

Confidential

24th December 2020

Hirokei Myanmar Systems Co., Ltd. (HIMS)

MSCRM Repair Points Release Inform

HIMS upgraded MSCRM System at 28th December 2020.

The following functions are updating and repairing in MSCRM System.

Repaired Points

- 1) We repaired the problem that if user's base currency is not "USD", Invoice paid amount and balance amount incorrect at PDF. Now user's base currency is not "USD" or any currency type, Invoice paid amount and balance amount is correct at PDF.
- 2) We repaired the problem that the event has an invite user but does not create events for that Invite user, so the invite user data cannot be displayed in the report. Now if there is an invite user in the event, send an email and event will create for invite user when accept the event. The invite user data can show correctly in report.
- 3) At Event module, we repaired the problem that reminder email can't send. Now, Reminder Email can send within 5 minutes of event start.

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*** Please refer to [page 3](#) for repaired and updated functions detail information. ***

Available Date to use Update Version

Available Date 28th December 2020 (1:30 PM)

Announcement

We announced to release the system with mail.

If there is any problem to use the system according to manual document, you can contact to Customer Support Team.

Customer Support Team

Email: support-center@hirokei-myanmar.com

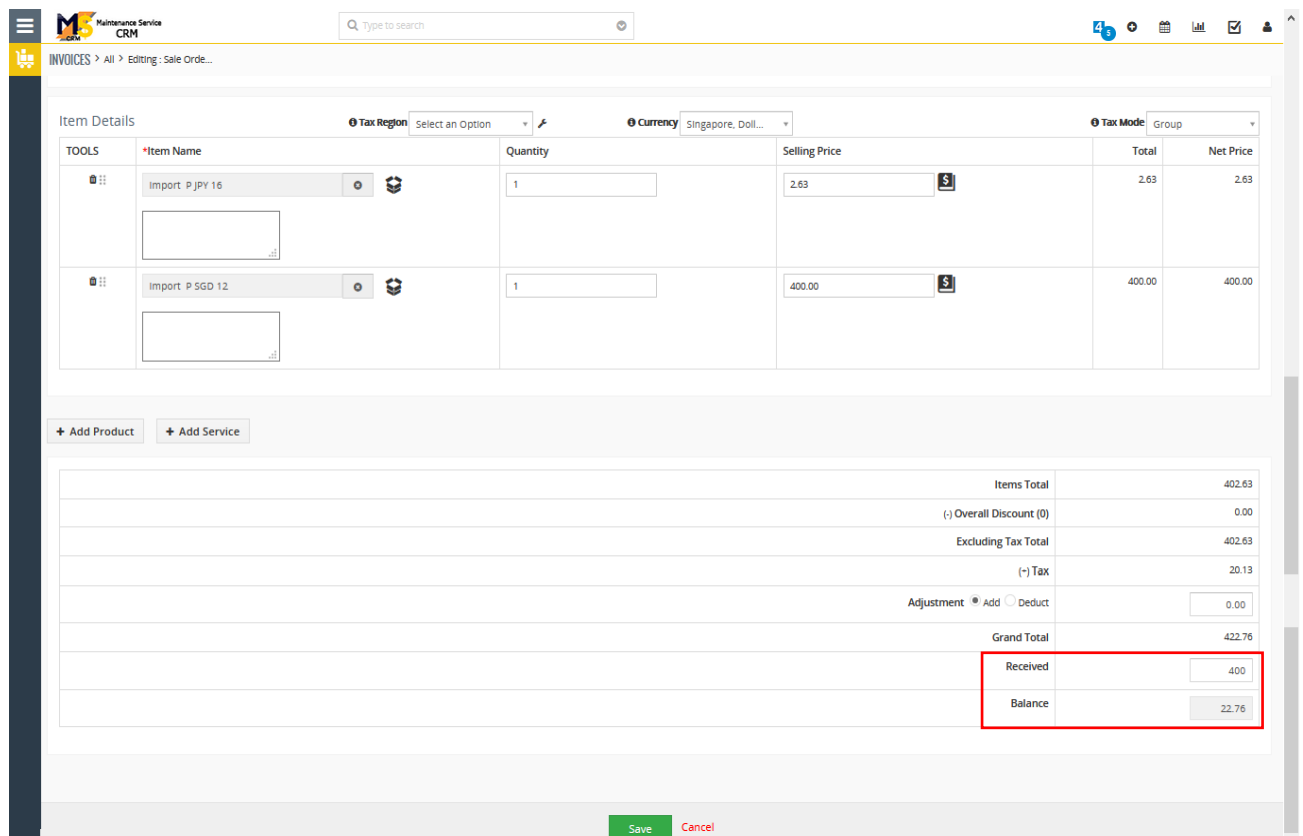
Phone: 01-538363, 09-973617256 (Myanmar /English)

09-4400 25159 (Japanese)

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Repair Points

- 1) We repaired the problem that if user's base currency is not "USD", Invoice paid amount and balance amount incorrect at PDF. Now user's base currency is not "USD" or any currency type, Invoice paid amount and balance amount is correct at PDF.



INVOICES > All > Editing : Sale Orde...

Item Details

Tax Region: Select an Option

Currency: Singapore, Doll...

Tax Mode: Group

TOOLS	*Item Name	Quantity	Selling Price	Total	Net Price
	Import P JPY 16	1	2.63	2.63	2.63
	Import P SGD 12	1	400.00	400.00	400.00


+ Add Product + Add Service

Items Total	402.63
(-) Overall Discount (0)	0.00
Excluding Tax Total	402.63
(-) Tax	20.13
Adjustment <input checked="" type="radio"/> Add <input type="radio"/> Deduct	0.00
Grand Total	422.76
Received	400
Balance	22.76

Save Cancel

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Before PDF,


		Company Name: Hirokei Myanmar Systems Co.,Ltd. (HIMS) Phone No.: +95-1-000 Fax: +95-1-111 Mail: testing@gmail.com Address: Room 101 , First Floor, Windsor Tower, No.17, Shin Saw Pu Street , Sanchaung Township, Yangon, Myanmar			
INVOICE					
Customer Name : Phyo Mon		Invoice No.: INVM20000020			
		Date : 23-12-2020			
Customer Information : No(222), 2 street, Hlaing Quarter, Hlaing Tsp, Yangon, Hlaing, Yangon					
Sales Order No.:		Ticket Info. :			
Payment Due Date: 26-12-2020		Remarks:			
Place of Delivery: No(222), 2 street, Hlaing Quarter, Hlaing Tsp, Yangon					
No.	Product Name	Qty	Unit Type	Unit Price	Total
1	Import P JPY 16	1	Pack (s)	2.63	2.63
2	Import P SGD 12	1	Pack (s)	400.00	400.00
Subtotal Amount:		SGD	402.63		
Cash Discount:		SGD	0.00		
Total Amount:		SGD	402.63		
Tax:		SGD	20.13		
Adjustment:		SGD	0.00		
Grand Total:		SGD	422.76		
Invoice Grand Total:		SGD	422.76		
Paid:		SGD	41,600.00		
Balance:		SGD	2,367.04		
Confirmed By Customer	Pre-approved by Accountant	Registered by Admin	Pre-approved by Ex		

41,600.00
2,367.04

Paid amount
calculates with user
base currency amount

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After PDF,

	Company Name:	Hirokei Myanmar Systems Co.,Ltd. (HIMS)
	Phone No.:	+95-1-000
	Fax:	+95-1-111
	Mail:	testing@gmail.com
	Address:	Room 101 , First Floor, Windsor Tower, No.17, Shin Saw Pu Street , Sanchaung Township, Yangon, Myanmar
INVOICE		

Customer Name : Phyo Mon **Invoice No.:** INVM20000126
Date : 23-12-2020

Customer Information : No(222), 2 street, Hlaing Quarter, Hlaing Tsp, Yangon,
Hlaing, Yangon

Sales Order No.:		Ticket Info. :	
Payment Due Date:	26-12-2020	Remarks:	
Place of Delivery:	No(222), 2 street, Hlaing Quarter, Hlaing Tsp, Yangon		

No.	Product Name	Qty	Unit Type	Unit Price	Total
1	Import P JPY 16	1	Pack (s)	2.63	2.63
2	Import P SGD 12	1	Pack (s)	400.00	400.00

Subtotal Amount: SGD 402.63
Cash Discount: SGD 0.00
Total Amount: SGD 402.63
Tax: SGD 20.13
Adjustment: SGD 0.00
Grand Total: SGD 422.76
Invoice Grand Total: SGD 422.76
Paid: SGD 400.00
Balance: SGD 22.76

