**Functional Specification - stampshub.co**

**Commonly shared features by customers and stores**

**Login**

Login screen which needs email id as username and password of choice. No more than 20 characters, minimum 6. Can accept any character including symbols.

**Forgot Password**  
  
Enter email address and a link is sent to the user to reset the password. The user clicks on the link which opens a webpage for the user to enter a new password and confirm the password in a second password field. When the "Reset" button is clicked, the password is changed and the user can immediately log onto the app using the new password.

**Change Password**

The business and customer should be able to change their passwords through a form in the mobile app.

**Sign Out**  
  
Sign out to end the session.

**Registration**

For buyer, we need to capture firstname, lastname, email, gender, dob, mobile phone number. For business owner capture business name, email, phone, twitter id (optional to enter), facebook id (optional to enter), address with line 1 - 3, county, postcode. Thanks for signing up page is emailed to user with username.

There should only be one log in page shared by both types of users. The same for the sign out and forgot password page. Only prior to showing the registration page, the user will be asked if he is a business or individual customer on which the relevant form is displayed.

**Deactivate account**

The customer and business should be able to deactivate their accounts at any time. The implications for both users are as follows:

Customer perspective: The customer keeps their stamps and coupons regardless of status, although there may be coupons which will expire if not redeemed on time. The account becomes inaccessible and not usable until and unless the user logs in again in the future and which reactivates the account again. This is the same as for facebook.

Business perspective: The business details will stop appearing in the directory and maps which customers can search to locate the business (feature yet to be described). Any payments made to stampshub.co towards using the service will not be reimbursed e.g. if the business paid for 1 month subscription, but decides to deactivate the account on day 15, the business WILL NOT get a refund of 50% of the paid subscription - this will be lost. However, as part of the terms and condition that businesses will sign up, at least 7 days of advance notice must be given to stampshub.co. Unlike customer account deactivation, it cannot be done at any time and deactivated immediately. Once a deactivation request has been made by a business, the customers which have got stamps or coupons (regardless of state i.e. collection is progress, completed coupons, coupons redeemed in the past, coupons expired and not redeemed in past) will all be notified through a push-down message that the business will be removed in the next 7 days and they should redeem any available coupons within these days otherwise the coupons becomes invalid.

**Customer specific features**

A customer is the person buying a product/service from a shop.

**Dashboard**

A dashboard shows all the stores a customer holds coupons with, how many stamps have been collected vs yet to be collected for claiming the offer, brief description of reward with brief T & Cs, expiry date, last date when consumer visited store. The date and time for each stamp earned should only be displayed if it looks visually appealing; something which must be checked during the UI design.

**Stamp Views**

The customer can see the coupons being stamped currently (e.g. 3 out 5), coupons which have been fully stamped but not redeemed yet, coupons which have been fully stamped and used, coupons which have been fully stamped but expired before redemption.

**Coupon donation**

Coupons are like a vouchers which can be redeemed. Coupons are a collection of one or more stamps.

Customers should be able to donate their coupons to friends and family who also use the app. A customer can select the coupon, enter the person's username i.e. e-mail and then all the data associated with the coupon will be transferred and displayed on the receiver's account including dashboard as explained above. At the same, the coupon is immediately marked as "donated to [receiver's email]" on the donator's/sender's account and made void/disabled for usage with a note who the coupon was donated to (the receiver's e-mail / username). Similarly, the receiver will see with the coupon a brief note saying "donated by [sender's email]". The coupon is immediately activated for usage.

**Stamp donation**

The same functionality as "Coupon donation" but applied to stamps. Individual stamps are collected with each transaction at the store which eventually become a coupon that can be redeemed.

**Redeeming a coupon**

Once enough number of stamps have been collected (according to the requirements set by the business), a coupon is enabled.

Coupons can be redeemed through a "Redeem" button. When the customer is about to pay for the product / service, he will click on the "Redeem" button, pass over the phone to the business who will then enter a secret code to void the coupon.

