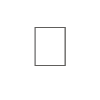
**Transcript**

September 9, 2024, 6:32AM

 **XiaoLing Lim** started transcription

 **Shailja Pathak** 0:05  
Ohh hi.  
Good afternoon everyone.  
So today in the session we are going to discuss about the ohh integration of the Salesforce with X store from the previous discussions we had the background of what are the APIs we have.  
The document was shared earlier.  
The API details were shared already, so based on that we have the idea about that, but we wanted to majorly discuss about the what we have to configure as per the what is the which is specific to the.  
To me, no, Malaysia and Singapore.  
So we have a discussed the sheet earlier with just with the Ohh Salesforce team but just reviewing it quickly so that we pressure what we discussed earlier.  
So we have these four API that we discussed earlier.  
Uh.  
And as per the discussion with the uh Malaysian, Singapore T uh team for two me, they wanted to have mobile number loyalty number and the email.  
Email ID lookup for the members and then we have the endpoints they have shared and based on that we'll get the response and based on the earlier comment we need the customer details.  
We have to map the customer detail into dashboard.  
Today we'll be discussing more about the what data we are expecting to be displayed on the dashboard.  
So we have multiple tabs available there.  
So based on the response, what the data we want to ohh we want to view to the sales associate that we we we can really be discussing today along with that we will talk about the transactions like transaction posting.  
So for transaction posting we have seen the API details are there but would like to know if we have the good with this we for every time when we close we'll talk about in a little more detail and then the loyalty promotions and the coupons coupons we discussed earlier like we have to validate the coupon before applying it to the transaction whether it's valid or not.  
And then we have to call another API key which is a redeem API to I do basically retain the coupon for the customer.  
So this coupon may be a birthday coupon or some other coupon.  
So based on the response, what we get for the customer as available coupons, we have to do first validation and then we will be redeeming the coupon at text for loyalty promotions.  
We we saw the data we didn't find at the API response.  
We have not seen much response from the from loyalty promotion, so to Dev we would like to discuss more about the loyalty promotion.  
Ohh, I'd this guy stackable or they're not, or related to more than two API.  
That and what are the list of promotion we could expect?  
How they should be behaving a bit of more detail we'll be discussing today, so that is on the high level what we have discussed and what we're planning to discuss today.  
Ohh let me know if anyone has any question on this.

 **XiaoLing Lim** 3:27  
Just the name, but it will be FYI just way from now is their understanding alright based on on the set of information?

 **Silvia Ng** 3:41  
I think this is what we are live before, so I have no further questions, at least for phase one.

 **XiaoLing Lim** 3:43  
Really overdrawn?  
So we.

 **Silvia Ng** 3:48  
But my understanding is SEAA to me SEA they actually would like to have some like customer tagging in the E post.

 **XiaoLing Lim** 3:55  
And I think that no, they.  
Yeah, you could possibly plan.

 **Silvia Ng** 4:00  
But I think for now we probably start from the most urgent things.  
I'm criteria first.

 **Shailja Pathak** 4:11  
OK.  
Sure took us to MY tagging.  
We are talking about, right?  
So it's in the Xstore we have this attribute in the dashboard customer dashboard where we can map the data.  
So this attribute the customer tagging is we are not talking about sending that information to Salesforce or we can you give us a bit background on that.

 **Silvia Ng** 4:42  
Actually it yeah, Sharon, go ahead.

 **Sharon Lau** 4:43  
Umm.  
Yeah, I think that the attribute you talk about is last, last week we talked about when you input the sales transaction, the staff need to input some reason of the purchase.  
But I'm still there.

 **Shailja Pathak** 4:58  
Full body, OK.

 **Sharon Lau** 4:59  
Yeah.  
Yeah, but I think that one, we don't need to go back to South Force, but I was still very mentioned is talking about the Tien ticket.  
So it's more like some client habit or interest, that one we need to further discuss with James's we we will use further use the WhatsApp API or use the No I'm I'm \*\* Store to do it but that one I think we are talking about different things yeah.  
But for call attribute last time we discussed last week we it is not required to go back to Salesforce.

 **Shailja Pathak** 5:38  
That those that, that part we we will be not associating with the customer.

 **Sharon Lau** 5:38  
Umm.

 **Shailja Pathak** 5:42  
It will be the part of transaction and we'll be cheering and persisting into the Xstore database.

 **Sharon Lau** 5:44  
Umm.

 **Shailja Pathak** 5:48  
Yeah, that, that part, that folder attributes that we talked about is ohh clear, yeah, so we attributes.

 **Sharon Lau** 5:49  
Hmm.  
Umm.

 **Shailja Pathak** 5:58  
So that's AS mentioning or we are good with these four.

 **XiaoLing Lim** 6:04  
OK.  
You I think we have good at this moment for this for categories that you know, summarize and then I think terms of the customer tagging maybe on our Silvia mentioned or we will discuss maybe at a later stage because there's also share by Sharon I think Customer tagging this part we need or James and well.  
Ohh then we will talk about it later.  
As of now, we will just keep it as this for category.

 **Shailja Pathak** 6:38  
OK.  
So we'll we'll, yeah.

 **James Chiu** 6:39  
Do do we do we also need to cover what kind of data attribute would need to be called from the CDP side to explore or we just need to provide you in the Excel format via email so everyone can have visibility.  
Let's see if I want to see.  
Let's say the stores that would like to insert the email to do a member query, and what data would they want to show up on the customer dashboard on Xstore?

 **Shailja Pathak** 7:10  
That's what yes.

 **James Chiu** 7:12  
Do you want us to cover that now, or do you want us to send you that email and all that point by point?

 **Shailja Pathak** 7:19  
Uh, we are good either way.  
Having a meal email would be a good option just to track the what we have discussed.  
If you want, we can share the screen and we can just quickly go through it.  
What we can demonstrate as per the extra UI.

