# RAMCO ERP IMPLEMENTATION

**Solution Definition Document for Sales and Shipping - Ver 1.0**
**Curatio Health Care (I) Pvt Ltd**

Consulting. Products. Managed Services.

| | | |
|---|---|---|
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| Date | : | 13th June 2016 |
| Location | : | Chennai |

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|---|---|
| Document Name | CURATIO/ERP/SDD/SAS |
| Version No | 1.00 |
| Date | 13-06-2016 |
| Status | Baseline |

# Modification History

| Version No. | Author | Date | Pages/ Sections Affected | Remarks |
|---|---|---|---|---|
| | | | | |

# Sign off

| Company | Name | Date | Signature |
|---|---|---|---|
| Curatio Health Care (I) Pvt Ltd | | | |
| Ramco Systems Ltd | | | |
| Amitysoft Technologies Pvt Ltd | | | |

# Distribution List

| Sr No. | Organization | Name |
|---|---|---|
| 1 | Curatio Health Care (I) Pvt Ltd | |
| 2 | Ramco Systems Ltd | |
| 3 | Amitysoft Technologies Pvt Ltd | |

# Contents

# 1. Purpose

This report represents the record of 'Solution Definition' exercise carried out with key representatives from CURATIO. The primary objective of this report is to detail the solutions offered for CURATIO. Business processes identified during 'Business Process Study' as well as 'Solution Definition' exercise. The 'Business Process Solution Mapping Report' forms the basis for carrying out the rest of the project activities and configuring the final Ramco solution to meet CURATIO's business process requirements. It is hence imperative that all efforts are made to clearly understand how Ramco Solution will meet CURATIO's requirements. Any deviation from the report could have an impact on the project time lines.

# 2. Scope

The scope of this Business Process Solution covers:

| Company | Business Process | Remarks |
|---|---|---|
| Curatio Health Care (I) Pvt Ltd | Sales & Shipping | |

# 3. Enterprise Model

## 3.1 Enterprise Model Entities

The enterprise setup for CURATIO group comprising of one legal entity as detailed vide 'Enterprise Setup' document [CURATIO-ERP-SDD-EMOD]

| ERP Entity | Description |
|---|---|
| Legal Company | **CURATIO** - Curatio Health Care (I) Pvt Ltd |
| Business Unit | EMOD |
| Organization Unit | EMOD |

## 3.2 Component Deployment at OU

| Sl.No | Components | Organization Unit |
|---|---|---|
| 1. | Customer | 1 to 17 |
| 2. | Delivery Area | ‘’ |
| 3. | Carrier | ‘’ |
| 4. | SCM employee Master | ‘’ |
| 5. | Sales Person | ‘’ |
| 6. | Category | ‘’ . |
| 7. | Price List Rules Mapping | ‘’ |
| 8. | Pricing Tax and Charge | ‘’ |
| 9. | Pricing Rule Engine and Settings | ‘’ |
| 10. | Selling restriction | ‘’ |
| 11. | Lead Management | ‘’ |
| 12. | Quotation | ‘’ |
| 13. | Normal Sale order | ‘’ |
| 14. | Pack slip | ‘’ |
| 15. | Stock transfer order | ‘’ |
| 16. | Stock Transfer Note | ‘’ |
| 17. | Stock Transfer Receipt | ‘’ |
| 18. | Customer complaints | ‘’ |
| 19. | Sales return | ‘’ |
| 20. | Pre Shipment | ‘’ |
| 21. | Staging & packing | ‘’ |
| 22. | Sales Reports | ‘’ |

## 3.3 Component-Activity Deployment at OU

| Sl.No | Components | Activity | Organization Unit |
|---|---|---|---|
| 1. 1 | Customer | Add Customer | |

| Sl.No | Components | Activity | Organization Unit |
|---|---|---|---|
| 2. | | Edit Customer | |
| 3. | | Hold Customer | |
| 4. | | View Customer | |
| 5. | | Create Customer Group | |
| 6. | | Edit Customer Group | |
| 7. | | Activate/Inactivate Customer Group | |
| 8. | | View Customer Group | |
| 9. | Delivery Area | Create Delivery Area | |
| 10. | | Edit Delivery Area | |
| 11. | | Activate/Inactivate Delivery Area | |
| 12. | | View Delivery Area | |
| 13. | Carrier | View Carrier | |
| 14. | | Create Carrier | |
| 15. | | Create Distance Master | |
| 16. | | Edit Distance Master | |
| 17. | | View Distance Master | |
| 18. | | Edit Carrier | |
| 19. | | Activate/Inactivate Carrier | |
| 20. | SCM Employee master | Create Employee | |
| 21. | | Edit Employee | |
| 22. | | Activate/Inactivate Employee | |
| 23. | | View Employee | |
| 24. | Sales Person | Create Sales Person | |
| 25. | | Edit Sales person | |
| 26. | | Activate/Inactivate Sales Person | |
| 27. | | View Sales Person | |
| 28. | | Create Sales Team | |
| 29. | | Edit Sales Team | |
| 30. | | Activate/Inactivate Sales Team | |
| 31. | | View Sales Team | |
| 32. | Category | Create Category Type | |

| Sl.No | Components | Activity | Organization Unit |
|---|---|---|---|
| 33. | | Edit Category Type | |
| 34. | | Activate /Inactivate Category Type | |
| 35. | | View Category Type | |
| 36. | Pricelist Rule mapping | Create Price List | |
| 37. | | Edit Price List | |
| 38. | | Authorize Price List | |
| 39. | | Amend Price List | |
| 40. | | Inactivate/Activate/Cancel Price List | |
| 41. | | Delete Price List | |
| 42. | | View Price List | |
| 43. | | Create Price List Rule | |
| 44. | | Edit Price List Rule | |
| 45. | | Delete Price List Rule | |
| 46. | | View Price List Rule | |
| 47. | | Maintain Pricing Attribute Group | |
| 48. | | View Pricing Attribute Group | |
| 49. | | Set System Parameters | |
| 50. | | View System Parameters | |
| 51. | Pricing – Tax and Charges | Create Taxes and Charges | |
| 52. | | Edit Taxes and Charges | |
| 53. | | Delete Taxes and Charges | |
| 54. | | View taxes and Charges | |
| 55. | | Set System Parameter | |
| 56. | | View System parameter | |
| 57. | Price rule engine and settings | Set Priority and Weightage | |
| 58. | | View Priority and Weightage | |
| 59. | | Set Optional Parameters | |
| 60. | | View Optional Parameters | |
| 61. | | Set System Parameters | |
| 62. | Selling restriction | Maintain Selling restriction | |
| 63. | | View Selling restriction | |

| Sl.No | Components | Activity | Organization Unit |
|---|---|---|---|
| 64. | Lead Management | Set Employee Hierarchy | |
| 65. | | Maintain checklist | |
| 66. | | Maintain opportunity | |
| 67. | | Maintain Activity | |
| 68. | | Weekly Plan | |
| 69. | | Maintain Review | |
| 70. | | View Review | |
| 71. | | Customer Dashboard | |
| 72. | | Maintain competitor | |
| 73. | | Maintain Account | |
| 74. | Quotation | Create Quotation | |
| 75. | | Edit Quotation | |
| 76. | | Authorize Quotation | |
| 77. | | Amend Quotation | |
| 78. | | Hold/Release/Cancel Quotation | |
| 79. | | View Quotation | |
| 80. | | Create Queries on Quotation | |
| 81. | | View Queries on Quotation | |
| 82. | | Set System Parameters | |
| 83. | | View System Parameters | |
| 84. | Normal Sales order | Create Sale Order | |
| 85. | | Create Referenced Sale Order | |
| 86. | | Edit Sale Order | |
| 87. | | Authorize Sale Order | |
| 88. | | Amend Sale Order | |
| 89. | | Hold - Release Sale Order | |
| 90. | | Short Close Order | |
| 91. | | View Sale Order | |
| 92. | | Bulk Update Price / Tax / Charge / Discount Of Sale Orders | |
| 93. | | View Bulk Updation Of Price/Tax/Charge/Discount - Sale Order | |

