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Feature List

CRM(Customer Relationship Management)

- Order Confirmation
- Dynamics Order Search
- Order Tracking, Dynamics Order & Item Status
- Order Hold & Cancel
- New & Edit Order
- Return & Exchange
- Ticketing System
- Product Not available & Last item QC Fail
- Customer Communication (Auto SMS, Email)
- Customer Compensation
- Wallet & Refund management
- Price Management
- Charges Management (COD, Shipping, Gift, Installation, Wrapping)
- Customer Address Management

Outbound Operations/ Sales Management

- Integration with OFS (Order Fulfillment Software) Systems. 55000 Order integration per Hour from multiple e-commerce Chanel.
- Flexible wave creator (Order Type, 3PL, Delivery Type, Order Value , Item Category)
- Order picking & PNA Management (Order Wise, Zone Wise, Picking handover from picker to picker)
- Picking by mobile , HHT, Android , Window device with Pick Path & Priority feature with Dynamic Item Tracking (En-code, SKU, Lot, Serial & any barcode)
- Packing Management (Gift message, Wrapping and special handling)
- Auto Invoice Management
- Dynamic 3PL partner allocation
- Driver handover and cash collection
- B2B, POS sales & Sales Return

Feature List

Financial Management Module

- Order Payment Entry Management
- Payment Tracking & Reconciliation
- General Ledger Management
- Cash & Bank Management
- Receivable Management
- Payable Management
- Fixed Assets
- Budgets
- Cost & Profit Center Management
- Cost accounting

Purchase Management

- Vendor/item master records
- Dynamic Item Category
- Vendor Contract Management
- Pricing/ Cost
- Purchase Order Management
- Gate Entry & Quality Check
- Dynamic Quality Parameter, Sampling
- One click Purchase receipts (GRN)
- One Click Purchase invoice (Finance booking)

Feature List

WMS (Warehouse Management System)

- Multi-Unit of measure handling
- Picking Management (Sales, Purchase Return, Transfer, Movement)
- Put-Away Management (Purchase, Sales Return, Transfer, Movement)
- Inventory adjustments
- Inventory holds
- Flexible zone configuration
- Replenishment (based on space & Sale)
- Cycle Count (Casual, Schedule, Discrepancy, Pallet locations)
- Movement (Bin to Bin & Single Item)
- Item enquiry (En-code, SKU, Lot, Serial ,barcode & Bin wise)
- Label printing

Miscellaneous

- Dashboards and Reports
- ERP INTEGRATIONS
- COURIER / 3PL INTEGRATIONS
- OMS INTEGRATIONS
- 10 new customized reports.
- No User license limit or cost on OFS, CRM & WMS
- 2 Centralized user training sessions covering all modules and sub-modules of implementation.
- 1 Months Onsite/Offshore post Go-Live support.
- Bug Fixes for 6 months post go-live support.