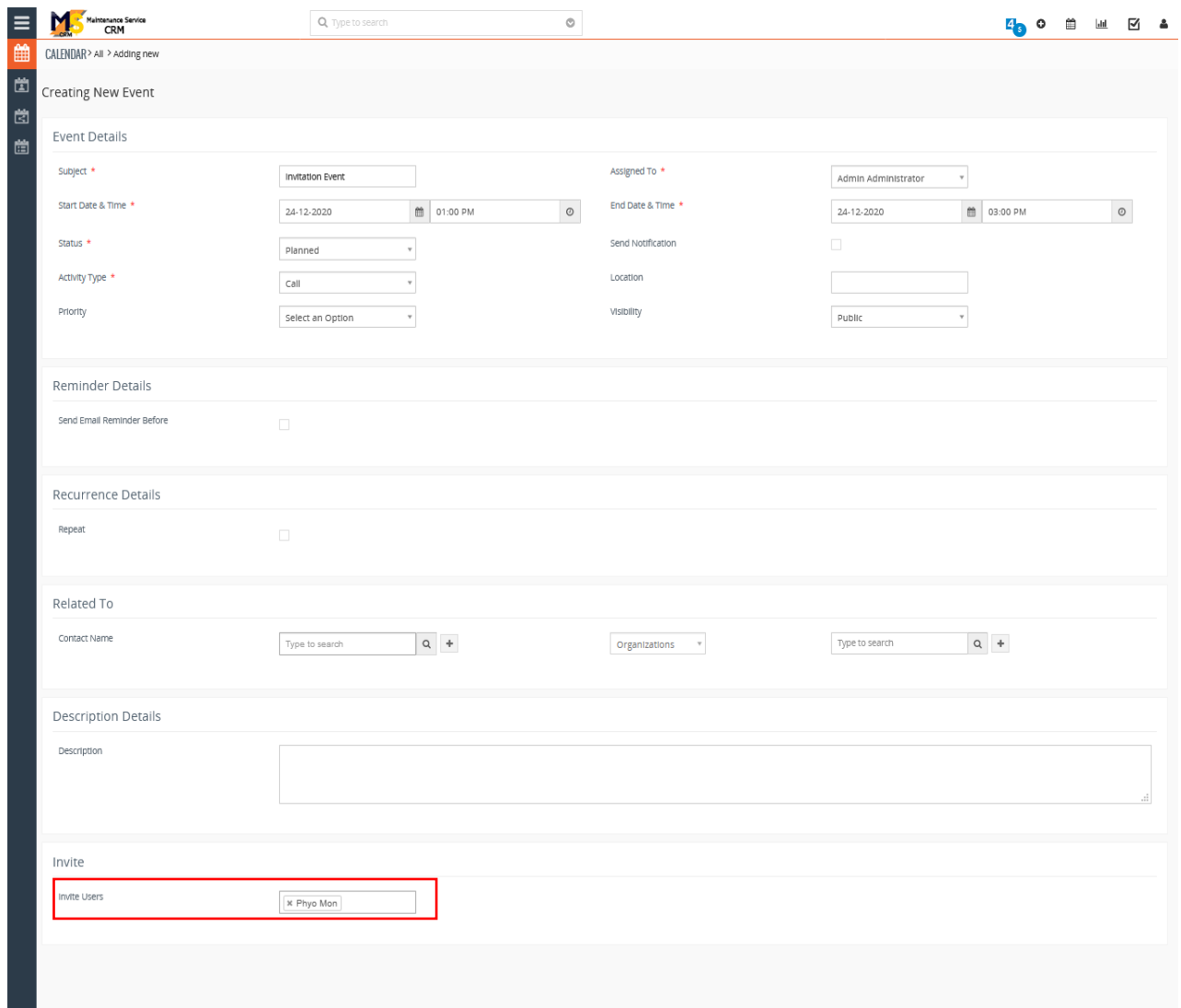
Confirmed By Customer	Pre-approved by Accountant	Registered by Admin	Pre-approved	Exec

Paid Amount is correct

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- 2) We repaired the problem that the event has an invite user but does not create events for that Invite user, so the invite user data cannot be displayed in the report. Now if there is an invite user in the event, send an email and event will create for invite user when accept the event. The invite user data can show correctly in report.

Create Record,



Creating New Event

Event Details

Subject * Assigned To *

Start Date & Time * End Date & Time *

Status * Send Notification ☐

Activity Type * Location

Priority Visibility

Reminder Details

Send Email Reminder Before ☐

Recurrence Details

Repeat ☐

Related To

Contact Name Organizations

Description Details

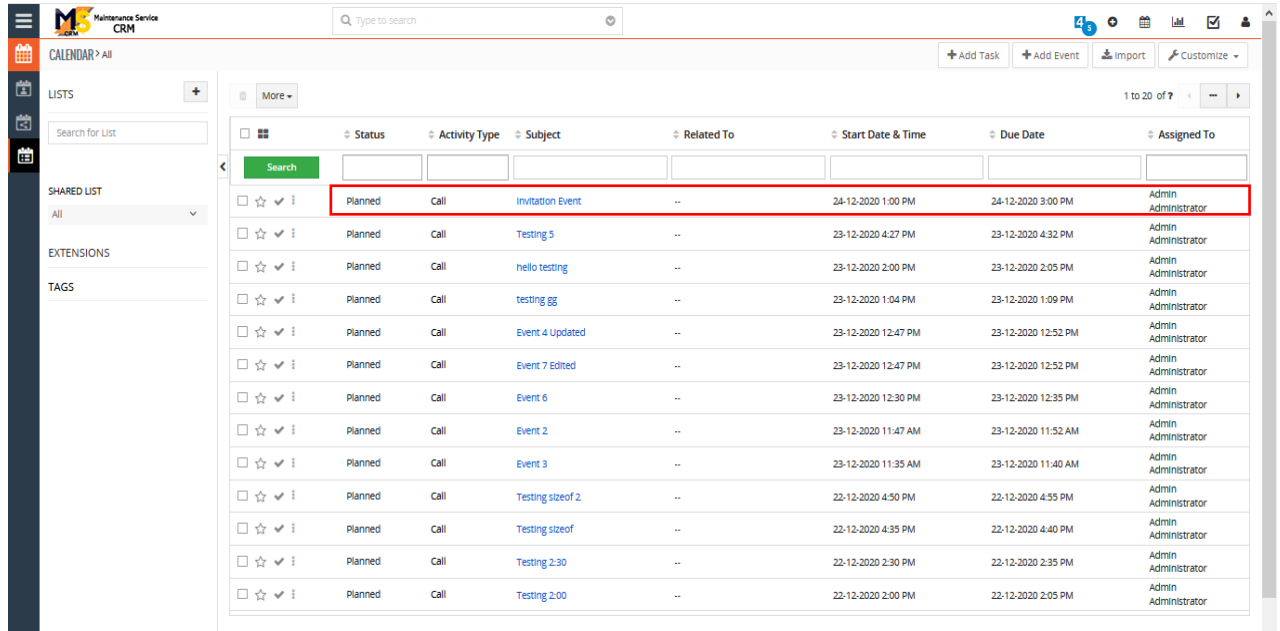
Description

Invite

Invite Users

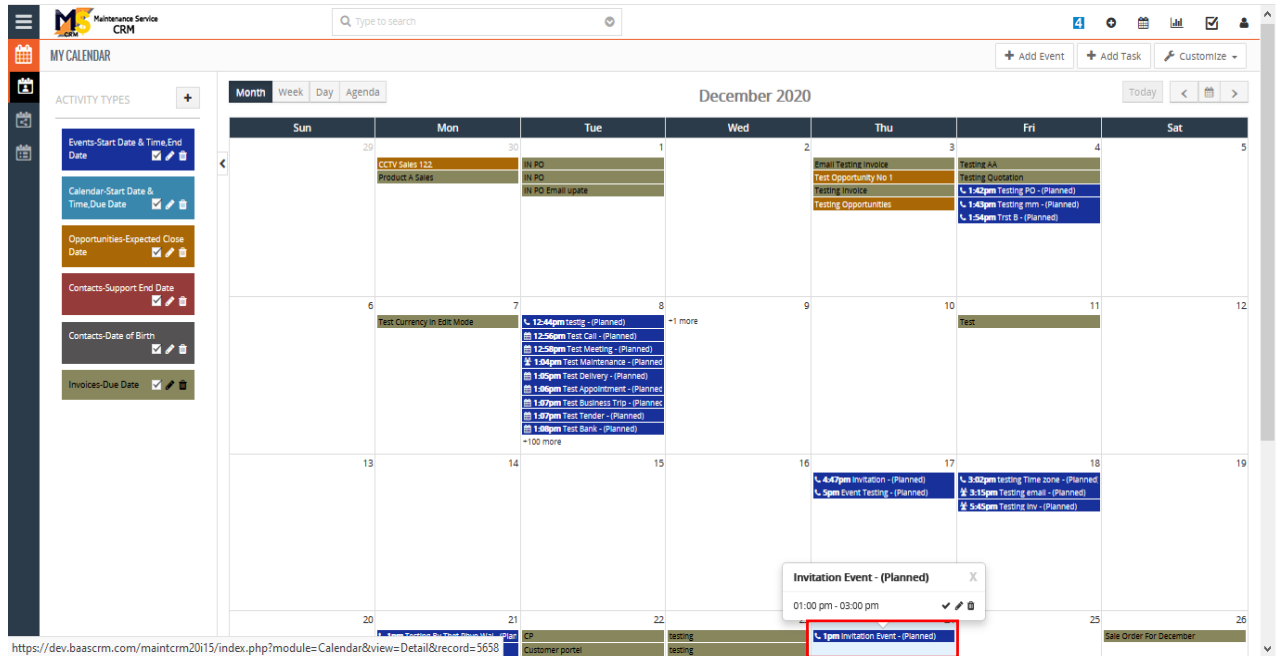
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After Create, Event Listing



	Status	Activity Type	Subject	Related To	Start Date & Time	Due Date	Assigned To
<input type="checkbox"/>	Planned	Call	invitation Event	--	24-12-2020 1:00 PM	24-12-2020 3:00 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Testing 5	--	23-12-2020 4:27 PM	23-12-2020 4:32 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	hello testing	--	23-12-2020 2:00 PM	23-12-2020 2:05 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	testing gg	--	23-12-2020 1:04 PM	23-12-2020 1:09 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Event 4 Updated	--	23-12-2020 12:47 PM	23-12-2020 12:52 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Event 7 Edited	--	23-12-2020 12:47 PM	23-12-2020 12:52 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Event 6	--	23-12-2020 12:30 PM	23-12-2020 12:35 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Event 2	--	23-12-2020 11:47 AM	23-12-2020 11:52 AM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Event 3	--	23-12-2020 11:35 AM	23-12-2020 11:40 AM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Testing sizeof 2	--	22-12-2020 4:50 PM	22-12-2020 4:55 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Testing sizeof	--	22-12-2020 4:35 PM	22-12-2020 4:40 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Testing 2:30	--	22-12-2020 2:30 PM	22-12-2020 2:35 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Testing 2:00	--	22-12-2020 2:00 PM	22-12-2020 2:05 PM	Admin Administrator

