KSC Retail Membership Web System Project

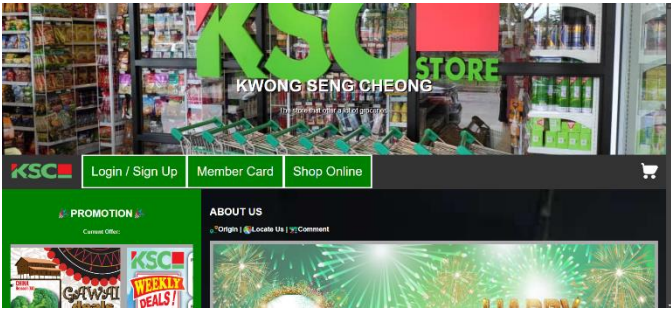| Project Name	KSC Membership System		
Project In-Charge	Mr Willie Yeo (SV) Mr Alvin Samail	Project Manager	Mr Foo Chih Chang
Date of Project Release	1/7/2024	Last Revision Date	22/8/2024
Contribution to Business Strategy	Our strategy is to project that to develop membership system in the store branch, and the current situation the store just offering a discount. The new membership system will ensure all discount are able to be claim by the customer at the end of shopping. It will also ensure that customer got a lot of benefit by joining the membership programme. These two facts align this project to the company strategy.		
Option Considered	Options considered included: 1. Adding additional reception staff in branch counter. 2. Customer support for the customer.		
Benefits	1. Increased sales 2. Happier customer 3. Improved product sales		
Timescales	Initial analysis shows that the system will take approximately 2-3 month to implement.		
Cost	Web Hosting = RM 65 per year Payment Gateway = Stripe (13% charge) Commercial Website = RM 65 add on charge		
Expected Return on Investment	RM10 per person		
Risk	Right now, the project looks pretty straightforward but there are still some unknowns surrounding implementation. There is also the risk that the project doesn't meet the sales team or customer's needs. For this reason, it is recommended involve the sales team closely.		

PROCEDURE

1. Register new user account:

Example	Description
	Search "kscfi.xyz" at the search google engine.
	Click the website link with the KSC word to go to the website.
	The KSC official website will look like this.
	• Click on the "Login/Sign Up" button to proceed into the registration. • After that, the system will take user to login page first. • If current user has account may proceed to login but if current user no account can "CLICK HERE" to register account.

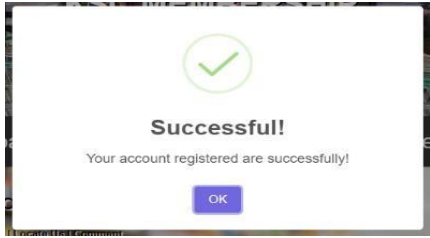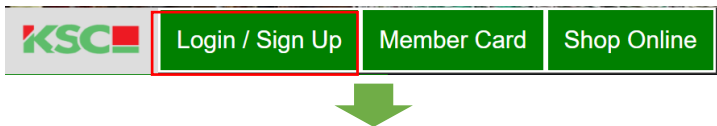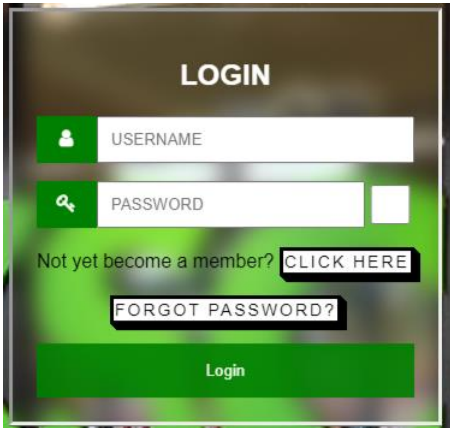|	
	• After "CLICK HERE" the system will direct user to the registration page. • The registration page should be look like this. • Then, click Register to proceed payment
	• Then the customer payment receipt for the membership will look like this. • Then click pay to choose payment method.
	• User need to fill in email and name. • After that, the payment method will show up, user may select using card or e-wallet and FPX. • After that the user will be directly to payment bank and proceed to pay.

