

SAFAL ERP FAQ (Frequently Asked Questions)

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GENERAL

1. Is "SAFAL™" ERP solution relevant for our organization?

If answers of any of the things listed below are "YES", "SAFAL™" is relevant for you. Are you interested in increasing your profit margin through increase in sales OR decrease in purchases OR decrease in your overheads OR increase in your productivity? Are you looking for monitoring your decentralization and delegation through a remote control? Are you saturated using solutions like Ex, Tally etc.? Are you bothered by duplication of data entry through non integrated software solutions? Are you interested in knowing your business results "NOW" on an "On Line" basis? Are you looking for relevant data to take your business decision "NOW"? Are you interested in breakthrough growth (results which you feel are impossible to achieve; based on your current realities) for your organization?

2. Our employees are not exposed to computerization. Can they handle/use "SAFAL™" ERP?

Somebody who has never operated computer in his/her life can start entering relevant data into "SAFAL™" within 15 Minutes of training.

3. Will "SAFAL™" ERP increase the load of Data Entry?

As such you need to enter all the data only once. Once you have entered the data, its effects will either automatically reach at the required destinations or you will be given a choice to select the already entered data. The volume of data entry will never increase as you will be entering the same data which you are entering anyway in your Ledgers or Forms today. On the contrary, the data entry will reduce. Initially you might feel that the data entry is huge. This is because of the basic fact that your needs for analysis has increased which, in turn, requires more data entry for the relevant parameters of analysis.

4. Will "SAFAL™" work for my organization?

It has already worked for more than 100 Organizations worldwide. Since 1999, we know why such integrated software fails. We have analyzed the factors, which affect the successful implementation. Our product, design philosophy, Systems Requirement Study (SRS), Implementation Methodology and Methodology to Create Masters have eliminated all those factors which are potential obstacles towards successful implementation of our "SAFAL™".

5. We hear that ERP implementation takes a lot of time. What is the Time Frame for "SAFAL™"?

In ideal conditions, our customer can start using "SAFAL™" for its own business operations within 10 Working Days of efforts from Developer / Supplier. These 10 days are distributed and scheduled depending upon the understanding and progress of data to be entered for "SAFAL™". (Please note that the speed at which the "SAFAL™" implementation moves depends largely upon the client. So if you are ready with all the resources and the information needed, it is very likely that we will be able to finish faster.)

6. We hear that ERP fail at many places. Why?

Some of the factors (over and above listed in point number [5]) that result into failure of ERP are as follows:
Lack of preparedness Limited top management involvement Huge expectations. Uncontrolled customization
Time Overruns Not enough resources allocated Not the best resources allotted Lack of Patience

7. We are afraid that our secret data will become public?

"SAFAL™" offers state of the art security features. The usage of RDBMS (Relational Database) technology assures safety, security and integrity of data. On the top of this, "SAFAL™" offers Company Level, Branch Level, Department Level, User Level, Menu/Submenus Level privileges and security measures. Over and above these privileges and security measures, "SAFAL™" offers authorization for all vital functions of the business operations, one more level of safety.

8. What MIS reports are available?

Graphical Representation of Data Quick Party Status Daily/Monthly/Quarterly Accounts Summary Budget Analysis Cash/ Fund Flow Party wise Sales v/s Collection Comparison Holidays Watch Comparison of Accounts Critical management level information for sales, purchase, inventory, finance and Payroll Sales–region wise ranking (top "N") for Products, Sales Orders & customers with their Qty & Value Purchase – consolidated orders with order value, top "N" suppliers Inventory – stock details, top "N" fast moving items, top "N" slow moving items, top "N" non moving items Finance – actual and projected cash inflow and outflow, revenue and expenses, out standings against customers and suppliers Payroll – total no. of employees, new recruits, actual and budget salary amount, list of birthdays and anniversaries in current month

