

ADVANCE.A

/ Document finalized on Mar 2026: For External Use

ADVANCE.AI

Customer portal user guide

OFFICIAL ACCOUNT

Version 3



One journey. One partner.

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04

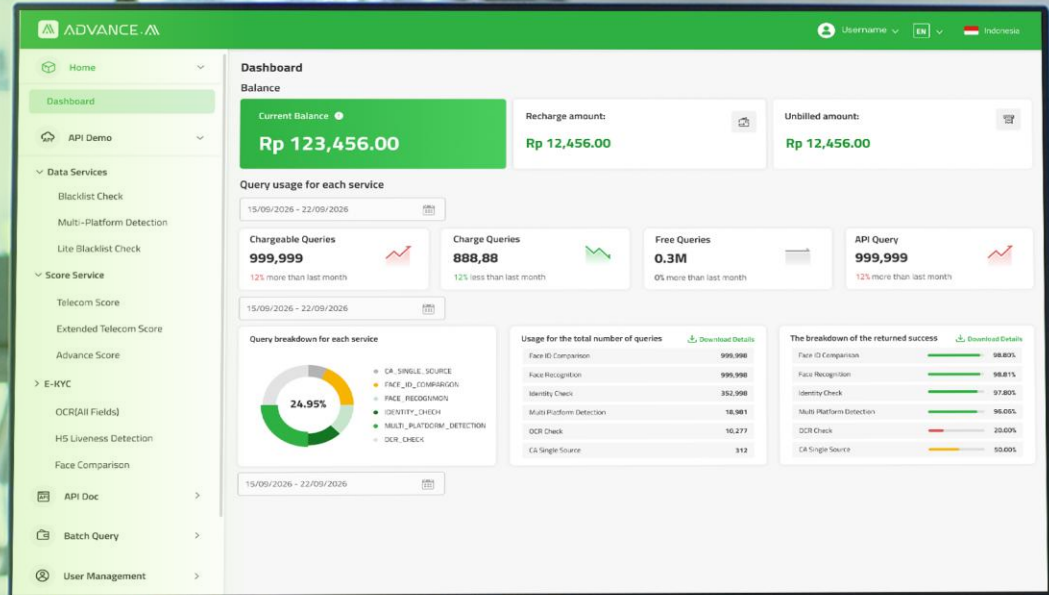
FAQ



Brief Introduction

What is ADVANCE.AI Customer Portal?

Web based portal that provides clients with comprehensive tools to manage and analyze the services interactions and account setting.



ADVANCE.AI Customer Portal Capabilities

“Empowering customers with full visibility and control over their account, usage, and integrations.”



Usage Monitoring & Export

Track usage trends, view analytics, and export reports.



Product Demos & Batch Queries

Access demo products or submit batch queries.



API Docs Database

Explore API documentation and integration guides.



Invoices & AR Record

Review invoices, payments, and account receivables.



AMC Monitoring

Monitor Annual Maintenance Contracts and renewals.



User Management

Manage user roles, access, and permissions.













Profile Update

Edit company and user information.

Getting Around Your Portal

“Learn what each menu offers and how to use them effectively”

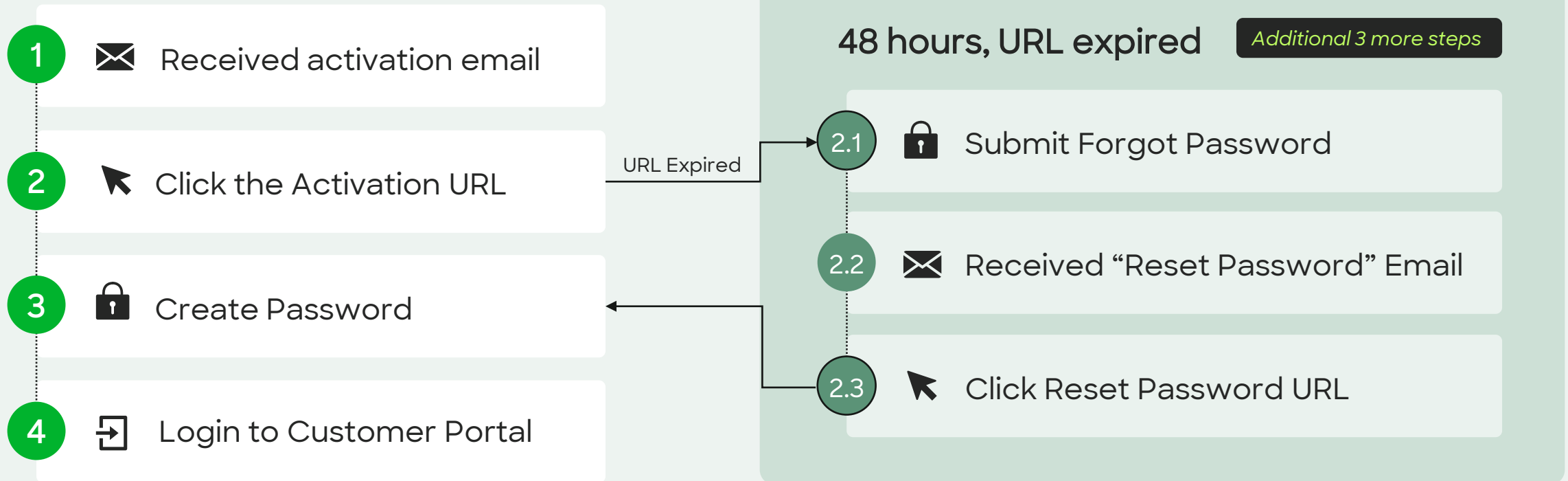
 Dashboard	 API Demo	 API Doc	 Batch Query	 Usage Report
Get a visual overview of your last 7 days of activity.	Access interactive demos to test API capabilities.	Find subscribed services' API documentation and integration guides.	Submit and manage bulk data query requests efficiently.	Track and export product usage statistics and trends into editable file.
 Billing	 Account	 Profile	 Operation Log	 Setting
View invoices, transaction history, AR details, AMC history.	Manage sub-account user roles, access rights, and liveness SDK Keys	Update organization and contact person information.	Review customer portal activities and user action history.	Reset customer portal password.

Getting Started

Customer Portal Activation Journey

Default Activation Flow

In 4 simple steps



Customer Portal Activation Journey

Default Activation Flow

Official Account for | {Company Name} 01 Sample of Activation Email

ADVANCE.AI <support@dm.advance.ai> May 27, 11:01

To: {provided account email address} a

Dear Sir/Madam,

Your official account in ADVANCE.AI has been successfully opened (username: {username} b)

Please click the following link to set initial password:

https://in.advance.ai/password-reset-authenticate?temporary_token=ITNX7U6801 02

The link is valid within 48 hours. c If it expires, please contact our Operation Team.

After setting the password, please log in to <https://in.advance.ai?country=VIETNAM>, d select [Vietnam] e to access API documents.

We will send the monthly usage and bill statement at the beginning of each month. If you have any questions, please feel free to contact us.

We shall spare no efforts in endeavoring to be of service to you.

Thank you for choosing ADVANCE.AI.

Best regards,
ADVANCE.AI

Steps

1 Received activation email

Key information within the email:

- Credential email: Account owner who will receive any reset password email.
- Username: use this for log in
- Activation link will expire with 48 hours
- ADVANCE.AI Customer Portal Log In page
- Market/Account Environment: use for log in

2 Click the URL to Activate Customer Portal Account

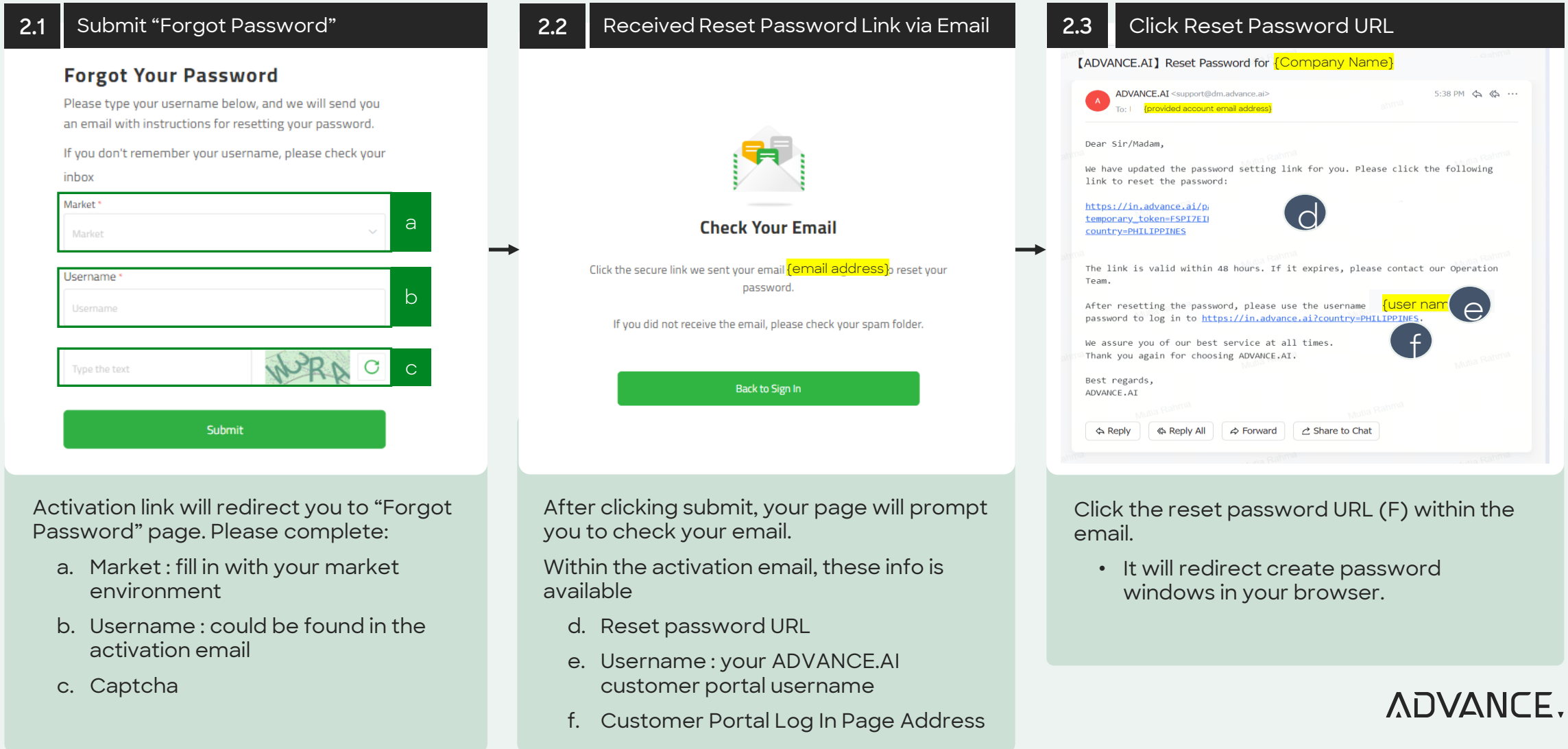
Click Activation link within the expiration period.

The link will redirect you to ADVANCE.AI Customer Portal.

Customer Portal Activation Journey

48 hours, URL expired Additional Steps

Forgot Password Page After Clicking the link after 48 Hours



Customer Portal Activation Journey

Default Activation Flow

⚠ Take Notes!