Example	Description
	• The user will direct to main screen and successful to register if all information in fill-in.

2. Login:

Example	Description
	• In the main page click on the "LOGIN / SIGN UP "button to login. • Then the user will directly to the login page.
	• The user needs to fill in the Username they used to register and password they used to register. • After that, user can click "Login" to go main page of membership system.

3. Download membership card:

Example	Description
	• To download a membership card, user must login first with their created account. • Fill in the user information to login.

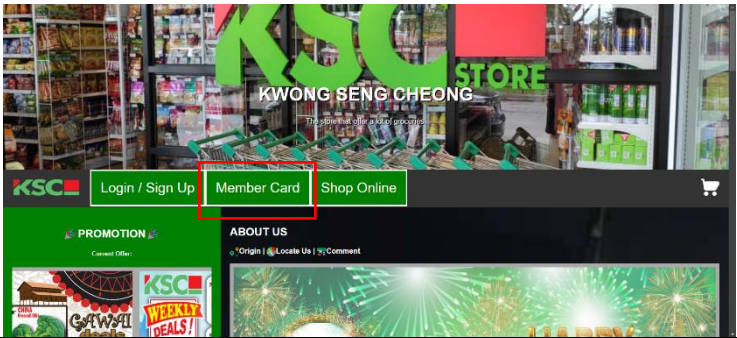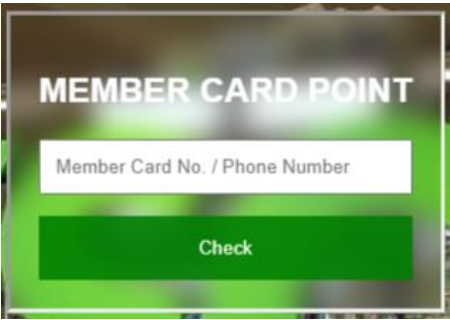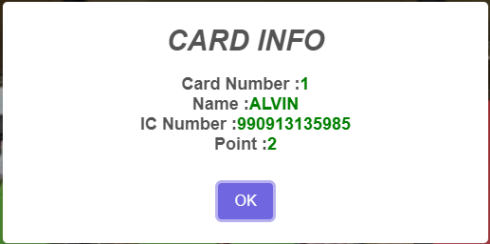| Example	Description
	• User virtual card also available at the main menu screen, where can be used to scan.
	• After login, user can click the Download e-card at the menu. • After click it will bring user to the download page.
	• After that, user can use this also to scan and download the card to be used for offline or saved inside the gallery.

4. Claim point:

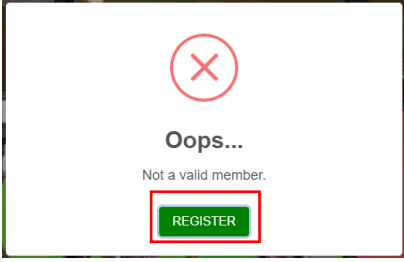| Example	Description
	• User can click the "Claim Point" button available at the main menu.
	• This is the point claim page where user can see point rate to be exchange. • User can view their point balance at the main menu.