9. Can I know the health of my company "at a glance"?

"SAFAL™" offers Management Synopsis or Summarized View of the important parameters of your organization helping you to access the health of your company. These parameters covers Sales , Purchase , Sales Orders, Accounts Receivable (Outstanding Payments), Accounts Payable (including Credit Expenses Payments) and Daily Receipt & Payments by Cheque or Cash (Adjusted against documents; received or paid; or otherwise). One can define/modify aging to analyze his/her business more efficiently. This 'Current Business Status' screen also includes "Required Materials" to be purchased to fulfill the received orders or their forecasting/planning. It also includes what materials are under stocked and what materials are over stocked. This entire data can be seen for a specific branch/location or consolidated for a company as a whole. Also this entire data can be updated at an interval of time decided by you.

Management Concerns related to Safety & Security issues

1. What about the safety of our data?

As explained in point a [8], "SAFAL™" is designed to take care of all your concerns related to safety and security of your data. Our implementation team assists in designing a privileges / rights / authorization structure to secure the captured data. The same team also recommends the right back-up policy for safety of the data either through Hardware or through advanced backup options available in "SAFAL™".

2. What if System crashes due to Hardware/Software/Virus problems?

"SAFAL™" offers advanced data Back-Up/Restore facilities which can automate your Back-Up function without operator's involvement. Even when all the users are "On Line", you can schedule "SAFAL™" to take automatic back-up at an interval of time decided by you. It can be say every hour or at the end of the day or every Friday or monthly back-up. Using Restore function, you can restore the backed up data within minutes. One can take this back-up on media like Hard Disk, Tape, CD-ROM, ZIP Disk, and Floppy Desk etc. etc. As mentioned above, one can configure Computer Server in such a way that stands by storage devices can become operational in case the system physically crashes out.

3. Can "SAFAL™" detect frauds?

"SAFAL™" offers "Pin Point Tracking" facilities which tracks the data which are added/deleted/modified giving reports like a specific user, at specific date and time, operating from a specific computer, entered into say specific Sales Invoice and he/she altered the price of a specific item from Rs. "X" to Rs. "Y". This assures that nobody can defraud "SAFAL™" without being detected

4. Does "SAFAL™" offer Add-Modify-Delete AUDIT TRAIL?

The methodology described in point Number [3] is known as Add-Modify-Delete AUDIT TRAIL.

5. We do not want Sales Persons to know Purchase Prices or Production Costs. Can "SAFAL™" handle this?

"SAFAL™" offers customizing its Menus and Sub Menus based on Departments and Users of the Departments. One can design what functionalities (Menus & Sub Menus) are to be displayed for a specific department and what functionalities (Menus & Sub Menus) to be displayed for a specific user of that specific department. This allows one to have SAFAL™ for sales people with no Menus & Sub Menus related to purchase or production functionalities.

6. Can "SAFAL™" offer "Computer Systems/Network Monitoring" pinpointing resource malfunctioning?

"SAFAL™" offers "Computer System Monitoring" feature which offers graphical views of the resources utilized by all the computers of your Local Area Network. For example, you can pinpoint that specific computer's LAN Card's response is not proper.

7. Can you restrict transactions for Customers, Vendors, Expenses, Employees or any other General Ledger account as per company policies?

Precisely Yes! One can restrict transactions related to Customers, Vendors and Expenses, Employees or any other General Ledger account for any business transactions like: Creation of Orders, Chans or Invoices Receipt/Payment by Cash/Cheque Issue/Receipt/transfer of materials to/from Production/ Subcontractor/Vendors/Customers etc. Offering Discounts Creation of business vouchers like Credit Note, Debit Note, JV, Return Documents (Sales/Purchase) etc. etc.

8. Can "SAFAL™" ensure that no duplicate payment is done?

"SAFAL™" offers total "order processing". Whenever you try to pay some party, it will allow you to pay only to those parties whose valid invoices are registered in "SAFAL™". Whenever you try to register an invoice for a specific party, "SAFAL™" will allow only those invoices for which the goods are accepted by Quality Control (again proportional to the accepted quantity only!). While receiving the material, you can configure "SAFAL™" to accept only those items and item quantities which are declared in specific Purchase Orders to the parties. Again the Purchase Orders are placed against quotations which in turn are linked to Inquiries.