This page will appear when:

You click the activation link within 48 hours

OR

The activation link has expired (after 48 hours), and you proceed via “Reset Password”

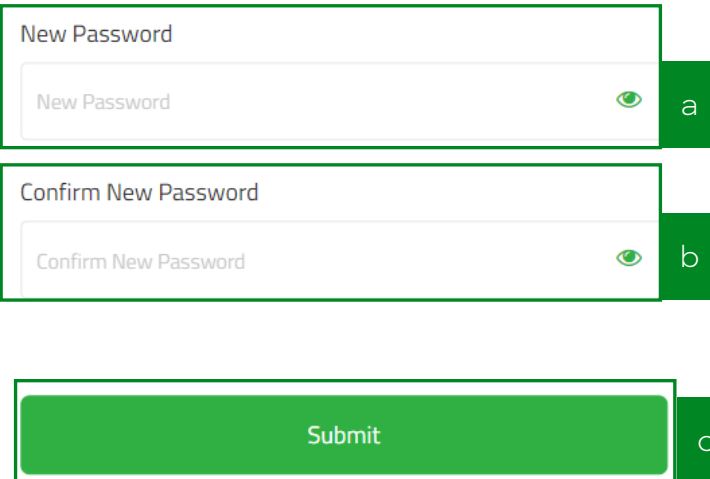
Password need to be:

- Consists of 8 to 20 Digits
- Combination of Numbers and Alphabet
- Combination of Uppercase and Lowercase

Account Activation Page After Clicking the link

Reset Your Password

Enter a new password for {username}



The form consists of three main components, each highlighted with a green border and a green label 'a', 'b', or 'c' on the right side:

- a**: A text input field labeled "New Password" with a placeholder "New Password" and a toggle eye icon.
- b**: A text input field labeled "Confirm New Password" with a placeholder "Confirm New Password" and a toggle eye icon.
- c**: A green rectangular button labeled "Submit".

3 Create Password

Two steps to create a password to your new account:

- a. Type-in your password
- b. Reconfirmed your password
- c. Click 'Submit'

Customer Portal Activation Journey

Default Activation Flow

Log-In Page to ADVANCE.AI Customer Portal



Trusted by over 1000 advanced companies



Providing digital transformation, fraud prevention, and process automation solutions for enterprise clients.

Sign in to ADVANCE.AI

Market
Indonesia

Username
{username}

Password [Forgot Password?](#)
.....

BLXR  

Sign In

[Sign up for free trial](#)

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4 Login to Customer Portal

After submitting the password, the webpage will be redirected to ADVANCE.AI Customer Portal Log-In Page.

To Log In:

- Choose your Market Environment
- Type-in your username
- Type-in your password
- Type-in your Captcha

📌 Things to Note

- After 6 incorrect password attempts, the account will be locked for 24 hours.
- During the lockout period, the password can still be reset.
- A password reset link will be sent to the user account's email address



Customer Portal URL

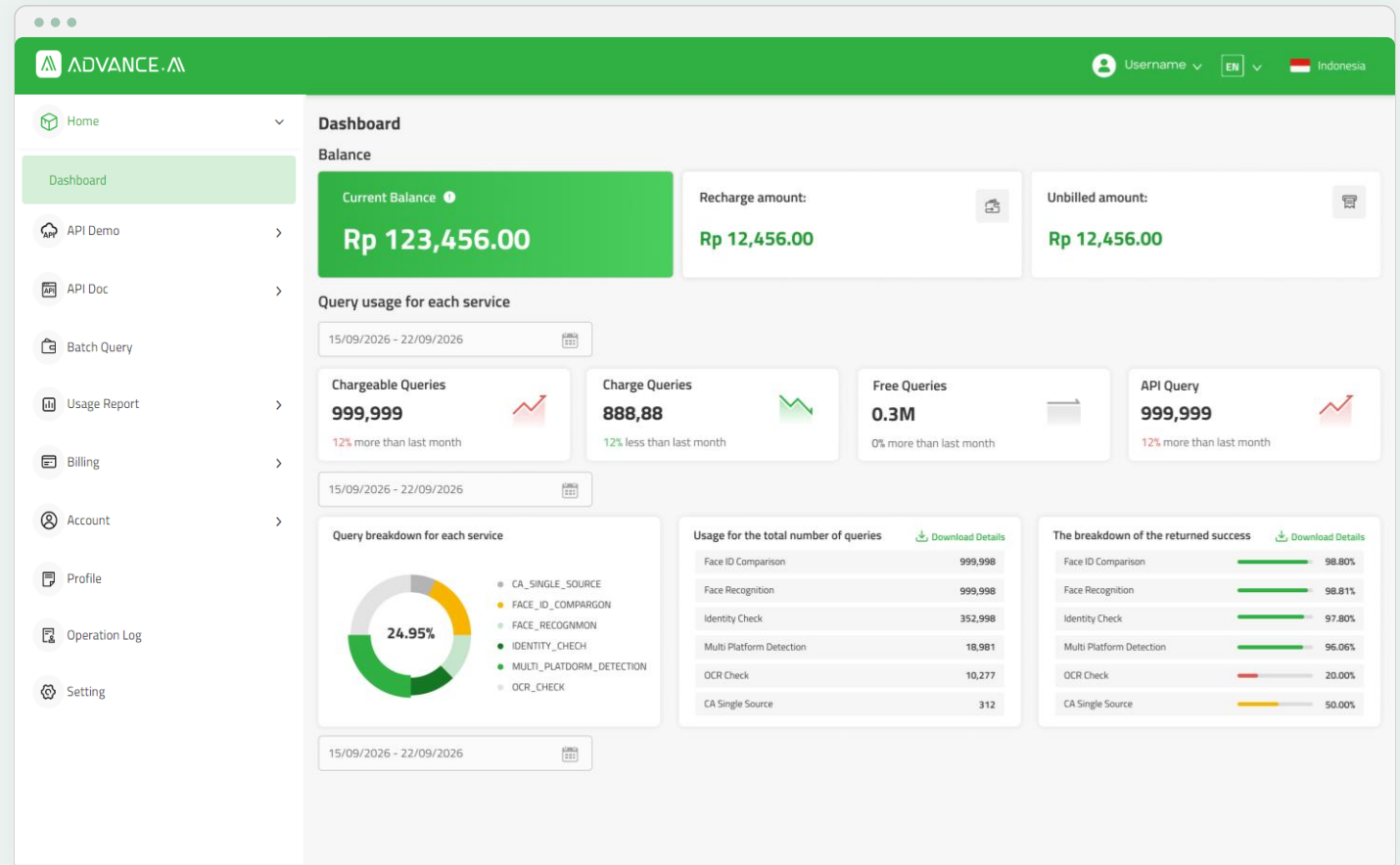
<https://in.advance.ai/login>

Customer Portal Activation Journey

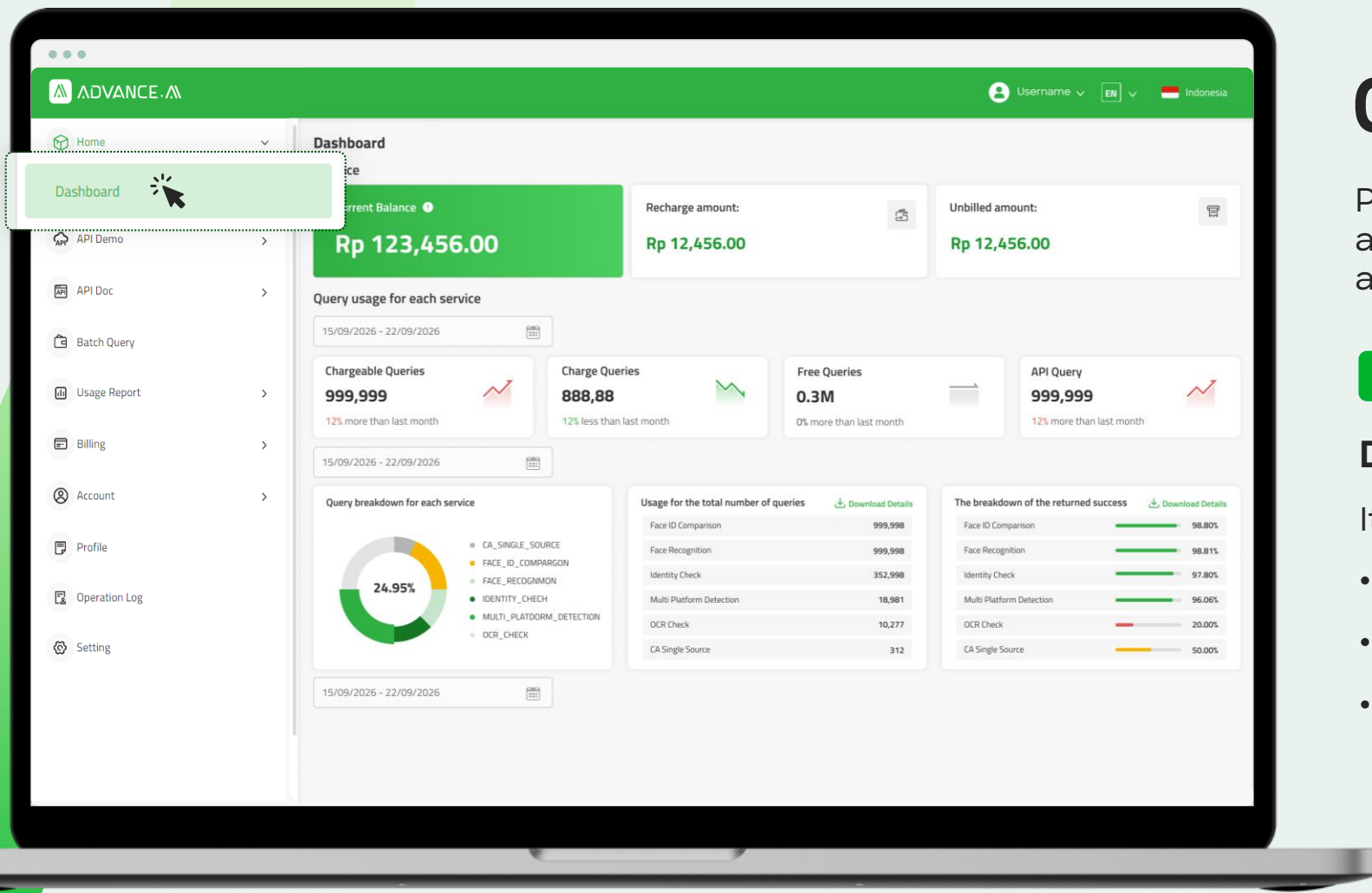
After log in you will be redirected to
**Homepage of ADVANCE.AI
Customer Portal**



Customer Portal URL
<https://in.advance.ai/login>



User Guideline



01 Home

Provides an overview of your account activity from the past 7 days through a clear and comprehensive visual view.

Submenu

Dashboard

It includes key insights such as:

- Realtime Balance
- Realtime Queries
- Service Usage Analysis

01 Home : Dashboard

Dashboard

Balance

Current Balance ⓘ

Rp 123,456.00

Recharge amount:

Rp 12,456.00



Unbilled amount:

Rp 12,456.00



Definitions

Real-time balance displays the current financial status of your account with Advance.AI:

- **Positive balance (+)**: You have available cash balance with Advance.AI.
- **Negative balance (-)**: You have outstanding receivables (AR) with Advance.AI.

