BigLedger Handbook

v1.3

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

- Epub Format
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Chapter 1. BigLedger Overview

1.1. BigLedger BigPicture

1.1.1. Introduction

This documentation consist of two parts:

- BigLedger Handbook
  For public users wanting to learn about BigLedger Akaun Platform. Click here to access.
- BigLedger Blueprint
  For BigLedger employees only. Click here to access.

1.1.1.1. Getting Started

Before you rush into learning how to use the Akaun Platform, we strongly recommend that you refer to the following chapters to grasp the high level overview of what the Akaun Platform can do for you as follows:

- Section 3.1.1, “Industry Guide - Introduction”
  This guide provide you an in-depth case study of the problems faced by consumer electronics, car repair workshops, logistics, manufacturing, healthcare and retail businesses and how they might be able to solve their problems using the Akaun Platform.
- Modules Guide
- User Guide
- Technical Guide

1.1.1.2. Speak To Us

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1.1.1.3. Downloads

If you would like to download the **BigLedger Handbook** for offline reading or prefer to read the BigLedger Handbook using your favourite Epub reader, you may download from the links below.

- PDF Format
- Epub Format
- Single File HTML

1.1.2. Background

Founded in 2017, the company name "BigLedger" carry the meaning of "**Big** Data" + "Financial **Ledger**", it has grown from an idea of combining structured and unstructured data with the financial data to an operational data lake platform that could be used by big enterprises as well as small and medium businesses.

BigLedger started with the intention to solve one of the biggest problem faced by businesses, which is to integrate various systems, namely:

- Accounting Software
- Customer Relationship Management System
- Point of Sales
- Marketplace Integration
- Human Resource System
- Issue Tracker
- Project Management
- Digital Marketing
- Sales Force Automation
- Procurement System
- E-Commerce Applications
- Mobile Apps
- Membership Program (Customer Loyalty Systems)
- Warehouse Management
- Inventory Management Software
- Logistics and Delivery
- Contact Center System
- Taxation
- Customer Helpdesk
- .... and many more

We are thankful to our customers that embark the BigLedger journey with us as follows:

Born in the cloud, the BigLedger **operational data lake** connect all parts of a business into an intelligent suite on a fully digital platform and is capable of replacing process-driven, legacy platforms. The "Akaun Platform" is also officially recognized as the winner of APICTA (Asia Pacific ICT Award) in the Business Services Category as follows:

Chapter 2. User Guide

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

2.1. Applet Users

2.1.1. Introduction

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/

2.1.1.1. 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.

2.1.1.2. 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 | https://akaun.com | https://<something>.akaun.net | This is the life environment, used by real businesses in their day to day operations.

| Staging | https://akaun.cloud | https://<something>.akaun.app | 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 | https://akaun.dev | https://<something>.akaun.xyz | This environment is usually used by the software developers to do their experiments.

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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.

2.1.1.3. 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.

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| 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"

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2.1.1.4. 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.

2.2. Project Implementors

2.2.1. Introduction

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.

2.2.1.1. 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.*)

2.2.1.2. 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 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" _)

2.2.1.3. 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).

2.2.1.4. 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 Section 4.2, “Core Module” should be installed, configured in proper sequence, before you proceed to install the other applets.

2.2.2. Applet-Catalog Maintenance

Applet-Catalog is a curated list of applets combined with a curated list of users with permissions to install these applets in the list. Users are able to open the Applet Store to see a list of Private Catalogs and install the applets accordingly. Currently, only the Platform System Administrator is allowed to create the Applet-Catalogs, and add users to the

When adding an applet to a catalog, the Platform System administrators get to specify the tenant, rank, edition and addons. While the tenant and rank options do not affect the subscription pricing, the edition and addons determines the monthly subscription fee of the applets.

A tenant OWNER/ADMIN who happens to also be the ADMIN/OWNER of a Applet-Catalog is able to add/remove applets from the Applet-Catalog as well as adding or removing users from the Applet-Catalog. Typically, many catalogs would be created for the users of a tenant. In the example below, we make use of some fictitious company names for elaboration purpose.

Kindly refer to Section 2.2.3, “Fictitious Companies” for elaboration of **fictitious** names.

Example Applet-Catalog for ABC Group level top management

Applet List	User List	Remarks
* **Organization Applet Rank: OWNER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Organization Applet Rank: OWNER ,** Tenant: abc-pharmacy , **Edition: Default ,** Addons : n/a , * **Financial Report Applet Rank: OWNER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Financial Report Applet Rank: OWNER ,** Tenant: abc-pharmacy , **Edition: Default ,** Addons : n/a ,	* abc-group-director-01 , * abc-group-director-02 , * abc-group-director-03 , * abc-group-director-04 ,	The people included in this list are holding positions at the group level, hence, they need to have access to applets linked to various tenants, and they should have the permissions to modify any settings as OWNER of the applets as well.

Example Applet-Catalog for ABC Consumer Electronics Division management

Applet List	User List	Remarks
* **Organization Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Financial Report Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a ,	* abc-ce-retail-director-01 , * abc-ce-retail-director-02 ,	The people included in this list are holding positions at the **business division** level (for ABC Group - consumer electronics only), hence, they need do not have access to applets linked to **abc-pharmacy** tenant.

Example Applet-Catalog for ABC Pharmacy Division management

Applet List	User List	Remarks
* **Organization Applet** **Rank: ADMIN ,** Tenant: abc-pharmacy , **Edition: Default ,** Addons : n/a , * **Financial Report Applet** **Rank: ADMIN ,** Tenant: abc-pharmacy+ **Edition: Default ,** Addons : n/a ,	* abc-pharmacy-director-01 , * abc-pharmacy-director-02 , * abc-pharmacy-director-03 ,	The people included in this list are holding positions at the **business division** level (for ABC Group Pharmacy businesses only), hence, they need do not have access to applets linked to **abc-pharmacy** tenant.

Example Applet-Catalog for ABC Consumer Electronics Division - Finance Managers

Applet List	User List	Remarks
* **Organization Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Financial Report Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Tax Configuration Applet** **Rank: OWNER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Chart of Account Applet** **Rank: OWNER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Cashbook Applet** **Rank: OWNER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Entity Maintenance Applet** **Rank: OWNER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Employee Maintenance Applet** **Rank: OWNER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Bank Reconciliation Applet** **Rank: OWNER ,** Tenant: abc-main , **Edition: Default ,** Addons : Auto-Match	* abc-ce-finance-manager-01 , * abc-ce-finance-manager-02 ,	The people included in this list are holding positions at the **business division** level (for ABC Group Consumer Electronics businesses only), hence, they need do not have access to applets linked to **abc-pharmacy** tenant.

Example Applet-Catalog for ABC Consumer Electronics Division - Finance Executives

Applet List	User List	Remarks
* **Tax Configuration Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Chart of Account Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Doc Item Maintenance Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Cashbook Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Inventory Item Maintenance Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Entity Maintenance Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Employee Maintenance Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Bank Reconciliation Applet** **Rank: MEMBER ,** Tenant: abc-main , **Edition: Default ,** Addons : Auto-Match * **Internal Payment Voucher Applet** **Rank: MEMBER ,** Tenant: abc-main , **Edition: Default ,** Addons : FPX-Integration	* abc-ce-finance-exec-01 , * abc-ce-finance-exec-02 ,	The people included in this list are holding positions at the **business division** level (for ABC Group Consumer Electronics businesses only), hence, they need do not have access to applets linked to **abc-pharmacy** tenant.

Example Applet-Catalog for ABC Consumer Electronics Division - HQ Operation Managers

Applet List	User List	Remarks
* **Doc Item Maintenance Applet** **Rank: MEMBER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Customer Maintenance Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **POS - General Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Internal Sales Order Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Inventory Item Maintenance Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Doc Item Maintenance Applet** **Rank: MEMBER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Internal Purchase Order Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Report - Daily Sales Applet** **Rank: ADMIN ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a ,	* abc-ce-hq-ops-manager-01 , * abc-ce-hq-ops-manager-02 ,	The people included in this list are holding positions at the **business division** level (for ABC Group - consumer electronics only), hence, they need do not have access to applets linked to **abc-pharmacy** tenant.

Example Applet-Catalog for ABC Consumer Electronics Division - Branch Cashiers

Applet List	User List	Remarks
* **Doc Item Maintenance Applet** **Rank: MEMBER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Customer Maintenance Applet** **Rank: MEMBER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **POS - General Applet** **Rank: MEMBER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Internal Sales Order Applet** **Rank: MEMBER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Inventory Item Maintenance Applet** **Rank: MEMBER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Doc Item Maintenance Applet** **Rank: MEMBER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a , * **Report - Daily Cashier Report Applet** **Rank: MEMBER ,** Tenant: abc-main , **Edition: Default ,** Addons : n/a ,	* abc-ce-hq-branch-cashier-01 , * abc-ce-hq-branch-cashier-02 ,	The people included in this list are holding positions at the **business division** level (for ABC Group - consumer electronics only), hence, they need do not have access to applets linked to **abc-pharmacy** tenant.

2.2.3. Fictitious Companies

For the ease of elaboration, we will be using a fictitious company throughout this guide.

NOTE *Disclaimer : Use of fictitious names*

> The example companies, organizations, products, domain names, e-mail addresses, logos, people, places, and events depicted herein are fictitious. No association with any real company, organization, product, domain name, e-mail address, logo, person, places, or events is intended or should be inferred.

2.2.3.1. Fictitious Company Names

Group (Nickname)	Tenant	Company Name	Users	Description
ABC Group	abc-main	ABC Public Listed Berhad	Lim-KH	A large conglomerate in Malaysia, public listed.
		ABC CE (Malaysia) Sdn Bhd	Lim-KC	The largest consumer electronic chain store in Malaysia with 120 branches
		ABC IT (Malaysia) Sdn Bhd	Wai-Hang	A premium IT retailer in Malaysia with 15 branches
		ABC CE (Singapore) Pte Ltd	Johnny	Retail consumer electronics chain store with 20 branches in Singapore owned by ABC Group in Malaysia
		ABC IT (Singapore) Pte Ltd	Wong	Retail computer chain stores with 30 branches in Singapore
	abc-pharmacy	ABC Pharmacy (Malaysia) Sdn Bhd	Michael	Malaysia Pharmacy chain with 50 branches owned by ABC Group
		ABC Pharmacy (Singapore) Pte Ltd	Stephen	Singapore Pharmacy retail with 30 branches owned by ABC Group

PC-City Group	pccity	PC-City Hypermarket Sdn Bhd	Yee	The largest IT Hypermarket in Malaysia with 10 branches
Tander	tander	Tander Sdn Bhd	Eric	Largest computer chainstores with 60 branches
Ingrem	ingrem	Ingrem Sdn Bhd	Victor	One of the largest IT distributors in Malaysia
UncleSam	unclesam	Uncle Sam Sdn Bhd	Kim	One of the largest android handphone manufacturer in the world.

2.3. Tenant Owners

2.3.1. Tenant Owners

2.3.1.1. What is a Tenant ?

2.3.1.2. 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

2.3.1.3. Fees and Charges

2.3.1.4. Access and Permissions

2.3.1.5. System Performance

2.3.1.6. API

2.3.1.7. Subscriptions , Applet-Catalogs , Applets

2.3.1.8. Audit Trail

2.4. Applet Developers

2.4.1. Introduction

Welcome to BigLedger Applet Developer’s guide. This guide provide you the steps and information on the full software development lifecycle of developing an applet as well as launching, promoting and selling your applet in **Akaun Store**.

Akaun Applets provide businesses the ability to consume software in a modular way, cost effectively, without the pains of integrations.

2.5. Resellers

2.5.1. Introduction

Guide for resellers

2.5.1.1. Section 1

2.5.1.2. Section 2

2.6. System Integrators

2.6.1. Introduction

Welcome to integrate with **Akaun Platform**! The possibilities are endless. This overview will cover everything you need to know to integrate with the BigLedger Data Lake

There are a few ways you could integrate with the Akaun Platform:

- REST-api
  Ready to use, anytime. You can use any programming languages, framework and tools to call the Akaun RESTful API.
- Webhook
- Python SDK
  This will only be available from 2024.

2.6.1.1. Use cases

We work with various system integrators to integrate with Akaun Platform in the scenarios as follow:

- E-Commerce
  E-commerce system providers would usually integrate to synchronize the following:
  - Product Information
    E-Commerce would pull the the latest item code from Akaun Platform because typically, the latest information of the products (e.g. pricing, promotions etc) is maintained in the data lake.
  - Sales Order Transactions
    After an order is confirmed in the shopping cart, this need to be pushed into the data lake for fulfillment and delivery
  - Customer Data
    New users (email addresses) created in the shopping cart need to be sync back to the data lake
  - Stock Availability
    In order to prevent oversell situation where orders from the customers could not be delivered, resulting in bad customer experience, the e-commerce software will have to pull the stock availability information from the Akaun Platform.
- Point of Sales
  - Product Information
    Similar to e-commerce, this information should flow from the Data Lake to the Point of Sales.
  - Sales - Cash bills / Receipts
    Generally, Point of Sales systems would send the Sales Receipts (Cash bills) transactional information to the Akaun platform.

- Customer Data
  This information is usually consolidated and processed in the data lake platform

- Accounting System
  - Sales Invoices, Sales Return, Credit Notes, Receipt Vouchers
    As Akaun Platform is usually used for consolidating various operational data , including transactions with the customers, it is possible that these sales transactions are exported to certain accounting software for financial reporting.
  - Purchase Invoices, Purchase Return, Credit Notes, Payment Vouchers
    Likewise, transactions with the suppliers could also be exported to third party accounting system for financial reporting.
  - Journal Transactions
    As Akaun Platform is also capable of generating Journal Transactions, it is possible that instead of exporting transactional documents, only the journals are exported into third party accounting systems accordingly.

- Membership Program
  - Member Records
    The data lake contains all member records, and it is also associated with various contact channels (Facebook, Whatsapp, Telegram, email, mobile phone etc). Third party Loyalty program could be pulling or pushing data into the Akaun Platform (both directions).
  - Point Transaction Lines
    If membership point calculations are done in the membership program, this information could be synced from the Membership program into the Akaun Platform, by doing so, businesses would be able to utilize this data in their e-commerce websites, mobile apps etc.
  - Membership Point Control Account This table is used to store a list of membership points balance based on expiry dates. Internally, Akaun Platform could auto calculate and update this information and make it available for any third party loyalty program.
  - Latest Membership Point Balance This table only store the latest membership point balance that is also calculated whenever new membership point transaction lines are inserted. This information could be used by Point of Sales or E-Commerce website to pull the information on a near real time basis.

- Warehouse Management
  - Purchase Orders
    Usually, the purchase orders are issued from the Akaun Platform to the suppliers, and these Purchase Orders need to be synced to the WMS so that when the suppliers deliver the goods, the users will use the Warehouse Management System to enter the records of the goods received from the supplier, and subsequently compare and check this against the Purchase Order from within the WMS software itself. So, the usual direction of syncing for Purchase Order is from the Akaun Platform to the WMS system.
  - Purchase - Goods Received Notes
    As Goods Received Notes are usually created using the WMS system, this information is synced back to the Akaun Platform as inventory stock balance calculations are done in the Akaun Platform. The Goods Received Note synced to the Akaun Platform would also be used to generate the Internal Purchase Invoice document, for Account Payable calculations, self

billing, GST / VAT (taxation) purposes.

    - Sales Orders
      The Akaun Platform consolidates the sales orders from E-Commerce, **Conversational commerce** , outlets (branches), marketplaces (e.g. Lazada and Shopee etc), these orders could be sent to the Warehouse Management System for picking , packing and delivery purposes.

- Human Resource
    - Sales related data
      In order to calculate the sales commission, third party payroll or human resource software could extract the sales reports from the Akaun Platform for calculations and processing of payroll and automate the processes accordingly.
    - Identity and Access Control
      Whenever there's a new employee joining or leaving, with the auto-import / export function, we would be able to ensure identity and access management could be automated.
- Mobile Apps
    - Statement of Account
      Third party mobile apps developer could potentially be pulling the statement of account of specific customer and display it in the mobile app to provide a great user experience.
    - Transaction history The transaction history would include all business documents, for example, Sales Order, Sales Invoice, Sales Return, Credit Note, Purchase Order, Purchase Invoice, Payment Voucher, Credit Note etc.
    - Warranty Information Given a product serial number, it is possible to pull information from the Akaun Platform on the warranty expiry date and other information that may be useful for consumers.
    - Sales Quotations Certain quotations would need to be approved by the customers, it is possible for the mobile apps developer to obtain this information for the customers to "approve" the Sales Quotation in order for the Sales Order or Job Order to be carried out.
    - Sales Orders It is likely that the mobile app might want to pull information about the sales order history, and also be able to create a sales order directly into the Akaun Platform.
    - Product Information If the mobile app would like to display a list of products and services (including images), the mobile apps would need to pull from Akaun Platform the product pricing, images, item code, item name and other information that is necessary.

2.6.1.2. Benefits

2.6.2. Getting Started

This guide is meant for system integrators who are NOT developing Akaun Applets, third party system integrators refer to developers intending to consume the Akaun API.

2.6.2.1. Developer Account Registration and Configuration

Akaun provides various environment for developers to test, stage and deploy into production.

	Sandbox	Staging	Production: Akaun.com
Custom Hostnames	*.akaun.xyz	*.akaun.app	*.akaun.net
Region	Singapore	Singapore	Singapore
Status	Live	Live	Live
Description	This is the developer sandbox to experiments , test and develop.	This is for UAT, Demo, Final testing before deployment to the production environment.	This is the global live environment.
Shell Website	https://akaun.dev	https://akaun.cloud	https://akaun.com
API	api.akaun.dev	api.akaun.cloud	api.akaun.com

Registration of developer account

As a new developer, the developer should register an account in Production environment via the website: https://akaun.com. These are the brief registration steps:

- Register an account using either email or phone number
- Activate account using 6 digits number

Registration of user account in production environment

A new user should register an account at: https://akaun.com:

- Register an account using either email or phone number
- Activate account using 6 digits number
- Login and install desired applets

Vendor and Developer Registration

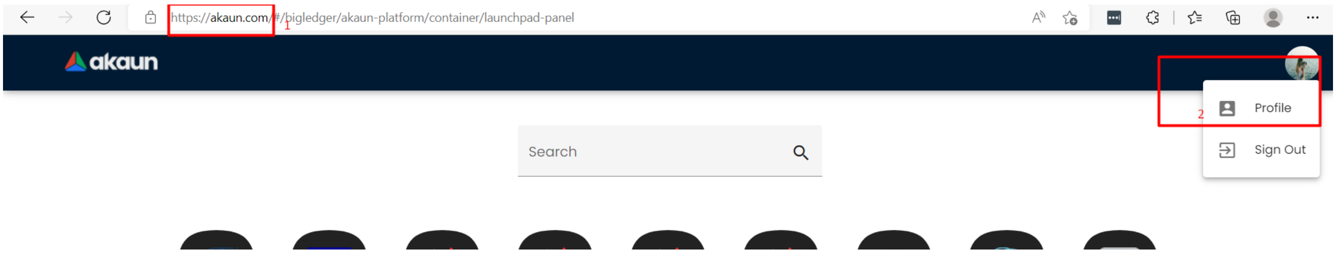
Registration of user account in development environment

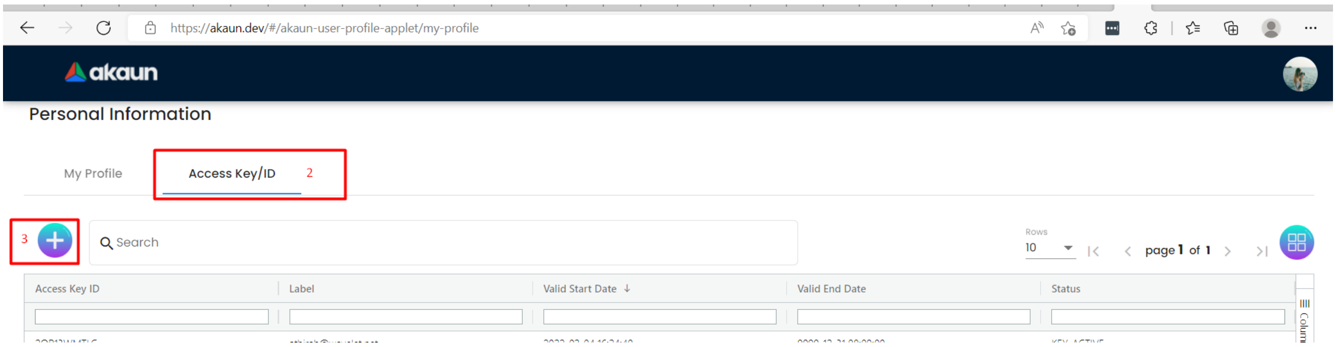
Similar to product environment, a new user register a development account at: https://akaun.dev