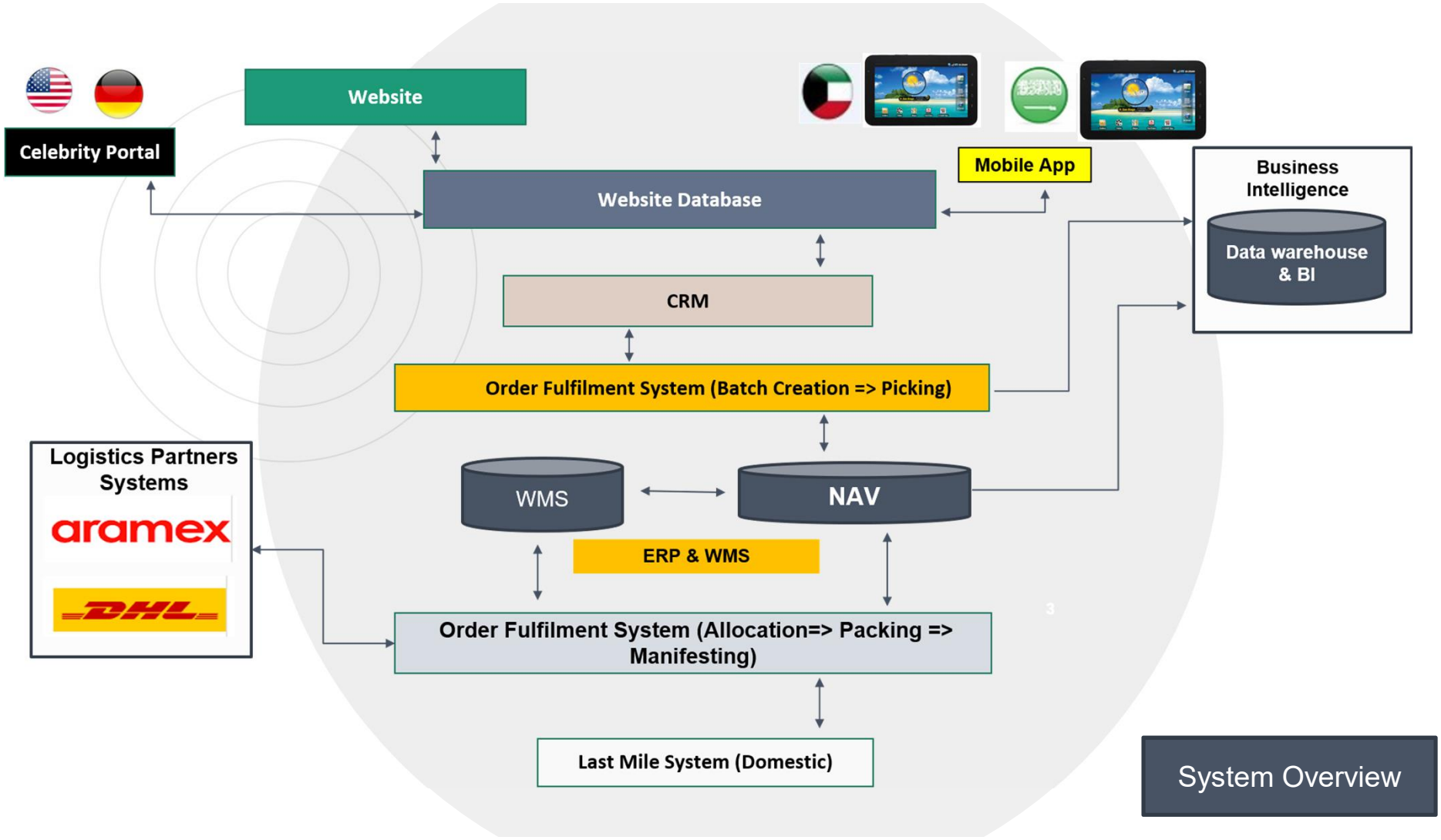
System Overview

Once the Order is placed through the Website or the App, the order is pushed to CRM for Confirmation and Order related task like address update etc.

Order after confirmation is batched and picked for order allocation here our 3 systems interact with each other (OFS, WMS & NAV) during the picking.

After Order Allocation, the items are packed, and the boxes are manifested for handing over to DSP Partners for Delivery.

The Data is shared to different Systems for information or reporting purposes



System Overview

Processes

Inbound Process

Warehouse Management Process

Outbound Process

Customer Relationship Management

Transfer Orders

Financial Management

1

Inbound Process

The inbound flow in a warehouse begins when items arrive in the warehouse of the company location, either received from external sources or from another company location.

Inbound Process

Replinshment

Replenishment involves moving inventory from reserve status to primary storage so that it may be picked, packed and shipped.

Internal Replenishment: Done from within the warehouse to move items from bulk/retail location to central Location

External Replenishment: Done when items is moved from different warehouse to central Location or PO is created for adding inventory to the warehouse.

Purchase Order

A purchase order (PO) is a written sales contract between the buyer and seller detailing the exact merchandise or services to be rendered from a single vendor. It will specify payment terms, delivery dates, item identification, quantities, shipping terms, and all other obligations and conditions.

- PO Type: Trade and Non-Trade
- Vendor Type: Domestic , International and Service PO

Gate Entry & Quality Check (QC)

Gate Entry

This functionality provides the facility to keep the record of the gate entries (Inward/Outward) of the goods and helps in relating these entries with the Purchase Order / Sales Order / Return Order / Transfer Orders.

QC

The operational techniques and activities for the assessment of the quality of products to specified requirements.

