**Green Lines CFO Platform – Product Requirements Document (PRD)**

*Version 1.1 | Date: 15 Oct 2025 | Owner: Product & Operations | Data Residency: Azure UAE North/Central*

# Changelog

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Author | Notes |
| 1.0 | 15 Oct 2025 | M. Hisham / Copilot | Initial PRD |
| 1.1 | 15 Oct 2025 | Copilot | Added Odoo integration; ERP status triage (Partner/Non‑Partner/No ERP); service-level assignments; detailed page specs; mapping tables; acceptance criteria; test plan. |

# 1. Overview

Green Lines will deliver a digital-first CFO Services platform spanning three systems: (A) HQ Console, (B) Customer CFO App, and (C) Agent/Partner App. The platform integrates with Green Lines’ internal Odoo ERP for customers, products, orders, invoices, and credit notes. Customers subscribe to 3/6/12‑month plans; after the first meeting with a Senior Consultant, the agreed plan is provisioned in the Customer App (real-time status, sessions, payments, and add-ons). HQ assigns certified local agents to each service (not only stock count), including bookkeeping, VAT, inventory, cashflow forecasting, ERP integration (via Tech Partners), and more.

# 2. Business Rules

* HQ Console is the system of engagement; Odoo is the system of record for financials (customer master, orders, invoices, credit notes).
* CRM must capture "Customer ERP Status": PARTNER ERP (Odoo/Zoho/SAP) → integration price 0; NON‑PARTNER ERP → integration fee applies; NO ERP → assign Tech Partner to deploy ERP before service start (ERP Gate).
* All CFO services can be assigned to agents at the service level (bookkeeping, VAT, inventory, cashflow, AR/AP, payroll audit, SOPs, ERP projects).
* Platform commission default 40%; partner payouts T+30 after customer acceptance; refunds reduce payouts.
* Dynamic pricing allowed with guardrails (discounts > threshold require approval).
* Services may be locked by "ERP Gate" until ERP is live and approved.

# 3. Personas & RACI

* Customer (CFO/Owner/Finance Manager)
* Senior Consultant (HQ)
* Field Agent / Specialist (Partner)
* Ops Admin (HQ)
* Finance Admin (HQ)
* Partner Success (HQ)

RACI highlights:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Area | Responsible | Accountable | Consulted | Informed |
| Pricing & Quote | Senior Consultant | Head of Sales | Finance Admin | Ops |
| Assignments | Senior Consultant | Ops Manager | Partner Success | Finance |
| Invoices & Refunds | Finance Admin | Finance Head | Senior Consultant | Customer |
| Payouts | Finance Admin | Finance Head | Partner Success | Agents |
| ERP Setup | Tech Partner | Ops Manager | Senior Consultant | Customer |

# 4. HQ Console – Detailed Feature Specs

## 4.1 Navigation & Roles

* Top Nav: Dashboard | CRM | Engagements | Assignments | Catalog & Pricing | Billing | Payouts | Partners & Agents | Documents | Meetings | Analytics | Integrations | Settings
* Roles: Admin, Senior Consultant, Ops Admin, Finance Admin, Partner Success, Read-only (granular RBAC via scopes).

## 4.2 CRM (Leads & Opportunities)

Fields (Create Lead/Opportunity):

|  |  |  |  |
| --- | --- | --- | --- |
| Field | Type | Rules/Validation | Notes |
| Account Name | Text | Required |  |
| Legal Name | Text | Required |  |
| TRN (VAT) | Text | Regex UAE format; optional |  |
| City/Region | Select | Required | Dubai, Abu Dhabi, Sharjah, ... |
| Primary Contact (Name/Email/Mobile) | Group | Email format; mobile +971 |  |
| Customer ERP Status | Select | Required | PARTNER | NON\_PARTNER | NONE |
| ERP Vendor | Select/Text | Visible if status != NONE | Odoo | Zoho | SAP | Other |
| ERP Integration Scope | Multi-select | Optional | COA, Customers, Vendors, AP, AR, Inventory, Payroll, Custom |
| ERP Integration Fee | Money | Auto: 0 if PARTNER; >0 if NON\_PARTNER; hidden if NONE | Editable with approval |
| Plan Term | Select | Required | 3 | 6 | 12 months |
| Base Package | Select | Required | Starter | Growth | Enterprise (configurable) |
| Add-ons (suggested) | Multi-select | Optional | From Catalog |
| Dynamic Pricing Factors | Group | Optional | Region, complexity, partner tier, utilization |
| Discount % | Number | >15% requires approval |  |
| Notes | Rich text | Optional | Meeting notes |

Actions: Save Draft, Generate Proposal (PDF), Send for e‑Sign, Mark Won, Provision Engagement.

Business Rules:

* If ERP Status = NONE → must assign Tech Partner before Provision.
* If ERP Status = NON\_PARTNER → Integration Fee SKU auto-added.
* If ERP Status = PARTNER (Odoo/Zoho/SAP) → Integration Fee = 0.
* On Mark Won → push Customer, SO/Quote, and Invoice Draft to Odoo.

