**SCOPE OF WORK**

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| **PROJECT TITLE : RETAILER APP** |
| **CLIENT : Airtel SR LANKA** |
| **VERSION : 1** |

1. **INTRODUCTION**

The mobile application extends to support retailers to submit Pre activated prepaid documents via mobile phone or tab. As a daily task, retailer will upload all the prepaid documents to Airtel back office through the mobile app/web.

Uploaded Documents will be verified by the Airtel Back Office through the use of the Portal. The Portal would be used in viewing of reports for the different team within the sales Hierarchy and also would be used to upload various plans and promotional schemes.

1. **PROJECT SCOPE**

Retailer Application will be developed only for Android Device and portrait Mode.

Retailer Portal will available as a Web Interface

Below identifies the scope for Retailer App in Phase 1 of the project.

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| **FEATURES** | **DESCRIPTION** |
| Login (APP & Portal) | Login to both Retailer App and Portal would be OTP based.  As the Retailer is onboard in the Retailer App, an OTP is send to the primary number of the Retailer. This OTP and Username is used for Login |
| New Acquisition - Prepaid | **Retailer APP**  New prepaid customer activation process includes customer information capturing, verification and submitting the detail through the Retailer mobile app.  Retailer to capture Customer Details – Name, Birthday, Gender, Permanent Address, Identification Type (NIC, PP or DL) and Customer photo  Retailer need to capture both detail side of the NIC (Back) and Front side for NIC option, detail view image for the PP or DL options  Document (NIC, DL or PP) and customer photo needs to be captured in .jpeg format.  Scanner to scan the Barcode to get the SIM Number And Mobile Number  Customer signature can be captured from either Sign or Capture mode  When Sign selected, drawing area will be displayed in the screen where customer can put their signature on the page itself.  When Capture is selected, camera will be open to capture the pre signed signature of the customer, once captured, image will be displayed  If the digital sign is not clear or captured image is not clear, retailer can select ‘Retry’ to retake the sign or image. When ‘Retry’ selected, drawing area will be cleared or previously captured sign image will be removed  To proceed with the Application Submission, Retailer needs to verify the Customer Signature. If the signature is not clear the Retailer clicks on Retry and the capture signature to get cleared.  On click on Submit on the retailer app, the customer details captured flows to the Portal.  On successful submission, success message to be shown on the Retailer App  For FTA commands are sent to iPACS  For FTR commands are send to LAPU  If No Information is attached to the application while submitting the Application, an SMS notification is triggered to the customer. SMS message will be sent to customer as “Visit your nearest Retailer outlet and re-submit your NIC/DL or PP for verification to avoid line disconnections”. This message is configurable from the PORTAL.  **PORTAL**  The documents – Identification Type (NIC, PP,DL) and Customer Photo are verified by the BO Agent  If the documents are to be rejected due to clarity issues, noncompliance or any other reason, the BO Agents needs to select the reason from the list of pre-defined rejection reason given in the portal.  In case of rejection, an SMS to be send to customer to resubmit the documents within 24hours of the documents getting rejected  The SMS frequency is to be configured in the Portal.  (1 in 48 hours or 1 in 96 hours should be configurable)  After BO Agents successfully verifies the documents, these are moved to the Data Entry Team.  Data Entry Team enters the data and generated digital CAF.  **RETAILER APP (REJECT RESUBMIT)**  Retailer to select REJECT RESUBMIT in the app to resubmit the user document.  Retailer have to validate the customer number for document resubmission. When app user enters mobile number and select Validate, app will check the validity of request (rejected or non-reception) and shall send a PIN number to the customer in SMS stating “Document resubmit is in progress. share the 8 digit PIN xxxxx with retailer"  If the documents have been already resubmitted, display error message indicating ‘Documents are already submitted’  Document Submitted date to be calculated from FTA date.  If an incorrect PIN is entered, a message is to be sent to the request mobile number and the app navigates to the Prepaid Home Page  If PIN entered is corrected, then the app to show the gender of the customer, document (POI & Customer Photo) submit date, last document submit retailer name or code.  Rejected documents are uploaded again  On clicking on Verify, the captured image of the resubmitted documents are shown  Digital Signature of the customer is captured.  Customer signature can be captured from either Sign or Capture mode  When Sign selected, drawing area will be displayed in the screen where customer can put their signature on the page itself.  When Capture is selected, camera will be open to capture the pre signed signature of the customer, once captured, image will be displayed  Signature is verified to proceed with the re submission of the documents.  Once the document is send for the verification, resubmit date and resubmit code will be sent along the document  The resubmitted document will have ‘Reject Submit’ on the document.  If Resubmitted documents are rejected again, the same reject process is followed.  **OMNI DOC INTEGRTION**  Prepaid New Activation Documents will be sent to Omni DOC after data enter is completed for a transaction. Retailer APP backend should copy images of the relevant transaction to a location configured for Omni Doc.  JPEG should not be more than 200KB of each image  Document to have a watermark of the process and with the status “Completed” |