 **XiaoLing Lim** 7:34  
It's the microphone.  
Yeah, maybe teams you can.

 **ZhenHao Sin** 7:36  
I think.

 **James Chiu** 7:37  
You want me to share screen?

 **XiaoLing Lim** 7:39  
Yeah, you can share us the screen and then or if you have any materials in view, you can drop it this off promotion.

 **James Chiu** 7:40  
OK.  
OK.

 **XiaoLing Lim** 7:45  
Then we keep track.

 **James Chiu** 7:47  
So these are the ones that I literally just wrote down.  
So I think mainly when.  
So, so so for the whole process of how customer will are being signed up from the store side, first of all when a customer being if a customer walked into the store source that would be handing them iPad form, iPad would be SFCC online form.

 **Shailja Pathak** 8:02  
Umm.  
Umm.

 **James Chiu** 8:11  
So they will need to insert all the customer detail to sign up as A to me exclusive club member.

 **Shailja Pathak** 8:12  
Umm.

 **James Chiu** 8:16  
Those data will be sent straight from our iPad to the SFCC, then from SFCC we pass through CDP.  
Then right after that, I believe the source that would be inserting that email that customer just signed up with so they can perform a membership query so they can contact sales.

 **Shailja Pathak** 8:30  
Umm.  
Umm.

 **James Chiu** 8:35  
So as mentioned exactly by you, we would either search it by first phone number or email or membership ID.

 **Shailja Pathak** 8:41  
Umm.

 **James Chiu** 8:44  
So I believe from Xstore there will be a customer dashboard right?  
Which will showcase the whole customer, you know details.  
So I'll expectation would be first of all show up the customer ID, email, phone number, that birthday with our our indicate let's say month they month, year.

 **Shailja Pathak** 8:52  
Umm.

 **James Chiu** 9:08  
Gender loyalty tier.

 **Shailja Pathak** 9:09  
Umm.

 **James Chiu** 9:10  
So let's say silver.  
Gold, you know, regular.  
As soon as the register store name, this also collected from our online form festered date register STAFF, the age group, loaded loyalty tier, effective date expiration date.  
I believe all of these are already available from our SFLM side, but I'll double check with Silvia and the team and see if this can successfully translate from CDP to Store.

 **Shailja Pathak** 9:35  
Right.

 **James Chiu** 9:43  
Then on top of that, it would be the loyalty point because in not, yeah.

 **XiaoLing Lim** 9:46  
But I'm sorry, James.  
Uh, sorry, James.  
OK, right.  
OK, so you'll mention all this set of listed customer information you wanted to display on the next stock.  
If all the OK he do you have any concern?

 **James Chiu** 10:00  
Right.  
Like store customer dashboard.

 **XiaoLing Lim** 10:04  
Because I think maybe more of a PB issue and whether all this invoice to reflect uh for information or you need to mask that is.

 **James Chiu** 10:11  
I think this.  
I already already excluded some other customer detail.  
These are the ones that are beneficial for the store staff.

 **XiaoLing Lim** 10:21  
Yeah. OK.

 **James Chiu** 10:23  
For example, right birthday, they have to go birthday voucher, so it would be essential for them to know that birth date registerer store.  
So let's say if a Store if a customer walk into a ION store, but previously they signed up from me and be a store, it would be also beneficial for them to \*Note then effectively and expiration date is also good for them to have so they can no urge your customer to buy more before the tier expires so they can retain their membership.

 **XiaoLing Lim** 10:44  
You know.

 **James Chiu** 10:50  
So all of these are already, you know, not fully, you know, have a consideration, yeah.

 **XiaoLing Lim** 10:50  
Yep, either.  
Then everything nested.  
OK, so I think I remember the initial first briefly talk about that like maybe for the birthdays.  
So off the month from birthday month promotion, right?

 **James Chiu** 11:06  
Yeah.

 **XiaoLing Lim** 11:07  
So whether you want to master date or you you want the full information to be reflected in the desktop.

 **James Chiu** 11:13  
OK, maybe I can remark it before I send out.

 **XiaoLing Lim** 11:14  
Yeah, you can.

 **James Chiu** 11:16  
Yeah, I can. Yeah.

 **XiaoLing Lim** 11:16  
Yeah, you can let us know again.

 **ZhenHao Sin** 11:18  
Do we need?  
Do we need a year?

 **James Chiu** 11:21  
Umm, I will have a chat.

 **ZhenHao Sin** 11:22  
You sure you want the edge?

 **James Chiu** 11:25  
I will have a chat with Sharon on the offline needs.

 **ZhenHao Sin** 11:25  
Yeah.

 **James Chiu** 11:29  
I don't know whether the year would be a very, very important attribute, but maybe let me have a chat with her.

 **Sharon Lau** 11:34  
My thing is OK to skip it. Umm.

 **James Chiu** 11:37  
OK, that only month per month.

 **Sharon Lau** 11:40  
Umm, but month and date? Umm.

 **James Chiu** 11:43  
You wanna date?

 **Sharon Lau** 11:45  
Yeah, yeah.

 **James Chiu** 11:46  
OK.

 **ZhenHao Sin** 11:47  
I didn't get the money.  
I think it's OK, uh, especially if, let's say you have a certain promotions, but get to the date actual date or something maybe maybe you can use that or or the verify.

 **Sharon Lau** 11:49  
Umm.

 **Shailja Pathak** 11:54  
That's it.

 **ZhenHao Sin** 11:57  
Yeah, but yeah, I think it's something that we don't need to present to the store team.

 **James Chiu** 11:58  
Cool.

 **ZhenHao Sin** 12:01  
And over here I just want to clarify.  
So we are not storing these parameters or data in our store database.  
So what we will be, is is just presenting information from the API.  
So we will call the API when we're loading the screen so that we can present this information to the store team.  
So most importantly is to we have this in an API that we can retrieve.

 **Shailja Pathak** 12:26  
Yes.  
Ohh, I'm just checking the API response for member lookup, so for registers, store name, registered date stuff is not there.  
Maybe.  
Yeah.  
The team at the Salesforce team when confirmed.  
That's fine.

