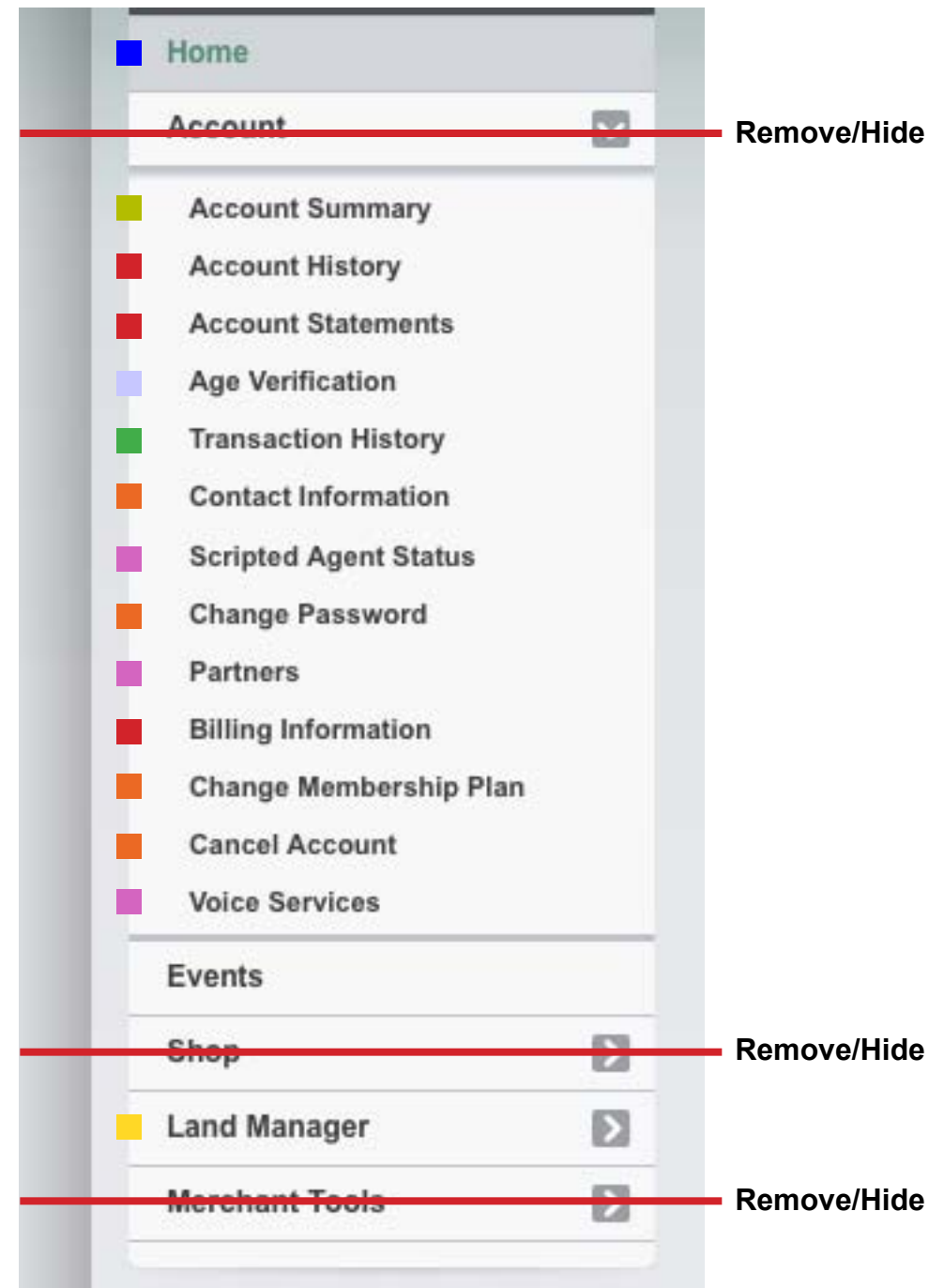




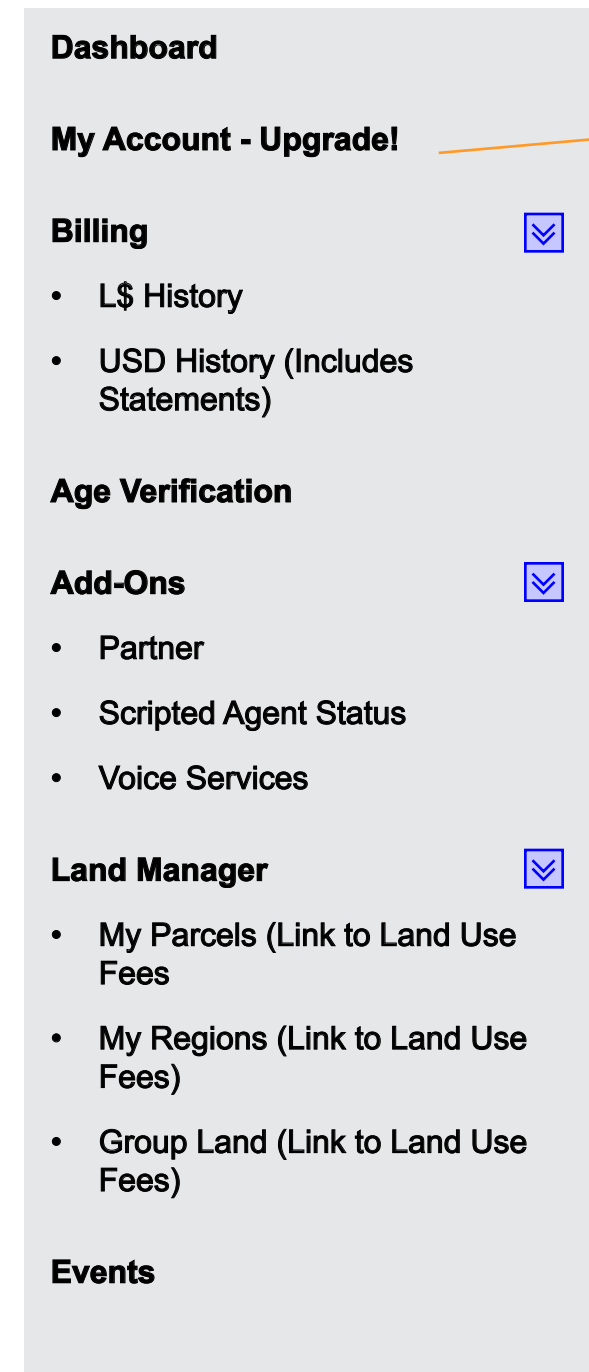
Second Life Web Payment Wireframes

My Account Side Navigation

Existing Navigation/Edits



New Navigation - Interim



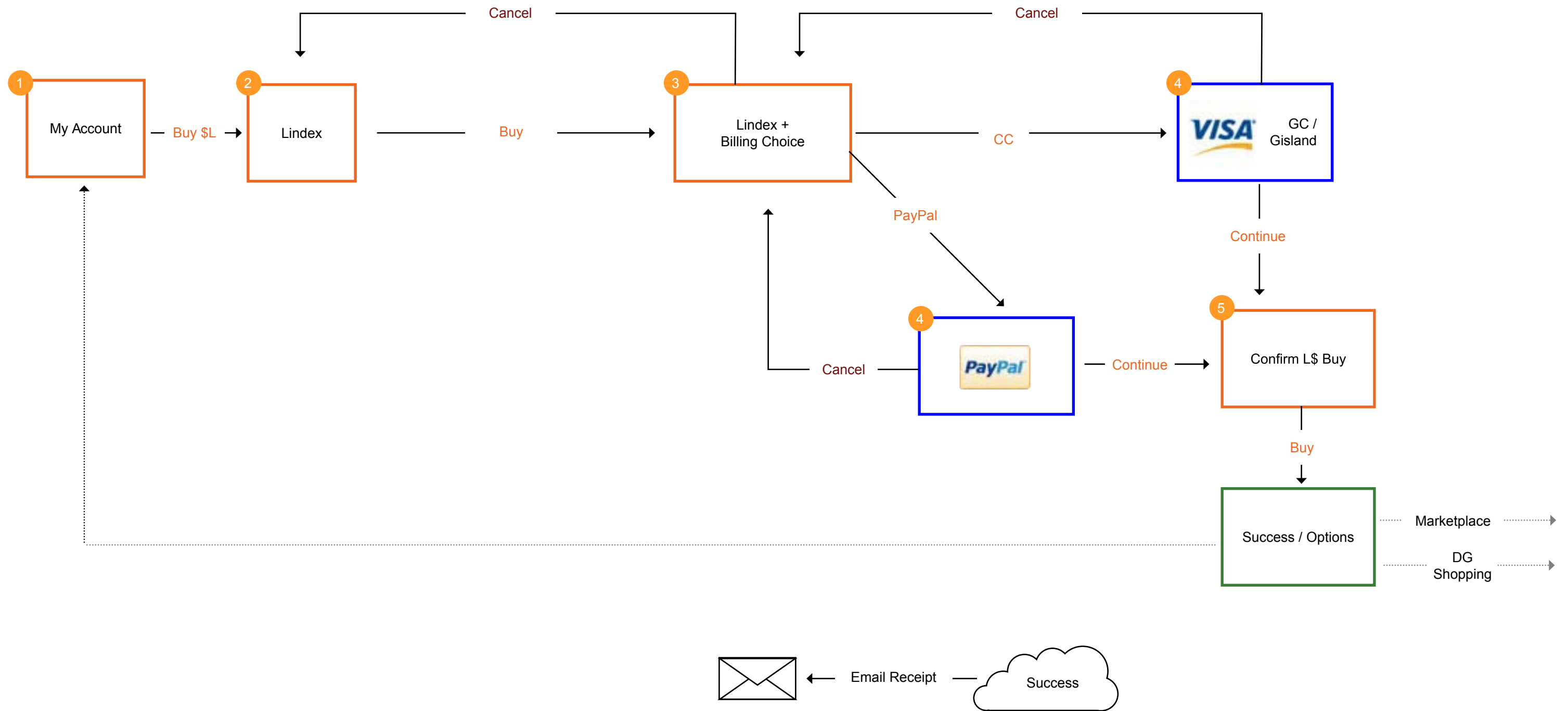
Includes:

- Contact Info
- Change Password
- Premium Upgrade
- Cancel Acct.

