OPUS | ELPIDA ERP

Introducing

ELPIDA

Enterprise Resource Planning (ERP) Solution

www.opus-bd.com

OPUS, proudly presents ELPIDA, its flagship ERP solution. For over a decade, ELPIDA has revolutionized business operations globally, offering a seamless, comprehensive suite for optimizing processes. Renowned for its innovation and user-centric design, ELPIDA stands as a trusted ally in the ERP market, ensuring enhanced productivity for businesses worldwide.

ELPIDA ERP | Enterprise Resource Planning

About Us

OPUS Technology Limited, a pioneering force in the realm of enterprise resource planning. Committed to delivering unparalleled solutions, OPUS excels in providing innovative answers to meet the ever-evolving needs of businesses. Our focus lies in empowering organizations through ELPIDA, our advanced ERP software, designed to navigate and optimize the complex terrain of diverse industries.

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WHY A BUSINESS NEEDS ERP SOFTWARE ?

ERP vs. No ERP

A Statistical Showdown

Revenue

+227% ROI for ERP users

(Nucleus Research, 2019)

Costs

Up to 25% savings thanks to ERP

(Deloitte, 2020)

Profitability

23% boost for ERP companies

(Aberdeen Group, 2021)

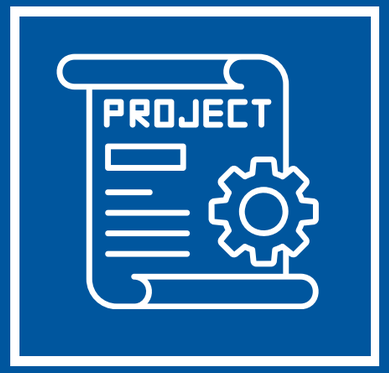
WHAT ELPIDA CAN DO FOR YOU?

Happy Client

15% increase with ELPIDA

Decisions

27% more data-driven choices with ELPIDA



Projects

18% more on-time deliveries with ELPIDA

Productivity

21% jump with ELPI

ELPIDA'S CORE FEATURES

People & Task Management

Finances Management

Product Management

Sales & Marketing Management

Enterprise Resource Planning

ELPIDA ERP

People & Task Management

HR & Payroll Management System

Approval Management System

Transport Management System

ELPIDA ERP | Enterprise Resource Planning

Visitor Management System

Meeting Room Booking System

Enterprise Resource Planning

ELPIDA ERP

Product Management

Supply Chain Management System

Inventory Management System

Vendor Management System

Enterprise Resource Planning

ELPIDA ERP

Finances Management

Accounting Management System

Fixed Asset Management System

VAT Management System

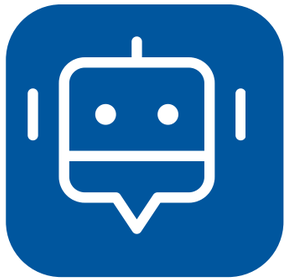
Enterprise Resource Planning

ELPIDA ERP

Sales & Marketing Management

Customer Management System

Point of Sale System



Chatbot Solution

DIVE INTO

ELPIDA'S

MODULES

HR & Payroll Management System

Streamline your human resources and payroll processes with ELPIDA’s HRM comprehensive modules. Manage employee data, attendance, and payroll seamlessly, ensuring accuracy and efficiency in HR operations.

ELPIDA ERP | HRM

MODULES

Employee Information Management

- Personal details
- Contact information
- Emergency contacts
- Dependents information
- Qualifications and certifications