 **Evangeline Tan** 12:49  
I believe we can.

 **ZhenHao Sin** 12:50  
And.

 **Evangeline Tan** 12:51  
Uh, let's have the information stated out of what is required.

 **Shailja Pathak** 12:52  
And for my.

 **Evangeline Tan** 12:55  
Then if it is not within the API, Jason's team can take back and edit within to be within the API.  
If that's what is required.

 **ZhenHao Sin** 13:07  
OK.  
So we're confirm on the parameters.  
Uh. Then?  
After that, uh, what we will do is uh Globee team will take a look and on the API side and if they expose this information, the API so that we can pull it in the X store database.  
I think Store store UI.

 **Evangeline Tan** 13:22  
Yep.  
Yeah, alright.

 **James Chiu** 13:27  
Two.  
Yeah.  
Then, other than the member detail, there are some other attribute, but those are just the loyalty related, let's say.  
How many dollar they have to spend to become gold member or retain gold, you know, year to date?  
How much they have spent rolling 12 month?  
How much they have spent lifetime value.  
How much they have spent and also the up inside it so we can understand whether we can contact these customers.  
Then for purchase history, then they have other set of data they would require such as the date of the purchase.  
So let's say if a customer have purchased, let's say one year ago, we wish to see this data attribute.  
For example, what channel they purchase?  
What Store store name, category, collection, material, grid, skill number, product name, quantity?  
How much they have paid, which cost which employee actually sold this item to the customers?  
Uh.  
Probably just keep the name is fine.  
Then voucher wise, we would like to have the visibility of what voucher this customer have are entitled to which date people ID, name, start date, exploration date status and you know all the redeemed date.  
Yeah.  
So I was sent off this via email to everyone in this group, so we have visibility on what data attribute we are expecting.  
Then Xstore team, I believe you could just mention about the logic on the voucher.  
Like what?  
Voucher can be stopped with what right?

 **Shailja Pathak** 15:06  
Umm.

 **James Chiu** 15:07  
I can also send you guys a the TNZ of each vouchers so you can get an idea.  
So let's say the brief example would be the 15% gold birthday voucher can be can be stopped with a 10% of gold membership discount.

 **Shailja Pathak** 15:20  
Yeah.

 **James Chiu** 15:24  
So let's say gold member, they can stack this, you know, queue points and other than that, I'll $100 single dollar, which is appreciate the queue point or 300 ringgit uprising.

 **Shailja Pathak** 15:27  
Umm.  
Umm.

 **James Chiu** 15:39  
Q Point can also be stacked with the 10% gold discount and also 15% before.  
I will send the details of all the promotion to you.  
So you can have, you know I have visibility on them and set up on the Xstore side.

 **Shailja Pathak** 15:53  
Umm, so the handling of the these voucher will do it from there from extra side, but we'll get this voucher information as part of the response right?  
The voucher the the coupon it will get these details from the SFLM right?

 **James Chiu** 16:12  
So uh, let's see if a customer is entitled to a go go birthday voucher.  
That voucher is actually being issued from our SFLM side and then believe it will be sent through from the API, then from Xstore you'll be able to you know, you know to to, to be notified that this gold member have what voucher, what are available you know.

 **Shailja Pathak** 16:21  
Umm.  
Umm.  
Hmm.  
OK, OK, I get it.

 **James Chiu** 16:35  
So for the 10% off, I believe it would be once we detect this customers a gold member for when gold Member, then we'll just apply the 10% off gold discount to him.

 **Shailja Pathak** 16:40  
Umm.  
And youngster, I'm just.  
So and then top of this, we can have the regular promotions also running at the stores, right?  
So even if they're a gold customers, they have birthday discount, the birthday coupon or the 10% code number is gone.  
On top of that, they will be getting the regular promotions also right then non non targeted promotions we are talking.

 **James Chiu** 17:13  
That I will that Sharon to advice for the regular promotions.

 **Sharon Lau** 17:26  
Can you repeat the question?

 **James Chiu** 17:26  
Sharon.

 **Sharon Lau** 17:27  
Yeah.  
Can you repeat the question, sorry.

 **Shailja Pathak** 17:30  
Yeah, I was saying.  
Suppose the we'll have the regular promotions also, so respective of the whatever the vouchers are getting applied on top of it, the non targeted promotions are regular.  
Promotion will also get applied to the transaction, right?

 **Sharon Lau** 17:47  
Yes, but I think the member discount will not duplicate as the as the other Law more discount.  
So for all the transaction we will just have applied one.  
This come all my birthday offer.

 **Shailja Pathak** 18:04  
Yeah, but they offer will be one only.  
But but the regular promotions like the with the promotion engine will have the regular promotions created, right?  
Those are not mapped to the transactions to the.

 **XiaoLing Lim** 18:14  
Ohh.  
OK, so maybe sorry, sorry, sorry.

 **Shailja Pathak** 18:20  
Yeah, yeah.

 **XiaoLing Lim** 18:20  
OK, maybe I put it this way, Sharon.  
So I think the Member heard the baseline is 515%.

 **Sharon Lau** 18:27  
Umm.

 **XiaoLing Lim** 18:27  
Ohh, on the birthday month and then it can best that with the 10% off of the gold member discount.  
That is for the membership.  
So I think what Shailja is asking is more than normal promotion.  
So for example, this item A is having a 20% promotion.  
Is it stackable on top of this of of the desktop and the core membership discount?

 **Sharon Lau** 18:49  
That's right.  
That's why I say is we can just or every item, we just have one promotion.  
So with the item which ever the discount is higher.  
So what we are doing the OSS live the markdown season.  
We have 30% off and 40% off during that moment on the discount item, we will not offer extra discount for the customer no matter.

