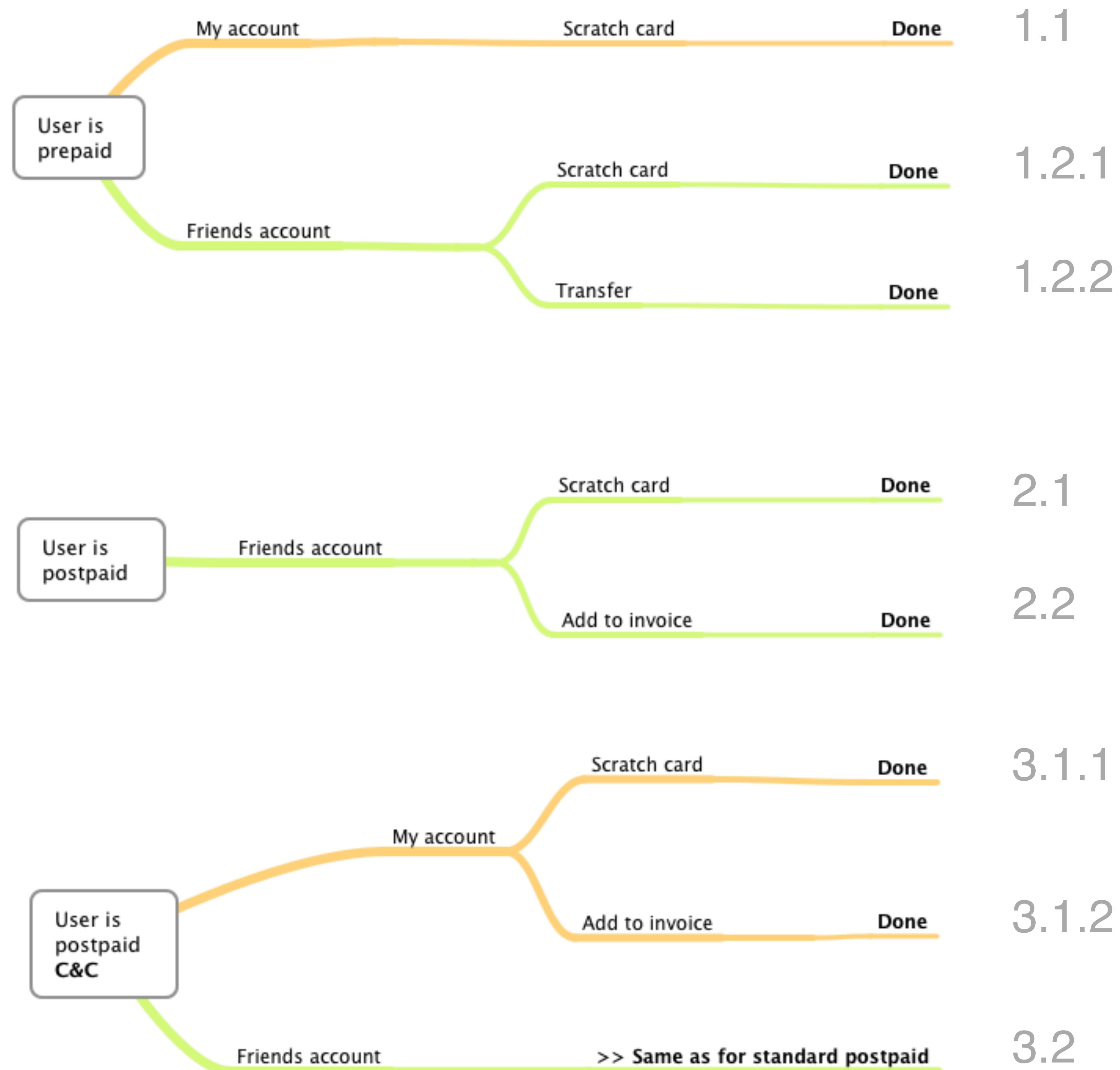


My Orange - Top up

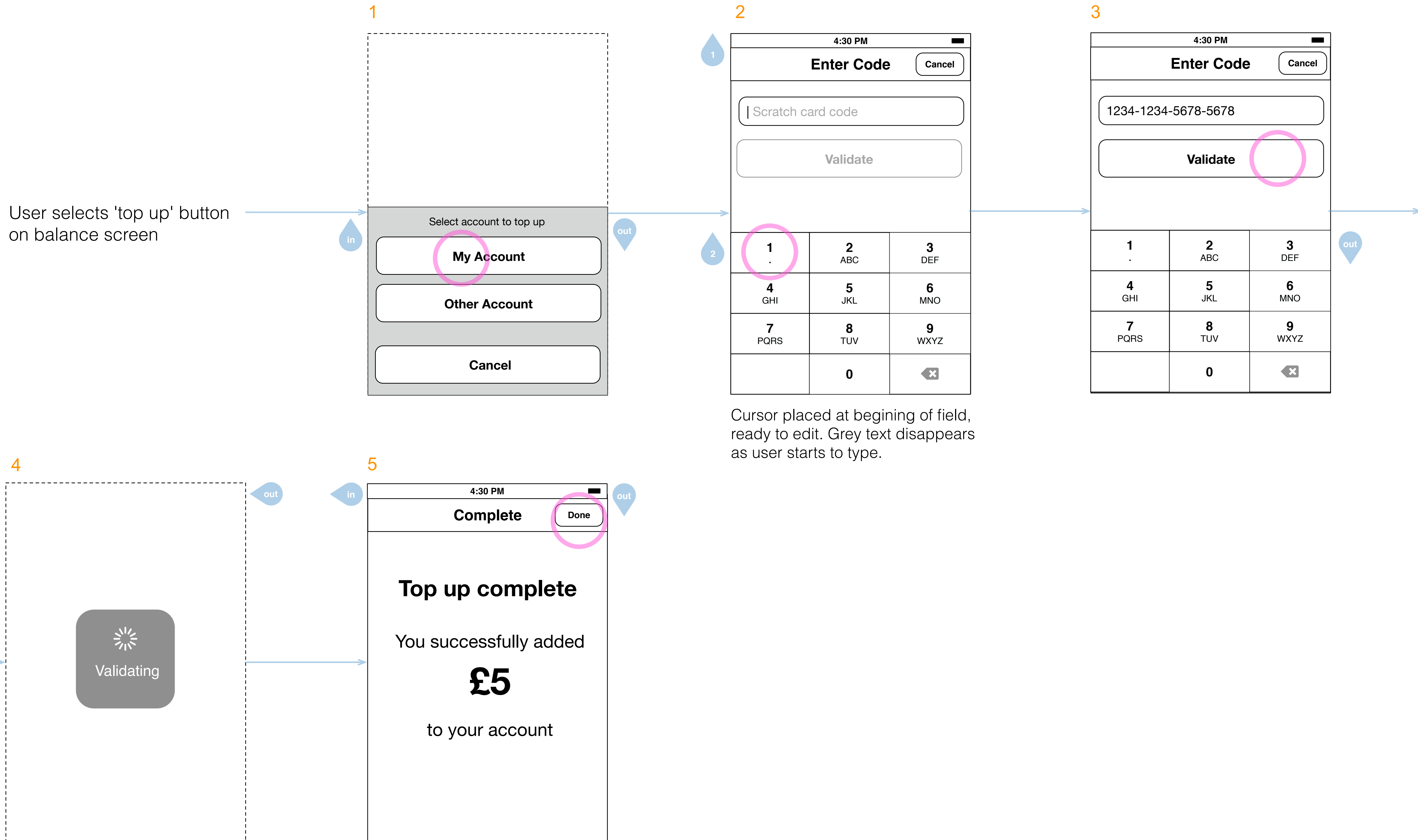
v1.6

Fabrice Dubois and Eddie Shannon

Tree diagram of key paths



1.1 Prepaid / My Account / Scratch



1.2.1 Prepaid / Other account / Scratch (1 of 2)

User selects 'top up' button on balance screen

1

Select account to top up

My Account

Other Account

Cancel

2

4:30 PM

Select Recipient Cancel

Name or mobile number

Q W E R T Y U I O P

A S D F G H J K L

↑ Z X C V B N M ↵

.?123 space Done

Only 1 contact number/name can be entered. Selecting another one overwrites the first one.

3

4:30 PM

Select recipient of top up

All Contacts Cancel

Search

A

Aapo Bovellan

Adriano De Mello

Alan Wilkinson

Alex Nako

Ami De Mello

Amy Home

Amy Shannon

Allow number selection as well if contact has more than one number.

4

Validating

Validating contact number.

5

4:30 PM

Back Select Payment Cancel

Selected recipient:
Alex Nako | 40-85551212

Use Scratch Card >

Transfer Credit >

6

4:30 PM

Back Enter Code Cancel

Scratch card code

Validate

1 .

2 ABC

3 DEF

4 GHI

5 JKL

6 MNO

7 PQRS

8 TUV

9 WXYZ

0 ↵

7

4:30 PM

Back Enter Code Cancel

1234-1234-5678-5678

Validate

1 .

2 ABC

3 DEF

4 GHI

5 JKL

6 MNO

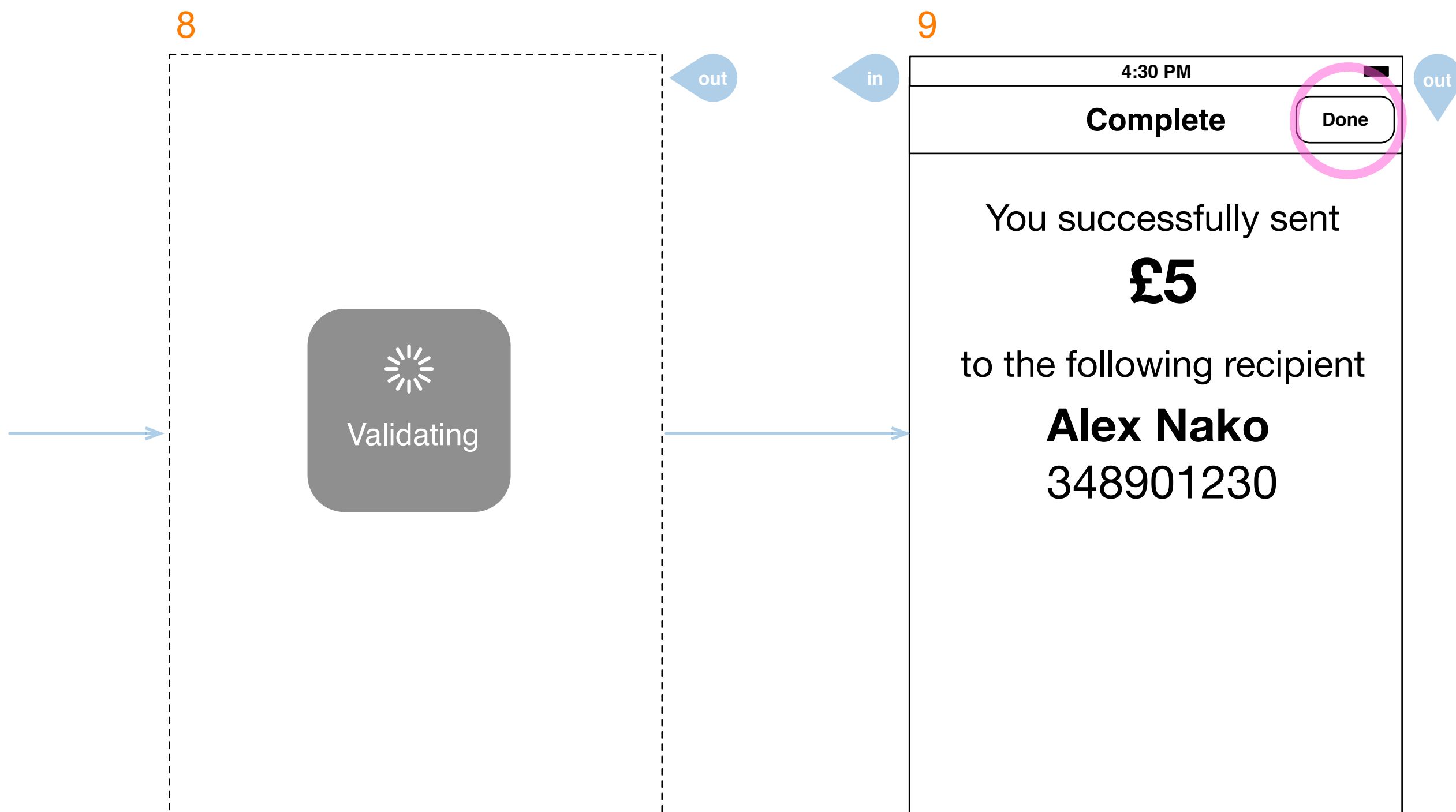
7 PQRS

8 TUV

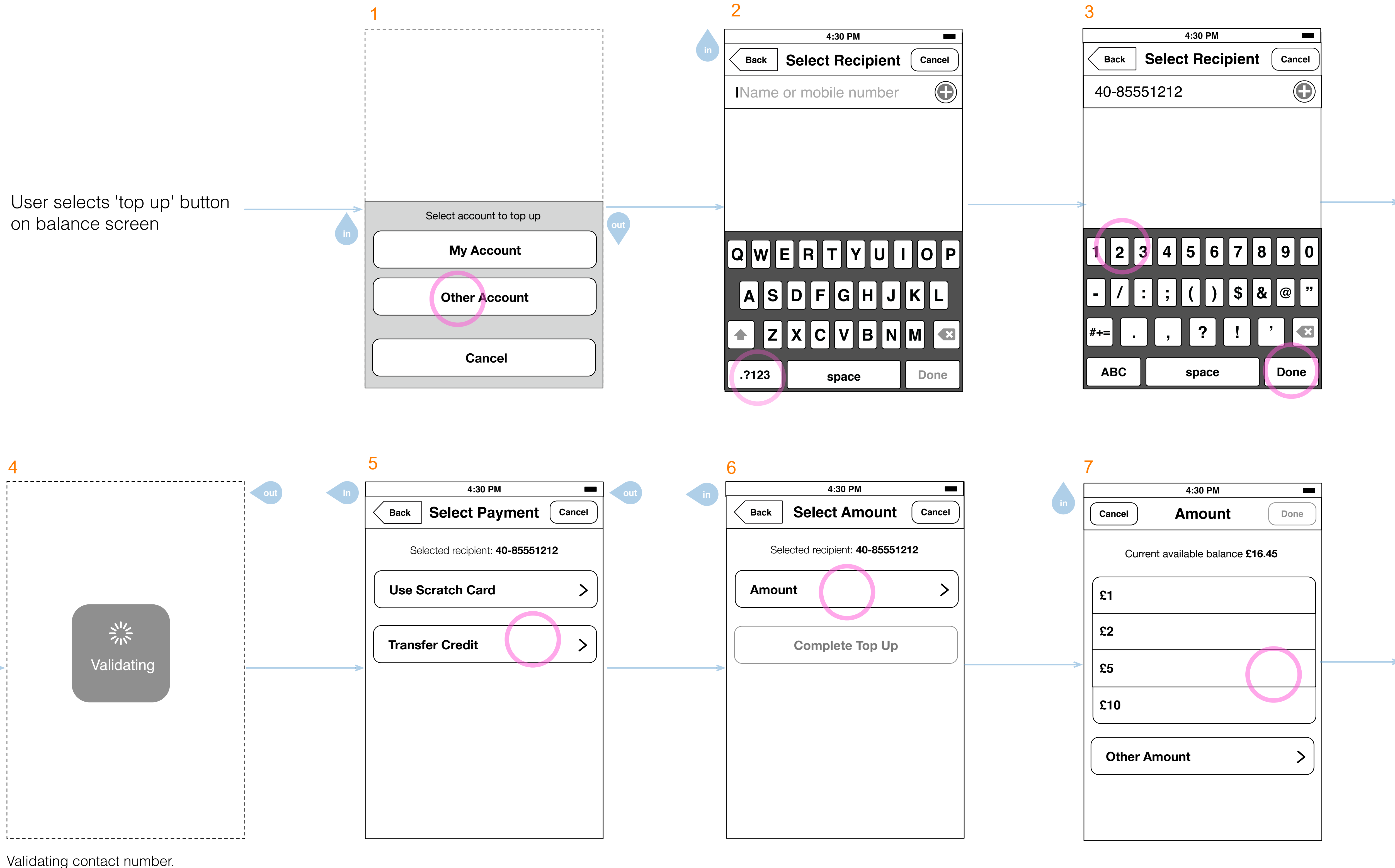
9 WXYZ

0 ↵

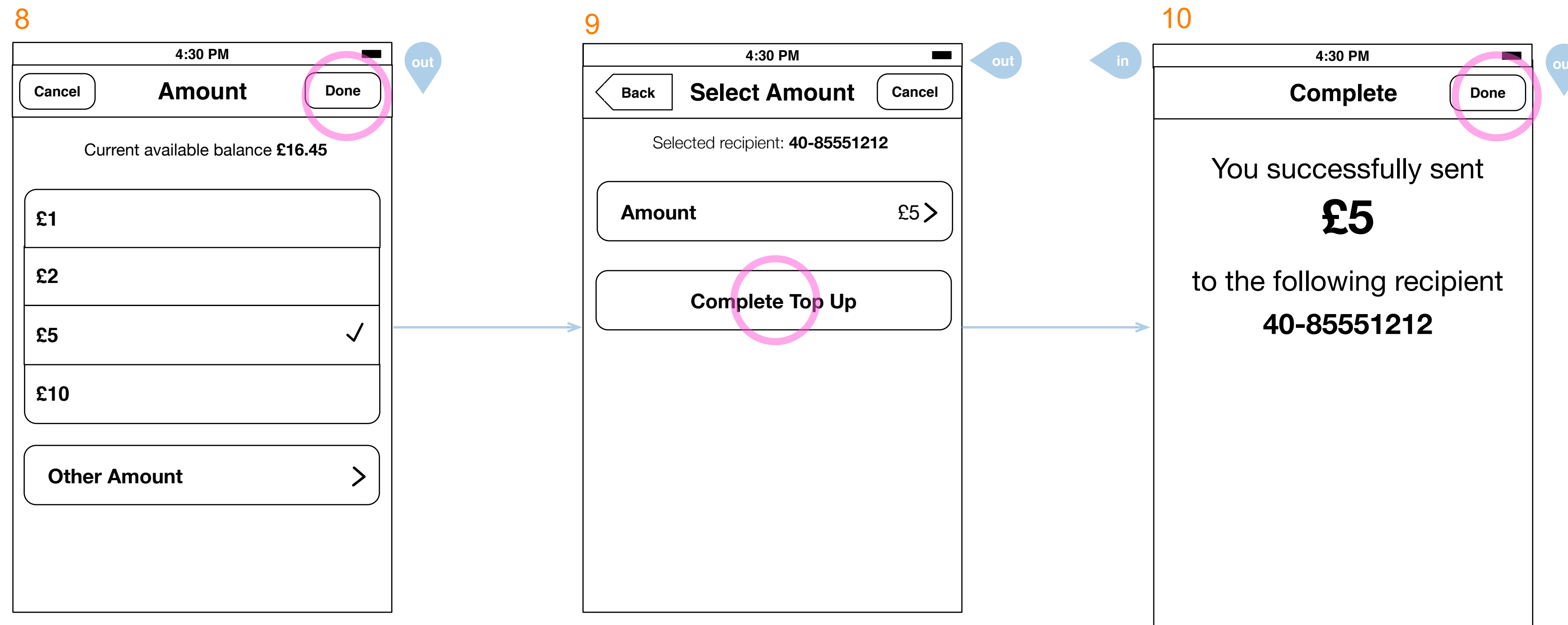
1.2.1 Prepaid / Other account / Scratch (2 of 2)



1.2.2 Prepaid / Other account / Transfer (1 of 2)



1.2.2 Prepaid / Other account / Transfer (2 of 2)



2.1 Postpaid / Other account / Scratch (1 of 2)

User selects 'top up' button on balance screen

1

Your own account can't be topped up, but you may top up another account.

Top Up Another Account

Cancel

2

4:30 PM

Select Recipient Cancel

Name or mobile number

Q W E R T Y U I O P
A S D F G H J K L
↑ Z X C V B N M ↵
. ? 123 space Done

3

4:30 PM

Select recipient of top up

All Contacts Cancel

Search

A

Aapo Bovellan

Adriano De Mello

Alan Wilkinson

Alex Nako

Ami De Mello

Amy Home

Amy Shannon

4

Validating

5

4:30 PM

Back Select Payment Cancel

Selected recipient:
Alex Nako | 40-85551212

Use Scratch Card >

Add To Invoice >

6

4:30 PM

Back Enter Code Cancel

Scratch card code

Validate

1 . 2 ABC 3 DEF
4 GHI 5 JKL 6 MNO
7 PQRS 8 TUV 9 WXYZ
0 ↵

7

4:30 PM

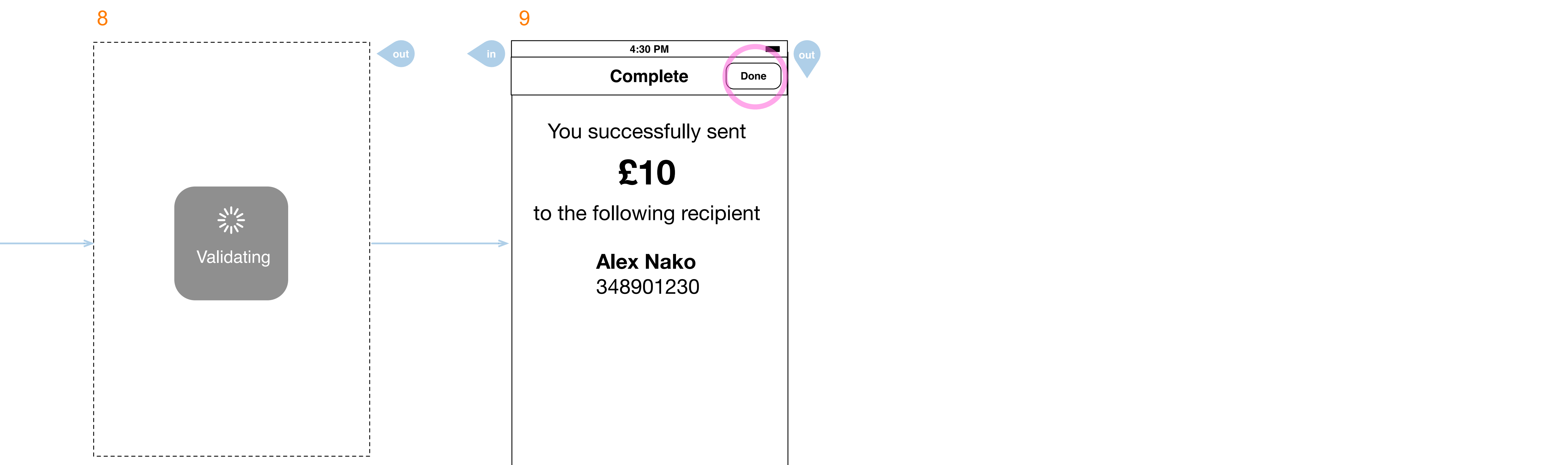
Back Enter Code Cancel

1234-1234-5678-5678

Validate

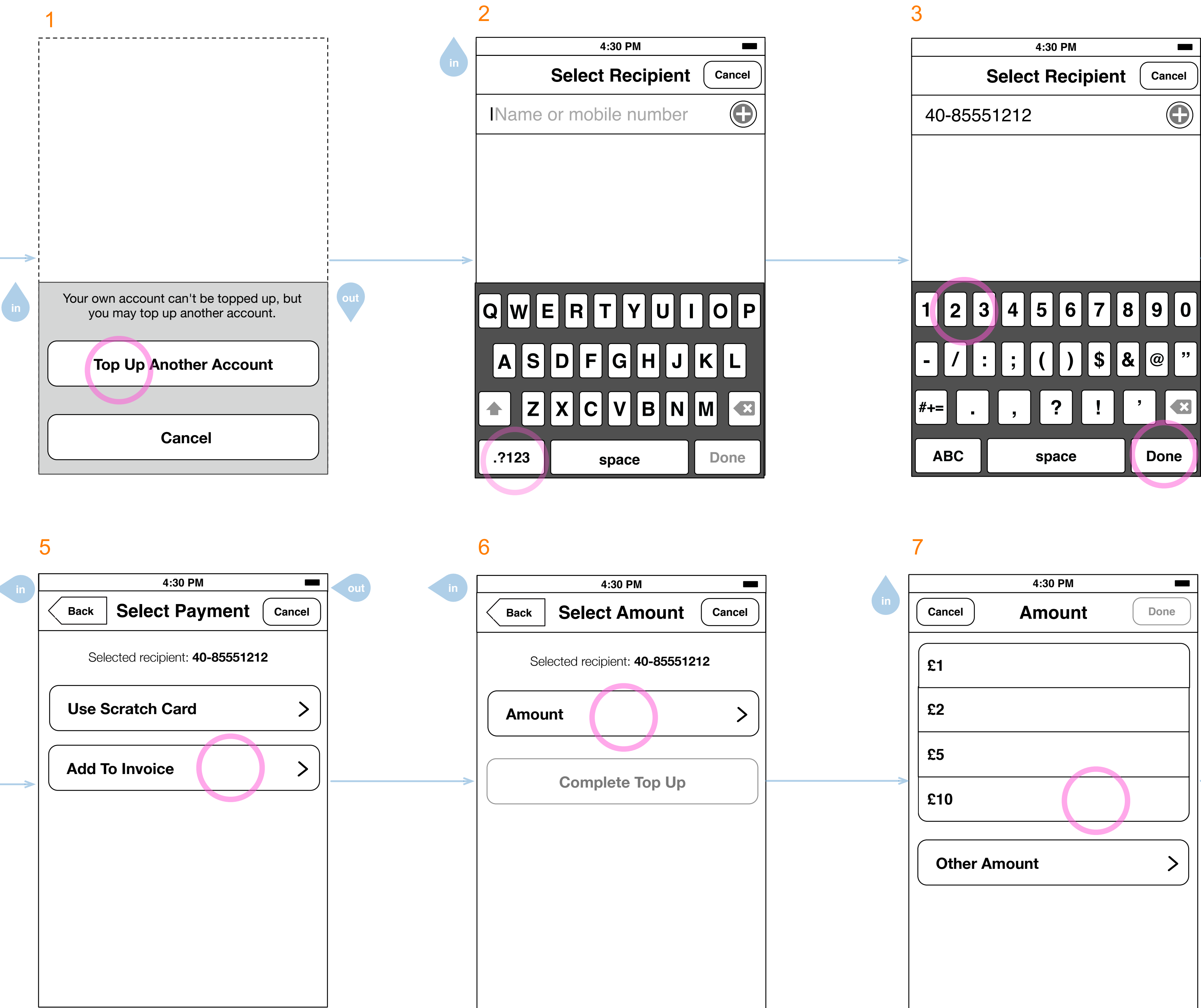
1 . 2 ABC 3 DEF
4 GHI 5 JKL 6 MNO
7 PQRS 8 TUV 9 WXYZ
0 ↵

2.1 Postpaid / Other account / Scratch (2 of 2)

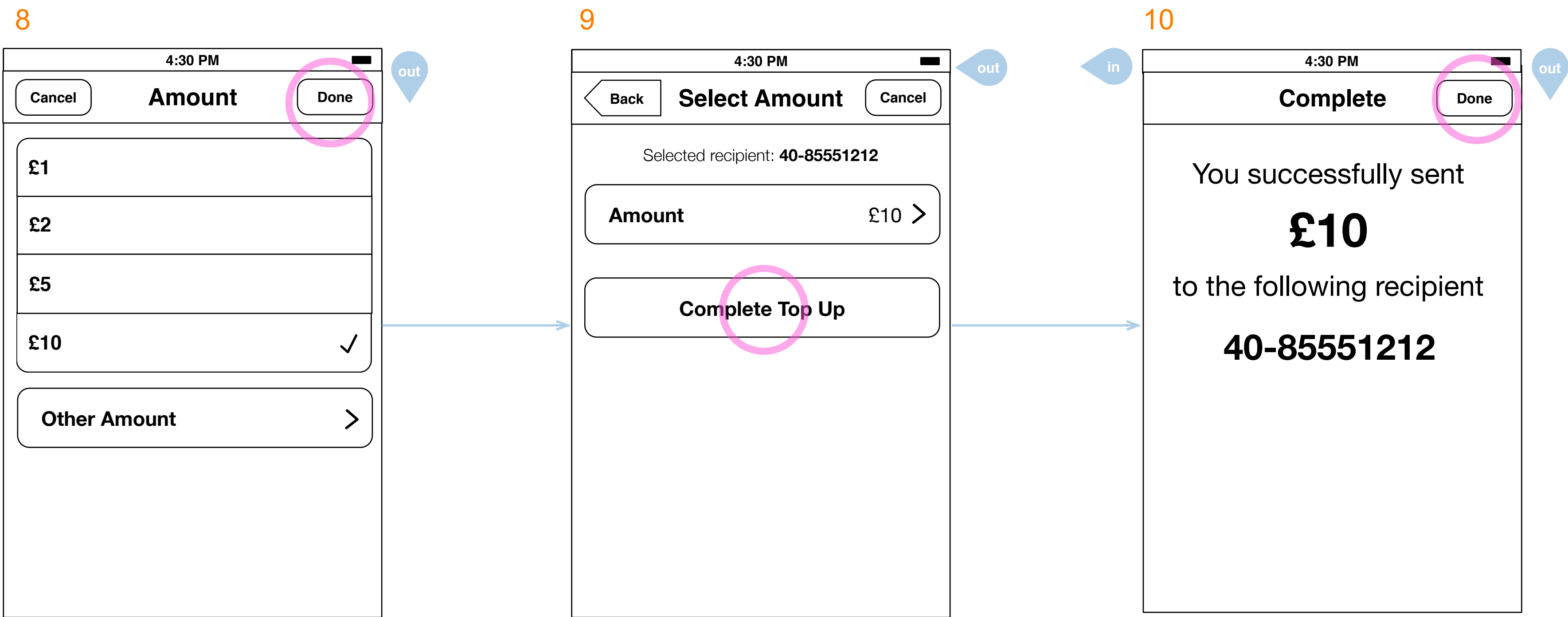


2.2 Postpaid / Other account / Add To Invoice (1 of 2)

User selects 'top up' button on balance screen

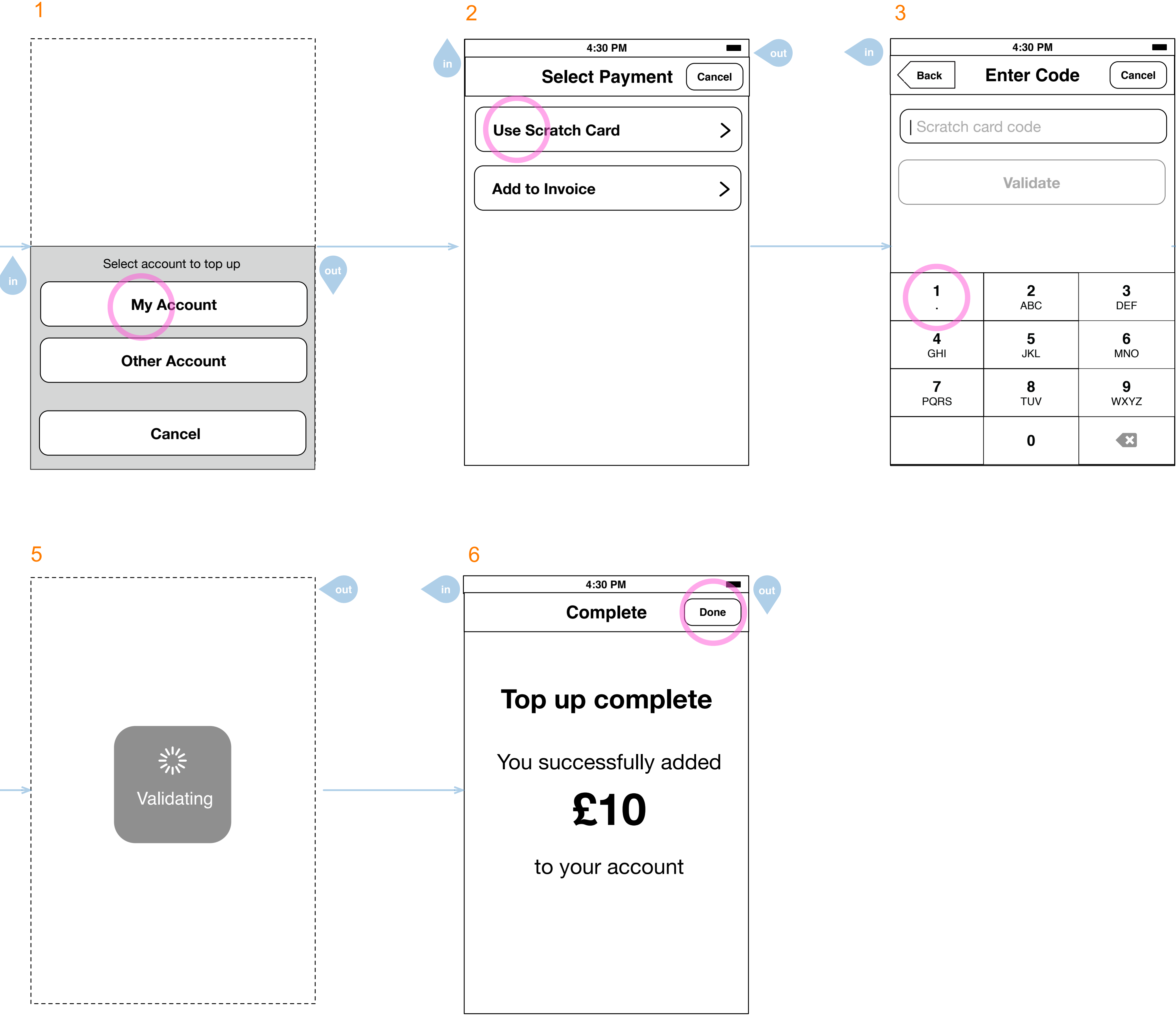


2.2 Postpaid / Other account / Add To Invoice (2 of 2)



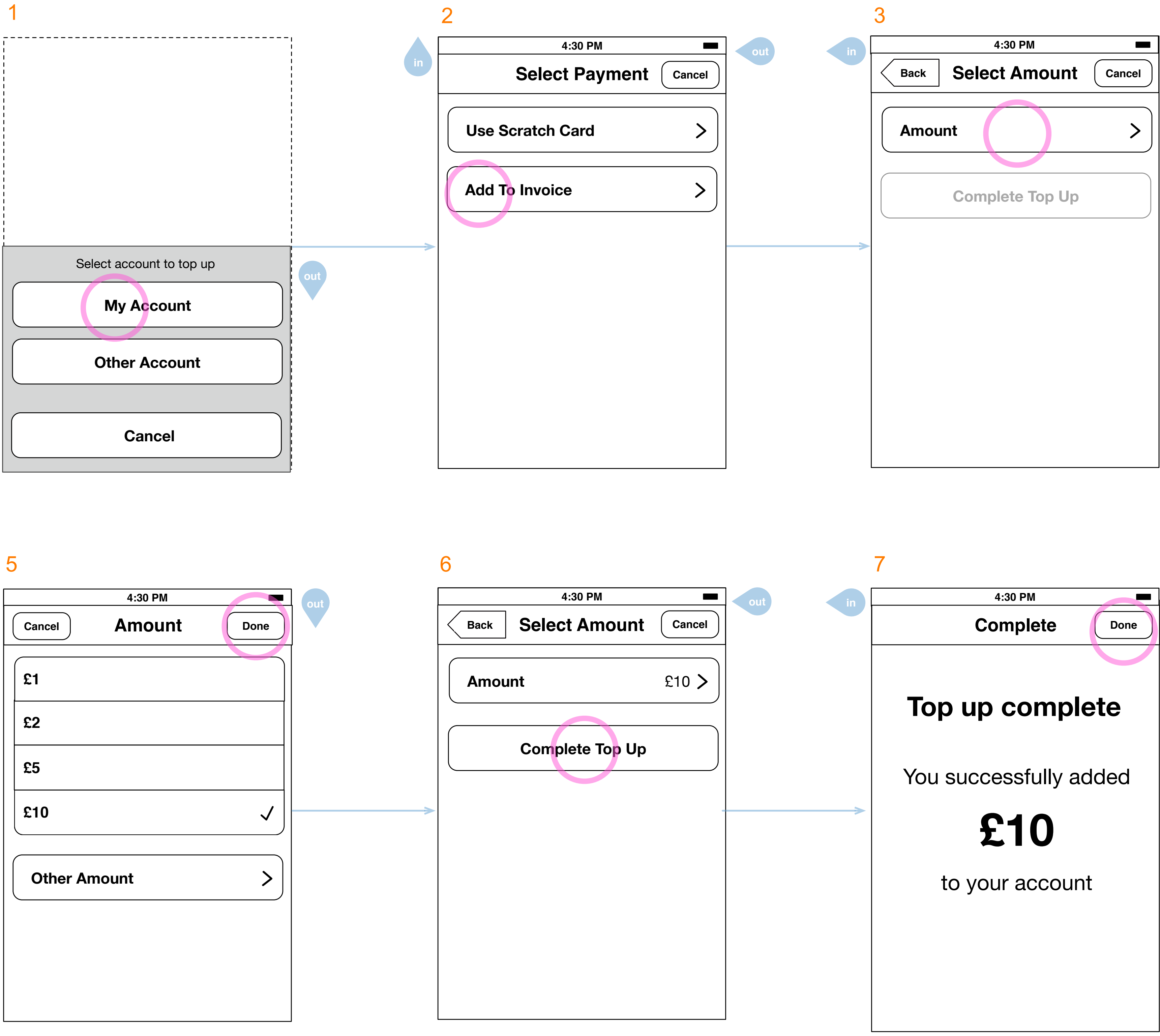
3.1.1 Postpaid C&C / My Account / Scratch

User selects 'top up' button on balance screen

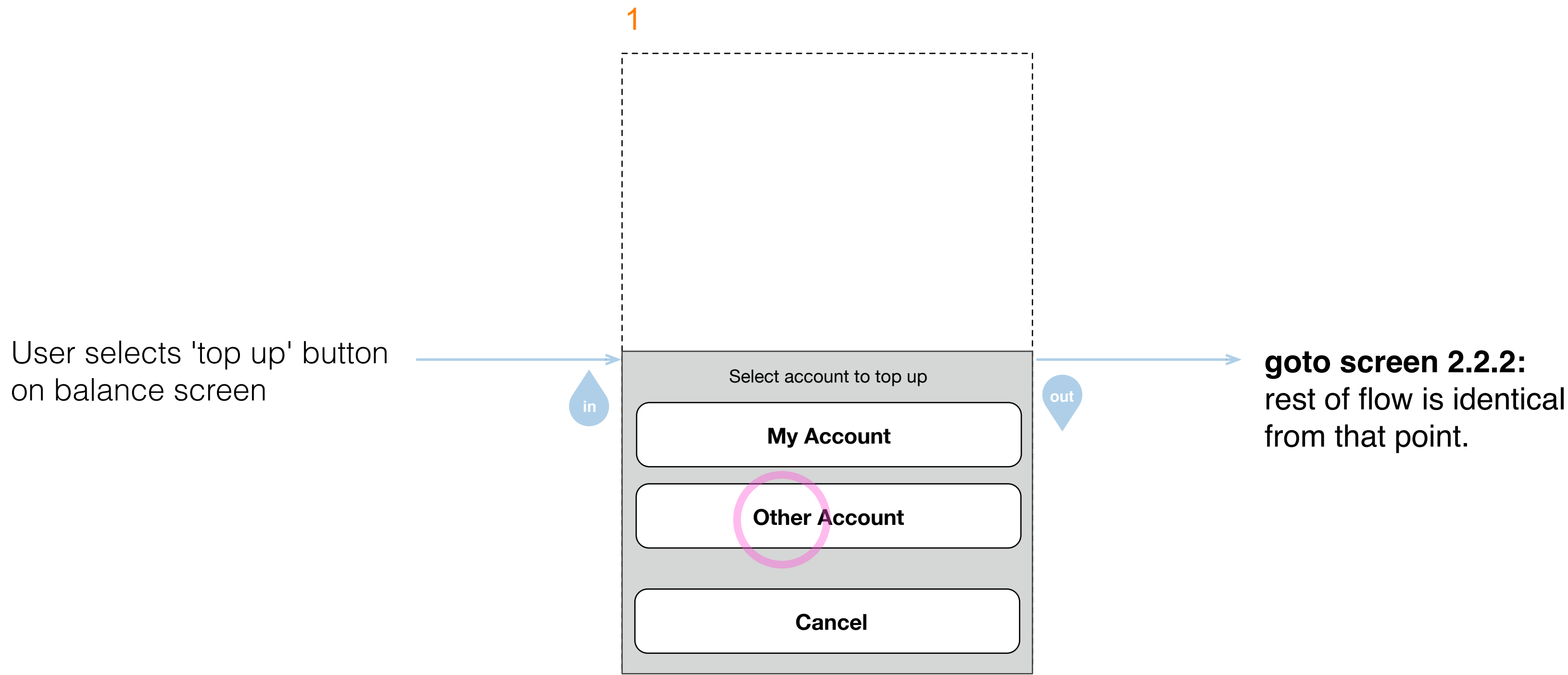


3.1.2 Postpaid C&C / My Account / Add To Invoice

User selects 'top up' button on balance screen

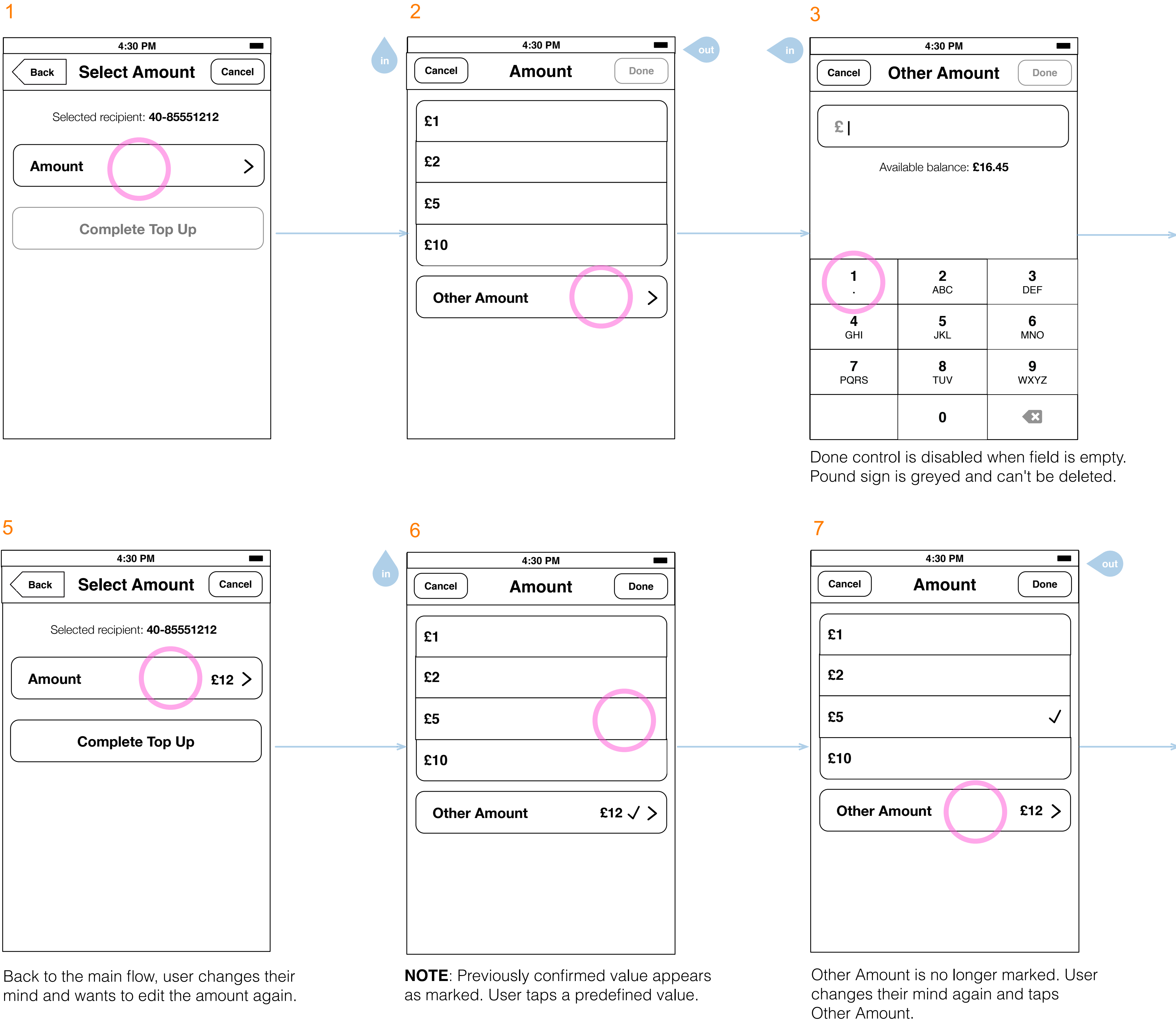


3.2 Postpaid C&C / Other account / Add To Invoice

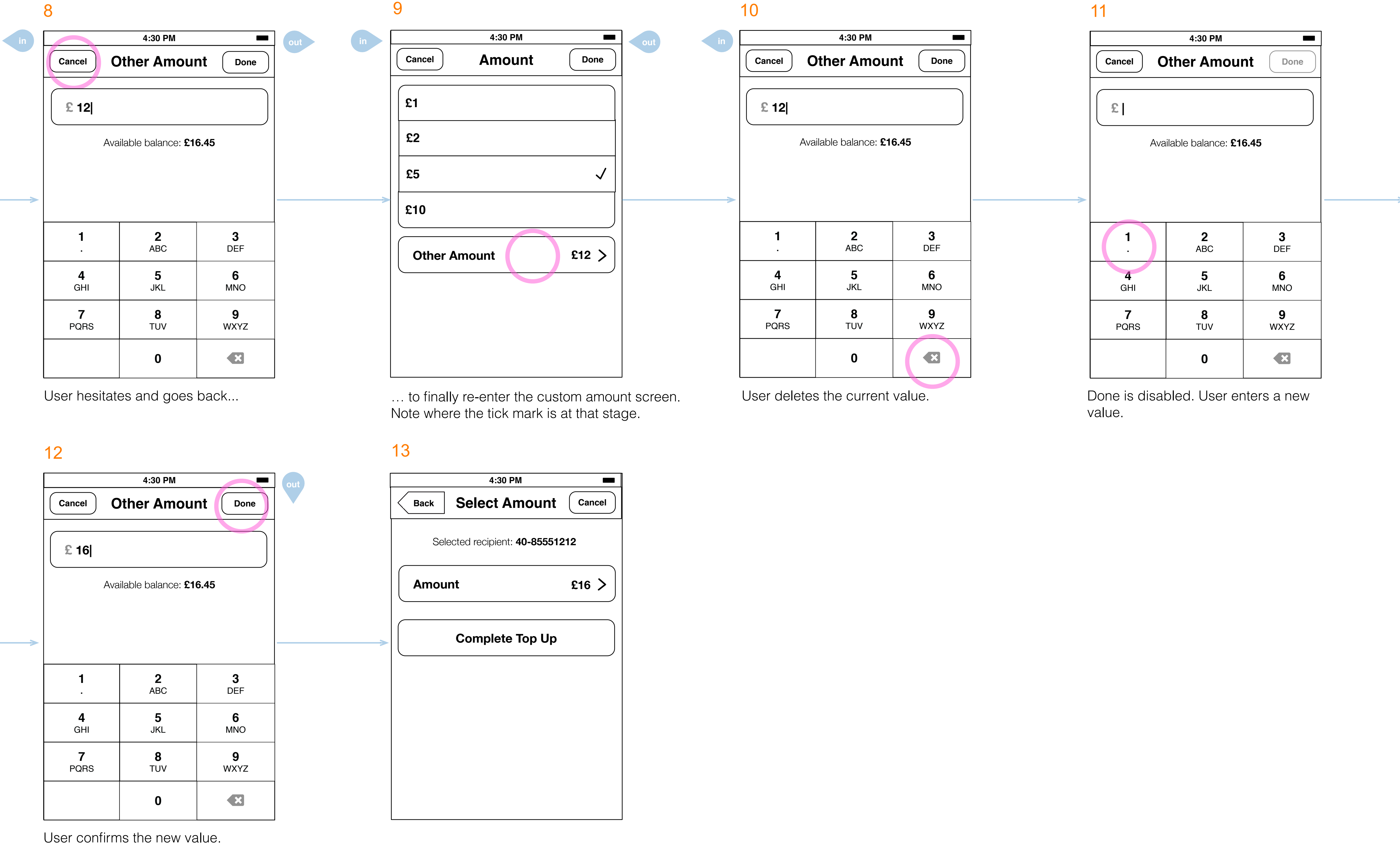


4 Select custom amount (1 of 2)

This flow illustrates several interaction design details during the amount selection process.



4 Select custom amount (2 of 2)



User hesitates and goes back...

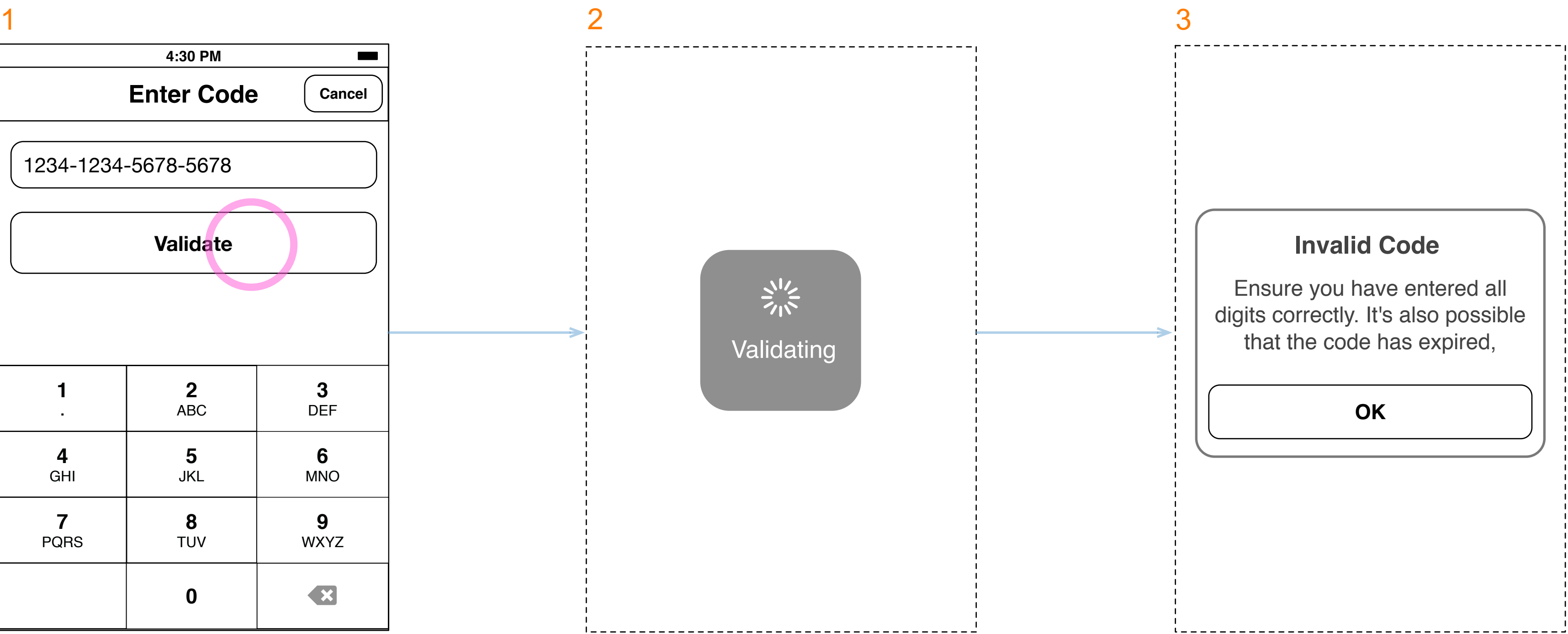
... to finally re-enter the custom amount screen.
Note where the tick mark is at that stage.

User deletes the current value.

Done is disabled. User enters a new value.

User confirms the new value.

E1 - Invalid scratch card code



In case the backend can be more specific about the cause of the failure, use the 2 messages below instead:

Code is Unkown

Check that you have entered the digits correctly.

OK

Backend replies this code never existed. Most common cause: code was mistyped by user.

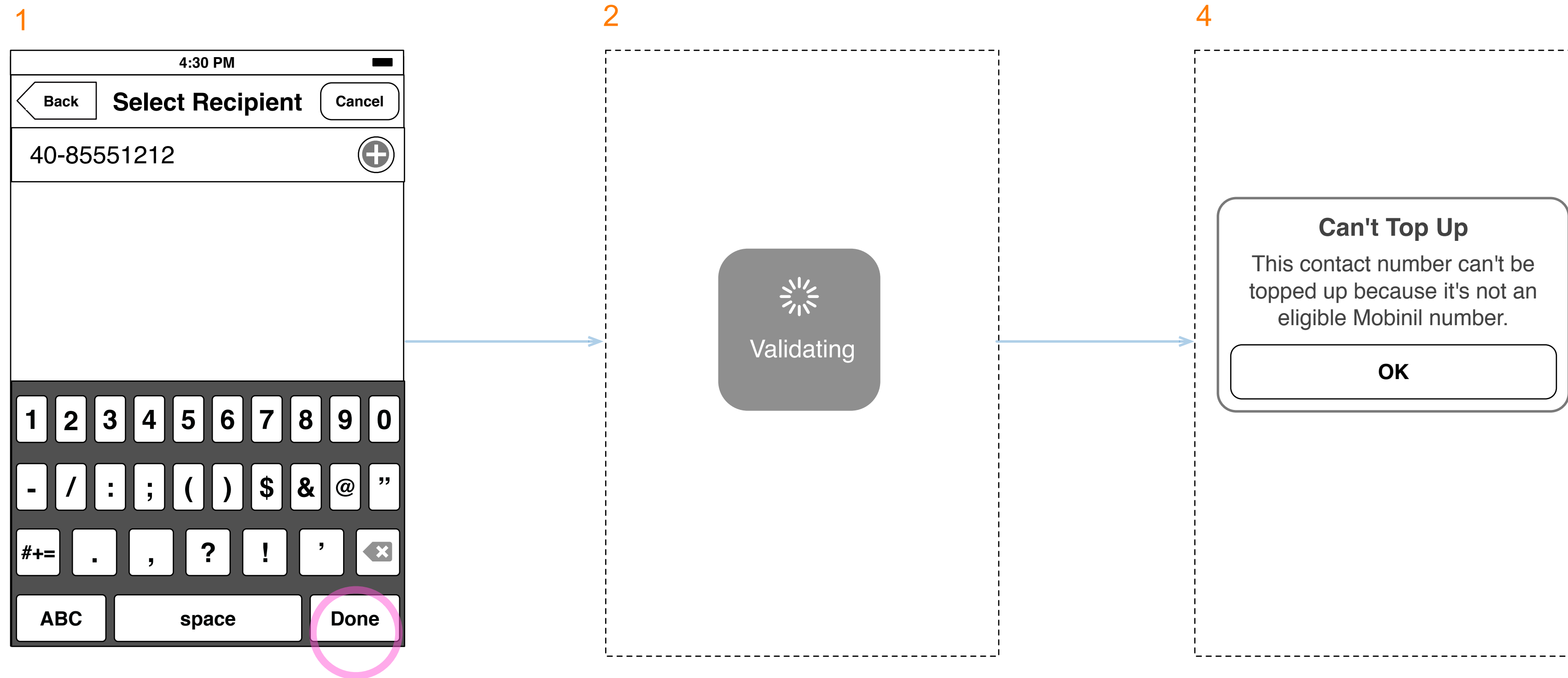
Code Has Expired

This code is no longer valid.

OK

Code used to exist but back-end replies that it's no longer valid.

E2 – Recipient is not eligible



E3 – Amount is too high

