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Product Requirements

This chapter describes the product requirements of the Web Channel Billing project, including a section-by-section review of the Business Specification document.

This chapter will reference the following documents

- Web Channel Billing: Business Specifications, v1.9,
- Feedback on Web Channel Billing Specs,
- Billing Project: Marketing Roll-Out Dependencies, v1.1

Product Requirements Review

This section provides a section-by-section review of the Web Channel Billing product requirements. Each task set has been "sized" according to the end-to-end completion time for Engineering and QA, using the following scale.

Size	Time
XS	< 1 day
S	1-2 days
M	2-5 days
L	1-4 weeks
XL	> 4 weeks

Outbound Billable Failed Faxes

Biz Spec Section	Tech Task Set	System	Description	Size	Resource
2.1.1	1.1.1	Send	Implement Billable Failed Faxes for human pickup and interrupted transmission.	L	Anita

Rate and Website Changes

Biz Spec Section	Tech Task Set	System	Description	Size	Resource
2.1	2.1.1	Send	Modify Send Usage Rating Logic (60sec min /page)	S	Anita
3.3.6.1	2.1.2	Send	Modify message cost estimation logic to be the number of pages times the 60sec rate for the destination.	M	Anita
5	2.2.1	Web	Remove Tiered Pricing feature copy	M	George (13)
2.1	2.2.2	Web	Modify Send Rates/Increments feature copy	M	George (13)
5	2.2.3	Web	Modify Conf feature copy	M	George (14)
5	2.2.4	Web	Modify EBP feature copy	M	George (14)
5.1-3	2.2.5	Web	Implement pull-down menu Send rate list interfacing directly with the database.	M	George (15)
5.1-4	2.2.6	Web	Fax rate page copy changes	M	George (15)
5.5.1.1	2.2.7	Web	Implement view of periodic fee, next charge date, and upgrade to annual billing	M	George (16)
5.5.1.2	2.2.8	Web	Implement view of last charge date for usage balance replenishment	M	George (16)
5.5.3	2.2.9	Web	Implement hidden credit card number showing only the last four digits	M	George (17)
2	2.3.1	Database - Billing	Deactivate Tiered Usage Pricing	S	Jose
2.1	2.3.2	Database - Send	Modify Send increments to 60/60	XS	Jose

Biz Spec Section	Tech Task Set	System	Description	Size	Resource
2.3	2.3.3	Data-ase Conf	Modify conf increments to 60/60	XS	Jose
2.4	2.3.4	Database - EBP	Modify EBP increments to 60/60	XS	Jose
2.4	2.3.5	Database - EBP	Set EBP Usage rate to \$0.10	XS	Jose

Add Encrypted Auto-Login to Decline Emails

Biz Spec Section	Tech Task Set	System	Description	Size	Resource
3.2.1.1	3.1.1	Shared Code, Email Comm	Implement Encrypted Auto-Login in decline emails	L	Chris

Pre-Pay Model for Inbound Usage Charges

Biz Spec Section	Tech Task Set	System	Description	Size	Resource
3.3.1	4.1.1	Database - Inbound	Remove inbound usage billing from periodic batch process	S	Jose
2.2, 3.3.1	4.2.1	Database - Inbound	Implement pre-paid usage billing and rating logic (60sec min / page) for inbound services This includes implementing database objects for inbound rates.	L	Anita
2.2	4.2.2	Intranet - Billing	Set Inbound Usage rate to \$0.20	XS	Jose
5	4.3.1	Web	Modify Inbound feature copy	M	George

Pre-Authorization and Declines

Biz Spec Section	Tech Task Set	System	Description	Size	Resource
3.2.1, 3.2.1.3, 3.2.1.3, 3.2.1.4, 3.3.7	5.1.1	Billing	Implement new decline logic and decline notices; Implement means to alter details of decline logic.	XL	Greg K
3.1.1	5.2.1	Billing	Implement interface to Paymentech Testbed	L	Greg K
3.1.3, 3.2.1	5.3.1	Shared Code, Billing	Implement shared code for detecting and returning branded error messages for all Paymentech or Cybersource credit card billing decline codes.	?	Tom, Greg K

