

# Peacksoft BPM Modules, features and workflow

## 1. CRM Marketing, Sales and Service

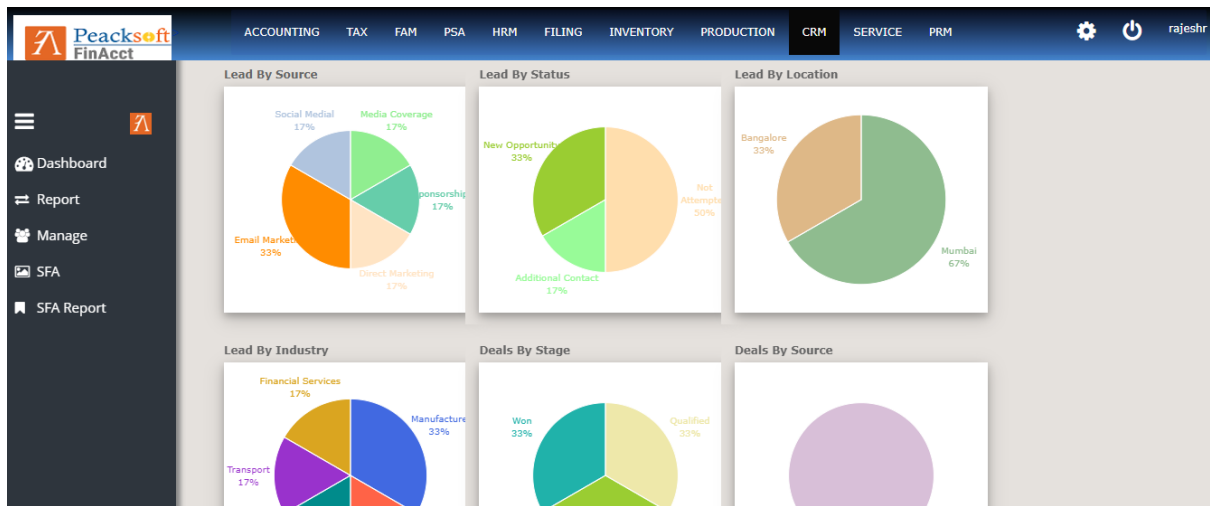
This helps company to run Campaign through Email, Website and Social Platform. This also helps channel partner to publish the marketing stuff from vendor to end customer.

- a. Campaign management
- b. Marketing List and Member:
- c. Social media and other channels – Publishing
- d. Lead Management
- e. Opportunities, Contact and Account Management
- f. Event management and lead capture
- g. Sales Goal and Forecast



Reports:

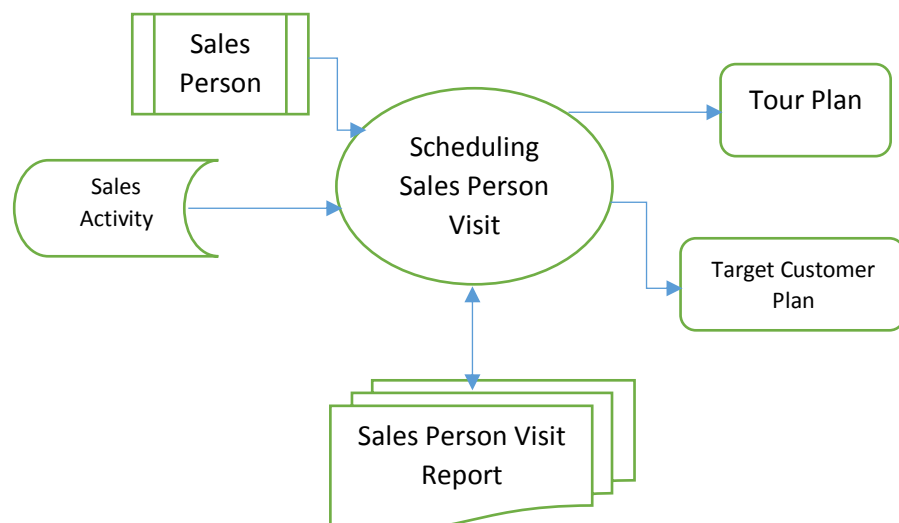
Campaign Management, Lead Management, Opportunity, Sales Goal & Forecast



## 2. CRM Sales Field Automation (SFA):

This enables company to schedule and run sales person visit and capture their visit record to optimize management of sales force. It also helps company to automate field services of sales person by planning customer visit in a given period and their tour location path.

