Customer Journey 2

PURCHASING MULTIPLE ITEMS WITH MIXED FULFILMENT - One from pick up and other from home delivery

JOURNEY	LOGIN TO SAS Same journey, no change here	Customer starts browsing the SAS catalogue	Customer starts configuring the first device - iPhone they want to purchase	Customer adds the iPhone to the cart and decides to complete the payment	Customer completes the payment and now wants to collect the device from the dispenser	Customer goes to the dispenser and in standing in front of it	Customer starts the process of getting the iPhone from dispenser	Customer waits for the machine to dispense the iPhone	Customer collects the device	Customer leaves the SDS and walks to the exit gate
BACKEND		Customer gets authenticated and is taken to the SAS Homescreen Notifications to be sent to customer with about authentication on APP	Config journey to be initiated, all available options to be shown to the customer (in dispenser + delivery)	Device to be added to the cart and blocked for others to purchase / from the available stock	Payment to be checked if completed or not, device to be taken out of available inventory Notifications to be sent to customer with same details on mobile APP as well	FR or PAG system to initiate and authenticate the user If they fail, the QR Code scan to be initiated	Customer gets authenticated and is taken to the SDS Landing screen Notifications to be sent to customer with about authentication on APP	Check the item, inform machine to dispense the item	Status to be updated about successful dispense Notifications to be sent to customer with about collection on APP	
DECISION MAKING			Customer does not know how which particular configuration is available in the dispenser		Customer does not know how where to go, which dispenser to go to	Customer does not know how to get themselves authenticated and log in to the machine				
NEED TO HAVE			Show whether the selected config is for delivery or dispensing	Different device in cart with clear info about dispensing / delivery	Inform customer of the successful payment, steps after payment 1. What to do? 2. Where to go and dispenser details Info that your session on SAS will end	SDS to inform the customer to stand in front of it properly, inform of login methods - FR or PAG system to initiate and authenticate If FR or PAG both do not work, inform the user about the QR Code login method	Inform the user of a successful login and a screen showing the order details	Inform the user about device being prepared for dispense and the process	Inform the user about successful dispense and to collect the device Info that your session on SDS will end	
GOOD TO HAVE		For First time in EASE Store and on SAS, • Informing about purchase process - Configure, add to cart, pay and collect from machine	When customer configures the device, we can show the count remaining in the dispenser Info to the customer when they try to add smartpay item to cart with One time item in cart or vice versa	Option for the customer to increase or decrease the quantity Info around delivery dispense when adding or removing devices	Info about what happens if you do not pick up the device		Ask the customer to confirm the order details before dispensing process begins	Visual story of dispensing, some stats	On collection, a different screen to show to user - thanking and completing the order	
IF and WHAT SCENARIOS		Customer logs in and then leaves the SAS Machine unattended, what will happen? Any time out to logout the customer if they are not there? Or option for the next one to logout	Customer configures the device and in that same time, the last device from the dispenser is dispensed. What to do in such an instance? Can we have Smartpay and one time connected as part of the FASE?		Once payment is successful, ideally SAS should log the customer out of the session after some time	There are 2 people standing in front of the same SDS Machine at the same time? What will happen?				