

# BigLedger Handbook

v1.0



This is the public guide that provides all public use cases of the Akaun Platform. To view this in other formats, click on the following:

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# Chapter 1. User Guide

This repository contains all the source code for publishing the Akaun Platform Public Documentation.

## 1.1. All Users

The very first thing that every akaun-platform users would need to have, is to sign up for and AkaunID. You can do so by visiting <https://akaun.com/>

### 1.1.1. Your AkaunID

It is important for you to understand that with a single AkaunID, it is possible for you to have multiple Sign-In methods. You could be using an email with password, a phone number with the same password, you could also be adding access keys to your AkaunID for integration purposes.

### 1.1.2. The Production, Staging and Development Environment

The very first thing to know is to understand the usage of each of the following environments.

| Environment | URL   | Custom Domain   | Description  |
|-------------|---|---|--|
| Production  | <a href="https://akaun.com">https://akaun.com</a>     | <a href="https://&lt;something&gt;.akaun.net">https://&lt;something&gt;.akaun.net</a> | This is the life environment, used by real businesses in their day to day operations.  |
| Staging     | <a href="https://akaun.cloud">https://akaun.cloud</a> | <a href="https://&lt;something&gt;.akaun.app">https://&lt;something&gt;.akaun.app</a> | This environment is usually used for testing by the customers and project managers. New features are tested by the end users here before it gets deployed to the production environment. |
| Development | <a href="https://akaun.dev">https://akaun.dev</a>     | <a href="https://&lt;something&gt;.akaun.xyz">https://&lt;something&gt;.akaun.xyz</a> | This environment is usually used by the software developers to do their experiments.   |

If you have registered an AkaunID to login to the Production environment, that doesn't mean you have the same AkaunID registered in the Staging Environment and vice versa.

### 1.1.3. Understanding Root vs Tenant

Within a single environment (Production vs Staging vs Development) there's one and only one root database, and there could be MANY tenant databases. Each user could be joining MULTIPLE tenants

and they could have different "RANK" when joining each tenant, for example, OWNER, ADMIN, MEMBER, GUEST, VISTOR.

| Rank of a users in a Tenant | Description   |
|-----------------------------|---|
| OWNER                       | The OWNER of a tenant is able to add any applets to an "applet catalog" if the person is also the owner/admin of the "applet catalog". The OWNER is able to add, remove or promote another user in the tenant to be the OWNER of the tenant. This RANK is usually granted to the business owners or MIS Manager of a company. |
| ADMIN                       | The ADMIN of a tenant can do almost everything that the OWNER can do, except adding , removing or promoting another user in the tenant to become the OWNER. This role is usually granted to the MIS Executive or managers in a company.   |
| MEMBER                      | The MEMBER Rank does not entitle a user to administer the Tenants , Applet Catalogs, they can however, become the OWNER/ADMIN or MEMBER of an Applet after they installed the specific applet. It is important to understand that the "OWNER/ADMIN of the Tenant" is NOT the same as the "OWNER/ADMIN" of the "Applet"        |

#### 1.1.4. The Applet Store

By default, a newly signed up user would see the "Applet Store" (applet) upon successful login. From the **Applet Store** , a user would be able to install applets in the public or private applet-catalogs.

It is very important for users to take note that they are able to see "RANK" tag and "TENANT" tag before installing the applet, so that they are installing the right applet for themselves.

If you are NOT the OWNER / ADMIN of a tenant, you can see a list of applet-catalogs and multiple applets in each of the applet-catalog and choose to install any of the applets accordingly.

## 1.2. Project Implementors

Understanding of the Akaun Platform is a prerequisite for successful implementation of any projects using the BigLedger platform.

In this section, we are going to list down what the Platform System Administrators need to do, in order for a company to start using the Akaun-Platform.

### 1.2.1. Subscription setup in Akaun Platform

The Platform System Administrator should be using the "Platform SysAdmin Applet" to create a subscription, and then add the OWNER / ADMIN of the tenants (usually the MIS Manager or business owners) as a MEMBER of this subscription. By adding a user to this subscription, he/she will be able to create new Applet Catalogs using the "Tenant Admin Applet".

*(At the time of writing as per 2022-05-19, the new "Platform SysAdmin Applet" and "Tenant Admin Applet" are being redeveloped, hence, we will use the work around method to achieve this for the time being.)*

### 1.2.2. Tenant setup in Akaun Platform

Only the Akaun Platform system administrators (Wavelet and BigLedger employees) are able power up the tenant for you. The Platform System administrators need to ensure that when creating the Tenant, the correct subscription account is chosen.

Please email [jira-mis@wavelet.net](mailto:jira-mis@wavelet.net) to request for the tenant to be created.

( We do not plan to allow non-System Administrators to create new tenants at the moment, because our Billing engine and FPX recurring payment authorization is not ready yet. Once these are ready, we may consider allowing businesses that have authorized us to bill and charge be able to create tenants in the "Tenant Admin Applet" )

### 1.2.3. Applet-Catalogs

Think of applet-catalog as a collection of applets, tagged with RANK and TENANT. When the OWNER/ADMIN of the applet-catalogs can add applets to it, and they have to specify the "rank" and "tenant". This also mean, within the same applet-catalog, it is possible to include the same applet that links to different tenants.

The ADMIN/OWNER of the applet-catalog also need to add users to the applet-catalogs, and they can add them as OWNER/ADMIN/MEMBER to the applet-catalogs. Only OWNER/ADMIN of the catalogs can manage the applet-catalog (adding / removing applets and users from the applet-catalogs).

All OWNER/ADMIN/MEMBER of an applet-catalog can see the applets in this catalog and install these applets when they use the "Applet Store ⇒ Private"

When the users install applets from the "Applet Store" the RANK/TENANT tags will be applied to grant the users the respective permissions when they open the respective applet. Only the OWNER/ADMIN of the applets will be able to see and click on the "Settings" on the left handside



menu of the applets to perform some further configuration for the applet. (This is not the same as the rank of the users in the applet-catalog).

#### **1.2.4. Configuration of Core Modules**

The Core Module consist of the following the main applets that are depended by all other applets. For example, in order to issue a sales invoice, we need to ensure that the Company and Branches are setup and configured, the products and services are added into the Item Maintenance applet, the employees of the company is setup so that the users can select the salesman when issuing the sales invoice.

The applets in [Core Module](#) should be installed, configured in proper sequence, before you proceed to install the other applets.

See [Section 3.1, “Core Module”](#) for more details.

## **1.3. Tenant Owners**

### **1.3.1. What is a Tenant ?**

### **1.3.2. Managing Users**

- You can invite / add a user to a tenant or remove their access to a tenant but you cannot reset their password
- Identity management is handled at the root or platform level

### **1.3.3. Fees and Charges**

### **1.3.4. Access and Permissions**

### **1.3.5. System Performance**

### **1.3.6. API**

### **1.3.7. Subscriptions , Applet-Catalogs , Applets**

### **1.3.8. Audit Trail**

## **1.4. Applet Developers**

Guid for applet Developers

### **1.4.1. Signing up your bigledger account**

## **1.5. Reseller Guide**

Guide for resellers

### **1.5.1. Section 1**

### **1.5.2. Section 2**

## 1.6. System Integrators

Guide for system integrators

### 1.6.1. Section 1

some sections here

### 1.6.2. Section 2

# Chapter 2. Guide by Industry

This guide by industry provide :

- use cases
- case study
- key paint points and feature of each industry

## 2.1. Consumer Electronics Industry

### 2.1.1. Problems

### 2.1.2. Solutions

### 2.1.3. Features

## 2.2. Pharmacy Industry

### 2.2.1. Problems

### 2.2.2. Solutions

### 2.2.3. Features

## 2.3. Car Workshops

### 2.3.1. Problems

### 2.3.2. Solutions

### 2.3.3. Features

## 2.4. Retail Chainstores

### 2.4.1. Problems

### 2.4.2. Solutions

### 2.4.3. Features

## 2.5. Logistics Industry

### **2.5.1. Problems**

### **2.5.2. Solutions**

### **2.5.3. Features**

## **2.6. Manufacturing Industry**

### **2.6.1. Problems**

### **2.6.2. Solutions**

### **2.6.3. Features**

## **2.7. Pet Industry**

### **2.7.1. Problems**

### **2.7.2. Solutions**

### **2.7.3. Features**

# Chapter 3. Guide by Modules

The Akaun platform is like lego blocks, users will be able to mix and match different applets to formulate a new module, even if it is not in the list below.

