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UNIVERSITI
TEKNOLOGI
MARA

Diploma in Information Management

(IM110)

Introduction to Electronic Record Keeping

(IMD212)

Grouping Assignment:

Workflow documentation of the management of electronic record.

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Submission Date:

18 January 2021

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18 January 2021

ACKNOWLEDGEMENT.

Thanks to Allah Almighty, his majesty for his blessings in giving us strength and a knowledge to complete this assignment. Without him, we are not able to complete this assignment. First of all, from the bottom of our heart, we would like to express our special thanks for our subject lecturer, Wan Mohd Hafiz, who gave us this opportunity to work and complete on this assignment. He giving us guidance and help us to achieve our goals. Furthermore, we are also thankful to our lecturer who taught us a lot of things in IMD 212 because his lessons ticked me a good consequence on making this assignment neat and perfectly defined. Moreover, we are really grateful because we managed to complete this assignment within the time given by our lecturer. In addition, thanks to our classmate who also helping us in giving some suggestions on this assignment which gave us an inspiration to improve the quality of our assignment. Lastly, we also thanking all the people for their help directly and indirectly to complete this assignment.

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1.0 INTRODUCTION

1.1 History and Background Of The Company.



Figure 1: Logo of Casesbyluna

Casesbyluna is a case phone company based in Malaysia that designed in order to provide the unique designs of phone casings since 2015. Our cases phone keeping up with trends today and collaborating through their love of colour, collage, pop culture and weird stuff. In addition, not only our brand is producing a unique design but our cases phone also come out with protective casing ever for all types of smartphones. In the figure below shows the details information of our company.

No.	Details Background	Explanation
1.	Name of company	Casesbyluna
2.	Company address	13-G, Jalan Wangsa Delima 5, Pusat Bandar Wangsa Maju, 53300 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur.
3.	Contact information	- No fax: 04-772 7269 - No phone: 03-2614 3400 - Facebook: Casesbyluna - Instagram: Casesbyluna - Email: media@casesbyluna.com - YouTube: Casesbyluna
4.	Website address	casesbyluna.com.
5.	Date of commencement	22 December 2014.
6.	Date of registration	1 January 2020.
7.	Location registered number	Damansara, Selangor.

8.	Registration number	112873-W.
9.	Main products	Clear and protech casing phones.
10.	Awards or big achievement of our company	<ul style="list-style-type: none"> - Prestigious Industry Award 2019 (MPIA). - Top Business Influencer in Instagram 2019. - Malaysian Business of the Year 2018.
11.	Number of employees	150.
12.	Location of another branch	Kuching, Sarawak.

Figure 2: Details background of company.

1.2 OUR COMPANY VISION, MISSION, OBJECTIVES.

a. Vision.

Our company always envision to expand our brand of phone casing products by the most creative ways to fill the gap in tech accessories market in Malaysia, Southeast Asian countries and worldwide.

b. Mission.

The mission of our company is to protect our customer's smartphones with the unique designs phone cases.

c. Objectives.

The objectives of our company are to build every design that is fit with customer's style. Next, to provide variety of phone cases for all smartphones brand. Lastly is to provide clear and protech cases phone for the protection of our customer's smartphones.

1.3 MOTTO OF OUR COMPANY.

Our company motto is "Unique and Protective is Luna". Unique is refer to our designs that looked unique and protective is our high-quality cases phone and that is why both of this are known as our company.

2.0 ORGANIZATIONAL STRUCTURE.

2.1 Organizational structure of our company.

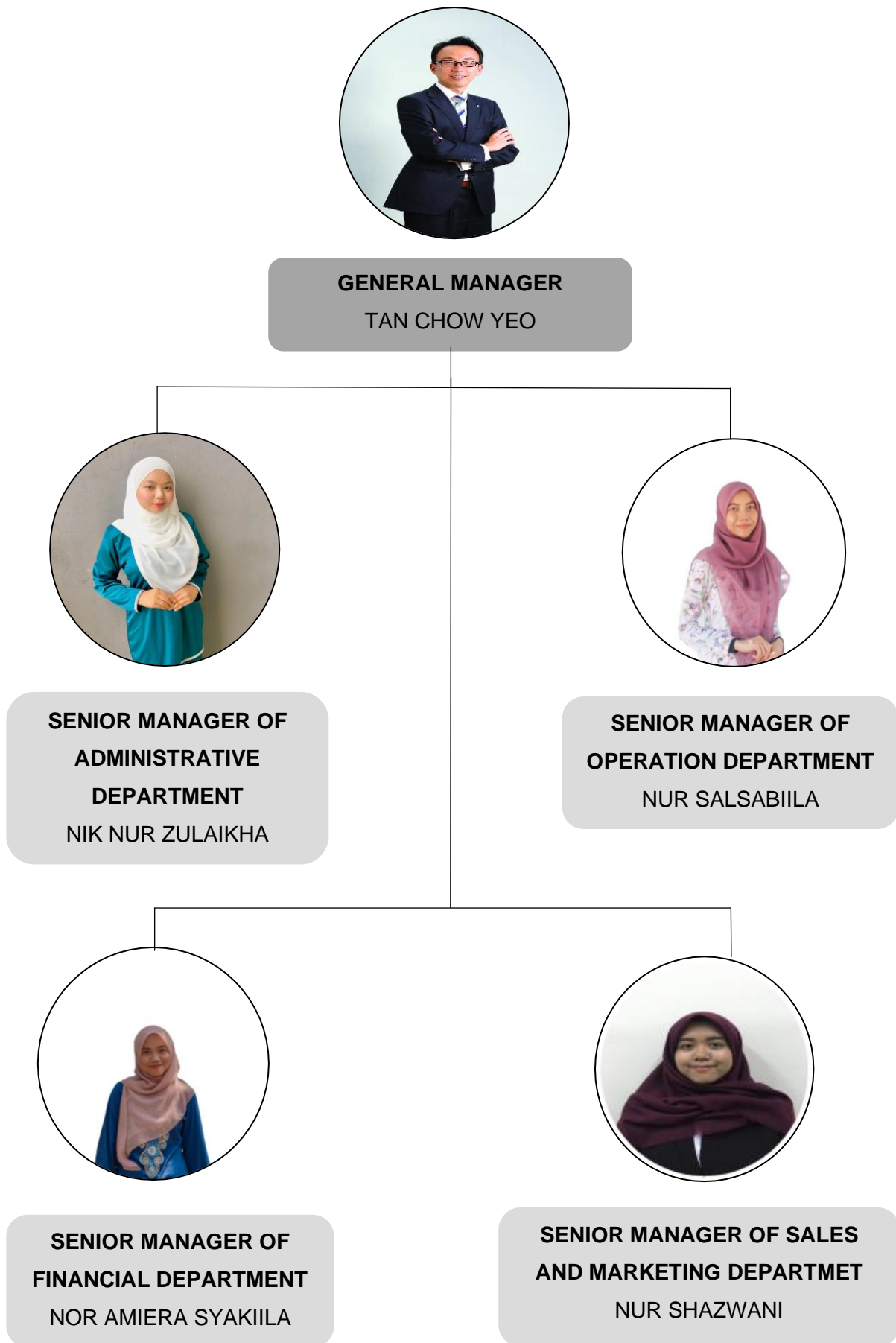


Figure 3: Organizational chart of our company.

2.1 DEPARTMENT RESPONSIBILITIES.





No.	Departments	Responsibilities.
1.	Administration Department	<ul style="list-style-type: none">- Arranging meetings, appointments, and executive travel.- Record the meeting minutes.- Responsible in preparing the letters, reports and emails.- Responsible managing the human resources.- Filing standard in a proper way.
2.	Financial department	<ul style="list-style-type: none">- Provide the financial reports.- Interpreting financial information to other staff.- Do a review and evaluate for cost-reduction opportunity.- Control and monitor the operations of the finance department by setting a goals and objectives, and design a framework.- Manage the preparation of the company's budget.
3.	Operation department	<ul style="list-style-type: none">- Responsible in updating the stocks.- Planning and control the production of product.- Ensuring and developed an appropriate operation and in a cost-effective way.- Purchase the materials, plan inventory and seek supplier.
4.	Sales and marketing department	<ul style="list-style-type: none">- Promoting the company's existing brands and introducing new products to the market.- Seek new marketing tools and strategies.- Handle our official website, social media and customer order.- Evaluate and monitor product sales.

Figure 4: Department responsibilities.

3.0 OUR PRODUCT.

Our company produced two types of cases phone which is clear and protech cases phone. Each of the design have its special name that represent the design itself. There are more than 100 design of clear cases phone and the price of clear collections is RM 45. Meanwhile, there are more than 50 design of protech collections and the price of protech collections is RM80.

3.1 Clear collections.

No.	Product Image	Description of Product
1.		<p>Name of design: Gummi</p> <p>Types: Clear Cases Phone</p> <p>Materials: High Quality Clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - iPhone (from iPhone 6 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.
2.		<p>Name of design: Flora</p> <p>Types: Clear Cases Phone</p> <p>Materials: High Quality Clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.
3.		<p>Name of design: Faco</p> <p>Types: Clear Cases Phone</p> <p>Materials: High Quality Clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.
4.		<p>Name of design: Shapo</p> <p>Types: Clear Cases Phone</p> <p>Materials: High Quality Clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.





5.		<p>Name of design: Meow</p> <p>Types: Clear Cases Phone</p> <p>Materials: High Quality Clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.
6.		<p>Name of design: Maze</p> <p>Types: Clear Cases Phone</p> <p>Materials: High Quality Clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - iPhone (from iPhone 7 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.

Figure 5: Clear collections.

b. Protech collections.

No.	Product Image	Description of Product
1.		<p>Name of design: Cotta</p> <p>Types: Protech</p> <p>Materials: High Quality clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - All iPhone (from iPhone 6 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus.
2.		<p>Name of design: Bouquet</p> <p>Types: Protech</p> <p>Materials: High Quality clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - All iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.





3.		<p>Name of design: Self-care</p> <p>Types: Protech</p> <p>Materials: High Quality clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - All iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.
4.		<p>Name of design: Hijabi</p> <p>Types: Protech</p> <p>Materials: High Quality clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - All iPhone (from iPhone 6+ to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.
5.		<p>Name of design: Mariposa</p> <p>Types: Protech</p> <p>Materials: High Quality clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - All iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.
6.		<p>Name of design: Vaso</p> <p>Types: Protech</p> <p>Materials: High Quality clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - All iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.

Figure 6: Protech collections.

4.0 TRANSACTIONS.

In our company, there are two types of transactions which is internal and external transactions.

4.1 OVERVIEW OF INTERNAL AND EXTERNAL TRANSACTIONS IN COMPANY.

The definition of internal transaction is all transaction without involve any other second party outside person or another organization. In our company, each of the department including administrative department, financial department, operational department and sales and marketing department have different internal transactions.

4.2 OVERVIEW OF EXTERNAL TRANSACTIONS IN COMPANY.

Meanwhile, the definition of external transactions is transaction that involved other party. In our company, there are some activities that involved external transactions between the department with third party which is financial department with other branch in Sarawak, operational department with the suppliers and sales and marketing department with the customers.

5.0 INTERNAL TRANSACTIONS.

5.1 ADMINISTRATION DEPARTMENT.

Internal transaction in administration department involves preparing the letters and arranging recording electronic meeting in company. Administration department involved preparing letter for all the activity in the organization such as, do a letter about salary increment. Furthermore, administration department also arranges and records the meetings minutes. In order to record the meeting, the administration department use electronic device to make the activity more easily. Recording meeting minutes important because it can allow other employees to review the minutes to determine exactly what have been discussed during the meetings.

a. Type of situation: Salary increment request.

Workflow below shows the procedure of salary increment request.

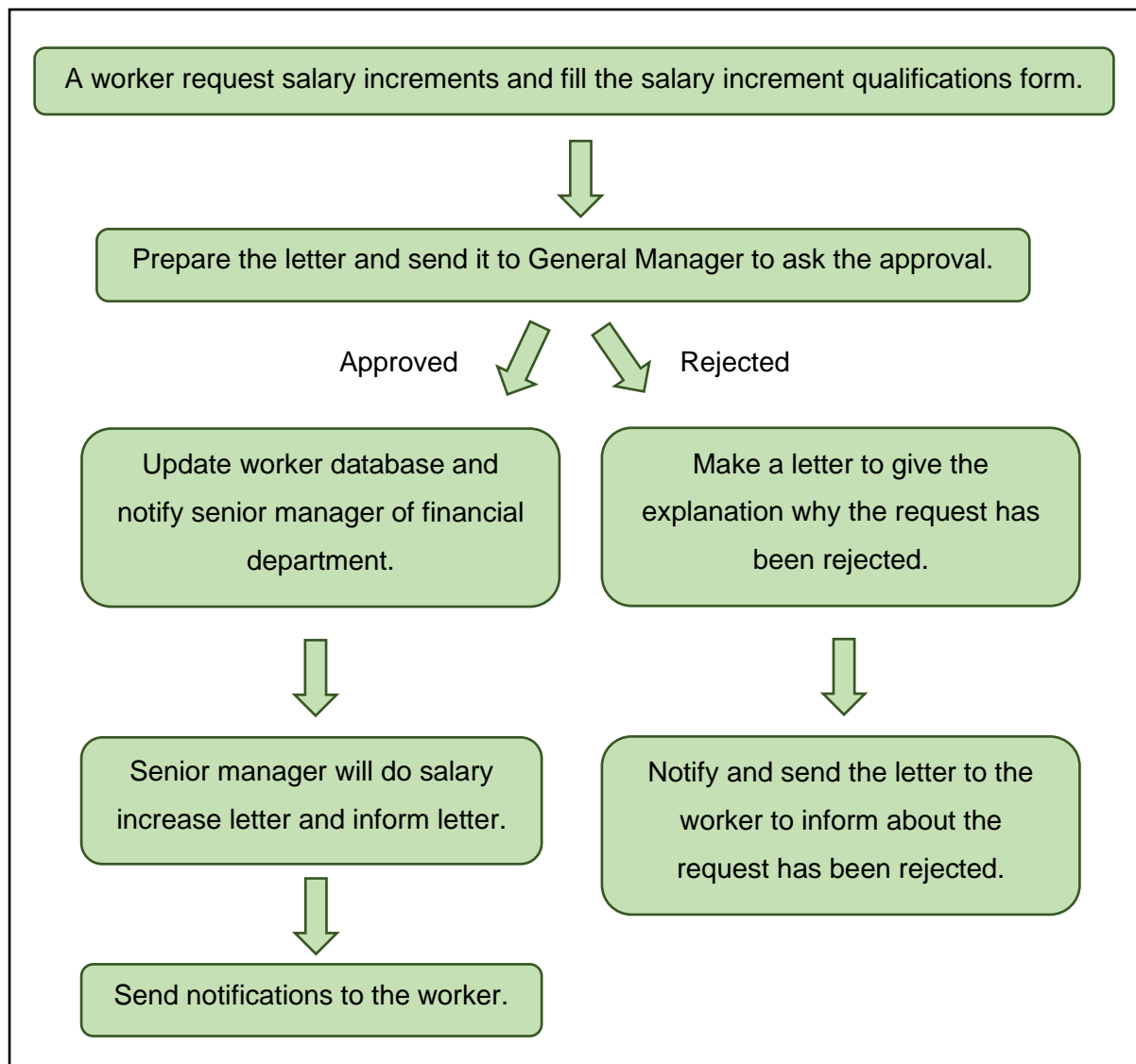


Figure 7: Workflow of salary increment request.

