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**Business requirements specification**

**for a CRM system for**

**Posiflex India**

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**Introduction**

This document is a statement of business and functional requirements for a new CRM.

**Business Overview & Current State**

POSIFLEX is a global leader in designing and manufacturing of PC and peripheral OEM/ODM products. POSIFLEX began its transformation in 1991 to commit to the professional design and production of point of sale (POS) management systems and peripheral products and started marketing OBM products worldwide under the brand name POSIFLEX in 1996. Now, POSIFLEX is marketed worldwide as one of the leading brands in the industry and has established subsidiaries and offices in various nations (e.g., the United States, Germany, Japan, India, China, Singapore and Malaysia) to provide local and prompt services.

The Taiwan headquarters serves as the operations centre, and POSIFLEX's electronics laboratory and plant operations management have been certified by the ISO 9001/14001 professional specifications. All stages of production from R&D and design to manufacturing, are done internally by POSIFLEX. We controls the core technologies and has now developed over 20 POS system and peripheral application products and acquired over 30 patents from Japan, Germany, the United Kingdom, Australia, and other overseas countries, and has been recognized by multiple world-class design awards, including the RED DOT.

With the well-established India Operation since 1997, POSIFLEX has been recognized for its un-compromised product quality and assured after sales services to its customers. This has helped POSIFLEX to grow its market share to over 50% and to become the leading POS Company in India. POSIFLEX Technology India, has the highest acceptance by Global. National, and Regional Brands across all formats of Retail, Hospitality, Manufacturing, Healthcare and having a base of over 70,000 POS terminals and peripherals being installed till date, covering Metro to Tier 3 cities. POSIFLEX strength lies in the ‘Customer First’ approach, when the customer requirements drive the product development process. We maintain this trust with the help of our 500+ strong and dedicated after sales support located conveniently across the nation.

Odoo CRM to have a multi organization setup which will be used by Internal Staff & Sales Partners

**Data Exchange**Microsoft Dynamics 365 Business Central is used as a ERP application with Purchase, Sales, Finance & Service modules. Odoo CRM is used for few modules. Data from ERP will be imported into CRM through Excel file. Similarly data from CRM will be imported to ERP through Excel file.

Purchase Orders, Product Master, Inventory, Sales Orders, Sales Transactions & Accounts Receivable are from ERP. Quotations, Price Lists, Customers, Vendors, Partners, Partner Sales Data will be imported from CRM to ERP

# **Purchase**

1. **Purchase Order**

A purchase order is a legal document handed over to a Vendor to purchase Products / Service / license. Purchase Orders comprise the purchase order number, vendor details, product or service details, terms and conditions, prices, etc.

**Requirements**

* + - * Importing of Purchase order details through Excel
      * Logistics/Courier details will be available in each PO
      * Automatic tracking of shipment based on the docket number through API calls
      * Displaying the tracking status in the PO list

The application shall have the following minimum reporting functionality.

#### Purchase Order Shipment Tracking.

1. **Inventory Management**

**Requirements:**

* **Item Master**

| **PART NUMBER** | **VARIANT** | **DESCRIPTION** | **TAX** | **HSN** | **BRAND** | **SUPPLIER** | **CATEGORY** | **SUB CATEGORY** | **Item Tracking** | **BIS#** | **MRP** | **OEM Part#** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Xt-6515 | I5 6500TE, 8GB, 256GB | COMPUTER SYSTEM, 15" PCAP TOUCH, 'NO OS, GEN 7E BASE WITH MODULE, 12V/100W PSU, | 18% | 84713090 | POSIFLEX | POSIFLEX | POS | TOUCH POS | SERIAL NUMBER | R-41033774 |  | Optional |
| Xt-6515 | I3 8100TE, 4GB, 128GB | COMPUTER SYSTEM, 15" PCAP TOUCH, 'NO OS, GEN 7E BASE WITH MODULE, 12V/100W PSU, | 18% | 84713090 | POSIFLEX | POSIFLEX | POS | TOUCH POS | SERIAL NUMBER | R-41033774 |  |  |

