

Restart Subscription consists of four logical branches:

1. User's old plan is still valid / We have their payment info
 - a. Account/Subscription Page
 - b. Payment Page
2. User's old plan is still valid / We do NOT have their payment info
 - a. Account/Subscription Page
 - b. Payment Page
3. User's old plan is NO LONGER OFFERED / We have their payment info
 - a. Account/Subscription Page
 - b. Select Plan Page
 - c. More Details Page (optional)
 - d. Payment Page
4. User's old plan is NO LONGER OFFERED / We do NOT have their payment info
 - a. Account/Subscription Page
 - b. Select Plan Page
 - c. More Details Page (optional)
 - d. Payment Page

In ALL cases the user is LOGGED INTO their account in order to get to their account section

TEXT OF STORY:

1. Scenario: Restart subscription (Valid account and valid payment method)

I want to restart my subscription if my current plan is still valid

I want to see a page with a message explaining what will happen if I choose to continue the process.

I want this message to be comprised of elements that change based on my new Access Level, the amounts to be charged and when, and my payment method.

Message Elements (Valid Payment)

Role Name: Displays the name of the plan I will be restarting

"[ROLE NAME]" in the wireframe

Prorate Amount: Displays the prorated amount that will be charged immediately.

"[PRORATE AMOUNT]" in the wireframe

Price: Displays the amount that I will be charged on the renewal date

"[PRICE]" in the wireframe

Date: Displays the subscription renewal, i.e. the date that I will be charged my normal renewal rate.

"[DATE]" in the wireframe

Payment Method: Displays my subscription payment method

If PayPal, displays "PayPal"

If credit card, displays the Card Name and the card number. The card number is partially obfuscated with only the last 4 digits displayed.

VISA ENDING ****9414

Action Button (Valid Payment Method): Clicking "Restart My Subscription";

Displays if my payment information is valid and can be charged.

Clicking this button completes the process, reactivates my subscription, and makes the changes to my subscription and to my account. I am returned to My Account with the changes now reflected.

2. Scenario: Email confirmation

Once the plan is restarted, I receive the Restart Subscription Email.

The attributes of the email are:

Name

Email Address

Subscription SKU

Promotion

Payment type

Free Trial End Date

Is Free Trial Eligible

Next Bill Date

3. Scenario: Restart subscription (Valid account and invalid payment method)

I want to restart my subscription if my current plan is valid

I want to see a page with a message explaining what will happen if I choose to continue the process.

Message Elements (Invalid Payment Method)

Role Name: Displays the name of the plan that I will be restarting

"[ROLE NAME]" in the wireframe

Prorate Amount: Displays the prorated amount that will be charged immediately.

"[PRORATE AMOUNT]" in the wireframe

Price: Displays the amount that I will be charged on the renewal date

"[PRICE]" in the wireframe

Date: Displays the subscription renewal date, i.e. the date that I will be charged my normal renewal rate.

"[DATE]" in the wireframe

Payment Method message: If my payment method is invalid or blank and cannot be charged, a message displays:

You must update your payment information.

Action Button: Click "Continue to Payment";

Displays if my payment information is invalid and cannot be charged or if my payment information is blank.

Clicking this button takes me to the Payment page that is part of Sign Up process.

4. Scenario: Email notification

If the payment method fails, I receive the Payment Failure Email.

The attributes of the email are:

Name

Email Address

Payment type

Cancellation Date

Attempt Count

5. Scenario: Restart subscription (Invalid account)

I want to restart my subscription if my current plan is invalid

When my current subscription plan is no longer valid, i.e. My previous plan was "Best Plan" and there no longer is a "Best Plan" available, I am taken to the select plan page so that I can choose a new plan.

Once I select a new plan and confirm submission, I receive a confirmation email (See scenario 2)

Restart Subscription

User's Old Plan is Still Valid

User's Payment Info is Saved

Restart Subscription
User's Old Plan is Still Valid
User's Payment Info is Saved

Step #1 (account/subscription page)

User had a Funimation account that we still offer, and we have their payment form saved
In 0.2.2 - My Account – Subscription, status shows as "Expired" and the user has a link to restart plan. Clicking this link takes the user to 5.1.1 – SelectPlanPayment, where the copy confirms their plan, and displays the CC fields pre-populated with their saved data. (Note that CCV is not saved and we can not prepopulate that)

A Web Page

http://

Header

My Account

Subhead goes here.

