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KIOSK Phase 2

Customer Journey on KIOSK

Document Logs:

Backlog	Prepared By	Version number	Date
Document preparation	Amer Haddad	0.1	03/01/2022
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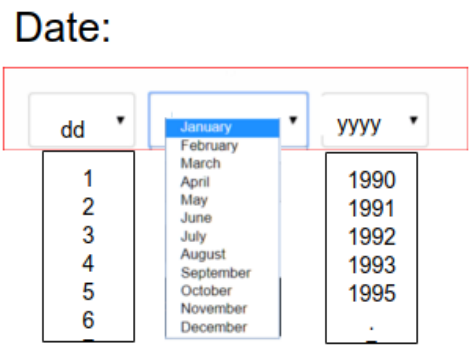
Document Approvers:

Reviewer Name	Job Title	Entity Name
Mr. Samer Othman	Deputy Director – QC and PMO	gig | Jordan

✓ Shared Functions:

In all KIOSK pages, the below functions and buttons should be available to facilitate the customer journey and to provide easy customer experience:

1. Main Menu: This button will redirect the customer to the main menu screen to change the service the customer selected, this button will not kill the session (i.e will not ask for mobile number and OTP).
2. Next: Navigate the customer to the next page (this page will not be available on the first screen).
3. Back: Navigate the customer to the previous page if applicable (this button will not be available after payment).
4. Do you want other services (هل ترغب بخدمات اخرى): this button will be available on the last page after completing the payment process and directs the user to the main page (all previously customer data should be cached and saved)
5. Exit button: that will cancel the current page remove the customer data, this button will redirect the customer to the Main page (step 1), (i.e the session will be killed).
6. The customer can use his ID card/Passport for Jordanian, and passport & resident ID for non – Jordanian on the scanning page.
7. After the scanning process, if the customer decides to issue a travel policy using the Passport then the Travel policy data will be saved based on the passport information without asking for another scanning this applies for Jordanian's passport, if nationality is non-Jordanian then the scanning process for Residence ID is required Tesco should check if the customer has scanned his passport in scanning phase:
   Else, if the customer uses the national ID for scanning and decides to issue a travel policy then he/she will be requested to scan the passport.
8. All the Validation of the fields should be with same as is, also the validation for the new fields that will be add in the phase 2.
9. The verification process will be modifying as the below table(role).
10. All the drop-down lists should be touchable (not just scrollable), also the dialog that has scroll bar.
11. On all pages, you must display a keyboard once you click on any field that needs data entry.
12. All the calendars should be clearer and easier for the customer to use when selecting the date as the below (3 drop-down 1 for day, 1 for month, 1 for year):

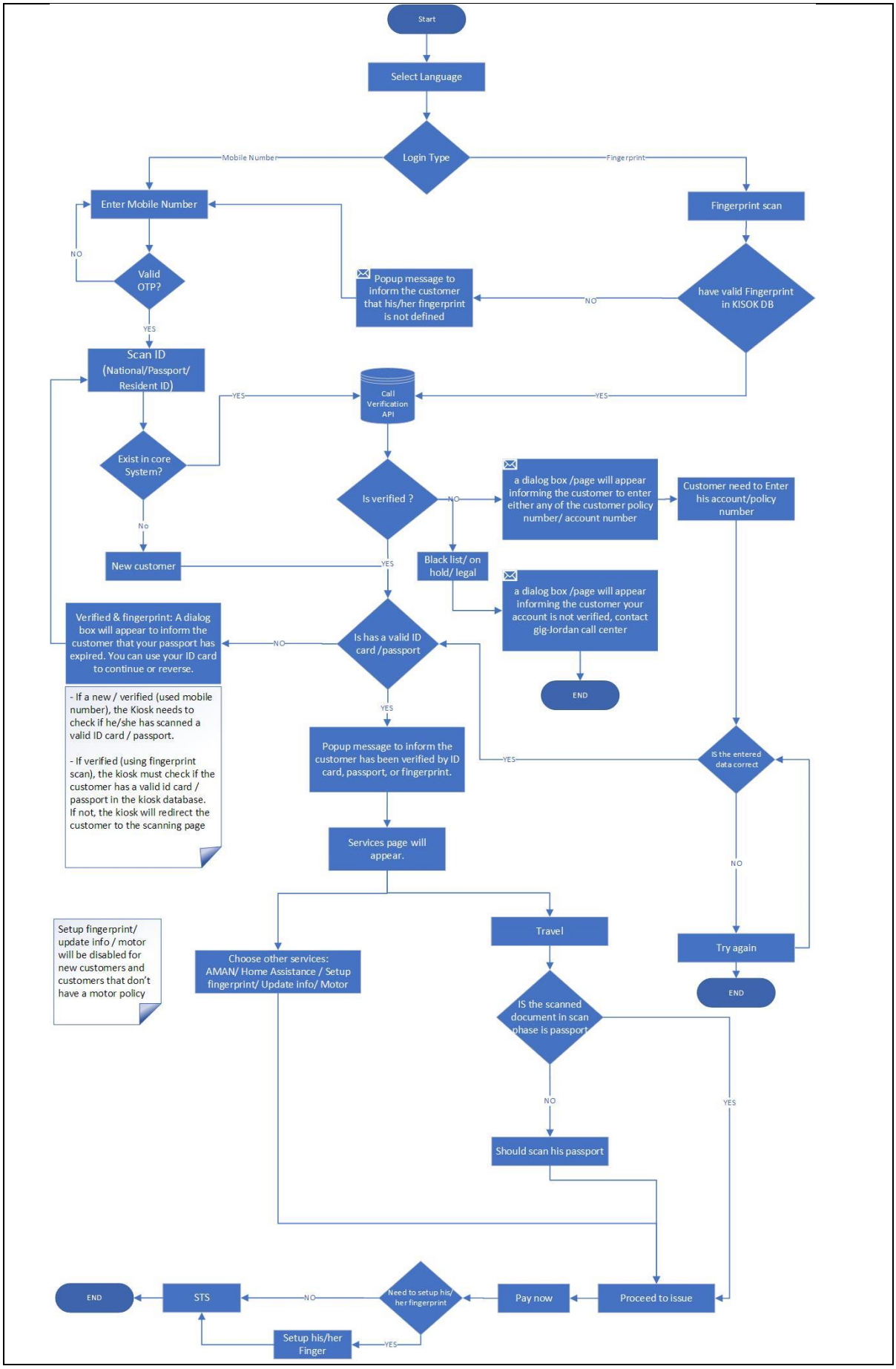


13. Make sure to put all the content in the XML file so we can change it.
14. If the customer needs to scan his ID card, the kiosk machine should scan the ID card (NFC/OCR/MRZ) even if the customer scans the back side in the first or reverse scan.

✓ Rules:

the customer status	
Verified, means the customer has a valid and correct national/resident ID and mobile number saved on the gig-Jordan and has one account in the core system (CRM/Financial) and can renew the policy or issue a new policy. Tesco will pass the mobile number, National/Residence ID and DOB	• The customer can renew (motor, domestic, home assistance policies if has) or issue a new policy (travel, home assistance, domestic, AMAN, update info, setup his/her fingerprint). • The customer can define his/her fingerprint when he issues a policy. The scan page will be appeared once the customer clicks on the "pay now" button (this page will appear if the customer still not setup his/her fingerprint). • If the status of the payment is not paid, the RPA will not update the fingerprint of the customer.
New customer: means the customer has No national/resident ID stored on gig-Jordan Core system; then the customer has the ability to issue "New" travel or home assistance or domestic or AMAN new policy (however the not-verified customer should not be able to renew his/her previous domestic or renew the motor policies where the motor, Fingerprint service and domestic, home renew buttons will be disabled and shaded).	• The customer will scan his passport or ID card for Jordanians, and passport & resident ID for non-Jordanians. • The customer can issue a new policy (travel, home, domestic, AMAN, update info). • The customer can define his/her fingerprint when he issues a policy. The scan page will display once the customer clicks on the "pay now" button (this page will appear if the customer still not setup his/her fingerprint). • If the status of the payment is not paid, the RPA will not update the fingerprint of the customer.
If the customer verified and has duplicate account.	• The gig-Jordan should return the last account that has the Last policy.
Not Verified: means the national or resident ID does not match the existing mobile number and not match date of birth on the core system, Or the mobile field in the core system is empty. Or the customer is Blacklist/ on hold/ legal	• the customer needs to enter his account or policy number. • If the customer is blacklist or on hold or legal he/she can't use the machine.

Setup fingerprint process (New & verified)	• The Kiosk machine will ask the customer to setup his/her fingerprint when he is trying to issue a policy for the first time, noting that the scanning fingerprint page will appear before STS page. • If he/she has defined his/her fingerprint before and trying to issue a policy, and the customer should be redirected to STS page directly.
If the customer setup his/her fingerprint using the KIOSK machine and used it	• gig-Jordan should check if the customer (ID) that scanned his/her fingerprint, if it exists, and set his/her fingerprint and verified. • If valid and verified, the customer can proceed to issue the policy without scanning his passport / ID card. • if the customer decides to issue a travel policy using the Passport then the Travel policy data will be saved based on the passport information without asking for another scanning this applies for Jordanian's passport, if nationality is non-Jordanian then the scanning process for Residence ID is required Tesco should check if the customer has scanned his passport in scanning phase: • Else, if the customer uses the national ID for scanning and decides to issue a travel policy then he/she will be requested to scan the passport. Redirect the customer to the scanning page.


