

Customer Management

In today's market scenario under cut-throat competition, customer management is the most critical issue to address. The CRM module helps the organization to negotiate proposals, finalize contracts and issue production orders / dispatch advises to the manufacturing unit. The application conveniently can track customer and their contract wise information, feedback in terms of dispatches and outstanding.

The objective of this system is also to completely integrate and automate sale related activities. 'TOPSPIN CRM can take care of domestic as well as export sales. This contains all the information related to yarn sales and prepares relevant reports on prescribed formats / pre-printed stationary.

The other important objective of this application is to prepare export documents and reduce the time and efforts involved in this complicated procedures.

Once CRM is integrated with other modules related to procurements and accounting, the excise, sales tax and license related formats can be automatically prepared for internal and statutory purpose. Waste, Raw materials and store material sales can also be organized through this application

Functionalities:

Customer Management

Applicability Of Sale Information
Payment Terms
Contracts
Count Wise Contributions
Production Order
Dispatch Instruction
Contract For Other Sale
Address/Phone Book
Information Tracking
Delay in Collection of Payments

Sales

Export Sale

- LC
- Export Packing List (Plant)
- Export Invoice (Plant)
- Export Packing List (Commercial)
- Export Commercial Invoice
- Foreign Agent Commission
- Lead Time Analysis

Domestic Sale

- DTA Packing List
- DTA Invoice

Merchant Export

- Purchase Contract
- Bill Passing For Purchase Contract
- Merchant Commercial Packing List

- Merchant Invoice

Deemed Export

- Packing List For Deemed Export
- Export Invoice For Deemed Export

Stock Transfer

- Contract Against Stock Transfer
- Commercial Packing List Against Stock Transfer
- Commercial Invoice Against Stock Transfer

Sample Sale

- Sample Packing List
- Sample Invoice

Second Quality & Alarm Material Sale

- Second Quality Packing List
- Second Quality Invoice
- Alarm Material Packing List
- Alarm Material Invoice

Waste Sale

- Waste Contract
- Waste Packing List
- Waste Invoice

Rawmaterials Sale

- Raw Material Packing List
- Raw Material Invoice

Store Material Scrap Sale

- Store Packing List
- Store Invoice

Debit / Credit Notes

- Credit Note Rate Difference
- Credit Note Sale Return
- Credit Note Weight Difference
- Debit Note Rate Difference
- Debit Note Weight Difference