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2			

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1 Introduction

1.1 Background

Harrisons Malayalam Limited (HML) is part of The RPG Enterprises, one of the largest business conglomerates in India with business interests ranging from tyres, cables, power transmission, telecommunications, pharmaceuticals ,specialty chemicals to retail and consumer marketing, hotel, tourism and entertainment .

An integrated agriculture operation giant HML is India's largest producer of rubber, South India's largest cultivator of Tea and perhaps the largest farmer of Pineapple in the region. It is also a major processor of other agricultural produce from neighboring farmlands.

The company also produces smaller quantities of a variety of other exotic horticultural crops like Areca nut, Banana, Cardamom, Cocoa, Coffee, Coconut, Pepper and Vanilla as well as limited quantities of Organic tea and Spices.

Microsoft Dynamics AX 2012 system would help HML to integrate functionalities of all business lines with Finance to progress to a upgraded system environment with its Head Office in Cochin.

As a part of Implementation Project, PricewaterhouseCoopers (PwC) has been appointed by HML to review their current processes and existing system (AX 4.0) in the following areas and help in streamlining them keeping in line with their current vision and strategy:

- Trade and Logistics
- Inventory
- Production
- Payroll and Budgeting
- Finance

The key focus of the assignment is to understand the existing business processes and finalizing the To-be processes with regard to the AX 2012 system. Main area to be studied is the direct fitment of the existing customizations into base features of AX2012 and incorporate as much of base features as possible & feasible and the rest to be migrated into the new system. This would be followed by the upgradation of AX 4.0 to AX 2012 to meet the identified requirements

In this document, **Trade and Logistics and Inventory** processes are explained in line with the functional requirements.

1.2 Purpose of the Document

The Functional Requirements Document (FRD) lays out the functional requirements of HML, which will be used as a reference in the implementation of the Microsoft Dynamics AX system. This document refers to the processes of Purchase, Sales and Inventory. The purpose of the document is to freeze and finalize the requirements specification based on which the modules and granules of Microsoft Dynamics AX system will be configured, upgraded, tested and implemented. The FRD contains the following details:

Envisaged functionalities and business processes related to HML
To-Be process flows with respect to Microsoft Dynamics AX 2012
Gap fitment for these processes in Microsoft Dynamics AX 2012

1.3 Sources of Inputs

The processes in this document have been envisaged based on the following inputs:

- Interviews conducted with the key users of HML
- As-Is documentation
- Issues and Expectation list Consideration

1.4 Scope of the Document

It will be assumed that the entire Fitment is applicable on MS Dynamics AX 2012. Anything which might be available in AX 2012 is considered as a standard fitment. Also related customizations already done in AX 4.0 would be studied and will be migrated if required accordingly keeping AX 2012 architecture and new requirement in mind.

Any customization will be applicable only on AX 2012.

1.5 List of Abbreviations:

- Harrisons Malayalam Ltd. - HML

1.6 Fitment Types Notation

- C : Customization
- SF: Standard Feature
- E: External
- W: Workaround

1.7 Flowchart Notations & Shapes

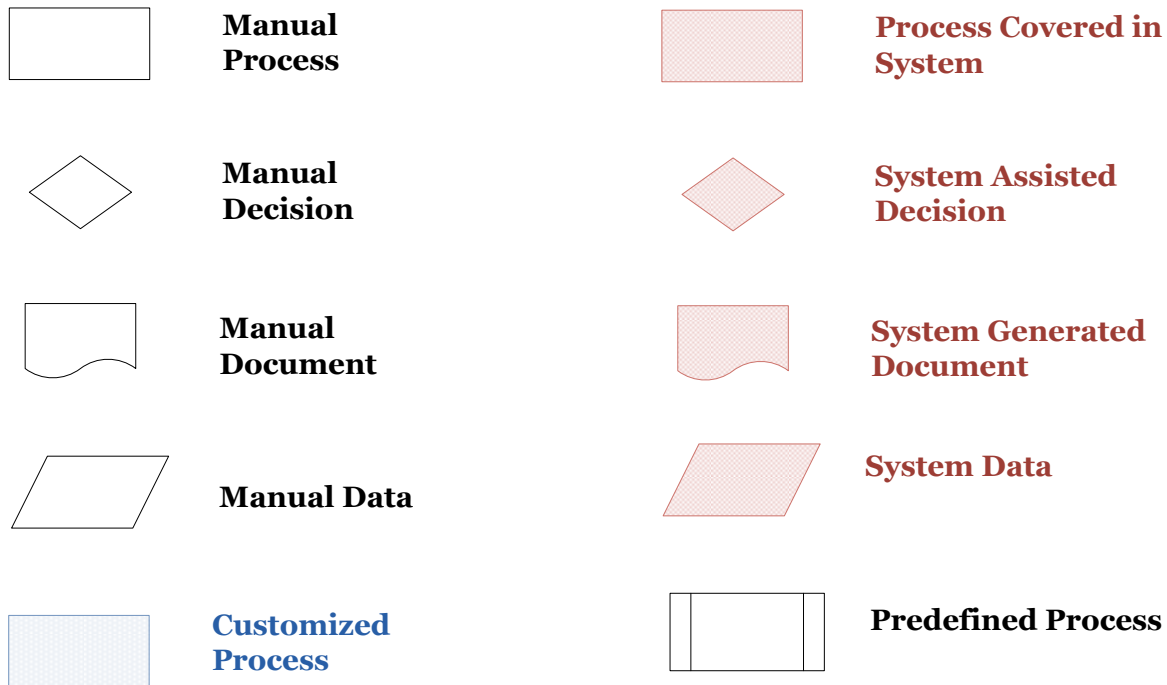


FIGURE 1 – Flow chart Conventions

1.8 Assumptions

- i. The green leaf arrival or bough leaf GRN will be done weighment wise. Each weighment # will become one batch #. Mapping those weighments to clusters or fields would have to be done on prorata basis. System will not provide any suggestions or control on mapping them to weighment #.
- ii. Each garden invoice # contains only one line of Item Code with specific grade and brand. No two grades will take one garden invoice #.
- iii. HML has agreed to using one number sequence only across all estates, factories, HO for the Purchase orders, Sales orders, Service Orders, Transfer orders, etc. Sales and Purchase. Sales and Purchase Orders both will be identified by following criteria:
 - a. Crop: Crop like Tea, Rubber, FSO would be taken as one more financial dimension in the system to map sales and purchases to it.
 - b. Financial dimensions: Other financial dimensions like business unit, cost center, purpose, etc. can be easily mapped to any order.
 - c. Type: Type of purchase like Local Purchases, Revenue Purchases, etc. will be mapped from the field "Buyer Group"
 - d. Channel: Type of sales channel being used will be mapped to a customized field "Invoice Type" on the sales order header level
 - e. Tax Group" Tax groups whether CST or VAT, this is present on sales order or purchase order header level and user can filter records on that basis.
- iv. For managing no. of bags for tea, bag size once packed will always remain the same for one batch through its life cycle. Also while transferring, user will be allowed to edit only the number of bags being transferred, he can enter less bags if required but not more.
- v. Anything not mentioned in the FRD related to Trade & Logistics will be considered outside the system by default.

1.9 Points Discussed and Changes Made

- i. Stock Status of Tea like Unsold, Unutilized, Undelivered, etc. is for reporting purpose only. In inventory, data will be captured in standard manner, only while reporting, logic would be given to shortlist those garden invoices falling in the given criteria. For example, for undelivered invoices, report will be customized to give garden invoices for all the sales invoices which still has some "undelivered" quantity against them. This way, for every status, reporting will be customized with no changes in inventory. It will be taken up further in reporting discussion.
- ii. Bill passing activity would not be used further by HML since vendor invoicing will be done always at actual rates to avoid any adjustments.
- iii. Own Green Leaf and Own Latex costing would not be done in the system. It would be taken at zero cost only.
- iv. CAPEX PO approval workflows are not required as already agreed by HML.
- v. As clarified by PwC, Product Variants with different rates can be used under one item code only as required by HML.
- vi. Barrels in which latex is received will be treated as another packing material only and consumed similarly. Their movement will be managed outside system as discussed with HML.
- vii. To manage financial dimensions mapping with stock transfer between estates, PwC has already demonstrated concept of locking financial dimensions with a site that solves the purpose accurately.
- viii. For managing service orders, HML has agreed to use standard purchase orders only with a reporting requirement to track the work orders in the system.

- ix. Reports on Vendor Performance rating, Material Variance Report, etc. will have to be finalized during reporting discussion.
- x. Blending process will be handled in Production FRD where made tea would be consumed to produce blend tea. Blended tea will be managed as a separate item code.
- xi. Auction Tea Sales procedure has been revised and now Sales Order will be made Auction sale number wise. The fields required will be added to Sales Orders form. These changes have been added in the relevant process in the FRD. HML has agreed that any changes or manipulation for auction sale number in the broker sales note (csv file) will be managed manually outside the system.
- xii. HML has agreed to the process change that will be brought in the Delivery and Invoicing of Rubber Sales. Both delivery and invoicing will be done at respective factory only. The HO will only confirm the Sales order and provide statutory document to the customer so that he can take the delivery from the factory itself. HML has confirmed that this process has been changed in agreement with Rubber Board statutory requirements.
- xiii. Quality result weightages required for Made Tea on the basis of CTC or Orthodox manufacturing process is required only for reporting purpose. Quality module in the system will provide simple results as the batch attributes which can be used in a customized report to get the result after attaching weightages to the respective parameters.
- xiv. Broker Sales Note upload logic to prepare Sales Order, should be auction sale number wise.
- xv. While creating the Settlement journals the sale auction number and lot number should be visible in the customer ledger. This would assist the user to select the respective entry for applying. However the payment journal posted to settle the outstanding invoice would not have any reference of the sale auction number or lot number. This would be covered as a part of Finance FRD.
- xvi. As per the new process the broker sends the sale note to bank and HML. Bank also receives the delivery order from the broker. The end customer makes the payment to the bank and collects the delivery order. Bank sends a remittance file in csv form to HML on a daily basis which is required to be uploaded in a customized interface and from there the payment journal should be created against the broker. Proposed new module for uploading daily remittance details from the bank through a new interface and the feature to payment journal through a customization is subjected to acceptance of the additional scope change. This would be covered as a part of Finance FRD.

1.10 Data Migration

No historical data would be migrated from AX.40 to AX2012 environment.

The new ERP version would adopt masters & setups only to the extent supported by the new table structures. Opening balances would be posted into the system for going live. Cut off date for migrating opening balance would be decided jointly for this purpose. The opening balances would not carry any transaction specific details. Invoice wise opening balance to be prepared with outstanding amount as on date and the posting date of the opening balance should be the invoice date.

Reference to history data would be available from the archived database of the AX4.0.

2 Company Setup & Configuration: An Overview

A company with the name of Harrisons Malayalam Limited will be created in Microsoft Dynamics AX 2012 and all the set up will be done in the same company for facilitating transactions in the system. All company related information has to be entered in the created company database. Once all the set up are done then the masters need to be created or uploaded and then transactions can begin in the system.

The following Configuration needs to be done in the system:

i. **Company Related Information:**

In the Organization and Administration module, a new company needs to be created and all company related information needs to be entered for the new company created. The Information that needs to be entered is Company name, address, telephone number, email id. The company logo can be attached in the set up.

ii. **Tax Registration Numbers:**

The tax registration numbers for the various kinds of taxes that is applicable on the company and for which the company has registered itself needs to be entered in the system. In the Enterprise Tax Registration Numbers set up, all kinds of tax registration number needs to be created for the company and then it needs to be attached in the company tax information table.

iii. **Number Sequence:**

Number Sequence for various kinds of transaction and journal entries as well as for purchase order and sales order, etc. needs to be created in the system. The system provides the facility to automatically create the number sequences or different number sequences can be created in the system manually depending upon the requirements of the company.

iv. **Journal Names:**

For passing various kinds of Journal entries, different journal names have to be created in the system in the General Ledger module, set up. Journal Names have to be created for General Journal Entries, Vendor Invoicing, Vendor Disbursements, Customer Receipts, etc. Unless these names are created in the system, no entries can be passed in the system.

v. **Dimensions:**

Financial Dimensions are required to be set up for facilitating the identification of transactions according to the dimensions to which they pertain. Any number of financial dimensions can be created and then they are needed to be attached to the Main Accounts (Chart of Accounts) in the Configure Account Structure Form. Once the dimensions are activated, dimensions have to be mentioned during the transactions or the system won't allow any transactions to get posted.

vi. **Fiscal Year:**

New Fiscal year needs to be created for each financial year. The fiscal year can be divided into months or days as the requirement may be. The system creates multiple periods according to the selection. If months are selected and divided into period lengths of 1 month then 12 periods are created. Similarly, if periods are created day wise and the period length of 365 then the fiscal year is divided into 365 periods. Once the fiscal year is created that needs to be attached in the Ledger set up in the General Ledger module.

vii. **Currency Set up:**

The Currency in which the company will do the transactions or report the transactions needs to be set up in the system. In the Ledger set up in the General Ledger Module Set up, the transaction currency and the reporting currency needs to be set up. The currency can be selected from the drop down list which shows all the world currency in the currency master.

viii. **Main Accounts:**

Before any ledger accounts are created or uploaded in the Main Accounts (Chart of Accounts) first a name has be given to the Main Accounts for differentiating it from other available main accounts created. Once the Main Accounts are created it needs to be attached in the Ledger set up in the General Ledger Module.

3 Business Processes

3.1 Procurement Process: Business Process Description

In case of HML the purchase is of various types. Latex, Cenex, ISNR, Skim, Green Leaf are some of the direct input materials purchased by HML. Then there are some more consumables, fertilizers, factory spares, etc. There are purchases of items based on a sales order or based on request from Factory on which the material requirement is planned.

In case of a purchase request from factory or an estate, HML directly raises the purchase order on a Approved vendor based on the rates captured in the system or the trade agreements with the vendor. Some purchases may be at local estates also. In that case, the invoicing and payment is also taking place from respective estate only. Segregation of such POs can be done through "Buyer Group" field.

Purchases for Consumption and requirements at HML units can be classified as -Item or Item Group wise purchases to meet production requirements based on production planning & reorder level like packing material, firewood, chemicals, fertilizers, etc.

In case of standard consumables like firewood, chemicals, packing material, Reorder level & quantity will be maintained in the ERP application.

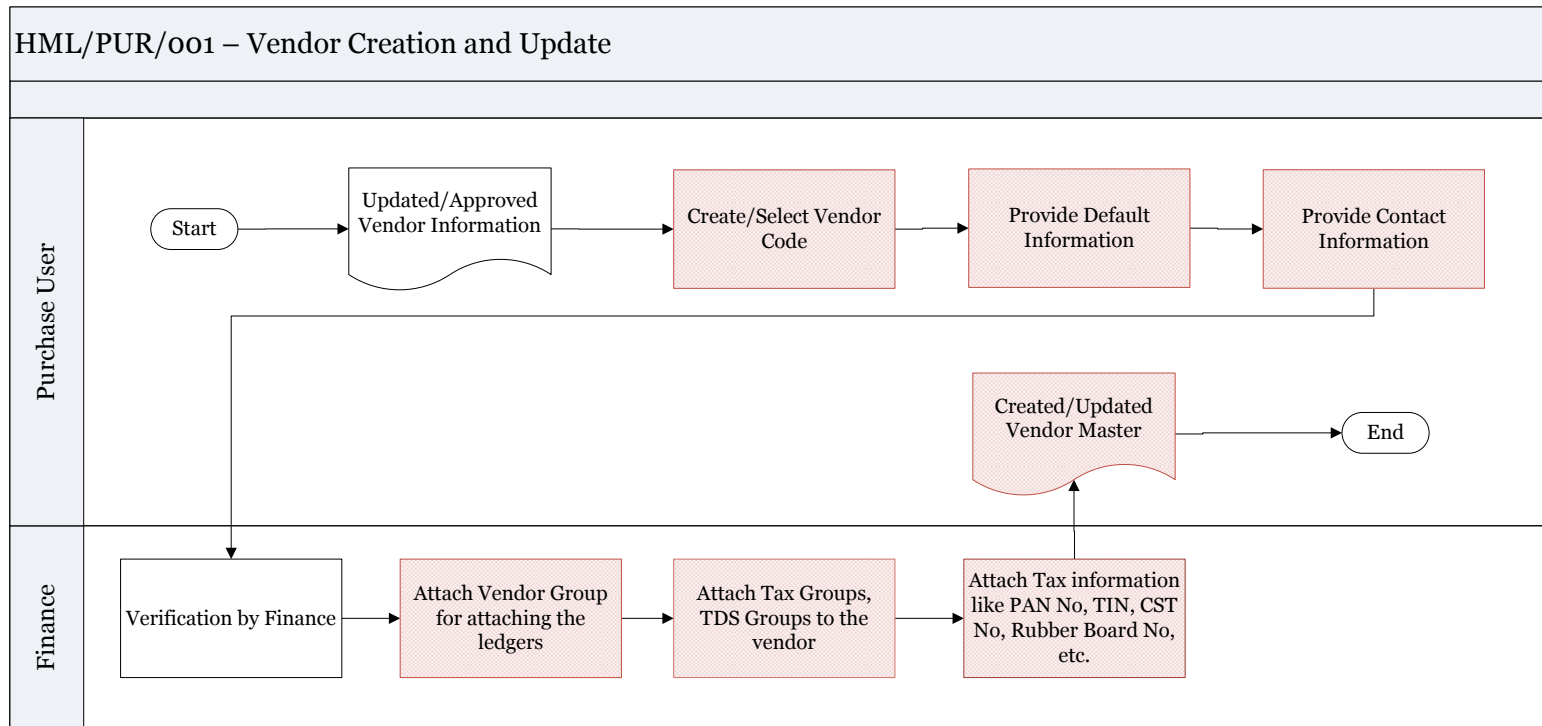
3.1.1 Vendor Creation and Update

Vendor Master is an integral part of T&L function which has to be set up appropriately in order to raise purchase orders, receive services, process invoices and make the payments, etc.

The new vendor creation and any information update required against an existing vendor is a process that is initiated by the purchase department.

The vendor master form is filled up by the purchase/user department after putting in Vendor description and manually intimate to accounts department user to complete the rest of financial setup related to vendor master creation. The accounts department updates the vendor group or any specific accounts linkage. They attach tax and check address details to the vendor and then vendor master definition is complete in the system. The vendors are classified as Foreign and Domestic vendors as per their location.

