MERAKI STORES ERP SYSTEM



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Meraki Stores ERP Operations Summary

Introduction

- **ERP** application has been designed and developed for **Meraki Stores** to handle its business orders efficiently.
- The main aim of the system is to bring the existing workflow processing system online and store information efficiently and securely.
- This can be used later for reviewing, tracking and analyzing the business model further for better customer experience.
- Frequent terminology encountered during the lifecycle processing includes Enquiry, Enquiry Requirements, Enquiry Quotations, Order, Purchase Order, Tech Pack, Proforma Invoice, Advance Payments, Full Payments, Vendor Payments, Delivery Challan, Tax Invoice.
- Enquiry will be created in the system whenever any order is to be taken up. All the details required are captured as part of enquiry requirements.
- Once all requirements are received, quotation price details are entered into the system and quotations are generated. There might be chances of generating the revised quotations too at times.
- Once a quotation is accepted, order is created on top of quoted price and customer is confirmed with on the order details.
- Then purchase order to the respective vendor is created and order is confirmed to the production.
- Production team will give frequent updates and details about order delivery.
- Finally, the order is delivered to the customer.
- The application automates the entire order processing stages, stores all the information and displays when required in future.
- Analytics will also be done on the data and can be useful for making important decisions and drawing out insights based on data trends.

Current System

- Currently at Meraki, Order processing is done manually by the team. Traditional file-based data storage approach is used where information is captured in Word documents, Excel sheets, Google sheets etc.,
- This is consuming lots of manual efforts and at times error prone too.
- To avoid these situations and overcome manual efforts, highly secured web application has been designed which brings the entire system online and provides an efficient way of handling enquiries and orders and better tracking of order status at respective stages in the order lifecycle.
- All the manually done documents such as quotations, proforma invoice, payment receipts, tech pack, delivery challan, tax invoices, purchase orders are generated online now and efficiently without any errors.
- The web application completely minimizes the manual efforts and provides great reliability and source of information for future orders and allows people to focus more on business to get more orders.
- Moreover, all the information can be reviewed, and cross checked at a later point of time for making business critical decisions.

Functional Description

- ❖ Full Requirements for Meraki Stores ERP Web Application.
- The entire data for Meraki Stores ERP suite can be categorized under two sections.
- The Primary section is referred to as the Master Data which the system needs before proceeding with any orders.
- Primary data refers to the Product Catalog Features and Customizations Details, Vendor Details in the system, Users of the ERP application.
- The other kind of data is the transactional data which gets accumulated every day specific to enquiry or order detailing.
- Following are the high-level set of terminologies encountered during the order processing and each one of them have their own lifecycle.
 - Enquiry
 - Enquiry Requirements
 - Quotations
 - Orders
 - o Admin Orders
 - Production Orders
 - o Purchase Orders
 - Product Catalog Suite
 - Vendor Management
 - User Management
 - Task Management
- Following are the set of documents that are expected by the system to generate once all relevant information is filled in by the user.
 - Quotations
 - Revised Quotations
 - Proforma Invoice
 - Tech Pack
 - Customer Payment Receipt
 - Purchase Order
 - o Delivery Challan
 - o Tax Invoice

User Community Description

- Sales Team, Admin Team and Production Team are the set of users interacting with the system to add/update/retrieve information in the system.
- Initially sales team and admin team are the set of users responsible for interacting with the system and come up with any changes and later will be extended to wide variety of users.
- Admin can any time add a user, update user details, delete user from the system and can perform all variety of actions.
- Users won't be deleted permanently from the system. Once a user has been removed from the list by the admin, they would have the last date enabled and the details would be moved to a separate schema.
- ❖ This is just to have a track of all the users who worked on the ERP application.

High-Level Architecture

- The ERP application is a custom-built web-based application which tracks the different stages of order lifecycle at Meraki Stores.
- Major application components include Enquiries, Orders, Admin Orders, Purchase Orders, Product Catalogs, Vendors, Quotations, Invoices, Delivery Challans and few other documents indicating the merchandise details
- The system collects and manages the everyday data related to the orders/enquiries and presents to the user when required.
- The application brings a lot of flexibility in using and maintenance of system. All the business activities, everyday tasks, user management is being handled by the system.
- The system has a browser-based web interface where users would be interacting every day.
- The web application is hosted on the Go Daddy Domain https://www.meraki.store/erp/dashboard
- Maintenance of the current system involves a set of activities to be done at periodic intervals of time. They've been documented under a separate heading.

Modes of Operation

- ERP application is a critical application to a business as it manages day to day activities in a business and operations must be handled very carefully.
- ❖ We will be having two different environments for the system.
 - Development Environment
 - Production Environment
- Development environment is for daily development and testing purposes a developer needs and first level entry for testing the new code in the application.
- Production Instance is the final one which the team at Meraki Stores would be using daily.
- Every day application data backups and database backups are to be done and saved to some location.
- These backups are very much necessary and failure to do so will have a great chance of havoc in case if there are any issues and production systems doesn't respond.
- Emergency data recovery activities would be conducted once in every two months to cross verify whether we're able to recover all the data using the latest backup files and issues faced during these stages must be well documented and noted for the future use.