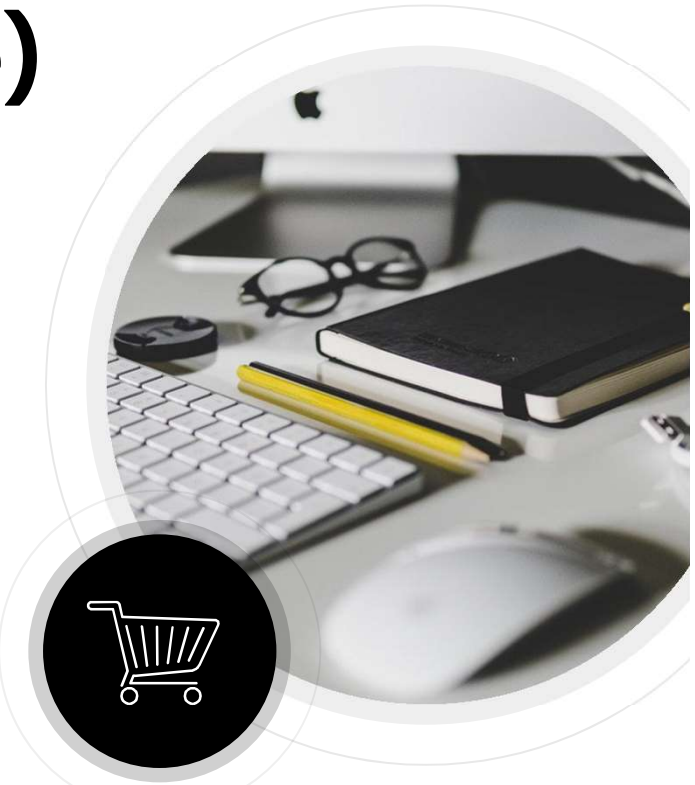
GRN (Good Received Note) & Put-Away

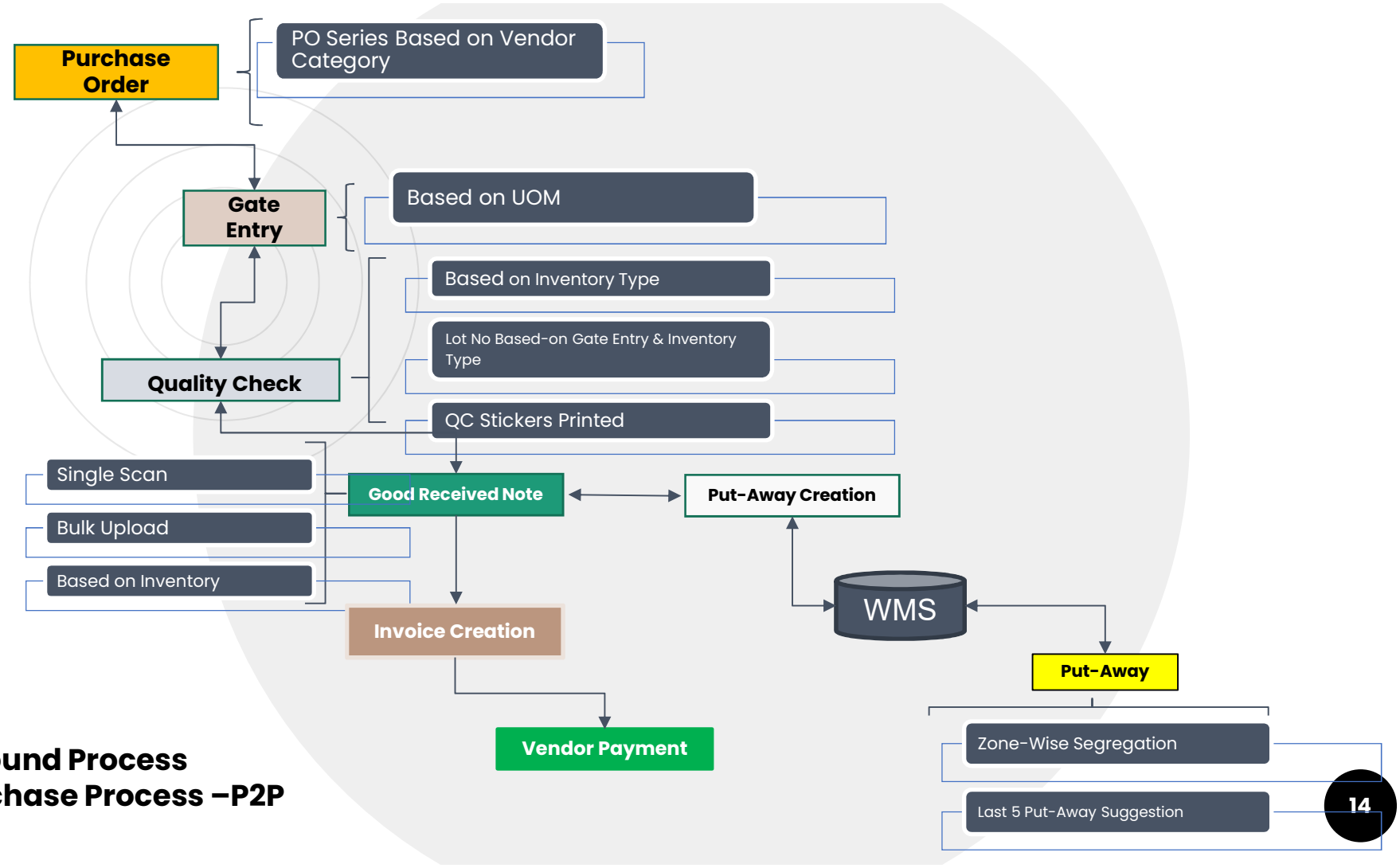
GRN

The goods receipt note is an internal document produced after inspecting delivery for proof of order receipt.

Put-Away

Put-Away refers to the process of moving incoming inventory from the receiving zone to an optimal location for storage.





Inbound Process
Purchase Process –P2P

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Warehouse Management Process

A warehouse management system (WMS) is software and processes that allow organizations to control and administer warehouse operations from the time goods or materials enter a warehouse until they move out. Operations in a warehouse include inventory management, picking processes and auditing.

Warehouse Movements

Bin to Bin

In this Movement Items from one bin is move to other bin based on the requirement or replinshment

Single Item

In this type of movement single item is move from one location of the warehause to another based on the reuirment.

Cycle Count

Calcuation of phyical stock with repect to system stock.