9. Does "SAFAL™" offer Electronic Authorization for vital business transactions?

"SAFAL™" provides Electronic Authorization for all vital transactions. Once a specific Business Operation/Function is authorized, an unauthorized person can edit, modify or delete any documents under that business function till these documents are authorized. Once these documents are authorized, unauthorized person cannot do anything except Viewing or Printing these documents.

10. Does "SAFAL™" offer "Batch Authorization"?

"SAFAL™" offers "Batch Authorization" scheme through which an authorized users can authorize all the documents pending for his or her authorization in a batch (one by one); after examining preview of each document in the right half of the screen. One has an option to view a specific document or all the documents in a row.

11. How users are protected under "SAFAL™" when they go on leave for a specific period without affecting work assigned to them?

Whenever a specific person (Say "A") goes on leave for a specific period, normally he/she transfers his/her "User Name" & "Password" to a colleague (Say "B"). So B does A's work under the User Name and Password of A. So if anything goes wrong during this period, finally A is responsible. In "SAFAL™", whenever A goes on leave for a specific period, instead of transferring User Name and Password, A transfers his/her rights to B. Based on this transfer of rights, the User Name and Password of A is disabled restricting anybody to enter fraudulent data on behalf of A. So finally B does his/her own work and additional A's work using his/her own User Name and Password.

12. How users are protected under "SAFAL™" when they are absent without prior information?

Under "SAFAL™", one can disable specific user's User Name & Password in the event of being absent without prior permission; restricting anybody to enter fraudulent data on his/her behalf. Unless and until the same user is enabled, no transactions can take place under Disabled Person's User Name & Password.

13. Can "SAFAL™" define Category Wise transactions for Sales & Purchase like Order, Chalan & Invoice with Period locking facilities?

"SAFAL™" offers creation of unlimited Categories (series generated by you) for sales and purchase transactions. Under each category, one can define different Authorized Persons, Signatories and Terms & Conditions. One can lock the transaction data daily (Typical Use - Sensitive Data entry for high Priced items) or for a specific period (For example, locking the data for a period for which sales tax return is already submitted.)

General points related to "SAFAL™ ERP"

1. Can "SAFAL™" handle Multiple Companies, Multiple Divisions/Branches, Multiple Departments, Multiple Godowns/Warehouses, Multiple Cost/Profit Centers and Multiple Users?

Precisely Yes! If you have created multiple companies for Income Tax or Excise purposes, you need to buy only one copy of "SAFAL™". This makes "SAFAL™" very Powerful and Economical solution across your all companies.

2. Will "SAFAL™" cater to our future needs?

"SAFAL™" is continuously upgraded based on the customer's feedback and recommendations of our Product Development Group. Under YSU (Yearly Software Up Gradation), new features are made available to our customers 3 to 4 times in a year. So new functionalities and new technologies are added to "SAFAL™" on an ongoing basis.

3. Is "SAFAL™" scalable when we need more users when we grow?

"SAFAL™" is scalable for more than 1,000 concurrent users, thanks to the development tools utilized which are proven over the period of time.

4. Our operations are multi location. Can "SAFAL™" handle our entire operations? How?

"SAFAL™" offers multi location functionalities in number of ways. If one is able to offer continuous internet connectivity (say through Leased Line), all locations will be "On Line" all the time and all transactions will be talking to same server in the Head Office. Alternatively, dial up also can be used in case transactions are limited on locations. If continuous connectivity is an issue, "SAFAL™" offers "off Line" connectivity solutions. One can Synchronize Head Office and all branches/locations databases at a time interval desired by you. This synchronization can be achieved through Emails, Exchange of Data physically through CD or Zip Disk or through Upload/Download data from an FTP site designated by you.

5. Does "SAFAL™" take care of recommendations suggested by ISO 900X- 200X and TS Standard?

"SAFAL™" actually executes the recommendations suggested by ISO 900X-200X and TS Standard. For

example, one can configure "SAFAL™" not to accept the material if it is not accompanied by a Purchase order, recommended by ISO900X-200X.