Biz Spec Section	Tech Task Set	System	Description	Size	Resource
3.2.1	5.3.2	Shared Code, Billing	Implement recording and reporting mechanism for credit card declines.	L	Tom, Greg K
3.4.1	5.3.3	Web	Utilize shared code to return credit card pre-authorization error messages.	?	George
3.1.2	5.4.1	Web	Modify Signup and Upgrade process to perform credit card pre-authorizations in the amount specified in the offercode.	?	George
3.2.1.3	5.5.1	Web	Modify Terms of Service	M	George
3.2.1.3.2	5.6.1	Email Comm	Implement means to deliver decline notice as fax attachment (TIF/EFX) to an email.	L	Chris, Tim
3.2.1.3.2	5.6.2	Email Comm	Implement CS alerts for decline notices that include copies of customer decline notices.	L	Chris

CC Updates in Member Sites

Biz Spec Section	Tech Task Set	System	Description	Size	Resource
3.4.1	6.1.1	Web, Shared Code, Billing	Integrate credit card updates with decline logic to cancel pending charges, re-charge new card and un-suspend account if required.	L	Tom, Greg K
3.4.2	6.2.1	Billing, Email Comm	Implement credit card expiration checks and notifications	?	Chris, Greg K

Usage Balance

Biz Spec Section	Tech Task Set	System	Description	Size	Resource
3.3.6.2	7.1.1	Inbound	Implement tight integration with the billing system for reorders and decline logic.	L	Chris
3.3.6.2	7.1.2	Inbound	Implement service suspension for inbound based on available funds and billing system decline logic.	L	Chris
3.3.6	7.2.1	Send	Implement authorized arrears in case of billing system failure for Send service for credit card customers equal to the lesser of 50% of reorder amount or credit limit (\$50).	L	?
3.3.6.1	7.2.2	Send	Modify send to always allow delivery of the number of messages that have an estimated cost equal to or less than the usage balance or authorized arrears.	M	?
3.3.6.1	7.2.3	Send	Implement tight integration with the billing system for reorders and decline logic.	L	?
3.3.6, 3.3.6.3	7.3.1	Conf	Implement authorized arrears in case of billing system failure for Conf service for credit card customers equal to the lesser of 50% of reorder amount or credit limit (\$50).	L	?
3.3.6.3	7.3.2	Conf	Implement tight integration with the billing system for reorders and decline logic, including decline messaging.	L	?

Biz Spec Section	Tech Task Set	System	Description	Size	Resource
3.3.6.3	7.3.3	Conf	Modify web copy indicating funds authorization failure including integration of OEM variables.	L	?
3.3.6.3	7.3.4	Conf	Modify the prompt played 60 secs out from call termination upon authorization failure.	M	Wayne
3.3.6.3	7.3.5	Conf	Modify Conf to authorize at 60 sec. intervals per conference session.	XS	Wayne
3.3.6, 3.3.6.4	7.4.1	EBP	Implement authorized arrears in case of billing system failure for EBP service for credit card customers equal to the lesser of 50% of reorder amount or credit limit (\$50).	L	Anita
3.3.6.4	7.4.2	EBP	Modify the prompt played when funds authorization fails.	L	Anita
3.3.5	7.5.1	Web	Modify web-surfaced reorder amounts	M	George
3.3.2	7.6.1	Database - Billing	Modify all offer codes to lower usage gift credit by \$5	XS	Jose
3.3.2	7.6.2	Database - Billing	Automatic \$5 gift credit at customer level during sign up/free-to-paid upgrade	XS	Jose
3.3.4	7.6.3	Database - Billing	Modify all customers to have a \$2 reorder point where currently less than \$2	XS	Jose
3.3.4	7.6.4	Database - Billing	Modify all offer codes to have a \$2 reorder point default	XS	Jose
3.3.5	7.6.5	Database - Billing	Modify offer codes to have \$10 reorder amount default	XS	Jose

Email Bill

Biz Spec Section	Tech Task Set	System	Description	Size	Resource
3.5	8.1.1	Web	Modify web interface to allow customer to elect to receive an email bill	M	George
3.5, 3.5.1, 3.5.2	8.2.1	Billing, Shared Code, Email Comm	Implement new email bill format	L	Chris, Greg K
5.5.2	8.2.2	Web, Shared Code	Implement view of billing statement same as email bill	L	Tom

