



User Manual (English)

The following are the various modules and domains offered by ERP+ from Technocom, covering a wide range of businesses. You can be a small distributor, a manufacturer, running an educational institute, or a healthcare organization. There is something for everyone.

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1.1 Basics: Introduction

1. Introduction

What is an ERP system? And why should businesses use it?

If you are already convinced you need an all-in-one enterprise solutions system for your organization, you can skip this page.

Today, small and medium-sized businesses (SMEs) also face some of the problems that large enterprises do. One of them being planning and managing their resources. SMEs face similar complexities but have limited resources to deal with them.

Small businesses (like their bigger counterparts) have to:

- Do accounts to track their sales/purchases.
- Do their taxes.
- Pay their employees.
- Manage deliveries within promised timelines.
- Deliver quality goods and services.
- Communicate with customers, answer their queries.

Large enterprises invest millions of dollars in highly sophisticated systems like SAP. SAP and similar systems are able to handle requirements from these large enterprises to bring their multi-country, multi-company, multi-currency, global businesses into a single platform. This has helped them achieve consolidation of data/records in the fundamental processes such as accounting, taxation, payroll, reporting, and supply chain to name a few.

In contrast to large enterprises, SMEs have been left out of the 1st wave of digital revolution (1995-2015). The main reason for being left out is because they don't have the financial resources to license, hire programmers and customize such software to match their needs. Systems like SAP have been a no-go for most SMEs. Such systems need a minimum CAPEX or OPEX layout of \$100k (Yes, One Hundred Thousand Dollars) and upwards. Even with cloud offerings (Software as a Service, SAAS) from such vendors, there is no easy Do It Yourself (DIY) people can feel confident about.

So even today, small businesses continue to struggle to keep things organized. They often use a mix of applications and tools such as spreadsheets, accounting software, web-based CRMs to manage their day to day record keeping. As a consequence, they have to access different systems to understand customers' master data, sales, cash flows, or profitability. The information exists in different silos. It becomes hard to combine the data in order to get useful insights or alerts. This leads to SMEs being reactive instead of being proactive in their day to day operations. With such a constrained way of working, there's limited scope for growth.

ERP+ addresses some fundamental problems SMEs struggle with when managing their resources:

- **Affordability:** It is a cheaper Software than all the mentioned above ones.
- **Completeness:** All necessary modules are available.
- **Customization:** It is easy to add fields, or add more features.
- **Efficiency:** Computing requirements are relatively low (cheaper to host and manage).
- **Wholesomeness:** A single system and database that allows multiple users to record transactions or extract data simultaneously.

What is ERP+?

ERP+ is a full-featured business management software that helps SMEs to record all their business transactions in a single system. With ERP+, SMEs can make informed, fact-based, timely decisions to remain ahead of the competition. It serves as the backbone of a business adding strength, transparency, and control to your growing enterprise.

ERP+ will help you to:

- Track all invoices and payments.
- Know what quantity of which product is available in stock.
- Identify and track your key performance indicators (KPI's).
- Identify open customer queries.
- Manage employee payroll.
- Assign tasks and follow up on them.
- Maintain a database of all your customers, suppliers, and contacts.
- Prepare quotations.
- Tracking your budgets and spending.
- Determine effective selling price based on the actual raw material, machinery and effort cost.
- Get reminders on maintenance schedules.
- Publish your website.

And a ton more.

Is ERP+ only for SMEs?

ERP+ can be used by SMEs as well as large enterprises. There are no known limitations, it has scaled well so far. Several retail chains in Africa and a highly regarded equities trading company in India (with 1000+ employees) uses ERP+.

Do I Need An ERP?

ERP+ is a modern tool that covers not only accounting but also all other business functions, on an integrated platform. It has many benefits over both traditional accounting as well as ERP applications.