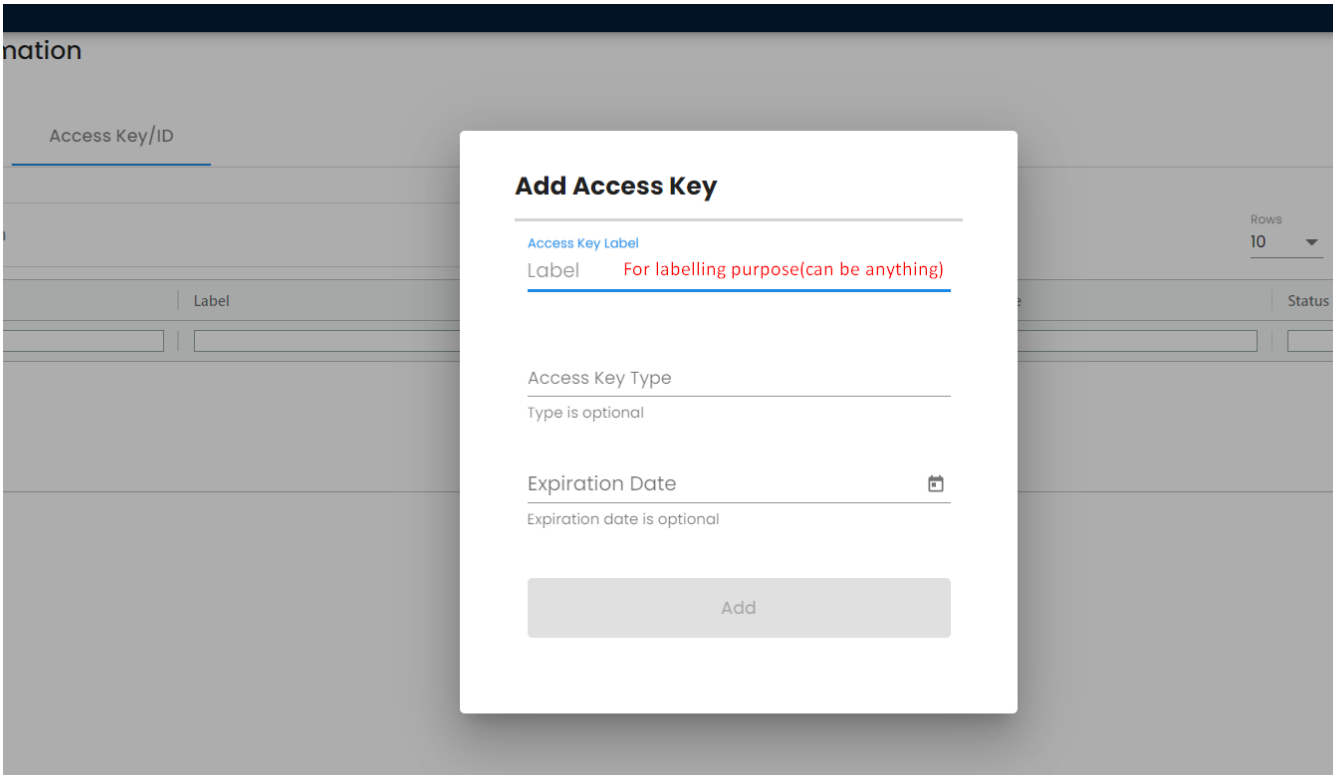
- Register an account using the same email or phone at https://akaun.com
- Activate account using 6 digits number
- Login and install desired applets

Obtaining access id and access key

These access key is required as credential to call etl endpoint. Please go to https://akaun.prod (depending on the environment) and follow these step:







System Integration Applet

2.6.2.2. Understanding Akaun Applet Platform

Akaun Platform System Diagram

Understanding various endpoint based permission schemes

Using the API Reference

2.6.2.3. API Testing

Software Tools to test the APIs

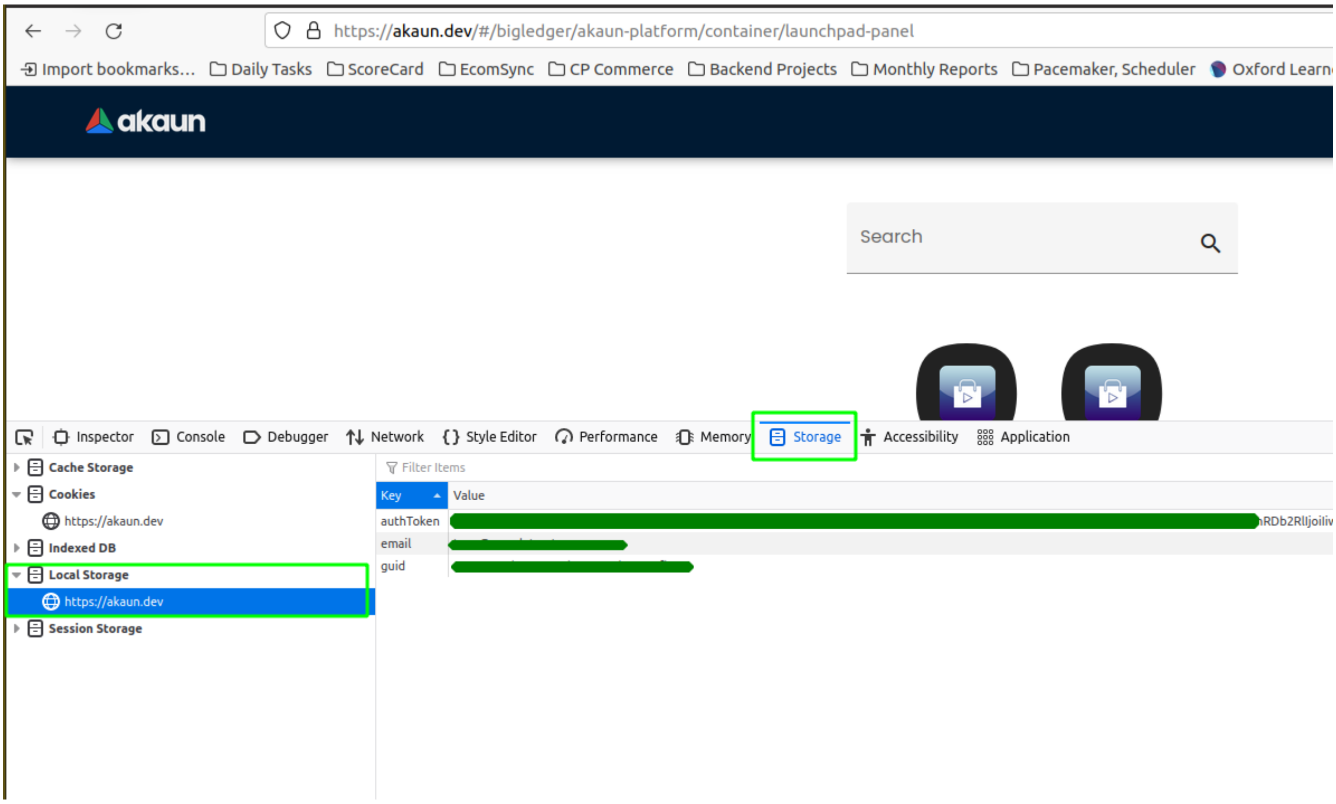
Api Developers may test the api in stoplight documentation: https://bigledger.stoplight.io/docs/blg-

Environment	Website URL	Api URL
Sandbox (development)	https://akaun.dev	https://api.akaun.dev/endpoint_url
Staging environment	https://akaun.cloud	https://api.akaun.cloud/endpoint_url
Production environment	https://akaun.com	https://api.akaun.com/endpoint_url

Notice: AuthToken is refreshed every month, developers should get new authToken once every month(for testing api using authtoken**not applicable for etl endpoint).

Below is the method to get authToken using sandbox (development) environment as an example

- Login into https://akaun.dev
- Right click on an empty space and choose "Inspect"
- Find "Local Storage" under "Storage" tag



Using the "System Integration Applet"

Example of frequently used APIs

a. Product API

b. Customer API

c. Sales Order API

2.6.2.4. Understanding Triggers and Web hooks

When you are integrating with the Akaun Platform, instead of polling the APIs with repetitive schedulers, it is possible for the system integrators to be using Web Hooks for more efficient integrations.

Webhooks

a. Briefing on webhook

Webhooks are used in BigLedger to allow external integrations to be called whenever a particular event occurs. Usually, the event is an API call received by BigLedger.

For any kind of event such as creating vouchers or creating Items:

- From BigLedger side, a topic of webhook is created
- From external side, they will need to subscribe to those topics. And later when they do any operations like "create Item", the webhook will be triggered and they will get a response.

2.6.2.5. Virtual ETL Applet

Virtual Etl applet is an applet which for setting purpose including organization of the permission for etl APIs. Platform Sysadmin will be in charge of installing the the applet and granting necessary permission to access etl APIs.

Once the permission granted, the user may try to access the endpoint to ensure the permissions are successfully granted. The user also may visit this applet to see the list of permission being granted.

2.6.3. ETL Endpoints

These are list of etl endpoint with description. In order to use the api, please ensure you have the access key and access id. If you do not yet create access key and access id, please refer to this link (Section 2.6.2.1, “Developer Account Registration and Configuration”)

The links of api will leads to stoplight documentation website for reference and testing purpose

2.6.3.1. Financial Item API

These links are documentation on sales order api

- bl_fi_mst_item_hdr
  - consist of details of the item
  - the child item of the group item is considered as single item(basic_item)
- bl_fi_mst_item_ext
  - this table store extra information which not stored in header or line
- bl_fi_mst_item_line

- ◦ this table to store the child item after the child item being created in header table as single product. It is to link child item to specific group product.

Create Financial Item

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/5b75f5fe0e7aa-create-financial-item-etl

Update Financial Item

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/295784efab326-update-financial-item-etl

Get all Financial Item

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/0ee6f6e50f5e3-get-all-ecomsync-item-etl-ep

Get Financial Item by Guid

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/7944401702018-get-financial-item-by-guid-etl

Get Financial Item by Criteria

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/6df7f69f6c4f8-get-ecomsync-item-by-query-etl-ep

Delete Financial Item

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/71405b7103746-delete-financial-item-by-guid-etl

Get All Financial Item Extension

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/e51e41d5fc1a9-get-all-ecomsync-item-extensions-etl-ep

Create Financial Item Extension

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/4a50f7cd4d7cf-create-ecomsync-item-extension-etl-ep

Update Financial Item Extension

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/15ff4a9d542f9-update-ecomsync-item-extension-etl-ep

Get Financial Item Extension By Guid

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/97913c9d1d2ea-get-ecomsync-item-extension-by-guid-etl-ep

Delete Financial Item Extension

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/b82778b66b76c-delete-ecomsync-item-extension-by-guid-etl-ep

Get Financial Item Extension By Criteria

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/b0b7a9b4c805d-get-ecomsync-item-extension-by-query-etl-ep

Get All Financial Item Line

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/6eddda835861e-get-all-ecomsync-item-lines-etl-ep

Create Financial Item Line

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/5df4b6cc4f6df-create-ecomsync-item-line-etl-ep

Update Financial Item Line

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/712933bd78ea8-update-ecomsync-item-line-etl-ep

Get Financial Item Line By Guid

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/c6d77508653f7-get-ecomsync-item-line-by-guid-etl-ep

Delete Financial Item Line

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/1c8eb2f0066e1-delete-ecomsync-item-line-by-guid-etl-ep

Get Financial Item Line By Criteria

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/92a7efd385ddd-get-ecomsync-item-line-by-query-etl-ep

Add Files to Financial Item

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/d968514aaa538-add-files-for-ecomsync-item-etl-ep

Get File In Financial Item

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/958568a53ac93-get-file-of-ecomsync-item-etl-ep

2.6.3.2. Ecomsync Item Api

Ecomsync item is where the product stored for marketplace such as Lazada, Shopee, CpCommerce or any Ecommerce platform. In order for any item to be created/synced from marketplace to blg database or vice versa, the item must be created in financial item beforehand through api Section 2.6.3.1, "Financial Item API" or doc item maintenance applet.

- bl_fi_mst_ecomsync_item_hdr
  - compulsory table that need to be passed
  - consist of details of marketplace product
- bl_fi_mst_ecomsync_item_ext
  - consists of extra information of the product that not exist in header or line table
- bl_fi_mst_ecomsync_item_line
  - this table is storing marketplace product details for child item

Create Ecomsync Item

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/63fba45dbd3fc-create-ecomsync-item-etl-ep

Update Ecomsync Item

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/bebff518c890b-update-ecomsync-item-etl-ep

Get all Ecomsync Item

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/0ee6f6e50f5e3-get-all-ecomsync-item-etl-ep

Get Ecomsync Item by Guid

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/be1c6ce90be69-get-ecomsync-item-by-guid-etl-ep

Get Ecomsync Item by Criteria

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/6df7f69f6c4f8-get-ecomsync-item-by-query-etl-ep

Delete Ecomsync Item

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/9545dd93ac5b4-delete-ecomsync-item-by-guid-etl-ep

Create Ecomsync Item Extension

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/4a50f7cd4d7cf-create-ecomsync-item-extension-etl-ep

Update Ecomsync Item Extension

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/15ff4a9d542f9-update-ecomsync-item-extension-etl-ep

Get All Ecomsync Item Extension

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/e51e41d5fc1a9-get-all-ecomsync-item-extensions-etl-ep

Get Ecomsync Item Extension by Guid

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/97913c9d1d2ea-get-ecomsync-item-extension-by-guid-etl-ep

Get Ecomsync Item Extension by Criteria

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/b0b7a9b4c805d-get-ecomsync-item-extension-by-query-etl-ep

Delete Ecomsync Item Extension

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/b82778b66b76c-delete-ecomsync-item-extension-by-guid-etl-ep

Create Ecomsync Item Line

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/5df4b6cc4f6df-create-ecomsync-item-line-etl-ep

Update Ecomsync Item Line

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/712933bd78ea8-update-ecomsync-item-line-etl-ep

Get All Ecomsync Item Line

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/6eddda835861e-get-all-ecomsync-item-lines-etl-ep

Get Ecomsync Item Line By Guid

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/c6d77508653f7-get-ecomsync-item-line-by-guid-etl-ep

Get Ecomsync Item Line by Criteria

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/92a7efd385ddd-get-ecomsync-item-line-by-query-etl-ep

Delete Ecomsync Item Line

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/1c8eb2f0066e1-delete-ecomsync-item-line-by-guid-etl-ep

Add Multiple Files In Ecomsync Item

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/d968514aaa538-add-files-for-ecomsync-item-etl-ep

Get File In Ecomsync Item

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/958568a53ac93-get-file-of-ecomsync-item-etl-ep

2.6.3.3. Stock Availability API

This api to get stock availability of the product which synced from marketplace. To get stock availability, you may refer to Ecomsync Item Api(Section 2.6.3.2, “Ecomsync Item Api”). The stock availability is stored in bl_fi_mst_ecomsync_item_hdr.qty_balance.

The different between stock availability and stock balance is stock availability is the stock which can be sold to customer while stock balance is the stock which exist/hold by the branch. Meaning if the stock has been ordered(sales order created), the stock will be deducted from stock availability as it is already booked for the customer. Once sales invoice created, the stock will also be deducted from stock balance.

The stock balance is obtained from multiple branches which will be configured by users in organization applet.Based on this selection of branches, everytime the sales order created, the system will updated the stock availability in bl_fi_mst_ecomsync_item_hdr.qty_balance where the mkt_guid(branch/marketplace) part of branch that are configured.

The calculation of stock availability as followed

- Single item
  - Qty_To_Sync_To_Marketplace = Qty_of_System_Stock(multiple locations) - Qty_of_Open_Sales_order - Qty_buffer_configured
    - bl_fi_mst_ecomsync_item_hdr.qty_buffer = Qty_buffer_configured → this figure is set in the organization applet
      - qty_buffer is the total stock that will be held from included in stock availability. The purpose is ensured there are extra stock in case of emergency or reserved for specific reason.
    - Qty_of_Open_Sales_order is calculated from bl_fi_generic_doc_line_open_queue

2.6.3.4. Sales Order API

Sales order consists of five tables for data storing which are:

- bl_fi_generic_doc_hdr
  - compulsory table that need to be passed
  - consist of details of sales order including sales order number, billing and and delivery

details

- bl_fi_generic_doc_line
    - consists of details ofitem including voucher involve in sales order transaction
- bl_fi_generic_doc_ext
    - this table store extra information which not stored in bl_fi_generic_doc_hdr
- bl_fi_generic_doc_event
    - this table for report tracking purpose. For example when sales order successfully synced from marketplace, the row will be inserted to indicate the syncing process happened
- bl_fi_generic_doc_link
    - this table to link the generic document. It can link from any server doc type such sales order, sales invoice etc

Create sales order

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/efd10d9cc76c9-internal-sales-order-insert-etl-ep

Update sales order

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/94aaf04d32918-internal-sales-order-update-etl-ep

Get all sales order

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/ab3844710a466-internal-sales-order-get-all-etl-ep

Get sales order by guid

- What if there's membership points to be rewarded?
- To understand the difference between the txn_class = PNS vs STL_MTHD
    - See this google spreadsheet https://docs.google.com/spreadsheets/d/1_1ETNP4arvLpL5T_fI2A3xrnyfq7Lw8g7X-v46XdVyg/edit#gid=0
    - Athirah, please get the video recording of this google spreadsheet discussion from Aida and paste here.

Create sales order

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/efd10d9cc76c9-internal-sales-order-insert-etl-ep

Update sales order

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/94aaf04d32918-internal-sales-order-update-etl-ep

Get all sales order

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/ab3844710a466-internal-sales-order-get-all-etl-ep

Get sales order by specific guid

https://bigledger.stoplight.io/docs/blg-akaun-api-docs-public/0c36501cddfbf-internal-sales-order-get-by-guid-etl-ep

Frequently Asked Question

PNS VS STL_MTHD

PNS(product and services) is txn_type which involve the transaction of product or service while STL_MTHD is the settlement method involved payment in any kind of form such as cash, debit card, or voucher. Once there is order created, that is considered PNS as it involve sales of the product. When the customer pay by cash, the receipt is issued and this is considered as STL_MTHD. To understand further, you may watch the video in the link https://drive.google.com/file/d/1rzXKlOXaXKT2ADwugYIrjJvxbQGYuKMY/view

Can sales order being edited multiple times?

Sales order can not be edited once the sales order is finalized. In order to know if the sales order is finalized, you may refer to column bl_fi_generic_doc_hdr.posting_status. If the column is 'FINAL', the data can not be edited except for remarks column.

Chapter 3. Industry Guide

3.1. Overview

3.1.1. Industry Guide - Introduction

For each of the following industry covered in this guide, we provide you with the following:

- Background
- Identify the problems, goals
- Assumptions
- Evaluation of the case (finding the root cause)
- Proposed solution / changes and compare with alternate solutions.
- Recommendations with reasons and justifications
- Appendices (charts , financials , visuals)

3.2. Consumer Electronics Industry

3.2.1. Overview

3.2.2. Solutions

3.2.3. Stories

3.2.4. FAQs

3.3. Pharmacy Industry

3.3.1. Overview

3.3.2. Solutions

3.3.3. Stories

3.3.4. FAQs

3.4. Car Workshops

3.4.1. Overview

3.4.2. Solutions

3.4.3. Stories

3.4.4. FAQs

3.5. Retail Chainstores

3.5.1. Overview

3.5.2. Solutions

3.5.3. Stories

3.5.4. FAQs

3.6. Logistics Industry

3.6.1. Overview

3.6.2. Solutions

3.6.3. Stories

3.6.4. FAQs

3.7. Manufacturing Industry

3.7.1. Overview

3.7.2. Solutions

3.7.3. Stories

3.7.4. FAQs

3.8. Pet Industry

3.8.1. Overview

3.8.2. Solutions

3.8.3. Stories

3.8.4. FAQs

Chapter 4. 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.

4.1. Module Guide

4.1.1. Introduction

this is the introduction to module guide.

4.2. Core Module

4.2.1. Introduction

This Section provide you a high level overview of what is in the "Core Module", so that you have a good understanding of how various applets work together. For the detail user guide for each of the applet, you may click on the links below, and drill down for further details.

4.2.1.1. Overview

"Core Module" is the only module that is depended by all other modules in the system.