6. Do I need to be present in office to use "SAFAL™"?

"SAFAL™" allows you to be in touch with your actual operation in your office or your factory based on functionalities like "Remote Log In" facilities and "Event Based" messages. "SAFAL™" also offers summarized view of your entire business operations on a single screen which gives Daily/monthly/Till Date results related to business data like Sales, Purchase, Sales Order, Accounts Receivable, Accounts Payable, Cash/Bank receipts, Cash/Bank Payments, Documents affected due to Receipts and Payments, Items Required based on Auto Indenting and Items below minimum level and items above maximum level.

7. Do I need special manpower to operate "SAFAL™"?

We are confident that one can start using "SAFAL™" for entering his/her data into within 15 minutes even if he/she has never operated computers in his/her life.

8. Do I need special manpower to manage "SAFAL™"?

Once the data volume becomes large, we recommend hiring a Data Base Administrator (DBA) for smoother operations. (May be after about two years). Otherwise we will train your IT savior person to manage "SAFAL™"

9. Will "SAFAL™" help me in reducing Manpower?

Eventually yes. As "SAFAL™" is an ERP, it reduces the data entry work once the installation has matured. Even if your operations have say grown by 100 %, probably you can manage these operations without hiring additional manpower if your operations are under "SAFAL™".

10. Will "SAFAL™" respond to our frequently changing "Procedures" and "Policies"?

"SAFAL™" believes in philosophy of "Configuring" rather than "Customizing". The privileged person (say MD) can configure "SAFAL™" to function as per the "Procedures" and "Policies" decided by him. For example, "SAFAL™" can stop perpetration of an Invoice for a specific customer if the customer's outstanding are beyond limit fixed by us as a policy. "SAFAL™" can actually refuse giving advance for traveling if "Traveling Expenses" has crossed stipulated limit or "administration Expenses" has crossed the stipulated budget.

Issues related to Reports & Printing

1. Our organization has huge requirements as far as reports are concerned. Can "SAFAL™" handle that?

"SAFAL™" offers all known frequently used reports. If this does not satisfy you, it offers new report generator facilities through which one can generate unlimited new reports.

2. Can we design our own report without your help?

Yes. We can train your EDP person for generating New Report through our Report Writer.

3. What if we require printing vouchers as per our design/requirements?

"SAFAL™" offers Designing, Modifying and Printing vouchers related to all your business transactions without our help.

4. Will "SAFAL™" help me in generating all my statutory returns? (Sales Tax, Excise, PF, ESI etc. etc.)

Under "SAFAL™", one can generate unlimited transaction types which can include all the parameters like Sales Tax, Excise, TDS, PF, ESI etc. etc. So the transactions which include above parameters result into updating of the accounts related to these parameters. These results into "On Line" availability of the data required to be submitted as returns. One needs to just select these reports related to the returns, print them and submit them.

5. Can we use Pre-Printed stationeries for business documents?

Yes. The "Design Voucher" facility allows one to move fields as per your Pre-Printed stationary dimensions. So business documents like invoice etc. can be exactly printed as per your Pre-Printed stationeries.

6. Can we print using Dot Matrix Printers?

Yes. You can achieve fast printing through Dot Matrix Printer if you use fonts available in Printer itself. This helps in saving printer ink as well as Print Head life.

7. Can "SAFAL™" export Data and Reports to other programs?

"SAFAL™" can export data/report to variety of programs like Excel, Word, Text, Acrobat Reader, Lotus, Crystal Report etc. etc.

8. Does "SAFAL™" offer "Batch Printing"?

"SAFAL™" offers Batch printing for Financial & Inventory transactions consisting of General Ledgers, Receipt/Payment transactions, Sales/Purchase Vouchers/Orders/Invoices, Work Orders etc. etc. Serial Number Wise, Date Wise etc.