Benefits over traditional accounting software:

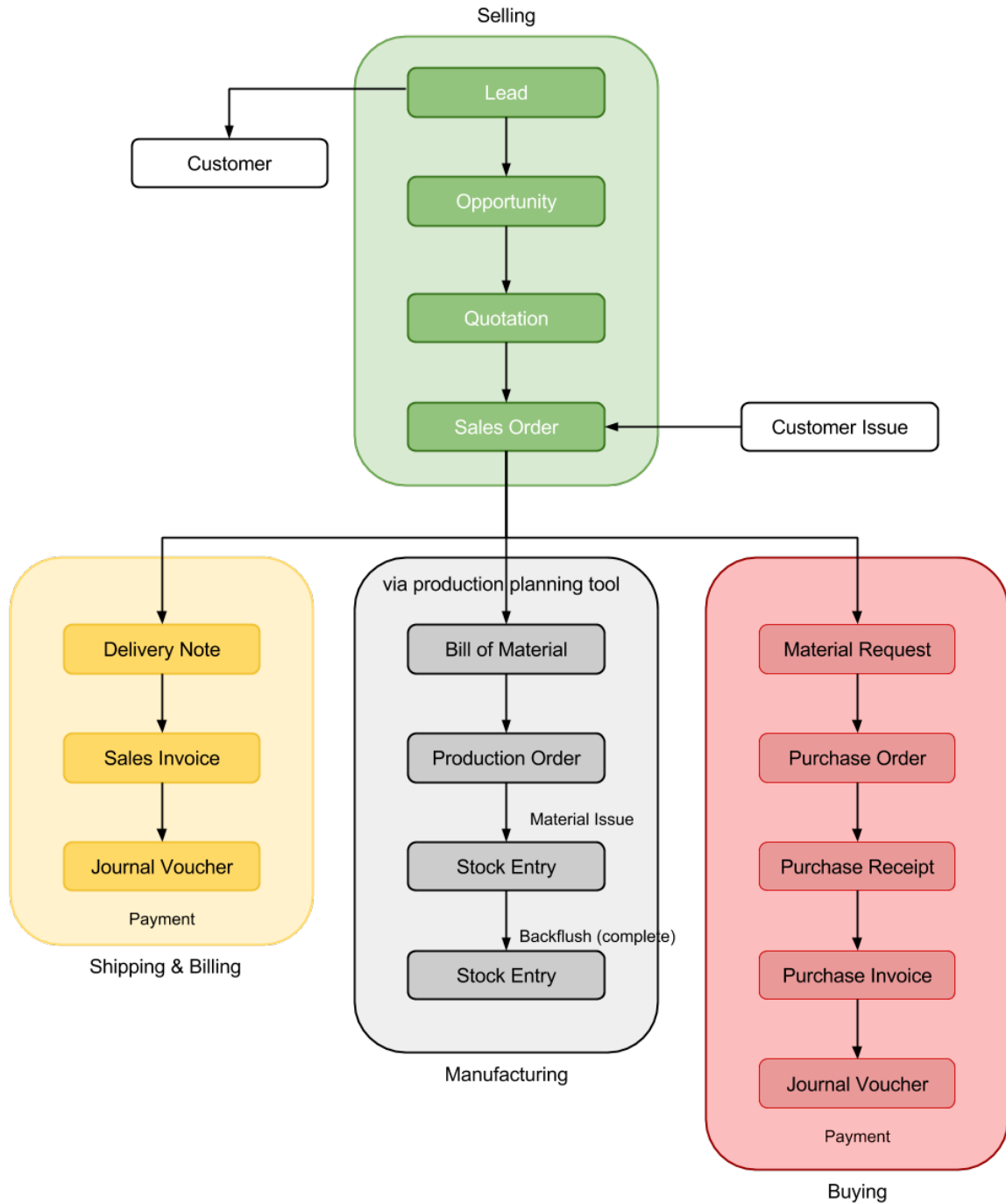
- Do a lot more than just accounting! Manage inventory, billing, quotes, leads, payroll and a lot more.
- Keep all your data safe and in one place. Don't keep hunting for data when you need it across spreadsheets and different computers. Manage everyone on the same page. All users get the same updated data.
- Stop repetitive work. Don't enter the same information from your word processor to your accounting tool. It's all integrated.
- Keep track. Get the entire history of a customer or a deal in one place.

Benefits over big ERPs

- Saves money.
- Easier to configure: Big ERPs are notoriously hard to setup and will ask you a zillion questions before you can do something meaningful.
- Easier to use: Modern web-like user interface will keep your users happy and in familiar territory.

