



SMART *Biz* - BPO



iSmart Business Solutions Pvt Ltd.

SMART *Biz* - BPO

Modular features for a
BPO Industry

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OVERVIEW

iSmart Business Solutions (P) Limited is a software development and consultancy firm that provides integrated solutions for the food and agribusiness industry that enables customers to use information as a strategic planning tool. iSmart is on its way to become the World Leader in providing value added Business Solutions for food and ITO business worldwide.

The current flagship product of the Company, **HARVEST *it*TM** is the culmination of more than 1000 man-years of cumulative development effort over the past 20 years.

SMART Biz BPO is an integrated multi-platform package that meets the needs of virtually every aspect of the Food & IT industry. **SMART Biz BPO** supports multi-domains and multi currency, thus facilitating usage in industries all over the world. **H*it*** has an integrated, modular architecture design, is available on varied hardware platforms and operating systems, and is a user-friendly system designed for plantation environment. All the modules of **SMART Biz BPO** are Windows-based and developed using the client – server architecture. **SMART Biz BPO** is customized for different domains such as – agri based crops and IT related industries.

Given below is a brief description of the modules offered by **SMART Biz BPO** relevant to a **BPO Industry**



FINANCIAL ACCOUNTING SYSTEM

The Accounts module of **SMART Biz BPO** takes care of every accounting need at the Company Level. Besides regular accounting functions, the system offers features like Accounts grouping to n levels, and Unlimited number of Documents like Petty Cash, Cash On Hand and different bankbooks. The system allows for a provision for reconciliation of Bank, Debit/Credit note, Inter Location Documents.

The system allows a foolproof method to prevent manipulation of accounts. Users can be defined under Sanctioning authorities with the authority to sanction different amounts of money. **SMART Biz BPO** Accounts supports Multi- Location and Multi Currency requirements.

The product features are briefly described below:

Transactions

1. Document Maintenance

The Document Maintenance option is used to enter the details of the transactions into documents created through the Document Master. Document Master helps to create different types of documents maintained at the corporate and unit levels such as Cash books, Bank books and different Journal books. This option is capable of handling foreign currency documents also. The system provides masters for setting up different foreign currencies in use and their daily currency rate.

2. Document Verification

The Document Verification option is used to scrutinize the details in the selected document before sanctioning. This option allows the User to



make modifications to the transaction details entered in this document through Transactions/Document Maintenance.

3. Document Sanctioning

Document sanctioning option is used for sanctioning or rejecting a document after the verification of the documents using the Transaction/Document Verification option. Sanctioning a document implies that the transactions in the document are to be approved by a sanctioning authority authorized to sanction documents. Rejection is the process by which the sanctioning authority rejects the transaction in the document.

4. Document Canceling

The Document Cancellation option is used for canceling the sanctioned vouchers. Cancelled vouchers will not be permanently removed but will only be marked as CANCELLED. The system helps to define user sanctioning and canceling rights.

5. Bank Reconciliation

Bank Reconciliation is the process of adjusting the bank document balance with the balance statement sent from the bank. The Bank Reconciliation option allows the User to tally the entries in the Company's account book with that of the Bank's book. This option also allows new entries into the bankbooks.

6. Foreign Exchange Gain or Loss

This option helps to generate a report on Forex Gain or Loss at the month end for foreign currency documents based on Currency rate & transactions for a particular document.



Reports

1. Documents – Cash Book / Bank Book / Journals

The Cash option generates a report that contains the details of cash payments and cash receipts recorded in the cashbook. This report generates the details entered through Document Maintenance for the selected document and location. System can generate a location wise, consolidated or a summarized report. This report contains details such as Voucher number, Voucher date, Narration, Receipt, Payment, Balance, etc. The report also reflects foreign currency rate and transaction amount & balance in foreign currency for foreign currency documents

2. Documents – Debit & Credit Notes

Debit/Credit Note option is used to generate a report containing the details of the debit note or credit note transactions that have occurred in a specified period. This report contains Voucher Date, Voucher No, Narration, Debit, Credit and Balance.

3. General Ledger

The General Ledger option is used to generate a report, which gives the details of all the transactions posted to the selected accounts in the locations specified, during the specified period. System can generate a summarized as well as a detailed report.

This report contains details such as Voucher date, Voucher number, Particulars, Debit, Credit, Balance, etc.

4. Trial Balance

The Trial Balance option generates a report, which contains the debit and credit balances of various transaction entries, posted to different accounts in the specified locations, for a specified period. This report also contains the debit and credit opening balances and closing balances



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of various accounts. The report provides the option to generate Consolidated Trial Balance or Location wise balance. This report contains details such as Description, Opening balance debit, Opening balance credit, Transaction debit, Transaction credit, Closing balance debit, Closing balance credit, etc.

