

Defining SKUs

DEFINING | PRE-LAUNCH

LOGISTICS & DIGI SALES

Define list of SKUs based on onlien preferred SKUs and what retail can support

8 set stores stock extra qty of...

20 defined devices

SKUs and Store Codes provided to Digi-tech.

UPDATING | POST-LAUNCH

UPDATING SKU availability (Frequency TBD)

LOGISTICS

Logistics update available SKU file and provide to Producers

DIGI OPS

Digi-ops - Producers will update SKU status on website.

UPDATING STORE list (Frequency TBD)

LOGISTICS

Logistics provide Digi tech an updated store status

DIGI TECH

Digi-tech update Store list in AWS.

! All 20 C&C SKU's must be available in all 8 stores for the C&C option to show at all. - logistics must manage that all C&C stores have enough stock.

Customer Experience						
	E STORE			EMAIL	IN BETWEEN	IN STORE
INTENTION	I want to have a new device urgently	I want to obtain device ASAP	Tell me exactly what happens next, confirm my order is ready now, where do I go, what do I need	I want something I can keep as confirmation an reference	If I have questions about my order...	<div style="display: flex; justify-content: space-between;"> <div style="text-align: center;"> <p>Happy Path (Customer visits store in time and stock available)</p> <p>I expect store to know about their order, they expect the process to be fast</p> </div> <div style="text-align: center;"> <p>Unhappy Path - No stock</p> <p>(Individual) I need my device urgently (Business) This will affect my business and income</p> </div> <div style="text-align: center;"> <p>Unhappy Path - Customer doesn't collect in time</p> <p>I can't make it to store - what do I do? I can't make it to store - what do I do?</p> </div> </div>
ACTION/ EXPERIENCE	Customer sees C&C today and Deliver to store options	Customer sees only Deliver to store option	Customer chooses C&C, does not need to enter payment details (as order added to their bill), and they submit order	Order approved What next info provided in page	Customer recieves 1 email - Order confirmation No store phone number is shown (as per BAU), but care number is (BAU)	Customer has name, maybe their order number, and are asked to show ID, check device and sign form
	*For Upgrades, customer will see only what their credit and equipment limit allows.					
Behind The Scenes						
E-STORE /ATG	<p>If 0> stores eligible for selected SKU:</p> <p>We will show C&C Today option</p>	<p>If 0 stores eligible and/or customer not eligible and/ or SKU(s) not eligible:</p> <p>We will hide C&C Today option (still show C&C Deliver to store)</p>	<p>NO CREDIT CHECK As we display only what the user's credit limit allows, there is no credit check.</p> <p>NO PAYMENT DETAILS REQUIRED As we already have the user's paymnet details, we dont ask again (if they want to user different paymnet method, they need to do that in My Vodafone).</p>	<p>ALL APPROVED Orders are not declined and cant be conditionally approved</p> <p>Store is tagged as Click & Collect</p> <p>Estore generates order # and sends to Seibel</p>	ATG (email gateway) sends confirmation email and CCs store	
SIEBEL					As the order is tagged as Click & Collect, delivery/ tracking comms are prevented	
RETAIL STORE					Store receives cc of above email re: order	<div style="display: flex; justify-content: space-between;"> <div style="text-align: center;"> <p>Happy Path</p> <p>Store asks for name & photo ID, asks customer to check product for damage and to sign form.</p> </div> <div style="text-align: center;"> <p>Unhappy Path - No stock</p> <p>Store process TBD</p> </div> <div style="text-align: center;"> <p>Unhappy Path - Customer doesn't collect in time</p> <p>Store process TBD</p> </div> </div>