



## **PRODUCT MANAGEMENT PROCESS**



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## OVERVIEW

Product management is the process of strategically directing every stage of the product lifecycle, from implementing to testing and updating Production environments to build technically feasible products that fulfil both user needs and business objectives.

### 1. COMMUNICATION TO MERCHANT

Mobilemart requires sufficient notice from suppliers for any changes related to new, changed, or decommissioned products. This advance notice enables us to effectively implement, update, or remove products. If we receive insufficient lead time for any changes, we will promptly notify all Merchants as soon as possible.

**Below are the 2 scenarios:**

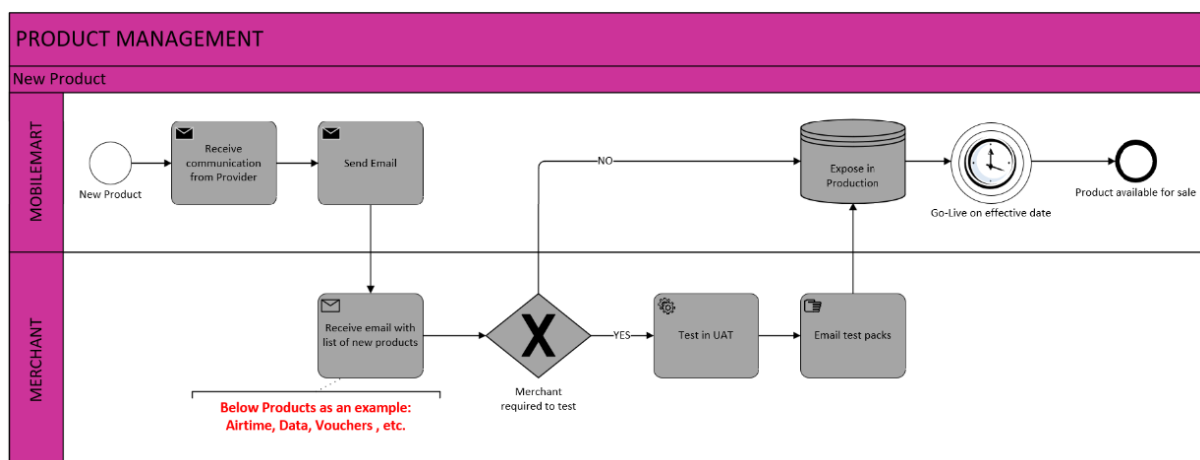
- Acceptance: They will add the new products to their offerings, for UAT test to be conducted. *If applicable as not all Merchants needs to test.*
- Opt-out: They will not be using the new products.

Details are shared based on the specific Merchant's environment, as some information may be relevant only to that Merchant and not to others. Additionally, all products are exposed in the Production environment, enabling Merchants to access the full range of products as needed.

### 2. PRODUCT COMMUNICATION

Mobilemart will distribute notifications for the following products:

#### 2.1. New Products Process





### **Airtime**

- Mobilemart will send an email containing details of new products to be listed, specific to each Mobile Network Operator (MNO) and will specify between Pinned and Pinless.
- Merchants are responsible for configuring these new products. *If applicable, all products will be exposed.*
- Test cases must be provided to Mobilemart prior to the scheduled product Go live date to ensure thorough testing and smooth deployment.

### **Prepaid Utilities**

- Mobilemart will expose any new munic's into Fulcrum for Merchants visibility, no communication will be shared.

### **Bill Payments**

- Mobilemart will send an email containing details when a new biller has been listed
- An updated Biller list will be shared with all Merchants

### **Vouchers**

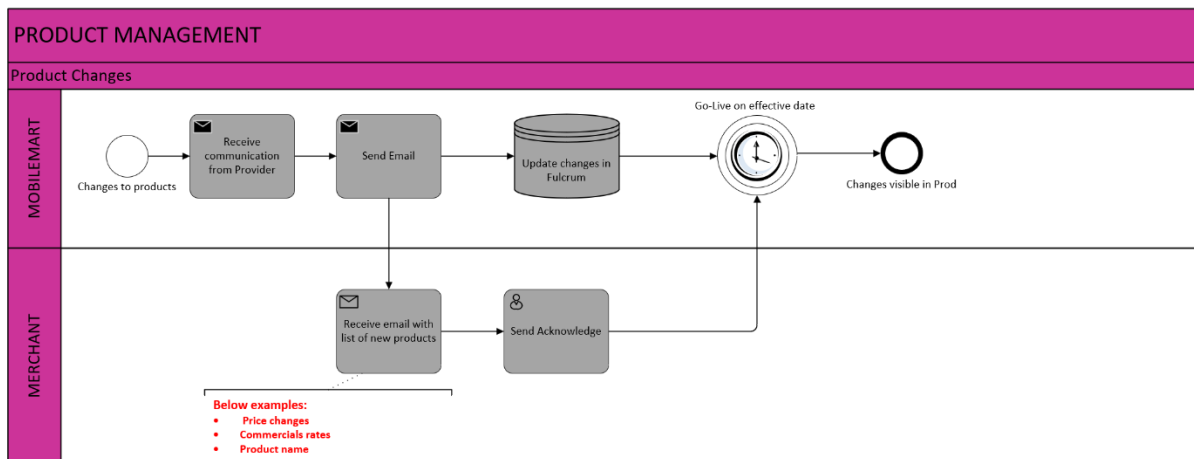
- Mobilemart will send an email containing details of new vouchers.
- Merchants are responsible for configuring these new products. *If applicable, all products will be exposed.*

### **Digital Content (Stellr)**

- Mobilemart will send an email containing details of new products.
- Merchants are responsible for configuring these new products. *If applicable, all products will be exposed.*
- Test cases must be provided to Mobilemart prior to the scheduled product Go Live date to ensure thorough testing and smooth deployment.



## 2.2. Product Change Process



### Airtime

- Mobilemart will notify Merchants via email of any product changes, specific to each Mobile Network Operator (MNO) and will specify between Pinned and Pinless.
- Merchants are responsible for implementing these changes in their configurations. *If applicable, all products will be exposed.*
- To ensure a seamless deployment, Merchants must provide test cases to Mobilemart before the scheduled Go Live date.

### Prepaid Utilities

- Mobilemart will notify Merchants via email of any changes. Below examples:
  - o Notice of termination of Municipality
  - o Annual Municipal Increase
  - o PPE Rate Adjustment

### Bill Payments

- Mobilemart will share an updated list of Billers as when there are any changes

### Vouchers

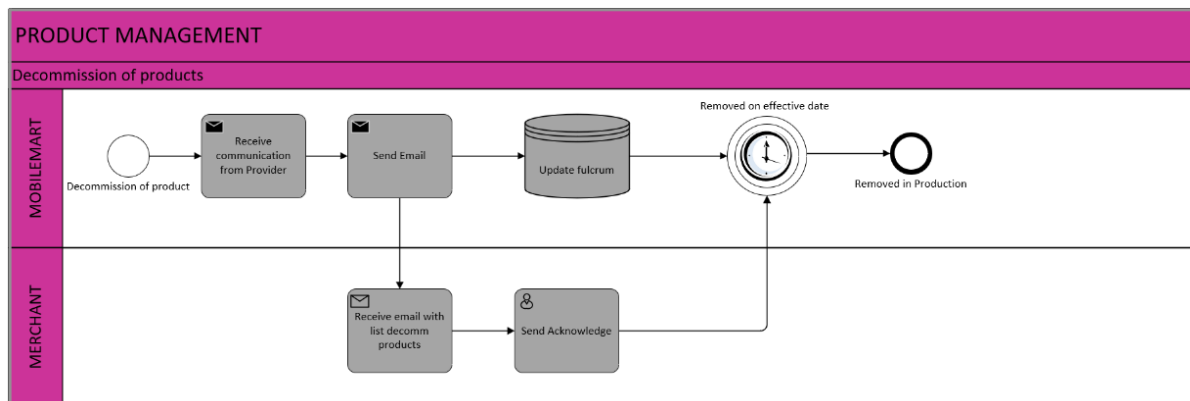
- Mobilemart will send an email containing details of new vouchers.
- Merchants are responsible for configuring these changes. *If applicable, all products will be exposed.*
- Test cases must be provided to Mobilemart prior to the scheduled product Go Live date to ensure thorough testing and smooth deployment.



## Digital Content (Stellr)

- Mobilemart will send an email containing details of changes to products. For example: price change, etc
- Merchants are responsible for configuring these changes. *If applicable, all products will be exposed.*

## 2.3. Decommission Process



- Mobilemart will notify Merchants via email of all products to be decommissioned.
- Merchants are required to acknowledge receipt of the decommission notification email, confirming that they have received and understood the notification.

This ensures that Merchants are aware of products being discontinued and have confirmed receipt of the notification.

## 3. Product Sourcing Issues

- 3.1. Upstream Provider Issues: Sometimes products cannot be sourced due to issues with upstream providers, as indicated by error codes like **1002 CannotSourceProduct**.

## 4. API and Integration Problems

- 4.1. Invalid Requests: Errors such as **1011 ProductNotAvailable** occur when the API cannot find the merchantProductId, indicating the merchant does not have access to that product.
- 4.2. Technical Errors: Issues like 1003 TransactionDoesNotExist and 1012 ReprintNotAllowed can arise, causing delays and requiring troubleshooting.



## 5. Communication and Support

Responses: Merchants to address any issues immediately to the support team for quick resolution and turnaround time. [support@mobilemart.co.za](mailto:support@mobilemart.co.za) or log a ticket using the support link provided in the onboarding process.

By addressing these issues proactively, merchants can streamline the product listing process and reduce potential delays.

## 6. GO-LIVE

All products: new, changes or decommission, will be effective from the exposed date provided in all communication.