Explanation about the workflow:

In the figure above, firstly a worker requests a salary increment. Then they will prepare the salary increment qualifications form. After that, the workers in the Administration department will prepare the letter using Microsoft Word and send it to the General Manager to ask for approval. The director will make the decision to approve or reject the request and inform the administration department. Next if the request is accepted, the administration department will update the worker database and notify the senior manager of the financial department about the salary increment. After that, the administration department will send notification to the worker to inform them that their request has been approved. However, if the request has been rejected, the administration will make a letter to give the explanation why

the request has been rejected and will notify, and send the letter to the worker to inform them that the request has been rejected.

Explanation about management of electronic record in this workflow:

In order to request salary increment the worker are required to use Microsoft Word to prepare the letter so that is where the record is created. Microsoft Word is text-based document that have advanced features including spell check, grammar check, text and font formatting, and letter template. Furthermore, Microsoft Word allows the user to back up the documents through OneDrive and easier to share the files. The way of managing the electronic record itself which is the letter of the approval, the workers will ensure the letter is saved in the form of OneDrive in order to prevent the letter from missing and the workers can send the letter through email with the appropriate format of sending the letter.

b. Type of situation: Arranging and recording the meeting in company.

Workflow below shows the procedure of arranging and recording the meeting in company.

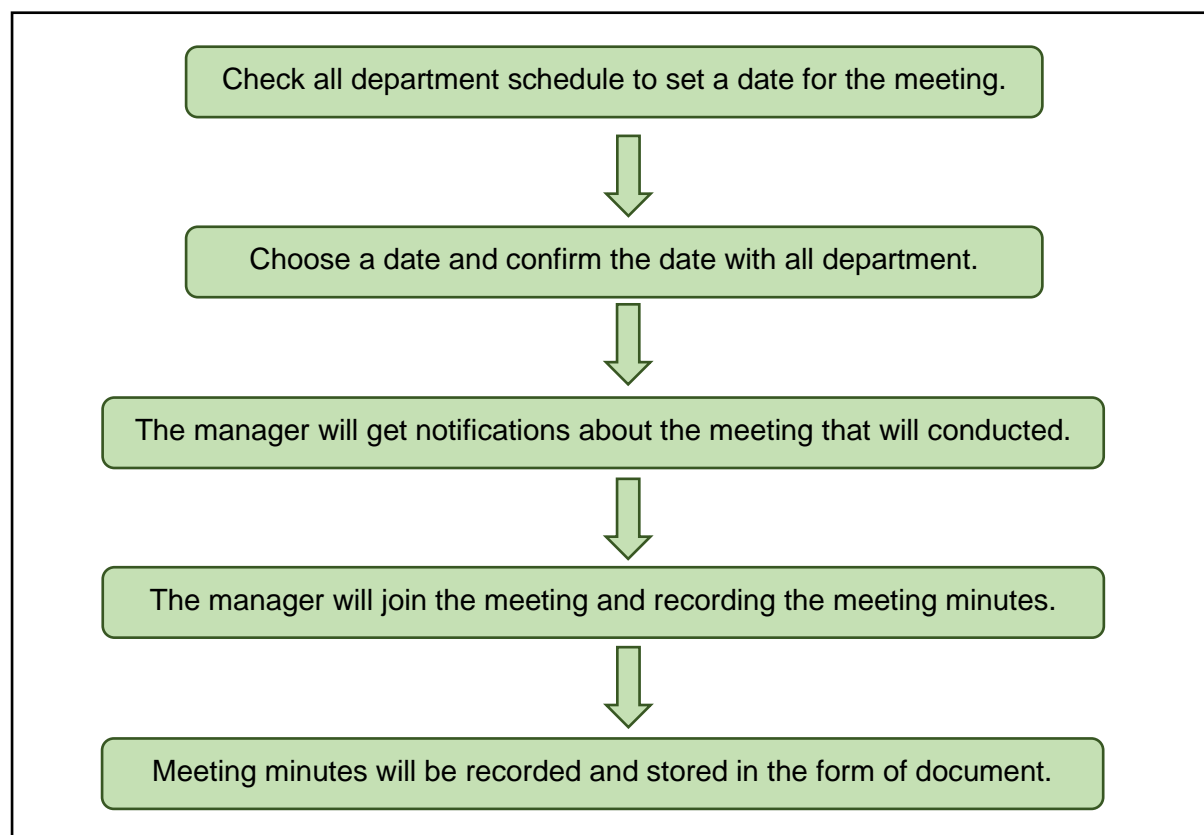


Figure 8: Workflow of arranging and recording the meeting in company.

Explanation about the workflow:

In the workflow above, firstly the senior manager of the administration department must check all the manager and senior manager department schedules in order to set a date for the meeting. After that the senior manager must choose a suitable date and confirm the date with the senior manager and manager in all departments. After getting the official date, the senior manager of the administration department will notify all the workers about the meeting and give the meeting details through email. Next, the manager will get notifications about the meeting that will be conducted, then the manager is responsible to join the meeting and record the meeting minutes. Lastly, the meeting minutes will be recorded and stored in the form of documents.

Explanation about management of electronic record in this workflow:

In order to record the meeting minutes in the form of electronics, the manager will use Microsoft Word during the meeting. Thus, during the meeting, the manager will record what the discussion of the meeting is about in the appropriate format of minutes that was adopted in our company. After that, the meeting minutes record will convert as documents and the manager are required to save the record meeting minutes into one file. After that, the manager must arrange the file in folder. All the file must be in one folder. The manager must make the title of the folder start with date, time and the title of the meeting. Moreover, manager also use OneDrive as their backup for the meeting minutes. All the file will be saved to the cloud because it has the benefit of making the company files accessible from anywhere.

5.2 FINANCIAL DEPARTMENT.

Internal transactions in the financial department involve approval request for a collaboration and provide a payslip for employees. Firstly, our company will do a collaboration in which we will collab with the influencer to do a design that represent the brand or the influencer itself. Thus, the costs that will be sponsored by our company to pay the influencers as well as the prob to photoshoot is must approved by the financial department. Secondly, the financial department also responsible in providing the payslip for employees and must be send for all the employees.

a. Type of situation: Budget approval request for collaboration.

Workflow below shows the procedure of approval request from sales and marketing department for a collaboration.

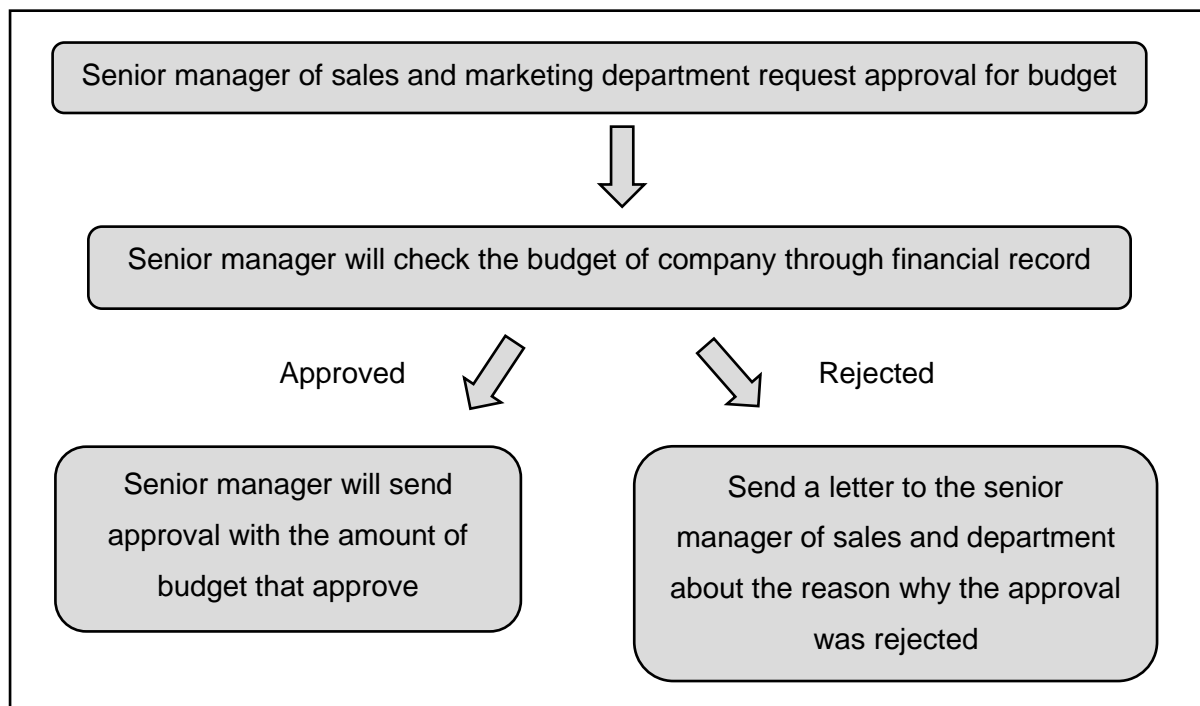


Figure 9: Workflow of approval request for a collaboration.

Explanation about the workflow:

Firstly, the senior manager of the sales and marketing department sent a letter to request approval of the budget for the collaboration. Next, the senior manager of the finance department will check the letter of request and check the budget of the company through the financial record of our company. If the request is approved, the senior manager will send approval for the collaboration with the amount of the determination of the calculated budget that is approved through email. If the request is rejected, the senior manager will send a letter to the senior manager of the sales and marketing department about the reason why the request was rejected.

Explanation about management of electronic record in this workflow:

For the management of electronic financial records in the financial department, the senior manager of the financial department will keep the record of the transaction history of money in and out such as purchase of stocks, shop rent, electricity and water bill, wifi and others payments by using the Quickbooks software where the record is first created. This Quickbooks is a standard comprehensive financial management tool that will helps the staff with invoices, tracking expenses, payroll as well as financial reporting and advanced reporting. In addition, due to confidential records regarding the bank's payments and so on, the records will be secure with the password in Quickbooks. The Quickbooks software also can convert into Microsoft Excel so that it is easy for the financial department to keep the electronic

records. Every record in Microsoft Excel will be kept in document and separated folders by month then after a year, all the record will be compiled in one folder namely yearly electronic financial report.

b. Type of situation: Recording, sending and managing the electronic payslips for employees.

Workflow below shows the procedure of recording, sending and managing the electronic payslips for employees.

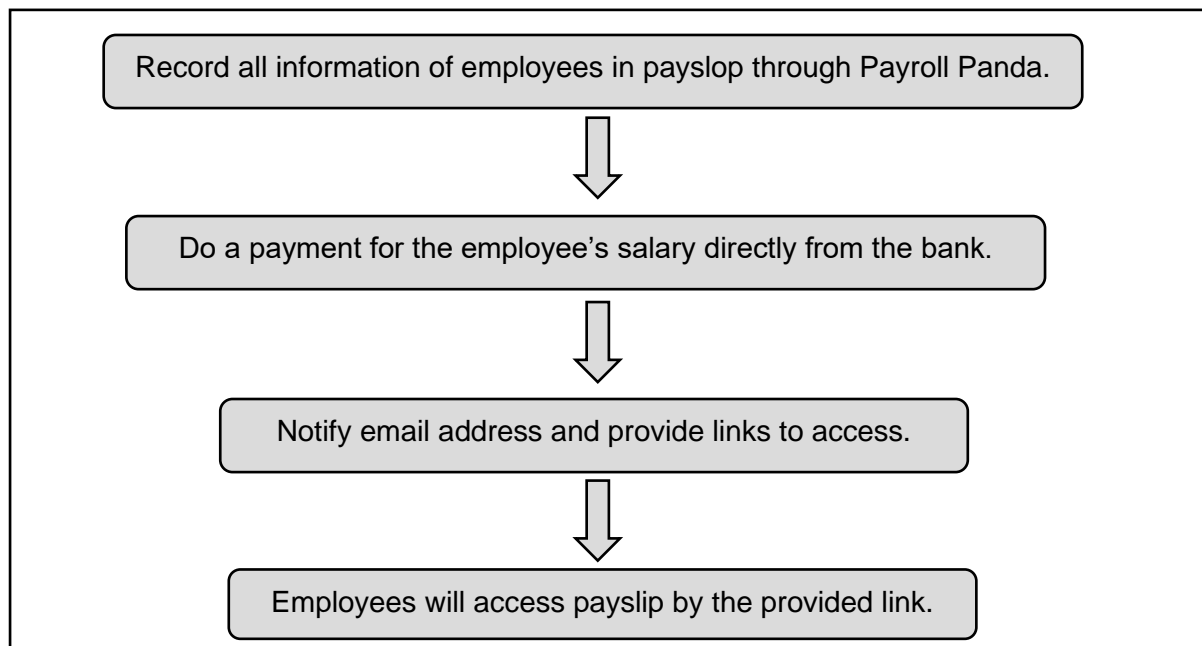


Figure 10: Workflow of recording, sending and managing the electronic payslips for employees.

Explanation about the workflow:

Firstly, the senior manager of the financial department will record all information of employees in payslip by using Payroll Panda. Next, the senior manager will do payment for the employee's salary directly from the bank. Then, the senior manager will notify email addresses and provide links to access to employees about payslips so that the employees will access the payslip by the provided link.

Explanation about management of electronic record in this workflow:

For recording and managing the employee's payslips, the senior manager will create the record in the form of Payroll Panda software as a part of electronic record in the financial department. This payroll panda is the software system that was developed by Lembaga Hasil Dalam Negeri (LDHN) that easily and quickly makes a payment for payslip that an employee

can access. Next, the record of all the employee's payslip in the Payroll Panda software will be saved as pdf format and the senior manager will compile it into one folder by monthly for the references use.

