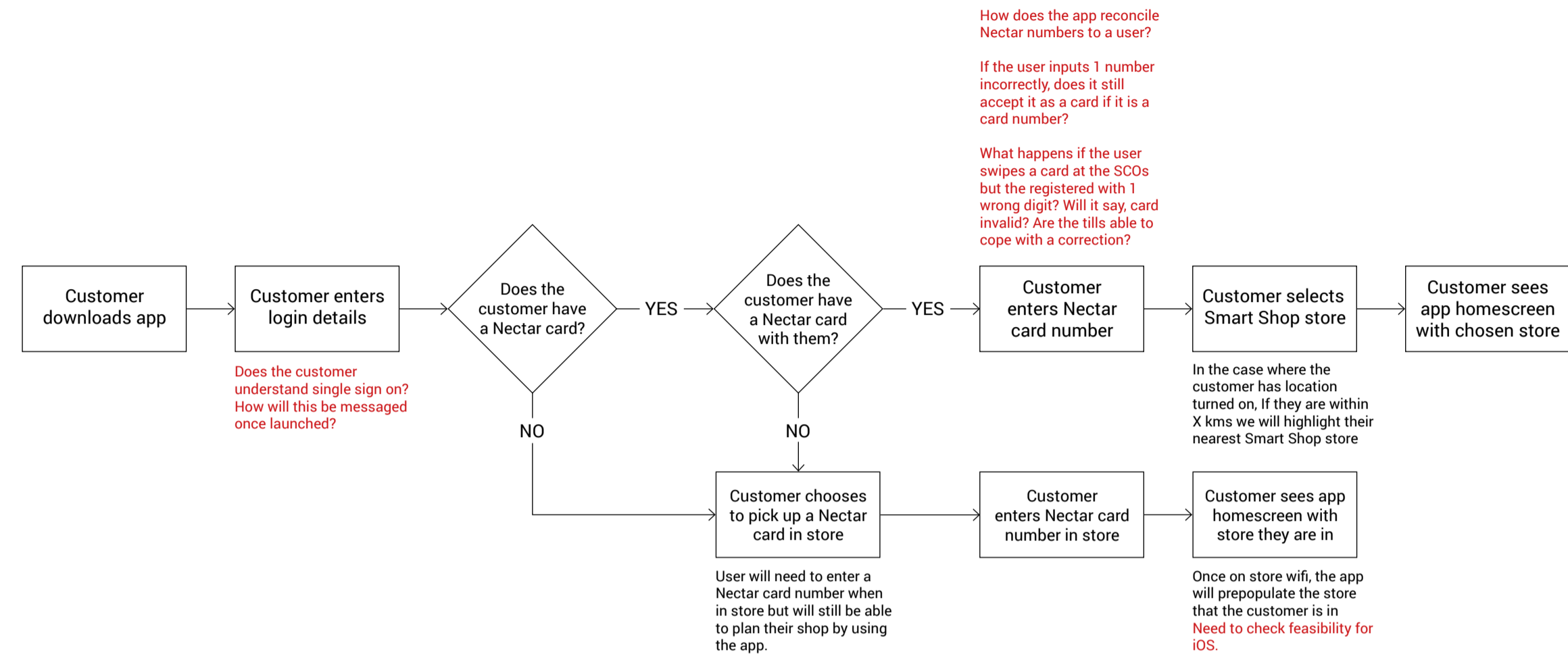
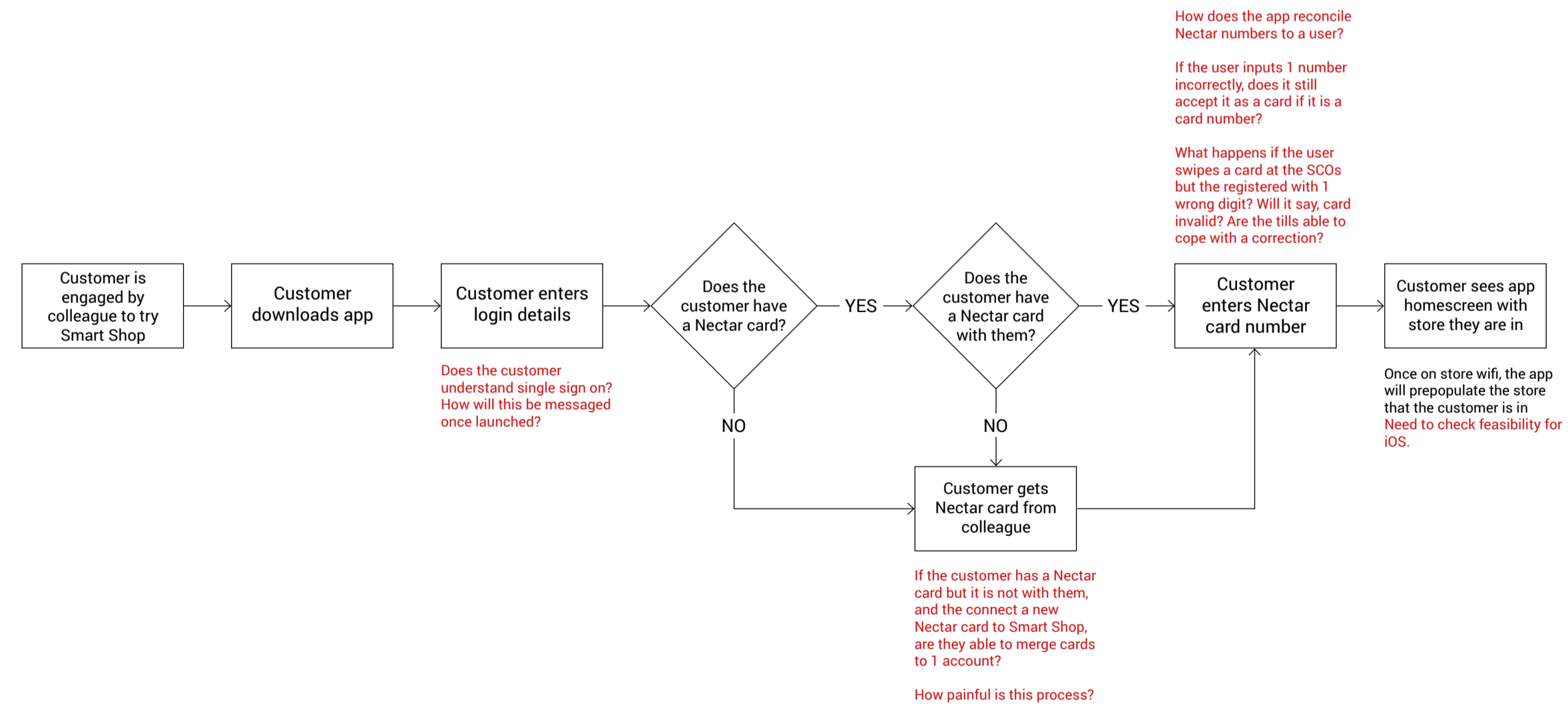