* + Setting up BoM
  + Using the BoM to describe the variants.
  + Import of inventory from ERP
  + Uploading contract copy of non-inventory items.
  + UPC Code / EAN Code, Physical Dimensions, Gross Weight & Net weight to be captured.
  + Minimum stock rules configuration.
  + Item reservations Manual and Auto (Auto – AMAZON CONNECTOR) bound to time period.
  + Inventory Valuation: The valuation is based on “Actual Cost”
  + Sales Return: Cost price to be considered not the Sale Price.
  + OEM Part number visibility to have restricted access.
* **Warehouse & Locations**
  + Physical location (Internal location / warehouse).
  + Partner location (Customer / Vendor location) temporary storage for repair and return tracking purpose.
  + Virtual Locations:
  + Manage stock that you don’t own.
  + i.e., if the inventory given to an internal stake holder for Testing / R&D and tagged to specific EMP code, how to manage such inventory location in WH location.
  + When you want to consider products that are on their way to your warehouse. (Procurements).
* **Item Transactions** 
  + Intra State item transaction
  + Inter-State Stock transfer
  + Demo Out / In: The values for items will be entered manually and these will not affect any journals.
  + Service Item Out / In
  + Process requirement for all the above-mentioned transaction type:
    - Receiving WH to place request for item to Supplying WH.
    - Supplying WH will process the request upon item availability. System to provide option for partial item request processing and post the outward journal.
    - Receiving WH will post the inward journal upon inspection/receipt of items.
  + Replacement Item Out / In (Suppliers): Approval process is required for Posting the JV. (For repair/warranty claims)
  + NR JV transaction Out / In: Approval process is required for Posting the JV.

The application shall have the following minimum reporting functionality.

#### Detailed Inventory Report: [005\_Inventory report.xlsx](about:blank)

* Item Aging Report: [006\_Item aging\_\_548 days.xlsx](about:blank)
* Item Profitability Report: [007\_Profitability report.xlsx](about:blank)
* Shipment In-Transit report
* Generate pending sales order report basis full BOM of sales order inventory availability.

1. **Vendor Management**

**Requirements:**

* Vendor Agreements: Agreements to be created against vendor for capturing the product, price of the product along with the validity period. In the PO the rates from the agreement will be displayed.
* Vendor targets tracking: Targets will be set based on Vendor & Period. Targets to be calculated either by Purchase Value or Sale Value. This is applicable to specific vendor. The configuration matrix is required.
* Vendor warranty terms & Vendor SLA master
* Vendor / Brand BIS, WPC at an item level

# **Sales**

## Leads & Opportunity

**Requirements**

* **Leads Management**
  + Creation of new Lead through CRM
    - Customer Details/Mobile Number/Email Id/Address 1/Address2/Website Details/Contact Person Name/ Product Requirements/Internal Notes
  + Lead creation from the source channel
  + Automatically the lead will be created from the website /email. Master/Configuration is required to configure Lead Source and auto assigning to the user based on the source
  + Lead Stages (Attempted Contact, Contact in Future): Master/Configuration is required for storing multiple lead stages. Each stage will be defined with the probability percentage
  + Priority: Each lead will be prioritised, Masters/Configuration required for setting up multiple priorities
  + Assign to (user/group): A lead will be assigned to the user or to a team
  + Comments: To capture the comments on the lead along with the date and time and the user who created the comment
  + Activities: Option to create activities and setup reminders. The same appear to the respective user’s calendar.
  + Audit Trail: Recording the changes that are done on a particular lead
  + Reports: Lead Reports based on Source, Conversion etc.
  + Leads Import: Provision to import the leads from the CSV/Excel file (bulk import)
* **Opportunities Management**
  + Creation of Opportunity from CRM or converting from the Lead
  + Storing of Contact Details in Contact Master with the classification as “Prospect”
  + Assign to (user/group): An Opportunity will be assigned to the user or to a team
  + Other Users: Option to add other individual users to access a particular opportunity as a collaborator
  + Products List: Provision to enter single/multiple products. Product Name, Qty, Rate and Amount to be displayed. Product Name & Rate are to be fetched from the Price List
  + Conversion to Quote: An Opportunity to be converted to a Quote. All the details that are entered in Opportunity will be transported to the Quote

1. **Quotation**

Quotations will be created by internal users and shared with Customers / Partners.

**Requirements**

* Sequence Number: A system generated sequence number to be set for each quotation that is created. Sequence number will start with a prefix () and YYYYMM will be the current year & month and suffixed with 4 digit number sequence.
* Full Address Details along with the company’s contact person, Compliance details, Payment Terms, Posiflex Sales Person details with contact number to be in Quote
* Other Users: Option to add other individual users to access a particular quote as a collaborator
* Quotation Type: Quotation will be General & SPR (Special Price Request)
  + General: It’s a General quotation with the validity date
  + SPR: A SPR is similar to a price agreement with specified product quantities for a specific period. Multiple Sales Orders will be created from 1 SPR. Validity of the SPR will cease once the specified quantities are consumed or the specified date is lapsed.
* Product Details to have
  + Item Name
  + Description
  + HSN Code
  + Qty
  + Unit Price
  + Warranty
  + Discount if any
  + Tax
  + Sum Value
* The Unit price to be fetched from the Price List which is associated with the type of contact
* Discount Approval:
  + Any changes to the Warranty Period or Unit Price which is fetched from the Price List will go for an approval process
  + During the approval process the validity period for the approval will be set by the approving user
  + Approval Process: There will be a single level or multi-level approval process which is based on the customer and the discount % or value
  + Approval process to be configurable
  + Quotation Approval Matrix (sample)