3.1.1.1 Business Process Flow -Business Process Map



3.1.1.2 Business Process Description -Gap Fitment

Sl. No.	Reference Process ID	Activity Name	Activity Description	Gap (Y/N)	Gap Description	Fitment Type C/ W/E/SF
1	HML/PUR/001-01	Create new	<ul style="list-style-type: none"> A unique vendor code for each vendor 	N		SF

		vendor code in vendor master	<p>is allotted by the system as per the defined format. Vendor code can be defined manually or as per system sequence but only one number sequence shall be used for all the vendors. It will not be different based on any criteria.</p> <ul style="list-style-type: none"> • Vendor name is entered in the master. • A vendor group is attached to the vendor to which the ledger will be mapped in the Main Accounts. • Other details including the tax information as provided and applicable are entered in the vendor master. 			
2	HML/PUR/001-02	Default Information	Set up default information like method of payment, terms of payment, etc. which flows to the transaction.	N		SF
3	HML/PUR/001-03	Contact Information	Enter Contact information such as Address, Telephone No., Email ID, etc.	N		SF
4.	HML/PUR/001-04	Tax Groups	Default tax groups relating to indirect tax can be attached so that they flow on the purchase order lines or journals.	N		SF
5.	HML/PUR/001-05	TDS groups	Default TDS group can also be attached so that the same automatically flows to the transaction.	N		SF
6.	HML/PUR/001-06	Tax Information	Attach and enter tax registration numbers for TIN, TAN, PAN, CST, Rubber Board No., TMC No., Works Contract No., etc. All these numbers can be registered using tax registration numbers interface in vendor master.	N	KYC Format to be shared by HML to understand how much system can support this requirement	SF

3.1.2 Green Leaf Purchase Activities

Green Leaf Purchase Activities will include purchasing of green leaf from outside vendors. This is one of the direct input materials purchased by HML. This will be categorized as a different product code Bought Leaf. Own Estate leaf will be maintained as a separate product code.

In case of a purchase request from factory or an estate, HML does the purchases by raising the PO to the vendor based on provisional rate decided in agreement with vendor. The order will be placed for lump sum quantity at the provisional rate. This rate is fixed for a whole month and the vendor may keep supplying in lots for the entire month on the provisional rate. No trade agreements are required in the system for this purpose. This is an external activity handled by HML outside the system.

Purchase Requisitions will be maintained out of the system as HML is currently managing on emails.

Currently, HML is working on their purchase activities through the following forms. Also explained are the AX 2012 mapping for these forms.

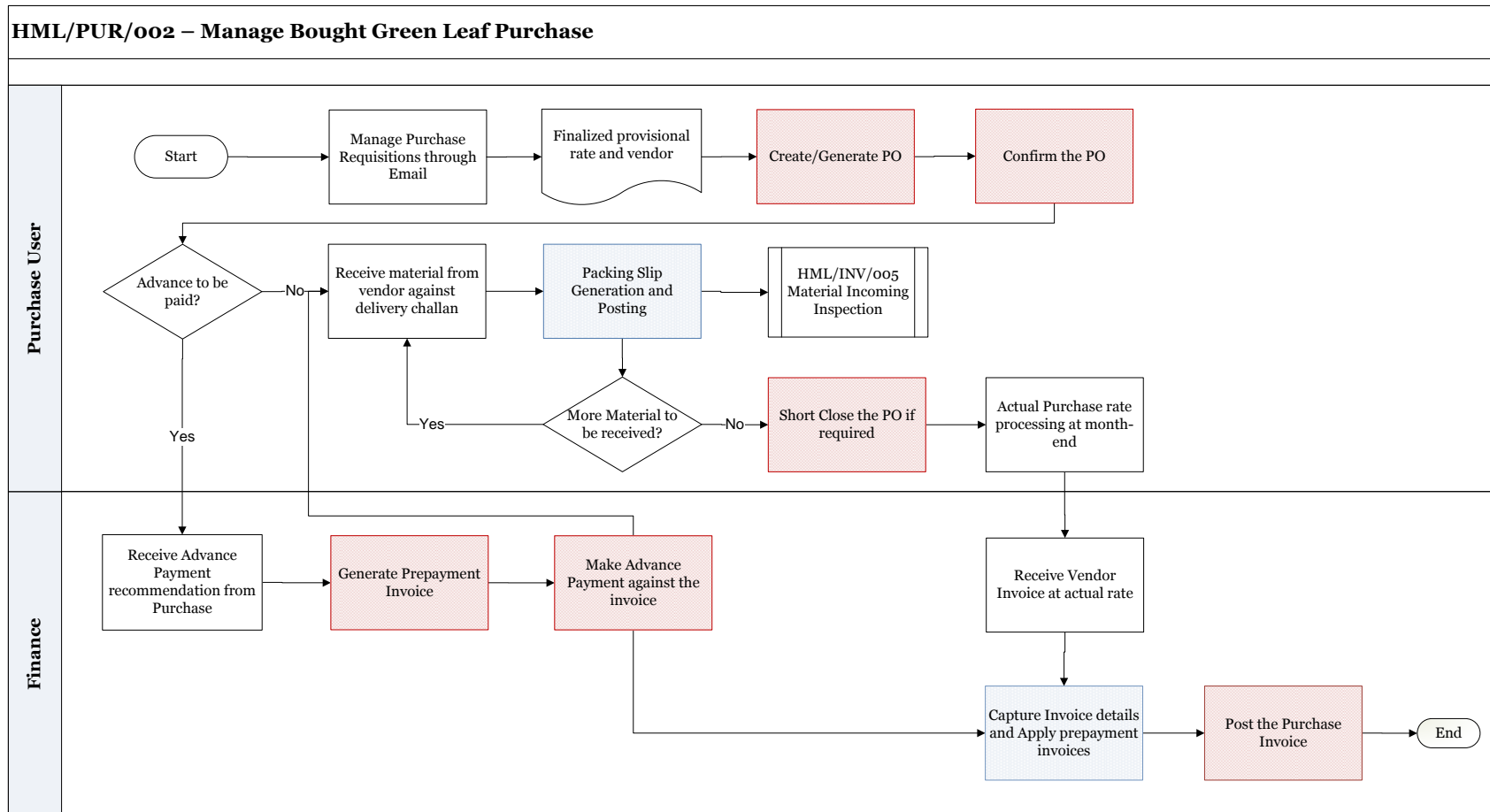
- a) **Advance rate and provisional rate masters:** Currently HML maintains masters for advance rate and provisional rate. Provisional Rate is maintained in agreement with the vendor for raising a PO. The PO will be raised at that rate but final invoicing will be done at actual rate only. Advance Rate is maintained to make advance payments to vendor on the basis of received qty and advance rate. No such masters will be maintained. At the time of invoicing, actual rate will be overridden but will not be recorded in the item price master. Advance rate will be calculated out of the system manually and it will be processed using standard system feature of Prepayment from purchase order itself.
- b) **Vendor Advance Payment Form:** The final advance amount can be given as input for prepayment or as % of the total value of PO. But prepayment would not be linked to GRN No.
- c) **Actual Rate Processing:** The Vendor-wise actual rate for a period will be stored in a separate master with columns such as Factory, Vendor, Green Leaf Grade, Start Date, End Date and Final Rate. While invoicing the Bought Leaf Purchases, a separate button will be provided in the Invoice Screen. On clicking this button, the final rate from the above table based on the Factory, Vendor, Green Leaf Grade and Period will be loaded to the corresponding column in the Invoice Screen. The user can then post the Invoice.
- d) **Green Leaf Arrival Form:** This works as the receipt form for both purchased and own green leaf. For purchased green leaf, this will be mapped to standard GRN in purchase order. And for own leaf, it will managed through movement journals.
 - a. **For Purchased Leaf:** As and when the green leaf is received, it is subjected to quality check at the factory to determine quality e.g. coarse%, black leaf, bruise etc. Only at the time of invoicing, actual rate will be decided on the basis of quality. In practice actual rate will be determined within first week of next month. This actual rate for every quality will be manually decided outside the system and will be given as input against each GRN posted at the time of invoicing. After GRN quality order for the received leaf will be automatically generated and after the quality order is closed, the material will be free to be used for inventory transactions.

- b. For Own Leaf:** Would be taken through movement journal at own estate's factory at **zero cost** and financial dimensions will be mapped accordingly like estate, division, cluster, etc. This would be covered as a part of Inventory activities. The subsequent transfer of leaf to other factories will be managed by transfer orders.
- e) **Vendor Provisional Cost Form:** Since invoicing will be done at the month-end at actual rate only, there is no need to calculate provisional liability of vendor. GRN will be posted at provisional rate and will be automatically reversed. Ledger postings will also be made at the time of GRN.
Invoicing will be done monthly on the basis of actual rate only. This would reduce the reversing of entries or adjustment on invoiced amount. (In practice actual rate will be determined within first week of next month)

The main fields to be customized are No. of Bags, Gross Qty, Tare Qty, Ext. Moisture%, Rejected Qty and the Final Net Qty on a separate tab on GRN form, Net Qty would be non-editable and should be automatically calculated and populated based on ext moisture % input and Rejected Qty if any. All these will be stored against the posted receipts only and not in the inventory table.

This net qty will be final qty updated for each leaf weighment in the inventory. Gain or loss in the weight due to moisture will not be managed in the system but can be managed manually through the movement journal.

3.1.2.1 Business process map: Manage bought green leaf purchase and invoicing



3.1.2.2 Business Process Description: Gap Fitment

Sl. No.	Reference Process ID	Activity Name	Activity Description	Gap (Y/N)	Gap Description	Fitment Type C/ W /E /SF
1	HML/PUR/004-001	Vendor & Quote Finalized	The Vendor and the provisional rate is finalized for an item desired to be purchased	Y		E
2	HML/PUR/004-002	PO Generated	PO is created in the name of the selected vendor. It will be created for a lump sum quantity and at the provisional rate.	N		SF
3	HML/PUR/004-003	PO Confirmed	Then the PO is confirmed and sent to the vendor also.	N		SF
4	HML/PUR/004-004	Advance Payment to vendor	No advance rate master is maintained in AX 2012. The advance payments can be made to vendor anytime after PO is confirmed. Prepayments feature will handle this. It can be given as the % of total amount or as fixed amount. But prepayment invoice nos. cannot be linked to GRN No.	N		SF
5	HML/PUR/004-005	Material Received	Once the PO is confirmed and material is sent by the vendor, HML receives the green leaves from vendor.	Y		E
6	HML/PUR/004-006	Delivery Note /Challan from the transporter	The Delivery Challan or Note is received by HML at the time of material receipt	Y		E
7	HML/PUR/004-007	Packing Slip Generation	The packing slip or GRN is then generated for PO quantity and at the provisional rate. Also a separate tab for calculating net	Y	The main fields to be customized are No. of Bags, Gross Qty, Tare Qty, Ext. Moisture%, Rejected Qty and the Final Net Qty on a separate tab on the GRN	C

		<p>weight would be given at GRN level that will be used for providing no. of bags, gross qty., tare qty, external moisture%, rejected qty to provide net weight.</p> <p>This initial level quality check will be done out of the system.</p> <p>This quality grade will be captured before posting GRN in a separate field for each weighment as this will be used for deciding the rate while invoicing.</p> <p>User will be provided with an additional option to browse the weighment file for uploading details directly into GRN. AX will read from the downloaded file from weighment system and pull the information like gross qty, tare qty, directly into the customized fields in GRN. The external moisture %age and rejected quantity entered in the separate tab should be considered to arrive at the Net quantity.</p> <p>The file number generated by Truck Management System should be unique so that the user can manually select while file details have to be pulled into GRN. AX system will not suggest which file has to be uploaded. User would need to select manually the file.</p> <p>As soon as a file is used by AX for GRN information, it will be moved to some</p>	<p>interface.</p> <p>This calculated Net Qty on the basis of other fields would be non-editable and should be automatically calculated and populated in the "Receive Now" field at GRN line level.</p> <p>"Quality Grade" to be customized on posted receipt where user creating the GRN can manually enter the detected grade of leaf.</p> <p>Vehicle No will be captured on GRN as "Remarks" for bought leaf.</p> <p>Integration with Truck Management System to upload weighment details into GRN so that the user can select the weighments to be posted. The information needs to be captured in AX. However the AX system would not talk to the device directly through any kind of integration. The weigh bridge system should generate a fixed file format (format to be shared by HML) which can be read by the AX and the information can be pulled into the system.</p>	
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			other location from that weighments folder to prevent user from selecting a used file.			
8	HML/PUR/004-008	Post the Packing Slip or GRN	Here a weighment no will be allotted automatically to the batch of green leaf received and sent for quality check. Quality order will be generated automatically after posting GRN for the green leaf based on weighment numbers.	Y	As requested by HML, the Batch Number may be created same as the GRN Number suffixed with the line number.	C
9	HML/PUR/004-009	Material cost booked in inventory	Through posting of packing slip, inventory will be updated for green leaves in the system. Their inventory cost will be booked on provisional rate.	N	At the time of booking cost in inventory, ledger postings will also be made. At the time of invoicing, these entries will be reversed and new entries at actual rates will be made.	SF
10	HML/PUR/004-010	Short Close the PO if required	For each weighment received, provide no. of bags, gross qty, tare qty and ext moisture% so that net qty can be updated in "receive now" and then post the packing slip. This can be done for whole month and then the PO can be short closed if some remaining quantity is left from lump sum quantity that was initially ordered. Short closure of PO will be done before invoicing the PO at month-end processing of actual rate of purchase.	N		SF
11	HML/PUR/004-011	Actual purchase rate processing	At month-end, this will be done manually out of the system as per the formula used by HML. This actual rate will be communicated to and agreed with vendor so that vendor can raise the	Y		E

			invoice.			
12	HML/PUR/004-012	Receive Vendor Invoice	Vendor sends his invoice to HML Finance department at month-end when actual rate is finalized.	Y		E
13	HML/PUR/004-013	Capture Vendor invoice details and apply prepayment	<p>The Purchase invoice details from the Vendor is then captured and prepayment invoices against the same purchase order are applied to current invoice.</p> <p>Actual rate of invoice will be populated from the rate master based on factory, vendor, green leaf grade, period, etc. This will be done by clicking a button customized on invoice interface to "Retrieve actual rate for Tea invoicing".</p> <p>The invoice value is then calculated sum of all receipt at their respective actual rates and net of the prepayment invoices values.</p>	Y	<p>The Vendor-wise actual rate for a period will be stored in a separate master with columns such as Factory, Vendor, Green Leaf Grade, Start Date, End Date and Final Rate.</p> <p>While invoicing the Bought Leaf Purchases, a separate button will be provided in the Invoice Screen "Retrieve Actual Rate for Tea Invoicing". On clicking this button, the final rate from the above table based on the Factory, Vendor, Green Leaf Grade and Period will be loaded to the corresponding column in the Invoice Screen. The user can then post the Invoice.</p>	C
14	HML/PUR/004-014	Post Purchase Invoice	<p>After prepayments are applied, invoice is posted by Finance.</p> <p>The GRN financial and inventory value entries are reversed and booked according to the invoice value.</p> <p>GRN entries made at provisional rates are reversed and booked with actual rates.</p> <p>Invoice will be posted only once after month-end at actual rate only for bought green leaf to avoid any adjusting entries.</p>	N		SF



3.1.3 Rubber Purchase Activities

HML is into Latex and other items purchasing also. Though they have their own estates from where they get Latex and FC but to meet the growing demand they are procuring Latex, FC, Cenex, Skim and ISNR from outside vendors also.

They are into two types of purchases for Rubber, period rate and spot rate. Period rate is decided upon in synchronization with Daily Rubber Board prices. They are used as benchmark rates to calculate the purchase price of latex or FC whereas Spot Rate is decided upon in by mutual agreement with the vendor.

Period rate and Spot Rate are both being used for Latex and FC purchase whereas for rest three items, Skim, ISNR and Cenex are purchased at Spot Rate only.

Period rate and Spot rate are covered as two different scenarios in the fitment description. Standard purchase orders will be managed to carry out these purchase activities with some customizations. The separate forms being currently used for every item's purchase and receipt will not be carried forward to new system. All the items will be using one purchase order interface only and receipt will be managed through posting goods receipt note only. No separate receipt details forms will be maintained for purchased items.

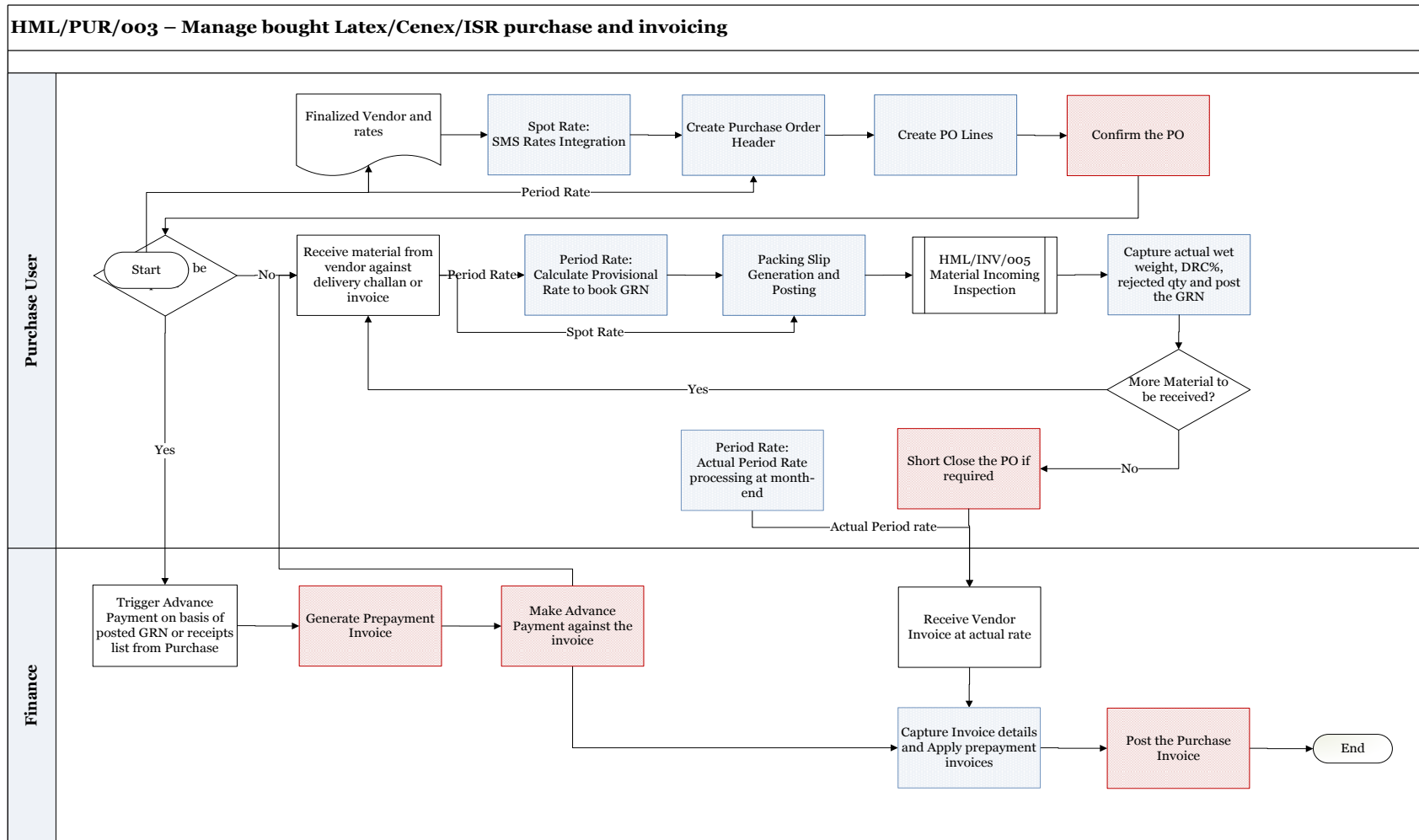
Number of barrels and wet weight as explained will be managed on receipt form only. They will not be carried forward to inventory. If required, they can be captured as batch attributes also so that they can be accessed anytime with the batch.