App / Log in - Identity has launched

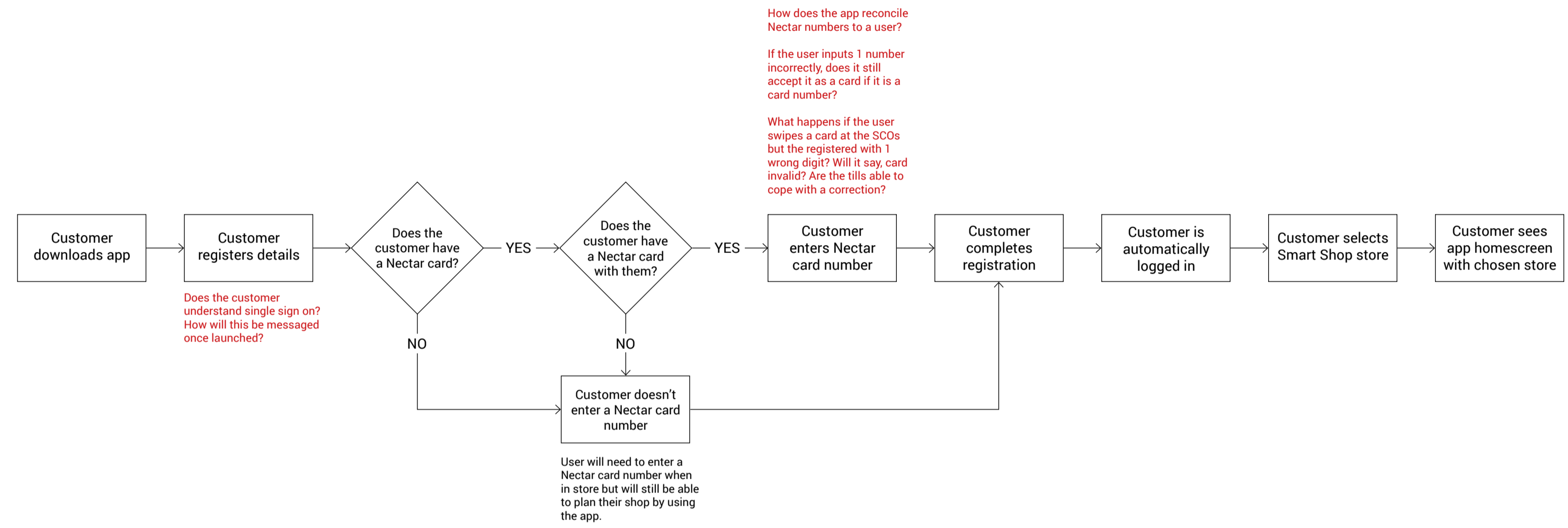
1) Customer downloads Smart Shop at home, has Identity but doesn't have a Nectar card