At My Calendar



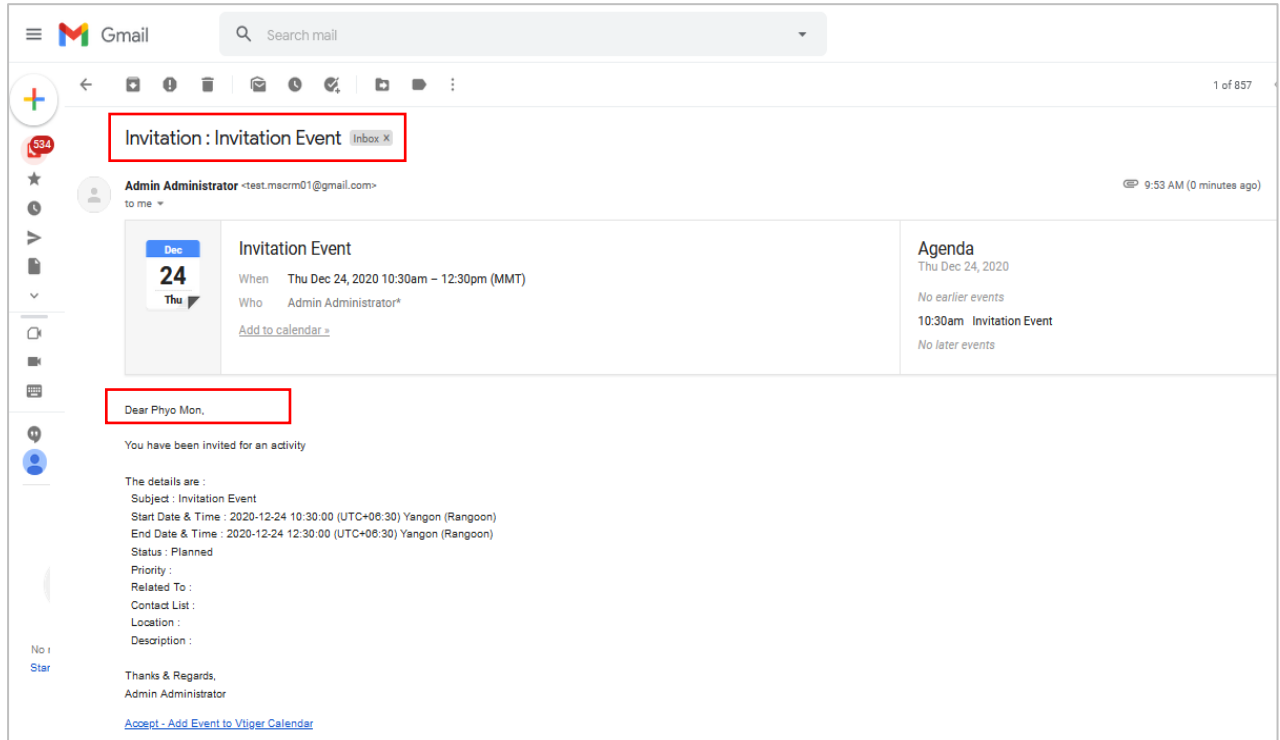
December 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2	3	4	5
	CCTV Sales 122 Product A Sales	IN PO IN PO IN PO Email update		Small Testing Invoice Test Opportunity No 1 Testing Invoice Testing Opportunities	Testing AA Testing Question 1:45pm Testing PO - (Planned) 1:45pm Testing min - (Planned) 1:54pm Test B - (Planned)	
6	7	8	9	10	11	12
	Test Currency in Edit Mode	12:40pm Hong - (Planned) 12:50pm Test Call - (Planned) 12:50pm Test Meeting - (Planned) 1:04pm Test Maintenance - (Planned) 1:05pm Test Delivery - (Planned) 1:05pm Test Appointment - (Planned) 1:07pm Test Business Trip - (Planned) 1:07pm Test Tender - (Planned) 1:08pm Test Bank - (Planned) +100 more	+1 more		Test	
13	14	15	16	17	18	19
			4:47pm Invitation - (Planned) 5pm Event Testing - (Planned)	3:02pm testing Time zone - (Planned) 3:15pm Testing email - (Planned) 5:45pm Testing inv - (Planned)		
20	21	22	23	24	25	26
	CP Customer portal	testing testing				Sale Order For December

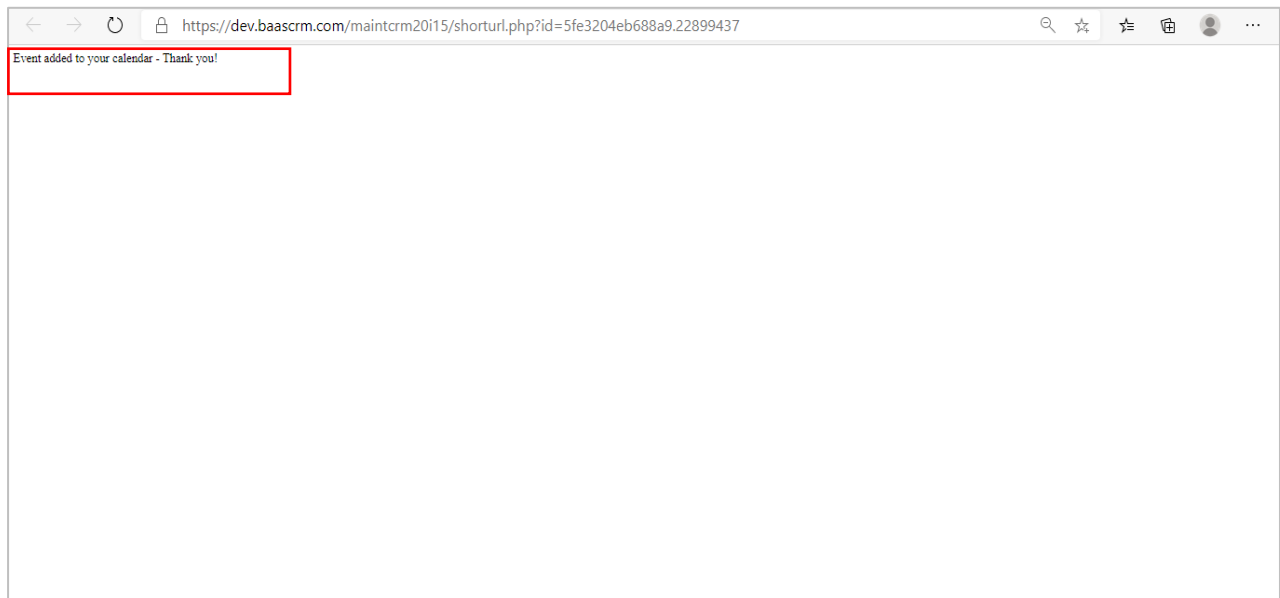
Invitation Event - (Planned)
01:00 pm - 03:00 pm

