

# 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:

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# **Chapter 1. BigLedger Overview**

## **1.1. BigLedger Overview**

### **1.1.1. Overview - Introduction**

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# Chapter 2. User Guide

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

## 2.1. Applet Users

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

### 2.1.1. 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.

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

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

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

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

### 2.1.3. Understanding Root vs Tenant

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

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

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

#### 2.1.4. 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

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. 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.)*

### 2.2.2. Tenant setup in Akaun Platform

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

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

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

### 2.2.3. Applet-Catalogs

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

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

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

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

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

#### 2.2.4. Configuration of Core Modules

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

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

See [Section 4.1, “Core Module”](#) for more details.

## **2.3. Tenant Owners**

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

### **2.3.2. Managing Users**

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

### **2.3.3. Fees and Charges**

### **2.3.4. Access and Permissions**

### **2.3.5. System Performance**

### **2.3.6. API**

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

### **2.3.8. Audit Trail**

## **2.4. Applet Developers**

Guide for applet Developers

### **2.4.1. Signing up your AkaunID**

## **2.5. Reseller Guide**

Guide for resellers

### **2.5.1. Section 1**

### **2.5.2. Section 2**

## **2.6. System Integrators**

Guide for system integrators.

### **2.6.1. Section 1**

### **2.6.2. Section 2**

# **Chapter 3. Industry Guide**

## **3.1. Consumer Electronics Industry**

**3.1.1. Overview**

**3.1.2. Solutions**

**3.1.3. Stories**

**3.1.4. FAQs**

## **3.2. Pharmacy Industry**

**3.2.1. Overview**

**3.2.2. Solutions**

**3.2.3. Stories**

**3.2.4. FAQs**

## **3.3. Car Workshops**

**3.3.1. Overview**

**3.3.2. Solutions**

**3.3.3. Stories**

**3.3.4. FAQs**

## **3.4. Retail Chainstores**

**3.4.1. Overview**

**3.4.2. Solutions**

**3.4.3. Stories**

**3.4.4. FAQs**

## **3.5. Logistics Industry**

**3.5.1. Overview**

**3.5.2. Solutions**

**3.5.3. Stories**

**3.5.4. FAQs**

## **3.6. Manufacturing Industry**

**3.6.1. Overview**

**3.6.2. Solutions**

**3.6.3. Stories**

**3.6.4. FAQs**

## **3.7. Pet Industry**

**3.7.1. Overview**

**3.7.2. Solutions**

**3.7.3. Stories**

**3.7.4. 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. Core Module

### 4.1.1. 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.

#### Overview

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

#### Core Module Applets

The core module consiste of the following applets:

- [Section A.20, “Tax Configuration Applet”](#)
- [Section A.15, “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.19, “Supplier Maintenance Applet”](#)

#### Core Module Features and Functions

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

#### What's New

#### Getting Started

#### Module Dependencies

### 4.1.2. Module Name - Unique Value Proposition

### **4.1.3. Core Module - Related Applets**

- [Section A.20, “Tax Configuration Applet”](#)
- [Section A.15, “Organization Applet”](#)
- [Section A.5, “Chart of Account Applet”](#)

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

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

*Begin with the end in mind*

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

#### **Project Gantt Chart**

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

#### **Project Kickstart Meeting**

#### **Weekly Meeting**

#### **Agile Method**

#### **Cashflow Projection**

#### **Human Resource Management**

- Milestones and Rewards

#### **Communication Management**

## Risk Management

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

## UAT (User Acceptance Test)

## Requirement Analysis

## Project Goes Live

## Post Mortem

# 4.2. Accounting Module

## 4.2.1. Introduction

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

### Overview

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

### Applets

### Features and Functions

### What's New

### Getting Started

### Module Dependencies

## 4.2.2. Accounting - Unique Value Proposition

## 4.2.3. Accounting Module - Related Applets

## 4.2.4. Module Name - Project Implementation Steps

### Scope Management (End Results)

*Begin with the end in mind*

- This is where we define the end results and priorities
- We decide what to do in phase 1, phase 2, phase 3 etc.

- This is where we create the WBS (Work Break Down) as well.

## **Project Gantt Chart**

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

## **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

### **Cashflow Projection**

### **Human Resource Management**

- Milestones and Rewards

### **Communication Management**

### **Risk Management**

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

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

### **Requirement Analysis**

### **Project Goes Live**

### **Post Mortem**

## 4.3. Inventory 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 other modules. Explaining that certain detail about

#### Overview

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

#### Applets

#### Features and Functions

#### What's New

#### Getting Started

#### Module Dependencies

### 4.3.2. Inventory Module - Unique Value Proposition

### 4.3.3. Inventory Module - Related Applets

### 4.3.4. Inventory Module - Project Implementation Steps

#### Scope Management (End Results)

*Begin with the end in mind*

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

#### Project Gantt Chart

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities
  - Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule

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

## **Project Kickstart Meeting**

## **Weekly Meeting**

## **Agile Method**

## **Cashflow Projection**

## **Human Resource Management**

- Milestones and Rewards

## **Communication Management**

## **Risk Management**

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

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

## **Requirement Analysis**

## **Project Goes Live**

## **Post Mortem**

# **4.4. Point of Sales 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

## **Overview**

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

## **Applets**

## **Features and Functions**

## **What's New**

### **Getting Started**

#### **Module Dependencies**

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

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

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

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

*Begin with the end in mind*

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

##### **Project Gantt Chart**

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

##### **Project Kickstart Meeting**

##### **Weekly Meeting**

##### **Agile Method**

##### **Cashflow Projection**

##### **Human Resource Management**

- Milestones and Rewards

## **Communication Management**

### **Risk Management**

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

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

### **Requirement Analysis**

### **Project Goes Live**

### **Post Mortem**

## **4.5. Manufacturing 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

#### **Overview**

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

#### **Applets**

#### **Features and Functions**

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

#### **Getting Started**

#### **Module Dependencies**

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

### **4.5.3. Manufacturing - Related Applets**

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

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

*Begin with the end in mind*

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

## **Project Gantt Chart**

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

## **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

### **Cashflow Projection**

### **Human Resource Management**

- Milestones and Rewards

### **Communication Management**

### **Risk Management**

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

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

### **Requirement Analysis**

### **Project Goes Live**

### **Post Mortem**

## 4.6. Membership Module

### 4.6.1. Membership Module Introduction

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

#### Membership Module Overview

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

#### Membership Module Applets

#### Membership Module Features and Functions

#### What's New

#### Getting Started

#### Module Dependencies

### 4.6.2. Membership - Unique Value Proposition

### 4.6.3. Membership - Related Applets

### 4.6.4. Membership - Project Implementation Steps

#### Scope Management (End Results)

*Begin with the end in mind*

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

#### Project Gantt Chart

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities
  - Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule

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

## **Project Kickstart Meeting**

## **Weekly Meeting**

## **Agile Method**

## **Cashflow Projection**

## **Human Resource Management**

- Milestones and Rewards

## **Communication Management**

## **Risk Management**

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

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

## **Requirement Analysis**

## **Project Goes Live**

## **Post Mortem**

# **4.7. Referral Module**

## **4.7.1. Introduction**

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

## **Overview**

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

## **Applets**

## **Features and Functions**

## **What's New**

### **Getting Started**

#### **Module Dependencies**

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

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

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

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

*Begin with the end in mind*

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

##### **Project Gantt Chart**

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

##### **Project Kickstart Meeting**

##### **Weekly Meeting**

##### **Agile Method**

##### **Cashflow Projection**

##### **Human Resource Management**

- Milestones and Rewards

## Communication Management

### Risk Management

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

### UAT (User Acceptance Test)

### Requirement Analysis

### Project Goes Live

### Post Mortem

## 4.8. Customer Relationship Management

### 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

#### 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

## **Applets**

### **Features and Functions**

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

#### **Getting Started**

#### **Module Dependencies**

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

### **4.8.3. 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)

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

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

*Begin with the end in mind*

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

#### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities
  - Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this

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

### **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

### **Cashflow Projection**

### **Human Resource Management**

- Milestones and Rewards

### **Communication Management**

### **Risk Management**

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

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

### **Requirement Analysis**

### **Project Goes Live**

### **Post Mortem**

## **4.9. Contact Center Module**

### **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

### **Overview**

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

### **Applets**

## **Features and Functions**

### **What's New**

### **Getting Started**

### **Module Dependencies**

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

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

- [Section A.21, “UCC Applet”](#)

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

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

*Begin with the end in mind*

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

### **Project Gantt Chart**

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

### **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

### **Cashflow Projection**

## **Human Resource Management**

- Milestones and Rewards

## **Communication Management**

### **Risk Management**

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

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

### **Requirement Analysis**

### **Project Goes Live**

### **Post Mortem**

## **4.10. Digital Marketing 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

#### **Overview**

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

#### **Applets**

#### **Features and Functions**

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

#### **Getting Started**

#### **Module Dependencies**

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

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

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

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

*Begin with the end in mind*

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

### **Project Gantt Chart**

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

### **Project Kickstart Meeting**

#### **Weekly Meeting**

#### **Agile Method**

#### **Cashflow Projection**

#### **Human Resource Management**

- Milestones and Rewards

#### **Communication Management**

#### **Risk Management**

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

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

**Requirement Analysis**

**Project Goes Live**

**Post Mortem**

## **4.11. Marketplace Connector 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

**Overview**

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

**Applets**

**Features and Functions**

**What's New**

**Getting Started**

**Module Dependencies**

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

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

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

**Scope Management (End Results)**

*Begin with the end in mind*

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

**Project Gantt Chart**

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

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

## **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

### **Cashflow Projection**

### **Human Resource Management**

- Milestones and Rewards

### **Communication Management**

### **Risk Management**

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

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

### **Requirement Analysis**

### **Project Goes Live**

### **Post Mortem**

## **4.12. Delivery Fulfillment 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

### **Overview**

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

and doesn't do.

## Applets

### Features and Functions

#### What's New

#### Getting Started

#### Module Dependencies

### 4.12.2. Delivery Fulfillment - Unique Value Proposition

### 4.12.3. Delivery Fulfillment - Related Applets

### 4.12.4. Delivery Fulfillment - Project Implementation Steps

#### Scope Management (End Results)

*Begin with the end in mind*

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

#### Project Gantt Chart

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

#### Project Kickstart Meeting

#### Weekly Meeting

#### Agile Method

## **Cashflow Projection**

## **Human Resource Management**

- Milestones and Rewards

## **Communication Management**

## **Risk Management**

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

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

## **Requirement Analysis**

## **Project Goes Live**

## **Post Mortem**

# **4.13. CP Commerce Module**

## **4.13.1. 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.

### **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 targeted 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..

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

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

## CP Commerce Applets

- [CP Commerce Admin Applet](#)
- Media Library Applet
- Platform SysAdmin Applet

\*

## Features and Functions

### What's New

### Getting Started

- Please ensure that you have setup the pricing scheme in "Doc Item Maintenance 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")

## Module Dependencies

### 4.13.2. CP Commerce - Unique Value Proposition

### 4.13.3. CP Commerce - Related Applets

### 4.13.4. CP Commerce - Project Implementation Steps

#### Scope Management (End Results)

*Begin with the end in mind*

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

#### Project Gantt Chart

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.

## **Project Kickstart Meeting**

## **Weekly Meeting**

## **Agile Method**

## **Cashflow Projection**

## **Human Resource Management**

- Milestones and Rewards

## **Communication Management**

## **Risk Management**

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

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

## **Requirement Analysis**

## **Project Goes Live**

## **Post Mortem**

## **4.13.5. 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**

## **4.13.6. Product Maintenance**

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

## **4.13.7. Shipping Fees**

- Shipping Fee Applets

## **4.13.8. Settlement Methods**

## **4.13.9. Order Fulfillment**

- We will talk about Sales Order Applet
- Delivery & Installation Applet
- Syncing to the EMP
- Choosing the serial numbers, printing of the Consignment Notes / stickers etc.