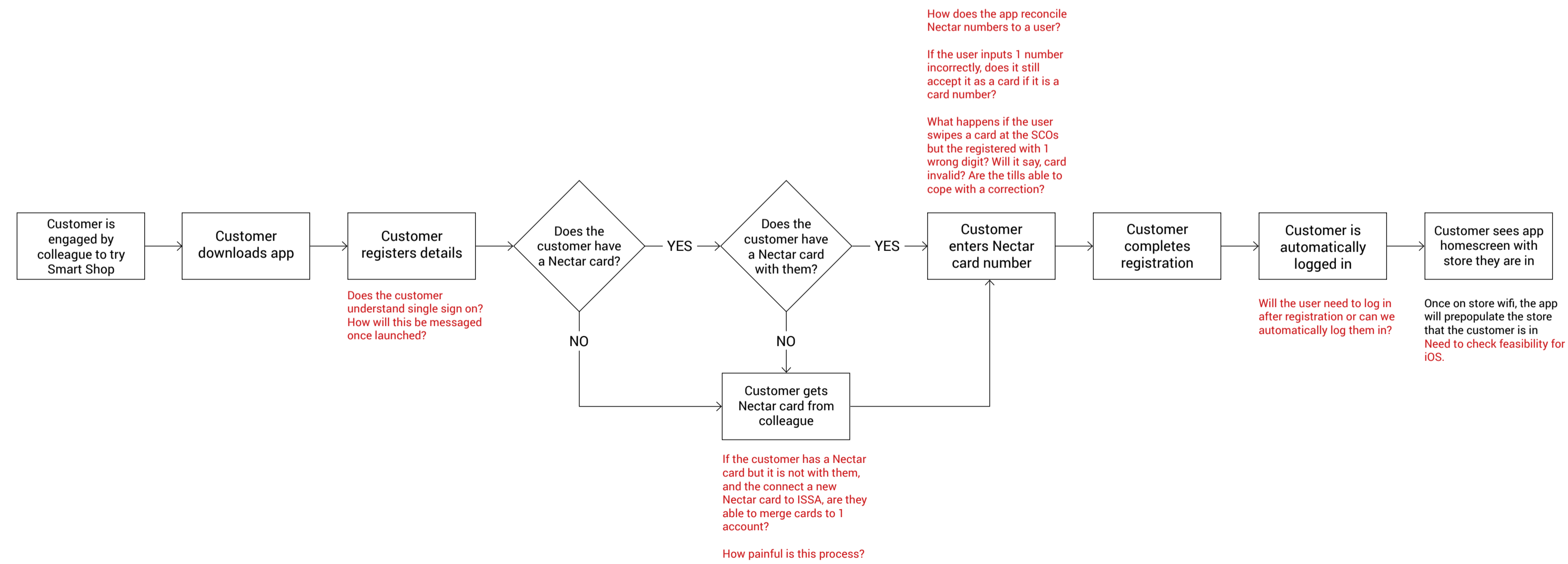
2) Customer downloads Smart Shop in store, has Identity but doesn't have a Nectar card