9. Can we design the header & footer of our Company Stationary by ourselves?

Your company stationary can be designed which can include your Logo, Header and Footer. You have facilities to select fonts, colors, alignment, attributes and bullet. You can copy/paste Graphics.

Indian Statutory Requirements

1. Does "SAFAL™" handle Indian Statutory Requirements? (Excise, Sales Tax, TDS, Sales & Purchase against Forms, PF, ESI etc. etc.)

"SAFAL™" handles all the Indian Statutory Requirements as described above and one can get all the related reports related to these parameters in a format desired by these government departments.

2. Does "SAFAL™" provide Balance Sheet as per schedule 6?

Yes. One can also design his/her own format or regroup the Ledger Groups in a way best suitable to them. "SAFAL™" allows Balance sheet with Schedules and can include balances for this year as well as previous year.

3. Does "SAFAL™" take care changes in statutory requirements? What if GST comes?

"SAFAL™" offers creation of unlimited, user definable, Transaction Types for Sales, Purchase, Expense or Process. Each transaction type offers user definable parameters comprising of parameters like Excise, Surcharge, Sales Tax, Octroi, Freight, Insurance, Kharajat, Service Tax etc, etc. With each Transaction Type related to sales or purchase, one can declare what Statutory Forms are associated (like "C" Form, Form No. "19", Form No. "28", Form "14" etc.). One can also declare whether TDS is applicable with a specific Transaction Type or not. Any changes in the statutory requirements can be incorporated by user; just by registering the changes in these parameters for specific transaction types. Whenever GST comes, users can define New Transaction Types for GST for Purchase and Sales so that appropriate effect takes place in related documents. SIPL obviously releases upgrades whenever statutory changes take place.

4. Does "SAFAL™" offer automatic rounding off of Tax/Excise/Other Parameters?

Each Parameter defined under a specific Transaction Type can be selectively "Rounded Off" if one chooses to do so. These parameters include all the parameters which may appear between Gross Value and Net Value for any transaction.

Implementation

1. Can "SAFAL™" import masters from our existing software?

As a part of the implementation, we take responsibility to import masters if these existing masters are available in Database (Clipper, FoxPro, ACCESS or any RDBMS) or Spreadsheet (like EXCEL). Many ERPs take months in just creating only the master

2. Does "SAFAL™" offer "On Line Help" available?

Each screen of "SAFAL™" offers "Context Sensitive on Line" help by prompting what needs to be entered whenever one takes cursor at a specific field. One is also prompted for the required action at the Left Bottom Corner in Status Bar.

Manufacturing Functionalities

1. Can "SAFAL™" handle complete Quality Control (QC) functionalities?

"SAFAL™" offers QC functionalities at any stage of transactions related to Raw Material or Finished Product. One can attach QC at the time of Material Inward Stage, after each Production (Process) Stage, Finished Product Outward Stage or even at the Inward time of Sales Return Stage. The Quality Control Parameters at each stage can be user defined and covers all the possible quality control categories. "SAFAL™" also has a facility to register Quality Control Tests carried out in Testing Laboratories outside the organization.

2. Does "SAFAL™" take care of Plant/Equipments Maintenance and Annual Maintenance Contracts (AMCs)?

"SAFAL™" allows each equipment or plant to be maintained through Annual maintenance Services (AMC) resulting into Periodic Servicing and Preventive Servicing. Servicing alerts can be given at an interval decided by users.

3. Can "SAFAL™" offer Materials Requirements Planning (MRP1) ?

Yes, "SAFAL™" offers Material Requirement Planning (MRP1) In fact; the company can reduce the inventory carrying cost by utilizing this advanced feature supported by "SAFAL™". Based on Sales order or self order (based on forecasting) ; "SAFAL™" generates the Purchase Requisition for Material and Process Indent for In-house/Outside processes based on Bill Of Materials/Consumption/Recipe, availability of material in the Stores/Shop Floor and Orders placed for the material. This is also popularly known as JIT (Just In Time) technology.

