DI-ePOS-PMT-006-Scan PLU Capability

Stream / Component	Stream 1 / ePOS
Name	DI-R3-ePOS-0018-Scan PLU Capability
Use Case Steps	1. Agent launches ePOS for anonymous or authorized customer. 2. Agent clicks on scan PLU button on the header of the page. 3. Agent scans/type the PLU code. 4. field validation is performed to check the PLU code format. 5. Agent clicks on search button/Enter. 6. On successful entry of the PLU, Scanned Product POP up for Device /Tablets/Accessories will be displayed. 7. System displays an error message if there are no product offerings associated for entered PLU or if PLU belongs to T&B (Used SKUs) Offerings. 8. Agent can click on configure purchase option or more details to change the configuration. 9. Agent can proceed with the checkout process.
Covered Deviations	DEV-WS1-ePOS-[BSS-28026] - Scan PLU to add product to the basket
Related links	🖊 **TFNUK-530835** - [BA] Design Task [BSS-202427] [UX/UI][eComm /ePos] - Multi-SFF - Product Details pages `RESOLVED` 🖊 **TFNUK-695519** - [UI/UX] Update design - Scan PLU behavior during Resign journey `RESOLVED` ≔ **TFNUK-532470** - [BA] Update loc file keys according to the copy change stories `RESOLVED` 🖊 **TFNUK-749456** - [BSS-380237] Design Task `RESOLVED`

TMS Links (internal)					
	Key	**Summary**	**T**	**Status**	**Resolution**
	TFNUK-375741	Design task	🖊	RESOLVED	Fixed
	TFNUK-280921	Design for BSS-82067 [UI/UX] Sprint 25 Demo Feedback Inputs	🖊	CLOSED	Fixed
	TFNUK-170245	[Design Task][ePOS][ePOS]As a store agent, I want to have the capability to scan/type items into NC and System should display appropriate error message if there is no product returned or if there are multiple product offering returned for the provided PLU	🖊	CLOSED	Fixed
	TFNUK-170243	[Design Task][ePOS][ePOS] As a store agent, I want to have the capability to scan/type items into NC and on success, System should display Tablet and properties accordingly	🖊	CLOSED	Fixed
	TFNUK-170241	[Design Task][ePOS][NC] As a store agent, I want to have the capability to scan/type items into NC, so that the items can be added to the basket.	🖊	CLOSED	Fixed
	TFNUK-170239	[Design Task][ePOS][ePOS] As a store agent, I want to have the capability to scan/type items into NC and on success, the System should display Device and properties accordingly	🖊	RESOLVED	Fixed
	TFNUK-170237	[Design Task][ePOS][ePOS] As a store agent, I want to have the capability to scan/type items into NC and on success, System should display Accessory and properties accordingly	🖊	RESOLVED	Fixed
	7 issues				

Jira Links (external)		
	Link	**Description**
	https://o2channels.atlassian.net/browse/BSS-26235	[NC] As a store agent, I want to have the capability to scan/type items into NC, so that the items can be added to the basket.
	https://o2channels.atlassian.net/browse/BSS-52923	[ePOS] As a store agent, I want to have the capability to scan/type items into NC and System should display appropriate error message if there is no product returned or if there are multiple product offering returned for the provided PLU
	https://o2channels.atlassian.net/browse/BSS-52924	[ePOS] As a store agent, I want to have the capability to scan/type items into NC and on success, the System should display Device and properties accordingly
	https://o2channels.atlassian.net/browse/BSS-52926	[ePOS] As a store agent, I want to have the capability to scan/type items into NC and on success, System should display Tablet and properties accordingly