 **XiaoLing Lim** 19:11  
OK, now look.

 **Sharon Lau** 19:12  
Yeah, no matter what the Members here is. Umm.

 **XiaoLing Lim** 19:16  
OK, so basically on promotion itself is non stackable.

 **Sharon Lau** 19:21  
Umm.

 **XiaoLing Lim** 19:22  
OK, except for this.

 **Sharon Lau** 19:24  
Yeah.

 **XiaoLing Lim** 19:25  
If it's a goal of day with the 15%, it can stick with the 10% off.

 **Sharon Lau** 19:30  
But it still is not.  
I think it's not on top of that 15.  
We will get the 10%, yeah, because I I think for that one transaction, the customer will just enjoy the 15 for 15% off discount because it's a one off birthday discount during the birthday month.  
But after they use that 15%, I think in the remaining days of that month, they can still enjoy 10%.  
So it's not on top, we will give them extra, yeah.

 **XiaoLing Lim** 20:02  
I see.  
So it's a one time off and then it's it's not acceptable with the standard 10%.

 **Sharon Lau** 20:04  
Yep.  
Hmm.

 **XiaoLing Lim** 20:08  
OK.  
Ken Shalija, is that OK? Can.

 **James Chiu** 20:11  
And and there are differences.

 **Sharon Lau** 20:11  
Yeah.  
Yeah.  
Because we also have the yeah.

 **James Chiu** 20:13  
So only full price.

 **Sharon Lau** 20:17  
Only full price because we have OUTLET.

 **James Chiu** 20:19  
So I'll list or not, yeah.

 **Sharon Lau** 20:20  
Yeah, we don't have OUTLET for outlet store.  
We don't have the membership discount.  
And we also have now we also have 10% for silver member.  
So the logic is sent as time 15% Gold member birthday discount is saying so it's one off so cannot ohh tactic stacked with the other promotion.

 **James Chiu** 20:52  
Any issue for the full price or outlet store differentiations.

 **Shailja Pathak** 21:05  
Sorry, how?

 **Sharon Lau** 21:06  
In let me know if.  
Only green, anybody?

 **Shailja Pathak** 21:11  
My if we get the two Commission.  
This James.  
I ohk I would like to understand how we'll be identifying or maybe as a picking team can tell to decide the full price stores or these are the outlet stores feel be they gave them maybe.

 **James Chiu** 21:36  
I think I'm not super sure, but I believe please set there will be some SAP store code that we can pre provide you so the the the store would actually not be changed for the store type.  
So let's say in Singapore, let's say there are three.  
I think that three full price store and one outlet store and that outlet store will will never be able to utilize those gold birthday voucher, 10% gold member discount.  
So only a certain store it could be able to apply to those loyalty promotions of able to buy stock or by locking.

 **Shailja Pathak** 22:18  
So yeah, if we know.

 **James Chiu** 22:19  
And have we and have have we discussed about the full price and outlet store differences before?

 **Shailja Pathak** 22:21  
Yeah, please go ahead.  
Uh, yeah, we have discussed.  
Uh, what we know is like by doing the returns, we need to make sure that the full the return happened initiated, fail happened from the full price store should be returned at the full price.  
Store only should not be returned in the other Store.  
Likewise, transfers also will be applicable.  
Likewise, only store to store transfers.

 **James Chiu** 22:50  
So so there are wasted identify, whether it's a full price or OUTLET.  
Then do we need to set up a rule on what Store can utilize this voucher or based on Store type?

 **Shailja Pathak** 23:06  
But if if this Store information we'll get it from the the the operation team for that because this data is if the team will not be providing us so.

 **Sharon Lau** 23:08  
Let's talk.  
You know, you know that's been my.

 **XiaoLing Lim** 23:15  
Uh.

 **Sharon Lau** 23:16  
I think.

 **XiaoLing Lim** 23:18  
Yeah.  
OK, so I would think all sorry, correct me if I'm also I would think call from office we will share you with the store list so I think.

 **Sharon Lau** 23:25  
It's fundamental.

 **XiaoLing Lim** 23:29  
We can, based on the store list to set some validation for the equal membership.

 **Sharon Lau** 23:33  
I'm.

 **XiaoLing Lim** 23:35  
Based on my understanding right now, I think we do not have this set things in Indonesia, but maybe help us check the visibility if we want to configure at the store ID level.

 **Sharon Lau** 23:44  
Like you know.

 **XiaoLing Lim** 23:51  
Is that occasionally?

 **Shailja Pathak** 23:53  
Ohh will still my opinion would be to use an existing attribute to identify this as a full by Store it's outlet store because in future we don't have to add the store ID as a validation by the attribute, we'll be able to get it.  
That's a suggestion.

 **XiaoLing Lim** 24:12  
I see. OK.

 **Shailja Pathak** 24:12  
Because we can discuss this.  
Yeah.  
Once we have the list, those we can discuss how we can incorporate the AS identifier to know whether it's OUTLET stored or a full price store.

 **XiaoLing Lim** 24:24  
OK.  
Can let me just note down this first, then now we'll discuss it properly.

 **Shailja Pathak** 24:28  
Sure.

 **XiaoLing Lim** 24:31  
OK, so James, once you have the information and then you can drop in this on chat or then now we'll just follow up from there.

 **James Chiu** 24:40  
Sure.

 **Shailja Pathak** 24:41  
Yeah.  
So James, we and we understand that in the outlet stores the customers are not eligible for redemption of any kind of offers or coupons, is it?

 **James Chiu** 24:52  
Correct.

 **Shailja Pathak** 24:53  
Yeah.  
So in that case, in the outlet stores, do we need to display the coupon information in the customer dashboard?

 **Sharon Lau** 24:56  
You know.  
It was good.

 **James Chiu** 25:01  
I think it's still good to have them, but just not while they're conducting a sales through want.  
Is it OK?

 **Sharon Lau** 25:09  
OK.

 **Shailja Pathak** 25:13  
OK, so like the whatever the eligible coupons the customer has can be viewed by the sales associate in both the outlet stores and full price stores.  
But the only difference is they will not be able to redeem in the outlet stores.