## 3.1. Core Module

### 3.1.1. Introduction

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to other modules. Explaining that certain detail about

#### Overview

Some background of why this module was developed Provide a summary of what this module does and doesn't do.

#### Applets

The core module consists of the following applets:

- [Section 4.1.2, "Tax Configuration Applet"](#)
- [Section 4.1.3, "Organization Applet"](#)
- [Section 4.1.4, "Chart of Account Applet"](#)
- [Section 4.1.6, "Doc Item Maintenance Applet"](#)
- [Section 4.1.5, "Cashbook Applet"](#)
- [Section 4.1.7, "Inventory Item Maintenance Applet"](#)
- [Section 4.1.8, "Entity Maintenance Applet"](#)
- [Section 4.1.9, "Customer Maintenance Applet"](#)
- [Section 4.1.11, "Employee Maintenance Applet"](#)
- [Section 4.1.10, "Supplier Maintenance Applet"](#)

#### Features and Functions

#### What's New

#### Getting Started

#### Module Dependencies

### 3.1.2. Module Name - Unique Value Proposition

### 3.1.3. Module Name - Related Applets



### **3.1.4. Module Name - Project Implementation Steps**

#### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

#### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities
  - Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

#### **Project Kickstart Meeting**

#### **Weekly Meeting**

#### **Agile Method**

#### **Cashflow Projection**

#### **Human Resource Management**

- Milestones and Rewards

#### **Communication Management**

#### **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

#### **UAT (User Acceptance Test)**

**Requirement Analysis**

**Project Goes Live**

**Post Mortem**

## **3.2. Accounting Module**

### **3.2.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

#### **Overview**

Some background of why this module was developed Provide a summary of what this module does and doesn't do.

#### **Applets**

#### **Features and Functions**

#### **What's New**

#### **Getting Started**

#### **Module Dependencies**

### **3.2.2. Accounting - Unique Value Proposition**

### **3.2.3. Accounting Module - Related Applets**

### **3.2.4. Module Name - Project Implementation Steps**

#### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

#### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities

- Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

### **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

### **Cashflow Projection**

### **Human Resource Management**

- Milestones and Rewards

### **Communication Management**

### **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

### **UAT (User Acceptance Test)**

### **Requirement Analysis**

### **Project Goes Live**

### **Post Mortem**

## **3.3. Point of Sales Module**

### **3.3.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

#### **Overview**

Some background of why this module was developed Provide a summary of what this module does

and doesn't do.

## **Applets**

### **Features and Functions**

### **What's New**

### **Getting Started**

### **Module Dependencies**

### **3.3.2. Point of Sales - Unique Value Proposition**

### **3.3.3. Point of Sales Module - Related Applets**

### **3.3.4. Point of Sales Module - Project Implementation Steps**

#### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

#### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities
  - Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

#### **Project Kickstart Meeting**

#### **Weekly Meeting**

#### **Agile Method**

## **Cashflow Projection**

## **Human Resource Management**

- Milestones and Rewards

## **Communication Management**

## **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

## **UAT (User Acceptance Test)**

## **Requirement Analysis**

## **Project Goes Live**

## **Post Mortem**

# **3.4. Manufacturing Module**

## **3.4.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

### **Overview**

Some background of why this module was developed Provide a summary of what this module does and doesn't do.

### **Applets**

### **Features and Functions**

### **What's New**

### **Getting Started**

### **Module Dependencies**

## **3.4.2. Manufacturing - Unique Value Proposition**

## **3.4.3. Manufacturing - Related Applets**

### **3.4.4. Manufacturing - Project Implementation Steps**

#### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

#### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities
  - Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

#### **Project Kickstart Meeting**

#### **Weekly Meeting**

#### **Agile Method**

#### **Cashflow Projection**

#### **Human Resource Management**

- Milestones and Rewards

#### **Communication Management**

#### **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

#### **UAT (User Acceptance Test)**

**Requirement Analysis**

**Project Goes Live**

**Post Mortem**

## **3.5. Membership Module**

### **3.5.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

#### **Overview**

Some background of why this module was developed Provide a summary of what this module does and doesn't do.

#### **Applets**

#### **Features and Functions**

#### **What's New**

#### **Getting Started**

#### **Module Dependencies**

### **3.5.2. Membership - Unique Value Proposition**

### **3.5.3. Membership - Related Applets**

### **3.5.4. Membership - Project Implementation Steps**

#### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

#### **Project Gantt Chart**

- Defining Activities
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  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

### **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

### **Cashflow Projection**

### **Human Resource Management**

- Milestones and Rewards

### **Communication Management**

### **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

### **UAT (User Acceptance Test)**

### **Requirement Analysis**

### **Project Goes Live**

### **Post Mortem**

## **3.6. Referral Module**

### **3.6.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

#### **Overview**

Some background of why this module was developed Provide a summary of what this module does



and doesn't do.

## **Applets**

### **Features and Functions**

### **What's New**

### **Getting Started**

### **Module Dependencies**

### **3.6.2. Referral - Unique Value Proposition**

### **3.6.3. Referral Module - Related Applets**

### **3.6.4. Module Name - Project Implementation Steps**

#### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

#### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities
  - Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

#### **Project Kickstart Meeting**

#### **Weekly Meeting**

#### **Agile Method**

## **Cashflow Projection**

## **Human Resource Management**

- Milestones and Rewards

## **Communication Management**

## **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

## **UAT (User Acceptance Test)**

## **Requirement Analysis**

## **Project Goes Live**

## **Post Mortem**

# **3.7. Customer Relationship Management**

## **3.7.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

### **Overview**

Some background of why this module was developed Provide a summary of what this module does and doesn't do.

### **Applets**

### **Features and Functions**

### **What's New**

### **Getting Started**

### **Module Dependencies**

## **3.7.2. CRM - Unique Value Proposition**

## **3.7.3. CRM - Related Applets**

### **3.7.4. CRM - Project Implementation Steps**

#### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

#### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities
  - Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

#### **Project Kickstart Meeting**

#### **Weekly Meeting**

#### **Agile Method**

#### **Cashflow Projection**

#### **Human Resource Management**

- Milestones and Rewards

#### **Communication Management**

#### **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

#### **UAT (User Acceptance Test)**

**Requirement Analysis**

**Project Goes Live**

**Post Mortem**

## **3.8. Contact Center Module**

### **3.8.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

#### **Overview**

Some background of why this module was developed Provide a summary of what this module does and doesn't do.

#### **Applets**

#### **Features and Functions**

#### **What's New**

#### **Getting Started**

#### **Module Dependencies**

### **3.8.2. Contact Center - Unique Value Proposition**

### **3.8.3. Contact Center - Related Applets**

### **3.8.4. Contact Center - Project Implementation Steps**

#### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

#### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities

- Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

### **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

### **Cashflow Projection**

### **Human Resource Management**

- Milestones and Rewards

### **Communication Management**

### **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

### **UAT (User Acceptance Test)**

### **Requirement Analysis**

### **Project Goes Live**

### **Post Mortem**

## **3.9. Name of Module**

### **3.9.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

#### **Overview**

Some background of why this module was developed Provide a summary of what this module does

and doesn't do.