Currently HML is using following forms for these purchase activities:

- a) Latex Purchase Contract and Latex Receipt Details
- b) Bought Cenex Purchase Contract and Bought Cenex Receipt
- c) FC Purchase Contract and FC Bought Receipt
- d) Skim Purchase Contract and Skim Receipt
- e) ISNR Purchase Contract and ISNR Receipt

All these forms will be mapped to standard Purchase Orders in AX 2012.

3.1.3.1 Business process map: Manage bought Latex/Cenex/ISR purchase and invoicing



3.1.3.2 Business Process Description: Gap Fitment

Sl. No.	Reference Process ID	Activity Name	Activity Description	Gap (Y/N)	Gap Description	Fitment Type C/ W /E /SF
Scenario: Spot Rate Purchase (Latex/FC/Cenex/ISNR/Skim)						
1	HML/PUR/003A-001	Vendor & Quote Finalized	The Vendor and the spot rate is finalized for an item desired to be purchased.	Y		E
2	HML/PUR/003A-002	SMS rates integration	SMS rates for spot contracts are existing stored in some database outside ERP system. These need to be pulled into AX 2012 and a report needs to be provided to compare the SMS rates and rates given by users in the PO. The report is only possible if every SMS can be identified by a unique SMS#. This SMS# will be stored along-with the PO in a customized field. User will need to select this SMS# while creating PO from the given lookup to SMS# master which will be maintained in AX. Also user will not be allowed to use SMS# already marked against a PO.	Y	PwC needs their technical consult on this. It is assumed that a PO would be created against and SMS with one single line. Feasibility of Rate comparison would be possible only with a unique SMS# generation since unique SMS# needs to be tagged with the PO. HML has agreed to provide one unique SMS# against each SMS received from vendor. This SMS# along-with vendors contact number and rate will be maintained as a master in AX. AX will populate the master through a periodic process that user can run whenever required.	C
3	HML/PUR/003A-003	Create Purchase Order Header	PO is created in the name of the selected vendor for a whole quarter or a selected period.	Y	Customized field in the header to specify contract type: None(for tea and others)/Period/Spot	C

			<p>One would be provided to chose the type of contract as "Spot Rate".</p> <p>Also one will be allowed to specify the start delivery date and end delivery date on the purchase order.</p> <p><i>This start delivery date will provide manual validation when the user receives the material before delivery date and take the suitable action. System would not give any validation as that will then apply to all the purchases taken through this route.</i></p> <p>End Delivery date will be mapped as Expected delivery date; Contract date will be mapped as Purchase Order date;</p>		<p>Rate. Default value would be None.</p> <p>Start delivery date will be a customized field with default value as purchase order date; Start delivery date should not be before PO date or after expected delivery date.</p>	
4	HML/PUR/003A-004	Create PO lines	<p>The PO will be created for a lump sum quantity and at the spot rate.</p> <p>Spot Rate for Cenex purchase or FC purchase should be calculated and specified based on the ratio between dry weight and wet weight since they procure on wet weight basis but inventory is updated in the dry</p>	N		SF

			weight only. Tolerance will be mapped through over-delivery and under-delivery; Type of Transport can be mapped directly at line level provided transport types are maintained as masters.			
5	HML/PUR/003A-005	PO Confirmed	Then the PO is confirmed and sent to the vendor also.	N		SF
6	HML/PUR/003A-006	Advance Payment to vendor	The advance payments can be made to vendor anytime after PO is confirmed. Prepayments feature will handle this. It can be given as the % of total amount or as fixed amount. But the prepayment cannot be linked to GRN No. Normally advance payments will be manually triggered by finance department after GRN is posted.	Y	Factory can generate the receipt list and HO can download it and use it as a control for making prepayment to vendor so that advance does not get delayed if somehow GRN cannot be posted.	W
7	HML/PUR/003A-007	Material Received	Once the PO is confirmed and material is sent by the vendor, HML receives the Latex/FC/Skim/Cenex/ISNR from vendor.	Y		E
8	HML/PUR/003A-008	Delivery Note /Challan from the transporter	The Delivery Challan or Note is received by HML at the time of material receipt.	Y		E
9	HML/PUR/003A-009	Packing Slip	The packing slip or GRN is then generated for PO quantity and at the spot rate.	Y	Separate Tab at GRN line level: Rubber/Latex Purchase: fields to be customized are <ul style="list-style-type: none"> No. of barrels, 	C

			<p>A separate tab for calculating net dry weight would be given at GRN line level that will be used for providing</p> <ul style="list-style-type: none"> No. of barrels, Wet weight/barrel Rejected no. of barrels Rejected quantity DRC% <p>to provide total dry weight.</p> <p>Before posting of GRN, the values will be provisional depending upon vendor challan hence the dry weight will be provisional.</p>		<ul style="list-style-type: none"> Wet weight/barrel Rejected no. of barrels Rejected quantity DRC% <p>out of which Total dry weight will be calculated and automatically flow to Receive Now field.</p> <p>This calculated Total Dry weight would be non-editable.</p>	
10	HML/PUR/003A-010	Post the Packing Slip or GRN	<p>Here a batch no. will be allotted automatically as required to the batch of Latex/FC/Cenex received and sent for quality check.</p> <p>Quality order will be generated automatically before for the crop received based on allotted batch numbers.</p> <p>GRN will not be posted till quality order is closed.</p>	Y	<p>Automatically GRN No. should be allocated as Batch No to each load.</p> <p>HML will post GRN load number wise. They will not post one GRN for more than one load.</p>	C
11	HML/PUR/003A-011	Capture actual wet weight, actual DRC%, rejected	<p>After the quality order is closed, on the GRN one can manually change the wet weight/barrel, DRC%, no of rejected barrels</p>	N	<p>One can use the GRN posted receipt to check the actual DRC% and wet weight posted for each batch number.</p>	SF

		barrels qty after quality test and Post the Packing Slip	<p>and quantity.</p> <p>After capturing of actual values in GRN, it is posted.</p> <p>The GRN will be posted only for accepted quantity. Inventory will be updated only for the accepted stock. One can use the posted receipt to track the no of barrels received and rejected.</p>		System will not provide track of the provisional wet weight and DRC% which vendor provided since those values will be manually overridden with the actual values by the user before posting the GRN after chemical analysis.	
12	HML/PUR/003A-012	Material cost booked in inventory	Through posting of packing slip, inventory will be updated for crop received in the system. Their inventory cost will be booked on spot rate.	N		SF
13	HML/PUR/003A-013	Short Close the PO if required	<p>For each load of crop received, the person would have provide no. of barrels, wet wt/barrel, provisional DRC%, rejected no. of barrels, rejected quantity so that provisional dry weight can be updated in "receive now" and then post the packing slip.</p> <p>This can be done for whole month and then the PO can be short closed if some remaining quantity is left from lump sum quantity that was initially ordered. Short closure of PO will be done at month-end if some quantity is left to be received and invoiced.</p>	N		SF

14	HML/PUR/003A-014	Capture Vendor invoice details and apply prepayment	The Purchase invoice details from the Vendor is then captured and prepayment invoices against the same purchase order are applied to current invoice. The invoice value is then calculated net of the prepayment invoices values.	N		SF
15	HML/PUR/003A-015	Post Purchase Invoice	After prepayments are applied, invoice is posted by Finance.	N		SF
Scenario: Period Rate (Latex/FC)						
1	HML/PUR/003B-001	Vendor Finalized	The vendor is finalized for the particular period rate contract. The contract may be for entire year or a month.	Y		E
2	HML/PUR/003B-002	Create Purchase Order Header	<p>PO is created in the name of the selected vendor for a whole year, quarter or a selected period. One would be provided to chose the type of contract as "Period Rate".</p> <p>Also one will be allowed to chose the start delivery date and end delivery date on the purchase order.</p> <p><i>This start delivery date will provide manual validation when the user receives the material before delivery date and take the suitable action. System would not give any</i></p>	Y	<p>Customized field in the header to specify contract type: None(for tea and others)/Period/Spot Rate. Default value would be None.</p> <p>Start delivery date will be a customized field with default value as purchase order date; Start delivery date should not be before PO date or after expected delivery date.</p>	C

			<p><i>validation as that will then apply to all the purchases taken through this route.</i></p> <p>End Delivery date will be mapped as Expected delivery date; Contract date will be mapped as Purchase Order date;</p>			
3	HML/PUR/003B-003	Create PO lines	<p>System will provide to chose a benchmark item at the PO level against which the provisional rate will be calculated.</p> <p>The PO will be created for a lump sum quantity and at the provisional period rate that will be automatically populated based on the formula provided using Benchmark item's daily price from rubber board website.</p> <p>Tolerance will be mapped through over-delivery and under-delivery; Type of Transport can be mapped directly at line level provided transport types are maintained as masters.</p> <p>RPS(Rubber Purchase Society) under one vendor can be mapped to "External Reference field" just for information</p>	Y	<p>Benchmark Item to be given as a customized field at line level only for Period rate type of contract. This would be the base for calculating the average period rate according to the benchmark item's rate at Rubber Board website.</p> <p>AX Integration with Rubber board website to be managed to fetch daily prices. Technical consult to be taken on this.</p>	C

			purpose.			
4	HML/PUR/003B-004	PO Confirmed	Then the PO is confirmed and sent to the vendor also.	N		SF
5	HML/PUR/003B-005	Advance Payment to vendor	The advance payments can be made to vendor anytime after PO is confirmed. Prepayments feature will handle this. It can be given as the % of total amount or as fixed amount. But the prepayment cannot be linked to GRN No. Normally advance payments will be manually triggered by finance department after GRN is posted.	Y	Factory can generate the receipt list and HO can download it and use it as a control for making prepayment to vendor so that advance does not get delayed if somehow GRN cannot be posted.	W
6	HML/PUR/003B-006	Material Received	Once the PO is confirmed and material is sent by the vendor, HML receives the Latex/FC from vendor.	Y		E
7	HML/PUR/003B-007	Calculate provisional rate to book GRN	Before posting the GRN, the provisional period rate would be updated automatically for every receipt since it has to be nearest to the average daily price of Benchmark item. Average benchmark rate will be used to calculate provisional rate in GRN based on the days between contract date and GRN. (The average rate will be applicable on calendar month basis).	Y	A custom field "Average Benchmark rate" will be added on Rubber/Latex Purchase tab at line level. Its calculation will be triggered as soon as dry weight is calculated and receive now qty is updated with it. Logic would be provided to ensure that one rate is used for one calendar month. Also one more field premium will be added to capture the premium on the avg. benchmark rate	C
8	HML/PUR/003B-008	Delivery Note /Challan from	The Delivery Challan or Note is received by HML at the time of	Y		E

		the transporter	material receipt.			
9	HML/PUR/003B-009	Packing Slip	<p>The packing slip or GRN is then generated for PO quantity and at the calculated provisional period rate.</p> <p>A separate tab for calculating net dry weight would be given at GRN line level that will be used for providing</p> <ul style="list-style-type: none"> No. of barrels, Wet weight/barrel Rejected no. of barrels Rejected quantity DRC% <p>to provide total dry weight.</p> <p>Before posting of GRN, the values will be provisional depending upon vendor challan hence the dry weight will be provisional.</p>	Y	<p>Separate Tab at GRN line level: Rubber/Latex Purchase: fields to be customized are</p> <ul style="list-style-type: none"> No. of barrels, Wet weight/barrel Rejected no. of barrels Rejected quantity DRC% <p>out of which Total dry weight will be calculated and automatically flow to Receive Now field.</p> <p>This calculated Total Dry weight would be non-editable.</p>	C
10	HML/PUR/003B-010	Post the Packing Slip or GRN	<p>Here a batch no. will be allotted automatically as required to the batch of Latex/FC received and sent for quality check.</p> <p>Quality order will be generated automatically before for the crop received based on allotted batch numbers.</p> <p>GRN will not be posted till quality order is closed.</p>	Y	<p>Automatically GRN No. should be allocated as Batch No to each load.</p> <p>HML will post GRN load number wise. They will not post one GRN for more than one load.</p>	C

11	HML/PUR/003B-011	Capture actual wet weight, actual DRC%, rejected barrels qty after quality test and Post the Packing Slip	<p>After the quality order is closed, on the GRN one can manually change the wet weight/barrel, DRC%, no of rejected barrels and quantity.</p> <p>After capturing of actual values in GRN, it is posted.</p> <p>The GRN will be posted only for accepted quantity. Inventory will be updated only for the accepted stock. One can use the posted receipt to track the no of barrels received and rejected.</p>	N	<p>One can use the GRN posted receipt to check the actual DRC% and wet weight posted for each batch number.</p> <p>System will not provide track of the provisional wet weight and DRC% which vendor provided since those values will be manually overridden with the actual values by the user before posting the GRN after chemical analysis.</p>	SF
12	HML/PUR/003B-012	Material cost booked in inventory	Through posting of packing slip, inventory will be updated for crop received in the system. Their inventory cost will be booked on provisional rate. The average benchmark rate will also be recorded along with the posted receipt.	Y	This Avg. Benchmark rate will flow to the GRN also along-with the Provisional Rate per unit.	C
13	HML/PUR/003B-013	Short Close the PO if required	<p>For each load of crop received, the person would have provide no. of barrels, wet wt/barrel, provisional DRC%, rejected no. of barrels, rejected quantity so that provisional dry weight can be updated in "receive now" and then post the packing slip.</p> <p>This can be done for whole month and then the PO can be</p>	N		SF

			short closed if some remaining quantity is left from lump sum quantity that was initially ordered. Short closure of PO will be done at month-end if some quantity is left to be received and invoiced.			
14	HML/PUR/003B-014	Actual Period rate processing	<p>At month-end, this will be done manually out of the system as per the formula used by HML. This actual rate will be communicated to and agreed with vendor so that vendor can raise the invoice.</p> <p>This rate will be stored in a master along-with the vendor, period, benchmark item ID(link to benchmark item master)</p>	Y	<p>Period rate master will be maintained for this purpose where periodically average benchmark rate will be updated for latex and other rubber products. The avg. benchmark rate as well as the period rate will be determined.</p> <p>Final actual rate calculated after the month end, one would need to update that manually in this table.</p>	C
15	HML/PUR/003B-015	Capture Vendor invoice details and apply prepayment	<p>The Purchase invoice details from the Vendor is then captured and prepayment invoices against the same purchase order are applied to current invoice.</p> <p>Actual invoice rate will be retrieved from rate master by clicking a button "retrieve actual invoice rate". This will automatically populate the rate on the invoice form.</p> <p>The invoice value is then calculated net of the prepayment</p>	Y	<p>The Vendor-wise actual rate for a period will be stored in a separate master with columns such as Factory, Vendor, Start Date, End Date, Benchmark Item ID, avg. benchmark price and Final Rate.</p> <p>While invoicing Purchases, a separate button will be provided in the Invoice Screen "Retrieve Actual Rate". On clicking this button, the final rate from the above table based on the Vendor, benchmark item ID and Period will be loaded to the</p>	C

			invoices values.		corresponding column in the Invoice Screen. The user can then post the Invoice.	
16	HML/PUR/003B-016	Post Purchase Invoice	After prepayments are applied, invoice is posted by Finance at final rate and actual quantity. The GRN financial and inventory value entries are reversed and booked according to the invoice value. GRN entries made at provisional period rates are reversed and booked with actual rates. Invoice will be posted only once after month-end at actual rate only for bought latex to avoid any adjusting entries.	N		SF

3.1.4 Other Purchase Activities

There are materials other than direct input materials (green leaf, latex) like spares, consumables, packing material, firewood, etc which are currently being procured by HML through standard purchase orders in the system only.

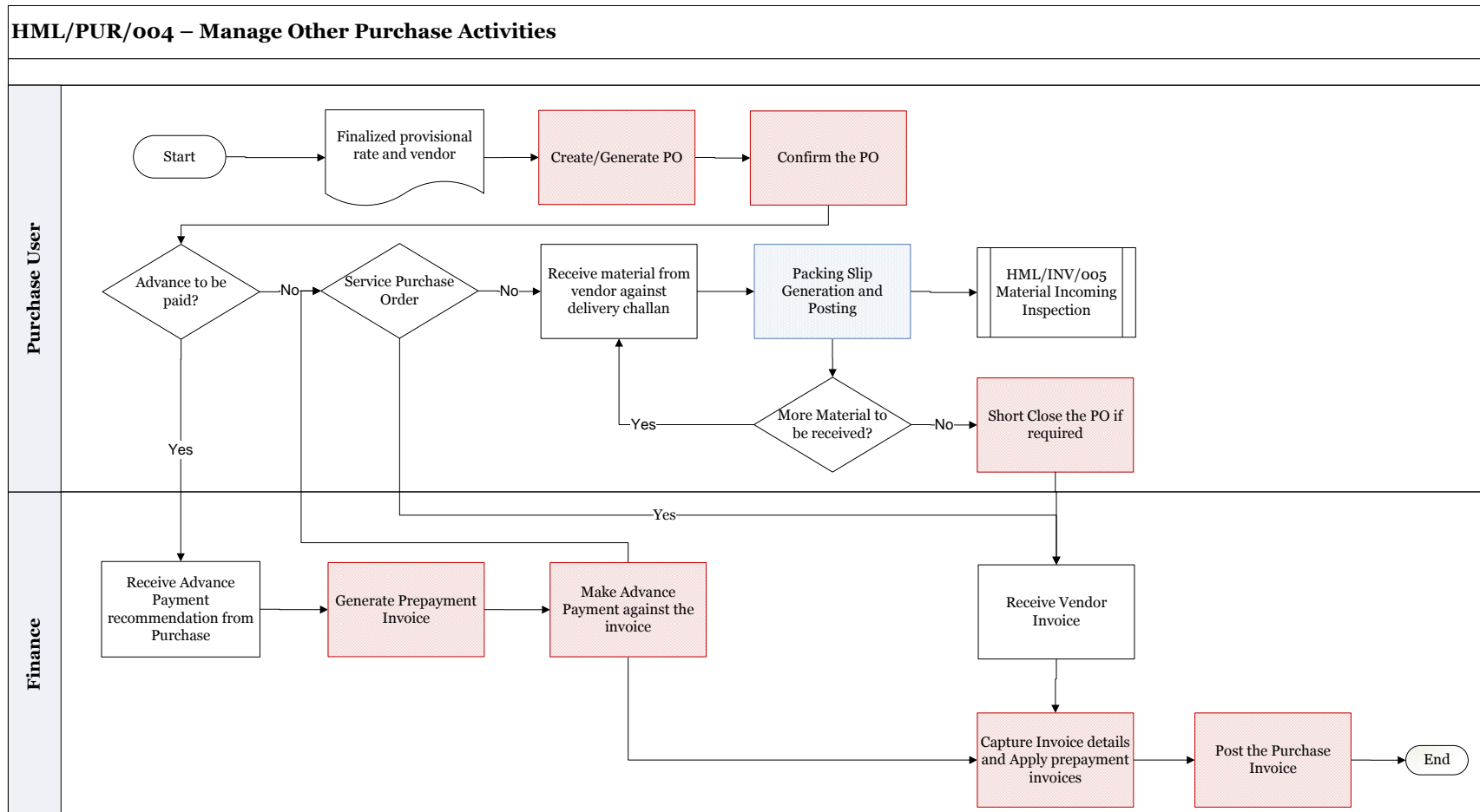
Also HML is purchasing made tea from other tea manufacturers for re-selling. All these purchases will be continued to be managed through standard POs in AX 2012. These purchases will also cover service purchase orders placed for service items.

