

نادي سيدات الشارقة  
Sharjah Ladies Club



## Digital Voucher for Membership - Process Flow SLC IT Department

### Description

The document is intended for Business user to verify the process flow of Digital Voucher process flow. This document should be signed and accepted by the stake holders.

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1. Photos to be added in the membership contract except maid.
2. Membership vouchers which are currently in paper to be converted to a digital form through the app. IT dept. will provide a setup screen for membership to create digital vouchers based on the following :-
  1. Membership digital vouchers (MDV) can be utilized in either one of the multiple facilities. ( in this case, multiple voucher will be generated , redemption only once)
  2. MDV can be utilized for a particular item or multiple items.
  3. MDV can be utilized in any POS as per configuration.
  4. Validity of MDV will be linked to membership expiry.
  5. MDV can have only Percentage Discount option to create. No Amount Discount option will be provided.
  6. MDV can be utilized 1 time or more as per facility or facility type which can be used monthly/yearly.
  7. Whenever a new member is created depending on the type of membership, vouchers are assigned by the membership Department to the new member.
  8. Members can see their remaining vouchers anytime in MyPage of the app.
  9. Notification will be sent whenever they redeem a voucher.
  10. Members have to download the APP and register with the same mobile number with which she has been registered in SLC.
  11. Members can redeem the voucher based on the type of voucher.
  12. Option will be provided to Flag any contract from RA to disable voucher from the APP.
  13. Redeem process is defined separately.
2. **Voucher sharing:**
  1. Members can share their vouchers with their friends and family.
  2. When the voucher is shared a mobile no is required.
  3. The receiving person has to install the app with the same mobile no to accept the voucher.
  4. Once shared it cannot be reverted or shared again to others.
3. **Voucher Redemption Process:**

Vouchers are mainly of 2 types. (entry/discount) which can be redeemed by 2 process below are the process for redemption.

  - i. Members can TAP the voucher from the list in MyPage of the app.
  - ii. Member will be alerted to confirm the redemption by the alert “Consult reception to enter the OTP”. OTP will be sent by email to the respective reception. Once confirmed a barcode will appear. Same OTP will be also available in the backend Portal for further verification by Finance.
  - iii. POS team will scan the barcode while invoicing before entry or discount
  - iv. The cashier will keep the cursor on the comment and scan the barcode. Barcode will appear in the comment area of the invoice.

- v. There is no possibility of validating this generated code in case staff edits manually.
- vi. Usage and assigned digital voucher report can be provided. Monthly report will be provided to Finance with mobile no, customer name, voucher redeemed.

4. **Event**

- 1. Optional Drop down fields at the time of Participants registration.
  - 2. Validation in Date of Birth field. Option to set the age limit to participate.
5. **Flash Page**: APP should load POP UP/Flash Page after login into the APP. The APP should ask one questions with an answer Yes/No option whenever we wish. It should be mandatory for customer to enter YES/ NO
6. **Discounts**:
- 1. Add module wise discount in the current discount module
  - 2. ***Open Discount Code*** :
    - i. Admin can create a discount code from the backend and publish it in our marketing materials. There should be a start and end date; module and facility
    - ii. Customer can type this Discount Code at the time of Payment and avail the discount. At any point of Time only one Code can be used either open code or normal promo code

**Limitation:**

- 1. Voucher redemption is only through POS at the respective reception.
- 2. Discount Code redemption is from the APP.
- 3. In the payment page only One type of Discount is can be availed either “Open Code Discount” or “Normal Discount”
- 4. Membership Expiry is to be linked to RA. If there is any extension or suspension, it will be updated in RA and the same will be reflected in the APP automatically.
- 5. When membership is expired, all other linked components connected to her membership such as digital vouchers will also expire.
- 6. No voiding is possible in case of shared digital vouchers. Membership is responsible to inform the POS teams on this.
- 7. If any member does not install mobile app – the vouchers cannot be redeemed. Then these members will be handled by membership Department as is now. That is they should be provided with manual vouchers and handled as per discussion between management and membership. IT will have no role in the matter.
- 8. Photos of members have to be saved with respective customer ID by membership department in a folder assigned to them by IT
- 9. Once the voucher is shared, they cannot revert back and ask to share with another number
- 10. System does not consider any report showing how many members have entered which facility.

11. System cannot track the usage of vouchers from POS but we can give a report from apps – if a customer clicks on redeem of a digital voucher and confirms the same.
12. Once OTP is generated and barcode is displayed, the voucher is considered as redeemed.
13. Since the OTP comes to the reception. Receptionists have to scan the barcode within 10 minutes of generation. After that it will not be available for scanning.
14. Photo of the subcontracts (other than maid) will be added only in the next phase -next year.

Voucher Set up Screen	
<i>Voucher Name</i>	30% Discount Staff
<i>Voucher Description</i>	
<i>Applicable Facilities</i>	OBB
<i>Items Eligible</i>	SALN000293
<i>Validity</i>	1 months/year
<i>Discount Type</i>	0 Percentage 0 Amount
<i>Discount Value</i>	30
<i>Number of Times</i>	1
<i>Frequency</i>	Monthly/Yearly
<i>Unit</i>	Per Facility/All Applicable Facility
<i>Validity Effectivity Day</i>	Sun,Mon,Tue,Wed,Thu,fri,Sat
<i>Validity Effectivity time</i>	9 AM to 10 PM
<i>Is Active</i>	Yes/No

#### Voucher Lists

Name of the Voucher	Voucher Type	Applicable Facilities
1 day free access to beach	Entry Pass	Beach
1 day free access to Leisure pool	Entry Pass	L Pool
1 hour free access to ice skating	Entry Pass	Ice Skating
1 hour free usage of Kayak Board	Entry Pass	Beach
20% discount in restaurants	Discount Voucher	Lafeef, Skate Café, Collage Café
2 hours free access to fitness centre		Fitness
1 hour free access to thalassotherapy pool	Entry Pass	O Pool
20% discount in Dalouk spa	Discount Voucher	Dalouk SPA
20% discount in OBB	Discount Voucher	Saloon