

The following are key main steps in the process

## A. Voucher Creation (Digital + Physical)

### 1. Define Voucher Attributes

- **Voucher Code:** Unique alphanumeric identifier.
- **Experience Details:** Service name, description, location, validity period.
- **Value:** Full price of the experience (inclusive of GST if applicable for the service provider).
- **Expiry Date:** Clearly defined to manage liability and write-back logic.
- **Service Provider Mapping:** Each voucher linked to a specific provider.

### 2. Voucher Types

- **Digital Vouchers:**
  - Generated dynamically when purchased online.
  - Stored in the system database with full metadata.
- **Pre-Printed Vouchers:**
  - Printed in advance with unique codes.
  - Secured in inventory with batch and serial tracking.
  - Must be activated at point of sale to prevent misuse.

### 3. Security Measures

- Unique codes generated using secure algorithms.
- Prevent duplication or unauthorized activation.
- Maintain audit trail for every voucher created.

### 4. System Integration

- **Customer Module:** Displays voucher details post-purchase.
- **Service Provider Module:** Shows voucher details upon redemption (but not OTP).
- **Admin/ Finance Module:** Tracks liability for each voucher until redemption or expiry.

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## B. Sale and Activation of Voucher

### Key Activities

#### 1. Customer Purchase

- **Digital Voucher:**
  - Customer selects experience on the website/app.
  - Proceeds to payment via card, UPI, wallets, or other online methods.
  - **Voucher is created only after payment confirmation** (unique code generated dynamically).
  - Voucher is immediately activated and linked to the customer profile.
- **Pre-Printed Voucher:**
  - Customer picks a physical voucher from a retail outlet or partner location.
  - Cashier scans the voucher code in the system.
  - System verifies the code and activates the voucher.
  - Payment collected via POS or QR code.

#### 2. Activation Logic

- **Digital:** Creation + activation happen together after successful payment.
- **Pre-Printed:** Activation happens after sale; voucher moves from “inactive” to “active” status.
- System updates voucher status and links it to the customer.

#### 3. Payment Handling

- Full experience value collected from the customer (**the value collected should include full value of the service + equivalent GST, however in confirmation email, we should only mention value of voucher, and T&C that appropriate GST invoice will be issued at the time of service by the Service provider**).
- Funds received from customer transferred to **holding account** for liability management.
- The holding account is not our revenue and should not be used for expenses

#### 4. System Integration

- **Customer Module:** Shows activated voucher details.

- **Finance Module:** Records advance liability and updates holding account.
- **Service Provider Module:** Voucher remains visible for redemption later.

## 5. Compliance & Accounting

- **Aggregator does not collect GST** from the customer.
- Amount collected is treated as **advance liability**, not revenue.
- No invoice issued by aggregator to customer.
- Service provider will later issue invoice to customer for full experience value (including GST if applicable).

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## C. Holding Account Management / Liability Management

### Key Activities

#### 1. Track Voucher Status

- Monitor all activated vouchers in the system.
- Status options:
  - **Active** (sold and awaiting redemption)
  - **Redeemed** (service delivered)
  - **Expired** (past validity date without redemption)

#### 2. Holding Account Management

- All customer payments are stored in a **holding account**.
- This account represents **advance liability**, not revenue.
- No operational expenses or payouts occur from this account until settlement.

#### 3. Voucher Expiry Handling

- Identify vouchers that have passed their expiry date.
- Write back the liability amount to revenue in the finance system.
- Update voucher status to **Expired**.

#### 4. System Integration

- **Finance Module:**
  - Tracks liability for each voucher.
  - Automates write-back entries for expired vouchers.
- **Reporting Module:**
  - Generates expiry reports for audit and compliance.

#### 5. Compliance & Accounting

- **Aggregator does not collect GST**, so no GST reversal is needed.
- Expired voucher write-back is treated as **business income** for income tax purposes.
- Revenue recognition occurs only when:
  - Voucher expires (write-back), OR
  - Aggregator earns service fee during monthly settlement.