Maintenance Activities

- ERP application is mostly related to business and various activities undergoing in the business and maintenance plays a critical role because this is very different from a normal website which would be done for digital marketing.
- Proper and regular maintenance of the application is needed as data grows day to day in these kinds of applications and to be maintained effectively.
- As the data grows, performance issues might occur in few pages, pages take more time to load etc.,
- Developer needs to document down all the issues and work on them for a better user experience and ensuring that no data or web page is broken.

As part of maintenance activity, the overall responsibility of updating and operating the site is being taken care by the support team so that people working under different user community groups such as sales, marketing, admin and other teams can focus on what's important to them.

Weekly Tasks

- ❖ All the pages on the web application are loading without any errors.
- Application and Database backups are to be performed regularly and stored off site.
- Update core software in case of any adhoc requests or if any issues needs to be handled.
- Ensuring that all the forms on the page are working correctly.
- Check for broken links.
- Check for 404 Not Found errors and resolve these by fixing links.

Monthly Tasks

- Check for website loading speed. Performance is one of the critical factors we have as part of this web application.
- Data is increased every day as more orders needs to be entered into the system and sometimes loading all the data and wait till the page gets loaded often gets irritation among the users as they'll have to wait for the same. Necessary decisions need to be taken by the team to handle this.
- Performing security scans and resolve if any issues are identified.
- Monthly reports are to be prepared and analyzed which includes errors such as broken links, server errors, timeout errors, empty titles, duplicate titles and other kind of errors that the team might face while using the web application.
- Perform data analytics and derive some visual representations out of it which will be very helpful in making business decisions.

Quarterly Tasks

- Review the product catalog features and other master data content on the site.
- Testing the website to ensure that it looks and displays properly on most popular browsers.
- Periodically checking the backup logs and performing emergency web application recovery activities.

Yearly Tasks

- Review each page on the site for content accuracy.
- Renew the web application domain name.
- Review whether the ERP application is in align with your business goals.

Data Analytics Activities

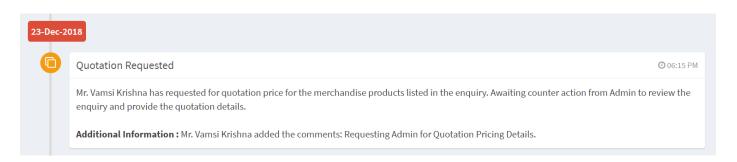
- As data grows very frequently, we can use the data and perform analytics to get insights from the business and accordingly take business decisions.
- We need to come up with different areas where we want to analyze and come up with a plan on how we want to analyze and take business decisions.
- This is something to be done in the long run when we have enough data to perform statistics and analytics.