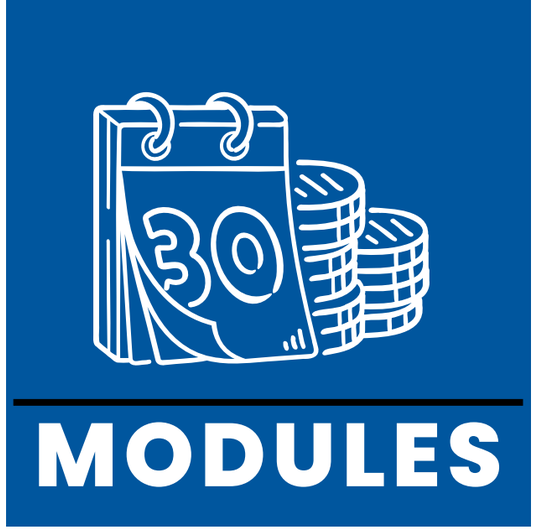
ELPIDA ERP | HRM

MODULES

Attendance and Time Tracking

- Clock-in/out
- Overtime tracking
- Leave management
- Shift scheduling

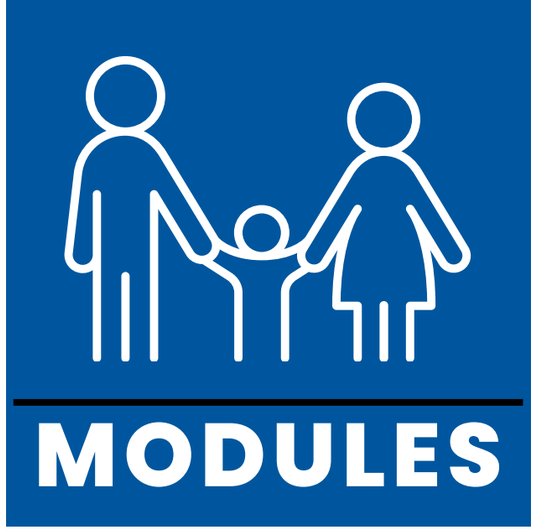
ELPIDA ERP | HRM



Payroll Processing

- Salary details
- Deductions and contributions
- Tax information
- Reimbursements
- Bonuses and incentives

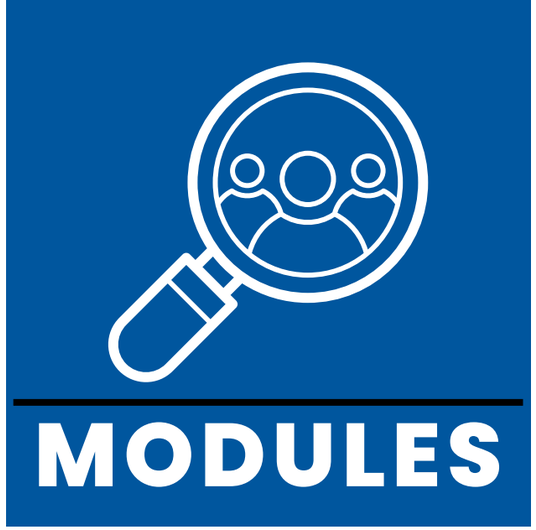
ELPIDA ERP | HRM



Benefits Administration

- Health insurance
- Retirement plans
- Employee assistance programs
- Other employee benefits

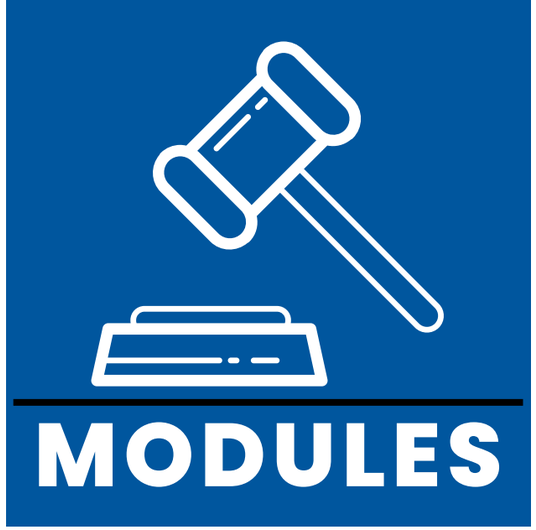
ELPIDA ERP | HRM



Recruitment and Applicant Tracking

- Job postings
- Applicant profiles
- Interview scheduling
- Recruitment workflow