## **Applets**

### **Features and Functions**

### **What's New**

### **Getting Started**

### **Module Dependencies**

## **3.9.2. Digital Marketing - Unique Value Proposition**

## **3.9.3. Digital Marketing - Related Applets**

## **3.9.4. Digital Marketing - Project Implementation Steps**

### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities
  - Which one first, which one next
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  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
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### **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

## **Cashflow Projection**

## **Human Resource Management**

- Milestones and Rewards

## **Communication Management**

## **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

## **UAT (User Acceptance Test)**

## **Requirement Analysis**

## **Project Goes Live**

## **Post Mortem**

# **3.10. Inventory Module**

## **3.10.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

### **Overview**

Some background of why this module was developed Provide a summary of what this module does and doesn't do.

### **Applets**

### **Features and Functions**

### **What's New**

### **Getting Started**

### **Module Dependencies**

## **3.10.2. Inventory Module - Unique Value Proposition**

## **3.10.3. Inventory Module - Related Applets**

### **3.10.4. Inventory Module - Project Implementation Steps**

#### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

#### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities
  - Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
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#### **Project Kickstart Meeting**

#### **Weekly Meeting**

#### **Agile Method**

#### **Cashflow Projection**

#### **Human Resource Management**

- Milestones and Rewards

#### **Communication Management**

#### **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

#### **UAT (User Acceptance Test)**



**Requirement Analysis**

**Project Goes Live**

**Post Mortem**

## **3.11. Marketplace Connector Module**

### **3.11.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

#### **Overview**

Some background of why this module was developed Provide a summary of what this module does and doesn't do.

#### **Applets**

#### **Features and Functions**

#### **What's New**

#### **Getting Started**

#### **Module Dependencies**

### **3.11.2. Marketplace Connector - Unique Value Proposition**

### **3.11.3. Marketplace Connector - Related Applets**

### **3.11.4. Marketplace Connector - Project Implementation Steps**

#### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

#### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
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- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

### **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

### **Cashflow Projection**

### **Human Resource Management**

- Milestones and Rewards

### **Communication Management**

### **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

### **UAT (User Acceptance Test)**

### **Requirement Analysis**

### **Project Goes Live**

### **Post Mortem**

## **3.12. Delivery Fulfillment Module**

### **3.12.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

#### **Overview**

Some background of why this module was developed Provide a summary of what this module does

and doesn't do.

## **Applets**

### **Features and Functions**

### **What's New**

### **Getting Started**

### **Module Dependencies**

## **3.12.2. Delivery Fulfillment - Unique Value Proposition**

## **3.12.3. Delivery Fulfillment - Related Applets**

## **3.12.4. Delivery Fulfillment - Project Implementation Steps**

### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
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  - Estimate how long it will take, what skills may be required to do this
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  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

### **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

## **Cashflow Projection**

## **Human Resource Management**

- Milestones and Rewards

## **Communication Management**

## **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

## **UAT (User Acceptance Test)**

## **Requirement Analysis**

## **Project Goes Live**

## **Post Mortem**

# **3.13. CP Commerce Module**

## **3.13.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

### **Overview**

Some background of why this module was developed Provide a summary of what this module does and doesn't do.

### **Applets**

### **Features and Functions**

### **What's New**

### **Getting Started**

### **Module Dependencies**

## **3.13.2. CP Commerce - Unique Value Proposition**

## **3.13.3. CP Commerce - Related Applets**

### 3.13.4. CP Commerce - Project Implementation Steps

#### Scope Management (End Results)

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

#### Project Gantt Chart

- Defining Activities
  - List down all the activities involved for each work breakdown
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- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

#### Project Kickstart Meeting

#### Weekly Meeting

#### Agile Method

#### Cashflow Projection

#### Human Resource Management

- Milestones and Rewards

#### Communication Management

#### Risk Management

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

#### UAT (User Acceptance Test)

**Requirement Analysis**

**Project Goes Live**

**Post Mortem**

## **3.14. Procure to Pay Module**

### **3.14.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

#### **Overview**

Some background of why this module was developed Provide a summary of what this module does and doesn't do.

#### **Applets**

#### **Features and Functions**

#### **What's New**

#### **Getting Started**

#### **Module Dependencies**

### **3.14.2. Procure To Pay - Unique Value Proposition**

### **3.14.3. Procure To Pay - Related Applets**

### **3.14.4. Procure To Pay - Project Implementation Steps**

#### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

#### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
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- Which one first, which one next
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- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

### **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

### **Cashflow Projection**

### **Human Resource Management**

- Milestones and Rewards

### **Communication Management**

### **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

### **UAT (User Acceptance Test)**

### **Requirement Analysis**

### **Project Goes Live**

### **Post Mortem**

## **3.15. Order To Cash Module**

### **3.15.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

#### **Overview**

Some background of why this module was developed Provide a summary of what this module does

and doesn't do.

## **Applets**

### **Features and Functions**

### **What's New**

### **Getting Started**

### **Module Dependencies**

## **3.15.2. Order To Cash - Unique Value Proposition**

## **3.15.3. Order To Cash - Related Applets**

## **3.15.4. Order To Cash - Project Implementation Steps**

### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities
  - Which one first, which one next
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  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

### **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**



## **Cashflow Projection**

## **Human Resource Management**

- Milestones and Rewards

## **Communication Management**

## **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

## **UAT (User Acceptance Test)**

## **Requirement Analysis**

## **Project Goes Live**

## **Post Mortem**

# **3.16. Warehouse Management Module**

## **3.16.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

### **Overview**

Some background of why this module was developed Provide a summary of what this module does and doesn't do.

### **Applets**

### **Features and Functions**

### **What's New**

### **Getting Started**

### **Module Dependencies**

## **3.16.2. Warehouse Management - Unique Value Proposition**

## **3.16.3. Warehouse Management - Related Applets**

### 3.16.4. Warehouse Management - Project Implementation Steps

#### Scope Management (End Results)

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

#### Project Gantt Chart

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities
  - Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

#### Project Kickstart Meeting

#### Weekly Meeting

#### Agile Method

#### Cashflow Projection

#### Human Resource Management

- Milestones and Rewards

#### Communication Management

#### Risk Management

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

#### UAT (User Acceptance Test)

**Requirement Analysis**

**Project Goes Live**

**Post Mortem**

## **3.17. Customer Data Platform**

### **3.17.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

#### **Overview**

Some background of why this module was developed Provide a summary of what this module does and doesn't do.

#### **Applets**

#### **Features and Functions**

#### **What's New**

#### **Getting Started**

#### **Module Dependencies**

### **3.17.2. Customer Data Platform - Unique Value Proposition**

### **3.17.3. Customer Data Platform - Related Applets**

### **3.17.4. Customer Data Platform - Project Implementation Steps**

#### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

#### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities

- Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

### **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

### **Cashflow Projection**

### **Human Resource Management**

- Milestones and Rewards

### **Communication Management**

### **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

### **UAT (User Acceptance Test)**

### **Requirement Analysis**

### **Project Goes Live**

### **Post Mortem**

## **3.18. PGW Module**

### **3.18.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

#### **Overview**

Some background of why this module was developed Provide a summary of what this module does

and doesn't do.

## Applets

The pgw module consists of the following applets:

- [Section 4.1.2, "Tax Configuration Applet"](#)
- [Section 4.1.3, "Organization Applet"](#)
- [Section 4.1.4, "Chart of Account Applet"](#)
- [Section 4.1.6, "Doc Item Maintenance Applet"](#)
- [Section 4.1.5, "Cashbook Applet"](#)
- [Section 4.1.7, "Inventory Item Maintenance Applet"](#)
- [Section 4.1.8, "Entity Maintenance Applet"](#)
- [Section 4.1.9, "Customer Maintenance Applet"](#)
- [Section 4.1.11, "Employee Maintenance Applet"](#)
- [Section 4.1.10, "Supplier Maintenance Applet"](#)

## Features and Functions

### What's New

### Getting Started

### Module Dependencies

## 3.18.2. Payment Gateway Module - Unique Value Proposition

## 3.18.3. Module Name - Related Applets

## 3.18.4. Module Name - Project Implementation Steps

### Scope Management (End Results)

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

### Project Gantt Chart

- Defining Activities
  - List down all the activities involved for each work breakdown
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- Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

### **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

### **Cashflow Projection**

### **Human Resource Management**

- Milestones and Rewards

### **Communication Management**

### **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

### **UAT (User Acceptance Test)**

### **Requirement Analysis**

### **Project Goes Live**

### **Post Mortem**

## **3.19. Digital Twin Module**

### **3.19.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

#### **Overview**

Some background of why this module was developed Provide a summary of what this module does

and doesn't do.

