# **Checkout Process Prototypes & Wireframes**

Converting User Stories into Visual Design Solutions

### Screen 1: Cart Review & Checkout Initiation

## **Low-Fidelity Wireframe Description**

```
[Logo] Cart (3) [Menu ≡]
☐ "No surprises! See total with
 all fees before checkout"
Your Items
| | [Img] Product Name     ₹500   | |
     Qty: [1] [Edit] [Remove]
| | [Img] Product Name ₹700 | |
     Qty: [2] [Edit] [Remove]
| Order Summary
| Subtotal: ₹1,200 |
Shipping: ₹47
(Free shipping over ₹1,500)
Taxes: ₹0
| Total: ₹1,247 |
[Enter code here...] [Apply]
[Continue to Secure Checkout
[ (₹1,247 total)]
[Continue Shopping]
```

- Story 3: "Display all costs upfront so I can make informed decisions"
- Story 4: "Easily apply promo codes and see if they're valid immediately"
- Story 10: "Clear cart summary showing each item, price, and quantity"

## **Key UX Elements**

### **Trust Building:**

- Prominent "No surprises" messaging banner
- Complete cost breakdown before checkout button
- Free shipping threshold clearly communicated

### **Mobile Optimization:**

- Large touch targets for quantity controls (48px minimum)
- Single-tap remove with undo option
- Thumb-friendly button placement

#### **Smart Interactions:**

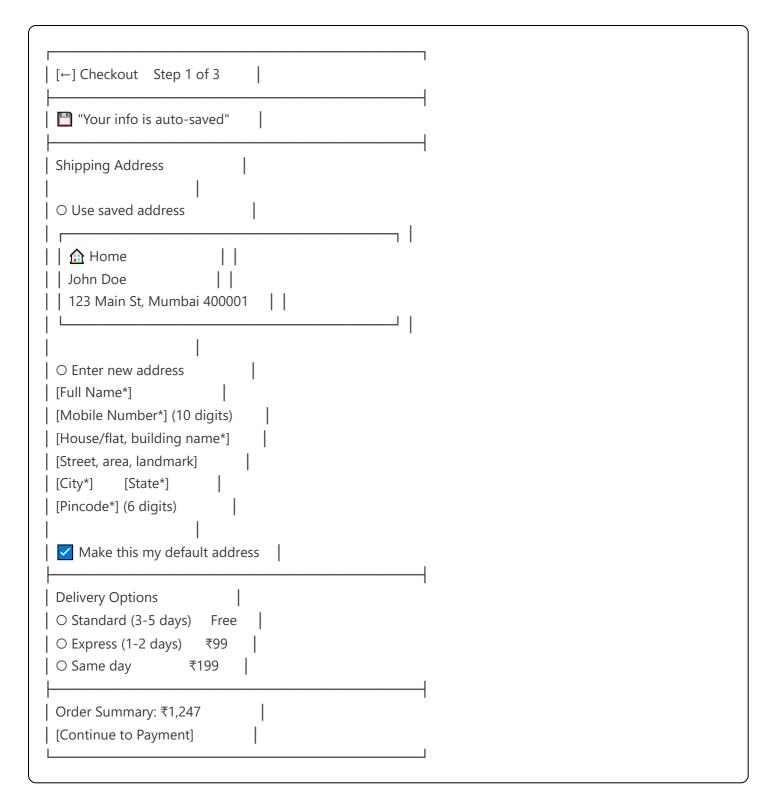
- Promo code field prominently placed
- Real-time total updates
- Auto-save cart contents

#### **Screen Connections**

- Next: Shipping Address Screen
- Alternative: Continue Shopping → Product Catalog
- Error State: Invalid promo code → Show suggestions

# **Screen 2: Shipping Address & Information**

**Low-Fidelity Wireframe Description** 



- Story 2: "Address fields auto-fill based on previous orders"
- Story 5: "Select from multiple saved addresses quickly"
- Story 19: "Estimated delivery dates for each shipping option"
- Story 21: "Keyboard automatically adapts to input types"

## **Key UX Elements**

### **Smart Form Design:**

Contextual input labels with examples

- Mobile keyboard optimization (numeric for phone/pincode)
- Progressive form validation with helpful messages
- Auto-save indicator for user confidence

### **Address Management:**

- Quick selection of saved addresses
- Clear visual hierarchy between saved and new
- One-tap address selection for returning users

#### **Delivery Clarity:**

- Clear shipping options with costs and timeframes
- Visual indicators for free shipping eligibility
- Estimated delivery dates prominently displayed

