Solution Design Document

Client:	Restaurant365
Project:	Salesforce CPQ and Billing
Phase:	Release 1
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Document History

Version No.	Date	Author	Revision Description
1.0	01/23/2020	Jignesh Shekhaliya	Initial draft
1.1	01/25/2020	Jignesh Shekhaliya	Added solution overview and current process
1.2	01/30/2020	Jignesh Shekhaliya	Added product configuration and quote process details
1.3	02/05/2020	Jignesh Shekhaliya	Added Billing and approval details
1.4	02/10/2020	Jignesh Shekhaliya	Added GL and Billing Treatment details
2.0	03/12/2020	Jignesh Shekhaliya	Updated Revenue recognition and security details. Added amendment flow diagram.

Contents

1. Solution Overview

Restaurant365 provides a restaurant-specific accounting and back office software platform that alleviates the significant burdens placed on restaurant operators – allowing concepts to operate more efficiently and profitably in a digital world. Sales representatives work with customers to understand their needs and provide quotes with proposed pricing for back office software platform and services offered by Restaurant365.

This solution design document focuses on the process to create a quote for customers and how to manage billing along with revenue in Salesforce CPQ. The quote will be created by various sales representatives of the sales team at Restaurant365. The billing to customers will be managed using order(s) against a signed quote.

1.1 Business Model

Restaurant365 has two types of business models, Direct and Indirect Sales, for the selling its software and services. The definition of each of these is as follows:

- Direct Sales: Restaurant365 sales reps sell products directly to the end-customer.
- Channel Sales: Restaurant365 sales reps sell products to a partner who distributes the products to their end-customers. Indirect Sales is also referred to as Channel Sales within Restaurant365.

Figure 1 below represents a high-level architecture of solution designed for Restaurant365 based on above two scenarios.

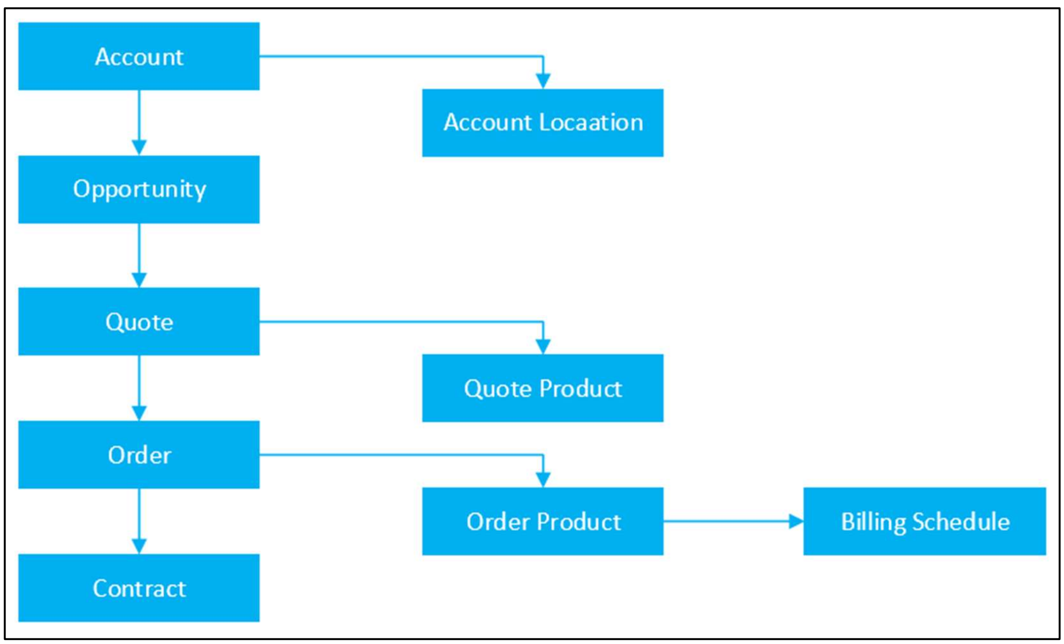

Figure 1. Solution Architecture Overview Diagram

1.2 As-Is Process

Restaurant365 is currently using MS Excel for the quoting and billing process. Quotes are created using Excel-based pricing generators for Direct and Partner sales. When the customer signs a quote, the Deal Desk team uploads the signed copy to Salesforce as an Opportunity record. Restaurant365's Finance Team then manages the billing process for the customer using Excel.

The team at Restaurant365 attaches the signed contract for this quote to the opportunity record in Salesforce. The diagram below represents current process of quoting and billing at Restaurant365.

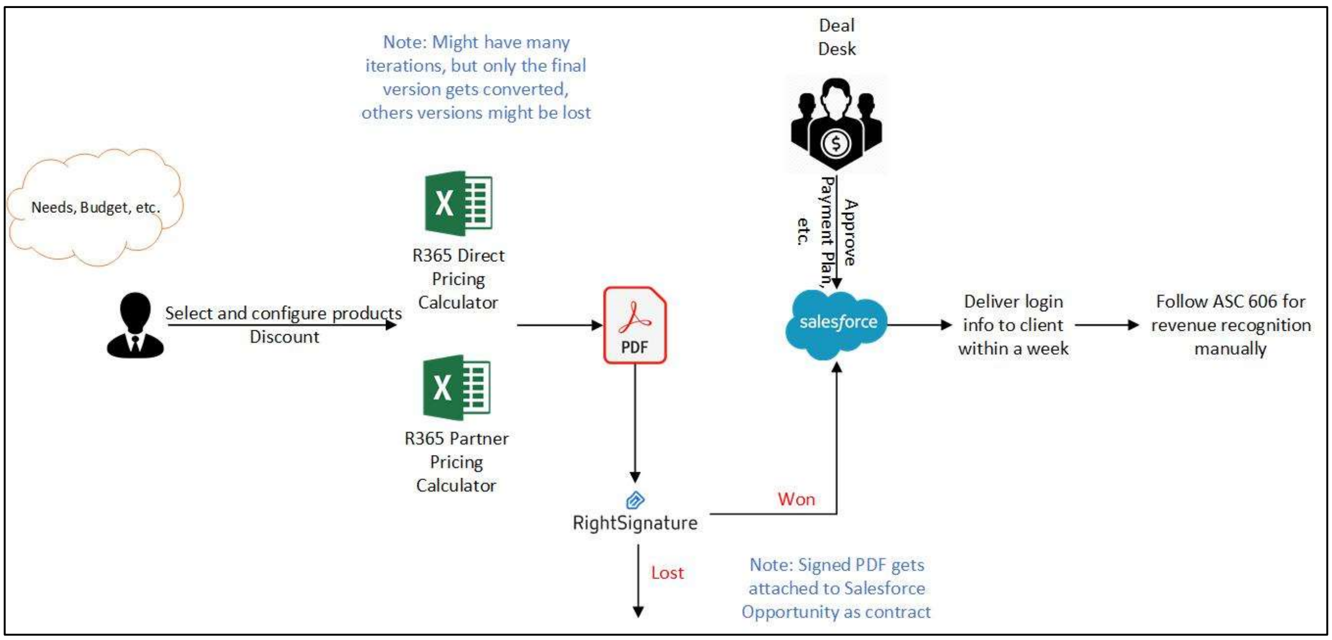

Figure 2. Restaurant365's As-Is Process for Quoting and Billing Direct and Indirect Customers

1.3 Future Process

The CommerceCX project team spent four (4) weeks with Restaurant365's Sales, Deal Desk, and Finance Teams to understand the current process, existing pain points, and requirements for the To-Be Configure Price Quote (CPQ) and billing process. Based on the information collected, CommerceCX's proposed To-Be process flow is shown in Figure 3 below.

Under the new process, Restaurant365's sales reps will be able to create a quote in Salesforce. Quotes will be created from the Account and they will be able to configure all current product offerings. Sales reps will have the ability to apply discounts during quote creation based on the discounting rules covered later in this document. Once product configuration is complete, the quote will either be auto approved or may require approvals from appropriate individuals. If the quote needs an approval based on the rules, discussed later in this document, Salesforce will automatically send it to the appropriate individual for review. Once the quote is approved, sales reps will be able to generate a quote using a selection of output templates.

A Deal Desk user will be able to place an order manually for approved quotes. Once an order is activated, the billing process within Salesforce will commence.