| **Type of Customer** | **Sales Head** | **Product Head** | **RSM** | **Sales Manager** |
| --- | --- | --- | --- | --- |
| **End Customer** | Any Value | PVAR | PVAR | Up to NVAR |
| **RBP** | Any Value | 1% | 1% | NIL |
| **PVAR+** | Any Value | 1% | 1% | NIL |
| **PVAR** | Any Value | 1% | 1% | NIL |
| **AVAR** | Any Value | 1% | 1% | NIL |
| **NVAR** | Any Value | 1% | 1% | NIL |

* + Discount approval is applicable for General & SPR quotations
* Information such as Employee Name, Employee contact number, Partner Details, Customer Contact person details are to be available in the quotation
* Option to add Freight Charges
* Delivery/Payment Terms: This will be generic or customer specific. Provision to enter custom message.
* Provision to capture Important Note/Special Remarks to be
* Sending emails: Facility to send email with the soft copy of the quote by adding the custom message. Provision to add other files like Brochures etc.

1. **New Customer Creation**

When a new Partner / Customer is on boarded, the customer creation will be done with various details to be incorporated.

* **Customer Details** 
  + Company Name:
    - While creating customer an alert of the existing customer
  + Customer Name / Contact Person Name
    - Multiple Address & Contact Details, Department Details required
    - Linking of branch / other addresses to the main contact
    - Franchise Customer: A customer with all the details will be created and a field should be available to link to the parent customer. The terms and price list will be followed of the parent customer automatically
  + Customer Email
    - Multiple Email id will be captured
  + Customer Contact Number
    - Multiple numbers to be captured
  + GST Verification using API
  + Type of Customer – End Customer / RBP / PVAR+ / PVAR / NVAR - only by Admin (only affix at the time of Prospect/Lead to a customer)
  + Business & Sub Vertical: Reseller/ISV/SI/End Customer🡪 Business classification & Masters is required to configure the values
  + Documents to support the customer creation, Refer Finance BRD
  + If the customer details are edited, the changes should not reflect in the posted documents
  + Onboarding New Partner – Documents to be cross verified with Finance BRD
  + Basis on the recommendation from the SM/RSM for onboarding a New partner, upon the Sales Head approval the details of the partner will be shared to the finance team for verification about company’s financial status.
  + Post confirmation the agreement will be prepared & shared to Finance team & Partner for the confirmation.
  + The draft copy of the agreement, customer registration form, with a welcome note will be shared to the partner along with the Target sheet, Incentive Program, Sell-Out report format.
  + Once the above is confirmed & accepted by the partner a welcome kit will be sent ( i.e. Partner Certificate, brochures, gifting items etc)
  + Provision to send the link to the customer / partner for submitting the business details and uploading the necessary documents mentioned in Finance BRD.
  + Provision to tag the Sales Person for the Customer

1. **Indent**

* An Indent will be created by capturing Item details, Qty, SO number & Sales person details. SO number not to be mandatory.
* Purchase team will update the ETA against each indent, and the same will be alerted to Partner / Customer & respective internal users

1. **Sales Team Target**

* Targets will be set and uploaded at the start of every year
* The Target is split in the Ratio at the start of every year (25:20:25:30%) for the upcoming quarters. The split percentage may vary
* The individual Target is clubbed as a Team/Region-wise/Product group Target
* The email will be sent to the Individual & the regional heads for acknowledging the Targets
* The achievement of the individual person is calculated basis the sell-out report received from the partner/direct billing of the customers
* The achievement will be calculated based on the serial number from the sell-out report based on the partners i.e. NBP / RBP buying price
* Freight charges will not be considered for the achievement calculation.
* Credit sharing between region/team will be calculated for the achievement for both the team members (50:50/80:20/60:40) option should be available to mention the ratio. The sharing ratios will change on case to case basis
* RBP purchasing from another RBP will not be considered for the achievement of the sales-person.
* Principle buying from RBP will not be considered for the achievement of the Sales Person.