Web Channel Invoice Customers

Biz Spec Section	Tech Task Set	System	Description	Size	Resource
4.1	9.1.1	Database - Billing	Implement offer codes for web-channel invoice 6-month periodic billing	S	Jose
4.1, 4.3	9.2.1	Billing	Implement email bill detailing charges for web-channel invoice customers on a 6 month cycle.	L	Greg K
4.1	9.3.1	Billing, Email Comm	Implement account usage suspension, notifications and alerts for web-channel invoice customers who are 15 days post-due payment.	L	Chris, Greg K
4.2.1	9.3.2	Billing, Email Comm	Implement notification of balance depletion for web-channel invoice customers including suspension of usage services.	L	Chris, Greg K
4.2.1	9.3.3	Billing, Email Comm	Implement CS alerts of balance depletion for web-channel invoice customers.	L	Chris, Greg K

Billing System Internal Tools

Biz Spec Section	Tech Task Set	System	Description	Size	Resource
2.1	10.1.1	Intranet - Billing	Implement web interface for maintaining Send usage rates & increments	S	Anita
2.3	10.1.2	Intranet - Billing	Implement web interface for maintaining Conf usage rates & increments	S	Anita
2.4	10.2.1	Intranet - Billing	Implement web interface for maintaining EBP usage rates & increments	S	Anita
2.1.1	10.3.1	Intranet - Send	Implement web interface to modify Send receipts' billable flag	S	Anita
2.1.1	10.4.1	ISP Power	Implement interface to control send retry configuration	M	Greg K
2.2	10.5.1	Intranet - Billing	Implement web interface for maintaining inbound usage rates & increments	S	Anita
3.1.2	10.6.1	Intranet - Billing	Implement web interface for maintaining credit card pre-authorization amounts in offer code tool.	S	Anita
3.3.6	10.7.1	Intranet - Billing	Implement web interface for maintaining authorized arrears.	S	Anita
3.5	10.8.1	Intranet - Email Comm	Implement web interface to modify email bill templates	L	Anita

Review for Inclusion

Biz Spec Section	Tech Task Set	System	Description	Size	Resource
3.6.2		Billing	Verify billing system does not automatically refund periodic fee to credit card upon cancellation.	?	Jose
3.6.3		Billing	Verify billing system does not utilize gift credit to cover overdue charges and does not refund credit cards any portion of a gift credit.	?	Jose

Technical Requirements

This chapter describes the technical requirements of the Web Channel Billing project.

This chapter will reference the following documents

- Web Channel Billing: Business Specifications, v1.9,
- Feedback on Web Channel Billing Specs,
- Billing Project: Marketing Roll-Out Dependencies, v1.1

Technical Requirements Review

This section provides a table of the technical requirements for each task set. Tasks sets are divided into the following parts.

- Outbound Billable Failed Faxes
- Rate and Website Change
- Add Encrypted Auto-Login to Decline Emails
- Pre-Pay model for Inbound Usage Charges
- Pre-Authorization and Declines
- CC Updates in Member Sites
- Usage Balance
- Email Bill
- Web Channel Invoice Customers
- Billing System Internal Tools

Rate and Website Change

Technical Task Set: 2.2.1

Implementation	<ul style="list-style-type: none"> HTML layout changes Design new asp page Implement COM on 2 pages Copy changes on 5 pages 			
Code Affected	<p>HTML on the following pages:</p> <ul style="list-style-type: none"> <p>HTML and ASP on:</p> <ul style="list-style-type: none"> <p>New page with HTML and ASP:</p> <ul style="list-style-type: none"> 			
Dependencies	ASP code on both pricing.asp pages needs webdata.dll component installed, and any related backend work (i.e. tables created, populate the database, etc...)			
Additional Tasks	The new _____ page will require some coordination with marketing to ensure copy and layout meet marketing objectives.			
Testing Procedures	<ul style="list-style-type: none"> Verify copy meets spec on all pages. Verify that items selected from dropdown on the pricing.asp pages correctly update the price for faxing on that page. 			
Additional Information		<table border="1"> <tr> <td>Estimated Time</td> <td>2 days</td> </tr> </table>	Estimated Time	2 days
Estimated Time	2 days			

