# [PRD] ASC Pricing Page

S/N	Date	Name	Change log
1	26 Sept 2023	Lynette	First version
2	27 Sept 2023	Lynette	Updated pricing overview section
3	16 Oct 2023	Lynette	<ul> <li>Update identify uncompetitive products logic</li> <li>Update price matched performance chart</li> </ul>

# 1. Background

### 1.1. Problem

Problem	Relevant findings
Low adoption of price competitiveness recommendations by sellers	<ul> <li>less than 5% of products flagged uncompetitive have their prices updated by sellers</li> </ul>

### 1.2. Research

- Chinese platforms typically use a star rating for price competitivensss (PDD/TB), other platforms normally just mark it as competitive/uncompetitive
- Tiktok and Meesho are showing estimated order and sales uplift when sellers update the prices, this might be due to the sellers being less advanced
- Chinese platforms are less explicit in estimating order uplift, instead they use different

mechanisms to foster competition amongst the sellers, sellers already understand that adjusting their prices will have a significant impact on their search rankings, eligibility for different promotional mechanisms

- Most of the platforms are using internal comparison rather than external comparison to push the sellers to change prices
- Some strategies to motivate sellers are:
  - Boosting competitive products
  - Deboosting/delisting uncompetitive products
  - Giving more campaign opportunities and promotional mechanisms to competitive products
- Most competitors have a dedicated pricing module where the recommended prices are shown to the seller, most of them don't guarantee any amount of traffic/orders to the seller
- See link for details on Competitor benchmarking

# 2. Objective & KPIs

# 2.1. Objectives

- Improved visibility and usability of the pricing recommendations
- Integration of the pricing module with accurate order uplift estimates
- Provision of data to allow sellers to understand their performance after updating price

### **2.2.** KPIs

KPI	Target	Description
% of uncompetitive products where seller matches price	20%	No. of products where price is matched/No. of products which were flagged uncompetitive to seller
% of price competitive SKUs with verified matches	90%	No. of price competitive SKUs/No. of SKUs with verified competitor match

# 3. Solution Overview

# **3.1.** Scope

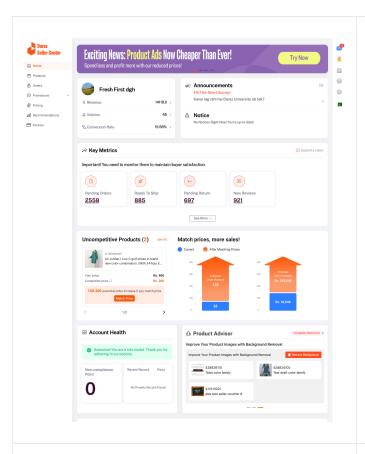
Venture/Plat	iOS	Android	PC	Msite
PK	No	No	Yes	No
BD	No	No	Yes	No
LK	No	No	Yes	No
NP	No	No	No	No
MM	No	No	No	No

# 4. Detailed Requirements

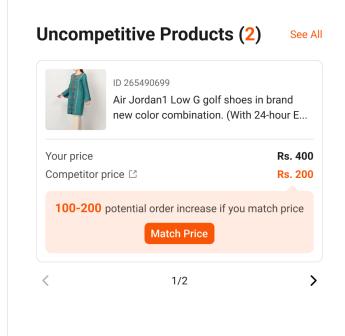
# 4.1. Homepage Pricing Module

**User Journey:** As a seller, I want to be alerted about uncompetitive products on the homepage so that I do not miss any uncompetitive products

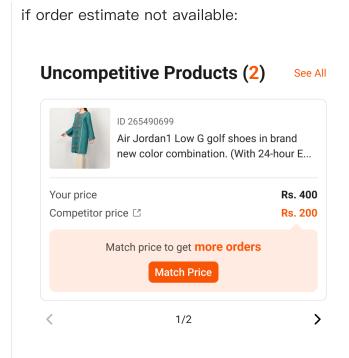
UI	Acceptance Criteria
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- Given seller is on the homepage
- When seller has any uncompetitive products (if no uncompetitive products then module is hidden)
- Then:
  - display the price uncompetitive module