| SIM Change (Prepaid) | Retailer to select the type of prepaid SIM change to perform.  **RETAILER APP (SUK SIM)**  Retailer will enter the Mobile No., NIC number, SUK Mobile number.  SUK Mobile number to be scanned using the bar code scanner.  Alternate number can also be provided and this will be optional  When retailer select ‘Continue’, app will check whether the Mobile Number and NIC number are matched  If the mobile number and NIC number is not matched, mismatched confirmation message will be displayed. If retailer selects ‘Yes’, a new screen will be displayed to enter the last 3 dialed numbers and last 2 reload details for verification.  Last dialed numbers and last reload details will be matched against the previous day iPACK dumps of CDR and Reloads/ Payments  When all entered fields (Last Dallied Number and last reload details )are matched to the details available in the dump, app will start the next process to add the details  If the numbers(Mobile Number & NIC Number) do not match with the numbers of the dump, app will exit the process and redirect to Prepaid Menu, and a notification to be shown on app and a sms to be sent to the requesting number as “SIM change failed, due to verification failure @<retailer code><datetime>”  After the entered details (mobile number & NIC Matched Last Dialed and Last Reload Data matched), App will enable ‘Capture signature’ button  Digital Signature of the customer is captured.  Customer signature can be captured from either Sign or Capture mode  When Sign selected, drawing area will be displayed in the screen where customer can put their signature on the page itself.  When Capture is selected, camera will be open to capture the pre signed signature of the customer, once captured, image will be displayed  In the final step of SUK SIM change, retailer submit the information by selecting ‘Submit’ in the final page. Mobile number, NIC, SUK Mobile number, SUK SIM number and Alternate number cannot be edited in this view  To complete the submission, retailer shall select ‘I assure of the documents’ check box. If the check box is not selected, App should not allow to submit the request.  Retailer code to be displayed in the APP screen.  Upon selecting ‘Submit’, A message will be displayed confirming the submission.  System will send the request to iPACS to proceed.  After success SIM change, customer signature image uploaded should go to OMNI Docs. On the image, Retailer Code and Date Time will be marked (SIM change processed timestamp)  **RETAILER APP (BLANK SIM)**  When retailer selects Blank SIM change from ‘Prepaid SIM Change’, app will open the screen to enter blank SIM details  Mobile No., NIC number, and Alternate number (Optional) to be added in here. Retailer can scan the barcode by selecting Barcode scan icon to retrieve the SIM Number.  By selecting Continue, app will check if the entered details – (Mobile number and NIC Number) are valid  If the mobile number and NIC number is not matched, mismatched confirmation message will be displayed. If retailer selects ‘Yes’, a new screen will be displayed to enter the last 3 dialed numbers and last 2 reload details for verification.  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| Payments/Reloads/ Recharge (Prepaid) | **RETAILER APP**  Retailer should be able to type the customer MSISDN and it shall be validated against the Airtel number format.  For prepaid, once submit, the app should pop-up the Best offer referring to the Airtel number from backend.  If customer does not want to go in for “best offer” retailer could type in the required amount, when ask the retailer PIN type in and app to transfer the reload to the customer.  Retailer reload VL account will be used to deduct the credited amount.  Reload transaction history should be available for 30days (configurable) also searching by MSISDN should be available. |
| Pack Activation | **RETAILER APP**  On entering the MSISDN in the Retailer APP, the data packs, IDD packs, SMS Packs which are available for the MSISDN should be displayed in the app.  **PORTAL**  The Pack (Data, IDD, SMS) details to be configured in the portal |
| Direct Promo Team documentation | **PORTAL**  Distributors to log in to the portal and upload the documents (Customer POI, Customer Photo & Customer Signature) for new acquisition.  The documents – Identification Type (NIC, PP,DL) and Customer Photo are verified by the BO Agent  If the documents are to be rejected due to clarity issues, noncompliance or any other reason, the BO Agents needs to select the reason from the list of pre-defined rejection reason given in the portal.  In case of rejection, an SMS to be send to customer to resubmit the documents within 24hours of the documents getting rejected  The SMS frequency is to be configured in the Portal.  (1 in 48 hours or 1 in 96 hours should be configurable)  After BO Agents successfully verifies the documents, these are moved to the Data Entry Team.  Data Entry Team enters the data and generated digital CAF. |