Order Lifecycle Stages

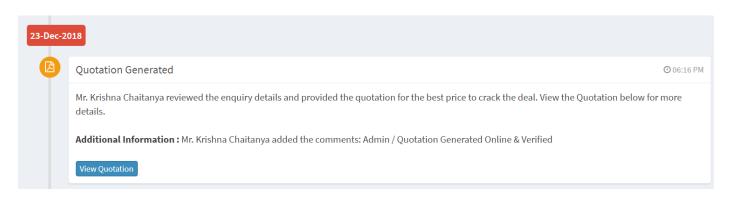
Enquiry - IN PROGRESS



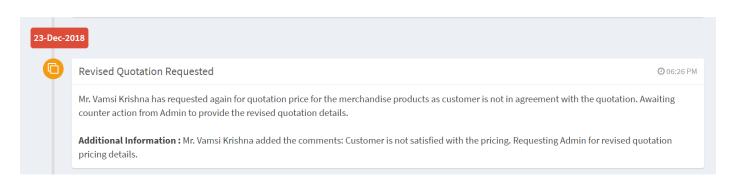
Enquiry - REQUEST FOR QUOTATION



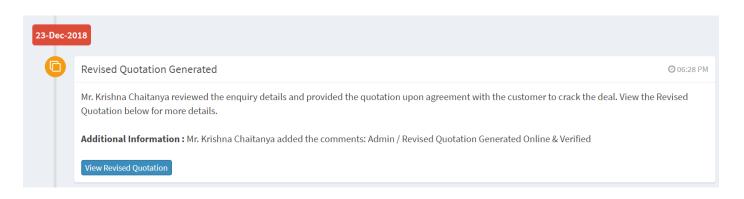
Enquiry - QUOTATION GENERATED



Enquiry - REQUEST FOR REVISED QUOTATION



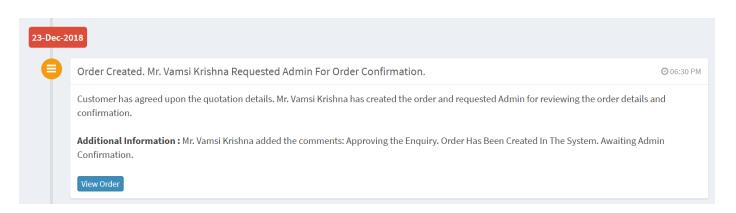
Enquiry - REVISED QUOTATION GENERATED



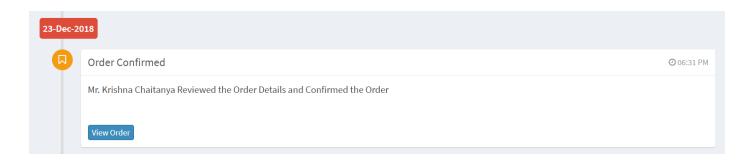
Enquiry - APPROVED



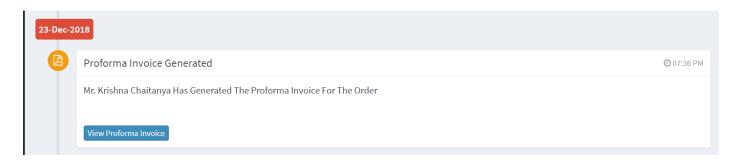
Order - REQUEST FOR ORDER CONFIRMATION



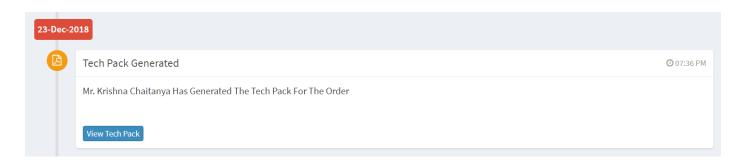
Order - ORDER CONFIRMED



Order - PROFORMA INVOICE GENERATED



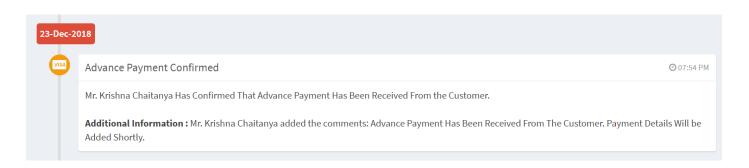
Order - TECH PACK GENERATED



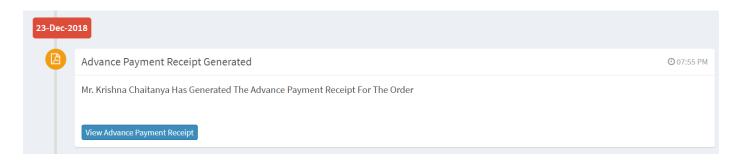
Order - REQUEST FOR ADVANCE PAYMENT



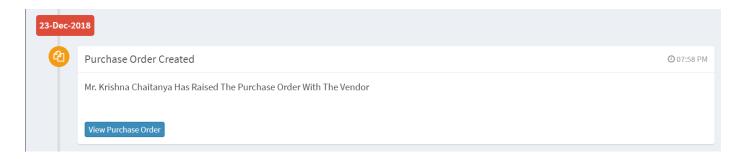
Order - ADVANCE PAYMENT CONFIRMED



Order - ADVANCE PAYMENT RECEIPT GENERATED



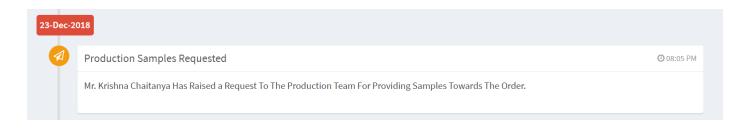
Order - PURCHASE ORDER CREATED



Order - ORDER SENT TO PRODUCTION



Order - REQUEST FOR PRODUCTION SAMPLES



Order - REQUEST FOR REVISED PRODUCTION SAMPLES



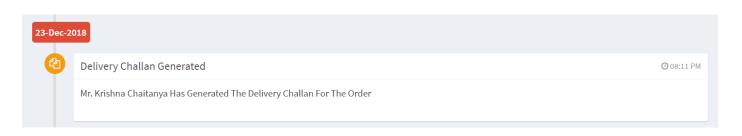
Order - PRODUCTION BULK PRINTING CONFIRMED