Flow Chart of Transactions In ERP+

This diagram covers how ERP+ tracks your company information across key functions. This diagram does not cover all the features of ERP+.



Note: Not all of the steps are mandatory. ERP+ allows you to freely skip steps if you want to simplify the process.

Concepts and Terms

Before you start implementation, let us get familiar with the terminology that is used and some basic concepts in ERP+.

Basic Concepts

Company: Setup > Company

This represents the Company records for which ERP+ is setup. With this same setup, you can create multiple Company records, each representing a different legal entity. The accounting for each Company will be different, but they will share the Customer, Supplier and Item records.

Customer: Selling > Customer

Represents a customer. A Customer can be an individual or an organization. You can create multiple Contacts and Addresses for each Customer.

Supplier: Buying > Supplier

Represents a supplier of goods or services. Your telephone company is a Supplier, so is your raw materials Supplier. Again, a Supplier can be an individual or an organization and has multiple Contacts and Addresses.

Item: Stock > Item

A Product, sub-product or Service that is either bought, sold or manufactured and is uniquely identified.

Chart of Account: Accounts > Chart of Account

An Account is a heading under which financial and business transactions are carried on. For example, "Travel Expense" is an account, "Customer Zoe", "Supplier Mae" are accounts. ERP+ creates accounts for Customers and Suppliers automatically.

Address: Selling > Address

An address represents location details of a Customer or Supplier. These can be of different locations such as Head Office, Factory, Warehouse, Shop etc.

Contact: Selling > Contact

An individual Contact belongs to a Customer or Supplier or is just an independent. A Contact has a name and contact details like email and phone number.

Communication: Support > Communication

A list of all Communication with a Contact or Lead. All emails sent from the system are added to the Communication table.

Price List: Selling > Price List

A Price List is a place where different rate plans can be stored. It's a name you give to a set of Item Prices stored under a particular List.

Fiscal Year: Setup > Company > Fiscal Year

Represents a Financial Year or Accounting Year. You can operate multiple Fiscal Years at the same time. Each Fiscal Year has a start date and an end date and transactions can only be recorded in this period. When you "close" a fiscal year, its balances are transferred as "opening" balances for the next fiscal year.

Cost Center: Accounts > Cost Centers

A Cost Center is like an Account, but the only difference is that its structure represents your business more closely than Accounts. For example, in your Chart of Accounts, you can separate your expenses by its type (i.e., travel, marketing, etc.). In your Chart of Cost Centers, you can separate them by product line or business group (e.g., online sales, retail sales, etc.).

Journal Entry: Accounts > Journal Entry

A document that contains General Ledger (GL) entries and the sum of Debits and Credits of those entries is the same. In ERP+ you can update Payments, Returns, etc., using Journal Entries.

Sales Invoice: Accounts > Sales Invoice

A bill sent to Customers for delivery of Items (goods or services).

Purchase Invoice: Accounts > Purchase Invoice

A bill sent by a Supplier for delivery of Items (goods or services).

Currency: Setup > Company > Currency

ERP+ allows you to book transactions in multiple currencies. There is only one currency for your book of accounts though. While posting your Invoices with payments in different currencies, the amount is converted to the default currency by the specified conversion rate.

Customer Group: Selling > Setup > Customer Group

A classification of Customers, usually based on market segment.

Lead: CRM > Lead

A person who could be a future source of business. A Lead may generate Opportunities. (from: "may lead to a sale").

Opportunity: CRM > Opportunity

A potential sale. (from: "opportunity for a business").

Quotation: Selling > Quotation

Customer's request to price an item or service.

Sales Order: Selling > Sales Order

A note confirming the terms of delivery and price of an Item (product or service) by the Customer. Deliveries, Work Orders and Invoices are made on basis of Sales Orders.

Territory: Selling > Setup > Territory

A geographical area classification for sales management. You can set targets for Territories and each sale is linked to a Territory.

Sales Partner: Selling > Setup > Sales Partner

A third-party distributor / dealer / affiliate / commission agent who sells the company's products usually for a commission.