5. Sundry Creditor and Debtor Balance

This report helps to generate the information on updated Credit & debit balance as on date for each supplier.

6. Cheque Printing

This option used to print cheques for selected documents. The cheque will print with Payee/Payer information recorded from transaction entries. The report provides the option to select the Document and the Voucher Number.

7. Document Balance Statement

The Document Balance Statement option is used to generate a report containing the balances of all documents of the location logged in as on the specified date. The report displays the balances of bank documents and cash documents separately.

8. Bank Reconciliation Statement

The Bank Reconciliation Statement option is used to generate a report containing the bank reconciliation details as entered through Transaction/Reconciliation/Bank. This report generates the details for the specified location, bank, month and year. It also report contains details such as Voucher number, Cheque number, Cheque date, Cheque details, Cheque amount, etc.



9. Final Account Reports: –

Trading & P/L, Balance Sheet & Cash Flow

The system provides a report builder tool to generate the Final Accounts reports. This tool will help the user to design his Final Accounts report as per his format.



BILLS MANAGEMENT SYSTEM

Bills Management module of **SMART Biz BPO** is a system that is capable of automating all the tedious processes involved in the processing of payables and receivables in an organization. It keeps track of all the supplier invoices and related documents, creditors & debtors' balances right from their generation to the final payment or receipt. In general the bills could be broadly classified as Payables and Receivables. The system allows the flexibility for defining different Bill Categories, Aging of Bills, General Payment Terms, supplier wise payment terms, additional charges and linking them to account heads.

The product features are briefly described below:

1. Advance Receipt

The Receipt option is used to enter the details of the advances received from customers. The Receipt option also helps to maintain the details of cheques by which the advance is received. The Entry can be made for Advances in Foreign & Local Currency.

2. Advance Payment

The Payment option is used to enter the details of advance paid to the suppliers. The details of cheques by which the advance is paid can be maintained. The Entry can be made for payments in Foreign Currency and Local Currency.

3. Receivables

The system facilitates the option for entering the details of bills that are receivable from the customers. Details of multiple bills of the same customer can be entered in a single transaction. The transactions can be



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made in local currency and foreign currency. The Details of Other Charges, including Tax and discounts can also be maintained.

4. Payables

Payables are the bill amounts to be paid to the supplier. Details of the invoices raised by suppliers can be maintained.

5. Bills Sanctioning

Bill Sanctioning option is used to sanction bills that are not sanctioned for payment. All the bills for a selected supplier are displayed and bill sanctioning for the same can be done using this screen. Those bills that are posted from other modules and not sanctioned can be also sanctioned here.

6. Adjustments

Once the payable and receivable documents are created for a particular supplier, adjustments are made between the amount that has to be paid to the supplier and the amount that has to be received from the supplier and also between the advances paid by the supplier. The system facilitates this operation through the adjustment transaction.

7. PAN Generation

PAN implies Payment Advice Note. PAN is generated for the amount payable to the supplier against a bill. The PAN Generation option is used to generate the Payment Advice Notes.

8. PAN Cancel

PAN Cancel option is used to perform the cancellation of the PAN that has been already generated through Transaction/PAN Generation. During cancellation, a confirmation is asked and the reason for cancellation is also to be entered.



9 Receipts

The Receipts option is used to enter the details of pending amounts that are to be received from the customers. The User tags the Payment Mode and Cheque Details while creating receipts against different credit notes. When a receipt is processed, an entry is automatically posted into the accounts.

10. Payment

The Payments option is used to enter the details of pending amounts that are paid to the suppliers. Payment is done against PAN. When a payment is processed, an entry is automatically posted to the accounts.

11. Payment Cancel

The Payment Cancel option is used to perform the cancellation of the PAN for which payment has been done through Transaction/Payments. During cancellation, a confirmation is asked and the reason for cancellation is also to be entered.

Reports

Checklist for Masters like Bills Category, Additional Charges, and Ageing bracket are available.

Checklist for the Transactions

- Advance Receipt & Payments

Listing of Advance Receipts and Payments for the selected period is available. Listing can be done for a specific month or for a given period.

- Receivables & Payables

Listing of Receivables & Payables for selected customers/suppliers for the selected period is available. Listing can be done for a specific month or for a given period.

- Adjustments



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The Adjustments option is used to generate a checklist containing the details of bills, which are adjusted within a specified month or a period. The Adjustments checklist contains details such as Date, Supplier Name, Bill No, Bill/Advance Date, Adjusted Amount, Adjusted Bill number, Adjusted Bill/Advance Date and Total Amount.