https://o2channels.atlassian.net/browse/BSS-52927	[ePOS] As a store agent, I want to have the capability to scan/type items into NC and on success, System should display Accessory and properties accordingly	
https://o2channels.atlassian.net/browse/BSS-82067	[UI/UX] Sprint 25 Demo Feedback Inputs	
https://o2channels.atlassian.net/browse/BSS-118617	[ePOS] As O2, system should allow to read different minimum upfront amount for new and existing customers buying a new device (with CCA/SFF sale types) and existing customer doing a resign (with CCA sale type)	
https://o2channels.atlassian.net/browse/BSS-175032	[ePOS][Scan PLU] As Store Advisor, I should be able to have more than one SIM Free Financing plan(s) in progress and I should be able to add product(s) to any plan (within the rules), so that SFF experience is met	
BSS-177858	[ePOS][Scan PLU] [Split] As a store agent, I want to add accessories on 'Add to Plan' (from scan plu pop-up) so that I can customize the plans for customers	
https://o2channels.atlassian.net/browse/BSS-165389	[ePOS] As a BSS system, the used devices must be hidden in the ordering journey in ePOS	
https://o2channels.atlassian.net/browse/BSS-246111	[UX/UI][ePOS] - As a BSS system, the used devices must be hidden in the ordering journey in ePOS	
BSS-213094	Copy updates for PAYM2 - eComm/ePos code (Part 1)	
BSS-380237	[ePOS]As an advisor I want to see a meaningful message if I try to add a non-eligible device via Scan/PLU functionality in ePOS	

Incoming links	
Comments	
History of changes	01 Jul 2020 | Radhika D Pattar | R3 | Sprint 25 | DI-R3-ePOS-0018-Scan PLU Capability 21 Dec 2020 | Unknown User (maha0220) | Assumptions are added | R3.1 | 29 | BSS-82067 08 Dec 2021 | Unknown User (nijo0421) | Added Design for Multi SFF Scan PLU | TFNUK-527985 19 Jan 2022 | Unknown User (nijo0421) | Added Design for A2P Scan PLU | TFNUK-560518 08 Feb 2022 | Sharad Jain | [Used SKUs] Added design for showing specific error message if scanned device belongs to T&B category | R4.1 | 38.1 | BSS-165389 10 Feb 2022 | Anastasiia Kharchenko | UI/UX design for the case where T&B devices are scanned | PAYM4 | 4.1 | 38.1 21 Mar 2022 | Unknown User (maha0220) | Copies for the Calculator's Bundling and Purchase method tabs were specified | TFNUK-532470, BSS-213094 04 Apr 2022 | | Sharad Jain | [Used SKUs] Updated design again for showing error message if scanned device belongs to T&B category | R4.1 | 38.2 | BSS-165389 13 Jul 2022 | Daria Bezzub | Added Scan PLU details for the Resign journey | TFNUK-695519 11 Oct 2022 | Sharad Jain | Show error message if non-eligible device is scanned in Resign | PAYM 4 | HIT Squad | BSS-380237
Page version	44

Release	Sprint	Fixed Version
R3	25	-
R4.1	38	44

DI-R3-ePOS-0018-Scan PLU Capability

Assumptions:

- There will be one on one mapping between PLU and SKU for R3
- When the User is on the "Help" tab and he clicks "TAB" button then the cursor should go to Scan PLU button (the Enter PLU field won't be shown, to open it the click on special button is required).
- In the Scanned Product pop-up the space between Configure purchase option button and the text above it should be 32px

Pre-conditions:

- Agent can either launch ePOS for an anonymous customer through evolution or launch ePOS from CSRD for authorized customer.
- Agent can initiate scan on Resign Options Page, Product Listing Page, Product Details Page, Configuration Page and Basket Page

Execution:

Scan/PLU Button
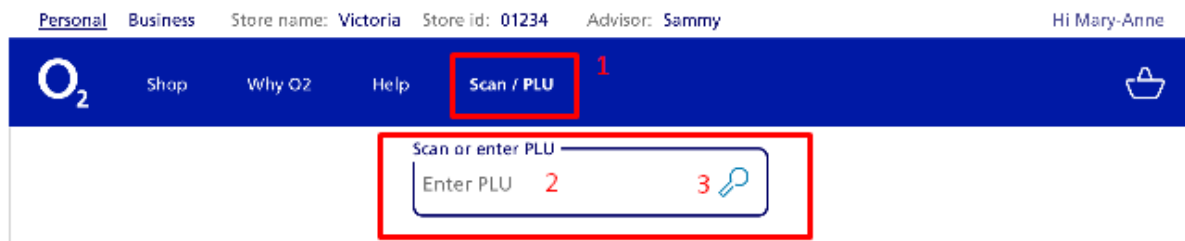
Enter PLU field

Error Message when no product offering is found for the scanned PLU:

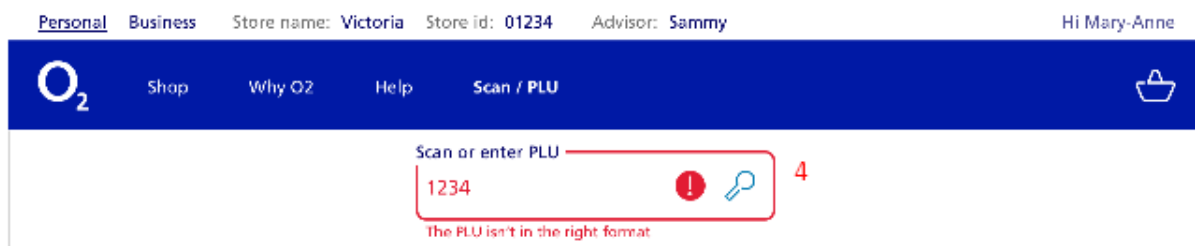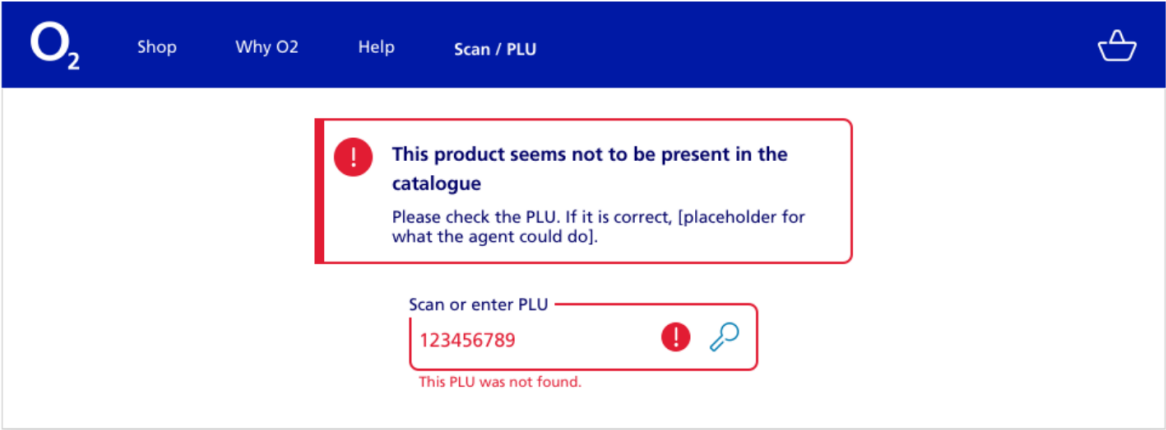| Element name	Footnote	Description	Technical details	Source	UI/UX Details	Reference to UX/UI Element
Button	1	• Agent can clicks on Scan/PLU button on the header. • Scan/PLU button will be visible on product listing, product details, configuration or basket pages. • Scan/PLU option will not be displayed on the checkout pages. • Scan/PLU button is working during Resign process.		-	-	Form Fields, Buttons, Modals in New UI/UX design