5.3 OPERATIONAL DEPARTMENT.

The internal transactions in the operational department involve stock updates to be given to the sales department. The operations department records all stock activities in the organization such as, how many stocks are left and records the new stocks that are in. Furthermore, the operations department uses electronic applications to record and calculate stock more accurately.

a. Type of situation: Updating the stocks to the sales divisions.

Workflow below shows the procedure of updating the stocks to the sales divisions.

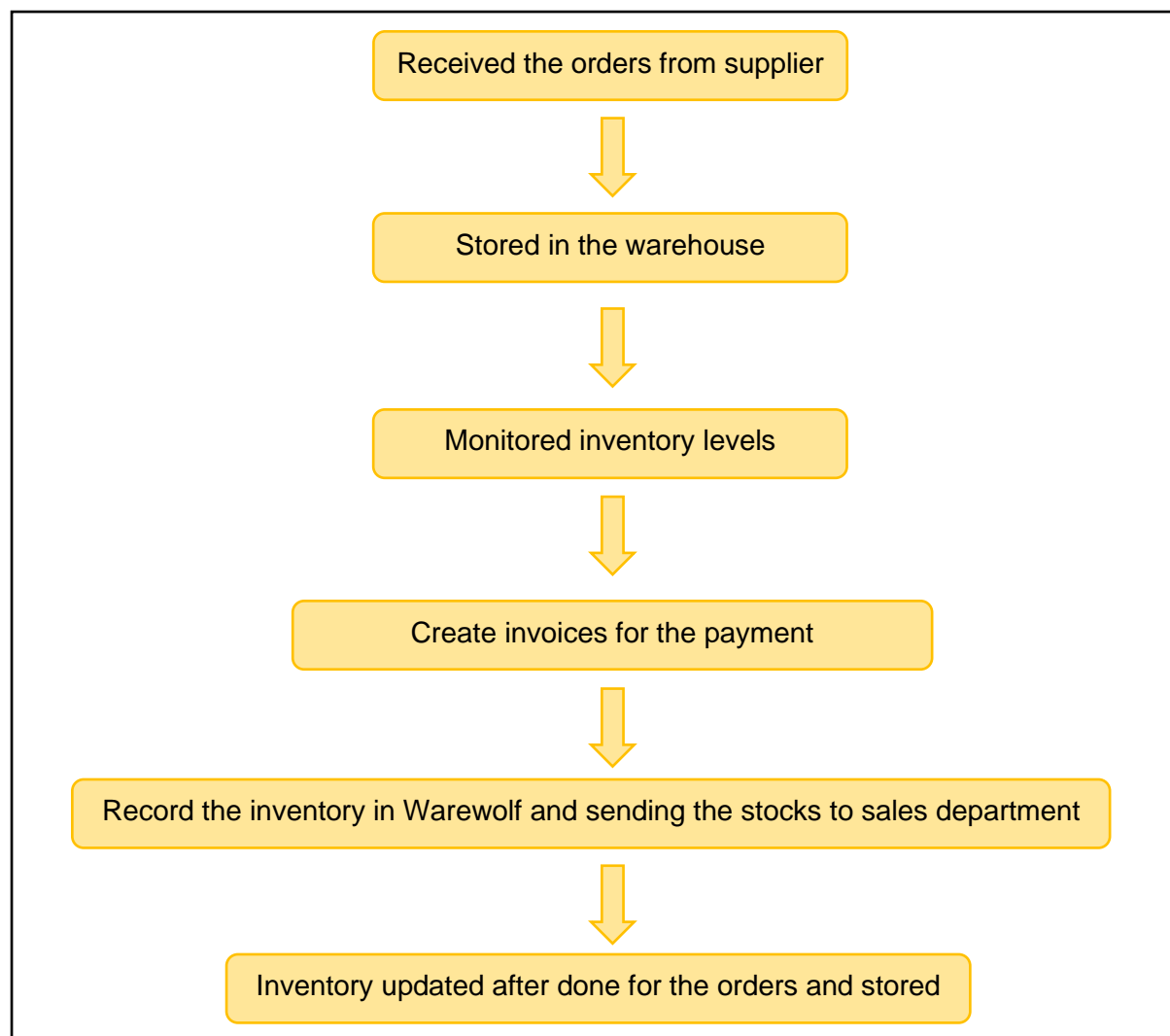


Figure 11: Workflow of updating the stocks to the sales divisions.

Explanation about the workflow:

Based on the figure above, the first thing is the order will be received from the supplier. Next, after receiving the stock, it will be placed at the warehouse. As the stock has entered, the inventory will be renewed due to the addition of new stock. Other than that, stock orders will be accepted and identified whether they are available or not before the order is approved. Next, stock orders will be authorized and followed by an invoice will be made for payment purposes through the Warewolf applications. Finally, the stock that has been ordered will be given to the sales department to be given to the customers and stock that has been removed will require the inventory to be updated in the Warewolf.

Explanation about management of electronic record in this workflow:

The electronic record will be created through Warewolf applications that allows the sales department to view the stock more accurately. Warewolf helps to avoid making mistakes while managing the stocks. In addition, it also helps in solving the irregularities in the payment given. This is because, when the payment process has success, it will be written 'completed' and the amount of stock that has been completed will be displayed on the stock taking screen. Hence, the operations department can check the amount and update the channel stock referring to this amount. Procedures for stock entry and exit will be recorded using the Warewolf applications where all the remaining stocks and stocks that have been out from the inventory will be recorded. After the inventory process and stock update is completed, the data in the Warewolf will be converted in document format to be sent to the sales divisions and stored in the operating department division file for company reference.

5.4 SALES AND MARKETING DEPARTMENT.

Internal transaction in sales and marketing department involves the process of evaluation of our product sales and releasing a new design of cases phone to the public. Firstly, the evaluation of product sales is important in order to ensure that we achieve weekly and monthly target. Secondly, every month we always provide in about 3 or 4 new design to release for the public and that is why we use electronic to advertise our new designs.

a. Types of situation: Senior manager of sales and marketing department do an evaluation of product sales.

Workflow below shows the procedure of senior manager of sales and marketing department do an evaluation of product sales.

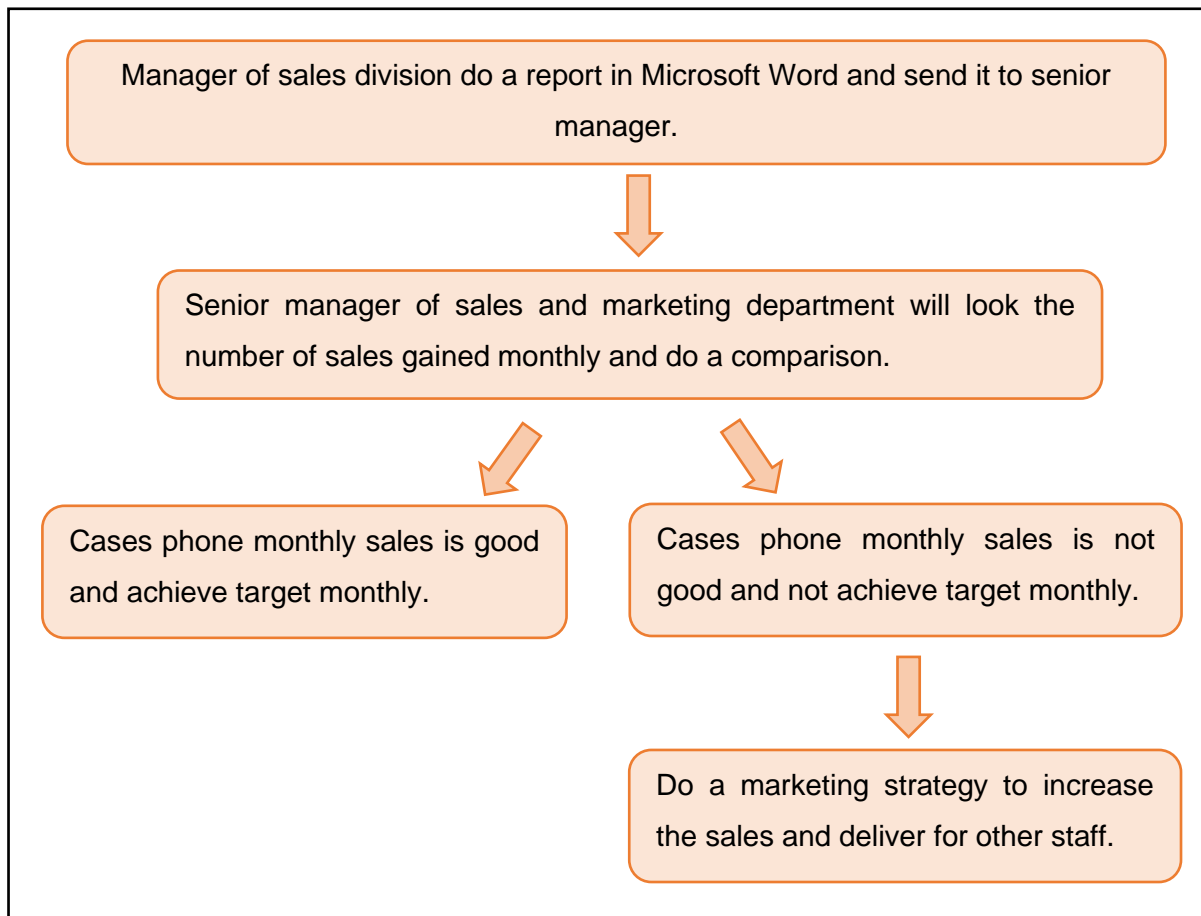


Figure 12: Workflow of senior manager of sales and marketing department do an evaluation of product sales.

Explanation about the workflow:

In the figure above, firstly the manager of sales divisions a is to do a report about the summary of the daily, weekly and monthly sales. Next, the manager of sales divisions will send the report to the senior manager of sales and department through email which is have been already in template. Then, the senior manager of sales and marketing department will do a comparison of sales between last month and the new month and improve the sales by conducting effective marketing strategies if our cases phone not achieve monthly target.

Explanation about management of electronic record in this workflow:

In our company, the manager of sales division will do a report in the form of Microsoft Word. This Microsoft Word is chosen because it is easier to use for keeping all the record and

it is very common and allows the manager of sales division to create, view, edit and share files so that this Microsoft Word program is where the electronic record of sales product is created. Then, all the report regarding our sales record will be backup, compile and insert in one folder and organized the records according to the month and year for the references use in the future.

b. Type of situation: Releasing a new design of cases phone to the public.

Workflow below shows the procedure of releasing a new design of cases phone to the public.

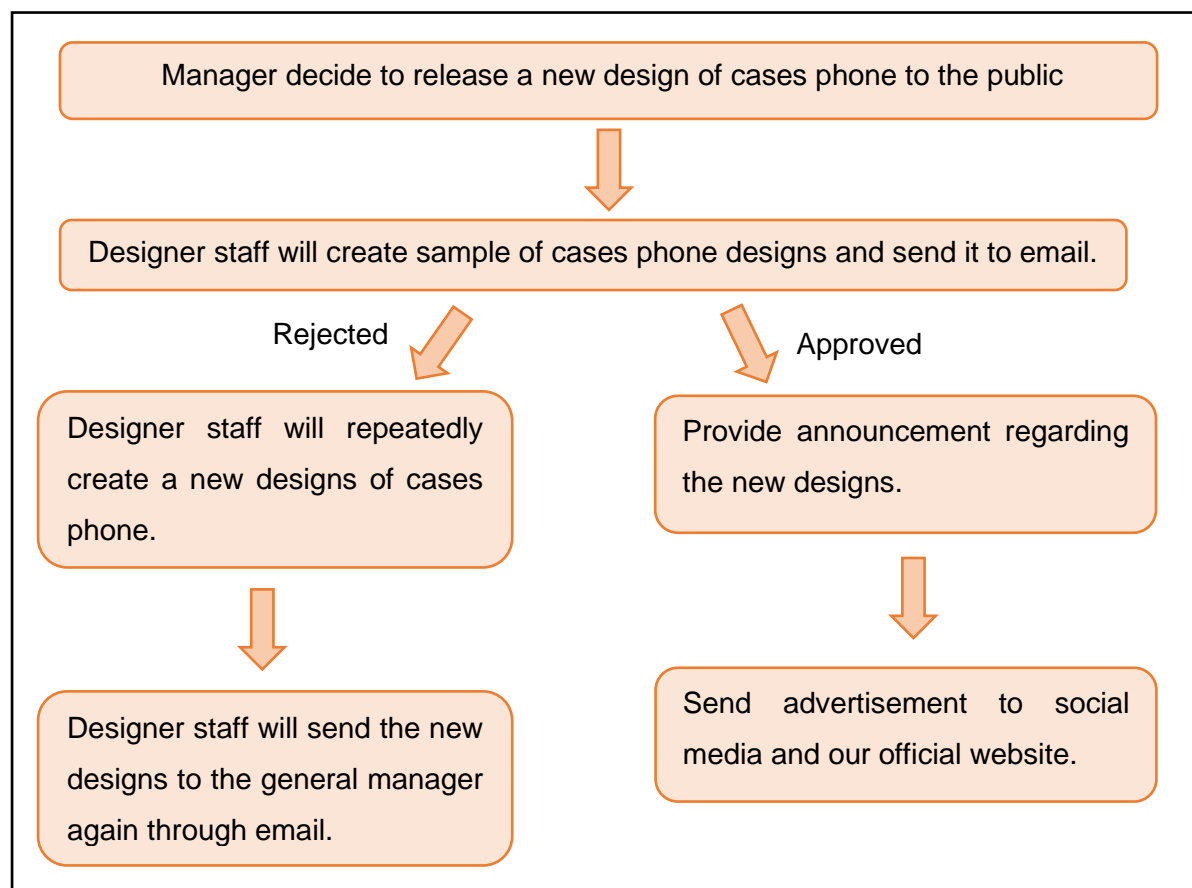


Figure 13: Workflow of releasing a new design of cases phone to the public.

Explanation about the workflow:

In the workflow above, firstly is when our sales and marketing senior manager decide to release a new designs of cases phone to the market, the designer staff in marketing division will create an idea for the new designs. Once the designer staff have created the sample of cases phone design by using Adobe Illustrator, the staff will be sending the sample to General Manager through email. However, if the sample was not approved by General Manager, the designer staff will repeatedly create the design and send it to the General Manager again. Meanwhile, if the sample of design is approved, the General Manager will do an

announcement regarding the new designs of cases phone to all department through the email. Lastly, the staff in this department will sending advertisement to social media and our official website.