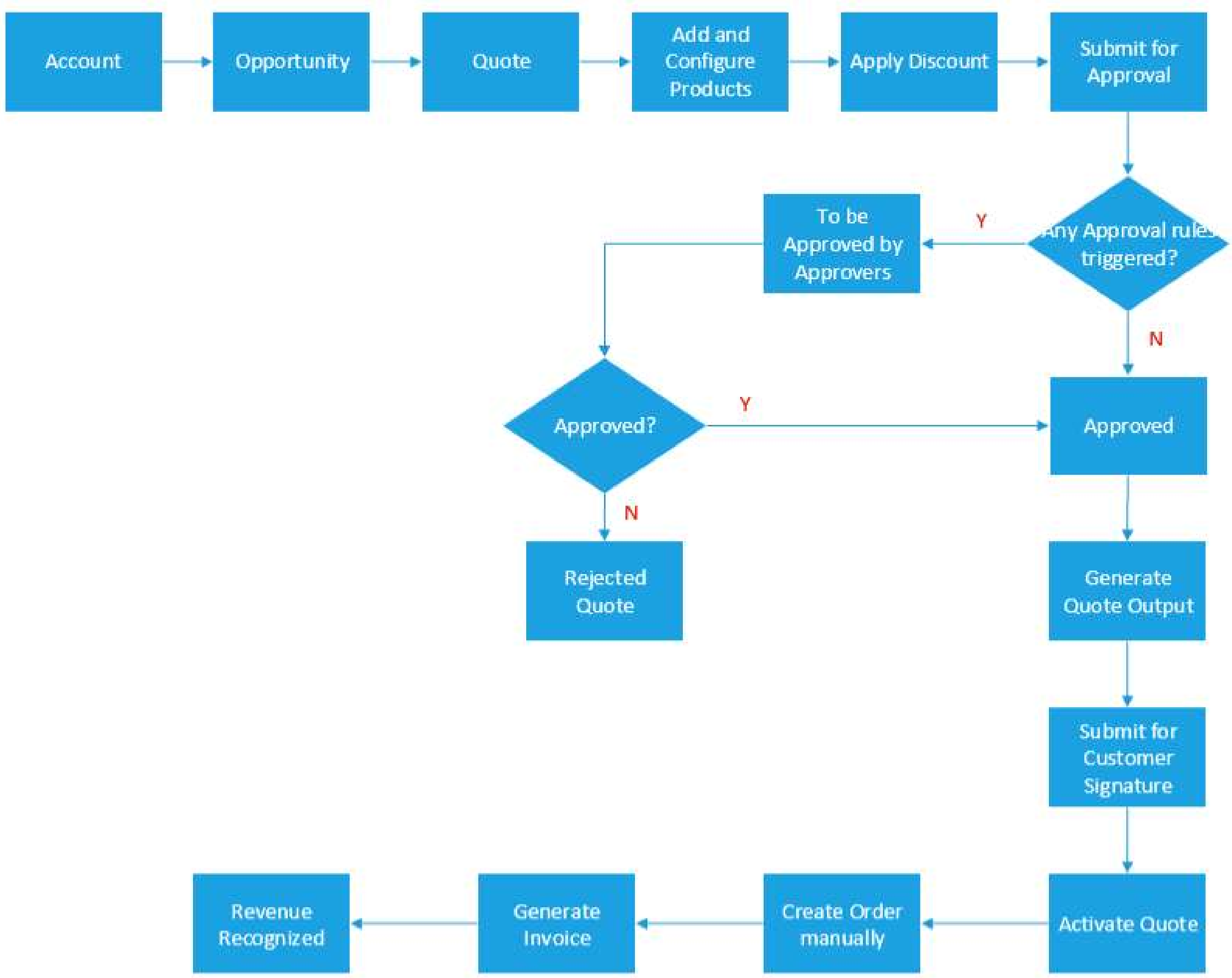

Figure 3. Proposed To-Be Process

1.4 Transition Planning

At completion of this Salesforce CPQ and Billing implementation, CommerceCX will help Restaurant365 with a business process transition from Excel-based quoting and billing process to Salesforce CPQ & Billing. The new business process will also allow a transition from manual or email-based approval process to Salesforce's out-of-box approval workflow which will be customized based on Restaurant365's approval rules.

Transition to new business process will force migration of historical data to Salesforce to support existing quote and billing. The existing active quote and its billing records will be migrated into Restaurant365's Salesforce CPQ org using Salesforce's standard Excel-based migration template. CommerceCX will work with Restaurant365 to select the applicable fields that will be needed for a successful data migration.

1.5 Architectural Assumptions and Decisions

The architecture proposed in this document is based on the following assumptions.

1. There will only be one (1) Price Book associated with all products for Direct and Indirect customer sales.
2. The Quote will be created from Opportunity for any Account.
3. The Order needs to be generated manually to support location-based taxation and phased rollout.
4. Third party integration to any system is not considered to be a part of this implementation except Avalara.
5. License required from saleforce and any third party tool will be managed by Restaurant365 teams
6. Implementation has been aimed to keep 90% standard implementation.

2. Data Model

2.1 End-to-End Process Model

3. Product Configuration

Restaurant365 offers solutions and services to their customers who run or manage restaurants. There are different types of solutions offered based on the customer's needs, and each type of solution is referred to as products. Sales reps offer products in the form of packages, add-ons, and independent modules.

Sales reps can propose most of the available products to all types of customers, however there are some constraints which dictate product offering based on customer type. Table 1 below shows all the products configured in the system.

Table 1. List of Products Configured in the System

Product Code	Product Name	Charge Type	Taxable
R365-BASIC	R365 Basic	Recurring	Yes
R365-CORE	R365 Core	Recurring	Yes
R365-ENTERPRISE	R365 Enterprise	Recurring	Yes
R365-ESSENTIALS	R365 Essentials	Recurring	Yes
R365-PROFESSIONAL	R365 Professional	Recurring	Yes
R365-SMBOUTSOURCEDBUNDLE	SMB Outsourced Accounting	Recurring	Yes
R365-CHANNELFINANCIALS	R365 Financials - Channel	Recurring	Yes
R365-ENTFINANCIALS	R365 Financials - Enterprise	Recurring	Yes
R365-CHANNELSETUP	Setup & Implementation - Channel	One Time	Yes
R365-ENTERPRISESETUP	Setup & Implementation - Enterprise	One Time	Yes
R365-HARVESTSETUP	Setup & Implementation - Harvest	One Time	Yes
R365-DIRECTSETUP1-5	Standard Implementation (1-5 locations)	One Time	Yes
R365-DIRECTSETUP6-30	Standard Implementation (6-30 locations)	One Time	Yes
R365-PLUSSETUP1-5	Standard Plus Implementation (1-5 locations)	One Time	Yes
R365-PLUSSETUP6-30	Standard Plus Implementation (6-30 locations)	One Time	Yes
R365-ENTPOSONLY	POS Integration Only Operations	Recurring	Yes

R365-STACCT	Store Level Accounting	Recurring	Yes
R365-STACCTPOS	Store Level Accounting with POS	Recurring	Yes
R365-ENTCORE	R365 Core Operations	Recurring	Yes
R365-ENTERPRISE	R365 Enterprise	Recurring	Yes
R365-APPAYSETUP	AP Payments Setup	One Time	Yes
R365-FIXASSETSETUP	Fixed Assets Setup	One Time	Yes
R365-ADDIMP	Additional Imports	One Time	Yes
R365-GLIMPORT	Additional GL Imports	One Time	Yes
R365-AAP	Advanced Accounting Package	Recurring	Yes
R365-ADDTRAINING	Training / Assistance Per Hour	One Time	Yes
R365-ONSITETRAINING	Onsite Training Visits	One Time	Yes
R365-APCAP	AP Invoice Capture	Recurring	Yes
R365-APCAPOVERAGE	AP Invoice Capture Overage	Usage	Yes
R365-APPAYMENTS	AP Payments	Usage	Yes
R365-BANKINT	Bank Integration	Recurring	Yes
R365-CATER	Catering	Recurring	Yes
R365-COMM	Commissary	Recurring	Yes
R365-CUSTOMDEV	Custom Dev	One Time	Yes
R365-CUSTPOS	Custom POS Build	One Time	Yes
R365-POLL	Franchisee Polling	Recurring	Yes
R365-FRANCHISING	Franchising	Recurring	Yes
R365-FYISOFT	FYISoft	Recurring	Yes
R365-DATAIMP	Historical Data Import	One Time	Yes
R365-INVENTORYENTRY	Inventory Entry	One Time	Yes
R365-RECIPEENTRY	Recipe Entry	One Time	Yes
R365-POSINT	POS Only Integration	Recurring	Yes
R365-POSSWAP	POS Swap	One Time	Yes
R365-SCHED365UPGRADE	Scheduler365 Upgrade	Recurring	Yes
R365-STATDB	Static Database	Recurring	Yes
R365-VENDORINT	Vendor Integration	One Time	Yes
R365-FIXASSETSETUP	Fixed Assets Module	One Time	Yes
R365-WELLCHECK	System Wellness Check	One Time	Yes

R365-INVENTORYRECIPEMGMT	Inventory & Recipe Management		
R365-INVENTORYMGMT	Inventory Management	One Time	Yes
R365-RECIPEMGMT	Recipe Management	One Time	Yes
R365-SCHED365	Scheduler365 Non-Integrated	Recurring	Yes
R365-SCHED365INTEGRATED	Scheduler365 Integrated	Recurring	Yes
R365-SCHEDSETUP	Scheduler365/Scheduler365 Integrated Setup	One Time	Yes

3.1 Packages and Add-ons

Products can be offered as packages to customers. When products are grouped into a package, pricing of the individual products will not have any significance. The package will have a designated price. Along with packages, sales reps will also be able to propose add-ons and independent modules.

Details of the packages, add-ons and individual modules are provided in the attached document.

3.2 Pricing and Discounting

Considering the current business model, products will be separated into three (3) main categories which will drive pricing for each product. These categories of products are as follows.

1. Subscription Products
2. Service Products
3. Usage Based Products

Subscription products will be charged monthly, whereas service products will be priced one-time as a fixed amount. Usage-based products will be charged based on the usage. Table 2 below shows how pricing for the three (3) product types will be configured in the system.

Table 2. Pricing Configuration for the Different Product Types

Product Category	Charge Type	Comment
Subscription Products	Recurring	Product will be priced by month
Service Products	One Time	Product will be priced based on fix amount
Usage Based Products	Usage	Product will be priced based on usage

Figure 4 below represents the pricing model for all the products in scope. List of all the products with pricing configuration is available in the attached document.

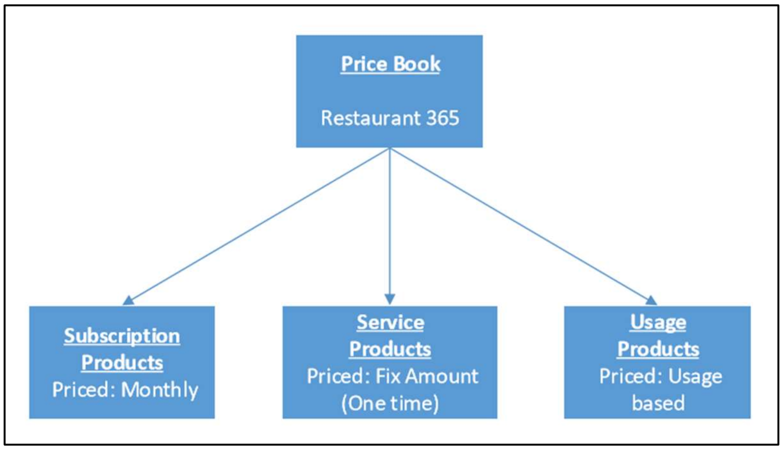

Figure 4. Pricing Model for All the Products

Sales reps may quote products with different prices to customer based on specific requirement from customer and type of customer. Salesforce CPQ provides flexibility to manage different prices for the same product by using discount rules. Table 3 below shows the pricing rules that will be designed to manage pricing for products in additional to standard pricing of each product.

