

Acuiti Subscription Manager

Functional Specification



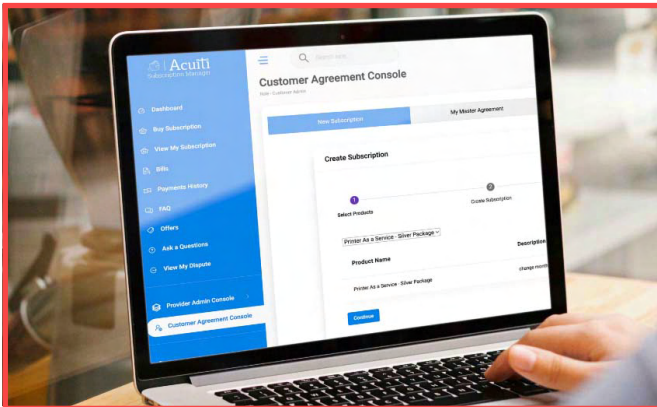
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1. Introduction

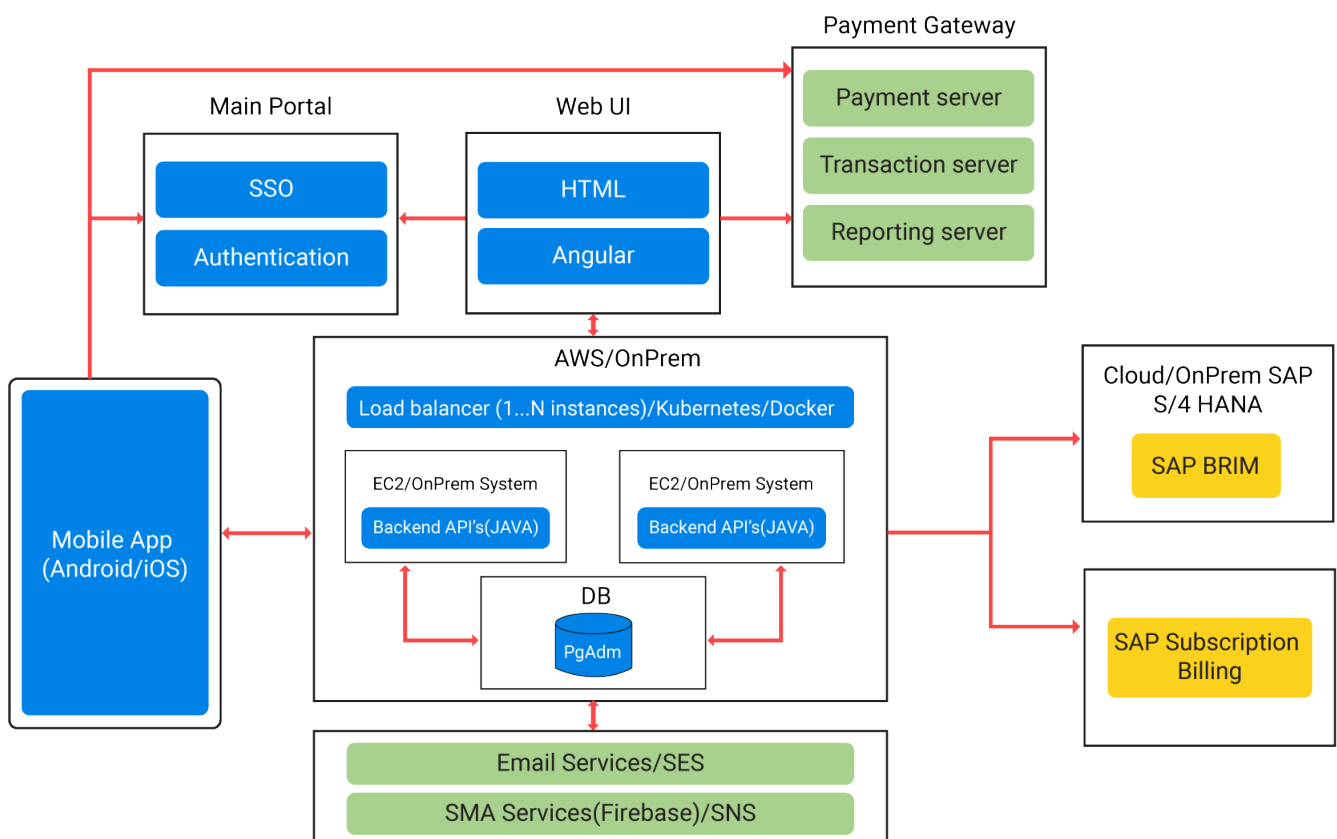
Acuiti Subscription Manager is a scalable native cloud application that comes along with browser-based Omnichannel portal and Mobile App. The application comes pre-integrated with SAP BRIM and Subscription Billing, allows end customer (both B2B and B2C) to self-manage their subscriptions, make payments, raise disputes, manage the subscription lifecycles. For B2B customers, application provides Master Agreement functionality to manage special prices apart from list price.



