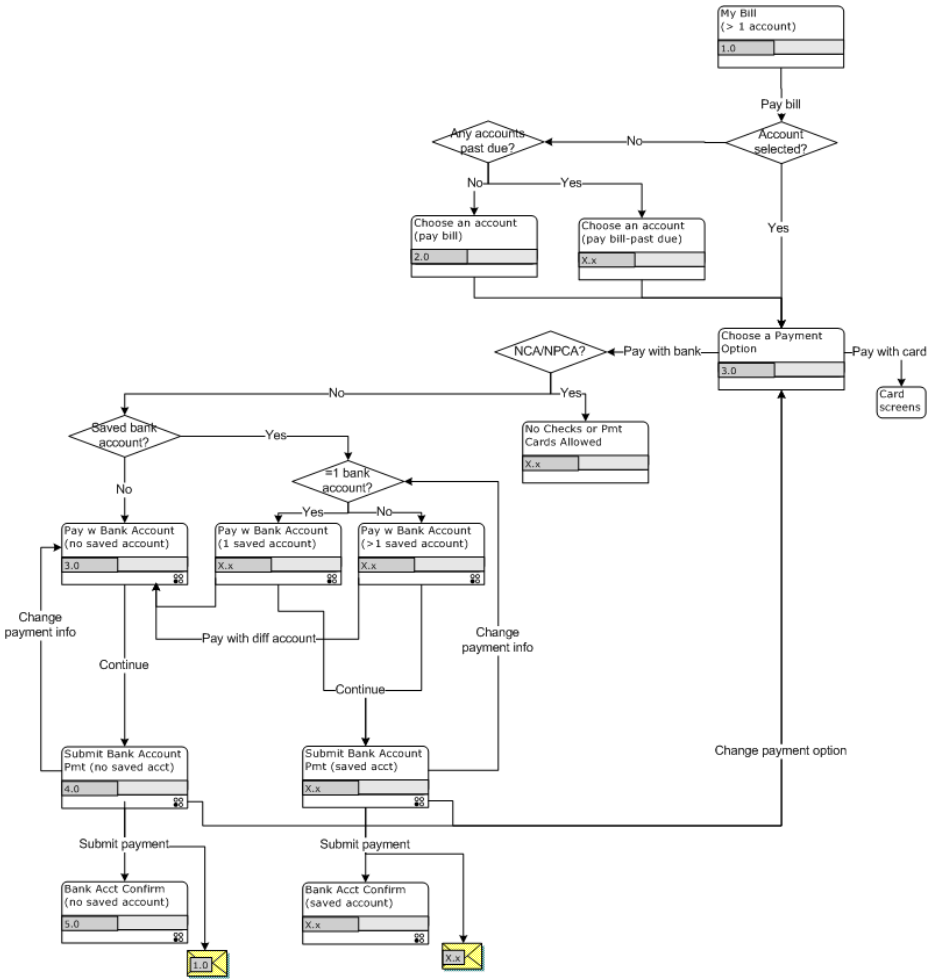
Document History

<Document history appears here – each change is tracked to provide a record as the document is iterated based on feedback from the team..>