3) Customer downloads Smart Shop at home and needs to register for an Identity

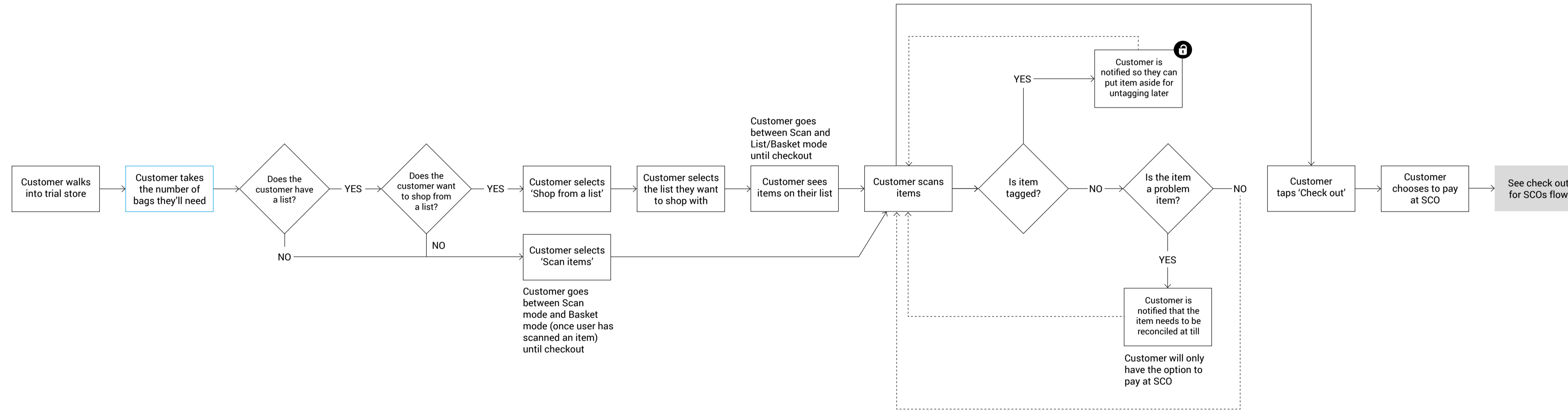


4) Customer downloads Smart Shop in store and needs to register for an Identity



Customer shops with the Smart Shop app on their phone

5) Customer is logged into Smart Shop, shops and chooses to pay at the card only SCO