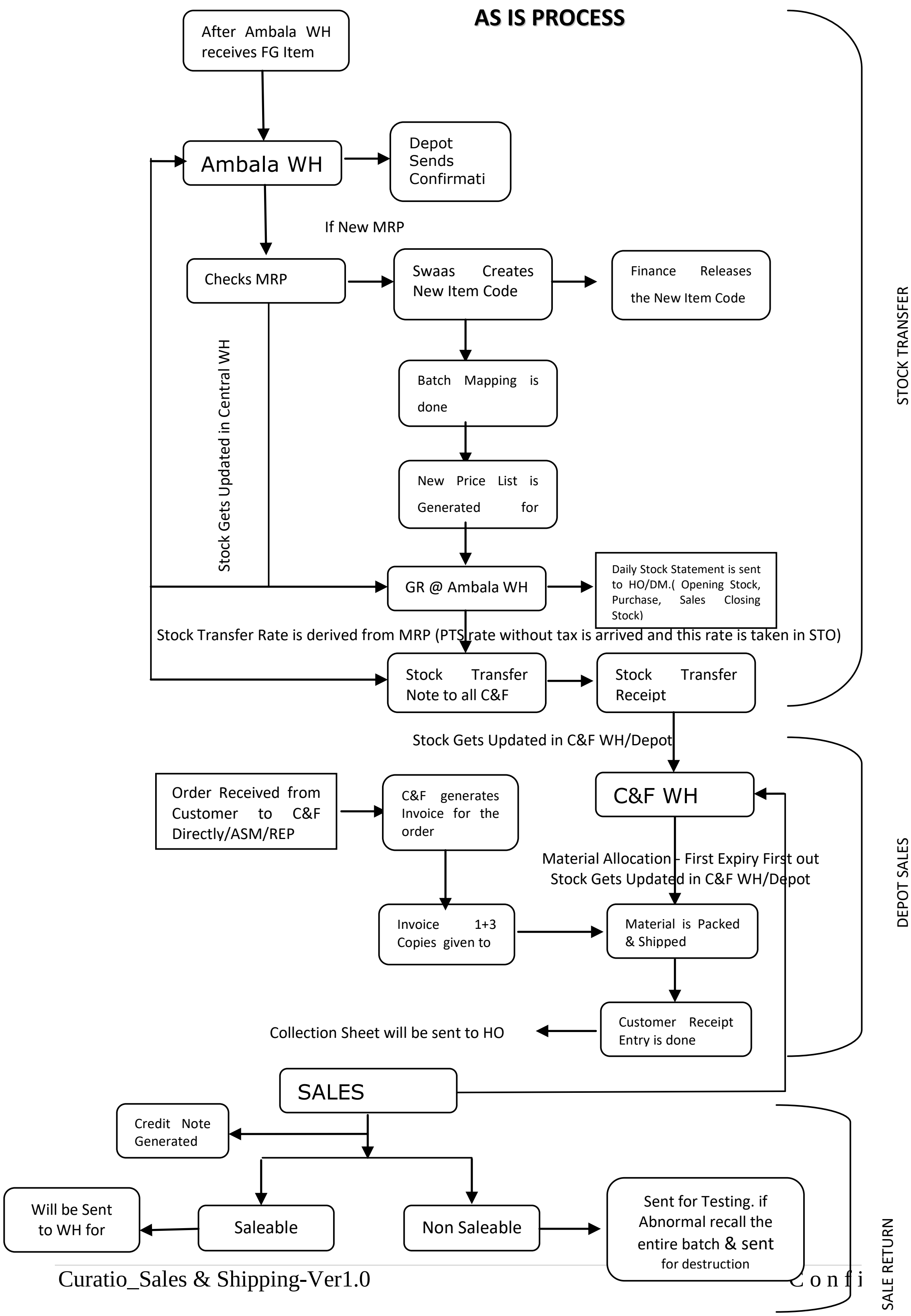
| Sl.No | Components | Activity | Organization Unit |
|---|---|---|---|
| 94. | | Set System Parameters | |
| 95. | | View System Parameters | |
| 96. | Pack slip | Bulk Process Pack Slips | |
| 97. | | Create Pack Slip | |
| 98. | | Create Pack Slip For Direct Invoice | |
| 99. | | Edit Pack Slip | |
| 100. | | Allocate Pack Slip | |
| 101. | | Issue Pack Slip | |
| 102. | | Stage Pack Slip | |
| 103. | | Process Staged Pack Slip | |
| 104. | | Ship Pack Slip | |
| 105. | | Hold / Release Pack Slip | |
| 106. | | View Pack Slip | |
| 107. | | Set System Parameters | |
| 108. | | View System Parameters | |
| 109. | | Maintain Pack slip - Excise Postings | |
| 110.1 | Stock Transfer Order | Create Stock Transfer Order | |
| 111. | | Edit Stock Transfer Order | |
| 112. | | Authorize Stock Transfer Order | |
| 113. | | Amend Stock Transfer Order | |
| 114. | | Hold / Release Stock Transfer Order | |
| 115. | | Short Close Stock Transfer Order | |
| 116. | | View Stock Transfer Order | |
| 117. | | Set System Parameters | |
| 118.5 | Stock Transfer Note | Create Stock Transfer Note | |
| 119. | | Edit Stock Transfer Note | |
| 120. | | Authorize Stock Transfer Note | |
| 121. | | Hold / Release Stock Transfer Note | |
| 122. | | Reverse Stock Transfer Note | |
| 123. | | View Stock Transfer Note | |
| 124. | | Set System Parameters | |

| Sl.No | Components | Activity | Organization Unit |
|---|---|---|---|
| 125. | | View System Parameters | |
| 126. | | View System Parameters | |
| 127.6 | Stock Transfer Receipt | Create Stock Transfer Receipt | |
| 128. | | Edit Stock Transfer Receipt | |
| 129. | | Authorize Stock Transfer Receipt | |
| 130. | | Inspect Stock Transfer Receipt | |
| 131. | | Move Stock Transfer Receipt | |
| 132. | | Hold/Release Stock Transfer Receipt | |
| 133. | | View Stock Transfer Receipt | |
| 134. | | View Stock Transfer Receipt Movement | |
| 135. | | View Stock Transfer Receipt Inspection details | |
| 136. | | Set System Parameters | |
| 137. | | View System Parameters | |
| 138.8 | Customer complaints | Register Customer Complaint | |
| 139. | | Edit Customer Complaint | |
| 140. | | Authorize Customer Complaint | |
| 141. | | Short Close Customer Complaint | |
| 142. | | View Customer Complaint | |
| 143. | | Create RMR | |
| 144. | | Edit RMR | |
| 145. | | Authorize RMR | |
| 146. | | Hold / Release RMR | |
| 147. | | Short Close RMR | |
| 148. | | View RMR | |
| 149. | | Set System Parameters | |
| 150.9 | Sales Return | Create Sales Return | |
| 151. | | Edit Sales Return | |
| 152. | | Authorize Sales Return | |
| 153. | | Hold / Release Sales Return | |
| 154. | | Set System Parameters | |
| 155. | | View System Parameters | |

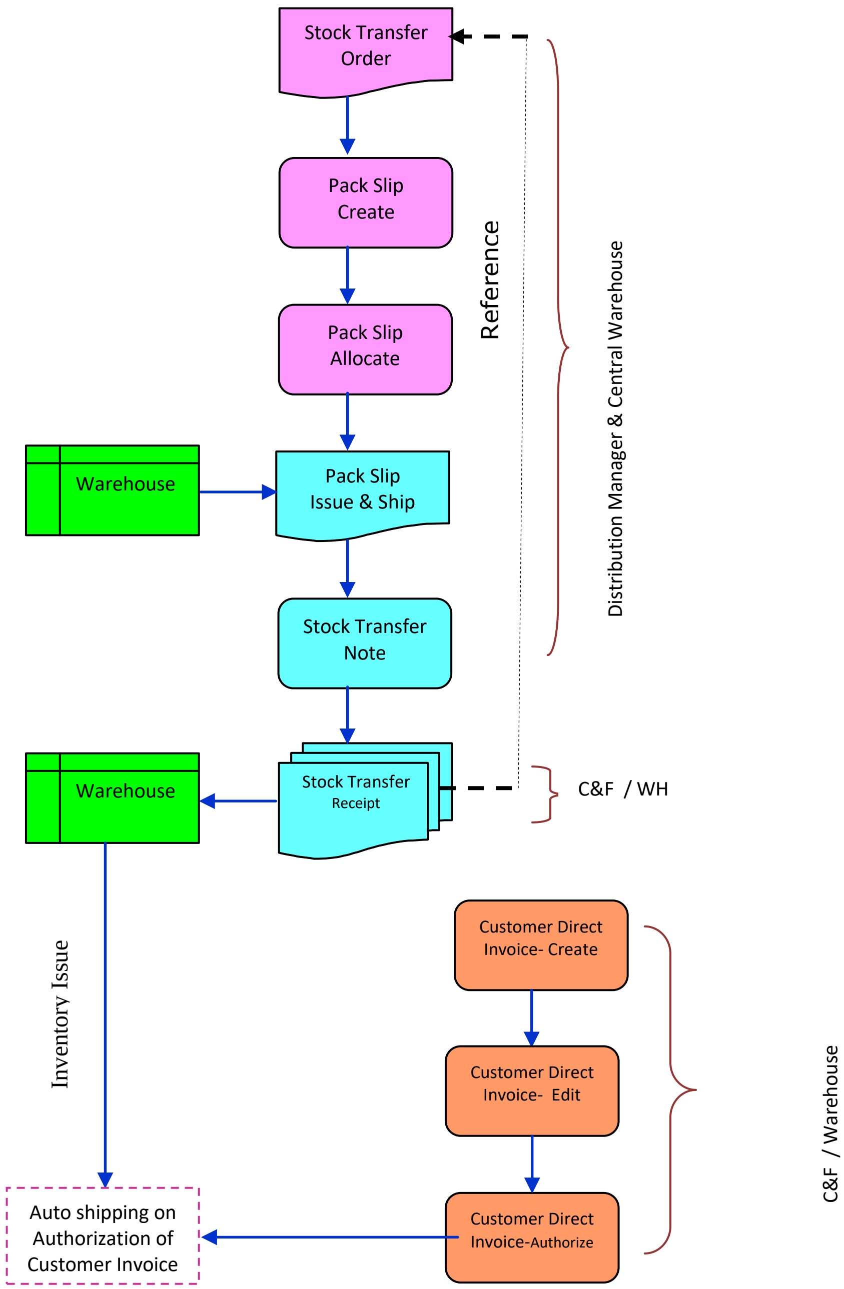
| Sl.No | Components | Activity | Organization Unit |
|---|---|---|---|
| 156.0 | Pre shipment | Maintain documentary credit details | |
| 157. | | Pre shipment | |
| 158. | | Confirm Documentary credit | |
| 159.i | Staging & packing | Create Pack master | |
| 160. | | Edit Pack master | |
| 161. | | View Pack master | |
| 162. | | Create Packing | |
| 163. | | Unpacks | |
| 164. | | View packs | |
| 165.3 | Sales Reports | Advanced Shipment Notification Report | |
| 166. | | Bill of lading report | |
| 167. | | Backorder Report | |
| 168. | | Sale Orders - Bulk Print | |
| 169. | | Pick Sheets - Bulk Print | |
| 170. | | Pack Slips - Bulk Print | |
| 171. | | Complaint Register | |
| 172. | | Order Confirmation Report | |
| 173. | | Quotation Register | |
| 174. | | Sale Order Register | |
| 175. | | Sales Return Report | |
| 176. | | Un-invoiced shipment report | |
| 177. | | Sale Order Status Report | |
| 178. | | Stock Transfer Order Report | |