Ending Balance as of
last Month

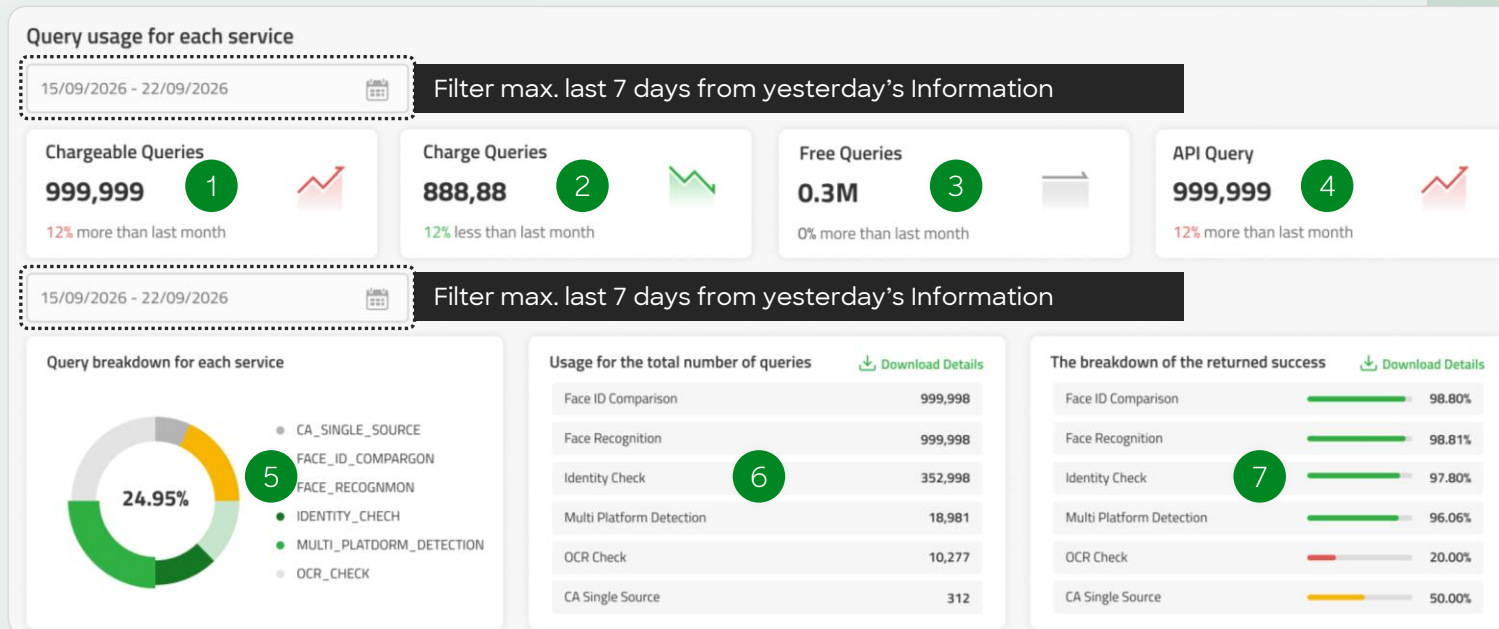
Current month usage
amount that yet to bill

01 Home : Dashboard

Dashboard Data Scope

The Dashboard displays query data based on the following conditions:

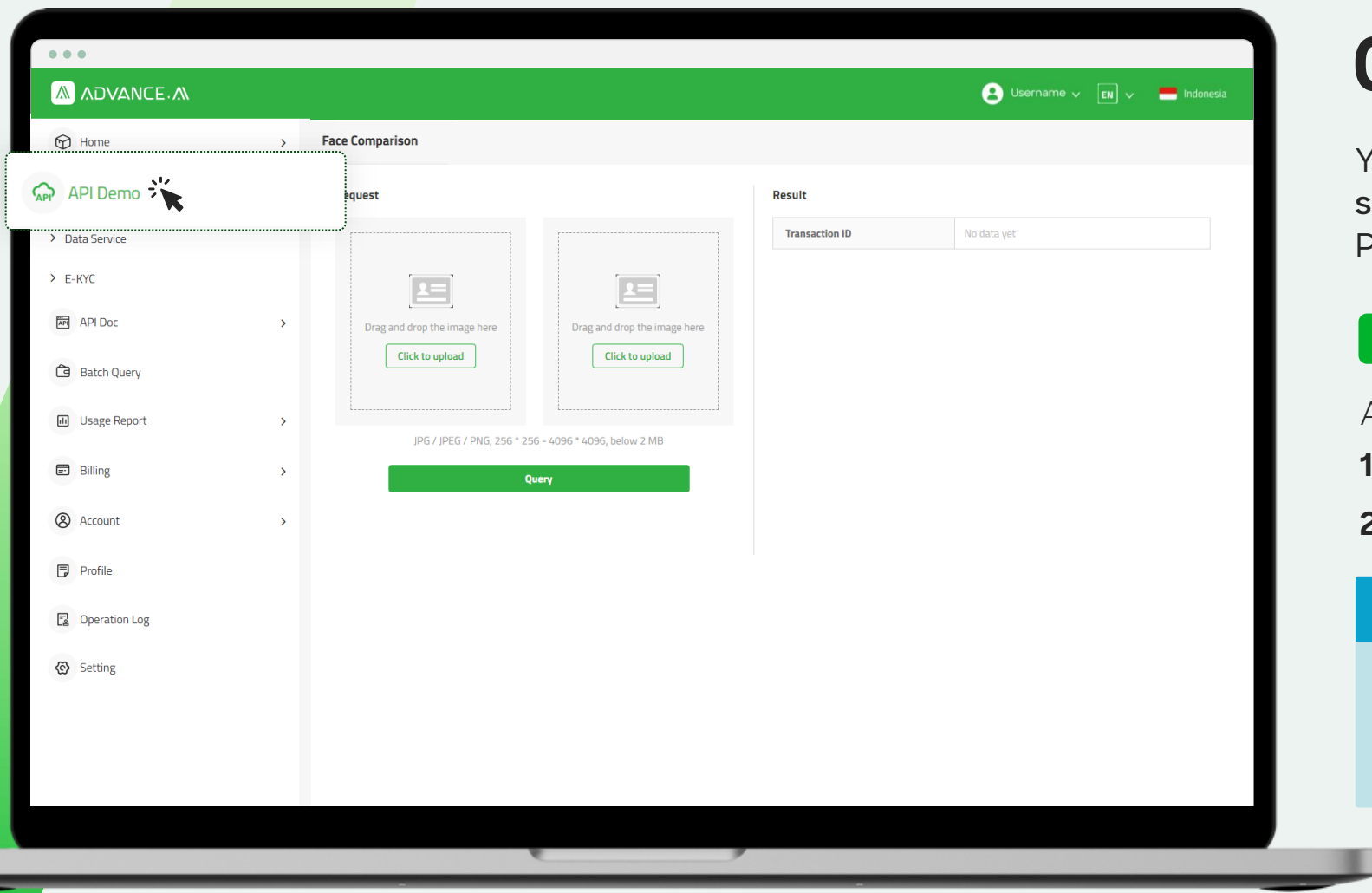
- Data delay: Up to D-1 (data updated from the previous day)
- Data range: Maximum of the last 7 days
- Cut-off time: 23:59 (GMT+8)



Terms & Definitions

- 1 Chargeable Queries**
Includes charged and free production APIs.
- 2 Charged Queries**
Successful API calls (excluding errors), counted in monthly usage and invoices.
- 3 Free Queries**
API calls returning errors, not charged.
- 4 Total Queries**
Combined count of charged and free APIs.
- 5 Query breakdown for each service**
% of API usage by service for the selected period.
- 6 Usage for the total number of queries**
Total successful API calls per service.
- 7 The breakdown of the returned success**
% of successful API returns by service.

Customer Portal URL : <https://in.advance.ai/login>



02 API Demo

You can use the API Demo feature to test selected services directly in the Customer Portal.

Submenu

Available Categories:

1. **Data Service**
2. **E-KYC**

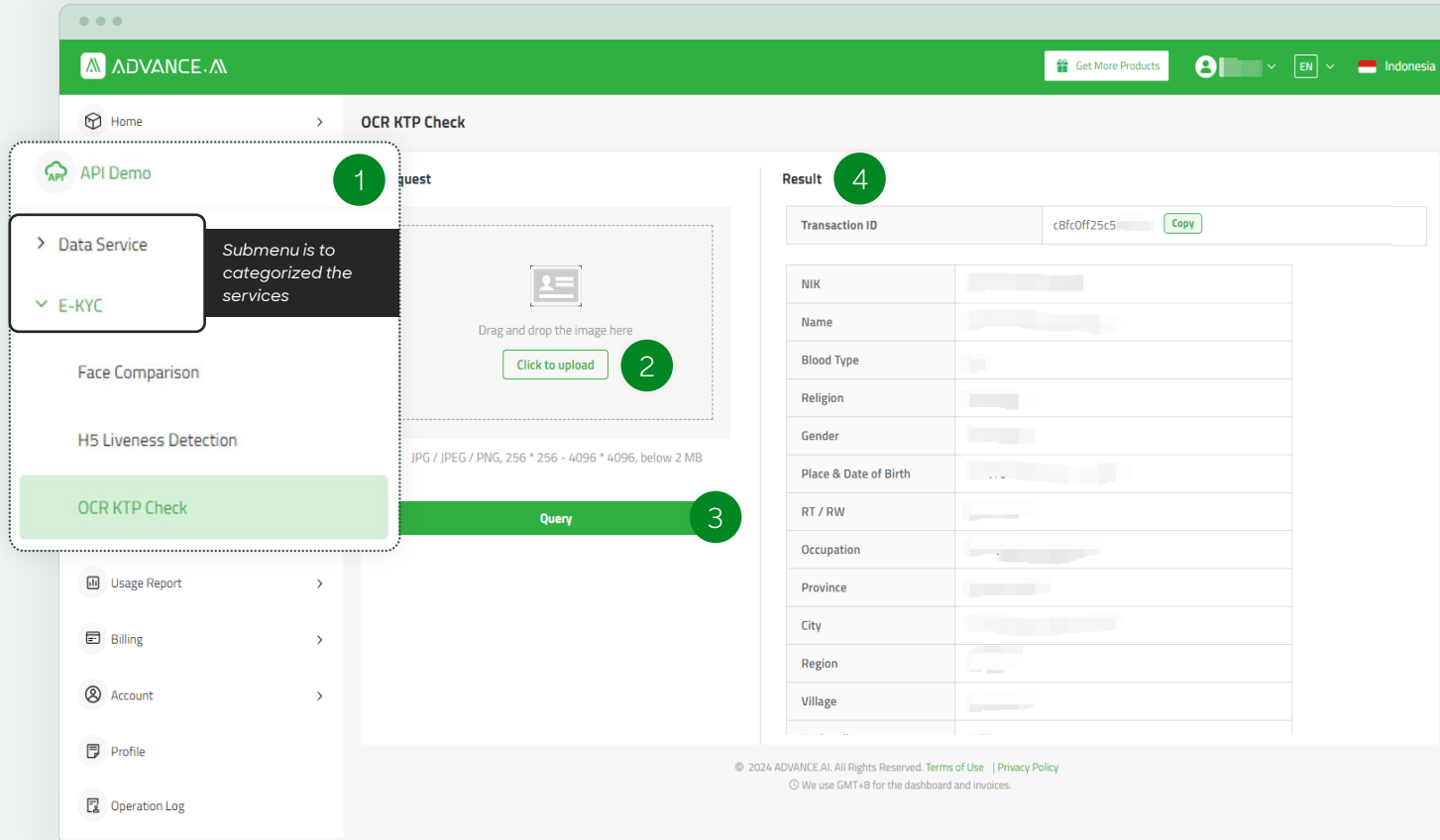
Things to Note

- Not all services are available in the Customer Portal.
- API Demo will only show your active products.

02 API Demo

 **Take Notes!**

In each account type, the successful usage of API Demo will be calculated as **charged query**.



