



MOBILE RECHARGE



Background

Careem Captains highly rely on mobile data and most of them are using prepaid plans. We thought it might make sense for them to be able to immediately spend their earnings on mobile recharge.

Furthermore, on the customer site we had noticed that people tend to overpay the rides to top up their wallet for later (to avoid carrying cash), why not let them use this money for something else?



Problem

How to let people easily recharge their prepaid mobile phone.

Challenge

How to implement recharge flow inside Careem PAY in a way that could be easily replicated for future integrations.

Audience

Every mobile prepaid user who wants to recharge his / her mobile phone.

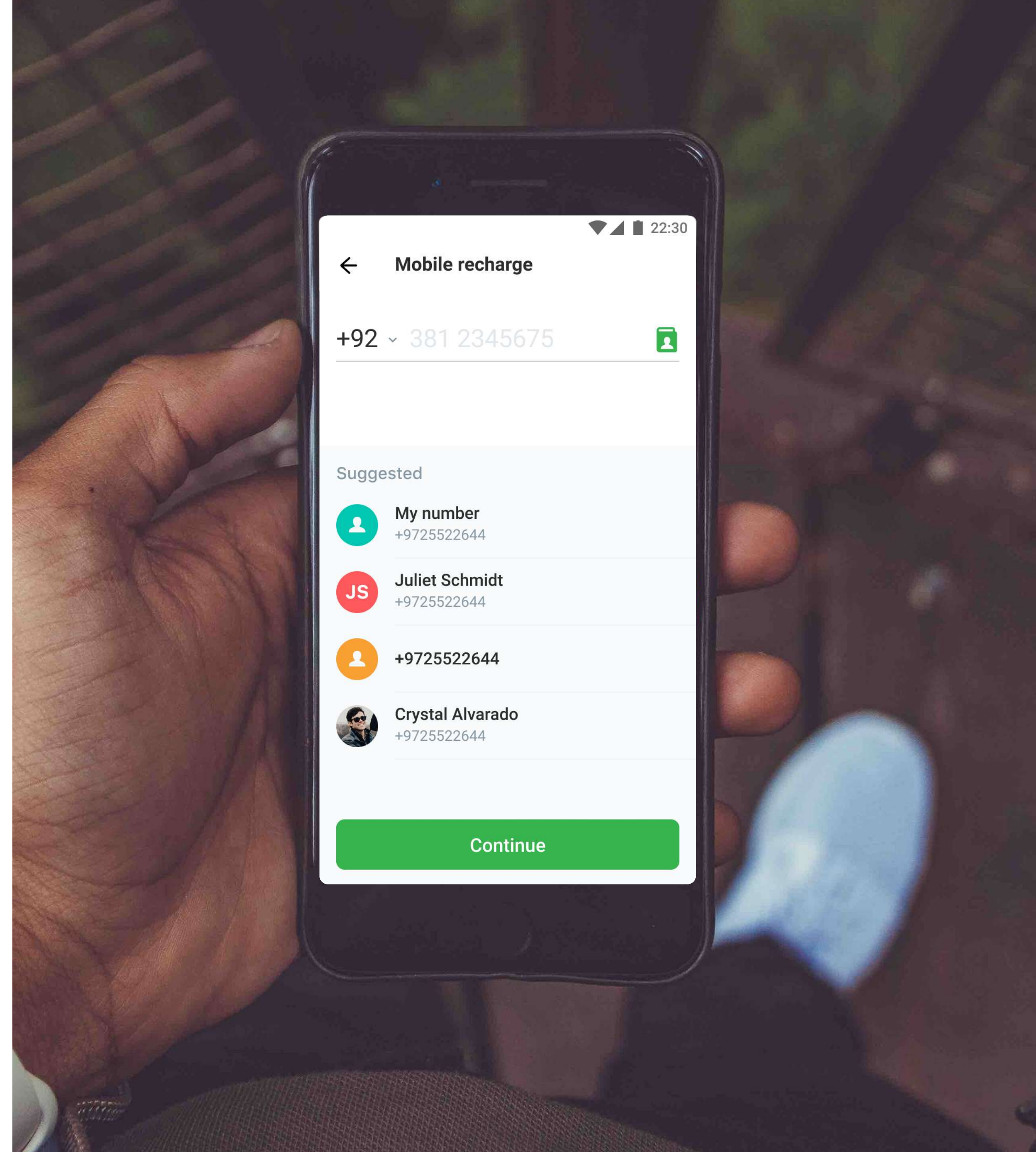
Use cases

- User is recharging own mobile phone for the first time,
- Returning user is recharging mobile phone,
- User is recharging somebody's else mobile number,
- User is recharging mobile with amount,
- User is recharging with a plan.