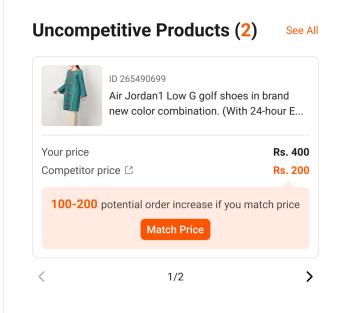


- Given seller is viewing the homepage pricing module
- When seller views the uncompetitive products section on the left
- Then:
  - the count of uncompetitive products is shown in the header
  - the first SKU in the list of uncompetitive products is shown to the seller, the following elements are shown:
    - Product image
    - Product ID
    - Product name
    - Variation name
    - Current price (follow same logic as in pricing page)
    - Competitor price (follow same logic as in pricing page)
    - Estimated order increase if



### match price

- if not available, display:
   "Match price to get more orders"
- Match Price CTA
- When seller clicks on the "match price" CTA
- Then:
  - the price is updated according to the logic in https://darazglobal.atlassian.net/browse/DAR-16239
  - a toast appears to inform seller the SKU price has been updated
    - same toast as on pricing page
  - the SKU disappears and seller is directed to the next SKU in the list



- Given seller is viewing the homepage pricing module
- When seller clicks on the arrows to scroll the uncompetitive SKUs
- Then:
  - seller is shown the next uncompetitive SKU
  - if seller reaches the end of the list then the right arrow is greyed out
  - if seller is at the start of the list then
     the left arrow is greyed out



- Given seller is on the homepage module page
- When seller views the section on the right
- Then:
  - seller views a chart containing the potential orders increase and the potential sales increase
  - the potential order increase displays:
    - blue section → current total average daily orders of all price uncompetitive products (L30D)
    - orange section → potential total daily orders of all price uncompetitive products
  - the potential sales increase displays:
    - blue section → current total average daily sales of all price uncompetitive products (L30D)
    - orange section → potential total daily sales of all price uncompetitive products = potential total daily orders x competitor price

# 4.2. Pricing Page Overview

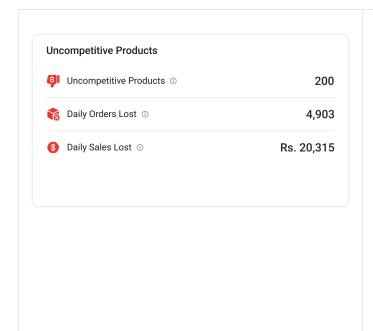
### 4.2.1. Uncompetitive products overview

**User Journey:** As a seller, I want to view an overview of my uncompetitive products so that I can understand the impact and decide if I need to update the product prices <a href="https://daraz-global.atlassian.net/browse/DAR-16199">https://daraz-global.atlassian.net/browse/DAR-16199</a>

UI	Acceptance Criteria



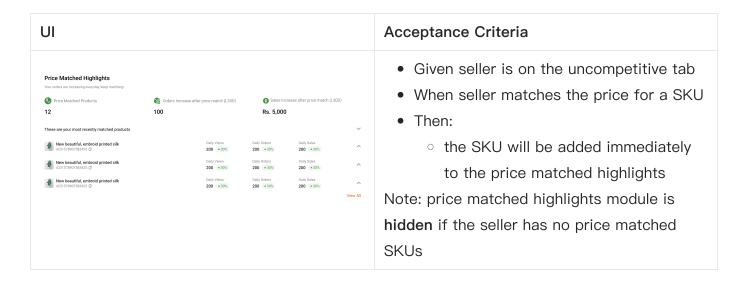
- Given seller is on the pricing page
- When seller views the overview card on the top left
- Then:
  - seller views a chart containing the potential orders increase and the potential sales increase
  - the potential order increase displays:
    - blue section → current total average daily orders of all price uncompetitive products (L30D)
    - orange section → potential total daily orders of all price uncompetitive products
  - the potential sales increase displays:
    - blue section → current total average daily sales of all price uncompetitive products (L30D)
    - orange section → potential total daily sales of all price uncompetitive products = potential total daily orders x competitor price