Start
Select Language
Login Type
Mobile Number
Fingerprint
Enter Mobile Number
Fingerprint scan
NO
Valid OTP?
Popup message to inform the customer that his/her fingerprint is not defined
NO
have valid Fingerprint in KISOK DB
YES
Scan ID (National/Passport/ Resident ID)
YES
Call Verification API
YES
Exist in core System?
Is verified ?
NO
a dialog box /page will appear informing the customer to enter either any of the customer policy number/ account number
Customer need to Enter his account/policy number
No
New customer
YES
Black list/ on hold/ legal
a dialog box /page will appear informing the customer your account is not verified, contact gig-Jordan call center
Verified & fingerprint: A dialog box will appear to inform the customer that your passport has expired. You can use your ID card to continue or reverse.
NO
Is has a valid ID card /passport
END
- If a new / verified (used mobile number), the Kiosk needs to check if he/she has scanned a valid ID card / passport.
- If verified (using fingerprint scan), the kiosk must check if the customer has a valid id card / passport in the kiosk database. If not, the kiosk will redirect the customer to the scanning page
YES
Popup message to inform the customer has been verified by ID card, passport, or fingerprint.
YES
IS the entered data correct
Services page will appear.
NO
Setup fingerprint/ update info / motor will be disabled for new customers and customers that don't have a motor policy
Travel
Try again
Choose other services: AMAN/ Home Assistance / Setup fingerprint/ Update info/ Motor
END
IS the scanned document in scan phase is passport
NO
YES
Should scan his passport
END
STS
NO
Need to setup his/ her fingerprint
Pay now
Proceed to issue
Setup his/her Finger
YES

- Jordanian ID Card Document should be read by NFC in the first if there is an issue read by OCR/MRZ, **Passport/ Resident / Domestic Worker** document should read MRZ/OCR.
- If the customer is a new or existing customer, he will be able to add his fingerprint at the Kiosk once he has verified his account on the machine and issue a policy.
- All the scans that the customer used should be saved and Tesco will send them to gig-Jordan (ID card, passport document, resident document, fingerprint scanned, customer pic).
- Tesco's team will consider the UI and the theme provided by gig-Jordan marketing team for all the new screens.
- API should be developed as following:
    - Input parameters (Tesco should send the data once the customer finish from scanning phase):
        - Customer name
        - Date and time for the request
        - Mobile number
        - Service name requested by the customer
        - Passport or national ID or Resident ID document or Fingerprint (In travel service, for Jordanian user's passport attachment is enough, for non-Jordanian Passport and resident ID attachment), other service can scan with ID card or passport or fingerprint for Jordanian, for non-Jordanian Passport and resident ID attachment)
    - API description:

    When the user is flagged as not verified user, then service should be developed to send email to call center cc Project management and IT development departments
    To inform about this user and send his/her information to contact him/her

- Timer count down: the KIOSK application should allow showing a timer count down on each page, and on any dialog box appeared, a popup message should appear to the customer when the page timer count down becomes zero (the popup message will have its own timer count down as well informing the customer that the application will close automatically, do you want to continue (Yes, No) options appear) if the customer doesn't select any option and the popup timer count down becomes Zero; the application will be closed and redirected to the first page by removing the customer session or data (session timeout)). As below

Figure 1: Timer

Motor service and Renew home assistance & Renew Domestic worker button:

If the customer:

- New customer or Verified but not have a policy the motor service should be shaded and disabled in the same way as shown below.
- Verified, but no policy for home assistance or domestic workers; the renew button should be shaded and disabled in the same way as shown below.
- Verified and has an active policy or policy that is subjected to renewal, the motor service and renew button will be enabled.

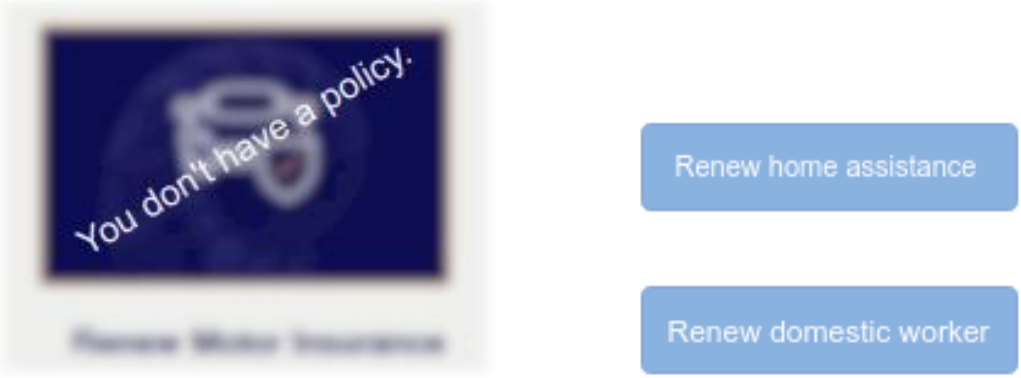


Figure 2: Shaded motor and renew button

Step 1:

First screen in KIOSK machine will be the preferred language the Customer want to use, either Arabic or English.

Figure 3: Preferred Language

Step 2:

Login types, the customer must decide to select the login type:

1. Mobile number process (Step 3)
2. Fingerprint process (Step 4)

يمكنك استخدام بصمة الاصبع اذا قمت بتعريفها مسبقاً، او في حال لم تكن معرفة يمكنك استخدام هاتفك النقال حتى تتمكن من استخدام الخدمات التأمينية الخاصة بنا.

You can use your fingerprint if you set it up previously, or if you don't, you can use your mobile phone to use our insurance services.

Mobile Number

Fingerprint scan

Figure 4: Login types.

Step 3 (Mobile number process)

The next screen that will appear to the customer is to enter his/her mobile number with a valid format (10 digits, only numbers and starting with 07). An OTP will be sent to the customer with a 2-minute validity with a clear message when the OTP is wrong or timed-out. After 2-minutes, the customer can click on the "re-send OTP button" or he can use his fingerprint instead of entering his mobile number.

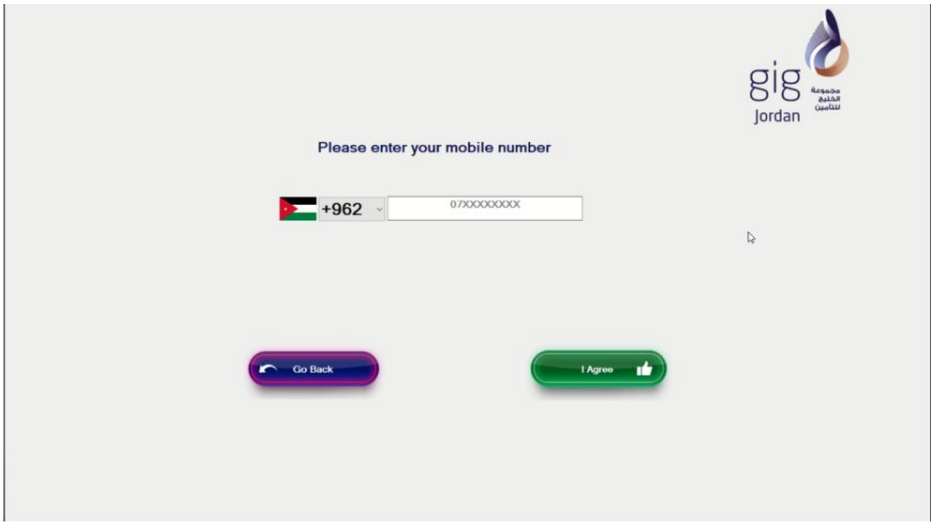


Figure 5: Enter Mobile Number.

Step 3.1

after the customer enters his mobile number, then clicks the "I Agree" button from (Figure 5) the below page will appear (Figure 6).

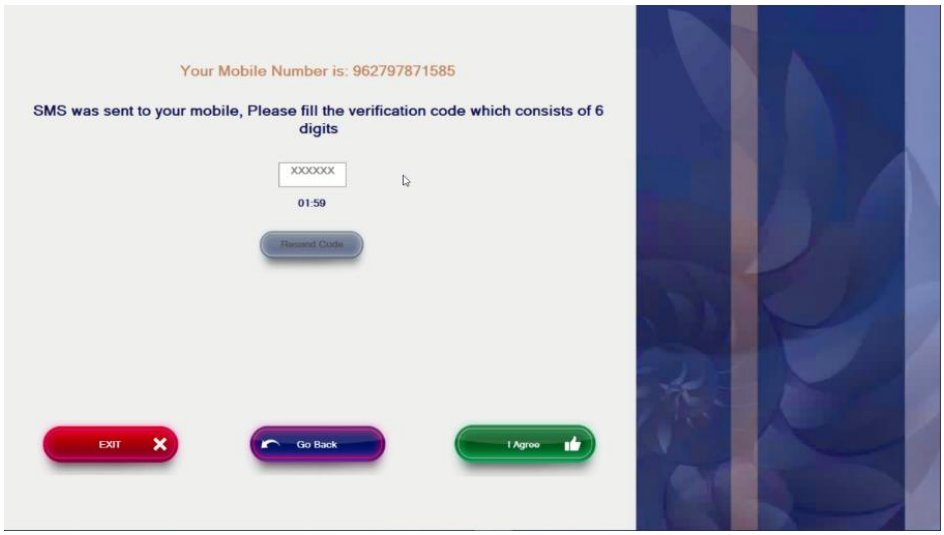


Figure 6: OTP

Step 3.2

The next screen will contain tips and directions for the customer to select his/her nationality, then scan his/her ID card/passport for Jordanian, and his/her passport & resident ID, for non-Jordanian.