\*

## **4.13.10. Search Engine Optimization**

## **4.13.11. QC Checklist**

# **4.14. Procure to Pay Module**

## **4.14.1. Introduction**

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

### **Overview**

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

### **Applets**

### **Features and Functions**

### **What's New**

### **Getting Started**

### **Module Dependencies**

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

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

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

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

*Begin with the end in mind*

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

### **Project Gantt Chart**

- Defining Activities
  - List down all the activities involved for each work breakdown
- Sequence Activities
  - Which one first, which one next
- Estimated Resource Requirements for each activity
  - Estimate how long it will take, what skills may be required to do this
- Schedule

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

## **Project Kickstart Meeting**

## **Weekly Meeting**

## **Agile Method**

## **Cashflow Projection**

## **Human Resource Management**

- Milestones and Rewards

## **Communication Management**

## **Risk Management**

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

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

## **Requirement Analysis**

## **Project Goes Live**

## **Post Mortem**

# **4.15. HR Module**

# **4.16. Order To Cash Module**

## **4.16.1. Introduction**

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

## **Overview**

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

## **Applets**

## **Features and Functions**

### **What's New**

### **Getting Started**

### **Module Dependencies**

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

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

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

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

*Begin with the end in mind*

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

#### **Project Gantt Chart**

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

#### **Project Kickstart Meeting**

#### **Weekly Meeting**

#### **Agile Method**

#### **Cashflow Projection**

## **Human Resource Management**

- Milestones and Rewards

## **Communication Management**

## **Risk Management**

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

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

## **Requirement Analysis**

## **Project Goes Live**

## **Post Mortem**

# **4.17. Warehouse Management 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

## **Overview**

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

## **Applets**

## **Features and Functions**

## **What's New**

## **Getting Started**

## **Module Dependencies**

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

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

## **4.17.4. Warehouse Management - Project Implementation Steps**

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

*Begin with the end in mind*

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

### **Project Gantt Chart**

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

### **Project Kickstart Meeting**

#### **Weekly Meeting**

#### **Agile Method**

#### **Cashflow Projection**

#### **Human Resource Management**

- Milestones and Rewards

#### **Communication Management**

#### **Risk Management**

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

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

**Requirement Analysis**

**Project Goes Live**

**Post Mortem**

## **4.18. Customer Data Platform**

### **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

**Overview**

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

**Applets**

**Features and Functions**

**What's New**

**Getting Started**

**Module Dependencies**

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

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

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

**Scope Management (End Results)**

*Begin with the end in mind*

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

**Project Gantt Chart**

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

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

## **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

### **Cashflow Projection**

### **Human Resource Management**

- Milestones and Rewards

### **Communication Management**

### **Risk Management**

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

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

### **Requirement Analysis**

### **Project Goes Live**

### **Post Mortem**

## **4.19. PGW Module**

### **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

### **PGW Overview**

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

and doesn't do.

## PGW Applets

The pgw module consists of the following applets:

- [Section A.14, “Merchant Admin Maintenance Applet”](#)

## Features and Functions

### What's New

### Getting Started

### Module Dependencies

## 4.19.2. Payment Gateway Module - Unique Value Proposition

## 4.19.3. Module Name - Related Applets

## 4.19.4. Module Name - Project Implementation Steps

### Scope Management (End Results)

*Begin with the end in mind*

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

### Project Gantt Chart

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

### Project Kickstart Meeting

**Weekly Meeting**

**Agile Method**

**Cashflow Projection**

**Human Resource Management**

- Milestones and Rewards

**Communication Management**

**Risk Management**

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

**UAT (User Acceptance Test)**

**Requirement Analysis**

**Project Goes Live**

**Post Mortem**

## **4.20. Chatbot 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

**Overview**

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

**Applets**

**Features and Functions**

**What's New**

**Getting Started**

**Module Dependencies**

## **4.20.2. Chatbot - Unique Value Proposition**

## **4.20.3. Chatbot - Related Applets**

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

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

*Begin with the end in mind*

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

### **Project Gantt Chart**

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

### **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

### **Cashflow Projection**

### **Human Resource Management**

- Milestones and Rewards

### **Communication Management**

### **Risk Management**

- Identify third party dependency
- Identify backup plans

- Identify contingency plans

**UAT (User Acceptance Test)**

**Requirement Analysis**

**Project Goes Live**

**Post Mortem**

## **4.21. Process Automation Module**

## **4.22. Datalake 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

**Overview**

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

**Applets**

**Features and Functions**

**What's New**

**Getting Started**

**Module Dependencies**

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

### **4.22.3. Datalake - Related Applets**

### **4.22.4. Datalake - Project Implementation Steps**

**Scope Management (End Results)**

*Begin with the end in mind*

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

## **Project Gantt Chart**

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

## **Project Kickstart Meeting**

### **Weekly Meeting**

### **Agile Method**

### **Cashflow Projection**

### **Human Resource Management**

- Milestones and Rewards

### **Communication Management**

### **Risk Management**

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

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

### **Requirement Analysis**

### **Project Goes Live**

### **Post Mortem**

# Chapter 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**

**Business Requirements**

**Database Design**

**Mock Up and Design**

**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**

**Handling changes in permission templates**

**Getting approval**

## **5.1.9. Full Deletion of Applet**

**Removal of applet from Applet-Catalogs**

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

**Removal of the Javascript Bundle from s3**

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

- This would include Permission Templates / Permission Sets etc.

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

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

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

**Removal 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.

**UI Design QC**

**Documentation QC**

**Permissions QC**

## **Features QC**

### **Development / Staging Environment QC**

#### **Commercials QC**

#### **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**

#### **Vendor Registration**

#### **Developer Registration**

#### **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**

This is the etl guide

# **5.3. Cloud Native Architecture**

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

Our aspirations \* To be the business operating systems

## **5.3.1. 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

## **5.3.2. 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

### **5.3.3. Integrations**

spikes in loads

### **5.3.4. Infrastructure and Toolchain**

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

### **5.3.5. Network Effect**

### **5.3.6. Cloud Cost Savings**

### **5.3.7. Artificial Intelligence**

### **5.3.8. Human Resource**

### **5.3.9. Journey**

### **5.3.10. Challenges and Lessons**

### **5.3.11. 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

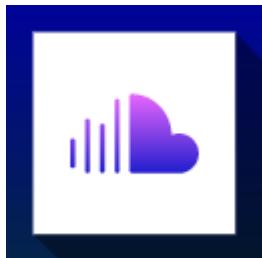
This refers to the OWNER or ADMIN of the Tenant.

