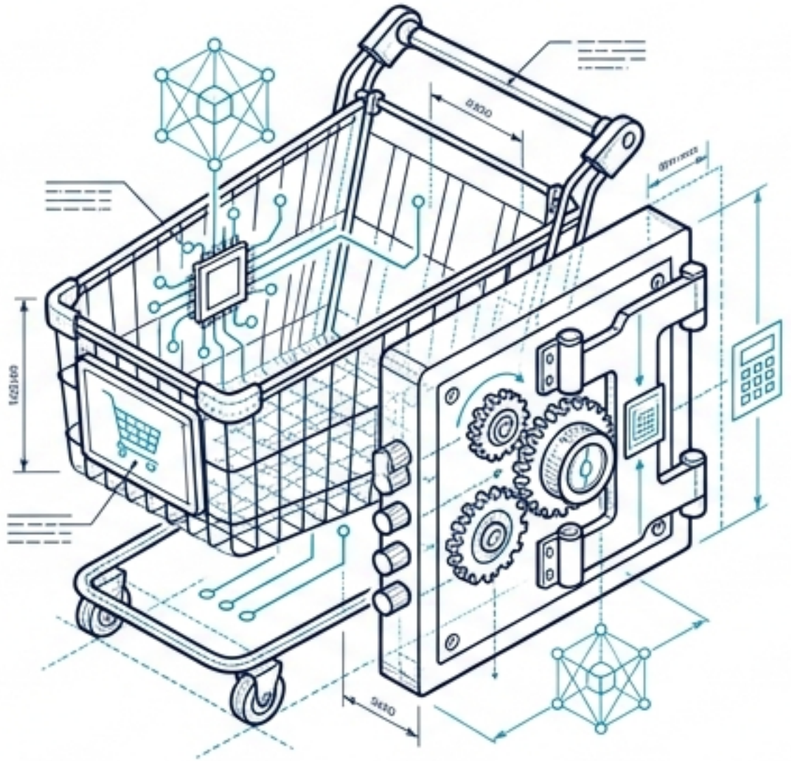


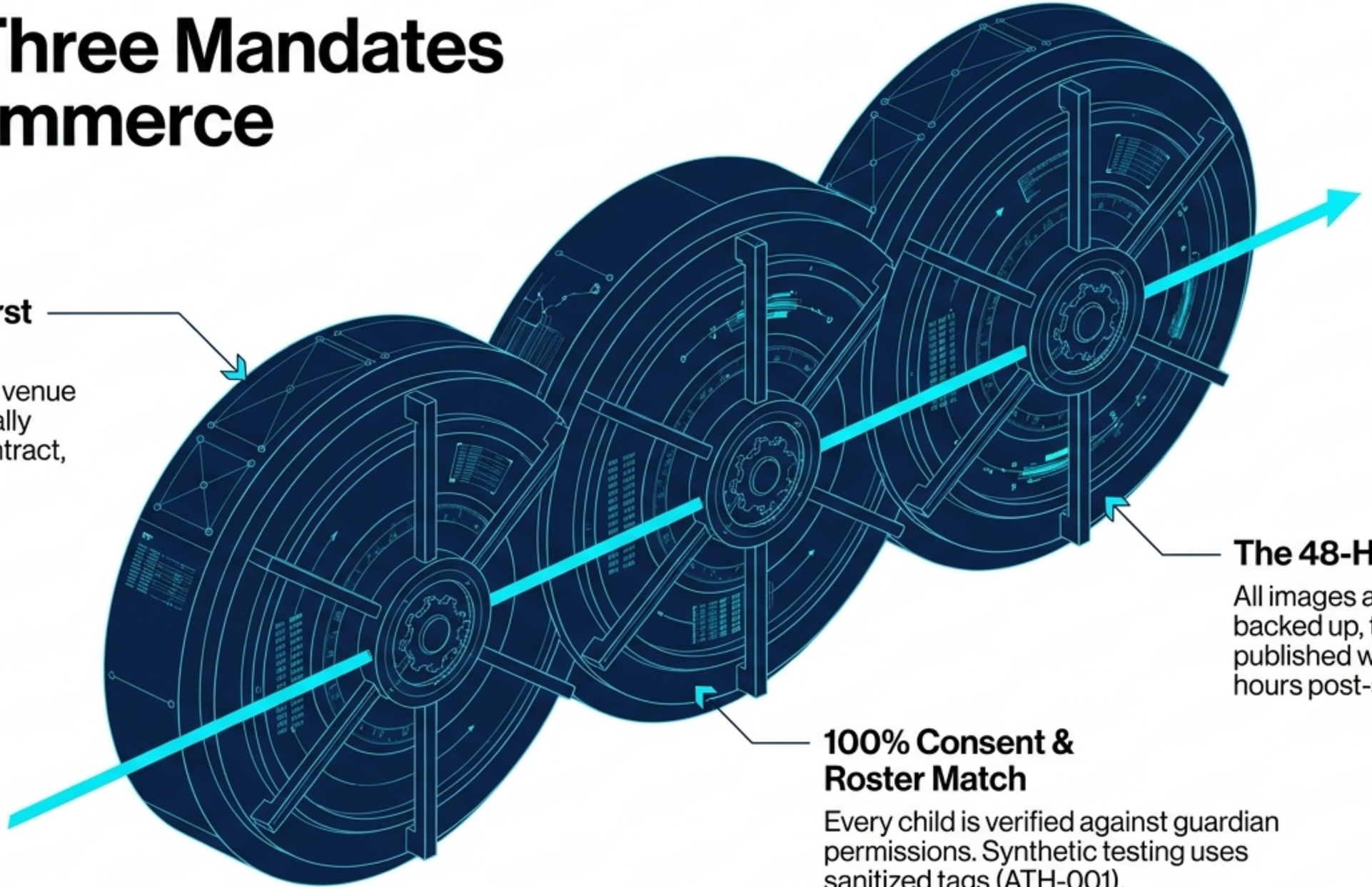
Module 13: Packages, E-Commerce, Fulfilllment & Support