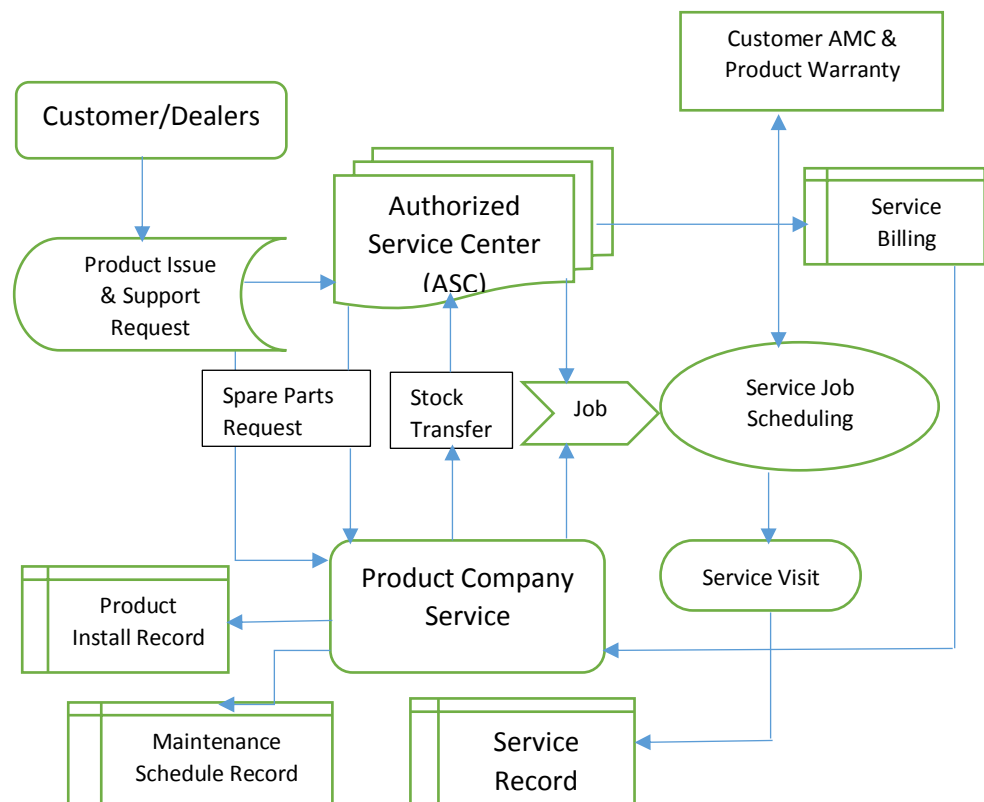
- Sales person activity & tour planning
- Sales Person Visit report capture
- Target Customer planning



### 3. CRM Service:

This handles the after sales service through customer issue and ticket management. For every customer issue logged either by sales person or Authorized Service Centre, unique Job or case ID is generated. This involves allocating case id to concerned service centre and repair management.

- a. Customer AMC and product warranty management
- b. Customer Service Request and Job Allocation
- c. Service Job Scheduling and management.
- d. Service Visit record capture.
- e. Collaboration with Authorised Service Centre (ASC)



Product Issue and Support Requests reports is shown in the following picture

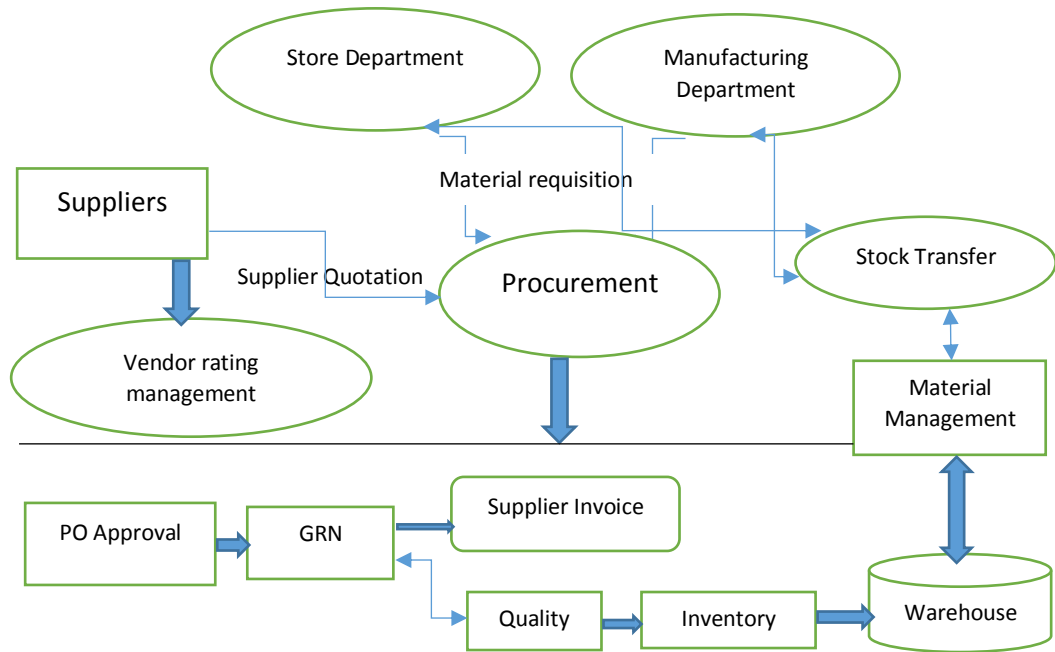
Customer:	Pramod ERP Consultancy	Raised By:	BDM	<ul style="list-style-type: none"> <li>⋮</li> <li>✎ Update</li> <li>✕ Delete</li> <li>📄 Create Job</li> </ul>
Priority:	High	Complaint:	Upgrade and training for new features	
Product/Service:	CRM	Issue Type:	Installation	
Source:	Email	Status:	Pending	
Customer:	SAI Samkruthi PG	Raised By:	BDM	<ul style="list-style-type: none"> <li>⋮</li> </ul>
Priority:	High	Complaint:	Service	
Product/Service:	Plastic Pallets	Issue Type:	Replacement	
Source:		Status:	Assigned	

#### 4. ERP (SCM, Inventory, Production, Quality, Shipping and Warehouse Management )

Peacksoft offers solutions to manufacturing companies that produce complex products and need technology and industrial functionality that is intuitive, user friendly and can be implemented quickly by smaller capital investment.

It's Safe & Secure solutions on cloud and collaborate and work with integrated solutions. It helps with production tracking and Life Cycle Management, Material Resource Planning and Production Planning, Quality inspection of the goods, shipping and Delivery of goods to Customer and Warehouse Management.

- a. **Supply Chain Management (SCM)** – It has sub-modules for procurement of materials, transformation of materials into the products and distribution of products to the customers. It allows enterprise to anticipate the demand and deliver the right product to the right place at the right time at the lowest possible cost to satisfy the customers. Peacksoft SCM helps multiple department like purchase, store, inventory and sales to work collaboratively. The following diagram depicts the procurement process.