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Mail Send to Invite User

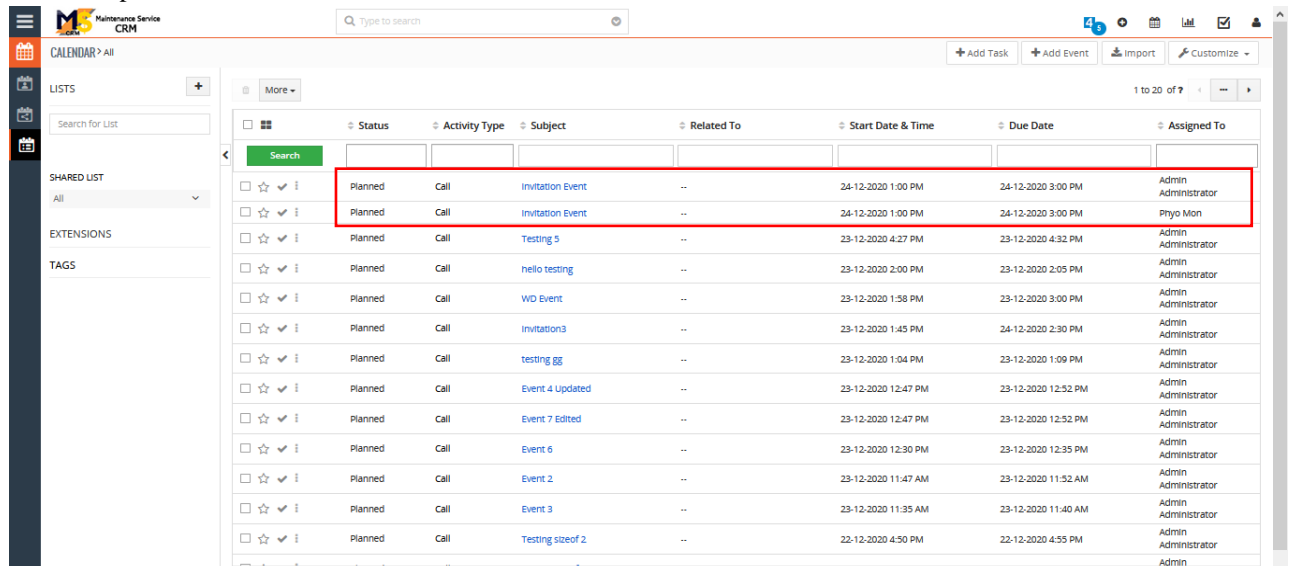


Accept the Event



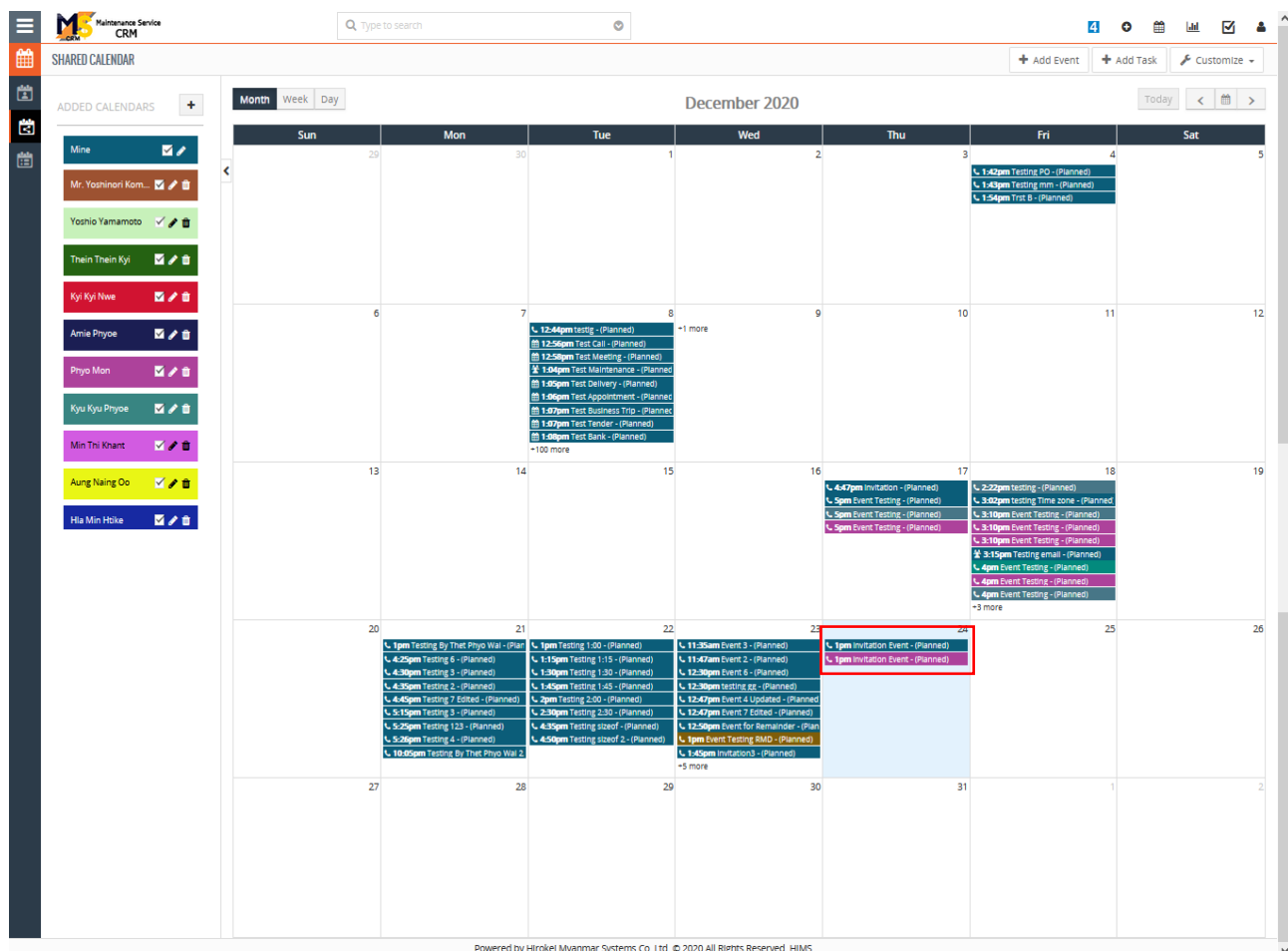
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After accept the event, Event list



	Status	Activity Type	Subject	Related To	Start Date & Time	Due Date	Assigned To
<input type="checkbox"/>	Planned	Call	Invitation Event	--	24-12-2020 1:00 PM	24-12-2020 3:00 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Invitation Event	--	24-12-2020 1:00 PM	24-12-2020 3:00 PM	Phyo Mon
<input type="checkbox"/>	Planned	Call	Testing 5	--	23-12-2020 4:27 PM	23-12-2020 4:32 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	hello testing	--	23-12-2020 2:00 PM	23-12-2020 2:05 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	WD Event	--	23-12-2020 1:58 PM	23-12-2020 3:00 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Invitation3	--	23-12-2020 1:45 PM	24-12-2020 2:30 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	testing gg	--	23-12-2020 1:04 PM	23-12-2020 1:09 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Event 4 Updated	--	23-12-2020 12:47 PM	23-12-2020 12:52 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Event 7 Edited	--	23-12-2020 12:47 PM	23-12-2020 12:52 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Event 6	--	23-12-2020 12:30 PM	23-12-2020 12:35 PM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Event 2	--	23-12-2020 11:47 AM	23-12-2020 11:52 AM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Event 3	--	23-12-2020 11:35 AM	23-12-2020 11:40 AM	Admin Administrator
<input type="checkbox"/>	Planned	Call	Testing size of 2	--	22-12-2020 4:50 PM	22-12-2020 4:55 PM	Admin Administrator

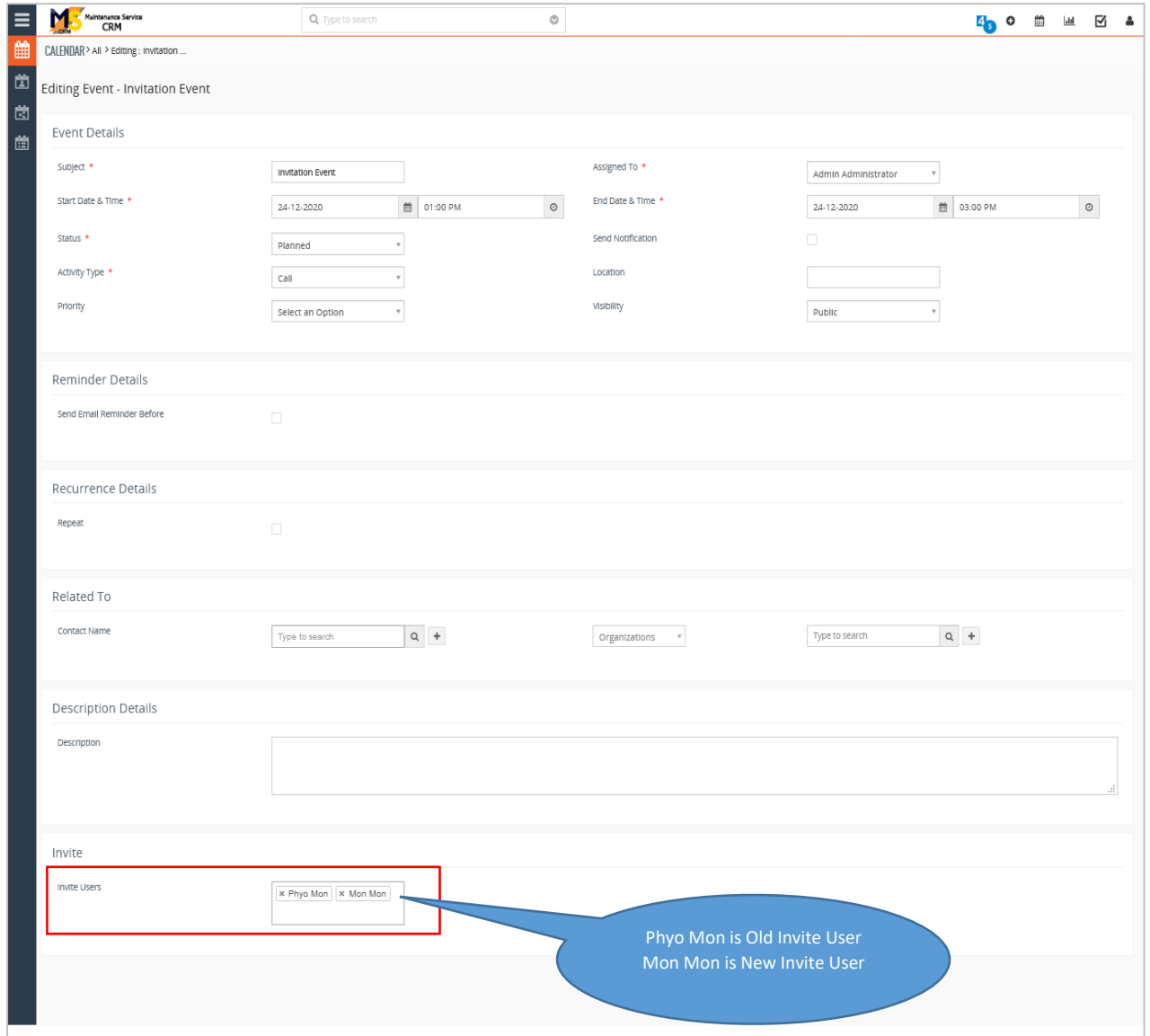
At Share Calendar,



Month	Week	Day	Events
December 2020			
Sun	23	Mon	30
Tue	1	Wed	2
Thu	3	Fri	4
Sat	5		
	6	7	8
	9	10	11
	12	13	14
	15	16	17
	18	19	20
	21	22	23
	24	25	26
	27	28	29
	30	31	

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Event Update with New Invite User



CALENDAR > All > Editing: Invitation ...