Days 91-97: The Commerce Blueprint

Sports Media Inc. Academy

Gemini Notebook

The Three Mandates of Commerce



Contract-First Authority

Exclusivity and venue access are legally verified. No contract, no cameras.

The 48-Hour SLA

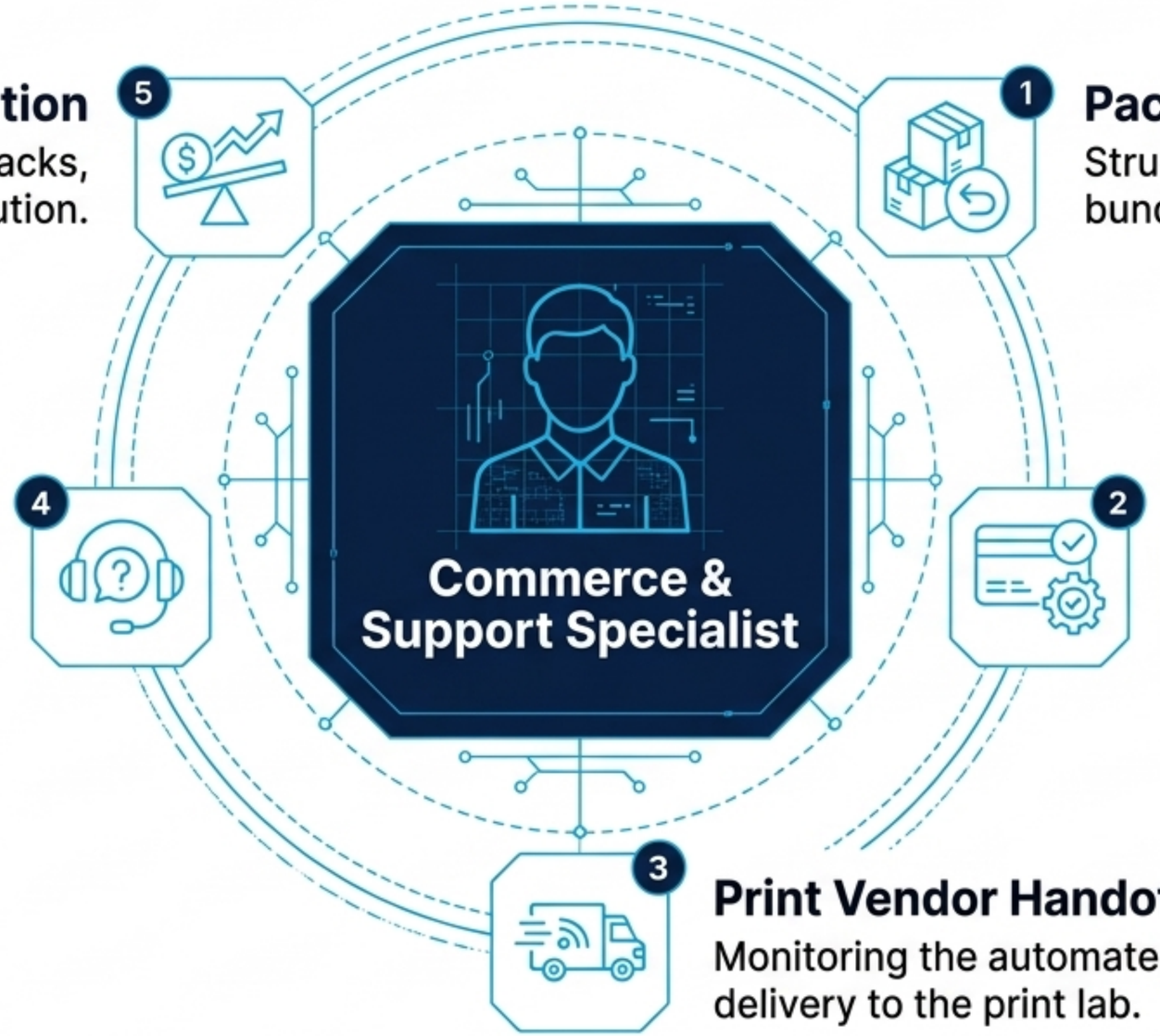
All images are ingested, backed up, tagged, and published within 48 hours post-shoot.