The solution architecture is scalable to fit in additional specific requirements. The application comes with admin cockpit to manage the application and role-based access for users e.g. Super user, B2B manager, End Customer etc. Purposely built on native cloud with cloud or on-premises deployment options.

Acuiti Subscription Manager integrates seamlessly with both SAP BRIM and Subscription Billing. Based on Clients requirements any of the above backend system integration can be activated. The activation can be done using Admin cockpit.

2. Acuiti Subscription Manager Architecture



3. Features

Onboarding	Dashboard	Manage Subscription	Payment History	Dispute
Onboarding process with OTP validation	View user details, bills, payment history, purchased subscriptions, & pay outstanding	Buy new subscription.	Get a list of all previous payments.	Raise dispute for invoices
Registration process	View dues for user's subscriptions	View all subscription related details	Filter based on last 1, 3, and, 6 months payments	Fill a form with valid reasons to raise a dispute
Browse and purchase subscription	Pay outstanding for up to 3 invoices	Make payments for new subscriptions	Get a list of all the invoices with pending payments	Check disputes and dispute's status in Manage Dispute tab
Returns to the home page	See all invoices and dues to be paid	Pay bills that are generated		

4. Omnichannel UI

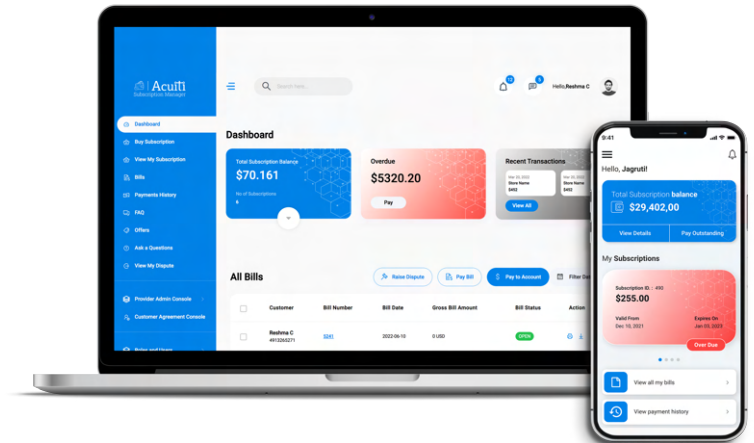
Acuti Subscription Manager application comes with simplified UI allowing users to create and login to their account anytime anywhere with just one click.

- A cloud-native, one-stop solution that works with both BRIM and Subscription Billing - administrator can switch by a single click.
- For signing up process, user is required to enter the mobile number or email ID and an OTP that they will receive on the same mobile number or email. Later, same mobile/email can be used for the logging in process.
- User's email ID is currently used as the unique identifier; however, this can be customized if required.
- The menu allows users to see their profile, set a profile picture, check payments tab, manage and view subscriptions, manage disputes, visit the FAQ tab, about us tab, terms of use tab and logout as well.

5. End Customer Application features

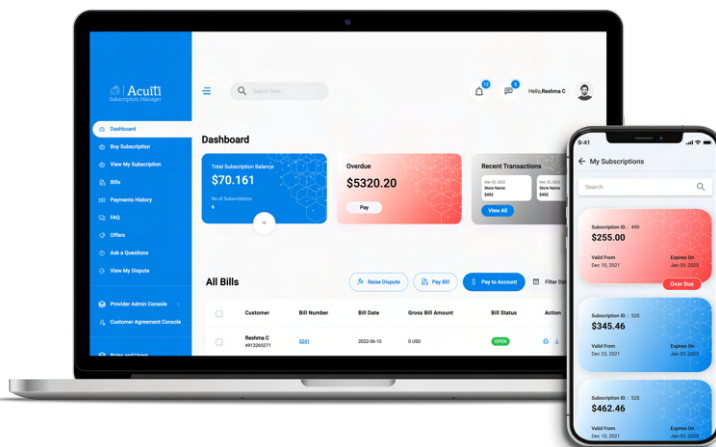
a. Subscription Dashboard

- Allows the user to see all his subscriptions and accounts along with a consolidated account balance
- User can manage his/her profile, payments, contracts, and disputes from a single place.
- Get alerted on overdue subscriptions.



