**Sunrise Business Requirements/ Statement of Work**

For BDFM

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**Purpose**

Purpose of this document is to clearly define the work that BDFM have contracted AVUSA IT to conduct for the circulation management system ‘Sunrise’ for the financial year 2012/2013

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# Introduction

This document describes the business requirements provided by BDFM for the Sunrise system to be developed by AVUSA IT.

Any additions/changes of scope/functionality will trigger a change to this document which requires an addendum whose consequences will need to be agreed by BDFM and AVUSA IT.

The structure of this document is as follows:

## High-Level Architecture

Will identify the systems that will be integrating with sunrise.

## Banking and financials

Will identify the role of sunrise in managing the financials of customers.

## Customer Details

What details of the different types of customers will be stores.

## Customer Correspondence

How and when will correspondence occur with a customer.

## Reporting

What types of reports will be provided and in what format.

## BDFM Tasks

Request for information from BDFM to allow development to proceed.

# High Level Architecture

Diagram as per my board

## Entry Points

Sunrise will provide an API-type interface for adding customer purchases of print, e-edition and web-subscriptions.

Holiday hold, updating address details etc… is not included in the first phase.

## Paradise

Paradise will be used as the circulation fulfillment system.

The Paradise interface mechanism is yet to be defined. However it is generally accepted that it will be a one-way push interface into paradise of:

* new subscribers
* updated details,
* cancelled or expired subscribers

Paradise currently has two possible methods to interface:

* Temporary tables
* Webservice

It is understood that these records should be manually vetted to ensure compliance with Paradise record standards.

The balancing of records across sunrise and Paradise will be monitored by a monthly exception report from each system, which needs to be manually audited and actioned.

# 

# Banking and financials

Also refer to the reporting section.

## Debit Orders

A debit order file will be created on demand. The file will need to be submitted manually to the bank. We will also process the file back from the bank and create a credit or failed debit entry on the users account.

Question: will we provide a report showing a consolidated list of failed debit orders that will need to be re-process.

## Credit Cards

Credit card payments will need to be manually processed through the website. Or via the Safeshop interface. Processing via the Safeshop interface will not trigger any events on the system and these would need to be manually captured.

## Corporates

Corporates can be issued with a credit limit (rand amount) to allow for delivery of copies without having to have paid.

# Customer Details

## Subscriber types:

Two subscriber types will be catered for:

Individual subscribers and corporate subscribers. The differences are detailed below:

## Individual subscribers:

Individual subscribers require the following details:

Salutation

Firtstname

Lastname

Cellphone

IDNo

Hometel

Worktel

Email

Billing address (with ZA provinces and list of international countries)

Delivery address (with ZA provinces and list of international countries)

Pensioner/student

List of professions (as per FM.co.za)

List of positions (as per FM.co.za)

Correspondence preference (Email/post)

## Corporate Subscribers:

Company Name

VAT No

Responsible accounts person:

Salutation

Firtstname

Lastname

Cellphone

Worktel

Email

List of professions (as per FM.co.za, ie: in what field does this company operate)

Billing address (with ZA provinces and list of international countries)

Delivery address (with ZA provinces and list of international countries)

Correspondence preference (Email/post)

Then it should be possible for each copy to have individual details as above.

#### Vouchers

Corporate subscribers can have a voucher code and voucher value issued to them per product

Example: BDE001, CODEXYZ, 1000

This will allow 1000 users to sign up for a 1 month BD e-edition.

## Product Details

Products will consist of these fields:

* Code
* Description
* Duration (in days?)
* Expiry (expiry date of the product offer)

A combo product will consist of a single code.

Assumption: It is preferable to have the same product codes as per Paradise

Product details will be provided by BDFM.

## Discount structure

The following standard discount structure will be allowed for all products:

Pensioner 33%

Student 15%

Corporate 20%

Individual 10%

Free 100% (can only be applied by administrator)

# Customer Correspondence:

In all actions/events, the correspondence preference will be checked and the agent prompted to print and mail should the preference be post.

## Invoicing

When a new subscriber is processed/vetted by an agent, a PDF invoice will be sent to that subscribers email address. The correspondence preference will be checked and the agent prompted to print and mail should the preference be post.

It is envisaged a button will be provided that triggers this action. This will also allow for any invoices to be resent.

The invoices will be stored in the subscribers audit trail/CRM notes section.

## Credit Notes

As per the invoice mechanism defined above, a button action will trigger the credit note to be sent via PDF to the email address of the subscriber.

Similarly the credit note PDF will be stored in the customers audit trail.

## Renewal Notices

Renewal notices will be sent automatically via email according to the product table below. The format of the email will be an HTML template and there will be no attachments. These notices will not be physically stored in the customer audit trail but a history event will be stored, eg: 14 day reminder sent

In the case of a corporate subscription, individuals will not receive renewal notices

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **BDFM Print & E Subs** | **Next Day**  **5th reminder** | **5 Days**  **4th reminder** | **14 Days**  **3rd reminder** | **28 Days**  **2nd reminder** | **56 Days**  **1st reminder** |
| 3 month | \* | \* | \* | \* |  |
| 6 month | \* |  | \* | \* | \* |
| 12 month | \* |  | \* | \* | \* |
| Individual | \* |  |  |  |  |
|  |  |  |  |  |  |

After this report is run, an exception result will be emailed to the designated renewal administrators where customers have ‘post’ specified as a correspondence preference. The agent will then have to manually go and process each exception.

## Audit Trail

Every correspondence event on a customer account will be recorded as a history item in the customers account history. Invoices and credit notes issued will also be stored in PDF format.

An agent should be allowed to manually insert notes from correspondence.

# Reporting

5 Reports will be created. They will all be emailed to a BDFM provided list of recipients as per the frequency requirements stated below.

Important Deliverables from BDFM:

BDFM will provide a spreadsheet for each report, populated with column headings, example data and any calculations used.

BDFM will provide list of email addresses to receive report.

## Debtors report

Frequency: monthly

Detail: Shows all debtors and total amounts outstanding for each in the 30,60,90,120 day range.

## Credit note report

Frequency: daily (mon-fri)

Detail: shows customers which have been issued refunds on the system which need to be actioned manually.

Assumption: 100% credit card refunds don’t need to be listed.

## VAT Report

Frequency: Monthly

Detail: Report showing vattable sales totals and non-vattable sales totals (international). Report should show total VAT amount due to SARS.

Assumption: Detail of every line item is not required, just totals.

## Revenue Report

Frequency: monthly

Detail:

1. Report showing copies flagged as ’delivered’ and the value thereof. For individuals this is ‘paid for’ subscriptions, for companies these may not yet be paid for. This is in a window of a month, ie: not cumulative.
2. This needs to be broken down into how each of these was paid for EFT, Credit Card, Debit Order.
3. Further broken down into province and international.

Assumption: BDFM don’t want details of which international country, ie: all countries outside South Arica are classed as International on the report.

## Current Liabilities Report

Frequency: monthly

Detail: Number of copies and value thereof which are still owed to customers.

Assumption: this is the total liability of all subscriptions paid for. Ie: anything not paid for is excluded.

# BDFM Tasks

1. Product details will be provided by BDFM.
2. Customer fields will be confirmed
3. Spreadsheets will be provided for each report
4. Reporting assumptions will be answered.
5. BDFM will identify the administrative user/s
6. BDFM will provide email addresses for the reports
7. BDFM will provide existing subscriber lists, the products, their expiry, their balances etc…
8. BDFM will initiate and request any work required on the Paradise system
9. This document to be signed-off by BDFM