Version	Date	Changes
		•

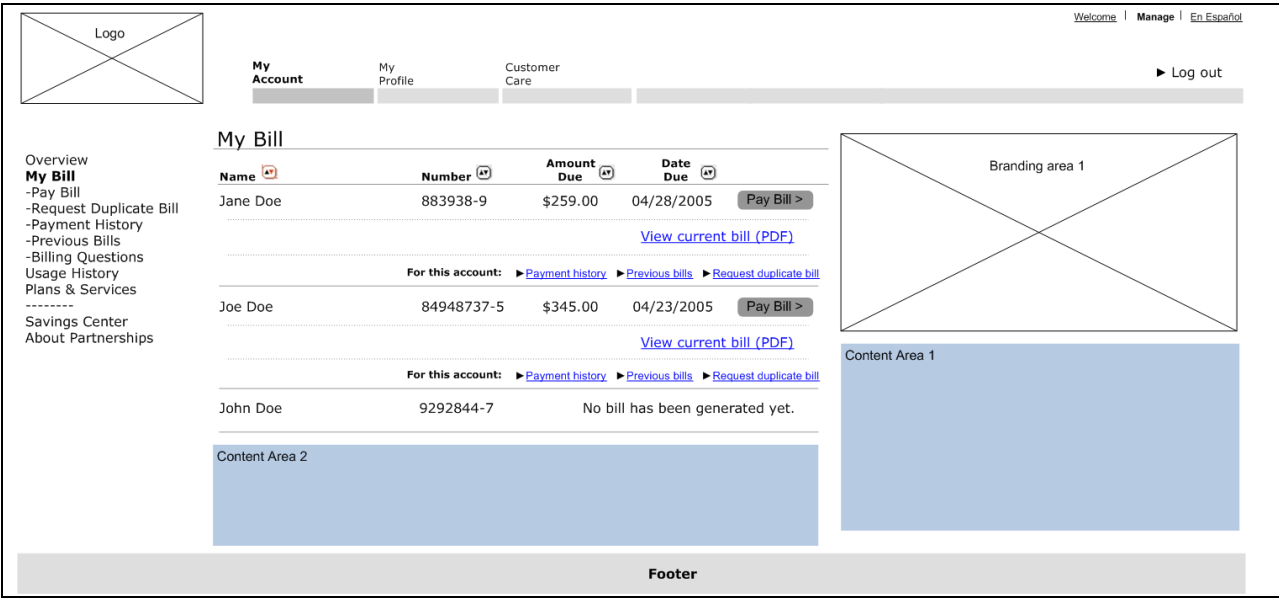
Navigation/Page Flow

<Insert page flow here -- page flow includes process steps, decision points and system-generated e-mails. Screen numbers correspond with the numbers in the screens section and the e-mail section of the document. The example shown here illustrates a subset of the full set of screens involved in the payment process>



Screens

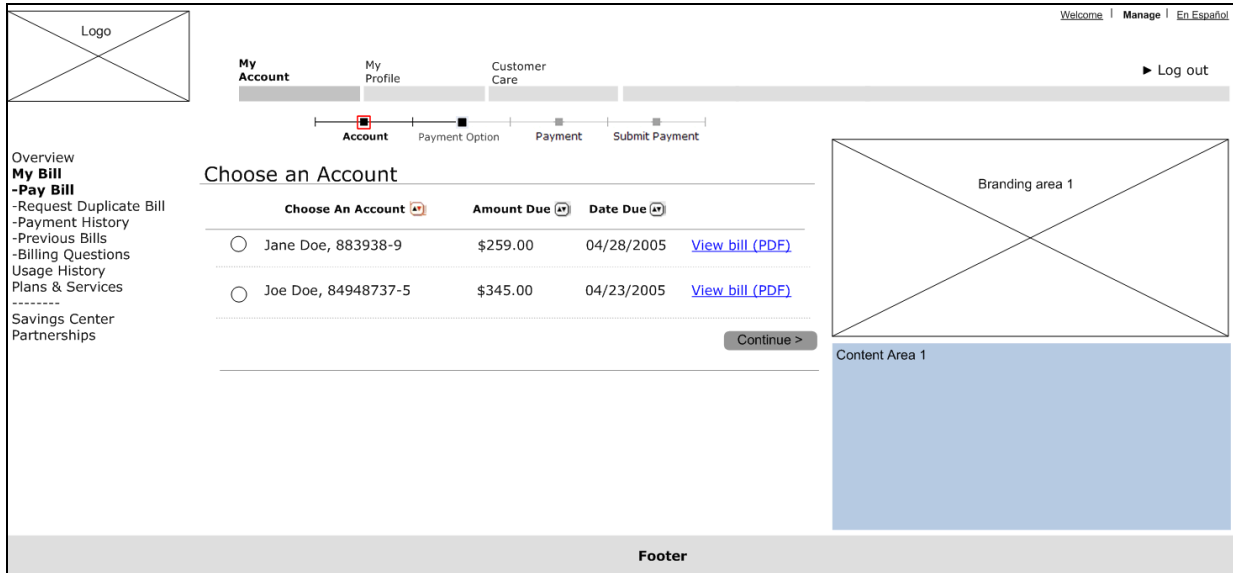
Screen 1.0: My Bill (Multiple Accounts)