Once sales demand is created in the system, store and purchase department can work together to make sure enough input materials are available to deliver final goods to customer in time and quality. The sequence of procurement process are as follows.

1. This involves proper inventory check and demand based purchase requisition handling, approval of purchase order.
2. After purchase order is confirmed, store department raises GRN followed by quality check of input materials.
3. Purchase department also makes sure that invoice is raised after GRN or against advance payment if made to suppliers.
4. Accounting department also makes sure that payables to suppliers are handled in time after invoice is raised with GST amounts also taken care of.

## Supplier Invoice

Supplier:  Date:  Reference:

Invoice Ref:  Due Date:  Supp Invoice No:  Location:

Invoice Type:  Challan No:  Challan Date:

Code	HSN	Description	Qty Received	Invoiced	Price	Disc	Total	Del
------	-----	-------------	--------------	----------	-------	------	-------	-----

<input type="text" value="2187"/>	<input type="text" value="3298"/>	<input type="text" value="Oppo Mobile"/>	<input type="text" value="1.0"/>	1.0	<input type="text" value="8000.0"/>	<input type="text" value="000"/>	<input type="text" value="8000.0"/>	<input type="button" value="🗑"/>
<input type="text" value="022"/>	<input type="text" value="8517"/>	<input type="text" value="Samsung Galaxy"/>	<input type="text" value="1.0"/>	1.0	<input type="text" value="9000.0"/>	<input type="text" value="000"/>	<input type="text" value="9000.0"/>	<input type="button" value="🗑"/>
<input type="text" value="218C"/>	<input type="text" value="9850"/>	<input type="text" value="Sony 2"/>	<input type="text" value="1.0"/>	1.0	<input type="text" value="8000.0"/>	<input type="text" value="000"/>	<input type="text" value="8000.0"/>	<input type="button" value="🗑"/>
<input type="text" value="025"/>	<input type="text" value="8517"/>	<input type="text" value="Nokia"/>	<input type="text" value="1.0"/>	1.0	<input type="text" value="8000.0"/>	<input type="text" value="000"/>	<input type="text" value="8000.0"/>	<input type="button" value="🗑"/>
<input type="text" value="2319"/>	<input type="text" value="48JF"/>	<input type="text" value="Redmi 2"/>	<input type="text" value="1.0"/>	1.0	<input type="text" value="8000.0"/>	<input type="text" value="000"/>	<input type="text" value="8000.0"/>	<input type="button" value="🗑"/>

Sub Total

Invoice Total

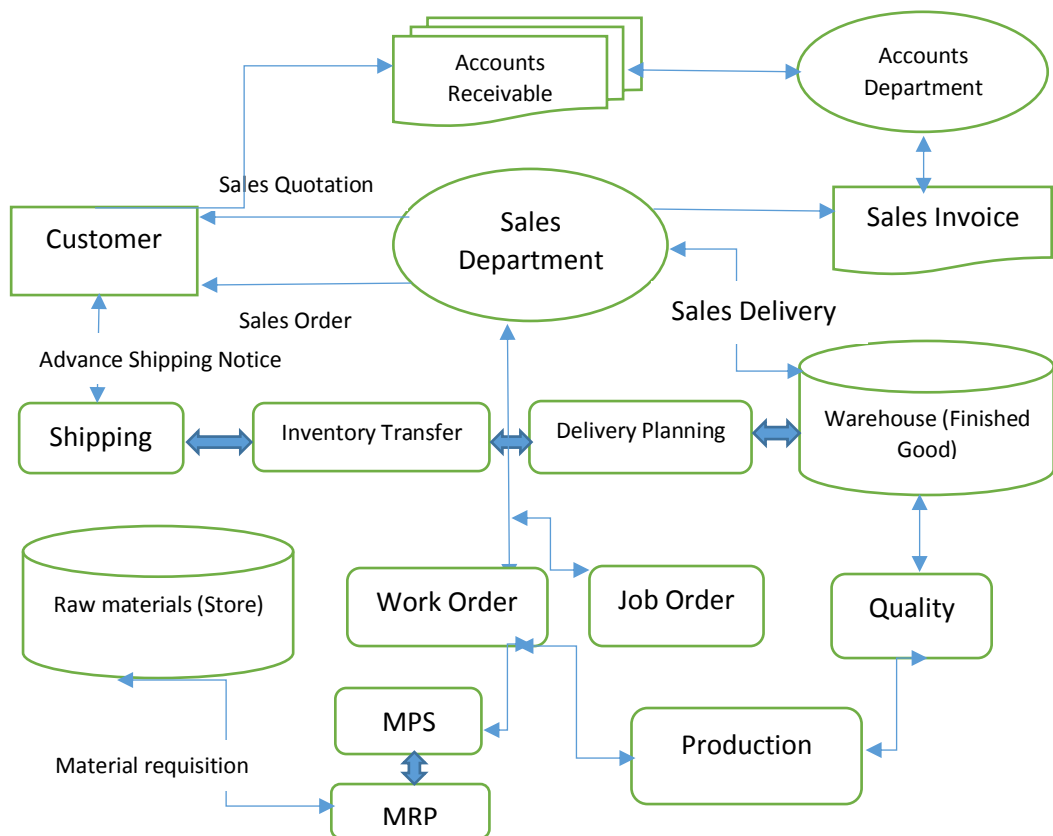
Freight Charges

Freight Tax Rate (%)

Other Charges

Discount

Similarly Sales and customer delivery process takes place like the following.