- Given seller is on the pricing page
- When seller views the uncompetitive module on the right in the pricing overview
- Then the following fields are displayed
  - Uncompetitive products
    - Count of products that have been flagged as uncompetitive
  - Daily Orders Lost
    - Sum of the daily orders lost of all the SKUs, the lower end of the range should be used
  - Daily Sales Lost
    - Daily orders lost (lower end of range) x competitor price of all the SKUs

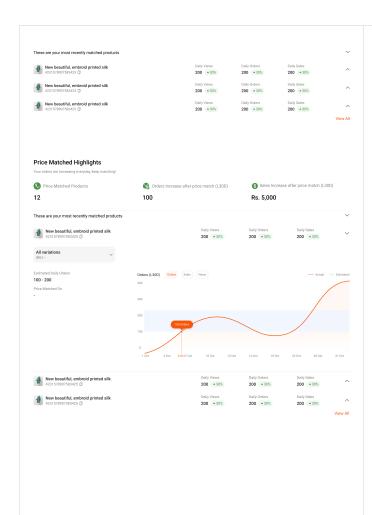
### 4.2.2. Price Matched Highlights

**User Journey:** As a seller, I want to view the price matched highlights so that I can see at a glance the impact of updating my prices



# Price Matched Highlights Your orders are horsesing everyting, keep matching! Price Matched Products © Orders Increase after price match (1,300) © Sales Increase after price match (1,300) 12 100 Rs. 5,000

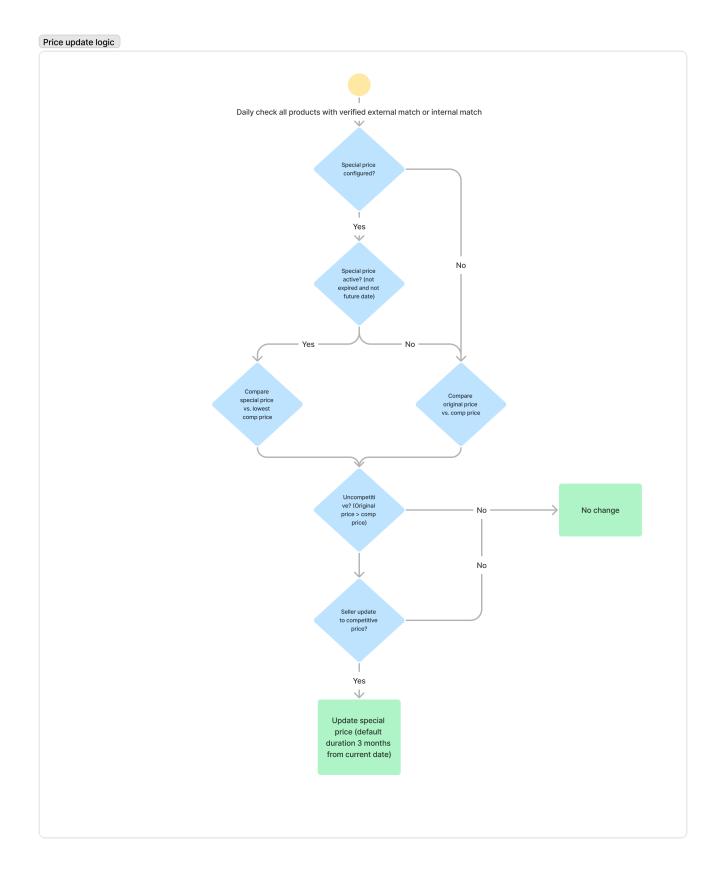
- Given seller is on the pricing page and seller has previously matched the price of at least one SKU
- When seller views the price matched highlights
- Then in the top section following fields are displayed
  - Price matched products
    - Count of products that seller has matched the price in the pricing module
    - if seller has matched price from other entry point, it can also be included if it is easier to do so from tech side
  - Orders Increased (L30D)
    - Sum of L30D orders of all products where price was matched (should include products where price was matched before last 30 days)
  - Sales Increased (L30D)
    - Sum of L30D sales of all products where price was matched



- Given seller is on the pricing page and seller has previously matched the price of at least one SKU
- When seller views the price matched highlights
- Then:
  - by default the bottom section is expanded
  - the three most recently price matched items are displayed
  - the daily views, orders and sales for the products are shown
  - by default the product card is collapsed
- When seller clicks on the expand button to expand the product card
- Then:
  - the section expands similar to the price matched tab
  - only one product can be expanded at a time, if seller clicks on another product to expand then the current section automatically collapses