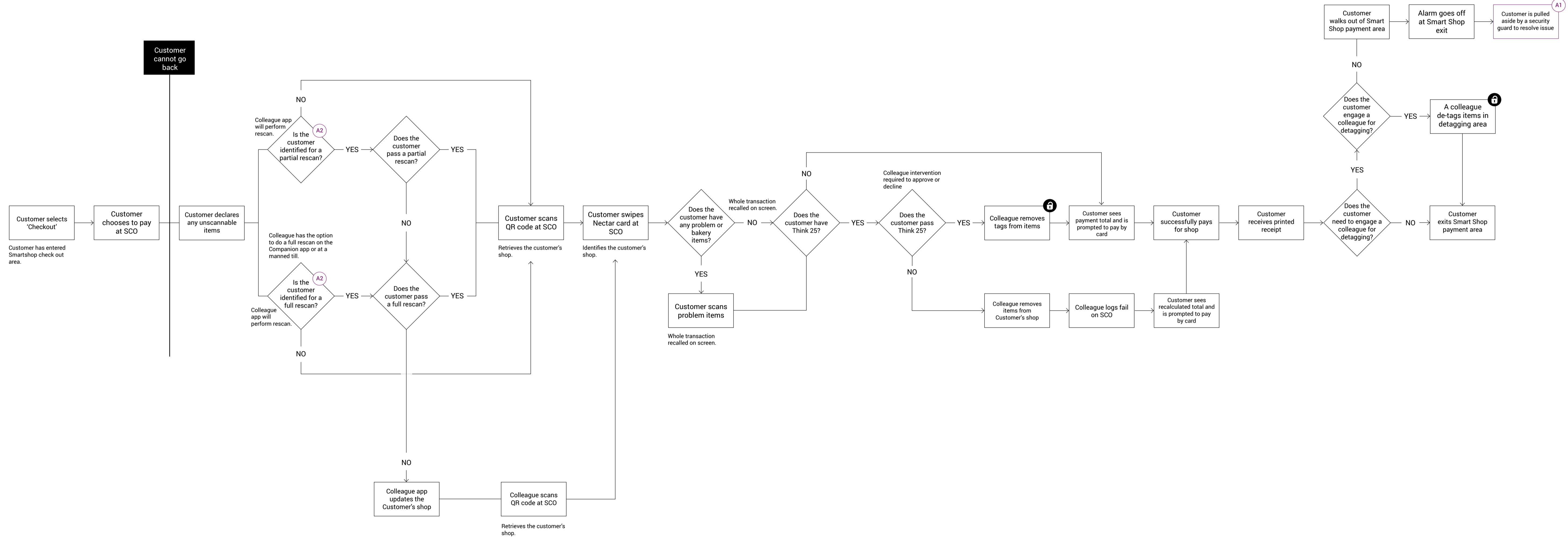


NOTES

Customer will be able to get 3 types of bags:
1) Bags for life which are charged and need to be scanned to be added to their shop.
2) Initially free ISSA branded bags
3) Standard orange JS bags - in October, these bags will be charged.

When bags are charged in October, this will add to the total of the shop.
Customer will be able to access more bags from this point.

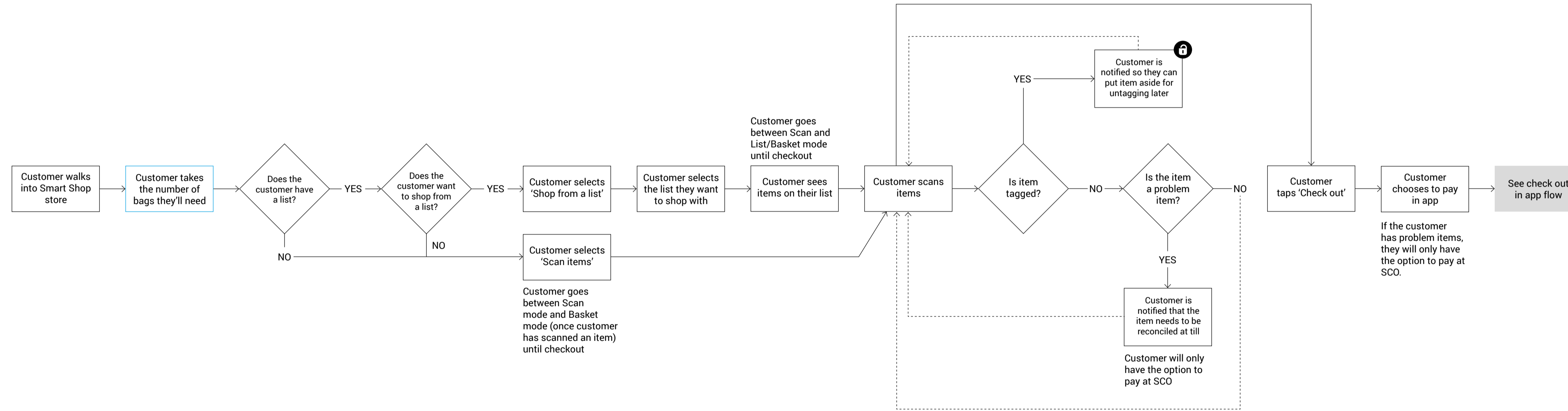
6) Customer chooses to pay at SCOs



- NOTES
- A1 The security guard needs to have the authority to de-tag items.
 - A2 Rescan trust logic will follow current R10