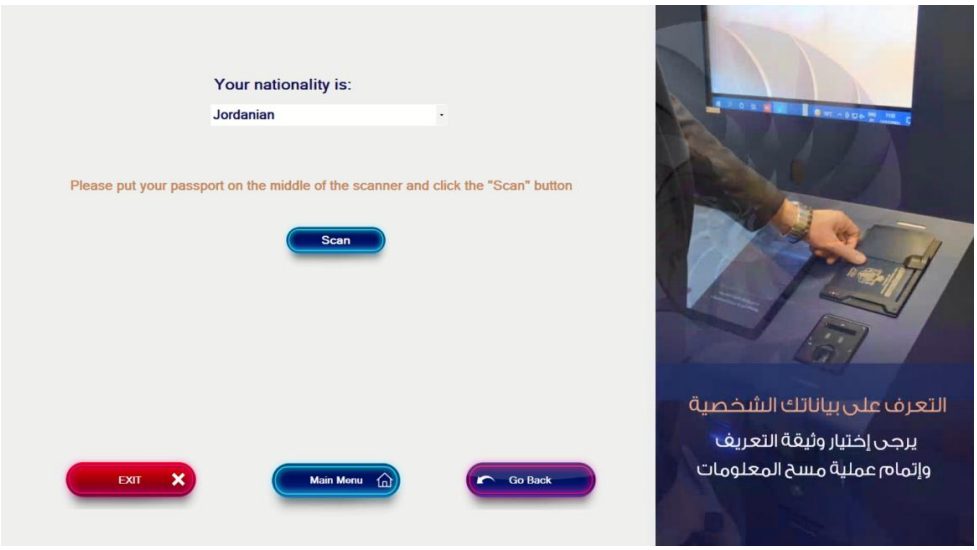


Figure 7: Scan Passport for travel

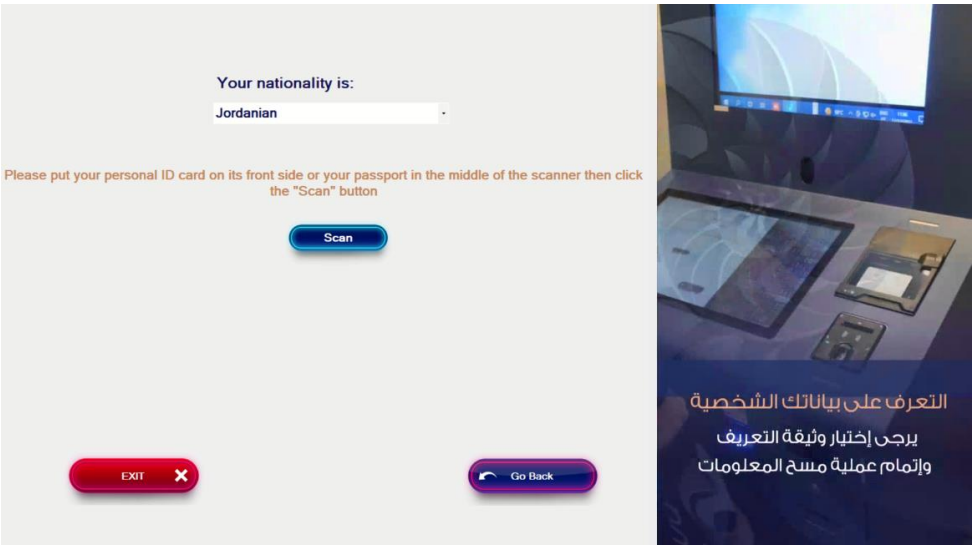


Figure 8: ID Card /Passport for other service

If the customer is non-Jordanian, the video will guide the customer how he/she can scan his/her/ passport and resident ID card.

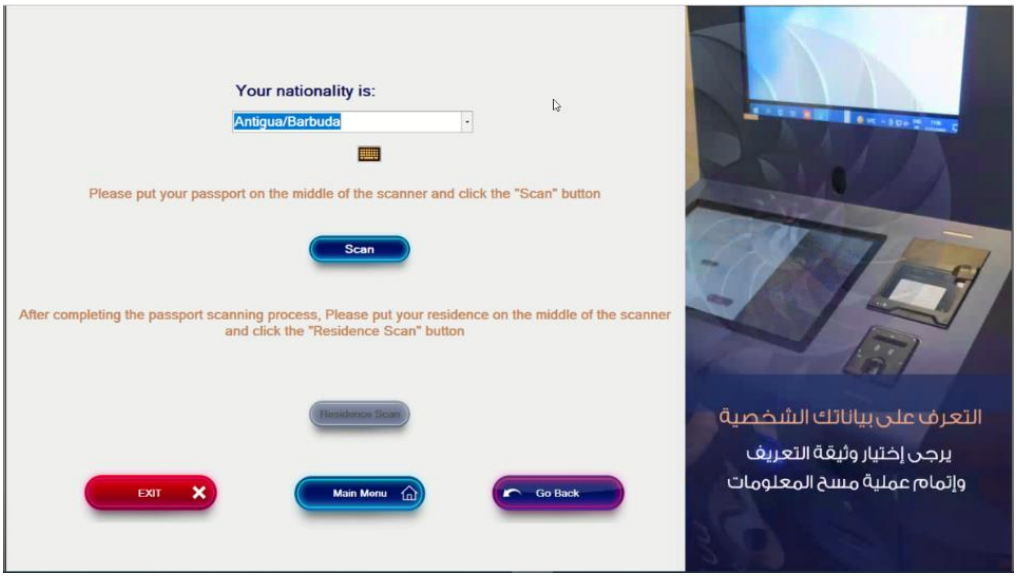


Figure 9: scan for Non-Jordanian

If there were any issue in card or passport scanning, a dialog box will appear to the customer to try again.

Figure 10: Re-try the scanning

After the card /passport scanning completed successfully, a loading screen will appear informing the customer that the information reading is in progress.

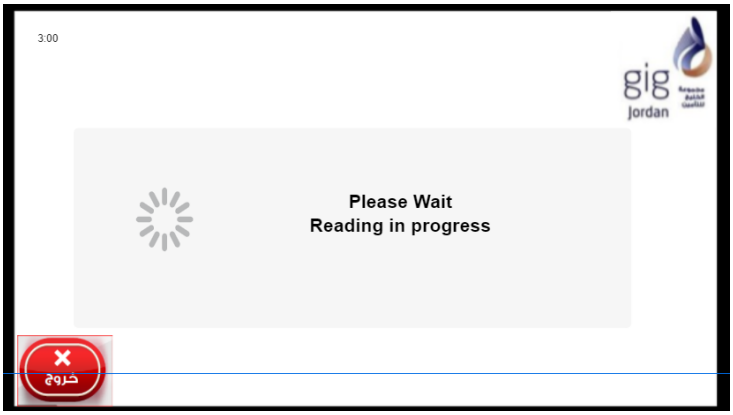


Figure 11: Reading in Progress

Figure 12: Complete scan

After scan his/her ID card/passport for Jordanian, and his/her passport & resident ID, for non-Jordanians, and the scanning was successfully completed should redirect the customer to the customer information page (Step 15)

Step 4 (Fingerprint process)

If the customer clicks the "fingerprint scan" button from (Figure 3) the below page will appear (figure 12)

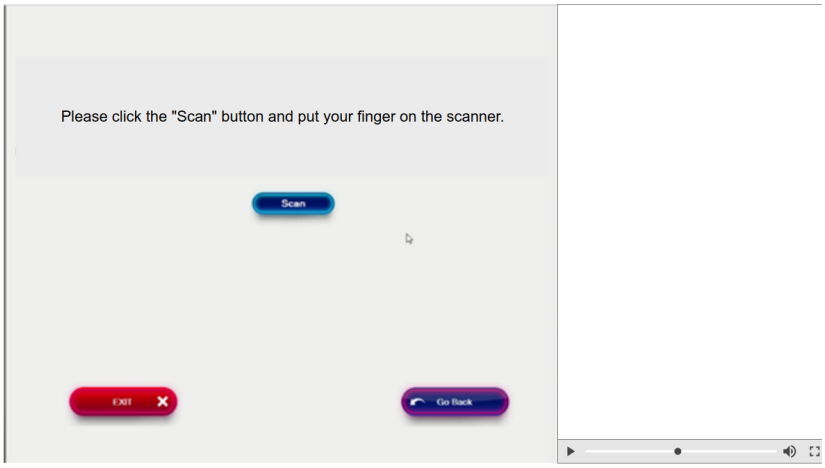
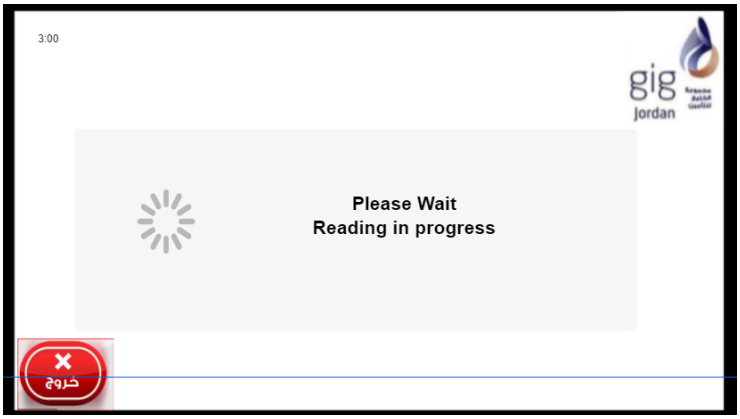


Figure 13: Fingerprint scan

If there were any issue with fingerprint or not exist, a dialog box will appear to the customer to try again.

After the Fingerprint scanning completed successfully, a loading screen will appear informing the customer that the information reading is in progress.



Scan was completed, and the customer can continue

after the fingerprint scanning is successfully completed should redirect the customer to the service page (Step 18)

Scanning verification:

- If the customer is new and scans his ID card or passport, the KIOSK machine should check if the ID card/passport is not expired; IF the customer login to the kiosk machine by his/her fingerprint scan, the kiosk should check if the ID card/passport that the customer scanned is valid or expired:
- If the customer's ID card/passport has expired, the kiosk machine should redirect the customer to the scan page to allow the customer to scan his/her ID card/passport again.
- if valid: the customer can issue a policy without rescanning his/her id card/passport.
- if the customer decides to issue a travel policy using the Passport then the Travel policy data will be saved based on the passport information without asking for another scanning this applies for Jordanian's passport, if nationality is non-Jordanian then the scanning process for

Residence ID is required Tesco should check if the customer has scanned his passport in scanning phase:

- Else, if the customer uses the national ID for scanning and decides to issue a travel policy then he/she will be requested to scan the passport. Redirect the customer to the scanning page.

Welcome Screen

dialog will be shown when the scan is completed, and the customer has been verified by ID card, passport, or fingerprint.

Figure 14: Welcome dialog screen

Step 5:

After the scanning is completed and the reading process is completed successfully, the below dialog box will appear to the customer (here the cashing should start):

Knowing that the customer will not change his national number.