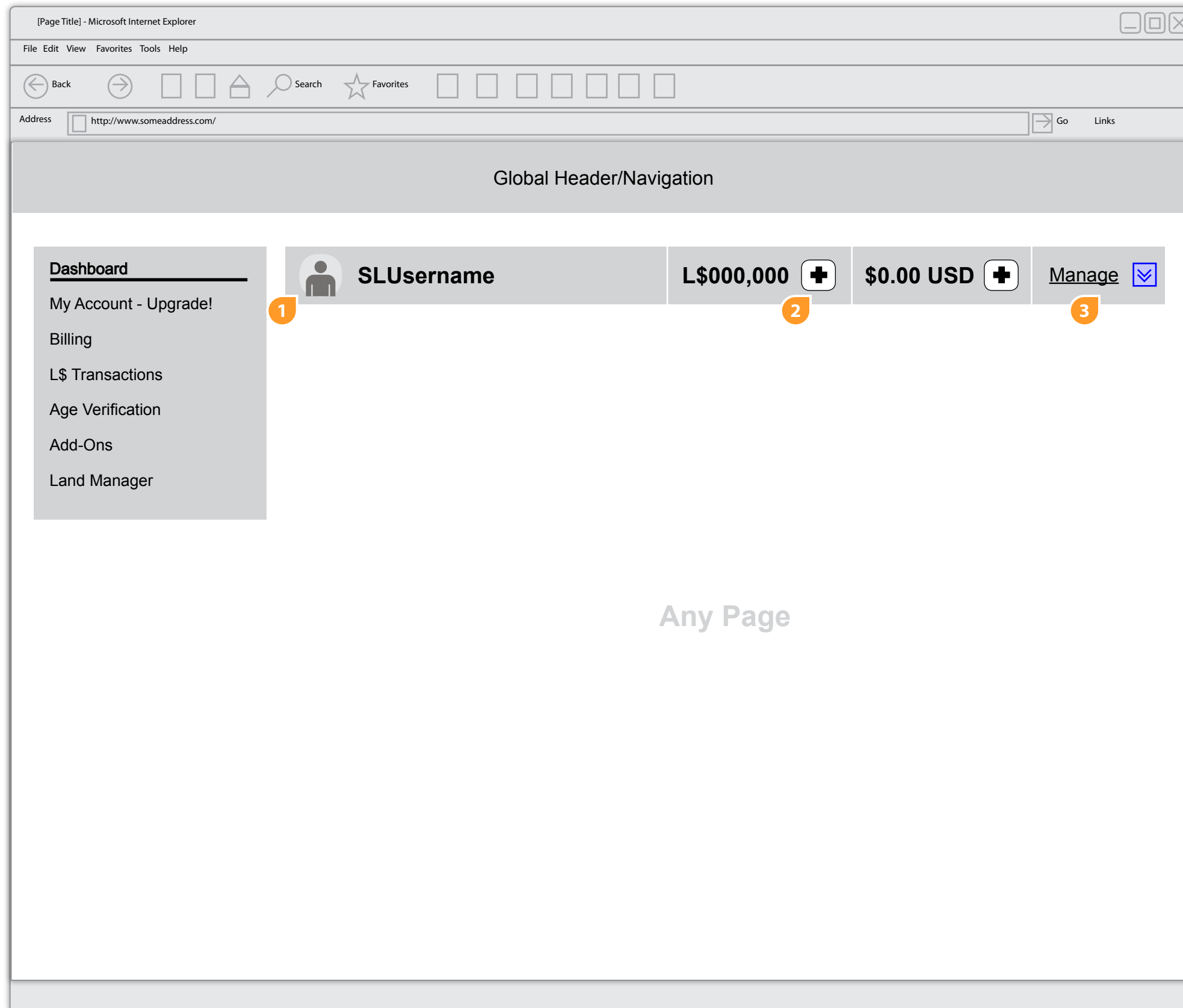
Changes:

- My Account merges with Contact info, Change Password, Change Membership Plan, and Cancel account
- “- Upgrade!” appears next to “My Account” if user is not Premium
- Name change from “Billing Information” to “Billing”
- Account Summary, Account History, Account Statements become subcategories of Billing
- Name change from “Transaction History” to “L\$ History”
- Name change from “Account History” to “USD History”
- Scripted Agent Status, Partners, and Voice Services move down a level to become subcategories of “Add-Ons”
- Land Manager loses the subcategory “Land Use Fees”.
- “Land Use Fees” becomes a link on Group Land, My Mainland, My Regions
- ALL PAGE TITLES change to MATCH THEIR NAVIGATION LINK
- Account, Shop, and Merchant Tools are removed completely.

Buy L\$ (Lindens) Flow



Account Bar



1. A new bar is added to the top of each page in the account area of the site. In the bar the user will see:

- a thumb of their profile pic
- their username (linked to the dashboard page)
- # of lindens they have
- the ability to add more lindens
- \$USD Credit
- the ability to add more USD credit
- the ability to manage their lindens

The bar will be accessible from every page inside the account area

2. To buy Lindens the user can select the plus/add icon next to the L\$ indicator
3. If needed, a menu item (Buy L\$ (Lindens)) can be added under manage as well

Buy L\$ (Simple Lindex)

[Page Title] - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Home Search Favorites

Address Go Links

Global Header/Navigation

Dashboard

- My Account - Upgrade!
- Billing
- L\$ Transactions
- Age Verification
- Add-Ons
- Land Manager

SLUsername L\$000,000 + \$0.00 USD + [Manage](#) ▾

Buy L\$ (Lindex Exchange) [Advanced View](#)

Second Life's unit of trade is the Linden dollar (L\$).

You can buy or sell Linden dollars here on the Lindex exchange to pay for goods and services provided by other Second Life Residents.

1 I want to buy L\$

For the price (approx. US\$)

My new balance will be L\$000,000

[Buy Now](#)

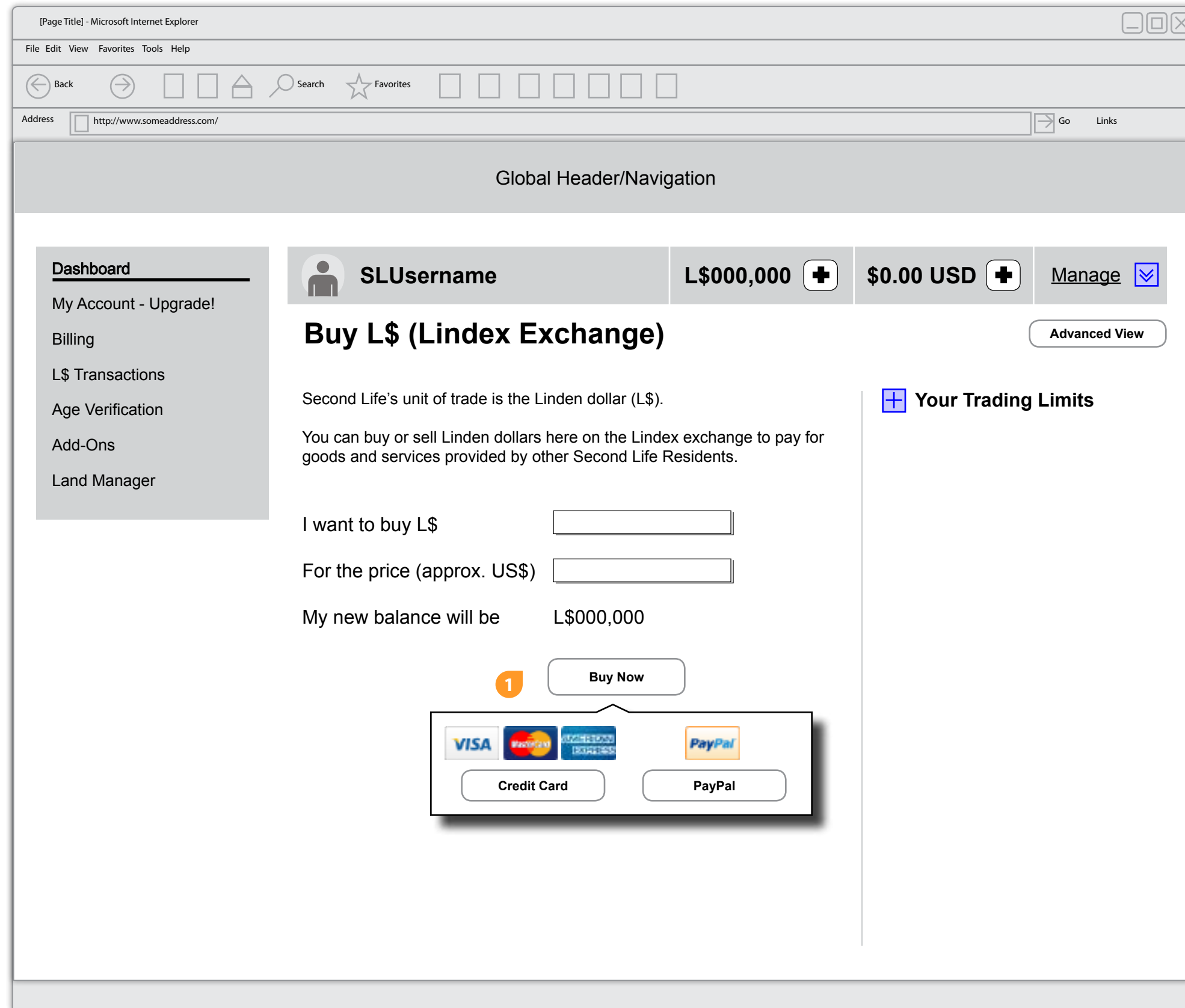
2 [+ Your Trading Limits](#)

1. After the user selects the add icon they are taken to the Lindex. The Lindex page gets simplified with streamlined text and clear direction. When the user clicks into (focuses) any of the text fields a helper tool tip shows to give the user feedback on what must be entered. For example for the L\$ field there is a minimum of X Lindens so the tool tip can share that information.
2. This may seem like overkill but hiding the trading limits may lessen the confusion about buying lindens and what they are used for. The user can see their limits by opening the toggle. The information they would see is demonstrated below

Your Trading Limits

| | per 24 Hours | per 30 days |
|----------|--------------|-------------|
| Buy | USD \$0.00 | USD \$0.00 |
| Sell | - | - |
| Purchase | USD \$0.00 | USD \$0.00 |

Buy L\$ (Simple Lindex)