 **James Chiu** 25:28  
Correct.

 **Shailja Pathak** 25:29  
Bye.  
Thank you.  
But still we need to know the complete rules that we need to follow for full place and then we can have we can discuss separately once because this is more about Salesforce.  
So we can discuss later, James related to any other restriction that we need to incorporate respective to full price and the outlet stores.

 **James Chiu** 25:50  
OK.

 **Shailja Pathak** 25:51  
Sure.  
Yeah.  
OK.  
Ohh so so whatever the list of attributes are James you have mentioned the mail so those that data once the the GLOBEE team will confirm and accordingly we'll come to know right well whatever the data you have mentioned if we are getting in the response we should we'll be able to display at this in the customer dashboard screen.  
Is this the correct correct understanding right?

 **James Chiu** 26:41  
Yeah.

 **Shailja Pathak** 26:43  
OK, OK.  
OK.  
And then share back my screen for uh, OK, let me check this.  
So OK, so related to the first point for the customer lookup or the Member Lookup, I guess related to dashboards, we already have a discuss like whatever the attributes you have mentioned, we'll be if you're getting the data, we'll demonstrate mapping in this screen.  
Ohh from the Salesforce team I would not would not would like to know like for the purchase history which API will be using to get the customer purchase history.

 **Sharon Lau** 27:29  
OK.

 **Shailja Pathak** 27:29  
Because As for the list, we have to show the customer purchase history also in the dashboard.  
Anyone from?  
Thanks to you.

 **Sharon Lau** 28:05  
Thank you me thing.

 **Shailja Pathak** 28:08  
Darling will.

 **Sharon Lau** 28:13  
Yes, so let me.

 **XiaoLing Lim** 28:15  
OK.  
Do you have questions on the?

 **Shailja Pathak** 28:20  
Yeah, yeah.  
Don't never saying we have to demonstrate we have to show the customer purchase history, right?

 **Sharon Lau** 28:27  
Yeah.

 **XiaoLing Lim** 28:28  
Hmm.

 **Shailja Pathak** 28:28  
So I just wanted to know which API we need to call for the to get the purchase history of the customer.

 **Sharon Lau** 28:38  
Now, what are you doing?

 **XiaoLing Lim** 28:44  
Ohh Sharon James.  
Do you have to answer the this like where can we retrieve the transaction?

 **Sharon Lau** 28:55  
Umm, I'll have no time.

 **James Chiu** 28:55  
Transaction.

 **Shailja Pathak** 28:58  
Your purchase is.

 **James Chiu** 28:58  
I think there are, but better we confirm with Low PO Value Hub team.  
Are they here?

 **Jason** 29:13  
Yes, Jim.

 **James Chiu** 29:16  
Jason, you're able to advise whether we can?  
Provide transaction details to the Xstore which is the POS team.

 **Jason** 29:30  
Umm now or you can change the email.

 **James Chiu** 29:34  
Just wondering if this information are available from the API.

 **Shailja Pathak** 29:35  
E it.

 **Jason** 29:39  
API Helpline me a second.  
Uh, sorry.

 **James Chiu** 29:43  
I remember we do because our current E post already have that data.

 **Jason** 29:43  
Give me one minute.  
Let me ask my team what?

 **Shailja Pathak** 29:54  
OK, you can send it over the mail.  
Let's find Ohh just for reference will be helpful.

 **Jason** 29:59  
Yeah, sure.  
Let me share this one in the email.

 **XiaoLing Lim** 30:00  
Uh, OK, maybe maybe shalija.  
Can or Elias?  
Can you help me to push what you need on the chat?  
Then maybe let G sun if I catch you correctly.  
If then let Jason check and come back to us in the same chain.

 **Jason** 30:15  
Yeah, you better.

 **Shailja Pathak** 30:16  
Sure.

 **Jason** 30:16  
Thank you.

 **XiaoLing Lim** 30:16  
OK.  
And shall shall we move on 1st?

 **Shailja Pathak** 30:20  
Yeah.  
Yeah, for the transaction posting now, once the transaction is completed, we have to post the transaction to CDP.  
We have the API details, so whatever the data we have, we will be able to pass that information.  
Ohh one minute.  
Let's tell anything else just missing and that's it.  
Yeah. So here it is.  
Order ID, right?  
Uh, Jason James. Sorry.  
Jason, right, Jason here.  
We have just one minute, please.  
Yeah.  
So order ID is a transaction sequence number, right?

 **Jason** 31:11  
All the ID?

 **Shailja Pathak** 31:11  
Up the yeah.

 **Jason** 31:13  
Umm yeah, this one is the order number.

 **Shailja Pathak** 31:18  
Yeah.

 **Jason** 31:18  
Are all that yes.

 **Shailja Pathak** 31:20  
Correct.  
So this order ID and order number order ID we have the transaction sequence number.  
So every time whenever the transactions happen ohh we will have the combination of like this.  
This is date store code.  
With just a number register sequence number and then the transaction sequence number, we can have one combination to make this order ID and make it as a combination of search certain values and we can send you that and in the order number we have the transaction sequence that we'll be able to send you.  
So likewise, we will be able to send the data whatever is mentioned here, but just that we.  
Ohh and plus this order ID something when we do the return we should be able to get the information back for the customer also right?

 **Jason** 32:10  
Umm yes.  
So if you have a look at the order ID right, we have to sell at the end of the order ID right the cell.  
So yeah, this one if it is the return direction, this one should be returned is that of the cell.

 **Shailja Pathak** 32:18  
OK.  
OK.  
OK.  
Any other.  
Any other validation that you do on the order ID?

 **Jason** 32:31  
Umm, no.

 **Shailja Pathak** 32:33  
Rest we can send it our own or you have certain thing we need to follow.  
Yeah, format to follow.

 **Jason** 32:40  
This one let me show you are all the information related to this one.  
Let me have a look at the because we have some very different rules based on this one.  
So the other ID, right?