100% Consent & Roster Match

Every child is verified against guardian permissions. Synthetic testing uses sanitized tags (ATH-001).

Gemini Notebook

Your Operational Footprint



1 Package Configuration
Structuring digital and print bundles for local markets.

2 Checkout QA
Ensuring taxes, discounts, and payment gateways function correctly.

3 Print Vendor Handoff
Monitoring the automated payload delivery to the print lab.

4 Parent Support
Triaging routine inquiries, delays, and platform access issues.

5 Financial Reconciliation
Auditing refunds, chargebacks, and photographer attribution.

Gemini Notebook

Package Bundling Architecture

Note: These are historical baseline examples for training validation. Subject to local market adjustments.

Card 1

Digital Basics

$29

Core digital downloads.
Low friction, instant delivery.

Card 2

Print + Digital Core

$49

The anchor product.
Combines instant gratification with physical keepsakes.

Card 3

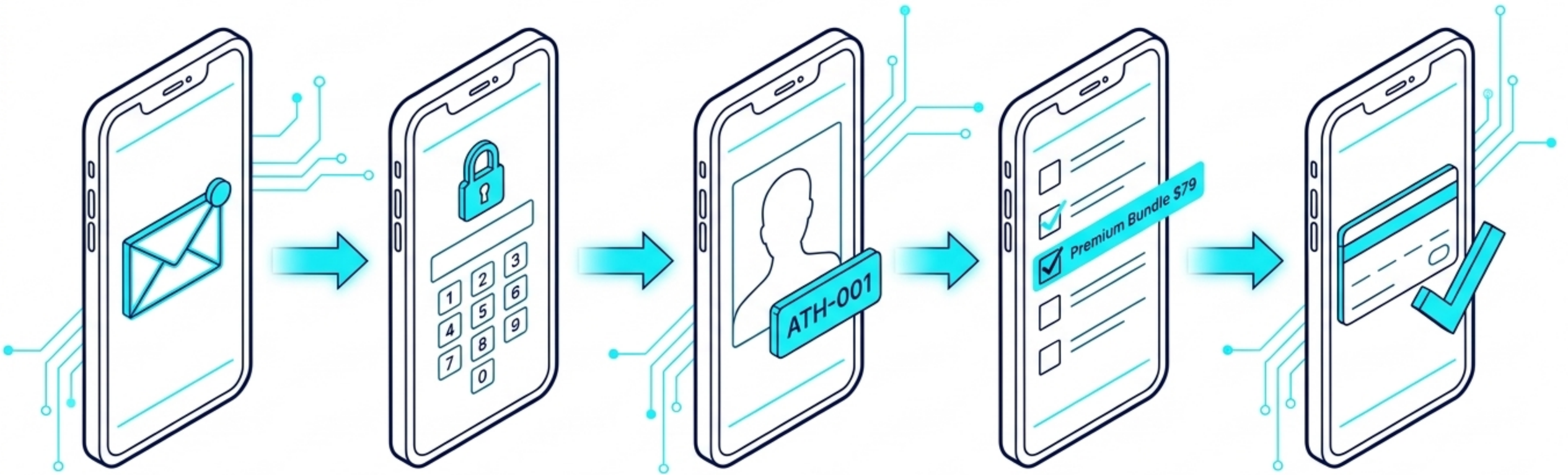
Premium Bundle

$79

High-margin comprehensive package. Includes specialty prints, multi-pose digital access, and priority routing.

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The Frictionless Buyer Journey



Notification

Secure email link dispatched to verified guardian.

Verification

2FA or explicit secure login protocol.

Secure Gallery

Watermarked proofs displayed.

Configuration

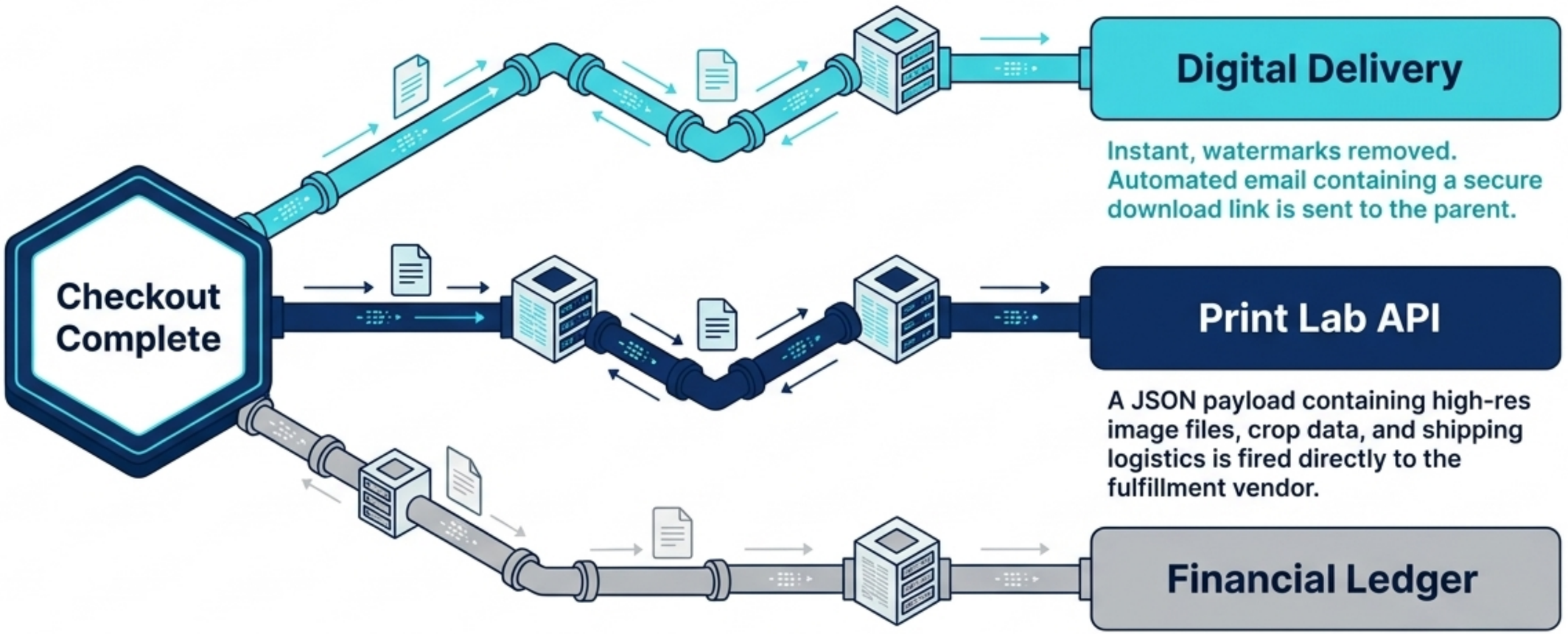
Parent selects the $79 Premium Bundle.