1 API Demo

Submenu is to categorized the services

Drag and drop the image here

Click to upload **2**

JPG / JPEG / PNG, 256 * 256 - 4096 * 4096, below 2 MB

3 Query

4 Result

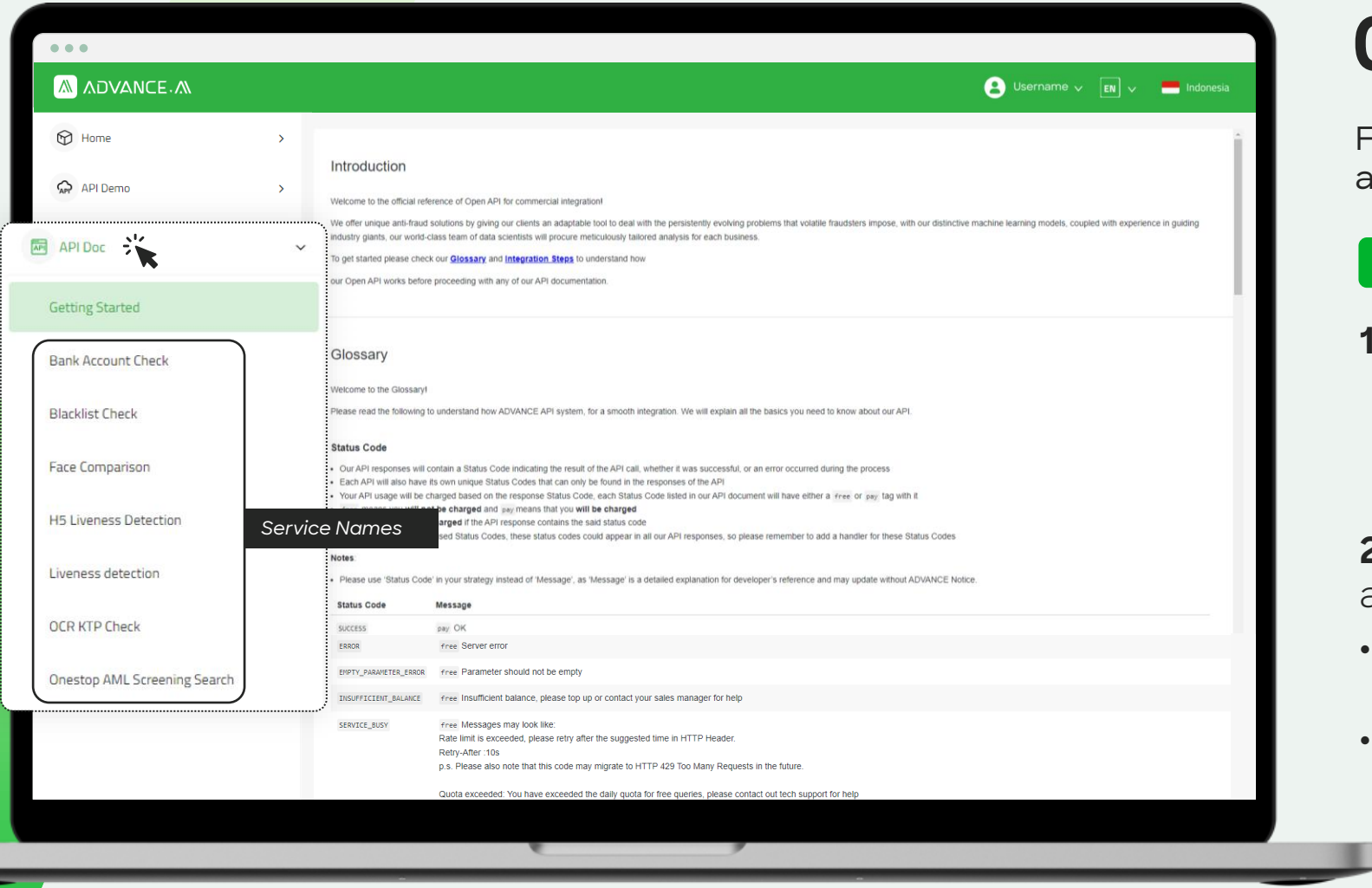
Transaction ID: c8fc0ff25c5 Copy

NIK	[REDACTED]
Name	[REDACTED]
Blood Type	[REDACTED]
Religion	[REDACTED]
Gender	[REDACTED]
Place & Date of Birth	[REDACTED]
RT / RW	[REDACTED]
Occupation	[REDACTED]
Province	[REDACTED]
City	[REDACTED]
Region	[REDACTED]
Village	[REDACTED]

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We use GMT+8 for the dashboard and invoices.

- 1** Click the service you want to test
- 2** Upload/fill in any image/info requested on screen
The prompt displayed will vary depending on the selected service
- 3** Click 'Query' or 'Start'
System will start analyzing
- 4** Result
 - After analyzing is done, result will be shown on the right side of the screen
 - On top of the 'result' section, 'transaction id' will appear

Customer Portal URL : <https://in.advance.ai/login>



03 API Doc

Find API documentation for the services that are activated on your account.

Submenu

1. Getting Started

Learn the basics of the ADVANCE.AI API, including key terms and integration steps.

2. Service Name 1, Service Name 2, and so on

- Each submenu lists the services available in your account.
- By selecting a **service name**, you can view its **API documentation** and related details.

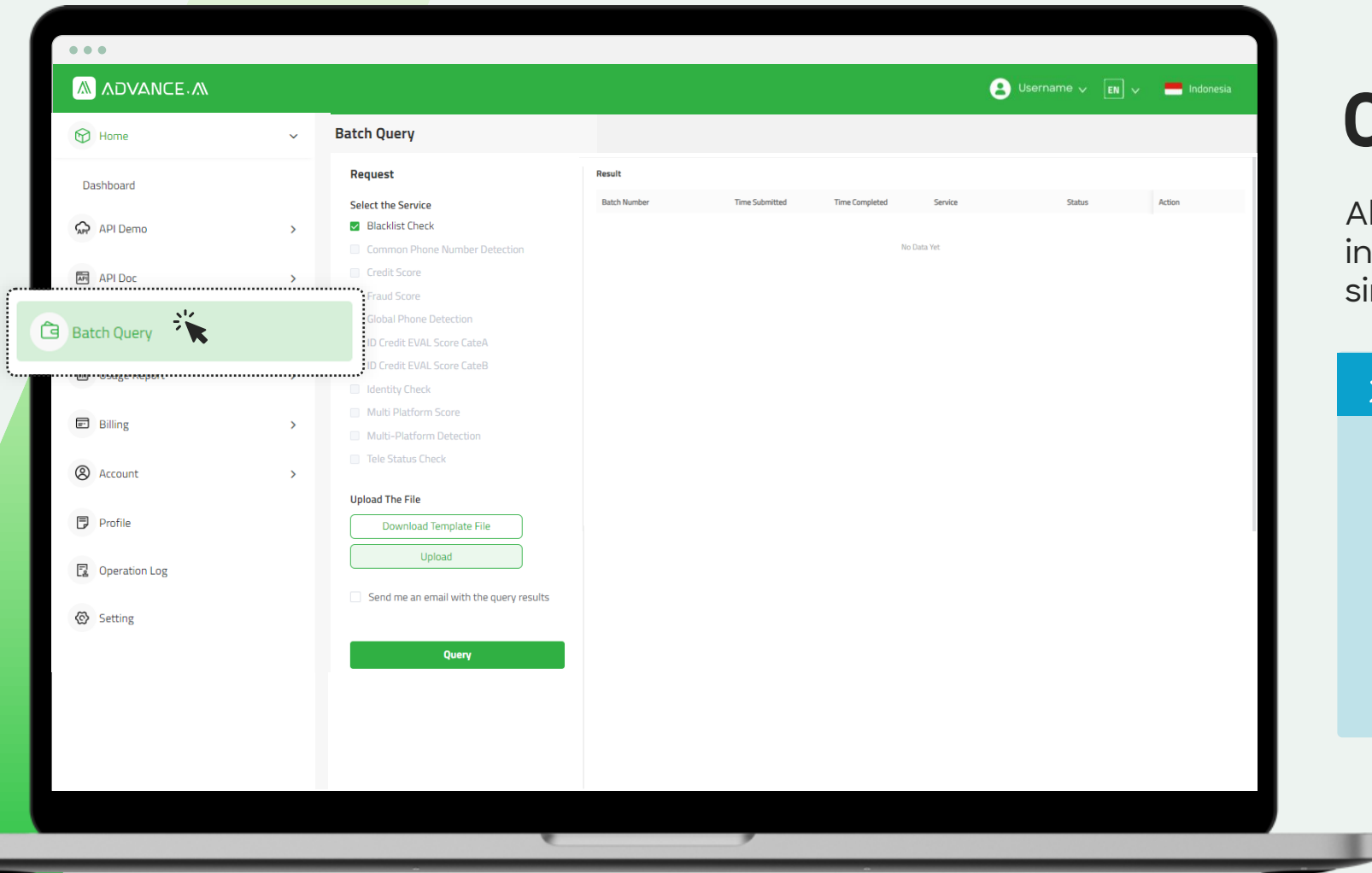
03 API Doc

The screenshot shows the ADVANCE.AI API documentation interface. The top navigation bar includes the ADVANCE.AI logo, a 'Get More Products' button, and user settings for language (EN) and location (Indonesia). The left sidebar menu is open, highlighting 'API Doc' and listing various services: Getting Started, Bank Account Check, Blacklist Check, Face Comparison, H5 Liveness Detection, Liveness detection, OCR KTP Check (highlighted), and Onestop AML Screening Search. The main content area is titled 'OCR (All Fields)' and contains a note about checking the glossary, a description of the API, the request URL, request header parameters (including X-ACCESS-TOKEN), and request parameters (including ocrImage). A 'Code Sample' section on the right shows a curl command for the API endpoint.

? Newly Added API Docs

- If a **new service** has been added to your account, please **log out and log back in** to access its **API documentation**.
- If the API documentation for an existing service is not visible, please contact our **Help Desk** or your **Sales Representative** for assistance.

Customer Portal URL : <https://in.advance.ai/login>



04 Batch Query

Allows you to perform **bulk** or **mass** queries instead of submitting them one by one, similar to the **API Demo** menu.

📌 Things to Note

- Available only for selected services.
- Batch files must be uploaded in Excel format, using the specified template for each service.
- Processing speed (QPS) may be slower compared to individual API queries.

04 Batch Query



In each account type, the usage of Batch Query will be calculated as **charged query**.

The screenshot shows the ADVANCE AI dashboard with the 'Batch Query' section highlighted. The interface includes a sidebar menu, a 'Select the Service' section, an 'Upload The File' section, an email notification section, a 'Query' button, and a table of batch results.

1 Select the Service

- Blacklist Check
- Common Phone Number Detection
- Credit Score
- Fraud Score
- Global Phone Detection
- Credit EVAL Score CateA
- Credit EVAL Score CateB
- Identity Check
- Multi-Platform Score
- Multi-Platform Detection
- Tele Status Check

2 Upload The File

3 Send me an email with the query results

Send me an email with the query results
advanceai@advanceai.com

4 Query

5 Action

Batch Number	Time Submitted	Time Completed	Action
20241024	2024-10-24 16:17:10	2024-10-24 16:17:11	<input type="button" value="EXCEL"/> <input type="button" value="JSON"/>
202410	2024-10-24 16:12:43	2024-10-24 16:12:46	<input type="button" value="EXCEL"/> <input type="button" value="JSON"/>
202410241	2024-10-24 16:09:22	2024-10-24 16:09:25	<input type="button" value="EXCEL"/> <input type="button" value="JSON"/>

1 Select the service you want to test

- All service available for batch test will appear here.
- If the services is gray and cannot be selected it means, the services is not available in your account.

2 Download & Upload the data in bulk template

- Download the template format first (if you do not have it).
- Fill in the data of batch query based on the downloaded template.
- Upload the file that you already fill in with the data.

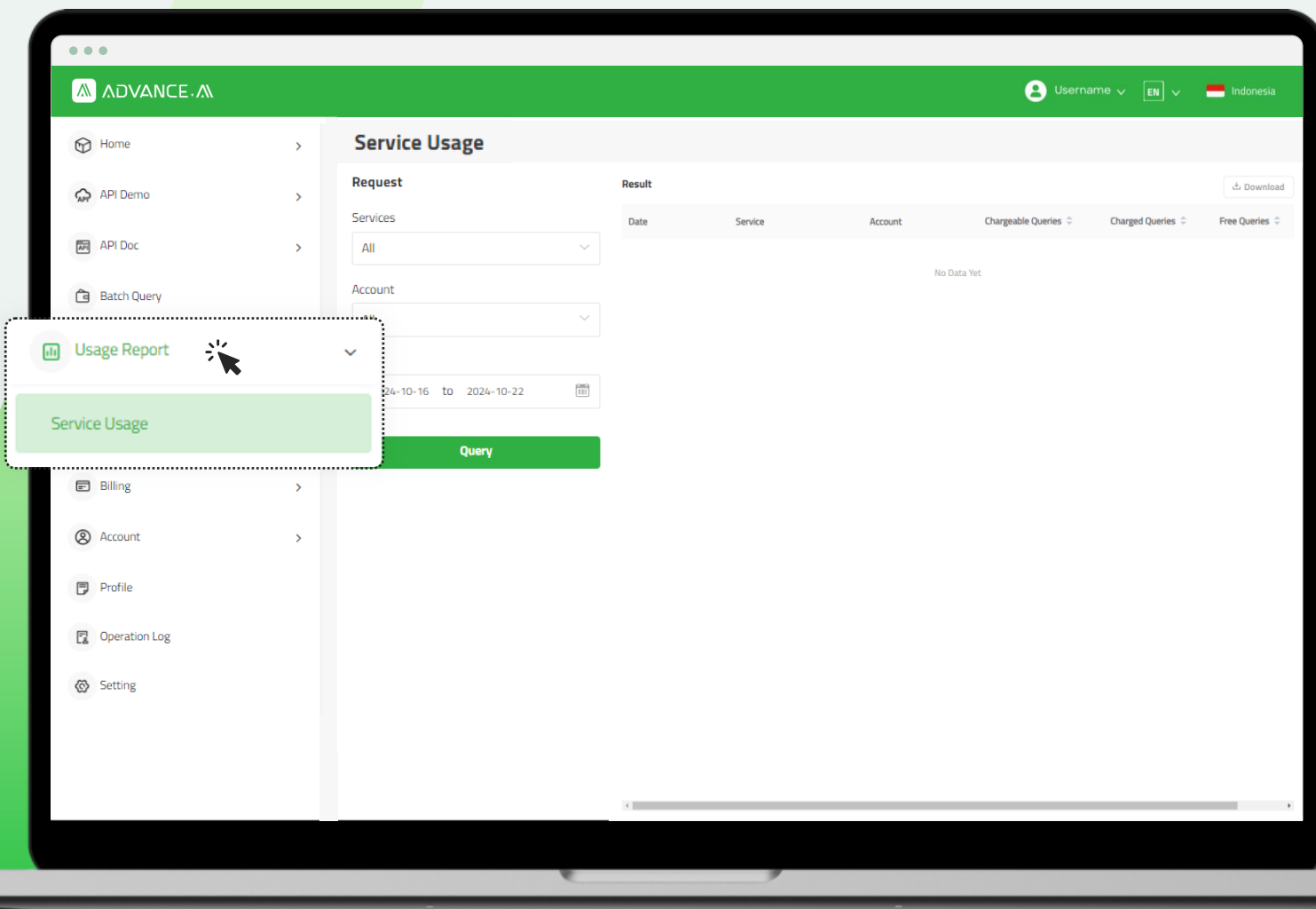
3 Tick send email for results if needed

- Tick this only if needed, then type your email in.
- Results could be downloaded directly after being query within the portal.