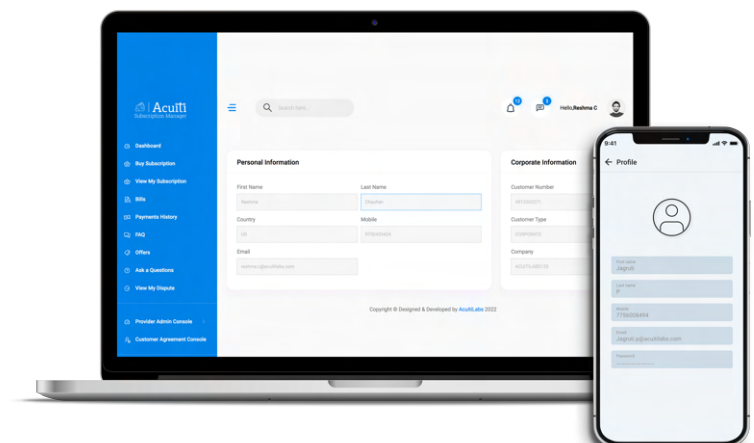
b. My Subscriptions

- Allows user to view ongoing subscription wherein they can see the subscription ID, the amount that needs to be paid, the validity as well as the expiry date.
- Get alerted on overdue subscriptions.



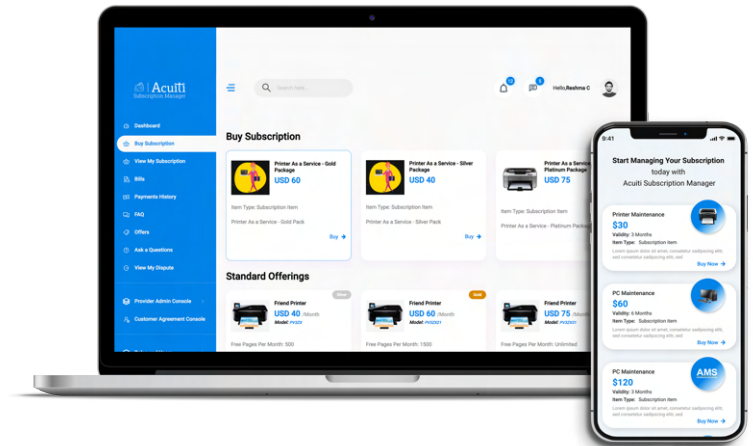
c. Profile Details

- This tab displays all the details of user's profile like profile picture, Name, Mobile no, email and Password (which is shown in the form of asterisks)
- Can be extended based on requirements



d. Buy Subscriptions

- User can browse all the available subscriptions that they can buy as per their needs
- He can set the validity for the subscription, by choosing a start and end date
- Users can use promo codes to get discount



e. Make Payments

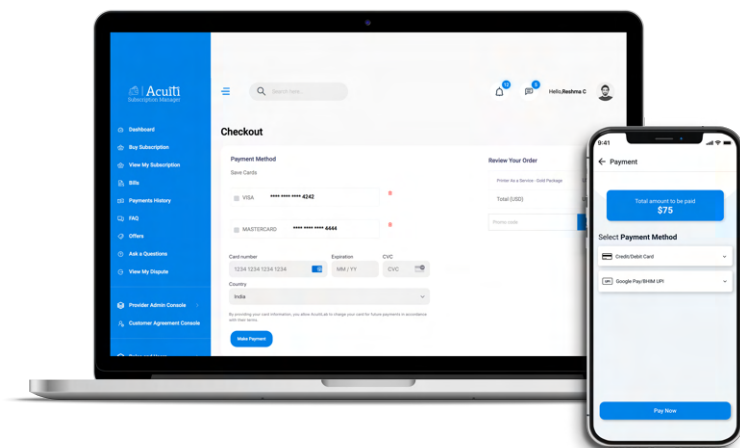
- This allows users to see the payment tab where they can see the total amount that needs to be paid. There are several payments options such as debit card, credit card, UPI, and wallets

- User can choose from the already saved payment method and pay with it
- There is an autosave option that allows them to save the card details
- User can select it via checkbox, and they can also add a new payment method
- ASM currently integrated with STRIPE using a secure payment gateway that encrypts sensitive

information, such as credit/debit card numbers, to guarantee that information is sent safely