1. Sales department, based on customer demands, can raise work orders which can help production department to check availability of raw materials using Material Requirement Planning (MRP) tools.
2. Production department also needs to check and plan for scheduling Production using Manufacture Resource Planning (MRP II) tools which helps to estimate production based on raw materials, Labour and Machine.
3. Production department hereby works with sales and shipping department to further plan for shipping and delivery of goods to end customer.

**Sales Invoice**

<b>Customer *</b> <input type="text" value="Sandya"/>	<b>Date</b> <input type="text" value="3/5/2020"/>	<b>Reference *</b> <input type="text" value="RAJ_SO/2019/1210"/> <input type="button" value="Fetch"/>
<b>Due Date</b> <input type="text" value="3/6/2020"/>	<b>Type</b> <input type="text" value="Domestic"/>	<b>Customer Reference</b> <input type="text" value="RAJ_SO/2019/1210"/>
<b>Delivery Address</b> <input type="text" value="Bangalore"/>	<b>Delivery Pincode</b> <input type="text" value="Bangalore"/>	
<b>Vehicle No</b> <input type="text" value="KA01 1234"/>	<b>Transport Mode</b> <input type="text" value="Road"/>	<b>Transport Reference</b> <input type="text"/>
<b>Bank Details</b> <input type="text" value="HDFC Current Account"/>	<b>Attachment</b> <input type="button" value="Choose File"/> No file chosen	
<b>Terms Of Payment</b> <input type="text"/>		

								<input type="button" value="+ Add Customer"/>	<input type="button" value="+ Create Item"/>	<input type="button" value="+ Add Goods"/>
Sr.	Code	Description	Location	Qty	Price	Total	Batch	Del		
1.	<input type="text" value="023"/>	<input type="text" value="Redmi"/>	<input type="text" value="Chennai"/>	<input type="text" value="1"/>	<input type="text" value="10000"/>	<input type="text" value="10000"/>	<input type="text"/>	<input type="button" value="Del"/>		
2.	<input type="text" value="025"/>	<input type="text" value="Nokia"/>	<input type="text" value="Chennai"/>	<input type="text" value="1"/>	<input type="text" value="8000"/>	<input type="text" value="8000"/>	<input type="text"/>	<input type="button" value="Del"/>		
3.	<input type="text" value="022"/>	<input type="text" value="Samsung Galaxy"/>	<input type="text" value="Chennai"/>	<input type="text" value="1"/>	<input type="text" value="9000"/>	<input type="text" value="9000"/>	<input type="text"/>	<input type="button" value="Del"/>		
4.	<input type="text" value="2187"/>	<input type="text" value="Oppo Mobile"/>	<input type="text" value="Chennai"/>	<input type="text" value="1"/>	<input type="text" value="10000"/>	<input type="text" value="10000"/>	<input type="text"/>	<input type="button" value="Del"/>		
5.	<input type="text" value="021"/>	<input type="text" value="Sony"/>	<input type="text" value="Chennai"/>	<input type="text" value="1"/>	<input type="text" value="12000"/>	<input type="text" value="12000"/>	<input type="text"/>	<input type="button" value="Del"/>		

<b>Sub Total</b>	49000.00
<b>Round off</b>	<input type="text" value="0.0"/>
<b>GST</b>	4680.00
<b>Others</b>	0.0
<b>Total</b>	53680.00

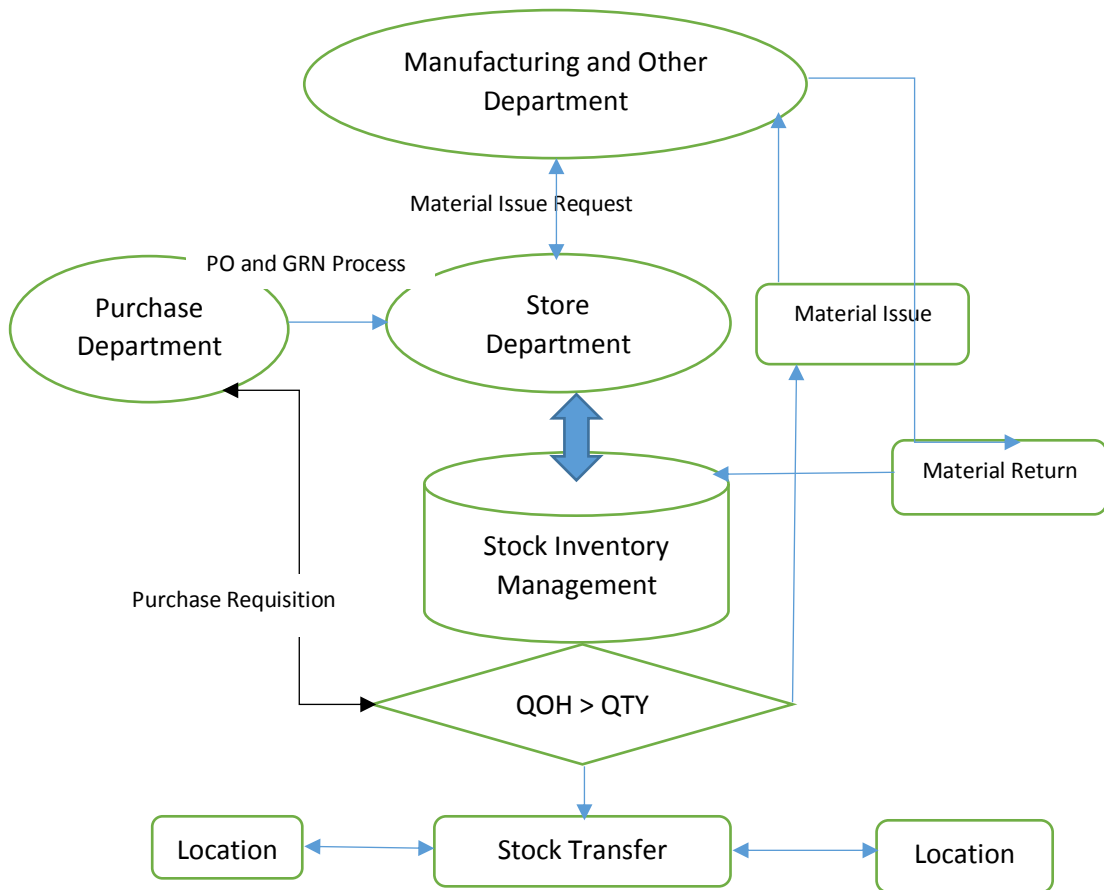
<b>Freight Charges</b> <input type="text" value="0"/>	<b>Freight Tax Rate (%)</b> <input type="text" value="000"/>	<b>Discount %</b> <input type="text" value="000"/>	<b>Discount</b> <input type="text" value="0"/>
<b>Other Charges</b> <input type="text" value="0"/>	<b>Memo</b> <input type="text"/>		

