

Giftera User Portal Content Spec (Final Copy for Developers)

Version: v1.0

Scope: Logged-in user portal (web). This document defines the text and content that appears in every part of the portal, including empty states, confirmations, and error messages.

Goal

Make the portal feel premium, simple, and reliable. Every screen must tell the user exactly what to do next. Every status must be clear without guessing.

Copy Rules

1. Use short sentences.
2. Use direct words. Avoid vague phrases.
3. Put important info first.
4. Always show the user what will happen after they click a button.
5. Show money amounts in **GHS** by default.
6. Always show delivery status in plain words.

1) Authentication (Sign Up and Sign In)

1.1 Sign In Page

Page Title

Sign In

Page Subtitle

Sign in with your mobile number. We will send an OTP by SMS.

Fields

- **Mobile Number**
 - Placeholder: 024XXXXXXX
 - Helper text: "Use the same number you use for Mobile Money."

Primary Button

- **Send OTP**

Secondary Links

- "Create an account"

- "Need help? Contact support@giftera.com"

OTP Screen Title

Enter OTP

OTP Screen Subtitle

Enter the 6-digit code we sent to your phone number.

OTP Input

- Placeholder: ● ● ● ● ● ●
- Helper text: "If you did not receive the code, wait 30 seconds and request a new one."

Buttons

- Primary: **Verify and Sign In**
- Secondary: **Resend OTP**

Error Messages

- "Enter a valid Ghana mobile number."
 - "OTP is incorrect. Try again."
 - "OTP expired. Request a new OTP."
 - "Too many attempts. Please wait 10 minutes and try again."
-

1.2 Create Account Page

Page Title

Create Account

Page Subtitle

Your mobile number becomes your Giftera account. We verify it with an OTP.

Fields

- **Full Name**
 - Placeholder: "Ama Mensah"
- **Mobile Number**
 - Placeholder: 024XXXXXXX
 - Helper text: "Use the number you want to use for sending gifts."

Primary Button

- **Send OTP**

OTP Screen Title

Verify Your Number

OTP Screen Subtitle

Enter the 6-digit code we sent by SMS to complete your account.

Buttons

- Primary: **Verify and Create Account**
- Secondary: **Resend OTP**

Important Note (must be visible)

If you received gifts before creating an account, you will see those gifts after you register using the same mobile number.

Error Messages

- "Enter your full name."
 - "Enter a valid Ghana mobile number."
 - "This number already has an account. Please sign in."
-

2) Portal Layout Content

2.1 Top Header (Always Visible)

Left

- Giftera logo (click goes to website)

Center

- Page title (dynamic). Examples:
 - Dashboard
 - Send a Gift
 - My Gifts
 - Templates
 - Contacts
 - Wallet
 - Settings
 - Help & Support

Right

1. Notification bell
2. Profile icon dropdown

Profile Dropdown Items

- Profile
- Settings
- Logout

Logout Confirmation Modal

Title: Log out

Message: Are you sure you want to log out of Giftera

Buttons:

- Primary: Log out
 - Secondary: Cancel
-

2.2 Sidebar Menu (Desktop) / Hamburger Menu (Mobile)

Menu Title (optional)

Menu

Menu Items

1. Dashboard
2. Send a Gift
3. My Gifts
4. My Templates
5. Contacts
6. Wallet
7. Settings
8. Help & Support

Sidebar Footer Content (optional)

- "Support: support@giftera.com"
-

3) Dashboard Page

3.1 Page Title

Dashboard

3.2 Welcome Line

Use one of these depending on time of day (optional):

- "Good morning, {FirstName}."
- "Good afternoon, {FirstName}."
- "Good evening, {FirstName}."

If time-based greeting is not used:

- "Welcome back, {FirstName}."

3.3 Quick Stats Cards

Card titles must be short and clear.

1. Gifts Sent

- Value: {count}
- Helper text: "Total gifts you have sent."

2. Last Gift Sent

- Value: "To {RecipientName}" or "{RecipientNumber}"
- Link label: "View gift"

3. Most Used Template

- Value: "{TemplateName}" or "{CollectionName}"
- Helper text: "Template you use the most."

4. Saved Contacts

- Value: {count}
- Helper text: "People you have saved."

3.4 Primary Action

Big button:

- **Send a Gift**

Helper line under button:

- "Choose a template, write your message, then pay with MoMo."