1. The user can either choose to enter the number of Lindens they want or how much USD they want to spend

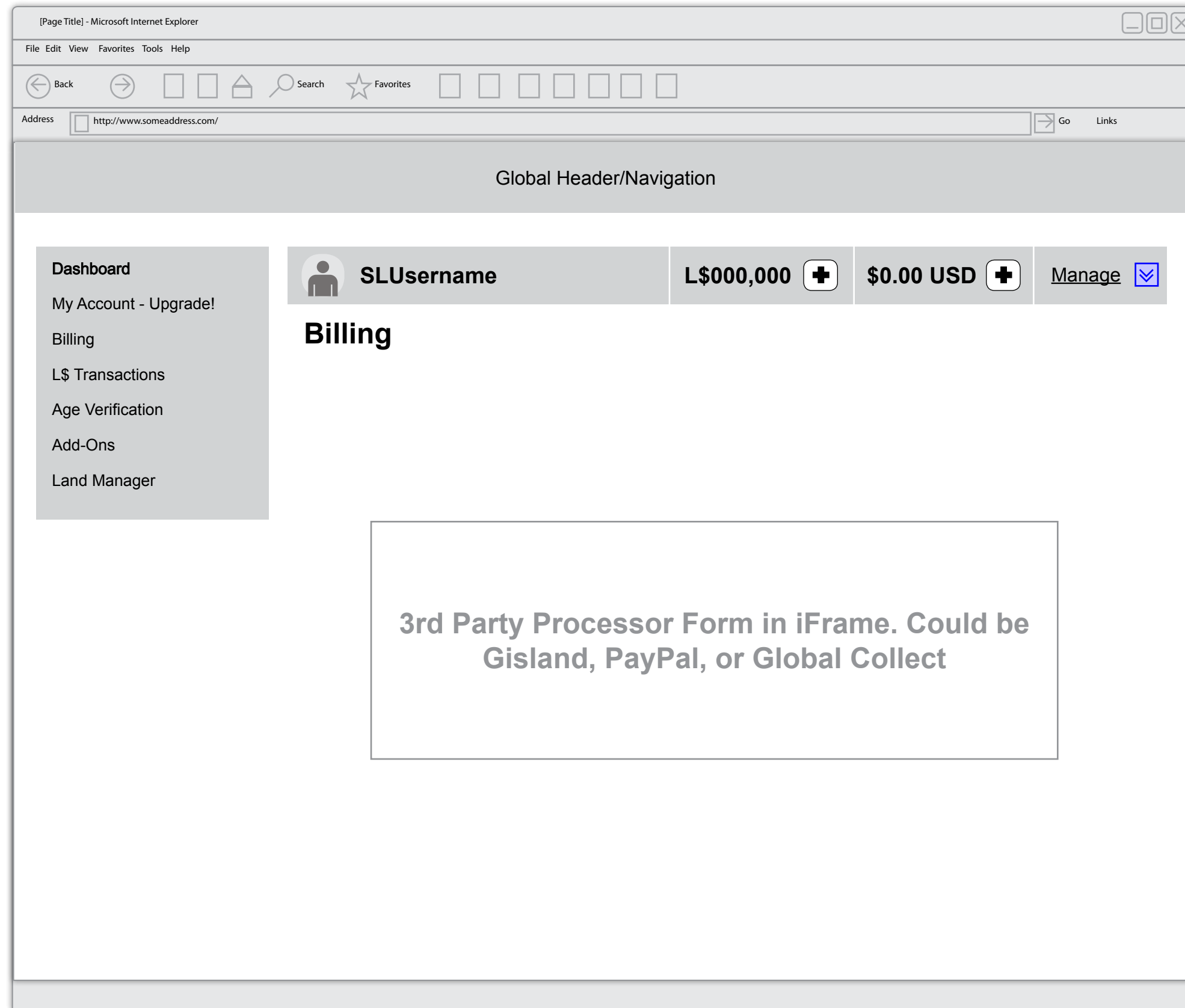
When the Lindex page initially loads we should check to see if the user has billing info on file, and if they do what kind. When the user is ready to commit to the purchase they will select the Buy Now button. When they do they will be shown a slide out drawer or some other UI widget that lets them choose their billing choice.

If they are new and have no billing, clicking on a payment method will take them to the 3rd party iframe/form to enter their billing info.

If the user already has payment info, they are only shown the payment method(s) they have on file. When they select their method then they are taken to the confirmation page and they skip the 3rd party billing form.

For Int'l users that have multiple payment methods on file the module will populate with the methods they can use for the transaction

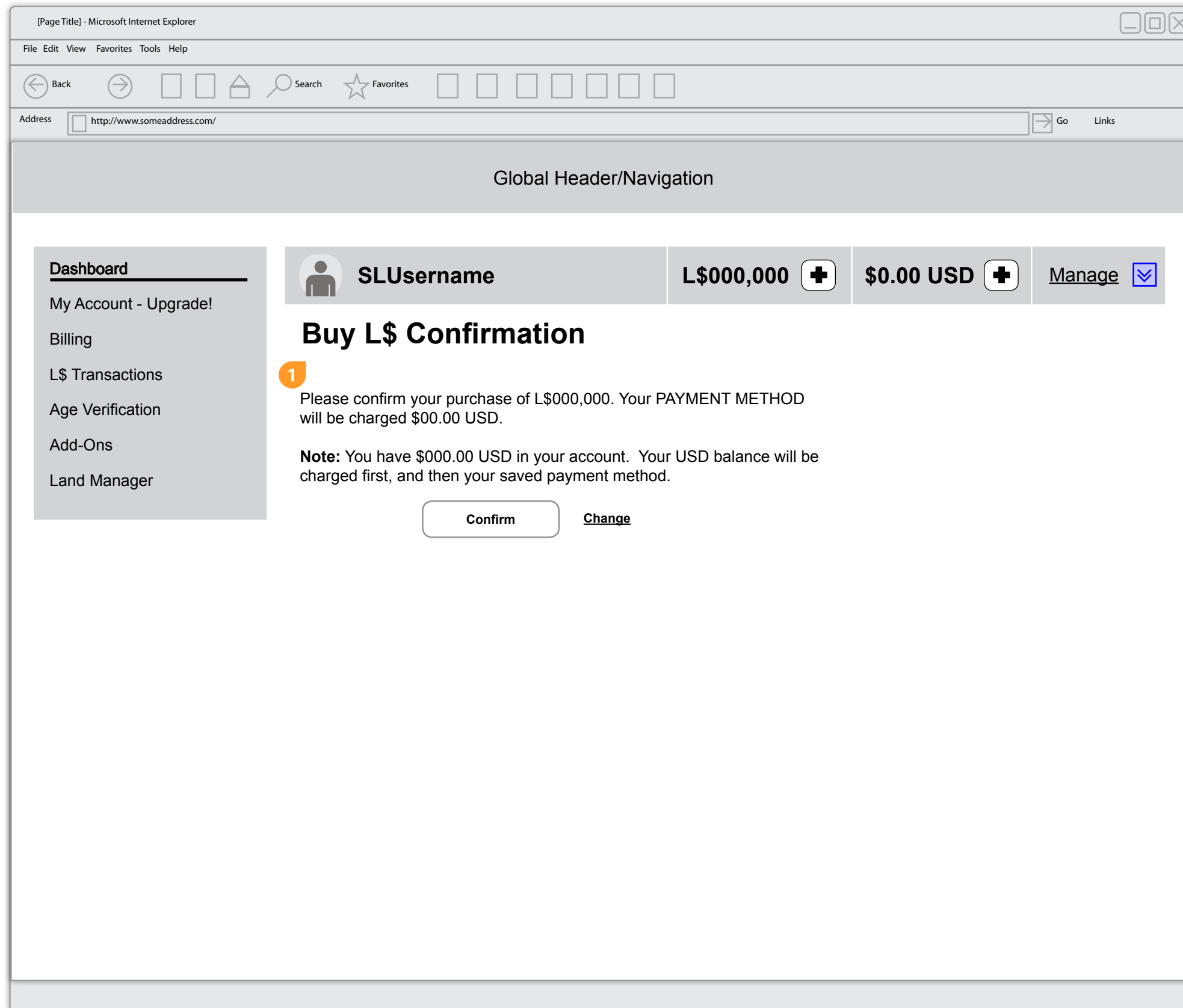
Billing



It's important to note that the original intent of the purchase needs to be remembered throughout the process, so after they enter their billing we remember what they wanted to buy and, given their billing is accepted, we show them a confirmation page for their purchase, they accept and then the transaction is complete.

When a payment method is successfully added that payment method is automatically set to be used as the payment method of choice for that particular transaction type/category

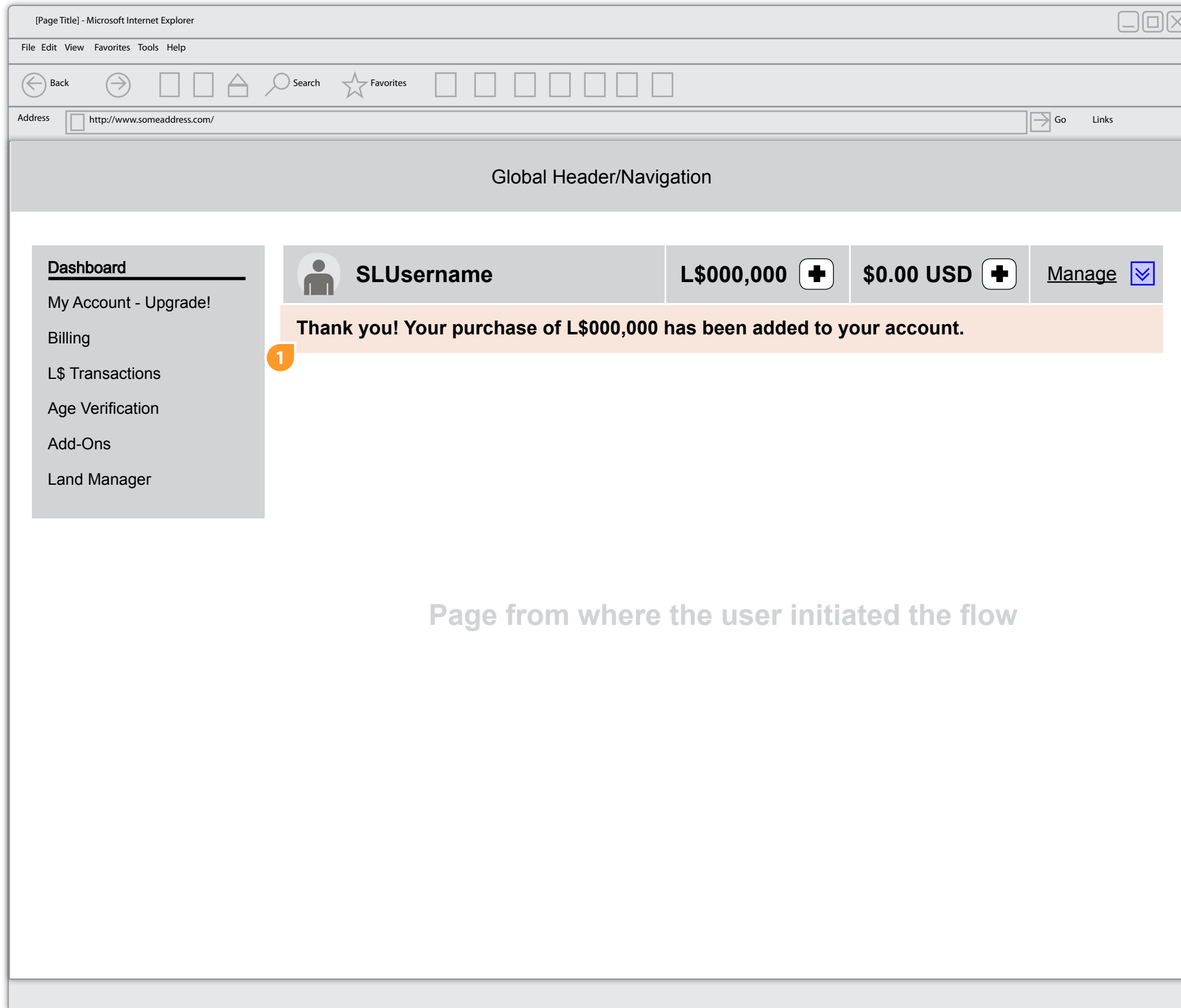
Buy L\$ (Simple Lindex) - Confirm Buy



1. The user must confirm their purchase. It's a one click confirmation because they have already chosen their preferred payment method.