4.2.1.2. Core Module Applets

The core module consiste of the following applets:

- Section A.19, “Tax Configuration Applet”
- Section A.14, “Organization Applet”
- Section A.5, “Chart of Account Applet”
- Section A.8, “Doc Item Maintenance Applet”
- Section A.4, “Cashbook Applet”
- Section A.11, “Inventory Item Maintenance Applet”
- Section A.10, “Entity Maintenance Applet”
- Section A.7, “Customer Maintenance Applet”
- Section A.9, “Employee Maintenance Applet”
- Section A.18, “Supplier Maintenance Applet”

4.2.1.3. Core Module Features and Functions

The "Core Module" is the foundation of all other applets.

4.2.1.4. What’s New

4.2.1.5. Getting Started

4.2.1.6. Module Dependencies

4.2.2. Module Name - Unique Value Proposition

4.2.3. Core Module - Related Applets

- Section A.19, “Tax Configuration Applet”
- Section A.14, “Organization Applet”
- Section A.5, “Chart of Account Applet”

4.2.4. Module Name - Project Implementation Steps

4.2.4.1. 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.

4.2.4.2. 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

4.2.4.3. Project Kickstart Meeting

4.2.4.4. Weekly Meeting

4.2.4.5. Agile Method

4.2.4.6. Cashflow Projection

4.2.4.7. Human Resource Management

- Milestones and Rewards

4.2.4.8. Communication Management

4.2.4.9. Risk Management

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

4.2.4.10. UAT (User Acceptance Test)

4.2.4.11. Requirement Analysis

4.2.4.12. Project Goes Live

4.2.4.13. Post Mortem

4.3. Accounting Module

4.3.1. 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

4.3.1.1. Overview

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

4.3.1.2. Applets

4.3.1.3. Features and Functions

4.3.1.4. What’s New

4.3.1.5. Getting Started

4.3.1.6. Module Dependencies

4.3.2. Accounting - Unique Value Proposition

4.3.3. Accounting Module - Related Applets

4.3.4. Module Name - Project Implementation Steps

4.3.4.1. 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.

4.3.4.2. 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

4.3.4.3. Project Kickstart Meeting

4.3.4.4. Weekly Meeting

4.3.4.5. Agile Method

4.3.4.6. Cashflow Projection

4.3.4.7. Human Resource Management

- Milestones and Rewards

4.3.4.8. Communication Management

4.3.4.9. Risk Management

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

4.3.4.10. UAT (User Acceptance Test)

4.3.4.11. Requirement Analysis

4.3.4.12. Project Goes Live

4.3.4.13. Post Mortem

4.4. Inventory Module

4.4.1. 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

4.4.1.1. Overview

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

4.4.1.2. Applets

4.4.1.3. Features and Functions

4.4.1.4. What’s New

4.4.1.5. Getting Started

4.4.1.6. Module Dependencies

4.4.2. Inventory Module - Unique Value Proposition

4.4.3. Inventory Module - Related Applets

4.4.4. Inventory Module - Project Implementation Steps

4.4.4.1. 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.

4.4.4.2. 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

4.4.4.3. Project Kickstart Meeting

4.4.4.4. Weekly Meeting

4.4.4.5. Agile Method

4.4.4.6. Cashflow Projection

4.4.4.7. Human Resource Management

- Milestones and Rewards

4.4.4.8. Communication Management

4.4.4.9. Risk Management

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

4.4.4.10. UAT (User Acceptance Test)

4.4.4.11. Requirement Analysis

4.4.4.12. Project Goes Live

4.4.4.13. Post Mortem

4.5. Point of Sales Module

4.5.1. 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

4.5.1.1. Overview

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

4.5.1.2. Applets

4.5.1.3. Features and Functions

4.5.1.4. What's New

4.5.1.5. Getting Started

4.5.1.6. Module Dependencies

4.5.2. Point of Sales - Unique Value Proposition

4.5.3. Point of Sales Module - Related Applets

4.5.4. Point of Sales Module - Project Implementation Steps

4.5.4.1. 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.

4.5.4.2. 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

4.5.4.3. Project Kickstart Meeting

4.5.4.4. Weekly Meeting

4.5.4.5. Agile Method

4.5.4.6. Cashflow Projection

4.5.4.7. Human Resource Management

- Milestones and Rewards

4.5.4.8. Communication Management

4.5.4.9. Risk Management

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

4.5.4.10. UAT (User Acceptance Test)

4.5.4.11. Requirement Analysis

4.5.4.12. Project Goes Live

4.5.4.13. Post Mortem

4.6. Manufacturing Module

4.6.1. 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

4.6.1.1. Overview

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

4.6.1.2. Applets

4.6.1.3. Features and Functions

4.6.1.4. What’s New

4.6.1.5. Getting Started

4.6.1.6. Module Dependencies

4.6.2. Manufacturing - Unique Value Proposition

4.6.3. Manufacturing - Related Applets

4.6.4. Manufacturing - Project Implementation Steps

4.6.4.1. 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.

4.6.4.2. 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

4.6.4.3. Project Kickstart Meeting

4.6.4.4. Weekly Meeting

4.6.4.5. Agile Method

4.6.4.6. Cashflow Projection

4.6.4.7. Human Resource Management

- Milestones and Rewards

4.6.4.8. Communication Management

4.6.4.9. Risk Management

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

4.6.4.10. UAT (User Acceptance Test)

4.6.4.11. Requirement Analysis

4.6.4.12. Project Goes Live

4.6.4.13. Post Mortem

4.7. Membership Module

4.7.1. Membership Module 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

4.7.1.1. Membership Module Overview

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

4.7.1.2. Membership Module Applets

4.7.1.3. Membership Module Features and Functions

4.7.1.4. What's New

4.7.1.5. Getting Started

4.7.1.6. Module Dependencies

4.7.2. Membership - Unique Value Proposition

4.7.3. Membership - Related Applets

4.7.4. Membership - Project Implementation Steps

4.7.4.1. 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.

4.7.4.2. 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

4.7.4.3. Project Kickstart Meeting

4.7.4.4. Weekly Meeting

4.7.4.5. Agile Method

4.7.4.6. Cashflow Projection

4.7.4.7. Human Resource Management

- Milestones and Rewards

4.7.4.8. Communication Management

4.7.4.9. Risk Management

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

4.7.4.10. UAT (User Acceptance Test)

4.7.4.11. Requirement Analysis

4.7.4.12. Project Goes Live

4.7.4.13. Post Mortem

4.8. Referral Module

4.8.1. 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

4.8.1.1. Overview

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

4.8.1.2. Applets

4.8.1.3. Features and Functions

4.8.1.4. What’s New

4.8.1.5. Getting Started

4.8.1.6. Module Dependencies

4.8.2. Referral - Unique Value Proposition

4.8.3. Referral Module - Related Applets

4.8.4. Module Name - Project Implementation Steps

4.8.4.1. 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.

4.8.4.2. 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

4.8.4.3. Project Kickstart Meeting

4.8.4.4. Weekly Meeting

4.8.4.5. Agile Method

4.8.4.6. Cashflow Projection

4.8.4.7. Human Resource Management

- Milestones and Rewards

4.8.4.8. Communication Management

4.8.4.9. Risk Management

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

4.8.4.10. UAT (User Acceptance Test)

4.8.4.11. Requirement Analysis

4.8.4.12. Project Goes Live

4.8.4.13. Post Mortem

4.9. Customer Relationship Management

4.9.1. 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

4.9.1.1. Overview

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

- Sales Funnel ⇒ Search Engine Optimization ⇒ LD-JSON in CP-Commerce / Facebook pixel, Google pixel, LinkedIn pixel, Tiktok Pixel ⇒ Sales Lead Generation through SEO / Adwords etc ⇒ Visitor Tracking URL Shortener

  ```
  => Capturing these sales leads inside the CP-Commerce Module
  => Creating Sales Lead automatically in the SFA Applet (and then triggering
  customer journey), or bringing the customer to UCC
  ```

- Customer 360 ⇒ Contact Maintenance Applet ⇒ Segmentation of contacts / members / customers / sales leads ⇒ Full history of all transactional data ⇒ Either using BLG ERP module or Virtual ETL applet to sync transactional data from other systems
- Touch Points ⇒ UCC Applet ⇒ CP-Commerce: Mobile Apps / Web / Mobile Web ⇒ Point of Sales
- Customer Journey ⇒ Digital-Marketing ⇒ CP-Commerce: Topic subscriptions for newsletter ⇒

CP-Commerce: Tracking consumer interest - viewing which products etc

- Customer Service ⇒ Issue Tracker Applet ⇒ RMA ⇒ Statements and Billings
- Analytics ⇒ Segmentations ⇒ ROI on Adwords ⇒ Customer churn
- Robotic Automation ⇒ Custom scripts , reminders

4.9.1.2. Applets

4.9.1.3. Features and Functions

4.9.1.4. What's New

4.9.1.5. Getting Started

4.9.1.6. Module Dependencies

4.9.2. CRM - Unique Value Proposition

4.9.3. CRM - Related Applets

- URL-Shortener Applet (optional)
- SFA Applet (optional)
- CP-Commerce Applet (optional)
- Digital Marketing Applet (optional)
- Contact Maintenance Applet (compulsory)
- Core Module applets
- Issue Tracker Applet
- RMA Applet
- Statement and Billings Applet
- Point of Sales Applet (optional)

4.9.4. CRM - Project Implementation Steps

4.9.4.1. 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.

4.9.4.2. 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

4.9.4.3. Project Kickstart Meeting

4.9.4.4. Weekly Meeting

4.9.4.5. Agile Method

4.9.4.6. Cashflow Projection

4.9.4.7. Human Resource Management

- Milestones and Rewards

4.9.4.8. Communication Management

4.9.4.9. Risk Management

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

4.9.4.10. UAT (User Acceptance Test)

4.9.4.11. Requirement Analysis

4.9.4.12. Project Goes Live

4.9.4.13. Post Mortem

4.10. Contact Center Module

4.10.1. 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

4.10.1.1. Overview

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

4.10.1.2. Applets

4.10.1.3. Features and Functions

4.10.1.4. What's New

4.10.1.5. Getting Started

4.10.1.6. Module Dependencies

4.10.2. Contact Center - Unique Value Proposition

4.10.3. Contact Center - Related Applets

- Section A.20, "UCC Applet"

4.10.4. Contact Center - Project Implementation Steps

4.10.4.1. 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.

4.10.4.2. 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

4.10.4.3. Project Kickstart Meeting

4.10.4.4. Weekly Meeting

4.10.4.5. Agile Method

4.10.4.6. Cashflow Projection

4.10.4.7. Human Resource Management

- Milestones and Rewards

4.10.4.8. Communication Management

4.10.4.9. Risk Management

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

4.10.4.10. UAT (User Acceptance Test)

4.10.4.11. Requirement Analysis

4.10.4.12. Project Goes Live

4.10.4.13. Post Mortem

4.11. Digital Marketing Module

4.11.1. 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

4.11.1.1. Overview

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

4.11.1.2. Applets

4.11.1.3. Features and Functions

4.11.1.4. What's New

4.11.1.5. Getting Started

4.11.1.6. Module Dependencies

4.11.2. Digital Marketing - Unique Value Proposition

4.11.3. Digital Marketing - Related Applets

4.11.4. Digital Marketing - Project Implementation Steps

4.11.4.1. 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.

4.11.4.2. 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

4.11.4.3. Project Kickstart Meeting

4.11.4.4. Weekly Meeting

4.11.4.5. Agile Method

4.11.4.6. Cashflow Projection

4.11.4.7. Human Resource Management

- Milestones and Rewards

4.11.4.8. Communication Management

4.11.4.9. Risk Management

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

4.11.4.10. UAT (User Acceptance Test)

4.11.4.11. Requirement Analysis

4.11.4.12. Project Goes Live

4.11.4.13. Post Mortem

4.12. Marketplace Connector Module

4.12.1. 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

4.12.1.1. Overview

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

4.12.1.2. Applets

4.12.1.3. Features and Functions

4.12.1.4. What’s New

4.12.1.5. Getting Started

4.12.1.6. Module Dependencies

4.12.2. Marketplace Connector - Unique Value Proposition

4.12.3. Marketplace Connector - Related Applets

4.12.4. Marketplace Connector - Project Implementation Steps

4.12.4.1. 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.

4.12.4.2. 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

4.12.4.3. Project Kickstart Meeting

4.12.4.4. Weekly Meeting

4.12.4.5. Agile Method

4.12.4.6. Cashflow Projection

4.12.4.7. Human Resource Management

- Milestones and Rewards

4.12.4.8. Communication Management

4.12.4.9. Risk Management

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

4.12.4.10. UAT (User Acceptance Test)

4.12.4.11. Requirement Analysis

4.12.4.12. Project Goes Live

4.12.4.13. Post Mortem

4.13. Delivery Fulfillment Module

4.13.1. 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

4.13.1.1. Overview

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

4.13.1.2. Applets

4.13.1.3. Features and Functions

4.13.1.4. What's New

4.13.1.5. Getting Started

4.13.1.6. Module Dependencies

4.13.2. Delivery Fulfillment - Unique Value Proposition

4.13.3. Delivery Fulfillment - Related Applets

4.13.4. Delivery Fulfillment - Project Implementation Steps

4.13.4.1. 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.

4.13.4.2. 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

4.13.4.3. Project Kickstart Meeting

4.13.4.4. Weekly Meeting

4.13.4.5. Agile Method

4.13.4.6. Cashflow Projection

4.13.4.7. Human Resource Management

- Milestones and Rewards

4.13.4.8. Communication Management

4.13.4.9. Risk Management

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

4.13.4.10. UAT (User Acceptance Test)

4.13.4.11. Requirement Analysis

4.13.4.12. Project Goes Live

4.13.4.13. Post Mortem

4.14. CP Commerce Module

4.14.1. Introduction

This section provides you the guide to implementing the **CP Commerce** module. You will get to know what is included in the CP Commerce module, how to use it, how to get started and what are the features that you can use to launch your next e-commerce project.

4.14.1.1. CP Commerce Overview

CP Commerce stands for "Cross Platform Commerce". Most of our customers use the CP Commerce module for the following reasons:

- Cross Platform The CP Commerce supports desktop web, mobile web, android and ios platforms. With hybrid technologies,
- Flexible
  - Powerful layout engine to allow for any layouts and any widgets to be configured for different pages in the website.
- Cost Effective
- There’s no need to power up another server because the e-commerce website is running on serverless and cloud native technologies
- Integrated

    - Out of the box integration with inventory module, accounting module, market places, point of sales and conversation commerce, no more painful integration and no more duplicated data entry.
- SEO Optimized
    - Support LD-JSON format
- Multi-Lingual and Multi-Country
    - Payment Gateway integration across 33 countries when using it with our PGW Module
    - Different products for different countries is supported, auto switching of payment gateway based on country
    - Same products sold in different currencies is also supported
    - Support for multiple timezones
- Scalable
    - Backend is using serverless and cloud native technologies
    - Performing as usual during peak seasons
- Powerful search
- Improved User Experience (PWA)
    - No page reload like those applications built with PHP websites
    - Responsive to screen size, seamless experience on mobile devices
    - Automatic caching of images for faster speed
- Re-targetting
    - Facebook pixel
    - LinkedIn
- Add-ons
- Shipping Fees
- Inventory Stock
    - Able to display stock balance across multiple warehouses and stores
    - Advanced formula to calculate the stock availability by deducting "open sales order" from the "inventory stock balance" to avoid out of stock situation
- Marketplace Integration
    - With the integrated **Marketplace Connector** , users can import images, product name, pricing and other information from Lazada and Shopee, saving valuable time to get started
- Rich API
    - Excellent for integration with other ERP / Accounting systems
- Vouchers
- Membership Program
- Various Product Types

    - Single product
    - Variants (Grouped Product)
    - Bundle
    - Extended Warranty
    - Purchase With Purchase
- RMA (Service Note)
- Pricing Scheme
- Promotions
- Content Management
- Unlimited Categories
- Mailing lists and Topic subscriptions
- Using rebate during checkout
- Branch locators
- Unified Contact Centre
    - WebChat
- Multiple Login Methods
    - Despite multiple login methods, they are all consolidated as a single login-id.
    - Users can login with email/password, phone/sms, Google Login, Facebook Login, Apple Login
- Delivery and Fulfillment
    - Printing , Picking , Packing
    - Trips Planning and Drivers allocation
- Analytics
    - Analysis of abandoned shopping cart
    - Linking to Google Analytics
    - Review and ratings of products
    - Products clicks and page views
    - Abandoned shopping carts
    - Favourites and visitor profiles
- Abandoned shopping cart
    - Automation to create outbound notifications and automatically create sales leads for agents to follow up and assist customer to
    - Customers are able to view their previously abandoned shopping cart
    - Contact center agents are able to assist the customer to complete their shopping cart, and request for payments within messaging applications (conversational commerce)
- Favourite lists

- ◦ Understanding the customer’s preferences and subsequently send targetted email / whatsapp messages on promotions
- Product Reviews and Ratings
    - ◦ Able to set multiple reviews per product, so that customers are able to feedback on multiple perspectives of the product, not just how many stars. For example: (1) Satisfaction the product (2) Delivery Speed (3) After sales support etc..

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

4.14.1.2. CP Commerce Applets

- Media Library Applet
- Platform SysAdmin Applet

*

4.14.1.3. Features and Functions

4.14.1.4. What’s New

4.14.1.5. Getting Started

- Please ensure that you have setup the pricing scheme in "Doc Item Maintenace applet", you are going to need to use the pricing scheme when configuring the Virtual Branch
- Create a virtual branch for CP Commerce
    - Goto the "Organization Applet" to create a virtual branch
- Create a CP Commerce Website
    - Goto the CP Commerce Admin Applet, and then click "+" to create a website.
    - You may refer to the CP Commerce Admin Applet user guide for more details.
    - When
- Setting up Hostname
    - For configuration of hostname.
    - MIS Department can help you to configure the hostname Currently, Tuan (our programmer) is working on a feature where the platform sysadmin applet, will provide the feature for users to just click and power up the hostname.
    - What is a hostname?? Every website has a hostname… for example: https://www.wavelet.net https://www.wavelet.net/contact-us (this is a URL, the hostname part is only www.wavelet.net, the https:// is the protocol, and the "contact-us" is the "url path")

4.14.1.6. Module Dependencies

4.14.2. CP Commerce - Project Implementation Steps

4.14.2.1. 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.

4.14.2.2. Project Gantt Chart

Although there are many project Gantt Chart software out there, in the past, we have used Smartsheet.com, Google spreadsheet and others. We found that the issue due dates and the actual progress of the issue status became outdated within days because everyone else in the team are NOT updating the issues in these Gantt Chart, they are using Jira issue tracker at https://wavelet.atlassian.net . As a results, we have decided to make use of the following https://www.atlassian.com/software/jira/features/roadmaps

- 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
  - As many activities can happen in parallel , we need to identify the critical path to ensure the activities that are in critical path are given the highest urgency, to ensure the project is not delayed.

4.14.2.3. Project Kickstart Meeting

4.14.2.4. Weekly Meeting

4.14.2.5. Agile Method

4.14.2.6. Cashflow Projection

4.14.2.7. Human Resource Management

- Milestones and Rewards

4.14.2.8. Communication Management

4.14.2.9. Risk Management

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

4.14.2.10. UAT (User Acceptance Test)

4.14.2.11. Requirement Analysis

4.14.2.12. Project Goes Live

4.14.2.13. Post Mortem

4.14.2.14. UI Design

4.14.2.15. QC Checklist

4.14.2.16. Work Breakdown

URL and Domain Name

- Domain Name This can be top level domain name, or sub-domain name.
- BigLedger hostname

UI Design

- Both mobile and desktop

Applet Installations

- Applet Catalogs
- Applet installations via Applet Store

Please install the applet in the following modules:

- Core Module Applets
- Membership Module Applets
- CP Commerce Applets

Products and Pricing

Define a pricing scheme in the Doc Item Maintenance applet, and ensure all the product pricing is accurate.

Attach the categories and set of attributes to each of the product.

Upload the product images to cp-commerce

CP Commerce Virtual Branch

We need to create a virtual branch for every CP-Commerce website, refer to the Virtual Branch feature in Organization Applet accordingly.

PGW Configurations

Please visit PGW Module for more information about the configuration of PGW Module.

Digital Signature

Post Registration Configuration

Third Party Authentication and Authorization

Google reCaptcha

Google Analytics

Review Settings

Menu List

Label List

Content Category

Static Posts

- About us
- Privacy Policy
- Terms and conditions
- …. other content in a typical website

Restricted Access By Entity Accounts

Layout Instance

Configuring Language, Region and Country

Voucher Management

Quality Control Checklist

4.14.3. Content Management System

4.14.3.1. Hostname Setup

For every website configured in the CP-Commerce Admin Applet, it is possible for our users to configure the multiple cloudfront distributions and each cloudfront distribution is linked to a certain hostnames that allow the web browser to visit these websites.