# 4.3. Uncompetitive Products

### 4.3.1. Identify Uncompetitive Products



- Once a day, ASC should fetch data from the following columns from ads\_drz\_product\_advisor\_pricing (see link):
  - o daraz\_sku

- o sku id
- daraz product id
- overall\_lowest\_competitor\_price
- competitor\_item\_url
- Once a day, ASC should fetch the following data from daraz\_ds.daraz\_pricing\_price\_suggestion\_table:
  - seller\_id
  - sku id
  - url\_daraz\_product
  - url\_most\_competitive
  - suggested\_price
  - min\_orders\_increase
  - max\_orders\_increase
  - min\_sales\_increase
  - max\_sales\_increase
- After fetching the data, then for all the existing sku\_ids, ASC should fetch the SKU current price, the logic for current price is as follows:
  - if special price is currently active (meaning current date is within the start and end date of special price) then fetch the special price
  - o if there is no active price then fetch the original price
- Then ASC should compare the current price with the suggested\_price overall\_lowest\_competitor\_price
  - if current price > suggested\_price <del>overall\_lowest\_competitor\_price</del> then:
    - the product is added to the uncompetitive product list
    - if the product is currently in the "price matched" tab then the product is removed from the tab
  - if current price <= suggested\_price <del>overall\_lowest\_competitor\_price</del> then no change is required

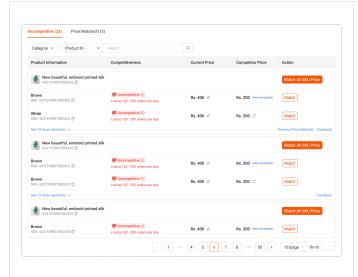
### 4.3.2. Uncompetitive Product List

**User Journey** As a seller, I want to view the price recommendations for uncompetitive SKUs so that I can update the SKU prices to be more competitive

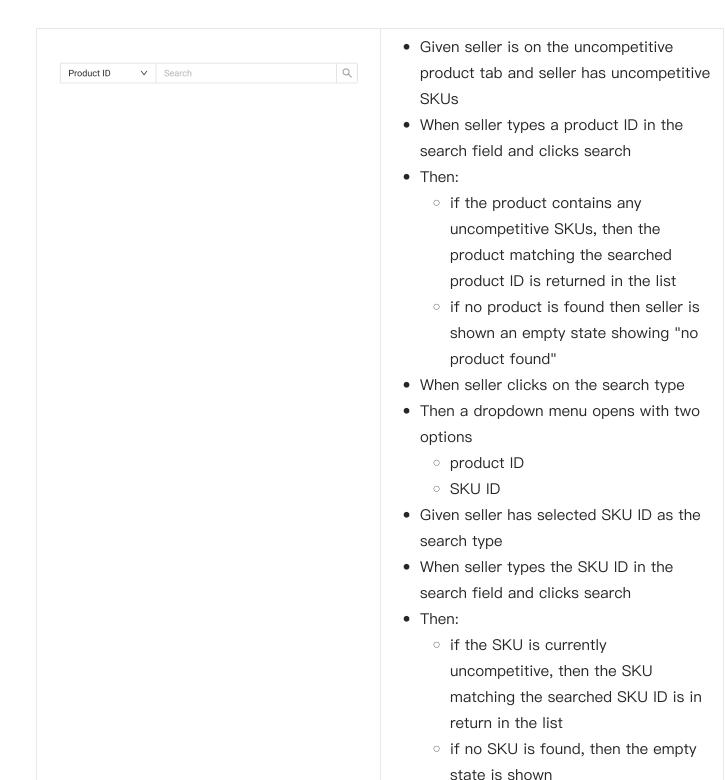
UI	Acceptance Criteria
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Uncompetitive (23) Price Matched (12)	Given seller is on the pricing
	<ul> <li>When seller views the table</li> </ul>
	• Then:
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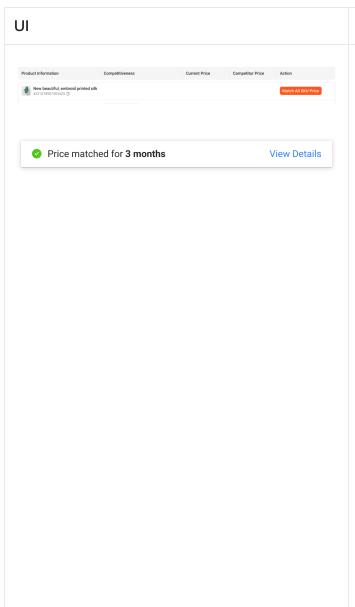