Checkout

Tax applied, secure payment gateway processes funds.

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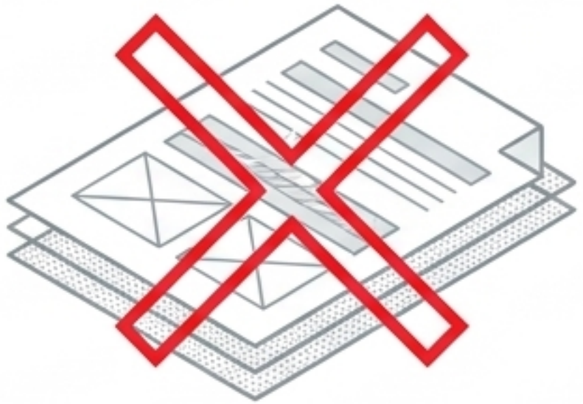
API Routing & Fulfillment Engine



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Demystifying Photographer Compensation

Legacy Model



Critical Correction

Legacy internship materials referencing a 10% commission model are null and void. Do not reference outdated compensation tiers.



The Rule

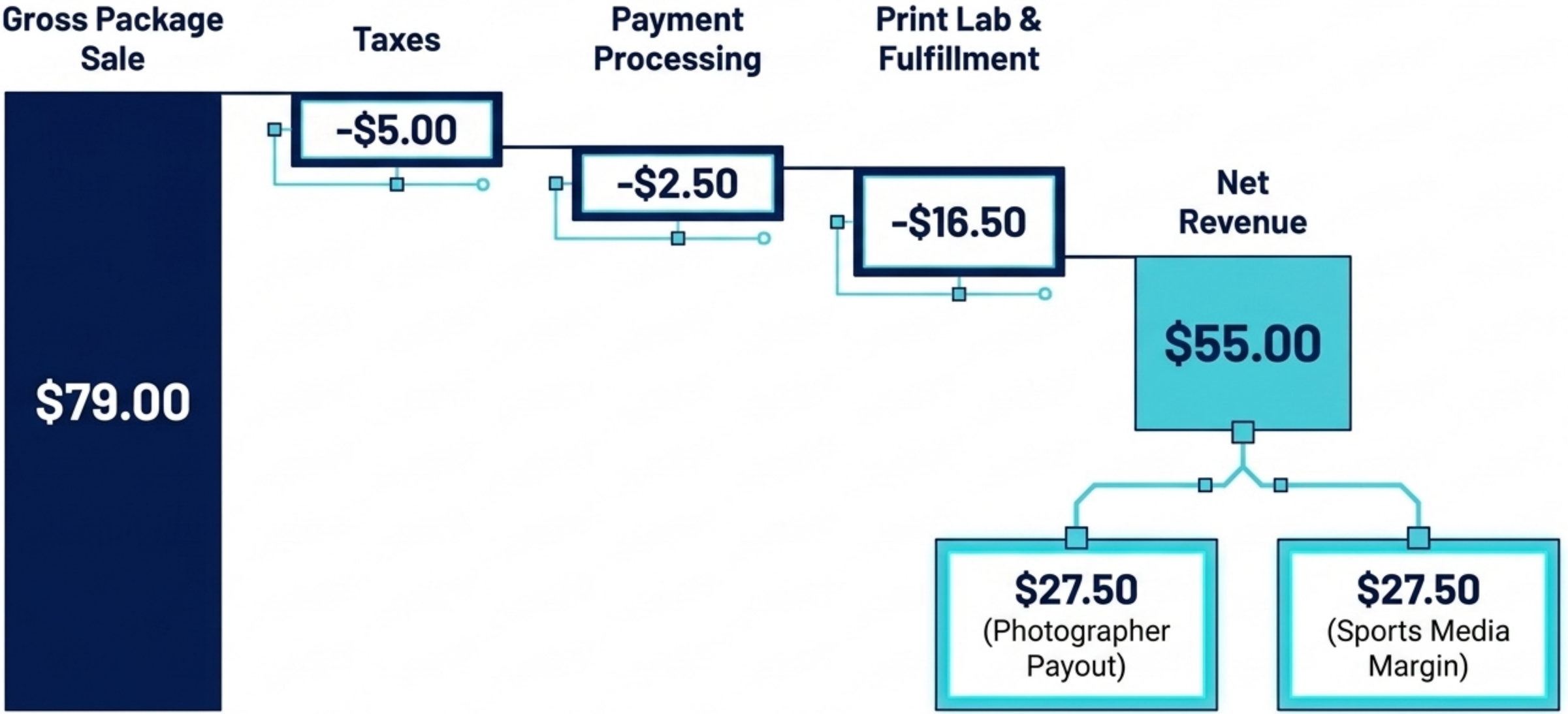
Contracted photographers earn 50% of the Net Revenue attributable to their specific gallery assignment.

