

Almazad mobile app v1.0

Powered by Brown Technology

Document Name Features of the app Release date 10/1/21

2110.00

انت المزايدة الاعلى





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INTRODUCTION

Introduction



What is Almazad app?

AlMazad is the first online auction app in Sudan that enables business owners to create free stores to sell their products with fair pricing through a simple process.

If an auction begins and there is only one bidder it's considered a <u>direct sells</u>.

OVERALL

Overall



• LOGIN / REGISTRATION

simple mobile phone registration with OTP verification. In addition, we are collecting some relevant data to enhance the user experience while using our app.

WALLET

the virtual wallet works the same as your realistic wallet, you could put any amount in it and use it to pay for any service in the app

Overall



DELIVERY

The store owner should decide whether this product is deliverable or not. accordingly, the delivery option will be available for the auction winner.

HOME PAGE

Explore all the soon, live, or ended auctions that are related to your favorites categories. Find featured and top stores in the app.

SEARCH

Search for auction/store owners by using any relevant words or by the advanced custom search.

STORES AND AUCTIONS

register a store, start creating auctions and watch the bidders live on your auction room.

Overall



BIDDING

join the gamified auction rooms with sounds and visuals, place bids live with competitors.

POPUPS TIPS

Explainer popup shows the user how to use the app.

COMPLAINTS

Submit a complaint about any violation of our Terms of Use for bidders and store owners, a suitable action will be made.

• SETTING AND PROFILE

change the app setting from language, notifications ... etc, in addition to your personal account information.

LOGIN / REGISTRATION

Login / Registration



The main identifier for an account is the phone number, firstly you will type your phone number and wait for an OTP. After verification is done, If this number is already registered you will go directly to the main page. otherwise, if you have no registered account you will go through the following process:

- Enter your name.
- Choose the state and city which you want to follow their auctions.
- Enter the categories in which you interest with.

Login / Registration



Note

some users only want to take a look at the app. They don't want to create or bid in auctions. so, forcing them to go through the process of login/registration will be pointless for them. they could submit fake and random information to pass the registration which will affect the quality of our users' data. Accordingly, the user could skip the registration process with some limitations in some features.

MALLET

Wallet



- Users will send payments to our bank account through SyberPay API using any bank account except the ones SyberPay doesn't work with (Bank of Khartoum, Al-Salam Bank, Al-Baraka Bank and Faisal Islamic Bank) and we will handle recharging the user's wallet automatically on payment success.
- Transfers to our bank account are only limited by the user's bank transfer limit In example if a user wants to recharge his/her wallet using his/her Omdurman National Bank card, they will most likely be limited to 500,000 SDG per day

Wallet



The wallet balance will be defined into 2 categories:

Available Balance

This is the balance that the user can use for joining auctions, pay for winning and delivery or withdraw from it.

On Hold Balance

This is the balance that the user can't use for a while due to it being held during the processing of an auction winning or for any reasons that may come in the future, it also hosts the entered Coupons amounts that are still to be used by the user.

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Wallet



Money withdrawal

- Users will have an option to withdraw their balance to their predefined bank accounts using the credit card number of their bank account.
- Users can withdraw money to any bank account with no limits.
- Withdrawals are money being sent from our bank account to the user bank account and our transfers don't have any limits so the user can withdraw his/her money all at once.
- We will get a "Withdraw Request' that we can handle manually through a control panel given by SyberPay, We can send Withdrawal Payments once by once or in bulk using an Excel Sheet.

DELIVERY

Delivery



If the winner of an auction asks for a delivery service, the SyberDelivery guy will go to the store owner and take the product. Once the delivery guy delivers the product he should wait for the receiver to enter the confirmation code (which will be sent in in-app-notification) to ensure that the order is delivered and the bidder has received the product. In addition, we will get another confirmation from the delivery guy (By the signature of the receiver for the SyberDelivery side) so we will have double confirmation of receiving.

All our delivery service will be handled by SyberDelivery

Delivery



There are two methods for pricing

- Distance pricing Depending on the distance between point A and point B
- Type of product In this case, the delivery price is depending on the type of the product (size, dimensions ... etc) for Eg: the delivery price of a refrigerator is not like a mobile phone

In the two cases, the delivery price is generated on their side

Note

Delivery is within 48 hours.

SEARCH

Search



Almazad search works very effectively. If you search by using any relevant words although it's not mentioned in the auction anywhere (name, descriptions, and defects... etc) you will get the result **exactly** like or very close to what you are looking for.

You could filter the result by the state/city and sort them from the newest/oldest, and you have the option to view/hide ended auctions.