Once purchase indent / requisition is approved by factory, Purchase enquiry for raw materials along with specifications is given to vendors and quotations / proforma invoices are received against the same. These purchase requisitions and quotes will be handled outside the system as currently being done at HML.

Purchase order is issued after negotiation with vendors for prices and other terms & conditions.

For Service Purchase Orders, POs can be placed in the standard manner only for service items. These service items have to be created in the product master and then Purchase Orders can be raised to contractors. Their quantity does not matter. These service purchase orders are made only on value basis. A report can be provided to see the open service orders in the system. Report should contain the heading "Work Order".

3.1.4.1 Business process map: Manage Purchase (Other Raw Materials)



3.1.4.2 Business Process Description: Gap Fitment

Sl. No.	Reference Process ID	Activity Name	Activity Description	Gap (Y/N)	Gap Description	Fitment Type C/ W /E /SF
1	HML/PUR/004-001	Vendor & Quote Finalized	The Vendor and the rate is finalized for an item desired to be purchased.	Y	Provision for RFQ and free text for justification of quote finalization- RFQ Process (optional) to be configured. HML wants to record vendor quotes and justification for award only in the system without using full RFQ functionality. It is a configuration activity and can be configured as per HML requirements only.	E
2	HML/PUR/004-002	PO Generated	PO is created in the name of the selected vendor. If the PO is created by an estate locally, they will chose the "buyer group" as local purchase. PO# will be follow one number sequence across the company amongst the business units also. It will follow one continuous numbering. For Service Order, the item selected is of type Service and only net amount is important, quantity is not important here.	N	Buyer Groups can be configured in the system to provide for segregation of POs like Tea Purchase, Rubber Purchase, Spares Purchase, etc. Report is required for work orders separately to be taken in reporting discussions.	SF

3	HML/PUR/004-003	PO Confirmed	Then the PO is confirmed and sent to the vendor also.	N		SF
4	HML/PUR/004-004	Advance Payment to vendor	Advance payment to vendor if required can be made through prepayment feature.	N		SF
5	HML/PUR/004-005	Material Received	Once the PO is confirmed and material is sent by the vendor, HML receives the material from vendor.	N		SF
6	HML/PUR/004-006	Invoice /Delivery Note /Challan from the transporter	The Invoice is submitted by the Vendor and the Delivery Challan or Note is received by HML at the time of material receipt.	Y		E
7	HML/PUR/004-007	Packing Slip	The packing slip or GRN is then generated for "Receive Now" or total quantity. Quantity can be changed in case of over-delivery. Here a batch number or lot no. can be allotted to the material received. Quality order can be generated automatically for the material if so configured in Quality associations.	N		SF
8	HML/PUR/004-008	Short-closure of PO	In case of under-delivery, one can short close the PO also before invoicing.	N		SF
9	HML/PUR/004-009	Receive Vendor Invoice	Vendor sends his invoice to HML Finance department.	Y		E
10	HML/PUR/004-010	Capture Vendor invoice details and apply prepayment	The Purchase invoice details from the Vendor is then captured and prepayment invoices against the same purchase order are applied to current invoice. The invoice value is then calculated net of the prepayment invoices values.	N		SF
11	HML/PUR/004-	Post Purchase	After prepayments are applied, invoice	N		SF

	011	Invoice	is posted by Finance.			
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3.2 Sales & Accounts Receivable - Business Process Description

HML is involved in sales of Tea, Rubber and some other exotic horticultural crops also. They are also involved in trading of tea and rubber as in they procure Made Tea or Cenex from other producers and sell it to their customers.

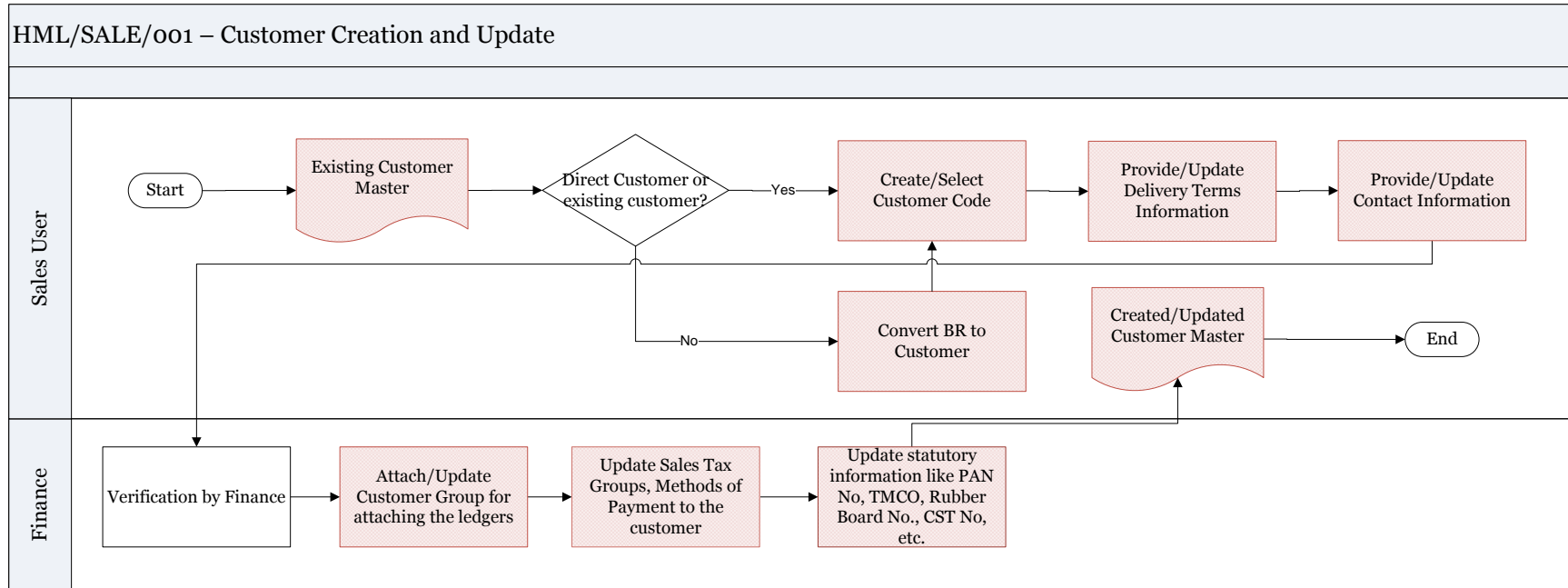
3.2.1 Customer Creation Process

Customers are proposed to be created in the system in two ways as under to meet the types of sales as above.

- i. Business Relation to be converted to Customer
- ii. Directly creating Customer in Customer Master.

The various inputs to the Customer are Customer Code, Customer Name, Customer Group, Fax and Telephone No, Discount Structure, Delivery Terms, Mode of delivery, Sales Tax group, Tax No/Vat No, Complete Address, Contact Person, Payment Terms, Bank A/C, Department, E-mail, Address, Alternate addresses. The Customers also are divided into following Customer groups i.e. Foreign customers and Local customers.

3.2.1.2 Business Process Flow -Business Process Map



3.2.1.3 Business Process Description -Gap Fitment

Sl. No.	Reference Process ID	Activity Name	Activity Description	Gap (Y/N)	Gap Description	Fitment Type C/ W /E /SF
1	HML/SALE/001-01	Checking updated	The authorized user checks if the Customer exists on Customer Master on the basis of Customer code,	N		SF

		Customer Master	Customer Name			
2	HML/SALE/001-02	Converting BR to Customer	The authorized user converts a BR to Customer	N		SF
3	HML/SALE/001-03	Updating customer group for the Customer	The authorized user creates a new Customer as per the respective customer groups. Customer Groups contain customers exclusively. In case a customer lies in two customer groups logically, then HML needs to maintain two different customer codes for this. HML can use this to maintain Rubber and Tea customers separately.	N		SF
4	HML/SALE/001-04	Updating Delivery Terms for Customer	The authorized user creates Delivery Terms and updates the same against the Customer	N		SF
5	HML/SALE/001-05	Updating Mode of Delivery	The authorized user creates the Mode of Delivery and update the same against the Customer	N		SF
6	HML/SALE/001-06	Updating Sales Tax group for Customer	The authorized user creates a Sales Tax Group and update the same against a Customer	N		SF
7	HML/SALE/001-07	Updating Methods of Payment	The authorized user creates the new methods of payment and updates the same against a Customer	N		SF
8	HML/SALE/001-08	Updating Customer Data for Customer	The authorized user updates the Customer Code, Customer Name, Fax and Telephone No, Discount Structure, Tax No/Vat No, Complete Address, Contact Person, Bank A/C, No of invoice copies, Department, E-mail, Address, Alternate addresses on the Customer Master. Some separate fields like Rubber Board No., etc are required to be captured for Rubber customers. Similarly for Tea customers, TMCO No is required to be captured. These can be captured through tax	N	User would need to capture these registration numbers at the time of creating customer master but system will not provide any validation for this to be captured compulsorily.	SF

			registration numbers interface for Customer master.			
9	HML/SALE/001-09	Export Related Document	Based on the Sales to Customer, the Export and Customs or Sales Related Documents are required to be accompanied with the Sales Invoice	N		SF
9	HML/SALE/001-10	Direct Customer Creation	The authorized user creates the Customer directly in the Customer Master	N		SF
10	HML/SALE/001-11	Updating Customer Information	Customer Master is updated.	N		SF

3.2.2 Tea Sales

After the made tea is packed and invoiced at factory, it is directly dispatched to the warehouses in Cochin or Coimbatore and at times Bulk/ graded or invoiced tea. are dispatched to other factories/Estates- Transfer of teas between factories for reprocessing . This tea will not be subjected to cess on removal, hence user will not select the tax group related to Cess with it. Subsequently at the receiving factory after processing/Upgrading this tea is subject to CESS. This way HML would not need to pay CESS twice.

At the warehouse, as soon as tea arrives, the garden invoice nos. are allotted to different sales channels. Each received Garden Invoice #(batch no.) is selected and allotted to one of the three sales channels based on the grade.

- Auction and Private Sales
- Export Sales
- Bulk Sales

Sometimes, a garden invoice number may be partly allotted to two different sales channels.

Domestic Sales or Private/Bulk Sales will be managed through normal Sales Order posting. These orders will use existing inventory and reserve them against sales order.

Export Order will also be managed through the standard Sales order interface only. For export orders, blends are prepared after order is placed.

Auction Sales will also be handled through the standard SO interface, only the Tea Broker Offering and Broker Sales note upload form will be migrated into new system as well, since standard system does not provide this feature. Sample cost incurred has to be captured. It can be done through posting movement journal for consuming the quantity given as sample to brokers. Sample tea given to broker can be captured against broker catalogue as MIS information. Private Auction sales will be handled similarly through standard Sales Order interface- Tea broker offering and broker sale note upload is applicable for private auction sale.

As per the revised Auction sales procedure from Tea Trade, the sales order will be made auction sales number wise for each broker during the Broker Sales Note upload. HML will ensure manually that all the lines in Broker sales note have the auction sales number against it.

To account for brokerage and other charges, it will be done through miscellaneous charges negative loading on sales order since HML has confirmed that they do not require TDS calculation on brokerage. That will be managed outside the system if required in future.

The different types of sales will be managed through the invoice type field customized at sales order header level. Rubber /Tea/FSO /Tree Sales can be accounted in separate COA).

These processes are being carried out through the following forms. Also provided is their mapping to standard AX 2012. The first two processes will be captured in Inventory section but are inherent to sales process hence explained here also.

Though we are capturing only quantity of Tea in the inventory module the number of bags needs to be monitored. Bags concept has been explained in production FRD. Here in Sales invoice, bags number will show and the user can edit those from bag number and to bag number if required.

a) Tea Dispatch Form - From factory to warehouse: This would be managed through standard transfer orders. GetLines customization will be provided, where in a separate button will be provided "Get Lines", when user will press this, an interface will be provided to ask for the Product name, variant and the location(site and warehouse) from which the dispatch or allocation is to be done. After pressing OK, the lines will be automatically populated in the lines area of order based on the physical available stock of the given product name, variant and the given location. These lines will be default selected and can be deselected if required. "Select All", "De-select All" button also will be provided. Batch number (garden invoice number) will be mapped to each line automatically. Also by default item tax group of CESS will be selected for each line. It can be deselected if required.

Secondly, when the lines are populated, the Number of Bags column will be automatically populated based on the On-Hand stock and Qty per Bag. The number of bags should be an integer value (rounded off to the highest). The difference in Quantity due to rounding-off of Number of Bags may be shown in a separate column "Shortage". (E.g., On hand stock 138 Kgs., Qty per Bag 14 Kgs, then No. of Bags should be 10 and shortage should be 2 Kgs.) Against each line, user can edit the no. of bags to be transferred and Shortage columns. Quantity with respect to no. of bags, bags per qty and shortage only will be transferred.

b) Tea Arrival Form: Standard Transfer Order Receipt at the main warehouse only.

c) Tea Allotment(Tea Cataloguing Form): Status of Tea (Unallotted, Auction, Auction Private, Export, Bulk) will be maintained through Style product dimension. Transfer Journal will be used to transfer from one style to another for each batch number. This form will be used only for bulk and export allotment (Auction allotment will be done along with tea broker offering form). Same GetLines customization will be used here also.

d) Auction Sale No. Master: Customized interface and database will be used as existing one for maintaining the auction sale numbers.

e) Tea Broker Offering: Same Form will be used as the customized form being used now. This is the broker catalogue form. It will be migrated into new system. During Tea broker offering, "UNALLOTTED" type invoices will be first allotted in system from Unallotted to auction (invoice no and quantity fields will be used) through transfer journals for allotment posting where input and output warehouses will be same. Only Style dimension will change.

f) Broker Sales Note Upload Form: Same customized form will be used with additional validations that lines are grouped against each customer and each auction sale number and only one order is created for one sales number and the auction sale number instead of individual orders. Broker will be the customer against whom sales order will be created and customer name against each sales line will be mapped in a separate field. The bulk order invoices will be posted as sales order lines through the same customization that is being used.

The following details would be captured in a Separate Tab in the Sales Line, in addition:

- Sale Note Number (this refers to the broker sale memo number)
- Broker Offer Id
- End Buyer Name

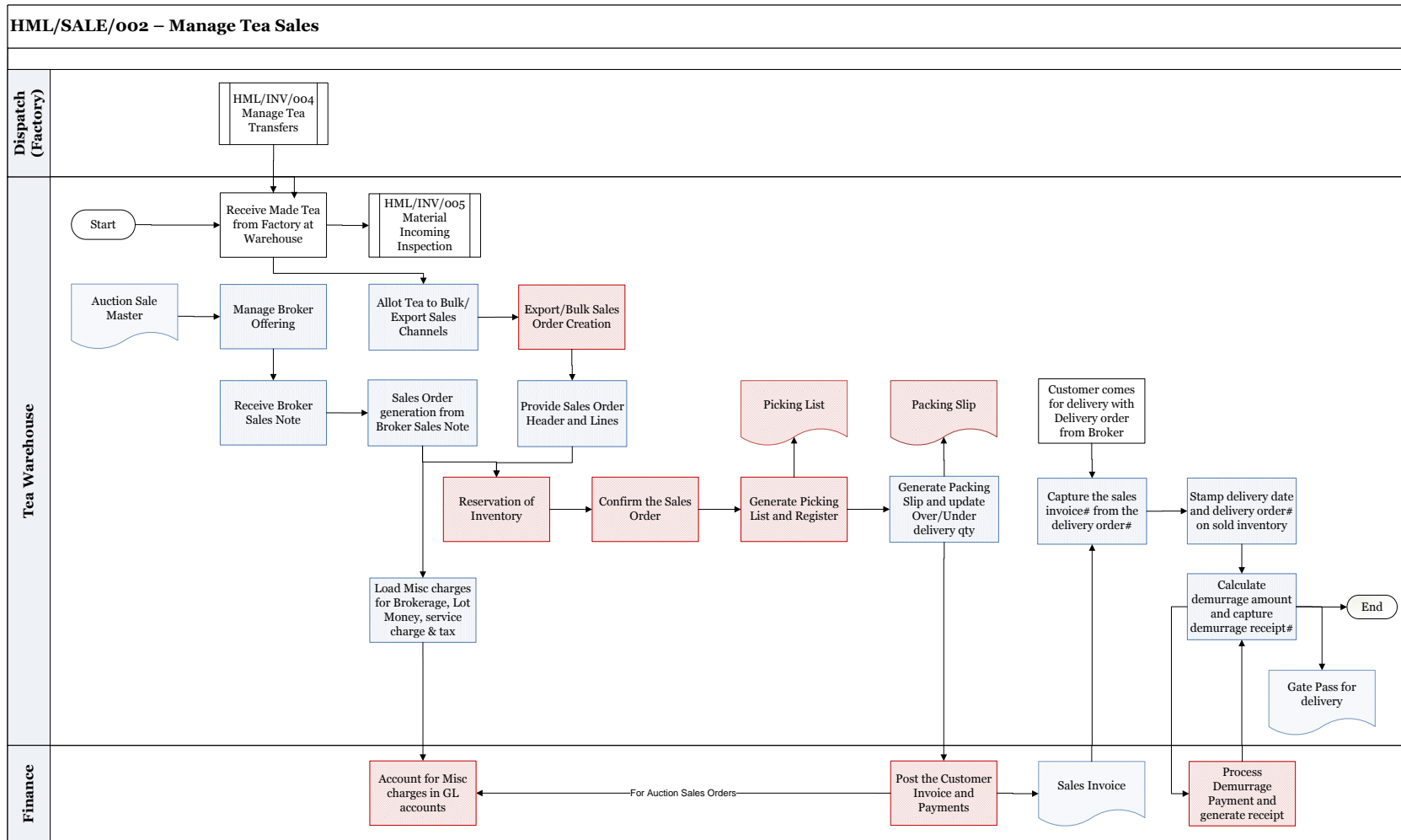
- Sale-For Type (whether for Export/Inter-State/Local)
- Lot No(from the Broker Sales Note)

g) Tea Dispatch, Arrival, Allotment and Delivery order for changing allocation of tea like from bulk to auction: Will be managed through transfer journals as managed first allotment.

h) Export/Bulk Sales Order Create form: This will be managed through standard Sales Orders.

i) Tea Auction Sales (Delivery after Invoicing): This will be customized in the new system.