- Given seller is on the uncompetitive tab
- When seller views the list of uncompetitive SKUs
- Then:
  - the SKUs are grouped according to product
  - by default up to two SKUs are shown per product, user can click "see x more variations to expand the section"
  - for each SKU, the following data is displayed
    - SKU name and ID
    - competitiveness tag
    - orders lost estimate
      - lower to upper range should be shown
      - if this is not provided from DS team then it is hidden
    - current price
      - this is the current price according to logic in section 4.1.1
    - competitor price
      - this is the competitor price fetched from overall\_lowest\_competitor\_p rice in ads\_drz\_product\_advisor\_pri cing
    - Action
      - Match All SKU price (product level)
      - Match (SKU level)



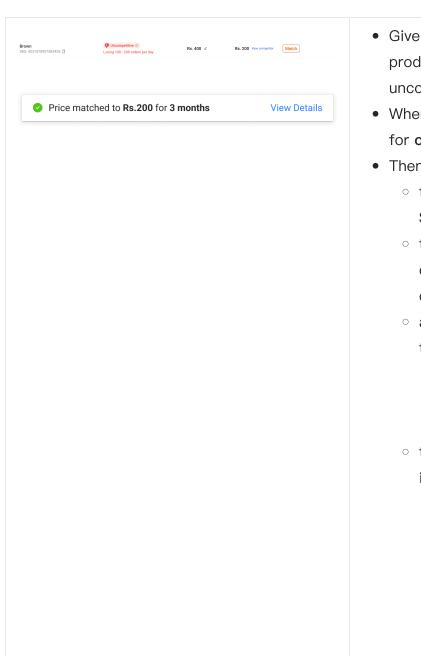
### 4.3.3. Match Competitor Price

**User Journey:** As a seller, I want to update the price according to the competitive price so that I can start getting more orders



### **Acceptance Criteria**

- Given seller is on the uncompetitive products tab and seller has uncompetitive SKUs
- When seller clicks on the "match all SKU price" button for a product
- Then:
  - the a new special price is set for all the uncompetitive SKUs under the product
  - the special price equals the competitor price and is set for a default duration of 3 months
  - a toast message appears to notify the seller the price is matched
    - the text is as follows: "Price matched for 3 months"
  - the following is stored for displaying in the price match history
    - date and time the price was updated
    - Previous price (current price before price updated)
    - Competitor price
    - Matched price (new price that price was updated)