Reference:

* Team Target Validations: [Team Targets Validations.pdf](http://sales/001_Team%20Targets%20Validations.pdf)
* Target sheet Snap Shot: [002C\_Sales Team Target\_05-02-21.xls](http://sales/002C_Sales%20Team%20Target_05-02-21.xls)
* Target Sheet Document: [001\_Target Letter\_Basha\_27-01-2021.pdf](http://sales/001_Target%20Letter_Basha_27-01-2021.pdf)
* Score Card
  + The clubbed sell out value of the partners under that RSM will be calculated for the achievement & email will be shared to the SM & RSM on the performance score card.
  + Q1 Score Card

| **Executive Name** | **Category** | **Region** | **2021 Target** | **Q1 Target** | **Q1 Ach** | **Q1%** | **Q1 Deficit** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **XYZ** | **Posiflex** | **West** | **17,00,00,000** | **4,50,00,000** | **1,07,68,639** | **23.9%** | **3,42,31,361** |

1. **Partner Target**

The initial discussion will be between the SM along with the RSM & the partner on the Target discussion for the FY basis the same the partners are categorized by the group. Once the partner confirms in accepting the target the email with the Welcome Note, target sheet, Incentive Program & the report format will be shared to the partner. The partner acknowledges the Target sheet & the partner will be onboarded into the system.

* **Sell-In Report: RBP**

RBP Target is calculated basis the sale from Posiflex to Partner which is termed as Primary Sale. The amount of purchase done by the RBP’s from Posiflex, & for this sales no credit is given to Sales Team.

* **Sell-In Report: Direct Customers**

Sales towards Direct customers is calculated for the Primary Sales & for this sales the credit is given to the respective SM/RSM.

* **The various fields in the Sell-In Report are:**
  + Invoice
  + Invoice Date
  + Posiflex Salesperson
  + Partner Salesperson
  + Branch
  + Customer Name
  + Customer Account Num
  + State
  + City
  + Item Name
  + Brand
  + Sales Qty
  + Cust Sales
  + Serial Number
  + Batch Number
  + Unit Price
  + Sales Price
  + Type of Customer
  + Vertical
  + PO Number
  + PO Date
* **Partner Sell Out Report**
  + PVAR+/PVAR/AVAR Target is calculated basis on the sell-out report received from the RBP & credit is shared to the SM/RSM.
  + Option to revise the uploaded targets
  + The various fields in the Sell Out Report are:
    - Invoice
    - Year
    - Invoice Date
    - Month
    - Quarter
    - Posiflex Sales Person Name
    - Posiflex Sales Person Email
    - Partner Sales Person Name
    - Partner Sales Person Email
    - Billing Location
    - Customer Name
    - Executive Name
    - Customer Account Number
    - State
    - City
    - Item Name
    - Brand
    - Sales Qty
    - Serial Number
    - Unit Price
    - Sales Price
    - Type of Customer
    - Partner Status
    - Vertical
* **Partner Incentive Program**
  + The Signed Partners can be eligible for the Partner Incentive Program, provided their Quarterly achievement is minimum 90% & above
  + The % of incentive, taken for calculation purpose depends on the various achievement slabs for each hierarchy of the “Signed Partners”
  + The pay-out for Q1 incentive is at the end of Q2, Q2 incentives at the end of Q3, Q3 incentives at the end of Q4 & Q4 incentives at the end of Q1 of the next Fiscal Year
  + The Incentive to be paid can go up to 150% of the signed target of any given quarter.
  + The score card of the partner achievement will be emailed on completion of the quarter so has to maintain the correct values between both the books.
  + In case partner wants to switch over to a different higher category than the prorate has to be considered.

1. **Access to Partner**

* Partners will have access to the CRM
* Partner will have access to modify his business details, and the same will follow the approval process
* Partner will have access to the opportunities that are assigned to him, who can update and upload the Sales Invoice
* Partner will have access to their own inventory
* Partner will have access to the Sales Price List
* Partner will upload the sell-out report as per the format
* Partners will have access to view their performance based on period / Brand group criteria.
* Provision to download their performance report
* New Partners, their respective branch and employee details to be added
* Mandatory fields – partners mobile number, designation and email id
* Validations are on the serial number of the items and the date format, which should be DD-MMM-YYYY
* Option for PVAR+/PVAR/AVAR to upload their sell out report.
* Report for the Ontime sell out submission snap shot to appear.

1. **Price List**

Pricelist is prepared for the various products related to the Customers/Partners & Group Companies, the pricelist is the main Dictionary for the sales team/warehouse & the coordination team for any order execution.

**Requirements**

* Multiple price list will be created
* Price list will be uploaded through file import
* HSN Code/Item/Description/Warranty/Tax/Price/MOQ Price/Validity are to be part of the price list
* Every price list will undergo approval process
* Option to duplicate the price list
* The price list will be created to a partner type or to a specific customer
* Access to Price list is based on a user role, specific user, partner type etc.