Profile **Subscription** Queue History Wish List/Orders Preference

Summary

Plan	< Name of Plan > <small>[Free trial end notification xx/xx/xxxx]</small>	Change Plan
Status	EXPIRED 1	Restart Subscription 2
Billing	< Billing Period >	Purchase Yearly
Add ons	< Add ons purchased/in effect >	Purchase Add ons

3 Billing Information

Billing Method	Visa	Change Payment Method
Card Number	**** * 1234	
Expiration Date	January 2017	
CCV	*** ?	
Zip/Postal Code	< Zip/Postal code >	

Billing History

Date	Item	Service Period	Payment Method	Subtotal	Total
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	Visa	\$X.xx +tax	\$X.xx
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	Visa	\$X.xx +tax	\$X.xx
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	visa	\$X.xx +tax	\$X.xx
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	Visa	\$X.xx +tax	\$X.xx

Footer

- 1 User's Subscription is EXPIRED
- 2 "Restart Subscription" link is visible
- 3 Saved Billing Info is Displayed

Restart Subscription

User's Old Plan is Still Valid

User's Payment Info is Saved

Step #2 (Payment)

User had a Funimation account that we still offer, and we have their payment form saved

In 0.2.2 - My Account – Subscription, status shows as "Expired" and the user has a link to restart plan. Clicking this link takes the user to 5.1.1 – SelectPlanPayment, where the copy confirms their plan, and displays the CC fields pre-populated with their saved data. (Note that CCV is not saved and we can not prepopulate that)

A Web Page

← → ↻ 🔍 http://

Payment Information Headline

Payment information sub head

Selected Plan

You have selected the [Name of Plan] for \$X.xx per month (per year). Cras dictum. Maecenas ut turpis. In Picard we trust acorci dignissim eleifend. The Borg rule! Sed vel ipsum in purus tincidunt pharetra.

Plan Price:	\$XX.xx
Gift Card:	-\$XX.xx
Sales Tax:	\$XX.xx
Total	\$XX.xx

Payment Method

Have a promo code or gift certificate?

[Apply](#)

Credit Card PayPal

Card Number

xxxx xxxx xxxx 1234

VISA

Expiration Month

December

Expiration Year

2018

CVC

?

CANCEL

PLACE ORDER \$X.xx



Saved Billing Info is Displayed

User can change billing info if the wish

Restart Subscription

User's Old Plan is Still Valid

User's Payment Info is NOT Saved

Restart Subscription
User's Old Plan is Still Valid
User's Payment Info is NOT Saved

Step #1 (account/subscription page)

User had a Funimation account that we still offer, and we do not have their payment form saved
In 0.2.2 - My Account – Subscription, status shows as "Expired" and the user has a link to restart plan. Clicking this link takes the user to 5.1.1 – SelectPlayPayment, where the fields are blank.

A Web Page

← → ↻ http://

Header

My Account

Subhead goes here.

[Profile](#) [Subscription](#) [Queue](#) [History](#) [Wish List/Orders](#) [Preference](#)

Summary

Plan	< Name of Plan > <small>[Free trial end notification xx/xx/xxxx]</small>	Change Plan
Status	EXPIRED 1	Restart Subscription 2
Billing	< Billing Period >	Purchase Yearly
Add ons	< Add ons purchased/in effect >	Purchase Add ons

3 Billing Information

Billing Method	Unknown	Change Payment Method
Card Number	Unknown	
Expiration Date	Unknown	
CCV	Unknown	
Zip/Postal Code	Unknown	

Billing History

Date	Item	Service Period	Payment Method	Subtotal	Total
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	Visa	\$X.xx +tax	\$X.xx
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	Visa	\$X.xx +tax	\$X.xx
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	visa	\$X.xx +tax	\$X.xx
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	Visa	\$X.xx +tax	\$X.xx

Footer

- 1 User's Subscription is EXPIRED
- 2 "Restart Subscription" link is visible
- 3 Saved Billing Info is shown as missing
Change Payment Method is disabled

Restart Subscription

User's Old Plan is Still Valid

User's Payment Info is NOT Saved

Step #2 (Payment)

User had a Funimation account that we still offer, and we do not have their payment form saved

In 0.2.2 - My Account – Subscription, status shows as "Expired" and the user has a link to restart plan. Clicking this link takes the user to 5.1.1 – SelectPlayPayment, where the fields are blank.