## 4.3 Engagements (Plans)

Key Fields:

|  |  |  |
| --- | --- | --- |
| Field | Type | Notes |
| Status | Enum | Provisioning | ERP Gate | Active | On Hold | Completed | Cancelled |
| ERP Gate Status | Enum | REQUIRED | INTEGRATION | READY |
| Start / End | Dates | Derived from term |
| Services | List | Selected from Catalog; each has SLA/evidence rules |
| Milestones | List | Auto-generated per service template |
| Sessions | Calendar | Teams links |
| Assignments | List | Per service (Primary/Secondary) |
| Billing Plan | Enum | Monthly | Milestone-based |

Rules:

* ERP Gate locks non-ERP services until ERPIntegrationProject is GO\_LIVE & Approved.
* Every service must have a Primary Agent before status can be Active.

## 4.4 Assignments

Smart Suggestions Score = 25\*Proximity + 30\*SkillsCert + 20\*Availability + 15\*Quality + 10\*Load (normalized 0–1).

|  |  |  |
| --- | --- | --- |
| Field | Type | Notes |
| Service | Lookup | Service within Engagement |
| Primary Agent | Lookup | Required |
| Secondary Agents | List | Optional |
| SLA | Enum | Standard, Expedited, Custom |
| Due Date | DateTime | Derived from SLA |
| Evidence Rules | JSON | minPhotos, geotag, signature, fileTypes |

## 4.5 Catalog & Pricing

Sample Services:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Service | Category | Default SLA | Evidence | Commission Rule |
| Accounting & Bookkeeping | Core | Monthly Close | Reconciliations, reports | 40% platform default |
| Monthly CFO Pack | Advisory | Monthly | Report + commentary | 40% |
| VAT Filing & Compliance | Tax | Monthly/Quarterly | Filing proof | 40% |
| Inventory & Assets Verification | Field | Per visit | Photos+geotag+signature | 40% |
| Cashflow Forecasting | Advisory | Monthly | Model file, assumptions | 40% |
| AR Clean‑up / Collections | Ops | Weekly | Aging reports, notes | 40% |
| ERP Integration (Non‑Partner) | Tech | Project | UAT sign‑off | 40% |

## 4.6 Billing (Odoo‑Centric)

* Sales Order & Invoice created in Odoo; platform mirrors status.
* Payments via PSP; webhook updates platform + Odoo.
* Refunds create credit notes in Odoo; platform adjusts payouts.

## 4.7 Payouts & Commission

Formula:

* PartnerShare = (InvoicePaidAmount - RefundsApplicable) \* (1 - PlatformCommission%).
* Eligibility = CustomerAcceptanceDate + 30 days; no pending refund/dispute.

## 4.8 Partners & Agents

* Profiles include certifications, exams, annual fees status, service areas, languages, utilization, CSAT.
* Flag "ERP Tech Partner" for ERP projects; template tasks available.

## 4.9 Integrations (Odoo & PSP)

Odoo Mapping (examples):

|  |  |  |  |
| --- | --- | --- | --- |
| Platform | Odoo Model.Field | Direction | Notes |
| Account.name | res.partner.name | → | Create/Update |
| Account.trn | res.partner.vat | → | VAT/TRN |
| SalesOrder | sale.order | → | Plan + add-ons + SKUs |
| Invoice.status | account.move.state | ↔ | Paid/Overdue |
| CreditNote | account.move(reversal) | ↔ | Refunds |

PSP Webhooks: /webhooks/payments/{success|failed|refunded} → update Invoice+Payment; sync to Odoo.

# 5. Customer CFO App – Detailed Feature Specs

## 5.1 Home

|  |  |  |  |
| --- | --- | --- | --- |
| Widget | Fields | Actions | Rules |
| Plan Header | Term, Status | — | Show ERP Gate if active |
| Next Session | Time, Link | Join, Reschedule | >=24h notice |
| Milestones | List+status | Open, Accept | Accept triggers payout clock |
| Payments | Invoices | Pay now | PSP checkout |
| Add‑ons | Cards | View, Purchase | Assignment auto on payment |
| ERP Setup | Phase, Owner, ETA | View details | Visible if gated |

## 5.2 Plan & Milestones

* Milestone detail: description, due, evidence, deliverables, Accept / Request Rework.
* Acceptance required for payout eligibility (service-specific).

## 5.3 Sessions & Meetings

* Calendar view; Teams links; reschedule rules; reminders 24h/1h.

## 5.4 Payments & Invoices

* Invoice list + detail; Apple/Google Pay; receipts; refunds shown with credit note link.

## 5.5 Add‑ons Store

* Service detail with SLA, scope, price; checkout; triggers assignment flow.

## 5.6 Documents & Chat

* Vault with folders and versioning; secure chat with Consultant/Agents; attachments.

## 5.7 Insights (Finance)

* Multi-currency, Custom Curve seasonality, variance alerts; read-only from analytics service.