b. **Inventory & Material Management** – Inventory is quantity of stock items available after GRN of goods are logged into ERP and goods are shipped out of warehouse. As the



processes take place, movements of stock are tracked into system. Production department can request for issue of materials and store department will issue materials from one location to other. FinAcct tracks material issue and return into the system by batch no for each stock item.

The following diagram depicts the inventory and material management flow.



**REPORTS:**

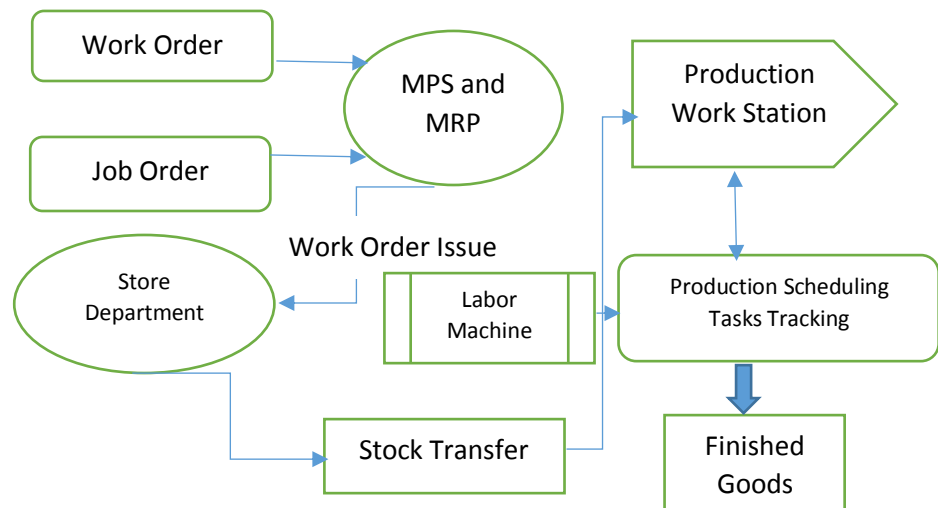
<b>Purchase Requisition</b>	<b>Created &amp; Outstanding</b>
<b>Quotation</b>	<b>Received &amp; Approved</b>
<b>Purchase Order</b>	<b>Created, Outstanding &amp; Completed</b>
<b>Goods in Entry</b>	<b>Details</b>
<b>GRN</b>	<b>Raised &amp; Invoiced</b>
<b>Purchase Invoice</b>	<b>Raised</b>

<b>Debit Note</b>	<b>Raised</b>
<b>Sales Quotation</b>	<b>Ordered &amp; Pending</b>
<b>Sales Order</b>	<b>Ordered, Pending &amp; Completed</b>
<b>Sales Delivery</b>	<b>Delivered, Pending &amp; Invoiced</b>
<b>Sales Invoice</b>	<b>Raised</b>
<b>Credit Note</b>	<b>Raised</b>
<b>Item Wise Sales</b>	<b>Details</b>
<b>Goods Issue &amp; Return</b>	<b>Details</b>
<b>Packing List</b>	<b>Details</b>
<b>Materials Issue, Returned</b>	<b>Details</b>
<b>Vendor Payables</b>	<b>Details with of overdue</b>
<b>Customer Receivable</b>	<b>Details with overdue</b>
<b>Stock Summary, Stock in Hand, Stock Movement</b>	<b>Details</b>
<b>Stock Inward, Outward &amp; Dispatch</b>	<b>Details</b>
<b>Batch Tracking, Shipping</b>	<b>Details</b>
<b>Work Order</b>	<b>Issue &amp; Production</b>

**Production** – This module simulates the production process for any finished good using the follow stages.

1. Defining the Bill of Material (BOM) of goods.
2. Adding Labour and Machine Master.
3. Defining Work Station using already created machine master.