Explanation about management of electronic record in this workflow:

In order to manage electronic record in realising a new design of our cases phone is we manage electronic record in the form of Adobe Illustrator. This is because designer staff will create the designs sample in Adobe Illustrator and save it as the document, so that is where the record is created. However, because of the confidential information regarding our design's samples, so when the sample have been confirmed receive from General Manager, then the staff will immediately delete the chat in email in order to prevent unauthorized access or hacker, but the sample will be stored in electronic file and backup with the OneDrive. Then, the record will be managed properly by zip all the sample designs in one file and send it through the email with the systematic format of sending. For instance, the correct receiver's email and appropriate format for file name and subject.

Example of appropriate format for file name and subject in email.

To: designcasesbyluna@gmail.com

Subject: Juji_SDesign_01 (name of designs, sample design, sample number)

Name of files: Juji_Sdesign_01

Body of text.

6.0 EXTERNAL TRANSACTION.

6.1 FINANCIAL DEPARTMENT.

External transactions for the financial department involve transfer of yearly financial transactions from another branch in Sarawak to our company. The financial statement generated through analysis and recording of business transactions using various accounting steps. Furthermore, this transfer of financial transactions also involves the use of electronic tools such as SQL Accounting software to create financial statements and be able to send files online through email.

a. Type of situation: Receiving the financial transaction from another branch to the main branch (our company).

Workflow below shows the procedure of receiving the financial transaction from another branch to the main branch (our company).

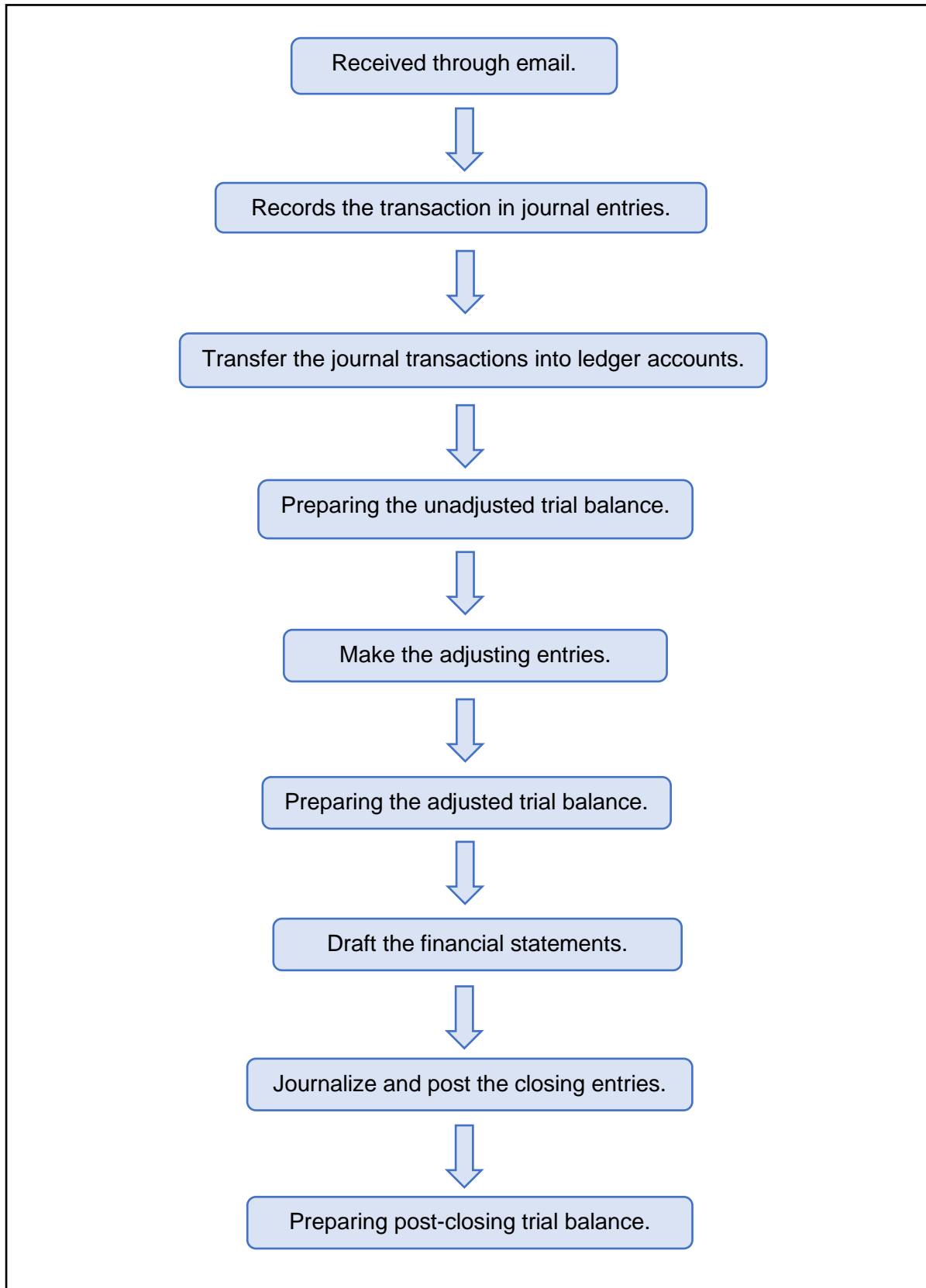


Figure 14: Workflow of receiving the financial transaction from another branch to the main branch (our company).

Explanation about the workflow:

Based on the figure above, the first step after receiving the financial transaction is analysing the business transactions and records that transaction into journal entries. Next, transfer the journal transactions from the general journal into the ledger accounts or general ledger to get the total balance of each type of account. When all the account ledgers closed, the total amount of those ledgers will move to unadjusted trial balance. Once the unadjusted trial balance is prepared, next is making the adjusting entries. Furthermore, prepare the adjusted trial balance following by drafting the financial statements. After that, a temporary account will be journalised to post the closing entries. Lastly, perform the post-closing trial balance after done all the necessary adjustments.

Explanation about management of electronic record in this workflow:

The movement of accounting transactions from one book to another must be done manually. Therefore, the financial department uses SQL Accounting software to facilitate the maintenance of accounting records where all books are consolidated with each other. The senior manager of the financial department from another branch will begin the financial statements by entering all records into journals in SQL Accounting software where sales transactions made by the company on a daily basis are financial transactions and should be recorded in the accounting system. In the end of the financial statement, the financial department will conduct the post-closing trial balance to ensure that all accounts are balanced. Finally, after completing the financial statements, the other branch in Sarawak will send it to the main branch via email for review and monitoring.

6.2 OPERATIONAL DEPARTMENT.

External transactions for the operational department involve request the purchase stocks from Alibaba suppliers in which the operational department also will request the budget for purchase the stocks from the financial department. The process of checking and purchase the stocks needed also important and required a properly managed.

a. Type of situations: Request purchase stocks from suppliers.

Workflow below shows the procedure of request purchase stocks from suppliers.

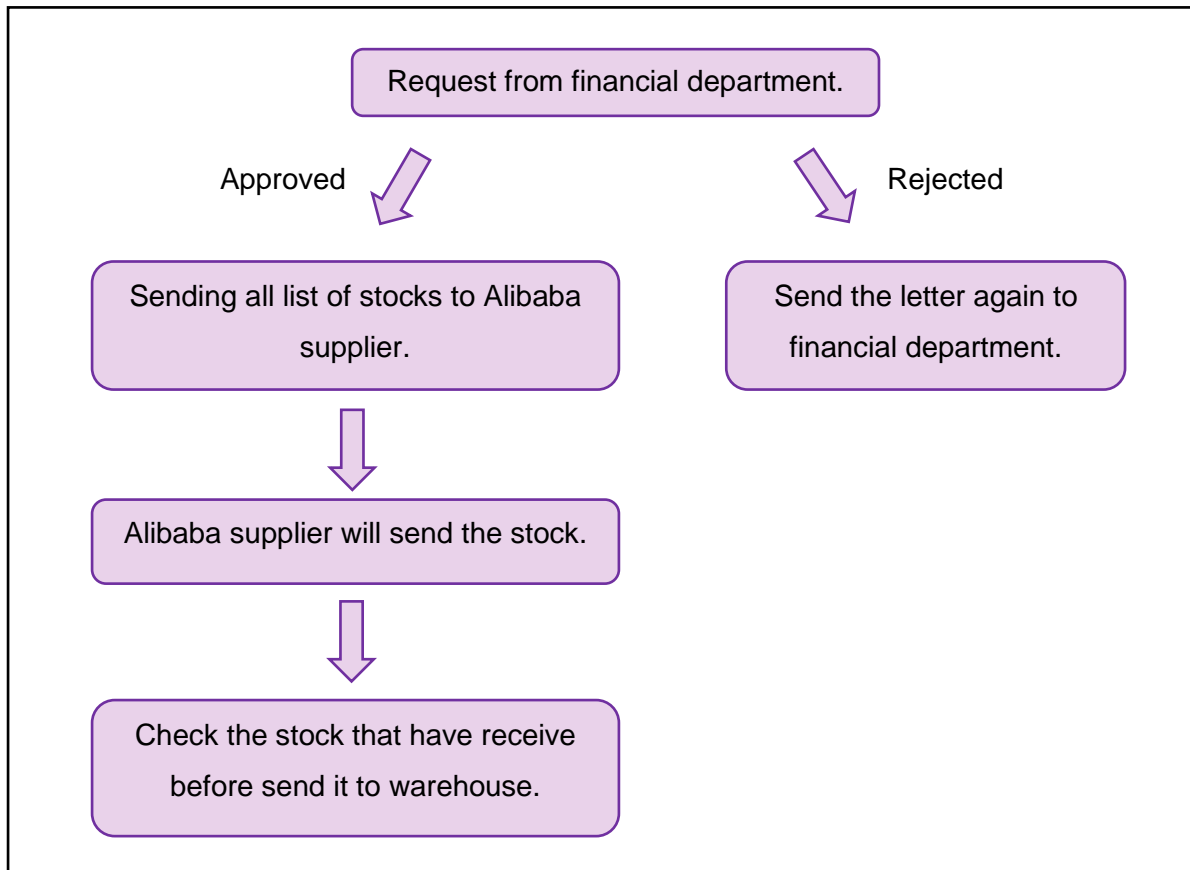


Figure 15: Workflow of request purchase stocks from suppliers.

Explanation about the workflow:

In the workflow above, firstly the operational department must request permission from the financial department by sending a letter to get the budget for purchasing the stocks. Next, if the senior manager of financial department approved the request from the operational department, senior manager of operational department will send all list of stocks needed and sample design of cases phone in the form of document to Alibaba supplier through email. However, if the request approval gets rejected, the operational department must send the letter again to the financial department. Next, after sending the document, Alibaba supplier will send the stock within 5-7days. After the stock arrives, the manager will check the stock to ensure that all the stocks are adequate and in good condition and transfer the stocks to the warehouse.

Explanation about management of electronic record in this workflow:

In order to request permission from the financial department, the senior manager will use the Microsoft Word where the record is created. Next, the way of senior manager managing the document that consists of a list of stocks needed were created through Microsoft

Excel while for the sample design of cases the phone is created in the form of Adobe Illustrator document. Next, both of the documents will be managed properly and compiled in the form of a folder and then converted to a zip file and sent it to Alibaba suppliers through email.

6.3 SALES AND MARKETING DEPARTMENT.

External transaction in sales and marketing department involves the transaction with the customer in which staff in sales division are responsible in recording the customer's order from website and sending it to the customer.

a. Type of situation: Recording the customer's order from website.

Workflow below shows the procedure of recording the customer's order from website.

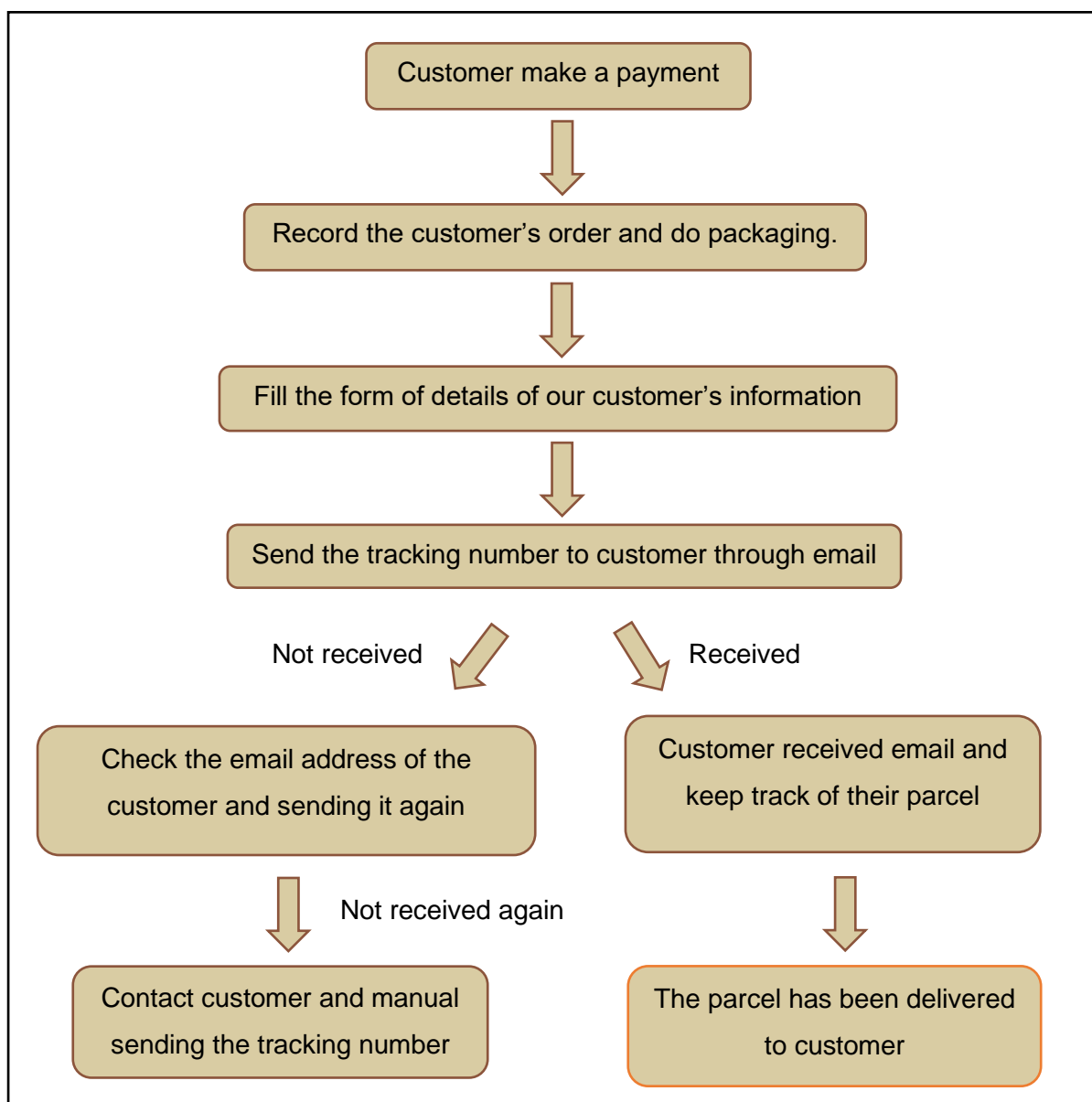


Figure 16: Workflow of recording the customer's order from website.