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## D. Voucher Redemption (via Aggregator Platform)

### Key Activities

#### 1. Customer Initiates Redemption on Platform

- Customer logs into your platform (website/app).
- Selects the voucher from their account.
- Chooses the service provider and preferred date/time (if booking is required).
- Confirms redemption request.

#### 2. System Generates OTP

- After redemption confirmation, the system generates a **unique OTP** linked to the voucher.
- OTP is displayed in the customer's account and sent via SMS/email/app notification.
- This OTP will be used later by the service provider to confirm service delivery.

#### 3. Service Provider Notification

- Service provider receives a booking notification through their **Service Provider Module**.
- Notification includes:
  - Voucher details (experience type, validity, customer name if applicable).

- Scheduled date/time.
  - **Important:** Service provider does **not** see the OTP in the system.
4. **Customer Confirmation**
    - Customer visits the service provider on the scheduled date.
    - Shares OTP with the service provider at the time of service delivery.
  5. **System Integration**
    - **Customer Module:** Handles redemption request, OTP generation, and booking confirmation.
    - **Service Provider Module:** Displays booking details and voucher info.
    - **Finance Module:** Prepares for liability clearance after OTP validation.

## 6. Compliance & Accounting

- No GST impact for aggregator at this stage.
  - Service provider will later issue invoice to customer for full experience value (including GST if applicable).
  - OTP serves as **audit-proof evidence** of service delivery.
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## E. Service Delivery Confirmation

### Key Activities

1. **Service Execution**
    - Customer visits the service provider on the scheduled date/time (as booked via your platform).
    - Service provider delivers the experience as per the voucher details.
  2. **OTP Collection**
    - Customer shares the OTP (generated during Stage 4) with the service provider.
    - OTP acts as a secure validation mechanism to prevent fraud and unauthorized redemption.
  3. **OTP Submission**
    - Service provider logs into the **Service Provider Module**.
    - Selects the redeemed voucher from their dashboard.
    - Inputs the OTP provided by the customer.
  4. **System Validation**
    - System checks if the OTP matches the voucher record.
    - If OTP is correct:
      - Voucher status changes to **Completed**.
      - Liability for that voucher is cleared internally.
      - Voucher is added to the **monthly settlement queue**.
    - If OTP is incorrect:
      - Service remains **Pending**.
      - No payment is scheduled until correct OTP is provided.
  5. **System Integration**
    - **Service Provider Module:** Handles OTP input and service completion status.
    - **Finance Module:** Updates liability and adds voucher to settlement batch.
    - **Reporting Module:** Logs OTP validation for audit purposes.
  6. **Compliance & Accounting**
    - No GST impact for aggregator at this stage.
    - OTP serves as **audit-proof evidence** of service delivery.
    - Service provider will later issue invoice to customer for full experience value (including GST if applicable).
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## F. Monthly Settlement & Invoicing (Aggregator Issues GST Invoice for Commission)

### Key Activities

1. **Aggregate Completed Vouchers**
  - At the end of each month, the system compiles all vouchers marked as **Completed** (OTP validated).
  - Group vouchers by service provider.
  - Generate a **monthly settlement report** for each provider.

## 2. Calculate Net Payout

- For each service provider:
  - **Total Voucher Value** = Sum of all redeemed vouchers for the month.
  - **Aggregator Commission** = Pre-agreed fee (fixed or percentage).
  - **GST on Commission** = 18% (standard rate for services).
  - **Net Amount to Service Provider** = Total Voucher Value – (Aggregator Commission + GST on Commission).

## 3. Generate Settlement Statement

- Statement includes:
  - List of vouchers redeemed.
  - Total value collected.
  - Commission and GST deducted.
  - Net payout amount.
- Statement shared with service provider for transparency.

## 4. Payment Release

- Transfer **Net Amount** to service provider after deducting commission + GST.
- Update finance system to reflect:
  - Liability clearance.
  - Aggregator income recognition (commission + GST collected).

## 5. System Integration

- **Finance Module:** Handles settlement calculations, GST computation, and payment processing.
- **Reporting Module:** Generates monthly statements and invoices.
- **Audit Trail:** Logs all transactions for compliance and reconciliation.