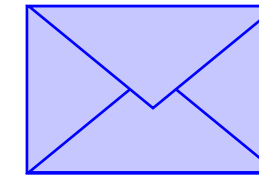
The USD Note messaging will only display if the user has USD credit

Buy L\$ Thank You

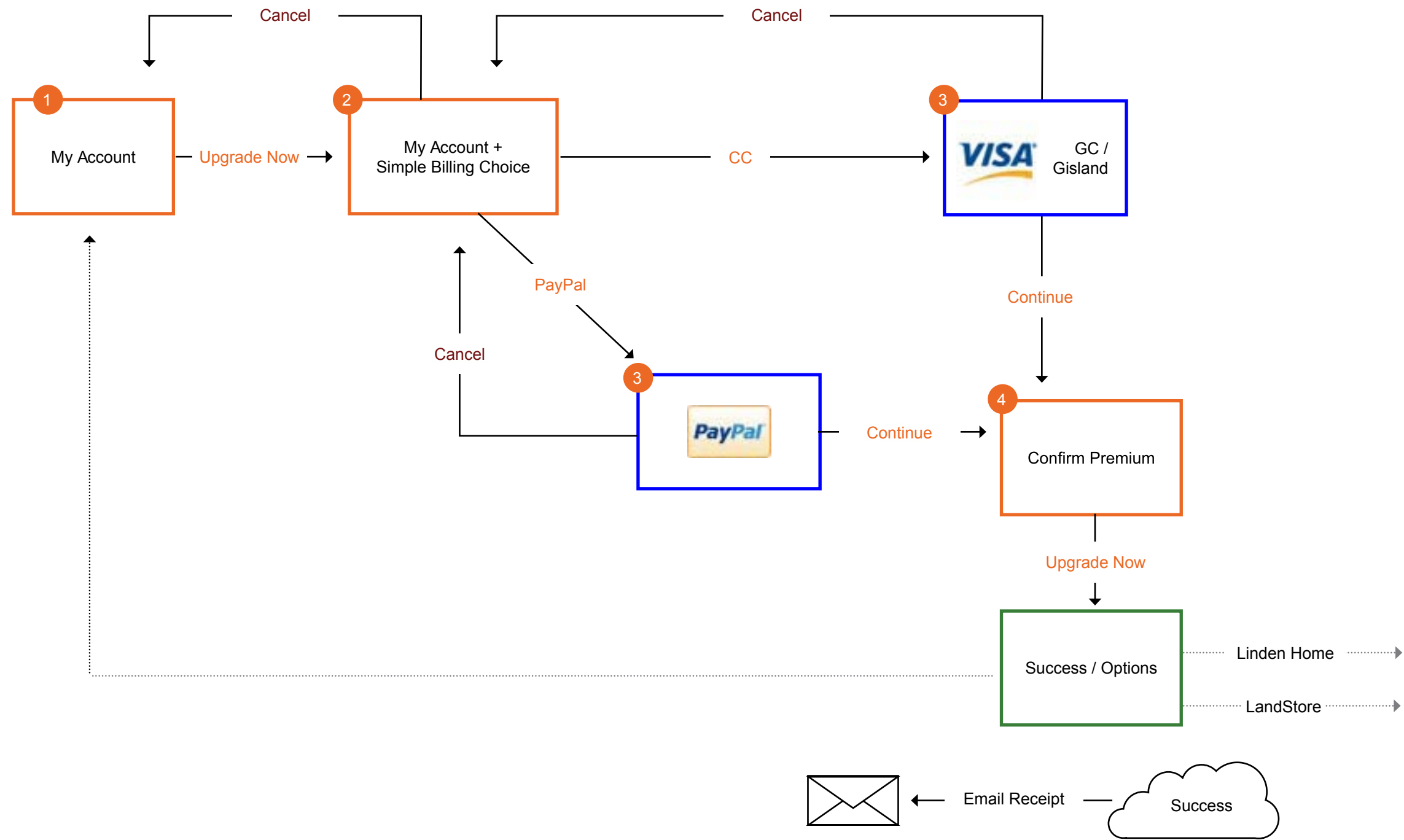


1. On success, the page where the transaction originated is refreshed with a success message underneath the account bar.

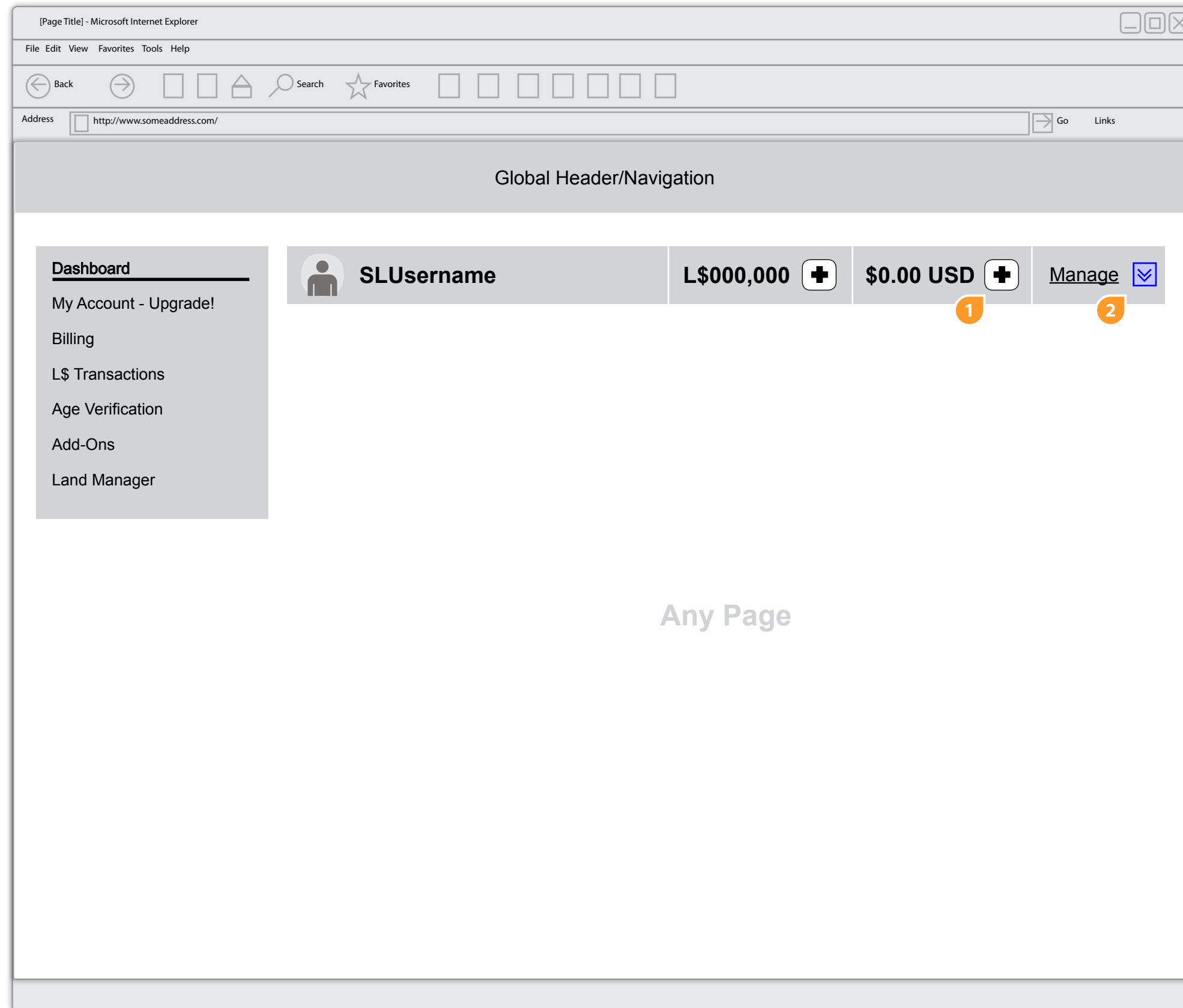
An email is also sent to the user with the successful transaction info that includes their transaction number. The email should be reviewed for content.



Add Credit/Top Up Flow

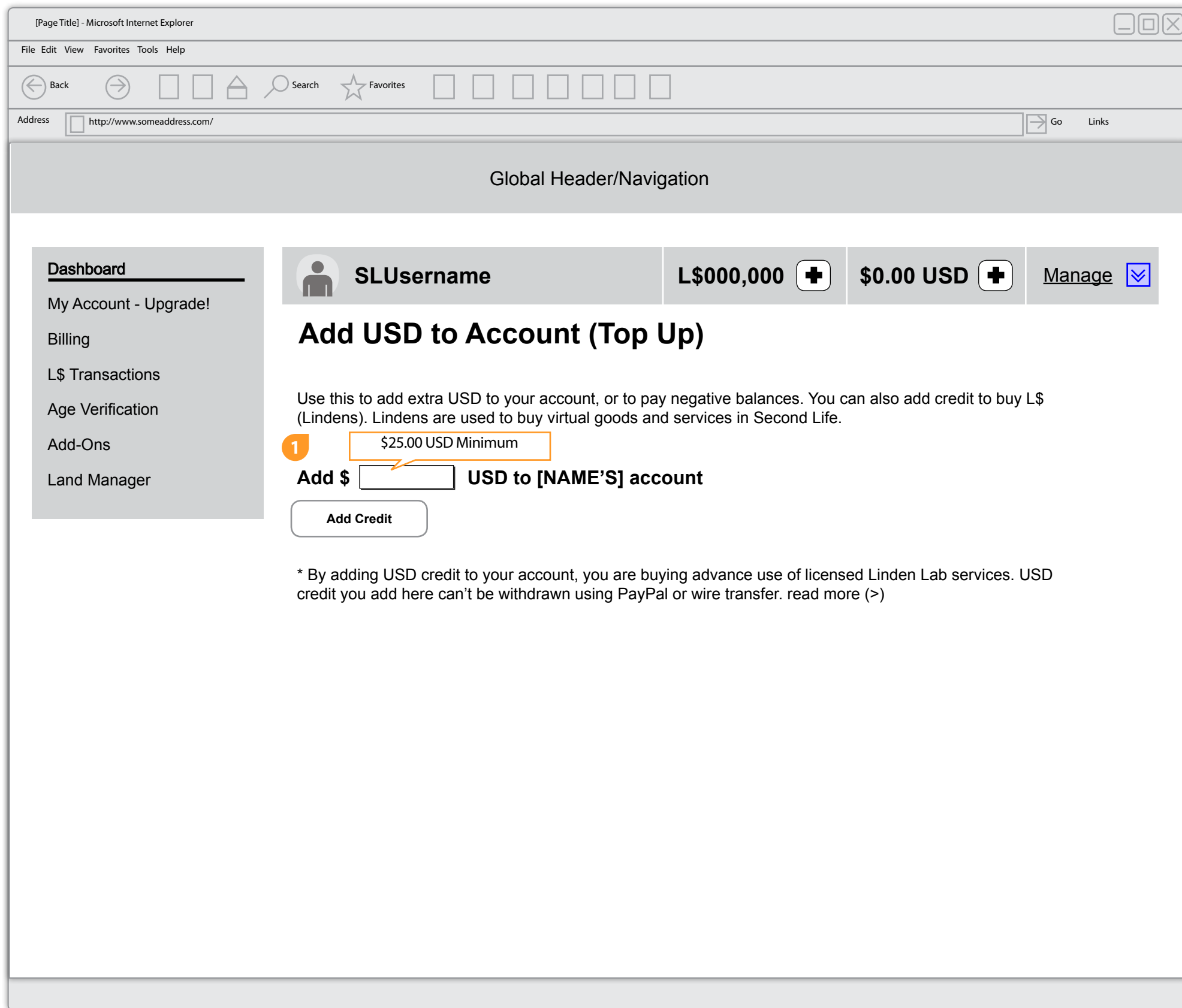


Account Bar



1. To add credit the user can select the plus/add icon next to the USD indicator
2. If needed, a menu item (Add USD Credit (Top Up)) can be added under the manage menu as well

Add Credit (Top Up)



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Address Go Links

Global Header/Navigation

Dashboard

- My Account - Upgrade!
- Billing
- L\$ Transactions
- Age Verification
- Add-Ons
- Land Manager

SLUsername L\$000,000 **+** \$0.00 USD **+** [Manage](#) **▾**

Add USD to Account (Top Up)

Use this to add extra USD to your account, or to pay negative balances. You can also add credit to buy L\$ (Lindens). Lindens are used to buy virtual goods and services in Second Life.