Explanation about the workflow:

In the figure above, firstly is when our customer makes a purchase through our website, the staff in sales divisions will responsible to record all the order include our customer personal information, types of model phone, chosen design and do a packaging for the delivery. Next, the staff will fill the form of details of our customer's information in the shipping process then the number tracking will be given manually to the customer through email so that they can keep track of the parcel and wait for the parcel is arrived. However, if the email was not received by the customer in 4 until 5 days, the customer will notify us on our website, then the staff will immediately check the email address and if there are any mistakes, the staff will send the tracking number again to customer but if the tracking number was not received yet, the staff will contact the customer and sending the tracking number through social media applications.

Explanation about management of electronic record in this workflow:

In order to manage electronic record for recording the sales of product, we used the Microsoft Excel. This spreadsheet program is very common and allows us to create, view, edit and share our files so that this program is where the record of sales product is created. Therefore, carefully management is important so the staff will always backup the record in order to avoid any records is missing. Other than that, because of the confidential information regarding the customer's personal information such as name, phone number and address, we are responsible to protect the customer privacy so that we decide to add a security features of the record in Microsoft Excel so not all the staff can access the record except the staff who is responsible in managing record of customer's order. Thus, the record of customer's order in Microsoft Excel will include a password and the staff will compile all the customer's order record everyday by using the folders and separated it into the date of transactions. Lastly, once the customer has received the items and satisfied of our cases phone and do not required any refund, the staff will delete the records immediately after the manager of sales division have do the sales report.

7.0 CLASSIFICATION.

7.1 ORGANIZATION OF CLASSIFICATION.

Firstly, our company do have the classification for the management of electronic and paper record. In addition, we also used the number code that represent for each classification of management. Thus, figure below shows the code of classification number for each management in our company.









No.	Classification Number	Management
1.	 100	Administration Management
2.	 200	Land, Building and Infrastructure Management
3.	 300	Asset Management
4.	 400	Financial Management
5.	 500	Human Resource Management
6.	 600	Sales Management
7.	 700	Marketing Management
8.	 800	Operation Management

Figure 17: Code of classification number for each management in our company.

7.2 Classification of administration management record.

No.	Classification Number	Management
1.	100/101	Financial record. Firstly, is the electronic record about all records of financial information of company.
2.	100/102	Record of administration department Secondly, are the electronic records about all aspects of office administration management.
3.	100/103	Record of meeting minutes Thirdly, is the electronic record of meeting minutes that separated by the date, time and title of meeting.
4.	100/104	Record of yearly organization reports. Lastly, is the electronic record about record of yearly organization reports.

Figure 18: Classification of administration management record.

7.3 Classification of land, building and infrastructure management record.

No.	Classification Number	Management
1.	200/201	Land record Firstly, the land in our main company the certificate land of agreement we keep record copy in electronic record. We keep the record of contract rent of our main shop and one of the branch of our company in Sarawak.
2.	200/202	Building record Secondly, our company will record all the sketches of building design and also the development process from the beginning until the completion of the building. It is the record for the history building's development of our company, main shop and another branch.
3.	200/203	Infrastructure management Thirdly, infrastructure management record Infrastructure management record involves IT infrastructure like facilities of network software and hardware and other business infrastructure.

Figure 19: Classification of land, building and infrastructure management record.

7.4 Classification of asset management record.

No.	Classification Number	Management
1.	300/301	Property expenses record Firstly, Investments made to acquire real estate for use in business. This property is used for a period of more than one year. Among the administrative property expenses are the construction of business premises, the purchase of office furniture and equipment and also the renovation of business premises. Records of each purchase of this property will be kept as proof of property expenses for the company's use.
2.	300/302	Company investment record Secondly, investments are classified as current assets if our company intends to sell within one year. Long-term investments are assets that a company wants to own for more than a year. For instance, mutual funds, stocks, bonds, real estate, and retirement savings accounts
3.	300/303	Patent asset record Thirdly, the patent certificate and approval from Malaysian Intellectual Property Corporation (MyIPO) will be recorded because it is important as evidence of our own case phone design.
4.	300/304	Company inventory record Fourthly, inventory record consists of sale and raw materials used to produce goods available for sale. The process will be recorded by the accountant.
5.	300/305	Company-owned vehicles Fifthly, our company has a vehicle for business purposes, which is listed as part of the company's fixed assets including the cars and lorry.
6.	300/306	Cash asset Cash assets means any cash on hand, cash in bank or other accounts, readily marketable securities, and other.

Figure 20: Classification of asset management record.

7.5 Classification of financial management record.

No.	Classification Number	Management
1.	400/401	Record invoices of transaction expenses Firstly, every receipt of the invoice, which can be done through various channels such as by email, fax, or courier, the financial department needs to keep the copy of transaction in electronic record.
2.	400/402	Record of employee payslip payment Secondly, every month the records of employee payslip transactions in the Payroll Panda app will be kept in electronic record.
3.	400/403	Record expenses of company bill Thirdly, the bill that the company needs to pay such as shop rent, water bill, electricity, Wi-Fi and others that need to keep the receipt as a record.
4.	400/404	Record of stock Fourthly, every stock transaction is recorded when the stock is purchased and made payment. Every purchase of an item that has a restock also needs to record the date and cost. The transaction record in every month will be kept in the financial department as a report.
5.	400/405	Record of budget for company activity Lastly, the activities that involve company such as collaboration, events, and others need to do a report with the amount of budget that is used.

Figure 21: Classification of financial management record.

7.6 Classification of human resource management record.

No.	Classification Number	Management
1.	500/501	Records of all employees in company. Firstly, the electronic records about the information of all the senior manager, manager and staff in each department including its personal information and more others detailed information.

2.	500/502	Records of candidates in company. Secondly, if our company conduct a work interview, the record of candidate's resume from the email will be include in this record.
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Figure 22: Classification of human resource management record.

7.7 Classification of sales division management records.

No.	Classification Number	Management
1.	600/601	Sales record of clear and protech collections. Firstly, this electronic record will be including the overall sales of clear and protech collections from both website and face to face transactions of products. This record will be always keep updating in daily, weeks, monthly and yearly.
2.	600/602	Sales record of customer's orders through website. Secondly, this record consists of the records of the customer's order including the name, designs chosen, type of phones, address, email address and so on in order to keep track of our customer.
3.	600/603	Sales of customer's order in shop record. Thirdly, there is also a record in which the face-to-face transactions of sales between the customers when they come to our shop.
4.	600/604	Sales summary report record. Fourthly, is the electronic record that is designed to record all the sales summary reports that are written by the manager of the sales division.
5.	600/605	Record of staffs in sale division. Lastly, electronic records about the information of the staff in the sales division including its personal information and more others detailed information.

Figure 23: Classification of sales division management records.

7.8 Classification of marketing division management records.

No.	Classification Number	Management
1.	700/701	Marketing materials of product record. Firstly, the electronic record consists of marketing materials of our products including the catalogue, video and images the cases phone for marketing purposes. For instance, pdf format from Adobe Illustrator, Adobe Photoshop and Microsoft Word and so on.
2.	700/702	Marketing summary reports record. Secondly, is the electronic record that is designed to record all the marketing summary reports that are written by the manager of the department division.
3.	700/703	Records of our collaboration products produced. Thirdly, the electronic record consists of all record and design of cases phone that is produced during the collaboration with the influencer and a bit of summary will be written in the report in order to keep the information as the part of the history of collaboration in our company.
4.	700/704	Record of staffs in marketing division. Lastly, electronic records about the information of the staff in the marketing division including its personal information and more others detailed information.

Figure 24: Classification of marketing division management records.

7.9 Classification of operational management records.

No.	Classification Number	Management
1.	800/801	Operational records of receiving new stock from supplier Firstly, all the data for the process of acquiring new stock materials and services to be used in production from suppliers. This record will be updated for every purchase from the supplier.
2.	800/802	Operational records of inventory

		Secondly, all newly received stock will be placed in the available stock where it will be recorded under receiving new stock where the record will be updated after placing the new stock in the inventory.
3.	800/803	Operational records of orders by customer Thirdly, all orders from customers will be recorded and checked in advance if the order is available or not based on available stock.
4.	800/804	Operational records of delivering stocks Fourthly, the operations manager is responsible for the management of the delivery where all the delivery records of the stocks will be recorded and ensure that the stocks are delivered to the sales department on time.
5.	800/805	Operational records of new inventory Fifthly, after completing the delivery process, the operations manager will update the record of the number of stocks remaining in the inventory to facilitate the inventory process in the future.

Figure 25: Classification of operation management records.

8.0 CONCLUSIONS.

In conclusion, the workflows that have been adopted by Casesbyluna company in the management of electronic records for both internal and external transactions have provided the systematic procedures and assisted the senior manager, manager and staff in performing the task. Each of the departments also plays an important role in ensuring the systematic and effective utilization of electronic devices, software and so on in order to produce good electronic record keeping management systems in our company. In addition, the classification of electronic records that are adopted in our company also in a systematic manner with the color code that will assist the employees to organize the record properly. Last but not least, we will ensure that our company records all the business activity and manage it properly because the record itself represents the evidence of business transactions history of an organization.

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10.0 APPENDIX.



Figure 1: Logo of Casesbyluna

No.	Details Background	Explanation
1.	Name of company	Casesbyluna
2.	Company address	13-G, Jalan Wangsa Delima 5, Pusat Bandar Wangsa Maju, 53300 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur.
3.	Contact information	<ul style="list-style-type: none"> - No fax: 04-772 7269 - No phone: 03-2614 3400 - Facebook: Casesbyluna - Instagram: Casesbyluna - Email: media@casesbyluna.com - YouTube: Casesbyluna
4.	Website address	casesbyluna.com.
5.	Date of commencement	22 December 2014.
6.	Date of registration	1 January 2020.
7.	Location registered number	Damansara, Selangor.
8.	Registration number	112873-W
9.	Main products	Clear and Protech casing phones.
10.	Awards or big achievement of our company	<ul style="list-style-type: none"> - Prestigious Industry Award 2019 (MPIA) - Top Business Influencer in Instagram 2019 - Malaysian Business of the Year 2018.
11.	Number of employees	150.
12.	Location of another branch	Kuching, Sarawak.

Figure 2: Details background of company.

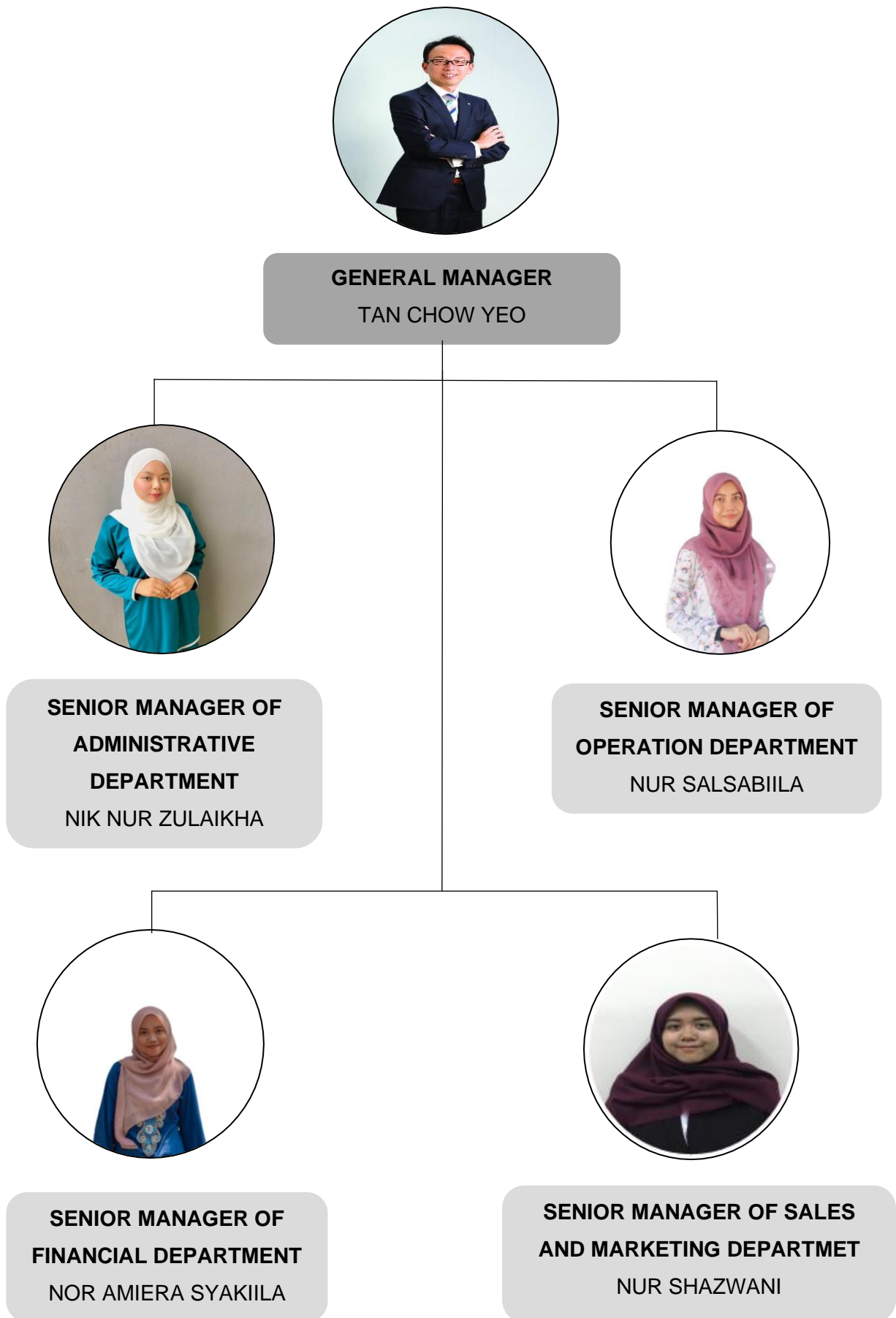






Figure 3: Organizational chart of our company.