Entity Protocol

The executing contracting entity is strictly Sports Media Inc. (Do not use TV or Dakdan aliases).

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The 50% Net Reality (Illustrative Simulation)



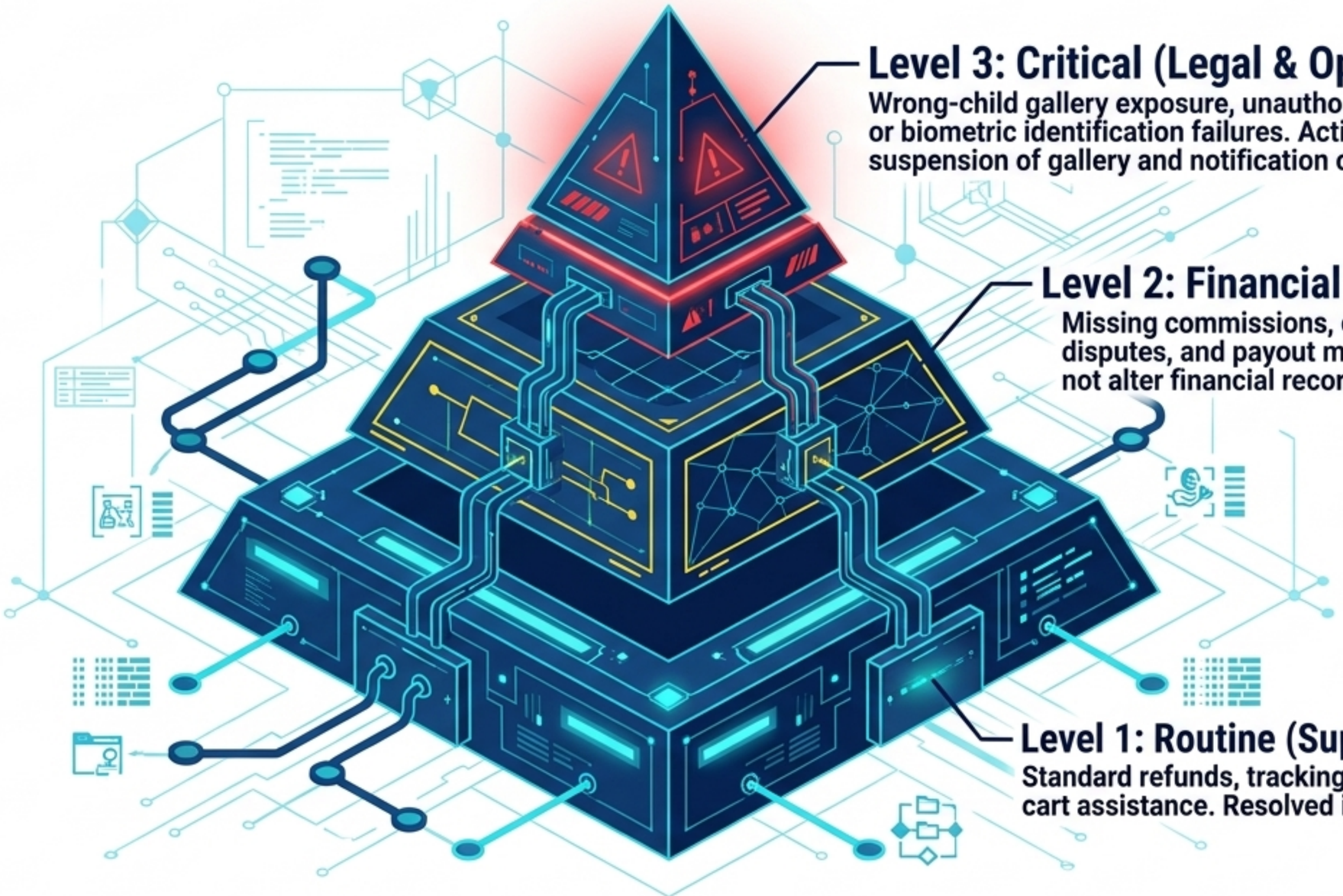
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Customer Inquiry Triage Matrix