# 4 Business Process Solution

## 4.1 SALES AND SHIPPING PROCESS FLOW



**To be Process**



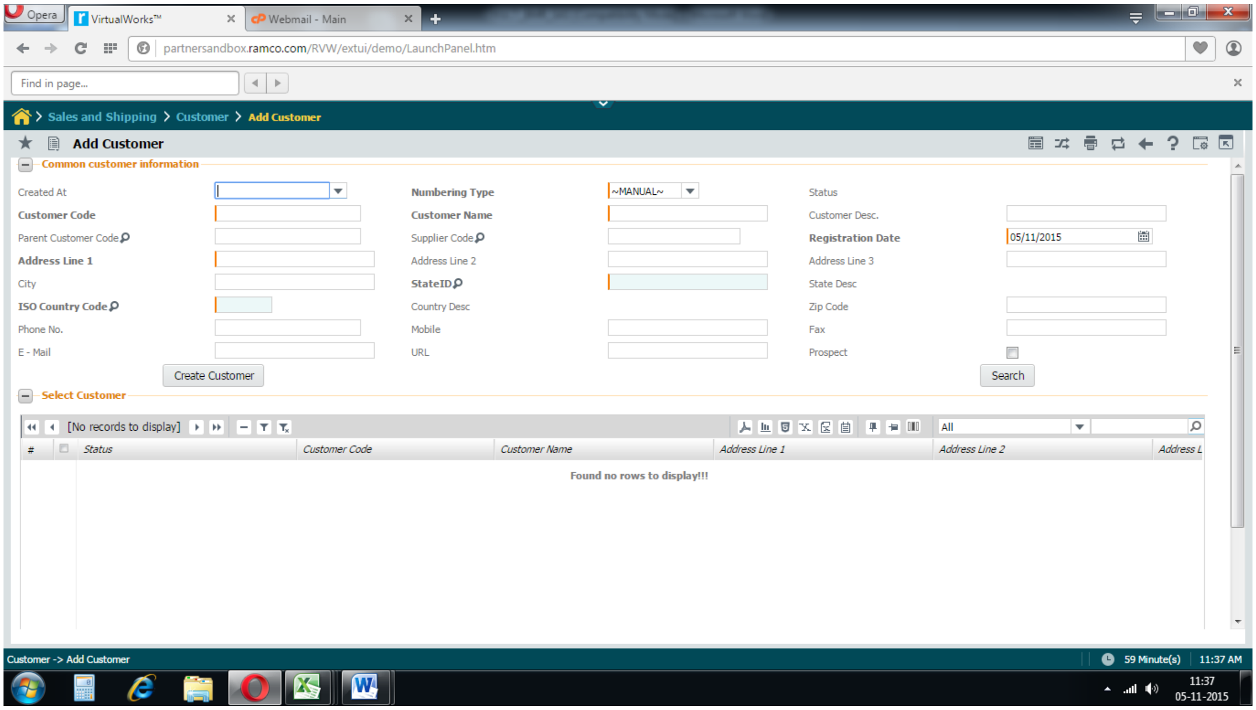
### 4.1.AS IS PROCESS & TO BE PROCESS

| *As is Process* | *To be Process* |
|---|---|
| The Stocks are Transfer from Central Warehouse to all the depot/C&F. The sale will take place from the depot. | In Ramco ERP, the materials transferred to Depot is done through Stock Transfer Note and the receiving point inwards the material by Stock Receipt Note |
| The Stock transfer note rate is derived from the MRP, and transfer at the rate at which the receiving C&F sells to PTR | In Ramco Erp, Purchase Rate will be fetched in the Stock Transfer Note and not the PTR rate. However this can be address in the Customer Invoice through Price List. Hiding Purchase Rate Field, Transfer Price in STN / STR needs to be customized. |
| Getting Order from Customer to C&F (Warehouse) through Direct/ ASM/REP | Customer Order can be entered in Ramco's ERP Suite as "Sale Order" and it will be authorized.<br><br>In Sale Order item, rate, quantity, charges, taxes and discounts will be captured. |
| C&F will raise the Invoice against the Order. | Once the Sale Order is made and pack slip is generated, the item will be shipped to the customer through Customer Oder Based Invoice.<br><br>There is one more option in Ramco ERP - On Create & Authorize Customer Direct Invoice (CDI) auto generates Pack slip. For CDI, Sale Order / Pack slip is not required.<br><br>The First Expiry Material will get allocated for Shipment.<br><br>Auto Pack Ship gets generated on Authorizing CDI |
| While Invoicing, the Only Option given to C&F is selecting the Product and Qty | |
| Invoice will print by 1 + 3 Copies. | |
| Invoice is Given to Dispatch Clerk for Courier. | |
| The First Expiry Materials will be First Out (FIFO basis) for Allocation and Shipping. | |
| C&F Will then ask the Depot to Pack the Goods. | |
| Cheque / DD will be received by C&F through REP/ASM / | We can enter the Collections from the Customers in the Customer Receipt activity in Ramco ERP. |
| Collections are entered by C&F. Collection Details report is sent to HO. HO also receives the Collection Report from the Bank CMS. Reconcile and enter it in Tally Software.<br><br>For Unadjusted cheque Payment - Adjustment screen is used to adjust the Unadjusted amount with Invoice / Credit Note | |
| On Sales Return from the Customers, Checks both the Returns (Saleable and Non Saleable) whether these are correct or not.<br><br>The Returned goods are sent for testing and if there are any abnormalities found, The entire batch is | In Ramco ERP, Returned Inventory is Received through "SALES RETURN" component and Update in Stock.<br><br>The Non Saleable Stock's can be quarantined and set |

