

User Story: Paying Dormitory Seat Charge Online

Context: As a university student assigned to a dormitory room, I want to be able to pay my monthly seat charge securely and conveniently online, so that I can avoid queues and track my payment history easily.

Acceptance criteria:

- ❖ I can log in to the university hall portal using my student ID and password.
- ❖ I can see a clear overview of my current dormitory assignment, including my room number and monthly seat charge amount.
- ❖ I can choose the specific month(s) I want to pay for and see the total amount due.
- ❖ I can select a preferred payment method from a variety of secure options (e.g., credit card, debit card, online banking).
- ❖ I can review the payment details before confirming the transaction.
- ❖ I receive immediate confirmation and a digital receipt upon successful payment.
- ❖ The system automatically updates my payment status within the housing portal.
- ❖ I can view my payment history with detailed logs for each month, including amounts paid and dates.
- ❖ I can receive email notifications and reminders about upcoming due dates.

Success:

Upon successful payment an email notification should be received.

Failure:

- ❖ If there is any issue in online payment the system should as such and guide to the next step I should follow to be able to successfully complete my transaction.
- ❖ Error messages should be clear and helpful in case of missing information or invalid submissions.