Inquiry Type	Triage Step	Resolution Authority
Shipping Delay / Tracking Request	Query Print Lab API via order ID.	Support Specialist
Digital Download Error / Refund Request	Verify payment capture; issue fresh link or process standard refund.	Support Specialist
Wrong Child in Gallery / Privacy Breach	Immediate gallery suspension.	Operations / Legal Escalation

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The Escalation Architecture



Level 3: Critical (Legal & Ops)

Wrong-child gallery exposure, unauthorized image use, or biometric identification failures. Action: Immediate suspension of gallery and notification of leadership.

Level 2: Financial (Finance & Ops)

Missing commissions, order attribution disputes, and payout miscalculations. Do not alter financial records manually.

Level 1: Routine (Support Specialist)

Standard refunds, tracking updates, and basic cart assistance. Resolved in-platform.

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The Applied Practicum

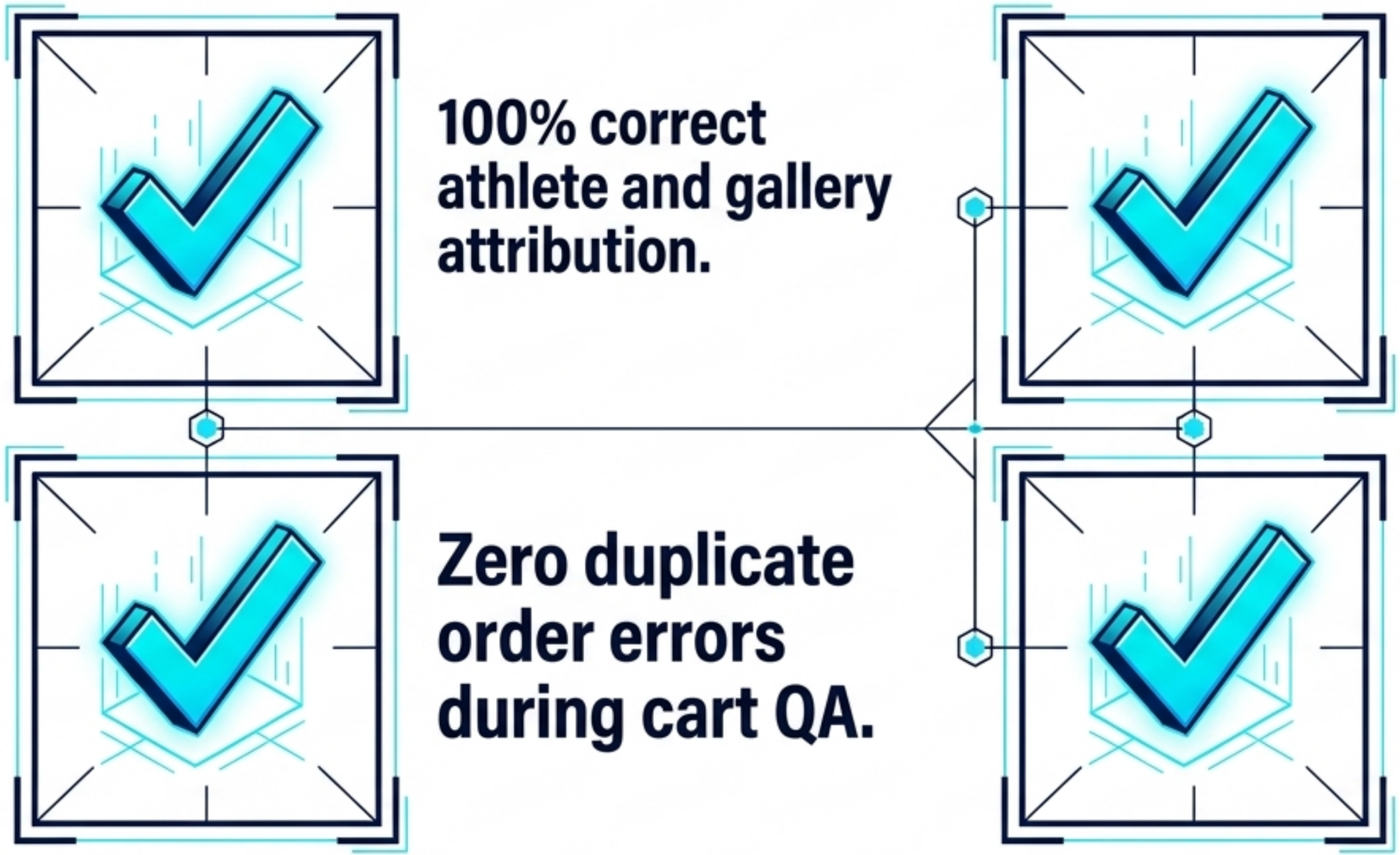
The Mission: Execute a synthetic end-to-end buyer journey **without relying on a single piece of live parent or child data.**