4 Click 'Query' to process the batch test

5 'Action' will give you access to download the result

Two formats are available: Excel and Json



05 Usage Report

You can check your usage activity and view transaction details within a selected time range.

Submenu

1. Service Usage

View summarized usage by **day**, **account**, and **service**.

2. Query Record

Access a more detailed report of **daily** transaction statuses.

📌 Things to Note

- Usage reports can be exported to Excel format.
- Each submenu provides different time ranges and levels of detail

05 Usage Report - Service Usage Report

It will provide your daily usage details for every service for each account (main/sub)

Request

Services: All
Account: All
Date: 2024-10-18 to 2024-10-24

Result

Date	Service	Account	Chargeable Queries	Charged Queries	Free Queries	Total
2024-10-24	Blacklist Check	idofficial	0	0	3	3
2024-10-23	OCR KTP Check	idofficial	1	1	0	1

Glossary

Term	Description
Chargeable Queries	resulted in transaction with "Pay" tag.
Charged Queries	are charged to your invoice.
Free Queries	has "Free" Result. Could be due to Free (gifts) query or Error query.
Total	are total of queries that has been executed (charged + free).

Filters

Filter	Description
Services	The service you want to export
Account	Account id that made the queries
Date	When the queries are made (account creation date to yesterday date)

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⌚ We use GMT+8 for the dashboard and invoices.

1 Click 'Query' after setting your filters as needed

Data Result will depend on how you set the filters.

2 Result

- After analyzing is done, result will be shown on the right side of the screen
- Result could be downloaded as excel file by clicking the 'Download' button.

Customer Portal URL : <https://in.advance.ai/login>

05 Usage Report - Query Record Report

It provides all the transaction logs for a defined period

Request

Type of Charge: All

Services: All

Account: All

Date: 2024-10-19 to 2024-10-25

Transaction ID: Transaction ID

Result

Transaction ID	Signature ID	Score	Date	Service	Response Code	Type of Charge
c8fc0ff25c5b7310	--	--	2024-10-23 16:54:38	OCR KTP Check	SUCCESS	Pay
f29d1cd835a5bbfd	--	--	2024-10-24 17:09:25	Blacklist Check	INVALID_ID_NUMBE R	Free
f0623a231dd40804	--	--	2024-10-24 17:12:46	Blacklist Check	INVALID_ID_NUMBE R	Free
ad2fd0a48db80f58	--	--	2024-10-24 17:17:11	Blacklist Check	INVALID_ID_NUMBE R	Free

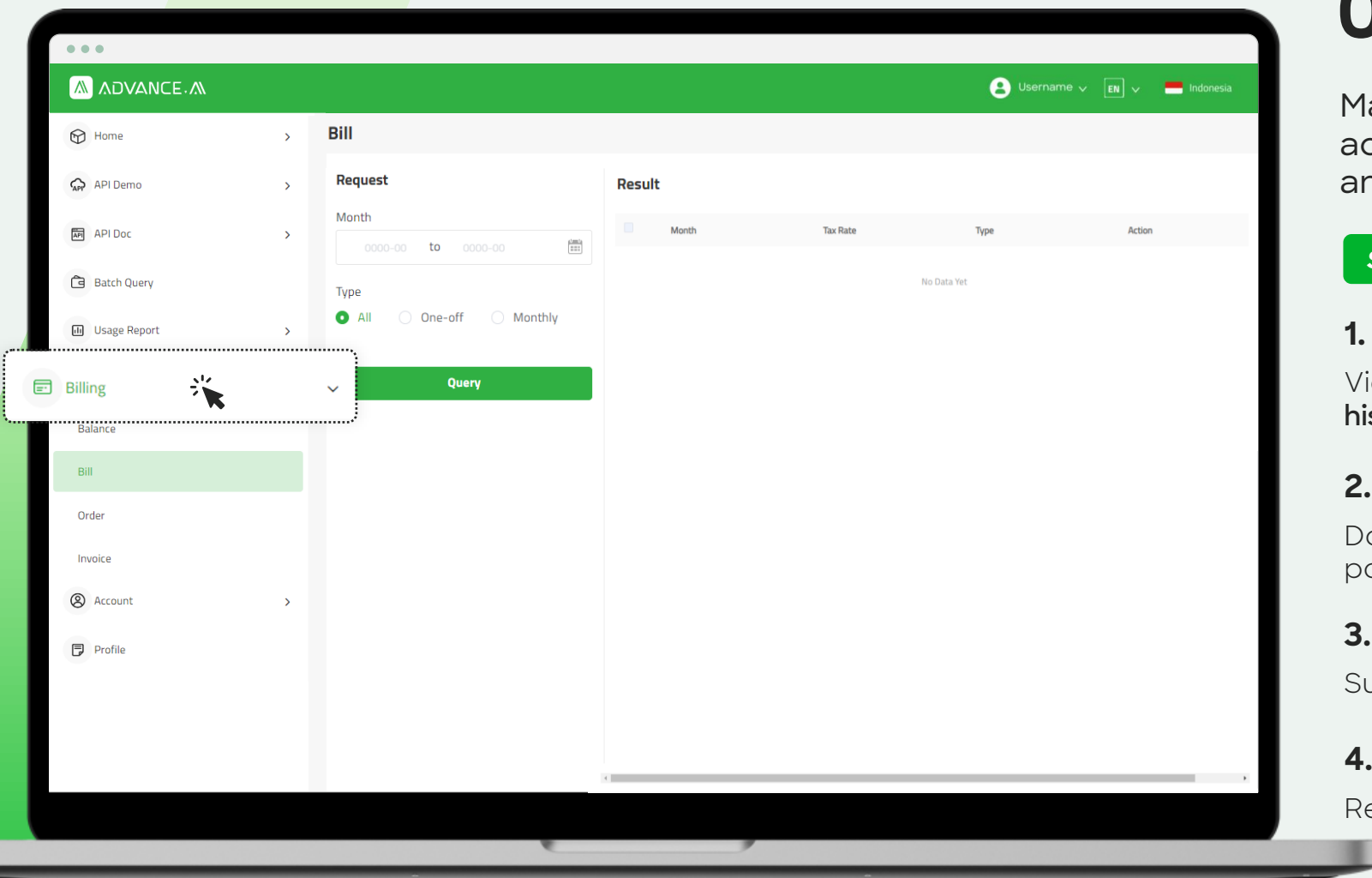
Glossary

Glossary	Definition
Type of Charge	Commercial tag of each transaction; "Pay" or "Free"
Services	The service you want to export
Account	Account id that made the queries
Date	When the queries are made (past 3 month to yesterday)
Transaction ID	Unique numbers of each query
Response Code	The return result of transactions

Batch Number	Time Submitted	Time Completed	Date Range	Type of Charge	User	Status	
3721	2024-10-25 14:34:26	2024-10-25 14:34:27	2024-10-18-2024-10-24	All	All	SUCCESS	Download
3720	2024-10-25 14:34:17	2024-10-25 14:34:19	2024-10-18-2024-10-24	All	All	SUCCESS	Download
3393	2023-11-28 12:29:44	2023-11-28 12:29:50	2023-08-31-2023-10-01	All	All	SUCCESS	Download
3392	2023-11-28 12:29:37	2023-11-28 12:29:40	2023-08-31-2023-09-30	All	All	SUCCESS	Download
3391	2023-11-28 12:25:53	2023-11-28 12:26:00	2023-10-31-2023-11-26	All	All	SUCCESS	Download
3390	2023-11-28 12:22:21	2023-11-28 12:22:21	2023-09-29-2023-09-29	All	All	SUCCESS	Download

- 1 Sets your filters as needed then click 'query'
- 2 Click 'Submit Download Task'
Click only if you want to download the result as excel file
- 3 Data Result will be shown here
- 4 Click 'List for Download' to open download dialog box
- 5 Download the file you want
The dialog box will show list of 'download task' that has been submitted in steps 3

Customer Portal URL : <https://in.advance.ai/login>



06 Billing

Manages all financial activities related to your account, including invoicing, prepaid top-ups, and balance history.

Submenu

1. Balance

View your **balance summary**, **usage**, and **top-up history**.

2. Bill

Download **released invoices** directly from the portal.

3. Order (for prepaid clients)

Submit **top-up requests** and check **order history**.

4. Invoice (for China clients)

Request **CNY tax invoices** through this submenu.

06 Billing - Balance: A. Balance

Summarize dashboard for your current balance amount

The dashboard shows the current balance as Rp 123,456.00, with recharge and unbilled amounts also at Rp 12,456.00. A callout box 'A' highlights the balance section. A table titled 'How your Current Balance is calculated by System' provides a detailed breakdown of the balance adjustments.

Date	Service	API Call (day)	Price/API	Total Fee (with Tax)	Recharged (with Tax)	Current Balance
Previous month balance				IDR 236,530		-IDR 236,530
16-Sep-24	OCR KTP Check	10	IDR 300	IDR 333		-IDR 239,860
17-Sep-24	OCR KTP Check	100	IDR 300	IDR 33,300		-IDR 317,560
	Face Comparison	100	IDR 400	IDR 44,400		
18-Sep-24	OCR KTP Check	110	IDR 300	IDR 36,630		-IDR 217,560
	Face Comparison	100	IDR 400	IDR 44,400		
	Liveness Detection	100	IDR 500	IDR 55,500		
	Payment 2408-INV-001				IDR 236,530	
19-Sep-24	OCR KTP Check	220	IDR 300	IDR 73,260		-IDR 273,060
	Face Comparison	200	IDR 400	IDR 88,800		
	Liveness Detection	200	IDR 500	IDR 111,000		

Filters	Description
Current Balance	Real-time balance in the account
Recharged amount	Ending Balance as of last Month
Unbilled Amount	Current month usage amount that yet to bill

Please check slide 16 for a more detailed explanation

For Current Balance, the figures :

- The fee amount shown includes tax.
- Daily adjustments appear as a single entry (not split by service).
- Each daily balance adjustment will show as a negative amount in your Current Balance.

06 Billing – Balance: B. Changed Record

Provides your balance activity in detail.

ADVANCE.AI

Home > API Demo > API Doc > Batch Query > Usage Report > Billing > **Balance** > Bill > Order > Invoice > Account > Profile > Operation Log > Setting

Balance

Current Balance **Rp 123,456.00**

Recharge amount: **Rp 12,456.00**

Unbilled amount: **Rp 12,456.00**

B Change Record

Daily Consumption

Date: 2024-10-30 to 2024-10-30

Type: All Recharge Deduction Recharge Bonus Others

Download Query

ID	Time	Type	Amount	Balance	Remark
No Data Yet					

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⌚ We use GMT+8 for the dashboard and invoices.