Table 3. Pricing Rules

Price Rule	Price Condition and Price Action	Product in Scope
POS Only Integration	Quote = Direct, Price = \$90 Quote = Channel, Price = \$250	POS Only Integration
AP Invoice Capture Enterprise Tier pricing	If Market Segment = Enterprise, following pricing tiers are available in addition to the normal tier of 120 invoices for \$99 ENT 1: 1000 Invoices for \$900 ENT 2: 3000 Invoices for \$2550 ENT 3: 5000 Invoices for \$4000 ENT 4: 7000 Invoices for \$5250	AP Invoice Capture
R365 Financial Enterprise Block Pricing	1-10 locations, Price = \$500 11-25 locations, Price = \$1000 25-50 locations, Price = \$2000 51-100 locations, Price = \$3000	R365 Financial Enterprise

	101+ locations, Price = $5000	
Additional GL Import Pricing Matrix	Cost of Additional GL Import = Number of Legal Entities x Number of Years x Average Hours per Legal Entity per Year x Hourly Billing Rate Average Hours per Legal Entity per Year = 1.5 Hourly Billing Rate = $150.00	Additional GL Import

Sales reps might also want to offer some products to the customer for trial. However, at present there is only one product, AP Invoice Capture, available for trail. The system will not allow any other products for trail to the customers. If the product is offered as a trail, a 100% discount will be applied for the trail period. Discount rule will be configured for this product as shown in Table 4 below.

Table 4. Discount Rules

Discount Rule	Condition and Discount	Product in Scope
Trail Product	Trail 30 Days, discount amount = list price Trail 60 Days, discount amount = list price X 2	AP Invoice Capture
AP Payment Setup Disc	If any of Implement Product exist and Opportunity is type Conquest, Discount = 100%	AP Payments Setup
Fixed Assets Setup Disc	If any of Implement Product exist and Opportunity is type Conquest, Discount = 100%	Fixed Assets Setup
Inventory Entry Disc.	If Package = (R365 Professional Or R365 Essential) AND Quantity = 1, Discount = 100%	Inventory Entry

3.3 Configuration & Selection Rules

Sales reps will not be allowed to offer all available products because of product restrictions based on customer type. Each customer will be assigned one of the following segment types.

1. Small and Medium Business (SMB)
2. Mid-Market (MM)
3. Enterprise
4. Strategic

The availability of products will be dependent on the above segment types assigned to the customer, or if sales reps are offering products to the end-customer via a Partner.

Configuration of products will be allowed based on the below rules.

- It is mandatory that sales reps quote at least 1 package, except Scheduler.
- Sales reps must add packages to the quote, but they cannot add more than 1 package. Scheduler365 will be an exception to this rule and sales reps will be able to quote it without any package.

A Search Filter will be designed to control availability of products for selection. Users will only be able see products that satisfy the criteria of the Search Filter. Similarly, Product Rules will be designed to control selection of products and/or options based on criteria.

Table 5 below shows the product rules that will be designed to control visibility of products.

Table 5. Search Filters and Product Rules

#	Name of Search Filter	Description	Product in Scope
1	Amendment Only Product	To make sure that products are available only during amendment	Training / Assistance Per Hour Onsite Training Visits POS Swap Fixed Assets Setup Scheduler365 Upgrade Static Database Setup & Implementation - Harvest
2	MM Only Implementation Product	To make sure that implementation product is available only for MM accounts.	Standard Implementation (6-30 locations), Standard Plus Implementation (6-30 locations)
3	SMB Only Product	To make sure that products are available only for SMB accounts.	SMB Outsource Accounting Standard Implementation (1-5 locations) Standard Plus Implementation (1-5 locations)
4	One Package at least	The rule to make sure that user needs to add at least one package. Except Scheduler365 products.	R365 Basic R365 Core R365 Essentials R365 Professional R365 Financials – Channel

			R365 Financials - Enterprise
5	One Package Only	To make sure that only one package per quote is allowed.	R365 Basic R365 Core R365 Essentials R365 Professional R365 Financials – Channel R365 Financials - Enterprise
6	Scheduler365 Only	To make sure that user can not add any other package or product if he has added products from Scheduler365 group.	Scheduler365 Non-Integrated Scheduler365 Integrated
7	Franchisee Polling Rule	To make sure that Franchisee Polling cannot be added without Franchising or R365 Professional package	Franchisee Polling, Franchising, R365 Professional
8	Channel Only Product	To make that product is available only for Channel account	R365 Financial - Channel
9	Strategy Only Product	To make sure that product is available only for Strategy account	R365 Financial - Enterprise
10	AP Invoice Capture Rule	Strategic account can have “AP Invoice Capture” product only if they have any of the product in scope selected.	Store Level Account Store Level Account w/ POS R365 Core Operations R365 Enterprise
11	AP Payments Rule	Strategic account can have “AP Payments” product only if they have any of the product in scope selected.	Store Level Account Store Level Account w/ POS R365 Core Operations R365 Enterprise
12	Recipe Entry Rule	Strategic account can have “Recipe Entry” product only if they have any of the product in scope selected.	R365 Core Operations R365 Enterprise
13	Recipe Management Rule	Strategic account can have “Recipe Management” product only if they have any of the product in scope selected.	R365 Core Operations R365 Enterprise
14	Inventory Management Rule	Strategic account can have “Inventory Management” product only if they have any of the product in scope selected.	R365 Core Operations R365 Enterprise

15	AP Payment And Setup Rule	AP Payment setup must be selected if AP Payment is included in quote and vice versa.	AP Payment AP Payment Setup

3.4 User Stories

Table 6 below shows the user stories that will be implemented to configure products and discounting in the system using Salesforce CPQ.

Table 6. Product and Discounting User Stories

User Story No.	Description
US-P1	As a sales user, If I am quoting for Direct SMB&MM customers, I should be able to see the catalog as listed in CPQ Quoting Use Cases.xls UC2a-Configure Product Direct tab Column D
US-P2	As a sales user, if I am quoting for Indirect SMB&MM customer, I should be able to see the catalog as listed in CPQ Quoting Use Cases.xls UC2c-Configure Product Channel tab Column D
US-P3	As a sales user, If I am quoting for Direct and Indirect Strategic customers, I should be able to see the catalog as listed in CPQ Quoting Use Cases.xls UC2b-Configure Product Strategi tab Column D
US-P4	As a sales user, If I am quoting for Direct and Indirect Enterprise customers, I should be able to see the catalog as listed in Use Cases.xls UC2a-Configure Product Direct tab Column D
US-P5	As a sales user, I should be able to see the price associated with each product based on Master CPQ Product List 1.11.20.xls with Customer type (Direct, Channel or Strategic)
US-P6	As a sales user, when I select R365 Basic, I should be prompted to select add-ons as per detailed given in CPQ Quoting Use Cases.xls UC2a-Configure Product Direct tab
US-P7	As a sales user, when I select R365 Core, I should be allowed to select either Inventory Module or Scheduler365 as part of bundle (with $0). Additionally, I should be able to select other add-ons as per detailed given in CPQ Quoting Use Cases.xls UC2a-Configure Product Direct tab

US-P8	As a sales user, when I select R365 Essential, I should be prompted to select add-ons as per detailed given in CPQ Quoting Use Cases.xls UC2a-Configure Product Direct tab
US-P9	As a sales user, when I select R365 Professional, there should not be bundle specific add-ons available. However, I should still be able to select the rest of add-ons as per detailed given in CPQ Quoting Use Cases.xls UC2a-Configure Product Direct tab
US-P10	As a sales user, any add-ons selected as part of the bundle should have its quantity equal to the quantity of the bundle. Any additional add-ons can be selected with various quantity.
US-P11	As a sales user, I should have visibility of the product based on visibility rules related to Customer type (Direct or Indirect) and Market Segment (SMB, MM, Enterprise, and Strategic)
US-P12	As a sales user, I should be able to offer customer trial period only when the product is trial-eligible (AP Invoice Capture). I can select either 30 days or 60 days as trial period for the products selected. The customer will receive the product for free during the trial period (as a discount) and start receiving bills after the trial period ends
US-P13	As a sales user, if I am quoting AP Invoice Capture to Indirect Enterprise Customer, I should be able to offer tiered pricing (ENT1 - ENT 4) based on the base usage. Please refer to Master CPQ Product List 1.11.20.xls Channel Pricing Generator tab
US-P14	As a sales user, if I selected a product that can be purchased with another product with a discounted price, I should see an indication so that I can upsell
US-P15	As a sales user, I must select one of the bundles to be able to select any other non-bundle-specific add-ons, except Scheduler365 Non-Integrated and Scheduler365 Integrated, which can be sold without any bundle
US-P16	As a sales user, I can only select one kind of bundle with a quote. If one bundle is selected, all the other bundles should not be available to choose anymore
US-P17	As a sales user, I should not be able to select Franchisee Polling if Franchising or R365 Professional is not selected
US-P18	As a sales user, if I select Scheduler365 Non-Integrated and Scheduler365 Integrated, I should not be able to select any other bundles or add-ons
US-P19	The sum of monthly subscription fee is MRR, which is used to calculate the Implementation & Setup fee
US-P20	As a CPQ admin, I should be able to map each product with its corresponding GL code

US-P21	As a sales user, when I quote for Strategic customers, I can only select any additional add-ons if I choose Store Level Account or higher as my Operation package
US-P22	As a sales user, when I quote for Strategic customers, I can only select Recipe Entry, Recipe Management, or Inventory Management if I choose R365 Core or higher as my Operation package
US-P23	As a sales user, I would only like to see the total price expressed in Monthly fee on each line item. I would also like to see the Total MRR for all subscription-based product in the cart summary page.
US-D1	As a sales user, I should be able to provide discount as either a percentage or a fixed amount to one or more products in the quote
US-D2	As a sales user, I should be notified if the discount I provided in the quote would trigger the approval rule either on the product line level
US-D3	As a sales user, I should not be allowed to provide a discount that exceeds the discount ceiling for a particular product
US-D4	As a sales user, I expect the system to apply any automatic discount rule if the products I offered has a bundled price, or if the implementation fee can be waived in some circumstances

4. Quote Process

Restaurant365's business model categories customers as either Direct Account or Partner Account. Partner Accounts have one or more accounts associated with them. Sales reps do business directly with customers that are designated as Operator regardless of being a direct customer or customer associated with partner. As part of the current business practice, sales reps will generate quote only for operator account.