Dev Notes

<Insert dev notes for screen 1.0 here – notes describe what happens when each link or button is pressed. Error messages are referenced where appropriate. Content that appears in content area is specified.>

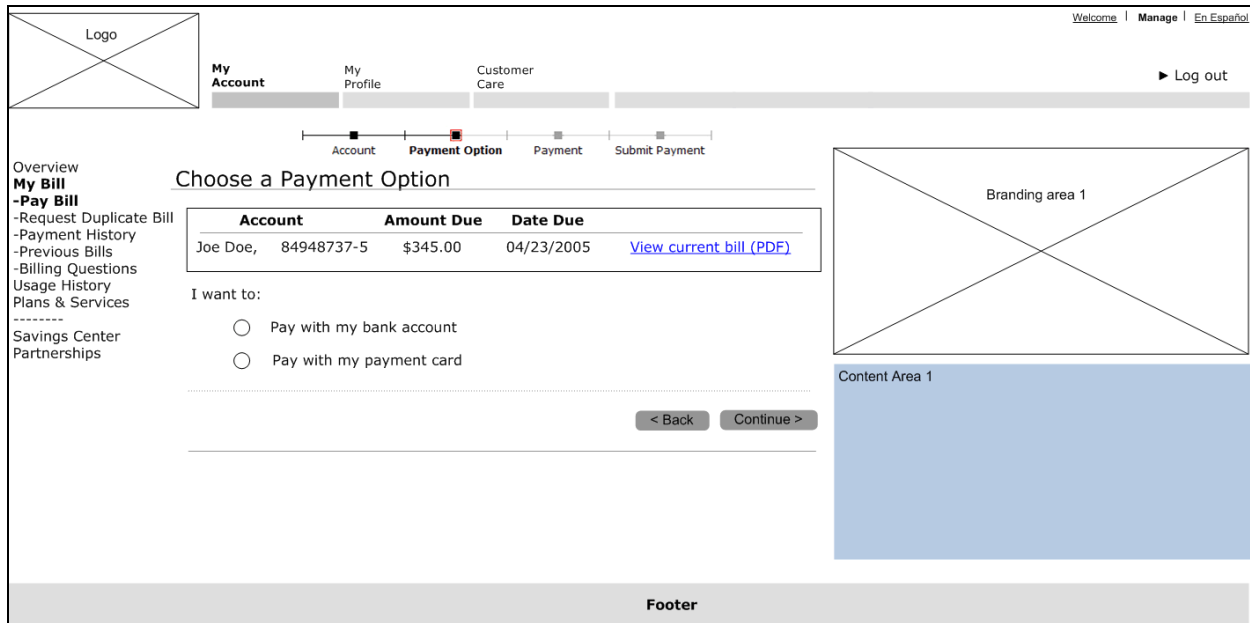
Screen 2.0: Choose an Account



Dev Notes

<Insert dev notes for screen 2.0 here – notes describe what happens when each link or button is pressed. Error messages are referenced where appropriate. Content that appears in content area is specified. When necessary, notes help to clarify potential confusion points – for example, notes would state that this screen appears if the user clicks the 'Pay Bill' option in left navigation; the screen is not part of the flow from the My Bill screen.>

