

# ERP | WMS | CRM

Inbound and Outbound Process

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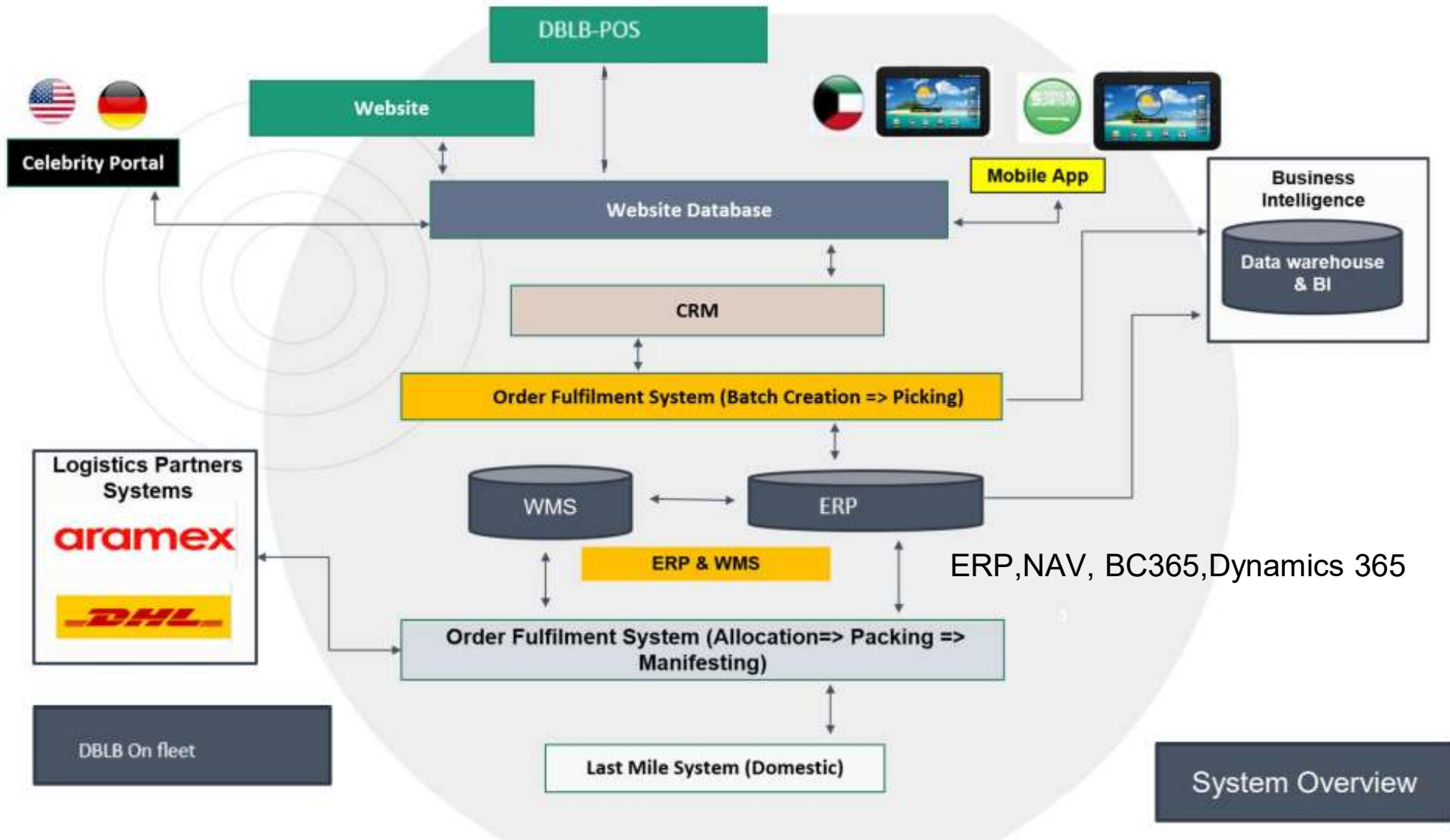
CRM

Finance

ERP

OFS

WMS



ERP, NAV, BC365, Dynamics 365

# Feature List

## CRM(Customer Relationship Management)

- Dynamics Order Searching based on different filter (eg. Order No, Date, E-mail, Phone No, Amount, customer city, Order status and many more)
- Order Confirmation rule setup (where you can set different business logic, eg Customer category, country, Order amount, Payment Type and customer history)
- 365 of order view ,Order Tracking, Dynamics Order & Item level Status
- You can do different CRM advance operation like
  - Place New Order & Edit existing Order
  - Order Hold
  - SKU & Order level Cancelation
  - Return & Exchange
  - Order Address Management
  - Refund customer money with online , offline and wallet system
- Ticketing System
  - Where you can Create ticket, track, assign ticket, perform operation and close ticket.
- Product Not available (PNA ) & Last item QC Fail Management
- Customer Communication (Auto SMS, Email with dynamic template and service provider)
- Customer Compensation , Wallet & Refund management
- Price Management
- Charges Management (COD, Shipping, Gift, Installation, Wrapping)
- Customer Profiling
  - Customer Order History
  - Dynamic Customer Categorization (Gold, Silver ,VI P, Normal, Blocked)
  - Exchange and cancelation analysis
  - Customer wallet amount management
- Dynamic reporting
  - Agent performance
  - Customer performance
  - Payment gateway performance
  - SKU (top & bottom sale performance )

# Feature List

## Outbound Operations/ Sales Management

- Integration with OFS (Order Fulfillment Software) Systems with 55000 Order integration speed 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

## 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

# 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

## Cooking management

- Recipe Management
- KOT Management
- Table Management
- Automatic Consumption
- Consolidate items for cooking (Batch & Bulk Cooking)
- Consolidate Customer Order and Delivery
- Finished goods cost management
- Kitchen Cooking staff performance

## 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.



# Thanks!

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