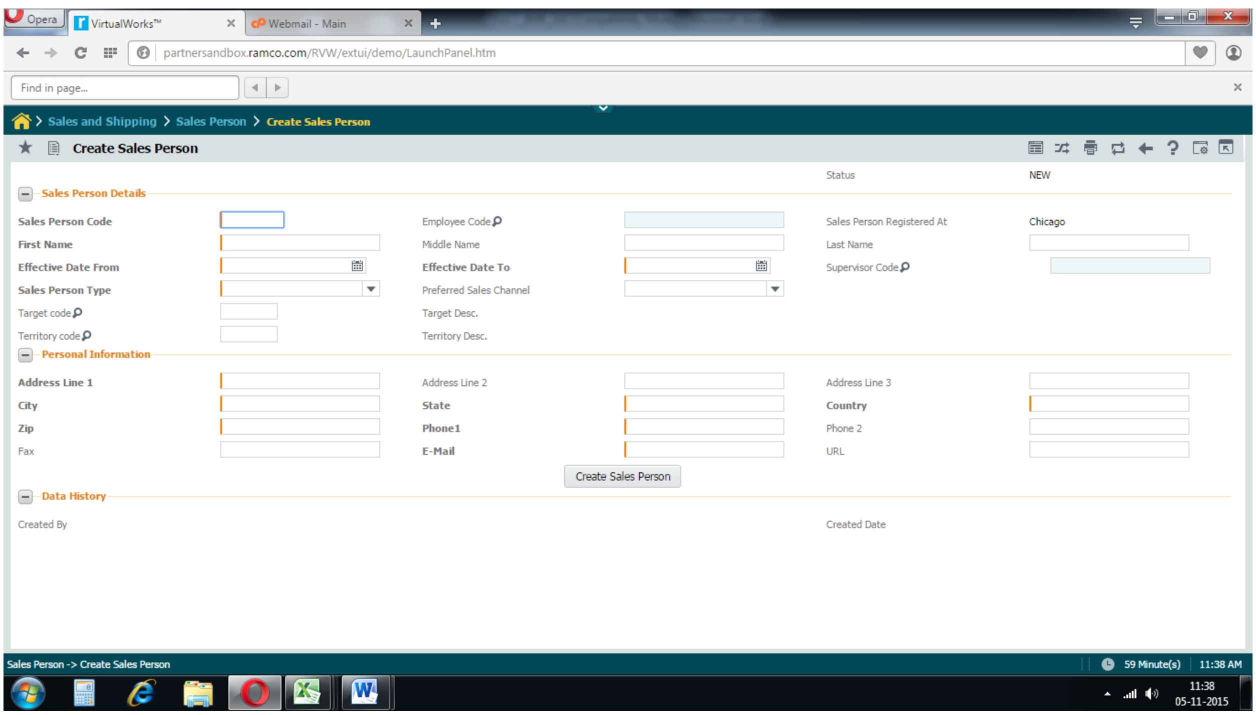
| | |
|---|---|
| stopped and further send it for analysis.<br><br>In Case of Saleable Return, C&F receives the FG and makes this stock available immediately on the next sale itself.<br><br>C&F will receive the Debit Note Sent by Customer. Against this reference Document Credit Note is raised, adjust against the Invoice.<br><br>Credit Note Adjustment if any for Customer is required Mandatorily. | it aside.<br><br>The Saleable Stock will be available for the next sale depending upon the Expiry date.<br><br>Customer Credit Note is Generated for the Sales Return for the Financial aspect. |
| Sales Return is tracked either by Invoice Number or Batch No wise | |
| Sales Return Note is generated by Depot and approved by OM | |
| The Following Reports are Generated<br>1. Stock Flow Statement<br>2.Sales Report<br>3. Payment Adjustment<br>4. Customer Outstanding<br>5. Sales Return | All the Reports are available in Ramco Erp |
| While Stock transfer,<br>1. There will be Shortages,<br>2. Material / Packing Damages,<br>3. Wrong Delivery,<br>The above scenario is rectified through stock adjustment entry. | This is Done in Inventory Module, through Stock Adjustment activity. |
| Invoice Correction is from Depot. | Work Flow will be Enabled to handle this Scenario |
| All the Above Activities are done in the Sales Drive. The Data is transferred from sales drive to tally through an interface. All the Invoices are exported to tally as a consolidated amount and the breakup is seen from the sales drive. | All the Activities are done in Ramco Erp. |
| Totally 3 License. Currently Curatio is Operating only with 2 license. | All the Details can be captured in Customer Master |
| Customer Master is Created in idoctor and then inherits to Sales drive. | |
| Customer Name / Address, Drug License Number / TIN Number, PAN are received through Mail. | |
| New Customer Code Idea / Logic is derived | |
| Customer Master Group - Stockist / Chemist / Doctors | |