Opportunity creation will be a pre-requisite for creating a Quote in Salesforce CPQ and billing as part of proposed quote process. In the proposed quote process, there will be two types of opportunities to create a quote.

1. Direct Opportunity: Normally, the opportunity created from direct account will be considered as direct opportunity which will assigned to 'Direct' record type. However, sales representative will be able to select type of opportunity when it is created from account.

2. Channel Opportunity: Normally, the opportunity created from account having a partner will be considered as channel opportunity which will assigned to 'Channel' record type. However, sales representative will be able to select type of opportunity when it is created from account.

The quote will always be created from opportunity of type 'Direct' or 'Channel'. The quote created from direct opportunity will be designated record type as 'Direct' and quote created from channel opportunity will be designated as 'Channel' quote. Sales reps will capture details shown in Table 7 below when creating a new quote.

Table 7. Details Captured by Sales Reps when Creating a New Quote

#	Field Name	Type	Read only?	Comment
1	Quote Number		Yes	Autogenerated by system
2	Quote Name	Text	No	User input but default to {opportunity name}-{account name}
3	Account	Lookup	Yes	Defaulted from Opportunity (Account field)
4	Opportunity	Lookup	Yes	Defaulted from Opportunity
5	Price Book	Lookup	Yes	Set to "Restaurant365"
6	Primary	Checkbox	No	Default to Yes if created new
7	Start Date	Date	No	Default to 1 day after current date
8	Subscription Term	Number	Yes	Default to 12
9	End Date		Yes	Calculated by system based on start date and subscription term
10	Status	Picklist	No	Picklist values: In Review, Draft, Denied, Presented, Approved, Accepted, Rejected, Expired
11	Bill To Address	Text	No	User input but default from Account's Bill To address
12	Primary Contact	Lookup	No	User input but default from Opportunity contact
13	Expires On	Date	No	Default to end of the current month
14	Sales Rep	Lookup	Yes	Default to current user
15	Quote Type	Picklist	Yes	Picklist values: Quote, Renewal, Amendment. Default to "Quote" if Opportunity type is Conquest
16	Payment Term	Picklist	No	
17	Billing Frequency	Picklist	No	Picklist values: Monthly, Quarterly, Semi-Annually, Annually. Default to Monthly
18	Customer URL	Text	No	
19	POS Systems	Multi-Picklist	No	
20	Comment	Text	No	Manual entry by user
21	Bank Name	Text	No	Manual entry by user in payment section
22	Account Number	Text	No	Manual entry by user in payment section

23	Routing Number	Text	No	Manual entry by user in payment section
24	Account Type	Pick List	No	Manual selection by user in payment section. Choice will be Saving, Checking

Figure 5 below shows the proposed high-level quoting process.

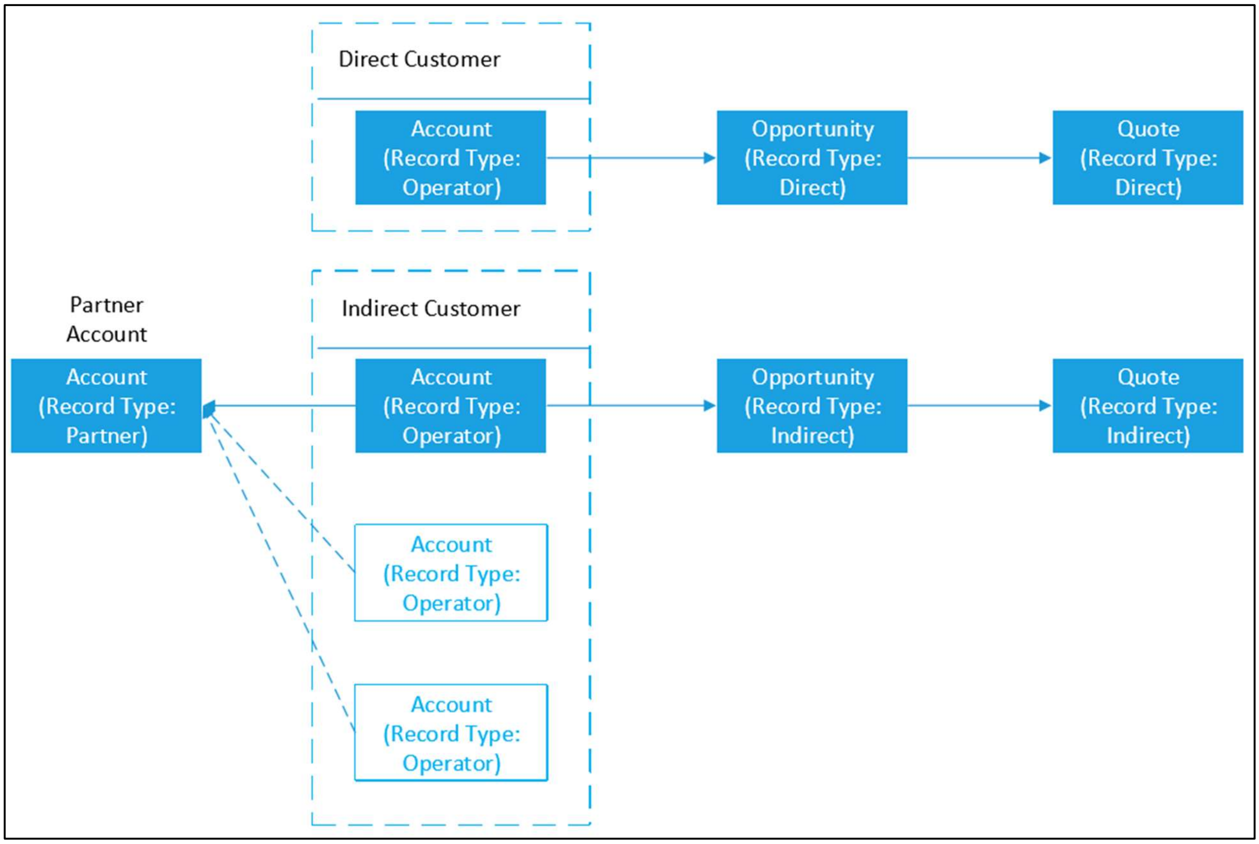

Figure 5. High Level Quoting Process

4.1 Create New Quote from Opportunity for Channel Customer

Sales representative working with a customer through partner will create a new quote to propose services to customer. To create a new quote, sales reps can create a new opportunity or use an existing opportunity. The new quote created from opportunity will be assigned to record type "Channel" and type "Quote". The below diagram shows the process to create new quote for channel customer.

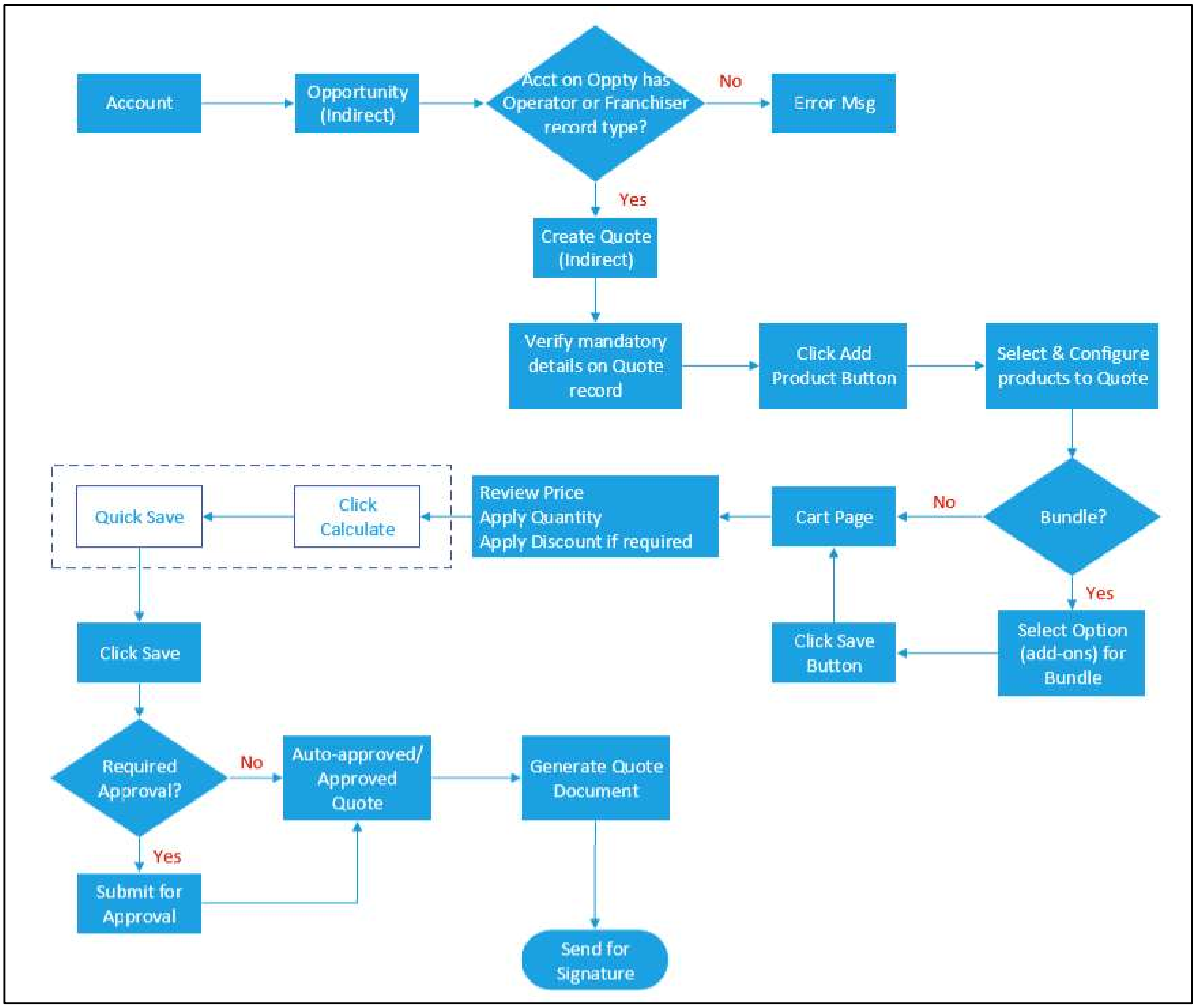

Figure 6. Quoting Process for Channel Customer

4.2 Create New Quote from Opportunity for Direct Customer

Sales reps working with customer directly from sales team will create a new opportunity or use an existing opportunity to create a new quote. The new quote created from opportunity will be assigned to record type “Direct” and type “Quote”. The below diagram shows the process to create new quote for channel customer.