Entering a number

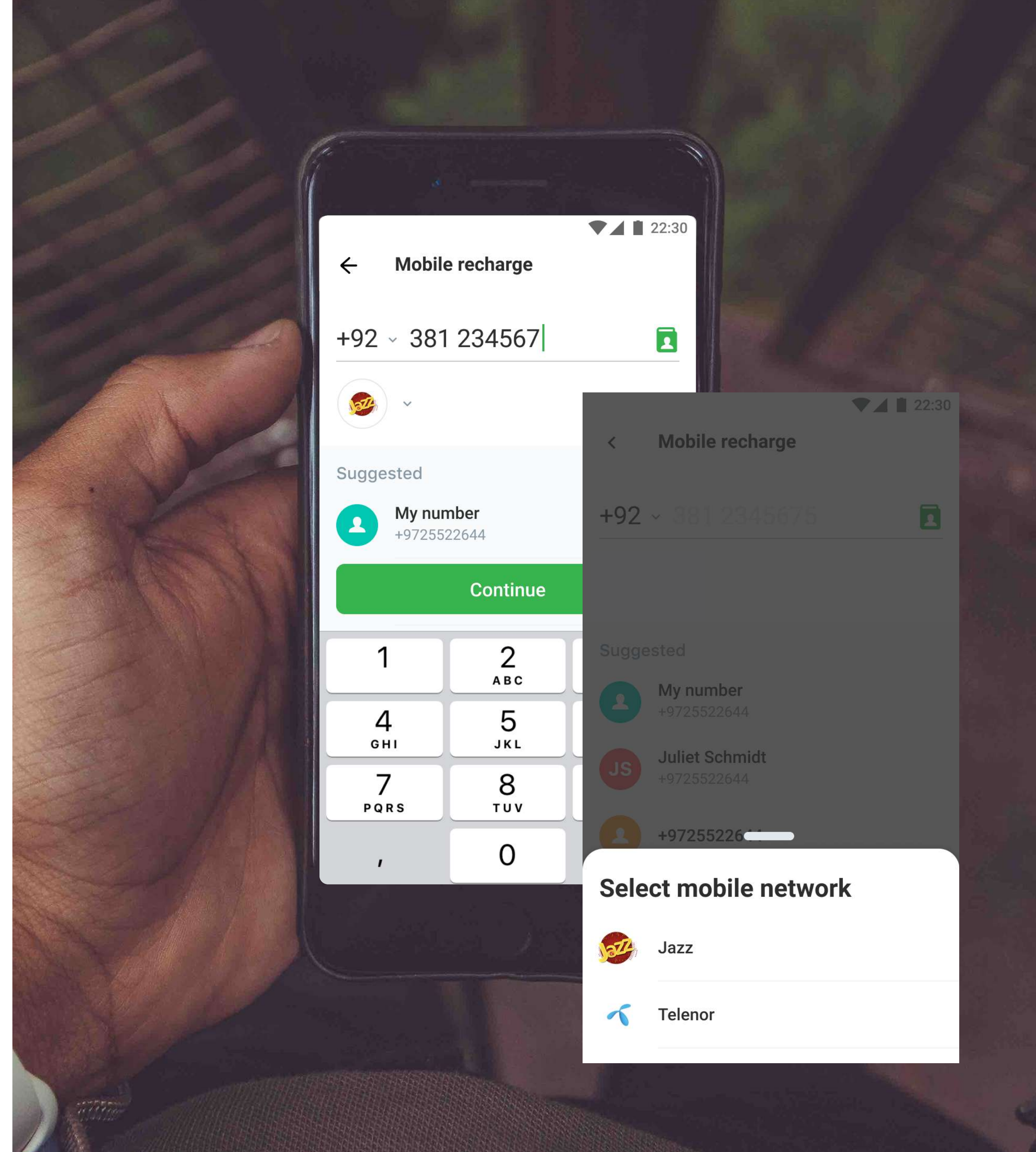
User can enter a phone number manually, select it from suggested list that display recent numbers or select number from the contacts.





Network auto-detection

Once phone number is entered system tries to detect network carrier. When successful, carrier logo is displayed below the number however user is able to change it if necessary. When network is not correctly detected, logo is not being shown instead of this when user tap on continue button, bottomsheet appears and user have to manually select his carrier.





Background recharge

After the user selects the recharge amount and confirms the transaction, the recharge process begins. It should be done within a couple of seconds, during that time user is blocked on the screen. If because of any reason, it takes longer than usual, the user is informed about it and the screen unblocks, and recharge happen in the background.