Assuming the correct code has been entered, the coupon will then be marked as "used" with a date and time stamp. If the store cannot remember or is entering the wrong code, then the store can request the secret code to be reset in the same way as "forgot password" reset functionality. That means an e-mail is sent to the business's registered e-mail address with a "reset secret code" link. This e-mail is the same as the business entered during the registration. The business owner clicks on the link and is requested twice to enter a new secret code. He clicks on the "Reset" button and the new code is immediately available for use i.e. the business can continue with the customer's phone by entering the new code, press the "Accept coupon" button which then redeems the coupon.

**Call the business**

The business has to provide a contact number (mobile or landline). When the customer opens the business's profile page, he can click on the "Call" button which will open the customer's dial pad on the phone (like he makes normal calls) with the business phone number pre-populated on the dial pad. All the user has to do is click on the "dial" button to contact the business.

**Business specific features**

A business offers a product/service from a shop that offers a loyalty programme.

**Opening Times**

Once a business has registered the basic details during the registration process, it can enter its opening times from Monday till Sunday through a separate page. This is to be enter in tabular format as shown as an example below.

|  |  |  |
| --- | --- | --- |
| Monday | 09:00 | 17:00 |
| Tuesday | 09:00 | 18:00 |
| ... | 09:00 | 18:00 |
| ... | ... | ... |
| ... | ... | ... |
| ... | ... | ... |
| ... | ... | ... |

The hour and minute for time "from" and "to" should be a drop-down list with the following allowable values:

Hours: 00, 01, 02,....12, 13, 14...23  
Minutes: 00, 15, 30, 45,

**Authenticating stamps**

When a customer purchases a product / service, he opens the "Stamps" view and clicks on an empty stamp for the particular business. This pops up a box with a "Stamp" button. The customer gives the phone to the business, the business owner clicks on the "Stamp" button, and enters a secret code to give the digital stamp. The business owner returns the phone and the customer can immediately see the digital stamp has been marked with a date and time stamp (and "spend amount" which is optional to enter but is recommended for later data analytics and reporting purposes that will benefit us / stampshub.co and the business offering stamps).

Please note the secret code, which the business owner has to enter to authenticate coupons and give digital stamps, is the same for stamps and coupons i.e. there is only one secret code.

**Managing the secret code**

The business will set up the secret code as part of the registration process. The business first enters the details as mentioned in the above "Registration" section, followed immediately by a page explaining briefly the purpose of the secret code with one field to capture the secret code..

The secret code can be changed by the business at any time like the "Change Password" described above i.e. through a "Change Secret Code" page from within the app.

**Configuring digital stamps**

The business can set up digital stamps after he has signed up and logged into the app. The configuration will be done through a separate page "Digital Stamp Settings". The business is displayed a notification to set up his digital stamp either after successful registration or when the business logs into the app but has not set up the digital stamp yet. Also provide a note to the business that until he does not set up the digital stamp, customers will not be able to discover their business through the directory or geo-location finder. This restriction must also be implemented as part of the functionality.

Assuming the business is on the page now to configure the digital stamp, the following details must be entered:

- selection whether digital stamp is offered based on   
 - no minimum spend amount  
 - a minimum spend amount: if so, need to request what the amount is  
 - specific product / service purchase: if so, need to capture details about the product / service e.g. purchase of an "americano coffee but no other coffee type"   
- Number of stamps that must be collected in order to earn a coupon  
- Reward details i.e. what will the customer get once a coupon has been earned  
- Coupon validity length: valid forever or is there a date after which the coupon cannot be redeemed any more

**Change Business Details**

Business should be able to change any of the details provided e.g. name, address, opening times, social media accounts etc. The only field which cannot be changed is the email address. This is displayed as a deactivated field, because it is also the username which cannot be modified after successful registration. Create a page called "Change Business Details".