## **Applets**

### **Features and Functions**

### **What's New**

### **Getting Started**

### **Module Dependencies**

### **3.19.2. Digital Twin - Unique Value Proposition**

### **3.19.3. Digital Twin - Related Applets**

### **3.19.4. Module Name - Project Implementation Steps**

#### **Scope Management (End Results)**

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

#### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities
  - Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

#### **Project Kickstart Meeting**

#### **Weekly Meeting**

#### **Agile Method**

## **Cashflow Projection**

## **Human Resource Management**

- Milestones and Rewards

## **Communication Management**

## **Risk Management**

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

## **UAT (User Acceptance Test)**

## **Requirement Analysis**

## **Project Goes Live**

## **Post Mortem**

# **3.20. Datalake Module**

## **3.20.1. Introduction**

The intention of this section in the documentation. What this section cover, and not covering... and how it will link to othe other modules. Explaining that certain detail about

### **Overview**

Some background of why this module was developed Provide a summary of what this module does and doesn't do.

### **Applets**

### **Features and Functions**

### **What's New**

### **Getting Started**

### **Module Dependencies**

## **3.20.2. Datalake - Unique Value Proposition**

## **3.20.3. Datalake - Related Applets**



## 3.20.4. Datalake - Project Implementation Steps

### Scope Management (End Results)

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.
- This is where we create the WBS (Work Break Down) as well.

### Project Gantt Chart

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities
  - Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule
  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

### Project Kickstart Meeting

### Weekly Meeting

### Agile Method

### Cashflow Projection

### Human Resource Management

- Milestones and Rewards

### Communication Management

### Risk Management

- Identify third party dependency
- Identify backup plans
- Identify contingency plans

### UAT (User Acceptance Test)

**Requirement Analysis**

**Project Goes Live**

**Post Mortem**

# Chapter 4. Applet Directory

## 4.1. Applet Listing

| Applet Name                         | Description   |
|-------------------------------------|---|
| <a href="#">Applet Store</a>        | This is the default applet that every user will get when they sign up to the Akaun Platform. Users can open this applet to install all other applets. |
| <a href="#">Organization Applet</a> | You can use this applet to create / update / delete companies, branches and locations.  |

### 4.1.1. Applet Store



#### Introduction

This is the default applet that every user will get when they sign up to the Akaun Platform. Users can open this applet to install all other applets.

#### Modules

This applet is used in the following modules:

- [Section 3.1, “Core Module”](#)
- [Section 3.2, “Accounting Module”](#)
- [Section 3.3, “Point of Sales Module”](#)
- [Section 3.4, “Manufacturing Module”](#)
- [Section 3.5, “Membership Module”](#)
- [Section 3.6, “Referral Module”](#)
- [Section 3.7, “Customer Relationship Management”](#)
- [Section 3.8, “Contact Center Module”](#)
- [Section 3.9, “Name of Module”](#)
- [Section 3.10, “Inventory Module”](#)
- [Section 3.11, “Marketplace Connector Module”](#)
- [Section 3.12, “Delivery Fulfillment Module”](#)
- [Section 3.13, “CP Commerce Module”](#)
- [Section 3.14, “Procure to Pay Module”](#)
- [Section 3.15, “Order To Cash Module”](#)
- [Section 3.16, “Warehouse Management Module”](#)
- [Section 3.17, “Customer Data Platform”](#)
- [Section 3.19, “Digital Twin Module”](#)
- [Section 3.20, “Data Lake Module”](#)

**Menu 01 - e.g. Sales Orders Listing**

**Menu 02 - e.g. Line Items**

## Permission Settings

## Personalization

## Related Applets

This applet also depends on the following applets:

- Applet 1
- Applet 2

The following applets depends on this applet:

- Applet 3
- Applet 4

Also see

## Pricing

## Release Note

## Roadmap

### 4.1.2. Tax Configuration Applet



## Introduction

This is a simple description of the applet, no more than 100 words.

## Modules

This applet is used in the following modules:

- [Section 3.1, “Core Module”](#)
- [Section 3.2, “Accounting Module”](#)
- [Section 3.3, “Point of Sales Module”](#)
- [Section 3.4, “Manufacturing Module”](#)
- [Section 3.5, “Membership Module”](#)
- [Section 3.6, “Referral Module”](#)

- [Section 3.7, “Customer Relationship Management”](#)
- [Section 3.8, “Contact Center Module”](#)
- [Section 3.9, “Name of Module”](#)
- [Section 3.10, “Inventory Module”](#)
- [Section 3.11, “Marketplace Connector Module”](#)
- [Section 3.12, “Delivery Fulfillment Module”](#)
- [Section 3.13, “CP Commerce Module”](#)
- [Section 3.14, “Procure to Pay Module”](#)
- [Section 3.15, “Order To Cash Module”](#)
- [Section 3.16, “Warehouse Management Module”](#)
- [Section 3.17, “Customer Data Platform”](#)
- [Section 3.19, “Digital Twin Module”](#)
- [Section 3.20, “Datalake Module”](#)

### **Menu 01 - e.g. Sales Orders Listing**

### **Menu 02 - e.g. Line Items**

### **Permission Settings**

### **Personalization**

### **Related Applets**

This applet also depends on the following applets:

- Applet 1
- Applet 2

The following applets depends on this applet:

- Applet 3
- Applet 4

Also see

### **Pricing**

### **Release Note**

### **Roadmap**

### 4.1.3. Organization Applet



#### Introduction

You can use this applet to create / update / delete companies, branches and locations.

#### Modules

This applet is used in the following modules:

- [Section 3.1, “Core Module”](#)
- [Section 3.2, “Accounting Module”](#)
- [Section 3.3, “Point of Sales Module”](#)
- [Section 3.4, “Manufacturing Module”](#)
- [Section 3.5, “Membership Module”](#)
- [Section 3.6, “Referral Module”](#)
- [Section 3.7, “Customer Relationship Management”](#)
- [Section 3.8, “Contact Center Module”](#)
- [Section 3.9, “Name of Module”](#)
- [Section 3.10, “Inventory Module”](#)
- [Section 3.11, “Marketplace Connector Module”](#)
- [Section 3.12, “Delivery Fulfillment Module”](#)
- [Section 3.13, “CP Commerce Module”](#)
- [Section 3.14, “Procure to Pay Module”](#)
- [Section 3.15, “Order To Cash Module”](#)
- [Section 3.16, “Warehouse Management Module”](#)
- [Section 3.17, “Customer Data Platform”](#)
- [Section 3.18, “PGW Module”](#)
- [Section 3.19, “Digital Twin Module”](#)
- [Section 3.20, “Datalake Module”](#)

**Menu 01 - e.g. Sales Orders Listing**

**Menu 02 - e.g. Line Items**

## Permission Settings

## Personalization

## Related Applets

This applet also depends on the following applets:

- Applet 1
- Applet 2

The following applets depends on this applet:

- Applet 3
- Applet 4

Also see

## Pricing

## Release Note

## Roadmap

### 4.1.4. Chart of Account Applet



## Introduction

This is a simple description of the applet, no more than 100 words.