 **Shailja Pathak** 32:53  
Umm.

 **Jason** 32:54  
So we have we have several scenarios for this.  
So let's say the user the first name is the user which is only one product, right?

 **Shailja Pathak** 32:59  
Umm.  
Umm.

 **Jason** 33:05  
And then the other ID is look like this one and the odd number is look like this so one order one product and the second scenario is if the user purchase uh let's say two products right product A&B and then the other ID will be different but the order number will be the same means one order but two uh to products means to supporters.

 **Shailja Pathak** 33:13  
Umm.  
Product order product ID will be different for if there are more than one product, right?  
This is what you're that's understood, right?

 **Jason** 33:37  
Yep, Yep.

 **Shailja Pathak** 33:41  
Yeah.  
Yeah.  
So this also do you do you have any rule or because we'll have the sequence number associated suppose there are two line items in the in the transaction.  
So the first Line Nation sequence number will be once another which will be two so that it uniquely identifies the like each line item.

 **Sharon Lau** 33:59  
The teenager.

 **Shailja Pathak** 34:00  
Will that be OK?

 **Sharon Lau** 34:01  
Alright, tell me.  
Go meeting.

 **Jason** 34:03  
Umm, I remember that we have the distribution for the API.  
In the API details that we share with you before we have some rules, but yeah, I cannot remember them all.

 **Shailja Pathak** 34:14  
No.  
OK.

 **Jason** 34:18  
Can you have a look at that yet?

 **Shailja Pathak** 34:18  
Uh, I have the document, but it's very high.

 **Jason** 34:22  
Yeah, yeah, yes.

 **Shailja Pathak** 34:24  
I can show you what you have.

 **Jason** 34:25  
Yeah, it should be that it should be in that document and if you have any other questions, please add that consolidate all of the questions in the file and then I'll, I'll provide you the answer.  
So they show that we are on the same page, yeah.

 **Shailja Pathak** 34:41  
OK, so this is the this is the latest document we can refer or there is any other document because this is the one we have.

 **Jason** 34:49  
Ohh uh this here too one you have.

 **Shailja Pathak** 34:54  
It doesn't have the full detail actually.

 **XiaoLing Lim** 34:57  
Or maybe shalija?

 **Jason** 34:57  
Hold on, please.

 **XiaoLing Lim** 34:58  
Did you see any versioning of this copy?

 **Evangeline Tan** 35:01  
Sorry, this copy was because previously at the beginning of the EPOS you guys asked us to share a very, very high level of what is required.

 **Shailja Pathak** 35:02  
And.  
Umm.

 **Evangeline Tan** 35:10  
I believe after we had our first round of discussion for two missing Support and Malaysia, we did send you the APIs and all the different specs.

 **Jason** 35:11  
Umm.

 **Evangeline Tan** 35:21  
The file that you have opened its was way before, even before we started Indonesia project.

 **Shailja Pathak** 35:27  
Umm yeah, I just from that.

 **ZhenHao Sin** 35:28  
And can we send a new version over to aspire and Shailja?  
Make sure that we are using the web document.

 **Shailja Pathak** 35:35  
Yes, I will cross check, but yeah, yeah, I'll check in for my side.  
If it is uploaded and Samsonite SharePoint, I'll check.  
Sure.  
OK.  
And they'll move forward then.  
So we'll just let you know, Jason, that we have based on our understanding where we see a gap, we can let you know like if we need to specify anything specific, let us do let us know also because we'll have the data for all the fields.  
What is there in the request but just want to know that while loading processing the sales it should not break your system.  
So if there are certain tools placed on any other, any attribute rule, let us know.  
Umm.

 **Sharon Lau** 36:27  
Showing.

 **Shailja Pathak** 36:29  
And Liew, we discussed like uh, we have two post the transaction for both the we have mentioned it here just confirming again that even it's a it's a it's a it's a in customers enroll into loyalty or not.  
I means customer is start transaction happened.  
Which customer or without customer in each scenario we are supposed to post the transactions to the CDP.  
That's the correct understanding.

 **Silvia Ng** 36:58  
You alright?

 **Shailja Pathak** 37:00  
OK.  
Then the loyalty promotion loyalty promotion also will like to have know the which API we are doing and that anyways James said mentioned that they'll be providing the rules for what are the type of coupons they will be having and plus the loyalty promotions also would like to know what data we we like expect coming from there and how we need to handle them next door.  
But these two?  
OK.

 **James Chiu** 37:34  
Yep.

 **Shailja Pathak** 37:36  
OK.  
So Tan use cases we have already discussed.

 **XiaoLing Lim** 37:39  
A case?  
Gloria uh.  
Shinji, give me a second.  
Uh.  
Can I bring you back to the audio question on the documents?  
OK, so I think you don't have to check on the SharePoint.  
I just did a check.  
Basically, I don't have the documents, so eventually like we send it to us after this meeting.  
So don't send the following the go home people to sleep. OK. OK.

 **Shailja Pathak** 38:01  
OK.  
Yeah, sure.

 **XiaoLing Lim** 38:04  
Can you camera nice.  
You know it's so.

 **Shailja Pathak** 38:08  
OK.  
Yeah, this part we are clear looks ponses also find the failure responses is something we have discussed once with the Salesforce only.  
But normally we what will happen when there is a failure, it will be we'll have to show the proper prompt on the on the UI where the server is not available and.  
Means a customer not found based on the data if suppose so all that prompt and the text we will share later.  
Like what will be the message will be showing on the UI.  
We can discuss a marsolan and we can agree on what we have to show.