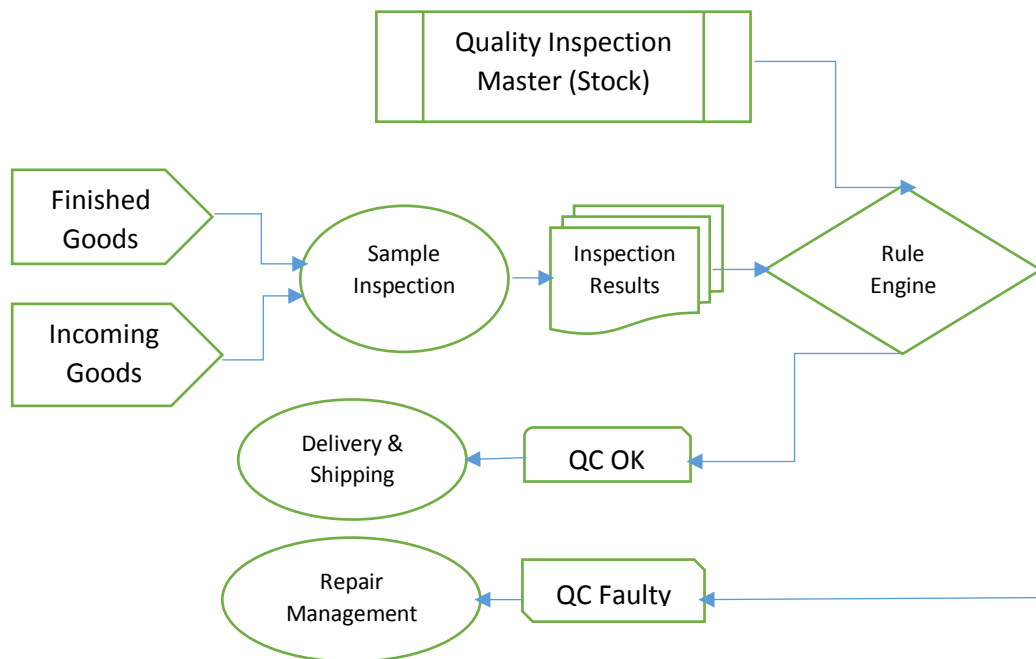
4. Defining the Routing Process of different stages of production steps involving Labours and Machines in their appropriate usage.
5. Estimation of the raw materials input demand based on work order output demand using MRP II modules.
6. Material Requisition to Purchase Department for raw material transfer to work centre.
7. Material transfer from go-down to work centre.
8. After Raw materials are handled with purchase and store department, production scheduling starts. Advance Production Scheduling (APS) module of FinAcct helps company to optimize process in such way that all work orders demand are planned well in advance or postponed in scheduled date based on availability of labours and machines.
9. If needed, this also helps to plan for further capacity enhancements by adding Labour or machines to accommodate more demands.
10. Adding production task for each stage of routing so that production schedule and cost is easy to track.
11. Production processes are analysed in terms of final delivery and costs using task processes.



Reports:

<b>Master Production</b>	<b>Details weekly</b>
<b>Material Requirement</b>	<b>Details weekly</b>
<b>Finished Goods</b>	<b>Details</b>
<b>Work Order</b>	<b>Status</b>
<b>Work Order Issue</b>	<b>Location &amp; Work Centre</b>
<b>Labour Machine</b>	<b>Details</b>
<b>Production</b>	<b>Life Cycle, Routing</b>
<b>Labour</b>	<b>Outage</b>
<b>Machine</b>	<b>Outage</b>
<b>Delivery Plan</b>	<b>Schedule details</b>
<b>Machine</b>	<b>Maintenance Schedule &amp; Record</b>

- c. **Quality** – It involves sample inspection of individual inwards items or finished goods before final delivery. Quality master allows user to configure inspection parameters and sample parameters can be measured in these terms. Peacksoft Quality system automatically gives user the option for acceptance/rejection after quality inspection. Following the quality inspections, user can handle repair service managements on faulty product.



1. Define Quality Inspection master for each stock item concerned.
2. Add Sample Inspection record for each lot of income goods (from GRN) or finished goods after production.
3. Add Inspection results for each lot of sample taken from stocks.  
Peacksoft rule engine automatically checks the quality of each of the inspection results and gives user option to finally test QC Ok or QC Faulty.
4. User has the option of maintaining repair service management records for faulty goods.

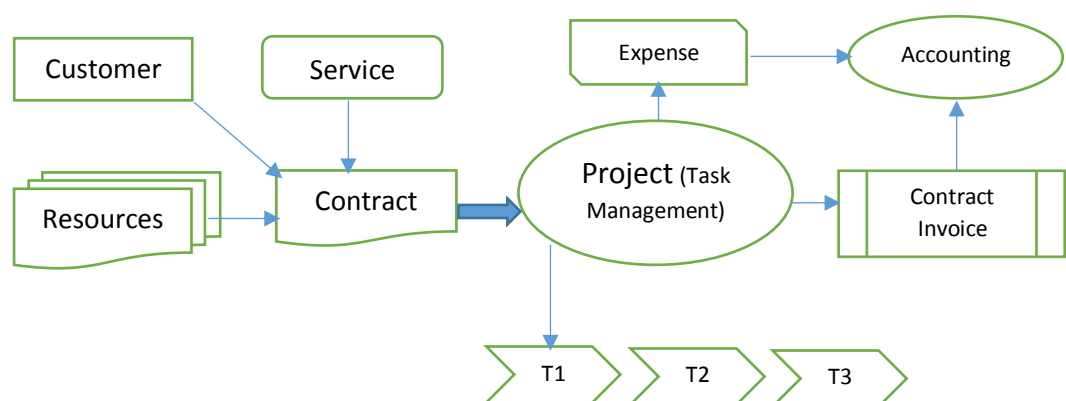
**d. Shipping and Warehouse management: -**

1. Finished goods are recorded into the system.
2. Delivery planning with shipping details are added so that shipping department will prepare for final shipping to end customer.
3. Warehouse is managed in terms of shelves, rack and bin.
4. Goods are placed in the warehouse after GRN is added.
5. Similarly, goods can be transferred from place to another in warehouse using warehouse transfer transaction in FinAcct.
6. The System helps the user to track and find goods.
7. Outward goods delivery also updates the stock status in warehouse.