# Appendix A: Applet Directory

## A.1. Applet Listing

a list of applets

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

- [Section 4.17, “Warehouse Management Module”](#)
- [Section 4.18, “Customer Data Platform”](#)
- [Section 4.19, “PGW Module”](#)
- [Section 4.20, “Chatbot Module”](#)
- [Section 4.21, “Process Automation Module”](#)
- [Section 4.22, “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.3.2. Modules

This applet is used in the following modules:

- [Section 4.1, “Core Module”](#)
- [Section 4.2, “Accounting Module”](#)
- [Section 4.3, “Inventory Module”](#)
- [Section 4.4, “Point of Sales Module”](#)
- [Section 4.5, “Manufacturing Module”](#)
- [Section 4.6, “Membership Module”](#)
- [Section 4.7, “Referral Module”](#)
- [Section 4.8, “Customer Relationship Management”](#)
- [Section 4.9, “Contact Center Module”](#)
- [Section 4.10, “Digital Marketing Module”](#)
- [Section 4.11, “Marketplace Connector Module”](#)
- [Section 4.12, “Delivery Fulfillment Module”](#)
- [Section 4.13, “CP Commerce Module”](#)
- [Section 4.14, “Procure to Pay Module”](#)
- [Section 4.15, “HR Module”](#)
- [Section 4.16, “Order To Cash Module”](#)
- [Section 4.17, “Warehouse Management Module”](#)
- [Section 4.18, “Customer Data Platform”](#)
- [Section 4.19, “PGW Module”](#)
- [Section 4.20, “Chatbot Module”](#)
- [Section 4.21, “Process Automation Module”](#)

- [Section 4.22, “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 4.1, “Core Module”
- Section 4.2, “Accounting Module”
- Section 4.3, “Inventory Module”
- Section 4.4, “Point of Sales Module”
- Section 4.5, “Manufacturing Module”
- Section 4.6, “Membership Module”
- Section 4.7, “Referral Module”
- Section 4.8, “Customer Relationship Management”
- Section 4.9, “Contact Center Module”
- Section 4.10, “Digital Marketing Module”
- Section 4.11, “Marketplace Connector Module”
- Section 4.12, “Delivery Fulfillment Module”
- Section 4.13, “CP Commerce Module”
- Section 4.14, “Procure to Pay Module”
- Section 4.15, “HR Module”
- Section 4.16, “Order To Cash Module”
- Section 4.17, “Warehouse Management Module”
- Section 4.18, “Customer Data Platform”
- Section 4.19, “PGW Module”
- Section 4.20, “Chatbot Module”
- Section 4.21, “Process Automation Module”
- Section 4.22, “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 4.1, “Core Module”](#)
- [Section 4.2, “Accounting Module”](#)
- [Section 4.3, “Inventory Module”](#)
- [Section 4.4, “Point of Sales Module”](#)
- [Section 4.5, “Manufacturing Module”](#)
- [Section 4.6, “Membership Module”](#)
- [Section 4.7, “Referral Module”](#)
- [Section 4.8, “Customer Relationship Management”](#)

- [Section 4.9, “Contact Center Module”](#)
- [Section 4.10, “Digital Marketing Module”](#)
- [Section 4.11, “Marketplace Connector Module”](#)
- [Section 4.12, “Delivery Fulfillment Module”](#)
- [Section 4.13, “CP Commerce Module”](#)
- [Section 4.14, “Procure to Pay Module”](#)
- [Section 4.15, “HR Module”](#)
- [Section 4.16, “Order To Cash Module”](#)
- [Section 4.17, “Warehouse Management Module”](#)
- [Section 4.18, “Customer Data Platform”](#)
- [Section 4.19, “PGW Module”](#)
- [Section 4.20, “Chatbot Module”](#)
- [Section 4.21, “Process Automation Module”](#)
- [Section 4.22, “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 4.1, “Core Module”](#)
- [Section 4.2, “Accounting Module”](#)
- [Section 4.3, “Inventory Module”](#)
- [Section 4.4, “Point of Sales Module”](#)
- [Section 4.5, “Manufacturing Module”](#)
- [Section 4.6, “Membership Module”](#)
- [Section 4.7, “Referral Module”](#)
- [Section 4.8, “Customer Relationship Management”](#)
- [Section 4.9, “Contact Center Module”](#)
- [Section 4.10, “Digital Marketing Module”](#)
- [Section 4.11, “Marketplace Connector Module”](#)
- [Section 4.12, “Delivery Fulfillment Module”](#)
- [Section 4.13, “CP Commerce Module”](#)
- [Section 4.14, “Procure to Pay Module”](#)
- [Section 4.15, “HR Module”](#)
- [Section 4.16, “Order To Cash Module”](#)
- [Section 4.17, “Warehouse Management Module”](#)
- [Section 4.18, “Customer Data Platform”](#)

- [Section 4.19, “PGW Module”](#)
- [Section 4.20, “Chatbot Module”](#)
- [Section 4.21, “Process Automation Module”](#)
- [Section 4.22, “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 4.1, “Core Module”](#)
- [Section 4.2, “Accounting Module”](#)
- [Section 4.3, “Inventory Module”](#)
- [Section 4.4, “Point of Sales Module”](#)
- [Section 4.5, “Manufacturing Module”](#)
- [Section 4.6, “Membership Module”](#)
- [Section 4.7, “Referral Module”](#)
- [Section 4.8, “Customer Relationship Management”](#)
- [Section 4.9, “Contact Center Module”](#)
- [Section 4.10, “Digital Marketing Module”](#)
- [Section 4.11, “Marketplace Connector Module”](#)
- [Section 4.12, “Delivery Fulfillment Module”](#)
- [Section 4.13, “CP Commerce Module”](#)
- [Section 4.14, “Procure to Pay Module”](#)
- [Section 4.15, “HR Module”](#)
- [Section 4.16, “Order To Cash Module”](#)
- [Section 4.17, “Warehouse Management Module”](#)
- [Section 4.18, “Customer Data Platform”](#)