Enter PLU field	2	- When an Agent clicks on Scan /PLU button, a section will be extended with a field to enter Scan PLU. - Agent clicks on the "Enter PLU" field. - Agent scans the PLU code from the device or enters PLU code manually. - Extended section will be hidden if the cursor is moved out of the section similar to when we click on 'Shop' button		-	-	
Search Button (Success & error behaviour)	3	- Agent clicks on search icon or clicks enter on the keyboard. - System sends PLU value as an input to the TBAPI on the TBAPI-CAT-014 Get Product Offerings call	TBAPI to add new PLU parameter (for more details please refer the TBAPI request method) { "sku": "1SADV4BN ",	TBAPI	Error message shown: *We can't find this product in the catalogue*	https://o2-uk. invisionapp .com/share /KNJF2UAC 73U# /screens /299129877 Icons (Global updating cross portals)

| | | | • In response TBAPI will send the product offering details of the corresponding PLU code
 • **When no product offering is returned from TBAPI (even in case of T&B devices),** system displays an error message.
 • **When more than one product offering is returned from TBAPI,** ePOS displays the first product offering from the result.
 • In case of Resign: search button doesn't interrupt the resign process. | "plu": "1234567890123"

 "stock": { "availability Status": "available for pre /back order" } | | *Please check the PLU. If it's correct, please contact the pricing team at* storespricing@telefonica.com | |

| Error message for frontend validation | 4 | System checks on screen validation of the PLU format once the PLU value is entered:

• If PLU is more than 13 digit
• If the PLU is not number type
• then System displays an error message "*The PLU is't in the right format*"

System should prefix 0 for the scanned value if the scanned value is less than 13 digit

• Example: scanned value is 123456789 then system should prefix zeros 0000123456789 | | | | |

Scanned Product pop-up for device

Element name	Footnote	Description	Technical details	Source	UI/UX Details
Title	1	Modal title with "Scanned Product" text			-
Brand	2	Brand name		TBAPI	
Name	3	Model name		TBAPI	
Scanned Product Pop-up for Device	4	Following options are displayed on the Scanned Product Pop-up for **Device**		CJM/ POC	

- Device Image
- Brand
- Model
- Color (non-editable)
- Capacity (non-editable)
- Promo offers from Marketing Catalog

View product details:

- On Click of View Product Details link ,Agent navigates to Product Details page
- Color and Capacity will be editable on Details page
- Agent will be able to configure the calculator values for each sale type
    - Custom Plan with CCA(PackagesPay for the device Monthly)
        - Upfront, Montly and datallowance are desplayed
    - Custom Plan with Full Upfront (PackagesPay for the device upfront)
        - Upfront, Monthly and datallowance are desplayed
    - Sim Free Financing (Pay for the device monthly)
        - Upfront, Montly and datallowance are desplayed
    - Sim Free Hardware (Pay for the device upfront)
        - Upfront , Monthly and datallowance are desplayed
- Up on changing Color and capacity,Agent can proceed with normal flow where the required information can be scanned on Delivery page

Configure Purchase Options:

		- Agent navigates to the configuration page (Refer: Configuration Page) - Agent navigates to the configuration page and can change the color and capacity of the selected product and proceed with the normal flow			
Scanned Product Pop-up for Accessory	5	Following options are displayed on the Scanned Product Pop-up for **Accessory** - Accessory Image - Brand - Model - Color (non-editable) - Promo offers from Marketing Catalog **View product details:** - Agent navigates to Product Details Page to view the product details. Buy upfront: - Agent can choose one time payment with full upfront amount Financial options: - Agent can choose a monthly payment with upfront amount **Add to Basket:** - Product will be added to the basket and agent proceeds with the checkout process		CJM/ POC	
Scanned	6			CJM/	

Product Pop-up for Tablet		Following options are displayed on the Scanned Product Pop-up for **Tablet** - Tablet Image - Brand - Model - Color (non-editable) - Capacity (non-editable) - Promo offers from Marketing Catalog **View product details:**		POC

- On Click of View Product Details link ,Agent navigates to Product Details page
- Color and Capacity will be editable on Details page
- Agent will be able to configure the calculator values for each sale type
  - Custom Plan with CCA(PackagesPay for the device Monthly)
    - Upfront, Montly and datallowance are desplayed
  - Custom Plan with Full Upfront (PackagesPay for the device upfront)
    - Upfront, Monthly and datallowance are desplayed
  - Sim Free Financing (Pay for the device monthly)
    - Upfront, Montly and datallowance are desplayed
  - Sim Free Hardware (Pay for the device upfront)
    - Upfront , Monthly and datallowance are desplayed
- Up on changing Color and capacity,Agent can proceed with normal flow where the required information can be scanned on Delivery page