- PAN Generation

The PAN Generation option is used to generate a checklist containing the details of PANs generated for a specified month or a period. The PAN Generation checklist contains details such as Date, Bill Number, Bill Date, Bill Category, Total Amount, Adjusted Amount, Payable Amount, PAN Number, PAN Date, Cancel Status and Total Amount for each bill category and Grand Total.

- PAN Cancel

The PAN Cancel option is used to generate a checklist containing the details of PANs that are cancelled through Transaction/PAN Cancel within a specified month or a period. The PAN Cancel checklist contains details such as Date, Supplier name, PAN number, PAN date, Amount and Cancel Reason.

- Receipts

The Receipts option is used to generate a checklist containing the details of suppliers from whom the money has to be received or to whom the receipt has been issued within a specified month or a period. The Receipts checklist contains details such as Date, Supplier Name, Document Name, Voucher number, Cheque Number, Cheque Date, Bill No, Bill Date, Bill Category, Received Amount, Narration, Category wise total and Grand total.



- Payments

The Payment option is used to generate a checklist containing the details of the payments done through Transaction/Payments within a specified month or a period. The Payment checklist contains details such as Date, Supplier, PAN date, PAN number, PAN amount, Currency name, Document number, Document date, Voucher number, Voucher date, Cheque number, Cheque date, Debit, Credit, Bill category wise total and Grand total amount.

12. Bill Register

The Bill Register option is used to generate a report containing the details of the bills that are to be paid to the suppliers and to be received from customers within a specified period. The Bill register report contains details such as Date, Bill Date, Bill Number, Reference Number, Reference Date, Supplier Name & Account, Credit Days, Due Date, Account Name, Amount, Additional Charges, Bill Category, Total Amount for each bill category and Grand total.

13. Additional Charges Register

The Additional Charges Register option is used to generate a report containing the details of all the additional expenditure incurred on the suppliers within a specified period. The Additional Charges Register report contains details such as Period, Date, Additional Charge Description, Document Number and Date, Supplier, Amount, Account name, Category, Sub Total and Grand Total.

14. Unsanctioned Bill Register

The Unsanctioned Bill Register option is used to generate a report of the bills that are not sanctioned for payment corresponding to the selected suppliers and bill categories as on the specified date. The Unsanctioned Bill Register report contains details such as Date, Supplier name, Account



Name, Currency Name, Category Description, Bill Number, Bill Date, Received Date, Credit Days, Bill Amount and Total Amount.

15. Sanctioned Bill Register

The Sanctioned Bill Register option is used to generate a report of the bills that are sanctioned for payment through Transaction/Bill Sanctioning. The Sanctioned Bill Register report contains details such as Date, Supplier Name, Account Name, Currency Name, Category Description, Bill Number, Bill Date, Received Date, Credit Days, Bill Amount and Total.

16. Receivables

The Receivable option is used to generate a report of the receivable bills that have been entered through Transaction/Receivable corresponding to the selected customers and bill categories as on the specified date. The Receivable report contains details such as Date, Supplier, Account Name, Currency Name, Bill Type, Bill Number, Bill Date, Received Date, Credit Days, Due Date, Bill Amount, Receivable Amount and Grand Total.

17. Payables

The Payable option is used to generate a report of the payable bills that have been entered through Transaction/Payable corresponding to the selected suppliers and bill categories as on the specified date. The Payable report contains details such as Date, Supplier, Account Name, Currency Name, Bill Type, Bill Number, Bill Date, Received Date, Credit Days, Due Date, Bill Amount, Payable Amount, Currency Total and Grand Total.

18. Term Wise Payables

The Term-Wise-Payable option is used to generate a report of the payable bills that have been entered through Transaction/Payable corresponding to the selected suppliers and bill categories for a specified period. The Term-Wise-Payable report contains details such as Date, Bill



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Number, Supplier, Bill Date, Bill Amount, Paid Amount, Adjusted Amount, Balance Amount, Contract Terms, Due Dates, Due Amounts, Supplier Name, Group Total and Grand Total.

19. Unpaid Invoices

The Unpaid Invoice option is used to generate details of all the unpaid bills as on a specified date. A report of unpaid bills of both receivables and payables can be generated using this option. The Unpaid Invoices report contains details such as Date, Bill Date, and Received date, Reference Number, Account Name, Bill Amount, Out Standing, Narration and Grand Total.

20. Unassigned Advances Reports

The Unassigned Advance Report option is used to generate a report of the unassigned advances, paid to the selected suppliers within the specified period. The unassigned Advance Report contains details such as Date, Party, Reference Number, Reference Date, Cheque Number, Cheque Date, Description, Voucher Number, Debit and Credit Advance Amount, Debit and Credit Unassigned Amount, etc.