No.	Departments	Responsibilities.
1.	Administration Department	<ul style="list-style-type: none"> - Arranging meetings, appointments, and executive travel. - Record the meeting minutes. - Responsible in preparing the letters, reports and emails. - Responsible managing the human resources. - Filing standard in a proper way.
2.	Financial department	<ul style="list-style-type: none"> - Provide the financial reports. - Interpreting financial information to other staff. - Do a review and evaluate for cost-reduction opportunity. - Control and monitor the operations of the finance department by setting a goals and objectives, and design a framework. - Manage the preparation of the company's budget.
3.	Operation department	<ul style="list-style-type: none"> - Responsible in updating the stocks - Planning and control the production of product. - Ensuring and developed an appropriate operation and in a cost-effective way. - Purchase the materials, plan inventory and seek supplier.
4.	Sales and marketing department	<ul style="list-style-type: none"> - Promoting the company's existing brands and introducing new products to the market. - Seek new marketing tools and strategies. - Handle our official website, social media and customer order. - Evaluate and monitor product sales.

Figure 4: Department responsibilities.

No.	Product Image	Description of Product
1.		<p>Name of design: Gummi</p> <p>Types: Clear Cases Phone</p> <p>Materials: High Quality Clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - iPhone (from iPhone 6 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.
2.		<p>Name of design: Flora</p> <p>Types: Clear Cases Phone</p> <p>Materials: High Quality Clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.
3.		<p>Name of design: Faco</p> <p>Types: Clear Cases Phone</p> <p>Materials: High Quality Clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.
4.		<p>Name of design: Shapo</p> <p>Types: Clear Cases Phone</p> <p>Materials: High Quality Clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.





5.		<p>Name of design: Meow</p> <p>Types: Clear Cases Phone</p> <p>Materials: High Quality Clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.
6.		<p>Name of design: Maze</p> <p>Types: Clear Cases Phone</p> <p>Materials: High Quality Clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - iPhone (from iPhone 7 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.

Figure 5: Clear collections.

No.	Product Image	Description of Product
1.		<p>Name of design: Cotta</p> <p>Types: Protech</p> <p>Materials: High Quality clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - All iPhone (from iPhone 6 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus.
2.		<p>Name of design: Bouquet</p> <p>Types: Protech</p> <p>Materials: High Quality clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - All iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.





3.		<p>Name of design: Self-care</p> <p>Types: Protech</p> <p>Materials: High Quality clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - All iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.
4.		<p>Name of design: Hijabi</p> <p>Types: Protech</p> <p>Materials: High Quality clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - All iPhone (from iPhone 6+ to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.
5.		<p>Name of design: Mariposa</p> <p>Types: Protech</p> <p>Materials: High Quality clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - All iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.
6.		<p>Name of design: Vaso</p> <p>Types: Protech</p> <p>Materials: High Quality clear Soft TPU Rubber</p> <p>Available for phone models:</p> <ul style="list-style-type: none"> - All iPhone (from iPhone 5 to latest) - Samsung, Oppo, Vivo, Huawei, OnePlus and Pocophone F1.

Figure 6: Protech collections.

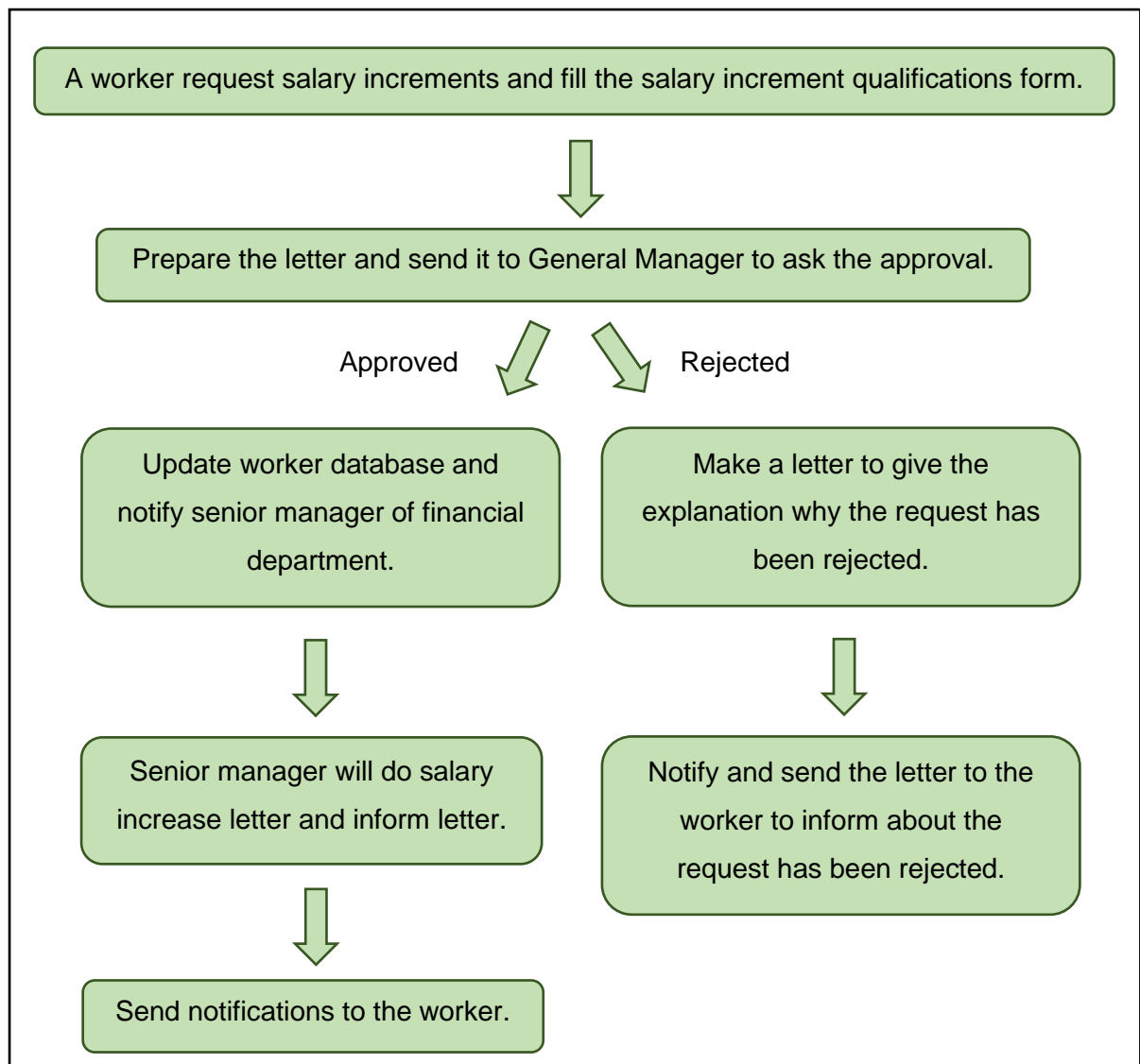
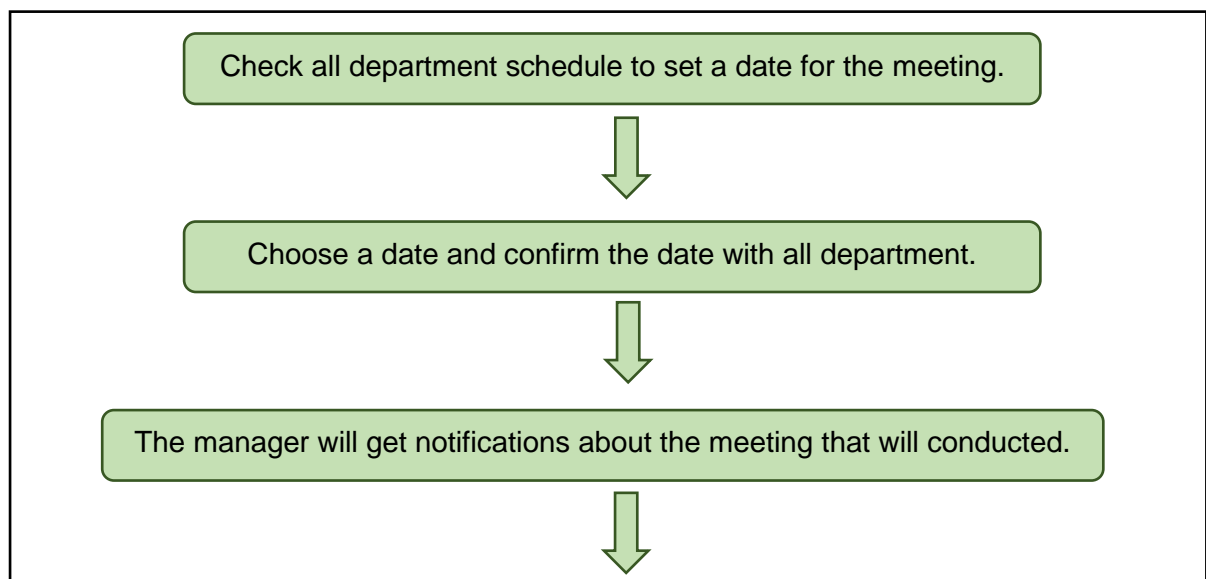


Figure 7: Workflow of salary increment request.



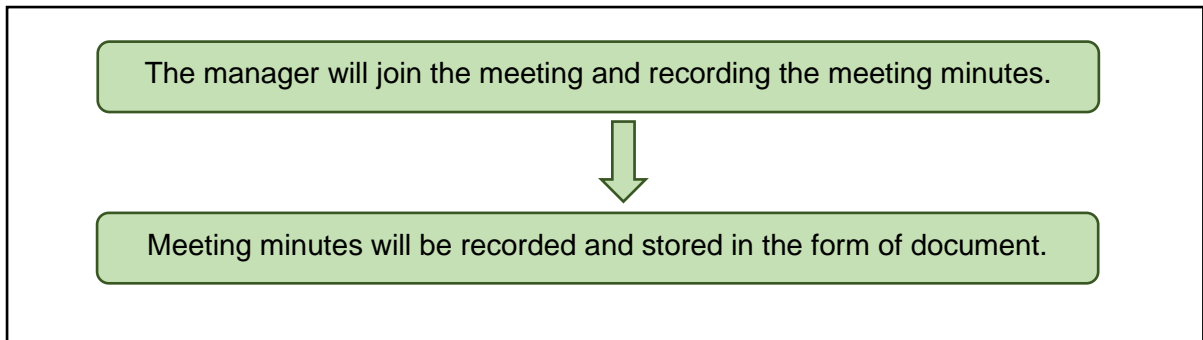


Figure 8: Workflow of arranging and recording the meeting in company.

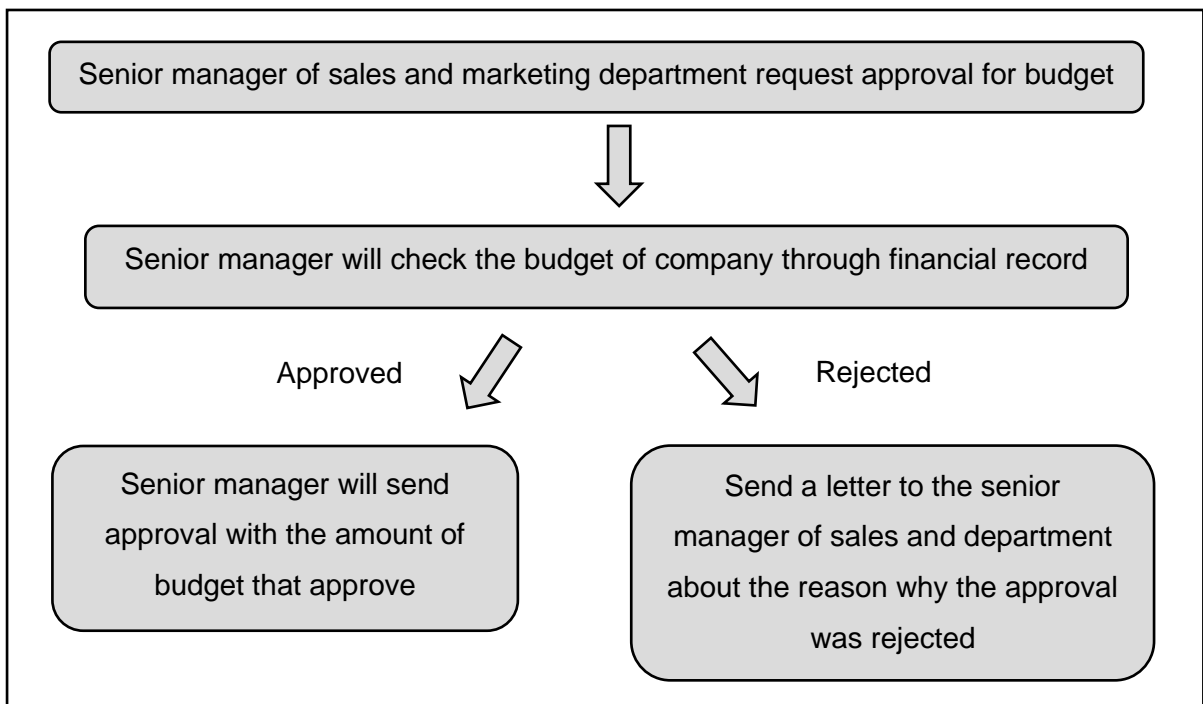
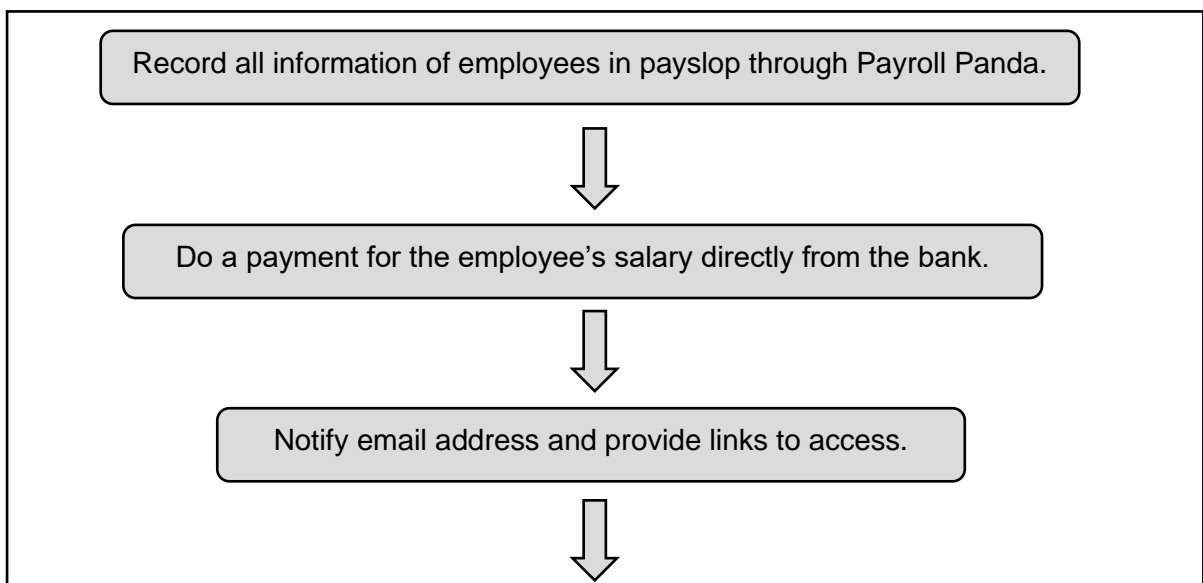


Figure 9: Workflow of approval request for a collaboration.