# 6. Agent/Partner App – Detailed Feature Specs

## 6.1 My Jobs

|  |  |  |  |
| --- | --- | --- | --- |
| Card | Shows | Actions | Rules |
| Job | Service, SLA, Due, Location | Acknowledge, Start | Must acknowledge within 4h |

## 6.2 Job Detail & Checklist

* Tabs: Overview, Checklist, Evidence, Notes, Time & Expenses, Submit.
* Evidence rules enforced: min photos, geotag, signature; offline capture allowed; sync on reconnect.

## 6.3 Earnings & Certifications

* Earnings lifecycle: Eligible → Scheduled (T+30) → Paid; statements downloadable.
* LMS: exams, badges; eligibility gates per service.

# 7. Data Model (Expanded)

|  |  |
| --- | --- |
| Entity | Key Attributes |
| Account | id, name, trn, city, erpStatus, erpVendor, erpNotes |
| Engagement | id, accountId, term, status, erpGateStatus, start, end |
| Service | id, engagementId, type, sla, evidenceRules |
| Assignment | id, serviceId, primaryAgentId, secondaryAgents, acknowledgedAt |
| Milestone | id, engagementId, title, due, status |
| Invoice | id, engagementId, odooId, status, amount, currency, dueDate |
| Payment | id, invoiceId, pspId, status, method |
| Payout | id, partnerId, amount, eligibleAt, scheduledAt, paidAt, adjustments |
| ERPIntegrationProject | id, engagementId, phase, artifacts, approvals, state |

# 8. Workflows & States

Onboarding: Lead → Proposal → e‑Sign → Payment → Provision → Assignment → Kickoff.

ERP Gate: REQUIRED → (Integration project tasks) → GO\_LIVE → READY.

Task: Open → In Progress → Submitted → QA Review → Approved/Rejected → (Rework) → Approved.

# 9. Notifications (Templates)

|  |  |  |
| --- | --- | --- |
| Event | Channel | Template |
| ERP Project Created | Email/Push | Your ERP setup has started. Partner: {name}. ETA: {date}. |
| ERP Gate Cleared | Email/Push | ERP is live. All services are now unlocked. |
| Agent Assignment | Email/Push | You’ve been assigned to {service}. Acknowledge within 4 hours. |
| Invoice Issued | Email/Push/WhatsApp | Invoice {no} for {amount} due by {date}. Pay now. |

# 10. AI/ML Features (Design Notes)

* Smart Assignment: feature store with distance, skills, availability, CSAT, load; explainable ranking reasons.
* Meeting Summarization: draft plan & milestone suggestions from discovery notes.
* Document AI: statement parsing, VAT risk flags, auto-tagging.
* Forecasting: multi-currency model with Custom Curve; anomaly detection on expenses/revenue.

# 11. Security, Privacy, Compliance (UAE PDPL)

* TLS 1.2+, TDE at rest; Key Vault for secrets; RBAC + row-level security for tenant isolation.
* Audit all read/write to PII and financial records; export for DPIA.
* Mobile: device binding, biometric unlock, jailbreak/root detection, token revoke.

# 12. Non‑Functional Requirements

* Performance: P95 < 1.5s for main screens; real-time updates < 2s.
* Availability: 99.9% APIs; DR with geo‑redundant storage; RPO<=15m, RTO<=4h.
* Localization: EN/AR; weekend Sat–Sun; RTL support.
* Offline: Agent app offline-first for checklists & evidence; conflict resolution via last-writer-wins with manual merge for evidence sets.

# 13. Acceptance Criteria (Expanded)

ERP Status mandatory / fee logic / gate unlock are enforced; service-level assignment required; evidence validation for submissions; payouts scheduled T+30 after acceptance; refunds reduce payouts automatically.

# 14. API Samples

Create Engagement:

POST /api/engagements  
{  
 "accountId": "acc\_001",  
 "termMonths": 6,  
 "services": ["BOOKKEEPING", "VAT"],  
 "erpGateStatus": "REQUIRED"  
}

Assign Service Agent:

POST /api/assignments  
{  
 "serviceId": "srv\_123",  
 "primaryAgentId": "agt\_555",  
 "sla": "STANDARD",  
 "evidenceRules": {  
 "minPhotos": 3, "geotag": true, "signature": true  
 }  
}

# 15. Test Cases

|  |  |  |
| --- | --- | --- |
| ID | Scenario | Expected |
| TC-ERP-001 | Create CRM without ERP Status | Blocked with validation |
| TC-ERP-002 | Partner ERP sets fee to 0 | Proposal shows 0 AED integration |
| TC-ERP-003 | Non‑Partner ERP adds SKU | Quote contains priced integration line |
| TC-GATE-001 | Services locked until ERP go-live | Customer app shows Locked; agent cannot start |
| TC-PAYOUT-001 | Payout T+30 after acceptance | Eligible date = acceptance+30 |
| TC-REFUND-001 | Refund before payout | Partner share reduced accordingly |

# 16. Open Items

* Confirm PSP (Checkout.com vs Amazon PS).
* Define Non‑Partner ERP fee tiers (by modules/complexity).
* List and onboard Tech Partners per region.
* ERP Go‑Live acceptance checklist (COA, opening balances, UAT sign‑off).
* Data retention schedules for evidence and financial docs.