Sales Person: Selling > Setup > Sales Person

Someone who pitches to the Customer and closes deals. You can set targets for Sales Persons and tag them in transactions.

Purchase Order: Buying > Purchase Order

A contract given to a Supplier to deliver the specified Items at the specified cost, quantity, dates and other terms.

Material Request: Stock > Material Request

A request made by a system User, or automatically generated by ERP+ based on reorder level or projected quantity in Production Plan for purchasing a set of Items.

Warehouse: Stock > Warehouse

A logical Warehouse against which stock entries are made.

Stock Entry: Stock > Stock Entry

Material transfer from a Warehouse, to a Warehouse or from one Warehouse to another.

Delivery Note: Stock > Delivery Note

A list of Items with quantities for shipment. A Delivery Note will reduce the stock of Items for the Warehouse from where you ship. A Delivery Note is usually made against a Sales Order.

Purchase Receipt: Stock > Purchase Receipt

A note stating that a particular set of Items were received from the Supplier, most likely against a Purchase Order.

Serial Number: Stock > Serial Number

A unique number given to a particular unit of an Item.

Batch: Stock > Batch

A number given to a group of units of a particular Item that may be purchased or manufactured in a group.

Stock Entry: Stock > Ledger > Entry

A unified table for all material movement from one warehouse to another. This is the table that is updated when a Stock Entry, Delivery Note, Purchase Receipt, and Sales Invoice (POS) is made.

Stock Reconciliation: Stock > Stock Reconciliation

Update Stock of multiple Items from a spreadsheet (CSV) file.

Quality Inspection: Stock > Quality Inspection

A note prepared to record certain parameters of an Item at the time of Receipt from Supplier, or Delivery to Customer.

Item Group: Stock > Setup > Item Group

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Unit of Measure (UOM): Stock > Setup > UOM

How quantity is measured for an Item. E.g., Kg, No., Pair, Packet, etc.

Employee: Human Resources > Employee

Record of a person who has been in present or past, in the employment of the company.

Leave Application: Human Resources > Leave Application

A record of an approved or rejected request for leave.

Leave Type: Human Resources > Leave and Attendance > Leave Type

A type of leave (e.g., Sick Leave, Maternity Leave, etc.).

Payroll Entry: Human Resources > Payroll Entry

A tool that helps in creation of multiple Salary Slips for Employees.

Salary Slip: Human Resources > Salary Slip

A record of the monthly salary given to an Employee.

Salary Structure: Human Resources > Salary and Payroll > Salary Structure

A template identifying all the components of an Employees' salary (earnings), tax and other social security deductions.

Appraisal: Human Resources > Appraisal

A record of the performance of an Employee over a specified period based on certain parameters.

Appraisal Template: Human Resources > Employee Setup > Appraisal Template

A template recording the different parameters of an Employees' performance and their weightage for a particular role.

Attendance: Human Resources > Attendance

A record indicating presence or absence of an Employee on a particular day.

Bill of Materials (BOM): Manufacturing > BOM

A list of Operations and Items with their quantities, that are required to produce another Item. A Bill of Materials (BOM) is used to plan purchases and do product costing.

Workstation: Manufacturing > Workstation

A place where a BOM operation takes place. It is useful to calculate the direct cost of the product.

Work Order: Manufacturing > Work Order

A document signaling production (manufacture) of a particular Item with specified quantities.

Production Planning Tool: Manufacturing > Production Planning Tool

A tool for automatic creation of Work Orders and Purchase Requests based on Open Sales Orders in a given period.

Blog Post: Website > Blog Post

A short article that appears in the “Blog” section of the website generated from the ERP+ website module. Blog is a short form of “Web Log”.

Web Page: Website > Web Page

A web page with a unique URL (web address) on the website generated from ERP+.

Global Defaults: Setup > Data > Global Defaults

This is the section where you set default values for various parameters of the system.

Print Heading: Setup > Branding and Printing > Print Headings

A title that can be set on a transaction just for printing. For example, you want to print a Quotation with a title “Proposal” or “Pro forma Invoice”.

Terms and Conditions: Selling > Setup > Terms and Conditions

Text of your terms of contract.