21. Advance Adjustment Register

The Advance Adjustments Register option is used to generate a report containing the details of the adjustments done in advances that have been paid to the suppliers and received from customers within a specified period. The report contains details such as Date, Supplier Name, Date, Advance Amount, Adjustment Date, Bill Number, Bill Date, Category Description, Adjustment Amount, Adjustment Total, Balance, Adjusted Amount, Unadjusted Amount and Grand Total.

22. PAN Report

The PAN Report option is used to generate a report of PANs as per the specified PAN numbers. A consolidated or a Split Up report can be generated using this option. The PAN Report contains details such as



Date, Pan Number, Pan Date, Document Number, Document Date, Bill Number, Reference Number, Narration, Debit Amount, Credit Amount, Pan Amount, Total and Payable Amount.

23. Payment Advice

The Payment Advice option is used to generate a report of the payments or transactions done with a specified bank by the selected suppliers within the specified period. This is an authorization given to the bank to specify the transaction done with them using various payment modes. The Payment Advice report contains details such as the Name of the supplier, Account name and the Amount paid.

24. Outstanding (Detailed)

Out standings are the pending payments. The Out Standings (Detailed) option is used to generate a report containing the details of out standing payments or receivables of the selected suppliers within the specified period. The Out Standings detailed report contains details such as Date, Account, Aged Balance (days), Date, Type, Description, Reference Number, Amount, Out Standing and Due Date.

25. Outstanding (Summary)

Outstanding are the pending payments. The Outstandings (Summary) option is used to generate a summary report containing the details of outstanding payments or receivables of the selected suppliers with in the specified period. The Outstanding Summary report contains details such as Date, Supplier, and Balance Payments after different periods, Up to 30 days, Over 30 days, Over 60 days, and Over 90 days, Assigned Payments, Turn Over, Credit Limit, Date of Last Act and Total.

26. Ageing Analysis (Ageing Bracket Wise)

The Ageing Bracket Wise option is used to generate details of those bills that have not been paid till the specified date. The report consists of details such as Date, Document Number, Due Date, Document Date,



Credit Days, Currency, and Total Amount of various suppliers and Grand Total.

27. Ageing Analysis (Supplier Wise)

The Supplier Wise option is used to generate details of those bills that have not been paid till the specified date. The Ageing Analysis Supplier Wise report contains details such as Date, Document Number, Due Date, Document Date, Credit Days, Currency, Total Amount, Supplier Name, Ageing Bracket, Supplier wise Total and Grand Total.

28. VAT Summary

29. Statement of Accounts

The Statement of Accounts option is used to generate a detailed report of the account statements of suppliers or customers for a specified report. The Statements of Accounts report contains details such as Date, Type, Narration, Invoice Number, Reference Number, Debit Amount, Credit Amount, Out Standing Amount and Due Amount, if any.

30. Sales Ledger Control Account

The Sales Ledger Control Account option is used to generate a report of the various transactions done by the Company for a specified month and year. The Sales Ledger Control Account report contains the details of the Date, Credit, and Debit, Particulars such as Opening Balance, Goods, GST, Payments, Settlement Discount, Closing Balance and Grand Total.

31. Debit Ratio Report

The Debit Ratio is the ratio between the sales amount and the outstanding amount. The Debit Ratio Report option is used to generate a report of the debit ratio of suppliers within a specified period. The Debit Ratio Report contains details such as Date, Supplier Name, Sales, Outstanding, Ratio and Total.



32. Discount Summary Report

The Discount Summary Report option is used to generate the report containing the details of discounts given to the suppliers for a specified period. The Discount Summary report contains details such as Date, Supplier Name, Bill Number, Description, Discount, Amount, and Grand Total.



FIXED ASSETS SYSTEM

The product features are briefly described below:

Transactions

1. Asset Addition

The Additions option helps to add the details of the newly purchased asset items. System has the feature to populate details based on PO from Procurement system. This Screen captures all required details about asset purchases like supplier name, Quantity, Purchase date, installation date, commission date, etc.

2. Invoice

The Invoice screen provides the option to generate the Invoice for asset purchase based on the Purchase order number.

3. Work in Progress & Capitalization

The Work In Progress option helps to record the details of the assets that are under construction. The Work Completion Date option is used to enter the date of completion of the work of an item that was under progress. The system will update this item as an asset using the Capitalization option under the process menu only after the work completion date.

4. Forex Gain or Loss

This captures the data on Gain or Loss that happens during Asset transactions.



5. Revaluation of Assets

The Revaluation option allows the entry of changes in the market value of the asset. Corresponding change will happen in the Asset Register related reports.

