Asante Tip

User

On registration before clicking accept terms and conditions and Register button

Have fields to fill in Credit card details and Banking details to avoid the user having to do that after registration

I tried to edit and save my Profile but did not save even after confirmation of saved.

When logging in everytime why do we need to click accept terms and conditions this should only be on registration to save log in time

When showing QR code please can we have an option to print a Business card with name of person and the Code sharing is done ok

I could not see any Currency option on My profile and there is no return button

There is also no language option My Profile options we will need multiple language in future !

The buttons are hard to click sometimes I have to press multiple times to get to another page or return

IFSC code what is this as we don’t have it and will confuse users

The black hand tip icon on the bottom has no link ? do we need that ?

When I try to add wallet money it goes o flutterwave page and states unknown currency

Cant go forwards from there.

No loaded wallet I cant test the tipping side.

Tried with card but asked for test card details

Business User

Buttons difficult to press as above

We need a print share option of all the employees

Print option for Business account QR business card. Logo /with QR and name of Business

There is no return button on share QR code page

I think the statement to include more details like payment credit from card or bank etc and debit to QR code name or debit to bank account or debit to m pesa

Do we now remove which icons on business section ?

Will the current set up icons for Credit card details and Bank account be used or do we now use the flutter wave system ?

For security where are card and bank details stored and how are they protected from hackers ?

The Home page has a Scan QR code button on the bottom which should be lifted to avoid scrolling down on the page ALL pages apart from statement page need to be fitted on the screen with no scroll down needed

It would be good to see the user log in name on the pages to show who is logged in when looking at the app.

I find the scanning of the QR code between two phones takes time and the vibrate takes more than one scan

Is it possible to have the focus square ( yellow ) like other scan softwares do when scanning the QR

There is no notification on the Reciving tip phone that a tip has actually been scanned and transferred the user would have to go to the Statement page to know if he has been tipped or not. It would be good to have a sms e mail and vibrate notification as during service the waiters will not have time to open the app….

**BUSINESS USER OPTION 22nd June 2022**

Home page options

* Create Unique Business QR code for Tipping only
* To be able to print a Hard or soft copy of the QR code with business name on it
* Add and Remove Employees with scan of QR or Enter code
* Be able to print the employee list soft or hard copy.
* Load a picture of the establishment
* Receive Tips Remember the user should be able to pay a single amount to divide equally to all employees and ALSO choose employees to tip more if they wish.
* Eg 100 USD to be divided equally between all staff AND select a staff member to add a extra amount specifically to that staff member.
* To have a statement where you can see all transactions and sort by date or by best employee tips. Date specific from date to date.

Other Functions required to make is a safer app

* A picture of the User to upload especially for workers to be easily identified as the correct person your tipping. ( this is very important)
* To have a pre message pop up before paying a tip to confirm the amount to avoid mistakes
* To have an option of call back funds if a mistake has been made over tipped.
* To send a push notification to the receiver of the tip to inform then that a tip has been received. ( also a mark on the icon to show a message has come in (tip received like Watts app)
* To avoid dishonest employees receiving money for services and not just the tips we need a pop up warning that the Customer will see informing them that this app is only for paying tips and not services. ( in future we could try and do an integration possibly for also to purchase items)
* To possibly have the base currency of the tipper and also the currency of the reciver so easier to consider
* To link to the web for a Tipping Culture advise ? ( sent a link before on this)
* Geo locations the app could then be used to identify business in the area and the last 10 nearby businesses and staff members who have the app on the phone would mean that the phones would need to be wirelessly connecting to each other.
* To add a link to nearby restaurants hotels Taxi bars etc who use the tipping app.

Asantetip ( APK 6 ) Dated 28th June 2022 Feedback

Business Sign Up Log in and User experience. [admin@bushtops.com](mailto:admin@bushtops.com) Mara Bushtops

1. The app does not prompt you to check the terms and conditions while registration is done and as a result it allows registration process but does not allow you to log in with the user information saved. It took me a while to work this out. Solution to ensure the details full details are on the screen with no scroll down when registering and not allowing to proceed without the registration process clicking the Terms and conditions.
2. There should be no need to click the terms and conditions on every log in after registration to save the user time.
3. There is no back button after registration or place to sign in afterwards. A link Thankyou for registering and click here to sign in should be there once registration is done correct and to guide the user with pop ups when something not filled correctly.
4. Will we also have and OTP safety log in for Mobile or e mail access ?( better not at this stage ?)
5. To avoid theft it would be good also to have a time out for the log in so the user will need to log in again after say 15 minutes no use or loss of internet ?
6. Icon for Tip Balance is this needed if there will be no tipping from the Business tip wallet to any one
7. Print option for QR code not available
8. Reference on Business name Asantetip\_Bussiness6433 could this add the name of Business? So user is sure he is tipping the right place ?
9. Despite transactions the Business statement does not have transactions shown
10. Add Employee and remove employee works well.
11. When editing Profile settings to change currency the old currency is not shown would be better to show the current setting while performing a change if need be
12. Add credit card and Link bank is not required in Business settings possibly grey them out for now as we may require them in the future.
13. The employee list can it sort by different ways alphabetical ? user number and profile pictures.
14. Add cards on the business section is not required possibly grey out as this we may need in the future ?
15. There is back button on the Add credit card Page

Customer User Experience as log [andy@wildluxury.com](mailto:andy@wildluxury.com) Kshs account.