Bin-wise

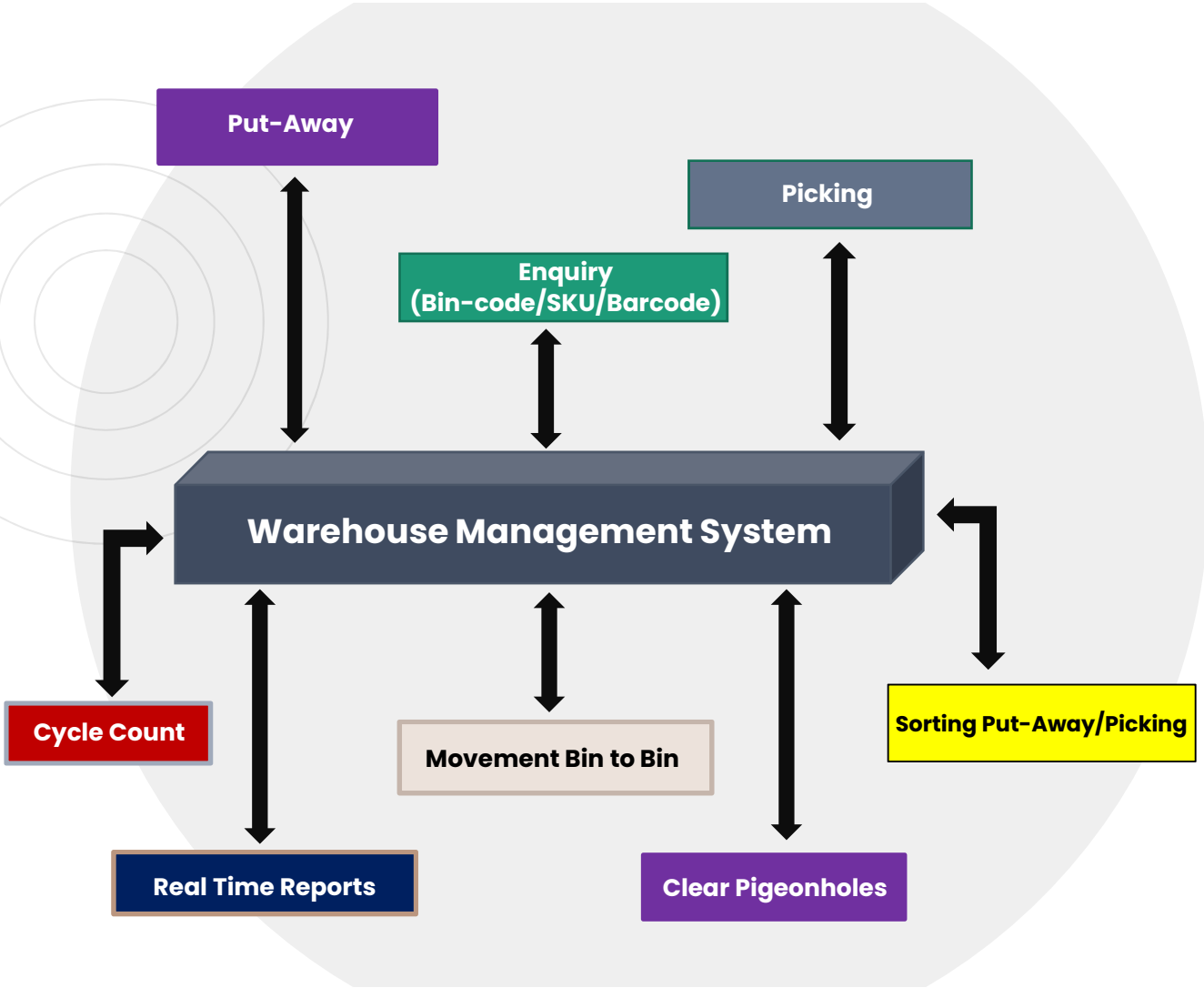
When the process is done based on bin wise. User checks the system qty manually and checks it with bin qty.

Discrepency

This process is automated process where the warehouse head can perform the cycle count using automatic report and convert it into document and assign them to the inventory users.

Scheduled

This Cycle Count is done based on time interval can be done quarterly, half yearly or yearly based on the requirement.


Put-Away
Picking
Enquiry
(Bin-code/SKU/Barcode)
Warehouse Management System
Cycle Count
Movement Bin to Bin
Sorting Put-Away/Picking
Real Time Reports
Clear Pigeonholes

3

Outbound Process

Processing the Order from the time it was received till the time of manifesting.

Batch Creation

Process of creating items or orders into group of different Picks based on certain criteria.

Item Wise

Here the batch process is based on item level, the items are picked based on the order date, then operations are performed like picking , order allocation packing and then manifesting.

Order Wise

Here the batch process is based on order level, the batch is created based on no. of orders, the user pick the item in moveable trolly with fixed bin, the user scans the item and bin during picking and then on packing screen it scans the bin for posting the package.

Picking, Order Allocation & Sorting Bin Put-Away

Picking

The process of Picking up the the item from bin, here the picker picks the items and put it in bin for Order Allocation.

Order Allocation

The process of allocation the item to the weborder, the user scans the items based on batch or simple allocation.

Sorting Bin Put-Away

One the order is allocated the items based on allocation stickers are put into sorting bin which further taken for packing.