Platform Sub-Domain

A platform sub-domain for each website is constructed with the following format:

- website-code.tenant-code.akaun.net (for production environment)
- website-code.tenant-code.akaun.app (for staging environment)
- website-code.tenant-code.akaun.xyz (for development environment)

When you first starting a website, by default, the akaun platform would create the following hostname automatically for you using combination of tenant-code and website code. For example, if your tenant code is "mytenant" and your website code is "resellers", the CP-Commerce would create the hostname as resellers.mytenant.akaun.net.

This sub-domain provided by Akaun platform would be powered up immediately, so that the users of a website could visit the website right away. As the "akaun.net" DNS is hosted by us, no domain name verification or CNAME is required on your side.

Technical Background

This section is only meant for technical readers that would like to dig into the AWS cloudfront technical details of how things work:

Discussion with Tuan on Cloudfront configurations

We make use of DNS validation as follows: AWS Certificate Manager - DNS Validation

You may watch the following guide to get some basic understanding of DNS:

► https://www.youtube.com/watch?v=YV5tkQYcvfg *(YouTube video)*

DNS Records for Newbies - How To Manage Website Records

► https://www.youtube.com/watch?v=cQ0anQfsSOw *(YouTube video)*

DNS Records

► https://www.youtube.com/watch?v=WqhgGpv4cKY *(YouTube video)*

CNAME vs A Record

Transition and configuration of custom domain names

Assuming your company owns "mydomain.com", and you would like to implement the cp-commerce. But during the implementation, you would like to configure a temporary custom sub-domain and use it, before you make use of the top level domain name, to point to the cp-commerce website as follows:

- https://newstore.mydomain.com/
  This sub-domain "estore" would be used for the time being, while the current website is still life and being used (Let’s say, https://mydomain.com/ and https://www.mydomain.com). This

temporary hostname could be configured in advanced.

- https://mydomain.com/
  After the new website implementation is completed, and when we are ready to launch the new website, we would be getting ready to retire the old website , and configure this second hostname just like the "newstore.mydomain.com" to go live.

Custom Sub-domain

At this time, the hostname can be created by the Platform SysAdmin only, using the Platform SysAdmin applet.

TIP	In future, we may allow hostname to be created under using 2 approach: • Platform SysAdmin Applet • CP-Commerce Admin Applet

The very first step of creating a sub-domain is to perform ACM validation. You will be given the following:

ACM Validation DNS Record

- Record Type: CNAME
- Record Name: **_7760b3c88f1556jjjjjjjjjjjj**.mydomain.com
- Record Value: **_80fb2b1ef05e7xxxxxxxxxxx.yyyyyyyyyyy.acm-validations.aws.**

You are required to add the above into your DNS Record.

After you have completed the validation of the ACM certificate, the next step is to create and configure your custom sub-domain to point to the CloudFront Distribution.

Sub-domain CNAME forwarding

- Record Type: CNAME
- Record Name: **sub-domain-name**.mydomain.com
- Record Value: **xxxxxxxxx**.cloudfront.net

That’s it, nothing more, all you need to do next is to visit https://sub-domain-name.mydomain.com

4.14.3.2. Third Party Logins

4.14.3.3. Activities

4.14.3.4. Forms

4.14.3.5. Identity Management

4.14.3.6. Internationalization

4.14.3.7. Media Library

4.14.3.8. Posts and Topics

4.14.3.9. Power Filter

4.14.3.10. WebChat

Two ways to implement this…

- UCC
- Tawk.to

4.14.3.11. Digital Marketing

4.14.3.12. Mobile Apps

4.14.3.13. Widgets

Branch Locators

include::pages/cms/widgets/statement-of-account/00_overview.adoc[leveloffset=5]a

inlucde::pages/fulfillment/00_overview.adoc[leveloffset=3]
inlucde::pages/fulfillment/customer_shipping_fees.adoc[leveloffset=4]
inlucde::pages/fulfillment/third_party_logistics.adoc[leveloffset=4]
inlucde::pages/fulfillment/inhouse_delivery.adoc[leveloffset=4]
inlucde::pages/fulfillment/partial_delivery.adoc[leveloffset=4]
inlucde::pages/fulfillment/same_day_delivery.adoc[leveloffset=4]
inlucde::pages/fulfillment/delivery_tracking.adoc[leveloffset=4]
inlucde::pages/fulfillment/self_pickup.adoc[leveloffset=4]

4.14.4. Customer Experience

4.14.4.1. Shopping Cart

4.14.4.2. Cross Selling

4.14.4.3. Favourites

Can be wish list , or products add to favourite

4.14.4.4. Proactive Bots

Can be used for service reminders

Renewal of contracts

End of life, end of warranty

New products

End of product life (like mobile phones, every 3 years)

4.14.4.5. Spending Limits

Protecting customer, credit card frauds etc.

4.14.5. ERP Integration

4.14.5.1. Inventory

4.14.5.2. Accounting

4.14.5.3. Bank Reconciliation

4.14.5.4. Account Payable

4.14.5.5. Account Receivable

4.14.5.6. Membership Points

This should include "REBATES" as well.

4.14.6. Memberships

4.14.6.1. Points Redemption

4.14.6.2. Points Reward

4.14.6.3. Rebates

4.14.7. O2O

4.14.7.1. Contact Center

4.14.7.2. Internal Sales Order Applet

4.14.7.3. Offline POS

4.14.7.4. Issue Tracker

4.14.7.5. RMA

RMA stands for Return Merchandise Authorization.

4.14.8. Payment and Collection

4.14.8.1. Cashbooks

4.14.8.2. Partial Settlements

4.14.8.3. Payment Integration

4.14.8.4. Recurring Payments

4.14.8.5. Recurring Collection

4.14.9. Product Maintenance

- Basic Product
- Group Product (variants)
- Bundle Product
- Product Categories
- Product Dimensions / Volumetric
- Product Description Pages
- Product Images
- Product Reviews / Ratings

4.14.9.1. AddOns

4.14.9.2. Attributes

4.14.9.3. Categories

4.14.9.4. Extended Warranty

4.14.9.5. Linking Product To Website

4.14.9.6. Made To Order (MTO)

4.14.9.7. Pre-Orders

4.14.9.8. Pricing Scheme

4.14.9.9. Product Bundle

The CP Commerce will do automatic unbundling of the product, to ensure inventory and ecomsync are always up to date, including the child items

4.14.9.10. Product Variants

4.14.9.11. Reviews and Rating

4.14.9.12. Unit Of Measure

4.14.10. Traffic Generation

4.14.10.1. Affiliate Programs

4.14.10.2. Google Ads

4.14.10.3. Google Analytics

4.14.10.4. Meta Ads

4.14.10.5. Referral Program

4.14.10.6. Search Engine Optimization

4.14.10.7. UTM Tracking

4.14.10.8. Vouchers

4.14.11. B2B2C

talk about the end to end supply chain

From Retailer’s perspective giving microsoft ESD as example Machine’s Apple extended warranty integration

From Product/Brand Owner’s perspective using Celllabs as example for "distribution" type of companies, rewarding salesman in a retail company using Biolife as an example.

Handling of dealer / orders , with credit limits The CP Commerce is also being used as B2B Portal for both suppliers and resellers (dealers) for the following reasons.

- Full transaction history and billing statements
- Full receipts
- Restricted access
- Multiple websites with different pricing scheme
- Credit Limit control
    - Checkout now pay later
- Single Login Multiple Accounts (Entities), Each Account supports Multiple Memberships
- Single Account with multiple logins
- Online Forms
- Blocked Users and Spending Limits
- Multi-UOM

4.14.11.1. Apple - ACPP

4.14.11.2. Microsoft ESD

4.14.11.3. Retail Salesman

4.14.11.4. OCR

4.14.11.5. Individual vs Corporate

4.14.11.6. Multi-Vendors

4.14.11.7. Staff Purchases

4.14.12. Marketplace Connector

The tricky part, orders bought from the market place may not be linked to the customer account because billing is paid by Lazada / Shoppee. We are abel to link to the customer account, providing a seamless experience.

4.15. Procure to Pay Module

4.15.1. 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

4.15.1.1. Overview

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

4.15.1.2. Applets

4.15.1.3. Features and Functions

4.15.1.4. What’s New

4.15.1.5. Getting Started

4.15.1.6. Module Dependencies

4.15.2. Procure To Pay - Unique Value Proposition

4.15.3. Procure To Pay - Related Applets

4.15.4. Procure To Pay - Project Implementation Steps

4.15.4.1. 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.

4.15.4.2. 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

4.15.4.3. Project Kickstart Meeting

4.15.4.4. Weekly Meeting

4.15.4.5. Agile Method

4.15.4.6. Cashflow Projection

4.15.4.7. Human Resource Management

- Milestones and Rewards

4.15.4.8. Communication Management

4.15.4.9. Risk Management

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

4.15.4.10. UAT (User Acceptance Test)

4.15.4.11. Requirement Analysis

4.15.4.12. Project Goes Live

4.15.4.13. Post Mortem

4.16. HR Module

4.16.1. Introduction

4.17. Order To Cash Module

4.17.1. 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

4.17.1.1. Overview

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

4.17.1.2. Applets

4.17.1.3. Features and Functions

4.17.1.4. What’s New

4.17.1.5. Getting Started

4.17.1.6. Module Dependencies

4.17.2. Order To Cash - Unique Value Proposition

4.17.3. Order To Cash - Related Applets

4.17.4. Order To Cash - Project Implementation Steps

4.17.4.1. Scope Management (End Results)

Begin with the end in mind

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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

4.17.4.3. Project Kickstart Meeting

4.17.4.4. Weekly Meeting

4.17.4.5. Agile Method

4.17.4.6. Cashflow Projection

4.17.4.7. Human Resource Management

- Milestones and Rewards

4.17.4.8. Communication Management

4.17.4.9. Risk Management

- Identify third party dependency
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- Identify contingency plans

4.17.4.10. UAT (User Acceptance Test)

4.17.4.11. Requirement Analysis

4.17.4.12. Project Goes Live

4.17.4.13. Post Mortem

4.18. Warehouse Management Module

4.18.1. 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

4.18.1.1. Overview

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

4.18.1.2. Applets

4.18.1.3. Features and Functions

4.18.1.4. What’s New

4.18.1.5. Getting Started

4.18.1.6. Module Dependencies

4.18.2. Warehouse Management - Unique Value Proposition

4.18.3. Warehouse Management - Related Applets

4.18.4. Warehouse Management - Project Implementation Steps

4.18.4.1. 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.

4.18.4.2. 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
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  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

4.18.4.3. Project Kickstart Meeting

4.18.4.4. Weekly Meeting

4.18.4.5. Agile Method

4.18.4.6. Cashflow Projection

4.18.4.7. Human Resource Management

- Milestones and Rewards

4.18.4.8. Communication Management

4.18.4.9. Risk Management

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

4.18.4.10. UAT (User Acceptance Test)

4.18.4.11. Requirement Analysis

4.18.4.12. Project Goes Live

4.18.4.13. Post Mortem

4.19. Customer Data Platform

4.19.1. 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

4.19.1.1. Overview

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

4.19.1.2. Applets

4.19.1.3. Features and Functions

4.19.1.4. What's New

4.19.1.5. Getting Started

4.19.1.6. Module Dependencies

4.19.2. Customer Data Platform - Unique Value Proposition

4.19.3. Customer Data Platform - Related Applets

4.19.4. Customer Data Platform - Project Implementation Steps

4.19.4.1. 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.

4.19.4.2. 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

4.19.4.3. Project Kickstart Meeting

4.19.4.4. Weekly Meeting

4.19.4.5. Agile Method

4.19.4.6. Cashflow Projection

4.19.4.7. Human Resource Management

- Milestones and Rewards

4.19.4.8. Communication Management

4.19.4.9. Risk Management

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

4.19.4.10. UAT (User Acceptance Test)

4.19.4.11. Requirement Analysis

4.19.4.12. Project Goes Live

4.19.4.13. Post Mortem

4.20. PGW Module

4.20.1. 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

4.20.1.1. PGW Overview

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

4.20.1.2. PGW Applets

The pgw module consiste of the following applets:

- Section A.13, “Merchant Admin Maintenance Applet”

4.20.1.3. Features and Functions

4.20.1.4. What’s New

4.20.1.5. Getting Started

4.20.1.6. Module Dependencies

4.20.2. Payment Gateway Module - Unique Value Proposition

4.20.3. Module Name - Related Applets

4.20.4. Module Name - Project Implementation Steps

4.20.4.1. 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.

4.20.4.2. 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

4.20.4.3. Project Kickstart Meeting

4.20.4.4. Weekly Meeting

4.20.4.5. Agile Method

4.20.4.6. Cashflow Projection

4.20.4.7. Human Resource Management

- Milestones and Rewards

4.20.4.8. Communication Management

4.20.4.9. Risk Management

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

4.20.4.10. UAT (User Acceptance Test)

4.20.4.11. Requirement Analysis

4.20.4.12. Project Goes Live

4.20.4.13. Post Mortem

4.21. Chatbot Module

4.21.1. 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

4.21.1.1. Overview

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

4.21.1.2. Applets

4.21.1.3. Features and Functions

4.21.1.4. What's New

4.21.1.5. Getting Started

4.21.1.6. Module Dependencies

4.21.2. Chatbot - Unique Value Proposition

4.21.3. Chatbot - Related Applets

4.21.4. Module Name - Project Implementation Steps

4.21.4.1. 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.

4.21.4.2. 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

4.21.4.3. Project Kickstart Meeting

4.21.4.4. Weekly Meeting

4.21.4.5. Agile Method

4.21.4.6. Cashflow Projection

4.21.4.7. Human Resource Management

- Milestones and Rewards

4.21.4.8. Communication Management

4.21.4.9. Risk Management

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

4.21.4.10. UAT (User Acceptance Test)

4.21.4.11. Requirement Analysis

4.21.4.12. Project Goes Live

4.21.4.13. Post Mortem

4.22. Process Automation Module

4.22.1. 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

4.23. Datalake Module

4.23.1. 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

4.23.1.1. Overview

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

4.23.1.2. Applets

4.23.1.3. Features and Functions

4.23.1.4. What’s New

4.23.1.5. Getting Started

4.23.1.6. Module Dependencies

4.23.2. Datalake - Unique Value Proposition

4.23.3. Datalake - Related Applets

4.23.4. Datalake - Project Implementation Steps

4.23.4.1. 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.

4.23.4.2. 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
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  - Identify the activities dependency, and based on resource availability , developing a schedule
- Identify Critical Path

4.23.4.3. Project Kickstart Meeting

4.23.4.4. Weekly Meeting

4.23.4.5. Agile Method

4.23.4.6. Cashflow Projection

4.23.4.7. Human Resource Management

- Milestones and Rewards

4.23.4.8. Communication Management

4.23.4.9. Risk Management

- Identify third party dependency
- Identify backup plans

- Identify contingency plans

4.23.4.10. UAT (User Acceptance Test)

4.23.4.11. Requirement Analysis

4.23.4.12. Project Goes Live

4.23.4.13. Post Mortem

Chapter 5. Technical Guide

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

5.1. Applet Development Guide

5.1.1. Introduction

5.1.2. 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

5.1.2.1. Business Requirements

5.1.2.2. Database Design

5.1.2.3. Mock Up and Design

5.1.2.4. API Design

5.1.3. 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

5.1.4. Developer SysAdmin Applet

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

5.1.5. 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.

5.1.6. 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.

5.1.7. Publishing an Applet

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

5.1.8. Releasing new version of the applets

5.1.8.1. Handling changes in permission templates

5.1.8.2. Getting approval

5.1.9. Full Deletion of Applet

5.1.9.1. Removal of applet from Applet-Catalogs

5.1.9.2. Removal of applet from users who have installed the applet

5.1.9.3. Removal of the Javascript Bundle from s3

5.1.9.4. Delete all applet settings / configurations in bl_applet_* tables in both Tenant and Root

- This would include Permission Templates / Permission Sets etc.

5.1.9.5. Removal of all schedulers related to this applet

5.1.9.6. Removal of Audit Trails and other applet related tables

5.1.9.7. Removal of applet from the Applet Master List - Google Spreadsheet

5.1.9.8. Removal of other links related to applets

5.1.10. 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.

5.1.10.1. UI Design QC

5.1.10.2. Documentation QC

5.1.10.3. Permissions QC

5.1.10.4. Features QC

5.1.10.5. Development / Staging Environment QC

5.1.10.6. Commercials QC

5.1.10.7. Source Code QC

5.1.11. Support and Maintenance of Applet

5.1.12. Suspension of Applet

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

5.1.13. Types of Applet

5.1.14. 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

5.1.15. Vendor Account

5.1.15.1. Vendor Registration

5.1.15.2. Developer Registration

5.1.15.3. Linking to the AkaunHQ Entity Account

5.1.16. Applet Permission Template

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..

5.1.17. 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.

5.1.18. Scheduler for applet

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

5.1.19. 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..

5.1.20. Archiving an Applet

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

5.1.21. 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

5.2. ETL Guide

5.2.1. Introduction

5.3. Cloud Native Architecture

5.3.1. Introduction

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

Our aspirations * To be the business operating systems

5.3.1.1. 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

5.3.1.2. 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

5.3.1.3. Integrations

spikes in loads

5.3.1.4. Infrastructure and Toolchain

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

5.3.1.5. Network Effect

5.3.1.6. Cloud Cost Savings

5.3.1.7. Artificial Intelligence

5.3.1.8. Human Resource

5.3.1.9. Journey

5.3.1.10. Challenges and Lessons

5.3.1.11. 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

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: Applet Directory

A.1. Applet Listing

A.1.1. Introduction

A.2. Applet Store

A.2.1. 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.

A.2.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”

- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.2.3. Menu 01 - e.g. Sales Orders Listing

A.2.4. Menu 02 - e.g. Line Items

A.2.5. Permission Settings

A.2.6. Personalization

A.2.7. 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

A.2.8. Pricing

A.2.9. Release Note

A.2.10. Roadmap

A.3. Bank Reconciliation Applet

A.3.1. Introduction

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

A.3.1.1. Resources

- Discussion on the secret behind Auto Matching using artificial intelligence in the Bank Reconciliation applet
  Discussion 1
  Discussion 2

A.3.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”

- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.3.3. Menu 01 - e.g. Sales Orders Listing

A.3.4. Menu 02 - e.g. Line Items

A.3.5. Permission Settings

A.3.6. Personalization

A.3.7. 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

A.3.8. Pricing

A.3.9. Release Note

A.3.10. Roadmap

A.4. Cashbook Applet

A.4.1. Introduction

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

A.4.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.4.3. Menu 01 - e.g. Sales Orders Listing

A.4.4. Menu 02 - e.g. Line Items

A.4.5. Permission Settings

A.4.6. Personalization

A.4.7. 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

A.4.8. Pricing

A.4.9. Release Note

A.4.10. Roadmap

A.5. Chart of Account Applet

A.5.1. Introduction

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

A.5.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.5.3. Menu 01 - e.g. Sales Orders Listing

A.5.4. Menu 02 - e.g. Line Items

A.5.5. Permission Settings

A.5.6. Personalization

A.5.7. 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

A.5.8. Pricing

A.5.9. Release Note

A.5.10. Roadmap

A.6. CP Commerce Admin Applet

A.6.1. Introduction

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

A.6.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”

- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.6.3. Websites

A.6.4. Forms

A.6.5. Topics

A.6.6. Rating Configuration

A.6.7. Template Forms

A.6.8. Submitted Forms

A.6.9. Spending Limit

A.6.10. Blocked Customers

A.6.11. Activities

A.6.12. Permission Settings

A.6.13. Personalization

A.6.14. 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

A.6.15. Pricing

A.6.16. Release Note

A.6.17. Roadmap

A.7. Customer Maintenance Applet

A.7.1. Introduction

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

A.7.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”

- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.7.3. Menu 01 - e.g. Sales Orders Listing

A.7.4. Menu 02 - e.g. Line Items

A.7.5. Permission Settings

A.7.6. Personalization

A.7.7. 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

A.7.8. Pricing

A.7.9. Release Note

A.7.10. Roadmap

A.8. Doc Item Maintenance Applet

A.8.1. Introduction

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

A.8.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
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- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”

- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.8.3. Menu 01 - e.g. Sales Orders Listing

A.8.4. Menu 02 - e.g. Line Items

A.8.5. Permission Settings

A.8.6. Personalization

A.8.7. 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

A.8.8. Pricing

A.8.9. Release Note

A.8.10. Roadmap

A.9. Employee Maintenance Applet

A.9.1. Introduction

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

A.9.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.9.3. Menu 01 - e.g. Sales Orders Listing

A.9.4. Menu 02 - e.g. Line Items

A.9.5. Permission Settings

A.9.6. Personalization

A.9.7. 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

A.9.8. Pricing

A.9.9. Release Note

A.9.10. Roadmap

A.10. Entity Maintenance Applet

A.10.1. Introduction

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

A.10.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.10.3. Menu 01 - e.g. Sales Orders Listing

A.10.4. Menu 02 - e.g. Line Items

A.10.5. Permission Settings

A.10.6. Personalization

A.10.7. 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

A.10.8. Pricing

A.10.9. Release Note

A.10.10. Roadmap

A.11. Inventory Item Maintenance Applet

A.11.1. Introduction

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

A.11.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”

- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.11.3. Menu 01 - e.g. Sales Orders Listing

A.11.4. Menu 02 - e.g. Line Items

A.11.5. Permission Settings

A.11.6. Personalization

A.11.7. 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

A.11.8. Pricing

A.11.9. Release Note

A.11.10. Roadmap

A.12. Media Library Applet

A.12.1. Introduction

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

A.12.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”

- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.12.3. Menu 01 - e.g. Sales Orders Listing

A.12.4. Menu 02 - e.g. Line Items

A.12.5. Permission Settings

A.12.6. Personalization

A.12.7. 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

A.12.8. Pricing

A.12.9. Release Note

A.12.10. Roadmap

A.13. Merchant Admin Maintenance Applet

A.13.1. Introduction

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

A.13.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”

- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.13.3. Menu 01 - e.g. Sales Orders Listing

A.13.4. Menu 02 - e.g. Line Items

A.13.5. Permission Settings

A.13.6. Personalization

A.13.7. 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

A.13.8. Pricing

A.13.9. Release Note

A.13.10. Roadmap

A.14. Organization Applet

A.14.1. Introduction

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

A.14.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”

- Section 4.23, “Datalake Module”

A.14.3. Menu 01 - e.g. Sales Orders Listing

A.14.4. Menu 02 - e.g. Line Items

A.14.5. Permission Settings

A.14.6. Personalization

A.14.7. 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

A.14.8. Pricing

A.14.9. Release Note

A.14.10. Roadmap

A.15. Payment Channel Applet

A.15.1. Introduction

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

A.15.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.15.3. Menu 01 - e.g. Sales Orders Listing

A.15.4. Menu 02 - e.g. Line Items

A.15.5. Permission Settings

A.15.6. Personalization

A.15.7. 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

A.15.8. Pricing

A.15.9. Release Note

A.15.10. Roadmap

A.16. POS - GP

A.16.1. Introduction

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

A.16.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”

- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.16.3. Menu 01 - e.g. Sales Orders Listing

A.16.4. Menu 02 - e.g. Line Items

A.16.5. Permission Settings

A.16.6. Personalization

A.16.7. 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

A.16.8. Pricing

A.16.9. Release Note

A.16.10. Roadmap

A.17. Stock Take V2 Applet

A.17.1. Introduction

Stock Take Applet is an applet that designed to keep track of your items based on their locations, reference number or any other reference related to the Stock take count in hand. Stock Take Applet can compare your physical stock in hand with EMP system which identify variance of each stock. Stock Take Applet also allows you to track stock count records by user and specially assigned each item to each user. Therefore, it will reduce human error and streamline business operations efficiently.