## Modules

This applet is used in the following modules:

- [Section 3.1, “Core Module”](#)
- [Section 3.2, “Accounting Module”](#)
- [Section 3.3, “Point of Sales Module”](#)
- [Section 3.4, “Manufacturing Module”](#)
- [Section 3.5, “Membership Module”](#)
- [Section 3.6, “Referral Module”](#)



- [Section 3.7, “Customer Relationship Management”](#)
- [Section 3.8, “Contact Center Module”](#)
- [Section 3.9, “Name of Module”](#)
- [Section 3.10, “Inventory Module”](#)
- [Section 3.11, “Marketplace Connector Module”](#)
- [Section 3.12, “Delivery Fulfillment Module”](#)
- [Section 3.13, “CP Commerce Module”](#)
- [Section 3.14, “Procure to Pay Module”](#)
- [Section 3.15, “Order To Cash Module”](#)
- [Section 3.16, “Warehouse Management Module”](#)
- [Section 3.17, “Customer Data Platform”](#)
- [Section 3.19, “Digital Twin Module”](#)
- [Section 3.20, “Datalake Module”](#)

## **Menu 01 - e.g. Sales Orders Listing**

## **Menu 02 - e.g. Line Items**

## **Permission Settings**

## **Personalization**

## **Related Applets**

This applet also depends on the following applets:

- Applet 1
- Applet 2

The following applets depends on this applet:

- Applet 3
- Applet 4

Also see

## **Pricing**

## **Release Note**

## **Roadmap**

### 4.1.5. Cashbook Applet



#### Introduction

This is a simple description of the applet, no more than 100 words.

#### Modules

This applet is used in the following modules:

- [Section 3.1, “Core Module”](#)
- [Section 3.2, “Accounting Module”](#)
- [Section 3.3, “Point of Sales Module”](#)
- [Section 3.4, “Manufacturing Module”](#)
- [Section 3.5, “Membership Module”](#)
- [Section 3.6, “Referral Module”](#)
- [Section 3.7, “Customer Relationship Management”](#)
- [Section 3.8, “Contact Center Module”](#)
- [Section 3.9, “Name of Module”](#)
- [Section 3.10, “Inventory Module”](#)
- [Section 3.11, “Marketplace Connector Module”](#)
- [Section 3.12, “Delivery Fulfillment Module”](#)
- [Section 3.13, “CP Commerce Module”](#)
- [Section 3.14, “Procure to Pay Module”](#)
- [Section 3.15, “Order To Cash Module”](#)
- [Section 3.16, “Warehouse Management Module”](#)
- [Section 3.17, “Customer Data Platform”](#)
- [Section 3.19, “Digital Twin Module”](#)
- [Section 3.20, “Data Lake Module”](#)

**Menu 01 - e.g. Sales Orders Listing**

**Menu 02 - e.g. Line Items**

## Permission Settings

## Personalization

## Related Applets

This applet also depends on the following applets:

- Applet 1
- Applet 2

The following applets depends on this applet:

- Applet 3
- Applet 4

Also see

## Pricing

## Release Note

## Roadmap

### 4.1.6. Doc Item Maintenance Applet



## Introduction

This is a simple description of the applet, no more than 100 words.

## Modules

This applet is used in the following modules:

- [Section 3.1, “Core Module”](#)
- [Section 3.2, “Accounting Module”](#)
- [Section 3.3, “Point of Sales Module”](#)
- [Section 3.4, “Manufacturing Module”](#)
- [Section 3.5, “Membership Module”](#)
- [Section 3.6, “Referral Module”](#)

- [Section 3.7, “Customer Relationship Management”](#)
- [Section 3.8, “Contact Center Module”](#)
- [Section 3.9, “Name of Module”](#)
- [Section 3.10, “Inventory Module”](#)
- [Section 3.11, “Marketplace Connector Module”](#)
- [Section 3.12, “Delivery Fulfillment Module”](#)
- [Section 3.13, “CP Commerce Module”](#)
- [Section 3.14, “Procure to Pay Module”](#)
- [Section 3.15, “Order To Cash Module”](#)
- [Section 3.16, “Warehouse Management Module”](#)
- [Section 3.17, “Customer Data Platform”](#)
- [Section 3.19, “Digital Twin Module”](#)
- [Section 3.20, “Datalake Module”](#)

## **Menu 01 - e.g. Sales Orders Listing**

## **Menu 02 - e.g. Line Items**

## **Permission Settings**

## **Personalization**

## **Related Applets**

This applet also depends on the following applets:

- Applet 1
- Applet 2

The following applets depends on this applet:

- Applet 3
- Applet 4

Also see

## **Pricing**

## **Release Note**

## **Roadmap**

## 4.1.7. Inventory Item Maintenance Applet



### Introduction

This is a simple description of the applet, no more than 100 words.

### Modules

This applet is used in the following modules:

- [Section 3.1, “Core Module”](#)
- [Section 3.2, “Accounting Module”](#)
- [Section 3.3, “Point of Sales Module”](#)
- [Section 3.4, “Manufacturing Module”](#)
- [Section 3.5, “Membership Module”](#)
- [Section 3.6, “Referral Module”](#)
- [Section 3.7, “Customer Relationship Management”](#)
- [Section 3.8, “Contact Center Module”](#)
- [Section 3.9, “Name of Module”](#)
- [Section 3.10, “Inventory Module”](#)
- [Section 3.11, “Marketplace Connector Module”](#)
- [Section 3.12, “Delivery Fulfillment Module”](#)
- [Section 3.13, “CP Commerce Module”](#)
- [Section 3.14, “Procure to Pay Module”](#)
- [Section 3.15, “Order To Cash Module”](#)
- [Section 3.16, “Warehouse Management Module”](#)
- [Section 3.17, “Customer Data Platform”](#)
- [Section 3.19, “Digital Twin Module”](#)
- [Section 3.20, “Data Lake Module”](#)

**Menu 01 - e.g. Sales Orders Listing**

**Menu 02 - e.g. Line Items**

## Permission Settings

## Personalization

## Related Applets

This applet also depends on the following applets:

- Applet 1
- Applet 2

The following applets depends on this applet:

- Applet 3
- Applet 4

Also see

## Pricing

## Release Note

## Roadmap

### 4.1.8. Entity Maintenance Applet



## Introduction

This is a simple description of the applet, no more than 100 words.

## Modules

This applet is used in the following modules:

- [Section 3.1, “Core Module”](#)
- [Section 3.2, “Accounting Module”](#)
- [Section 3.3, “Point of Sales Module”](#)
- [Section 3.4, “Manufacturing Module”](#)
- [Section 3.5, “Membership Module”](#)
- [Section 3.6, “Referral Module”](#)

- [Section 3.7, “Customer Relationship Management”](#)
- [Section 3.8, “Contact Center Module”](#)
- [Section 3.9, “Name of Module”](#)
- [Section 3.10, “Inventory Module”](#)
- [Section 3.11, “Marketplace Connector Module”](#)
- [Section 3.12, “Delivery Fulfillment Module”](#)
- [Section 3.13, “CP Commerce Module”](#)
- [Section 3.14, “Procure to Pay Module”](#)
- [Section 3.15, “Order To Cash Module”](#)
- [Section 3.16, “Warehouse Management Module”](#)
- [Section 3.17, “Customer Data Platform”](#)
- [Section 3.19, “Digital Twin Module”](#)
- [Section 3.20, “Datalake Module”](#)

## **Menu 01 - e.g. Sales Orders Listing**

## **Menu 02 - e.g. Line Items**

## **Permission Settings**

## **Personalization**

## **Related Applets**

This applet also depends on the following applets:

- Applet 1
- Applet 2

The following applets depends on this applet:

- Applet 3
- Applet 4

Also see

## **Pricing**

## **Release Note**

## **Roadmap**

## 4.1.9. Customer Maintenance Applet



### Introduction

This is a simple description of the applet, no more than 100 words.