3.5 Recent Activity List

Section Title

Recent Activity

Row Format Examples

- "You sent **GHS 20** to **Ama**. Status: **Delivered**."
- "You sent **GHS 10** to **Kojo**. Status: **Pending**."
- "Draft saved. Message is ready to send."

Each row should have a right-side action:

- "View" for completed gifts

- "Continue" for drafts

Empty State (no activity)

Title: No activity yet

Message: Your sent gifts and drafts will show here.

Button: **Send your first gift**

3.6 Suggestions Section

Section Title

Suggestions for You

Two blocks:

A) Recommended Templates

- Subtitle: "Templates people use often."
- Cards: show 4 templates
- Button on each: **Use Template**

B) Recommended Occasions

- Subtitle: "Choose an occasion and start fast."
- Occasion chips:
 - Birthday
 - Romantic
 - Appreciation
 - Apology
 - Congratulations
 - Get Well Soon

Clicking a chip takes user to Send a Gift with filters applied.

4) Send a Gift (Core Flow)

The send flow is 4 steps. Each step must show progress and the next action.

Stepper Labels

1. Template
2. Message
3. Recipient
4. Payment

4.1 Step 1: Choose Template

Page Title

Send a Gift

Step Title

Choose a Template

Filters (chips)

- Romantic
- Birthday
- Apology
- Appreciation
- Congratulations
- Premium
- Free

Collections Tabs (optional)

- Gold
- Silver
- Blue
- Yellow
- Romantic
- Miscellaneous

Template Card Content

- Template name
- Collection name
- Label: Free or Premium
- Buttons:
 - **Preview**
 - **Select**

Plain SMS Option

Card label:

- **Plain SMS (No Template)** Description:
- "Send a message without a design. The receiver still gets the full message." Button:
- **Select**

Bottom Buttons

- Primary: **Continue**
- Secondary: **Back**

Empty State (no templates match)

Title: No templates found

Message: Try a different filter or remove filters.

Button: **Clear filters**

4.2 Step 2: Create the Message

Step Title

Write Your Message

Option Tabs

- Write it myself
 - Use AI
 - Presets
-

A) Write it myself

Label:

- **Your message** Placeholder:
- "Type your message here."

Helper text:

- "Keep it simple. The receiver will read it clearly."

Buttons:

- Primary: **Continue**
 - Secondary: **Back**
 - Optional: **Save Draft**
-

B) Use AI

Title:

- **Generate a Message with AI**

Fields:

1. **Who is this message for**

- Placeholder: "My mum", "My girlfriend", "My friend", "My boss"

2. **Message type**

- Dropdown options:
 - Romantic
 - Funny

- Serious
- Birthday
- Apology
- Appreciation
- Congratulations

3. What happened

- Placeholder: "Example: I missed her call today and I want to apologise."

Primary button:

- **Generate Message**

Generated message area label:

- **Generated message**

AI editing buttons (each must do exactly what it says)

- **Regenerate**
- **Make it shorter**
- **Make it sweeter**
- **Make it funnier**
- **Use this message**

Helper line:

- "You can edit the generated message before you send."

AI error messages

- "Enter who the message is for."
- "Select a message type."
- "Describe what happened in one sentence."
- "AI is currently unavailable. Please write your message or try again later."

C) Presets

Title:

- **Quick Messages**

Preset buttons:

- "Happy birthday."
- "Thinking of you."
- "Thank you for everything."
- "I appreciate you."
- "I am sorry about earlier."
- "Congratulations."

Action: Selecting a preset fills the message box.

Buttons:

- Primary: **Continue**
 - Secondary: **Back**
 - Optional: **Save Draft**
-

4.3 Step 3: Recipient Details

Step Title

Recipient Details

Fields:

- **Recipient Name**
 - Placeholder: "Ama"
- **Recipient Phone Number**
 - Placeholder: 024XXXXXXX

Checkbox:

- "Save this person in my contacts"

If user has contacts, add a picker:

- Button: **Choose from Contacts**
- Search placeholder: "Search contacts by name or number"

Buttons:

- Primary: **Continue**
- Secondary: **Back**

Validation messages:

- "Enter a recipient name."
 - "Enter a valid phone number."
-

4.4 Step 4: Payment

Step Title

Payment

Payment Summary Card

Show these exact items:

- Template: {TemplateName} or "Plain SMS"

- Recipient: {RecipientName} ({RecipientNumber})
- Amount: GHS {amount}
- Service fee: GHS {fee}
- Total to pay: GHS {amount + fee}

Payment Inputs

- **Select Mobile Money Network**
 - MTN
 - Telecel
 - AT
- **Amount to Send**
 - Placeholder: "20"
 - Helper text: "This amount goes to the receiver."