1. Registration is allowed without inputting the currency and causes non function of an account if no currency is selected and even if you try to edit the currency it does not allow it.
2. Again try as best possible and get all on one screen so no scrolling.
3. Remove the need to click terms and conditions ONLY when registration.

Home screen

Tip Wallet

1. Adding funds on credit card has no spaces between the four figures so not clear when inputting.
2. Card holder name usually requires two fields as per card name details Surname and First name ?
3. No return to menus or bottom home icons on page when details are filled.
4. OTP required screen is so small !!!can this writing be enlarged ?
5. Adding funds to Tip wallet works !!! Balance shows correct in Kshs

Balance Statement

1. As mentioned earlier this needs more detail The account reghistered in Kshs but balances tranactions showing n USD ?
2. Check Balance con not working

Pay tip works OK

1. .However when sent sent to a Business QR But this should not happen a single tip should not be possible to a Business account to whom will it go as it is not defined?
2. After sending to the business QR it has accumulated in the Business Tip wallet showing Kshs 1500 transferred into the business tip wallet and also to the Business statement But in USD instead of Kenya shillings Please let us deactivate a tip process to a Business QR and only have receive the possibility to send to p to p only this will mean that the system needs to =recognize QR codes from Business and only allow the user giving the tip to select multiple tip. ( possibly we change the name on the icon to Pay Individual tip and the other Icon pay Business (Establishment )Tip ?

Pay Multiple tip to a business account.

1. This system is not the way we wanted It should be able to tip select all where is will divide the amount into all employees equally ( this is there ok )
2. The check box to remove select individual employees is some how confusing.becasue there is only one place to put in the amount being tipped. It should have a field next to add an ADDITIONAL tip to selected employees ABOVE seperatly from the amount divided by all

So for example

I wish to to select all employees get an equal share of 1000 USD then if 10 employees each will get 100 USD

But then I can have the option to select a particulat person from the list of employees and give then a different amount of tip say Andrew Stuart will be allocated a particular amount of 500 usd which the others do not get and he will then also not get a share of the 1000.

|  |
| --- |
| Enter Amount for General Tip |

|  |
| --- |
| Enter comments |

|  |
| --- |
|  |

Select All staff.

|  |  |
| --- | --- |
| A picture containing person, tree, outdoor  Description automatically generated Staff no1 | Amount |
| A picture containing person, tree, outdoor  Description automatically generated Staff no2 | Amount |
| A picture containing person, tree, outdoor  Description automatically generated Staff no3 | Amount |
| A picture containing person, tree, outdoor  Description automatically generated Staff no4 | Amount |
| A picture containing person, tree, outdoor  Description automatically generated Staff no5 | Amount |

Select Stuart where the name Icon comes up there needs to be a Field box to Enter that persons amount.

Functionality works But

1. Does not reflect on Business statement which is required
2. No need to show in tip wallet as it past through directly to the other codes.
3. The reports on each account cannot be verified due to USD and KSHS statements indicating incorrectly.

Transfer to Bank

1. It worked to get a message stating Transfer Queued.
2. The User is set up as USD and transferred to a Kshs account ? How is the exchange rate dealt with at the bank ?
3. Could not set Currency on Stuart Test account wild luxury
4. It was also possible for me to que to bank a larger amount of money in my tip wallet. Eg balance was 2500 USD and I queued 3000 USD I wish this could happen but u=in reality we would be printing money !!

General Observations

1. There needs to be profile pictures
2. Avoid having to scroll down may require UI to change
3. The App is not as touch sensitive on the buttons as other apps on the same phone making me tap several times on a button or icon
4. There are no notifications when transfers sent received etc I would like to receive a notification if I receive or send a tip….this will assist the user to confirm the transaction is correct
5. Please can you also make the in putting of Date of Birth easier you have to scroll to the year and if you are as old as I am it takes too long.

Out of scope work for the future.

Geo locations of the app to see other devises which have also the app loaded to speed up recognition process for the Customer user.

A link to Tipping Culture web page for the Customer to see what is the best tipping practice in the country he is in to avoid OVER and UNDER tipping.

The need for advertising to increase revenues in the future.

For the Business account holder to view all customer tips given to employees to view them and rate performance.

Tointerface with an attendance software where people are added to the tip box during those days and not other version 1.01.00

Will the sign up page be as per UI with different continents for registration ?

**Notifications and Trigger points**

Email and Phone

1. On registration of Business or person to app for confirmation of account details (Added in sheet)
2. On Two level log in option for security(Added in sheet)
3. News of software updates. (Added in sheet)
4. Near by other users of the app ( Geo locations ) (Added in sheet)
5. E mail notification to Business user of updated list on staff list additions removals as a complete in house list. (Added in sheet)

During use In App notifications

Business account

1. On a Tip being passed through the Digital wallet to staff qr with all details Amounts, Dates and time and amounts. In account currency only(Added in sheet)

During use by Customer and Staff member

1. When sending a single tip with amount, time and users details send and receive and reference number of transaction. If failed. (Added in sheet)
2. When adding fund to tip wallet from Credit card ( amount card details amount etc and if failed) (Added in sheet)
3. When receiving a tip either from a Business or a customer direct( amount details dates time and amount) (Added in sheet)
4. When sending money to bank ( amount dates time and details of bank etc and if failed) (Added in sheet)
5. When passing a location with a business having the app ( like in shopping centres restaurants and hotels ) (Added in sheet)