<p style="text-align:center">D-Mart Payment App</p>

Overview

D Mart is a Super Market retail chain that sees thousands of customers shopping at their stores on a daily basis. There is a requirement of enabling contactless card payments at the store via means of a Mobile App – primarily on Android and iOS platforms.

This document explains the functional requirements and specifications of such mobile app(s) for both customers and employees of DMart Stores.

DMart Employee App

The DMart Employee App enables employees to 'push' a transaction to the customers at the counter when they are purchasing items. The employee app captures important information regarding the transaction such as Employee Details, Number of Orders processed, transaction amount, employee rating, amongst other features. Below is the flow and the specifications:

1. Employee goes to Google Play Store and downloads the DMART Employee App
   a. DMART Employee app is installed on the Dmart Employee's phone
2. Employee opens the DMart Employee app:
   a. Screen 1 – Welcome the Employee with DMart Design
   b. Screen 2 – Registering the DMart Employee. Following are the input fields:
      i. Store Code
      ii. Employee Code
      iii. Employee Name
      iv. Employee Phone Number
      v. Register Button
   c. Upon selecting 'Register' -> Launch Screen 3
      i. Employee is registered on the app and asked to enter PIN
      ii. Input field – Enter PIN
      iii. Input field – Re Enter PIN
      iv. If PIN matches,
         1. Display message – PIN Set
      v. If PIN doesn't match,
         1. Display message – PIN doesn't match
   d. Screen 4 – Home Screen
      i. Display Employee Code & Store Code at all times
      ii. Input options:
         1. Order Number
         2. Customer ID
         3. Amount
         4. PUSH button
      iii. Upon clicking PUSH – Customer is sent a Push Notification on their app
   e. Screen 5 – Transaction Status
         1. Return call on PUSH being delivered on Customer App
         2. If No returned, display – Customer not on DMart App
         3. If Yes returned, display – Transaction Status: Pending
         4. When customer pays, automatically update Employee App with txn Status
   f. Hamburger Menu Options:
      i. Profile

1. Upon selecting Profile
    a. Employee has the option to change Profile Photo
ii. Orders
    1. Upon selecting Orders
        a. Show list of orders – displaying the Order Number, Amount and Status
        b. Distinguishable between paid and not paid
iii. Change PIN
    1. Upon selecting Change PIN
        a. Enter exisitng PIN
        b. If correct,
            i. Enter New PIN
            ii. Renter New PIN
            iii. If matched,
                1. Display successful PIN change status
            iv. If mismtch,
                1. Display error message

iv. Feedback
    1. Upon selecting Feedback,
        a. Display option 1. To Airpay 2. To DMart
            i. Text Input field to enter response
            ii. Submit Button to capture response and send respectively
v. Log Out
vi. Bottom Footer – Powered by Airpay Logo

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DMart Customer App

The DMart Customer App allows the customers to pay for their shopped items at the retail outlet. Customers can store their card details on the app securely using a 4-digit PIN and can transact with a single swipe on the unlocked app while making purchases.

1. Customer goes to Play Store and downloads the DMart Pay app
2. Customer opens the app for the first time - GET STARTED Buttons
    a. Screen 1 – Display DMart Branding with option to 'GET STARTED'
    b. Screen 2 - Register the DMart Customer by asking the following details:
        i. Name
        ii. Phone Number
        iii. Email Address
            1. Display Register Button
    c. Upon choosing 'Register' button, -> Launch Screen 3 – Enter OTP
    d. OTP is sent to the user for authentication,
        i. user inputs the OTP for confirmation (Screen 4)
            1. Customer is registered on the app
        ii. Or, failed OTP, Retry screen (Screen 4)
    e. If confirmed, Launch Screen 5 – Set App PIN
        i. Set App PIN
            1. Customer is asked to enter secret PIN

2. Customer is asked to re-enter the PIN
3. If the PINs are the same, confirm PIN set
   a. If PIN are different, notify the customer the same, retry
   f. Launch Screen 6 – Home Page for the User
      i. Display Customer ID for the user - (Auto Generated at Airpay, 6 digit, numeric)
      ii. Display Saved Cards for easy selection – Option to shuffle between cards
      iii. Display Order History – Upon selecting the Order ID – Open Order List (Optional) - Consult Matthew
3. Returning Customer – Opens the Air DMart SmartPay app
   a. Screen 1 – Request PIN
   b. If PIN is correct, login to Home Screen
      i. If incorrect, display error
      ii. No limitation on the number of attempts
      iii. Lock app for 15 mins upon 3 unsuccessful attempts
4. Hamburger Menu
   a. Profile
      i. Option to change the Name, Email Address of the User
         1. For Email Address change, verfication link is sent
         2. Display Tick mark to confirm Email Verified
   b. Change PIN
      1. Upon selecting Change PIN
         a. Enter exisitng PIN
         b. If correct,
            i. Enter New PIN
            ii. Renter New PIN
            iii. If matched,
               1. Display successful PIN change status
            iv. If mismatch,
               1. Display error message
   c. Payment Options
      i. Upon selection – Display all Cards
         1. Give option to Add Card or Delete existing card
   d. Failed Transactions
      i. Display list of failed transactions with RRN, if any
   e. Customer Support
      i. Redirect to Email App on phone with Dmart Customer Email ID input in To:
   f. Log Out
      i. This will log out the customer
      ii. Upon re-opening the app, customer is shown Screen 1

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Payment Flow –

1. Employee App
   a. DMart Employee opens the DMart SmartPay Employee App
   b. DMart Employee asks Customer their Customer ID from DMart SmartPay app
   c. DMart Employee enters Order ID, Customer ID, Amount and selects PUSH
2. Customer App

a. Customer gets Push Notification requesting payment for the Order ID as mentioned by the DMart employee in their app
b. Customer clicks Push Notification and gets the Order ID and Amount to be paid
c. Customer click 'Pay Now' option and is directed to Airpay Payment Page
d. Customer's saved cards are displayed and customer confirms payment via the specified card
e. Customer enters CVV and selects Pay
f. Payment Confirmation – Successful transaction Push Notification
    i. If confirmed, show rating page
        1. Rate the Employee – Out of 5 Stars
        2. Rate the Payment Experience – Out of 5 stars
g. Payment Failure – Return to Home Screen

Reports

Employee MIS [Daily and Monthly]

Serial Number | Date | Store Code | Employee Code |Total Number of Orders | Total Amount Processed | Employee Rating (Avg)

Example: 0001 | 23.10.17 | 4634 | 0067 | 25 | 7893.56 | 3.4

Customer Onboarding MIS [Daily & Monthly]

Serial Number | Date | Customer Name | Customer Phone Number | Customer Email ID | Payment Options Added

Example: 0001 | 23.10.17 | Janardhan Doshi | 98765432101 | janardhan.doshi89@xyz.com | Yes