Part 2: Core Process Flows

- Sales Process Flow (Quote-to-Cash)
- Purchase Flow Process (Procure-to-Pay)
- Production Process Flow (Plan-to-Produce)

Sales Process Flow (Quote-to-Cash)

Purpose

provides a comprehensive guide for the Sales, Warehouse, and Finance departments on using the ERP system to execute the entire sales cycle, from managing potential customers (prospects) to receiving payments.

Relevant Departement

- Sales Local & International Business: Responsible for the process from start to creation of Sales Orders.
- Warehouse: Responsible for the preparation and delivery of goods based on Sales Orders.
- Finance, Accounting, & Tax and Customs: Responsible for billing (invoices) and recording payments.

Proccess Flow Visual

Steps in the ERP System

1. **Managing Prospects & Activities in CRM**

   This initial step is important for recording all potential sales and customer interactions to ensure no opportunities are missed.

   - PIC: Sales Local, International Business.

   - When to Do: When there is a new potential customer or during sales interactions (phone, email, meetings).

   - Related Module: CRM.

2. **Creating Official Quotations**

   - PIC: Local Sales, International Business.

   - When to Do: When there is an official price request from a customer.

   - Related Module: Sales.

3. **Confirming Orders with a Sales Order (SO)**

   This document is an internal "contract" that triggers other departments to take action

   - PIC: Local Sales, International Business.

- When to Do: After the customer approves the price quotation.

- Related Module: Sales.

4. **Preparing Goods Delivery (Delivery Note)**

- PIC: Warehouse.

- When to Do: After a valid SO (Sales Order) exists and the goods are ready to be shipped.

- Related Module: Sales, Accounts Receivable.

5. **Creating a Sales Invoice (Invoice)**

- PIC: Finance, Accounting, Tax and Bea.

- When to Do: After the Delivery Note is confirmed (goods have been shipped).

- Related Module: Sales, Accounts Receivable.

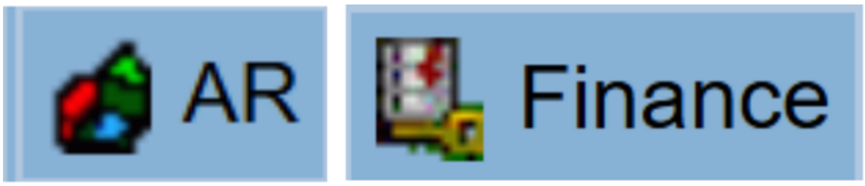
6. Recording Payment Receipts

The final step of the cycle, where customer payments are recorded to settle receivables.

- PIC: Finance.

- When to Do: When receiving payment funds from customers (bank transfer, checks/giro, cash).

- Related Module: Accounts Receivable, Finance.



Purchase Flow Process (Procure-to-Pay)

Introduction to Flow and Related Departments

This flow covers the entire process of goods/services procurement, from the request by the user department to payment to the vendor. The main departments are Procurement, Warehouse, and Finance.

Process Flow Visual

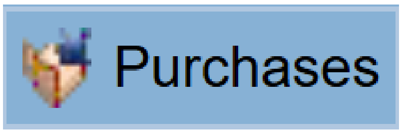
Process Steps in the ERP System

1. **Create a Purchase Request (PR)**

   - PIC (Person in Charge): All User Departments.

   - When to Perform: When a department needs goods or services, they create a PR in the system via **the Purchase Request menu**. This document will go through approval before being forwarded to the Procurement department.

   - Modul Terkait: Pembelian.

2. **Creating a Purchase Order (PO)**

   - PIC: Procurement.

   - When It Is Done: After the PR is approved, the Procurement team selects a vendor and creates the PO through **the Purchase Order menu**. This PO is the official document sent to the vendor as an order.

   - Related Module: Purchasing.

3. **Goods Receipt at Warehouse**

   - PIC: Warehouse.

   - When It Is Done: When the vendor delivers goods, the Warehouse team creates a Goods Receipt document through

the Goods Receipt menu, referring to the PO number. Once this document is saved, the system inventory stock increases.

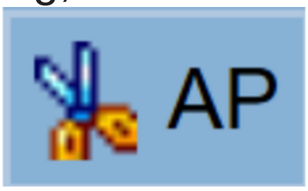
- Related Module: Inventory.

4. Invoice Verification & Vendor Payment

- PIC: Finance, Procurement.

- When It Is Done: The Finance/Procurement team receives invoices from vendors and records them in **the Purchase Invoice menu**. After verification, the liability is recorded and payment is scheduled through the Accounts Payable module > Vendor Payment.

- Related Modules: Purchasing, Accounts Payable.



Production Process Flow (Plan-to-Produce)

Introduction to Flow and Related Departments

This flow is the heart of the manufacturing process for producing finished goods. The departments involved are R&D, Production Planning, GMP Operation, and Quality Assurance.

Process Flow Visual

Process Steps in the ERP System

1. **Managing Bill of Materials (BOM)**

   - PIC: RND.

   - When Performed: The R&D team designs the "recipe" for each finished product through **the Bill of Materials menu**, recording all raw materials and quantities required.

   - Related Module: Production.

2. **Planning & Work Order**

- PIC: Production Planning.

- When Performed: Based on sales forecasts, the PPIC team creates a plan through **the Production Planning menu** and issues a Work Order as an official command to start the production process.

- Related Module: Production.

3. **Raw Material Request & Factory Activities**

- PIC: GMP Operation.

- When Performed: The production team creates a request in **the Material Request menu** to the warehouse based on the Work Order. All activities, machine usage, and production results are then recorded in the Factory Activities menu.

- Related Module: Production.

4. **Quality Control Process**

- PIC: Quality Assurance.

- When Performed: The QA team performs checks on incoming and outgoing goods. The inspection results are entered into the system through the Quality Process menu to ensure products meet standards.

- Related Module: Quality Control.