A.17.2. Modules

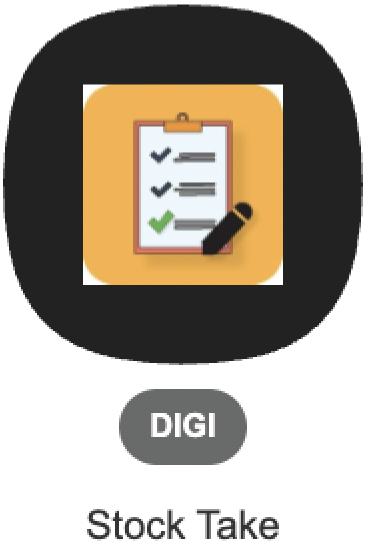
This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”

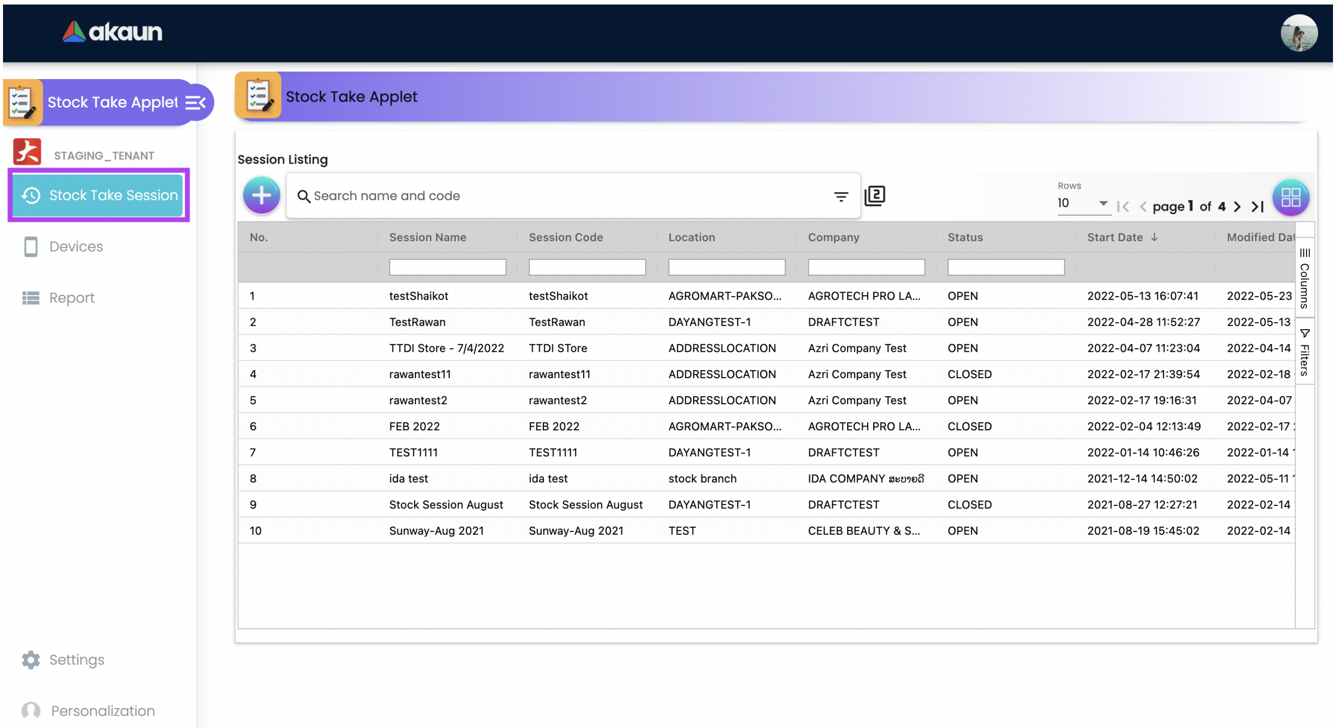
- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.17.3. Menu 01 - Stock Take Session

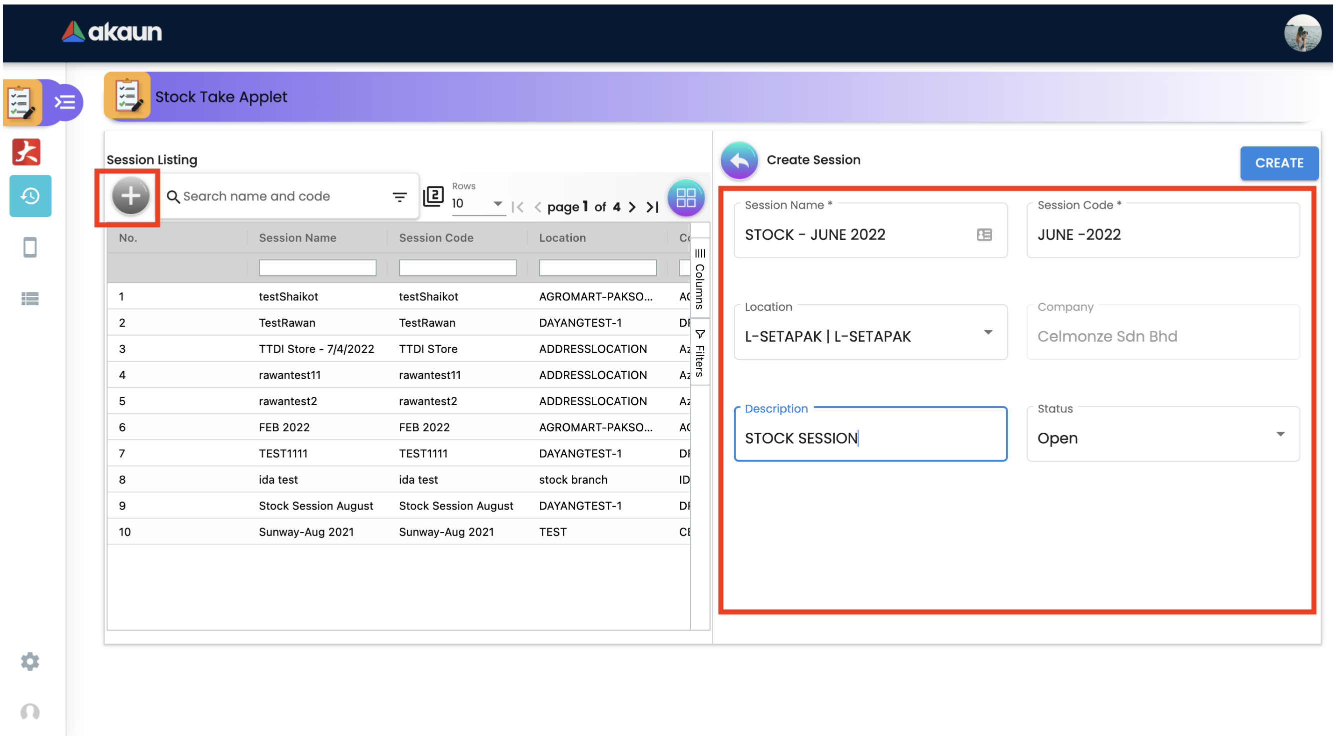
1.1 Please go to Akaun.com - Stock Take Applet V2



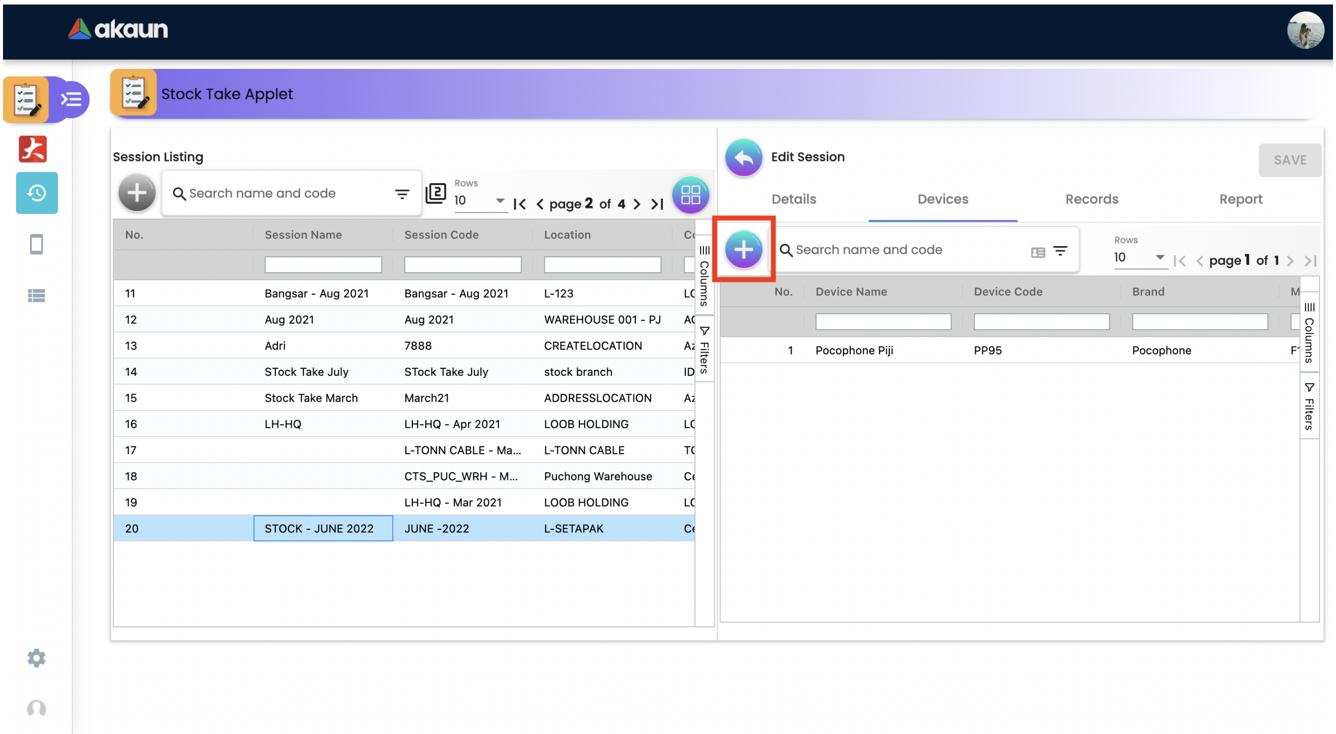
1.2 Go to the Stock Take Session



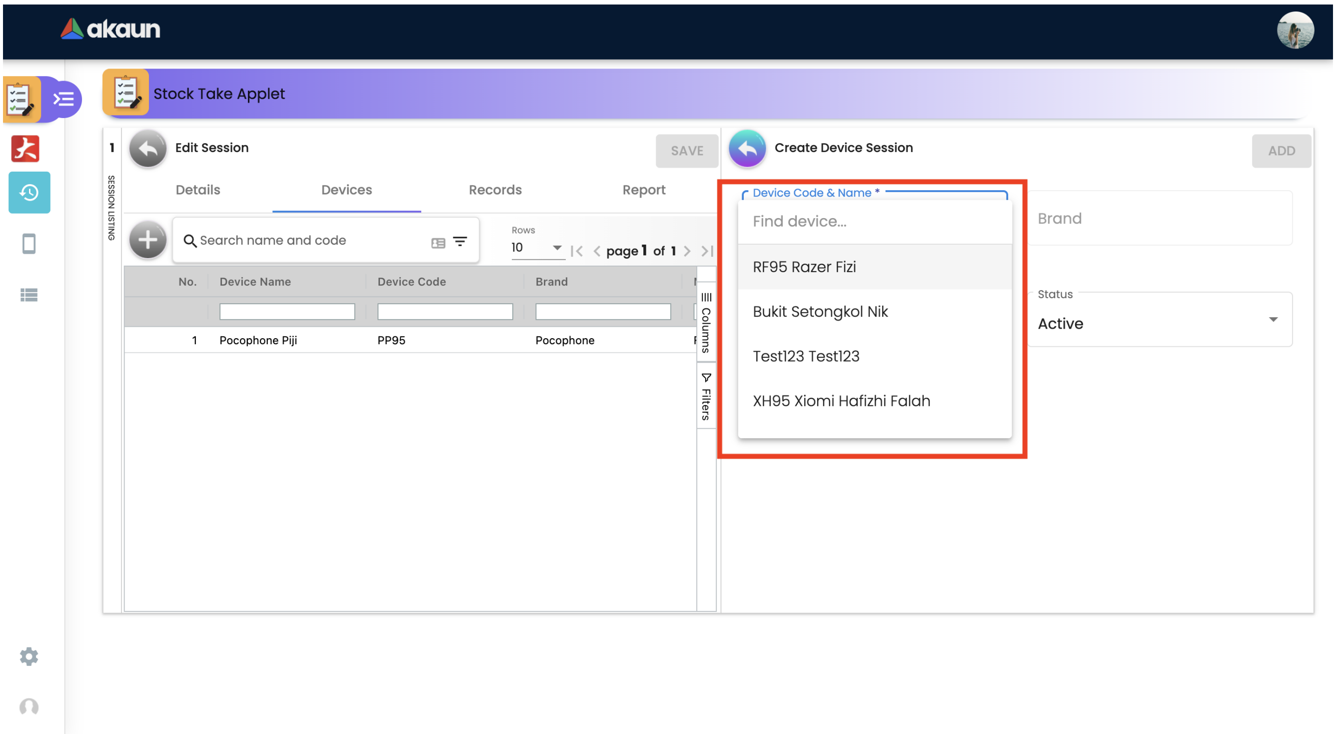
1.3 Create a Stock Take Session Ex: STOCK - JUNE 2022



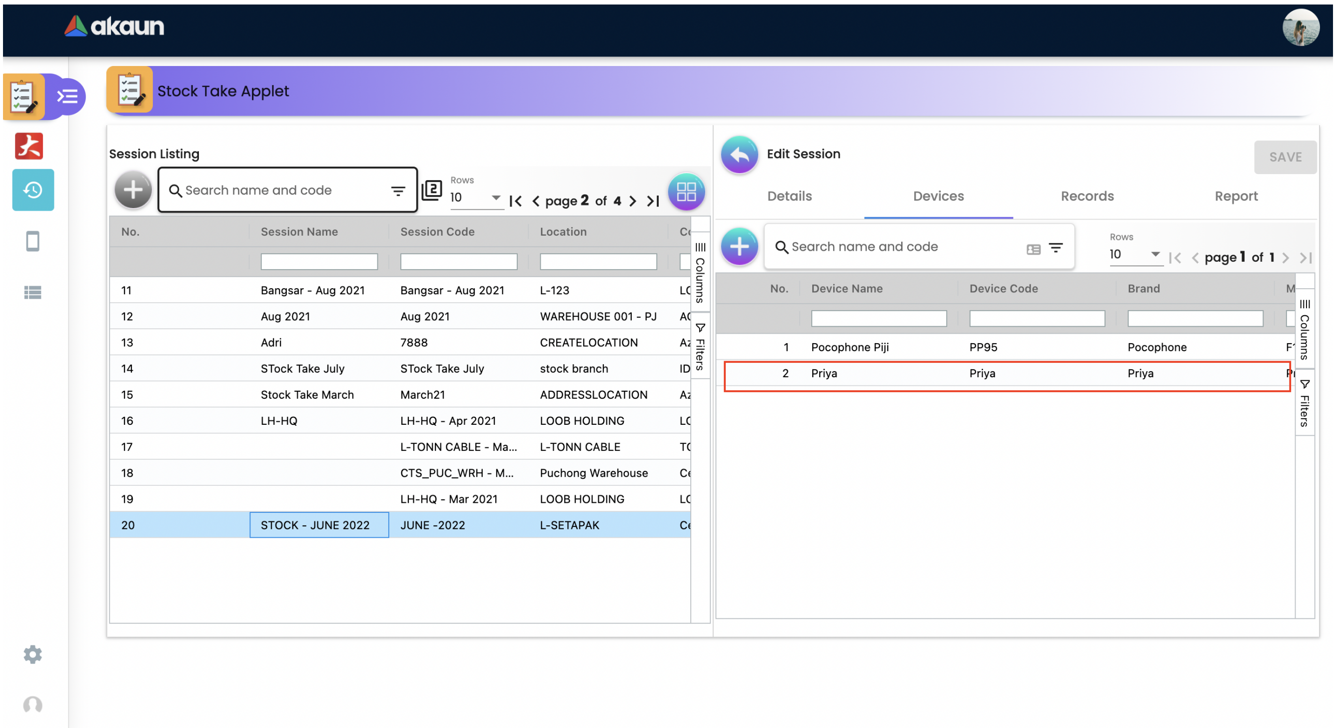
1.4 After creating the Stock Session, go to devices tab to add PIC for handling the Stock Take