## 4.1 SCREENSSHOTS OF SALES ACTIVITY:

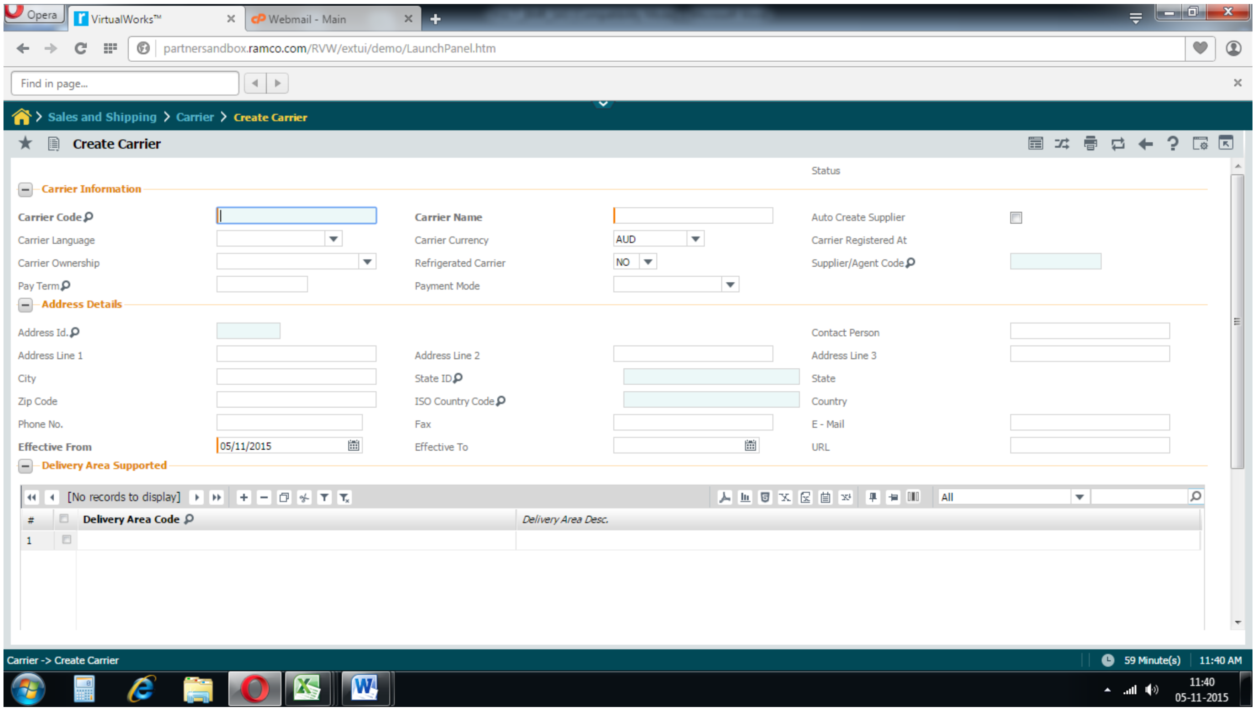
**Add Customer:**



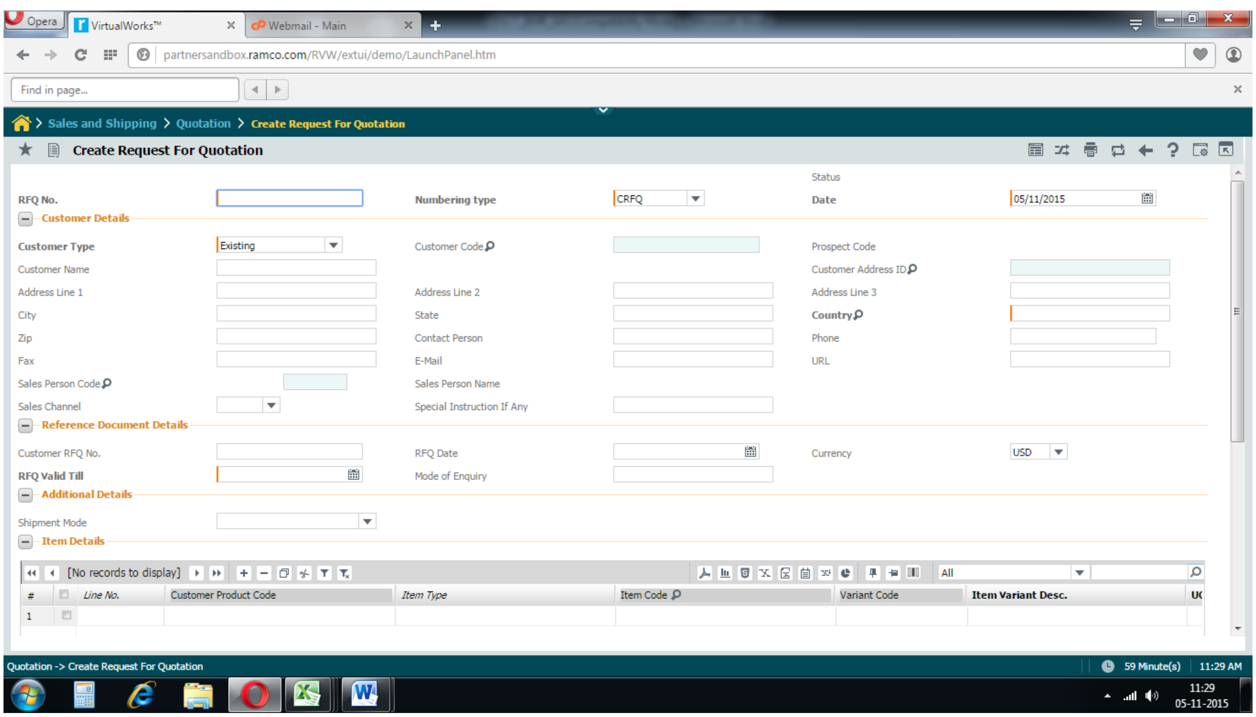
**Create Sales Person:**



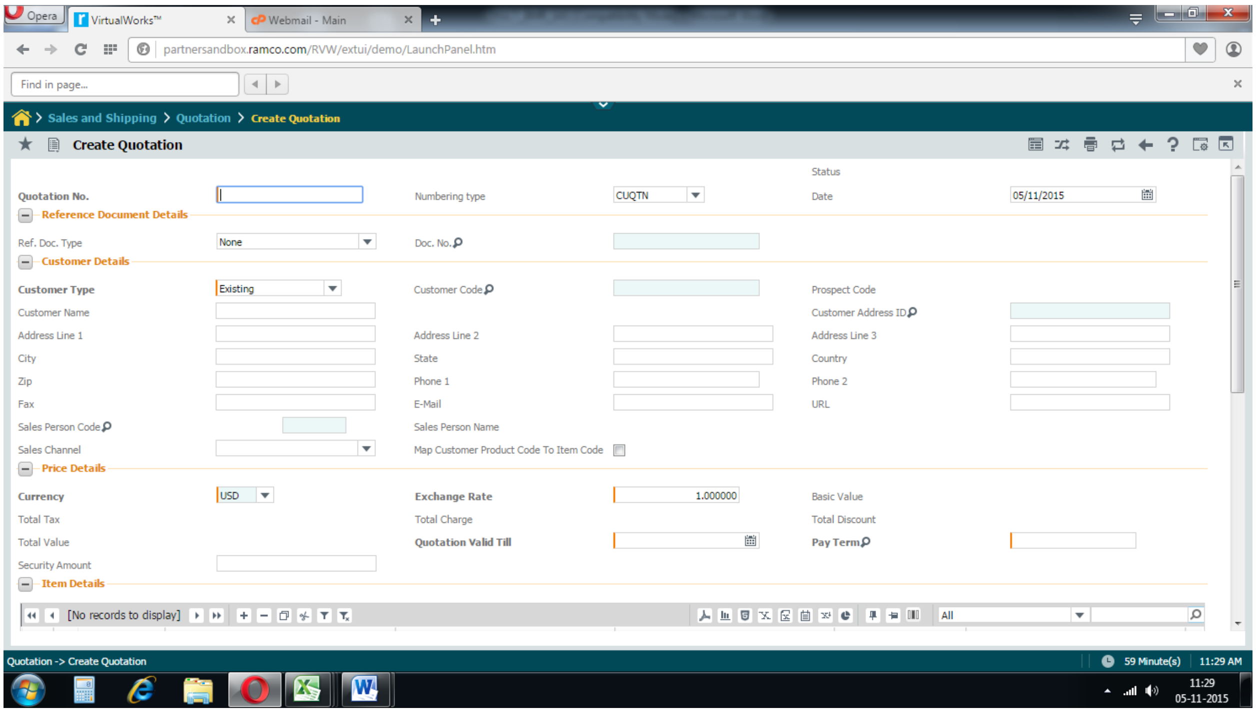
## Create Carrier:



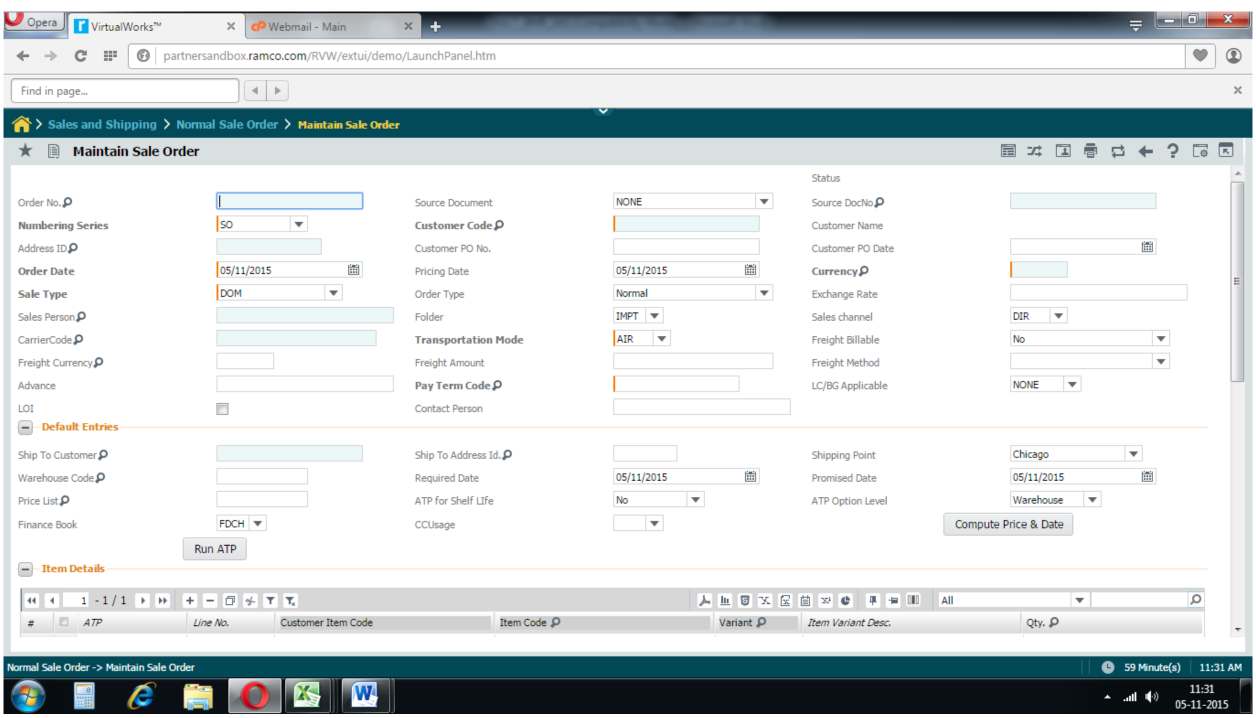

## Request for quotation:



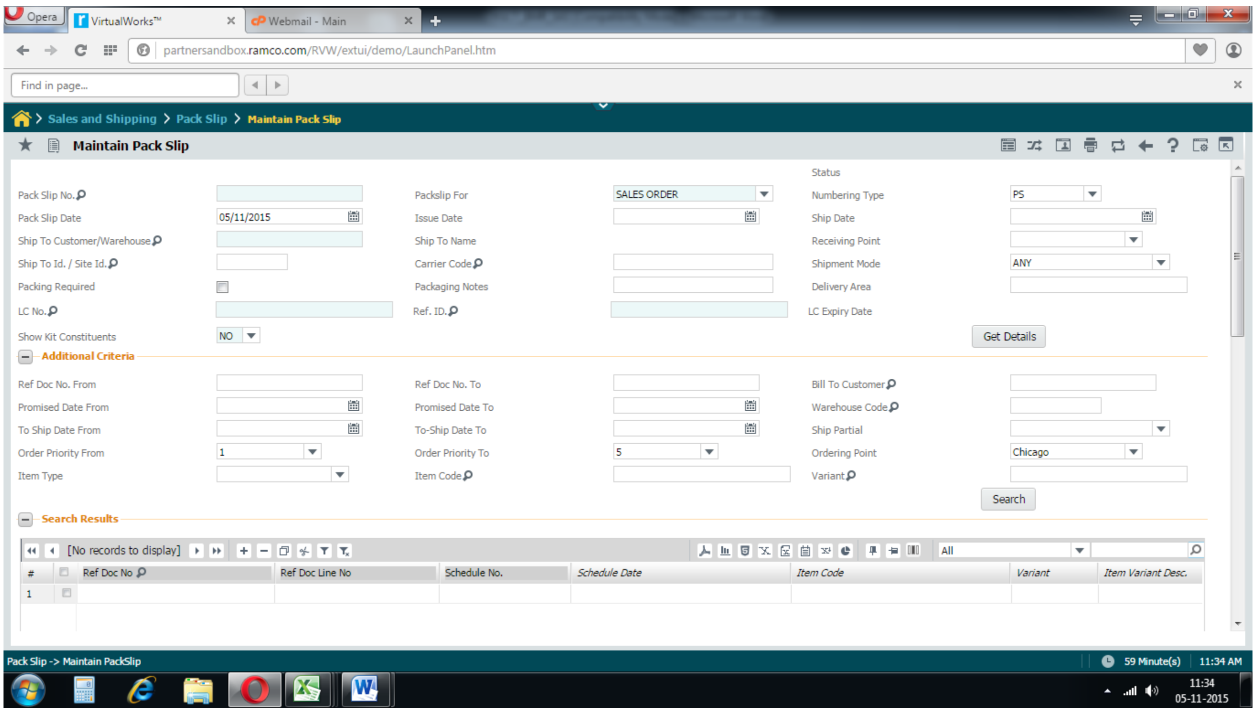
## Quotation:



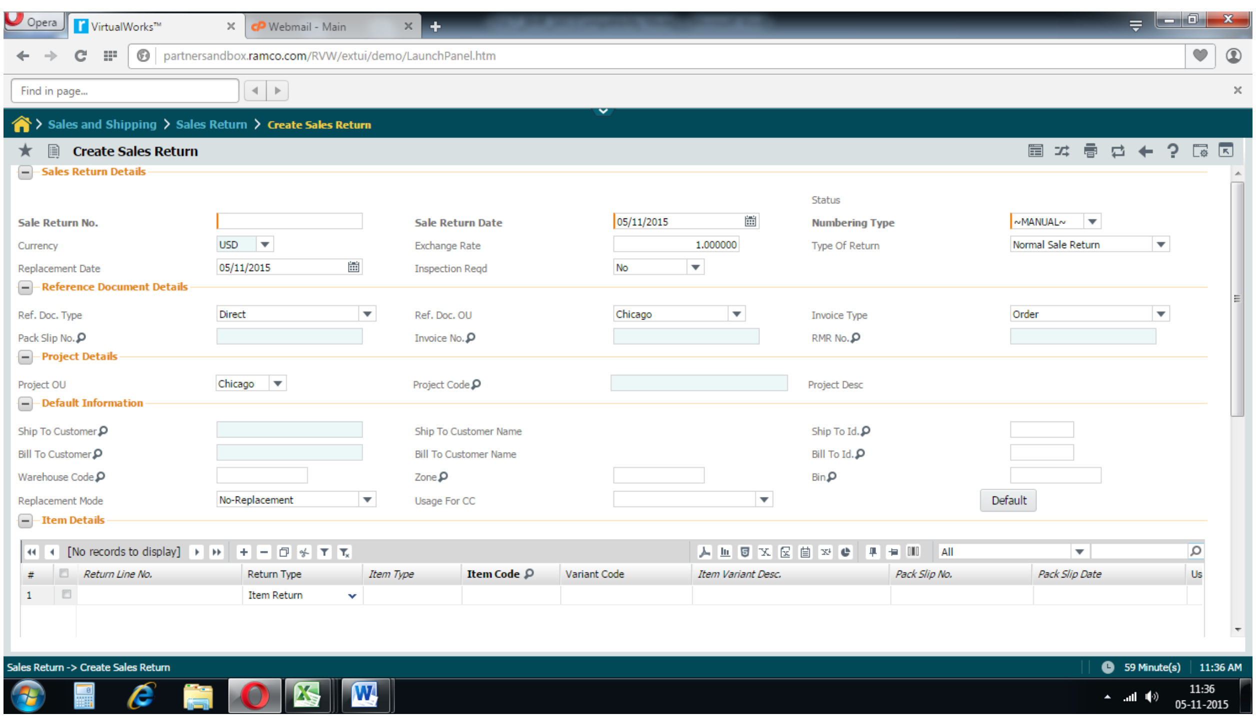

## Maintain Sale Order:



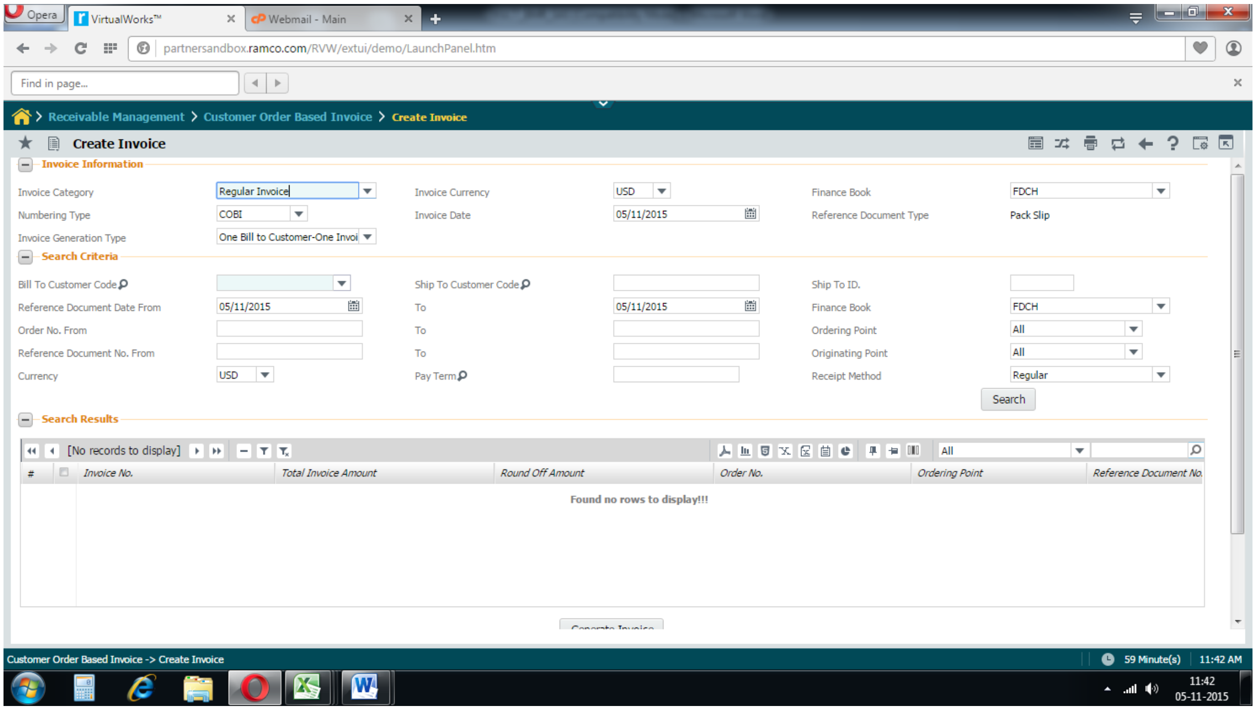
## Maintain PackSlip:



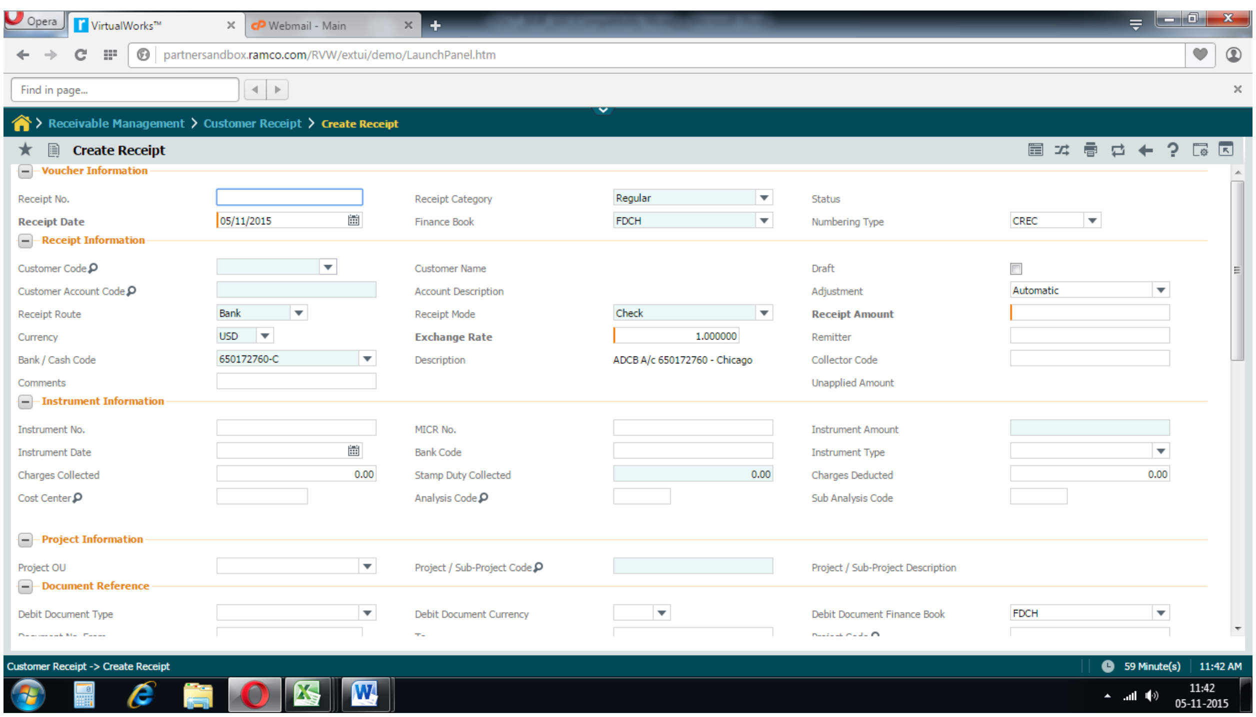

## Sales Return:



## Create Invoice:




## Create Receipt:



## 4.2 Sales and Shipping Solution Document

| Category [CT] – PF: Pre-built Functionality, PS – Personalized Solution, OS – Outside the Scope, AR- Packaged Report, PR – Personalized Report, IR – Integration Requirements | | | |
|---|---|---|---|
| **Scenario ID / Description** | **Solution** | **CT** | **Reference** |
| **Customer creation** | **Component**: Customer<br>**Activity** : Add customer<br>User needs to specify customer code, name, and address to create customer. If a customer has more than one address, then need to specify the other addresses as well. One of the addresses ID needs to set as default ID. Create the supplier with level as “LO” so that the same customer code can be used in any of the companies in the installation. Customer can also be created as prospect by tagging as ‘prospect’ while creation.<br><br>**Specify Financial details**<br>This link screen in customer master facilitates in maintaining additional details of the customer in order to default while making the order.<br><br>Master details defined will be defaulted for the corresponding customer in the sale order. Items specific for the customer and their attributes can be maintained through customer item attributes available as link activity in customer master. Permissible minimum and maximum for each attribute of the item can be maintained.<br><br>**Specify tax details**<br>Tax details link available in the customer master helps to maintain taxes applicable for the customer in different tax regions. Tax details defined for each region will get defaulted while maintaining sale order automatically based on tax region applicable. Various tax types that can be defined are Excise, VAT, CST and TDS.<br><br>Users other than those who are not mapped as sales person (through their employee id), will be allowed to access the customer information, subject to role-component-activity/ user-role-OU mapping. | PF | |
| **Delivery Area** | **Component**: Delivery area<br>**Activity**: Create Delivery area<br>Customer’s delivery point or destination can be configured as a delivery area code and mapped against individual address ID of the customer | | |
| **Carrier / Transporter:** | **Component**: Carrier<br>**Activity**: Create Carrier | | |

| Category [CT] – PF: Pre-built Functionality, PS – Personalized Solution, OS – Outside the Scope, AR- Packaged Report, PR – Personalized Report, IR – Integration Requirements | | | |
|---|---|---|---|
| **Scenario ID / Description** | **Solution** | **CT** | **Reference** |
| | Carriers, through whom CURATIO ships/transports, can be configured in this component. It can also be indicated whether the carrier is to be mapped as a supplier also. Application has the option to auto create a supplier. Pay terms, language spoken by the carrier, Payment modes and the delivery area catered to by the carrier can be recorded in this component.<br><br>CURATIO will create the supplier in the supplier master and map the same to the carrier, while generating the carrier code. | | |
| **SAL05/**<br>**SCM Employee master** | **Component**: SCM Employee master<br>**Activity**: Create SCM employee master<br>Employee master will configured, which will be used by sales and shipping, production and maintenance module. | PF | |
| **Sales Persons** | **Component** : Sales Person<br>**Activity** : Create Sales Person<br>Sales person and sales team details can be updated in the system using these activities. This information is used in lead management module, where the opportunity created by a sales person/sales team is tracked. Also system facilitate in tracking the sales person activities and to record the comments on prospectus. | PF | |
| **Category** | **Component** : Category<br>**Activity** : Create category type<br>This component serves as the repository of various masters Codes to be used in the Ramco sales business process screens. | PF | |
| **Price list & rule mapping** | **Component** : Price list rules mapping<br>**Activity** Create Price list<br>Price lists are created for an item code/Item group. In this activity user can specify details like price list number, price list description, effective date from, effective date to, currency, item type, item code, UOM, minimum quantity, maximum quantity.<br><br>**Component** : Price list rules mapping<br>**Activity** : Authorize Price list<br>In this activity the price lists created are fetched and authorized.<br><br>**Component** : Price list rules mapping<br>**Activity** : Create price list rules<br>In this activity, the filter criteria will be based on sales channel. In case CURATIO wants to generate a new price list for subsequent month then the existing price list can be used as a template to generate a new | PF | |

| Category [CT] – PF: Pre-built Functionality, PS – Personalized Solution, OS – Outside the Scope, AR- Packaged Report, PR – Personalized Report, IR – Integration Requirements | | | |
|---|---|---|---|
| **Scenario ID / Description** | **Solution** | **CT** | **Reference** |
| | one. User will map the price list in the existing rule for the new effective dates. CURATIO may name the price list depending on the period for validity. | | |
| **Pricing Tax & Charge for freight pricing** | **Component** : Pricing taxes and Charges<br>**Activity** :Create Taxes and Charges<br><br>TC code of 'Unit rate'/'Flat can be mapped against the above combination and the same can be transacted in the sale order. | PF | |
| **Lead Management** | **Component**: Lead Management<br>**Activity**: Maintain Checklist<br>In this activity the details of mandatory activities done by the sales team are entered as a list of points to be tracked.<br><br>**Activity** : Maintain Opportunity<br>In this activity Customer/Prospect customer details, Sales person, Lead in charge, Internal and external team associated with this opportunity, activities (like travel, demo) performed and competitor info details will be captured.<br><br>**Activity** : Maintain Review<br>Reviews on the Sales processes / opportunities can be recorded. Details like reviewer, review points related price, and technical feasibility etc. of a particular opportunity can be mentioned.<br><br>**Activity** : Customer Dashboard<br>For a customer, user can view contacts, activities like visits, discussions and demo, various opportunities and list of quotation sent (so far will be listed). This activity will helpful for management to track the lead details for a respective customer | PF | |
| **Quotation** | **Component**: Quotation<br>**Activity**: Create/Edit Quotation<br>1. The quotation can be prepared based on an existing document or it can be created as a direct quotation.<br><br>2. In case of a direct quotation, the customer can be either an existing or a prospective customer.<br><br>3. If the customer already exists, the customer details will be automatically populated to the respective fields.<br><br>4. When the customer is a prospective customer, the details in the | | |

| Category [CT] – PF: Pre-built Functionality, PS – Personalized Solution, OS – Outside the Scope, AR- Packaged Report, PR – Personalized Report, IR – Integration Requirements | | | |
|---|---|---|---|
| **Scenario ID / Description** | **Solution** | **CT** | **Reference** |
| | quotation need to be entered manually and saved under prospective customer code.<br><br>5. This would be considered as a reference when the same customer returns with a sale order.<br><br>6. For a direct quotation, the item and the shipping details can be entered.<br>7. The price details of the item included in the quotation is computed and displayed by the pricing engine. | | |
| **Normal sale order** | **Component**: Normal sales order<br>**Activity**: Create/Edit sale order<br>This activity helps to create sale order with reference to a quotation. User needs to tag the items as make/buy and to generate sale order based work order. Sale order becomes the confirmed order from customer and TCD's defaulted from quotation can be modified. User can also raise a direct sale order without reference of quotation. 'Compute price & date' will default the price of the item. On maintain, sale order will get created in fresh status which needs to be authorized for further processing. | | |
| **Free samples to customer** | **Component**: Create Sale Order<br>**Activity**: Create Normal Sale Order<br>1. Sale order is raised on Customer for free samples. Sale order is raised for Zero value.<br><br>**Component**: Pack slip<br>**Activity**: Maintain pack slip<br>1. Based on the sale order, a pack slip can be generated. Pack slip can be created for part quantity of the sale order or for full quantity.<br>2. The items get allocated and issued out from inventory against a pack slip. The status of the Pack slip changes to 'Pending for excise'<br><br>**Component**: Pack slip<br>**Activity**: Maintain pack slip excise postings.<br>1. Based on various search criteria, user selects the respective pack slip number and click 'Default excise computation'.<br><br>2. On 'Authorize of excise computation' pack slip can be processed for issue and shipped with '0' value with excise duty computed. | PF | |