Glossary	Definition
Recharge	Payment that has been added to your account
Deduction	Usage in its monetary value that are deducting your balance
Recharge Bonus	A bonus saldo that are given with certain t&c

B. 'Change Record'

- 1 Set Up the desired filter
Available filter are based on Date and balance activity type
- 2 Click 'Query' to see the balance historical changes
- 3 Data Result will be shown here
- 4 Click 'Download' to get the result as Excel File
Downloaded file could be seen in the download box of browser

06 Billing - Balance: C. Daily Consumption

Export your daily and monthly usage consumption as well as balance on each day. It could also be downloaded into excel format.

The screenshot shows the ADVANCE.AI Billing interface. The 'Balance' section is active, displaying a current balance of Rp 123,456.00, a recharge amount of Rp 12,456.00, and an unbilled amount of Rp 12,456.00. The 'Change Record' section is set to 'Daily Consumption' with a date range from 2024-10-31 to 2024-11-06. A table below shows consumption records for the period from 2024-10-31 to 2024-11-05. The table has columns for Date, Currency, Consumption, Monthly Consumption, Cash Flow, and Daily Balance. The 'Download' and 'Query' buttons are visible at the bottom right of the table area.

Date	Currency	Consumption	Monthly Consumption	Cash Flow	Daily Balance
2024-11-05	IDR	0	0	0	-500,000
2024-11-04	IDR	0	0	0	-500,000
2024-11-03	IDR	0	0	0	-500,000
2024-11-02	IDR	0	0	0	-500,000
2024-11-01	IDR	0	0	0	-500,000
2024-10-31	IDR	0	200	0	-500,000

C. 'Daily Consumption'

- 1 Configure the time filter that are needed.
- 2 Click 'Query' to see the balance historical changes
- 3 Data Result will be shown here
- 4 Click 'Download' to get the result as Excel File

Glossary	Definition
Consumption	Usage Monetary Amount in daily basis
Monthly Consumption	Usage Monetary Amount in monthly basis
Cash Flow	Confirmed recharged amount on the day
Daily Balance	Balance on the day (cash flow-consumption)

Customer Portal URL : <https://in.advance.ai/login>

06 Billing – Balance: D. AMC Balance

Daily record of AMC usage, remaining balance and excess

Customer Portal URL : <https://in.advance.ai/login>

! AMC Balance

Available for AMC customers only.

View daily history of ongoing and expired AMC.

Data is updated on a D-1 (previous day) basis.

Not visible for non-AMC customers.

Glossary	Definition
Daily Volume	Daily Queries Usage
Current Price	Service Unit Price on the date
Daily Used Amount	Daily Usage of AMC Fee
Validity	AMC Validity Period for the Usage

Glossary	Definition
Used Amount	Accumulated Usage of AMC Fee within the Validity Period
Committed fee	AMC Fee within the Validity Period
Balance	Remaining AMC Fee within the Validity Period
Excess Charge	Usage over AMC Fee within the Validity Period

- D. ‘AMC Balance’**
- Adjust the Time Range as needed
Earliest date available to queries are 1-Jan-2024
 - Click ‘Query’ to see AMC usage history.
 - Click ‘Download’ to get the Excel File

06 Billing – Bill

Provide all of your invoices for view and download.

Request

Month: 2024-01 to 2024-11

Type: All One-off Monthly

Query

Result

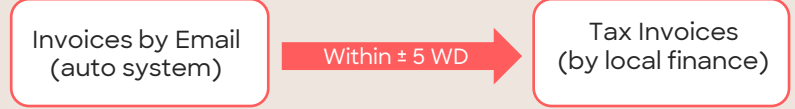
Month	Tax Rate	Type	Action	
<input checked="" type="checkbox"/>	2024-10	0.00%	Monthly	Bill(IDR)
<input checked="" type="checkbox"/>	2024-09	0.00%	Monthly	Bill(IDR)
<input checked="" type="checkbox"/>	2024-08	0.00%	Monthly	Bill(IDR)
<input type="checkbox"/>	2024-07	0.00%	Monthly	Bill(IDR)
<input type="checkbox"/>	2024-06	0.00%	Monthly	Bill(IDR)
<input type="checkbox"/>	2024-05	0.00%	Monthly	Bill(IDR)
<input type="checkbox"/>	2024-04	0.00%	Monthly	Bill(IDR)
<input type="checkbox"/>	2024-03	0.00%	Monthly	Bill(IDR)
<input type="checkbox"/>	2024-02	0.00%	Monthly	Bill(IDR)
<input type="checkbox"/>	2024-01	0.00%	Monthly	Bill(IDR)

Download

How to differentiate the invoice type

Invoice Type	Frequency	Release Date
One Off	One time only	Anytime (Based on the schedule within Agreement)
Monthly	Monthly Basis	Within the 1 st week of Each Month

Invoicing Flow



- 1 Adjust the Time Range as needed, then click Query**
Choose by month, then each invoices released within the selected month will be shown.
- 2 On the result sides, click “Bill” to view the invoice**
- 3 Checkboxes (select all and individual) and download button are available.**

- To get the invoices pdf files, check the boxes then click download.
- The invoice(s) will be downloaded to your computer.

06 Billing – Bill

Provide all of your invoices for view and download.

How to read AAI Invoice's Description Table

1

“AMC/[service name]”

Signify service within AMC validity period

See item 1-3, 8,12-13 on the invoice

- Within AMC value, Amount will be 0 (zero)
- When service in Excess, Amount will compute the Excess Amount

2

“service name”

Means the item is PAYG or out of AMC validity period

See item 4-7, 9-10 on the invoice

3

“Bulk Test/[service name]”

Is paid test credit that are purchased to use in Test Account

See item 11 on the invoice

4

“Adjustment/[service name]”

Is manual adjustment, it will be itemized as

See item 14 on the invoice

- *First line* – total monthly adjustment amount
- *Subsequent lines* – breakdown by individual services

Customer Portal URL : <https://in.advance.ai/login>

ADVANCE.AI www.advance.ai

INVOICE

Invoice No.: 2403-ID-00478
Invoice Date : 01/04/2024

PT. ADVANCE INTELLIGENCE INDONESIA
GD Inland Tower Lt. 15 Jl. Jenderal Sudirman Kav. 32 Karet Tengsin, Tanah Abang Kota Adm Jakarta Pusat DKI Jakarta 10250
Tax ID: 82.471.754.0-012.000
Service Period: 01 Mar 2024–31 Mar 2024
Due Date: 01/05/2024

Bill To

Company Name: [Redacted]
Address: [Redacted]
Tax ID: [Redacted]

No.	Description	Volume	Price(IDR)	Amount(IDR)
1	AMC/Face Comparison	309.716	28	8.672.048
2	AMC/Database ID Validation	377.459	6.000	0
3	AMC/Global Image Quality Check	394.561	210	82.857.810
4	Liveness detection	3.726	210	782.460
5	Risky Faces	13.314	1.400	18.639.600
6	Blacklist Check	17.756	14.000	248.584.000
7	Face Comparison	31.318	28	876.904
8	AMC/OCR KTP Check	477.502	70	33.425.140
9	OCR KTP Check	51.382	70	3.596.740
10	Multi-Platform Detection	67.546	1.520	102.669.920
11	Bulk Test/Global Image Quality Check	50.039	210	10.508.190
12	AMC/Liveness detection	48.366	210	0
13	AMC/Database ID Validation	41.042	6.000	0
14	Adjustment/Database ID Validation,Liveness detection	2.183.323		11.288.866.530
	Database ID Validation	1.870.530	6.000	11.223.180.000
	Liveness detection	312.793	210	65.686.530
	Subtotal:			IDR 11.799.479.342
	PPN (11%):			IDR 1.297.942.728
	Total:			IDR 13.097.422.070

Appendix

No.	Description	Used Amount	Committed Fee	Balance	Excess Charge
1	OCR KTP Check	226,569,560	140,000,000	0	33,425,140
2	Face Comparison	85,109,556	56,000,000	0	8,672,048
3	Liveness detection	354,313,470	420,000,000	65,686,530	0
4	Global Image Quality Check	687,555,750	420,000,000	0	82,857,810
5	Database ID Validation	12,776,820,000	24,000,000,000	11,223,180,000	0
6	Database ID Validation	246,252,000	24,000,000,000	23,753,748,000	0

Payment Info

Bank transfer make payable to:
Account Name: PT. ADVANCE INTELLIGENCE INDONESIA
Account No.: 1008.402.627
Bank Name: China Construction Bank Indonesia
SWIFT Code: BWKIDJA

Please indicate your invoice number when payment.

AMC Balance Table
Appears only if you have AMC

06 Billing – Order (for prepaid client)

Submit your top up request and check the progress history in this menu.

Order

Creation Time: 2024-10-01 to 2024-11-05

Status: All Unpaid Dealing Paid Payment Failure Closed Deleted

Order Number:

Order Number	Creation Time	Currency	Amount	Payment Type	Status	Check Result	Action
1202411008873	2024-11-05 15:39:30	IDR	20M	Transfer Remittance	Deleted		

20/page < 1 >

Order

! Specific Guide!

Top-up process guide could be access here.

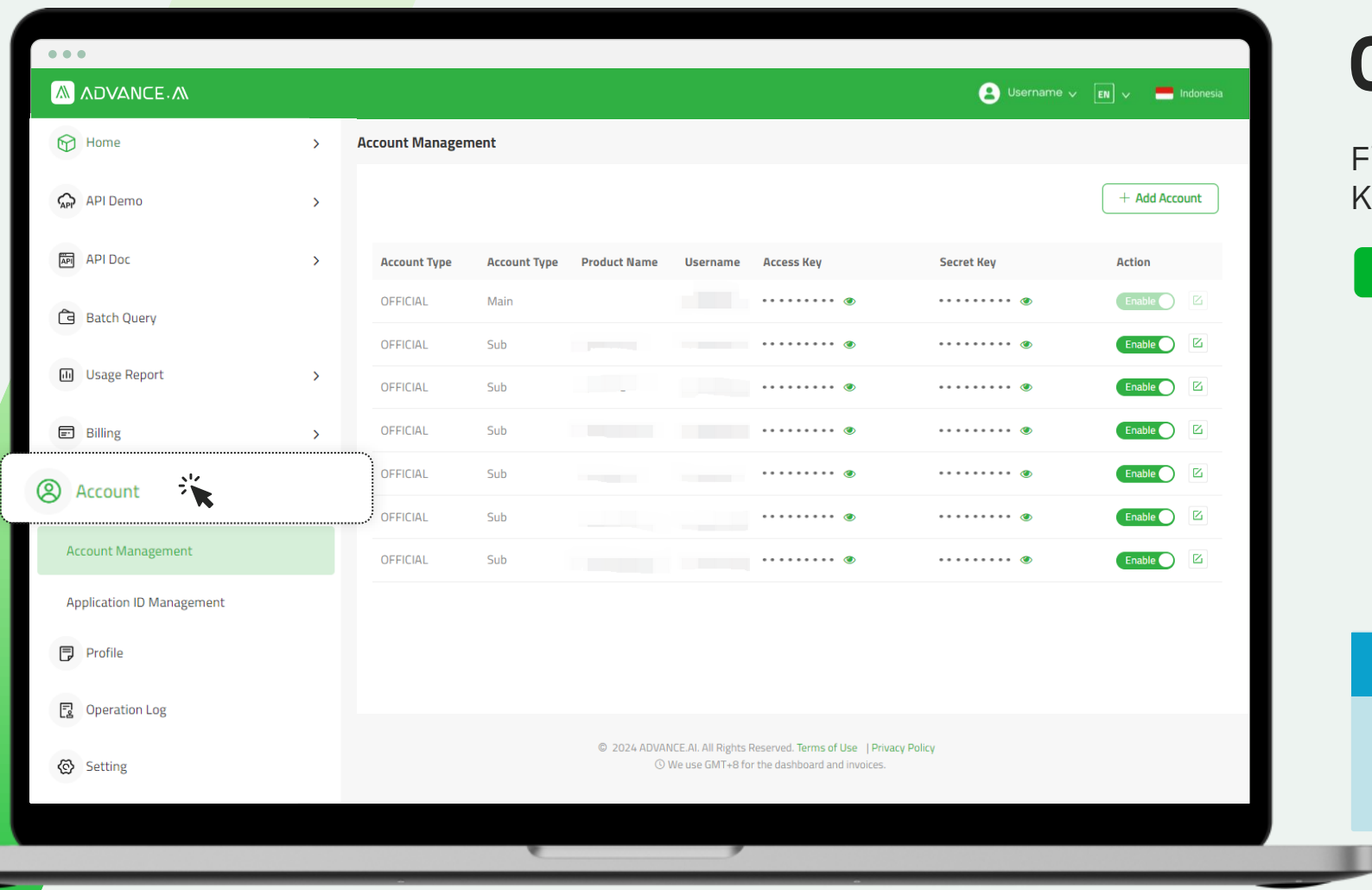
1 Set the filter as needed

Available filter are:

- Top up request date
- Top up request status
- Top up request Order Number (will be generated after you create a top up request)

2 Click 'Query'

Top up history progress will be shown



07 Account

Find and Manage your Sub Account User, API Key, and Liveness Detection's SDK Key

Submenu

Account Management

Manage sub account user (add, deactivate, check API Keys, and set each subaccount permissions).

