

To-Be Design

My Account/Payment Settings

Complete the user data collection and HyperWallet Payee Registration in a streamlined flow (payout method enrollment) instead of the back and forth email communications, which could automate the operational mannual work and avoid the deferred payout cycle caused by the internal policies and process.

Success/Impacted Metrics

- Mean time of payout cycle ↓
- Mean time to complete account enrollment ↓
- Rejected direct deposit payout failure rate and contact rate ↓

Step 0: Add seller type (one time)

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Add seller information

What kind of seller are you? ?

☒ Individual seller - I sell tickets as an individual person or a sole proprietor.

☐ Business seller - I have a business registered for selling tickets.

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We filled in some info for you. Please take a look and make sure everything is correct.

Personal information

First name

Jane

Last name

Doe

Date of birth

DD/MM/YYYY

Home address

Country/Region

Zip code

Address line 1

Address line 2(Optional)

City

State

- Collect seller data could ensure B2C sellers to get in paid without listing tickets in StubHub sell flow.

Simplify the user actions

Offer the most valuable info to new or existing sellers based on their different needs, thus increasing user input efficiency.

Step 1: Add address_New sellers

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Add an address

The address you provide must be the same that's on file with your direct deposit bank account.

First name

Last name

Country

Canada

Zip code

Address line 1

Address line 2 (optional)

City

State

Cancel

Next

Step 1: Add address_Existing sellers

×

Select an address

The address you choose must be the same that's on file with your direct deposit bank account.

+ Add an address

☐ Jane Doe
2639 Danforth Ave, Toronto, OM M4C4Y7, CA

☐ Jane Doe
123 Main ST, Vancouver, BC V6B5K2, CA

☐ Jane Doe
Dive Street, Toronto, ON M4VV2H7

Cancel

Next

Step 2: Add bank details

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Add bank account details

Company name (if applicable)

Account holder's name

Account type

☒ Checking

☐ Savings

Need help filling out this form?

001

0000 1234 5678

Transit #

Institution #

Account #

Transit number(5 digits)

Financial institution number(3 digits)

Account number(7 digits)

Re-enter account number

☐ Set as the default payout account

Cancel

Save

- Account number re-enter to reduce type error