## 5. Professional Service Automation (PSA):

The PSA workflow caters mostly ERP automation for service industry having to do with Contract and Project Management. The basic workflow happens as per the following steps.

- a. Define the Service details offered to customer
- b. Define Project resources like Goods Item, Expense, Human resources with their skills, other service resources.
- c. Capture the Service Lead from the prospects
- d. From the confirmed leads, Contract record is added with details like start time, tenure, Service Level Agreements, Budget, billing cycle, invoicing methodology etc.
- e. For every contract with customer, Project record is created with start and probable end time,
- f. For a given project record, work break down structure is defined with associated resource
- g. For every work, project task record is created with tracking details like start date and time in unit of month or day or hours. Allocate project resource with each and every task already created.
- h. From a given project, we can generate project estimate in terms of time duration, project cost, budget etc.
- i. For every billing cycle, contract invoice is generated and shared with customer.
- j. Project wise Material Requirement Planning can be done and integration to SCM and Financial accounting takes place.
- k. Expense Management for project is also done in collaboration with accounting modules.



## 6. Financial Accounting

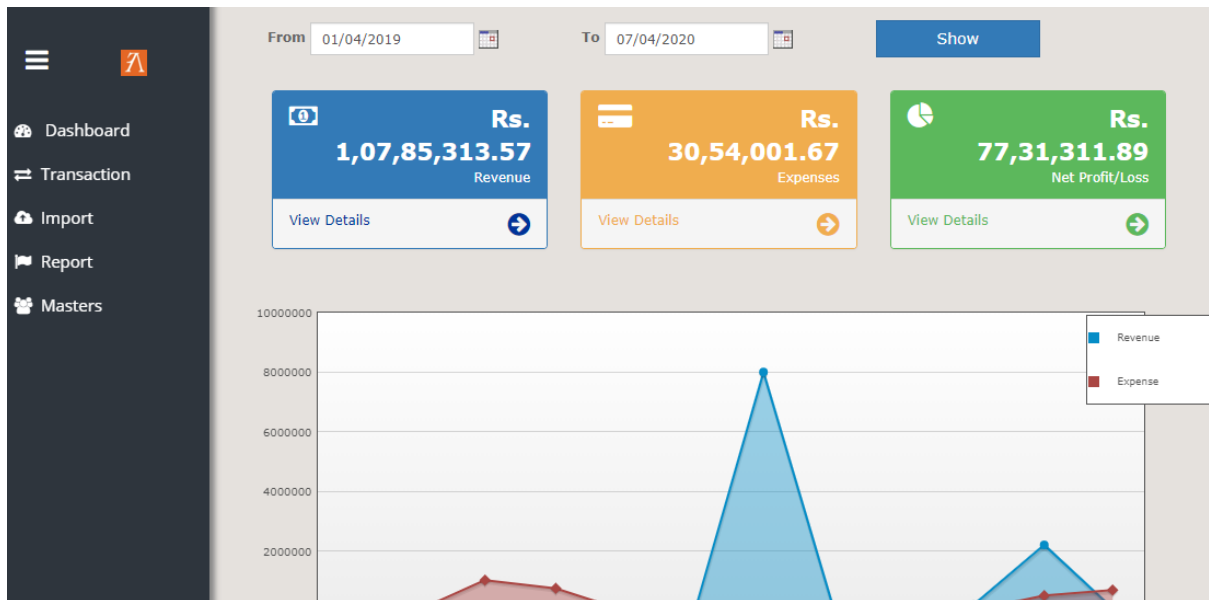
FinAcct offers complete capabilities for your finance department starting from general ledger to reporting. It offers end to end capabilities with integrated solutions and delivers security and flexibility on cloud, infuses with specific functionality to avoid costly customisations. It is part of the BPM Core that has system for General Ledger, Ledger Transactions, Receivables & Payables and Reconciliation Management.

The general accounting has basic Journal Transaction, Cash Management. It provides user the advanced Financial Reporting, Budget & Variance Analysis, Cost Centre Management, Branch Accounting besides the basic Ledger Transaction report, Profit & Loss Report, Balanced Sheet report, Trial Balance report.

FinAcct can work with any general and global Tax system. Tax master can be configured to support the above.

- a. Accounting Transactions – This includes bank, cash payments and receipts, contra and Journal
- b. Service Invoice – Both Service Invoice and Input Service Invoice can be managed in the financial modules. This also provides resource billing module to manage the invoice amounts derived from human resource outsourcing business.
- c. Budget and Cost Centre Management – Company can add and manage the budget monthly/Quarterly. For every transactions, cost centre can be associated in such a way that analysis and reporting for given cost centre is available easily.
- d. Expense & Journal Transactions -- It supports integration of accounting from other FinAcct modules.
- e. Financial Reports (MIS) – Company Profit & Loss, Balance Sheet, Trial balance, Cash Flow reports are available for any given time duration. It also provides specialized reports like Age wise analysis, Cost Centre Analysis and Budget Variance Analysis. There are all kinds of voucher wise transactions reports which can be analysed for financial account balance and year-end financial closing.

- f. Bank Statement Reconciliation – FinAcct also provides with the Manual version of Bank statement reconciliation for a given period of time.
- g. Migration of third party financials – This provides the tool for importing third party financials in the form of excel/CSV formatted data.