### Modules

This applet is used in the following modules:

- [Section 3.1, “Core Module”](#)
- [Section 3.2, “Accounting Module”](#)
- [Section 3.3, “Point of Sales Module”](#)
- [Section 3.4, “Manufacturing Module”](#)
- [Section 3.5, “Membership Module”](#)
- [Section 3.6, “Referral Module”](#)
- [Section 3.7, “Customer Relationship Management”](#)
- [Section 3.8, “Contact Center Module”](#)
- [Section 3.9, “Name of Module”](#)
- [Section 3.10, “Inventory Module”](#)
- [Section 3.11, “Marketplace Connector Module”](#)
- [Section 3.12, “Delivery Fulfillment Module”](#)
- [Section 3.13, “CP Commerce Module”](#)
- [Section 3.14, “Procure to Pay Module”](#)
- [Section 3.15, “Order To Cash Module”](#)
- [Section 3.16, “Warehouse Management Module”](#)
- [Section 3.17, “Customer Data Platform”](#)
- [Section 3.19, “Digital Twin Module”](#)
- [Section 3.20, “Data Lake Module”](#)

**Menu 01 - e.g. Sales Orders Listing**

**Menu 02 - e.g. Line Items**



## Permission Settings

## Personalization

## Related Applets

This applet also depends on the following applets:

- Applet 1
- Applet 2

The following applets depends on this applet:

- Applet 3
- Applet 4

Also see

## Pricing

## Release Note

## Roadmap

### 4.1.10. Supplier Maintenance Applet



## Introduction

This is a simple description of the applet, no more than 100 words.

## Modules

This applet is used in the following modules:

- [Section 3.1, “Core Module”](#)
- [Section 3.2, “Accounting Module”](#)
- [Section 3.3, “Point of Sales Module”](#)
- [Section 3.4, “Manufacturing Module”](#)
- [Section 3.5, “Membership Module”](#)
- [Section 3.6, “Referral Module”](#)

- [Section 3.7, “Customer Relationship Management”](#)
- [Section 3.8, “Contact Center Module”](#)
- [Section 3.9, “Name of Module”](#)
- [Section 3.10, “Inventory Module”](#)
- [Section 3.11, “Marketplace Connector Module”](#)
- [Section 3.12, “Delivery Fulfillment Module”](#)
- [Section 3.13, “CP Commerce Module”](#)
- [Section 3.14, “Procure to Pay Module”](#)
- [Section 3.15, “Order To Cash Module”](#)
- [Section 3.16, “Warehouse Management Module”](#)
- [Section 3.17, “Customer Data Platform”](#)
- [Section 3.19, “Digital Twin Module”](#)
- [Section 3.20, “Datalake Module”](#)

### **Menu 01 - e.g. Sales Orders Listing**

### **Menu 02 - e.g. Line Items**

### **Permission Settings**

### **Personalization**

### **Related Applets**

This applet also depends on the following applets:

- Applet 1
- Applet 2

The following applets depends on this applet:

- Applet 3
- Applet 4

Also see

### **Pricing**

### **Release Note**

### **Roadmap**

### 4.1.11. Employee Maintenance Applet



#### Introduction

This is a simple description of the applet, no more than 100 words.

#### Modules

This applet is used in the following modules:

- [Section 3.1, “Core Module”](#)
- [Section 3.2, “Accounting Module”](#)
- [Section 3.3, “Point of Sales Module”](#)
- [Section 3.4, “Manufacturing Module”](#)
- [Section 3.5, “Membership Module”](#)
- [Section 3.6, “Referral Module”](#)
- [Section 3.7, “Customer Relationship Management”](#)
- [Section 3.8, “Contact Center Module”](#)
- [Section 3.9, “Name of Module”](#)
- [Section 3.10, “Inventory Module”](#)
- [Section 3.11, “Marketplace Connector Module”](#)
- [Section 3.12, “Delivery Fulfillment Module”](#)
- [Section 3.13, “CP Commerce Module”](#)
- [Section 3.14, “Procure to Pay Module”](#)
- [Section 3.15, “Order To Cash Module”](#)
- [Section 3.16, “Warehouse Management Module”](#)
- [Section 3.17, “Customer Data Platform”](#)
- [Section 3.19, “Digital Twin Module”](#)
- [Section 3.20, “Data Lake Module”](#)

**Menu 01 - e.g. Sales Orders Listing**

**Menu 02 - e.g. Line Items**

## **Permission Settings**

## **Personalization**

## **Related Applets**

This applet also depends on the following applets:

- Applet 1
- Applet 2

The following applets depends on this applet:

- Applet 3
- Applet 4

Also see

## **Pricing**

## **Release Note**

## **Roadmap**

## **4.1.12. Merchant Admin Maintenance Applet**



*Designed by pngtree*

## Introduction

This is a simple description of the applet, no more than 100 words.

## Modules

This applet is used in the following modules:

- [Section 3.1, “Core Module”](#)
- [Section 3.2, “Accounting Module”](#)
- [Section 3.3, “Point of Sales Module”](#)
- [Section 3.4, “Manufacturing Module”](#)
- [Section 3.5, “Membership Module”](#)
- [Section 3.6, “Referral Module”](#)

- [Section 3.7, “Customer Relationship Management”](#)
- [Section 3.8, “Contact Center Module”](#)
- [Section 3.9, “Name of Module”](#)
- [Section 3.10, “Inventory Module”](#)
- [Section 3.11, “Marketplace Connector Module”](#)
- [Section 3.12, “Delivery Fulfillment Module”](#)
- [Section 3.13, “CP Commerce Module”](#)
- [Section 3.14, “Procure to Pay Module”](#)
- [Section 3.15, “Order To Cash Module”](#)
- [Section 3.16, “Warehouse Management Module”](#)
- [Section 3.17, “Customer Data Platform”](#)
- [Section 3.19, “Digital Twin Module”](#)
- [Section 3.20, “Data Lake Module”](#)

### **Menu 01 - e.g. Sales Orders Listing**

### **Menu 02 - e.g. Line Items**

### **Permission Settings**

### **Personalization**

### **Related Applets**

This applet also depends on the following applets:

- Applet 1
- Applet 2

The following applets depends on this applet:

- Applet 3
- Applet 4

Also see

### **Pricing**

### **Release Note**

### **Roadmap**

#### 4.1.13. UCC Applet



##### Introduction

This is a simple description of the applet, no more than 100 words.

##### Modules

This applet is used in the following modules:

- [Section 3.1, “Core Module”](#)
- [Section 3.2, “Accounting Module”](#)
- [Section 3.3, “Point of Sales Module”](#)
- [Section 3.4, “Manufacturing Module”](#)
- [Section 3.5, “Membership Module”](#)

- [Section 3.6, “Referral Module”](#)
- [Section 3.7, “Customer Relationship Management”](#)
- [Section 3.8, “Contact Center Module”](#)
- [Section 3.9, “Name of Module”](#)
- [Section 3.10, “Inventory Module”](#)
- [Section 3.11, “Marketplace Connector Module”](#)
- [Section 3.12, “Delivery Fulfillment Module”](#)
- [Section 3.13, “CP Commerce Module”](#)
- [Section 3.14, “Procure to Pay Module”](#)
- [Section 3.15, “Order To Cash Module”](#)
- [Section 3.16, “Warehouse Management Module”](#)
- [Section 3.17, “Customer Data Platform”](#)
- [Section 3.19, “Digital Twin Module”](#)
- [Section 3.20, “Data Lake Module”](#)

**Menu 01 - e.g. Sales Orders Listing**

**Menu 02 - e.g. Line Items**

**Permission Settings**

**Personalization**

**Related Applets**

This applet also depends on the following applets:

- Applet 1
- Applet 2

The following applets depends on this applet:

- Applet 3
- Applet 4

Also see

**Pricing**

**Release Note**

**Roadmap**



# Chapter 5. Cloud Native Architecture

Common misunderstanding \* thinking web based = cloud based. \* everything has A.I. \* online / networked = cloud based