Customer shops with the Smart Shop app on their phone

7) Customer is logged into Smart Shop, shops and chooses to pay in the app



NOTES

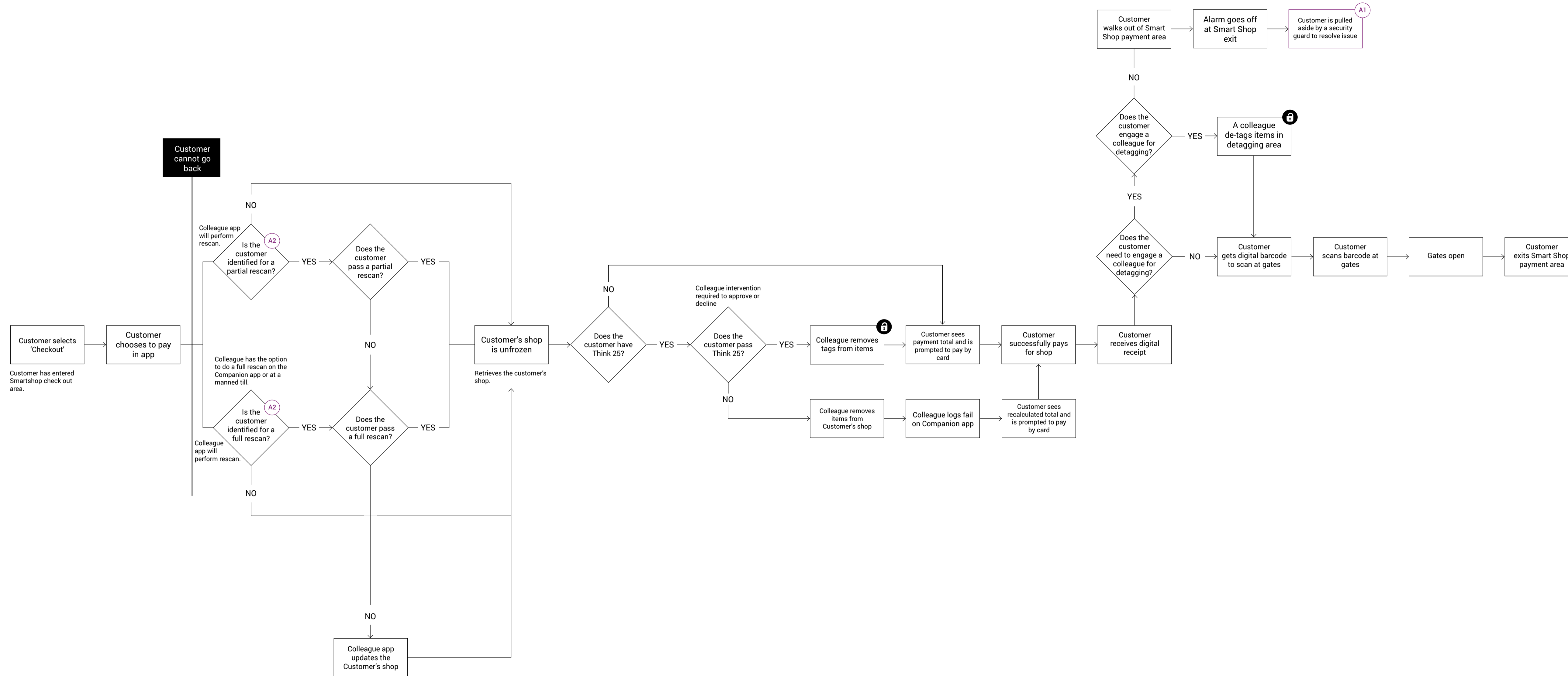
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When bags are charged in October, this will add to the total of the shop.

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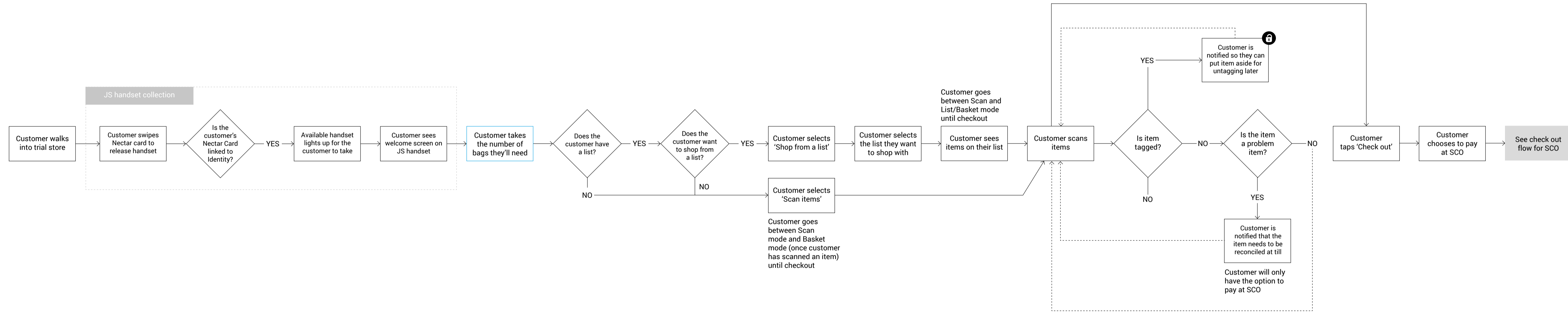
Check out for mobile payment