Jordanian and non-Jordanian:

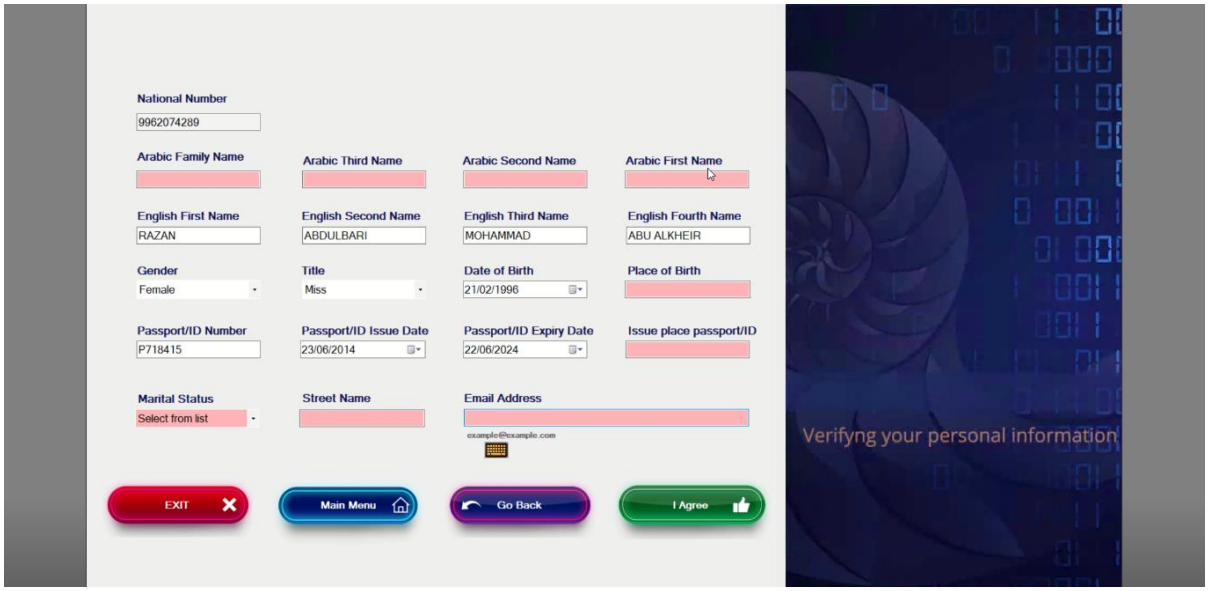


Figure 15: Data after the OCR/MRZ read the id – Jordanian

The above-mentioned fields in figure 15 will be filled automatically after the scanning of ID/passport (through the NFC OCR or MRZ.)/ fingerprint (if was exist) with ability to change (without ability to change national number).

An API will be called in this step to verify the customer on gig-Jordan core system which will be one of the below: (by passing the national ID/resident ID with the mobile number filled in the beginning to the gig-Jordan APIs)

1. New customer: No record found on gig-Jordan database based on the passed National ID or resident ID through the API.
2. Verified: Exist customer and verified (national ID/Resident ID + Mobile number or national ID/Resident ID + DOB are existing and correct based on the API response)
3. Verified but the customer ID and mobile numbers that saved inside the gig-Jordan core system are different or empty, or customer ID and date of birth are different of the entered national ID/resident's does not match the existing date of birth inside the gig-Jordan core system; in this case the customer should follow another verification step (based on the API response) then a dialog box /page will appear informing the customer to enter either any of the customer policy number (any policy the customer have in gig-Jordan) <u>or</u> to enter the customer ID (figure 11 below), if the entered customer policy number or customer ID are not correct then the KIOSK application will show call center screen

Figure 16: Verification step

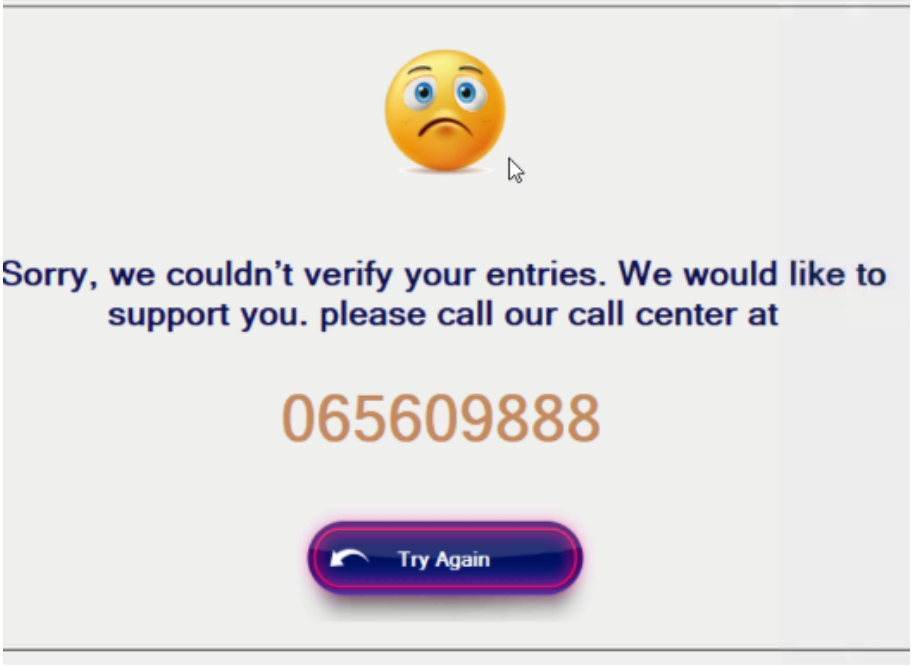


Figure 17: Verification step

4. Exist customer and verified but cannot proceed (customer status equals blacklisted, on hold, Legal based on the API response), the KIOSK application will show call center screen (Figure 12).
5. Exist and Verified and has "Active" AMAN Policy: the KIOSK application will shaded the box of the AMAN.

Step 6

After verifying mobile number through valid OTP and scanning their id card/passport/ resident/ fingerprint, the customer will be redirected to gig-Jordan available insurance services through KIOSK taking into consideration the API response for the customer status.

If new, the available service will be Travel, AMAN, Home and domestic (New), update info, and the statement of account, define fingerprint service will be shaded.

If exist and verified, all the service will be available.

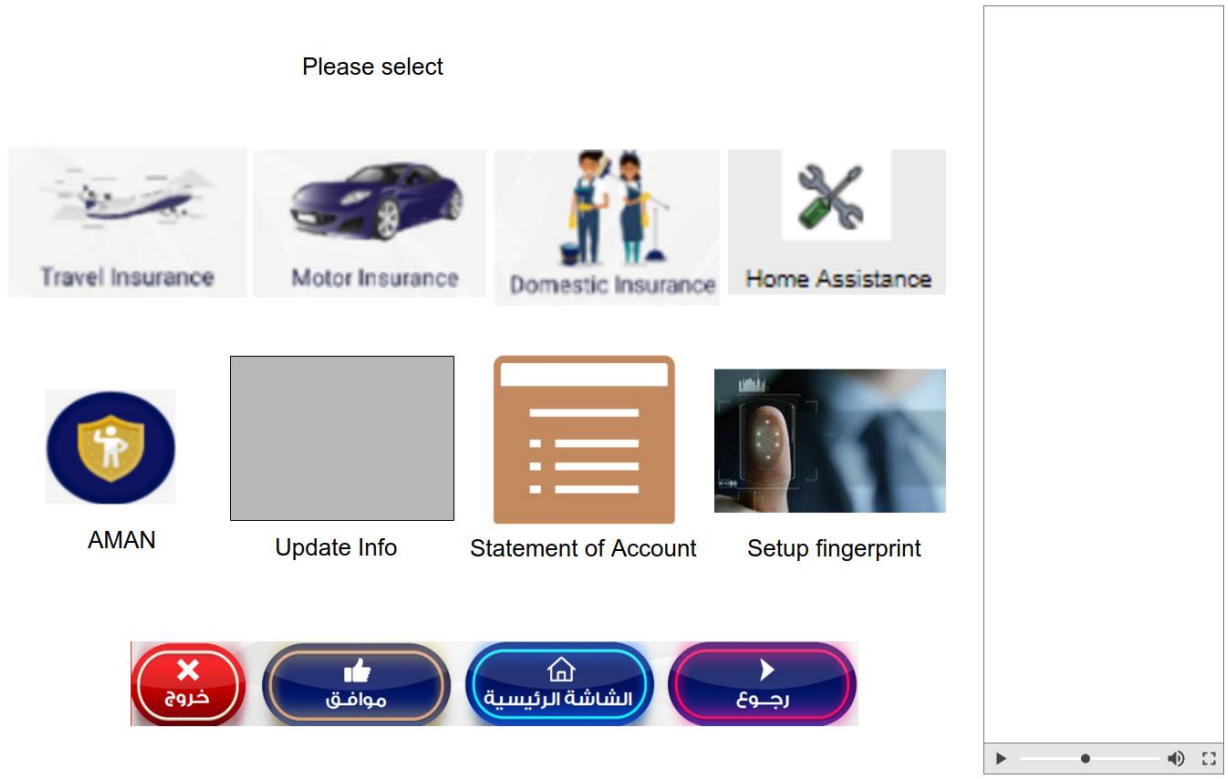


Figure 18: Service

1. Update Travel Process

✓ Step 1

When the customer clicks on "Travel insurance" from (figure 15) above, the below screen will appear (figure 1).

Note: if the customer decides to issue a travel policy using the Passport then the Travel policy data will be saved based on the passport information without asking for another scanning this applies for Jordanian's passport, if nationality is non-Jordanian then the scanning process for Residence ID is required Tesco should check if the customer has scanned his passport in scanning phase:

Else, if the customer uses the national ID for scanning and decides to issue a travel policy then he/she will be requested to scan the passport. Redirect the customer to the scanning page.

Two option of travel will appear, and the customer should choose one of theme

Alone: if the customer clicks on this option he can proceed to issue a travel policy.

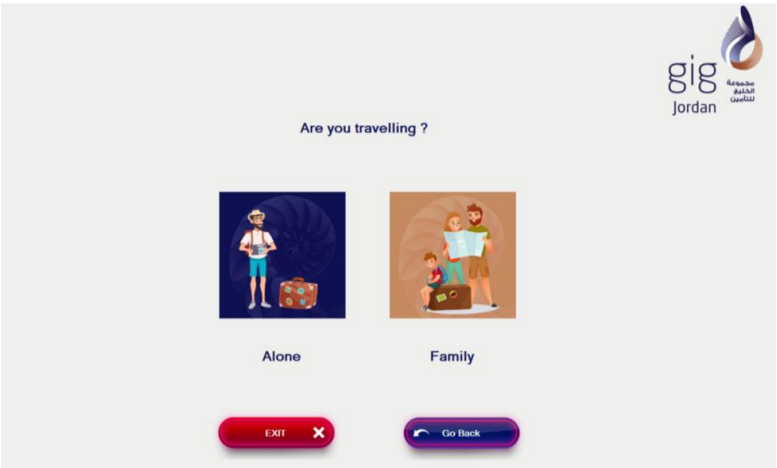


Figure 1: Travel Options

✓ Step 2:

When the customer clicks on "Family", the below screen will appear (figure 16).