3.2.2.1 Business Process Flow: Manage Tea Sales



3.2.2.2 Business Process Description: Gap Fitment

S. No	Reference Process ID	Activity Name	Activity Description	Gap (Y/N)	Gap Description	Fitment Type C/ W /E /SF
1	HML/SALE/002-001	Allot tea to sales channels	<p>Status of Tea (Unallotted, Auction, Auction Private, Export, Bulk) will be maintained through Style product dimension. Tea arrived at a particular warehouse will be allotted to different sales channels through transfer journals. When the tea would arrive, it would be having the status of "Unallotted".</p> <p>Lines in transfer journals would be automatically populated through GetLines customization. User would need to provide only the criteria like product name, variant(Unallotted) and the location(site and warehouse). Garden Invoice# will be automatically selected for each line. A separate tab will be given to capture no of bags and qty per bag for the selected garden invoice #. User can select the no. of bags to be allotted. Only respective qty will be allotted.</p> <p>The user can always check the From-To Bag Nos. for one garden invoice from the batch attribute feature. No control or validation will be provided while splitting batch nos. into two sales channels.</p>	Y	<p>Separate button will be provided "Get Lines", on pressing, an interface will be provided to ask for the Product name, variant and the location(site and warehouse). After pressing OK, the lines will be automatically populated as journal lines based on the physical available stock of the given product name and the given location. These lines will be default selected and can be deselected if required. Batch number (garden invoice number) will be mapped to each line automatically.</p> <p>Only Unallotted to "Bulk" or "Export" dimension change will be allowed through transfer journal.</p>	C
2	HML/SALE/002-002	Changing allotment of tea invoices	Allotment can be changed again through transfer journals since channel allotment of tea will be mapped as "Status" dimension.	Y	This can be done only by first taking the tea back from Auction to Unallotted and then from Unallotted	C

					to other channels. This will be done to prevent selling of tea already offered to brokers. Only withdrawing of out-listed tea will take place through this route. GetLines customization will also be used here.	
3	HML/SALE/002-003	Create Auction Sale Master	Customized interface and database will be used as existing one for maintaining the auction sale numbers.	Y		C
4	HML/SALE/002-004	Manage Broker Offering	Same Form will be used as the customized form being used now. It will be migrated into new system. The form will be used to allot different invoices lying at a particular warehouse of the status as "Unallotted" to various brokers. Status will automatically change from Unallotted to Auction for offered tea invoices.	Y	Automatic transfer journal would have to be posted for selected Garden invoices to be offered to brokers. The status of these invoices will be changed directly to Auction.	C
5	HML/SALE/002-005	Receive Broker Sales Notes	Broker Sales Note will come as a csv file which will be uploaded into the system as being done currently also. Same customization will be migrated into new system as well.	Y	Any changes in the csv file will be handled manually by HML.	C
6	HML/SALE/002-006	Sales Order generation from Broker Sales Note	Broker Sales note will be posted to create SO. Same customized form will be used with additional validation that lines are grouped against each broker and one auction sale number. For each sales contract, grouping will be done broker wise and then by auction sale number. (For one broker and Sale number combination, csv file upload will be allowed only once, duplication will not be allowed.) For this purpose, HML will ensure that all the lines in BSN have auction sales number against	Y	The following details would be captured in a Separate Tab in the Sales Line (these will be loaded from the CSV file automatically through the Broker Sale Note Upload form): <ul style="list-style-type: none"> • Sale Note Number (this refers to the broker sale memo number) • Broker Offer Id 	C

			<p>them. This activity will be handled outside the system. Broker will be the customer against whom sales order will be created.</p> <p>Against each garden invoice no., one sales line will be created since garden invoice no will be used as batch number. Sales line will also be made end customer wise to ensure that one batch number can be sold to two or more end customers also where customer name will be captured in a separate field.</p>		<ul style="list-style-type: none"> End Buyer Name Sale-For Type (whether for Export/Inter-State/Local) Lot No(from the Broker Sales Note) 	
7	HML/SALE/002-007	Export/Bulk Sales Order Creation	The authorized user creates Sales Order directly as the case may be	N		SF
8	HML/SALE/002-008	Sales Order Header Information	The authorized user updates/Modifies the following information on the Sales Order Header like Delivery Address, Invoice Address, Sales Reference, Delivery Terms, Method of Payment, Total Discounts, Sales Currency, Sales Person and Financial dimensions	Y	<p>Some other fields are also required to be captured along-with sales order at header level: Invoice type(which will capture the type of sales, rubber agent sales, tea auction sales, tea bulk sales and so on)</p> <p>Payment Due Date will also be customized there at header level</p>	C
9	HML/SALE/002-009	Sales Order Line Information	<p>The authorized user updates/modifies the following information on Sales order Quantity Price, discount, Delivery Date, Dimension, Location, pertaining to the Sales Line, Charges, Taxes.</p> <p>Tax groups for VAT, CST, etc will be discussed</p>	Y		SF

			in Finance FRD			
10	HML/SALE/002-010	Load Miscellaneous charges for Brokerage, Lot Money, service charge and tax	<p>In Auction sales through brokers, four additional components of receivables have to be accounted for. These are brokerage, lot money, service charge and service tax. These are deducted by broker from the final payment.</p> <p>To account for these deductions, they will be captured as four different miscellaneous charges and loaded negatively on each sales line automatically at the time of broker sales note upload.</p> <p>Since these charges will be deducted from Invoice Value, hence the sales value in the order will be gross(inclusive of all the charges). Receivables will be booked only for the net sales value as required. Financial entries will be discussed in the Finance FRD.</p> <p>HML has confirmed that if required in future TDS will be calculated outside the system on brokerage.</p>	Y	The deductions will be calculated at time of sales order creation from broker sales note, and for each line, misc charges will be loaded automatically through a customization.	C
11	HML/SALE/002-011	Reservation of Inventory	The inventory can be reserved against each sales line by the user through the Reservation feature given in the system.	N	Reservation not required here since broker sale note upload will automatically populate batch numbers in the sales line with garden invoice numbers, hence reservation is not needed.	SF
12	HML/SALE/002-012	Confirm the Sales Order	The authorized user confirms the Sales Order	N		SF
13	HML/SALE/002-	Picking List	The authorized user enters the following data	N		SF

	013	information	on Picking List i.e. Picking list Date, Time, Date of Shipment, Warehouse, Pick List no, Delivery date and Time, Location, Net weight, Serial No(if applicable)			
14	HML/SALE/002-014	Picking List Registration	The authorized user registers the picking list based on the warehouse and location	N		SF
15	HML/SALE/002-015	Packing Slip information	The authorized user updates the following information on Packing slip i.e. Item Code,Packing Slip Date, Time, Date of Shipment, Warehouse, Delivery date and Time, Location , Net weight, Quantity, Serial No, External Item Code.	N	Following required fields can be mapped on Setup tab of Packing slip No. of bags ~ No. of cartons Net Qty ~ Net weight Tare Qty - Packing weight Quantity with packing ~ Gross weight	SF
16	HML/SALE/002-016	Over Delivery and Under Delivery	The authorized user updates the stocks with Under Delivery and Over Delivery to a certain limit.	N		SF
17	HML/SALE/002-017	Stock Reduction	The stocks should get reduced once the Packing slip is posted. Inventory transactions will be updated with negative quantity postings against that product.	N		SF
18	HML/SALE/002-018	Un-reserving items	The system automatically un-reserves the stocks against the sales order if the Sales order has not been accepted and cancelled.	N		SF
19	HML/SALE/002-019	Invoicing information	The authorized user posts the Sales Invoice with the following details like Customer Details, Delivery Address, Description, Sr. No, Deposit, Freight Cost, Weight, Price, Discount, Net Price, VAT No., Total, VAT Code of Customer, Dealer Code, Customer Reference From and To Bag No can be provided as input manually by the salesperson at invoicing time. But the user can check the From-To bag nos. in the batch attributes value before specifying	Y	From bag and To Bag will be customized as fields on each invoice line. System will not provide any control or validation on these fields. From To serial number should be automatically populated with a provision to change it by the user. <i>This customization will be</i>	C

			manually in invoice.		<i>explained as a part of Production FRD.</i> At the time of invoicing, all the garden invoices will be changed to undelivered variant through an automatic movement journal.	
20	HML/SALE/002-020	Customer comes for Delivery	Broker will give the respective customers delivery order against which they can pick their material from the warehouse. Hence customer will come himself or send his transporter with the invoice and delivery order from broker.	Y		E
21	HML/SALE/002-021	Capture the sales invoice# on the delivery order#	A customized interface "Customer Delivery" will be used to filter the undelivered variant of Made Tea garden invoices. One can filter the sold but undelivered invoices with the help of this interface.	Y	The screen would show list of garden invoices lying as undelivered variant. These will be the sold but undelivered tea invoices.	C
22	HML/SALE/002-022	Stamp delivery date and delivery order# on sold inventory	The lines against which delivery is being taken will be checked and delivery order no, date and the delivered quantity will be entered against them that will be stored with them in the inventory lines. Delivered quantity will be consumed through a movement journal, and next time only undelivered quantity against each invoice will be shown.	Y	In this interface, there should be provision to capture the actual delivery date and delivery order# against the selected lines. On a button click, the same date and no. will get updated in custom fields(actual delivery date and order no.) in the inventory table. Also the undelivered quantity will be updated accordingly since many a times only partial quantity	C

					is delivered against a particular delivery order#.	
					Provision would be given to capture multiple delivery orders # against one single invoice line.	
23	HML/SALE/002-023	Calculate demurrage amount and capture demurrage receipt#	This interface should also suggest the demurrage charges according to the no. of days that would be calculated on the basis of prompt date and actual delivery date provided on the interface. This field will be editable. The demurrage receipt no. should be captured to generate the gate pass. If no charges are suggested by the system, the gate pass should get generated without demurrage receipt no.	Y	Demurrage charges will be automatically calculated as soon as actual delivery date is entered. New field "No of days" to be provided to capture the no of days on which demurrage will be calculated. The receipt# will be stored against inventory lines if demurrage charges are applied.	C
24	HML/SALE/002-024	Generate Gate Pass#	Gate Pass number will be automatically generated and stored against each delivery order# in the inventory table.	Y	At this point, the movement journal for consumption of delivered qty will be posted and garden invoices quantity will be updated with undelivered quantity. This would ensure all system stock reports can be used to see the undelivered stock also.	C

3.2.3 Rubber Sales

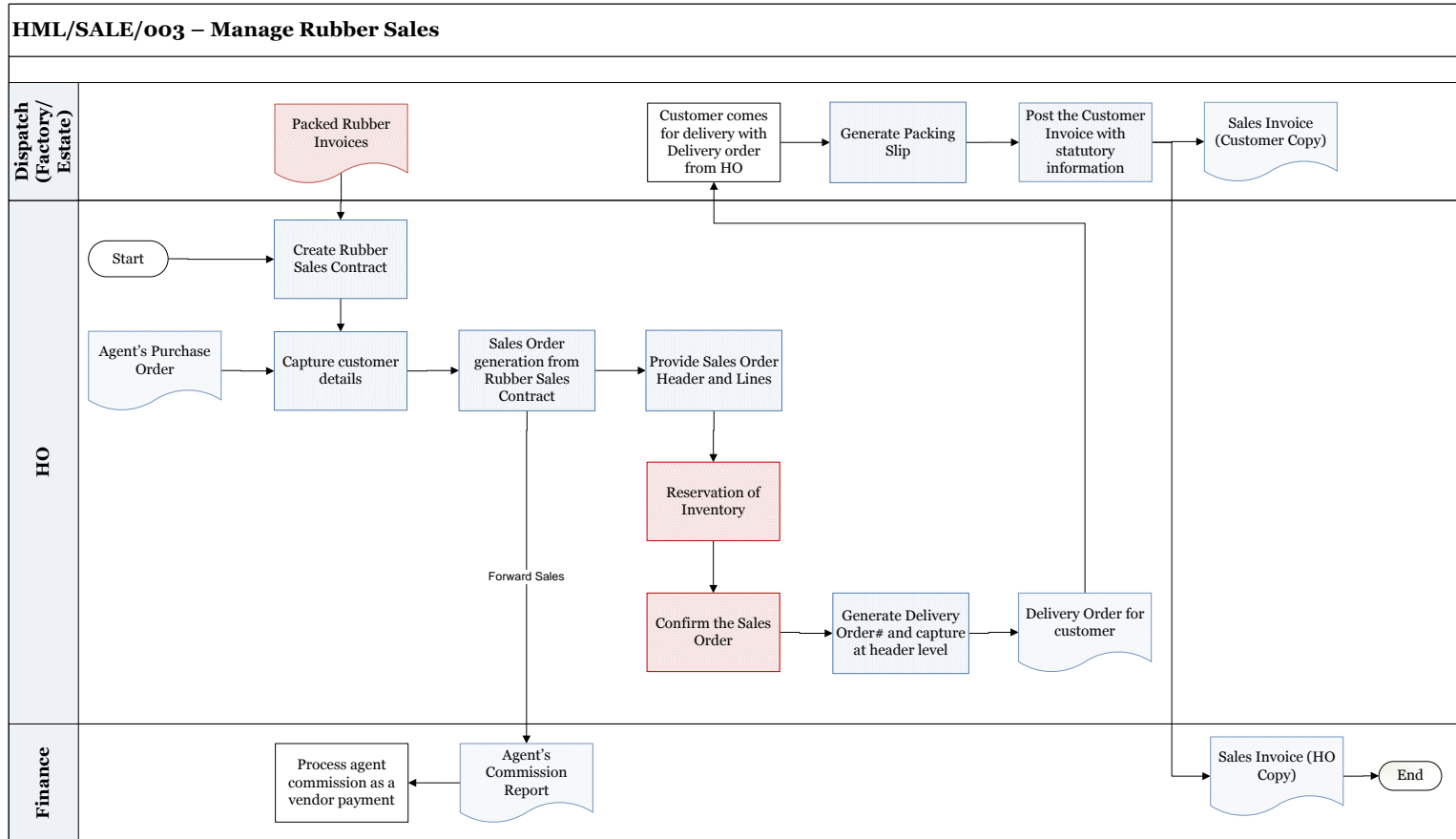
Rubber Sales are either agent sales or direct sales to customers. Both type of sales will be managed directly through standard sales order.

Agent Sales is currently managed through Rubber Sales Contract form to allocate a provisional target quantity to each agent for Rubber sales. The same form will be migrated to the new system in agreement with HML. Validations will be provided in this form by PwC for quantity check that total customers quantity is same as the allocated to Agent. All the agents and customers will be mapped as HML customers only. Post Rubber Sales Contract, standard SO interface will be used to create sales order for each customer after intimation by agent of the customer details and quantity to be invoiced against each customer.

Sales order posting will be done on the basis of details provided by agents. Customers will not be delivered more than the allocated quantity to the agent. Only delivery order and other statutory documents will be prepared at HO. Rest packing slip and invoicing will be done at the respective estate or factory only. Customer can collect the statutory documents and delivery order from HO and take the delivery from estate or factory on its basis. At factory, the authorized user will filter the sales order based on delivery order# and post packing slip and invoice from there itself. He would not be allowed to edit anything on packing slip or invoice. Only he can provide certain numbers from statutory documents like Rubber Board No., etc that have to be printed on the invoice itself.

Direct Sales without any agent involvement will be done through standard SO interface.