Primary Button

- **Pay with MoMo**

Payment Confirmation Modal

Title: Confirm Payment

Message: You are about to pay **GHS {total}** to send **GHS {amount}** to **{RecipientName}**.

Buttons:

- Primary: **Confirm and Pay**
- Secondary: Cancel

Payment In-Progress Screen

Title: Check Your Phone

Message: A Mobile Money prompt has been sent to your phone. Approve it to complete payment.

Button:

- **I have approved the prompt**

Secondary helper:

- "If you do not see the prompt, wait 20 seconds and try again."

4.5 Success Screen

Title: Gift Sent Successfully

Message: Your gift to **{RecipientName}** has been sent. The message has been delivered.

Buttons:

- Primary: **View Gift**

- Secondary: **Send Another Gift**
 - Link: **Go to Dashboard**
-

4.6 Failure Screen

Title: Payment Not Completed

Message: The gift was not sent because payment did not succeed.

Reasons list (choose based on actual error):

- "Payment was cancelled."
- "Payment timed out."
- "Insufficient balance."
- "Network issue."

Buttons:

- Primary: **Try Payment Again**
 - Secondary: **Save as Draft**
 - Link: **Contact Support**
-

5) My Gifts (Sent and Received)

5.1 Page Title

My Gifts

Tabs:

- Sent
- Received

Search bar:

- Placeholder: "Search by name, number, amount, or date"

Filters (optional):

- Status: Delivered, Pending, Failed, Read, Unread
 - Date range
-

5.2 Sent Gifts List

Row content must show:

- Recipient name or number
- Amount
- Template label (Gold, Blue, etc.)

- Date and time
- Status badge (Delivered, Pending, Failed, Read when available)

Row example:

- "To Ama (024XXXXXXX) • GHS 20 • Gold • 12 Dec 2025 • Delivered"

Row actions:

- **View**
- **Resend** (only if allowed)

Empty state: **Title:** No sent gifts yet
Message: Your sent gifts will appear here.
Button: **Send a Gift**

5.3 Sent Gift Detail Page

Title

Gift Details

Show:

- Recipient name and number
- Amount sent
- Service fee
- Total paid
- Template name / Plain SMS
- Full message
- Delivery status
- Time sent
- Time delivered (if available)
- Time read (if available)

Buttons:

- Primary: **Resend Message**
- Secondary: **Send Another Gift**

Support link:

- "Report a problem with this gift"

5.4 Received Gifts List

Row content must show:

- Sender name or number
- Amount

- Template label
- Date and time
- Read status badge: Unread or Read

Empty state: **Title:** No received gifts yet

Message: Gifts you receive will show here.

Helper: "When someone sends you a gift, you will get a message with a link."

5.5 Received Gift Detail Page

Title

Gift Details

Show:

- Sender name or number
- Amount received
- Template name
- Full message
- Time received
- Read status

Buttons:

- Primary: **Mark as Read** (only if currently Unread)
- Secondary: **Say Thank You**

Thank you modal: **Title:** Send a Thank You Message

Message box placeholder: "Type your thank you message." Buttons:

- Primary: **Send Thank You**
- Secondary: Cancel

Confirmation: "Thank you message sent."

6) My Templates (Favorites and Purchased)

6.1 Page Title

My Templates

Tabs:

- Favourites
- Purchased
- Draft Messages

Search:

- Placeholder: "Search templates"
-

6.2 Favourites

Empty state: **Title:** No favourites yet

Message: When you favourite a template, it will appear here for quick use.

Button: **Browse Templates**

Template card actions:

- **Use Template**
 - **Remove Favourite**
-

6.3 Purchased

Empty state: **Title:** No purchased templates

Message: Premium templates you buy will appear here.

Button: **View Premium Templates**

Template card actions:

- **Use Template**
 - "Purchased on {date}" (small text)
-

6.4 Draft Messages

Empty state: **Title:** No drafts saved

Message: Drafts are messages you saved before payment.