1 Saved Billing Info blank for user to fill in

A Web Page

← → ↻ http://

Payment Information Headline

Payment information sub head

Selected Plan

You have selected the [Name of Plan] for \$X.xx per month (per year) . Cras dictum. Maecenas ut turpis. In Picard we trust acorci dignissim eleifend. The Borg rule! Sed vel ipsum in purus tincidunt pharetra.

Plan Price:	\$XX.xx
Gift Card:	-\$XX.xx
Sales Tax:	\$XX.xx
Total	\$XX.xx

Payment Method

Have a promo code or gift certificate?

[Apply](#)

Credit Card PayPal

Card Number VISA Expiration Month Month Expiration Year Year CVC ?

Restart Subscription

User's Old Plan is NO LONGER OFFERED

User's Payment Info is Saved

Restart Subscription

User's Old Plan is NOT offered any more

User's Payment Info is Saved

Step #1 (account/subscription page)

User had a Funimation account that we do not offer anymore, but we have their payment saved

In 0.2.2 - My Account – Subscription, status shows as "Expired" and the user has a link to restart plan. Clicking this link takes them to 5.1.0.1 – Select Plan. Once a plan is selected, the create account step is skipped, and users go to 5.1.1 – SelectPlanPayment with their card data pre-populated

A Web Page

← → ↻ http://

Header

My Account

Subhead goes here.

Profile **Subscription** Queue History Wish List/Orders Preference

Summary

Plan	< Name of Plan > <small>[Free trial end notification xx/xx/xxxx]</small>	Change Plan
Status	EXPIRED 1	Restart Subscription 2
Billing	< Billing Period >	Purchase Yearly
Add ons	< Add ons purchased/in effect >	Purchase Add ons

3 Billing Information

Billing Method	Visa	Change Payment Method
Card Number	**** * 1234	
Expiration Date	January 2017	
CCV	*** ?	
Zip/Postal Code	< Zip/Postal code >	

Billing History

Date	Item	Service Period	Payment Method	Subtotal	Total
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	Visa	\$X.xx +tax	\$X.xx
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	Visa	\$X.xx +tax	\$X.xx
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	visa	\$X.xx +tax	\$X.xx
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	Visa	\$X.xx +tax	\$X.xx

Footer

- 1 User's Subscription is EXPIRED
- 2 "Restart Subscription" link is visible
- 3 Saved Billing Info is Displayed