- **Phase A:** Configure mock bundles ($29, $49, $79).
- **Phase B:** Act as parent buyer (test cart, tax, and discount mechanics).
- **Phase C:** Track API fulfillment payload.
- **Phase D:** Simulate a parent refund and accurately map remaining net revenue to the source photographer.



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Certification Criteria (Zero-Tolerance)



100% correct athlete and gallery attribution.

Zero unauthorized images exposed during synthetic testing.

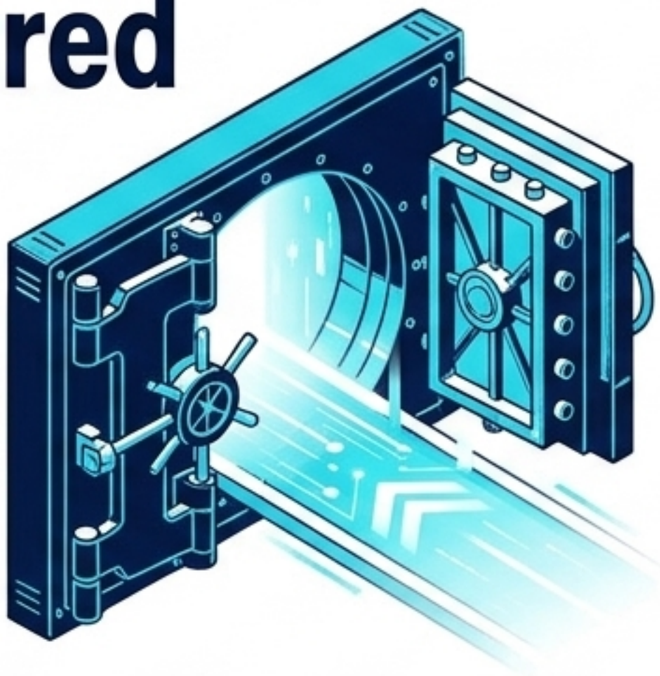
Zero duplicate order errors during cart QA.

100% accurate arithmetic on the 50% Net Revenue payout simulation.

Note: Failure on any single point requires an immediate reset of the practical station.

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Stage Gate Cleared



Validation

By passing the synthetic practicum, you have proven competence in e-commerce mechanics, financial attribution, and privacy safeguarding.

Next Module

Day 98 unlocks CRM, League Communications, Campaigns, and Analytics.

Final Reminder

No live parent data is ever used in this sandbox. Protect the child, follow the dollar.

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