Platform Update Release Notes

Version 3.10

2015-09-23

Contents

Overview

cleverbridge announces platform release 3.10, which introduces the possibility to switch the affiliate fee to Yes or No in the Commerce Assistance if the affiliate commission is 0%.

You can now import products with CLP, ARS and PHP as currency to avoid adding prices manually.

Improvements were made to reporting, e.g. added information to the subscription events for better reporting about product changes.

Compliance to tax regulations in South Korea.

The following enhancements were made for the Brazilian market:

- PagBrasil is now supported as provider for Boleto Bancario payments.
- Enhancements were made for different installment plans when paying with Brazilian credit cards.
- As a customer you can choose an installment plan when choosing credit cards on the change payment page.

For more information about any of the new features and enhancements in release 3.10, contact your cleverbridge client manager.

Charging an affiliate fee

You can charge an affiliate fee if you have set your affiliate commission to 0%. The clearing statement for you as client shows the fee that cleverbridge receives for the completed purchase. To check or test, follow the steps below:

1. Select a product where the affiliate commission is set to 0%. You can do that in **Channel Management**, **Commission Configurations**.

2. Create a transaction for the selected product and affiliate. Under **Products & Delivery**, **Products**, enter a product ID in the filter. Right click the row for the selected product. Select **Open Sample Link in Browser**, **Checkout Process**. A browser window opens. Add &affiliate={affiliate id} at the end of the browser URL, then press ENTER.

3. Generate a test clearing document. Go to **Reporting**, **Generate Client Clearing Document**. Enter **Valid from** and **Valid to** dates to complete the test purchase. Click **Test Only**, **Generate**. The clearing document is generated.

In the clearing report under **Details**, **Purchase ID**, **Marketing Fee**, you can see the fee that cleverbridge receives for the completed purchase.

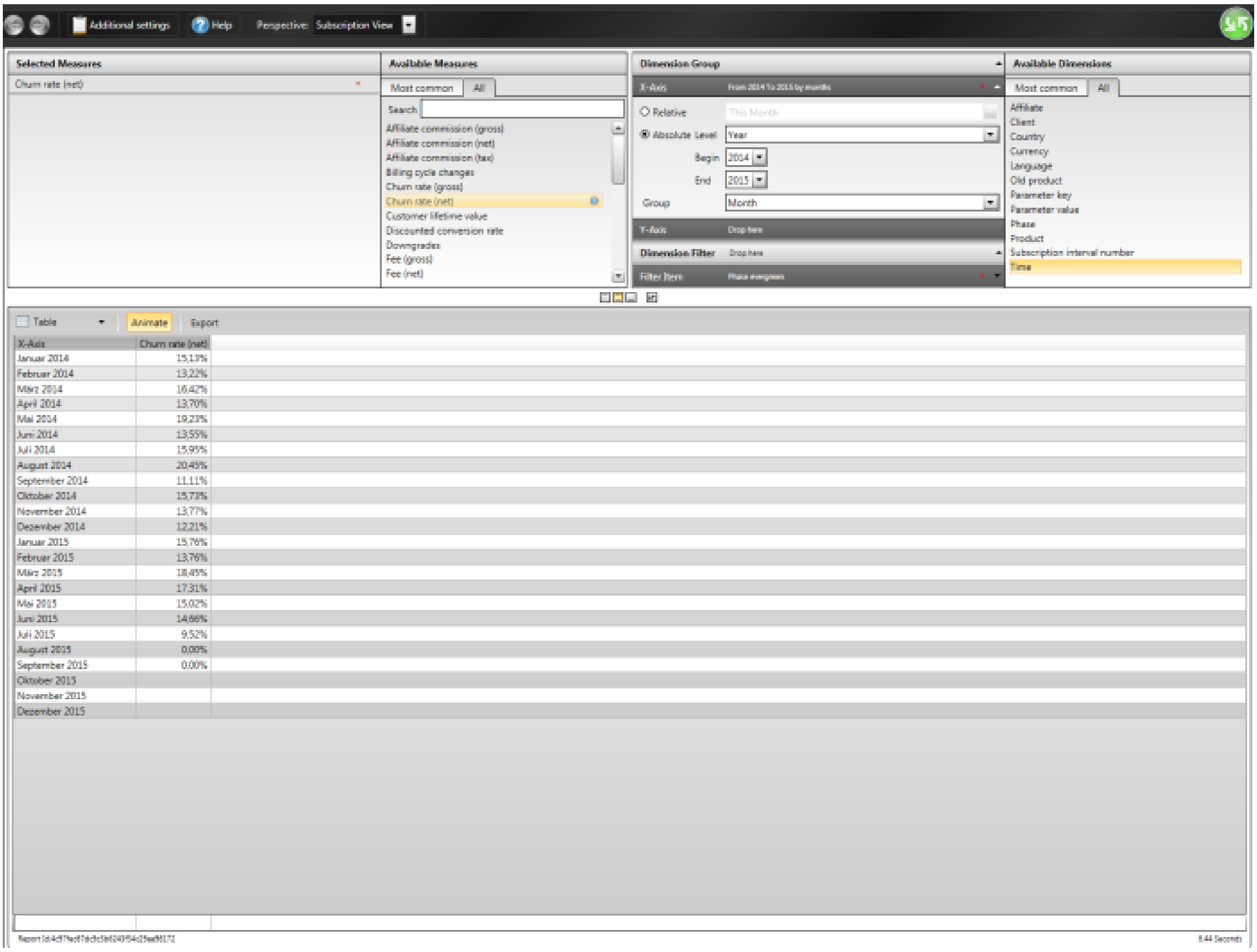
Business Intelligence (BI) Churn Rate Report

You can create a churn rate report. The churn rate is the amount of customers or subscribers who canceled your service.

1. Log in to BI using your Client ID. For example, your Client ID is 5.

2. Switch to the **Subscription View** Alternatively, press CTRL+S. In the **Available Measures** section, you find **Churn rate (gross)** and **Churn rate (net)**. Choose **Churn rate (net)**. In the **Available Dimensions** sections, select **Time** and drop this dimension into the **Dimension Group** for X-axis.

3. Click the Refresh button in the upper right corner to run the report. The report is created for a fixed time span and grouped by month. The Report ID is displayed at the bottom of the BI window.



Business Intelligence (BI) Displaying the Report ID in the Report Result Viewer

You can display the Report ID in the Report Result Viewer.

1. Log in to BI using your Client ID. For example, your Client ID is 5.

2. From the **Perspective** drop-down list, switch to **Subscription View**, select measures, then select **Country** as dimension and drag it into the **Dimension Group**. Click the Refresh button in the upper right corner to run the report. The Report ID is displayed at the bottom of the BI window.

If there are no results, then a dialog is displayed including the Report ID.