Employees will access payslip by the provided link.

Figure 10: Workflow of recording, sending and managing the electronic payslips for employees.

Workflow below shows the procedure of updating the stocks to the sales divisions.

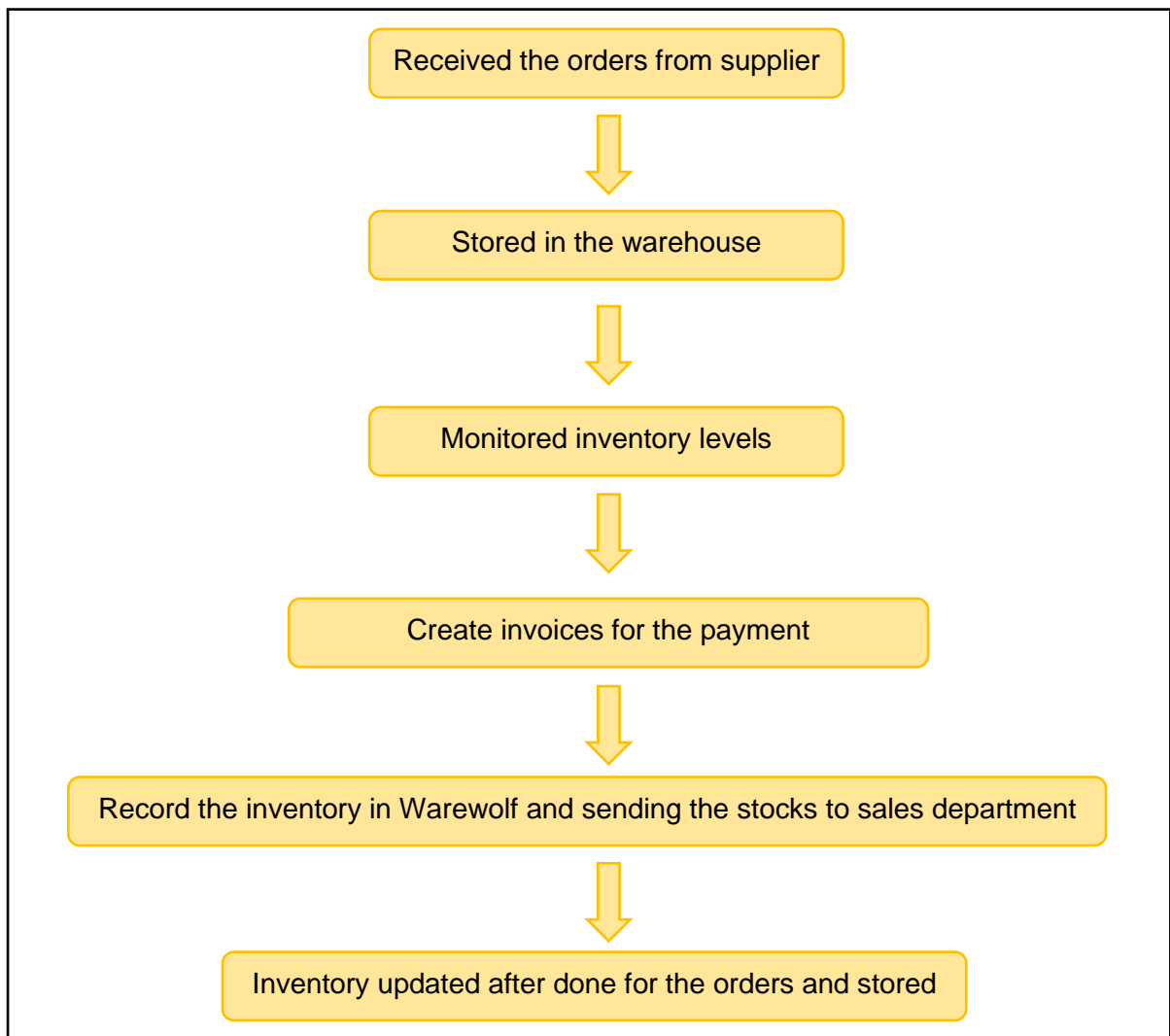
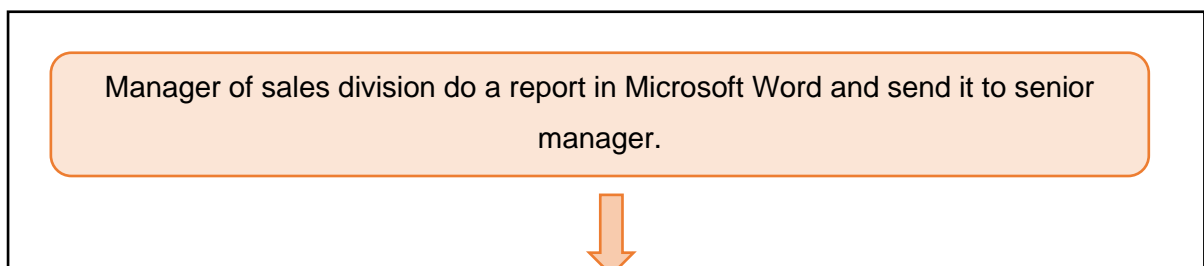


Figure 11: Workflow of updating the stocks to the sales divisions.



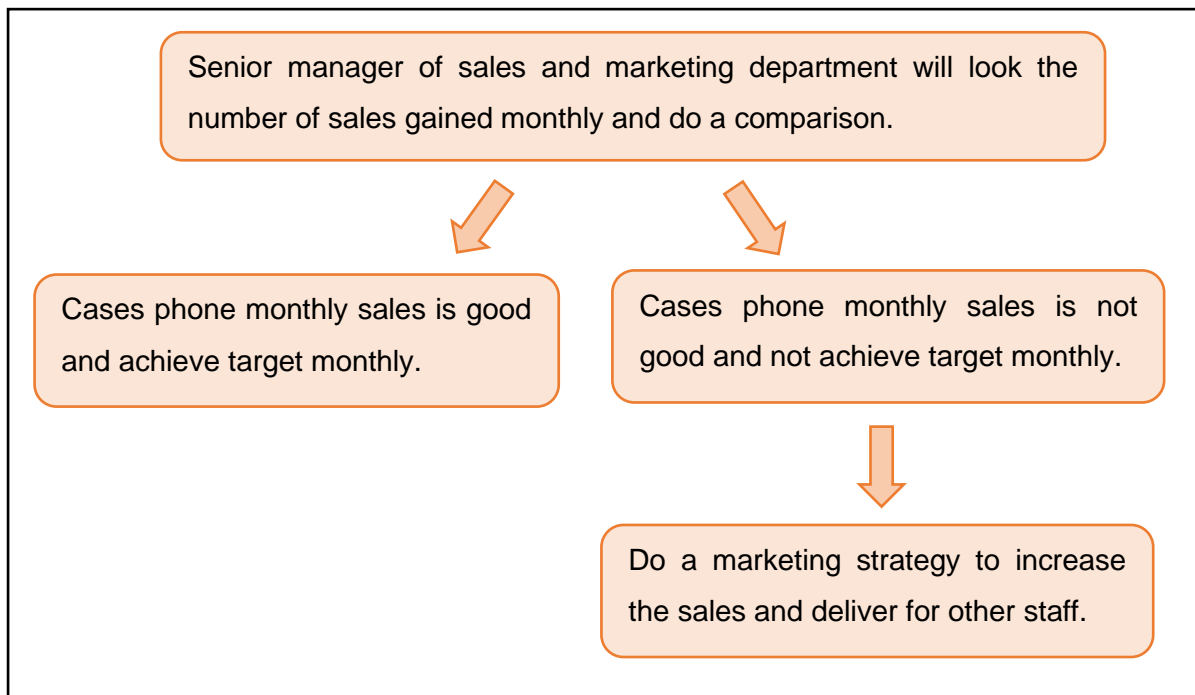


Figure 12: Workflow of senior manager of sales and marketing department do an evaluation of product sales.

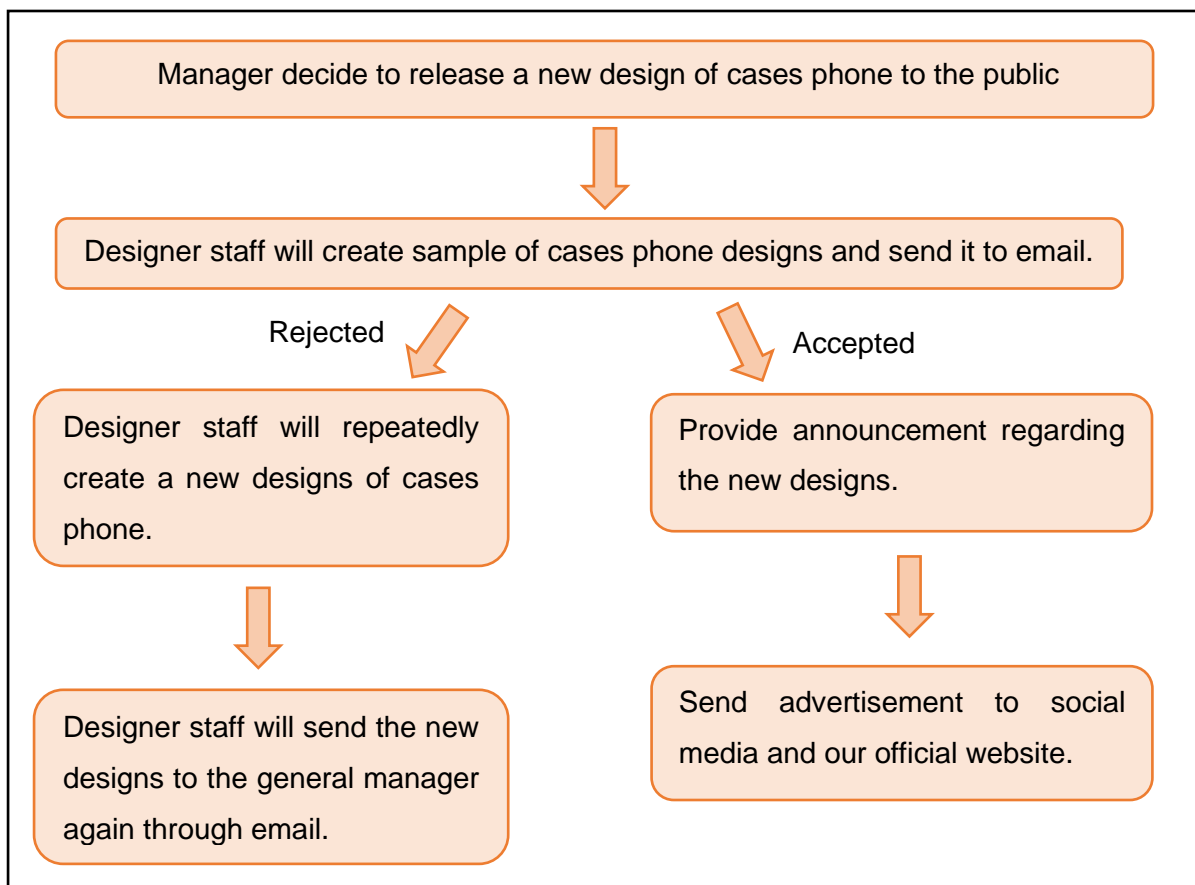


Figure 13: Workflow of releasing a new design of cases phone to the public.

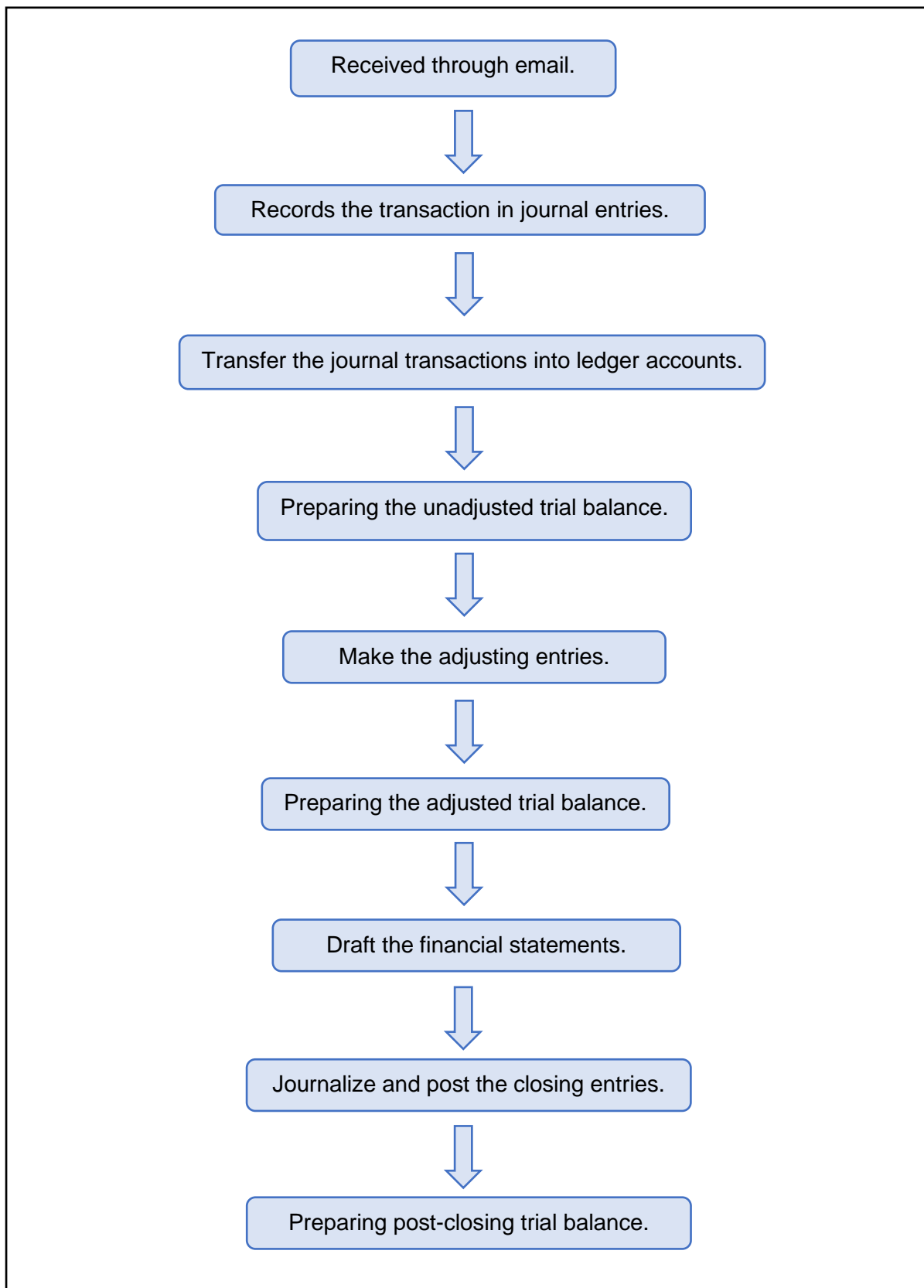


Figure 14: Workflow of receiving the financial transaction from another branch to the main branch (our company).