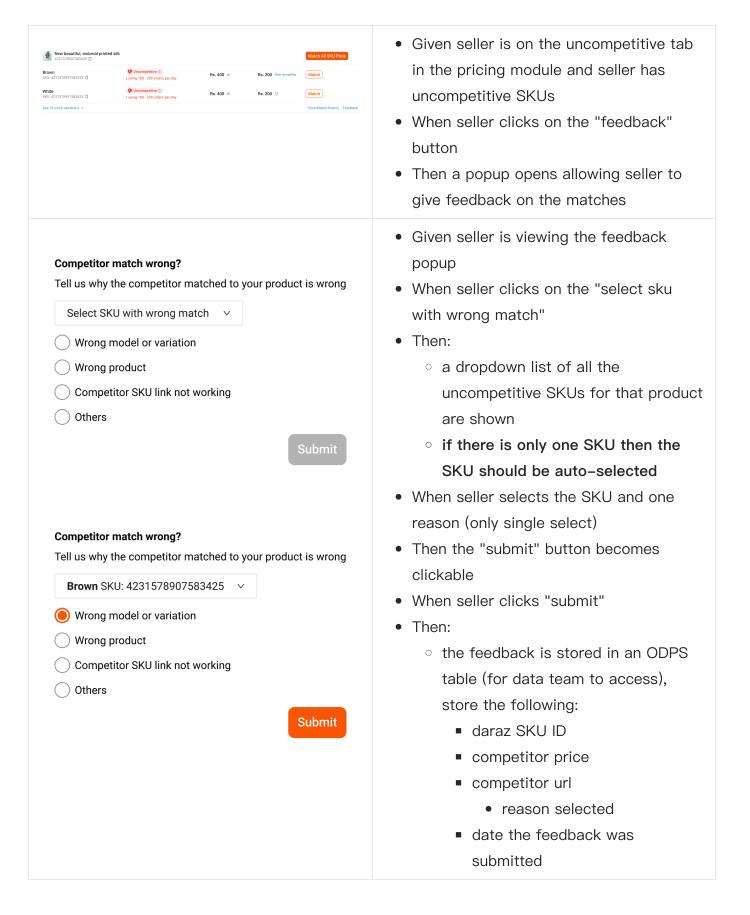


- Given seller is on the uncompetitive products tab and seller has uncompetitive SKUs
- When seller clicks on the "match" button for one SKU
- Then:
  - the a new special price is set for the SKU
  - the special price equals the competitor price and is set for a default duration of 3 months
  - a toast message appears to notify the seller the price is matched
    - text is as follows: "Price matched to [competitor price] for 3 months"
  - the following is stored for displaying in the price match history
    - date and time the price was updated
    - Previous price (current price before price updated)
    - Competitor price
    - Matched price (new price that price was updated)

### 4.3.4. Feedback on Matches

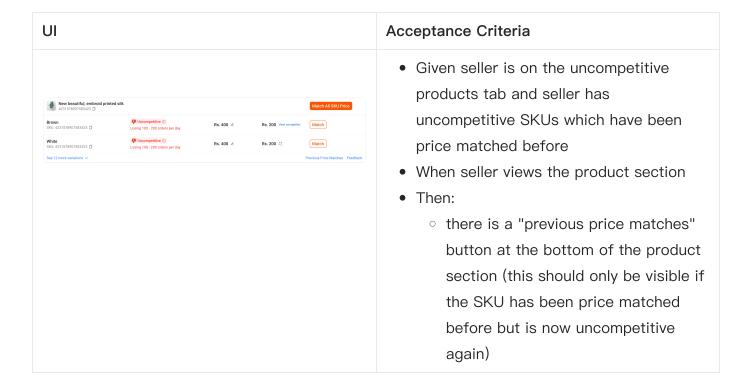
User Journey: As a seller, I want to give feedback if a match is incorrect so that my product is not incorrectly marked as uncompetitive

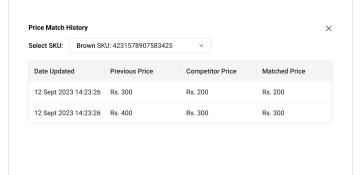
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### 4.3.5. Price Match History

**User Journey:** As a seller, I want to view the match history of a SKU so that I can check if I have matched the price before and it has become uncompetitive again <a href="https://daraz-global.atlassian.net/browse/DAR-16239">https://daraz-global.atlassian.net/browse/DAR-16239</a>





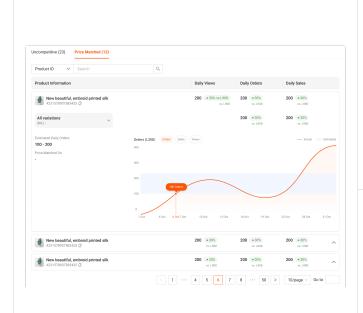
- Given seller is viewing a product in the uncompetitive SKU tab and the "previous price matches" button is visible
- When seller clicks on the button
- Then a popup opens with the price match history
- When seller clicks on the select SKU dropdown
- Then a dropdown list opens containing all the SKUs under the product where seller has matched the price previously (by default the first SKU) is selected)
- When seller selects the SKU
- Then the following data is shown for each SKU
  - o date and time the price was updated
  - Previous price (current price before price updated)
  - Competitor price (the competitor price when the match was updated)
  - Matched price (new price that price was updated)