| Category [CT] – PF: Pre-built Functionality, PS – Personalized Solution, OS – Outside the Scope, AR- Packaged Report, PR – Personalized Report, IR – Integration Requirements | | | |
|---|---|---|---|
| **Scenario ID / Description** | **Solution** | **CT** | **Reference** |
| | 3. For the sample items, assessable value is taken from 'TAX GROUP' and excise duty is computed basis the same. | | |
| **Customer group** | **Component**: Customer group<br>**Activity**: Create/Edit customer group<br>1. Customer group is both controlled and user defined.<br>2. Customer account group is a controlled customer group In the Edit customer group the customers created are associated with corresponding / applicable customer account group<br>3. Customers become active after attaching with Customer account group. | PF | |
| **Pack slip** | **Component**: Pack slip<br>**Activity**: Create pack slip<br>1. The sale order can be retrieved using various search criteria viz. Customer Code, Sale order from, Sale order to as filters.<br>2. Selected sale order in the multiline and click on the link create pack slip.<br>3. The system launches the create Pack slip page.<br>4. In this page the details of the sale order gets defaulted in the multiline.<br>5. Enter the Pack slip quantity. Pack slip can be created for part quantity of the sale order or for full quantity.<br>6. The pack slip goes through various process / status like allocated, issued and shipped<br>7. Allocation is performed to reserve stock against the pack slip and issue will post entry in stock ledger/account ledger<br>8. For the pack slip the carrier code, vehicle number can be recorded, | | |
| **Stock transfer order** | **Component** : Stock transfer order<br>**Activity** : Create stock transfer order<br>1. User needs to enter the shipping warehouse code, receiving location (OU) & warehouse, item code and quantities transferred and create a stock transfer order.<br>2. The STO rate normally picks the purchase rate from the inventory as the customer wants the PTR rate here, the difference amount can be captured as TCD and create the Order. | | |

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|---|---|---|---|
| **Scenario ID / Description** | **Solution** | **CT** | **Reference** |
| | **Component** : Pack slip<br>**Activity** : Create Pack slip<br>1. In the search criteria set the reference document type as stock transfer order and click on the search button to fetch the stock transfer order created.<br>2. The creation of Pack slip is discussed above against flowchart<br><br>**Component** : Stock transfer note<br>**Activity** : Create stock transfer note<br>1. The transfer of the stock from one warehouse to another is generally accompanied with the stock transfer note.<br>2. In this activity user needs to enter the Pack slip for which stock transfer note is to be created.<br>3. The system defaults the information of the item and the quantity in the multiline and user creates the stock transfer note.<br>4. The stock transfer note is similar to a stock transfer invoice and contains information pertaining to the item and the tax, charges and freight incurred for the transfer of the stock between warehouses.<br>5. The note is generally raised at the shipping point based on the pack slip for the stock transfer order.<br><br>**Component** : Stock Transfer receipt<br>**Activity**: Create Stock transfer receipt<br>1. The stock transfer receipt is created when the depot receives the goods have been sent through a STO/STN<br>2. In this receipt the stock transfer note created is fetched using help.<br>3. The stock transfer note defaults the details of the item and quantity sent in the multiline.<br>4. User creates stock transfer receipt document.<br>5. If the inspection flag is set to yes the received goods can be inspected and thereafter movement to warehouse is done.<br><br>For depot management a new SITE is to be created in the system. A warehouse is created and attached to the site. This warehouse serves as depot. | | |

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|---|---|---|---|
| **Scenario ID / Description** | **Solution** | **CT** | **Reference** |
| **Exports** | **Component**: Normal Sale Order<br>**Activity**: Create Sale Order<br>The sequence for implementing export cycle is as follows:<br><br>1. Sale Order – Specify export order details – Authorize Sale Order – Maintain documentary details (Optional) - Create Proforma Invoice – Confirm – Create Pack lip and ship it – Create Order based Invoice - Authorize Invoice – Post Shipment Invoice<br><br>2. Create a Sale Order with sale type as EXP<br><br>3. Traverse to specify export order details screen and add the Export details like Country of Origin, Port of shipment, Destination Country, etc.,<br><br>4. In the Specify Export details screen, application has a Control “NATURE OF PAYTERM” where user can define whether Proforma Invoice is LC based or not. | PF | |
| **Pre shipment** | **Component**: Pre- shipment.<br>**Activity**: Maintain documentary credit details<br><br>1. If the sale order has “Nature of Pay Term” as LC Credit, then user needs to prepare documentary credit details (LC document) for pre shipment.<br><br>2. User enters the Customer Code, Currency and Pay term and search for the sale order document. User enters a unique documentary Credit no. And Save the details. It will be in DRAFT status.<br><br>3. In the documentary details screen, there will be 5 tabs displayed.<br><br>4. Save all the tabs to make the document ACTIVE. In the Commodity tab, user can enter the marking description and should save the details.<br><br>5. In the LC details tab, the values will be fetched from the Sale order document, but the user can also edit and modify the same.<br><br>6. In the screen, user can enter Key information like the Date of Issue and Date of Expiry, Consignee details, etc.<br><br>7. Similarly on save details in Bank, details in Quality and Document tabs to make the document to ACTIVE.<br><br>**Component**: Pre- shipment. | PF | |

<table>
<tr><th colspan="4">Category [CT] – PF: Pre-built Functionality, PS – Personalized Solution, OS – Outside the Scope, AR- Packaged Report, PR – Personalized Report, IR – Integration Requirements</th></tr>
<tr><th>Scenario ID / Description</th><th>Solution</th><th>CT</th><th>Reference</th></tr>
<tr><td></td><td>Activity: Pre- shipment.<br>1. Once the LC is made ACTIVE, then user can prepare Pre Shipment document with LC number as reference. User enters the customer and give the LC number as reference and search. Once user fetches the LC number, they can give a unique number for Proforma and save. User has 3 tabs for completing the Proforma Invoice and making it active.<br>2. The Contract/LC details will be fetched from Sale order document, but user needs to save the details. Next user has to update the shipping details tab and save.<br>3. Finally once user saves the Proforma Invoice details, the document will be changed to ACTIVE.<br>4. Meanwhile user can create Pack slip for the required quantity and ship them.<br>5. Once pack slip is done, user needs to create the order based Invoice for the above mentioned sale order and authorize the same.</td><td></td><td></td></tr>
<tr><td>Post shipment</td><td>Component: Post shipment<br>Activity: Post shipment<br>1. The Post shipment requires the customer code, Pay term and Proforma Invoice as mandatory search criteria.<br>2. Once the Proforma in fetched in the multi line, then user needs to give the same order invoice number in the Commercial Invoice no. Control and create the post shipment document. It will be created in DRAFT status.<br>3. The post shipment is completed by entering the key details like Bill of Lading, Certificate details and Commercial invoice details and on saving them.<br>4. User will have 5 tabs in the post shipment and needs to save all the tabs to make it ACTIVE.<br>5. Once the post shipment is made active, user can print them and also the packing list from the screen.</td><td>PF</td><td></td></tr>
<tr><td>Customer complaints</td><td>Component: Customer Complaints<br>Activity: Register customer complaints<br>1. Complaints from a customer can be tracked<br>a. Without any reference / general<br>b. Against an invoice / pack slip</td><td>PF</td><td></td></tr>
</table>

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|---|---|---|---|
| **Scenario ID / Description** | **Solution** | **CT** | **Reference** |
| | 2. The complaint type and description are captured.<br><br>3. The action taken against the complaint is subsequently mentioned. The customer complaint is subsequently authorized.<br><br>**Component**: Customer Complaints<br>**Activity**: Create RMR<br>A Return Material Request transaction can be generated with or without any customer complaint reference. A RMR can be raised with reference to a pack slip / invoice also. | | |
| **Sales Return** | **Component**: Sales Return<br>**Activity**: Create Sales Return<br>1. A Sales return transaction can be raised with reference to<br>a. Pack slip / invoice<br>b. RMR<br>c. Without any reference.<br><br>2. Customer is offered the following replacement types:<br>a. No Replacement<br>b. Pack Slip – Materials are being replaced and new / corrected items may be issued to the customer through the pack slip route using the sales return as the reference document<br>c. Credit Note – Customer is compensated by raising a credit note in his favor.<br><br>3. On approving the sales return transaction, on clicking the "Return" button, the materials are moved into stock. | | |

# 4. GAP

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|---|---|
| 1. | **STOCK TRANSFER NOTE/STOCK TRANSFER RECEIPT**<br>In Ramco Erp, only the purchase Rate will be fetched in STN and not the PTS rate . |
| 2. | Rate field & Transfer Price field needs to be removed/hide from the transaction screen for all the C&F including the Central WH. |

# 5. Reports

All Basic report formats available in Ramco was attached below and also send to the Curatio IT Manager.

Curatio MOM
29-04-2016_Rev 1.doc

***Note :***

This is the draft version of Sales & Shipping process and it can edited after the review of sales department until it is finalized.

For Curatio Health Care (I) Pvt Ltd

For Amitysoft Technologies Pvt Ltd

Process Owner

Consultant