Restart Subscription

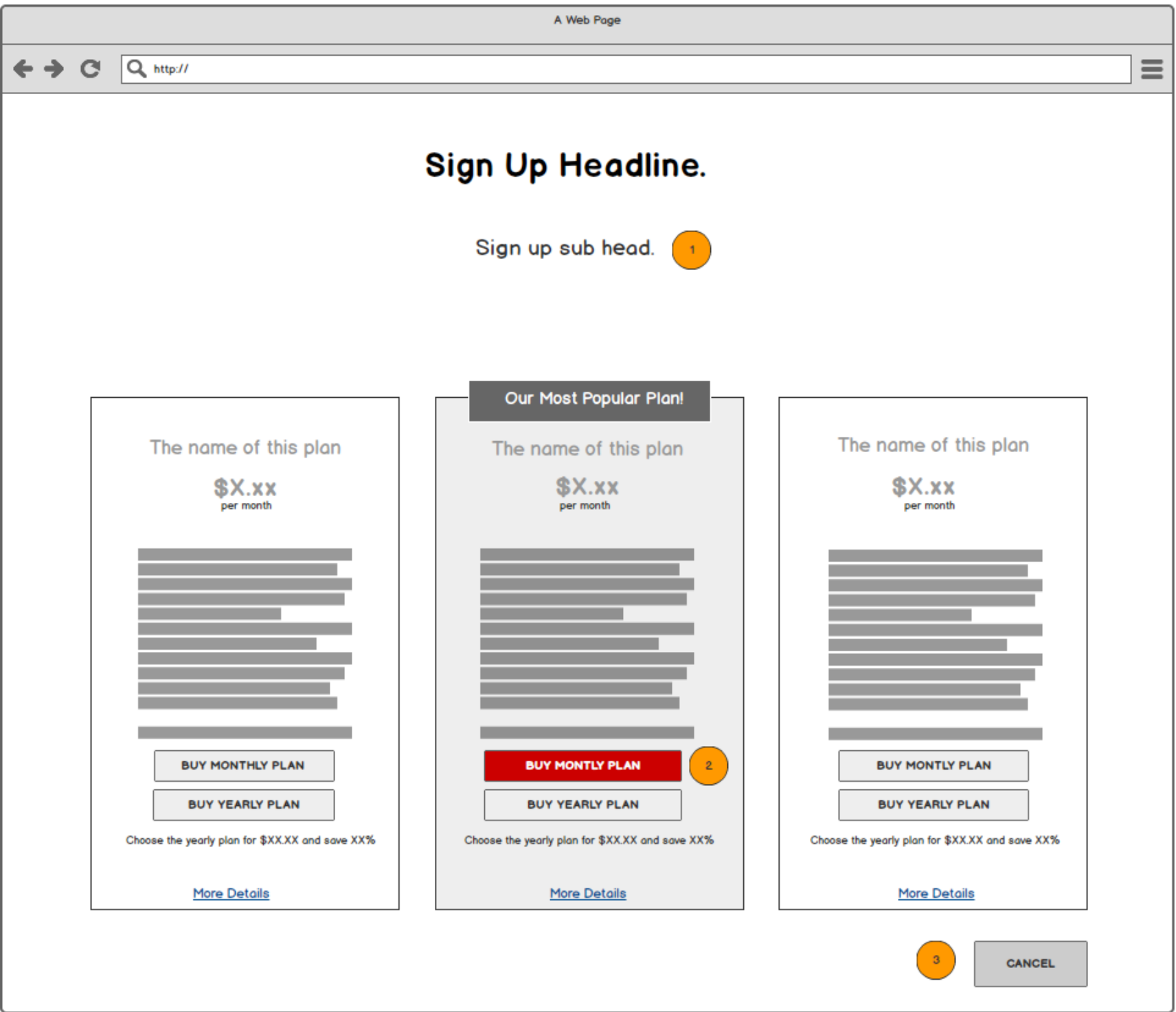
User's Old Plan is NOT offered any more

User's Payment Info is Saved

Step #2 (Select Plan)

User had a Funimation account that we do not offer anymore, but we have their payment saved

In 0.2.2 - My Account – Subscription, status shows as "Expired" and the user has a link to restart plan. Clicking this link takes them to 5.1.0.1 – Select Plan. Once a plan is selected, the create account step is skipped, and users go to 5.1.1 – SelectPlanPayment with their card data pre-populated



- 1 sign up sub head used to tell user that their old plan is no longer being offered and to choose between one of our other new and improved plans
Text is TBD
- 2 Most popular plan is selected for the user by default
- 3 User can cancel out of this flow and go back to the account/subscription page

Restart Subscription

User's Old Plan is NOT offered any more

User's Payment Info is Saved

Step #3 (Optional) More Details

User had a Funimation account that we do not offer anymore, but we have their payment saved
In 0.2.2 - My Account – Subscription, status shows as "Expired" and the user has a link to restart plan. Clicking this link takes them to 5.1.0.1 – Select Plan. Once a plan is selected, the create account step is skipped, and users go to 5.1.1 – SelectPlanPayment with their card data pre-populated

The screenshot shows a web browser window with a 'Sign Up' page. The page has a header with navigation icons and a search bar. The main content area features a 'Sign Up Headline' and a 'Compare Plans' section. Three plan cards are displayed, each with a price, a radio button for selection, and a checkbox for a 'yearly plan' option. The middle plan is highlighted in purple and has a callout '1' above it. Below the plans is a table of features: Subtitled Anime, Simulcasts, English-Dubbed Anime, Package Feature, Package Feature, Screens You Can Watch at the Same Time, and Video Quality. At the bottom, there are 'CANCEL' and 'CONTINUE' buttons, with a callout '2' above the 'CANCEL' button.

1 Most popular plan is chosen by default for the user. They can change between yearly plans and monthly plans via check boxes and radio buttons, respectively.

2 User can cancel out of this flow and go back to the account/subscription page

Restart Subscription

User's Old Plan is NOT offered any more

User's Payment Info is Saved

Step #4 (payment)

User had a Funimation account that we do not offer anymore, but we have their payment saved

In 0.2.2 - My Account – Subscription, status shows as "Expired" and the user has a link to restart plan. Clicking this link takes them to 5.1.0.1 – Select Plan. Once a plan is selected, the create account step is skipped, and users go to 5.1.1 – SelectPlanPayment with their card data pre-populated

A Web Page

← → ↻ http://

Payment Information Headline

Payment information sub head

Selected Plan

You have selected the [Name of Plan] for \$X.xx per month (per year). Cras dictum. Maecenas ut turpis. In Picard we trust acorci dignissim eleifend. The Borg rule! Sed vel ipsum in purus tincidunt pharetra.