6. AMC Register

The AMC Register option enables the capturing of details on annual maintenance contract registered for the financial year. It capture details like AMC date, AMC number, Item description, Supplier name, from date, to date, Current quantity, Cost, etc.

7. AMC Renewal

The AMC Renewal option or the Annual Maintenance Contract Renewal allows the User to renew the annual maintenance contracts as created through Annual Maintenance Contract, for a particular period.

8. AMC Revision

The AMC Revision option or Annual Maintenance Contract Revision allows the revision of the annual maintenance contract already created.

9. Maintenance

The Maintenance option allows the entry of details regarding maintenance of assets. Maintenance of assets has to be done periodically to improve their efficiency. These maintenance works are normally given on contract.



10. Asset Transfer

Asset Transfer option is used to enter the details regarding the transfer of assets from one location to another location.

11. Asset Disposal

This option helps in the deletion and sale of assets to be entered through the Sales and Disposal option. The User can also enter details of the assets, which were stolen or which were transferred to some other location.

12. Depreciation Rate – Category wise /Asset wise /Item wise

The system provides the option to set Depreciation rate Category wise, Asset wise or Item wise. User can set Life period & Rate in this Screen. This option allows the setting of the method of depreciation, the account to which the depreciation is posted, etc .

Reports

1. Depreciation Summary

Depreciation Summary option can be used to get a summarized report for the depreciation calculated for the selected assets in the selected locations, as on the month in which depreciation was last calculated. The report contains details like, Item Description, Depreciation on existing assets, Depreciation on additions, Depreciation on deletions, Depreciation on transfer, Total, etc.

2. Disposal Details

The Disposals option generates a report containing the details of items corresponding to the selected assets, which are disposed from the



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selected locations. This report is generated based on the details entered through Transaction/Sales and Disposals. This report contains details like Item description, Purchase date, Quantity, Original cost, accumulated depreciation, written down value as on sale date, etc.

3. AMC Register

AMC Register option generates a report, which shows details of annual maintenance contract registered during the selected period. The report is based on the details entered through Master/Annual Maintenance Contract. This report contains details like AMC date, AMC number, Item description, Supplier name, From date, To date, Current quantity, Cost, Charge, Spares, Total, etc.

4. Asset Schedule

Asset Schedule option generates a report containing the details of the capitalized assets along with their cost, depreciation that is deducted and the actual cost. From the capitalized assets, if any of the assets are under work in progress, then it is displayed separately in a different category. This report contains details like Item description, Value as on start date of the financial year, Cost additions, Cost deductions, Total cost as on end date of the financial year, Total cost as on start date of the financial year, Depreciation deductions, Net values for the previous financial year and current financial year, etc.

5. WIP

The WIP option generates a report containing the details of the assets that are under construction on the basis of the details entered through Transaction/Work In Progress. This report contains details like Item description, Supplier name, Invoice number, Date, Cost name, Value, Status, Grand total, etc.



6. Depreciation Calculation

The Depreciation Calculation option allows the User to calculate the depreciation of assets as on the specified date using the Straight Line Method or Written down Value as specified in the Depreciation Method option



HUMAN RESOURCES MANAGEMENT SYSTEM

The Human Resources module of **SMART Biz BPO** handles the capture and maintenance of records of all the details of the employees from recruitment till cessation within the Organization. The scope of the system involves all the processes leading to recruitment and other processes such as transfer, termination, retirement, disciplinary action, dismissal, training, appraisal and promotion. In addition, Department, Designation, Grade, Scale of Pay, Leave details, Housing details, Claims and Benefit details, statutory deduction details are also covered.

The product features are briefly described below:

MASTERS

1. Category Master

The employees are classified into different categories depending on their qualification, responsibility, designation etc. The categories are Contractors, Junior, Senior and Management Staff. Usually the contractor category is daily rated whereas the staff categories are monthly rated. The payment and benefits also depend on the category of the employee.

2. Skills Master

- Educational Qualification Master
- Cessation Type master
- Cessation & LSA Slab master settings
- Designation Master
- Department Master
- Sub-Department / Section Master
- Grade Master



3. Overtime Rates definition

4. Bonus Definition

5. Performance Elements

This defines the various performance elements to be used when appraising an employee. Examples are Quality of Work, Interpersonal Skills, Initiative, Quantity of Work, Communication Skills, Technical Skills, Supervisory/Leadership skills (for managerial level), etc.

6. Disciplinary Action

To define various disciplinary actions like suspension, warning, etc.

7. Public Holiday Master

It is common practice for the HR Manager along with the Management to finalize the list of Holidays and declare any new ones. The rules regarding the eligibility for holidays are also defined when the Holiday is declared.

