

Improving Merchant Onboarding Flows

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Date Input Component

The image shows two wireframe prototypes of a date input component. The top prototype consists of three separate input fields: 'SSN (last 4 digits)', 'Date of birth' (a simple text input), and 'mm/dd/yyyy' (another text input). The bottom prototype shows a more refined design where the 'Date of birth' is presented as a single input field with three dropdown menus for 'Month', 'Day', and 'Year'.

⚠ Before:

- Difficult to localize
- Unexpected UI behavior

✓ After:

- Clearly labeled fields
- Reduces code by 50%
- Available as reusable UI component

Progress Bar

The image shows a wireframe of a progress bar component. It features a horizontal bar with three colored dots indicating progress: green for 'Account Details', green for 'Business Info', and grey for 'Personal Info'. Below the bar, there is a text input field labeled 'Tell us about your business' and a dropdown menu labeled 'Business type'. At the bottom is a large blue 'Continue' button.

⚠ Before:

- Potential drop-off due to unexpected form length

✓ After:

- More transparent to users about steps involved

Credit Card Statement Descriptor

The image shows a wireframe of a credit card statement descriptor component. It includes a date input field, a text input field with placeholder 'PAYPAL* Your business name', and a table showing transaction history. The table has columns for Date, Transaction, and Amount. The first row shows a transaction from 'PAYPAL*YOUR BUSINESS NAME' for an amount of 12. The second row shows a transaction from 'GROCERY STORE' for an amount of 15. The third row shows a transaction from 'SANDWICH SHOP' for an amount of 10. At the bottom is a blue 'Continue' button.

⚠ Before:

- Unclear help text and lack of guidance provided to user

✓ After:

- Provides example to lessen confusion when filling out field