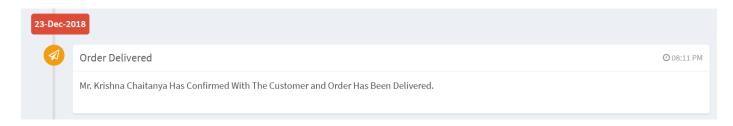
Order - ORDER SHIPPED



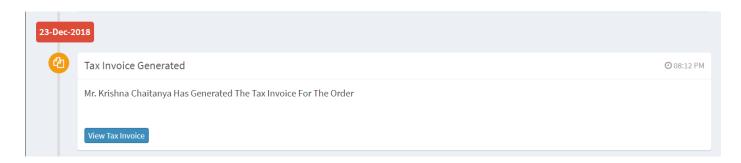
Order - DELIVERY CHALLAN GENERATED



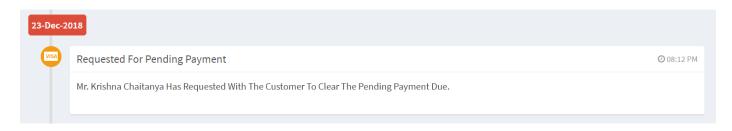
Order - ORDER DELIVERED



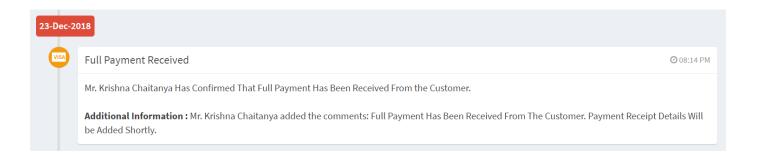
Order - TAX INVOICE GENERATED



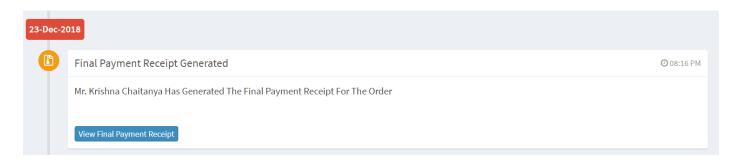
Order - REQUEST FOR PENDING PAYMENT



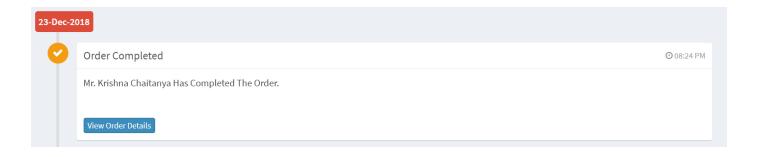
Order - FULL PAYMENT RECEIVED



Order - FULL PAYMENT RECEIPT GENERATED



Order - ORDER COMPLETED

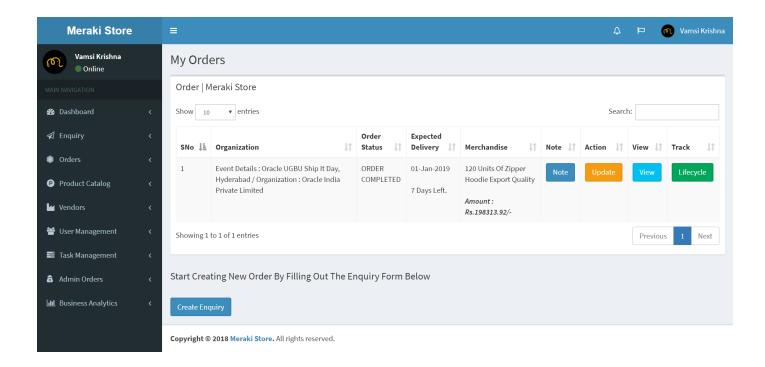


ERP Application Details & Screenshots

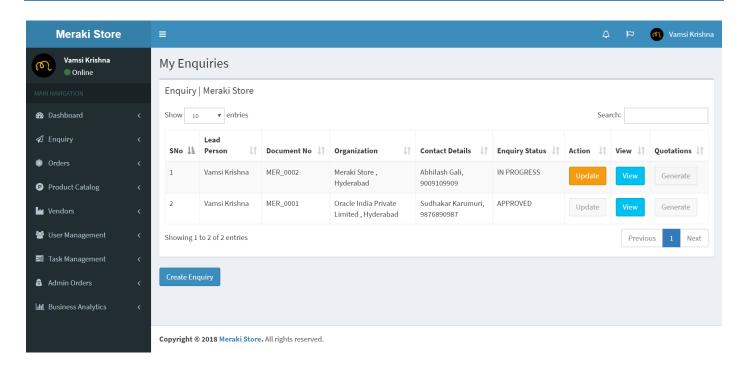
- URL: https://www.meraki.store/erp/dashboard/
- Login Details:

(abhilash.merakii@gmail.com/abhilash@123) (krishna.merakistore@gmail.com/krishna@123)