Plan Price:	\$XX.xx
Gift Card:	-\$XX.xx
Sales Tax:	\$XX.xx
Total	\$XX.xx

Payment Method

Have a promo code or gift certificate?

 [Apply](#)

Credit Card PayPal

Card Number:

Expiration Month:

Expiration Year:

CVC:

1 Saved payment info is filled in. User is allowed to change payment info.

2 User can cancel out of the flow and go back to the account/subscription page

Restart Subscription

User's Old Plan is NO LONGER OFFERED

User's Payment Info is NOT Saved

Restart Subscription

User's Old Plan is NOT offered any more

User's Payment Info is Saved

Step #1 (account/subscription page)

User had a Funimation account that we do not offer anymore, but we do not have their payment saved

In 0.2.2 - My Account – Subscription, status shows as "Expired" and the user has a link to restart plan. Clicking this link takes them to 5.1 – Select Plan. Once a plan is selected, the create account step is skipped, and users go to 5.1.1 – SelectPlanPayment with empty fields

A Web Page

http://

My Account

Subhead goes here.

Profile Subscription Queue History Wish List/Orders Preference

Summary

Plan	< Name of Plan > <small>[Free trial end notification xx/xx/xxxx]</small>	Change Plan
Status	EXPIRED 1	Restart Subscription 2
Billing	< Billing Period >	Purchase Yearly
Add ons	< Add ons purchased/in effect >	Purchase Add ons

3 Billing Information

Billing Method	Unknown	Change Payment Method
Card Number	Unknown	
Expiration Date	Unknown	
CCV	Unknown	
Zip/Postal Code	Unknown	

Billing History

Date	Item	Service Period	Payment Method	Subtotal	Total
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	Visa	\$X.xx +tax	\$X.xx
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	Visa	\$X.xx +tax	\$X.xx
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	visa	\$X.xx +tax	\$X.xx
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	Visa	\$X.xx +tax	\$X.xx