Family: if the customer clicks Family option, a popup message will appear, and SMS should send to the Customer with the link (can issue travel insurance by the link)

Figure 2: Family

When the customer clicks on "Alone", the below screen will appear (figure 3).The below screen will contain all the coverages (Tesco team will retrieve gig-Jordan via API), so the customer can review the details then he/she can choose the needed coverage.

Two buttons will be displayed:

1. one to view more details about the coverage once he/she clicks the "Read More" button in (Figure 4)

2.To buy the needed coverage by clicking the "Buy" button in (Figure 5).

In addition, there will be a box on the coverage. This will be decided by gig-Jordan to provide the recommended coverage.

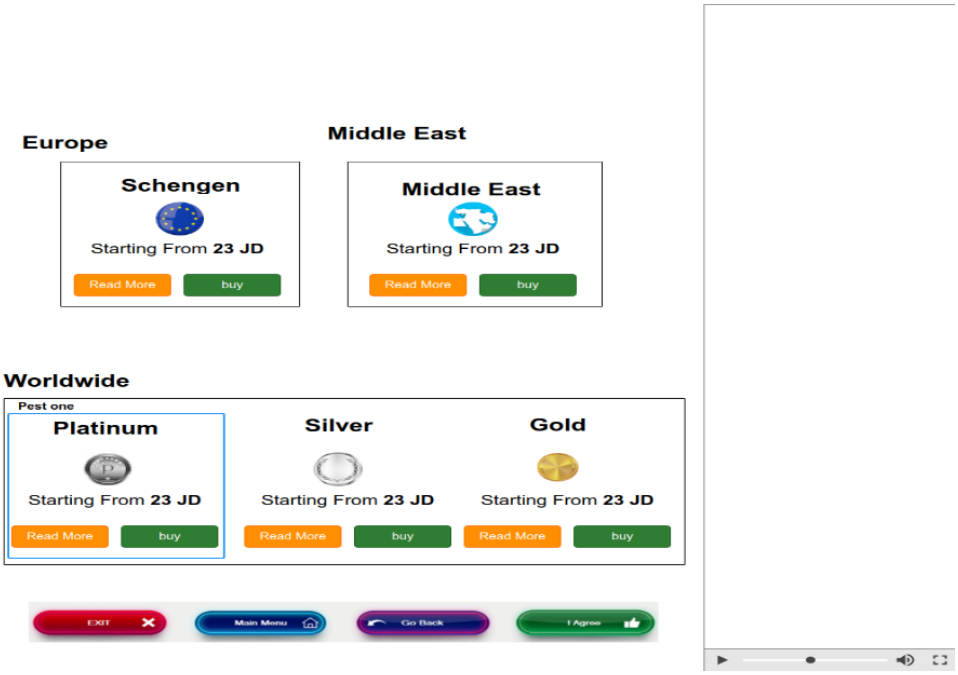


Figure 3: Travel Coverage

If the customer clicks on "Read More" button the below screen will appear (Figure 4)

The below screen contains 4 clickable option with the coverage name and starting price based on the selected coverage

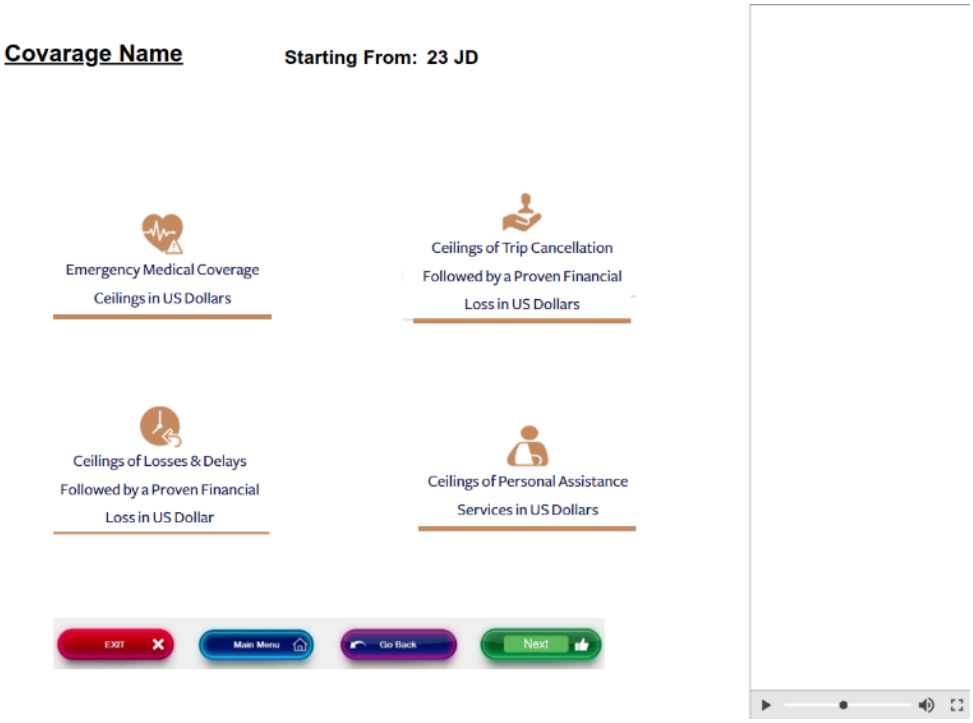


Figure 4: Price Summary

The customer can click on the above option to see the details of the coverage as the below screen (Figure 5).

Description	Value
Text will be field by xml file	Text will be field by xml file
Text will be field by xml file	Text will be field by xml file
Text will be field by xml file	Text will be field by xml file
Text will be field by xml file	Text will be field by xml file

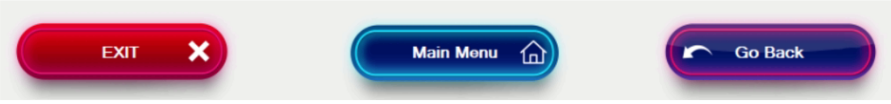


Figure 5: coverage details

If the customer clicks on "**Buy**" from (Figure 15) or "**Next**" from (Figure 16) button the below screen will appear (Figure 18)

The Country drop-down should return the country based on the coverage selected by customer.

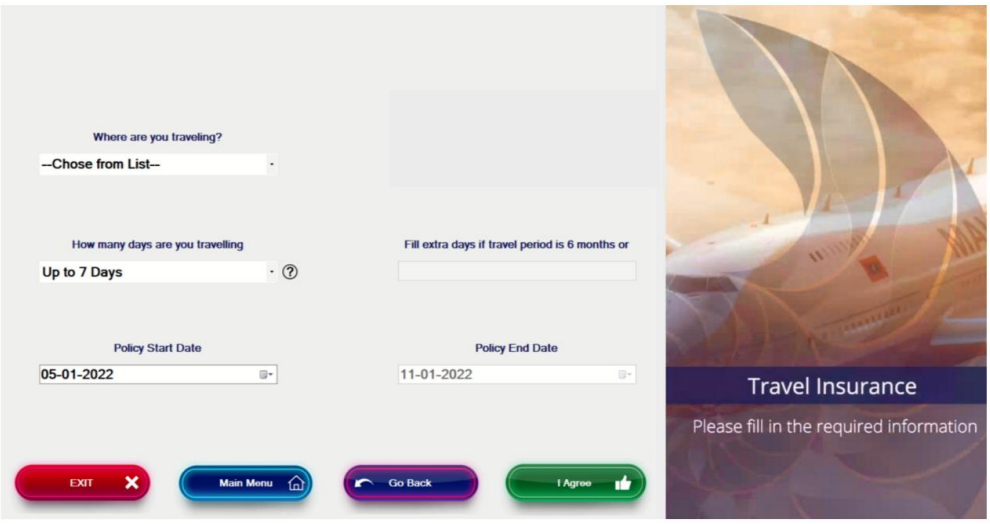


Figure 6: travel details

✓ Step 3:

Finally, the price summary and terms and conditions page appeared, and the customer could view all the links and pay now by using the STS payment page that appeared on the below screen.

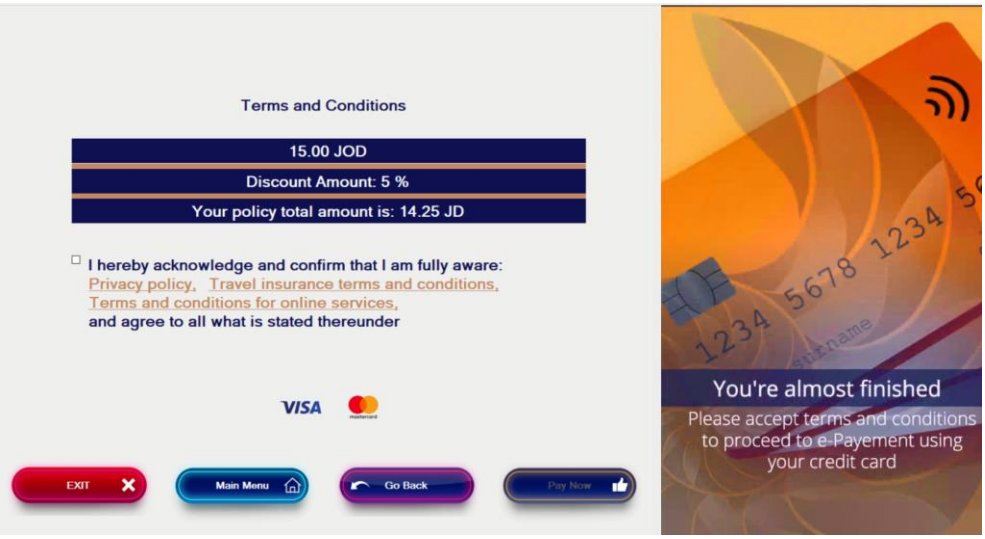


Figure 7: Price Summary

2. AMAN Insurance

When the customer clicks on "AMAN" insurance from (figure 15 above) the below screen will appear (figure 1)

Step 1:

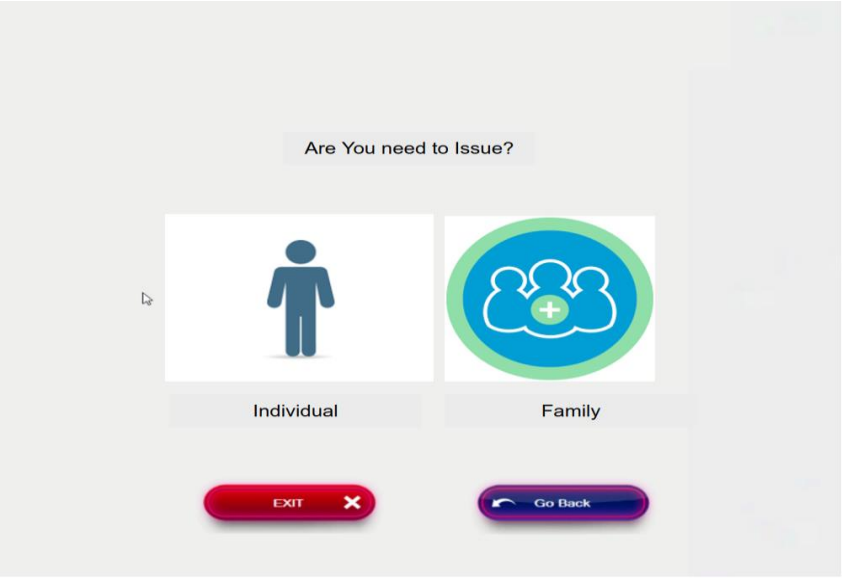


Figure 1: AMAN options

1. A popup with text will appear to the customer (this service is available on the website figure 15), and SMS will be sent to the mobile number that was previously entered when click on Family.

Figure 2: AMAN option

2. Issue an individual AMAN insurance policy (only if the customer is new or exists and does not have an AMAN policy with status "Active").

After clicking the customer "individual" button, the below screen will appear that contains buttons for issuing a new policy or viewing the active and expired policies.

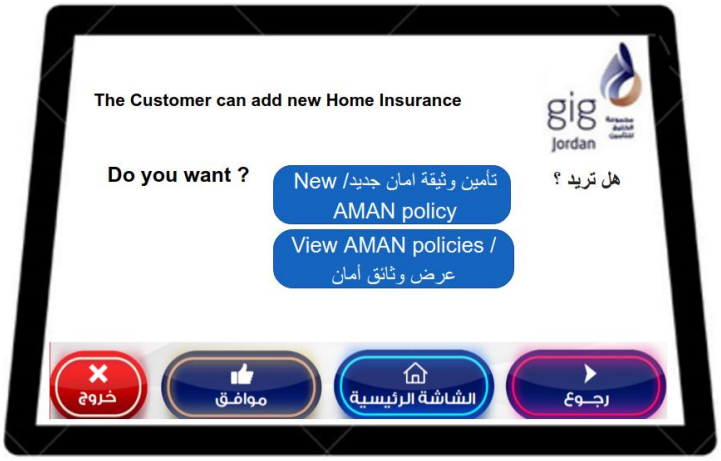


Figure 3: AMAN issue

when click on the option “view Aman policies” from figure (3) the below screen will open (figure 4)
retrieve the policies (with status: active & expired) related to the login customer.

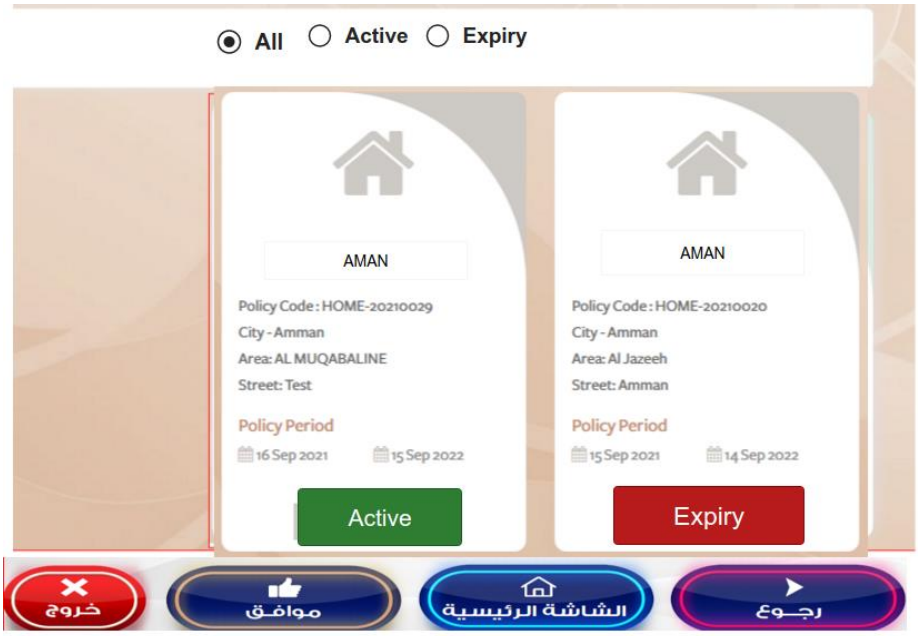


Figure 4: AMAN policies

when click on the option “new Aman policy” from figure (3) the below screen will open (figure 3)

AMAN Program for Cancer Treatment Coverage

Policy Schedule:

It is understood and agreed upon that cancer related diseases (diagnosis and / or treatment and / or surgical operation) are covered within this insurance policy according to the following table of benefits:

Class	First class
Geographical Coverage	Inside Jordan only
Maximum annual limit/ person	JOD 50,000
Inpatient Coverage (through gig-Jordan's medical network)	
Room and Board	Full coverage
ICU – CCU	Full covera
Surgery and Surgeon Fees and Anesthesia	Full coverage
MRI, CT scan and other Diagnostic tests	Full coverage
Companion coverage	Full coverage
Ambulance once/annum	Full coverage
Doctor fees and Consultation	Full coverage
MRI, CT scan and other Diagnostic tests	Full coverage
Outpatient Coverage	
Doctor fees	Full coverage
Laboratory Tests and Diagnostic Test	Full coverage
X Rays and Radiology	Full coverage
Medicine	Full coverage
Outpatient Clinic - Emergency	Full coverage

Exclusions:

* It is understood and agreed upon that this insurance policy (program) covers only cancer related diseases (diagnosis and / or treatment and / or surgical operations), consequently all cases, reasons, services, treatments, injuries, diseases, complications, incapability resulting due to any case which is not related directly or indirectly to cancer diseases are to be excluded.

- All medical cases related to cancer disease prior to the date of contract are excluded whether declared or not.
- All medical expenses related to cancer are excluded from this contract in the event that the insured was diagnosed with cancer before the date of this contract and/or if it was found that the insured had concealed any information related to his condition.

Additional Benefits:

- Full coverage of nursing home visits and telemedicine services.
- Full coverage of all medical expenses related to cancer upon diagnosis.
- Coverage of companion fees in case of admission to the hospital (night stays and meals only).
- Coverage of post-operative plastic and reconstructive surgery for breast cancer cases.
- Direct access to all hospitals within gig-Jordan's network.
- Age bands covered from day one to 65 years.

The Insured's Legal Statements:

I, the undersigned asd asd asd asd holder of the ID number 6584165416 date of birth 01/01/2004 , acknowledge the following:

1- That I have not had or been previously diagnosed with any type of cancer until the date of this policy.

2- That all health information provided to the insurance company by me is true and accurate.

I further acknowledge that in the event that the statements contained in paragraph (1) and (2) above were found to be incorrect, this policy shall be deemed void and of no effect, without the need for serving any notice or obtaining court orders.

I hereby authorize my doctor, any medical service institution and any entity or person who has any information regarding my health and activity to provide it to Arab Orient Insurance Company, such information includes my hospital records or any other records related to any medical advice or diagnosis and I further acknowledge that I have read the coverages and conditions of the above policy, and I agree to everything stated therein.

This policy shall be considered valid and effective only after it is signed by the insured and signed and stamped by Arab Orient Insurance Company and accompanied by the invoice indicating the receipt of the premium of this policy.

* This certificate is not considered valid unless signed and stamped by gig-Jordan accompanied by a receipt of payment for this certificate.

* Warning: "To preserve the confidentiality of the data, all your personal data will not be shown on this draft, knowing that the original certificate containing all your personal data will be sent after completing the payment process"

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Figure 3: Policy Details

Step 2:

Finally, the price summary and terms and conditions page appeared, and the customer could view all the links and pay now by using the STS payment page that appeared on the below screen.

Note: Discount amount should be added to the setup table.

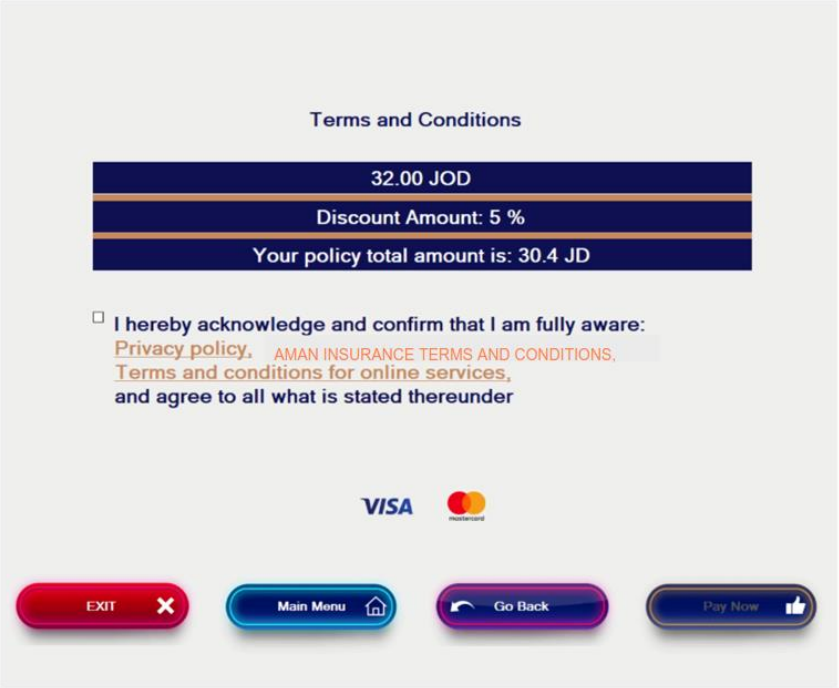


Figure 4: Price Summary

3. Update Information

Step 1:

When the customer clicks on “Update info” from (figure 15 above) the below screen will appear (figure 1)

The customer can update all the fields except National Number & Mobile number Passport/ID number & Passport/ID number issue and expiry date.

gig-Jordan –will Add New Policy type for Update info: EX: 5.

