

PROCESS DOCUMENT WALLET ACTIVATION

RALLY OUR BUS
79 MADISON AVE.
NYC 10016

08/02/2023

Organization		Title/Subject		Number	
Customer Experience		Wallet Activation		PROC-DEPT-002	
Owner	Approved by		Date	Version	Page 1
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INTRODUCTION

OurBus Wallet is a form of payment that can be used on the OurBus platform (both web & app). When you are purchasing anything on OurBus, it is as good as paying with a credit card. OurBus wallet is the fastest method to get refunds and any credits can be used to purchase tickets or passes from OurBus.

Wallet Activation Process

OurBus wallet needs to be activated on the account for use. The activation is a one-time process and the steps to guide the customers are shared in this document.

Once the wallet is activated, the customer can use the wallet to seek credits for ticket cancellation and use the same amount to purchase anything from OurBus.

These credits are valid for 5 years.

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BUSINESS PROCESS DOCUMENT

Name of Process:		Wallet Activation					
Process Owr	ner:	Pragye Sharma					
Created	Ву:	Rally OurBus	Last Updated By:	Pragye Sharma			
Date Creat	ed:	08/02/23	Last Revision Date:	08/02/23			
Process	The	purpose of the Wallet	Activation process doc	umentation is to normalize			
Purpose:	the	entire process of handl	ing wallet requests for	activation. The aim is to			
	ensi	ure that the wallet activ	ation requests are har	ndled in an appropriate			
	manner and within the specified timelines.						
Process Scope:	The	wallet activation proce	ess documentation will	include the processes to			
	han	dle wallet activation re	quests and processes t	o use credits.			
Process Input:		•		any incoming channel,			
	namely Call, Email, Chat, social media post, or contact us post.						
Process	The						
Boundaries:		starting boundary of th	•	-			
Doundaries.		ustomer request for receiving the credit amount in the wallet. The process's					
		ling boundary is defined by a formal communication from Rally-Ourbus to customer about the wallet activation procedure and benefits.					
Process Flow:		1. The customer conta					
Process riow.			•				
		2. The customer details are fetched from the admin portal and wallet activation status is shared with the customer.					
		 The customer is requested to log in to the account on OurBus and use the <u>link</u> to activate the wallet. Alternatively, the cancelled ticket is 					
		resent to the customer and guided to activate the wallet using a green					
	hyperlink to the wallet site(link is valid for 15 mins)						
		• •	•	m OurBus, then the customer			
			_	older. Additionally, we can			
		•	•	• •			
	confirm the email address registered with OurBus on the admin portal. 5. The wallet activation confirmation is shared with the customer.						
		App downloads alt	ernative				

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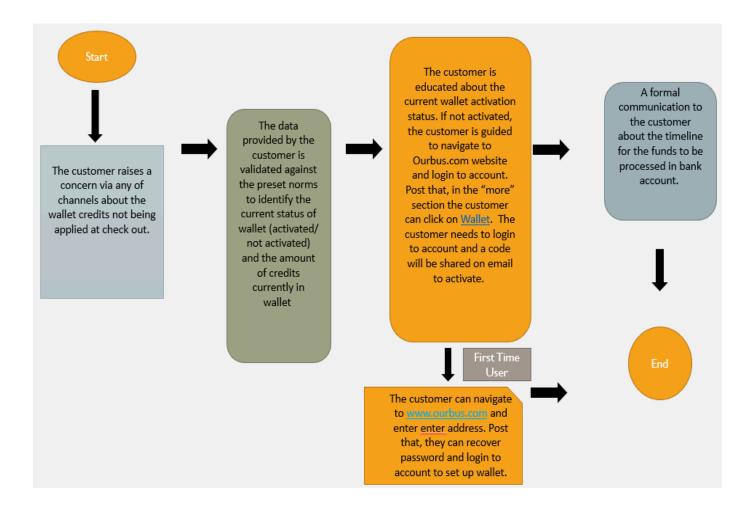


	 The customer is requested to download the application from IoS or Play Store. On the left pane, the wallet link is to be clicked. By clicking on the wallet link - the activation code is sent to the registered email address of the customer. The customer can easily use the code sent on email and activate the wallet.
	First Time User with OurBus 1) The customer is requested to log in to OurBus account here: https://www.ourbus.com/login and enter their email address. Click on "Recover Now" to reset the password if they haven't set up one yet. 2) After logging into an account, click on "More" on the top-right section of the webpage and click on OurBus wallet. They can activate your wallet here. 3) Once the wallet is active, they can use it for booking tickets with us.
Process Output:	Activation of wallet for the customer for enabling them to use credits(given for refund, etc)
Exceptions to Normal Process Flow:	The wallet activation link has expired in the ticket. We can resend the cancelled ticket to the customer and the green hyperlink will be valid for 15 mins.
Control Points and Measurements:	The wallet activation is a real-time process and has no delays. The credits which are given in the wallet are instantly updated.

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BUSINESS PROCESS FLOW DIAGRAM



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