### 4.4. Price Matched Products

### 4.4.1. Price Matched List

**User Story**: As a seller, I want to view the products where I have matched the price so that I can track the effect of matching the price on the product

UI	Acceptance Criteria
UI	Acceptance Criteria



- Given seller is on the pricing page
- When seller clicks on the "price matched" tab
- Then the price matched tab is selected and seller is shown the list of price matched products
- Given seller has just matched the price for a SKU on the uncompetitive tab
- When seller goes to the price matched tab
- Then the matched SKU is added instantly to the price matched tab
  - if the SKU on the price matched list becomes uncompetitive, then the SKU is removed from the list and added back to the uncompetitive tab



- Given seller has matched the price for a SKU on the uncompetitive tab and the SKU price is still competitive
- When seller goes to the price matched tab
- Then:
  - the following information is displayed at the product level
    - total daily views (PDP PV) of all price matched SKUs of the product
    - total daily orders of all price matched SKUs of the product
    - total daily sales of all price matched SKUs of the product
    - Daily orders/views compared to L90D average orders/view % increase tag is displayed for all fields if there is an increase (if no increase do not display)

### 4.4.2. Performance Chart

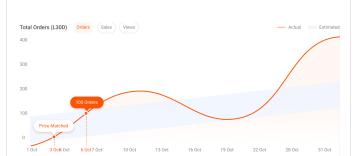
**User Journey:** As a seller, I want to view a trend of the SKU performance for the products I have matched so I can see an overview of the performance after I have matched the price https://daraz-global.atlassian.net/browse/DAR-17551

UI Acceptance Criteria



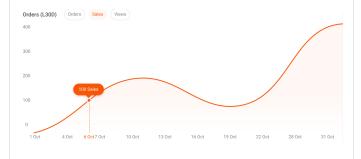


- Given seller has matched the price for a SKU on the uncompetitive tab and the SKU price is still competitive
- When seller clicks on the arrow next to product
- Then:
  - the section expands and seller sees that "all variations" is selected by default
  - in the expanded section on the left the following information is shown:
    - estimated monthly orders
      - this is the sum of estimated monthly orders of all price matched variations under the product
    - price matched date
      - this is left blank



- Given seller is viewing the expanded section for a product in the price matched tab and "all variations" is selected
- When seller views the chart
- Then:
  - by default the orders view is selected showing the last 30 days trend of the daily orders of all the price matched variations
  - in the orders view there is a blue section representing the cumulative monthly estimated orders
    - top line
      - start point = upper range of estimate/30
      - end point = upper range of estimate

### Select "sales"



- bottom line
  - start point = lower range of estimate/30
  - end point = upper range of estimate/30
- there is a legend indicating the
  - solid line -> actual orders
  - blue section -> estimated order
- When seller clicks on the "sales" or "views" button
- Then:
  - the chart view updates to show the "sales" and "views" trend for the last 30 days
  - the blue estimate section is hidden and the legend is hidden
- Given seller is on any of the charts (orders, sales, views)
- When seller mouses over a particular date
- Then the orders/sales/views for that date are displayed in a tooltip
- Given seller is viewing the expanded section on the price matched tab for one of the products
- When seller clicks on the SKU dropdown
- Then a dropdown opens displaying all the price matched SKUs under the product
- When seller selects a variation
- Then:
  - the daily orders and sales for the variation is displayed
    - DoD percentage increase tag is shown if there is a DoD increase
  - the estimated daily orders is



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- updated to show the estimate for the SKU
- the price matched date is updated to show the date the SKU was price matched
- the chart is updated to show the daily orders of the SKU by default
  - the trend of the daily orders for the last 30 days from the current date are shown
  - there is also a blue section showing the estimated orders
  - a legend is displayed showing
    - solid line -> actual orders
    - blue section -> estimated orders
  - the date at which the price was matched is also marked on the chart
- When seller clicks on the "sales" or "views" button
- Then:
  - the chart view updates to show the "sales" and "views" trend for the SKU for the last 30 days
  - the blue estimate section is hidden and the legend is hidden
- Given seller is on any of the charts (orders, sales, views)
- When seller mouses over a particular date
- Then the orders/sales/views for that date are displayed in a tooltip