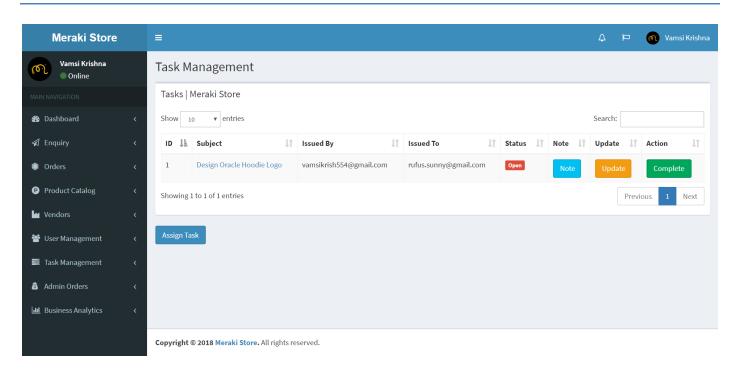
My Orders



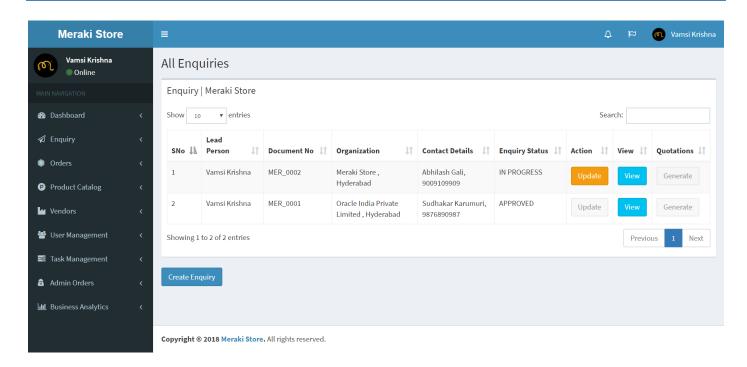
My Enquiries



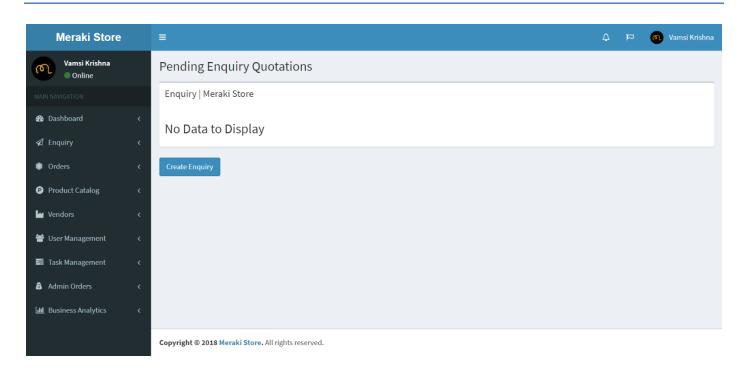
My Tasks



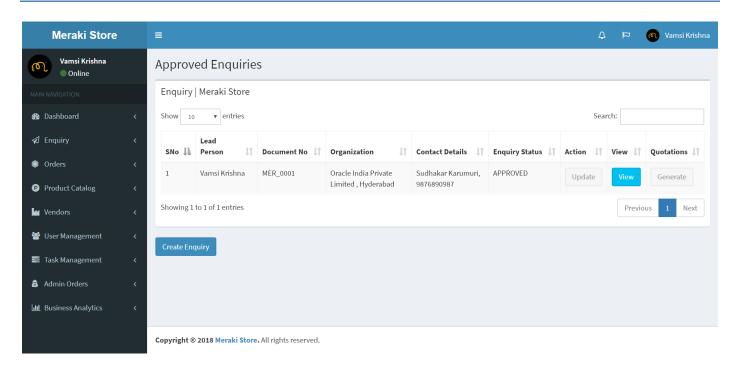
All Enquiries



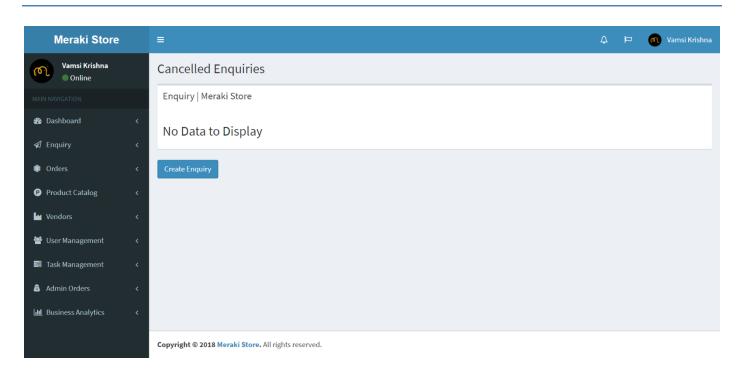
Pending Enquiry Quotations



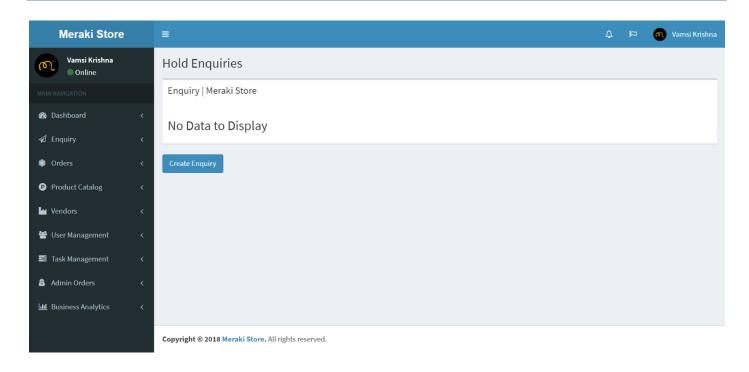
