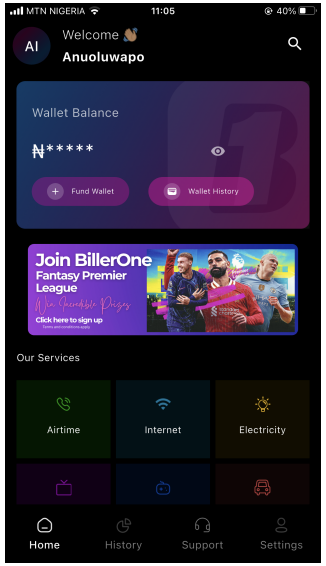
BillerOne

User Journey

User Journey for Benin DISCO (BEDC) Payment on BillerOne

1



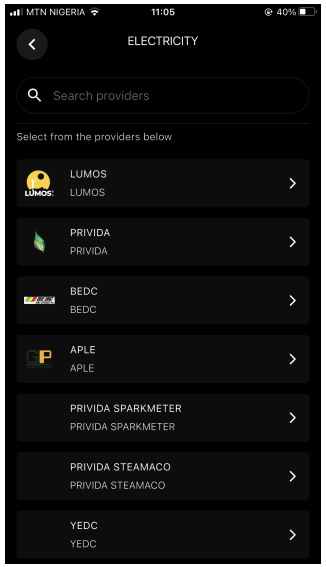
Home Screen

Screen
Welcome screen showing wallet balance, Fund Wallet, Wallet History, and service tiles.

User Action
User opens the BillerOne app and views their wallet balance.

User taps on Electricity.

2

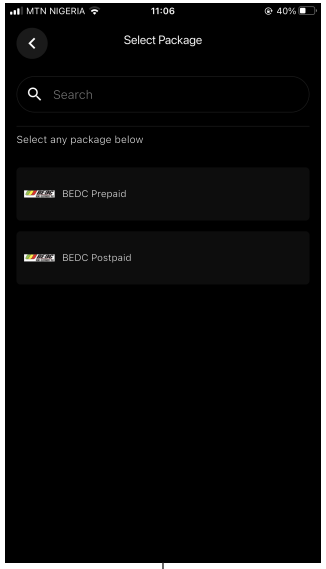


Electricity Service Screen

Screen
Our Services section with Electricity tile.

User Action
User Navigates to Electricity providers list and Select BEDC.

3



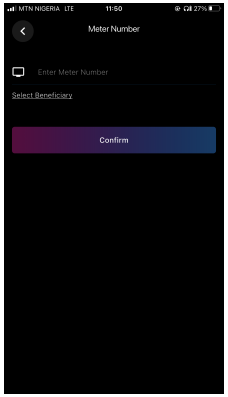
Package Screen

Screen
Select Package screen.

User Action
User chooses between
- BEDC Prepaid
- BEDC Postpaid

System Response
App opens meter and payment details screen.

4



Meter details Screen

Screen
Meter details and amount input screen.

User Action
User enters meter number and payment amount.

System Response
System validates meter number and displays customer name.

5

Payment Summary Screen

Screen
Payment summary screen.

User Action
User reviews details and confirms payment using Wallet or Verge

System Response
Payment processes with a loading state.

6

Payment Summary Screen

Screen
Screen
Success screen.

System Response
Displays
- Payment successful message
- Token for prepaid users
- Transaction reference
- Receipt option