vScription Transcribe Pro Billing Specifications

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# Overview:

This document will outline the billing processes for vScription Transcribe Pro

## Client Billing Summary:

vScription Transcribe Pro will have a separate billing rate for each of the following three services;

1. vScription Transcribe Pro – Technology Services
   1. This is where users can purchase a subscription to vScription Transcribe Pro to use as a web based dictation and transcription platform. These clients will have their own transcriptionists and manage their own dictations. This is billed on a monthly basis and is billed per user that will have access to their organization.
2. vScription Transcribe Pro – Transcription Services
   1. This service is where users will upload audio to our servers and our transcriptionists will transcribe the work for the client. This is billed by transaction and is billed bi-monthly. Client is billed per minute of uploaded audio and they are billed for the work that has been transcribed in the billing period.
3. vScription Transcribe Pro – Backend Speech Services (Need to come up with a better name…)
   1. This service is where users will upload audio to our server which will be converted to text using the rev.ai engine. Once the text is recognized, the users have the ability to review the converted text using the transcribe module where they can follow the synced audio and text and search for specific word(s) in the text. This is billed transactionally per minute of uploaded audio. Client is billed once the recognized text is updated on our server. Usually minutes after upload.

## Client Billing Processes:

1. vScription Transcribe Pro – Technology Services
   1. The current billing process for this is we create a subscription in Zoho Subscriptions which automatically bills the organization for each client account that is active. There are no billing reports details besides the active accounts that are needed as the billing is a flat rate per month per user. This is all handled by Zoho Subscriptions. We currently have to manually create the subscription. This is going to remain as is for now. The plan is to use the Zoho Books APIs to automate this at some point.
2. vScription Transcribe Pro – Transcription Services
   1. The current process for this is we manually run a report bi-monthly that lists the reports that have been transcribe during that period. We manually generate an invoice in Zoho Books and send to the client. This is going to remain as is for now. The plan is to use the Zoho Books APIs to automate this at some point.
3. vScription Transcribe Pro – Backend Speech Services
   1. We currently don’t have a process for this new service. Possible processes are as follows;
      1. Option 1:
         1. Users add files to Job Uploader
         2. Prior to clicking the Upload Jobs button, there will be a summary of the total charges based on the lengths of the jobs and the cost per minute
         3. When user clicks Upload Jobs, the total amount is pre-authorized to the users credit card
         4. When the jobs have been recognized and returned by the server, the charges are then captured. If there are any errors and the text is not returned, the charge is not captured.
         5. NOTE: The user will have the option to override sending for backend speech recognition (For example, poor audio etc..) and this/these jobs will NOT go through the backend engine and will be charged a flat fee per audio. This flat fee is for access to the platform. (Maybe we shouldn’t bother with this to start and add it later if requested?)
      2. Option 2:
         1. Client purchases a block of time and each time they upload a job, the billed amount is deducted from that total. For example, client purchases 100 minutes. Before a job is uploaded, the remaining time is checked to ensure that there is enough paid minutes to transcribe the report. If there aren’t, client is prompted to purchase more.

## Client Billing Considerations:

* Billing is to be rounded up to the next 15 second increment. Billing is per minute but with the round up, the billing table will be as follows;

|  |  |
| --- | --- |
| 1-15 Seconds | 25% minute bill rate |
| 16-30 Seconds | 50% minute bill rate |
| 31-45 Seconds | 75% minute bill rate |
| 46-60 Seconds | 100% minute bill rate |

* For simplified billing purposes, seconds will be converted to 1/100 of a minute. ((ss/60)X100)

Examples:

|  |  |  |
| --- | --- | --- |
| Time mm:ss | Converted Time (1/100 Minute) | Total billed amount (ie: 11c/min) |
| 96:37 | 96.62 | $11.03 |
| 3:21 | 3.35 | $0.37 |
| 10:54 | 10.90 | $1.20 |
| 57:08 | 57.13 | $7.70 |

* We will also have to build in a tax table for Canadian clients as we as a business are responsible for collecting taxes. I can export a list of taxes rates for Canada and this will need to be easily updated as taxes do tend to change in Canada. Any clients without a Canadian billing address will not be charged taxes.
* When billing credit card, we will use the client’s billing address used during signup to save the client time. Because of this we need to make sure that we identify the address as the billing address on the page.
* We should have the option where the client can save their credit card details. I’m pretty sure this would be done through the API and they would store the credit card details and we could have some of token to refer to it for future transactions?
* For our merchant processor we currently have AVS on as part of fraud detection. What this means is that if the address on the card doesn’t match the address of the client the transaction gets flagged as suspicious and doesn’t get captured. I’ll have to figure out how strict we should be with this setting.
* Since we are rounding up for 15 second increments, we will need to store the actual audio length as well as the billed audio length
* I think we need to have two types of client emails;
  + First one is when a client purchases pre-paid minutes. Needs to include billing details such as;
    - Client information,
    - Our company information and tax number,
    - Billed amount (subtotal, taxes, grand total)
    - Total minutes purchased
    - Date/time purchased
  + Second is a transactional email that includes the job details, total minutes used and remaining amount of minutes. This would be sent per upload batch
  + For testing and for first while, we will want to bcc [vsptbilling@vtexvsi.com](mailto:vsptbilling@vtexvsi.com) for each email.
* For pre-paid, should be sell by minute or by dollar amount? Ie: Should we bill by options in dollars of $5.00, $25.00, $50.00 and we multiple by the price per minute or should we will sell by minute: 100 minutes, 250 minutes, 500 minutes, 1000 minutes? If we bill by minute, we will need to have a place to store the default per minute rate and use that to display how much it would cost. (ie @ .11/min: 100 minutes = $11.00, 250 minutes = $27.50)? Will want some feedback on this. Is there a certain way that will make management easier?
* Consideration for previous note. If we want to implement lower billing charges for more minutes purchased, maybe we should sell by minute? For example, 100 minutes is 11c/min, 500 minutes is 10c/min, 1000 minutes is 9.5c/min etc..?
* Trials: New accounts will get 30 free trial minutes added to their account.

## Signup Considerations with respect to billing:

* We should see if there is some sort of list that we can use to prevent users from signing up for new accounts over and over to get free trial minutes. We should prevent free email domains like gmx, mailcatch etc….. I think we should discuss it but not necessarily implement any other measures yet. We could eventually just ask for a credit card when signing up for account?
* Account type: Since we technically have three different services within vScription Transcribe Pro, I wonder if we should ask the client to choose which service they want to signup for during signup? Something like a price grid which would set their account type? Something like this? (we’d need three panes)

Graphical user interface, text, application

Description automatically generated

* User will need a way to update their billing address