Footer

1 User's Subscription is EXPIRED

2 "Restart Subscription" link is visible

3 Billing info is NOT saved, therefore it is unknown
Change payment method link is disabled

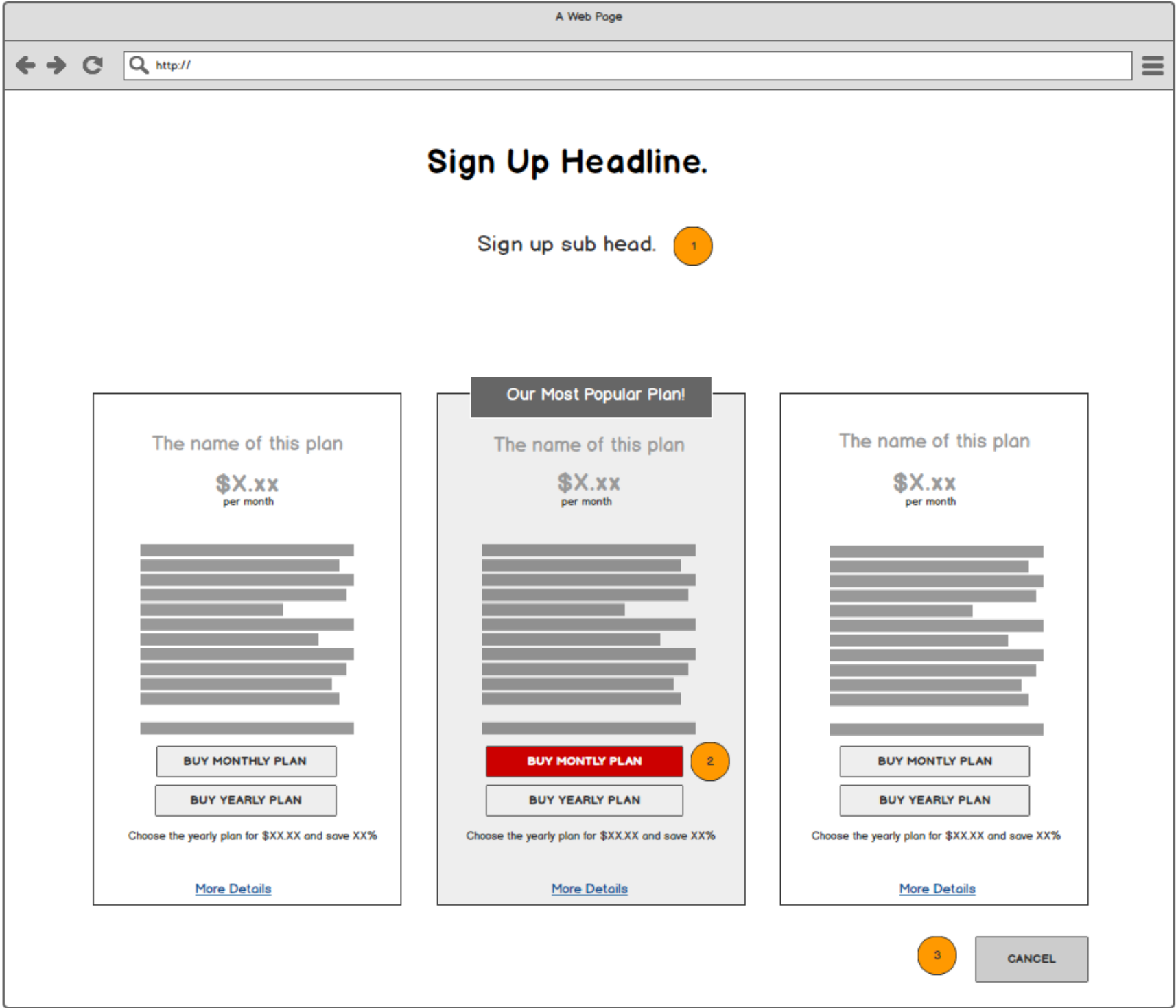
Restart Subscription

User's Old Plan is NOT offered any more

User's Payment Info is NOT Saved

Step #2 (Select Plan)

User had a Funimation account that we do not offer anymore, but we do not have their payment saved
In 0.2.2 - My Account - Subscription, status shows as "Expired" and the user has a link to restart plan. Clicking this link takes them to 5.1 - Select Plan. Once a plan is selected, the create account step is skipped, and users go to 5.1.1 - SelectPlanPayment with empty fields



- 1 sign up sub head used to tell user that their old plan is no longer being offered and to choose between one of our other new and improved plans
Text is TBD
- 2 Most popular plan is selected for the user by default
- 3 User can cancel out of this flow and go back to the account/subscription page

Restart Subscription

User's Old Plan is NOT offered any more

User's Payment Info is NOT Saved

Step #3 (Optional) More Details

User had a Funimation account that we do not offer anymore, but we do not have their payment saved
In 0.2.2 - My Account - Subscription, status shows as "Expired" and the user has a link to restart plan. Clicking this link takes them to 5.1 - Select Plan. Once a plan is selected, the create account step is skipped, and users go to 5.1.1 - SelectPlanPayment with empty fields

Sign Up Headline.
Sub-head copy goes here.

Compare Plans Headline and marketing copy
Key Points

	The name of this plan \$X.xx per month <input type="radio"/>	The name of this plan \$X.xx per month <input checked="" type="radio"/>	The name of this plan \$X.xx per month <input type="radio"/>
Subtitled Anime	With Ads	Ad Free †	Ad Free †
Simulcasts		✓	✓
English-Dubbed Anime			✓
Package Feature			✓
Package Feature			✓
Screens You Can Watch at the Same Time	1	1	3
Video Quality	Standard Definition <input type="checkbox"/> Choose the yearly plan for \$XX.XX and save XX	HD 1080p & 720p † <input checked="" type="checkbox"/> Choose the yearly plan for \$XX.XX and save XX	HD 1080p & 4k † <input type="checkbox"/> Choose the yearly plan for \$XX.XX and save XX

1 Most popular plan is chosen by default for the user. They can change between yearly plans and monthly plans via check boxes and radio buttons, respectively.

2 User can cancel out of this flow and go back to the account/subscription page

Restart Subscription

User's Old Plan is NOT offered any more

User's Payment Info is NOT Saved

Step #4 (payment)

User had a Funimation account that we do not offer anymore, but we do not have their payment saved
In 0.2.2 - My Account – Subscription, status shows as "Expired" and the user has a link to restart plan. Clicking this link takes them to 5.1 – Select Plan. Once a plan is selected, the create account step is skipped, and users go to 5.1.1 – SelectPlanPayment with empty fields

1 Payment info is Blank

2 User can cancel out of the flow and go back to the account/subscription page