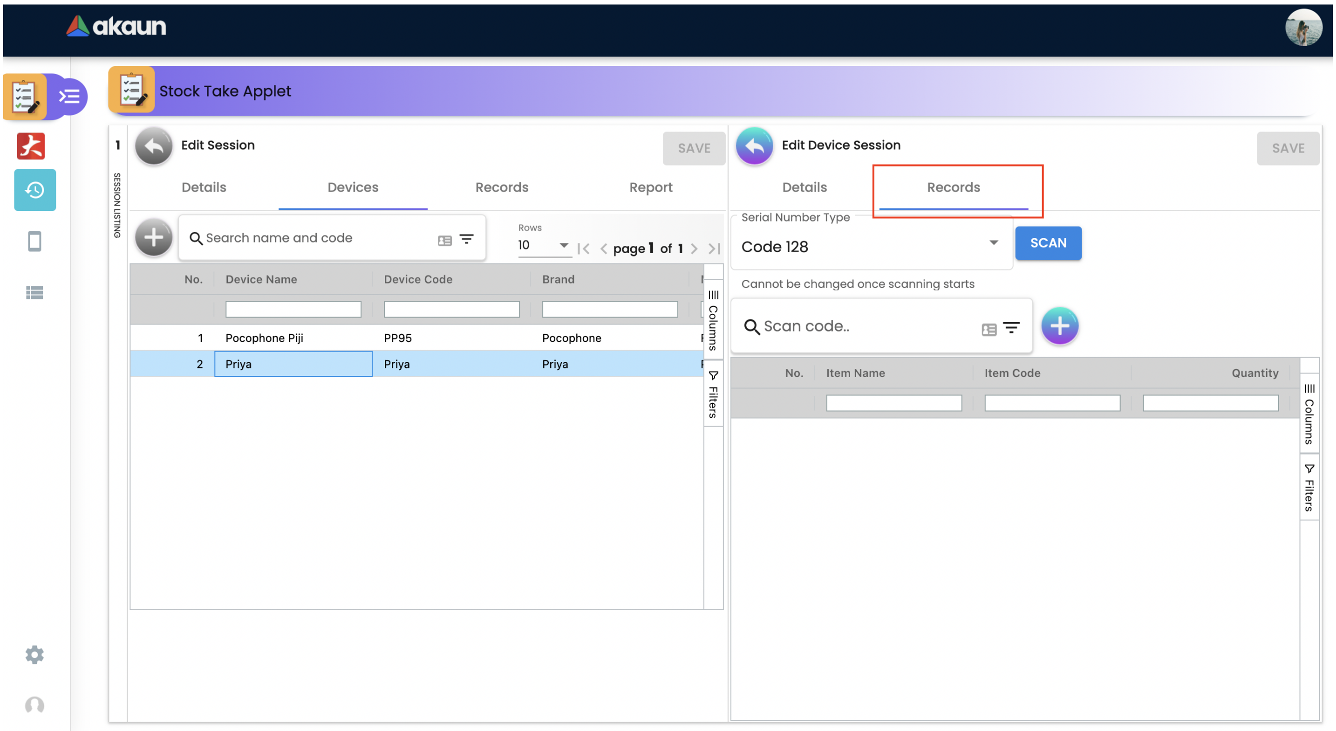
1.5 Find a PIC name to add under the created stock take Session



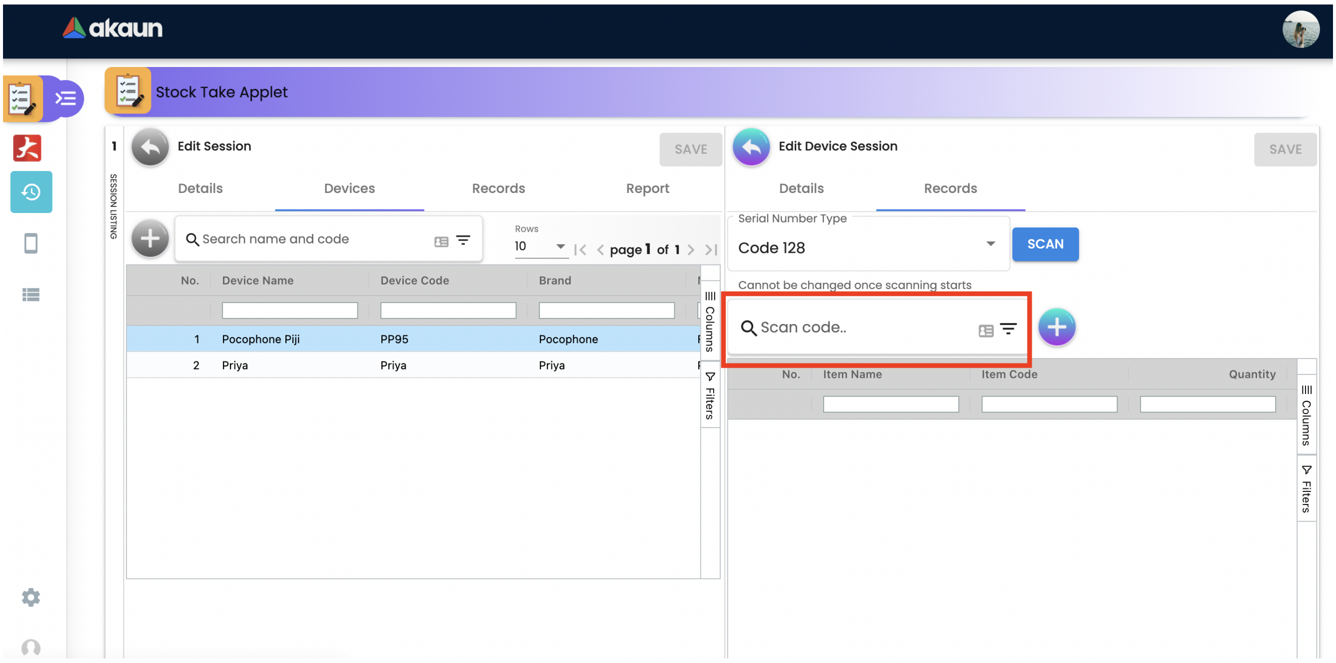
1.6 After selecting the PIC, go to the PIC name to start performing your Stock Take



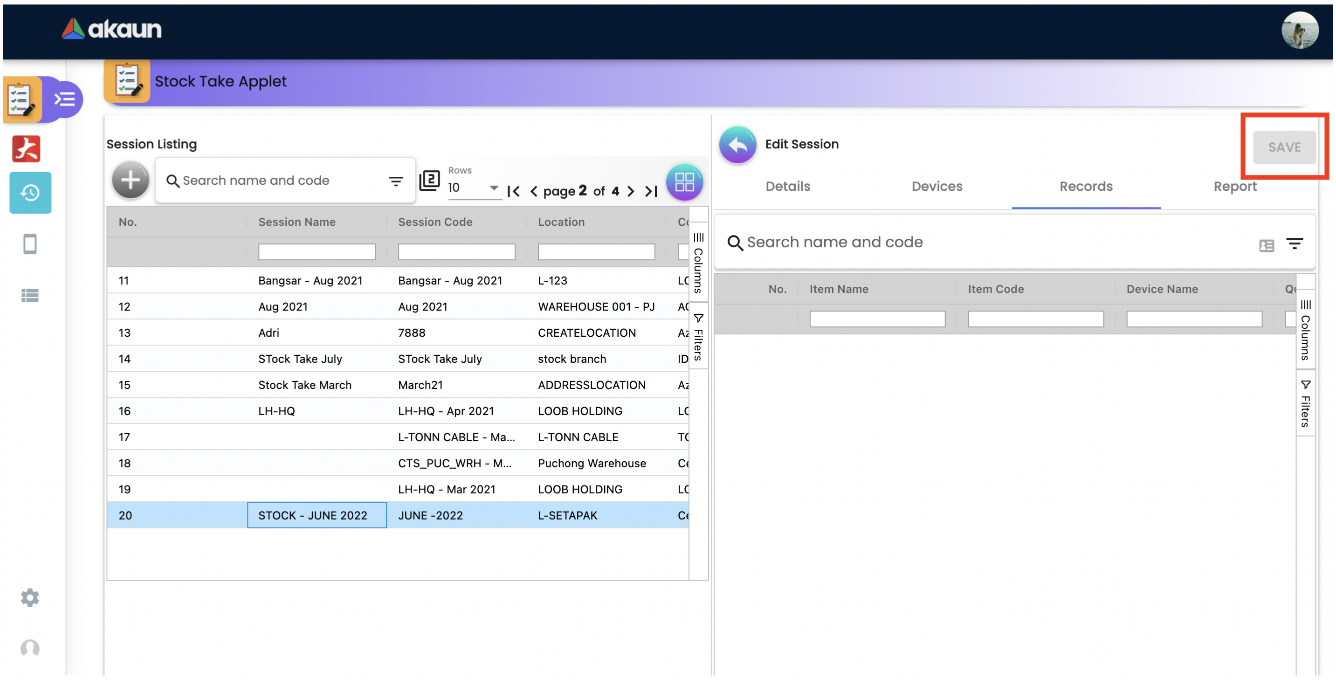
1.7 Once click into devices, please go to Records Tab



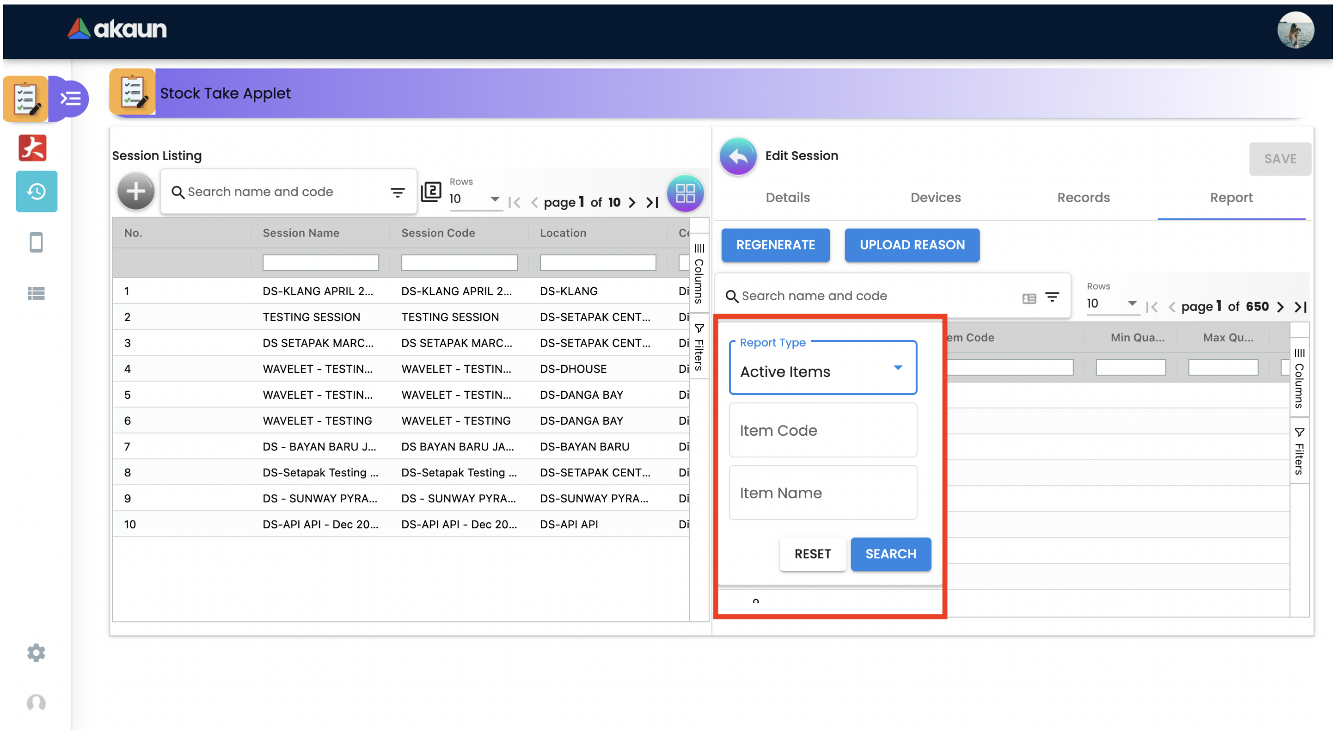
1.8 You can directly scan your serial number scan button



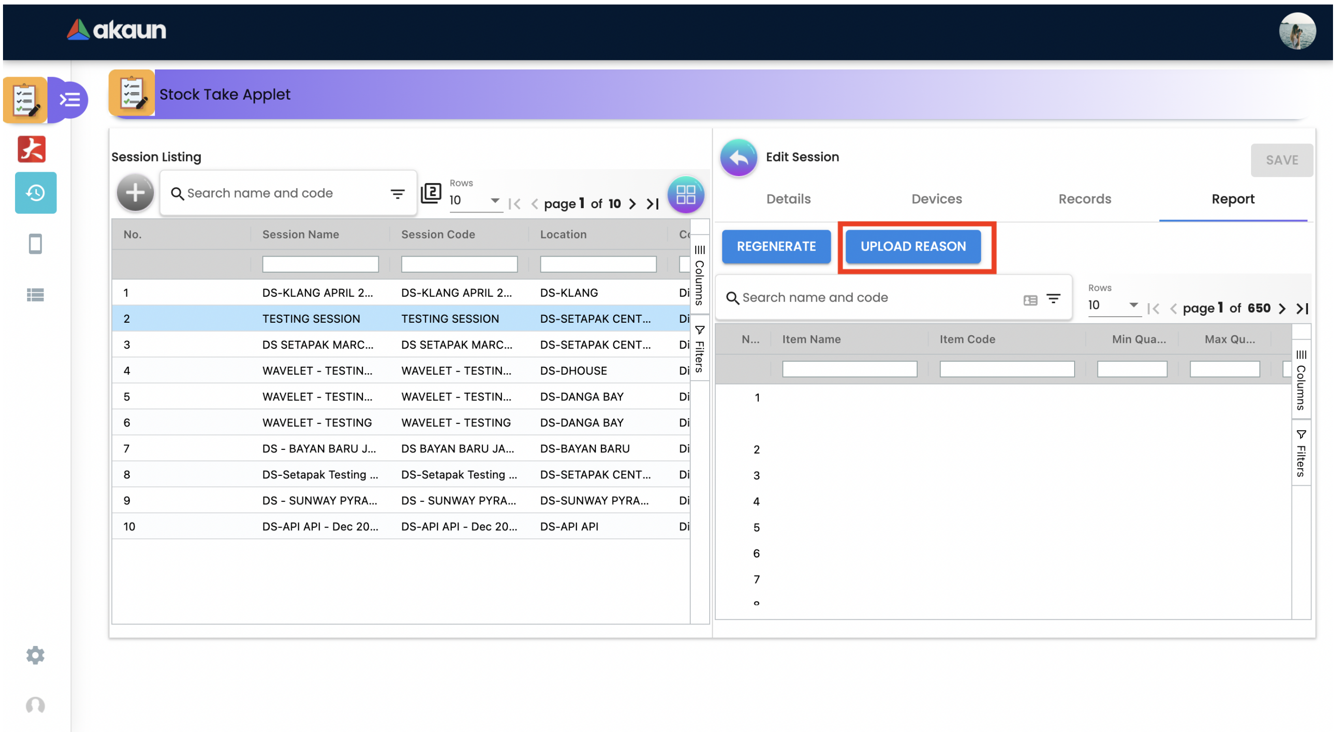
1.9 Auto-save feature is available



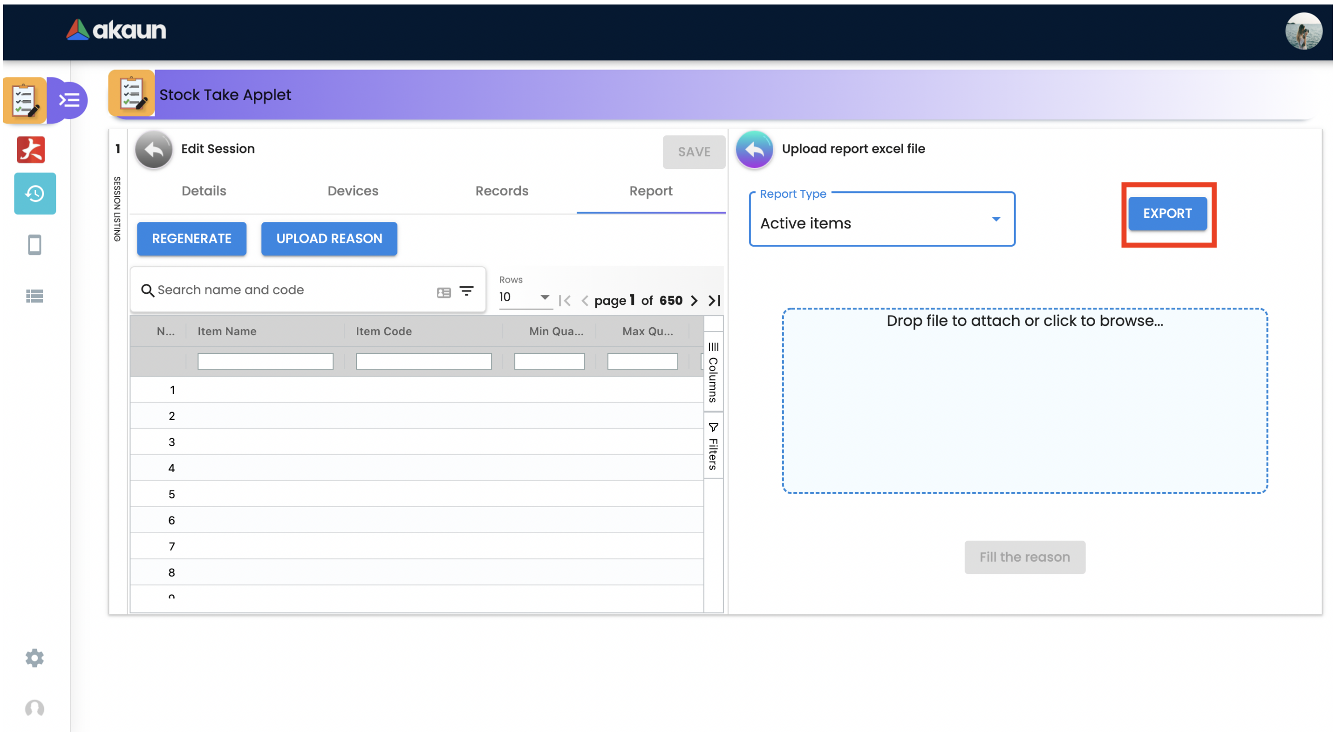
1.10 Once complete performing stock take, please go to the report tab. Filter by Report Type and click Search