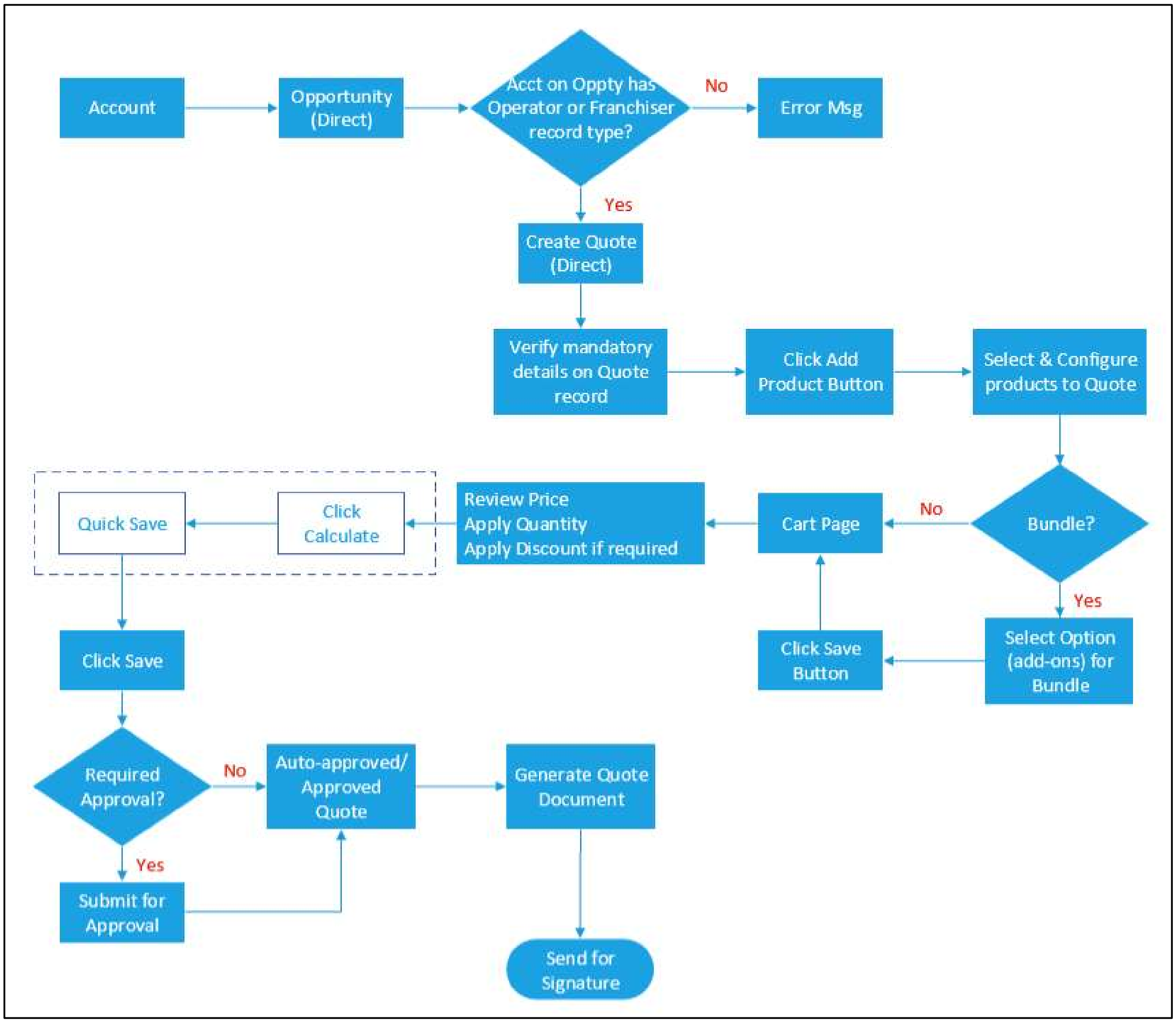

Figure 7. Quoting Process for Direct Customer

4.3 Create Renewal Quote for Channel / Direct Customer

Renewal of subscription is important for Restaurant365 from revenue and growth perspective. Salesforce CPQ offers seamless and user-friendly experience for renewal of contract. User from Restaurant365 will renew contact when subscriptions are about to reach their end date for account. Salesforce CPQ supports two models, Contract-based and Asset-based for renewal and considering the business process at Restaurant365, contract-based renewal model will be used to renew contract.

In renewal, the price of subscription will be uplifted based on uplift percentage set on account record. However, sales representative will be able to change uplift percentage on quote based on negotiation with customers.

The renewal process will not consider net new product in its scope. Also, user can not remove any existing subscription during renewal.

4.4 Amend Existing Quote for Channel / Direct Customer

It is expected that a customer may request some changes after the contract has been signed. They may want to upgrade or downgrade a current subscription or add / remove any add-ons. The contract amendment process has been designed to manage and fulfill such requests from the customer.

The standard amendment functionality provided by Salesforce CPQ will be designed to manage contract amendment requests from a customer. As a part of this process, the system will create a new opportunity for amendment and create a new amendment quote. In this new amendment quote, the user is expected to apply the changes requested by the customer, such as upgrading or downgrading a package, adding/removing add-ons, or adjusting the subscription duration.

The user will be able to remove products from the quote by adjusting the quantity rather than removing the product(s) from the quote. For example, if a customer requests to upgrade a current subscription from R365 Basic to R365 Core, the R365 Basic package should not be removed from the system, rather the quantity should be changed to zero (0). In this example, R365 Core package with quantity one (1) will be added to the amendment quote. Diagram below will help to understand amendment process for contract.

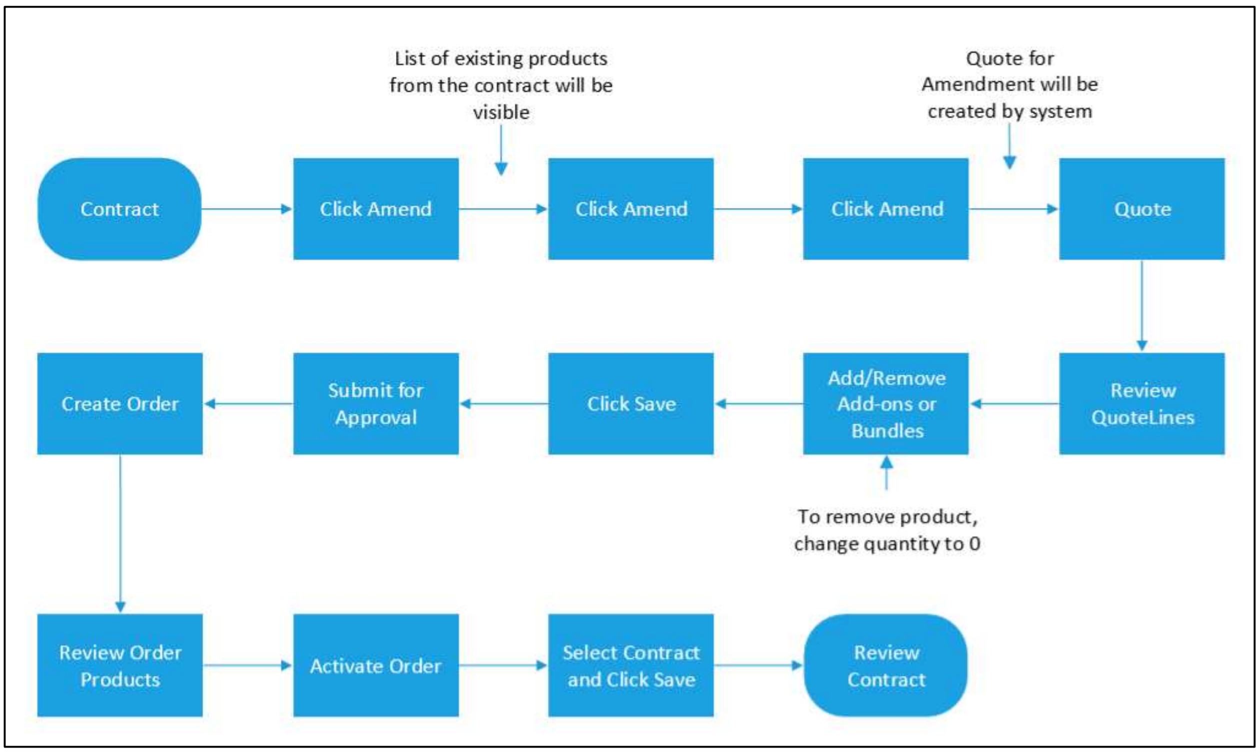

Figure 8. Amendment Process for Contract

4.5 Terminate Existing Quote / Account

Customers may request to terminate any location where Restaurant365 products and services are being used. Such requests can be of two types, either discontinuing the use of products & services at a one location, or all locations.

Salesforce CPQ provides termination functionality by amending the contract to quantity 0 for order product lines which need to be terminated. Users can amend the contact as part of standard amendment process mentioned above and change the quantity to 0 for the products & services which need to be terminated for requested location. To terminate all products and services of an account, change the quantity to 0 for all order product lines during amendment.