1. **Demo Requests**

SOP: [0013\_SOP for Demo.pdf](http://sales/0013_SOP%20for%20Demo.pdf)

* DEMO OUT PROCESS
* SM / RSM / Sales Coordinator will create the demo request from the system
* Demo request form contains
  + customer name, complete address, contact person name and number, product details, Project name, Time frame, Executive Name
  + Header
* **From** : Our company name with completed address with GST will appear
* **To :** Customer name with complete address with contact person name & ph no & GST details will appear
* **Journal Number :** 
  + Line Level
* JV No/Date/Item number/Item name/
* Configuration: item configuration details (\*\*not able see complete details need to adjust the column thru RTF)
* Warehouse: From location – to location will appear here (Ex: BLR DEMO – BLR OUT)
* Quantity/Item Serial / Batch number
  + Fields to be incorporated:

The following fields are missing in the current demo out document, product price, comments and all presently we are capturing thru RTF document.

* Project details: For which project we are sending the product
* Product price
* Standard terms
* Accessory details: power cable, adaptor, stands etc
* Time frame (When customer should return the product)- Notification
* Comments: By default, this comment should come in demo out document
* “Material sending for testing / demo purpose NOT FOR SALE”
* Alerts
* Demo out Report

This report will help to trace the demo out devices. It contains following fields.

* Item code, Warehouse, Serial No, Batch No, Journal no, Customer name, Journal date, Quantity, Employee code, Employee Name, JV description.
* The following fields are required
  + - Region, Item, Item Cost price, demo period, manufacturer
    - Employee & Customer Code to be Mandatory.
    - Auto alerts and email reminders sent to the customer & internal users based on the demo period date
    - Approval process required for the extension of the demo period
    - T & C to be printed in the footer of the document

1. **Marketing Inventory**

* In marketing inventory, we need to track all the items which will be used for gifting & other marketing activities.
* Request can be raised from SM/RSM or any employee.
* Marketing Coordinator to allocate & track the inventory.
* Indent to be raised to the Procurement for any requirement.

**SAMPLE**

| **Item** | **BU** | **Qty** | **Add on** | **Add on** | **Utilise** | **Balance** | **Remarks** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| POST-IT | POSIFLEX | 215 | 200 | 523 | 263 | 260 | 1) 40 Pune Event 2) 50 No's to Bhubaneswar Event 3) 1 given to Sandeep 4) 70 no's to Chandigarh event 5) 50 no's to Kolkata Event 6) 1 given to abhilash 7)50 no's to Mumbai Event (RAI) 8) Baskar sir Qugo Order |
| Pen - Black | POSIFLEX | 225 | 250 | 250 | 201 | 49 | 50 nos to ISV Meet+100 for AIDC meet, received 58 back from AIDC Event 2) Qugo order 9 no's |

* **Market Development Funds (MDF)**

Marketing Development fund that POSIFLEX grants to its Channel Partners to help partners with sales and marketing activity in their individual sales territories.

Channel Partners who have achieved min **70%** of their set target in the previous year are only eligible for this MDF Program. Only RBP’s and PVAR+ partner types are eligible to avail MDF.

* + Channel Partners are eligible for **1%** of the total revenue achieved in the previous year (Jan to Dec). This becomes your **Base MDF** that you are eligible for the current year
  + Out of Base MDF you can avail **up to 50%** (Per event / activity**)** of the total spend (Partner need to provide the proof of such expense)
  + In case partner participate with more than One OEM (other than POSIFLEX), then the MDF to be paid will be limited **up to 25%** of the total spend for such co-branded events. (subject to approval from team POSIFLEX)
  + Reference: 002\_Market Development Fund (file to be linked)
* **HOW MDF is calculated & allocated to the partners**

| **RBP/PVAR+ MDF CLAIM AMOUNT 2020- Sample** | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Customer Name** | **Partner Type** | **Location** | **Q1 Ach** | **Q2 Ach** | **Q3 Ach** | **Q4 Ach** | **Total Ach** | **Target 2020** | **%** | **MDF @ 1%** |
| AASHITECH | RBP | Mumbai | 75,17,960 | 5,03,500 | 86,87,621 | 1,39,24,873 | **3,06,33,954** | 3,40,15,000 | 90% | 3,06,340 |

