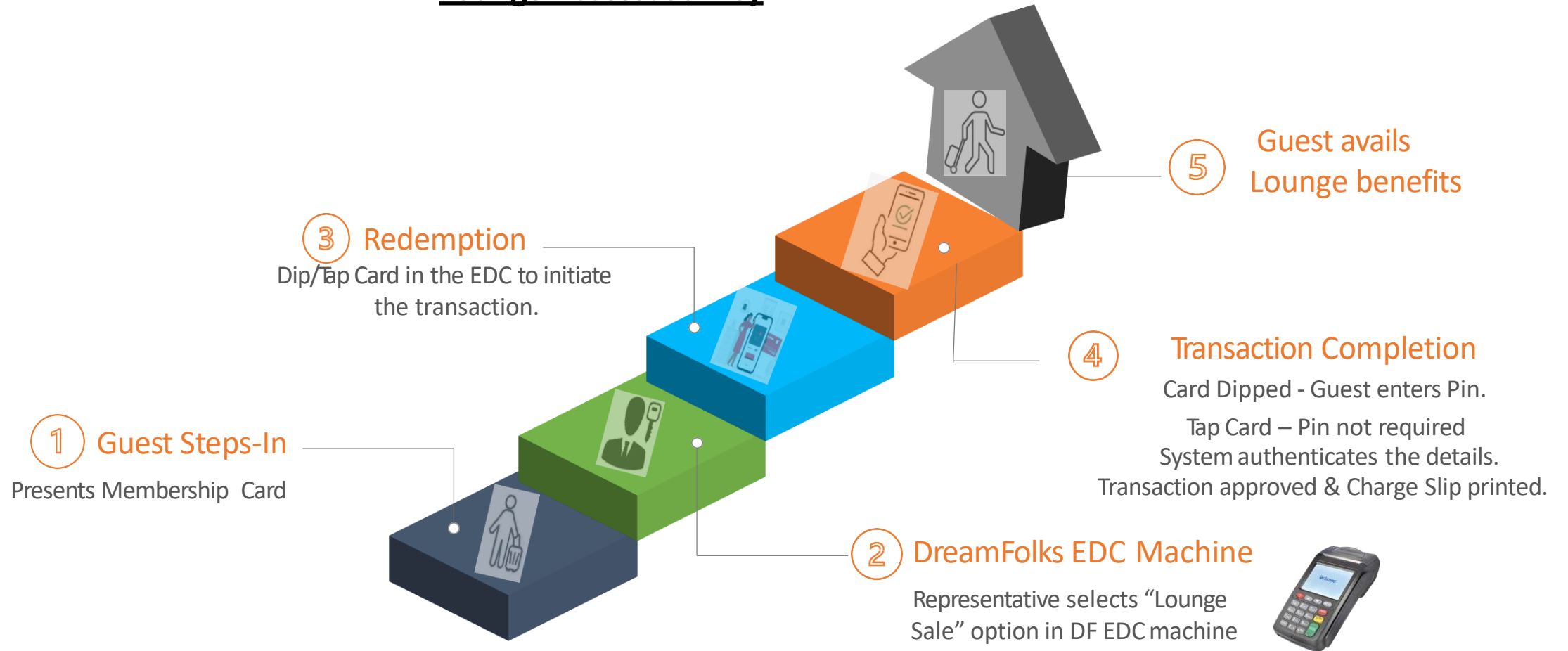


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## Lounge Access Journey





## EDC Transaction FLOW

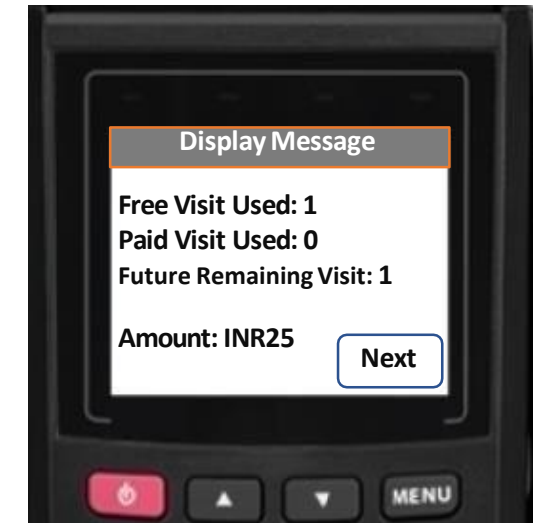
- ✓ 1<sup>st</sup> Choose Lounge Sale.
- ✓ 2<sup>nd</sup> Enter Number of Guest and Dip/Swipe the card.
- ✓ 3<sup>rd</sup> Check details.
- ✓ 4<sup>th</sup> Request cardholder to Enter Card PIN.
- ✓ 5<sup>th</sup> Transaction Approved and INR 25 auto voided.
- ✓ 6<sup>th</sup> Charge slip printed and Guest avails Lounge benefits.