4.6 Generate Quote Document

Once the quote is approved by approval from Restaurant365, sales representative will generate document to send to customer. Generate Document button will be available on quote header to generate document as PDF.

4.7 User Stories

Table 8 below shows the user stories that will be implemented to create a quote in the system using Salesforce CPQ.

Table 8. User Stories for the Quoting Process

User Story No.	Description
US-A1	As a sales user, I should be able to create opportunity directly from Account with both Operator and Franchiser Record Types. The two record types should have the same behavior
US-A2	As a sales user, I should NOT be able to create a quote directly from Account without getting through the opportunity
US-A3	As a sales user, I would expect to see the Account can be treated as either Direct Account or Indirect Account regardless of whether the Partner Account field is populated
US-A4	As a sales user, when I look into a Partner account, I should be able to see which Indirect Customers account are linked to this Partner account. Vice versa.
US-A5	As a sales user, I should be able to designate a partner badge level (Trusted, Bronze, Silver, Gold, Platinum) manually. However, this badge level will not affect the price or discount that this partner receives. (Moving forward, this badge level might affect the Implementation fee its Indirect Customer receives).
US-A6	As a sales user, I should be able to designate a particular payment method (ACH, Wire Transfer, Check, Credit Card) to a particular Account, which will be applied to all related quotes, billing, and invoices of this Account. If Credit Card is selected, then there is a 3% premium added to each payment.

US-A7	As a sales user, I am required to enter Billing Address information before I submit a quote for approval (refer to US-Q18)
US-A8	As a sales user, I am required to enter the count of all potential locations associated with an Account. This count will dictate the market size for both Direct and Indirect Customers. SMB: 1 to 5. MM: 6 to 30. Enterprise: 31+.
US-A9	As a sales user, if I check the Strategic checkbox, it will mark the Account as a Strategic Account, which has its own set of product selection and discounting rules.
US-A10	As a sales user, deal desk user, finance user, or super user, I should be able to see the count of all active locations associated with an Account. This count should be updated automatically from Orders
US-A11	As a sales user, I should be able to see all the activated locations listed as Related List for a particular Account
US-A12	As a sales user, I am required to set the Billing Contact of a particular Account. This Billing Contact will be inherited to all the subsequent opportunity, quote, order, and invoices generated from this Account
US-A13	As a finance user, once I receive a termination request from an Account, I should update the Termination Request Date. If the Termination process is completed, I should document the Loss of Access Date. The billing schedule stops after the Loss of Access Date.
US-A14	As a sales user, I should be able to designate and update an Invoice Template for an Account that has Closed-Won opportunities so that the template can be applied to any future billing automatically
US-O1	As a sales user, I should be able to create a Quote from an Opportunity in any stage but Close
US-O2	As a sales user, I expect to manually create the record type of the opportunity either as Direct or Indirect. If I am part of the direct sales team, I should create Direct opportunity. If I am part of channel sales team, I should create Indirect opportunity
US-O3	As a sales user, I should be able to create either a Conquest Opportunity (if the Account does not have an existing contract) or an Amendment Opportunity (if there is already a contract in place for this opportunity, and the customer would like to add new locations, add new products, add additional services, upgrade package, reduce locations, remove products, downgrade package)
US-O4	As a sales user, if there is/are existing quote(s), I should be able to see the information of the quote that has the Primary Quote designation on opportunity. I should NOT be able to edit the quote information directly in Opportunity
US-O5	As a sales user, when I create a new opportunity, I am required to enter the opportunity start date and defaulted to the date this opportunity is created.

US-O6	As a sales user, when I first created a Conquest opportunity, the opportunity stage should be defaulted to '1.Discover'. Other stages from the picklist are: 2. Build Value 3. Prove Solution 4. Negotiation 5. Commit 6. Closed Won 7. Closed Lost
US-O7	As a sales user, I should NOT be able to change the opportunity information or the related quote information as soon as the opportunity stage is changed to Closed-Won
US-Q1	As a sales user, I should be able to create multiple quotes from an open opportunity.
US-Q2	As a sales user, the type of Quote I create should automatically be mapped based on the record type of Opportunity (Direct or Indirect).
US-Q3	As a sales user, I am expecting to see the Quote name to be auto populated based on {Opportunity Name}-{Account Name} as naming convention
US-Q4	As a sales user, the latest quote I create should be automatically designated as the Primary Quote. There should only be one Primary Quote at a given time. If there is a new Primary Quote, the opportunity needs to update the Primary Quote information automatically (refer to US-O4)
US-Q5	As a sales user, when I create a quote from an opportunity, the opportunity name and account name fields should be auto populated
US-Q6	As a sales user, when I create a quote, the quote start date will automatically be set to 1 day after I created the quote. I should be able to adjust the date if needed. Subscription term should be automatically set to 12 and I should not be able to change that. The quote end date will be automatically calculated 12 months after the quote start date.
US-Q7	As a sales user, when I create a quote, the price book should be automatically be populated with the ONE price book that R365 offers. I should not be able to change the selection
US-Q8	As a sales user, when I create a quote, the initial status should always be "Draft". Later, the quote status can be changed to "In Review, Draft, Denied, Presented, Approved, Accepted, Rejected, Expired" based on needs.
US-Q9	As a sales user, when I create a quote, I am required to enter a quote expiration date. The default value for the quote expiration date is the end of the current month

US-Q10	As a sales user, when I create a quote, the Billing Address and Primary Contact should be auto populated from the Account of the Opportunity. However, I should be able to change these fields as needed. These changes should not affect the information on the Account level.
US-Q11	As a sales user, when I create a quote, the sales rep field should be auto populated with my name. I should not be able to change this information
US-Q12	As a sales user, when I manually create a quote from opportunity, the quote type should be auto populated as "Quote". If the quote is created through renewal process, the quote type should be "Renewal". If the quote is created through Amendment process, the quote type should be "Amendment". I should not be able to change this field as it may impact the product selection
US-Q13	As a sales user, when I create a quote, the Customer URL field should be auto populated based on {Account Name}.restaurant365.com. Account name should eliminate spaces in between. If the Account name is more than 20 character, condense the length to 20 characters only. I should also be able to change the URL if needed in case my customer does not like the auto generated URL. URL sub-domain name cannot exceed 20 characters, nor start with a number
US-AMD1	As a finance user, I should be able to initiate the amendment process from the Contract or Opportunity in case of add/remove product or add-ons, adjust quantity, upgrade or downgrade a bundle
US-AMD2	After initiating the amendment process, the system should automatically create an amendment opportunity, which is associated to the original opportunity
US-AMD3	The quote created from any amendment opportunity will have type as "Amendment" (refer to US-Q12)
US-AMD4	During the product selection for amendment quote, the product available for selection should have products listed in CPQ Quoting Use Cases.xls UC2d-Configure Product Amend tab Column D in addition to what was originally available for the Customer type and market segment
US-AMD5	The system should generate a quote template with the current state of the product after the updating using the Standard Quote Template for customer to sign
US-RN1	As a finance user, I should be able to initiate the renewal process from the Contract or Opportunity
US-RN2	As a finance user, I expect to see contracts to be auto renewed with 6% uplift percentage unless flagged
US-RN3	As a finance user, I should be able to flag a contract to prevent the contract to be auto renewed with 6% uplift percentage.

US-RN4	As a finance user, during the renewal process for the contracts that are flagged, I should enter an uplift percentage during the renewal initiation process so that the percentage will be applied to each line item in the renewal quote automatically.
US-RN5	As a finance user, I would like to only renew the subscription-based products from the latest contract.
US-RN6	As a finance user, I would expect to see the newly adjusted price calculated by uplifting the original MRR with the uplift percentage. Note: In case the new price exceeds the list price, the new price will be adjusted to the list price and will not uplift anymore.
US-RN7	New billing schedule will be created based on the original billing start date and billing frequency.
US-TM1	As a finance user, I should be able to terminate a location by reducing the quantity of certain product(s) or removing certain add-ons from a contract to reflect the location termination
US-TM2	As a finance user, I should be able to perform logo termination by removing all products from a contract. Note: Removing all the products but adding Static Database would not count as Logo Termination
US-TM3	As a finance user, I should only be able to perform Logo termination if I have received the request 60 days in advance. I should update the Termination Request date and Loss of Access date fields on Account (Refer to US-A13). This should only come as a notification instead of a hard stop

5. Approval

Restaurant365 currently uses a manual email-based approval process. This will be transformed into approvals using Salesforce CPQ approval. It is common for sales reps at Restaurant365 to apply discounts to win a deal and bring in business for company, however Restaurant365's management would like to ensure that sales reps are offering a fair discount which is in line with company's margin policy and growth strategy.

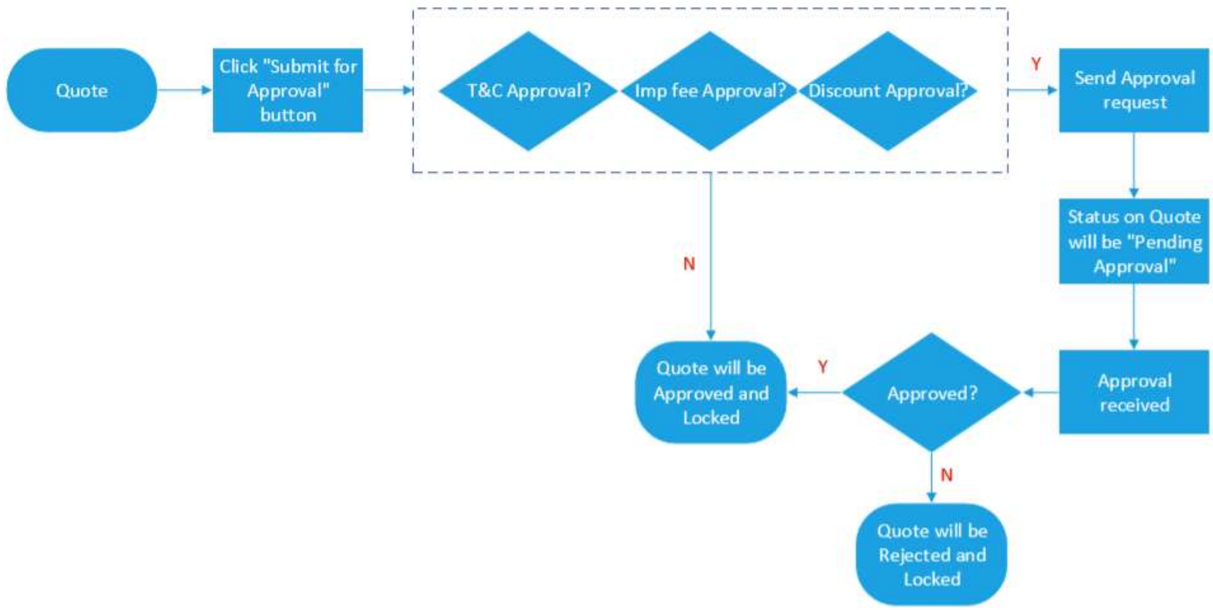

Figure 9. Approval process flow

The approval process will be design considering below key points.