Packing & Manifesting

Packing

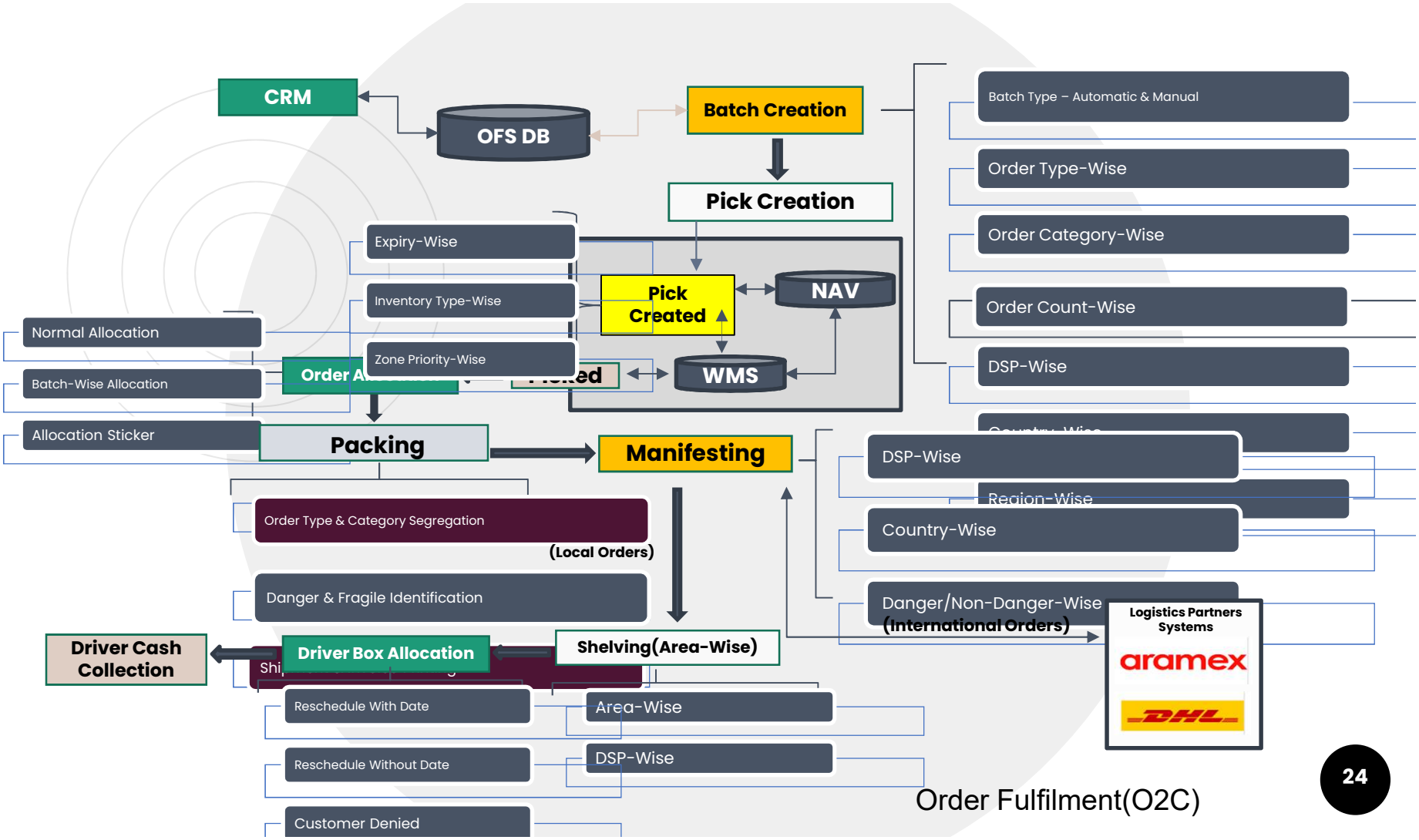
The Order is Packed with items, the user scans the Sorting bin or they have options to scan item.

Manifesting

Once the Order is packed the user create a document for DSP Handover. Either DSP Wise, Country wise or based on Danger or Fragile based.

