Booking Journey Sign Off Document for Classic and Meteor
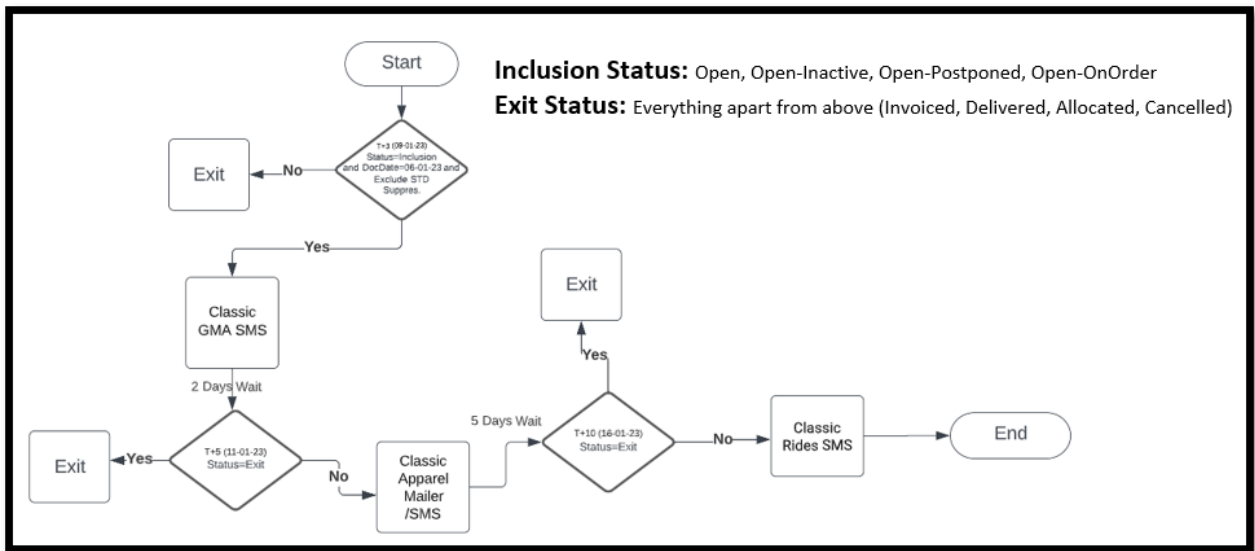
Date of Submission: 18-01-2023

Contact Information

Name: Ramdas Bhosale

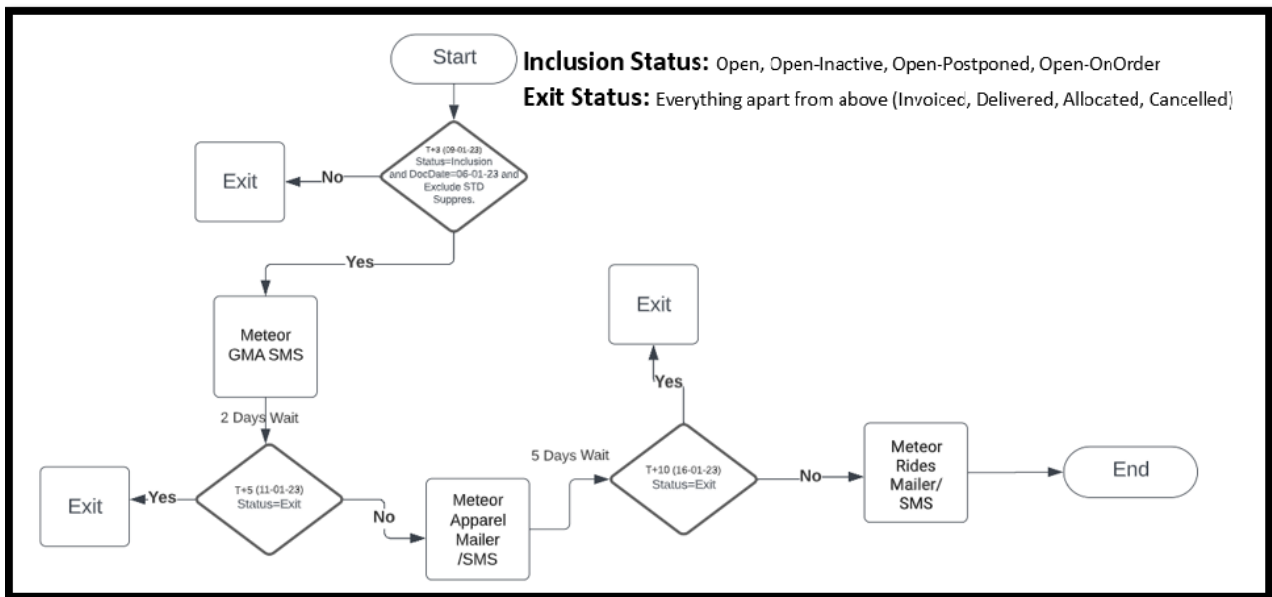Email: Ramdas.Bhosale@customercentria.com

Flow Diagram: Classic

Flow Diagram: Meteor

Logic

- Execution Date logic agreed as per mentioned in flow diagram
- If a customer made two separate Bookings with the same emails but different mobile numbers, then two different Bookings are made.
- If the customer has created two Bookings with the same mobile number, then the dedupe logic will apply and will not send the communication again unless and until customer will exit from the journey.
- If a mobile number is not available, then we will not send any communication to customers from any channel
- Updated Status value will be received in incremental CSV file (New records and Change records) on daily basis (from [model].[FactBookingStatement] table) which we will received on T+1
- In case of any failure/ Delay in file drop, the providing system (MSD) should provide the pending data in the next day file.
- As confirmed, we are considering Docdate attribute as a Booking date, Phone No attribute as a Mobilenumber and Booking Mail as a EmailAddress from above mentioned booking table.
- There is no personalization in any communication channel.

Channel Wise Communication Grid

<table>
<tr><th colspan="5">Channel wise Communication Grid</th></tr>
<tr><td rowspan="2">Grid</td><td colspan="2">Classic</td><td colspan="2">Meteor</td></tr>
<tr><td>Booking</td><td>Channel</td><td>Booking</td><td>Channel</td></tr>
<tr><td>T+3</td><td>GMA</td><td>SMS</td><td>GMA</td><td>SMS</td></tr>
<tr><td>T+5</td><td>Apparel</td><td>Email/SMS</td><td>Apparel</td><td>Email/SMS</td></tr>
<tr><td>T+7</td><td>NA</td><td></td><td>NA</td><td></td></tr>
<tr><td>T+10</td><td>Rides</td><td>SMS</td><td>Rides</td><td>Email/SMS</td></tr>
<tr><td>T+15</td><td>NA</td><td></td><td>NA</td><td></td></tr>
<tr><td>T+20</td><td>NA</td><td></td><td>NA</td><td></td></tr>
</table>

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