5. Log Out:

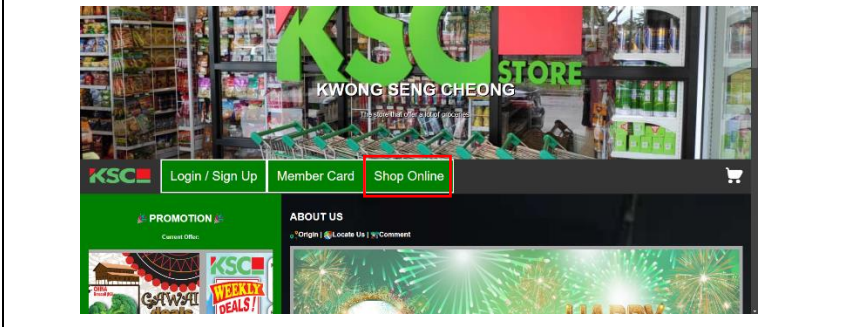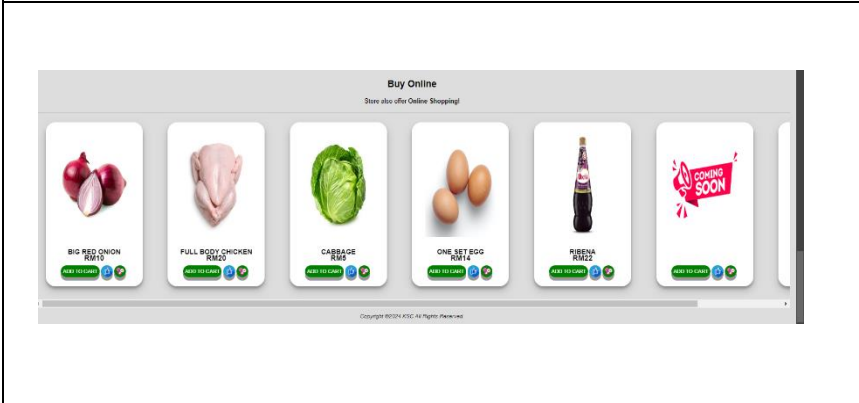| Example	Description
	• To log out from the account, user can click on the logo profile to log out.
	• Then, the message pop-up to show that use has been log out from the account. **Note that if no activity in 15 minutes it will be automatically log out.**

6. Check member information:

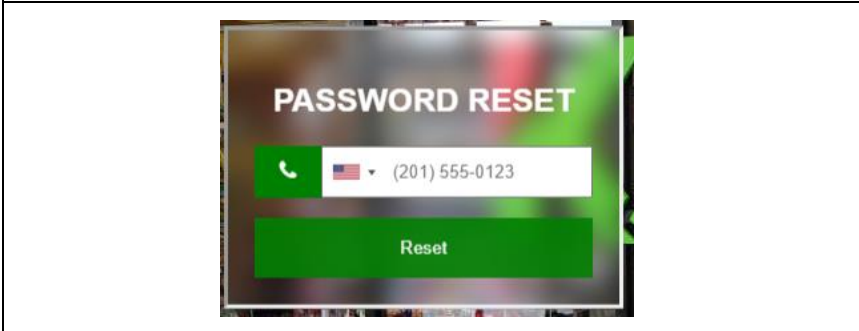| Example	Description
	• To check the member card information, user can click on the "Member Card".
	• Then, user need to filled up their id or hand phone number where they used to register.
	• After that, user can view the card info which contain card id, name, ic and point available.

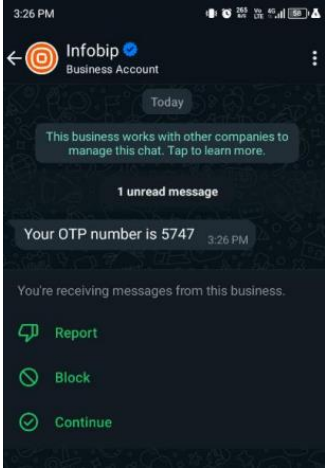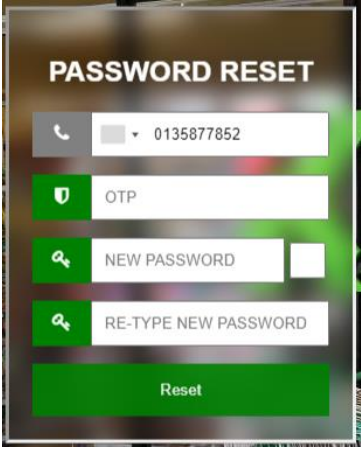| Example		Description
		• If member not exist user may key in phone number or "REGISTER"

7. Shop Online: **This feature under maintenance. **

Example	Description
	To KSC also offer an online shopping, where user can click on "Shop Online".
	Then the system will bring user to view the item that available online. **When user click "add to cart" it will login user to add it on member. **When user click like and favourite it will become favourite list.

8. Password Reset:

Example	Description
	• To reset password, user can click on "Login / Sign Up"
	• Then, user need to fill up the registered phone number and click "Reset"

	- User will receive OTP and may key in inside the OTP in the system.
	- Then, user need to fill up the OTP given through WhatsApp. - After filling the information user can click "Reset" again to confirm