8) Customer pays in the app



- NOTES
- A1 The security guard needs to have the authority to de-tag items.
 - A2 Rescan trust logic will follow current R10

9) Customer shops using a JS handset and pays at the card only SCO



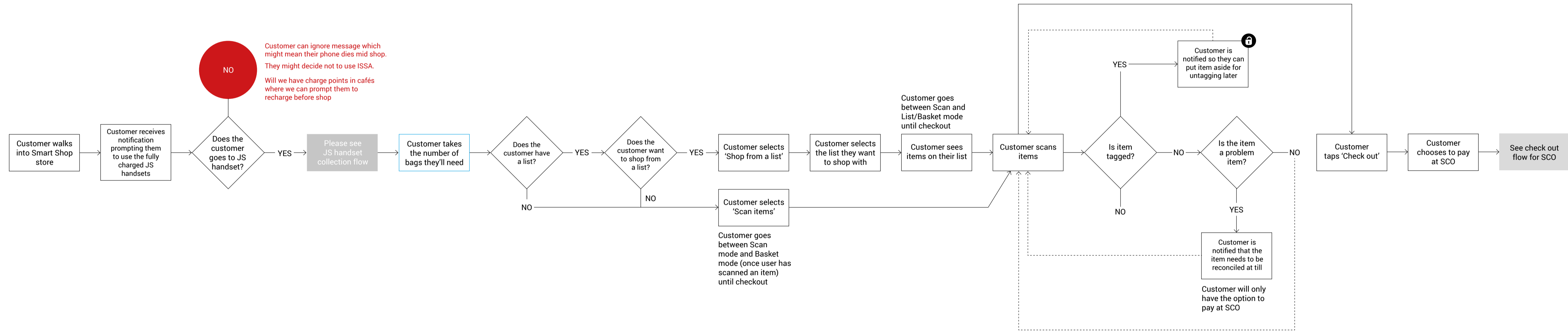
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 3) Standard orange JS bags - in October, these bags will be charged.

When bags are charged in October, this will add to the total of the shop.

Customer will be able to access more bags from this point.

10) Customer has low battery on their smart phone when they walk into Sainsbury's store



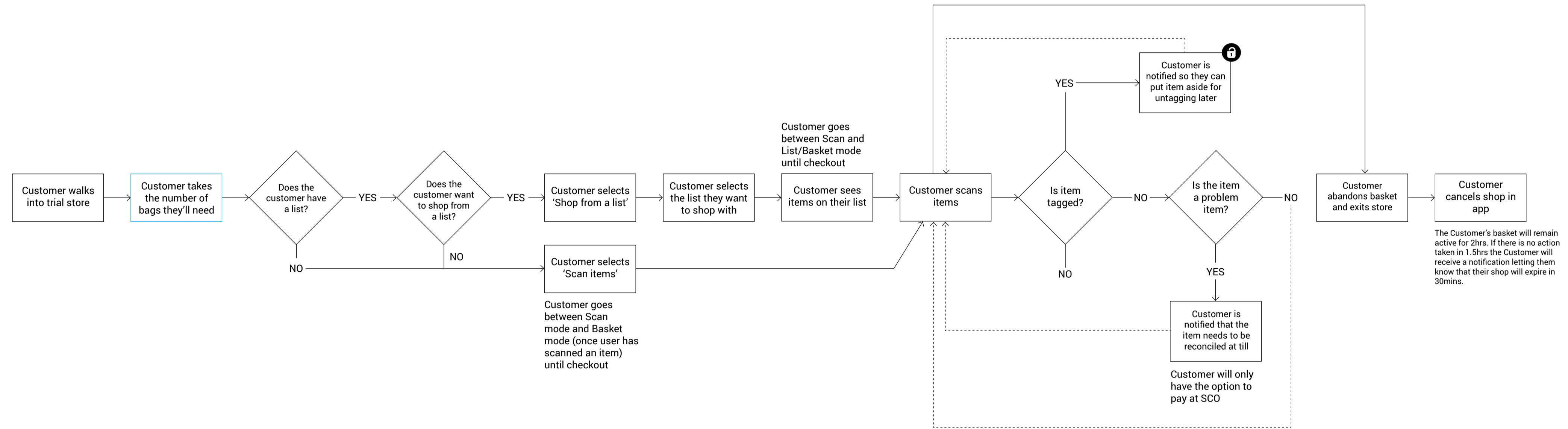
NOTES

Customer will be able to get 3 types of bags:
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 3) Standard orange JS bags - in October, these bags will be charged.

