

# User stories

<https://docs.google.com/spreadsheets/d/15LQA0fEvQC7O6E1ztg1GuHVIda2DdagnBfqFkFQxR2s/edit#gid=1594564612>

## Questions

- which countries would be best to interview? why?
- Do tenants want hybrid auto-manual payment plan management? do they want some payments auto and some payments manual within a payment plan?
- Do tenants want to be able to manage two

## Risks

- Setting tenant's expectations for payments and dates is critical to ensure we don't get too many chargebacks

Theme		As a tenant, I want to
View	See all payment plans	see all active payment plans, so I can pay two landlords at once if I have an overlap in stays.
	See single plan overview	see all payments within a plan, so I can <ul style="list-style-type: none"><li>• check it aligns with the contract</li><li>• understanding what payments and dates i'm agreeing to</li></ul>
	Select payments to pre-auth	select individual payments to authorise within a plan, so I can manage some payments manually
Pre-auth	Store payment details	store my payment details, so I don't have to re-enter them again
	Email to confirm all pre-auths	an email record of all the payments I pre-authorised, so I can confirm it was intended
Manage	see which plans are pre-auth'd	see which payment plans are pre-authorised, so I can plan my money matters
	See which payments are pre-auth'd	see which individual payment requests are pre-authorised, so I can plan my money matters
	Change payment method	change my payment method, so I can always ensure the payments succeed
	Add a back up payment method	add a backup payment method, so I can always ensure the payments succeed
	Set the payment method per request	set the payment method on the payment request level, so I can plan my money matters
	Set the payment method per category	set the payment method on the category request level, so I can plan my money matters
	Cancel entire plan pre-auths	cancel my entire pre-authorised plan, so I can go back to doing payments manually
	Cancel single payment request pre-auths	cancel a single payment requests pre-authorisation, so I can manage some payments manually
Payments	Understand up & coming payments	know if a payment will be charged soon, so I can make sure my account has enough balance
	Understand payment success	know when a payment succeeded, so I can verify that HousingAnywhere received my money
	Understand how to resolve a payment	know how to fix a payment that didn't work, so I can stay on good terms with my landlord
	Understand what the payment was for	know what the payment was for, so I can verify that HousingAnywhere received my money