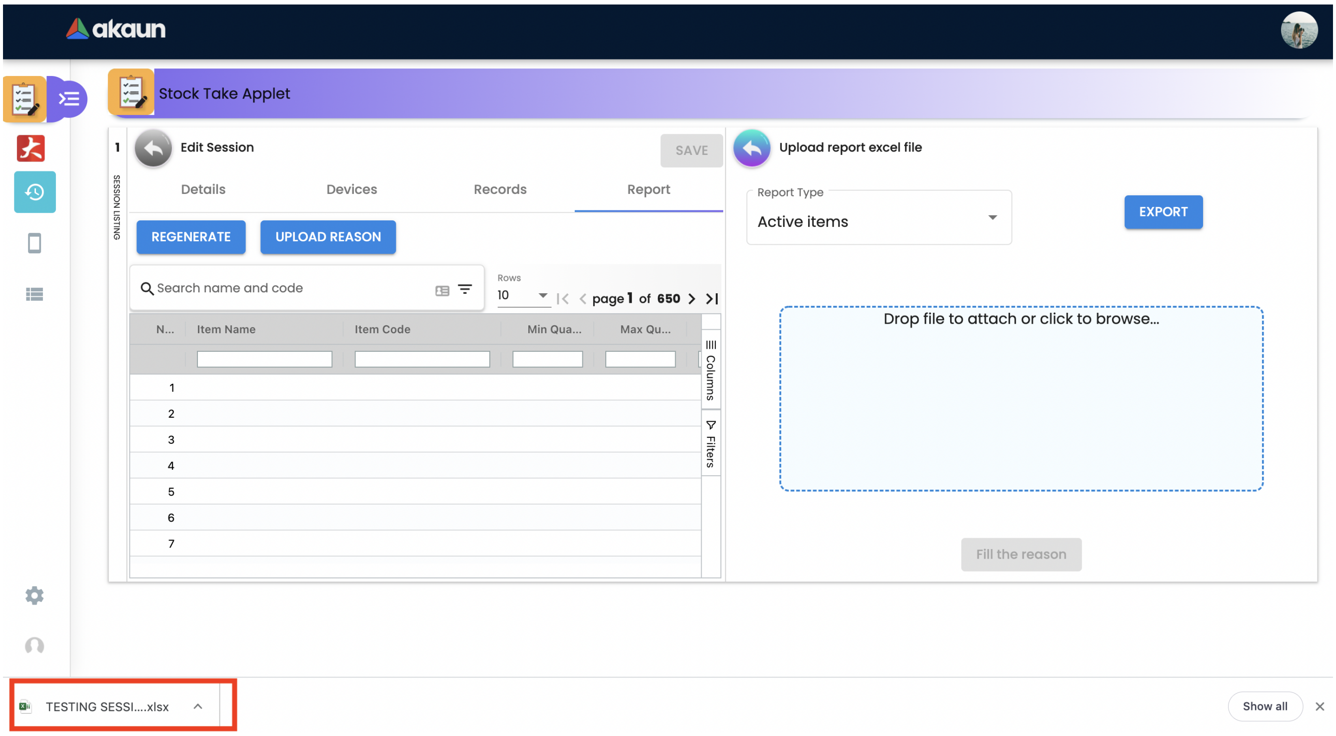
1.11 Click Upload Reason



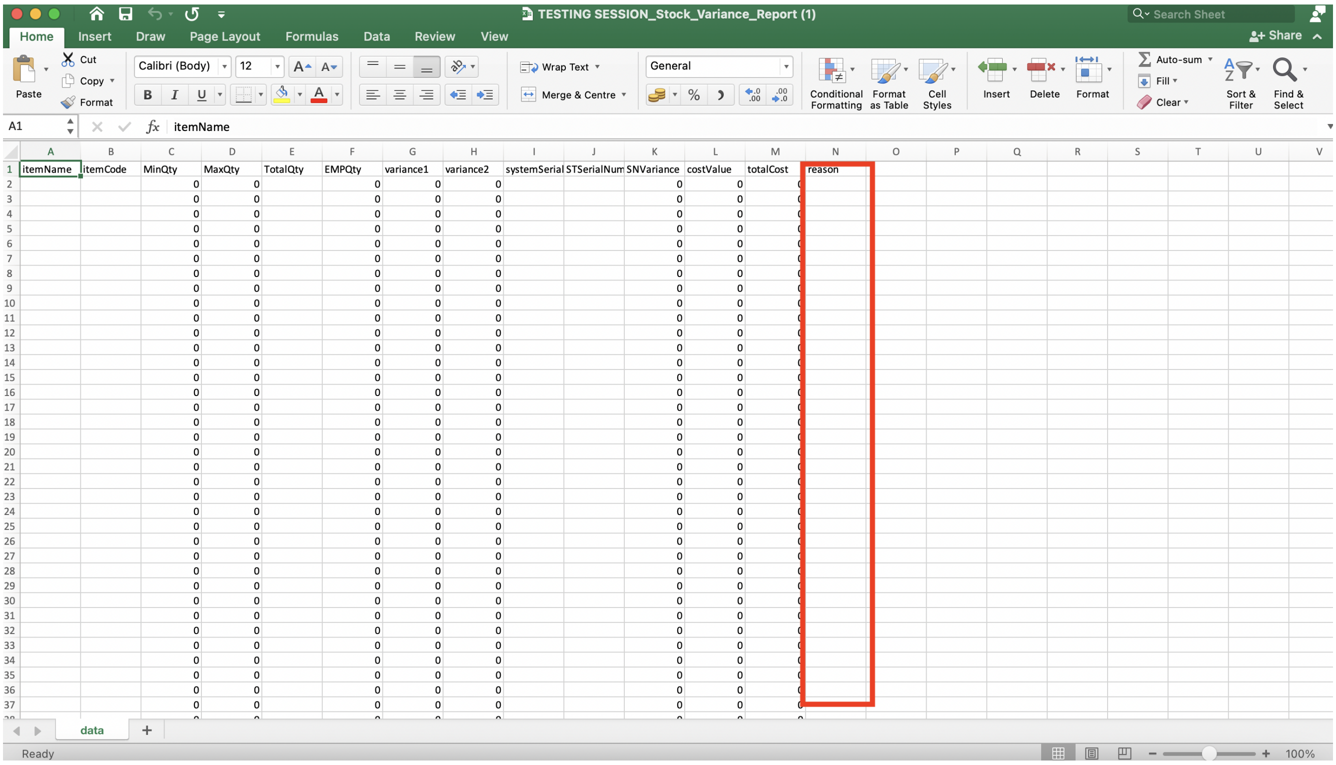
1.12 Select report type and export the report in excel



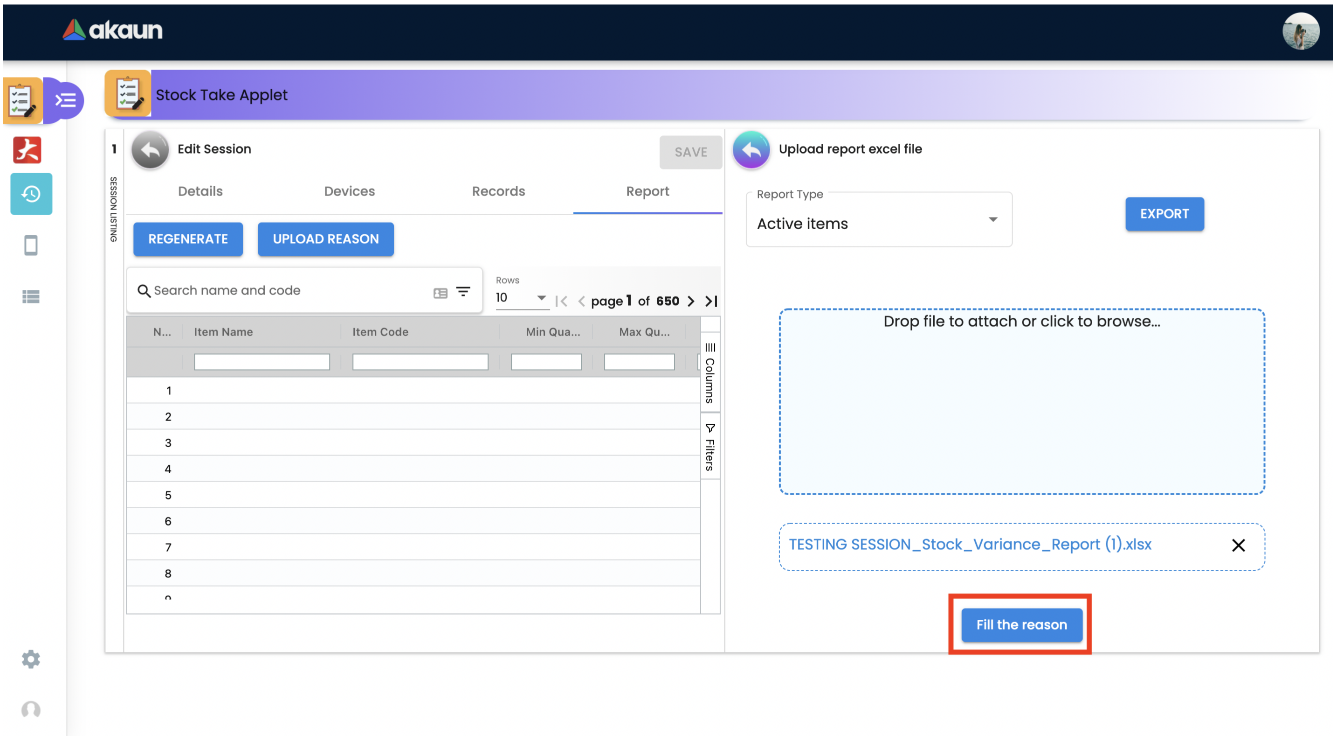
1.13 An excel will be dowloaded



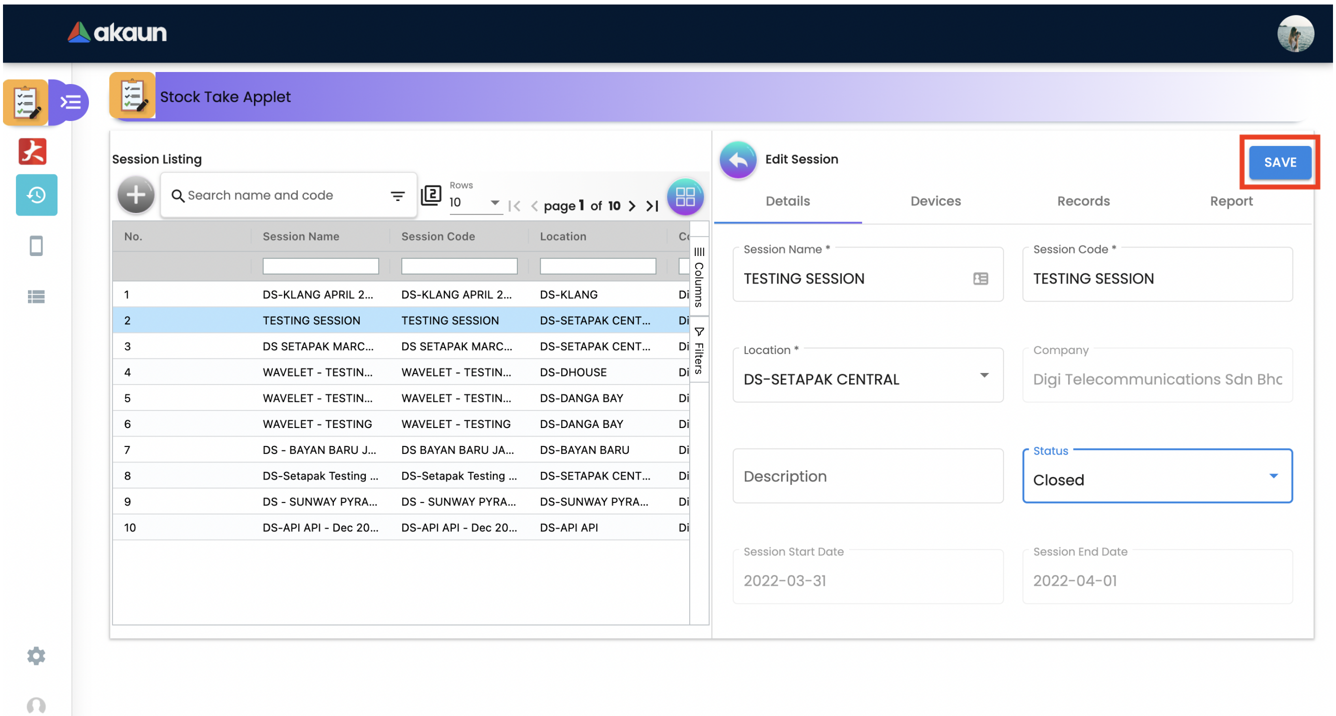
1.14 Fill up a reason for an item that has variance



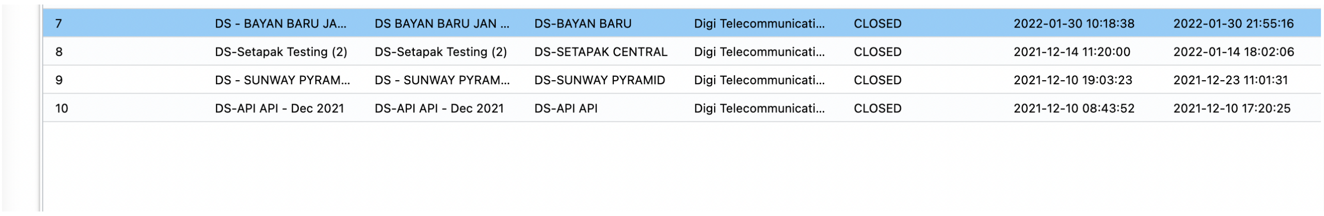
1.15 Save the file and reupload into Stock Take Applet



1.16 Once uploaded, go to the details tab and change the status to closed, then click save.



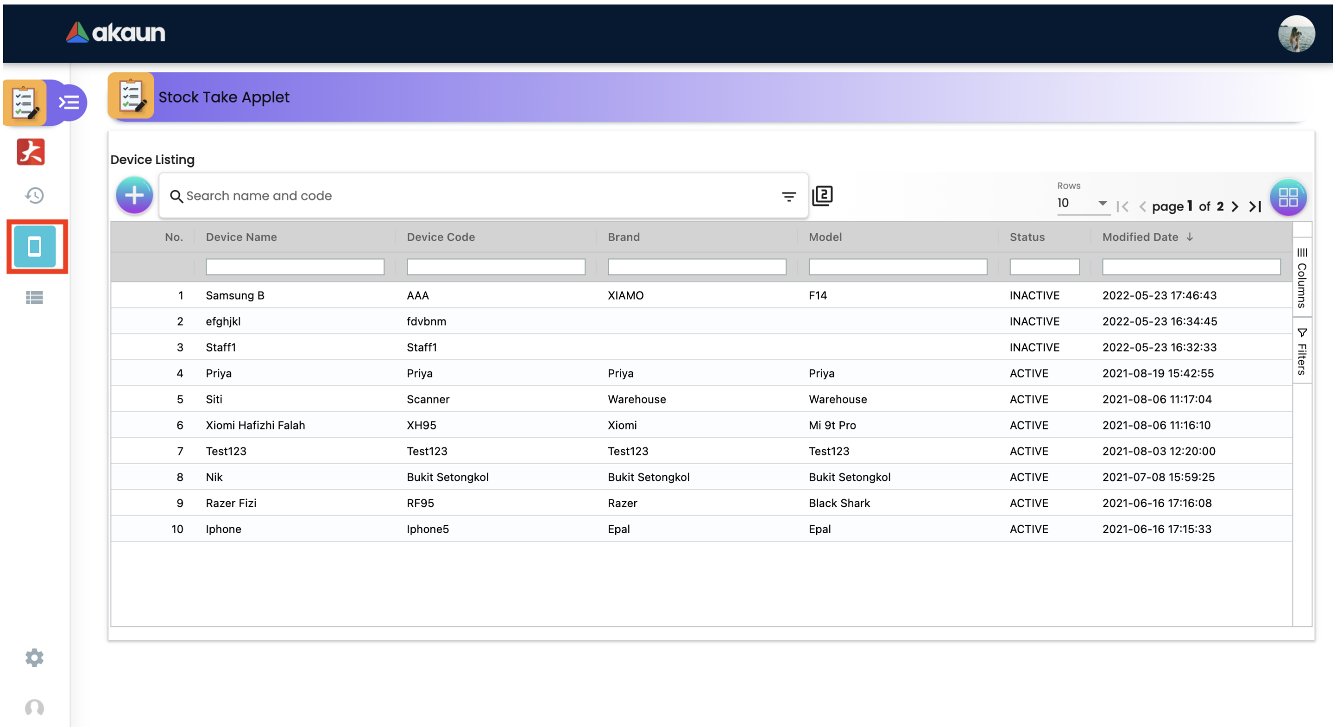
1.17 Ammendment and Adjustment can't be made once the stock take has Closed



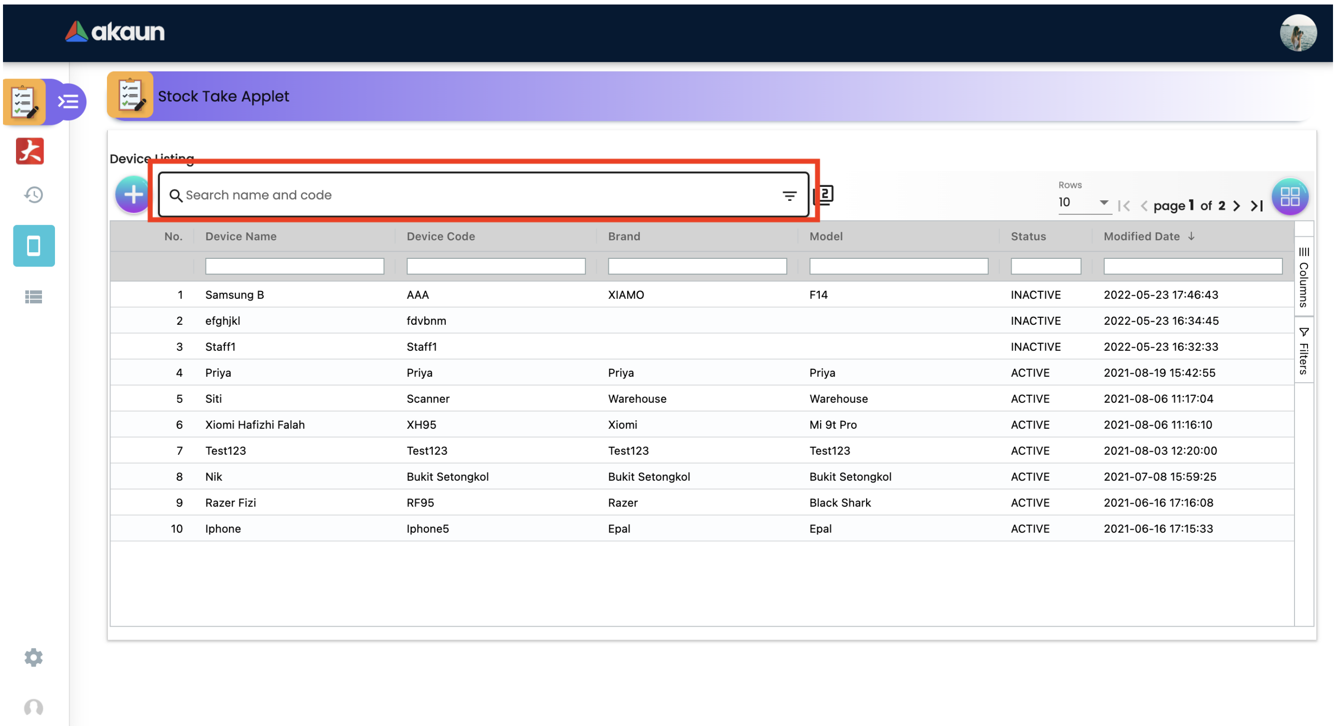
7	DS - BAYAN BARU JA...	DS BAYAN BARU JAN ...	DS-BAYAN BARU	Digi Telecommunicati...	CLOSED	2022-01-30 10:18:38	2022-01-30 21:55:16
8	DS-Setapak Testing (2)	DS-Setapak Testing (2)	DS-SETAPAK CENTRAL	Digi Telecommunicati...	CLOSED	2021-12-14 11:20:00	2022-01-14 18:02:06
9	DS - SUNWAY PYRAM...	DS - SUNWAY PYRAM...	DS-SUNWAY PYRAMID	Digi Telecommunicati...	CLOSED	2021-12-10 19:03:23	2021-12-23 11:01:31
10	DS-API API - Dec 2021	DS-API API - Dec 2021	DS-API API	Digi Telecommunicati...	CLOSED	2021-12-10 08:43:52	2021-12-10 17:20:25

A.17.4. Menu 02 - Devices

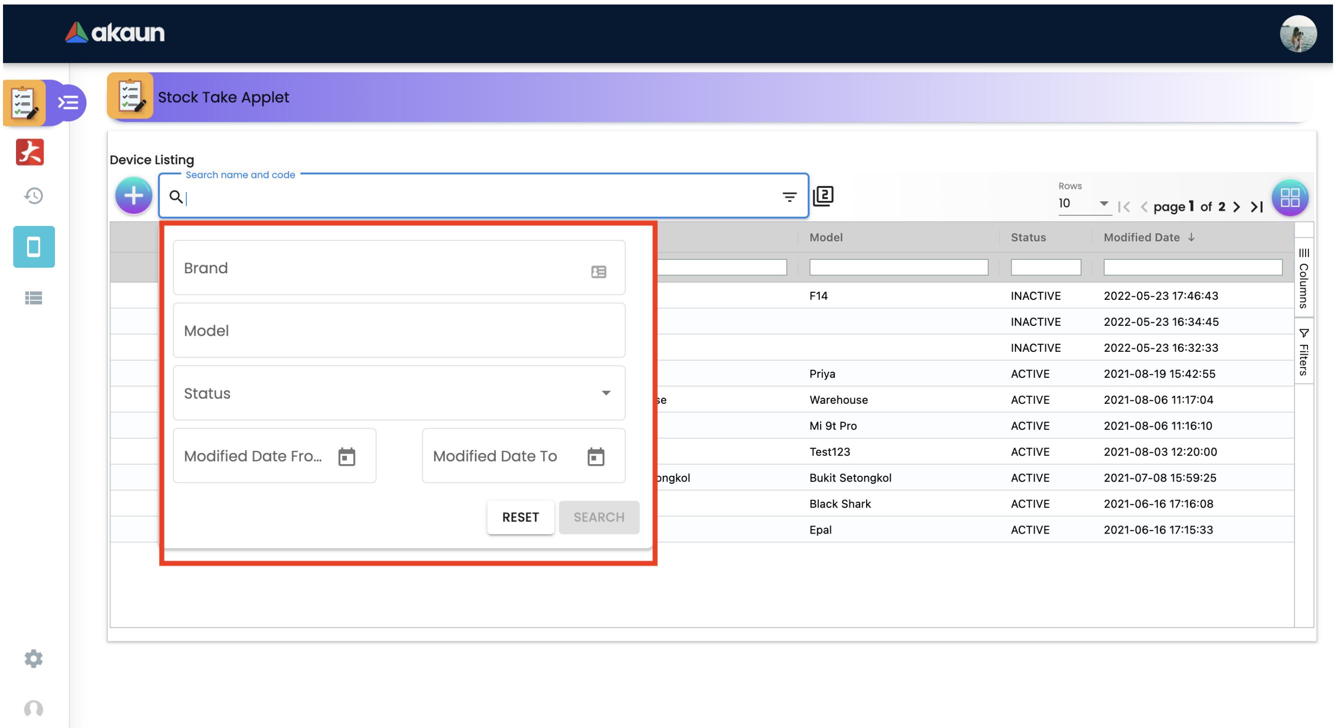
2.1 Go to the device menu to create Device. The Device will be used to assign to the stock take session