Our aspirations \* To be the business operating systems

## 5.1. Background

- Outdated JBoss application server, EJB 1.0 / 2.0
- Servers idling
- Hackers attack
- Certain minimum costs to power up a tenant
- Self service
- Internal employee users vs customers + suppliers
- Integration pains

## 5.2. Motivation

Platform Business Model

Multiple offerings → as middleware - backend as a service → as applets → as SAAS → as communication hub

Cross Platform development

Scalability

Flexibility

Growth

Composable Enterprise

Utility based billing

### 5.2.1. Integrations

spikes in loads

### 5.2.2. Infrastructure and Toolchain

Various tools ready to be used out of the box... example : OCR, Lambda, RDS, NoSQL, API Gateway

### 5.2.3. Network Effect

#### **5.2.4. Cloud Cost Savings**

#### **5.2.5. Artificial Intelligence**

#### **5.2.6. Human Resource**

### **5.3. Journey**

### **5.4. Challenges and Lessons**

### **5.5. Technical Considerations**

- managing complexities
- Sharing about our journey to transform from monolith architecture to cloud native architecture
- Sharing about the problems and challenges implementing stateless applications
- Sharing about the implementation of Micro-Frontend Architecture
- Sharing about the implementation of Web Socket using API Gateway and DynamoDB
- Sharing about challenges of securing the API, permissions / configurations etc
- Sharing about the challenges of multi-tenant environments
- Sharing about the design of composable enterprise architecture
- Sharing about the tricky part of networked tenants

# Chapter 6. Technical Guide

This technical guide is used by both internal and external employees of

## 6.1. Applet Development Guide

### 6.1.1. Creating a new Applet

There are many steps involved when you want to create a new applet, a well designed applet would have to follow our applet design guidelines.

#### Preparation Before Developing A New Applet

##### Business Requirements

##### Database Design

##### Mock Up and Design

##### API Design

### 6.1.2. Deploying applet to s3

- Making pull request the github vendor repository
- Platform SysAdmin to merge the changes from vendor repository to the global applet repository, and then syncing it to various branches : production, staging , development. Subsequently, these changes to be sync to the s3 bucket in AWS
- Submission for testing

### 6.1.3. Developer SysAdmin Applet

This applet is used by the Platform System Administrator to configure various applets

### 6.1.4. Example Applet Template

This guide provide a walk thru of the example applet so that the applet developers can cut short the learning time required to produce an applet from scratch.

### 6.1.5. Inactive Applet

An inactive applet is taken out from the applet store, but they are NOT deleted from the system yet.

The developer can still see this applet in their applet listing.

### 6.1.6. Publishing an Applet

- Logo design

- Applet Description
- Applet images (for Applet Store)
- Pricing Country
- Applet Type
- Quality Checking
- Security Checking \*

### **6.1.7. Releasing new version of the applets**

**Handling changes in permission templates**

**Getting approval**

### **6.1.8. Full Deletion of Applet**

**Removal of applet from Applet-Catalogs**

**Removal of applet from users who have installed the applet**

**Removal of the Javascript Bundle from s3**

**Delete all applet settings / configurations in bl\_applet\_\* tables in both Tenant and Root**

- This would include Permission Templates / Permission Sets etc.

**Removal of all schedulers related to this applet**

**Removal of Audit Trails and other applet related tables**

**Removal of applet from the Applet Master List - Google Spreadsheet**

**Removal**

### **6.1.9. Quality Control Checklist**

In order to ensure the best user experience on the Akaun Platform, we need to ensure this checklist is executed on a periodic basis.

**UI Design QC**

**Documentation QC**

**Permissions QC**

**Features QC**

**Development / Staging Environment QC**

## Commercials QC

## Source Code QC

### 6.1.10. Support and Maintenance of Applet

### 6.1.11. Suspension of Applet

- Usually this happens when the developer / applet violates the policy of applet store etc.

### 6.1.12. Types of Applet

### 6.1.13. UI Design Guidelines

- Must have Applet settings at the bottom left
- Having Personal Settings at the bottom left
- Showing the Tenant-code at the top left
- Showing the applet logo at the top left
- Having left menu
- Responsive to both desktop and mobile

### 6.1.14. Vendor Account

#### Vendor Registration

#### Developer Registration

#### Linking to the AkaunHQ Entity Account

understanding of permission / assignee / target type table.

understanding of difference between permission set and permission template

requesting for the permission template to be created for third party developer..

### 6.1.15. Pricing for applets

For now, we go with simplified pricing strategy by just charging per user per applet per month manually before the Billing Engine is ready.

### 6.1.16. Scheduler for applet

The scheduler of an applet allow recurring task to be executed on a periodic basis.

### 6.1.17. Webhooks for Applets

The webhook for an applet is different from the webhook for Sales Order etc...

This webhook is specific to an applet, to cater for the following scenario... For example, when the users first installed an applet, or when they first start clicking on the applet... etc..

### **6.1.18. Archiving an Applet**

Archiving an applet would be permanently in-activating an applet.

### **6.1.19. Client Side Settings**

- This is used for certain client side permissions to hide certain fields in the UI
- Allowing users to configure customize the behavior of the client-side

## **6.2. Akaun Shell Development Guide**

## **6.3. Cloud Infrastructure**

## **6.4. BigLedger Database Guide**

### **6.4.1. Overview**

### **6.4.2. Database Schema**

### **6.4.3. Liquibase**

### **6.4.4. The Root Database Schema**

### **6.4.5. The Tenant Database Schema**

## **6.5. BigLedger Java API Guide**

### **6.5.1. Spring Framework**

### **6.5.2. RESTful API Best Practices**

## **6.6. Domain Driven Design**

## **6.7. CP Commerce Development**

## **6.8. Kubernetes**

# Chapter 7. Documentation Authoring

## 7.1. Authoring this Documentation

This documentation is written using asciidoc, please take a few minutes to go through the following guide:

- <https://docs.asciidoctor.org/asciidoctor/latest/>
- <https://docs.asciidoctor.org/asciidoc/latest/>

Some useful videos:

- <https://www.youtube.com/watch?v=KbmpBZO4EoY>
- <https://www.youtube.com/watch?v=GL1SEYOhEiQ>
- [https://www.youtube.com/watch?v=wca5m7JpS\\_U](https://www.youtube.com/watch?v=wca5m7JpS_U)