4. Can "SAFAL™" offer Manufacturing Resource Planning (MRP II)?

Yes, "SAFAL™" offers Manufacturing Resource Planning (MRP II). This includes Capacity Planning and Machine Scheduling functionalities. This is optional feature. For details contact Developer / Supplier

Messaging and Customer Relationship Management

1. Does "SAFAL™" offer Messaging/Mailing facilities among all users of the organization located at different locations?

Yes, "SAFAL™" offer internal Messaging/Mailing facility among all users offering "No Miss" intra office communication. After the implementation of "SAFAL™", no user of your organization can complain about him/her not receiving messages.

2. Does "SAFAL™" offer CRM functionalities?

Yes, "SAFAL™" offers some of the "Customer Relationship Management" features. All tasks like customer complaints or customer care related issues can be tracked by "SAFAL™" giving up-to-date knowledge about task being completed or pending and total history about the task right from the moment it originated in the organization. All the Internal Company Circulars, Outward Correspondence and Payment/Legal Forms reminder communication to customers are handled through "SAFAL™". Multiple Letter Formats can be stored and these letters can be mail merged to selective customers. All the business details like Overdue Interest calculations or Contact Person or Communication details of Customers etc. are attached by "SAFAL™" itself to the outgoing Customer Correspondence.

3. Can "SAFAL™" handle Event Based Messaging?

Yes, this is a unique and extremely useful facility available in "SAFAL™". All important Business Events registered in "SAFAL™" can be selectively communicated to all users at an interval of time selected by the users. These events include business events like receipt of Sales Order, Emergency Purchases, Tracking of Production Stages for important Batches/Jobs, and Completion of specific Process/Quality Check/Finished Product Batch etc.

Finance and Accounting Functionalities

1. Can "SAFAL™" handle Multi Currency operations?

"SAFAL™" offers True Multi Currency operations in any currency. Based on your foreign currency transactions, your rupee currency ledgers are tallied based on posting of currency fluctuation effects in Currency Loss or Currency Gain accounts.

2. Can "SAFAL™" handle Multiple Accounting Years simultaneously?

Yes, "SAFAL™" can handle multiple years simultaneously unless the period is locked or closed.

3. What "SAFAL™" is doing so that Trial Balance is compact and precise?

In case of Payment Receipt transactions from Customers (like wherever Cash Discounts are applicable or where bill is not paid fully to the last decimal), unless and until Credit Notes are not given to Customers or small amounts are not transferred to "Kasar" Accounts, the trial balance becomes too long and includes a lot of un-reconciled accounts because of JVs related to Cash Discount and/or Kasar not concluded. "SAFAL™" offers customer wise Auto JV facility (again asking for your approval!), squaring off such accounts and making the Trial balance compact and precise.

4. What "SAFAL™" is doing so that "Balance Sheet" always reflects a true picture of all General Ledger Groups?

In "SAFAL™", every General Ledger (GL) account is attached to two separate GL Groups depending upon its "balance". For example, a customer GL Account is attached to "Sundry Debtors" if its "balance" is debit. If the "balance" is credit, it is attached to "Advance from Customers". This means that a true picture is dynamically reflected in the Balance Sheet. For example, if the Final Balance sheet has advance from customers, it will not be shown on the debit side with a negative sign under Sundry Debtors. It will be properly shown on the credit side with Advance from Customers.

5. Can "SAFAL™" merge duplicate "Ledger Accounts" and "Items"?

It is commonly observed that users can create duplicate Ledger Accounts (for example "Customer Master") or Items when they mistype the Names. For example, while searching the customer KAWA Traders, one can type KAWA Traders and not finding the customer, he/she will create new customer KAWA Traders. As such both are same. "SAFAL™" offers merging any such Ledger Accounts or Items where duplicate accounts are created by mistake.