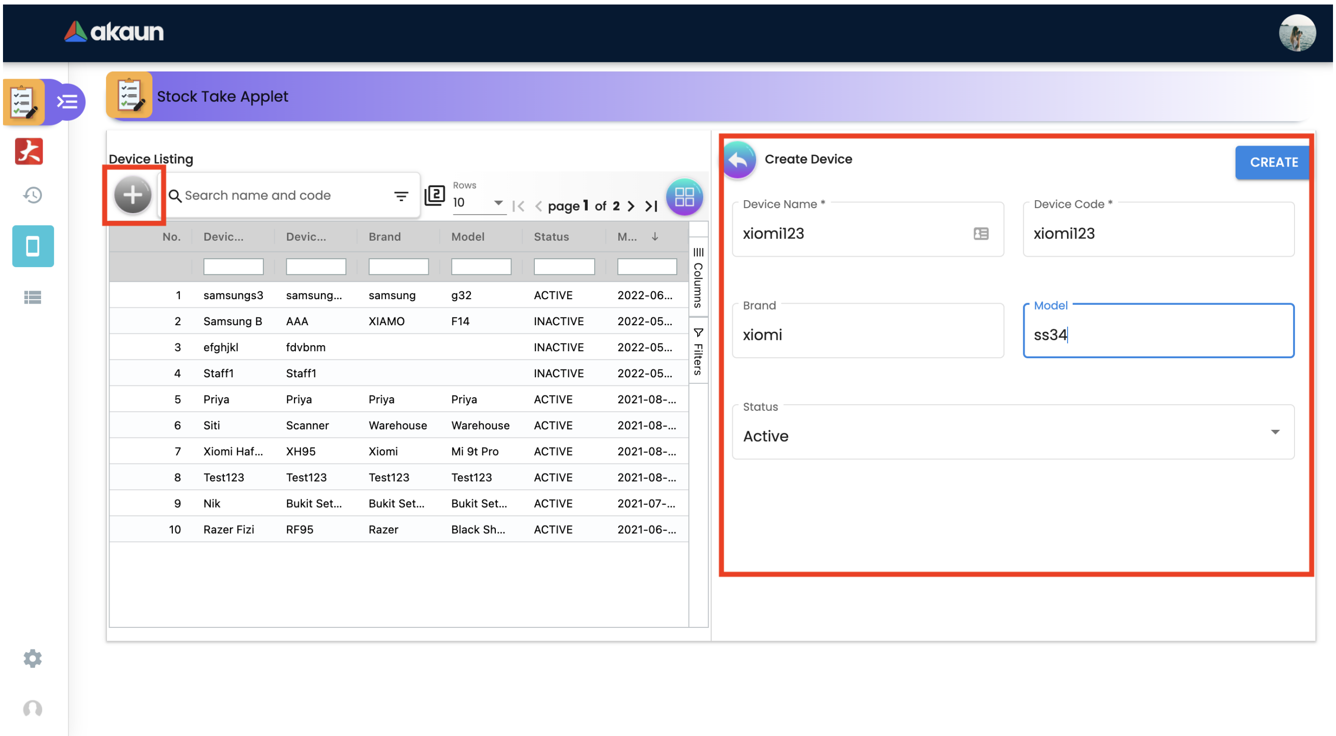
2.2 Search box is for search for Device Code and Device Name



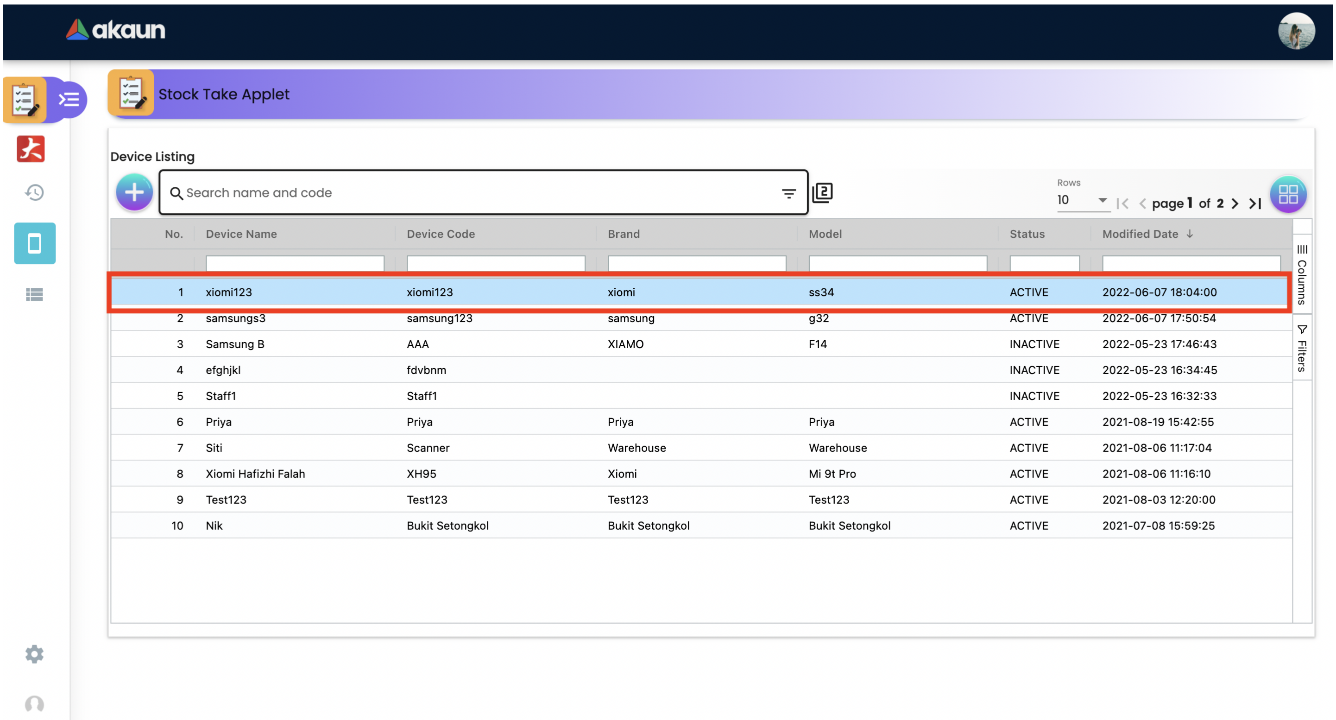
2.3 Advanced Filter search is to search based on brand, model, status and date.



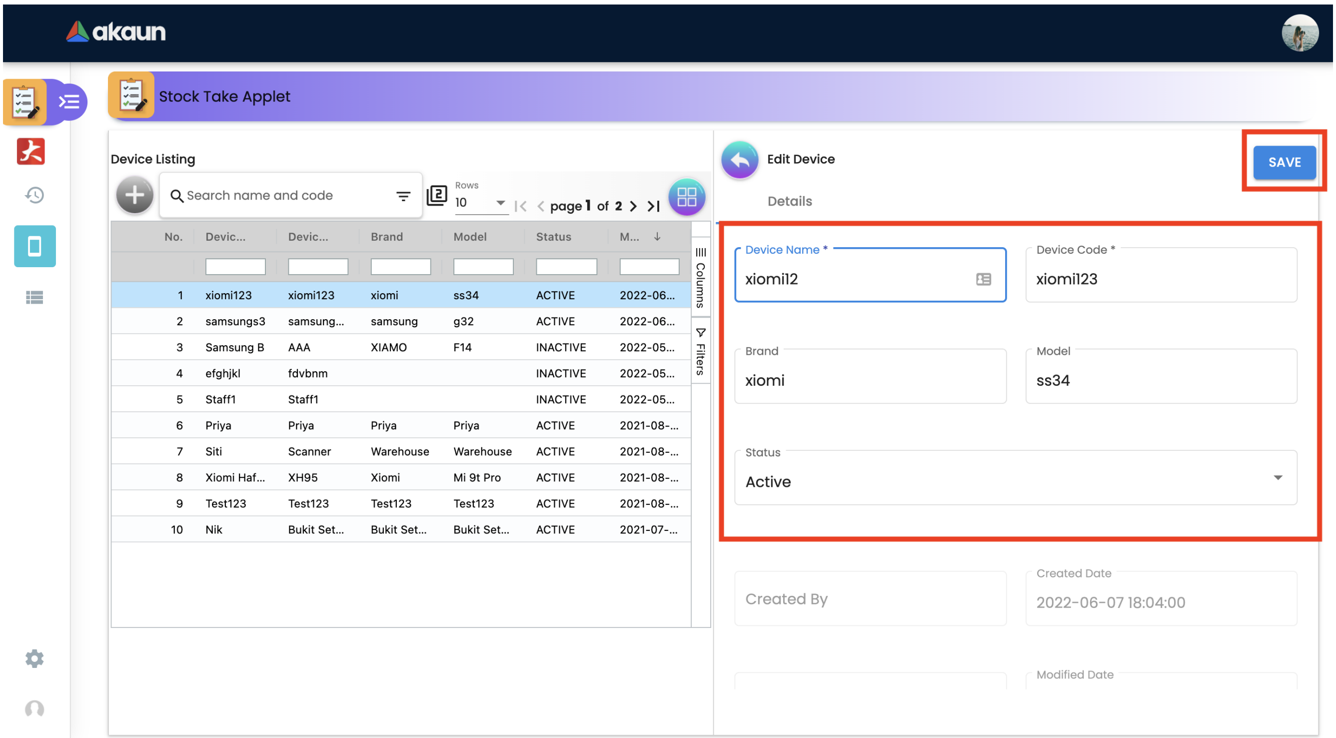
2.4 Click "+" button to create new Device and fill in the required fields



2.5 Click Create button and Device Listing will show the recent device created top of the listing

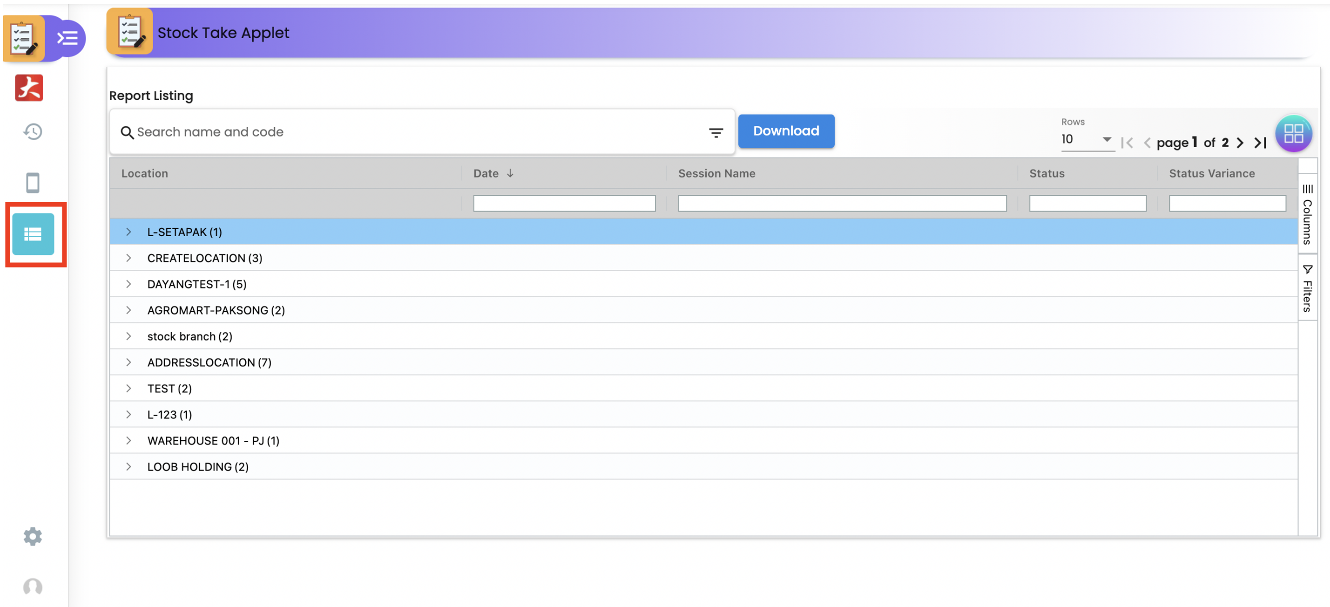


2.6 Once click at the specific device, edit the highlighted fields and click button to save changes



A.17.5. Menu 03 - Reports

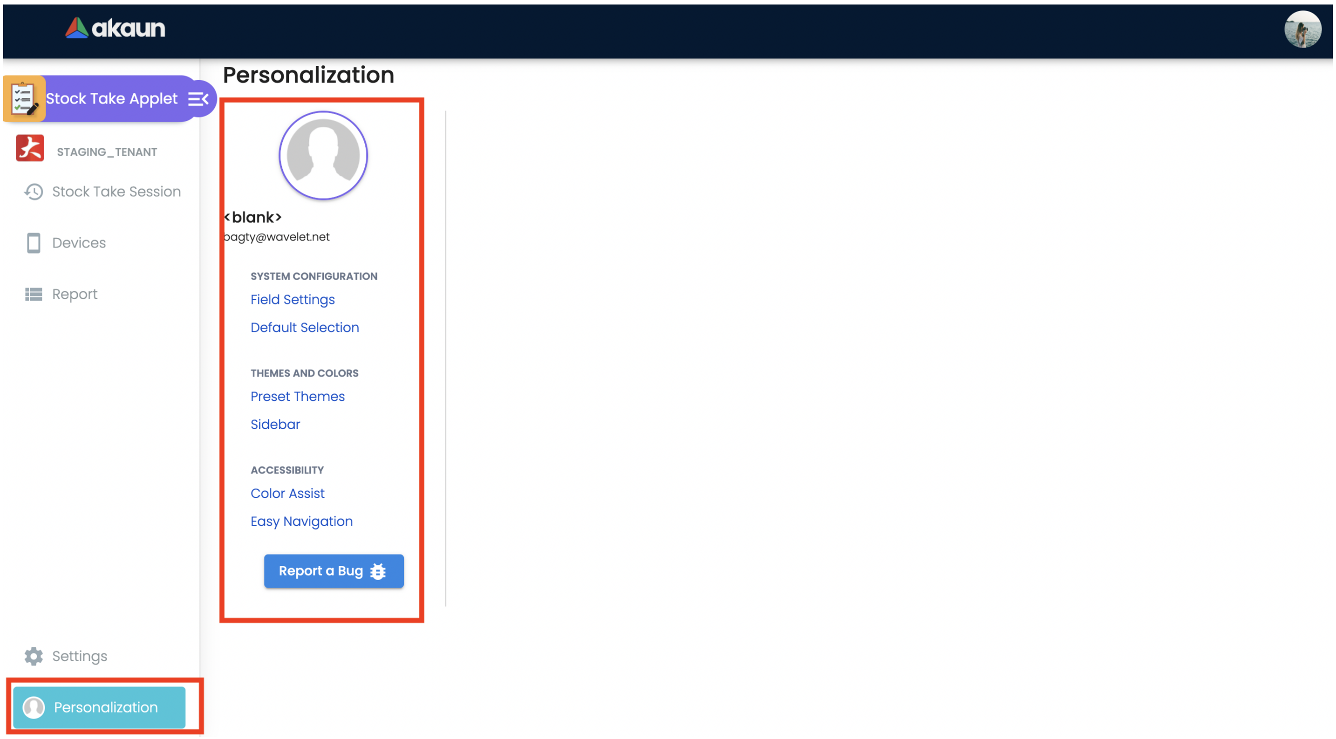
3.1 After closing Stock Take session, you may click on to the reports menu to view stock take listing



A.17.6. Permission Settings

A.17.7. Personalization

Go to the Personalization Menu to add or edit Profile



A.17.8. Related Applets

This applet also depends on the following applets:

- Section A.14, “Organization Applet”
- Section A.11, “Inventory Item Maintenance Applet”
- Section A.8, “Doc Item Maintenance Applet”

The following applets depends on this applet:

- Applet 3
- Applet 4

Also see

A.17.9. Pricing

A.17.10. Release Note

A.17.11. Roadmap

A.18. Supplier Maintenance Applet

A.18.1. Introduction

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

A.18.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.18.3. Menu 01 - e.g. Sales Orders Listing

A.18.4. Menu 02 - e.g. Line Items

A.18.5. Permission Settings

A.18.6. Personalization

A.18.7. 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

A.18.8. Pricing

A.18.9. Release Note

A.18.10. Roadmap

A.19. Tax Configuration Applet

A.19.1. Introduction

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

A.19.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”

- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.19.3. Menu 01 - e.g. Sales Orders Listing

A.19.4. Menu 02 - e.g. Line Items

A.19.5. Permission Settings

A.19.6. Personalization

A.19.7. 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

A.19.8. Pricing

A.19.9. Release Note

A.19.10. Roadmap

A.20. UCC Applet

A.20.1. Introduction

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

A.20.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”

- Section 4.3, “Accounting Module”
- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.20.3. Menu 01 - e.g. Sales Orders Listing

A.20.4. Menu 02 - e.g. Line Items

A.20.5. Permission Settings

A.20.6. Personalization

A.20.7. 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

A.20.8. Pricing

A.20.9. Release Note

A.20.10. Roadmap

A.21. URL Shortening Applet

A.21.1. Introduction

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

Vincent Lee, [02/06/2022 9:33 PM] https://drive.google.com/file/d/1IL4nMJRTWdENwB7t0402PNtAU0msEghE/view?usp=sharing

Vincent Lee, [02/06/2022 9:36 PM] https://wavelet.atlassian.net/browse/BLPR-24640

Vincent Lee, [02/06/2022 9:39 PM] i just forwarded you several emails

Vincent Lee, [02/06/2022 9:40 PM] Below attached are the urls for the jamboard and moqup: moqups: https://app.moqups.com/nVNNUQ9keb/edit/page/a3d66bff5 jamboard: https://jamboard.google.com/d/125D0f5IAFhqDPBbytADRVxxfHyOB77QPH-lWH8pv3oY/viewer?f=0

Vincent Lee, [02/06/2022 9:40 PM] https://jamboard.google.com/d/125D0f5IAFhqDPBbytADRVxxfHyOB77QPH-lWH8pv3oY/viewer?f=0

Vincent Lee, [02/06/2022 9:42 PM] https://docs.google.com/spreadsheets/d/19omgwglZ6QfZVdnfQQQ65VcreWfqssJhCDzy_OMdeiw/edit#gid=1640556344

Useful pages for Universal Links/App Links: - https://branch.io/what-is-deep-linking/ - https://developer.apple.com/library/archive/documentation/General/Conceptual/AppSearch/UniversalLinks.html - https://developer.android.com/training/app-links - https://developer.android.com/studio/write/app-link-indexing.html - https://github.com/ionic-team/ionic-plugin-deeplinks

Useful pages for Firebase Dynamic Links: - https://firebase.google.com/docs/dynamic-links/create-manually?authuser=0 - https://firebase.google.com/docs/reference/dynamic-links/link-shortener?authuser=0

A.21.2. Modules

This applet is used in the following modules:

- Section 4.2, “Core Module”
- Section 4.3, “Accounting Module”

- Section 4.4, “Inventory Module”
- Section 4.5, “Point of Sales Module”
- Section 4.6, “Manufacturing Module”
- Section 4.7, “Membership Module”
- Section 4.8, “Referral Module”
- Section 4.9, “Customer Relationship Management”
- Section 4.10, “Contact Center Module”
- Section 4.11, “Digital Marketing Module”
- Section 4.12, “Marketplace Connector Module”
- Section 4.13, “Delivery Fulfillment Module”
- Section 4.14, “CP Commerce Module”
- Section 4.15, “Procure to Pay Module”
- Section 4.16, “HR Module”
- Section 4.17, “Order To Cash Module”
- Section 4.18, “Warehouse Management Module”
- Section 4.19, “Customer Data Platform”
- Section 4.20, “PGW Module”
- Section 4.21, “Chatbot Module”
- Section 4.22, “Process Automation Module”
- Section 4.23, “Datalake Module”

A.21.3. Menu 01 - e.g. Sales Orders Listing

A.21.4. Menu 02 - e.g. Line Items

A.21.5. Permission Settings

A.21.6. Personalization

A.21.7. 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

A.21.8. Pricing

A.21.9. Release Note

A.21.10. Roadmap