HOME PAGE

Home Page



For the purpose of viewing personalized content. an initial personalization home page will depend on existing properties

The app bar

the app bar of the home screen will consist of :

- notification icon
- Favorite stores icon (which takes you to a list consist of stores you liked)
- search field

Home Page



The body

the body will consist of swipeable screens controlled by tabs. These tabs depend on your favorite categories which you select on the registration process, now going into each screen you will find that it's divided into 4 parts as following:

- a list of the 5 latest active auctions that are appropriate to your interest with a button to view all.
- a list of the 5 latest auctions whether they are active or not, but they are appropriate to your interest with a button to view all.
- a list of 5 popular stores in your favorite categories with a button to view all
- a list of the 5 latest auctions whether they are active or not regarding your interest

Home Page



Note

A temporary banner will be shown under the app bar. It will be controlled by the admin to announce any news or updates. In addition, it will show the confirmation code for the bidder if he requests a delivery service

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STORES AND AUCTIONS



Stores

To create an auction, you have to register a store. the store will be the owner of the auctions, and you will be the owner of the store . each store will have properties like likes, ratings, and flags.

- likes: any user could like the store
- ratings: only the winner of the auction could add a rating
- **flags**: this comes from the admin as a reaction to the behavior of the store owner, if the store owner is well behaved and has no complaints against him, he will be awarded a good badge. If not, a warning badge will be stick on his profile.

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• **Verified Store**: a green tick on the store confirms that this store is verified and you could deal with them comfortably.

in order to create a store go to my store -> register a store. fill the required fields , upload your ID document, and link your bank account.



Auctions

After creating the store, now you will be able to create an auction. any auction will consist of the following:

- the name of the auction.
- description and defects if there is (optional).
- city and state of the auction.
- category.
- images of the product to be bid on.
- the starting price.

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- scheduling.
- delivery service (if there is you will set your location).

Each auction will have four status:

- soon (unconfirmed): Once the auction created, it will be visible only for you until it get approval from the admin.
- **soon** : Approved from the admin and visible for everyone . not started yet.
- live: Bidders can start to make bids on this auction. it will be live for 30 minutes.



- **Ended**: When the auction ended, there will be there cases:
 - A Auction end with a winner and the winner successfully make the payment.
 - B Auction end with a winner and the winner didn't make the payment. Store owner have three options:
 - 1 Reopen the auction.
 - 2 The 2nd place is the winner.
 - 3 keep the auction closed.
 - C Auction ended without a winner
 - 1 Reopen the auction.
 - 2 keep the auction closed.



Payments and confirmations on auction:

- If you create a deliverable auction and the winner asks for a delivery service, you will receive the final auction price on your wallet. it will be withdrawable to your predefined bank account after 7 days from the transaction.
- If the winner didn't ask for delivery service then the store owner will get the winner's contact details after he pays our service fees. To confirm the reception of the product, a code will be generated on your auction summary screen, show this code to the winner and he will submit the code in the app.

BIDDING

BIDDING



Join auction rooms and place bids live with competitors. If the auction is 'soon' you could activate the notification and get notified once the auction started.

Auction room:

the auction room is the part of the app where you could start bidding in auctions and contains :

- Theme
 - while you are bidding in an auction. the room will get two themes:
 - 1 Yellow theme, which mean you are the highest bidder.
 - 2 Red theme, you are not the highest bidder.

BIDDING



• Quick Bids:

A shortcut buttons to make quick and fast reasonable bids.

Payments and confirmations on auction:

When the auction ends and you are the winner. the app will get locked until you make the payment. you cannot do any other action in the app.

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if you don't want to pay, withdraw option will be available

BIDDING



After payment

- If the winner asks for delivery service he will be asked for his location. he will pay the **full final price** of the auction + **3**% of the final price as service fees + the **delivery** service. a code will be pushed to the bidder once he successfully makes the payment. The bidder will enter it himself in the app for verification.
- If the bidder didn't ask for delivery service, he will only pay the **6**% service fees. After the payment is done, the store's contact details will be available and he could contact him immediately.

To confirm the reception of the product submit the code which will be provided from the store owner in the app.

COMPLAINTS

Complaints



the complaints system is the window between the user and the customer service. the user could submit an issue that faces him in the app, complains against a store, or asks for a refund, and so on. anything that is an individual problem and requires unusual action will go through the complaint system and suitable action will be made.

there is a shortcut for complaints on the auction summary page for both bidder and store owner to submit a complaint about a specific auction.

POPUPS TIPS

Popups Tips



What are they?

The popups tips help the user to properly understand the features of Almazad app. they only show on the first time use of a feature. but in the auction room, there is a button to view the tips anytime the user wants to.

until now the popups are in the auction room and the home page only.

SETTING AND PROFILE

Setting And Profile



- **Profile :** your profile is consists of your name, profile picture, phone number, and email address. you could change them from your profile anytime.
- **Settings**: from the setting, you could change the app language, enable/disable notifications, add or remove banks account, logout from your account.

in addition, there is general information about the app, FAQs, policies, and terms of use.

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