Editing Event - Invitation Event

Event Details

Subject * Invitation Event

Assigned To * Admin Administrator

Start Date & Time * 24-12-2020 01:00 PM

End Date & Time * 24-12-2020 03:00 PM

Status * Planned

Send Notification ☐

Activity Type * Call

Location

Priority Select an Option

Visibility Public

Reminder Details

Send Email Reminder Before ☐

Recurrence Details

Repeat ☐

Related To

Contact Name Type to search Q + Organizations Type to search Q +

Description Details

Description

Invite

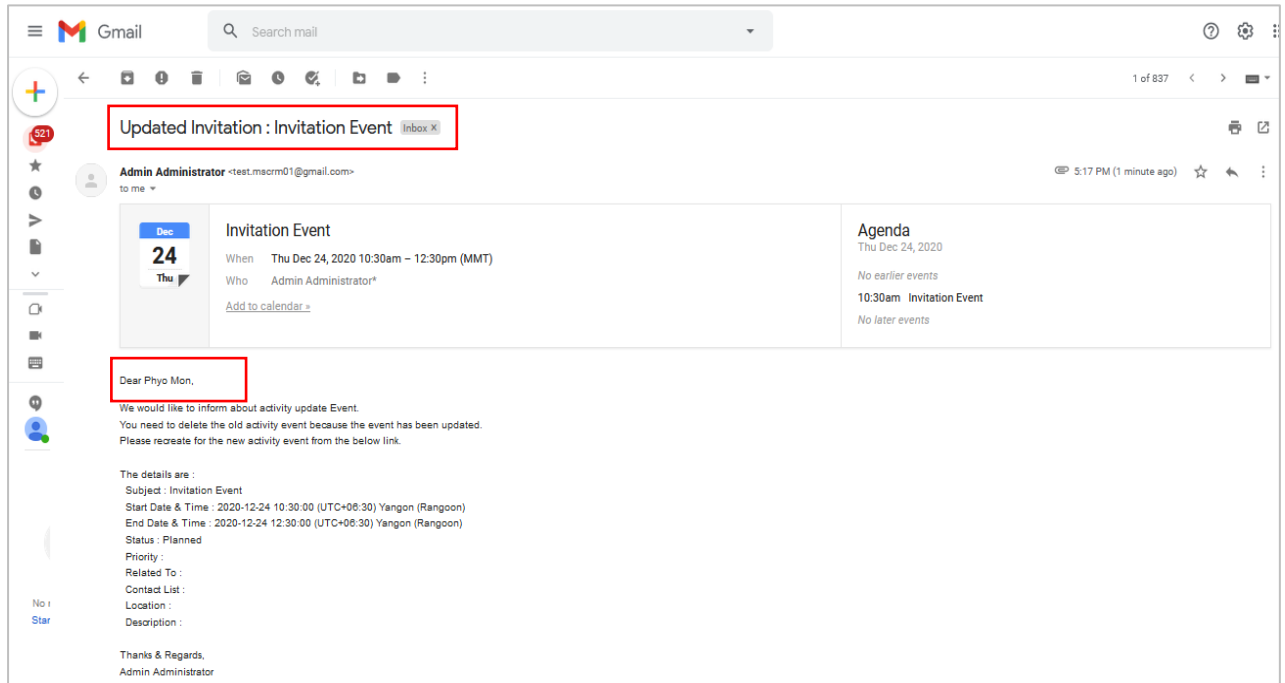
Invite Users

Phyo Mon Mon Mon

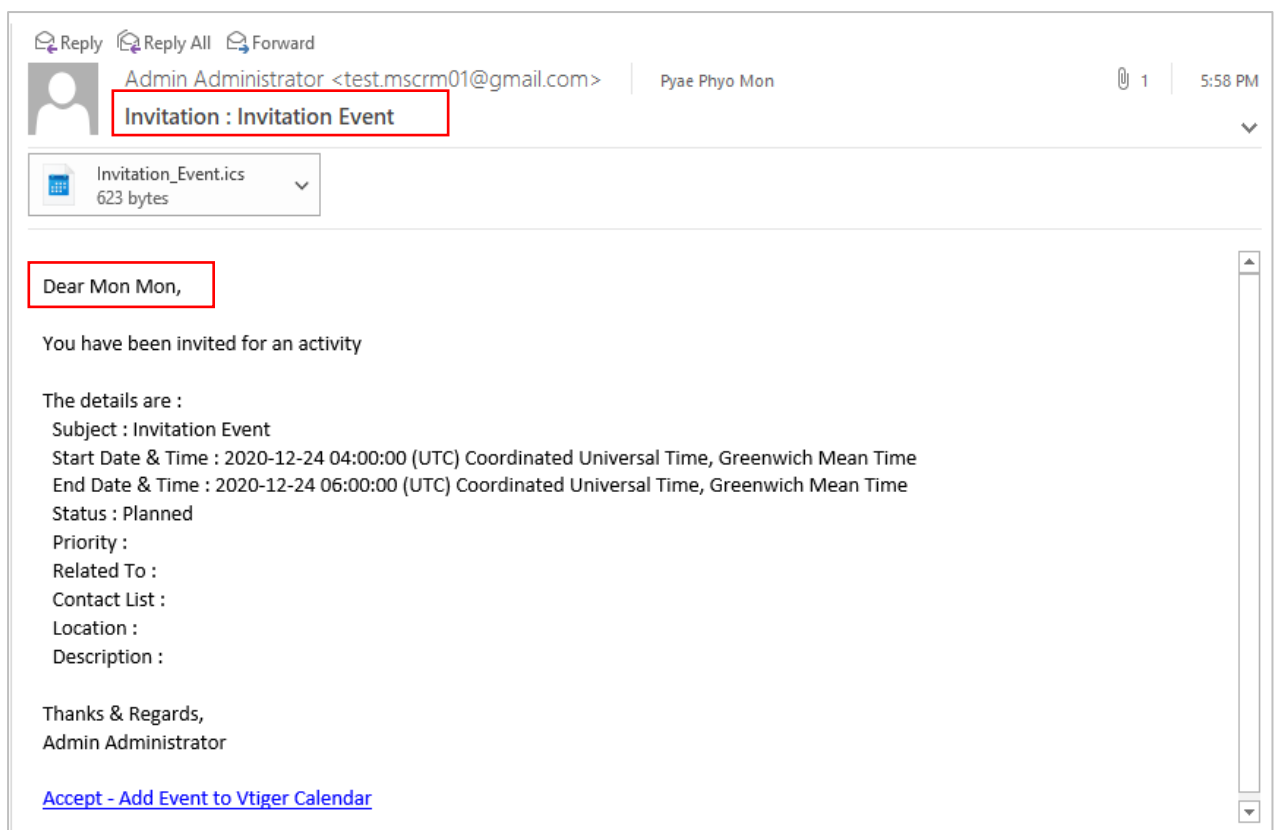
Phyo Mon is Old Invite User
Mon Mon is New Invite User

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Mail Send to Old Invite User