- Any comment added in the quote needs to be approved by deal desk.
- Discount to any quote line more than 10% needs to be approved by deal desk.
- Discount to any quote line more than 15% needs to be approved by VP Sales and Director Growth.
- Once rejected by approval, no changes will be allowed to quote.

Salesforce advance approval process will be designed to check approval criteria at quote line level and some of the key fields at quote level. Sales representative needs to submit quote for approval by clicking "Submit For Approval" button. Once submitted for approval, system will send email to the respective approver to approve the quote. Depend on approval or rejection by approver, status on the quote will be changed to Approved or Rejected. The format of email notification to approver will be as below.

Dear [Approver Name],

[Requester Name] has requested your approval for the following quote:

Quote Type: [Quote Record Type]
Quote: [Quote Number]
Quote Name: [Quote Name]
Account: [Account Name]
Opportunity: [Opportunity Name]
Sales Rep: [Sales Rep]
Market Segment: [Segment]
Strategic: [Yes/No]
Subscription Start Date: [Start Date]
Subscription Term: 12
Subscription End Date: [End Date]
Billing Frequency:
Payment Terms:
T&C Comments:
Quote Amount:
Total MRR:

Product Name	Quantity	Activation Date	List Unit Price	Charge Type	Discount	Net Unit Price	Net MRR

To approve this item, reply to this email with one of these words in the first line of the email message: APPROVE, APPROVED, YES. Or click this link: [link]

To reject this item, please go to this link: [link] and provide your comment for rejection.

Thank you,

Figure 10. Approval email template

System will follow below rule to identify approver for quote.

Table 9. Approval Rules

Tier	Conditions	Approvers
T&C Approval		
1.a	T&C Comment exist & MRR<10k	General Approval queue

1.b	T&C Comment exist & MRR>10k	General Approval queue	CFO	
Implementation fee Approval				
2.a	Imp fee<3xMRR & MRR<10k	General Approval queue		
2.b	Imp fee<3xMRR & MRR>10k	General Approval queue	CFO	
Discount Approval				
3.a	10%<QL Discount<15% & MRR<10k	General Approval queue		
3.b	10%<QL Discount<15% & MRR>10k	General Approval queue	CFO	
3.c1	QL Discount>15% & MRR<10k & Quote Type = Direct & Market Segment = SMB or MM	Director of Growth	VP Sales	
3.c2	QL Discount>15% & MRR<10k & Quote Type = Indirect & Market Segment = SMB or MM	Director of Channel	VP Sales	
3.c3	QL Discount>15% & MRR<10k & (Strategic = Checked OR Market Segment = Enterprise)	Director of Enterprise	VP Sales	
3.d1	QL Discount>15% & MRR>10k & Quote Type = Direct & Market Segment = SMB or MM	Director of Growth	VP Sales	CFO
3.d2	QL Discount>15% & MRR>10k & Quote Type = Indirect & Market Segment = SMB or MM	Director of Channel	VP Sales	CFO
3.d3	QL Discount>15% & MRR>10k & (Strategic = Checked OR Market Segment = Enterprise)	Director of Enterprise	VP Sales	CFO
Note: General Approval Queue will have Finance User and Deal Desk User.				

Table 10 below shows the user stories that will be implemented to create a quote in the system using Salesforce CPQ.

Table 10. User Stories for Approvals

User Story No.	Description
US-APP1	As an approver, I would like to receive a request if the Comment section on the Quote object has text entered (refer to US-Q16)
US-APP2	As an approver, I would like to receive a request if the trial product is included in the quote (refer to US-Q16)
US-APP3	As an approver, I would like to receive a request if Setup & Implementation fee is less than 3x MRR

US-APP4	As an approver, I would like to receive a request if the overall discount on the quote is greater than 10%. Note: If the quote discount exceeds 15%, the quote will need unanimous response from both VP of Sales and Director of Growth to approve
US-APP5	If the quote has empty Comment section, does not have delayed billing, the Setup & Implementation fee is more than 3x MRR, and the discount percentage on the quote is less than 10%, then the quote will be auto approved and ready for signature
US-APP6	As an approver, I should be able to provide comment to explain the decision. An explanation is required if an approval is rejected
US-APP7	As a sales rep, if the quote I submitted is rejected, I should not be able to edit the quote anymore. Instead, I should create a new quote or clone the rejected quote and adjust the quote according to the comment by approver before re-submitting for approval
US-APP8	As CFO user, I would like to receive a request for approval if any of the approval conditions are triggered and approved AND the total MRR of the deal is larger than $10,000/month

6. Order

Customers will request activation of products for the locations they purchased after signing a quote. It is likely that they may have purchased products for multiple locations but would only like to activate partial locations upon signing the quote. This scenario is called delay start or fulfillment process, and it can be managed by using the order process in system.

Order process will be critical to keep a track of number of locations Restarant365 is rendering back office management & services to customer. There is also a need to keep track of each location to calculate tax based on where is the service being rendered. To fulfill this requirement, sales reps or Deal Desk users will need to create orders manually once a quote is approved and signed. Salesforce CPQ will generate contract record once order is activated. Generally, each activated order will create new contract but business guideline from Restaurant365 prefer to keep only one contract for each account. Order will be linked to existing contract from account links to order to make sure account has only one contract for all active orders.

A “New Order” button will be available in the quote layout to create an order manually. After creating new order, users will be able to provide location details and add products from the proposed quote. The quantity of product added in the order will always remains 1 to align to manage concept of order per location and to support tax calculation by location. Figure 11 below shows the process to create an order and activate it.

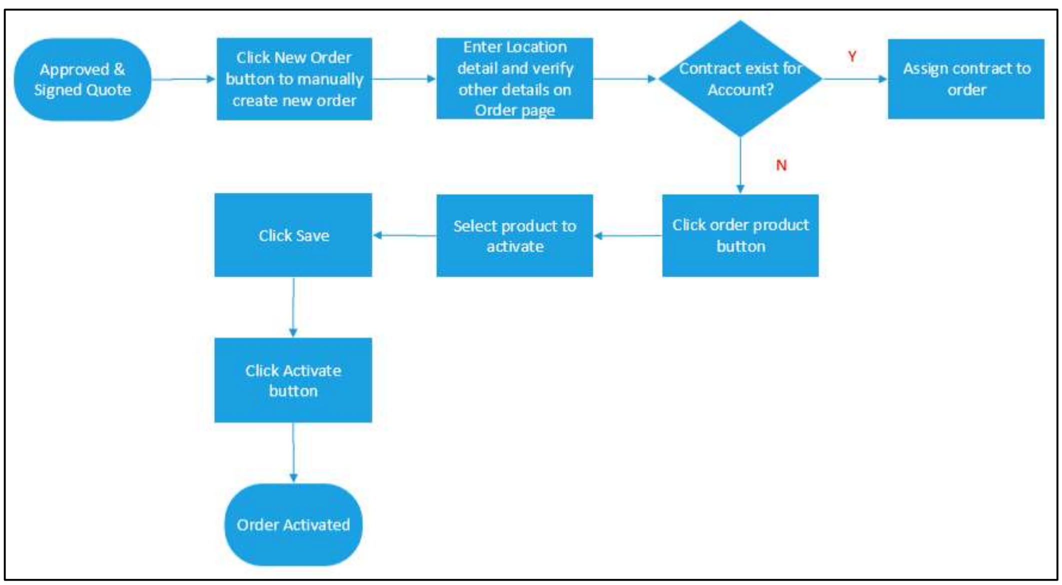

Figure 11. Process to Create and Activate and Order

Table 10 below shows the user stories that will be implemented for ordering in the system using Salesforce CPQ.

Table 11. User Stories for Ordering

User Story No.	Description
US-ORD1	As a deal desk user, whenever I receive an notification to activate entire or part of the quote, I am required to create one order per location so that during the order activation process or later, I can associate the location address to each order for tax purpose
US-ORD2	As a deal desk user, when I generate an order from the quote, all the fields on the order should be auto populated and should not be modified, expect billing related fields
US-ORD3	As a deal desk user, when I generate first order of the quote, the order activation date should become the Billing Start date, the Billing Schedule should be created based on the Billing Frequency of the order.

7. Billing

Restaurant365 is growing and expanding its business and expecting to manage billing using Salesforce Billing. It is expecting to manage all the billing related accounting to manage under one legal entity. To support this, Legal Entity record will be created in Salesforce CPQ as mentioned in table below.

Table 12. Legal Entry Records

Field Name	Value	
Legal Entity Name	Restaurant365	Name of the legal entity
Active	Yes	

Management at Restaurant365 has a guideline to bill customers which is depends on subscription and service they have opted. Considering the guideline for billing, Salesforce billing will be designed as below to bill customer.

Table 13. Billing Type by Product Categories

Product Category	Charge Type	Billing Frequency	Billing Type
Subscription Products	Recurring	Monthly	Advance
Service Products	One Time	Invoice Plan	Invoice Plan
Usage Based Products	Usage	Usage	

7.1 Finance Book & Finance Period

Finance book will be created in system to manage accounting aspect when billing will be generated, and revenue need to realize in system. To manage accounting, two finance book one for accounting and another for revenue will be used in system. These finance book will be created as per below in system.