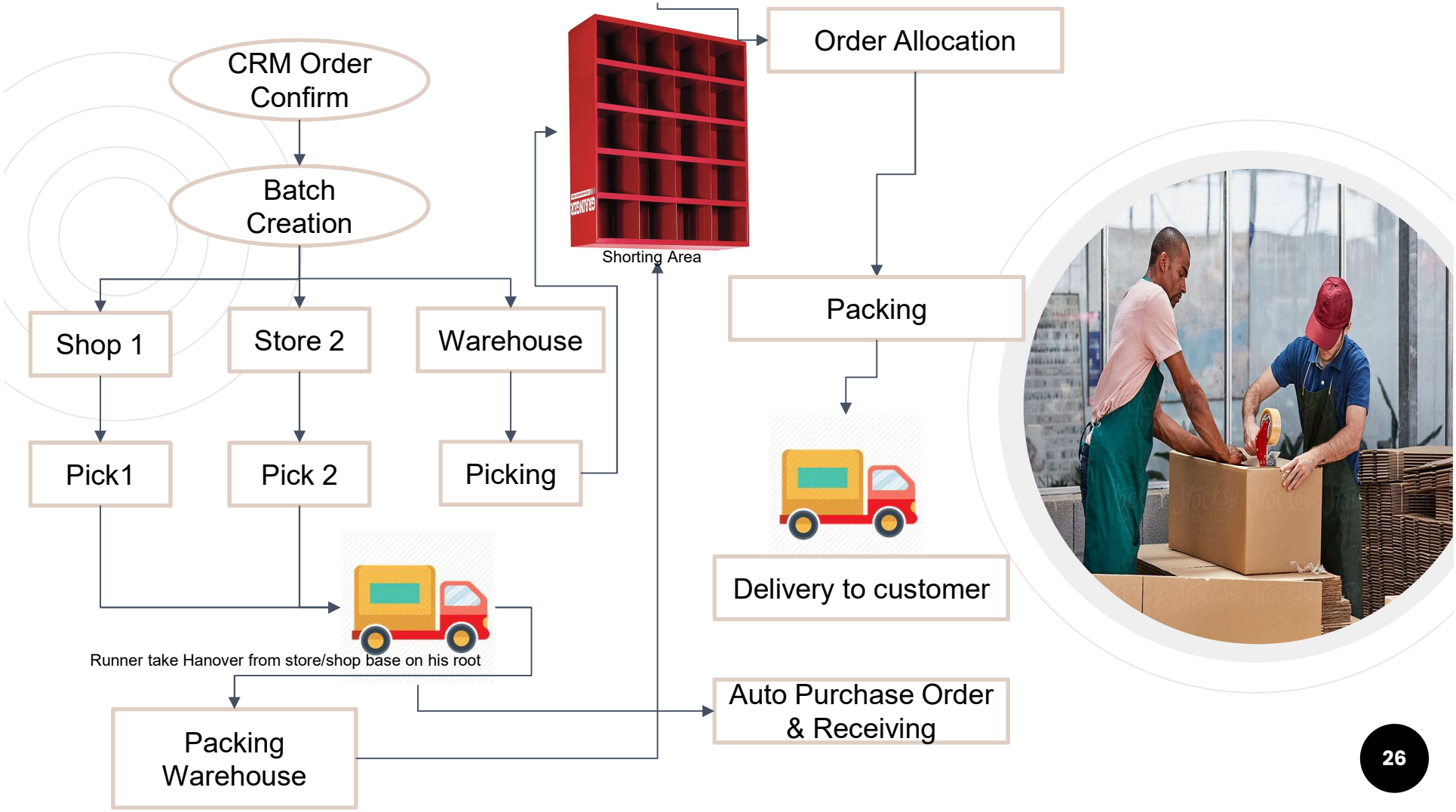
Driver Cash Collection

This process is used for local order when the drivers go out to driver and once, they delivered the orders on coming back to warehouse they handover cash to cashier for the collection.



Order Fulfilment(O2C)

3B Outbound Process Market Place


CRM Order Confirm
Batch Creation
Shop 1
Store 2
Warehouse
Pick1
Pick 2
Picking
Shorting Area
Order Allocation
Packing
Delivery to customer
Runner take Hanover from store/shop base on his root
Packing Warehouse
Auto Purchase Order & Receiving

Batch Creation

Item Wise

Here the batch process is based on item level, the items are picked based on the order date, then operations are performed like picking , order allocation packing and then manifesting.

Note:- We will create one vendor and one location into the system for each seller. Indirectly we will have vendor inventory .

Batch Creation

Eg. Suppose ,10 seller are working with us and we created 10+1 (HO) Location into our system. Now we will receive 100 order from website and these order belong to multiple seller. after batch creation system will create 11 pick base on item availability of seller, if one item will be available more than one seller than system will select seller base on priority and if first seller mark that item is not available than it will show to second seller.

Location	Location Details	Priority	Root	Zone	Bin
Ho	Tamanna Kuwait	1	0	Z1 to Z99 AND V1 to V10	Base on Requirement
V1	Store1	2	1	V1	Single bin
V2	Store 2	3	1	V2	Base on Requirement
V10	Store / Seller / Vendor 10	5	3	V10	Single bin

100 Order Batch (Batch id 6501)

P1 :- 100 Order Items belong to HO

P2 :-100 Order Item for V1 Seller

P3 :-V2 Seller Items

Pn :- Vn Seller Items

Different Pick Document base on Location

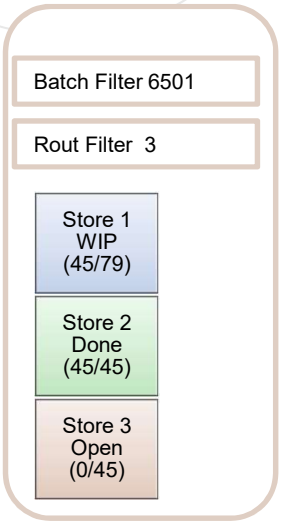
Market Place Picking

Step 1 :- Shop/Storekeeper Pick the item on PDA/Mobile device base on Pick No. he can mark PNA if item is not available in store , based on PNA, system automatic show this pick to second store (who have inventory) .

Step 2 :- Real time picking status is showing into our WMS and Our runnier can plan his rout based on store picking process.

Step 3 :- Our runnier take handover of picking sku/items and bring same to packing location (HO)

Step 4 :- Order allocation / Pigeonhole / Order Shorting :- The process of allocation the item to the weborder, the user scans the items based on batch or without batch



Packing & Manifesting

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Manifesting

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Market-Place purchase

Vendor/Shop	Start Date	Price Type	SKU	Margin %	Cost	Currency
Shop1	01/04/2019	Fix Cost	SKU1	0	30	USD
Shop1	01/04/2020	Margin On MRP	SKU1	30 %		USD
Shop1	01/04/2019	Margin On Unit Price	SKU2	10 %		USD
Shop3	01/04/2019	Margin On MRP	SKU1	40 %		KD

Step 1 :- System will book purchase only after successful pick from store and handover to our /company guys

Step 2 :- System will take purchase cost base on above logic.

Step 3 :- we can set payment term base on store/shop/vendor contract.

Step 4 :- system will provide you , upcoming payment reports.

Purchase Return

system will create purchase return base on purchase price , in case of order cancelation or customer return.

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Customer Relationship Management

It's a technology used to manage interactions with customers and potential customers.