Approved Enquiries



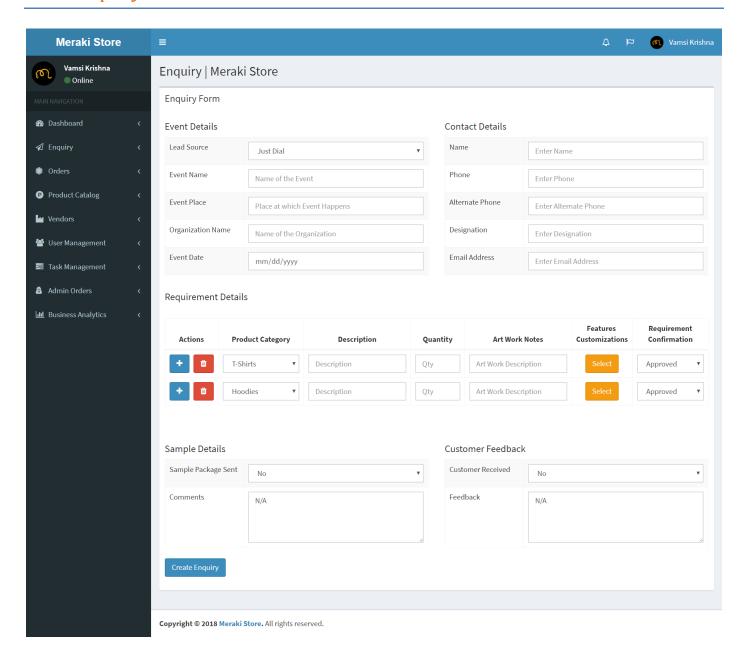
Cancelled Enquiries



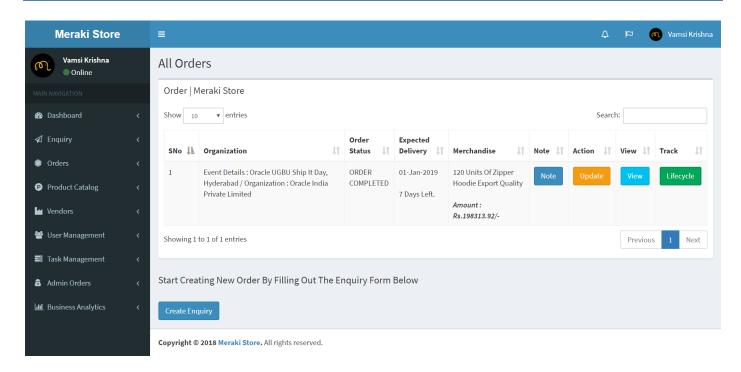
Hold Enquiries



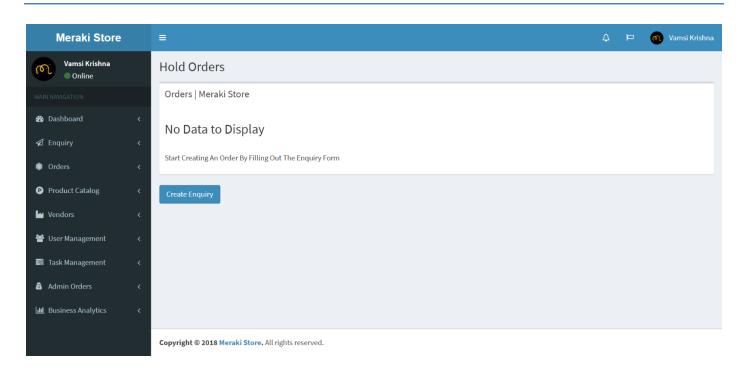
New Enquiry



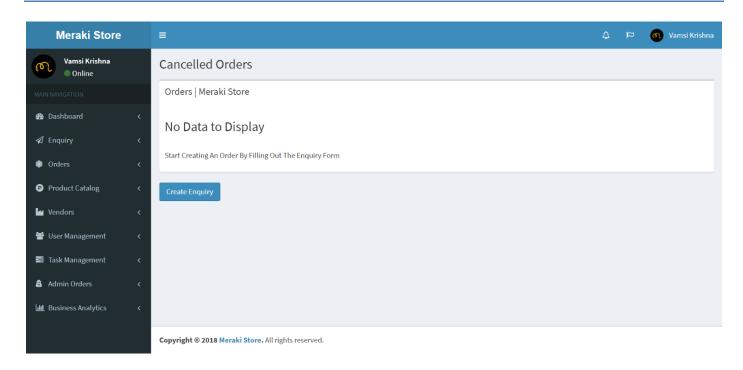
All Orders



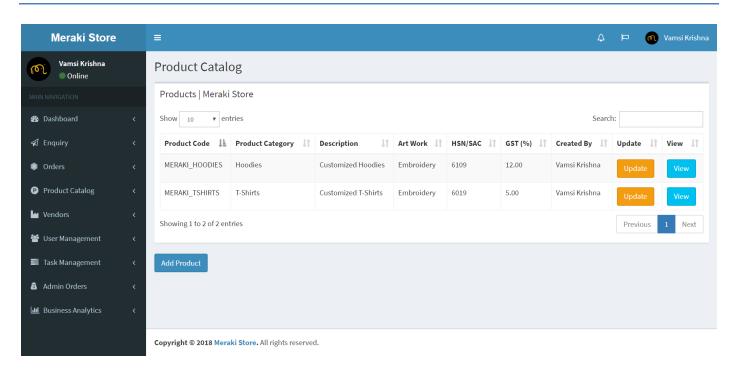
Hold Orders



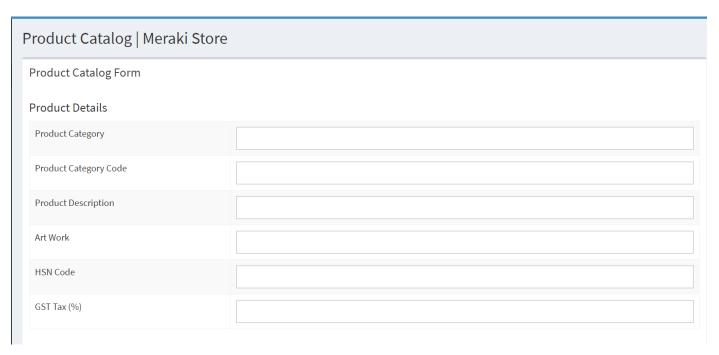