1 **1**

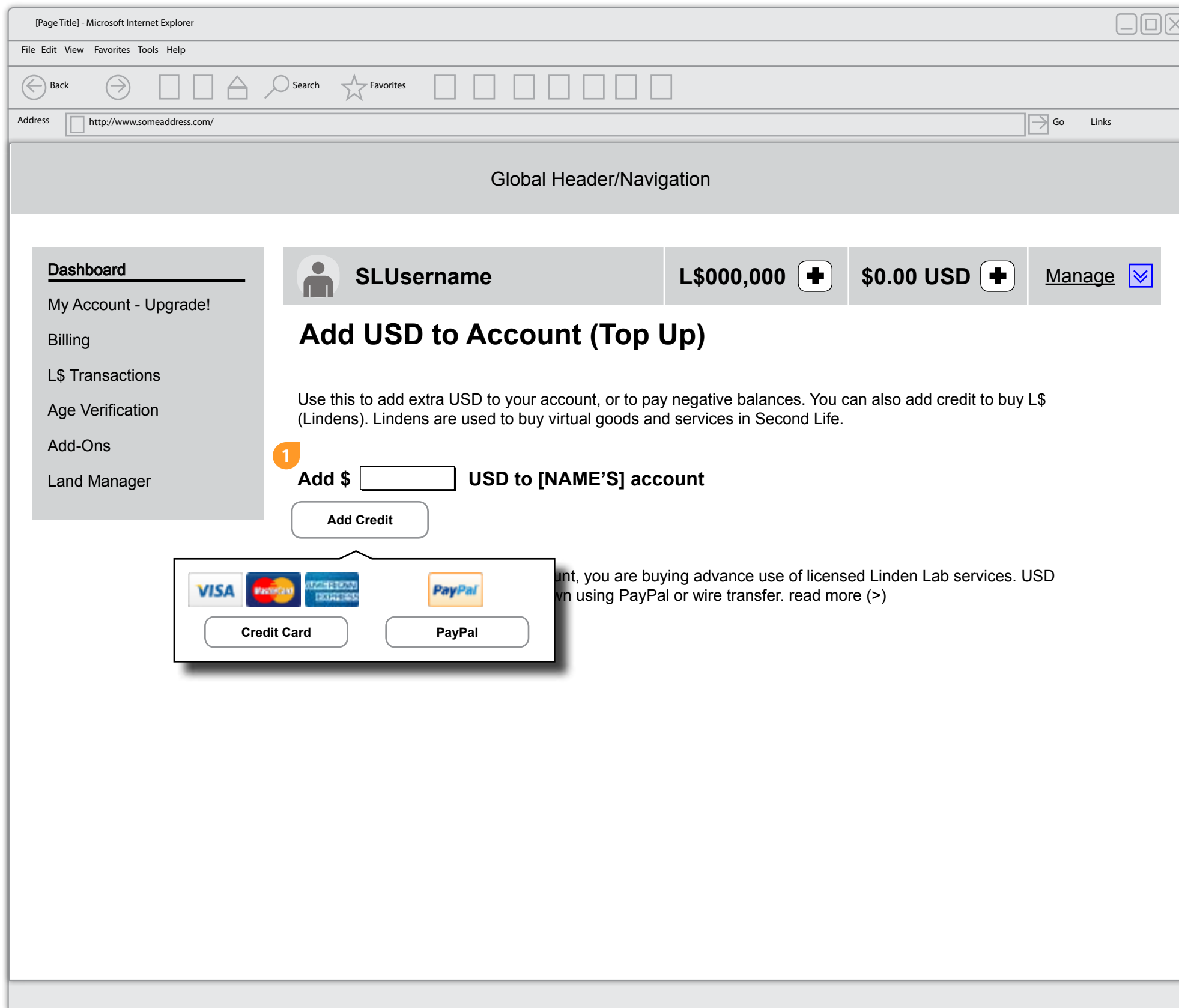
Add \$ **USD to [NAME'S] account**

Add Credit

* By adding USD credit to your account, you are buying advance use of licensed Linden Lab services. USD credit you add here can't be withdrawn using PayPal or wire transfer. [read more \(>\)](#)

1. After the user selects the add icon they are taken to the Add USD page. This page gets simplified with streamlined text and clear direction. When the user clicks into (focuses) the text field a helper tool tip shows to give the user feedback on what must be entered.

Add Credit (Top Up)



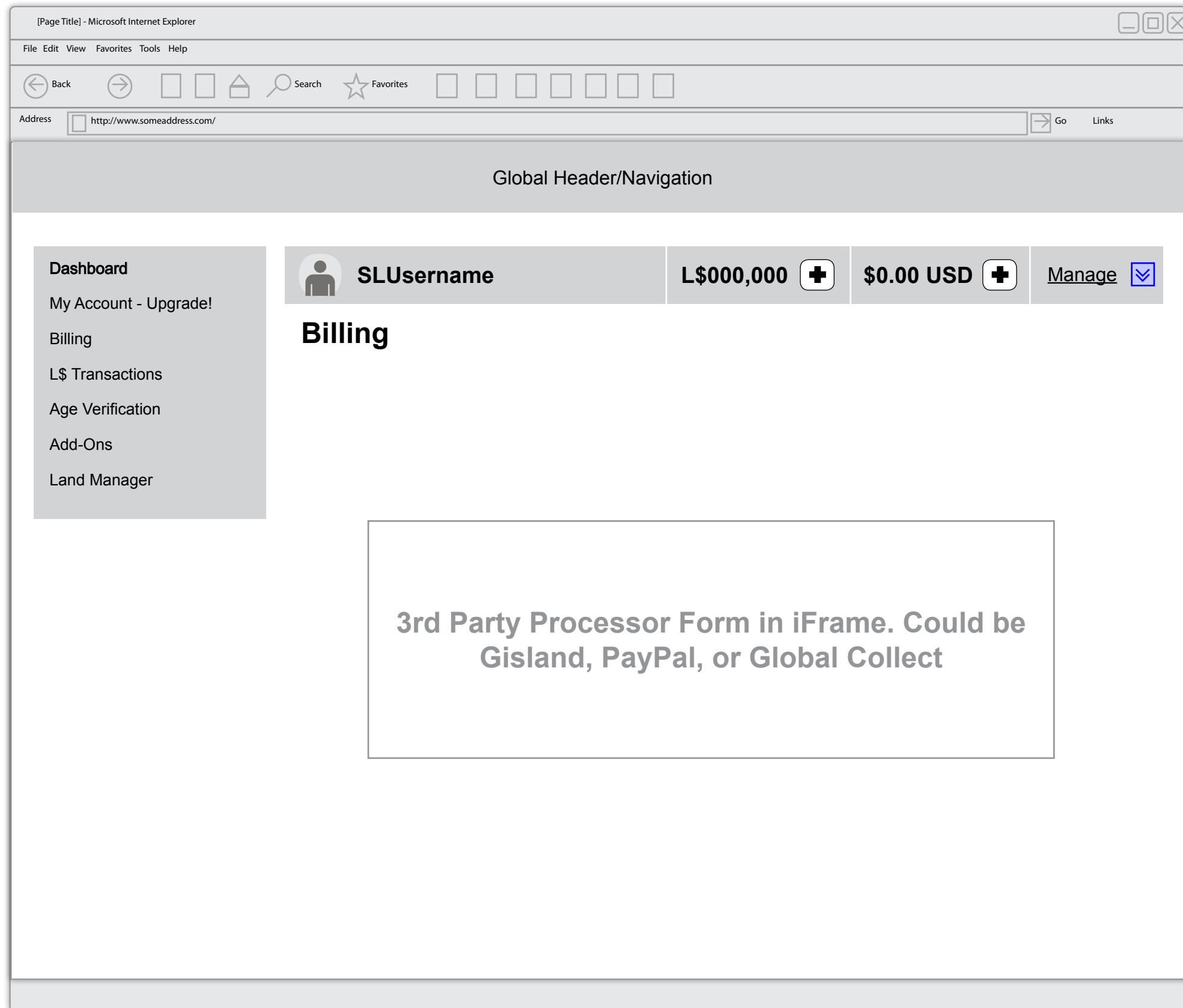
1. When the Add USD page initially loads we should check to see if the user has billing info on file, and if they do what kind. When the user is ready to commit to the purchase they will select the Add Credit button. When they do they will be shown a slide out drawer or some other UI widget that lets them choose their billing choice.

If they are new and have no billing, clicking on a payment method will take them to the 3rd party iframe/form to enter their billing info.

If the user already has payment info, they are only shown the payment method(s) they have on file. When they select their method then they are taken to the confirmation page and they skip the 3rd party billing form.

For Int'l users that have multiple payment methods on file the module will populate with the methods they can use for the transaction

Billing



It's important to note that the original intent of the purchase needs to be remembered throughout the process, so after they enter their billing we remember what they wanted to buy and, given their billing is accepted, we show them a confirmation page for their purchase, they accept and then the transaction is complete.

When a payment method is successfully added that payment method is automatically set to be used as the payment method of choice for that particular transaction type/category.

Add Credit (Top Up) Confirmation

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File Edit View Favorites Tools Help