- [Section 4.19, “PGW Module”](#)
- [Section 4.20, “Chatbot Module”](#)
- [Section 4.21, “Process Automation Module”](#)
- [Section 4.22, “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 4.1, “Core Module”](#)
- [Section 4.2, “Accounting Module”](#)
- [Section 4.3, “Inventory Module”](#)
- [Section 4.4, “Point of Sales Module”](#)
- [Section 4.5, “Manufacturing Module”](#)
- [Section 4.6, “Membership Module”](#)
- [Section 4.7, “Referral Module”](#)
- [Section 4.8, “Customer Relationship Management”](#)
- [Section 4.9, “Contact Center Module”](#)
- [Section 4.10, “Digital Marketing Module”](#)
- [Section 4.11, “Marketplace Connector Module”](#)
- [Section 4.12, “Delivery Fulfillment Module”](#)
- [Section 4.13, “CP Commerce Module”](#)
- [Section 4.14, “Procure to Pay Module”](#)
- [Section 4.15, “HR Module”](#)
- [Section 4.16, “Order To Cash Module”](#)
- [Section 4.17, “Warehouse Management Module”](#)
- [Section 4.18, “Customer Data Platform”](#)
- [Section 4.19, “PGW Module”](#)
- [Section 4.20, “Chatbot Module”](#)
- [Section 4.21, “Process Automation Module”](#)
- [Section 4.22, “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 4.1, “Core Module”](#)
- [Section 4.2, “Accounting Module”](#)
- [Section 4.3, “Inventory Module”](#)
- [Section 4.4, “Point of Sales Module”](#)
- [Section 4.5, “Manufacturing Module”](#)
- [Section 4.6, “Membership Module”](#)
- [Section 4.7, “Referral Module”](#)
- [Section 4.8, “Customer Relationship Management”](#)
- [Section 4.9, “Contact Center Module”](#)
- [Section 4.10, “Digital Marketing Module”](#)
- [Section 4.11, “Marketplace Connector Module”](#)
- [Section 4.12, “Delivery Fulfillment Module”](#)
- [Section 4.13, “CP Commerce Module”](#)
- [Section 4.14, “Procure to Pay Module”](#)
- [Section 4.15, “HR Module”](#)
- [Section 4.16, “Order To Cash Module”](#)
- [Section 4.17, “Warehouse Management Module”](#)
- [Section 4.18, “Customer Data Platform”](#)
- [Section 4.19, “PGW Module”](#)
- [Section 4.20, “Chatbot Module”](#)
- [Section 4.21, “Process Automation Module”](#)
- [Section 4.22, “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 4.1, “Core Module”](#)
- [Section 4.2, “Accounting Module”](#)
- [Section 4.3, “Inventory Module”](#)
- [Section 4.4, “Point of Sales Module”](#)
- [Section 4.5, “Manufacturing Module”](#)
- [Section 4.6, “Membership Module”](#)
- [Section 4.7, “Referral Module”](#)
- [Section 4.8, “Customer Relationship Management”](#)

- [Section 4.9, “Contact Center Module”](#)
- [Section 4.10, “Digital Marketing Module”](#)
- [Section 4.11, “Marketplace Connector Module”](#)
- [Section 4.12, “Delivery Fulfillment Module”](#)
- [Section 4.13, “CP Commerce Module”](#)
- [Section 4.14, “Procure to Pay Module”](#)
- [Section 4.15, “HR Module”](#)
- [Section 4.16, “Order To Cash Module”](#)
- [Section 4.17, “Warehouse Management Module”](#)
- [Section 4.18, “Customer Data Platform”](#)
- [Section 4.19, “PGW Module”](#)
- [Section 4.20, “Chatbot Module”](#)
- [Section 4.21, “Process Automation Module”](#)
- [Section 4.22, “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 4.1, “Core Module”](#)
- [Section 4.2, “Accounting Module”](#)
- [Section 4.3, “Inventory Module”](#)
- [Section 4.4, “Point of Sales Module”](#)
- [Section 4.5, “Manufacturing Module”](#)
- [Section 4.6, “Membership Module”](#)
- [Section 4.7, “Referral Module”](#)
- [Section 4.8, “Customer Relationship Management”](#)
- [Section 4.9, “Contact Center Module”](#)
- [Section 4.10, “Digital Marketing Module”](#)
- [Section 4.11, “Marketplace Connector Module”](#)
- [Section 4.12, “Delivery Fulfillment Module”](#)
- [Section 4.13, “CP Commerce Module”](#)
- [Section 4.14, “Procure to Pay Module”](#)
- [Section 4.15, “HR Module”](#)
- [Section 4.16, “Order To Cash Module”](#)
- [Section 4.17, “Warehouse Management Module”](#)
- [Section 4.18, “Customer Data Platform”](#)

- [Section 4.19, “PGW Module”](#)
- [Section 4.20, “Chatbot Module”](#)
- [Section 4.21, “Process Automation Module”](#)
- [Section 4.22, “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.13. Introduction



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

### A.13.1. Modules

This applet is used in the following modules:

- [Section 4.1, “Core Module”](#)
- [Section 4.2, “Accounting Module”](#)
- [Section 4.3, “Inventory Module”](#)
- [Section 4.4, “Point of Sales Module”](#)
- [Section 4.5, “Manufacturing Module”](#)
- [Section 4.6, “Membership Module”](#)
- [Section 4.7, “Referral Module”](#)
- [Section 4.8, “Customer Relationship Management”](#)
- [Section 4.9, “Contact Center Module”](#)
- [Section 4.10, “Digital Marketing Module”](#)
- [Section 4.11, “Marketplace Connector Module”](#)
- [Section 4.12, “Delivery Fulfillment Module”](#)
- [Section 4.13, “CP Commerce Module”](#)
- [Section 4.14, “Procure to Pay Module”](#)
- [Section 4.15, “HR Module”](#)
- [Section 4.16, “Order To Cash Module”](#)
- [Section 4.17, “Warehouse Management Module”](#)
- [Section 4.18, “Customer Data Platform”](#)
- [Section 4.19, “PGW Module”](#)
- [Section 4.20, “Chatbot Module”](#)
- [Section 4.21, “Process Automation Module”](#)
- [Section 4.22, “Datalake Module”](#)