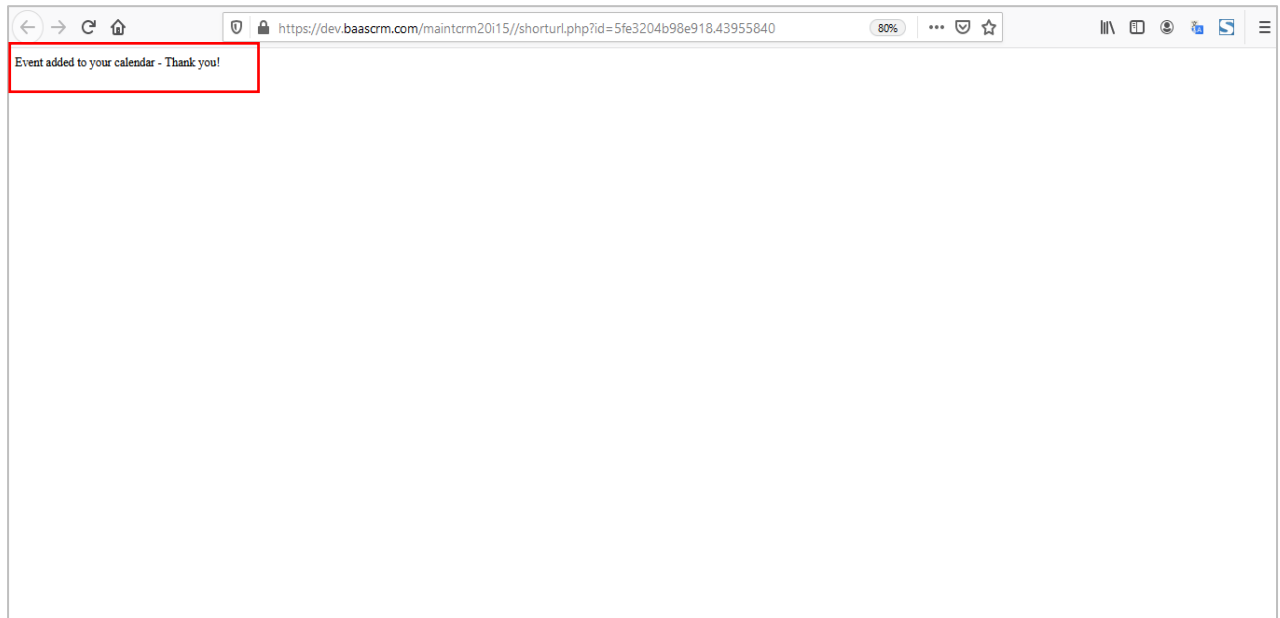


Mail Send to New Invite User

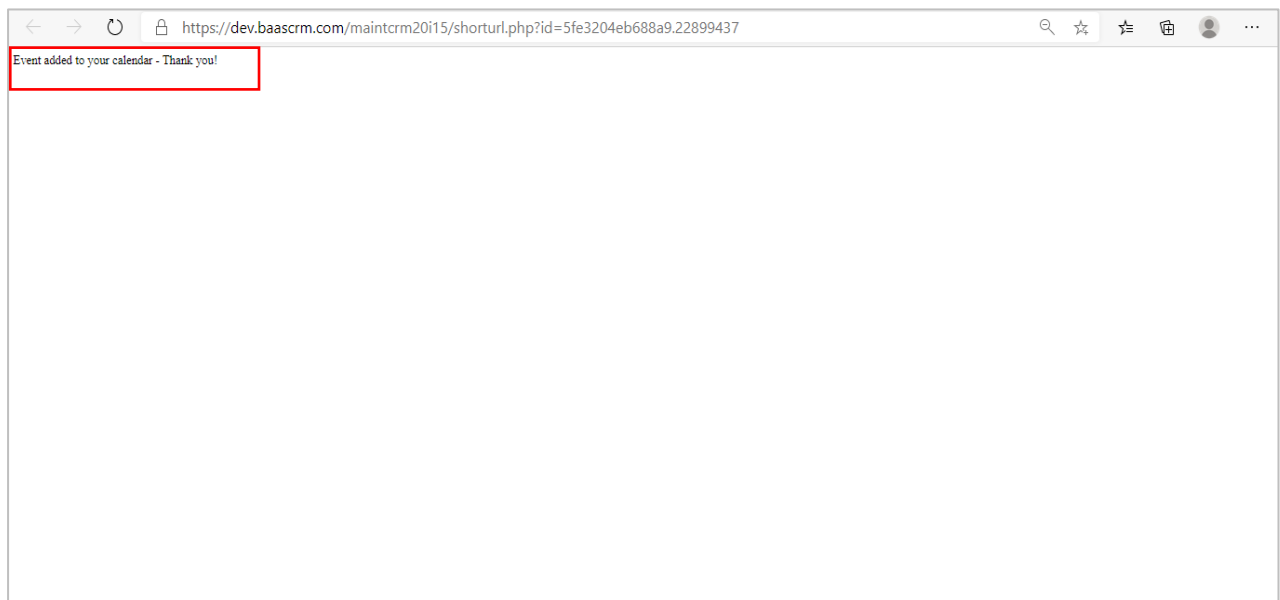


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Accept Event from Old Invite user



Accept from New Invite User



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After accept event, Event Listing

<

At Share Calendar,

Type to search

Add Event
Add Task
Customize

SHARED CALENDAR

Mine

Mr. Yoshinari Kom...

Yoshio Yamamoto

Thein Thein Kyi

Kyi Kyi Nwe

Amie Phyo

Phyo Mon

Kyu Kyu Phyo

Min Thi Khant

Aung Naing Da

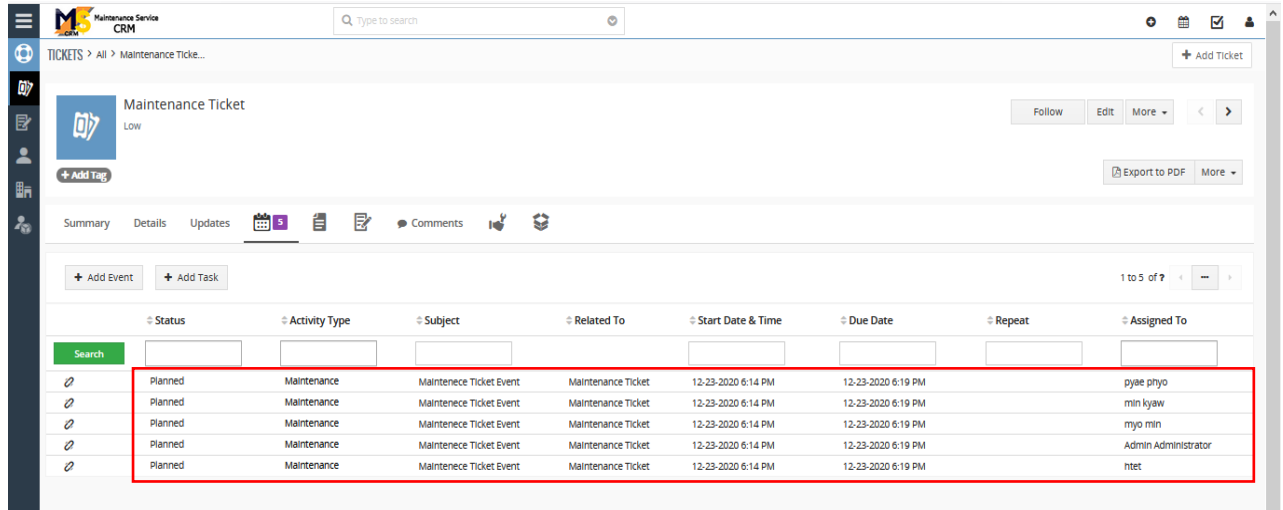
Hla Min Hte

December 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2	3	4 L 1:40pm Testrit PG - (Planned) L 1:40pm Testing min - (Planned) L 1:54pm rit B - (Planned)	5
6	7 L 12:44pm testing - (Planned) B 12:56pm Test Cal - (Planned) B 12:56pm Test Meeting - (Planned) E 1:04pm Test Maintenance - (Planned) B 1:40pm Test Delivery - (Planned) B 1:56pm Test Appointment - (Planned) B 1:47pm Test Business Trip - (Planned) B 1:47pm Test Tender - (Planned) B 1:58pm Test Bank - (Planned) +100 more	8 +1 more	9	10	11	12
13	14	15	16 L 4:47pm Invitation - (Planned) L 5pm Event Testing - (Planned) L 5pm Event Testing - (Planned) L 5pm Event Testing - (Planned)	17 L 5:29pm testing - (Planned) L 5:02pm Testing Time zone - (Planned) L 3:10pm Event Testing - (Planned) L 3:10pm Event Testing - (Planned) L 3:10pm Event Testing - (Planned) L 3:15pm Testing email - (Planned) L 4pm Event Testing - (Planned) L 4pm Event Testing - (Planned) L 4pm Event Testing - (Planned) +3 more	18	19
20 L 1pm Testing By Thet Aye Wa - (Plan) L 4:20pm Testing 4 - (Planned) L 4:30pm Testing 3 - (Planned) L 4:30pm Testing 2 - (Planned) L 4:40pm Testing 3 Edited - (Planned) L 5:15pm Testing 3 - (Planned) L 5:20pm Testing 123 - (Planned) L 5:30pm Testing 4 - (Planned) L 10:00pm Testing By Thet Aye Wa L	21 L 1pm Testing 1:00 - (Planned) L 1:15pm Testing 1:15 - (Planned) L 1:30pm Testing 1:30 - (Planned) L 1:40pm Testing 1:45 - (Planned) L 1pm Testing 2:00 - (Planned) L 2:30pm Testing 2:30 - (Planned) L 4:35pm Testing staff - (Planned) L 4:50pm Testing staff 2 - (Planned) +5 more	22 L 11:30am Event 3 - (Planned) L 11:47am Event 2 - (Planned) L 12:30pm Event 6 - (Planned) L 12:30pm testing ex - (Planned) L 12:47pm Event 4 Updated - (Planned) L 12:47pm Event 7 Edited - (Planned) L 12:50pm Event for Remainder - (Plan) L 1pm Event Testing SMO - (Planned) L 1:40pm Invitations - (Planned) +5 more	23 L 1pm Invitation Event - (Planned) L 1pm Invitation Event - (Planned) L 1pm Invitation Event - (Planned) L 1pm Invitation Event - (Planned)	24	25	26
27	28	29	30	31	1	2

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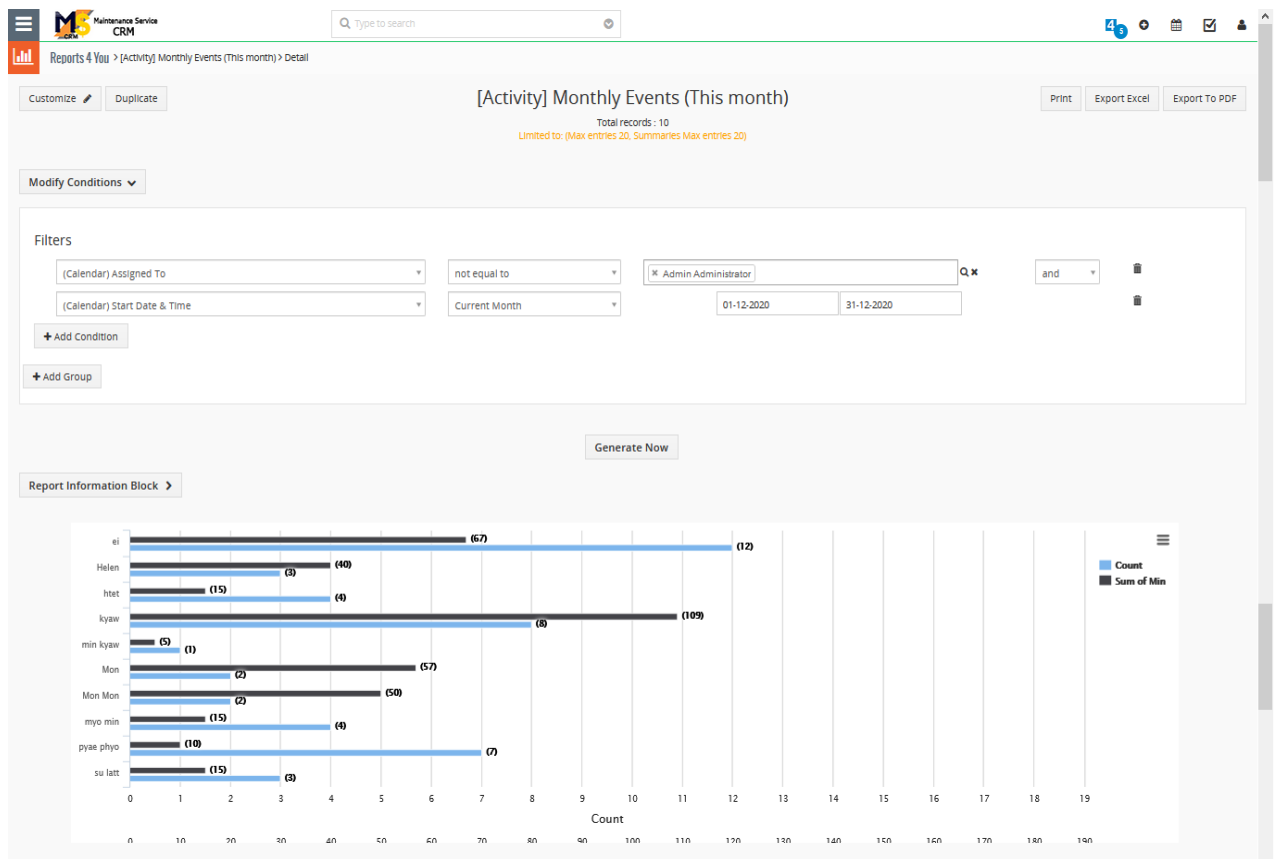
At Ticket