Back Forward Home Search Favorites

Address Go Links

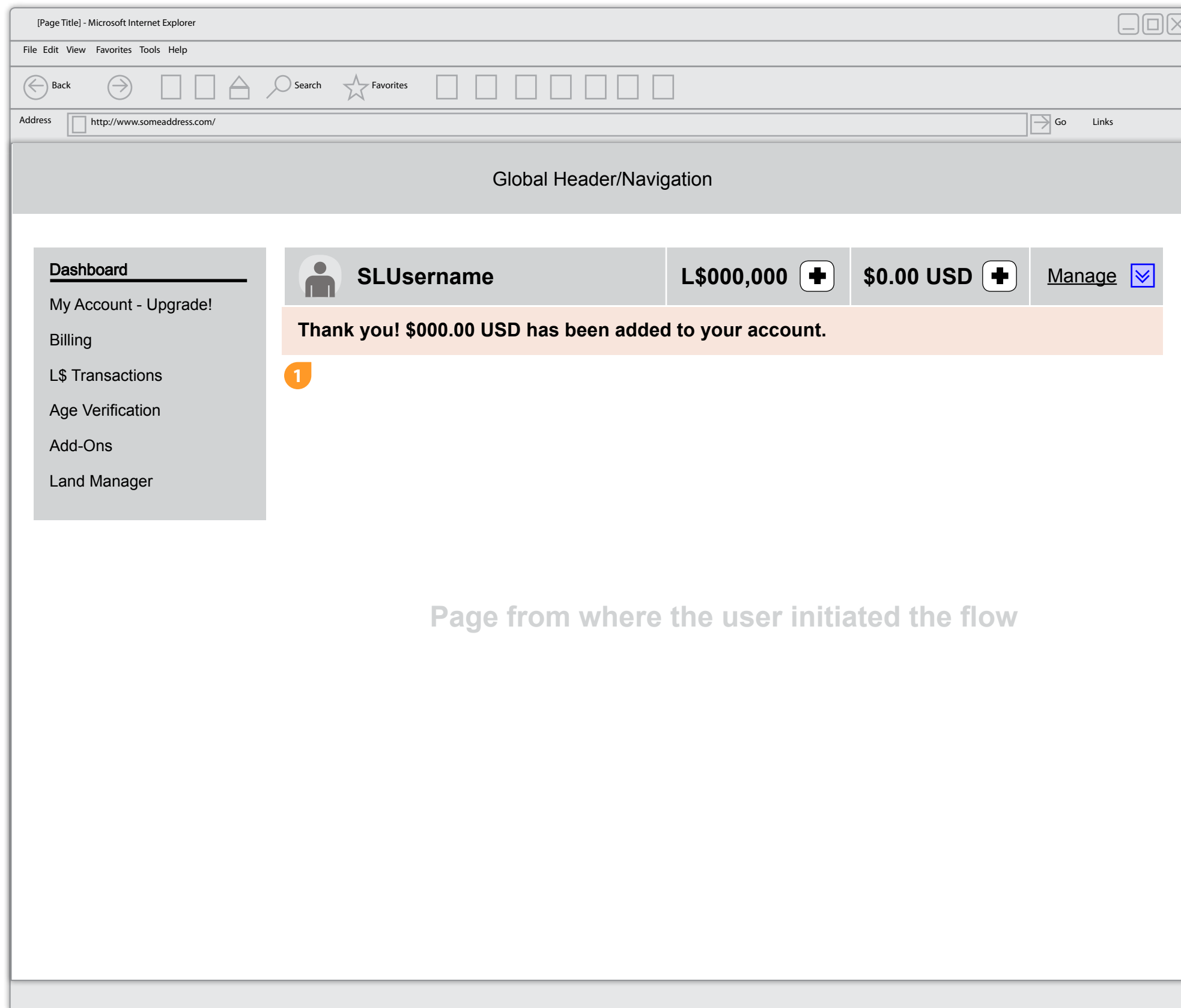
Global Header/Navigation

| | | | | |
|---|--|-------------------|-------------------|------------------------|
| Dashboard My Account - Upgrade! Billing L\$ Transactions Age Verification Add-Ons Land Manager | SLUsername | L\$000,000 | \$0.00 USD | Manage |
| | <h3>Add Credit (Top Up) Confirmation</h3> <p>1 Please confirm adding \$000.00 USD to your account. Your PAYMENT METHOD will be charged immediately.</p> <p> <input type="button" value="Confirm"/> Change </p> | | | |

1. The user must confirm their purchase. It's a one click confirmation because they have already chosen their preferred payment method.

The USD Note messaging will only display if the user has USD credit

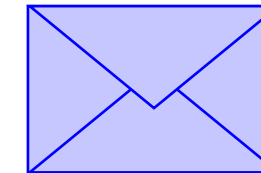
Add Credit (Top Up) Thank You



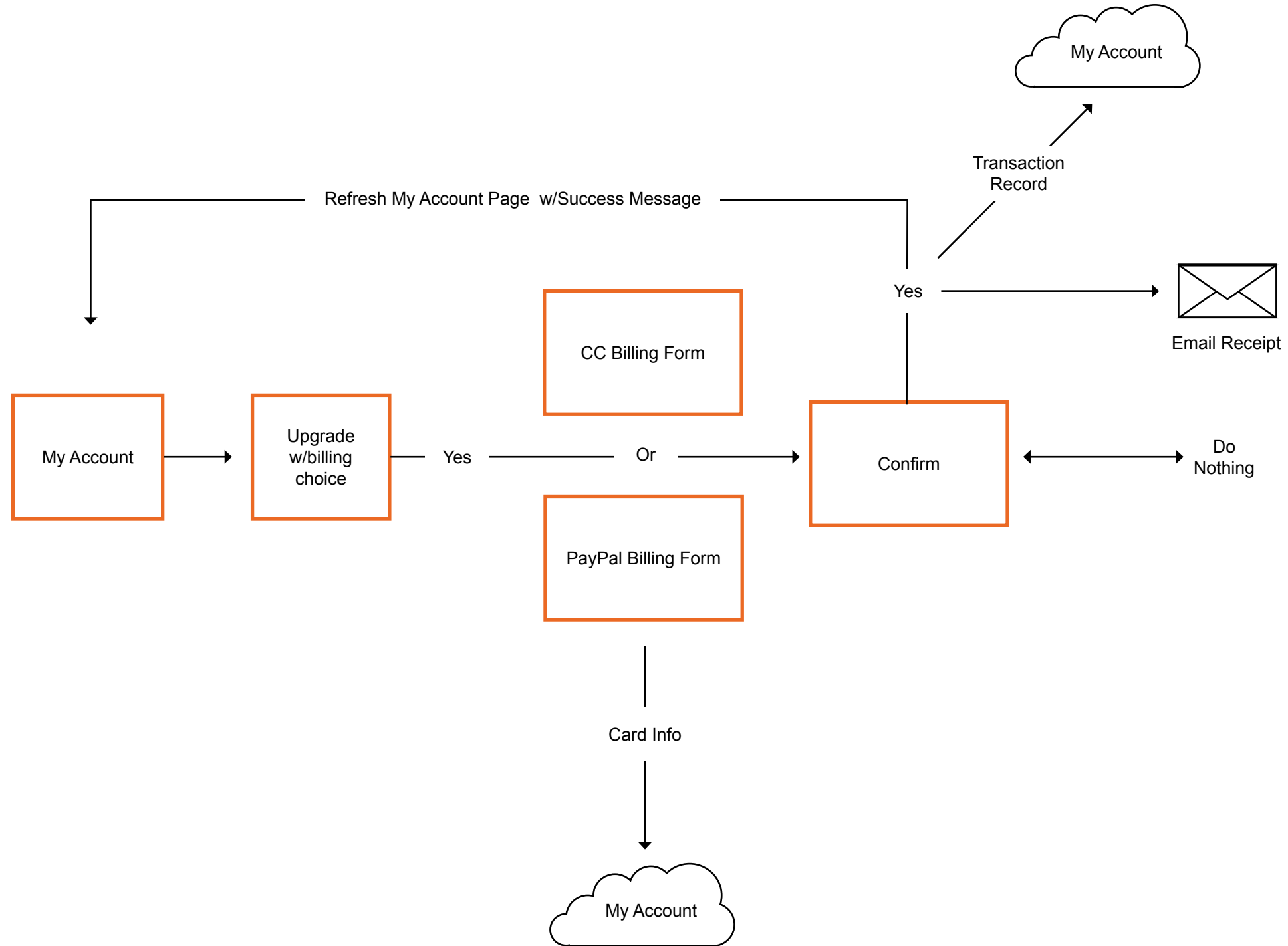
Page from where the user initiated the flow

1. On success, the page where the transaction originated is refreshed with a success message underneath the account bar.

An email is also sent to the user with the successful transaction info that includes their transaction number. The email should be reviewed for content.



Premium Upgrade Flow



My Account

[Page Title] - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Home Search Favorites

Address Go Links

Global Header/Navigation

Dashboard

- 1 My Account - Upgrade!
- Billing
- L\$ Transactions
- Age Verification
- Add-Ons
- Land Manager

SLUsername L\$000,000 + \$0.00 USD + Manage

My Account (Basic/Free) 5 Cancel Account

3 **2** **Second Life Birth date: January 13, 2011** Edit Your Profile

4 **Upgrade to Premium**

| Option A | Option B | Option C |
|----------------------------|----------------------------|----------------------------|
| L\$000/mo. (\$0.00 USD) | L\$000/mo. (\$0.00 USD) | L\$000/mo. (\$0.00 USD) |
| Choose | Choose | Choose |

Why upgrade to premium? More text goes here...

| | | |
|----------------------------|----------------------------|----------------------------|
| | | |
| Benefit 1 w/image and copy | Benefit 2 w/image and copy | Benefit 3 w/image and copy |

Contact Info Edit

Firstname Lastname
12345 Address St.
Some City, ST POSTAL COUNTRY 6

email@address.com

Password: Edit

Alerts & Subscriptions Edit

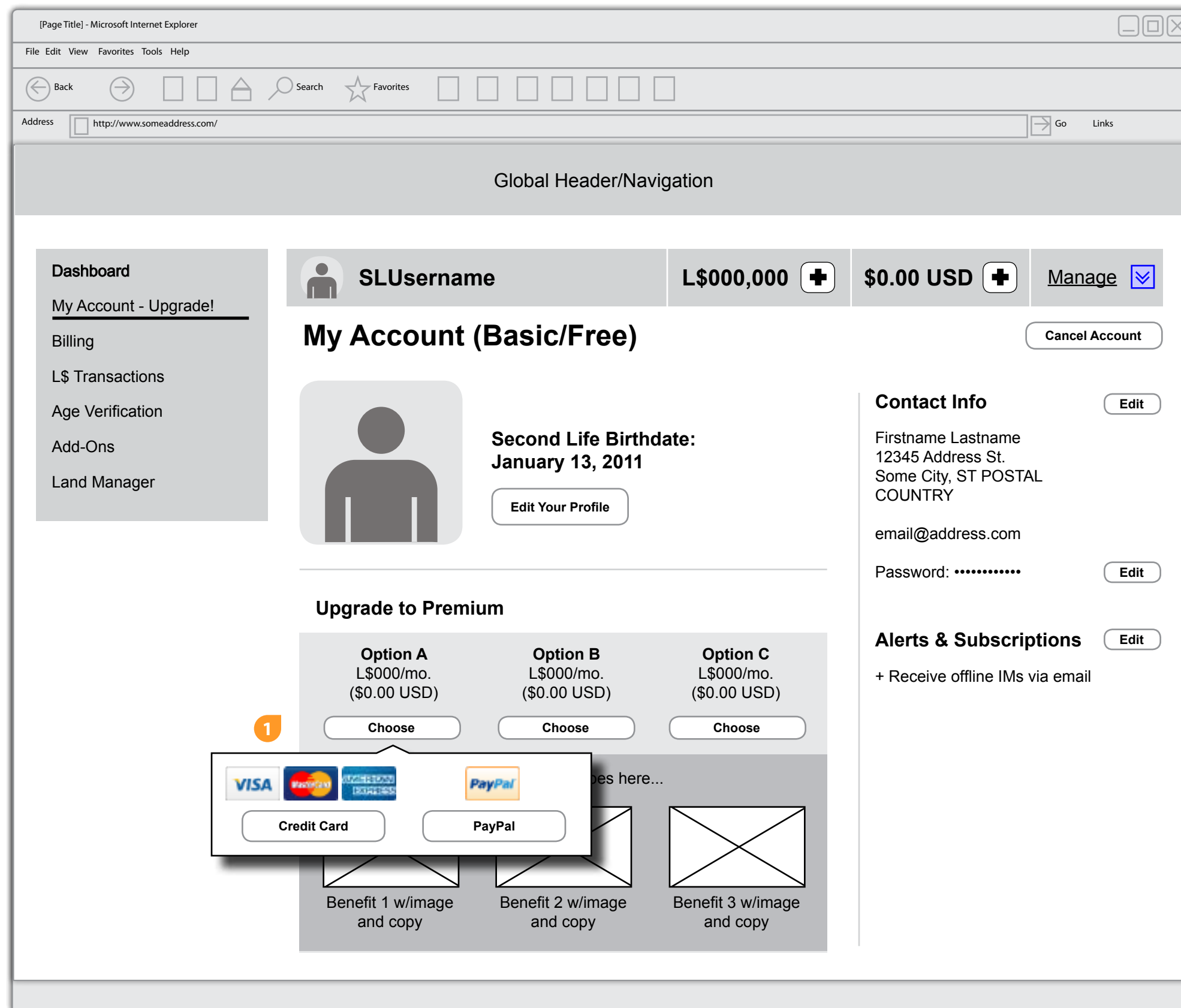
+ Receive offline IMs via email

1. The new My Account page rolls up pages found in the current site into a single page:
 - Contact Info
 - Change Password
 - Premium Upgrade
 - Cancel Acct.