#### **Screen Connections**

• Next: Payment Method Screen

Previous: Cart Review Screen

• Error State: Invalid pincode → Suggest nearby areas

# **Screen 3: Payment Method Selection**

**Low-Fidelity Wireframe Description** 

```
[←] Payment Step 2 of 3
 Secure 256-bit SSL encryption
Choose Payment Method
 O UPI
  [UPI ID] [@paytm/phonepe]
 ○ Saved Cards
  •••• 1234 [Edit] [Remove]
   •••• 5678 [Edit] [Remove]
O New Card
  [Card Number]
   [MM/YY] [CVV]
  [Cardholder Name]
   ✓ Save for future purchases
│ │ ○ Other Options

    Net Banking

    Cash on Delivery (+₹50)

    Wallet (Paytm/PhonePe)

Order Total: ₹1,247
[Complete Order]
```

- Story 12: "Multiple payment methods available for convenience"
- Story 6: "Visible trust indicators for secure payment entry"
- Story 1: "Save payment details securely for faster checkout"
- Story 30: "Cart syncs across devices for seamless shopping"

## **Key UX Elements**

#### **Security & Trust:**

- Prominent SSL encryption badge
- Clear security messaging without being overwhelming
- Trusted payment gateway logos
- PCI compliance indicators

#### Payment Flexibility:

- Popular local payment methods (UPI) prioritized
- Clear cost implications (COD charges)
- Quick access to saved payment methods
- Guest-friendly new card option

## Form Intelligence:

- Smart card type detection
- · Auto-formatting for card numbers
- Secure field indicators
- Save preference with clear benefits

#### **Screen Connections**

- Next: Order Review & Confirmation Screen
- Previous: Shipping Address Screen
- Error State: Payment failure → Retry options with alternatives

## Screen 4: Order Review & Final Confirmation

**Low-Fidelity Wireframe Description** 

```
| [←] Review
              Step 3 of 3
 Almost Done! Review Your Order

    Order Summary

   [Img] Product 1
                      ₹500 | |
   [lmg] Product 2 (Qty:2) ₹700
  Subtotal:
                  ₹1,200 | |
   Shipping (Express):
                       ₹47
   Taxes:
                   ₹0 |
                ₹1,247
  Total:
 ⚠ Shipping To: [Edit]
John Doe
 123 Main St, Mumbai 400001
 Expected: March 15-17
 Payment: [Edit]
 UPI: john@paytm
 ✓ I agree to Terms & Conditions
 ✓ Subscribe to order updates
Place Order Securely
 "You'll get confirmation via email"
```

- Story 26: "Order confirmation highlights key information clearly"
- Story 13: "All taxes, shipping, and fees displayed before payment"
- Story 15: "Visual progress bar showing checkout completion"
- Story 28: "Ability to edit shipping method during checkout"

# **Key UX Elements**

#### **Final Review:**

- Complete order summary with edit options
- Clear delivery expectations and timeline

- Payment method confirmation with change option
- Terms acceptance with easy access to details

#### **Confidence Building:**

- "Almost done" messaging reduces abandonment anxiety
- Clear edit options for last-minute changes
- Email confirmation promise
- Secure placement button with trust indicators

### Legal & Preferences:

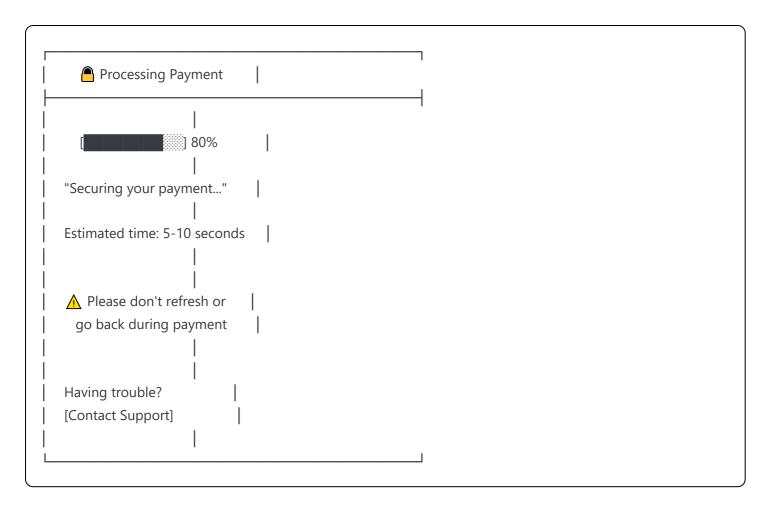
- Non-intrusive terms acceptance
- Optional marketing subscriptions
- Clear data usage messaging

#### **Screen Connections**

- Next: Payment Processing → Order Confirmation
- Edit Options: Back to previous screens with data preservation
- Error State: Payment failure → Clear retry guidance