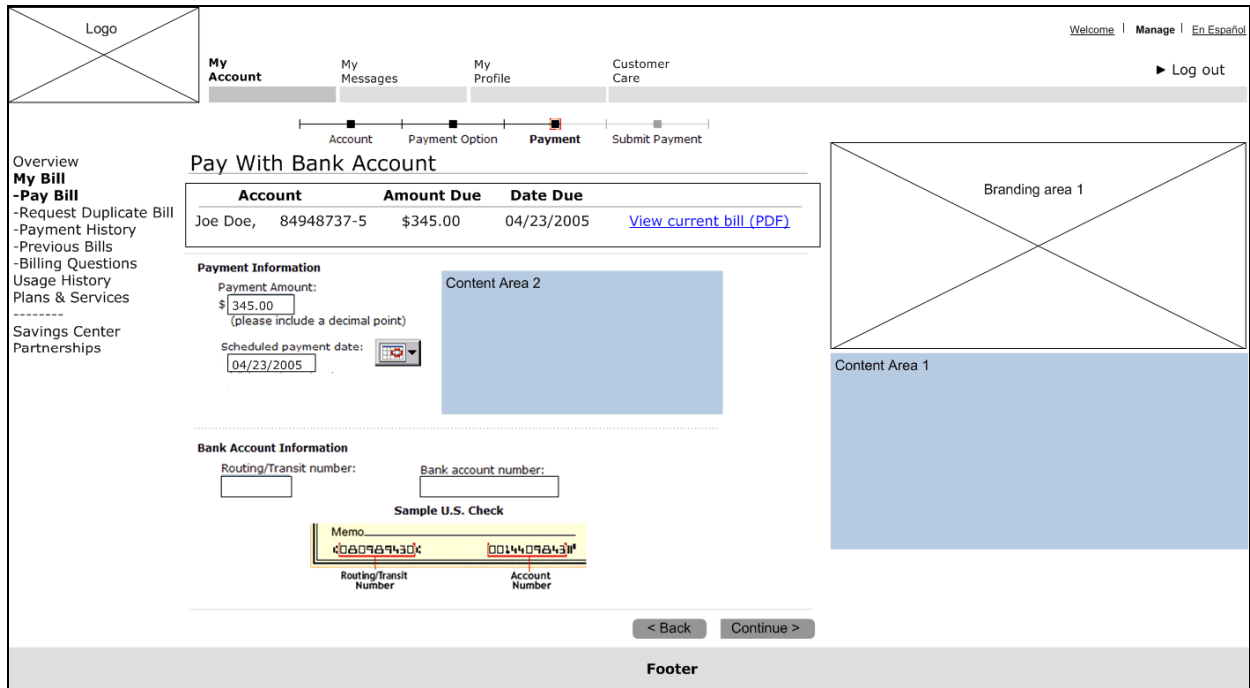
Screen 3.0: Choose a Payment Option



Dev Notes

<Insert dev notes for screen 3.0 here – notes describe what happens when each link or button is pressed. Error messages are referenced where appropriate. Content that appears in content area is specified. >