Configure Purchase Options:

		• Agent navigates to the configuration page (Refer: Configuration Page) • Agent navigates to the configuration page and can change the color and capacity of the selected product and proceed with the normal flow			
Tabs	9	The tabs are switching purchase options - with custom plan or just the device			The name of t Phones is "Ph and for the Ta airtime"
Purchase method tabs	10	The tabs are switching the methods how the device will be purchased.			The copies for monthly tab (device upfron **Tablets**, **Mobil atches** are 1. "Spread th 2. "Pay in full The copies for **ccessories** (re mponent) are 1. "Pay in full 2. "Spread th
Additional characteristics	13				
Device price description	11	**To be :** fetch from TBAPI-CAT-014 Get Product Offerings response "Min Upfront" value and preselected upfront value in dependency to customer journey type and corresponding Sale type		TBAPI	

	Source TBAPI attribute in case of "New"	Source TBAPI attribute in case of "Existing"
MinUpfront	*offering. prices. downPaymentMin* for corresponding Sale Type (Custom Plan with CCA or Sim Free financing)	*offering. prices. downPaymentMinExistingNew* for corresponding Sale Type (Custom Plan with CCA or Sim Free financing)
MaxUpfront	offering.prices. downPaymentMax	

			P r e s el e c t e d u p fr o n t v al ue	*offering. defaultAtt ributes.cu stomPlan WithCCA. defaultUp front -* for Sale Type Cust om Plan with CCA *offering. defaultAtt ributes. SimFreeFi nancing. defaultUp front -* for Sale type Sim Free financing	offering. defaultAtt ributes. customPla nWithCCA . defaultUpf rontExisti ngNew - for Sale Type Cust om Plan with CCA *offering. defaultAtt ributes. SimFreeFi nancing. defaultUpf rontExisti ngNew -* for Sale Type Sim Free financing	

Resign Scenario :

- Fetch from TBAPI-CAT-014 Get Product Offerings response:
  - Min Upfront - offering.prices. downPaymentMinExist ing
  - Preselected Upfront value - offering. defaultAttributes. customPlanWithCCA. defaultUpfrontResign

Configure purchase option button	15		**Acquisition flow**: When agent selects the offering shown in the modal window, then portal calls Qualification TBAPI to qualify for this offering.		Portal/ TBAPI Loc file	

- In case of success response, agent navigates to the Order Configuration page DI-ePOS-PCO-002 Configure Device with Custom Plan/Sim Free (if the product is phone, tablet, mobile broadband, companion device, smartwatch);
- In case of success response, agent navigates to the Basket page DI-ePOS-BKT-001 Basket Management (if the product is accessory);

Resign flow: When agent selects the offering shown in the modal window, then portal calls TBAPI-OM-083 Qualify for Upgrade Sales Order With Eligibility to qualify for this offering

Below is the example to handle code TBAPI-1012 in response of TBAPI-OM-083 Qualify for Upgrade Sales Order With Eligibility for Resign scenario:

Response Body for Reference:
{"errorCode":"422","userMessage": {"code":"TBAPI-1012"," message": "Cannot upgrade or resign to 9162947735013854 616 product offering for the bpi 9164428536913839 564" ," businessCode":" TBAPI-1012"}}

In case the is not eligi receives bu
- If this c backen messag modal v

- Head adde
- Body

- S a tr s d
- U o M s y

- CTA:

- O s us fr st

- In case the selected product offering is not eligible for resign, then portal receives businessCode = TBAPI-1012
  - If this code is received from backend, then show error message as per M-EPOS-10122 to the user on same modal window:
- In case of success Response:
  - on click on the button agent navigates to the Resign Order Configuration page [DI-ePOS-PCO-003-Resign Device Configuration page](#) (if the product is phone, tablet, mobile broadband, companion device, smartwatch);
  - on click on the button agent navigates to the Basket page [DI-ePOS-BKT-005 Resign Basket Page](#) (if the product is accessory);
  - Resign process isn't interrupted if agent use Scan PLU option.