Cancelled Orders

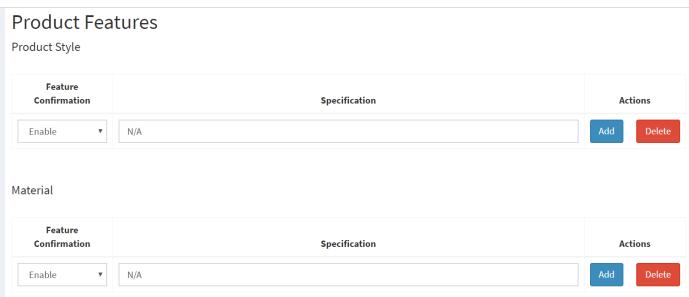


Product Catalog



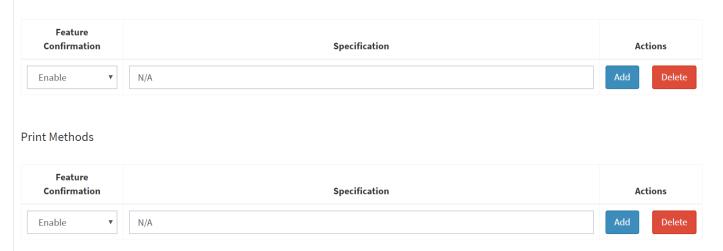
New Product

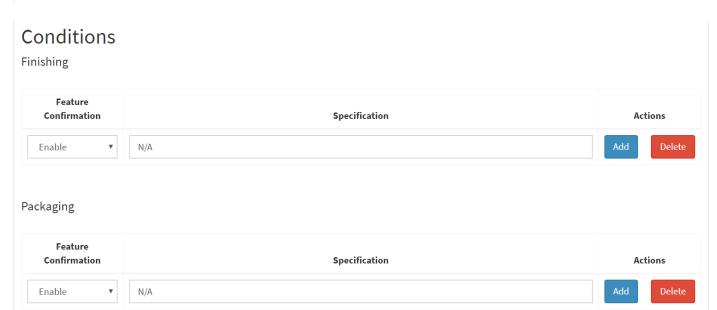




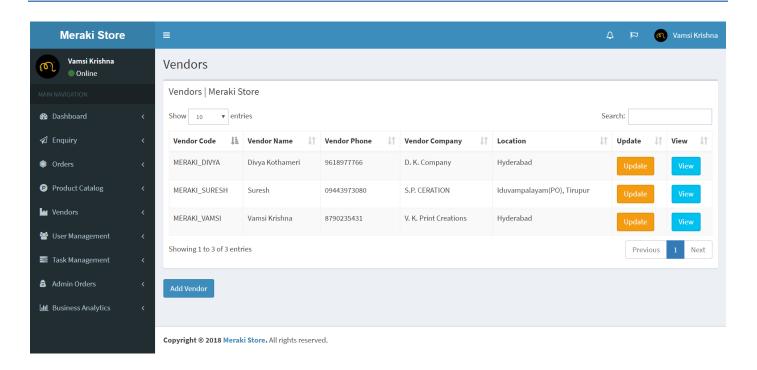
Product Customizations

Colour

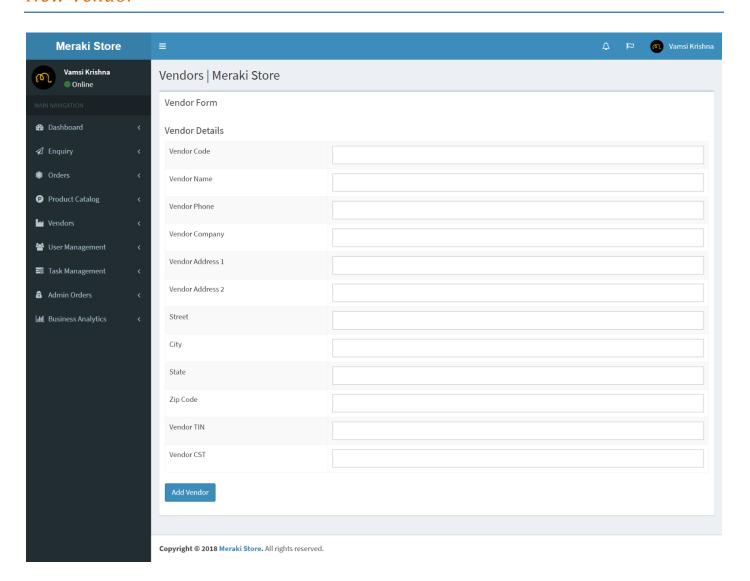