The screenshot shows the 'Maintenance Ticket' interface in the CRM. The ticket is currently in a 'Low' status. Below the header, there are tabs for Summary, Details, Updates, and Comments. A table lists the ticket's history, with columns for Status, Activity Type, Subject, Related To, Start Date & Time, Due Date, Repeat, and Assigned To. The table shows five entries, all with a status of 'Planned' and assigned to 'pyae phyio', 'min kyaw', 'myo min', 'Admin Administrator', and 'htet' respectively.

Status	Activity Type	Subject	Related To	Start Date & Time	Due Date	Repeat	Assigned To
Planned	Maintenance	Maintenance Ticket Event	Maintenance Ticket	12-23-2020 6:14 PM	12-23-2020 6:19 PM		pyae phyio
Planned	Maintenance	Maintenance Ticket Event	Maintenance Ticket	12-23-2020 6:14 PM	12-23-2020 6:19 PM		min kyaw
Planned	Maintenance	Maintenance Ticket Event	Maintenance Ticket	12-23-2020 6:14 PM	12-23-2020 6:19 PM		myo min
Planned	Maintenance	Maintenance Ticket Event	Maintenance Ticket	12-23-2020 6:14 PM	12-23-2020 6:19 PM		Admin Administrator
Planned	Maintenance	Maintenance Ticket Event	Maintenance Ticket	12-23-2020 6:14 PM	12-23-2020 6:19 PM		htet

Before Report



The screenshot shows the '[Activity] Monthly Events (This month)' report interface. The report is titled '[Activity] Monthly Events (This month)' and shows a total of 10 records. The interface includes filters for '(Calendar) Assigned To' and '(Calendar) Start Date & Time'. The report is displayed as a horizontal bar chart showing the count of events for each user and the sum of minutes for each user. The chart shows that 'pyae phyio' has the highest count of events (12) and the highest sum of minutes (107).

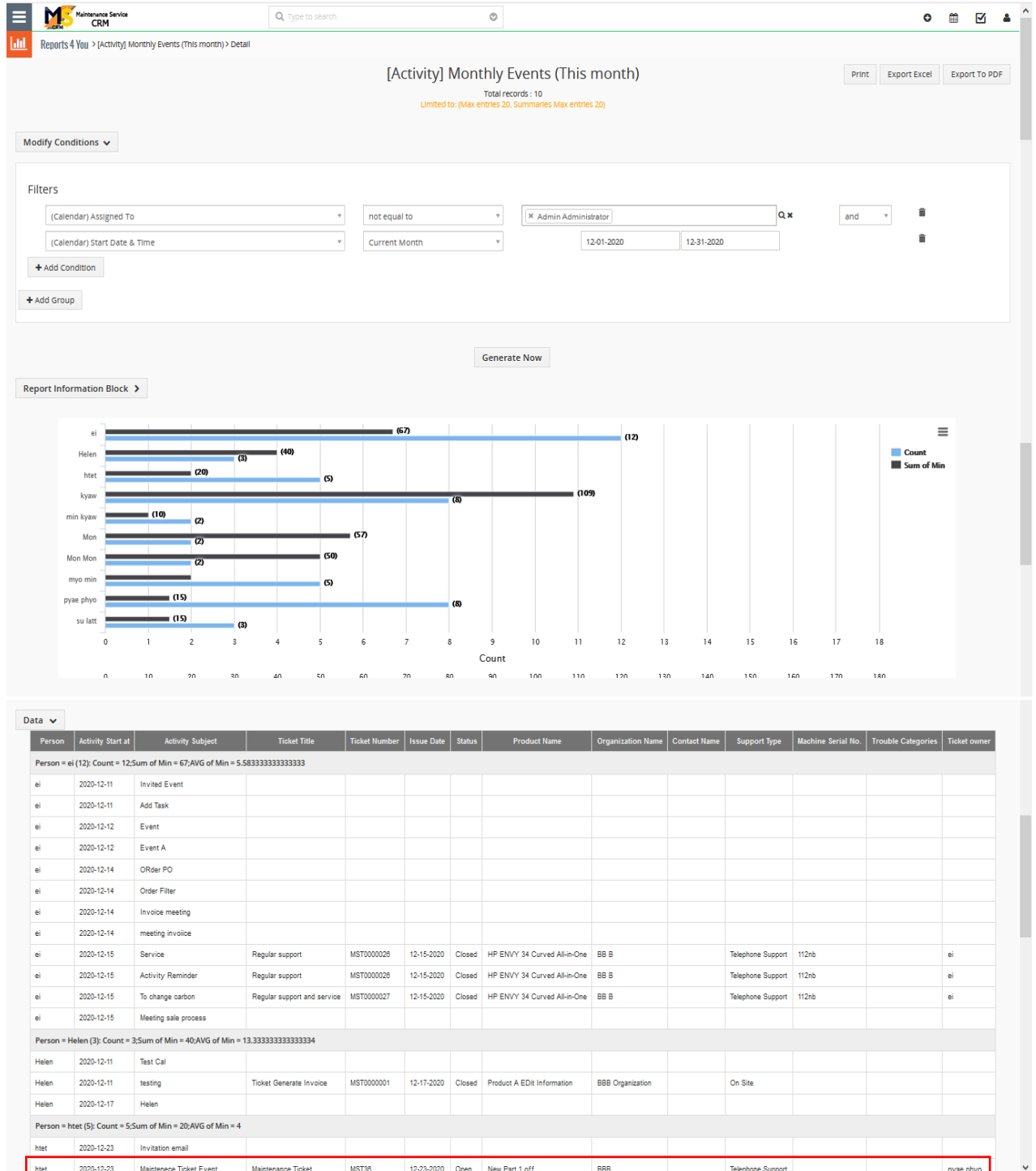
User	Count	Sum of Min
ei	6	7
Helen	3	40
htet	1	4
kyaw	8	109
min kyaw	1	1
Mon	2	57
Mon Mon	2	50
myo min	1	4
pyae phyio	12	107
su latt	3	15