MSFF /A2P - Scan PLU - Accessory Details Page

Scanned product

✕

SAMSUNG

Galaxy Buds+

❯ **View product details**

Colour

⚪ White ⌄

Quantity

1 ⌄

£88.88

UPFRONT

Add to basket

❯ **Add to existing package** `1`

It looks like you've already created a package on this order. If you'd like to spread the cost for this item, you can add it to your existing package. Your upfront and monthly payments can be edited on the basket page before checking out. `2`

➕ Compare

Scanned product

×

APPLE

iPad 2019

› **View product details**

Colour

Grey ⌄

Capacity

32GB ⌄

⭐

 tv+ Get a one-year Apple TV+ subscription worth **£59.88**

› **More Information**

£440.88
DEVICE ONLY

OR

£88.88
UPFRONT

+

£88.88
MONTHLY

*Monthly price based on 36 month Device Plan
Monthly rolling Airtime Plan

Add to basket

Configure Purchase Options

› **Add to existing package**

It looks like you've already created a package on this order. If you'd like to spread the cost for this item, you can add it to your existing package. Your upfront and monthly payments can be edited on the basket page before checking out.

+ Compare

Element Name	Footnote	Description	Technical Details	Source	UI/UX Details	UI/UX Reference

Button	1	Clicking the CTA, system will check if there are eligible SFF plans in the basket and display the modal accordingly.	After scanning, on Accessory /Device Details page, the "Add to existing package" CTA is displayed if **For Accessory:** "Add to Sim Free Finance" or "Add to Plan" or both sale types **For Device:** "Add to Sim Free Finance" Sale Type is exists in available sale types for that device /accessory. The available sale types for the current accessory /Device is retrieved by T BAPI-CAT-007 Get Product Offering		Button: 'Add to existing package'	Form Fields, Buttons, Modals in New UI /UX design

| Message for spreading the cost | 2 | | This message is displayed along with "Add to existing package" CTA explaining spreading of cost.

Note : This message is configurable. | | Text: 'You may be able spread the cost for this item by adding it to an existing package, if you've already created one. You can change the upfront and monthly payments on the basket page before checking out.' | |

Navigation Capabilities:

Shop SimsSimo Listing page

Shop PhonesPhone Listing page

Mock Ups:

https://o2-uk.invisionapp.com/share/P8JF1J6ZCNG#/screens/299129165

https://o2-uk.invisionapp.com/share/P8JF1J6ZCNG#/screens/299128429

https://o2-uk.invisionapp.com/share/P8JF1J6ZCNG#/screens/299128431

https://o2-uk.invisionapp.com/share/P8JF1J6ZCNG#/screens/299129165

https://o2-uk.invisionapp.com/share/P8JF1J6ZCNG#/screens/299125906

https://o2-uk.invisionapp.com/share/P8JF1J6ZCNG#/screens/299125907

https://o2-uk.invisionapp.com/share/P8JF1J6ZCNG#/screens/299125909

https://o2-uk.invisionapp.com/share/P8JF1J6ZCNG#/screens/299125762

https://o2-uk.invisionapp.com/share/P8JF1J6ZCNG#/screens/299125771

https://o2-uk.invisionapp.com/share/P8JF1J6ZCNG#/screens/299125773

https://o2-uk.invisionapp.com/share/P8JF1J6ZCNG#/screens/299125770

https://o2-uk.invisionapp.com/share/P8JF1J6ZCNG#/screens/299125919

https://o2-uk.invisionapp.com/share/P8JF1J6ZCNG#/screens/299125931

https://o2-uk.invisionapp.com/share/P8JF1J6ZCNG#/screens/299125932