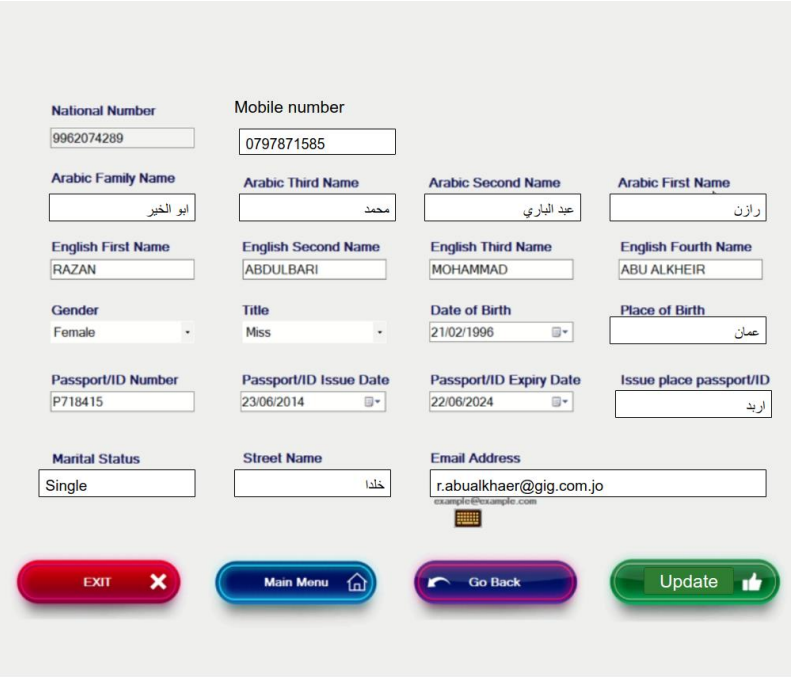


Figure 1: Update info

The KIOSK Machine should send all the data of the customer once he/she clicks the "Update" button via API.

4. Statement of Account

Step 1:

When the customer clicks on "Statement of Account," from (figure 15 above) the below screen will appear (figure 1).

The existing customer can view his statement of account on the kiosk machine with the ability to print it and send it by email. Once the customer clicks on “print”,

Also, the customer can filter the period of the data that they need to view.

Figure 1: Update info

5. Setup Fingerprint

The customer can update his/her fingerprint if he has already setup his/her fingerprint, else the option will be disable.

If the customer has already setup his/her fingerprint and he/she need to update it should click on the "Setup fingerprint," service from (figure 15 above), the below screen will appear (figure 1).

The customer will view his information that was scanned and agreed upon in the first step to make sure all the data is correct before updating his fingerprint to verify his information.

<u>All the data will be read-only</u>

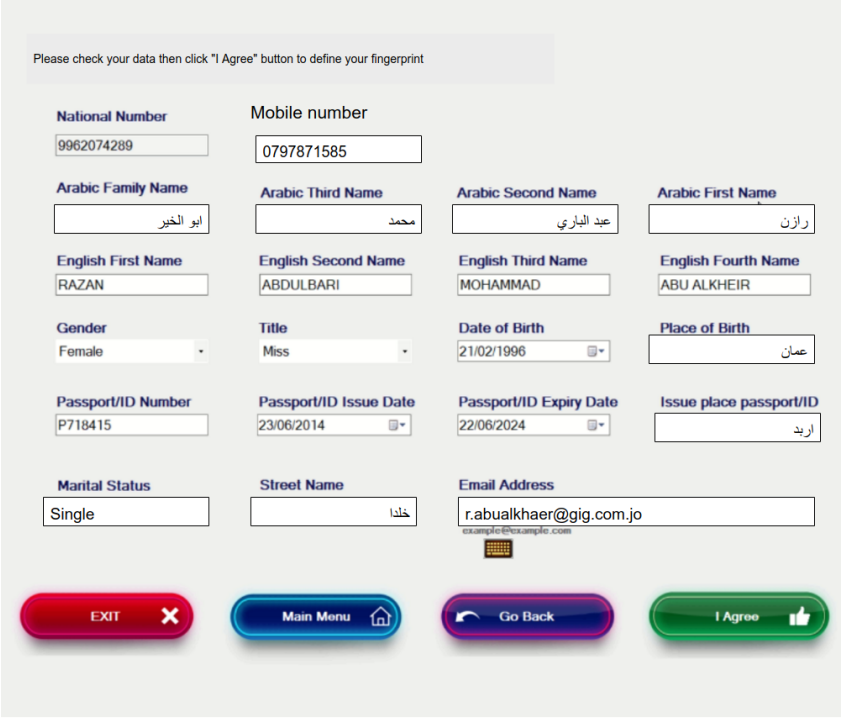


Figure 1: customer info

After the customer clicks "I Agree", the fingerprint scan screen will appear to allow the customer to put his finger on the scanner to update his fingerprint.

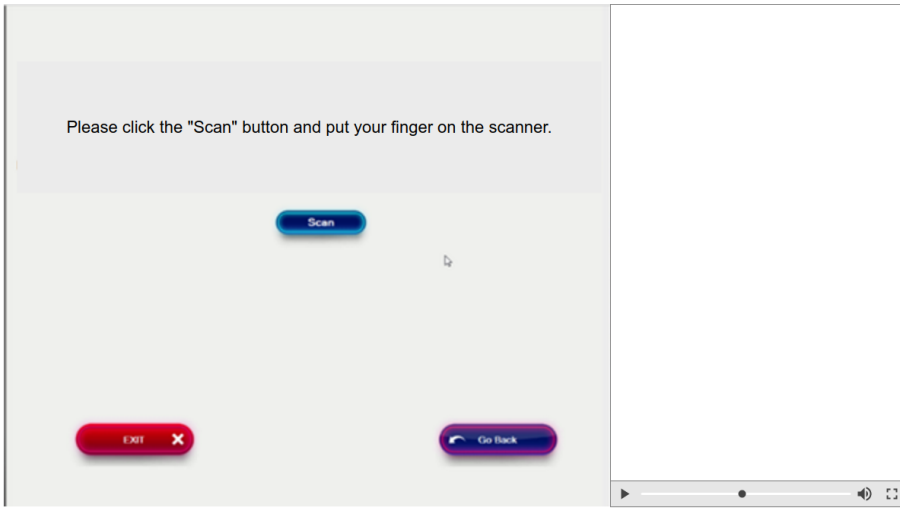
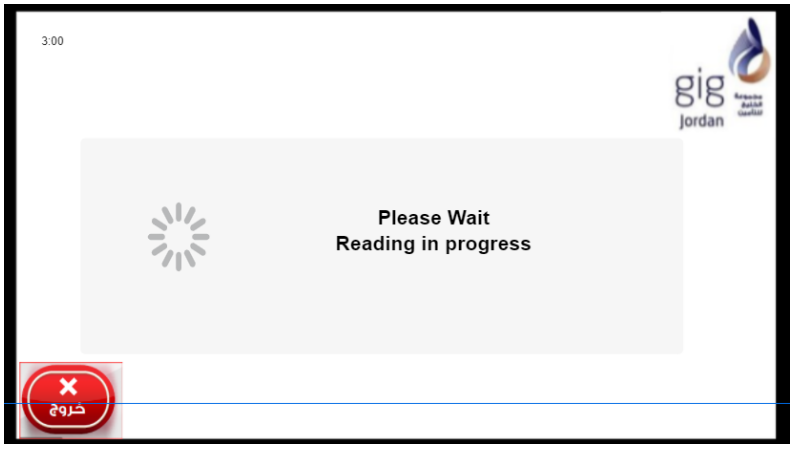


Figure 2: fingerprint scan

For Fingerprint scanning:

If there were any issue with fingerprint or not exist, a dialog box will appear to the customer to try again.

After the Fingerprint scanning completed successfully, a loading screen will appear informing the customer that the information reading is in progress.



After the scan is complete:

The TESCO team will send the data (fingerprint scanned) once the scan is complete to gig-Jordan by API.

The RPA process will update the new scanned fingerprint for the customer.

Setup Fingerprint – for the first time

Setup his/her fingerprint:

The KIOSK Machine asks the customer to setup his/her fingerprint when he is trying to issue a policy for the first time, noting that the scanning fingerprint page will appear before the STS page, and knowing that the customer can continue issuing the policy without setting up his fingerprint when he clicks on the "skip" button.

If he/she has defined his/her fingerprint before and trying to issue a policy, the customer should be redirected to STS page directly.

Step 1: Once the customer arrives at the price page (Figure 3), clicking "Pay Now" should redirect the customer to the scanning fingerprint page so he can setup his/her fingerprint or not:

If yes: he will scan his/her fingerprint, then the kiosk will redirect him/her to the STS page.

If no: when the customer clicks the "skip," button, the kiosk will directly redirect the customer to the STS page.

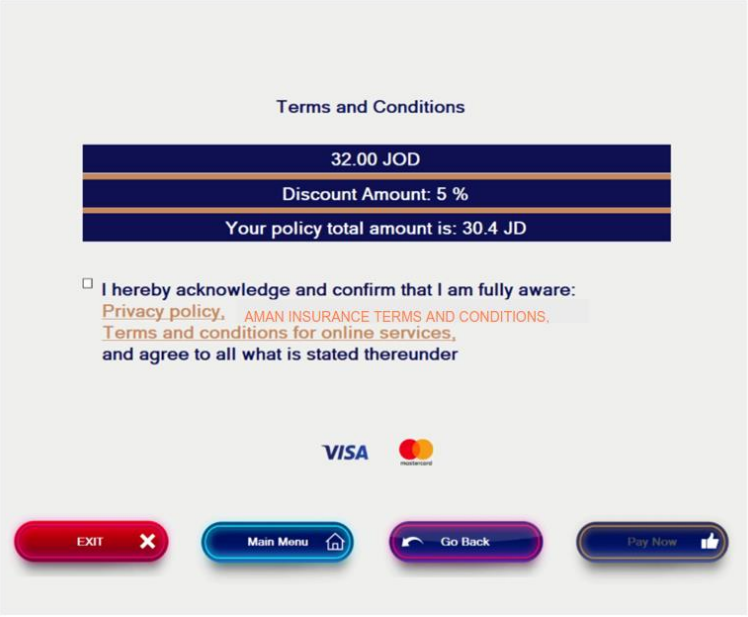


Figure 3: Price page

Step 2: Scanning page

When the customer decides to setup his/her fingerprint, the below screen should appear to the customer to continue scanning, then redirect him/her to the STS Page.

