WAIU Technical Document for Hotel bill payment feature

Document history

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# Module Information

Same as the restaurant payments via WAIU app, the need is for customer to be able to pay for their hotel/lodging accommodation charges at WAIU partner hotels, using the usual Pay Now & Pay Later options.

The key requirement here are:

1. Customer app to have a link/button to make hotel payment for the accommodation they have used already or want to use in coming days/weeks.
2. The link/button needs to be on the customer app homepage/dashboard after logging in, along with the usual options as are there currently (March 2022).
3. Please note that the primary focus of the user app needs to be restaurant payments only, so hotel payment should reflect as an additional feature, not a central feature.
4. Once clicked on hotel payment link/button, customers should be able to see a list of available hotels in their location, along with a search bar at the top for them to be able to search for their preferred hotel. (Same as how it is for restaurant search screen)
5. Once the hotel is found and selected to be opened (hotel detail screen), the basis details of the hotel should be shown, along with the options to pay now or pay later (same as how it is for restaurants)
6. Later journey to remain same as it is for restaurants.
7. List of hotel information to be shown on hotel detail screen are as below:
8. Photos (Same as how it is for restaurants currently)
9. Rating as optional
10. Restaurant Name
11. Address
12. Basic details – about 50 words is fine, similar to how we have restaurant info
13. Features & Services to include Spa, Wifi, Parking, Swimming Pool, In-house restaurant (it may or may not be WAIU restaurant), Gym, Check-in/Check-out times
14. Maybe a link of google map location
15. Reception contact number (possibly clickable to call directly)
16. Once the payment is through, we would need to show it under their transaction history logs.
17. On hotel bookings, we will have 5% cashback enabled via the wallet. So, the customer would still need to make the entire bill payment, however 5% of the transaction value will need to be credited in their payment wallet. The value in this wallet can later be utilized to either pay next hotel bill or even a restaurant bill. (I know I earlier mentioned this cashback to be 10%, but we discussed with the partners and agreed to leave it at 5%)
18. Merchant and Admin portal should also be able to reflect this transaction.
19. There should be a way for all hotel transactions listing with details to be extracted from backend, exclusively and independent of restaurant transactions. This will help promoters track the business behavior and extent of hotel payments to plan future campaigns.
20. There should be no hotel booking option to be made available now; it will happen in future.
21. Notifications to be sent to customer & merchant on obvious events like preapproval, payment transfer to merchant, etc.
22. Hotel payment option needs to be reflected on website, T&C, canx/refund policy, app stores documentation etc.

## Mock Screen and other information to be decided by Sazinga team