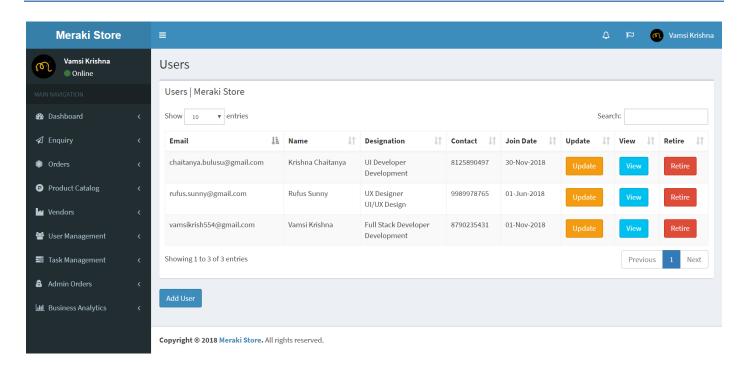
Vendors



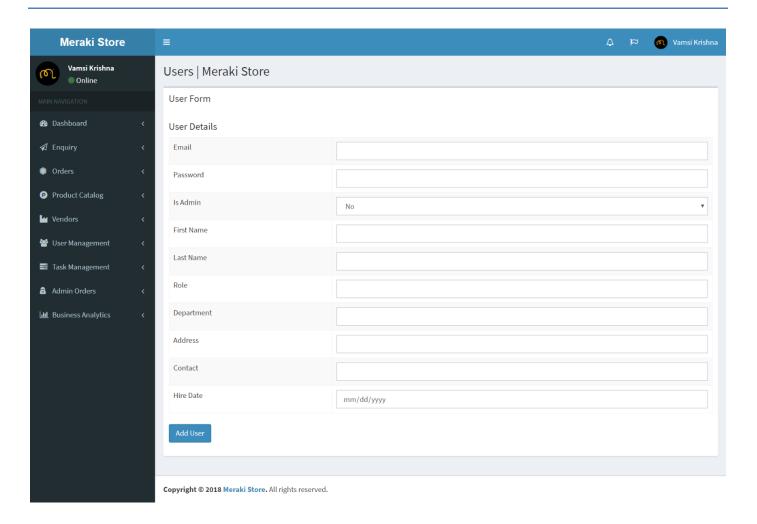
New Vendor



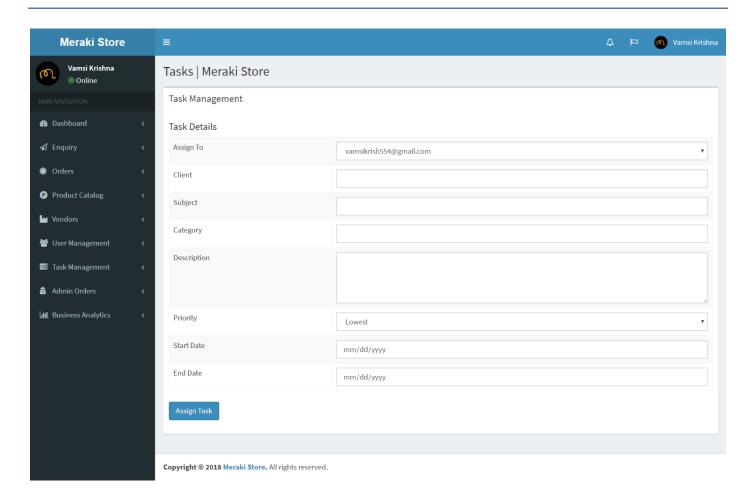
User Management



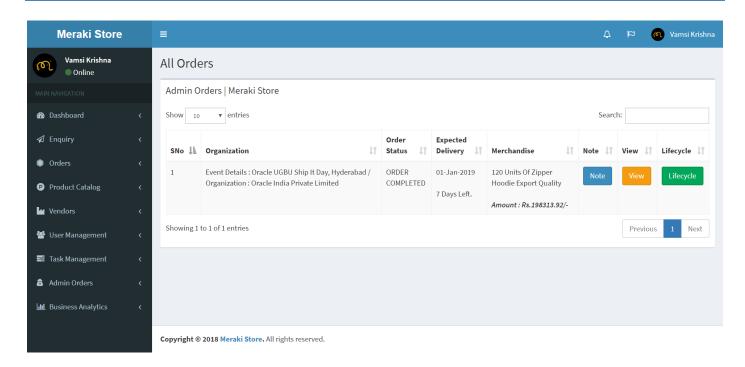
New User



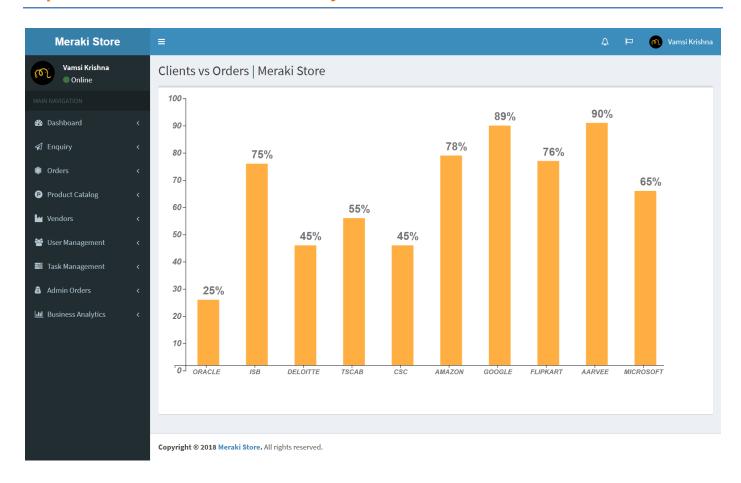
New Task



Admin Orders



Top Ten Orders vs Customers Analytics



Lead Source Analytics