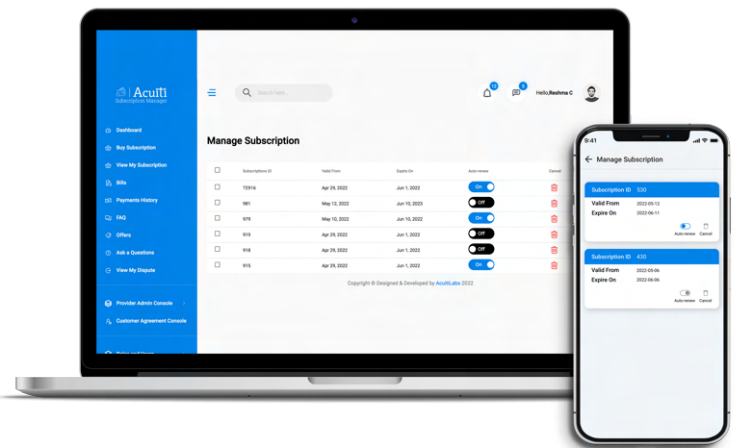
between a client and the payment processor. We will build other payment gateway integrations

based on customer requirements.



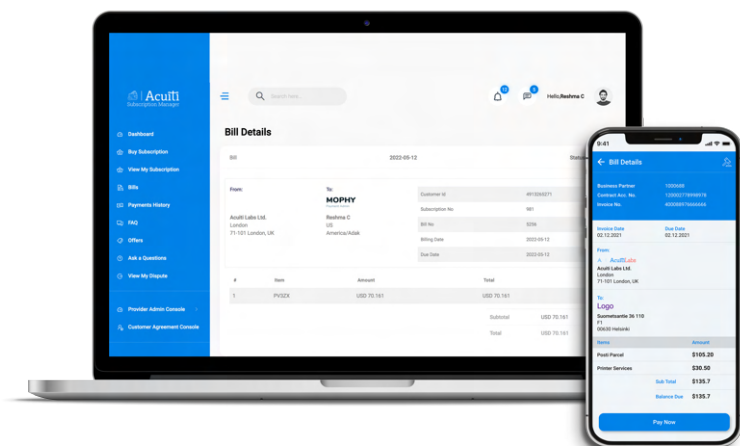
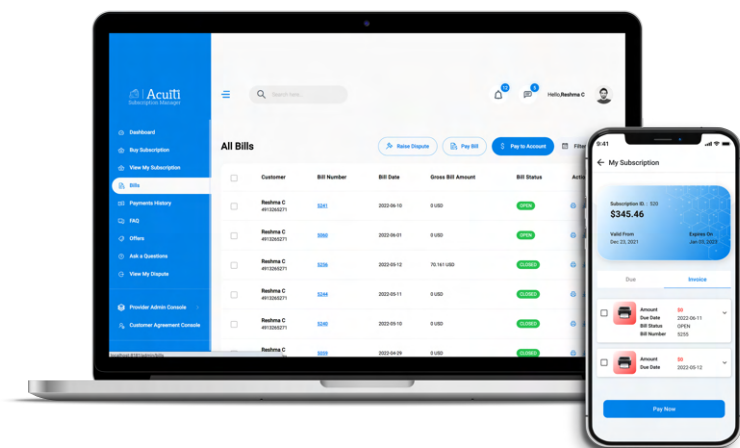
f. Manage Your Subscriptions

- This tab allows users to manage all your subscription at one place
- Users can also view the validity and expiry date
- The slider allows user to turn on and turn off the auto renew option
- User can also cancel their subscription from this tab