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Person	Activity Start at	Activity Subject	Ticket Title	Ticket Number	Issue Date	Status	Product Name	Organization Name	Contact Name	Support Type	Machine Serial No.	Trouble Categories	Ticket owner
Person = ei (12): Count = 12;Sum of Min = 67;AVG of Min = 5.58333333333333													
ei	2020-12-11	Invited Event											
ei	2020-12-11	Add Task											
ei	2020-12-12	Event											
ei	2020-12-12	Event A											
ei	2020-12-14	ORder PO											
ei	2020-12-14	Order Filter											
ei	2020-12-14	Invoice meeting											
ei	2020-12-14	meeting invoice											
ei	2020-12-15	Service	Regular support	MST0000026	15-12-2020	Closed	HP ENVY 34 Curved All-in-One	BB B		Telephone Support	112nb		ei
ei	2020-12-15	Activity Reminder	Regular support	MST0000026	15-12-2020	Closed	HP ENVY 34 Curved All-in-One	BB B		Telephone Support	112nb		ei
ei	2020-12-15	To change carbon	Regular support and service	MST0000027	15-12-2020	Closed	HP ENVY 34 Curved All-in-One	BB B		Telephone Support	112nb		ei
ei	2020-12-15	Meeting sale process											
Person = Helen (3): Count = 3;Sum of Min = 40;AVG of Min = 13.3333333333333													
Helen	2020-12-11	Test Cal											
Helen	2020-12-11	testing	Ticket Generate Invoice	MST0000001	17-12-2020	Closed	Product A Edit Information	BBB Organization		On Site			
Helen	2020-12-17	Helen											
Person = htet (4): Count = 4;Sum of Min = 15;AVG of Min = 3.75													
htet	2020-12-23	Invitation email											
htet	2020-12-23	Ticket Event											
htet	2020-12-24	Event											
htet	2020-12-25	Event with Invite User Testing											
Person = kyaw (8): Count = 8;Sum of Min = 109;AVG of Min = 13.625													
kyaw	2020-12-11	Follow Up Quotation											
kyaw	2020-12-11	Follow Up Quotation											
kyaw	2020-12-11	Follow Up to Sale											
kyaw	2020-12-11	Follow Up to Sale											
kyaw	2020-12-11	Follow Up to Sale CRM											
kyaw	2020-12-16	Go To Meeting											
kyaw	2020-12-16	Follow Up Quotation											
kyaw	2020-12-17	Follow Up Quotation											
Person = min kyaw (1): Count = 1;Sum of Min = 5;AVG of Min = 5													
min kyaw	2020-12-23	Ticket Event											
Person = Mon (2): Count = 2;Sum of Min = 57;AVG of Min = 28.5													
Mon	2020-12-11	Testing Opportunities Email Alert											
Mon	2020-12-11	Testing Task Edit											
Person = Mon Mon (2): Count = 2;Sum of Min = 50;AVG of Min = 25													
Mon Mon	2020-12-11	testtt											
Mon Mon	2020-12-24	Event From Quick Create											
Person = myo min (4): Count = 4;Sum of Min = 15;AVG of Min = 3.75													
myo min	2020-12-15	testing mmm											
myo min	2020-12-23	Ticket Event											
myo min	2020-12-23	Event 1											
myo min	2020-12-24	testing											
Person = pyae phy (7): Count = 7;Sum of Min = 10;AVG of Min = 2													
pyae phy	2020-12-11	deee											
pyae phy	2020-12-14	Reminder											
pyae phy	2020-12-14	Invitation Test											
pyae phy	2020-12-23	Ticket Event											
pyae phy	2020-12-24	Event with Invite User											
pyae phy	2020-12-24	Event with Invite User Edit 222											
pyae phy	2020-12-25	Event with Invite User Testing											
Person = su latt (3): Count = 3;Sum of Min = 15;AVG of Min = 5													
su latt	2020-12-11	testing	Ticket Generate Invoice	MST0000001	17-12-2020	Closed	Product A Edit Information	BBB Organization		On Site			
su latt	2020-12-23	Invitation email											
su latt	2020-12-24	Invitation email											

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After Report

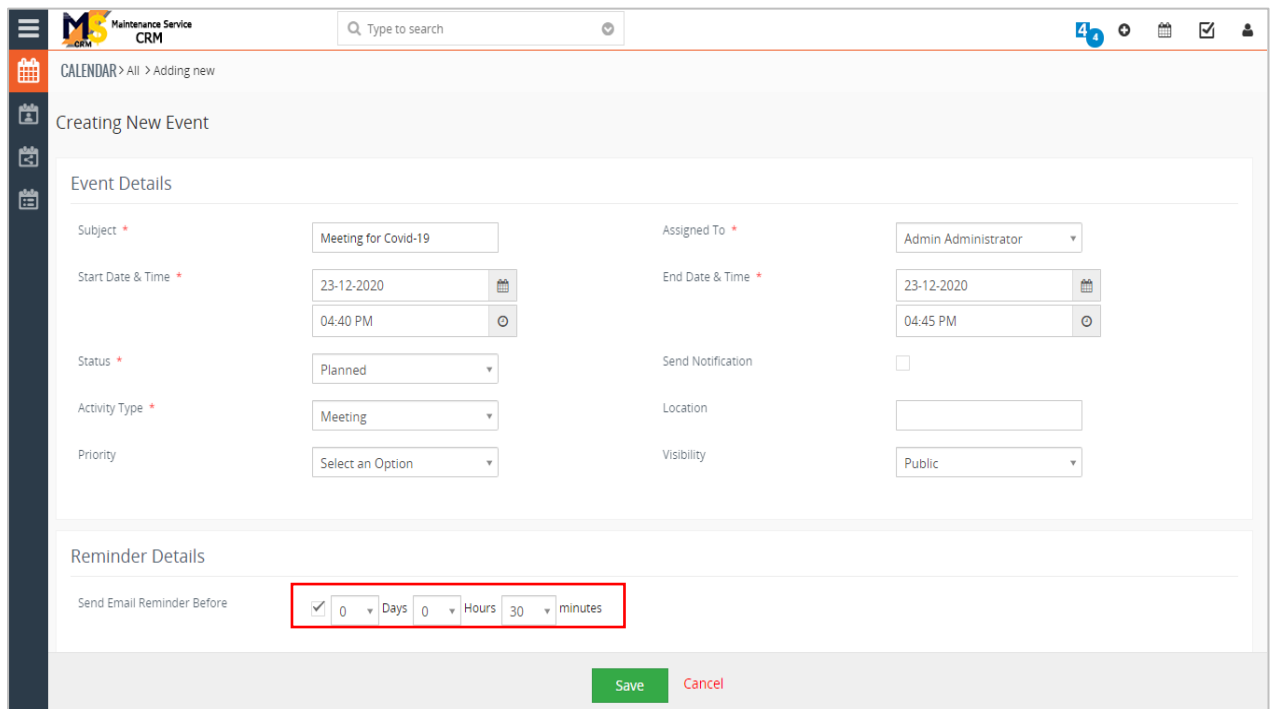


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[illegible]

- 3) At Event module, we repaired the problem that reminder email can't send. Now, Reminder Email can send within 5 minutes of event start.

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Creating New Event

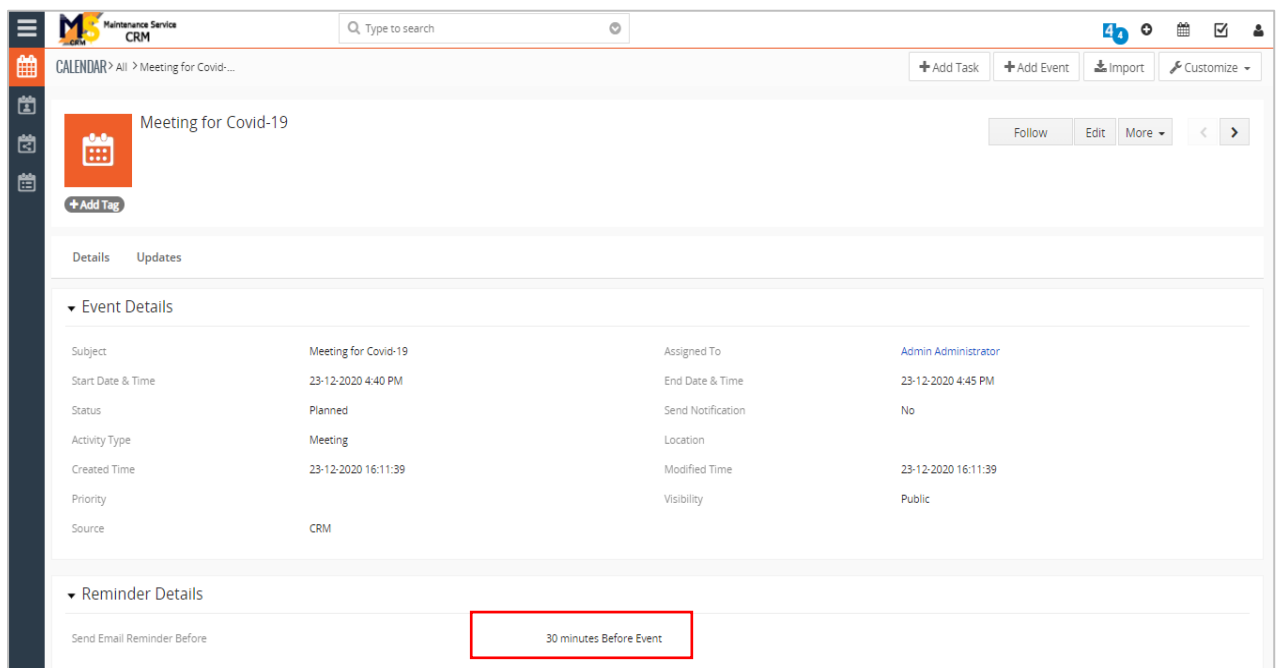
Event Details

Subject *	Meeting for Covid-19	Assigned To *	Admin Administrator
Start Date & Time *	23-12-2020 04:40 PM	End Date & Time *	23-12-2020 04:45 PM
Status *	Planned	Send Notification	<input type="checkbox"/>
Activity Type *	Meeting	Location	
Priority	Select an Option	Visibility	Public

Reminder Details

Send Email Reminder Before ☒ 0 Days 0 Hours 30 minutes

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Meeting for Covid-19

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Event Details

Subject	Meeting for Covid-19	Assigned To	Admin Administrator
Start Date & Time	23-12-2020 4:40 PM	End Date & Time	23-12-2020 4:45 PM
Status	Planned	Send Notification	No
Activity Type	Meeting	Location	
Created Time	23-12-2020 16:11:39	Modified Time	23-12-2020 16:11:39
Priority		Visibility	Public
Source	CRM		

Reminder Details

Send Email Reminder Before 30 minutes Before Event

Confidential

 thetphyowai@hirokei.co.jp | admin@mail.com

Reminder: Meeting for Covid-19 @ 23-12-2020 16:40:00

This is a reminder notification for the Activity
The details are :

Subject : Meeting for Covid-19

Start Date & Time : 23-12-2020 16:40:00 (UTC+06:30) Yangon (Rangoon)

End Date & Time : 23-12-2020 16:45:00 (UTC+06:30) Yangon (Rangoon)

Status : Planned

Location :

Description :

Click here to view [Record](#)

Notes:

I would like to inform about using testing alert mail and Outside mail (to HIMS testing mail) from your system site.

I need to testing for your site for Reminder Email Alert of the Event (Remainder E. So, your will send (from mirai.eng11@gmail.com) our testing alert mail for (Event remainder).