3.2.3.1 Business Process Flow: Manage Rubber Sales



3.2.3.2 Business Process Description: Gap Fitment

S. No	Reference Process ID	Activity Name	Activity Description	Gap (Y/N)	Gap Description	Fitment Type C/ W /E /SF
1	HML/SALE/003-001	Create Rubber Sales Contract	Same Form will be used as the customized form being used now. It will be migrated into new system. The form will be used to allocate a provisional target quantity to each agent for Rubber sales. Quantity will be allotted to them for forward sales.	Y		C
2	HML/SALE/003-002	Receive Agent's Purchase Order and capture customer details	Agents purchase order is received and customer details are captured in the Rubber Sales Contract. Validations will be given that the total customers' qty is not more than the allocated qty to agent. Post the Customer Sales Order for each line.	Y	Validations required for quantity check that total customers quantity is same as the allocated to broker.	C
3	HML/SALE/003-003	Sales Order generation from Rubber Sales Contract	Rubber Sales Contract will be posted line wise to create SO against each customer. Customer information should flow from the customer master automatically like his Rubber Board No. Same custom logic will be used to generate SO against each customer and agent name against each sales line will be mapped in a remark field. Also if agent sends some direct sales lines also, they will also be converted to sales orders against the agent itself.	Y	Remark field will be customized on sales order lines.	C
4	HML/SALE/003-	Sales Order	The authorized user updates/Modifies the	Y	Some other fields are also	C

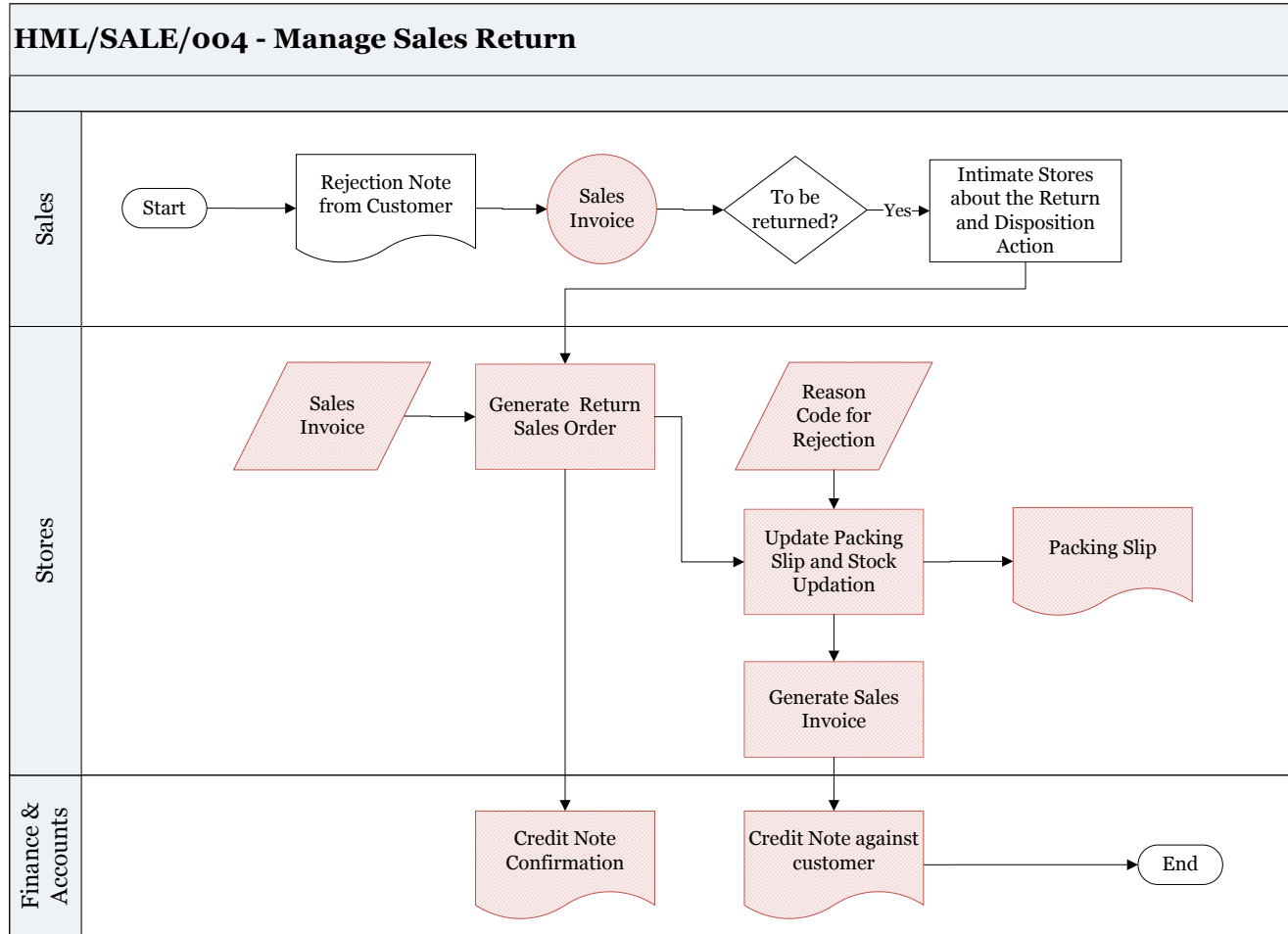
	004	Header and Information	following information on the Sales Order Header like Delivery Address, Invoice Address, Sales Reference, Delivery Terms, Method of Payment, Total Discounts, Sales Currency, Sales Person and Financial dimensions		required to be captured along-with sales order at header level: Invoice Type This will be a mandatory field. Can contain values like Own Rubber Sales within the state, Own Rubber Sales outside the state, Tea Auction Sales, etc.	
5	HML/SALE/003-005	Sales Order Line Information	The authorized user updates/modifies the following information on Sales order Quantity, discount, Delivery Date, Dimension, Location, pertaining to the Sales Line, Charges, Taxes.	Y	Remark field will be customized on sales order lines.	C
6	HML/SALE/003-006	Accounting for Agent Commission	Agents would have to be mapped as vendors also to account for their commission.	Y	A report can be provided to provide the commission charges for sales invoices under one agent for one sales contract. Then that can be passed as voucher against vendor.	C
7	HML/SALE/003-007	Reservation of Inventory	The inventory can be manually reserved against each sales line	N		SF
8	HML/SALE/003-008	Confirm the Sales Order	The authorized user confirms the Sales Order. SO can be sent for approval before confirmation if required.	N		SF
9	HML/SALE/003-009	Generate Delivery Order# at HO	A delivery order number will be generated. Statutory documents along with delivery order would be given to the customer to take delivery from factory directly. HML has agreed to this process change.	Y	This delivery order# will be stored against the Sales Order at header level. Statutory documents would be managed outside the system.	C

10	HML/SALE/003-010	Packing Slip at factory/estate	<p>According to the delivery order#, sales orders will be filtered at factory/estate. Here packing slip will be posted for the respective order.</p> <p>The authorized user updates the following information on Packing slip i.e. Item Code,Packing Slip Date, Time, Date of Shipment, Warehouse, Delivery date and Time, Location , Net weight, Quantity, Serial No, External Item Code.</p>	Y	<p>Following required fields can be mapped on Setup tab of Packing slip No. of barrels ~ No. of cartons Dry weight ~ Net weight Wet Weight ~ Gross weight</p> <p>DRC% can be customized to be captured on packing slip.</p>	C
11	HML/SALE/003-011	Invoicing at HO	<p>Post packing slip, invoice will be posted by authorized user. Invoice will be non-editable for him. But he would be provided to supply some information on statutory documents that needs to be captured on invoice.</p>	Y	<p>Sales Order fields will be non-editable based on the user control. Invoice will also be not allowed editing. Only certain fields will be allowed to enter like Rubber Board No.(comes from customer master), Lorry Receipt No. and so on that should be printed on invoice.</p>	C

3.2.4 Sales Return Process

Sometimes there are cases of return after the item has been sold against the sales order due to breakage, poor quality or any other reason. Here a Return Order is created in the system against the rejection which will allow the user to bring back the sold product into the warehouse. Here the inventory will be updated once the material comes back.

3.2.4.1 Business Process Flow -Business Process Map



3.2.4.2 Business Process Description -Gap Fitment

Sl. No.	Reference Process ID	Activity Name	Activity Description	Gap (Y/N)	Gap Description	Fitment Type C/ W /E /SF
1	HML/SALE/004-01	Rejection Note from Customer	The customer rejects the Material supplied by HML	Y		E
2	HML/SALE/004-02	Return Order Creation	The authorized user creates Return Order	N		SF
3	HML/SALE/004-03	Linking Return Order to Sales Order header	The authorized user links the Return order on original sales order	N		SF
4	HML/SALE/004-04	Linking Return Order to Sales Order Lines	The authorized user links the Return order with the Sales Line in the original sales order	N		SF
5	HML/SALE/004-05	Sales Return Packing Slip	The authorized user updates the packing slip against the Sales Order once the material is received	N		SF
6	HML/SALE/004-06	Sales Return Credit Note	The authorized user raises credit note for corresponding Return order	N		SF
7	HML/SALE/004-07	Sales Return Inventory	The inventory for the return order gets automatically updated at the desired warehouse	N		SF

3.3 Inventory and Warehouse: Business Process Description

HML produces Cenex, PRR(Pit Recovery Rubber), Skim, Crepes, PLC, etc that are used for manufacturing of rubber products. It also has one another but major product line i.e. Tea. They are into production of varieties of tea and auctioning them as well as exporting them in form of various tea blends.

The company also produces smaller quantities of a variety of other exotic horticultural crops like Areca nut, Banana, Cardamom, Cocoa, Coffee, Coconut, Pepper and Vanilla as well as limited quantities of Organic tea and Spices.

For both tea and rubber, HML mostly uses the raw crop from its own tea and rubber estates but may procure sometimes on need basis.

Own and Bought Leaf, Latex, etc. will be maintained as variants in the system now. Rest HML will continue with their Item Codification in the AX 2012 as well but in the new table as suited to the product master structure. Also Item Groups will be managed similarly as being managed today like Packed Cenex, Packed Tea, Bought Cenex, Bought Tea, etc.

Rubber variants will be used as specified:

Rubber Item Name	CONFIGURATION	SIZE	COLOR	STYLE	site	Warehouse	Location	Batch Number
LATEX	OWN,BOUGHT				Y	Y	Y	Y
SKIM	OWN,BOUGHT				Y	Y	Y	Y
PLC		1,2,3,1X			Y	Y	Y	Y
RSS	OWN,BOUGHT	1,2,3,4,5,1X, CUTTINGS			Y	Y	Y	Y
SOLE CREPE		1/4",3/16",1/18", 1/20", CUTTINGS			Y	Y	Y	Y
ISNR	OWN,BOUGHT, TRADED	5, 10, 20, 50, 20 TYRE, 50 OF F, cv 50, cv 60, 5 CV, 10 CV			Y	Y	Y	Y
CENEX	OWN,BOUGHT, TRADED	SINGLE,DOUBLE			Y	Y	Y	Y

Similarly, units of measures (UoM) would continue in AX 2012 as being used in AX 4.0 Also, the inventory model groups, the valuation model, which may be kept same for all items like weighted average or can be kept different for different items.

HML requires only batch number control on certain items like Tea products, Rubber products, etc. for better traceability in the system. In some cases, batch number control would just be for system purpose having no physical control like in case of bulk tea, non-standardized cenex and so on that cannot be stamped with physical batch number until packed. In those cases locations will help in mapping them with the system. HML doesn't need serial number control as that would increase the data entry manifolds at each stage.

These things will be discussed in more detail with HML during configuration activities.

Different warehouses are maintained for HML in Cochin and Coimbatore for both tea and rubber. HML also manages inventory with the help of warehouses at Cochin and Coimbatore factory locations.

HML also intends to maintain virtual warehouse for maintaining the stock which they send to third party subcontractor for job work (on very rare occasions) but are physically present at the subcontracting location. HML intends to move the item physically and virtually to the respective warehouse, as applicable, post the activities of issue, transfer or production.

On sales the inventory value would decrease and in case of purchase of raw materials or in case of production of finished goods the inventory value would increase.

For tracking of movement of goods in between warehouses, transfer orders will be used in the system, post the movement of physical stock to transit locations.

Based on Daily stock register prepared at the factory locations for issue / consumption, production or transfer of items, inventory will be updated in the system through these journals.

Site will be configured for HML in a manner that all estates, HO, factories will be mapped as Sites to which their respective financial dimensions will be locked and linked so that all inventory transactions are posted along-with correct financial dimension entries.

After the sites are configured, warehouses will be configured for every site. each site will have one main warehouse and one in-transit warehouse at the minimum.

If required Inbound and Outbound warehouses can also be configured. these warehouses will be linked to Sites to form the storage hierarchy. And for each warehouse, number of locations can be created like Raw Material location, spares location, FG location and so on.

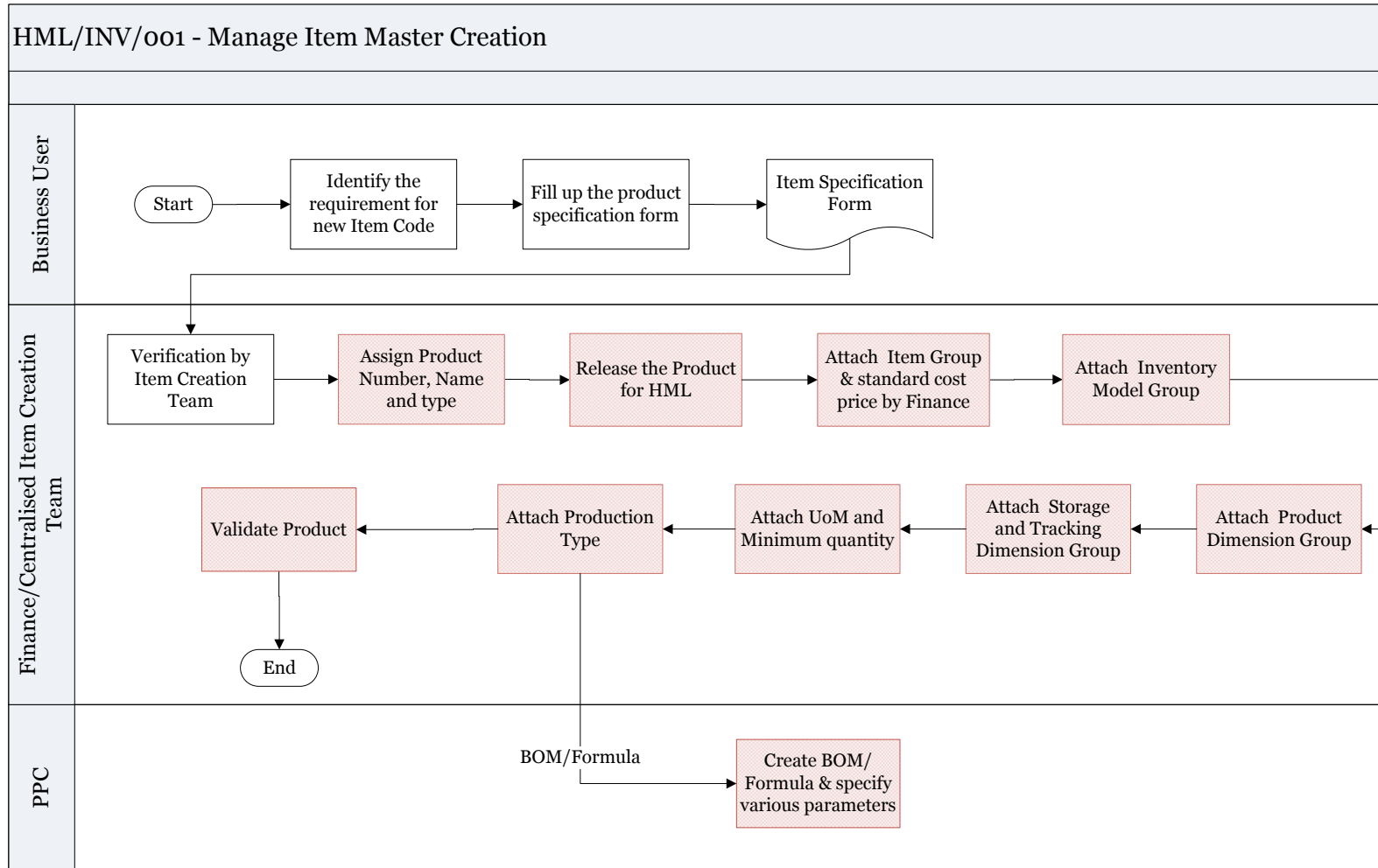
Beneficiary or Dummy sites would be made for each individual estate with just one warehouse. This will be done for the purpose of working around record level filtering. Because of record level filtering one cannot post any journal or transfer orders for other sites since the other sites will be locked as per user and would not show in the drop downs for sites and warehouses.

Hence to be able to post transfer orders or journals for other sites, dummy sites will be used since these will be open for all users. Their particular use is explained in the concerned process descriptions.

3.3.1 Item Master Creation

The item master creation process will be initiated by item code generation in the upgraded system. Since AX 2012 follows the concept of products instead of items, hence the product codes will be generated from scratch according to the current HML requirements. The product specification form will be filled up by the user department. There will be an authorized person to initiate the product specification form department-wise. After initiation the product specification form will be validated by the Finance Department. After it is validated by Finance Department it will be finalized by the Centralized Product Creation team. The Product Creation team will update the data in the system based on item specification form.

3.3.1.1 Business Process Flow -Business Process Map



3.3.1.2 Business Process Description -Gap Fitment

Sl. No.	Reference Process ID	Activity Name	Activity Description	Gap (Y/N)	Gap Description	Fitment Type C/ W/E/SF
1	HML/INV/001-001	Identify requirement for new product code	The user department identifies requirement for a Product Code.	Y		E
2	HML/INV/001-002	Fill up the Product Specification form	The user department then fills up the Product Specification form with Product Type/Product Subtype. Following information is required to be provided by the user along with other specification: Product Dimension Group Storage Dimension Group Tracking Dimension Group	Y		E
3	HML/INV/001-003	Verification by Item Creation Team and Finance	The Item Creation Team verifies whether the Specification Form is properly filled in or not. This involves duplication check and other parameter checks	Y		E
4	HML/INV/001-004	Assign Product Number, Product Name and Type	The team then assigns Product Number, Product Name and Product Type to the Item.	N		SF
5	HML/INV/001-005	Release the product	Product has to be released to HML legal entity.	N		SF
6	HML/INV/001-006	Attach Item Group to define Ledger posting	The Finance department will attach item groups to the item to link with inventory ledgers. Each and every item groups are set up with relevant ledgers based on transaction type. Once the item is linked with the item group the ledgers associated with the	N		SF

			item group will be linked with the individual item also.			
7	HML/INV/001-007	Attach Inventory Model Group	The Finance department will Attach inventory model group to the item as per the valuation method	N		SF
8	HML/INV/001-008	Attach Product Dimension Group	The team then attaches the required Product Group with the Item.	N		SF
9	HML/INV/001-009	Attach Product to Storage and Tracking Dimension Group	The authorized user will attach item to dimension group to activate dimensions accordingly. If serial no. or Batch no. s has to be activated for the item then a dimension group has to be attached with the item in which one will activate the Batch or serial no. control. Transactions are made only after a dimension group is attached to an item	N		SF
10	HML/INV/001-010	Attach unit of measure	The authorized user from purchase department will attach the unit of measure for Purchase, inventory and Sales.	N		SF
11	HML/INV/001-011	Attach minimum quantity, if any	The purchase department will attach specific order setting of minimum quantity (reorder level) against a product if applicable	N		SF
12	HML/INV/001-012	Update standard cost price	The Finance department will Update standard cost price in the cost price field for the respective items.	N		SF
13	HML/INV/001-013	Attach production type and create BOM/Formula	Production Type: Formula/BOM/Co-Product/By-product or None is specified in the Engineer section of Product Master and accordingly user can create BOM/Formula for the product.	N		SF
14	HML/INV/001-014	Validate Product	Validate the Product so that it can be used further in inventory transactions.	N		SF

3.3.2 Material Receipt Process- Own Green Leaf Arrival

The green leaf arrival at factory from any estates will be managed through the movement journal and transfer orders for 2 scenarios:

Scenario 1: Arrival at factory from own estate

In this case, a standard movement journal would be posted for each weighment of green leaf as journal lines. Site and warehouse will be the same as the own estate so that financial dimensions are mapped correctly.