Button: **Create a Gift**

Draft row actions:

- **Continue**
- **Delete Draft**

Delete confirmation: Title: Delete draft

Message: This draft will be removed and cannot be recovered.

Buttons: Delete, Cancel

7) Contacts

7.1 Page Title

Contacts

Search bar:

- Placeholder: "Search by name or number"

Primary button:

- **Add Contact**

Table columns:

- Name
- Phone number
- Relationship
- Actions

Relationship dropdown (optional):

- Friend
- Partner
- Family
- Work
- Other

Empty state: **Title:** No contacts saved

Message: Save contacts to send gifts faster next time.

Button: **Add your first contact**

Contact actions:

- View
- Edit
- Delete

Delete confirmation: Title: Delete contact

Message: This contact will be removed from your list.

Buttons: Delete, Cancel

8) Wallet / Payment Methods

8.1 Page Title

Wallet

Intro line: Your wallet stores the Mobile Money number you use for sending gifts.

Default MoMo Number Card

Label: **Default Mobile Money Number**

Value: {number}

Button: **Change Number**

Change number modal: Title: Change Mobile Money Number

Fields:

- Mobile number Button:
- Save

Validation:

- "Enter a valid phone number."

Network Card (optional)

Label: **Preferred Network**

Options:

- MTN
- Telecel
- AT

Helper: "This setting only suggests a default. You can change the network when paying."

Transaction History (optional)

Title: **Payment History**

Row example:

- "Gift send • GHS 22 • Success • 12 Dec 2025"

Empty state: "No payment history yet."

9) Settings

9.1 Page Title

Settings

9.2 Profile Section

Title: **Profile**

Fields:

- Full name
- Email (optional)

Button:

- **Save Changes**

Success message: "Profile updated."

9.3 Security Section (optional for OTP-only systems)

If the product uses OTP only, do not show password fields. Instead show:

Title: **Sign In Security**

Text: "Giftera uses OTP to sign you in. We send the OTP to your mobile number."

Option:

- "Change mobile number" (only if business rules allow)
-

9.4 Notifications Section

Title: **Notifications**

Subtitle: Choose how you want to receive Giftera updates.

Toggles:

- SMS notifications
- Email notifications (if email exists)
- WhatsApp notifications (optional feature)

Helper text: "Delivery updates are always available in My Gifts."

Button:

- **Save Preferences**

Success: "Notification preferences updated."

9.5 Default Message Signature

Title: **Message Signature**

Subtitle: This line is added to the end of your message when you choose to use it.

Toggle:

- "Add signature to my messages"

Text field:

- Placeholder: "Example: Love, Kwame"

Button:

- Save
-

10) Notifications (Bell Icon)

10.1 Notifications Drawer Title

Notifications

Notification examples:

- "Your gift to Ama was delivered."
- "Your gift to Kojo failed. Tap to retry payment."
- "You received a gift from Nana."

Actions:

- View gift
- Mark as read (for notifications)

Empty state: "No notifications yet."

11) Help & Support

11.1 Page Title

Help & Support

Quick Sections

A) Quick FAQs

Show 6 items:

- How delivery works
- How payment works
- What happens if payment fails
- How to resend a message
- How templates work
- How to contact support

B) Report a Problem

Title: **Report a Problem with a Gift**

Subtitle: Enter the gift code or choose a gift from your history.

Inputs:

- Gift code (optional)
- Dropdown: Select gift from history
- Issue type:
 - Payment issue
 - Delivery issue
 - Wrong recipient number
 - Message issue
 - Other

- Description box

Button:

- **Submit Report**

Confirmation: "Report submitted. Support will contact you."

C) Live Chat (optional feature)

Label: "Chat with support" Button:

- **Start Chat**

D) Support Email

Text: "Email support@giftera.com for help."

12) System Messages (Reusable Copy)

Loading

- "Loading"
- "Please wait"

Saving

- "Saving"
- "Saved"

Generic success

- "Done"

Generic error

- "Something went wrong. Please try again."

Network error

- "Network connection issue. Check your internet and try again."

Permission error

- "You do not have permission to view this page."

13) Status Labels (Standard)

Use these exact labels across the portal.

Gift payment:

- Payment Pending
- Payment Successful
- Payment Failed

Gift delivery:

- Delivered
- Not Delivered

Read status:

- Unread
- Read