Application ID Management

Manage Application ID to integrate SDK for Liveness (add and check SDK Key)

Things to Note

Subaccount that has been created cannot be deleted but could be deactivated.

07 Account Management - Creating Subaccount

Glossary	Definition
Product Name	Customizable. Could be fill with Internal Project Name.
Username	Customizable. It will be used to log in to the subaccount
Menu Permission	Subaccount's access to view or edit each menu within the portal
Data Permission	Subaccount's access to view own data or all data generated within main account.

Add Account

Product Name *

Username *

Password *

Confirm Password *

Permission Management

Menu Permission

Menu	Action
Homepage	<input checked="" type="checkbox"/> View usage <input type="checkbox"/> View balance <input type="checkbox"/> Download usage details
API Demo	<input checked="" type="checkbox"/> View and query in demo
API Demo	<input type="checkbox"/> View API Doc
Batch Query	<input checked="" type="checkbox"/> View and query in demo
Usage Report	<input checked="" type="checkbox"/> View usage <input type="checkbox"/> Download usage details
Billing	<input type="checkbox"/> View billing data <input type="checkbox"/> Download billing details <input type="checkbox"/> Request Invoice
Account	<input checked="" type="checkbox"/> View type,name and key <input type="checkbox"/> Edit account <input checked="" type="checkbox"/> View SDK key,add ApplicationID
Profile	<input type="checkbox"/> View profile <input type="checkbox"/> Edit profile
Operation Log	<input type="checkbox"/> View operation log <input type="checkbox"/> Download operation log details
Setting	<input checked="" type="checkbox"/> Edit password

Data permissions

Menu	Action
Data for current user	<input checked="" type="radio"/> Data for current user <input type="radio"/> Data for all users

Submit

- 1 Click 'Add Account'
 - 2 'Add Account' window will pop out
 - Type in Product Name
 - Type in Username
 - Create a password
 - Tick in the permissions that will be granted to the subaccount
 - 3 Click 'Submit' within the pop out window
 - 4 Share the username and password to the user
- There is no activation link for subaccount creation so you will need to shared the username and password manually.

Customer Portal URL : <https://in.advance.ai/login>

07 Account Management - Managing Subaccount

The screenshot displays the ADVANCE.AI Account Management interface. A modal window titled 'Edit account' is open, showing fields for Product Name, Username, New Product Name, and New Username. Below these fields is a 'Permission Management' section with a table of menu permissions. A 'Disable windows popup' confirmation dialog is also visible, asking 'Confirm Disable?' with 'Cancel' and 'Confirm' buttons. A table of accounts is shown in the background, with a red circle '1' highlighting the 'Enable' toggle and a red circle '2' highlighting the 'Edit' icon in the 'Action' column.

Disable windows popup

Confirm Disable?

Cancel Confirm

Edit account Enable

Product Name idofficial1

Username idofficial1

New Product Name *

New Username *

Permission Management Enable

• Menu Permission

Menu	Action
Homepage	<input checked="" type="checkbox"/> View usage <input checked="" type="checkbox"/> View balance <input type="checkbox"/> Download usage details
API Demo	<input checked="" type="checkbox"/> View and query in demo
API Demo	View API Doc
Batch Query	<input checked="" type="checkbox"/> View and query in demo
Usage Report	<input checked="" type="checkbox"/> View usage <input type="checkbox"/> Download usage details
Billing	<input checked="" type="checkbox"/> View billing data <input type="checkbox"/> Download billing details <input type="checkbox"/> Request Invoice
Account	<input type="checkbox"/> View type,name and key <input type="checkbox"/> Edit account <input type="checkbox"/> View SDK key,add ApplicationID

Editing windows will popup


1

2

1 Disabling Existing Account

- Click the 'Enable' toggle.
- Confirmation windows for account disable will pop up
- Click 'confirm'

2 Changing Account Info and Permission

- Click the 'Edit'  icon on the rightmost column.
- Edit Account window will pop up
- After changing the necessary info or permission, click 'Submit' on the bottom

Customer Portal URL : <https://in.advance.ai/login>

07 Account Management - Checking Access Key and Secret Key

The screenshot shows the 'Account Management' page in the ADVANCE.AI customer portal. The page features a sidebar with navigation options and a main content area with a table of accounts. The table has the following columns: Account Type, Account Type, Product Name, Username, Access Key, Secret Key, and Action. The 'Access Key' and 'Secret Key' columns are highlighted with red circles and vertical lines, indicating where to click the eye icon to reveal the keys. The 'Action' column contains 'Enable' buttons and checkmarks.

Account Type	Account Type	Product Name	Username	Access Key	Secret Key	Action
OFFICIAL	Main			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>
OFFICIAL	Sub			Enable <input type="checkbox"/>

1 Access Key

Click the eye icon next to the 'Access Key' column

2 Secret Key

Click the eye icon next to the 'Secret Key' column

07 Account Management - Application ID Management

Adding and Checking SDK Keys for Liveness Detection

Application ID Management

Please add your Application ID first before integrating SDK for Liveness Detection. After integrating, please test your application to ensure it runs properly.

Account ID	Application ID	SDK Key	Secret Key	Market
...	INDONESIA
...	INDONESIA
...	INDONESIA
...	INDONESIA
...	INDONESIA
...	INDONESIA
...	INDONESIA
...	INDONESIA
...	INDONESIA
...	INDONESIA
...	INDONESIA
...	INDONESIA
...	INDONESIA
...	INDONESIA
...	INDONESIA

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© We use GMT+8 for the dashboard and invoices.

Add Application ID

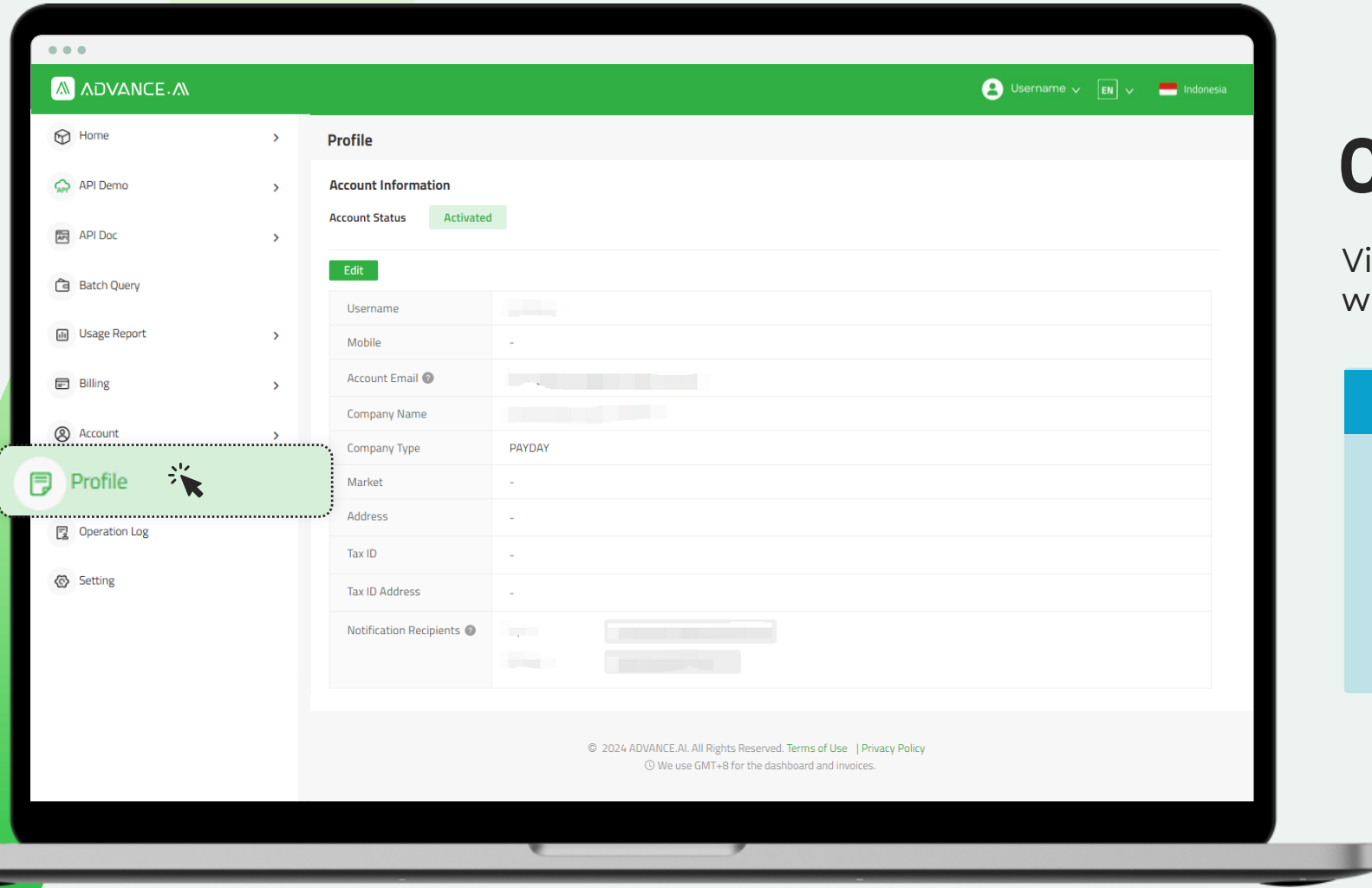
Application ID *

The parameter cannot be empty.

Submit

- 1 Adding Application ID**
 - Click 'Add Application ID'
 - A window will pop up
 - Type in application id (space is not allowed)
 - Click 'Submit'
- 2 Checking SDK Key**

Click the eye icon next to the 'SDK Key' column



08 Profile

View and edit your account information within this menu.

📌 Things to Note

- Not all information could be edited
- Key Info related to client's log in ID and Billing information is editable
- Client could edit those info if there are changes in existing PIC

08 Profile

The screenshot displays the 'Profile' page in the ADVANCE.AI system. The page is divided into a left sidebar, a main content area, and a glossary table.

Left Sidebar: Contains navigation links for Home, API Demo, API Doc, Batch Query, Usage Report, Billing, Account, Profile (highlighted with a dashed box), Operation Log, and Setting.