Scenario 2: Arrival at factory from different estate

In this case, it will be a two-step process:

1. Capturing of stock of green leaf plucked at an estate will be managed through posting movement journal for its beneficiary site (dummy site corresponding to main sending site or dummy warehouse attached to the main sending site) which will be posted by receiving factory personnel. This movement journal will be posted by receiving site but will be able to do so since dummy sites/warehouses will not be subjected to record level filtering and will be open for all users. At this time, stock will be updated at dummy sending estate/warehouse only.
2. Capturing of stock transferred to other estates' factories will be managed through transfer orders that will be generated by the receiving estate only for all the weighments for which he has posted movement journal at dummy sending site. The receiving factory personnel would have to create transfer order to transfer the green leaf received from dummy sending site to the main receiving site.

For e.g.: For the green leaf received from Achoor estate to Arapetta factory, then the factory personnel first makes the weighment using weigh bridge and then posts inventory movement journal at "Achoor Beneficiary" site/warehouse. Subsequently, he will create and post a transfer order for sending this material from dummy sending site/warehouse "Achoor Beneficiary", main warehouse to receiving site "Arapetta" warehouse.

This way green leaf arrival can be managed at actual weight only instead of Easy Weigh data, and at any time during stock reporting report can combine the dummy site and main site stock to present as one. Also at any time, stock lying in the dummy site shows pending transfers to be done.

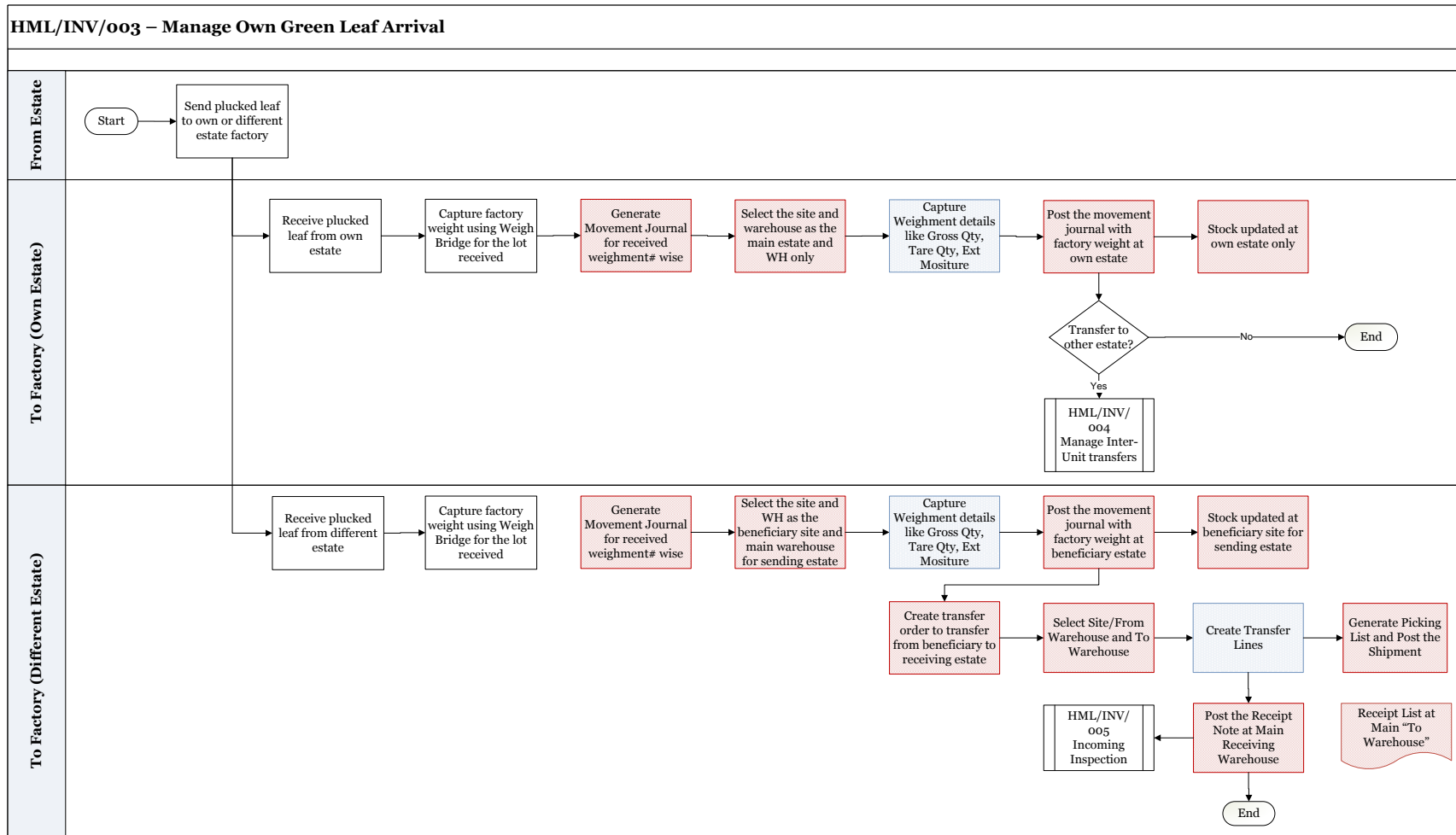
The green leaves will be taken at zero cost(to be decided by HML) and financial dimensions will be mapped accordingly like sending estate, division, cluster, etc. Own Leaf and Bought Leaf will have separate item codes as discussed during FRD discussion.

The journal name would be GreenLeafArrival. Lines would have to be entered in the movement journal weighment wise. Weighment# can be allotted to each lines automatically or manually as per the batch number group.

After movement journal, transfer order will be created. Weighment numbers to be transferred will be manually selected and transferred. Then the receiving site will only post the receipt and use the green leaf received for production.

Quality Orders will have to generated manually. Material would be inventory blocked for quality. After quality order is processed, it can be available for inventory transactions.

3.3.2.1 Business Process Map: Own Green Leaf Arrival



3.3.2.2 Business Process Description: Gap Fitment

S. No	Reference Process ID	Activity Name	Activity Description	Gap (Y/N)	Gap Description	Fitment Type C/ W /E /SF
1	HML/INV/003-001	Send plucked leaf to own or different estate factory	Green Leaf from estate is sent to own or different estate factories after capturing easy-weigh data	Y		E
Scenario: Arrival at factory from own estate						
2	HML/INV/003-002A	Receive Green leaf	Green Leaf from estate is received at own factory.	Y		E
3	HML/INV/003-003A	Capture factory weight	Factory Weight of the green leaf received is captured using weigh-bridge	Y		E
4	HML/INV/003-004A	Generate Movement Journal	Create a movement journal of type Green Leaf Arrival where each line will correspond to one weighment. The material will be taken at zero cost since they are from their own estate. The item code will be Own Green Leaf.	N		SF
5	HML/INV/003-005A	Select the site & warehouse as the main estate only	The Site and warehouse for movement journal are selected as the sending estate and warehouse only since factory personnel will have access to records for own estate. Required financial dimensions can be attached to each weighment lines as required.	N		SF
6	HML/INV/003-006A	Capture weighment details	Details for each weighment like gross qty, tare qty, external moisture% will be captured in movement journal as separate lines.	Y	The main fields to be customized are Gross Qty, Tare Qty, Balance Qty, Ext.	C

			Only Net qty will be stored along-with the journal lines in inventory receipts table. Rest of the fields will be captured after quality check as batch attributes.		Moisture%, Deducted Qty and the Final Net Qty on a separate tab, Net Qty would be non-editable and should be automatically calculated and populated based on ext moisture % input.	
7	HML/INV/003-007A	Post the movement journal	After inputting all the details for each movement journal line, the journal can be posted. At the time of posting each line will be allotted a weighment# automatically or can be done manual for each line as configured for the batch number group of Green Leaf.	N		SF
8	HML/INV/003-008A	Stock Updated at own estate only	Stock of green leaf is increased at own estate same as factory only.	N		SF
9	HML/INV/003-009A	Create quality orders	Quality order for each weighment# arrived at can be created manually in the system and after the quality test, the material will be free to be used for inventory transactions.	N		SF
10	HML/INV/003-010A	Manage transfers	If required, the received green leaf at factory can be transferred to other estate factories.	N		SF
Scenario: Arrival at factory from different estate						
11	HML/INV/003-002B	Receive Green leaf	Green Leaf from different estate is received at the factory.	Y		E
12	HML/INV/003-003B	Capture factory weight	Factory Weight of the green leaf received is captured using weigh-bridge	Y		E
13	HML/INV/003-004B	Generate Movement Journal	Create a movement journal of type GreenLeafArrival where each line will correspond to one weighment.	N		SF

			The material will be taken at zero cost since posting is done for the beneficiary site for sending estate. The item code will be Own Green Leaf.			
14	HML/INV/003-005B	Select the site and WH as the beneficiary site and main warehouse for sending estate	The Site and warehouse for movement journal are selected as the beneficiary site for sending estate and main warehouse only since factory personnel will have access to these beneficiary sites. Required financial dimensions can be attached to each weightment lines corresponding to sending estate.	N		SF
15	HML/INV/003-006B	Capture weightment details	Details for each weightment like gross qty, tare qty, external moisture% will be captured in movement journal as separate lines. Only Net qty will be stored along-with the journal lines in inventory receipts table. Rest of the fields will be captured after quality check as batch attributes.	Y	The main fields to be customized are Gross Qty, Tare Qty, Balance Qty, Ext. Moisture%, Deducted Qty and the Final Net Qty on a separate tab, Net Qty would be non-editable and should be automatically calculated and populated based on ext moisture % input. This net quantity will be updated into the quantity column of the movement journal lines	C
16	HML/INV/003-007B	Post the movement journal	After inputting all the details for each movement journal line, the journal can be posted. At the time of posting each line will be allotted a weightment# automatically or can be done manual for each line as configured for the batch number group of Green Leaf.	N		SF
17	HML/INV/003-008B	Stock Updated at own estate only	Stock of green leaf is increased at beneficiary estate for the sending estate.	N		SF

18	HML/INV/003-009B	Create Transfer Order for sending Tea to warehouse	Transfer Orders will be created by authorized user for dispatching plucked leaf from beneficiary site and to main receiving site for production. In-transit warehouse should be attached to the From warehouse.	N		SF
19	HML/INV/003-010B	Select Site, From Warehouse and To warehouse	At the Transfer order header level, Beneficiary Site(Dummy site for sending estate) will be selected, accordingly from warehouse will be selected. Authorized user then selects the To Warehouse which will be the receiving factory warehouse.	Y	Site can be shown on header level by personalizing the interface	W
20	HML/INV/003-011B	Create transfer lines	Individual lines would be automatically populated for the product name and location selected in GetLines customization. Weighment# will automatically flow to each transfer order line. All the weighment which were captured in movement journal will be transferred from beneficiary site to the main receiving factory so that no stock is pending at beneficiary site. In case some own green leaf stock is shown lying at beneficiary site, then it will signify pending transfers to be made to receiving factory.	Y	GetLines Customization	C
21	HML/INV/003-012B	Generate Picking List and Post the Shipment	Picking List is generated for the selected weighment# from the beneficiary site warehouse. Shipment note is posted by the from beneficiary site warehouse and material is shipped to the in-transit warehouse along with it.	N		SF

22	HML/INV/003-013B	Post the Receipt List at main WH	Receipt List is posted in the system at the "To Warehouse" for the material received at the receiving factory warehouse.	N		SF
23	HML/INV/003-014B	Create quality orders	Quality order for each weight# arrived at can be created manually in the system and after the quality test, the material will be free to be used for inventory transactions.	N		SF

3.3.3 Material Transfer Process

For Inter-unit transfers of material from estates to factories or from factories to warehouses, Transfer orders in the system has to be used. As already discussed, for managing inter-unit transfers, we would have to make one beneficiary site for each estate for managing transfers with record level filtering, otherwise "To Warehouse" would not show other sites warehouses. These beneficiary sites will have only one warehouse, main warehouse.

Hence beneficiary sites/warehouse would be maintained for each estate that would be kept open for all so that transfers can be made to those sites' main warehouses and receiving can be done from it. But this would entail creating two transfer orders one for sending and receiving.

For example, transfer of Packed Tea from Arapetta to Cochin HO warehouse. In this case, if the user tries to make a transfer order and tries to select HO Cochin warehouse in the "To Warehouse" he would not be shown any other warehouses because of record-level filtering. Hence, to solve this, we would create on Beneficiary Site/Warehouse "HO Beneficiary" which will contain Cochin warehouse. This site would be open for all records hence this will always show as a part of "To Warehouses" list. This way one would have to first create a transfer order for transferring Packed Tea from Arapetta to HO Beneficiary and then from HO beneficiary to Main HO Site Warehouse.

So the sending warehouse sends the shipment to receiving beneficiary site and WH and then receiving location would make one more transfer order to send the material from beneficiary to main site warehouse.

One can also report which material is from which location at a particular time in transit location and hence re-check and return the material from transit only if it is not for the right receiving location.

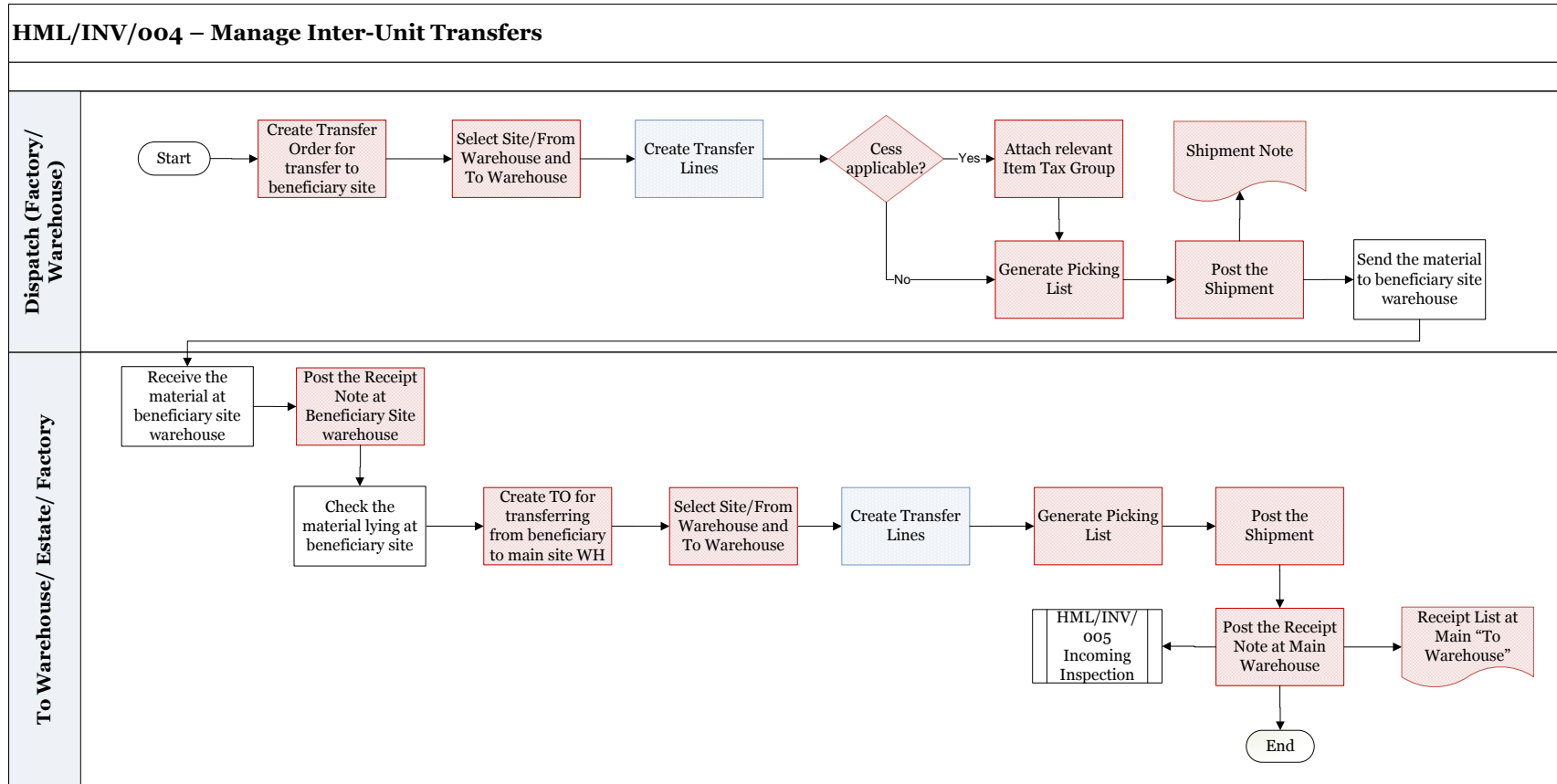
After the material is received at factory, the quantity is verified, the receipt list is created and posted. Following that, quality order can be generated for the received material if so required.

In case of any errors in making the transfer order, only correction that can be made is in the case if the wrong "To Warehouse" is selected. In case the user makes this error, the authorized user who has access to all sites and warehouses can pass a transfer journal to shift the material from wrong receiving warehouse to the right destination.

In case of double cess implication because of wrong grade transferred from factory to warehouse, it would have to be reversed through a manual voucher. Give example/

In case of estates transferring wrong Grade /Mark /Invoice Number or quantity, one would have to make a reverse transfer order and then the actual transfer order. Any tax implications therein would have to be reversed manually using journal voucher.

3.3.3.1 Business Process Flow: Manage Inter-Unit transfers



3.3.3.2 Business Process Description and Gap Fitment : Manage Tea Transfers from factory to warehouse and between warehouses

This would be done through standard transfer orders. The sending warehouse would just need to provide Product Name with variant and the location(site and warehouse) and the order lines will be automatically populated with garden invoice# selected against each one of them. These lines will come from the batch numbers available at a particular warehouse for the given product variant.

Also item tax group to calculate Tea Cess applicable on removal of tea from factory would be by default attached to each line. It can removed from any specific transfer lines if so required.

As required by HML end users, Site(estates/factories/HO) can be displayed along-with warehouses on Transfer Order header level by personalizing the interface.

Also at any point of time, in the transit warehouses one can track the source and destination warehouse for particular stock lying there with the reference of Transfer Order#.

