**SCOPE OF WORK**

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| **PROJECT TITLE : RETAILER APP** |
| **VERSION : 1** |

1. **INTRODUCTION**

The mobile application extends to support retailers to activate new connections and submit documents for New Acquisition, perform Pre Paid SIM Swaps and Pre Paid Recharges via mobile phone. As a daily task, retailer will upload all the activated prepaid documents to Airtel back office through the mobile app/web.

Uploaded Documents will be verified and data entered by the Airtel Back Office through the use of the Web Portal. The Portal would be used in viewing and download ~~of~~ reports for the different team within the sales Hierarchy, BO agents, Admins and also would be used to upload various plans and promotional schemes.

1. **PROJECT SCOPE**

Retailer Application will be developed for Android Lollipop (5.0) to Android P (9.0) 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) | **RETAILER APP**  Login to the Retailer App would be an OTP based login.  Once Retailer is on boarded through the Web Portal or mobile application, a SMS notification with the Login OTP is sent to the Retailer on the registered number. This OTP will be valid for 15 minutes (can be configurable as per the business requirements)  Retailer app Login Page to have Resend OTP option.  Retailer to login to the Retailer APP using the registered LAPU number and OTP.  The login session expires every day at 12 AM or non-used for 1 hour  **PORTAL**  Login to the Portal will be based on AD Authentication.  Distributor & above in the Hierarchy will have login to the Portal.  Should be able to create users for all categories, if required whom could be not in AD. |
| 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, poi 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, if POI is Not clear  Scanner button in the screen 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 mobile app 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.  Need to include the FTR selection and when selected details pop up to explain customer  CYN process should be included  Retailer App to have an inbox which shows the status of all the documents/images/data entry for each new acquisition request.  Each of the request will have the following three status   * Pending * Syncing * Sync Complete   While the Sync is in progress and the device goes into offline mode due to loss of network or device switched to airplane mode, the process will show as Pending Status. The process will start to auto sync when the device comes under network coverage.  Once the sync is done, the status is shown as Sync Completed.  Syncing process for the all documents under new acquisition request will be sequential.  In back-end, system will redirect the requests related for activation.  For FTA commands are sent to iPACS  For FTR commands are send to LAPU  If any wrong Information (POI) is attached to the new acquisition request, 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”.  The above message is configurable from the PORTAL.  **PORTAL**  The documents – Identification Type (NIC, PP,DL), provided information 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)  After BO Agents successfully verifies the documents, the details along with the images are moved to the Data Entry Team.  Data Entry Team enters the data which are in digital PEF.  **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 CX 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 number & Customer Photo) submit date, last document submitted, 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. And data should be available to capture via report of noncompliance count and resubmitted documents.  **OMNI DOC INTEGRTION**  Prepaid New Activation Documents will be sent to Omni DOC after data enter is completed. 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 SIM number and 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 via iPACS  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 will be matched against the CDR API and Reloads/ Payments will be matched against the dumps.  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, 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 or 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 request with 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) – can a retailer do a postpaid sim change?**  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.  Last dialed numbers will be matched against the CDR API and Reloads/ Payments will be matched with the Dumps  When all entered fields (Last Dallied Number and last reload details )are matched, app will start the next process to add the details  If the numbers(Mobile Number & NIC Number) do not match with, 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 or 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 Blank SIM change, retailer submit the information by selecting ‘Submit’ in the final page. Mobile number, NIC, ~~SUK Mobile number~~, 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 request with signature image uploaded should go to OMNI Docs. On the image, Retailer Code and Date Time will be marked (SIM change processed timestamp). |
| 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. The first three digits should be 075 followed by rest 7 digits.  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. Retailer to enter the PIN in the app screen 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/ retailer 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 in digital PEF. |
| ~~BO AGENT &~~ Verification Team & Data entry teams | **PORTAL**  Enable portal login for the BO Agent and Data Entry Team.  BO Agent will verify the PEF & POI submitted. The BO agent can reject the documents submitted.  If documents are rejected, the customer receives an SMS and is required to resubmit the documents again to the any retailer.  Verification and Data Entry will login to data entry web portal and should be able to select the Zone, submit date 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 machines 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. |
| Reports | Business reports (mobile + web 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 | 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  The Email and SMS triggered will be done through the Crone jobs in the backend. |
| Retailer Creation | **PORTAL**  New Retailer to be created in the Portal.  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 through the portal.  The Column Header of the excel will contain the following field names  Zone   * TERRITORY * ZBM\_AIRTEL\_ID * ZBM\_NAME * ZBM\_CONTACT\_NUMBER * TM\_AIRTEL\_ID * TM\_NAME * TM\_CONTACT\_NUMBER * DISTRIBUTOR\_AIRTEL\_ID * DISTRIBUTOR\_NAME * DISTRIBUTOR\_VL\_NUMBER * FSE\_AIRTEL\_ID * FSE\_NAME * FSE\_VL\_NUMBER * OUTLET ID * OUTLET AIRTEL ID * OUTLET NAME * RETAILER\_VL\_NUMBER * CREATION DATE * CREATIOR NAME   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.  Web Portal to keep a log of the User ID used to complete the on boarding process for the New Retailers. |
| Advertising | **RETAILER APP and web**  Banner and advertisements to be viewed 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.  The Banners can be visible in the Retailer App on the Global level, Zonal level and on MSISDN basis.  On the Click of the Advertisement and Banners it will navigate to a browser containing the relevant details.  **PORTAL**  Ad banners and advertisements shall be able to control from the Web Portal.  The Banners to be configurable in the portal .on the Global Level, Zonal Level and on MSISDN basis. |
| Help & Support | **RETAILER APP**  Content of Help & Support to be available in three Languages – English, Tamil & Sinhala.  Help and Support page will include Prepaid help sections. When Prepaid section is selected, instructions on how to use Retailer app to perform Prepaid user related activities will be displayed  Package Details to view Package details such as FTR details and Prepaid data packages  Emergency Phone directory to contact Call center, ZC, ZBM, and TMs according to Zone to be displayed  **PORTAL**  The content of the Help & Support screen in the above three language is controlled by the portal.  FTR Details and Pre Paid Package details will be configured in the Web Portal. |
| Settings | **RETAILER APP**  When user selects Settings, Settings page will be displayed. User can select Reset PIN to change the mPIN.  RestForgottenPin API to be used for resetting the mPin. |
| SMS Scheduling | 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.   The Email and SMS triggered will be done through the Crone jobs in the Backend. |