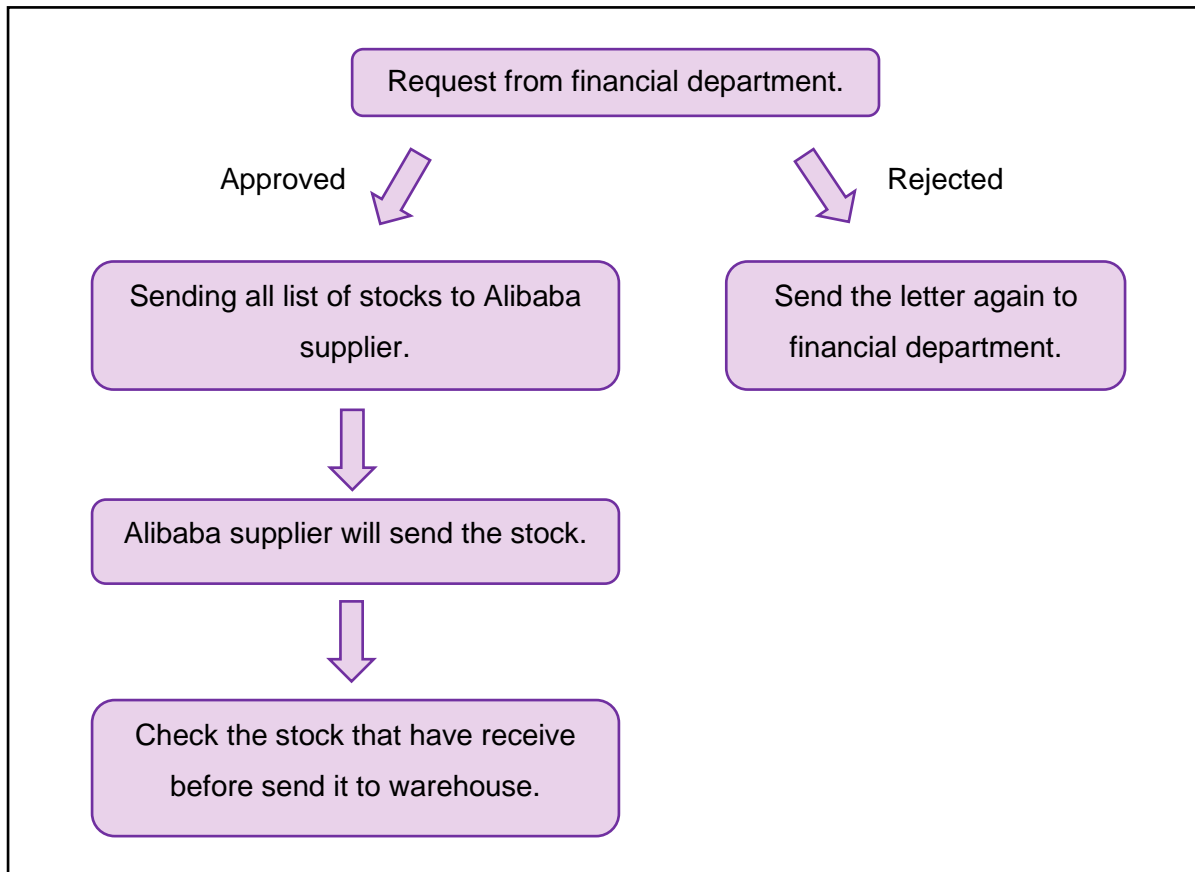
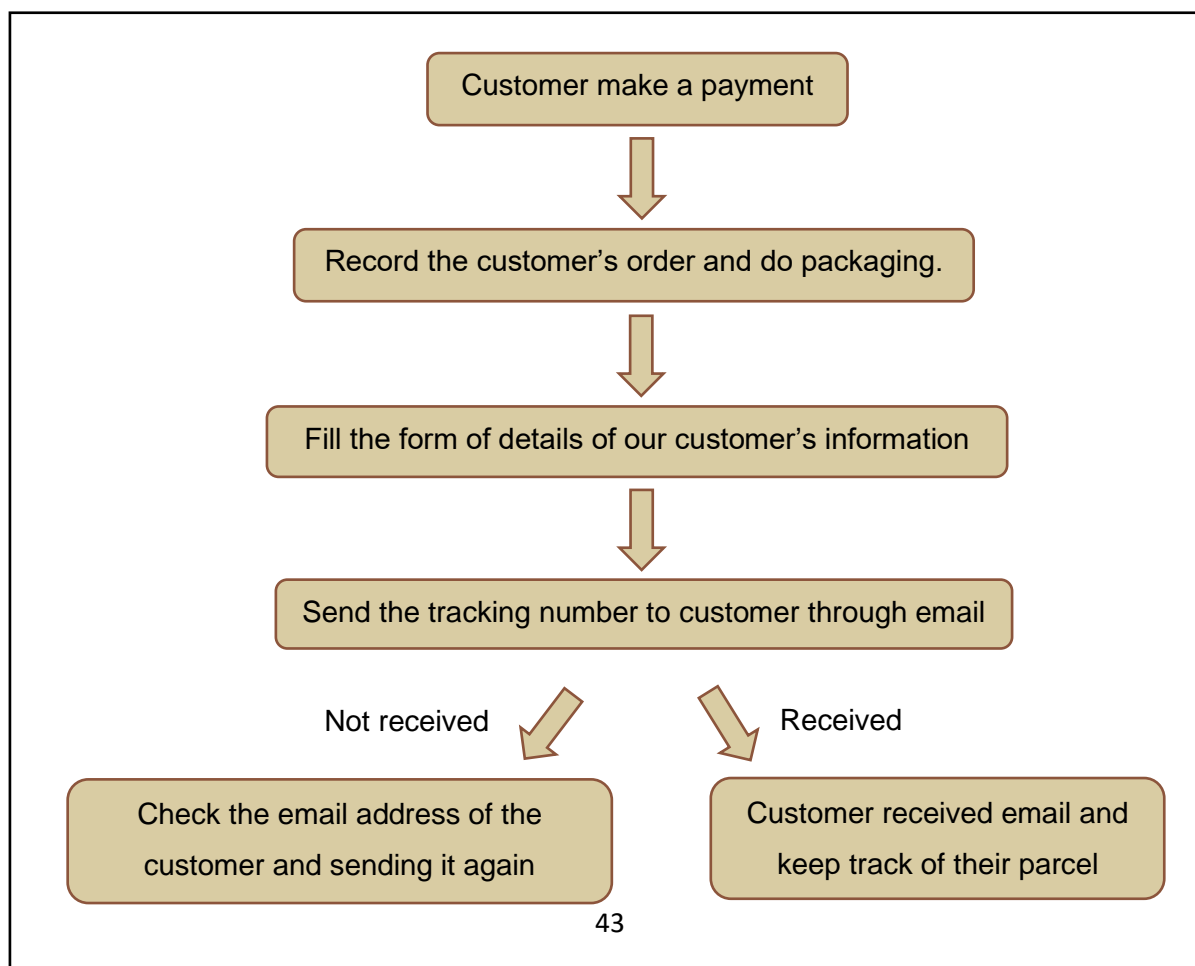


Figure 15: Workflow of request purchase stocks from suppliers.



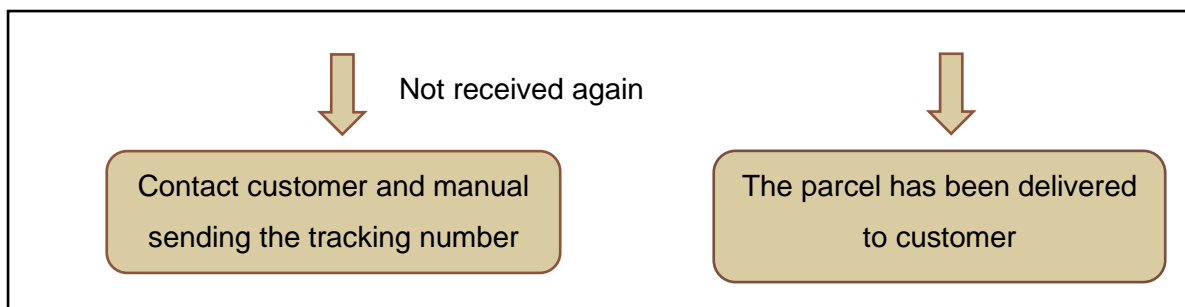


Figure 16: Workflow of recording the customer's order from website.









No.	Classification Number	Management
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2.	 200	Land, Building and Infrastructure Management
3.	 300	Asset Management
4.	 400	Financial Management
5.	 500	Human Resource Management
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Figure 18: Classification of administration management record.

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2.	200/202	Building record Secondly, our company will record all the sketches of building design and also the development process from the beginning until the completion of the building. It is the record for the history building's development of our company, main shop and another branch.
3.	200/203	Infrastructure management Thirdly, infrastructure management record Infrastructure management record involves IT infrastructure like facilities of network software and hardware and other business infrastructure.

Figure 19: Classification of land, building and infrastructure management record.

No.	Classification Number	Management
1.	300/301	Property expenses record Firstly, Investments made to acquire real estate for use in business. This property is used for a period of more than one year. Among the administrative property expenses are the construction of business premises, the purchase of office furniture and equipment and also the renovation of business premises. Records of each purchase of this property will be kept as proof of property expenses for the company's use.
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4.	300/304	Company inventory record Fourthly, inventory record consists of sale and raw materials used to produce goods available for sale. The process will be recorded by the accountant.
5.	300/305	Company-owned vehicles Fifthly, our company has a vehicle for business purposes, which is listed as part of the company's fixed assets including the cars and lorry.
6.	300/306	Cash asset Cash assets means any cash on hand, cash in bank or other accounts, readily marketable securities, and other.

Figure 20: Classification of asset management record.

No.	Classification Number	Management
1.	400/401	Record invoices of transaction expenses Firstly, every receipt of the invoice, which can be done through various channels such as by email, fax, or courier, the financial department needs to keep the copy of transaction in electronic record.
2.	400/402	Record of employee payslip payment Secondly, every month the records of employee payslip transactions in the Payroll Panda app will be kept in electronic record.
3.	400/403	Record expenses of company bill Thirdly, the bill that the company needs to pay such as shop rent, water bill, electricity, Wi-Fi and others that need to keep the receipt as a record.
4.	400/404	Record of stock Fourthly, every stock transaction is recorded when the stock is purchased and made payment. Every purchase of an item that has a restock also needs to record the date and cost. The transaction record in every month will be kept in the financial department as a report.
5.	400/405	Record of budget for company activity Lastly, the activities that involve company such as collaboration, events, and others need to do a report with the amount of budget that is used.

Figure 21: Classification of financial management record.

No.	Classification Number	Management
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		Secondly, if our company conduct a work interview, the record of candidate's resume from the email will be include in this record.
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Figure 22: Classification of human resource management record.

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2.	600/602	Sales record of customer's orders through website. Secondly, this record consists of the records of the customer's order including the name, designs chosen, type of phones, address, email address and so on in order to keep track of our customer.
3.	600/603	Sales of customer's order in shop record. Thirdly, there is also a record in which the face-to-face transactions of sales between the customers when they come to our shop.
4.	600/604	Sales summary report record. Fourthly, is the electronic record that is designed to record all the sales summary reports that are written by the manager of the sales division.
5.	600/605	Record of staffs in sale division. Lastly, electronic records about the information of the staff in the sales division including its personal information and more others detailed information.

Figure 23: Classification of sales division management records.

No.	Classification Number	Management
1.	700/701	Marketing materials of product record.

		Firstly, the electronic record consists of marketing materials of our products including the catalogue, video and images the cases phone for marketing purposes. For instance, pdf format from Adobe Illustrator, Adobe Photoshop and Microsoft Word and so on.
2.	700/702	Marketing summary reports record. Secondly, is the electronic record that is designed to record all the marketing summary reports that are written by the manager of the department division.
3.	700/703	Records of our collaboration products produced. Thirdly, the electronic record consists of all record and design of cases phone that is produced during the collaboration with the influencer and a bit of summary will be written in the report in order to keep the information as the part of the history of collaboration in our company.
4.	700/704	Record of staffs in marketing division. Lastly, electronic records about the information of the staff in the marketing division including its personal information and more others detailed information.

Figure 24: Classification of marketing division management records.

No.	Classification Number	Management
1.	800/801	Operational records of receiving new stock from supplier Firstly, all the data for the process of acquiring new stock materials and services to be used in production from suppliers. This record will be updated for every purchase from the supplier.
2.	800/802	Operational records of inventory Secondly, all newly received stock will be placed in the available stock where it will be recorded under receiving new stock where the record will be updated after placing the new stock in the inventory.
3.	800/803	Operational records of orders by customer

		Thirdly, all orders from customers will be recorded and checked in advance if the order is available or not based on available stock.
4.	800/804	Operational records of delivering stocks Fourthly, the operations manager is responsible for the management of the delivery where all the delivery records of the stocks will be recorded and ensure that the stocks are delivered to the sales department on time.
5.	800/805	Operational records of new inventory Fifthly, after completing the delivery process, the operations manager will update the record of the number of stocks remaining in the inventory to facilitate the inventory process in the future.

Figure 25: Classification of operation management records.