8. Awards Master

Awards are usually proclaimed for performing employees. Possible types of Awards can be defined in this screen.

9. Recruitment

Resources within the organization are scanned to fulfill a vacancy. If no suitable candidate is found, then vacancies are declared by inviting applications through different modes (post, e-mail, etc.). These are logged into a resume database. Eligible applicants are called for Interview and their performance assessed. The most suitable of these applicants filling the vacancy are chosen and the rest maintained in the database for future reference.



10. Resource Requisition

When a man power requirement arises, the concerned department Head or location Head forwards a request to the HR department. This request, when approved by the concerned authority (need not always be the HR Manager), is treated as a vacancy based on the department, designation and location.

i. Manpower Sanctioning

Though requests for manpower come from various departments, all these requests need to be approved. It is the HR Manager (or anybody authorized to do the same) who approves depending on the policy of the organization.

ii. Scanning for resources (Skill Querying)

Sanctioned manpower requests are treated as vacancies or open positions. Before the vacancies are declared, manpower is searched within the organization and the in-house resume database to satisfy the requirements of the vacancy.

iii. Declare vacancies, inviting applications

If the in-house search for existing vacancies does not yield results, vacancies are declared through the following channels:

11. Record Resume

Resume received in response to the advertisements should be logged on to the resume database.

- Generation and updating of Resume database
- Sorting and short listing of eligible candidates

12. Recording of Interview results

Short listed applicants are called for interview and the results of the interview are updated to the resume database. The system will generate the following MIS.

- Final Selection List on the basis of grade/rating
- Offer letters for selected candidates



13. Goals / targets definition

Every employee is given goals/targets at the beginning of the year depending on the jobs performed for the post held and also depending on the department and organization goals. The setting of goals or targets is in relation to around 30 performance elements commonly recognized the world over like Work Quality, Punctuality, Job Knowledge, Communication oral & written, Initiative, Adaptability, Planning & Organization, Leadership, Sales skills etc. It is important to set goals in order to evaluate and appraise an employee to improve performance and standards and thereby leading to the development and profitability of the organization.

14. Appraisal

The goal of employee performance appraisals is to assist an organization in developmental objectives and growth. This is achieved through the interaction of both the employee and organization in the appraisal process. In order to be successful, the appraisal process should satisfy and address aims of both the employee and organization. Performance appraisals are made up of behavioral factors and performance factors.

15. Training

Employees are trained on a regular basis based on the requirement. Training can be initiated after the appraisal process, request from employee, recommendation from superiors and general HR training. In case of a non-sponsored Employee being trained, his expenses incurred may be deducted from his salary over a period.

16. Employee transfer

Employees in an organization are transferred from one location to another, from one department to another and also a transfer on promotion that may arise as a result of reorganization, necessity or punishment.



17. Leave opening balance / carry forward from previous year

It becomes necessary to record the opening balance of leave or carry forward leave from previous year of each employee against each leave (during the initial installation) to reflect the true balance of leave available.

18. Leave Application

All authorized absence of an employee should be recorded through a leave entry preceded by a leave application.

19. Leave Sanctioning

A higher authority authorized to do so should sanction all logged leave applications.

20. Recording of actual leave taken

Occasionally the necessity may arise when the leave already sanctioned may not be fully availed by the employee or may be extended. In such a case, the actual leave availed is to be recorded and regularized. A validation will be made with the daily attendance.

21. Concerns to Management

Satisfied employees are an important element for the smooth functioning of an organization. The number of problems that may arise depends on the size of the organization and also on how satisfied the employees are. It is important to solve the problems before it escalates. Historical information of problems and their solutions helps the management to address issues smoothly and find a speedy solution.

22. Promotion

Employees in an organization are promoted to assume higher responsibility or to fill existing vacancies. This may or may not result in a



change of pay scale. Similarly employees are given increments along with promotion if there is no change in pay scale.

23. Increment

Employees are given increments annually or at any point in time.

24. Medical claim settings

The Company can maintain a panel of authorized Hospitals from where the employees can avail treatment. Medical Claim is applicable to both In-Patient and Outpatient. An employee or his dependants can avail this benefit.

25. Availing of Medical claim

An employee or his dependants can avail this benefit for re-imbusement of expenses incurred.

26. Disciplinary action

Disciplinary action is taken against employees who perform any code of misconduct.

27. Cessation

Cessation means termination of the services of an employee on various grounds like resignation, superannuation, etc.

28. Pension Scheme

Employees are eligible for pension. Pension fund is controlled and maintained by a third party (insurance company) for each employee. Employee and employer contribute a certain % of the employee's basic salary every month to the fund. At the time of separation, the amount is given to the employee based on the number of years of service. Pension scheme starts on the date of joining and ends with the separation date.