Select Lounge Sale Option



Enter Guest Number "0" for Cardholder



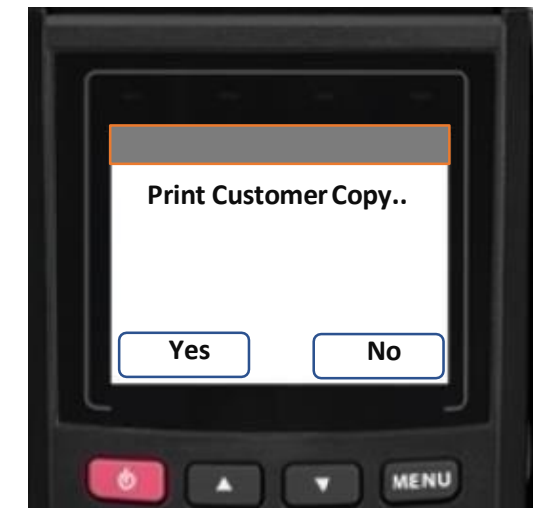
Select Next button to Proceed



Ask Guest to Enter CardPIN



Upon Successful Transaction, Charge slip will Print



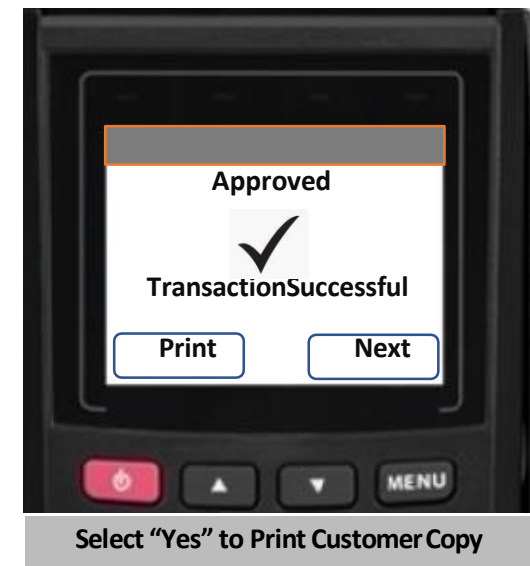
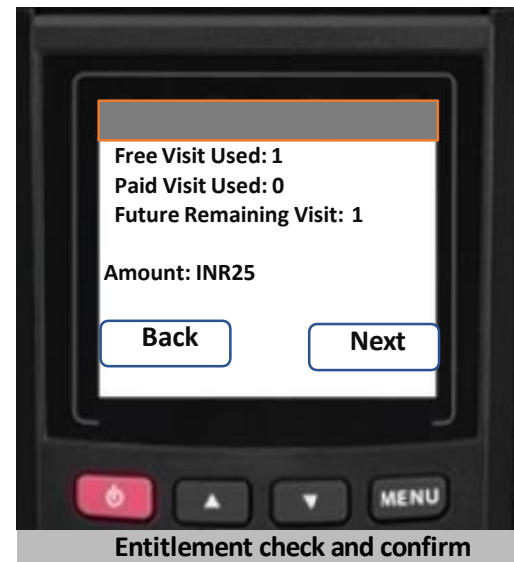
Select "Yes" to Print Customer Copy





## EDC Transaction FLOW

- ✓ **1st** Choose Lounge Sale.
- ✓ **2nd** Enter Number of Guest and Tap the card.
- ✓ **3rd** Check details.
- ✓ **4th** Transaction Approved and INR 25 auto voided.
- ✓ **5th** Charge slip printed and Guest avails Lounge benefits.



## Process Brief

Issue types (as above) classified into levels, based on severity with varying TAT-example

Escalation Level	Name	E-mail ID
Level 1	Help Desk	<a href="mailto:mastercard.support@dreamfolks.in">mastercard.support@dreamfolks.in</a>
Level 2	Lalit Kumar	<a href="mailto:lalit@dreamfolks.in">lalit@dreamfolks.in</a>
Level 3	Sridhar Togari	<a href="mailto:sridhar@dreamfolks.in">sridhar@dreamfolks.in</a>

DreamFolks Contacts