## **A.13.2. Menu 01 - e.g. Sales Orders Listing**

## **A.13.3. Menu 02 - e.g. Line Items**

## **A.13.4. Permission Settings**

## **A.13.5. Personalization**

## **A.13.6. 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.13.7. Pricing**

## **A.13.8. Release Note**

## **A.13.9. Roadmap**

# **A.14. Merchant Admin Maintenance Applet**

## **A.14.1. Introduction**



*Designed by [pngtree](#)*

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

## A.14.2. Modules

This applet is used in the following modules:

- Section 4.1, “Core Module”
- Section 4.2, “Accounting Module”
- Section 4.3, “Inventory Module”
- Section 4.4, “Point of Sales Module”
- Section 4.5, “Manufacturing Module”
- Section 4.6, “Membership Module”
- Section 4.7, “Referral Module”

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

## A.15.1. Introduction



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

## A.15.2. Modules

This applet is used in the following modules:

- [Section 4.1, “Core Module”](#)
- [Section 4.2, “Accounting Module”](#)
- [Section 4.3, “Inventory Module”](#)
- [Section 4.4, “Point of Sales Module”](#)
- [Section 4.5, “Manufacturing Module”](#)
- [Section 4.6, “Membership Module”](#)
- [Section 4.7, “Referral Module”](#)
- [Section 4.8, “Customer Relationship Management”](#)
- [Section 4.9, “Contact Center Module”](#)
- [Section 4.10, “Digital Marketing Module”](#)
- [Section 4.11, “Marketplace Connector Module”](#)
- [Section 4.12, “Delivery Fulfillment Module”](#)
- [Section 4.13, “CP Commerce Module”](#)
- [Section 4.14, “Procure to Pay Module”](#)
- [Section 4.15, “HR Module”](#)
- [Section 4.16, “Order To Cash Module”](#)
- [Section 4.17, “Warehouse Management Module”](#)
- [Section 4.18, “Customer Data Platform”](#)
- [Section 4.19, “PGW Module”](#)
- [Section 4.20, “Chatbot Module”](#)
- [Section 4.21, “Process Automation Module”](#)

- [Section 4.22, “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. Payment Channel Applet

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

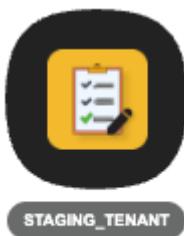
## A.17.2. Modules

This applet is used in the following modules:

- Section 4.1, “Core Module”
- Section 4.2, “Accounting Module”
- Section 4.3, “Inventory Module”
- Section 4.4, “Point of Sales Module”
- Section 4.5, “Manufacturing Module”
- Section 4.6, “Membership Module”
- Section 4.7, “Referral Module”
- Section 4.8, “Customer Relationship Management”
- Section 4.9, “Contact Center Module”
- Section 4.10, “Digital Marketing Module”
- Section 4.11, “Marketplace Connector Module”
- Section 4.12, “Delivery Fulfillment Module”
- Section 4.13, “CP Commerce Module”
- Section 4.14, “Procure to Pay Module”
- Section 4.15, “HR Module”
- Section 4.16, “Order To Cash Module”
- Section 4.17, “Warehouse Management Module”
- Section 4.18, “Customer Data Platform”
- Section 4.19, “PGW Module”
- Section 4.20, “Chatbot Module”
- Section 4.21, “Process Automation Module”
- Section 4.22, “Datalake Module”

### Menu 01 - Stock Take Session

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



Stock Take V2

1.2 Go to the Stock Take Session

Session Listing

No.	Session Name	Session Code	Location	Company	Status	Start Date	Modified Date
1	testShaikot	testShaikot	AGROMART-PAKSO...	AGROTECH PRO LA...	OPEN	2022-05-13 16:07:41	2022-05-23
2	TestRawan	TestRawan	DAYANGTEST-1	DRAFTCTEST	OPEN	2022-04-28 11:52:27	2022-05-13
3	TTDI Store - 7/4/2022	TTDI STore	ADDRESSLOCATION	Azri Company Test	OPEN	2022-04-07 11:23:04	2022-04-14
4	rawantest11	rawantest11	ADDRESSLOCATION	Azri Company Test	CLOSED	2022-02-17 21:39:54	2022-02-18
5	rawantest2	rawantest2	ADDRESSLOCATION	Azri Company Test	OPEN	2022-02-17 19:16:31	2022-04-07
6	FEB 2022	FEB 2022	AGROMART-PAKSO...	AGROTECH PRO LA...	CLOSED	2022-02-04 12:13:49	2022-02-17
7	TEST1111	TEST1111	DAYANGTEST-1	DRAFTCTEST	OPEN	2022-01-14 10:46:26	2022-01-14
8	ida test	ida test	stock branch	IDA COMPANY გენერატ	OPEN	2021-12-14 14:50:02	2022-05-11
9	Stock Session August	Stock Session August	DAYANGTEST-1	DRAFTCTEST	CLOSED	2021-08-27 12:27:21	2022-02-14
10	Sunway-Aug 2021	Sunway-Aug 2021	TEST	CELEB BEAUTY & S...	OPEN	2021-08-19 15:45:02	2022-02-14

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

Create Session

Session Name *	Session Code *
STOCK - JUNE 2022	JUNE -2022
Location	Company
L-SETAPAK   L-SETAPAK	Celmonze Sdn Bhd
Description	Status
STOCK SESSION	Open

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

The screenshot shows the Stock Take Applet interface. On the left, there is a vertical toolbar with icons for search, refresh, and other functions. The main area has two tabs: "Session Listing" and "Edit Session". The "Session Listing" tab is active, displaying a table of sessions with columns: No., Session Name, Session Code, Location, and Date. One row is selected, showing "STOCK - JUNE 2022" and "JUNE -2022". The "Edit Session" tab is also visible, showing a table with columns: No., Device Name, Device Code, Brand, and Model. A red box highlights the "+" button in the "Edit Session" table header.

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

The screenshot shows the Stock Take Applet interface with the "Edit Session" tab active. A red box highlights the "Devices" tab. On the right, a modal dialog titled "Create Device Session" is open, showing a list of devices with columns: Device Code & Name, Brand, and Status. The list includes entries like "RF95 Razer Fizi", "Bukit Setengkol Nik", "TestI23 TestI23", and "XH95 Xiaomi Hafizhi Falah". The "Status" column shows "Active" for all entries.