Reports

- Search on religion / tribe / race
- Search on salary ranges / designation / grade/ scale
- Search on living place
- Search details of employee
- Search Leave type
- Leave master report
- Employee Summary report
- Career History Report - Internal and External
- Employee Transfer History report
- Transfer details report of employees
- Applicants details report
- Labor Analysis report
- Annual Assessment Register
- Promotion details report
- Retirement report
- Report on achievements against defined goals
- Training needs report employee wise
- Holiday Report
- Sickness details report
- Awards and commendations list
- Acting records from other Payroll
- Higher Education details
- Monthly Labor Statement
- Monthly Wages/Salaries Statement



EMPLOYEES PAYROLL SYSTEM

The Employees Pay Roll module of **SMART Biz BPO** takes care of the History Maintenance, Salaries and Allowances of the employees on the Company payroll. Besides maintaining the salary details, the system handles employee history besides recording promotions and transfers, allowances including motor, bungalow and other benefits, Provident Fund, fund transfer to personal accounts, cheque printing/cash payment, remittance cheques, loans and leave. The system generates yearly statutory statements and also enables bank transactions of the employee to be done through the Company's accounting department. It can have 'n' numbers of allowances and deductions, Bank and Cash Payments, Benefit calculation, Income tax statement, Accounts updating, Leave maintenance, Loan and other deductions and Statutory statements.

The product features are briefly described below:

Transactions

1. Overtime

This captures the Overtime hours worked by employees.

2. Leave Carry Forward

Leave Carry Forward option is used to carry forward the remaining leave of employees at the end of the year to the following year.

3. Leave Entry

The Leave option is used for recording the leave taken by each employee with or without prior notification. This capture data like Leave Type, Application date & No of Days .



4. Earning

The Earnings option is used to record any extra earnings for the employees in the organization. Option is available to specify the expenditure charging account and set proportionate calculation of earning.

5. Recovery

The Recovery option is used to record the amount to be recovered from an employee towards a deduction, other than a statutory deduction on a daily basis. It provides the option to set the Credit account for recoveries and set proportionate calculation of recovery.

6. Loan

The Loan Transaction option is used to set any additional amount, which should be deducted from the Employee loan amount. The system provides masters for setting the Loan details of each employee that captures data like Loan name, Principal amount, Installment amount, Interest type & Rate, etc.

7. Termination details

All the details regarding job termination of employees are captured using the Termination Details option. Details such as rejoining date in case of Temporary Termination and termination date in case of Permanent Termination is captured using this option.

8. Settlement

The Settlement option is used to record the final settlement amount paid to the employee that includes the net of all earnings less all deductions.



9. Employee Attendance

The Employee Attendance option is used to enter the attendance details of the employees, on a monthly basis. The details include the number of days attended by the employees during each month.

10. Employee Remarks

The Employee Remarks option is used to enter the confidential remarks of an employee by their superiors. The remarks concerning the employee for a specific period can be entered.

Reports

1. Pay slip

The Pay Slip report that is generated contains the details of all benefits, deductions & net pay of the employees. The report is able to show the loan status of employee in his pay slip with his net balance. The Pay slip also shows the Tax Calculation according to the tax method defined in the System

2. Pay slip Summary – Department wise/Category wise /Location Wise

This report generates summarized details of Earning & Deductions for the selected location/ Department or Category. It is useful for reconciling the figures updated to accounts.

3. Bank Advice – Department wise/Category wise /Location Wise

This generates the Bank advice list containing information like employee name, net pay, his bank account number and Bank & Branch details. This report can be generated for a selected department or category or individual location.



4. Earnings List

This option is used to generate a report showing all the earnings of employees under various earnings heads. The report shows details like Location, Category, Employee Name, Employee Code, Earning Amount, etc.

5. Tax Benefit list

This helps to generate the List Tax Benefits availed by each Staff for the selected months. It can generate for selected Departments or Locations.

6. Recovery – Head wise / Summary

The Recovery Report option is used to generate a report showing all the recoveries that are made from the earnings of each of the selected employees under various deduction heads. The report shows details like Location, Category, Employee Name, Employee Code, Brought Forward Amount, Recovery Amount, Recovered amount, Full Carry Forward Amount, Full Non-carry Forward Amount, Partial Carry Forward Amount, etc.

7. Overtime – Detail / Summary

This Report helps the User to get an analysis of the Overtime expenditure incurred for the selected periods.

8. Statutory Reports

The System provides all statutory reports that are required by the local taxation Authority.

9. Loan Report – Loan wise / Employee Wise

The Loan Report option is used to generate a report showing the details of loans availed by the selected employees. The report shows details like Employee Name and Code, Loan Code, Principal Amount, Number of



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Installments, Installment Amount Paid, Interest Paid, Additional Amount, Remaining Amount, etc.

10. Employee Control List

Employee Control list gives the list of the change made in basic details of the employee for the selected month. Time sheet details should be made available. Employees should enter the time sheet or the time sheet should pick up details of external time sheet machines and integrate.



BUDGET SYSTEM

The Budget module of **SMART Biz BPO** helps to prepare and maintain estimates of different activities in the Company. The module considers the need for budgeting in four areas viz. Output Targets, Operation Expenditure Estimates, Sales Targets and Anticipation of Profitability.

SMART Biz BPO allows the User to estimate all expenditure and income in terms of three elements – Man, Material and Money on an activity wise and department wise bases. Budgeting can be done for activities separately for each department. Hence, the module facilitates the budgeting to be done department wise.

The system classifies operating expenditures into Variable and Fixed expenditure based on their nature and frequency of recurrence. Budget revision can be done either half-yearly or as desired.

The product features are briefly described below:

- **Budget Worksheets**

The Budget Work Sheets option is used to enter data for worksheets created through Worksheet definition Tool. Worksheet Definition tool allows the definition of user-build worksheets. Worksheet Definition defines different aspects in a worksheet like the variable title, formulae applied, printout type, etc. The operations that can be performed in the worksheet definition are addition, modification and deletion. This worksheet entry screen is user friendly in the feeding of budget data. It provides options of Repeat, Copy, Distribution of rows, etc.

- **Staff Wage Budget Program**

The Employee Staff Wages option allows the user to Budget for Staff Salaries. The system will compute the current basic wage of each Staff



from the Payroll system and from here, the user can give the percentage of increment or decrement to be made to the employees' salaries for each month and also modify the salaries.

Reports

- **Subordinate Staff Cost Details**

The Subordinate Staff Cost Details option is used to generate a detailed report containing the details of staff wages in a calendar order. This report contains the total salary of each employee, for each of the specified months, if an employee wise report is required. Otherwise, the report contains the total salaries of all employees of Staff category, for each of the specified months.

- **Subordinate Staff Cost Summary**

The Subordinate Staff Costs Summary option is used to generate a summarized report containing the details of the Budgeted staff wages for the specified months. This report contains details such as Category description, Norms, Man days, Total estimated salary/ wage costs for man days, Salary/wage costs for others, Total estimated material costs, Total estimated other costs, Total amount, etc. For Budget revision, the report will come with an additional column for actual figures.

- **Man days Distribution Chart**

Man days Distribution Chart option is used to generate a report containing the details of the man days allotted for different activities in selected divisions, for the specified quarter. This report consists of details such as Fixed expenditure, Variable expenditure, Total man days for permanent employees, Total man days for temporary employees, etc for each month of the specified period.



- **Material Distribution Chart**

The Material Distribution Chart option is used to generate a report containing the details of the monthly estimated usage of materials for each activity based on either quantity or cost for the specified quarter. This report contains details such as Activities under fixed expenditure and variable expenditure, quantity or cost of materials used, etc for each month of the specified period.

- **Budget Summary**

The Budget Summary option is used to generate the budget summary report that contains the expenditure details of all the activity groups, for the specified departments. The budget summary report contains details such as Item description, Man days, Total estimated man day cost, Total estimated material cost, Total estimated other costs, Cost per month, Cost per year, Cost per unit project, Cost per department, Total cost per project, Total cost per department and Previous year Budget Cost. For Budget revision, the report will come with an additional column for actual figures.



MANAGEMENT INFORMATION SYSTEM

The MIS module picks up vital information from the other functional modules integrated to it and after the computation process, provides essential reports that are automatically generated. No manual input is required here. Actual expenditure incurred under any activity is compared against the budgeted provision and variance is highlighted. Such comparisons can be viewed monthly and/or selected periods against the budget or even for the same month of the previous year.

The MIS module provides essential information required by the Manager in the form of daily or monthly reports. These reports help the Manager in taking right and timely decisions for better control of operations. The intention of the System is to give all the relevant information to the manager, in order to do away with the wastage of resources in all forms. The MIS helps in the comparison of performance in order to isolate the root cause for lack of productivity, eliminate it and enhance production and productivity. This helps significantly in bringing down the Cost of Production.

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- ❖ **Linton Park Group, UK**
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Tata Tea Ltd., India
Tata Coffee Ltd., India
- ❖ **Apeejay Group., India**
- ❖ **Watawala Plantations Ltd., Sri Lanka**
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- ❖ **Zoom Minerals, Bangalore, Karnataka**
- ❖ **Insing Cotton, Zimbabwe**