## 7.2. Setup and Configurations

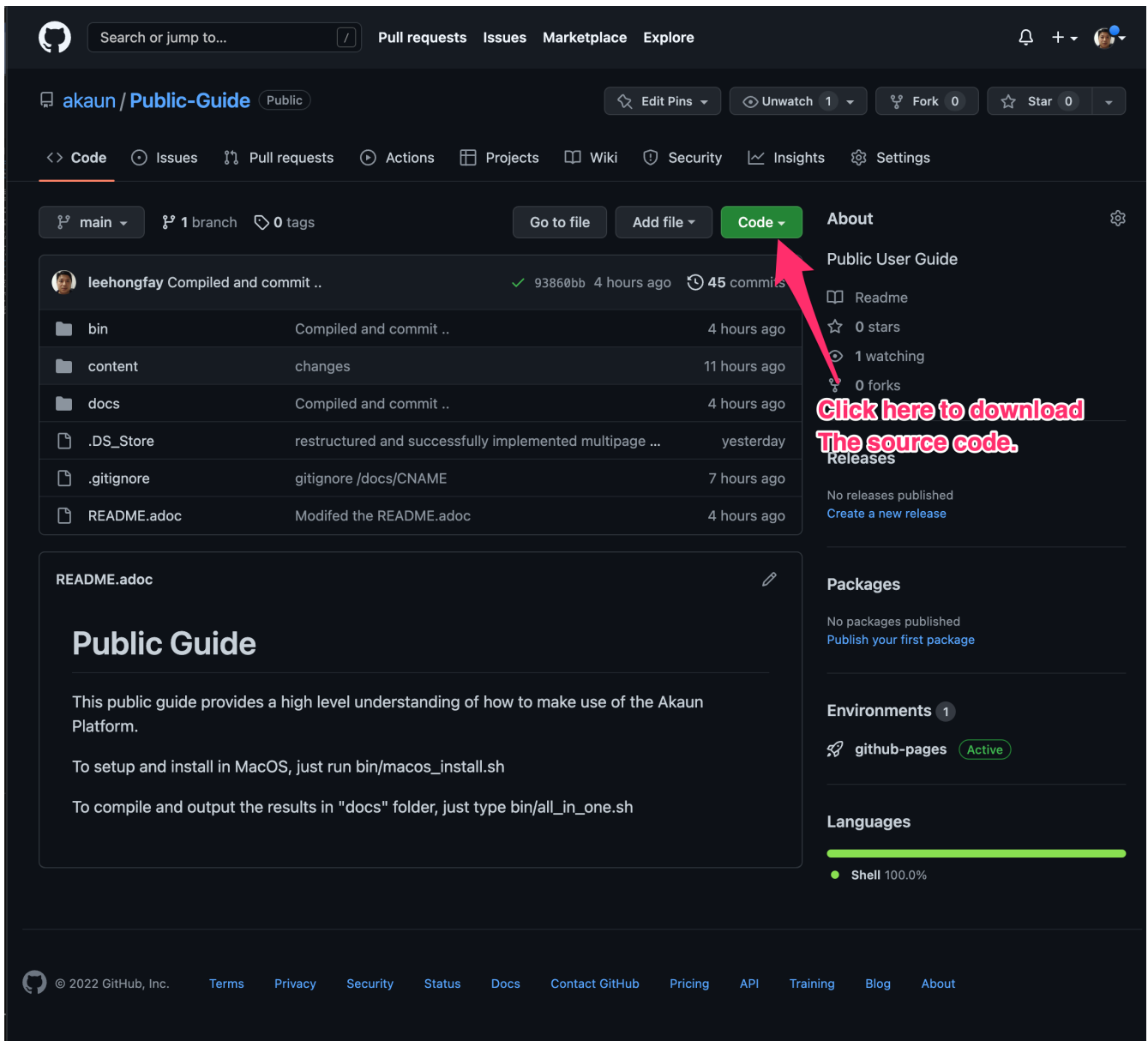
### 7.2.1. Github Repository

- Github User Account

In order to author this documentation, you will need to have a <https://github.com> account. As an employee of Wavelet.net or BigLedger.com , you will be using the <username>@wavelet.net to register for the github user.

You can request the HR department to grant you access to the [hr@wavelet.net](mailto:hr@wavelet.net) to grant you the access to Github Akaun organization (<https://github.com/akaun>).

- Downloading the Github Desktop Client by clicking on the button below:



Please visit <https://desktop.github.com/> to download the Github Desktop.

- Accessing the repository

After you have downloaded the github, please clone the <https://github.com/akaun/Public-Guide> to your local computer.

## 7.2.2. AsciiDoctor Toolchain

Depends on the operating systems you are using, please follow the instructions below accordingly:

### Installing AsciiDoctor

- Linux
  - <https://docs.asciidoctor.org/asciidoctor/latest/install/linux-packaging/>
- Windows
  - <https://docs.asciidoctor.org/asciidoctor/latest/install/windows/>



- Mac
  - <https://asciidoctor.org/docs/install-asciidoctor-macos/>
  - <https://docs.asciidoctor.org/asciidoctor/latest/install/macos/>

### Installing Epub3 Converter

Please click on the link below for detailed instructions:

<https://docs.asciidoctor.org/epub3-converter/latest/>

### Installing PDF Converter

<https://asciidoctor.org/docs/asciidoctor-pdf/#install-the-published-gem>

### Installing Multipage HTML Converter

<https://github.com/owenh000/asciidoctor-multipage>

## 7.2.3. Visual Studio Code

- Downloading Visual Studio Code

Please visit the following page to download. <https://code.visualstudio.com/download>

After you have installed the Visual Studio Code, please install the following extensions:

- AsciiDoc
- Github Pull Requests and Issues
- vscode-pdf

The next step is to open the folder where you cloned the <https://github.com/akaun/Public-Guide> repository using the Visual Studio Code

## 7.3. Understanding the Directory Structure

| Folder Name | Description  |
|-------------|--|
| bin         | This folder contains shell scripts that you need to install and setup. You will also see a file called <code>publish.sh</code> , and this is the file that you would execute to compile the asciidoc into various file formats, and save them in the "docs" folder. You shouldn't be editing any files in this folder. |
| build       | This is a temporary folder that gets deleted and re-created every time we "compile" the documentation. You shouldn't need to mess with files in this folder.   |

|         |  |
|---------|--|
| content | This is where you will be contributing by editing the files in this folder.  |
| docs    | You shouldn't need to edit any files in this folder. But you are welcome to open the files in this folder to check the "compiled output" of your changes , to ensure they are correct before pushing your code to the github, and request for your branch to be merged with the "main" branch in github. |

## 7.4. Images

You may place the images anywhere in any sub-folders inside the "content/" folder, and reference to it in your asciidoc document using `assets/<image-file-name>`. The **bin/publish.sh** would copy all images in the "content" folder into the "content/assets" folder before the compilation and build of all asciidoctor formats.

Example:

```
image::assets/<image-file-name>[]
```

## 7.5. Committing Changes To The Repository

Before you make any changes, it is absolutely important that you **checkout** the local repository into a different branch, and the naming convention that we use would be:

YYYY-<email\_address>

You may find the following resource useful:

- <https://code.visualstudio.com/docs/editor/versioncontrol#:~:text=You%20can%20create%20and%20checkout,tags%20in%20the%20current%20repository.>
- <https://www.youtube.com/watch?v=X9-iaXfKY5g>
- <https://www.youtube.com/watch?v=H5BLEPhqxe8>
- <https://www.jasongaylord.com/blog/2020/07/08/create-delete-branches-using-visual-studio-code>

Once you have made the changes you want, remember to run the command from the "Public-Guide" directory:

```
bin/publish.sh
```

The above shell script will clean up the "docs" and "build" folders, and then compile all the adoc files into the intermediate "build" folder and subsequently publish the final output into the "docs" folder.

To view the final output, you can open the "docs" folder and view the content in the folder by opening one of the following files:

- index.html (This is the multipage html output)
- blg\_handbook.pub
- blg\_handbook.pdf
- blg\_handbook.html

Once you have completed your editing, the next step is to create a **pull request**. Refer to the following for more information:

- <https://docs.github.com/en/pull-requests/collaborating-with-pull-requests/getting-started/about-collaborative-development-models>
- <https://docs.github.com/en/pull-requests>
- <https://www.youtube.com/watch?v=oa1wXWeH1IQ>

Congratulations !!

# Glossary

## **Akaun Shell**

The user interface that loads into a web browser, and showing users a list of applets.

## **Applet**

An application that runs on the Akaun Shell.

## **Applet Store**

The applet where users can discover other applets and install these other applets.

## **Environment**

There are 3 environments, namely production, staging and development. Each of these environments lives in a different AWS account.

## **Platform Administrators**

This refers to the BigLedger MIS Department.

## **System Administrator**

This refers to the BigLedger MIS Department.

## **Root Database**

This refers to the Platform main and global database.

## **Tenant**

Every tenant is isolated from each other , it has its own independent database and other resources like files storage. Within a tenant, it is possible to create multiple companies, and they share the same database.

## **Tenant Admin**

This refers to the OWNER or ADMIN of the Tenant.

# **Appendix A: First Appendix**

## **A.1. First Subsection**

## **A.2. Second Subsection**

# **Appendix B: Second Appendix**

## **B.1. First Chapter**

## **B.2. Second Chapter**

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