* All Schemes & Promotional Activities to be tracked

1. **Reports**

* DSR Report: DSR to be generated by the system based on the activities created by the SM (Refer the DSR /Conveyance Format) on Opportunities & Quotations. Conveyance to be tracked against each activity. [001\_DSR & Conveyance Report.xlsx](http://sales/001_DSR%20&%20Conveyance%20Report.xlsx)
* Partner & Sales Team Achievement
  + [0012\_SOP for Credit Sharing.pdf](http://sales/0012_SOP%20for%20Credit%20Sharing.pdf)
  + [004\_Partner Sell Out Report.xls](http://sales/004_Partner%20Sell%20Out%20Report.xls)
  + [005\_Sales Team Achievement Report.xlsx](http://sales/005_Sales%20Team%20Achievement%20Report.xlsx)

# **Finance**

1. **Sales & Accounts Receivable**

* **Partner Onboarding Process** 
  + Sales team will provide the information about partner/customer.
  + (Their History & Background/ Strength/Business Plan/Channels/Market cap etc.,)
  + Once the above information is through, the finance team will verify the credit worthiness.
  + Once after final approval, the **sales co-ordination team** will provide the draft agreement to finance for final process.
  + Agreement Renewal: - Renewal reminder will go to coordination team for further process. ( if any changes in the credit limit/payment terms to take up for further renewal)
  + Cancellation of agreement : If any withdrawal of agreement, sales coordination team will provide the same to finance to issue subsequent letters.

**Requirements**

* + Online Link to get documents from customer/Partners for customer creation.
  + Need to create a general term and condition SOP and get customer approval through online.
  + Option for approvals in ERP for the customer creation, DCL, Credit rejection many more reasons etc., minimum 2 levels (Sales & operations approval).
  + Credit limit approval request form and history of credit approval chat ( date wise)
  + Customer wise and overall Debtors average collection days.
  + Acknowledgment mail to customer/partner for the receipt of payment with invoice settlements. (after posting).
  + Invoice & courier docket auto mail to customer /Partners.(part of the sales process)
  + Auto AR follow-up & AR confirmation mails to customer/Partners/Executive.
  + Invoice and Docket acknowledgment document saver (this will help for legal process in case). .(part of the sales process)
  + E- Invoices should be generate in ERP by using API integration.
  + Integration of Digital signature.
  + Barcode on the invoices
  + Freight calculator to be made available.
* **Channel Partners are categorized into 4 Groups**
  + RBP 🡪 Regional Business Partner
  + PVAR+ 🡪 Premium Value-Added Resellers {Total Target (Posiflex + Rugtek) > 75L & above}
  + PVAR 🡪 Premium Value Added {Total Target (Posiflex + Rugtek) < 50L
  + AVAR 🡪 Authorized Value-Added Reseller {Total Target (Posiflex + Rugtek) < 10L
* **Customer Onboarding**

Documents required for Credit Approval - New customer/Partner Registration & Credit Approval

* + Customer registration Form
  + (Mandatory to be fill & Signed by the customer)
  + Company Profile
  + All Directors Name and Address Proof
  + Latest 3 years Audited Financials
  + 3 security cheques
  + Projection Sales for 1 year
  + Latest 3-month bank statement
  + Full Contact person details department wise
  + Limit Required & payment terms
  + RBP Agreement
  + GST Certificate
  + Any Tax relief certificate.
  + PAN Card
* **For End Customer/Partner (Large Enterprise or Public Listed Companies)**
  + Customer registration Form
    - (Mandatory to be fill & Signed by the customer)
  + Regional head report about the company and nature of business
  + BU head recommendation for the credit approval with reasons
  + Projection Sales
  + Full Contact person details department wise
  + Limit Required & payment terms
* **Rebate/Partner Incentive’s**

**Conditions**

* + All purchases has to be made directly through POSIFLEX India only. Partner who have submitted the annual business plan year on year and have officially signed the assigned targets are eligible.
  + For Rebate: Sell out made to POSIFLEX, authorized partners (PVAR+, PVAR, AVAR) only, are eligible for Rebate and upon submitting the mandatory sell out report weekly.
  + Incentives and rebate will be paid quarterly as per the above tabular structure only
  + This program covers, entire range of POSIFLEX and Rugtek branded products except spares, freights and other incidental charges.
  + This incentive program cannot be clubbed with any other offers and promotions.
  + To claim the above target based incentives and rebate, weekly sell-out report are mandatory to be submit.
  + To claim and gain the ‘On Time Payment’ incentive. Partners are advised to maintain on-time payment as per agreement. ‘On-Time Payment’ incentive will be paid-off, irrespective of assigned Quarterly target achievement.
  + To claim and gain the ‘On-Time Sell-Out Report Submission’ incentive, weekly sell-out report along with stock report are mandatory to be submitted every Saturday. Failing to which, Partner will be ineligible to claim the
  + On-Time Sell-Out Report Submission’ will be incentivised.
  + All sell-out reports to be verified and approved through POSIFLEX Partner Portal only.
  + Pay-out: Q1 incentives pay-out at the end of Q2 | Q2 incentives pay-out at the end of Q3 Q3 incentives pay-out at the end of Q4 | Q4 incentives pay-out at the end of Q1 2021.
  + POSIFLEX India, holds the exclusive rights to call or modify the incentive program at any given time with a prior official notice.
  + Incentive to be paid, maximum up-till the value cap of 150% of the signed target achievement of any given quarter. (some of the above points will change year on year).
* **Pay-out Process**
  + After all supporting document verification, final rebate working will be processed for further necessary approvals.
  + Sales co-ordination team will send mail to partners to get Rebate invoices.
  + Once after receipt of the invoice, the payment will get process after deduction of TDS.
  + If partner agrees to do book adjustment between current outstanding, the same will get process and must get mail ack.
* **Other’s Commissions**
  + Sales commission agreement is important on commission transactions. And the agreement should be signed by both the parties.
  + Sales executive’s will provide the information on the commission pay-outs with working.
  + Finance team will check the profitability related to the transaction and get necessary approval to process pay-out.