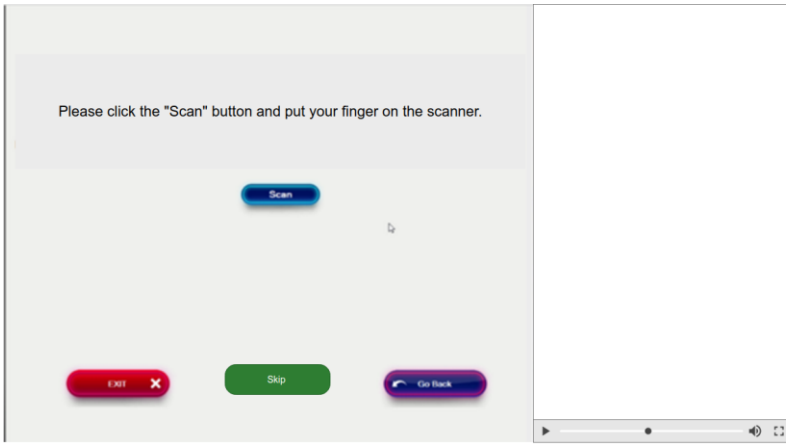
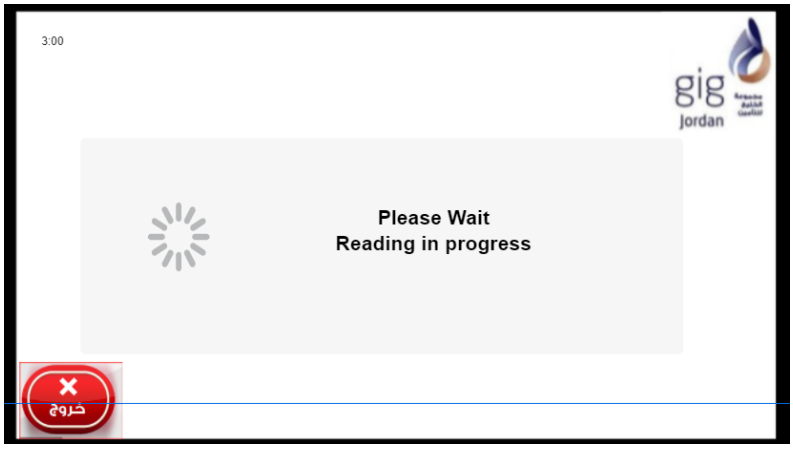


Figure 4: fingerprint scan

For Fingerprint scanning:

If there were any issue with fingerprint or not exist, a dialog box will appear to the customer to try again.

After the Fingerprint scanning completed successfully, a loading screen will appear informing the customer that the information reading is in progress.



After the scan is complete the RPA prosses will be run to update the data for the customer.

Once the customer has successfully completed his/her setup fingerprint, he/she will continue with the STS page.

TESCO team will send the data (Fingerprint scan) once the scan is successfully completed, and the customer paid the policy by STS page, to gig-Jordan by API

Payment steps (STS Page)

After confirming the above declaration statement for privacy policy and T&C, the payment cycle will start by redirecting the customer to STS payment screen:

The customer should enter the bank card credentials as shown in the right card.

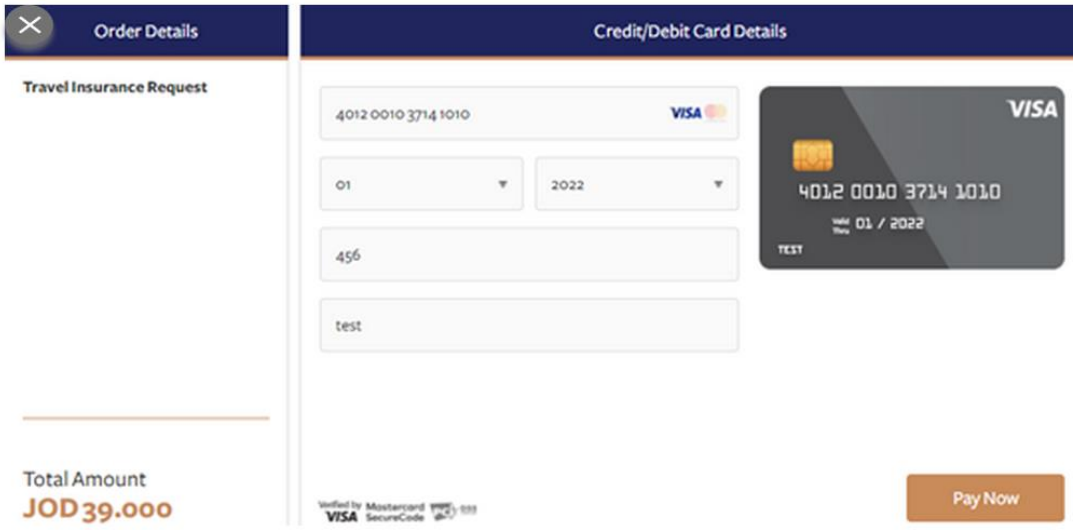
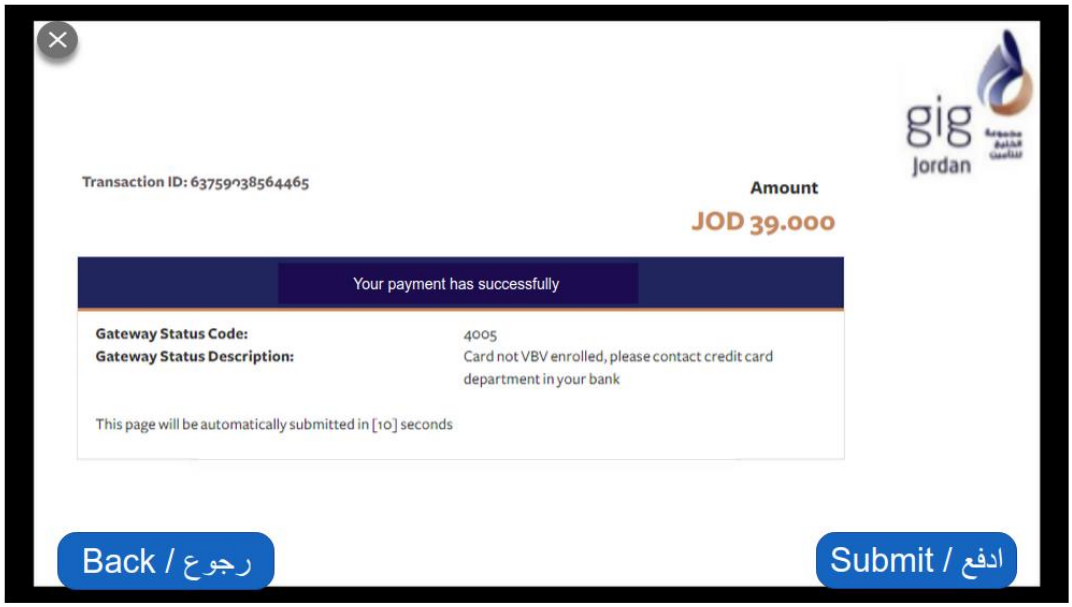
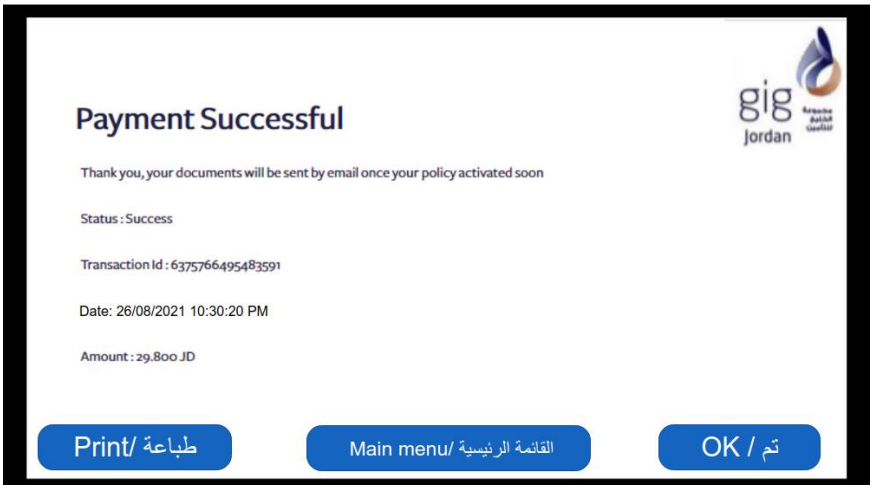


Figure 1: payment screen

A confirmation screen should appear to the customer that his transaction has been completed successfully and the customer will receive email with the signed and stamped policy by email (the email he entered in the first screen).



A summary page will appear to the customer after completing the payment successfully that have the service details and ability to print the policy.



The final screen should contain, هل تريد خدمات اخرى؟ which will redirect the customer to the services screen and an SMS will be sent after issuance contain location of Abdali branch and with reference number.

Figure 2: Message for the customer

API response:

{

"Customer DOB": dd/mm/yyyy,

"nationalId": 9921000123,

"customerId": 984331770,

"customerName": "عامر عامر عامر عامر",

"mobileNo": "0797871585",

"isActive": true,

"isLegal": true,

"isVIP": false,

"isOnHold": false,

"email": "hgfd@wdefgh.com",

"address": "JABAL AL HUSSEINلب",

"country": "Jordan",

"city": "Amman",

"area": "JABAL AL HUSSEIN",

"residenceId": 0,

"passportNo": null,

"Passport Issue date": dd/mm/yyyy,

"Passport Expiry date": dd/mm/yyyy,

"isFingerPrintactive": " ",

"customerEmail": null,

"streetName": null,

"buildingNo": null,

"statusCode": 1,

"statusText": "تم التحقق",

"statusField": null

}