Table 14. Finance Books

Finance Book Name	Period Type	Finance Period Duration
Default Accounting Book	Accounting	Monthly
Default Revenue Book	Revenue	Monthly

All the accounting and revenue transaction will be recorded using finance period records in system. The finance period records will be created monthly with start date as first day of the month and end date as last day of the month. The finance period records will be of two types Accounting Finance Periods and Revenue Finance Periods which will be lined to Default Account Book and Default Revenue Book respectively.

Finance team will be able to decide start date of finance period before any records created and ideally it should be start date of the new financial year. However, if finance team decides to consider start date in the middle of financial team, the start date should be 1st day of any month.

7.2 GL Rule and GL Treatment

Accounting transaction is being managed by GL entries. Below GL transaction will be designed to manage accounting related transaction for R365.

Table 15. GL Rule and GL Treatment

GL Rule	GL Treatment	Credit Account	Debit Account
Subscription GL Rule	Subscription GL Treatment	Deferred Rev MRR	AR
Implementation GL Rule	Implementation GL Treatment	Deferred Rev Serv	AR
Usage GL Rule – AP Capture	Usage GL Treatment – AP Capture	Deferred Rev AP Capture	AR
Usage GL Rule – AP Payments	Usage GL Treatment – AP Payments	AP Payment Rev	AR

7.3 Billing Rule & Billing Treatment

Restaurant365 has a product specific billing process for their customers and billing will be initiated once the order is activated. To manage billing to customers, management at Restaurant365 has categorized all products into subscription products, service products and usage-based products.

As mentioned in table Table 12. Billing Type by Product Categories, subscription products will be billed monthly, service product will be billed based on milestone and usage-based products will be billed on usage. Implementation products will be billed based on below three (3) milestones.

Table 15. Billing Milestone

Milestone Name	Billing Percentage	Comment
Kickoff	25% of Net Amount	Invoice Plan needs to be created
After Go-Live	50% of Net Amount	Billing Transaction records will be created by user after milestone completed
CSM Handoff	25% of Net Amount	Billing Transaction records will be created by user after milestone completed

Salesforce CPQ and Billing will be designed by defining billing rules, billing treatments and an invoice plan to support billing practice at Restaurant365. Billing rules and other related records will be created as below and assigned to respective products.

Table 16. Billing Rule

Rule Name	Billing Trigger	Partial Period	Generate Invoice
Subscription Billing Rule	Order Product Activation	Combine	Yes
Implementation Billing Rule	Order Product Activation	Combine	Yes
Usage Billing Rule – AP Capture	Order Product Activation	Combine	Yes
Usage Billing Rule – AP Payments	Order Product Activation	Combine	Yes

Table 17. Billing Treatment

Billing Treatment	Finance Book	Billing Rule	GL Rule	Legal Entity
Subscription Treatment	Default Accounting Book	Subscription Billing Rule	Subscription GL Rule	Restaurant 365 LLC
Implementation Treatment	Default Account Book	Implementation Billing Rule	Implementation GL Rule	Restaurant 365 LLC
Usage Treatment – AP Capture	Default Account Book	Usage Billing Rule - AP Capture	Usage GL Rule – AP Capture	Restaurant 365 LLC
Usage Treatment - AP Payments	Default Account Book	Usage Billing Rule - AP Payments	Usage GL Rule – AP Payment	Restaurant 365 LLC

Table 18. Invoice Plan

Invoice Plan Name	Billing Schedule Creation	Type	Percentage	Commencement Date	Billing Treatment
Implementation Product Invoice Plan	Order Product Activation	Percentage	25	Order Product Activation	Implementation Treatment

7.4 Revenue Recognition

Revenue recognition is the process to record how much revenue has been generated from the customer when an order has been activated or invoice has been generated. Based on the business policy, revenue will be recognized either at order activation or at invoice generation. R365’s business model recognizes revenue for respective product types as follows:

- **Subscription**
  Revenue for subscription will be recognize every month equal to MRR starting from order activation date.

- **Services**
  Revenue for services will be recognize based on three milestones: 25% at the time of order activation, 50% at Go-Live and 25% at CSM hand-off
- **Usage**
  Revenue for usage products will be recognize every month after it has been invoices.

Revenue recognition rules and treatments will be designed as shown below to support revenue recognition.

Table 16. Revenue Rules

No	Rule Name	Create Revenue Schedule?	Revenue Treatment
1	Subscription.Revenue Rule	Yes	Subscription MRR Treatment
2	Service.Milestone Revenue Rule	Yes	Service.Milestone Revenue Rule
3	Usage Revenue Rule	Yes	Usage Treatment

Table 17. Revenue Treatments

No	Revenue Treatment	Revenue Schedule Creation Action	Revenue Distribution Method	Type	Percentage	Revenue Finance Book	Revenue GL Rule
1	Subscription MRR Treatment	Order Activation	Distribute Monthly	Percentage	100%	Default Revenue Book	Subscription GL Rule
2	Service.Treatment Milestone	Order Activation	Milestone.Distribution Method	Percentage	25%	Default Revenue Book	Milestone.Revenue GL
3	Usage Treatment	Invoice Posting	Usage.Distribution Method	Percentage	100%	Default Revenue Book	Subscription GL Rule

Table 18. Revenue Distribution Method

No	Distribution Method	Revenue Transaction Creation Process	Type	Distribution Method	Revenue Schedule Term Start Date	Revenue Schedule Term End Date	Revenue Treatment
					Full Recognition Date		
1	Distribute Monthly	Automatic	Order	Monthly	Order Product Start Date	Order Product End Date	Subscription MRR Treatment
2	Milestone.Distribution Method	Automatic	Order	Full Recognition	Order Product Start Date		Service.Treatment Milestone
3	Usage Distribution Method	Automatic	Invoice	Full Recognition	Invoice Line Start Date		Usage Treatment

7.5 Invoice

Invoices for activated order will be generated using salesforce invoice functionality. Salesforce provides manual and automated invoice generation process. Restaurant365 prefer automated invoice generation process to all order. System will generate invoice by Billing Account captured on order.

Invoice schedular will be configured to generate invoice for each month by Billing Account. This configuration makes sure that system will generate invoice for each month, and it will generate invoice for each billing account captured on order for qualifying order products.

7.6 User Stories

Table 19 below shows the user stories that will be implemented for billing and invoicing in the system using Salesforce CPQ.

Table 19. Billing and Invoicing User Stories

User Story No.	Description
US-BL1	As a finance user, I would like to see billing for all subscription products starts when the product is activated from the order. Billing start day equals to the Order activation date unless the product is in trial. Billing type for the subscription products should be Advanced
US-BL2	As a finance user, I would expect billing for a trial product to start after the trial period
US-BL3	As a finance user, I do not want the Billing schedule to follow the calendar schedule. Rather, the billing schedules are generated based on the billing start date and the billing frequency (which is set on the Quote level by the sales rep) for each product. Billing frequency for all the product from the same quote will be same
US-BL4	As a finance user, when I amend a contract, the billing schedule should be prorated based on the original billing schedule. The subsequent billing schedules should be in sync with the original billing schedule (refer to US-AMD5)
US-BL5	As a finance user, I would like to see billing for all implementation or service based on milestone. The customer should be billed 25% on kickoff date, 50% on go-live date, and the rest 25% after CSM team handed off. Each of these milestone completion date will be entered manually by either the sales deck, or CSM users
US-BL6	As a finance user, I would like to see all the usage base products have monthly billing frequency regardless of the billing frequency set for the quote. Billing type for usage-based products should be Arrears
US-BL7	As a user, I should be able to record usage data for usage-based product from customer. I would like to mass load the usage data using Excel to Salesforce

US-INV1	As a finance user, I should be able to generate detailed invoice or summary invoice based on Account preference
US-INV2	As a finance user, when I generate invoice to Partner Account, I should be able to choose whether to invoice all the related Indirect customer Account into single invoice, or to invoice all the Indirect customer Accounts separately
US-INV3	As a finance user, I would like to see invoices being generated automatically based on Invoice Scheduler
US-INV4	Invoice should include taxation based on product location. Tax information comes from Avalara.
US-INV5	As a finance user, if the Account is paying with credit card, I should be able to apply 3% processing fee as part of invoice
US-INV6	As a finance user, I would like to approve the first invoice of the quote before sending it out. The following invoices can be sent automatically
US-INV7	As a finance user, I would like to approve the first invoice after each amendment before sending it out. The following invoices can be sent automatically
US-INV8	As a finance user, I would like to approve the first invoice after each renewal before sending it out. The following invoices can be sent automatically

8. Security Configuration

R365 users will access the system to quote, approve, review or create order. At the same time, it is important that user do not get an access for areas which are not own by them. Profiles and permission set will be defined as below to support security model for Salesforce CPQ and Billing implementation.

All the Salesforce CPQ and Billing users will be assigned to profile Sales User and based on functionality needs to be performed by users, permission set will be assigned to user.

Table 20. Revenue Distribution Method

Profile Name	Description
Sales User	To setup sales user with CPQ and Billing access.

Table 21. Revenue Distribution Method

Permission Set Name	Description
Sales User Permission Set	To allow user to create new account, opportunity, contact, quote, order etc but they will be not be able to create Product, Discount Rules and other data related changes.
Approval User Permission Set	To allow user to view quote and approved approval request.
Deal Desk Permission Set	To allow user to create order and generate contract.

CPQ Admin Permission Set	To allow access for objects like Product, Pricing, discount rules, billing rules, etc. to make sure that user with this permission set will be able to perform all configuration activity.
Finance Permission Set	To allow configuration for finance related objects. e.g. Finance Book, Finance Period, GL Account, GL Rule, GL treatment

Appendix B - Key Terms

Table B.1 below provides definitions and explanations for terms and acronyms relevant to the content presented within this document.

Term	Definition
MM	*Mid. Market Accounts*
SMB	*Small Medium Business Accounts*
Enterprise	*Enterprise Accounts*
MRR	*Monthly Recurring Revenue*

Table B.1 - Appendix B: Key Terms