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

The screenshot shows the Stock Take Applet interface. On the left, there is a vertical toolbar with icons for search, add, edit, delete, and report. The main area has two tabs: "Session Listing" and "Edit Session".

**Session Listing:**

- Search bar: "Search name and code"
- Rows dropdown: "10" (highlighted)
- Page navigation: "page 2 of 4"
- Table columns: No., Session Name, Session Code, Location, Date.
- Data rows (approximate):
 

11	Bangsar - Aug 2021	Bangsar - Aug 2021	L-123	LC
12	Aug 2021	Aug 2021	WAREHOUSE 001 - PJ	AC
13	Adri	7888	CREATELOCATION	Az
14	STock Take July	STock Take July	stock branch	ID
15	Stock Take March	March21	ADDRESSLOCATION	Az
16	LH-HQ	LH-HQ - Apr 2021	LOOB HOLDING	LC
17	L-TONN CABLE - Ma...	L-TONN CABLE	TC	
18	CTS_PUC_WRH - M...	Puchong Warehouse	Cr	
19	LH-HQ - Mar 2021	LOOB HOLDING	LC	
20	STOCK - JUNE 2022	JUNE -2022	L-SETAPAK	Cr

**Edit Session:**

- Search bar: "Search name and code"
- Rows dropdown: "10" (highlighted)
- Page navigation: "page 1 of 1"
- Table columns: No., Device Name, Device Code, Brand.
- Data rows (approximate):
 

1	Pocophone Piji	PP95	Pocophone
2	Priya	Priya	Priya

1.7 Once click into devices, please go to Records Tab

The screenshot shows the Stock Take Applet interface. The "Devices" tab is selected in the "Edit Session" tab. A red box highlights the "Records" tab in the top navigation bar of the right panel.

**Edit Session:**

- Search bar: "Search name and code"
- Rows dropdown: "10" (highlighted)
- Page navigation: "page 1 of 1"
- Table columns: No., Device Name, Device Code, Brand.
- Data rows (approximate):
 

1	Pocophone Piji	PP95	Pocophone
2	Priya	Priya	Priya

**Edit Device Session:**

- Serial Number Type: "Code 128" (highlighted with a red box)
- Scan button: "SCAN"
- Scan code input field: "Scan code.."
- Records tab: "Records" (highlighted with a red box)
- Table columns: No., Item Name, Item Code, Quantity.
- Data rows (approximate):
 

1			
2			

1.8 You can directly scan your serial number scan button

Stock Take Applet

**Edit Session**

**Edit Device Session**

Details Devices Records Report

Serial Number Type: Code 128

Code 128

Cannot be changed once scanning starts

Scan code..

No. Item Name Item Code Quantity

### 1.9 Auto-save feature is available

Stock Take Applet

**Session Listing**

**Edit Session**

Details Devices Records Report

Save

Search name and code

No. Session Name Session Code Location

11 Bangsar - Aug 2021 Bangsar - Aug 2021 L-123

12 Aug 2021 Aug 2021 WAREHOUSE 001 - PJ

13 Adri 7888 CREATELOCATION

14 STock Take July STock Take July stock branch

15 Stock Take March March21 ADDRESSLOCATION

16 LH-HQ LH-HQ - Apr 2021 LOOB HOLDING

17 L-TONN CABLE - Ma... L-TONN CABLE

18 CTS\_PUC\_WRH - M... Puchong Warehouse

19 LH-HQ - Mar 2021 LOOB HOLDING

20 STOCK - JUNE 2022 JUNE -2022 L-SETAPAK

No. Item Name Item Code Device Name

### 1.10 Once complete performing stock take, please go to the report tab. Filter by Report Type and click h3\_cp\_commerce\_search\_engine\_optimization

The screenshot shows the Stock Take Applet interface. On the left, there is a vertical toolbar with icons for Home, Stock Take, Reports, Devices, Details, and Help. The main area has two tabs: "Session Listing" and "Edit Session".

**Session Listing:**

- Search bar: "Search name and code" with a dropdown for "Rows" set to 10.
- Table columns: No., Session Name, Session Code, Location, Date, Status, and Actions.
- Data rows (11 to 20):
  - 11: Bangsar - Aug 2021, Bangsar - Aug 2021, L-123
  - 12: Aug 2021, Aug 2021, WAREHOUSE 001 - PJ
  - 13: Adri, 7888, CREATELOCATION
  - 14: STock Take July, STock Take July, stock branch
  - 15: Stock Take March, March21, ADDRESSLOCATION
  - 16: LH-HQ, LH-HQ - Apr 2021, LOOB HOLDING
  - 17: L-TONN CABLE - Ma..., L-TONN CABLE
  - 18: CTS\_PUC\_WRH - M..., Puchong Warehouse
  - 19: LH-HQ - Mar 2021, LOOB HOLDING
  - 20: STOCK - JUNE 2022, JUNE - 2022, L-SETAPAK

**Edit Session:**

- Top right buttons: "Edit Session", "Details", "Devices", "Records", "Report", and "SAVE".
- "GENERATE" button.
- Search bar: "Search name and code".
- Report Type dropdown: "Active Items" (highlighted with a red box).
- Form fields: "Item Code" and "Item Name".
- Buttons: "RESET" and "SEARCH".

### A.17.3. Menu 02 - Devices

#### Menu 03 - Reports

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

The screenshot shows the Stock Take Applet interface. On the left, there is a vertical toolbar with icons for Home, Stock Take, Reports (highlighted with a red box), Devices, Details, and Help.