On the menu label it might be nice to have an "Upgrade" addition to call put the menu item as a place where the user can upgrade their acct.

2. The header displays the type of membership the user has
3. An added element to the page is taking a profile feed and adding a tile to the page so users can have some awareness around profiles - clicking the button will take them out of the acct to their profile page
4. There will be a premium upsell/value prop on the page
5. The user has access to cancelling their acct
6. the user can fill in the rest of their contact info, change their password, or change their alerts and other opt-ins

My Account - Premium Upgrade



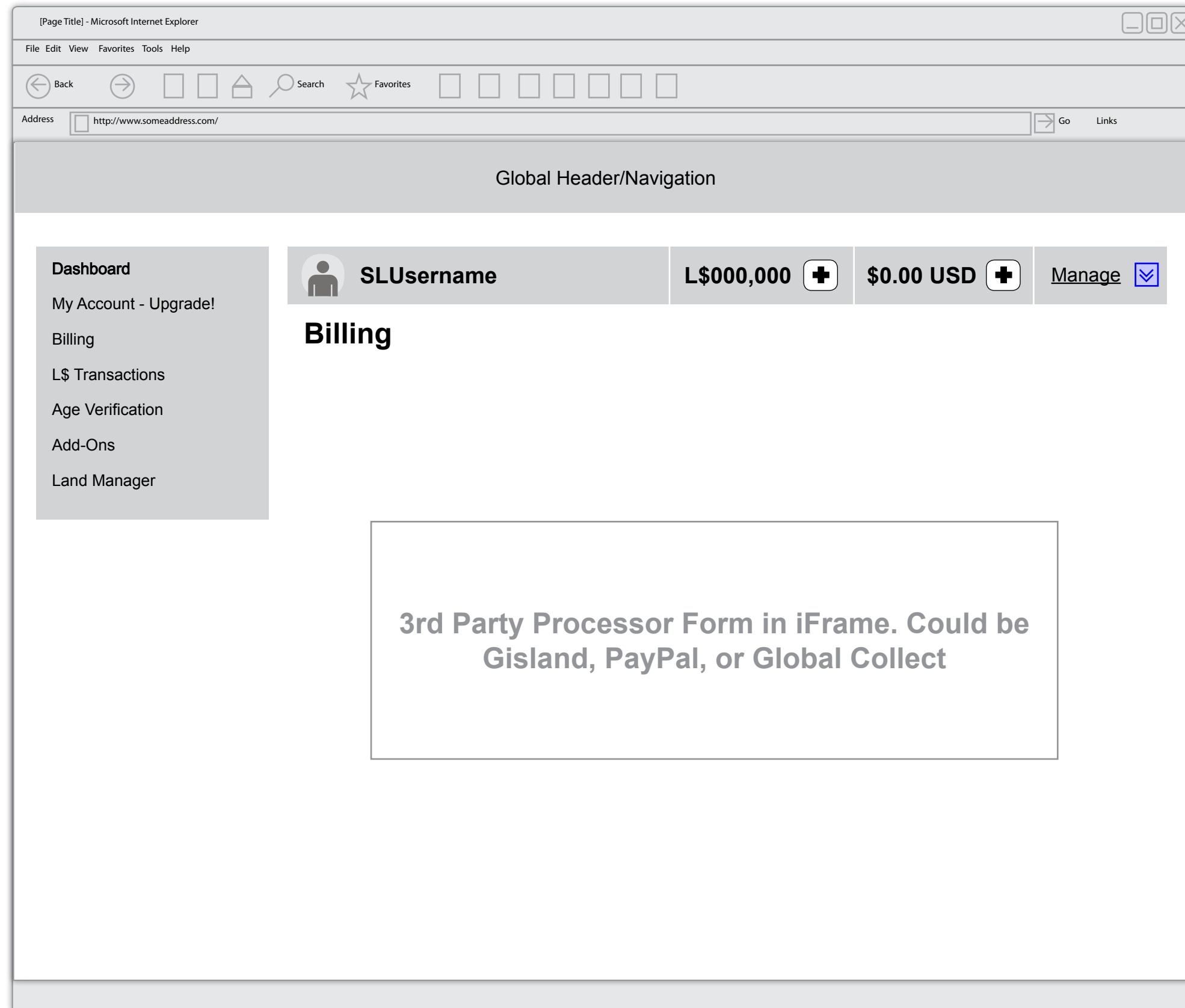
1. When the My Account page initially loads we should check to see if the user has billing info on file, and if they do what kind. When the user is ready to commit to the purchase they will select one of the choose buttons for the premium upgrade. When they do they will be shown a slide out drawer or some other UI widget that lets them choose their billing choice.

If they are new and have no billing, clicking on a payment method will take them to the 3rd party iframe/form to enter their billing info.

If the user already has payment info, they are only shown the payment method(s) they have on file. When they select their method then they are taken to the confirmation page and they skip the 3rd party billing form.

For Int'l users that have multiple payment methods on file the module will populate with the methods they can use for the transaction

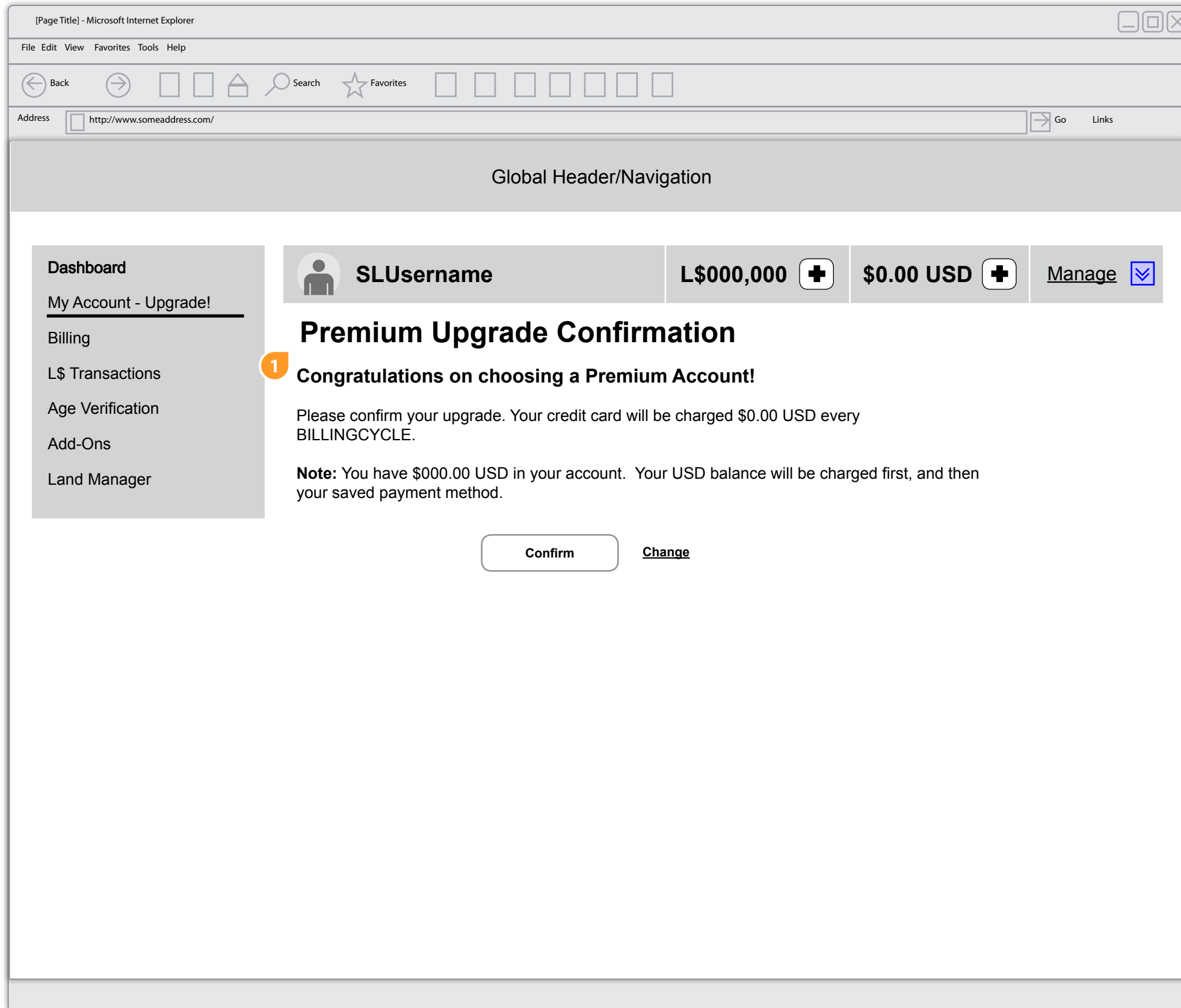
Billing



1. It's important to note that the original intent of the purchase needs to be remembered throughout the process, so after they enter their billing we remember what they wanted to buy and, given their billing is accepted, we show them a confirmation page for their purchase, they accept and then the transaction is complete.

When a payment method is successfully added that payment method is automatically set to be used as the payment method of choice that particular transaction type/category

My Account - Premium Upgrade Confirmation



1. The user must confirm their purchase. It's a one click confirmation because they have already chosen their preferred payment method.

The USD Note messaging will only display if the user has USD credit

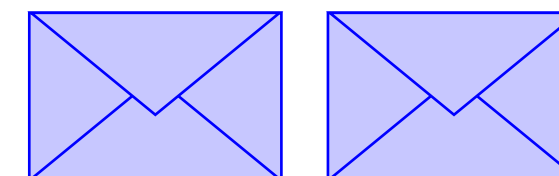
My Account - Premium Upgrade Success

The screenshot shows a web browser window with the following elements:

- Global Header/Navigation:** SLUsername, L\$000,000, \$0.00 USD, and a Manage button.
- Left Menu:** Dashboard, My Account - Upgrade! (highlighted), Billing, L\$ Transactions, Age Verification, Add-Ons, Land Manager.
- Success Message:** "Congratulations! You are a Premium Resident of Second Life! Get to know your benefits."
- My Account (Premium):** Includes a profile picture placeholder, birthdate (January 13, 2011), and a Premium Member status.
- Contact Info:** Fields for Firstname Lastname, Address, Email, and Password, each with an Edit button.
- Premium Benefits:** Three cards:
 - Bonus!** (4): "You now have L\$0000 to go shopping with..." with a "Go Shopping" button.
 - You Have a Home!** (5): "Intro copy w/image..." with a "Take Me There" button.
 - Adults Only:** "Intro copy w/image..." with a "Show Destinations" button.
- Alerts & Subscriptions:** "+ Receive offline IMs via email" with an Edit button.
- Live Support!:** (6) "Live support info..."