Confirm, Hold/Unhold & Cancel Order

Confirm

The process is used to confirm the order, the orders are assigned to the agent and then the orders is confirmed.

Also there is automatic process to confim the order as well.

Hold/Unhold

The agent can Hold or unhold the itorder based on the requriement if something is missed from the order or as per the Operation request.

Cancel

User can cancel the order both at order level and item level as per the customer request.

New , Edit and Exchange Order

New

The user can create new order from CRM for the customer when they call in for inquiry.

Edit

The agent can Edit order based on the customer request though CRM.

Exchange

Once the order is delivered the Customer Care can create Exchange order from the system as well.

Refund, Cash to Wallet

Refund

The Order once delivered or shipped; the agent can create return for he order.

There are two type of return Customer Initated Return(CIR) or Non-Deliverable Return (NDR).

Cash to Wallet

The CS agent can convert the wallet money of the customer to cash using the CRM.

Customer Profile, Track , Change Payment Method

Customer Profile

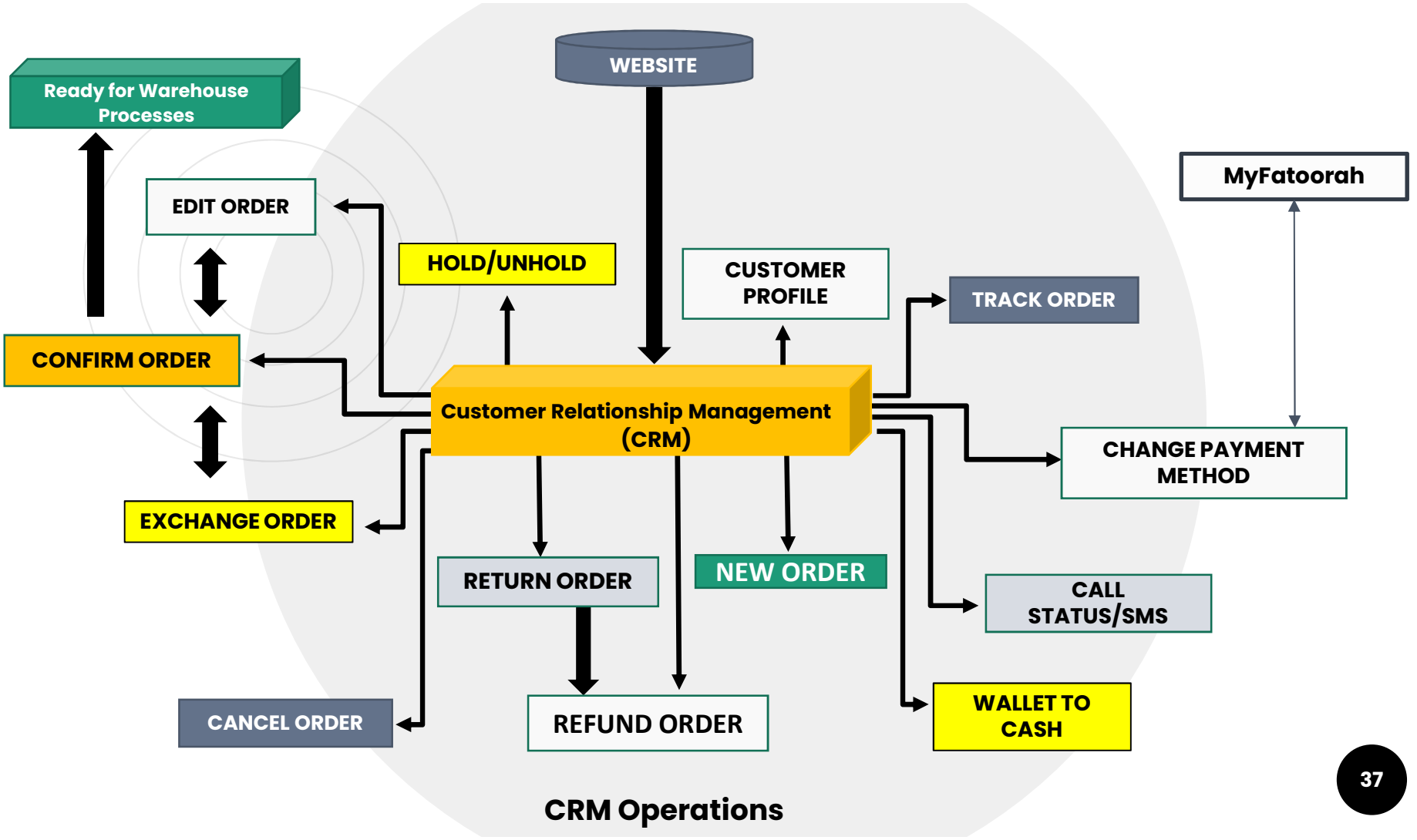
The CRM will help CRM Management to profile the Customer based on the order history.

Track

The agent can use CRM to track real time process of the order at warerhouse as well as with DSP partner on real time basis.

Change Payment

The CRM will help the CS Agent to direct customer to convert the COD order into Prepaid order, using MyFatoorah.