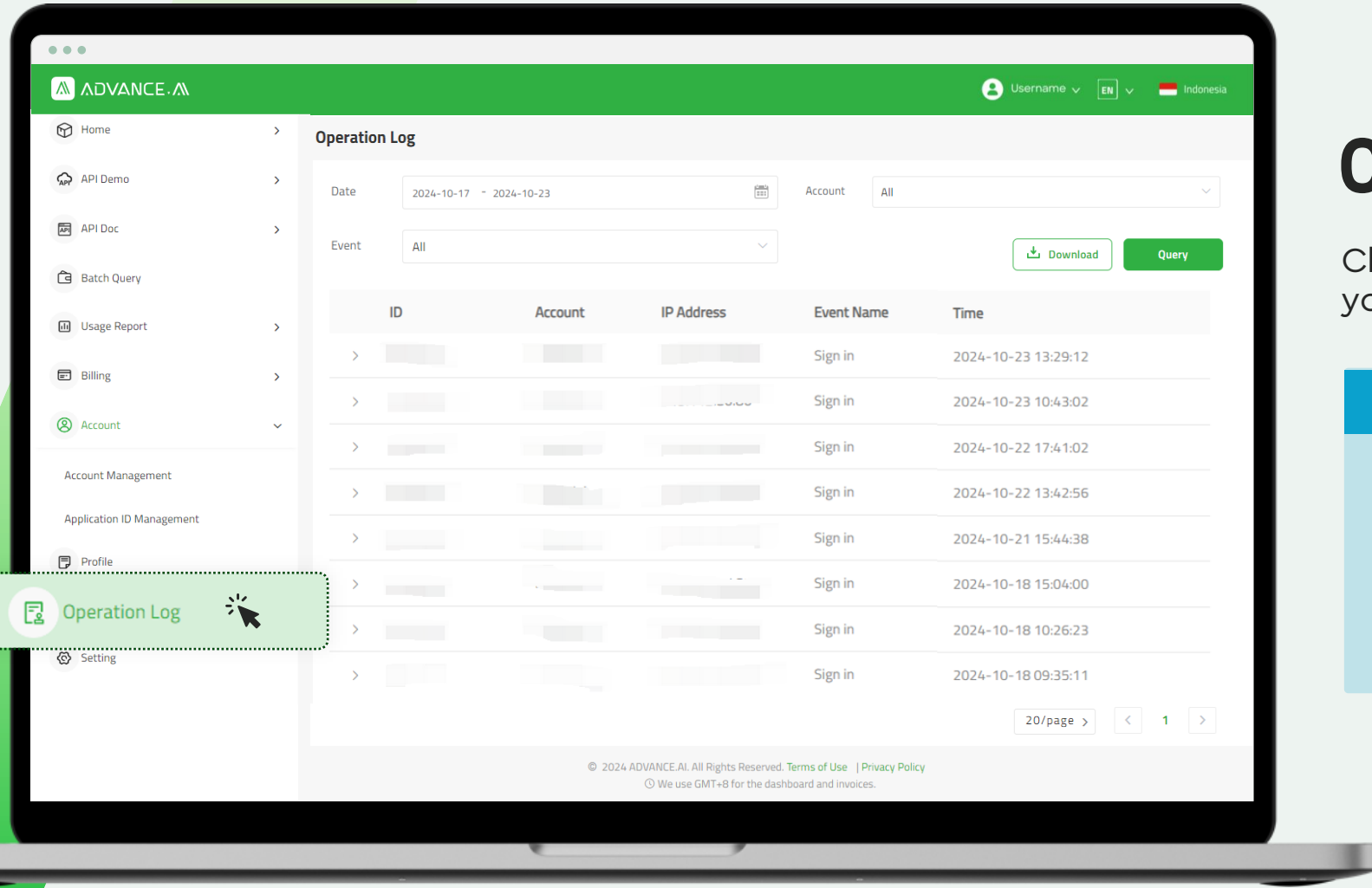
Main Content Area: Titled 'Profile', it shows 'Account Information' with an 'Account Status' of 'Activated'. An 'Edit' button is highlighted with a red circle and the number '1'. Below this are several fields: Username, Mobile, Account Email (with an 'Editable' button), Company Name, Company Type (set to 'PAYDAY'), Market, Address (with an 'Editable' button), Tax ID (with an 'Editable' button), Tax ID Address (with an 'Editable' button), and Notification Recipients (with an 'Editable' button).

Glossary Table: A table with two columns: 'Glossary' and 'Definition'. It lists various terms and their meanings.

Glossary	Definition
User Name	Your log in username
Mobile	Your company phone number
Account Email	Your Company's Credential Email. Activation link and password reset link will be sent to this email.
Company Name	Your company name as written in Agreement
Company Type	Industry type
Market	Environment/market your account is registered at
Address	Your company address as written in Agreement
Tax ID	Tax Registration number as written in tax card
Tax ID Address	Address as written in tax card
Notification Recipients	Your teams' email that will receive invoice email, financial and service notification.

At the bottom right of the main content area, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted in green and a red circle and the number '2' next to it.

- 1** If info update is needed, click 'Edit' within this menu
 - The editable info will open and could be changed
 - Notification Recipients could be added or deleted
- 2** 'Save' and 'Cancel' button will appear upon executing step 1
 - The button will appear on the right lower part of the screen
 - Clicking 'Save' will save the changes created
 - Clicking 'Cancel' will delete the changes and keep the existing info details.



09 Operation Log

Check the activities that are executed within your Account.

📌 Things to Note

- Record includes user account name, IP address, activity details, and execution time.
- Operation logs could be downloaded to Excel File.
- Maximum query available are to last 180 days.

09 Operation Log

ADVANCE.AI

Get More Products

EN Indonesia

Home

Operation Log

Date: 2024-10-30 - 2024-11-05

Account: All

Event: All

Download Query

ID	Account	IP Address	Event Name	Time
> 389633	idofficial	203.142.86.86	Sign in	2024-11-05 16:25:55
> 389591	idofficial	203.142.86.86	Sign in	2024-11-05 15:33:21
> 389590	idofficial	203.142.86.86	Sign out	2024-11-05 15:32:55
> 389585	idofficial	203.142.86.86	Sign in	2024-11-05 15:24:16
> 389562	idofficial	203.142.86.86	Delete transfer payment voucher	2024-11-05 14:39:43
> 389560	idofficial	203.142.86.86	Sign in	2024-11-05 14:36:42
> 389528	idofficial	203.142.86.86	Download bills	2024-11-05 13:54:48
> 389526	idofficial	203.142.86.86	Sign in	2024-11-05 13:54:35
> 389452	idofficial	203.142.86.86	Download bills	2024-11-05 11:09:04


1

Adjust available filter as needed

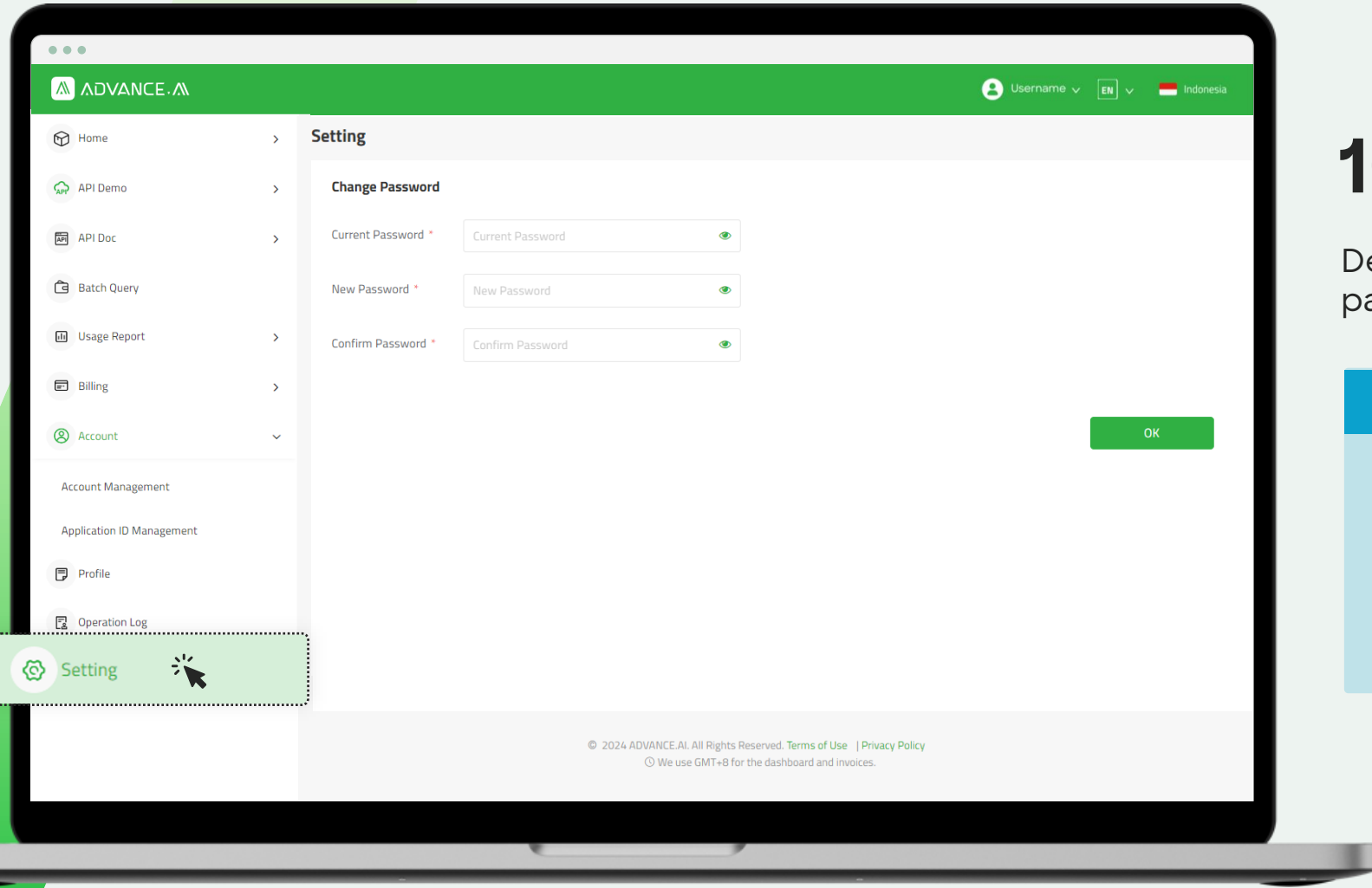
- Time range of the activity/event being executed
- Event are the activity list
- Account that executed the event. Applicable for clients that has subaccount only

2

Click 'Query' to view the result, then 'download' to get the Excel File

- To download, you will need to first click 'Query'
- Clicking the arrow  on before 'ID', will show you more detailed info of the event being executed.

Customer Portal URL : <https://in.advance.ai/login>



10 Setting

Dedicated menu to reset your login password.

Things to Note

- Applicable to reset password with the purposed of updating it.
- If password are forgotten, reset password could be triggered from the login page.

10 Setting

ADVANCE.AI

Get More Products

EN

Indonesia

Home

Setting

Dashboard

API Demo

API Doc

Batch Query

Usage Report

Billing

Account

Profile

Operation Log

Setting

Change Password

Current Password *

New Password *

Confirm Password *

! Password Requirement!

Password need to be:

- Consists of 8 to 20 Digits
- Combination of Numbers and Alphabet
- Combination of Uppercase and Lowercase

OK

1

Typed in your current password

2

Type in the new password in both column

3

Click 'OK' to save the new password

Customer Portal URL : <https://in.advance.ai/login>

FAQ

FAQ

Q: How to add a another team member's email so that they can receive an invoice notification?

A: You can add an email by yourself through the customer portal by accessing to “Profile” menu.

Q: Why can I only see 7 days of my historical usage?

A: It's because the data displayed on the Homepage Dashboard is limited to the last 7 days. You could export longer period of usage data from the “Usage Report” menu.

Q: Can I have the list of my usage with transaction ID included?

A: You can export that from the “Query Record” menu.

Q: Why some of my activities doesn't get recorded inside the “Operation Log” menu?

A: The Operation Log only records activities within ADVANCE.AI portal. If you performed actions through 3rd-party or an app directly are not logged inside.

Q: Why do I see a negative balance, what does it mean?

A: The balance shown on the Homepage Dashboard reflects your usage (1 API * price + VAT). For postpaid or AMC clients, a negative balance is normal and your account is safe. However, for prepaid clients, a negative balance means you need to top up within 24 hours to avoid suspension.

Q: Where to see my AMC Balance?

A: You could check it in Billing → Balance → AMC Balance. Here you will be able to see your D-1 daily usage for each service within the AMC packages. Excess usage and Balance will also be shown, and all data could be exported into Excel File.

Q: Who should I contact if I have issues?

A: If you encounter any issues, please reach out to our Customer Support team at help@advance.ai.

An aerial, top-down view of a busy city street intersection. The left half of the image is dark and features significant motion blur, suggesting fast-moving traffic. The right half is clearer, showing a crosswalk with white stripes, a dark SUV, a yellow taxi, and a black car. A large blue and yellow structure is visible on the right side of the street. The overall scene is a dynamic urban environment.

Thank you

ADVANCE.AI

ADVANCE.AI is a leading AI company that provides digital transformation, fraud prevention, and process automation solutions.