1. **Vendor Management**

* **Vendor Registration**
  + Agreement/Contract
  + Vendor Registration Form with Statutory documents ( GST/PAN/Address Proof Doc/TDS exemption certificate/Bank details etc.,)
  + The Vendor registration will be duly signed by the Respective managers.
  + Once after the above document validation, Finance team will process to crate Vendor code in ERP. If the vendor is providing Service then, TDS rate need to be fixed.
  + GST No. should be validated with this link <https://services.gst.gov.in/services/searchtpbypan>

**Requirements**

* + Online Link to get documents from Vendor for vendor creation.
  + approvals in ERP for the vendor creation with minimum 2 levels (Sales & operations approval).
  + Document saver is required for agreement /freight quotations/ invoice/BOE etc.,
  + Auto AP confirmation and payment mail with invoice details to Vendors.
  + Credit limit tracker + history tracker (Ref Purchase BRD)
  + MDF Tracker ( Ref Purchase BRD)
  + Inter co., transaction - Transfer price validation – Auto transaction between inter companies and approval process.
  + Drop Shipment process( Refer Purchase BRD)
* **Vendor Purchase Target**
  + Target to be set in the system to review the target v/s achievement on qntry /annually.
* **Conveyance Claim**

**Requirement**

* + Travel advance ticket request.
  + DSR Travel Conveyance General Claims SOP
    - Daily Sales Report (specific format) has to be sent every day by the EOD or by 9.30 am the next day. The mail has to be sent to Sales Coordination team. Prior intimation to team is mandatory if anyone encounters issues to send the DSR on any particular day upon which it will be considered as failure report.
    - The Finance team will take the required approval on all the DSR’S by respective managers before 10th of every month. The DSR amount will be processed on 15th of every month along with the conveyance.
  + Tour Advance
    - To avail the Tour Advance employees should fill the Advance Request Form and submit the same to the Finance team at least 5 working days in advance with the approval from the Reporting Manager.
    - For any Service call warrants for Outstation Travel, Manger to take a call and no advance notice for such tour is required. Such tour advance will be processed on Priority by the Finance Team.
  + Travel

General and Miscellaneous Claim:

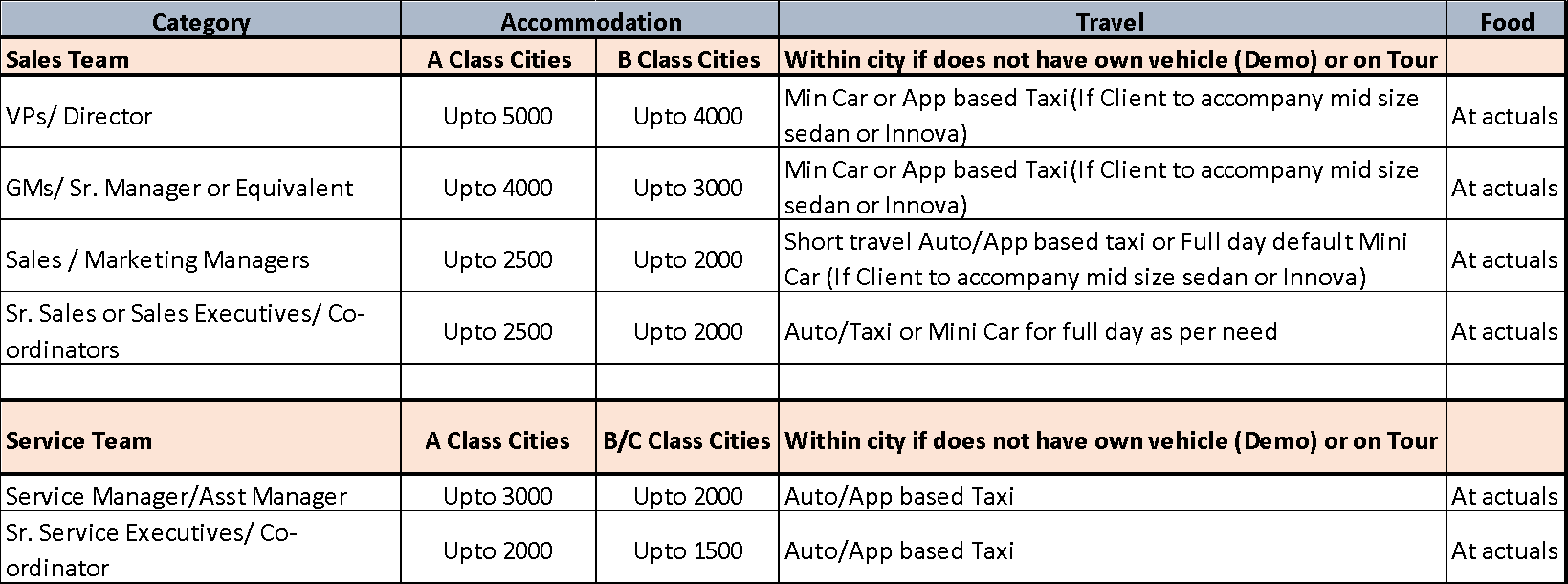
* The Company does not pay for dry cleaning expenses while on a trip of less than five days duration. Medical expenses can be reimbursed on providing bills and receipts.
* All executives are requested to user their own credit cards for hotel/travel/food expenditures as the case may be and claim the same upon submitting the report in stipulated time period.
* A detailed split up is mandatory to get the claims processed. If you are unable to get the bills for any expense made, it is mandatory to clearly mention the purpose and the amount.

Conveyance Structure:

* 2-Wheeler: INR 2.5 /km
* 4-Wheeler: INR 5.5/km
* Conveyance rates are to be configurable
* Auto/Cabs: Actuals
* Bus Pass: Actuals
* Train Pass: First Class Pass
* Miscellaneous expenses will be reimbursed on actuals. However, for reimbursement original bills should be sent/submitted along with the details of the expenses incurred stated on the back side of the bill and the same will have to be approved by the respective Reporting Managers.
  + Claim or Reimbursement Procedure
* Submit expense claims (expense reports) to the finance team within 7 days from the return of the tour.
* The tour reimbursement form should be submitted to the Finance team on or by 8th of the month and the payment will happen by 15th of the month.
* If the reimbursement form is not received by 8th of the month, then the expense will not be reimbursed for the concerned month, it will be carried forward for next month.
* Reimbursement is effective only on the approval from the respective Reporting Manager. The reimbursement form should be updated with all the details of the travel and supporting documents along with bills.
  + The following are not reimbursable:
* Annual credit card fees
* In-room or in-flight movies
* Personal reading materials
* Airline, hotel and car rental club memberships
* Restaurant count club memberships
* Personal expenses
* Excess baggage fee
* Fines
* Liquor bills
  + Year End Submission:

During Financial Year End it is mandatory to submit the Reimbursement/ Claim form before 31st March compulsorily.

**Snapshot of the eligible limits:**



Note: All the parameters are to be configurable

# **IT Asset Management**

To maintain assets which are assigned & not assigned to employees at multiple locations

* **Requirements**
* Upload of existing asset data and allocation details with users. Details of the assets like Asset ID, Vendor, Purchase Date, Warranty Period, Device, Brand, Model, Serial Number, Configuration, location/branch
* Assets booked under FA/BYOD, should be allocated to the user/activity or purpose and tracking. Capturing of allocated & deallocated dates for each asset
* Option to record upgrades (software/hardware). Provision to record the software licenses along with License Key, Date of Purchase, Vendor & Asset where it is installed
* Employee to have access to view the asset details that are allocated S/he

# **Ticket Tool**

Ticket system for recording internal issues

* **Requirements**
* System Admin, Employee & their superior will have access to the asset details assigned to any employee. Will have the option to raise the service ticket
* Once the service ticket is raised, a ticket ID will be generated and automatically assigned to System Admin team
* Tickets can be classified as Breakdown/Additional requirements
* Provision to enter the problem description
* Priority, Severity & Status are to be associated to the ticket
* All the further updates will be updated and tracked in the same ticket till it is resolved
* Dashboard, Email Notifications & Reports