 **XiaoLing Lim** 38:54  
OK, sure. OK.

 **Shailja Pathak** 38:55  
No, but whenever there is a response like customer not found, the customer can go and they can do the one more round of search with the either with the mobile number or with some other criteria.  
But if it's still, it's not found.  
They can either go by, they can create a new customer, or they can go continue the transaction without customer.  
That will be the flow then section API.  
Guess we have this list and just go through once the date.  
Yeah, we'll also need to know the by hope the latest document will have the error codes also.  
So like if we are posting the transaction based on the error codes what we have similarly for the Member lookup Member lookup, we will have the in case of any error there will be a response code based on the response code we'll be handling and showing the response in the UI.  
So having the error code there will be helpful like which error code is expected in which scenario?  
Transaction is fine and uh, OK and the here in the uh like extra will actually it will try to repush the data if it's a failure it's not able to reach the API API is not the URL is not accessible.  
It will keep retrying to post it on the action in the background, so that will be handled by the framework itself and then the coupon API that anyways we ask which of the.  
That Vicky?  
But actually the coupon API will get to know more details.  
So we have asked loyalty also we'll need the details edit member.  
We agree that we'll not be modifying the customer data in next door.  
And the delete deletion is also not not not applicable.  
And the promotions it's the same.  
It's like the yeah, the loyalty promotion.  
These are the call the regular promotion that we discussed.  
Uh, yeah.  
Goodness.  
So smart.  
Yeah.  
And the customer status also we talked about.  
So normally we'll have active or inactive customers.  
So if we don't receive the customer as the active customer, we'll be sorry.  
We'll be showing the respective message support in case the customer status is inactive, so we'll just play the same message on the UI as well.  
So this is related to the respect with respect to the API and anyone has any questions or want to discuss anything.

 **XiaoLing Lim** 42:01  
Was that beautiful that you have anything you want?  
You want, I said.  
Couldn't take that.

 **James Chiu** 42:12  
So far I'll get from our end, but we will send out the data, list the list to everyone and also the promotion rules.

 **Shailja Pathak** 42:21  
Umm.  
OK.  
I'm from Sharon.  
From the extra UI part, we are here right?  
Or like pile capturing will be having a three these three option for.  
Ohh for a searching the customer data in Salesforce and the dashboard we already discussed about it like what data whatever.  
James is going to send.  
We have will be mapping that data into the customer dashboard and anything else you would like to add or ohm.  
Don't let us know.

 **Alexander Boda** 43:03  
Comma.  
Right.

 **Shailja Pathak** 43:33  
Yeah.  
Ohh, there's online.  
Is there anyone have any question on because for mass like this is a Major League wanted to discuss about the customer dashboard and the details that James will be sending over the mail.  
So once we will put DETAILED, let not be.

 **XiaoLing Lim** 44:18  
Yes, you know, we genius.  
Yeah. Interesting.  
OK, sure.  
So from your side on this are the only things that you need to check, right?

 **Shailja Pathak** 44:29  
Umm.

 **XiaoLing Lim** 44:29  
OK.  
So, Sharon, James, do you still have anything that you want to add on?

 **Sharon Lau** 44:39  
Not at the moment there were.

 **James Chiu** 44:39  
Not at the moment.

 **XiaoLing Lim** 44:42  
OK.  
Umm Silvia about you're saying? Yeah.

 **Silvia Ng** 44:44  
Yes, I'm like, I just quickly look at the API that just project like 10 minutes ago.  
So we have another discussion with ID.  
We want to clearly show the discount and also whether the customer got the discount from what kind of benefit from the loyalty program benefit different types of future et cetera.  
So in the API we may we will need to add more attribute.  
I will work with Evangeline for the updated one.  
Then we'll send through to you guys.

 **ZhenHao Sin** 45:24  
OK.  
Do you want to take a look at that store UI Jubber do you want to look at the UX or UI?

 **XiaoLing Lim** 45:25  
OK.

 **Silvia Ng** 45:28  
Ah, sorry.  
Yeah, sure.  
Yeah, we I cannot have a look now.

 **ZhenHao Sin** 45:37  
Shailja is you do.

 **XiaoLing Lim** 45:37  
Uh, Shelly?

 **Shailja Pathak** 45:38  
Yeah, sure.  
Just give us a minute.

 **Silvia Ng** 45:41  
OK.

 **Shailja Pathak** 45:55  
Yeah.

 **Silvia Ng** 45:59  
Umm, there's more when the customer check out.  
Do it.  
What else?  
I didn't he tell?

 **Shailja Pathak** 46:11  
So yeah, this is the customer lookup screen.  
So here we have like more options.

 **Silvia Ng** 46:15  
OK, that's something that.

 **Shailja Pathak** 46:17  
But the actually when we configure it will be just three options either by phone number, email or see.

 **Silvia Ng** 46:20  
Yes, speaking Spanish, it's not he.  
It's easier whenever we try.  
Easy.  
Hey I'm thinking.  
See.

 **Shailja Pathak** 46:43  
Once we search the customer by any of the lookup option, you'll get the customer search result and then we can select the customer.  
So here and the extra sales screen in the top left corner, you'll see the customer name.  
And that is assigned here.  
And then once we double tap on this, it will take you to the customer dashboard.  
So this is the customer dashboard.  
This is how it looks like in Xstore, where you'll have like the the purchase, uh, the overall 60 days activity of the customer of the number of sales returns and then you have the address when was the last time the customer has done a purchase and this is the customer enrollment date when they have sign up for the loyalty program, right.  
So this is the customer since date and then if we have a customer ID it will display here.  
And then you'll have a pictorial graph representation of the last 60 days.  
Purchase sales and return information of the customer.  
So yeah, here we have like basically for 6-7 different pages here where we can see the information and on the right side of the screen we have the edit option where you can edit the customer information like you can add update the email ID, phone number or any other details that that will be configurable and then that we can restrict at the extra level like what is allowed to be edited, detect store and what is not.  
So here we have the more customer details, contact information like the first last name.

 **Sharon Lau** 48:17  
That are big.  
Yeah, I yeah, yeah, I know.

 **Shailja Pathak** 48:19  
Personal information.

 **Sharon Lau** 48:20  
I know I don't think.

 **Shailja Pathak** 48:23  
Yeah.

 **Sharon Lau** 48:25  
A question for the store to edit the customer information.  
We will limit the authorization, so I think most of the information will pass back to James team to access instead of left the store team to do it that.  
But I think show to show the information to our staff is more than it is good for them to have a better picture about the time.