**Report Listing:**

- Search bar: "Search name and code".
- Download button: "Download".
- Table columns: Location, Date, Session Name, Status, and Status Variance.
- Data rows (highlighted with a blue background):
  - > L-SETAPAK (1)
  - > CREATELOCATION (3)
  - > DAYANGTEST-1(5)
  - > AGROMART-PAKSONG (2)
  - > stock branch (2)
  - > ADDRESSLOCATION (7)
  - > TEST (2)
  - > L-123 (1)
  - > WAREHOUSE 001 - PJ (1)
  - > LOOB HOLDING (2)

### A.17.4. Permission Settings

### A.17.5. Personalization

#### Related Apps

This applet also depends on the following apps:

- [Section A.15, “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

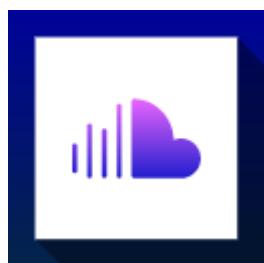
## A.17.6. Pricing

## A.17.7. Release Note

## A.18. Roadmap

## A.19. Supplier Maintenance 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 4.1, “Core Module”](#)
- [Section 4.2, “Accounting Module”](#)
- [Section 4.3, “Inventory Module”](#)
- [Section 4.4, “Point of Sales Module”](#)
- [Section 4.5, “Manufacturing Module”](#)
- [Section 4.6, “Membership Module”](#)
- [Section 4.7, “Referral Module”](#)
- [Section 4.8, “Customer Relationship Management”](#)
- [Section 4.9, “Contact Center Module”](#)
- [Section 4.10, “Digital Marketing Module”](#)
- [Section 4.11, “Marketplace Connector Module”](#)

- [Section 4.12, “Delivery Fulfillment Module”](#)
- [Section 4.13, “CP Commerce Module”](#)
- [Section 4.14, “Procure to Pay Module”](#)
- [Section 4.15, “HR Module”](#)
- [Section 4.16, “Order To Cash Module”](#)
- [Section 4.17, “Warehouse Management Module”](#)
- [Section 4.18, “Customer Data Platform”](#)
- [Section 4.19, “PGW Module”](#)
- [Section 4.20, “Chatbot Module”](#)
- [Section 4.21, “Process Automation Module”](#)
- [Section 4.22, “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

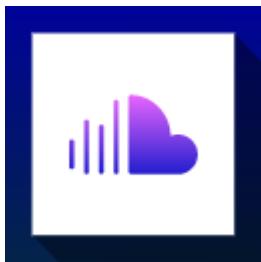
#### A.19.8. Pricing

#### A.19.9. Release Note

#### A.19.10. Roadmap

### A.20. Tax Configuration 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 4.1, “Core Module”](#)
- [Section 4.2, “Accounting Module”](#)
- [Section 4.3, “Inventory Module”](#)
- [Section 4.4, “Point of Sales Module”](#)
- [Section 4.5, “Manufacturing Module”](#)
- [Section 4.6, “Membership Module”](#)
- [Section 4.7, “Referral Module”](#)
- [Section 4.8, “Customer Relationship Management”](#)
- [Section 4.9, “Contact Center Module”](#)
- [Section 4.10, “Digital Marketing Module”](#)
- [Section 4.11, “Marketplace Connector Module”](#)
- [Section 4.12, “Delivery Fulfillment Module”](#)
- [Section 4.13, “CP Commerce Module”](#)
- [Section 4.14, “Procure to Pay Module”](#)
- [Section 4.15, “HR Module”](#)
- [Section 4.16, “Order To Cash Module”](#)
- [Section 4.17, “Warehouse Management Module”](#)
- [Section 4.18, “Customer Data Platform”](#)
- [Section 4.19, “PGW Module”](#)
- [Section 4.20, “Chatbot Module”](#)
- [Section 4.21, “Process Automation Module”](#)
- [Section 4.22, “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. UCC Applet**

## **A.21.1. Introduction**



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

### A.21.2. Modules

This applet is used in the following modules:

- [Section 4.1, “Core Module”](#)
- [Section 4.2, “Accounting Module”](#)
- [Section 4.3, “Inventory Module”](#)
- [Section 4.4, “Point of Sales Module”](#)
- [Section 4.5, “Manufacturing Module”](#)
- [Section 4.6, “Membership Module”](#)
- [Section 4.7, “Referral Module”](#)
- [Section 4.8, “Customer Relationship Management”](#)

- [Section 4.9, “Contact Center Module”](#)
- [Section 4.10, “Digital Marketing Module”](#)
- [Section 4.11, “Marketplace Connector Module”](#)
- [Section 4.12, “Delivery Fulfillment Module”](#)
- [Section 4.13, “CP Commerce Module”](#)
- [Section 4.14, “Procure to Pay Module”](#)
- [Section 4.15, “HR Module”](#)
- [Section 4.16, “Order To Cash Module”](#)
- [Section 4.17, “Warehouse Management Module”](#)
- [Section 4.18, “Customer Data Platform”](#)
- [Section 4.19, “PGW Module”](#)
- [Section 4.20, “Chatbot Module”](#)
- [Section 4.21, “Process Automation Module”](#)
- [Section 4.22, “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.22. Release Note**

## A.22.1. Roadmap

# A.23. URL Shortening Applet

## A.23.1. 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](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.23.2. Modules

This applet is used in the following modules:

- [Section 4.1, “Core Module”](#)
- [Section 4.2, “Accounting Module”](#)
- [Section 4.3, “Inventory Module”](#)
- [Section 4.4, “Point of Sales Module”](#)
- [Section 4.5, “Manufacturing Module”](#)
- [Section 4.6, “Membership Module”](#)
- [Section 4.7, “Referral Module”](#)
- [Section 4.8, “Customer Relationship Management”](#)

- [Section 4.9, “Contact Center Module”](#)
- [Section 4.10, “Digital Marketing Module”](#)
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- [Section 4.13, “CP Commerce Module”](#)
- [Section 4.14, “Procure to Pay Module”](#)
- [Section 4.15, “HR Module”](#)
- [Section 4.16, “Order To Cash Module”](#)
- [Section 4.17, “Warehouse Management Module”](#)
- [Section 4.18, “Customer Data Platform”](#)
- [Section 4.19, “PGW Module”](#)
- [Section 4.20, “Chatbot Module”](#)
- [Section 4.21, “Process Automation Module”](#)
- [Section 4.22, “Datalake Module”](#)

#### **A.23.3. Menu 01 - e.g. Sales Orders Listing**

#### **A.23.4. Menu 02 - e.g. Line Items**

#### **A.23.5. Permission Settings**

#### **A.23.6. Personalization**

#### **A.23.7. 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.23.8. Pricing**

#### **A.23.9. Release Note**

### **A.23.10. Roadmap**