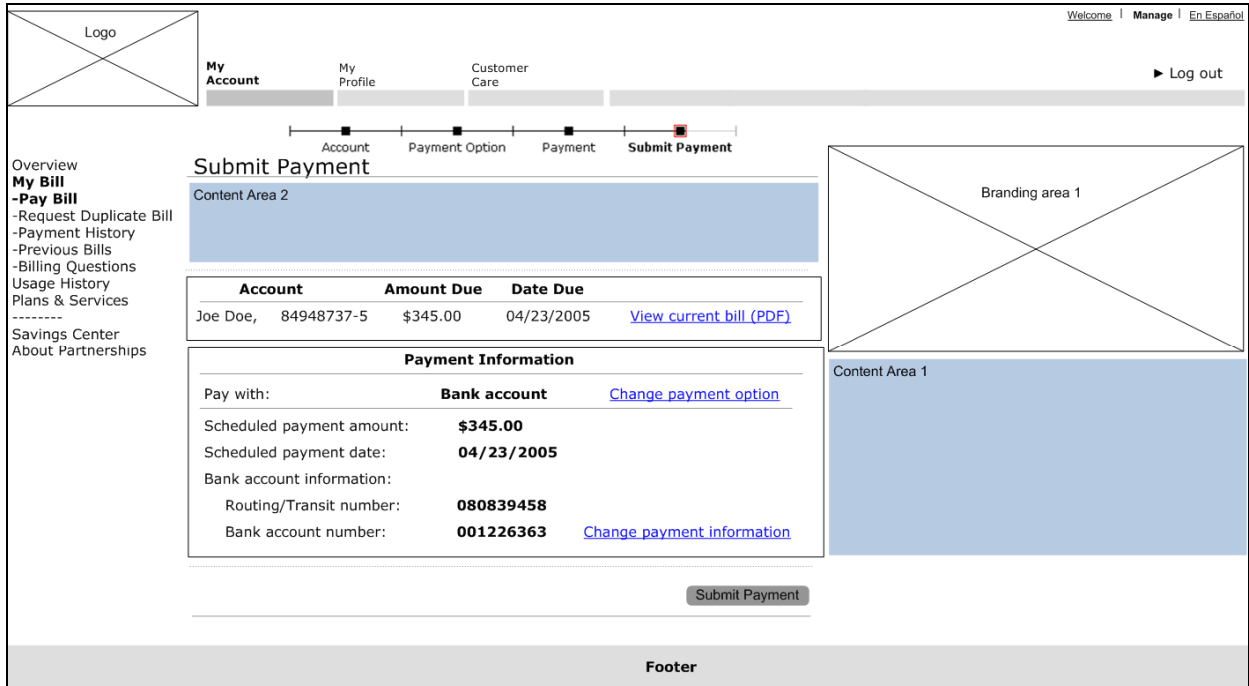
Screen 4.0: Pay with Bank Account (no saved bank accounts)



Dev Notes

<Insert dev notes for screen 4.0 here – notes describe what happens when each link or button is pressed. Error messages are referenced where appropriate. Content that appears in content area is specified. >

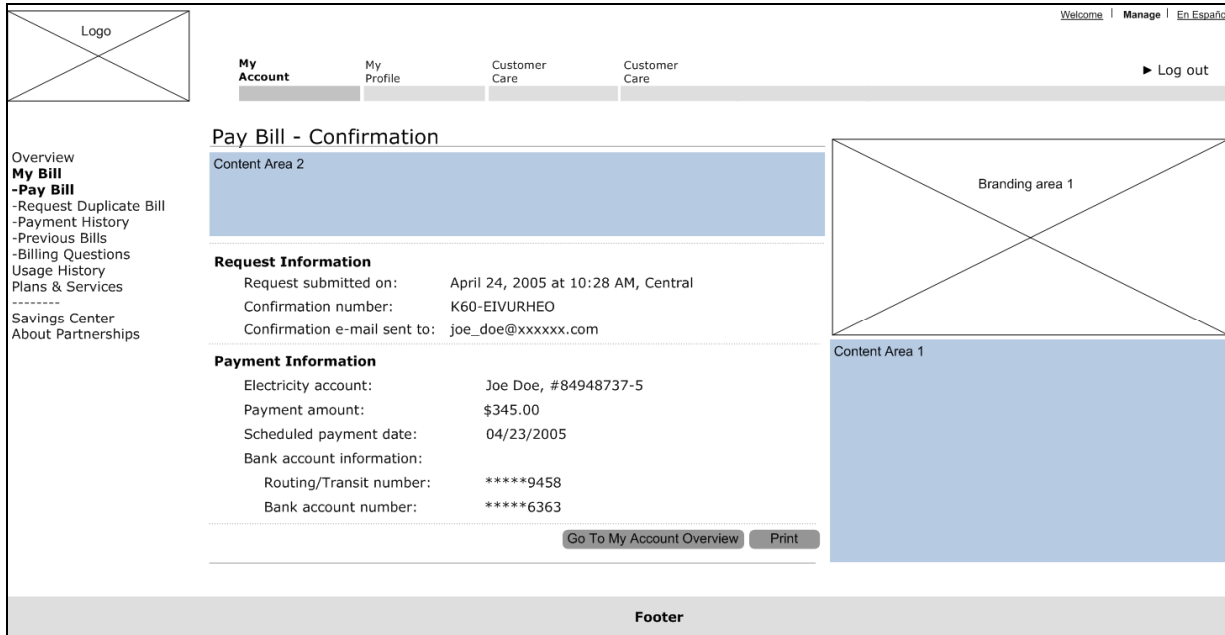
Screen 5.0: Submit Bank Account Payment (no saved bank accounts)