# **Screen 5: Payment Processing & Loading**

**Low-Fidelity Wireframe Description** 



- Story 27: "Checkout pages load quickly and function reliably"
- Story 29: "Clear error messages explaining payment issues"

# **Key UX Elements**

### **Progress Indicators:**

- Clear progress bar with percentage
- Estimated completion time
- Status messages that build confidence
- Prevention of accidental navigation

#### **Error Prevention:**

- Clear instructions not to navigate away
- Support contact readily available
- Timeout handling with retry options

#### **Screen Connections**

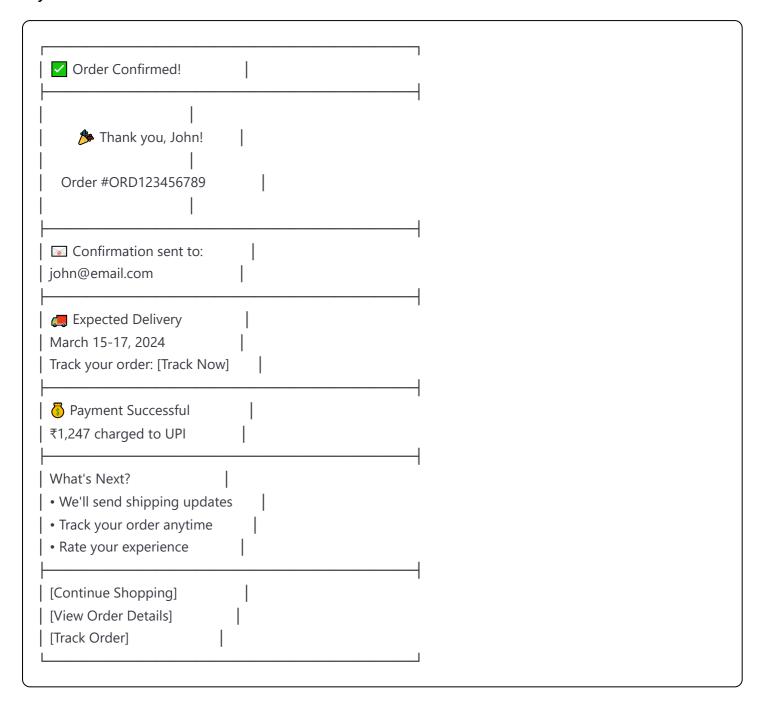
- Success: Order Confirmation Screen
- Failure: Payment Error Screen with alternatives

• Timeout: Retry options with saved progress

## **Screen 6: Order Confirmation & Success**

## **Low-Fidelity Wireframe Description**

### **Layout Structure:**



## **Integrated User Stories**

- Story 26: "Confirmation page highlights key information"
- Story 11: "Loyalty points displayed during checkout"
- Story 14: "Save items in wishlist for later checkout"

## **Key UX Elements**

#### **Confirmation Clarity:**

- Clear success indicators and celebratory tone
- Prominent order number for reference
- Email confirmation acknowledgment
- Delivery timeline prominence

#### **Next Steps:**

- Clear action options without overwhelming
- Order tracking immediately available
- Easy path back to shopping
- Customer service accessibility

### Information Hierarchy:

- Most critical info (order number, delivery) at top
- Payment confirmation for peace of mind
- Future actions clearly delineated

#### Screen Connections

- Continue Shopping: Back to product catalog
- Track Order: Order tracking interface
- View Details: Detailed order breakdown
- Customer Service: Help and support options

# **Cross-Screen Design Principles**

## **Consistency Elements**

- Progress Indicators: Clear step progression (1 of 3, 2 of 3, etc.)
- Trust Signals: Security badges and SSL messaging throughout
- Error Handling: Consistent error message styling and helpful guidance
- Mobile Optimization: 48px minimum touch targets, thumb-friendly navigation

#### **Data Persistence**

- Auto-save functionality with clear indicators
- Form state preservation across navigation

- Cart contents maintained across sessions
- User preferences remembered

#### **Performance Considerations**

- Progressive loading for complex forms
- Optimistic UI updates for better perceived performance
- Fallback states for slow connections
- Clear loading indicators with estimated times

## **Accessibility Features**

- High contrast ratios for text and buttons
- Screen reader compatible labels and structure
- Keyboard navigation support
- Focus indicators for all interactive elements

## **User Story Integration Summary**

Each screen directly addresses multiple user stories:

- Priya's needs: Fast mobile experience, deal optimization, quick completion
- Rajesh's needs: Clear information, security indicators, comprehensive confirmations

The wireframe flow creates a logical progression that reduces cognitive load while maintaining user control and confidence throughout the checkout process. The design balances efficiency for experienced users with guidance for first-time shoppers, ensuring both personas can complete their purchases successfully.