CRM Operations

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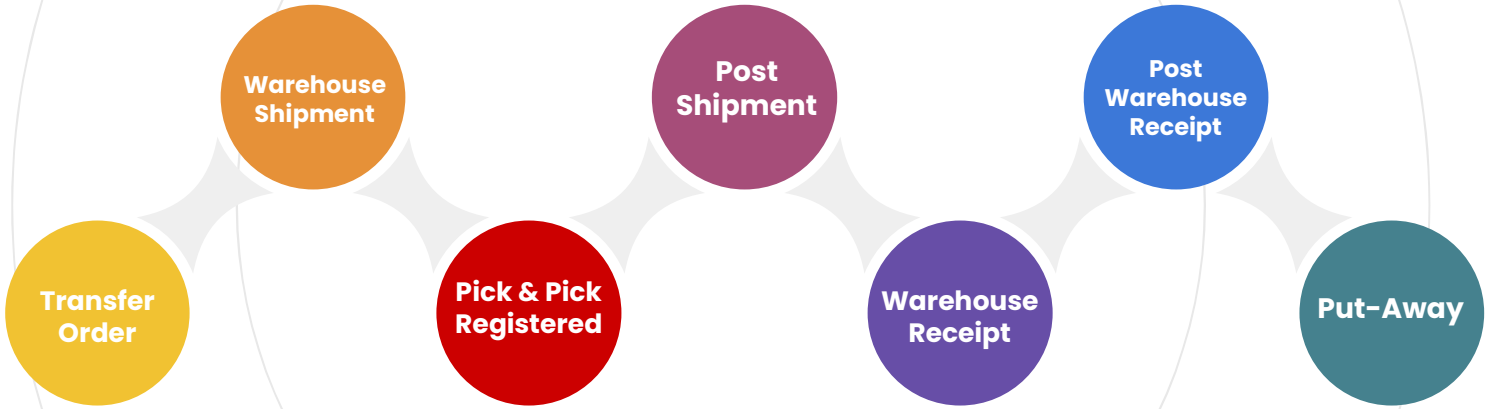
Transfer Orders

The transfer order contains all the information required to execute the physical transfer of materials into the warehouse, out of the warehouse, or from one storage bin to another storage bin within/other the warehouse.

Trasfer Order Process

Transfer Orders is created with the items and with the qty, once the TO is approved. Shipment is created and items are picked from suggested bins. Once Picked the Shipment is Posted.

At Receiving end, Warehouse Receipt is created and posted and then items are put-away to suggested bin.



Transfer Order

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Financial Management

It allows you to communicate financial information more clearly to external partners such as vendors and your customers when needed.

General Ledger & Budgets

General Ledger

An organization has multiple transactions in a day. Every transaction leads to two entries as per the double entry system of bookkeeping. These entries are then posted in respective accounts called ledgers. This system will help in posting them/

Budgets

The finance user can easily excess the system and check for budgets using spend analysis and then use it to forecast budget based on analysis.

Cash & Bank,
Receivable & Payable Management

Cash & Bank

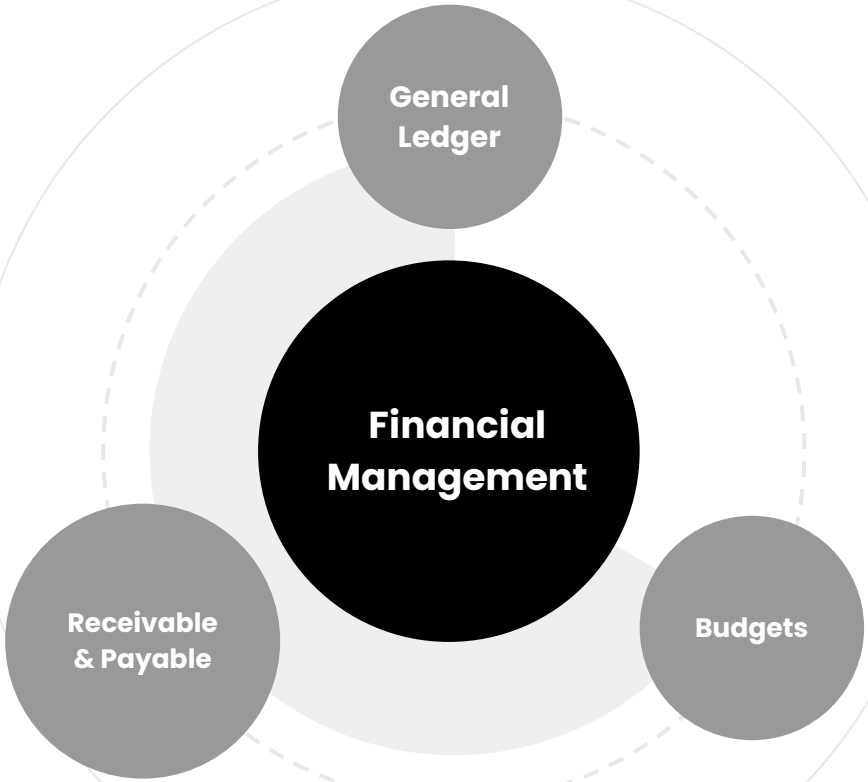
The Financial system will help finance to track all the receivable and payables maintain for cash and payment though bank.

Receivable

This will allow the finance to check all the payment received from the orders from the customer on delivery and on payment.

Payable

The financial system will help the finanace team for paying the vendors and contrator based on inbound process and invoice posting.


General Ledger
Financial Management
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Thanks!

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