When bags are charged in October, this will add to the total of the shop.

Customer will be able to access more bags from this point.

11) Customer starts shopping using Smart Shop and leaves mid shop



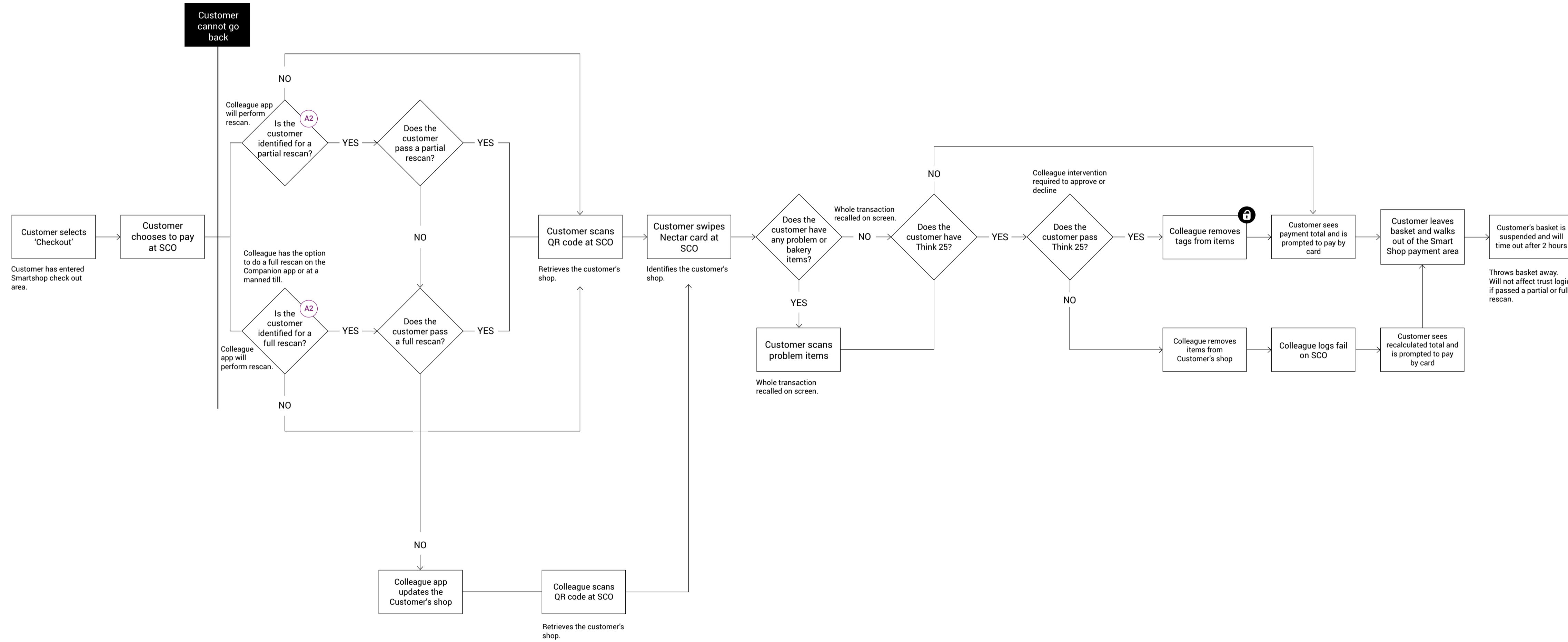
NOTES

Customer will be able to get 3 types of bags:
 1) Bags for life which are charged and need to be scanned to be added to their shop.
 2) Initially free ISSA branded bags
 3) Standard orange JS bags - in October, these bags will be charged.

When bags are charged in October, this will add to the total of the shop.

Customer will be able to access more bags from this point.

12) Customer starts shopping using Smart Shop and abandons basket in payment area



NOTES

Customer will be able to get 3 types of bags:
 1) Bags for life which are charged and need to be scanned to be added to their shop.
 2) Initially free ISSA branded bags
 3) Standard orange JS bags - in October, these bags will be charged.

When bags are charged in October, this will add to the total of the shop.

Customer will be able to access more bags from this point.