1. On success, the page the My Account page is refreshed with a success message underneath the account bar.

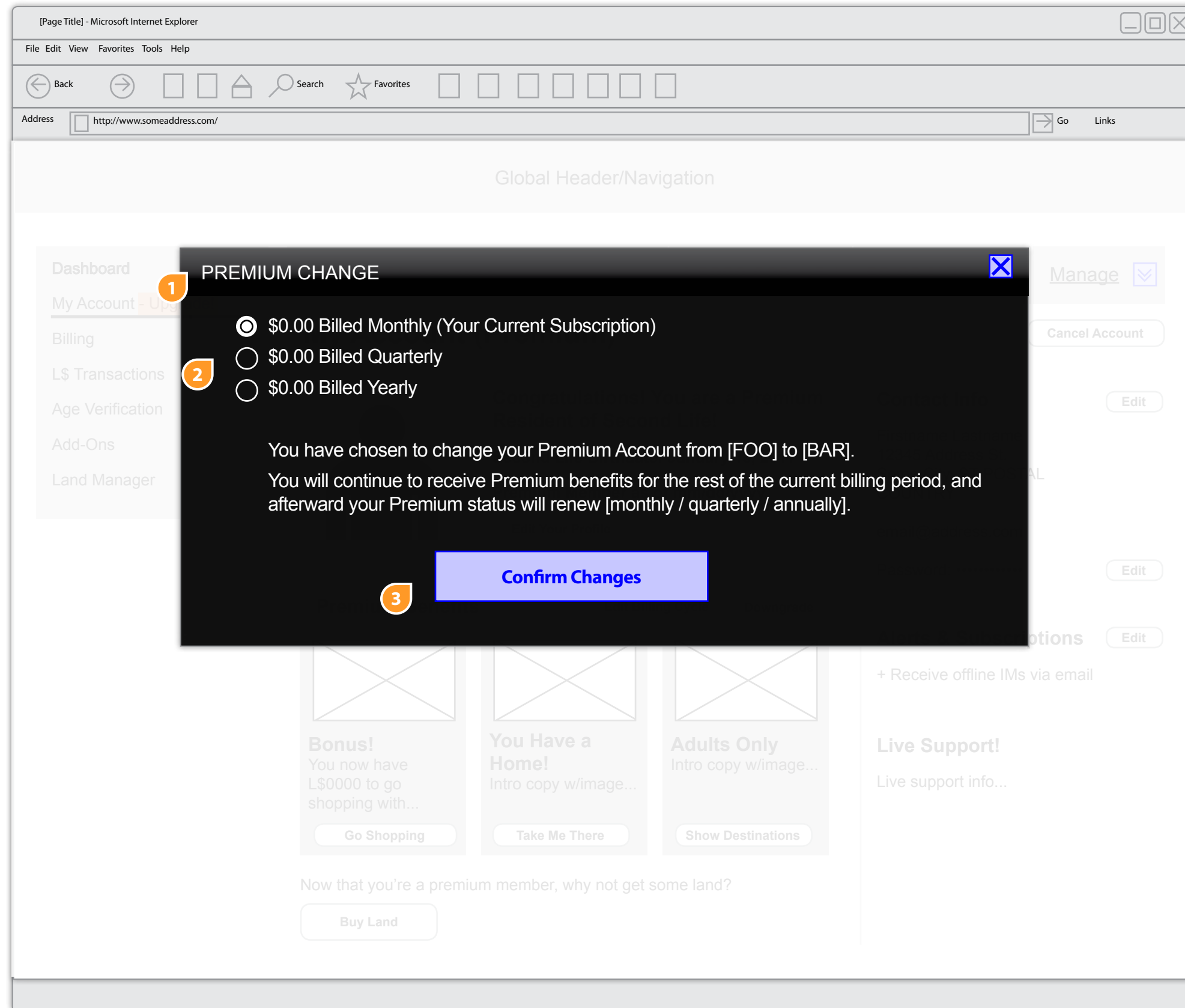
Two emails are also sent to the user, one with the successful transaction info that includes their transaction number, the second with a "welcome" email that explains what they may want to do next. The emails should be reviewed for content.



If the user has upgraded, the "upgrade" menu label gets removed in the left menu

2. The header changes to display the type of membership the user has
3. A new premium date the member became premium
4. The premium upsells change to "next step" callouts - the bonus box will only stay labeled as bonus until the user spends their bonus amount, then it changes to a Weekly Stipend callout.
5. Two new buttons are introduced. One let's the user change their premium billing cycle and the other allows the user to downgrade their acct back down to basic/free mode
6. Part of premium membership is live support so a callout for the service is added to the page

My Account - Premium (Change Billing Cycle)



1. Selecting the Edit Billing Cycle button opens a modal
2. The modal that has the the user's current subscription along with the other options they can choose
3. Selecting the button refreshes the modal with messaging like this...

You have successfully changed your Premium Account from [FOO] to [BAR]. You will continue to receive Premium benefits for the rest of your current billing period, and your Premium status will now renew [monthly / quarterly / annually].

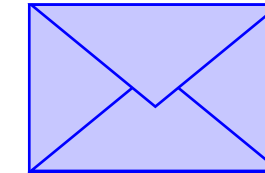
[[Return to My Account]]

Should we have a note about changing the associated Payment Method?

My Account - Premium Upgrade Success

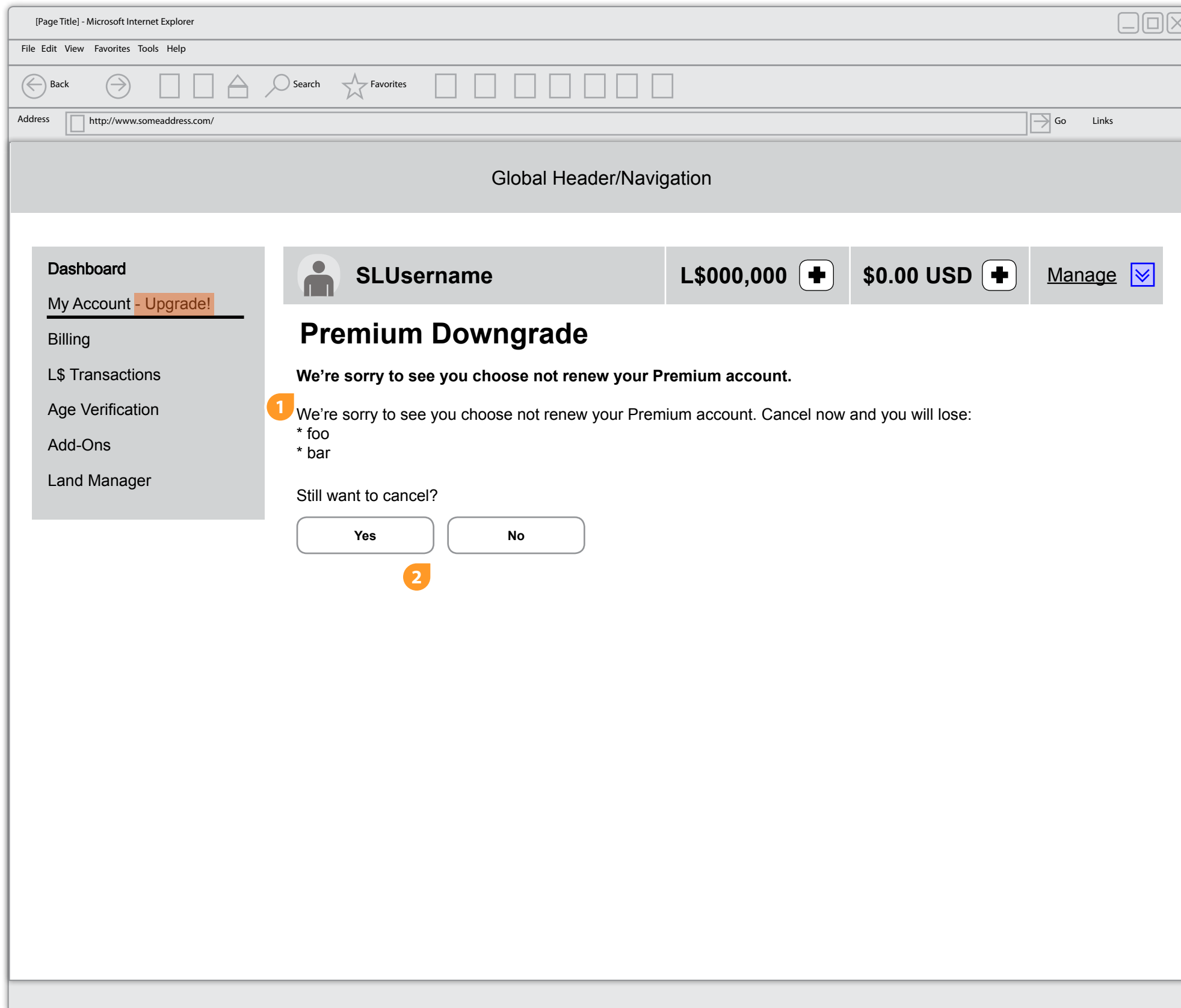
1. On success, the My Account page is refreshed with a success message underneath the account bar.

An email is sent to the user letting them know we received and their request.



Now that you're a premium member, why not get some land?

My Account - Premium Downgrade Confirmation



1. If the user wants to downgrade selecting that button opens a new page (shown here)
2. The user must explicitly click yes or no - options are given equal weight

- Clicking No cancels the page and returns the user to the previous page

- Clicking Yes refreshes the page with a success message like this...

You have downgraded your account from Premium to Basic. You will continue to receive Premium benefits for the rest of your subscription, but your Premium status will no longer renew automatically.

[[Return to My Account]]

Clickin the no button refreshes the My account page back to it's original (basic/free account) state/view

My Account

[Page Title] - Microsoft Internet Explorer
_ □ ×

File Edit View Favorites Tools Help

← Back → □ □ □ □ □ □ □ □

Address Go Links

Global Header/Navigation

Dashboard

My Account - Upgrade!

Billing

L\$ Transactions

Age Verification

Add-Ons

Land Manager

SLUsername

L\$000,000 +

\$0.00 USD +

[Manage](#) ▾

1

Your account has been changed. Enjoy premium status until mm/dd/yyyy. [Renew Premium](#)

My Account (Basic/Free)

[Cancel Account](#)

Second Life Birthdate:
January 13, 2011

[Edit Your Profile](#)

Upgrade to Premium

| Option A L\$000/mo. (\$0.00 USD) | Option B L\$000/mo. (\$0.00 USD) | Option C L\$000/mo. (\$0.00 USD) |
|--|--|--|
| Choose | Choose | Choose |

Why upgrade to premium? More text goes here...

Benefit 1 w/image
and copy

Benefit 2 w/image
and copy

Benefit 3 w/image
and copy

Contact Info [Edit](#)

Firstname Lastname
12345 Address St.
Some City, ST POSTAL
COUNTRY

email@address.com

Password: [Edit](#)

Alerts & Subscriptions [Edit](#)

+ Receive offline IMs via email

1. On success, the My Account page is refreshed with a success message underneath the account bar. The page is reset to its original Basic/Free state.

The bar stays/displays until the date noted in the bar (maybe we leave it until their premium info is set to be wiped?). The user can use the Renew button to restart their downgraded account.

An email is sent to the user letting them know we received and their request.