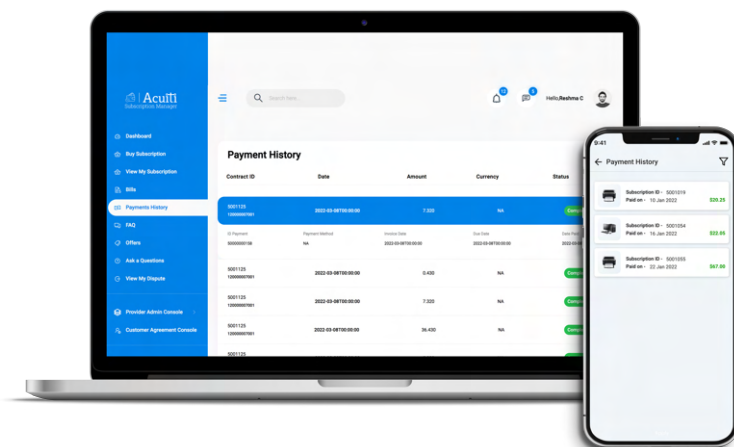
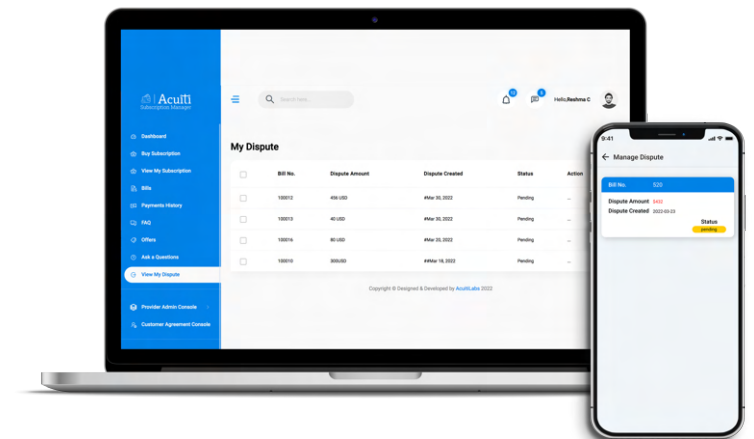
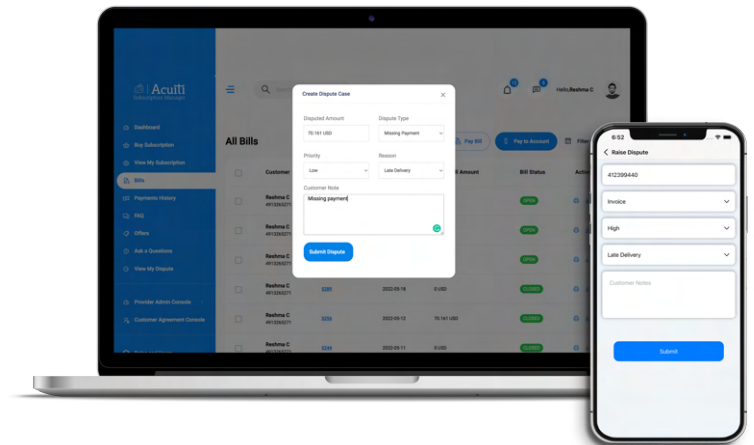
g. View Invoices in Details

- The invoice tab allows users to check all their invoices with the details such as amount, due date, bill status and bill number
- Users can also directly make the payment from here by selecting the checkboxes for which the payment needs to be done.
- Users can access their invoice which is an important legal document that indicates the sale or supply by one business to another business or consumer. It contains information about the sale transaction, such as the buyer's details, quantity, value, tax, and payment terms.
- It also allows users to see- Business partner, Payee Details, Contract Account Number, Receiver Details, Invoice No, Items, and Payment info.



h. Create and Manage Disputes

- User can create a dispute if he is not okay with his invoice.
- Manage dispute tab allows users to manage dispute, displaying all the details such as bill no., dispute amount, date on which it was created and the status



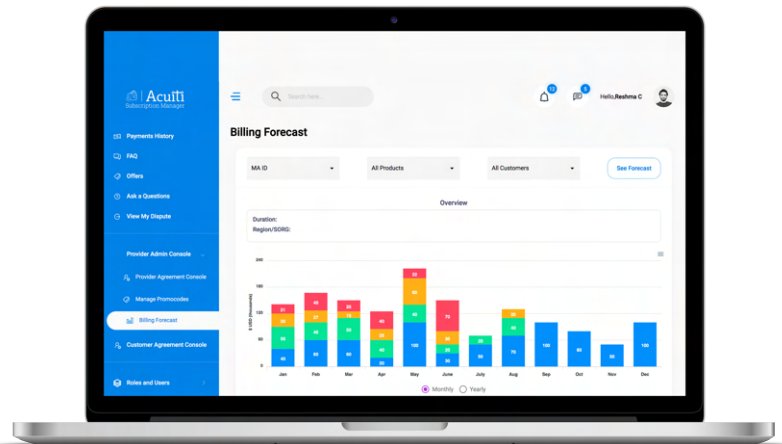
i. Payment History

- In the Payment History tab, the users can view all the payments they made
- The mobile app has a filter on Payment history tab which allows user to filter based on previous 1, 3 or 6 months payment history.