Technical Task Set: 2.2.2

Implementation	<ul style="list-style-type: none"> HTML layout changes Design new asp page Implement COM on 2 pages Copy changes on 5 pages 			
Code Affected	<p>HTML on the following pages:</p> <ul style="list-style-type: none"> <p>HTML and ASP on:</p> <ul style="list-style-type: none"> <p>New page with HTML and ASP:</p> <ul style="list-style-type: none"> 			
Dependencies	ASP code on both pricing.asp pages needs webdata.dll component installed, and any related backend work (i.e. tables created, populate the database, etc...)			
Additional Tasks	The new _____ page will require some coordination with marketing to ensure copy and layout meet marketing objectives.			
Testing Procedures	<ul style="list-style-type: none"> Verify copy meets spec on all pages. Verify that items selected from dropdown on the pricing.asp pages correctly update the price for faxing on that page. 			
Additional Information		<table border="1"> <tr> <td>Estimated Time</td> <td>2 days</td> </tr> </table>	Estimated Time	2 days
Estimated Time	2 days			

Add Encrypted Auto-Login to Decline Emails

Technical Task Set: 3.7.1

Implementation	<ol style="list-style-type: none"> Add new cancel codes INSERT into isppower.ispinfoitem (infoitemkey,infocode, sequence, description, custserv_display) values (\$infoitemkey,'CANCEL',\$sequence_integer,\$closure_code','\$display_boolean') Where: \$infoitemkey - unique sequential integer \$sequence_integer - describes the sequence of records when viewed through CustomerService application \$closure_code - Visible closure code text \$display_boolean [Y/N]: Enables visibility of code in CustomerService application Disable cancel codes not listed UPDATE isppower.ispinfoitem set custserv_display = 'N' where infoitemkey = \$infoitemkey
Code Affected	Changes to records in isppower.ispinfoitem
Dependencies	
Additional Tasks	
Testing Procedures	<ol style="list-style-type: none"> Restart ISPPower-CloseCustomer application Select or create a test account (paying status irrelevant) View list in INFO tab / WHY DID YOU CANCEL THIS SERVICE drop-down list Select option from drop down list and save Restart CustomerService Re-open test account Review drop-down selection and ensure previous choice is still selected
Additional Information	Report information can be obtained in table: isppower.ispinforesponse by using INFOCODE: CANCEL
Estimated Time	30 min.

Technical Task Set: 3.7.2

Implementation	<ol style="list-style-type: none"> Add new cancel codes INSERT into isppower.ispcancelreason (cancelcode,description,custserv_display) values (\$cancel_code,\$closure_code,\$display_boolean) Where: \$cancel_code - unique sequential character (preferably interger) \$closure_code - Visible closure code text \$display_boolean [Y/N]: Enables visibility of code in CustomerService application Disable cancel codes not listed UPDATE isppower.ispcancelreason set custserv_display = 'N' where cancelcode = \$cancel_code 			
Code Affected	Changes to records in isppower.ispcancelreason			
Dependencies				
Additional Tasks				
Testing Procedures	<ol style="list-style-type: none"> Restart ISPPower-CloseCustomer application Select or create a test account (paying status irrelevant) Select SERVICES tab Select active service Select CLOSE button Choose YES when asked if you wish to close the service Review list from CANCEL SERVICE dialog form Make a selection and click OK Review choice selection in isppower.ispservice.cancelcode Value in this field should match isppower.ispcancelreason.cancelcode 			
Additional Information	Report information can be obtained in table: isppower.ispinforense by using INFOCODE: CANCEL	<table border="1"> <tr> <td data-bbox="1198 1018 1333 1077">Estimated Time</td> <td data-bbox="1333 1018 1429 1077">30 min.</td> </tr> </table>	Estimated Time	30 min.
Estimated Time	30 min.			

Pre-Pay model for Inbound Usage Charges

Pre-Authorization and Declines

CC Updates in Member Sites

Usage Balance

Email Bill

Web Channel Invoice Customers

Billing System Internal Tools