Dev Notes

<Insert dev notes for screen 5.0 here – notes describe what happens when each link or button is pressed (including the sending of e-mails as is the case for this screen). Error messages are referenced where appropriate. Content that appears in content area is specified.>

Screen 6.0: Bank Account Payment Confirmation (no saved bank accounts)



Dev Notes

<Insert dev notes for screen 6.0 here – notes describe what happens when each link or button is pressed. Error messages are referenced where appropriate. Content that appears in content area is specified. >

E-mails Sent by System

E-mail 1.0: Bank Account Payment Confirmation (no saved bank accounts)

From: <Company name>

Subject: <Company name> Bill Pay Confirmation

Thank you for your payment.

[See the status of your payment](#) by logging into your account and viewing your payment history.

Transaction Information:

Account:	Joe Doe, # 84948737-5
Payment amount:	\$345.00
Scheduled payment date:	04/24/2005
Payment method:	Bank Account, #****6363
Confirmation number:	K60-EIVURHEO

Thank you for choosing <company name>.

Dev Notes

- 'See the status of your payment' link goes to <insert screen information here>

Error Messages for Screens

<Insert error messages here by screen number>

Screen 1.0: My Bill (multiple accounts)

No error messages

Screen 2.0: Choose an Account

1. User clicked Continue without choosing an account

To continue processing your request, we need to know which account to use. Please select an account.

Screen 3.0: Choose a Payment Option

1. User clicked Continue without choosing a payment option

To continue processing your request, we need to know which payment option to use. Please choose a payment option.

Screen 4.0: Pay with Bank Account (no saved accounts)

1. User clicked Continue when payment amount was blank, equal to 0, contained non-numeric characters, or did not include a decimal point.

To continue processing your request, your payment amount must include a decimal point and must be over \$1.00. Please type in a payment amount that is in the following format: #.##. You don't need to include a dollar sign.

2. If today's date is before the due date and the payment date is after the due date, present warning message:

You have chosen a date that is after the payment due date. Since your payment will not be received by the due date, you may be charged a late fee. To avoid a possible late fee, select a payment date before the due date and click Continue. If you would like to keep your current payment date, click Continue.

3. User clicked Continue without entering routing / transit number.

To continue processing your request, we need to know the routing/transit number for your bank account. Please type in the routing/transit number for your bank account (for help in locating the routing/transit number on a sample check, see the example below).

4. User clicked Continue without entering bank account number.

To continue processing your request, we need to know your bank account number. Please type in your bank account number (for help in locating the bank account number on a sample check, see the example below).

5. User clicked Continue without entering a 9-digit routing / transit number.

To continue processing your request, we need a routing/transit number that is nine digits long. Please type in your nine-digit routing/transit number.

6. User clicked Continue with non-numeric characters in the bank account number field.

To continue processing your request, we need to know your bank account number. There appears to be non-numeric characters in the field. Please re-type your bank account number using only numerals. You don't need to include dashes (for help in locating the bank account number on a sample check, see the example below).

Screen 5.0: Submit Bank Account Payment (no saved bank accounts)

No error messages

Screen 6.0: Bank Account Payment Confirmation (no saved bank accounts)

No error messages