6. Does "SAFAL™" offer Budgeting?

"SAFAL™" offers comprehensive budgeting features for Ledger Account level (Like Traveling Expenses) or Ledger Group level (Administrative Expenses which includes expenses like Traveling Expenses). For every budgeting, one has option to "Flexible" or "Restrict". Budgeting can be yearly or quarterly which can be distributed equally to Monthly and can be Branch wise / Location wise. One can design different Alert Messages whenever Monthly, Quarterly and Yearly budgets are crossed. Again all the relevant reports can be generated based on actual/budgeted figures of present/previous year

7. Does "SAFAL™" offer Fixed Asset functionalities?

"SAFAL™" offers Fixed Asset with different kind of depreciation methods like Straight Line, WDV (Written down Value), Salvage etc. The fixed asset master shows On Line values of Gross Block, Depreciation and Net Block covering Opening Values, Addition during a Year and Closing.

8. Can "SAFAL™" calculate overdue "Sales" and "Purchase" interests?

Yes, "SAFAL™" supports interest calculations for overdue or general Sales and Purchase transactions along with the verification of interests charged by Banks. These interests can be calculated for a specific number of days attached with a specific time period and at an interest rate defined by you.

Marketing/Sales functionalities

1. Can "SAFAL™" handle parallel pricings for products/items?

"SAFAL™" handles three Sales Prices, (1) MRP (2) Price1 and (3) Price2. Price2 can be made applicable based on Chalan Date or Date of Manufacturing. This helps in declaring price changes without working overnight before a day when the price changes are going to take place.

2. Can we attach customer/vendor wise Tax Structure for transactions?

"SAFAL™" allow you to attach Transaction Type (consisting parameters like statutory taxes and all the parameters which appear between Gross Value after discounts and Net Value) with each Customer / Vendor / Subcontractor for transactions like Sales & Purchase. One has a facility to keep these Transaction Types "Flexible" (allowing you to change at the time of actual transaction) or "Fixed".

3. Can we offer customer/vendor wise; item wise prices and discounts structure?

With "SAFAL™", you can: Restrict items to be sold to or purchased from a specific customer/vendor. For these items, you can fix Price1, Price2 (Alternate Price which can be applicable based on Document Date or Manufacturing Date of the item) and Discount structure. Recommend items to be sold to or purchased from a specific customer/vendor. For these items, you can fix Price1, Price2 (Alternate Price which can be applicable based on Document Date or Manufacturing Date of the item) and Discount structure. You can also access General Items Price List which gives general Price1, Price2 (Alternate Price which can be applicable based on Document Date or Manufacturing Date of the item) and Discount structure.

4. Can "SAFAL™" handle % billing?

"SAFAL™" can handle billing for Project Based Industries (like Construction, Project Consultancy etc.) which allows % Wise billing as per the progress of the Project.

5. Can we design our own Sales Discount Structure?

Under "SAFAL™", customer wise discounts schemes can be created valid for a specific time period. Additionally a customer can be given a target Sales Value to be achieved over a specific period based on which additional or optional discount can be passed on to the customer which can be a Customer/Dealer/distributor

6. Can we design our own Sales Schemes/Promotional Schemes?

"SAFAL™" can handle any promotional scheme offered in India or abroad based on orders placed for products based on following: Total quantity for a each / specific item group/bundle (Bundle is a virtual group comprising of selective items from selective groups) Total quantity for a specific item for a specific group/bundle Total Value for a specific group/bundle Gross Amount Against above schemes, one can offer : Free Items from selected group worth specific amount Free quantity of selected item % Discount These schemes can be applicable for a specific location, for a specific period or for a specific party.

Technical Support during and after warranty

1. How do you provide technical support? How fast?

"SAFAL™"s technical support is available on Phone, FAX, E-mail or Ob Line Chat and corrective measures can be taken through remote Log-In via Internet Connectivity. Obviously, if you prefer, onsite support is available through Developer / Supplier.

2. How can we ensure that our installation is incorporating the latest "SAFAL™" features available?

"SAFAL™" is upgrading its facilities and features regularly at about every three months. Under "Yearly Software Up gradation"- (YSU), our existing customers can upgrade "SAFAL™" on a regular basis through Internet Connectivity or optionally through CD.