| BO AGENT & Verification Team | **PORTAL**  Enable portal login for the BO Agent and Verification Team.  BO user will login to data entry web interface and should be able to select the Zone and go to Data entry page to go through uploaded pending transactions and fill data entry form while reading NIC/PEF images. Once user complete pending transactions, data entry records can be exported to the user’s desktop as an excel file. Data entry should support   * Shortcuts * Zooming * Rotating * Toggle images (NIC) or give a good view * Export data entry records as excel * Export images (in an emergency Airtel should be able to view any submitted image, irrelevant to any stage, should be able to download to local PC, with role based rights). * Need to purge images after a period of 180 days of successfully transferred to OMNI * Data entry records are stored in database and should be able to view in an interface and should be able to down load via excel / CSV format with FTA date or submit date.   Reject code to be brought to this screen and shown under the data entry screen. |
| Reports | Business reports (mobile + Portal) in total which are relevant to Prepaid New Activation Documentations, Below are the reports in scope   * Distributor calling a report of last uploaded data * reject report / distributor or Back office for all island * Detail report for distributor and back office for all island * Summary report for distributor or back office for all island * Back office reception report by FTA date / by Submit date * Agent status by FTA date and By Submit Date and By Verify date and By Data entry date * Agent audit report A~AS =ipACS format columns and AT~AZ=agent audit details * Agent Wise Performance LOG * iPACS ready report for uploading format * Document verification search * Document data entry search * None compliance report * OMNI transfer report * Zone wise reports * Non Compliance report with All FTA details * None Compliance customer status report * Data in the report to be available as per the current date but not D-1 Day. |
| Retailer App Updates | **PORTAL**  Send daily SMS/email on App notifications to Territory Managers mentioning the cumulated Activations, Document Submissions, Document rejects and pending counts based on their distributors separately  Send daily SMS and App notification to Distributors mentioning the cumulated Activations, Document Submissions, rejects and pending counts based on their FSE separately.  SMS for each ZBM will be sent daily EOD about cumulative FTA, Submission, Rejection/Acceptance and pending report for the date. This SMS schedule need to be configured in back-end. This should be Zone level & Distributor code level |
| Retailer Creation | **PORTAL**  New Retailer to be created in the Portal.  Retailer name, address, code, Primary contact information, area, distributer, username, password will be added when retailer is created  Every time to create a Retailer in the portal, a template will be used. User to download the template, fill in the details and then do an upload to  Initial password will be sent to the Primary contact number once the user account is created  Bulk Retailer account creation by uploading the list of corresponding VL. |
| Advertising | **RETAILER APP**  Banner and advertisements shall be able to view from retailer app. Once user selects the advertising, advertisements shall be able to view.  At the bottom end of the app, ad banners shall be able to view.  **PORTAL**  Ad banners and advertisements shall be able to control from the portal |
| Help & Support | **RETAILER APP**  Content of Help & Support to be available in three Languages  Emergency Phone directory to contact Call center, ZC, ZBM, and TMs according to Zone to be displayed  **PORTAL**  The contents of the screen is controlled by the portal |
| Settings | **RETAILER APP**  When user selects Settings, Settings page will be displayed. User can select Change Password or Reset PIN. Rest/Change PIN activities will be same as current Retailer app Reset/Change PIN activity  RestForgottenPin API to be used for resetting the mPin. |
| SMS Scheduling | **PORTAL**  Retailer APP system to track the customers who has not submitted any document.  SMS/Email notifications will be sent to relevant parties reminding of the document submission.  Days limit for following three scenarios shall be able to configure from the system. Intended audience will be fixed as stated in the scenario.   * A SMS will be sent daily for distributers, ZBMs and TMs notifying the number of customer accounts who has passed xx days from FTA and yet has not submitted any documents. * An email will be sent daily EOD to each distributer, ZBM and TM with the customer numbers who has passed xx days from FTA and yet has not submitted any documents. * Each distributer, ZBMs and TMs will be notified about the customers belongs to their area in above scenario. * Within xx days of the FTA, if Retailer APP has not received any document from customer, A SMS will be sent to customer reminding the document submission. Customer can visit any retailer and give the NIC data and be complied. * Each distributer will be sent an Email with information of their customer MSISDNs who belongs to above scenario. * If customer has not submitted their documents within xx days of FTA, Customer will be sent an SMS. SMS content can be updated from the system as required. * Also it should be able to download a report of none compliance customers to take action to manually barer or to be done via API to iPACS |