## 7. Compliance, Tax and Filing

- a. Peacksoft BPM has dedicated Tax monitoring module which gives details and the option of drill down of tax amount in a given period. It also shows the details TDS amount collected party wise.
- b. It maintains other compliance like PF, ESI and PT report and the option of filing. It has dedicated module for filing of PF, TDS, GSTR2, GSRT3B, GSTR4, and ITC04 for Job order goods in and out tracking.
- c. The every filing process collects all the details from Financial data module for given period and shows the user for preview and correction before finalizing for filing. For example, TDS filing process collects all TDS payment party wise from TDS journal transactions in FinAcct financial module and gives the user for preview.
- d. User needs to upload TDS challan details obtained from IT website and generate the required zip file to finally upload to IT server.
- e. Similarly, GSTR filing collects all the GST related transactions in a preview and then generates JSON formatted record to be uploaded to GSTN server via GSTN service provider API.



- f. This needs OTP based user authentication before uploading the invoices. The system shows filing status and penalties due to delay in filing.

PF report for the month of 01/04

Sl. No	PF A/c No.	UAN	Name	PF Earnings	EPF	Employer EPF Diff	Employer Pension
1	68781729879	16464246	MARON S	20,000.00	2,400.00	734.00	1,666.00
2	0	0	SOMALI S	18,000.00	2,160.00	661.00	1,499.00
3	0	0	KANVAR K	20,000.00	2,400.00	734.00	1,666.00
4	0	0	Shilpa S	20,000.00	2,400.00	734.00	1,666.00
5	0	0	Ramya A	15,000.00	1,800.00	551.00	1,250.00
6	0	0	Suman M	10,000.00	1,200.00	367.00	833.00
7	0	0	Suhas K	12,000.00	1,440.00	440.00	1,000.00
8	0	0	Priyanka A	15,000.00	1,800.00	551.00	1,250.00
9	0	0	Geeta C	3,500.00	420.00	128.00	292.00
10	01243597920168	0	Rajesh R	6,400.00	768.00	235.00	533.00
11	000	000	Vikash kumar Shukla	20,000.00	2,400.00	734.00	1,666.00
12	9874604561	872065538530	Hari R	20,000.00	2,400.00	734.00	1,666.00
35	BGBNG11032890000000006	100454296519	TAYLOR T	12,480.00	1,498.00	458.00	1,040.00
36	BGBNG11032890000000007	100454296516	CUTTER R	14,313.00	1,718.00	525.00	1,192.00
37	BGBNG11032890000000008	100454296518	SILVER S	6,000.00	720.00	220.00	500.00
38	BGBNG11032890000000009	100454296519	GOLD G	6,000.00	720.00	220.00	500.00
39	BGBNG11032890000000010	100454296532	COPPER D	6,000.00	720.00	220.00	500.00
40	812738	918273981237	Anagha C	7,500.00	900.00	275.00	625.00
41	0	0	Akshay Raj	20,000.00	2,400.00	734.00	1,666.00
42	00	00	Ramesh More	12,000.00	1,440.00	440.00	1,000.00
43	000	000	Kanish D	20,000.00	2,400.00	734.00	1,666.00
<b>Grand Total</b>				<b>6,16,319.00</b>	<b>73,960.00</b>	<b>22,623.00</b>	<b>51,346.00</b>
				<b>Account No:01(5+6) =</b>			<b>96,583.00</b>
				<b>Account No:02(.85% of 4) =</b>			<b>5,239.00</b>
				<b>Account No:10(7) =</b>			<b>51,346.00</b>
<b>E D L I Wages:</b>				<b>6,16,319.00</b>	<b>Account No:21 EDLI Wages * 0.5% =</b>		<b>3,082.00</b>
<b>Pension Wages:</b>				<b>6,16,319.00</b>	<b>Account No:22 EDLI Wages * 0.01% =</b>		<b>62.00</b>

8. HRMS

Growing company needs human capital management solutions without adding unnecessary maintenance, deployment time and cost. It is necessary for HR to have modern HRMS that are up to the challenge.

Built on cloud to adapt evolving business requirements, complex processes, systems and workflow, it creates significant value across the organization. It manages Organization/ Employee Structure, Benefits, Employee relations, absence, time entry, Pay & Deductions, Gross to Net, Time & attendance, Income Tax Computations, Compliance Management & Filing.

- a. Candidate Selection and Hiring
- b. Employee and Salary Management
- c. Leave Management
- d. Attendance Management
- e. Claims, Bonus and Incentives Management
- f. Monthly Addition and Deductions
- g. Payroll Reports
- h. Monthly Salary Computations

Financial Year

Month

Delete All

Export

Employee ID

Name

Salary Min

Salary Max

Search

Payment

Entries 1 - 42 of 42

Emp ID	Name	Basic	HRA	Spl Allow	Other Addition	Gross	PT	Income Tax	Recovered	Other Deduction	Salary	Action
003	MARON S	20,000.00	10,000.00	12,000.00	0.00	39,600.00	200.00	0.00	0.00	0.00	37,000.00	⋮
004	SOMALI S	18,000.00	8,000.00	4,000.00	0.00	37,840.00	200.00	0.00	0.00	0.00	35,480.00	✕ Delete
005	KANVAR K	20,000.00	11,000.00	4,067.00	0.00	39,267.00	200.00	0.00	0.00	0.00	36,667.00	🔄 IT
006	Shilpa S	20,000.00	11,000.00	4,067.00	0.00	39,267.00	200.00	652.23	652.23	0.00	36,014.76	📄 Recovery
007	Ramya A	15,000.00	7,500.00	3,400.00	0.00	26,100.00	200.00	0.00	0.00	0.00	24,100.00	📄 Get Payslip
												✉ Email Payslip

**FinAcct product for Industries:**

1. Ancillary units
2. Import oriented companies

3. Export & Import with local production sales
4. Trading
5. Steel Manufacturing
6. Textile Manufacturing
7. Equipment parts manufacturing
8. Plastic manufacturing
9. Rubber manufacturing
10. Similar kinds of SME & MSME