6. Additional Feature for B2B Customers

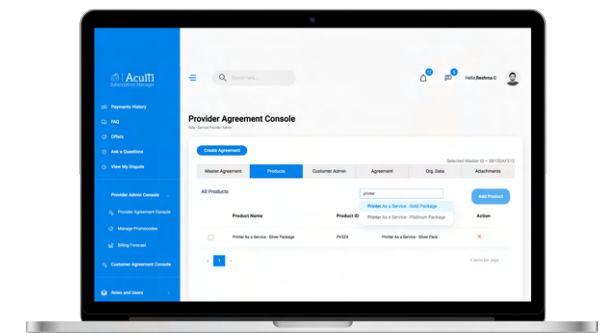
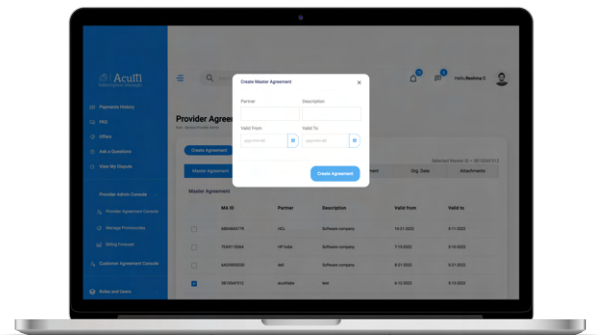
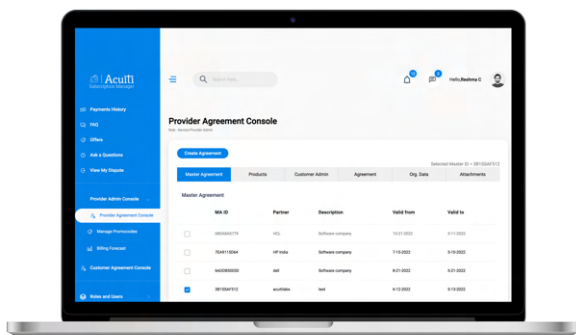
a. Billing Forecast

- Sales Rep can see his revenue forecast.
- He can filter based on the master agreement, products, and/or also based on customers.
- See yearly or monthly forecasting.



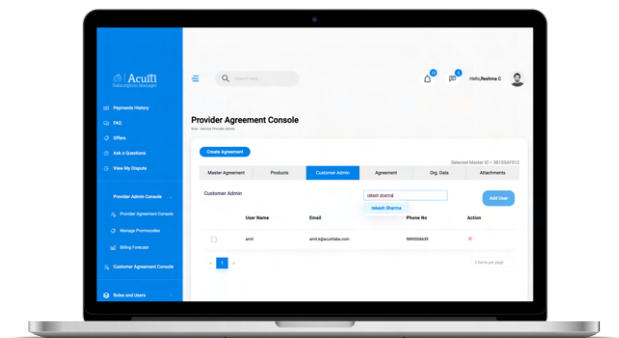
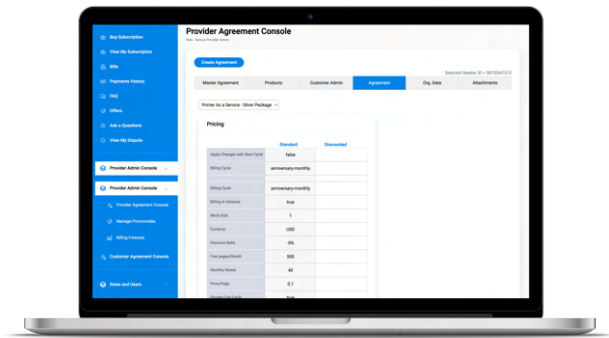
b. Provider Agreement Console

- Sales rep creates the master agreement for B2B customers, an agreement between Service provider and customer.
- Sales rep can add details related to the agreement.
- Selecting the agreement, sales rep can add products relevant for his customers.
- Sales rep can browse the entire catalogue, can search for the product and add to the agreement.



c. Pricing Agreement and Customer Admin

- The service provider can assign/add admin from customer side who will be responsible to create subscriptions.
- Users can select the product that is already added in the product tab and view the details.
- Sales rep redefines customized pricing for a particular customer.



d. Organizational Data

- The Service provider can add information related to their organization like: Sales Org. Units, Distribution Channel, Sales office, Sales Org., Division and Sales Group.
- Sales Rep can add any attachment or agreement-related doc for their customers.