S. No	Reference Process ID	Activity Name	Activity Description	Gap (Y/N)	Gap Description	Fitment Type C/ W/E/SF
1	HML/INV/004 A-001	Create Transfer Order for sending Tea to warehouse	Transfer Orders will be created by authorized user for dispatching packed tea(Unallotted) to the warehouses in Cochin or Coimbatore for sales. In-transit warehouse should be attached to the From warehouse.	N		SF
2	HML/INV/004 A-002	Select Site, From Warehouse and To warehouse	At the TO header level, Site(Estate/factory/HO) will be selected, accordingly from warehouse will be selected. Authorized user then selects the To Warehouse which will be the corresponding beneficiary site warehouse. For example for transferring tea to Cochin Warehouse, one would select HO	Y	Site can be shown on header level by personalizing the interface	W

			Cochin beneficiary site and then Cochin warehouse to work around record level security			
Scenario: Dispatch of Packed Tea from factory to warehouse						
3	HML/INV/004 A-003A	Create transfer lines	Individual lines would be automatically populated based on the product variant and location given by the user. Garden Invoice # will be automatically mapped to each individual line. Each garden invoice# will have status as Unallotted.	Y	GetLines customization (already explained in Tea sales)	C
Scenario: Dispatch of Packed Tea from one warehouse to another						
4	HML/INV/004 A-003B	Create transfer lines	Individual lines would be automatically populated based on the product variant and location given by the user. Garden Invoice # will be automatically mapped to each individual line. Each garden invoice# will have status as Auction, Bulk or Export.	Y	GetLines customization (already explained in Tea sales)	C
5	HML/INV/004 A-004	Attach Item Tax Group	For removal of tea from factory, tea cess is applicable, hence attach relevant item tax group on each line.	N		SF
6	HML/INV/004 A-005	Generate Picking List	Picking List is generated for the selected invoice# from the warehouse	N		SF
7	HML/INV/004 A-006	Post the Shipment	Shipment note is posted by the from warehouse and material is shipped to the in-transit warehouse along with it.	N		SF
8	HML/INV/004 A-007	Receive the material at Beneficiary Site warehouse	The "To Warehouse" in the beneficiary site receives the material physically at their warehouse from in-transit warehouse.	Y		E
9	HML/INV/004 A-008	Post the Receipt List at beneficiary	Receipt List is posted in the system at the "To Warehouse" in the beneficiary site for the	N		SF

		site warehouse	material received at the beneficiary warehouse.			
10	HML/INV/004 A-009	Check the material lying at beneficiary site WH	At any point of time, one can check the material lying at corresponding beneficiary site warehouse and then transfer it from there to the main warehouse.	Y		E
11	HML/INV/004 A-010	Create Transfer Order for sending from beneficiary to Main WH	Transfer Orders will be created by authorized user for dispatching packed tea(Unallotted) from the beneficiary to main warehouses in Cochin or Coimbatore for sales. In-transit warehouse should be attached to the From warehouse.	N		SF
12	HML/INV/004 A-011	Select Site, From Warehouse and To warehouse	At the TO header level, Site(Estate/factory/HO) will be selected, accordingly from warehouse will be selected. Authorized user then selects the To Warehouse which will be the corresponding Main warehouse.	Y	Site can be shown on header level by personalizing the interface	W
13	HML/INV/004 A-012	Create transfer lines	Individual lines would be automatically populated based on the product variant and location given by the user. Garden Invoice # will be automatically mapped to each individual line.	Y	GetLines customization	C
14	HML/INV/004 A-013	Generate Picking List	Picking List is generated for the selected invoice# from the beneficiary site warehouse	N		SF
15	HML/INV/004 A-014	Post the Shipment	Shipment note is posted by the from beneficiary site warehouse and material is shipped to the in-transit warehouse along with it.	N		SF
16	HML/INV/004 A-015	Post the Receipt List at main WH	Receipt List is posted in the system at the "To Main Warehouse" for the material received at the main warehouse.	N		SF
17	HML/INV/004 A-016	Create Quality Orders	The quality orders can be created manually if required for posted garden invoice#. During the quality check, the inventory will be	N		SF

			blocked from any transactions.			
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3.3.3.3 Business Process Description and Gap Fitment: Manage Own Latex/FC Arrival at Factory from estate

Stock update at own estate for latex will be managed through movement journal posting based on the easy weigh data. This will handled by Payroll. Trade and Logistics scope will start from the transfer of stock from one estate to other estate or factory which will be managed through transfer orders.

This would be done through standard transfer orders. "Status" dimension of latex will be marked as "own". The stock will then be transferred from estate to warehouse based on the easy weigh data.

As required by HML end users, Site(estates/factories/HO) can be displayed along-with warehouses on Transfer Order header level by personalizing the interface.

Also at any point of time, in the transit warehouses one can track the source and destination warehouse for particular stock lying there with the reference of Transfer Order#.

S. No	Reference Process ID	Activity Name	Activity Description	Gap (Y/N)	Gap Description	Fitment Type C/ W/E/SF
1	HML/INV/004B-001	Create Transfer Order for sending Latex to warehouse	Transfer Orders will be created by authorized user for dispatching own latex from respective estates to factories in Cochin and Coimbatore. In-transit warehouse should be attached to the From warehouse.	N		SF
2	HML/INV/004B-002	Select Site, From Warehouse and To warehouse	At the TO header level, Site(Estate/factory/HO) will be selected, accordingly from warehouse will be selected. Authorized user then selects the To Warehouse which will be the corresponding beneficiary site's warehouse.	Y	Site can be shown on header level by personalizing the interface	W
3	HML/INV/004B-003	Create transfer lines	Individual lines would be automatically populated based on the product variant and	Y	GetLines customization	C

			location given by the user. Batch Number will be automatically mapped to each individual line. Each lot of latex will have status as "Own"			
4	HML/INV/004B-004	Generate Picking List	Picking List is generated for the selected lines from the estates.	N		SF
5	HML/INV/004B-005	Post the Shipment	Shipment note is posted by the from estate and material is shipped to the in-transit warehouse along with it.	N		SF
6	HML/INV/004B-006	Receive the material at Beneficiary site warehouse	The "To Warehouse" in the beneficiary site receives the material physically at their warehouse from in-transit warehouse.	Y		E
7	HML/INV/004B-007	Post the Receipt List at beneficiary site's WH	Receipt List is posted in the system at the "To Warehouse" in the beneficiary site for the material received at the beneficiary warehouse.	N		SF
8	HML/INV/004B-008	Check the material lying at beneficiary site WH	At any point of time, one can check the material lying at corresponding beneficiary site and then transfer it from there to the main warehouse.	Y		E
9	HML/INV/004B-009	Create Transfer Order for sending from beneficiary to Main WH	Transfer Orders will be created by authorized user for dispatching latex from the beneficiary site warehouse to main estate warehouses. In-transit warehouse should be attached to the From warehouse.	N		SF
10	HML/INV/004B-010	Select Site, From Warehouse and To warehouse	At the TO header level, Site(Estate/factory/HO) will be selected, accordingly from warehouse will be selected. Authorized user then selects the To Warehouse which will be the corresponding Main warehouse.	Y	Site can be shown on header level by personalizing the interface	W
11	HML/INV/004B-	Create	Individual lines would be automatically	Y	GetLines customization	C

	011	transfer lines	populated based on the product variant and location given by the user. Batch Number will be automatically mapped to each individual line. Each lot of latex will have status as "Own"			
12	HML/INV/004B-012	Generate Picking List	Picking List is generated for the selected invoice# from the beneficiary warehouse	N		SF
13	HML/INV/004B-013	Post the Shipment	Shipment note is posted by the from beneficiary site warehouse and material is shipped to the in-transit warehouse along with it.	N		SF
14	HML/INV/004B-014	Post the Receipt List at main WH	Receipt List is posted in the system at the "To Main Warehouse" for the material received at the main warehouse.	N		SF
15	HML/INV/004B-015	Create Quality Orders	The quality orders can be created manually if required for posted lines. During the quality check, the inventory will be blocked from any transactions.	N		SF

3.3.4 Material Incoming Inspection at HML

Incoming inspection is carried out by the quality department in the following scenarios:

- Incoming material against Purchase order from Vendor
- Incoming material against Inter Unit Transfer
- Incoming Material against Movement Journals like Own Leaf, etc.

Currently, when material comes to factory premises, before or after posting GRN or receipt list, Quality Check is performed on a number of parameters for every type of input. These parameters are captured along with the input items for further processing but no material is rejected. Quality check is mainly a validation process that helps in further processing decisions.

In the new system, once Goods Receipt Note (GRN) is posted or tried to be posted against Purchase Order, right before or after that a Quality order can be manually created or automatically generated batch number wise for the Quality department. Automatic quality order is defined using

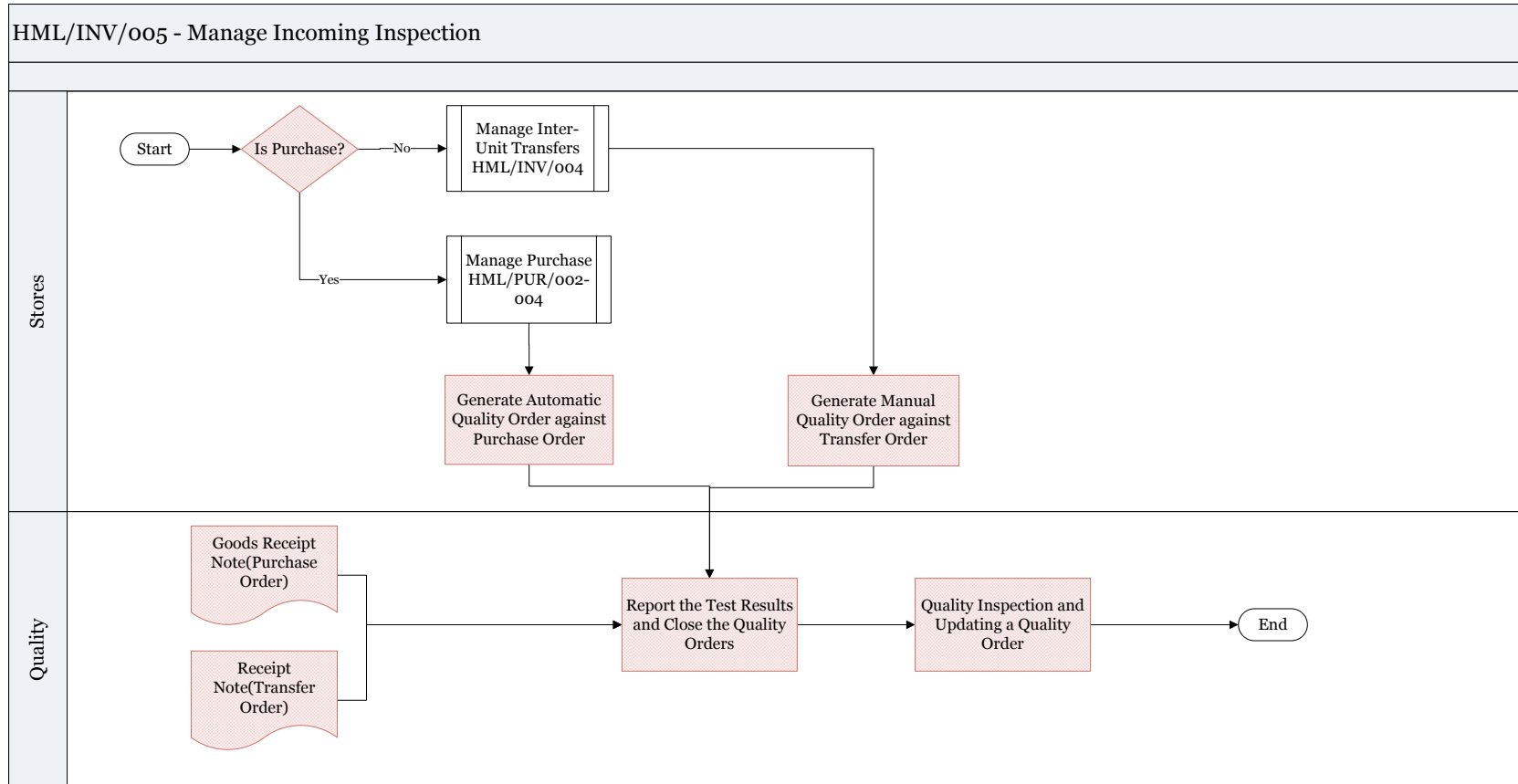
quality associations of each item or all the items or an item group. The associations are defined w.r.t Purchase, Production, etc. defining at which point automatic quality order is generated. For other items quality check will be done manually after GRN.

Against transfer orders or movement journals, quality orders cannot be generated automatically. They would have to be created manually for each weightment no or batch number.

The quality user will report the test results in the quality order and then send the quality results to stores. After all the batches of material are checked for quality, the Quality department will end the quality order. Inventory is blocked from use during quality, hence it will be released once the order is completed.

The quality orders and result can be anytime checked from PO or can be checked from quality orders interface only.

3.3.4.1 Business Process Flow -Business Process Map



3.3.4.2 Business Process Description -Gap Fitment

Sl. No.	Reference Process ID	Activity Name	Activity Description	Gap (Y/N)	Gap Description	Fitment Type C/ W/E/SF
1	HML/INV/005-001	Generate Quality Order against Purchase Order	The Quality setup of the item will be such that when a registration and packing slip is made of the item against a Purchase order automatically a Quality order will be generated against the Purchase order. Quality Orders can also be made manually if required.	N		SF
2	HML/INV/005-002	Generate Quality Order against Transfer Order	System does not provide automatic quality order generation against transfer orders. These would have to be generated manually from quality orders interface.	N		SF
3	HML/INV/005-003	Report the Test Results and Close the Quality Orders	The quality user will report the test results, along with the specific attributes and close the quality order.	N		SF
4	HML/INV/005-004	Quality Inspection and Updating a Quality Order	Quality Inspection will be done only for items having Batch no.s enabled. The quality person will check the item batch wise in the quality order and update the attributes for every batch.	N		SF

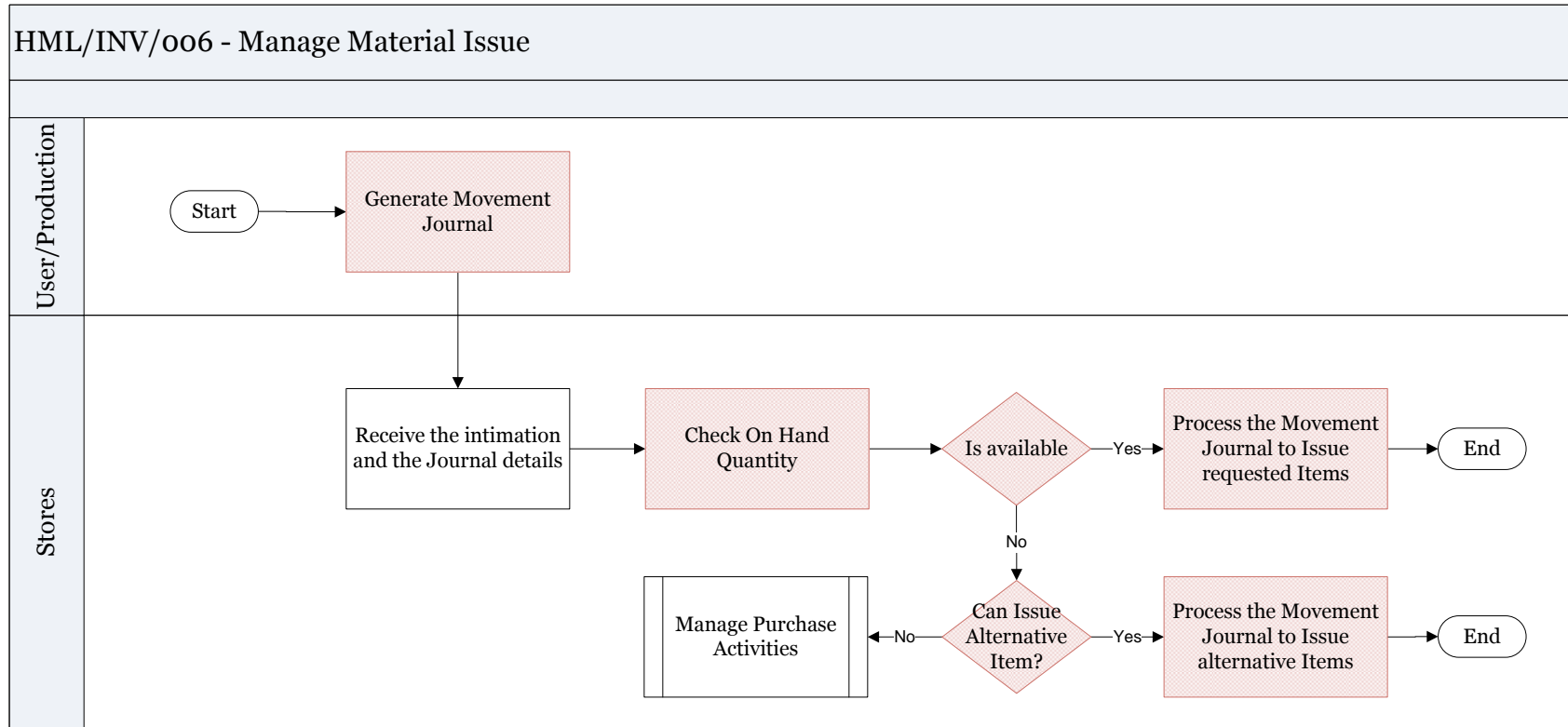
3.3.5 Material Issue at HML

Materials, which will be issued other than production like consumables, spares, firewood, etc. will be managed through this process. Production or user department will create an inventory movement journal to capture the details of the materials required. The requested quantity will be specified against each item.

The stores personnel will acknowledge the receipt of movement journal (Issue slip) and check the inventory. In case material is not available, purchase process will be initiated by stores. If material is available partially, inventory person will modify the quantity in inventory movement journal based on availability. Material will be identified at stores and picked for issue to production/user department. Before issuing, movement journal will be posted in system and inventory will be updated accordingly.

Also material consumption at estates like Ammonia, fertilizers, etc., is being currently fed into Easy Weigh machine from where an automatic movement journal is posted to reduce their inventory in system. Same customization will be used in AX 2012 as well.

3.3.5.1 Business Process Flow -Business Process Map



3.3.5.2 Business Process Description -Gap Fitment

Sl. No.	Reference Process ID	Activity Name	Activity Description	Gap (Y/N)	Gap Description	Fitment Type C/W/E/SF
1	HML/INV/006-001	Generate Movement Journal	If Requisition is for Indirect Material: The user or the Production department will create an Inventory movement journal. The user will select the products along with associated inventory dimensions in Movement journal lines.	N		SF
2	HML/INV/006-002	Receive the intimation and the Journal details	The Stores will be receiving the material requisition intimations and details of the Movement Journal respectively	Y		SF
3	HML/INV/006-003	Check On Hand Quantity	Stores will check the On hand quantity against the items for which the requisition has been raised	N		SF
4	HML/INV/006-004	Process Movement Journal against requested items	The Stores will physically identify the material at stores. Updated Issue slip will be generated after posting of Movement Journal and updation of Inventory.	N		SF
5	HML/INV/006-005	Process Movement Journal	Modification of Quantity in Movement Journal lines as per availability, in case of partial availability the store can issue alternative items based on mutual agreement.	N		SF

4 FRD Sign-off

Client Name

Name:
Designation:
Date:

Client Name

Name:
Designation:
Date:

