**12.0 Content Plan**

**Content Plan for "Sending Money to Friends/Family" Use Case**

Purpose: The goal of this use case is to enable users to send money securely and efficiently to friends and family. The user interacts with a simple, intuitive flow to transfer funds using a linked payment method.

Screen 1: Home Screen  
Purpose: This is the entry point of the app, where users can navigate to the "Send Money" feature among other options.  
Components:

* Header: "Welcome to CAD Payment App"
* Main Menu Options:
  + Send Money to Friends/Family (Button)
  + Book Go-Bus Tickets (Button)
  + Check Transaction History (Button)
  + Manage Profile (Button)
* Footer: Links to Settings, Help, and Profile.

Interactions:

* User selects the "Send Money to Friends/Family" button to begin the transaction process.

Screen 2: Recipient Selection  
Purpose: To allow the user to select the recipient for the transfer.  
Components:

* Header: "Select Recipient"
* Recipient Options:
  + Select from Contacts (Button)
  + Enter Email or Phone Number (Button)
  + Invite a Friend (Button)
* Footer: Links to Back to Home, Cancel.

Interactions:

* User selects a recipient from contacts or manually enters the details of the recipient (email or phone number).

Screen 3: Enter Payment Details  
Purpose: To allow the user to enter the amount to be sent and choose the payment method.  
Components:

* Header: "Enter Payment Details"
* Payment Amount: Text box for user to enter the amount to be sent.
* Payment Method: Dropdown list of linked payment methods (e.g., Credit Card, Bank Account).
* Transaction Fee: Display of any fees that may apply to the transaction.
* Footer: Links to Back and Next (Proceed to review).

Interactions:

* User enters the payment amount and selects a payment method.

Screen 4: Review Transaction  
Purpose: To allow the user to review transaction details before confirming the payment.  
Components:

* Header: "Review Your Transaction"
* Transaction Summary:
  + Recipient: Name or Contact Details
  + Amount to Send: Amount entered
  + Payment Method: Selected payment method
  + Transaction Fees: If applicable
* Buttons:
  + Confirm (Button to proceed with payment)
  + Edit (Button to return to the previous screen to make changes)

Interactions:

* User reviews the details and confirms the transaction by clicking the Confirm button.

Screen 5: Payment Processing  
Purpose: To process the payment and inform the user of the transaction status.  
Components:

* Header: "Processing Payment"
* Loading Animation: A spinner or progress bar to show that the transaction is being processed.
* Footer: Links to Back to Home, Cancel (optional if user wants to abort the payment).

Interactions:

* Payment is processed securely via the payment gateway (Stripe/PayPal).

Screen 6: Payment Confirmation  
Purpose: To notify the user that the transaction has been successfully completed and display a confirmation message.  
Components:

* Header: "Payment Successful!"
* Message: "You’ve successfully sent money to [Recipient's Name]."
* Transaction Details:
  + Amount Sent
  + Payment Method
  + Transaction ID
* Footer: Links to View Transaction History and Back to Home.

Interactions:

* User can view the transaction history or return to the home screen.

Screen 7: Recipient Notification  
Purpose: To notify the recipient that they have received the payment.  
Components:

* Message: "You’ve received [Amount] from [Sender’s Name]. Check your account for details."
* Footer: Links to View Payment and Back to Home.

Alternative Flow: Recipient Not Found

Purpose: To handle the case when the recipient is not found on the app.  
Interactions:

* The system prompts the user to invite the recipient to join the app.
* Once the recipient joins, the process can continue or the user can choose another recipient.

Postconditions:

* The money is successfully transferred to the recipient’s account.
* Both the sender and recipient receive notifications confirming the transaction.
* The transaction is recorded in the sender’s transaction history.

**Content Plan for Use Case 2: Admin Panel for Transaction Management**

Screen 1: Admin Dashboard

Purpose: The entry point for admins to manage and resolve transaction-related issues.  
Components:

* Header: "Admin Panel – Manage Transactions"
* Options Menu:
  + “View Transactions” (Button)
  + “Manage Refunds” (Button)
  + “Fraud Alerts” (Button)  
    Interactions:
* Admin taps "View Transactions" to access the transaction details.

Screen 2: Transaction Overview Page

Purpose: Admins can review and manage the status of all transactions.  
Components:

* Transaction List: View all transactions with filters for status, date, and type.
* Manage Button: Actions like dispute resolution, refund processing, or transaction reports.
* Search Field: Quickly find specific transactions.  
  Interactions:
* Admin selects a transaction to manage and applies appropriate actions, such as issuing refunds or resolving disputes.

**Content Plan for Use Case 3: Payment Setup**

Screen 1: Home Screen

Purpose: The main screen where users can easily access payment setup options.  
Components:

* Header: "Payment Setup – Secure Your Payments"
* Navigation Menu:
  + “Add Payment Method” (Button)
  + “View Payment Methods” (Button)  
    Interactions:
* User taps “Add Payment Method” to begin linking their bank account or card.

Screen 2: Add Payment Method Page

Purpose: This page allows users to add a payment method to their account.  
Components:

* Card Details Form: Enter card number, expiry, and CVV.
* Bank Account Linking Option: Choose a bank and input account details.
* Save Button: Confirm and save payment method.  
  Interactions:
* User enters payment details and taps “Save” to add the payment method.

**Content Plan for Use Case 4: Refund Request**

Screen 1: Home Screen

Purpose: The entry point where users can initiate a refund request for their transactions.  
Components:

* Header: "Request a Refund – Simple & Fast"
* Navigation Menu:
  + “Transaction History” (Button)
  + “Request Refund” (Button)  
    Interactions:
* User taps "Request Refund" to begin the refund process.

Screen 2: Refund Request Page

Purpose: Users can select which transactions they want a refund for and provide necessary details.  
Components:

* Transaction List: View previous transactions eligible for a refund.
* Reason for Refund: Text field to explain why the refund is being requested.
* Submit Refund Request Button: Submit the request for review.  
  Interactions:
* User selects a transaction, provides a reason for the refund, and submits the request.

**Content Plan for Use Case 5: Multi-currency Support**

Screen 1: Home Screen

Purpose: The home page from where users can navigate to multi-currency transfer options.  
Components:

* Header: "Send Money in Any Currency"
* Navigation Menu:
  + “Send Money” (Button)
  + “Currency Converter” (Button)  
    Interactions:
* User taps "Send Money" to start a transfer in multiple currencies.

Screen 2: Currency Selection Page

Purpose: Users can choose the currency they want to send and view the exchange rate.  
Components:

* Currency Dropdown: Select from a list of supported currencies.
* Amount Field: Enter the amount to send.
* Exchange Rate Display: Shows current exchange rates.
* Send Button: Confirm and complete the transaction.  
  Interactions:
* User selects the desired currency and amount, then taps “Send.”

**Content Plan for Use Case 6: Cashback and Rewards**

Screen 1: Home Screen

Purpose: The entry page where users can access their rewards and cashback offers.  
Components:

* Header: "Earn Cashback & Rewards with Every Transaction"
* Navigation Menu:
  + “View Rewards” (Button)
  + “Transaction History” (Button)  
    Interactions:
* User taps “View Rewards” to see their cashback balance.

Screen 2: Rewards Page

Purpose: Users can view their earned rewards and redeem them.  
Components:

* Rewards Balance: Shows the total cashback earned.
* Redeem Button: Redeem rewards or cashback.
* Transaction History: Review past transactions for reward eligibility.  
  Interactions:
* User selects “Redeem” to use their rewards for discounts or cash.

**Content Plan for Use Case 7: Booking Go-Bus Tickets**

Screen 1: Home Screen

Purpose: Main screen for users to navigate to ticket booking features.  
Components:

* Header: "Book Your Go-Bus Ticket"
* Navigation Menu:
  + “Book Tickets” (Button)
  + “Travel History” (Button)  
    Interactions:
* User taps "Book Tickets" to start the ticket booking process.

Screen 2: Bus Ticket Selection Page

Purpose: Allows users to enter their travel details and select a bus.  
Components:

* Departure and Destination Fields: Select or enter travel locations.
* Date Selector: Choose travel date.
* Available Buses: Shows available buses based on selection.  
  Interactions:
* User enters travel details and selects a bus to continue.

**Content Plan for Use Case 8: Add Funds to Account**

Screen 1: Home Screen

Purpose: Navigate users to the option for adding funds to their accounts.  
Components:

* Header: "Add Funds to Your Account"
* Navigation Menu:
  + “Add Funds” (Button)
  + “Transaction History” (Button)  
    Interactions:
* User taps “Add Funds” to begin the process of adding money.

Screen 2: Add Funds Page

Purpose: Users enter the amount and choose the payment method to add funds.  
Components:

* Amount Field: Input the amount to add.
* Payment Method Options: Select from saved payment methods.
* Add Funds Button: Confirm and complete the transaction.  
  Interactions:
* User enters amount and selects payment method, then taps “Add Funds.”

**Content Plan for Use Case 9: Transaction Notification**

Screen 1: Home Screen

Purpose: The home screen where users can access transaction notifications.  
Components:

* Header: "Stay Informed with Transaction Notifications"
* Navigation Menu:
  + “View Notifications” (Button)
  + “Transaction History” (Button)  
    Interactions:
* User taps "View Notifications" to see updates.

Screen 2: Notification Details Page

Purpose: Display all the transaction updates, such as successful or failed transactions.  
Components:

* Notification List: A list of all notifications with details like transaction ID and status.
* Clear All Button: Clear all notifications.  
  Interactions:
* User taps on a notification for details or clears notifications.

**Content Plan for Use Case 10: Transaction Cancellation**

Screen 1: Home Screen

Purpose: The entry point for users to cancel pending transactions.  
Components:

* Header: "Cancel Pending Transactions"
* Navigation Menu:
  + “Transaction History” (Button)
  + “Cancel Transaction” (Button)  
    Interactions:
* User taps “Cancel Transaction” to cancel a pending transfer.

Screen 2: Cancel Transaction Page

Purpose: Display details of pending transactions that can be canceled.  
Components:

* Pending Transactions List: Show all pending transactions.
* Cancel Button: Option to cancel each transaction.  
  Interactions:
* User selects a pending transaction and taps “Cancel.”

**Content Plan for Use Case 11: User Profile Management**

Screen 1: Home Screen

Purpose: Main screen where users can access profile settings.  
Components:

* Header: "Manage Your Profile"
* Navigation Menu:
  + “Edit Profile” (Button)
  + “Change Password” (Button)  
    Interactions:
* User taps “Edit Profile” to modify personal details.

Screen 2: Edit Profile Page

Purpose: Users can update their personal information.  
Components:

* Fields: Edit email, phone, address, etc.
* Save Button: Save changes.  
  Interactions:
* User updates details and taps “Save.”

**Content Plan for Use Case 12: Booking Flights**

Screen 1: Home Screen

Purpose: Navigate to the flight booking section.  
Components:

* Header: "Book Flights to Your Destination"
* Navigation Menu:
  + “Search Flights” (Button)
  + “Booking History” (Button)  
    Interactions:
* User taps “Search Flights” to start the flight booking process.

Screen 2: Flight Booking Page

Purpose: Users can select flights based on their travel details.  
Components:

* Departure and Destination Fields: Select travel locations.
* Flight Results: Show available flights.
* Select Flight Button: Confirm and continue with booking.  
  Interactions:
* User enters details and selects a flight, confirming their booking.