 **ZhenHao Sin** 48:55  
Yeah, I think automatically what we show on in the world attribute, we really depends on whether do they need to see.

 **Shailja Pathak** 48:55  
Yeah, and.

 **ZhenHao Sin** 49:02  
So let let's see on the the attribute to show with James List and then drank adjust from there you let you go on to the next one.

 **Shailja Pathak** 49:12  
Yeah.  
But here, like we have any customer to which we can issue, right.  
Yeah, we didn't see the those four retries we already have captured at the transaction level, but they ask if some data that as from the James this is not there, maybe we can track it here.  
We can map here in the the customer after we are not able to map by this.  
And then we here we have the purchase history out from the Xstore base.  
You will have the date, transaction ID, location and then yeah, the currency, the total amount paid and then the item details.  
And even have purchase history.  
And then on the next page.  
These are like if there are any sensations or the special orders, any extended transactions that were created on the customer account.  
You can see those information here and what is the uh, status and all those information here on the account staff.  
And then we have the task tab here, and if there are any comments associated with the customer profile, we can display the comment here and then we have the in the last we have the customer address page.  
So this is how the customer dashboard or the customer information looks like an extra PS.  
That OK or do you want to see any other information from here?

 **Silvia Ng** 51:16  
I would like to see the check out page.

 **ZhenHao Sin** 51:20  
Doing a normal service can you can you do a normal service transaction?

 **Silvia Ng** 51:22  
He.

 **ZhenHao Sin** 51:25  
But of course I think should be down.

 **Shailja Pathak** 51:25  
OK. Yeah.

 **ZhenHao Sin** 51:26  
Here is a generic demo version, so it's not specific to something like.

 **Silvia Ng** 51:30  
Ah, OK, OK, OK.

 **ZhenHao Sin** 51:31  
Yeah.  
So, but we can we can show you.  
So the SKU and all this is a bit different, yeah.

 **Silvia Ng** 51:33  
Probably.

 **Shailja Pathak** 51:36  
Yeah.

 **Silvia Ng** 51:37  
Umm, it's within quickly replied so.

 **Shailja Pathak** 51:37  
So here.  
OK.  
So we are we are looking transaction now we have the the customer associated to the transaction.  
I'm adding the item SQ.  
Yeah.  
So these are the two items that I have added to the transaction and this is the item in unit price and this is the quantity and 1003 is the item is killed and here are the sale transaction when we select one of the line item we'll have more options to modify this SQL like from directly from here if I want to change the quantity of the item I can do it and then we have the option to change the price at the the discount to this particular line item and then we have tax related information where.  
You can change the tax percentage amount and then if we want to delete this the particular line item from the transaction we have the wide line option by selecting the reason code we we can just delete the line item from the transaction.  
So here I'll add a couple of more.  
Line items and then maybe for this I'm changing the quantity to let's say 3.  
Yeah.  
So once we are done with adding the items to the transaction, we can go to the the payment screen to complete this transaction.

 **Silvia Ng** 52:54  
OK.

 **Shailja Pathak** 53:03  
So this is the the tender options that we have using any of this tender options we can complete this transaction.  
We have, like Nonintegrated created debit card.  
We have like gift card, so these are all the options that are available out of the out of box in the base application.  
Here I'll select the cache as a tender option, then then select the amount of to be entered.  
So with this we have completed the transaction and this is the reset option that we'll be getting.  
Either you can print the receipt or send the receipt to the customer email address, or you can have both the options by print an email.  
So here I'll select print.

 **Silvia Ng** 53:43  
There are many.

 **Shailja Pathak** 53:46  
Yeah.  
So with this we have completed one simple sale transaction by assigning a customer to the sales.

 **Silvia Ng** 53:53  
Hey, don't we have the order?  
They thank you by my love.

 **ZhenHao Sin** 54:02  
OK, you've not turned the thing.

 **XiaoLing Lim** 54:02  
OK.  
So, uh, yeah.

 **ZhenHao Sin** 54:03  
Yeah, go ahead.

 **XiaoLing Lim** 54:05  
OK, so apart from that, so Silvia, I guess you have a better idea.  
So, do you still need other information? Increased.

 **Silvia Ng** 54:13  
I'm good for now.

 **XiaoLing Lim** 54:14  
OK, Ken, then the that case, do we still have other attendees who needs to acquire anything before we close the session?  
Umm.  
Yeah.

 **ZhenHao Sin** 54:30  
I I think it's OK yeah, yeah.

 **XiaoLing Lim** 54:30  
No.  
OK.  
OK.  
Then I think Charlie Chan.  
Yes, I think for your Si, let's wait for a few information and I'll update you again.  
OK.

 **Shailja Pathak** 54:42  
Sure. OK.

 **XiaoLing Lim** 54:43  
OK.

 **ZhenHao Sin** 54:43  
OK.

 **XiaoLing Lim** 54:44  
Then thank you everyone.

 **ZhenHao Sin** 54:44  
Yeah.

 **Silvia Ng** 54:44  
So for this. Thank you.

 **ZhenHao Sin** 54:45  
Thank you.  
Thank you, everyone.

 **Shailja Pathak** 54:46  
Thank you.

 **XiaoLing Lim** 54:46  
Thank you.

 **Silvia Ng** 54:46  
Bye bye you.

 **James Chiu** 54:47  
Bye bye you.

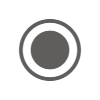
 **XiaoLing Lim** 54:47  
Bye bye bye.

 **Jason** 54:47  
I think you've.

 **Sharon Lau** 54:48  
OK.  
Well, thank you.

 **Shailja Pathak** 54:48  
Bye.

 **Speaker 1** 54:49  
Thank you. Bye.

 **XiaoLing Lim** stopped transcription