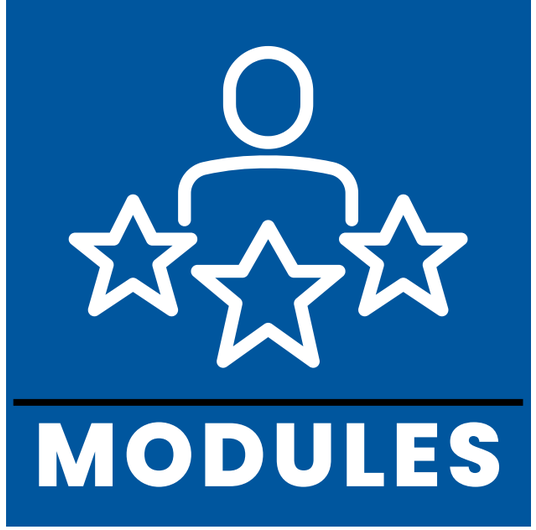
ELPIDA ERP | HRM



Compliance and Regulatory Management

- Compliance tracking
- Document management
- Legal requirements
- Audit trails

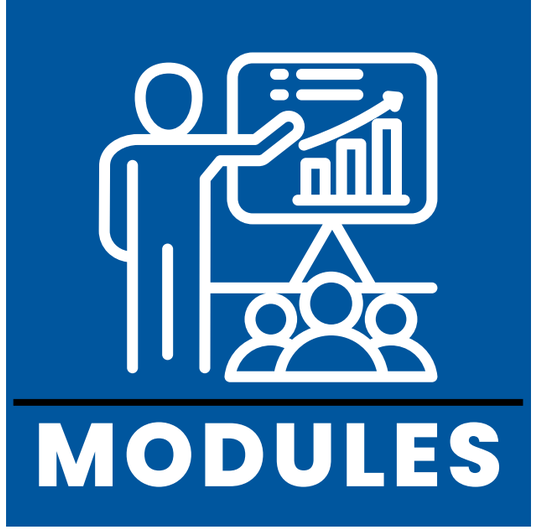
ELPIDA ERP | HRM



Performance Management

- Goal setting and tracking
- Performance appraisals
- 360-degree feedback
- Development plans

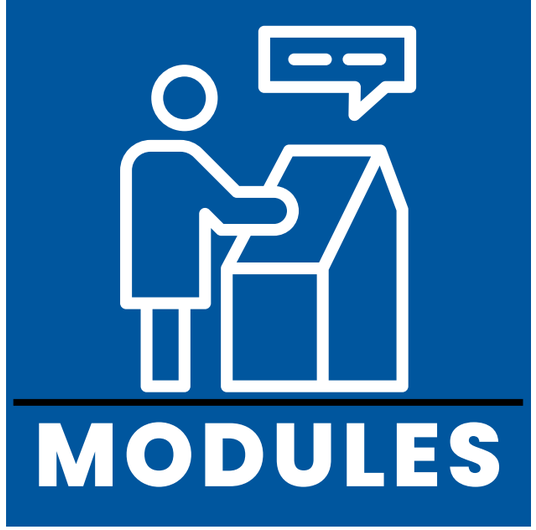
ELPIDA ERP | HRM



Training and Development

- Training programs
- Skill assessments
- Training history
- Learning management system integration

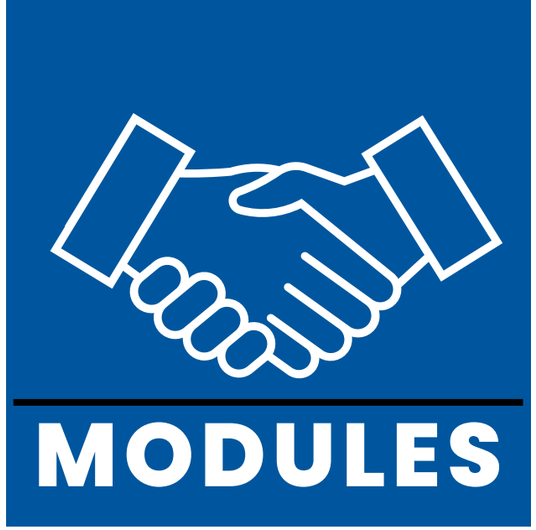
ELPIDA ERP | HRM



Employee Self-Service (ESS)

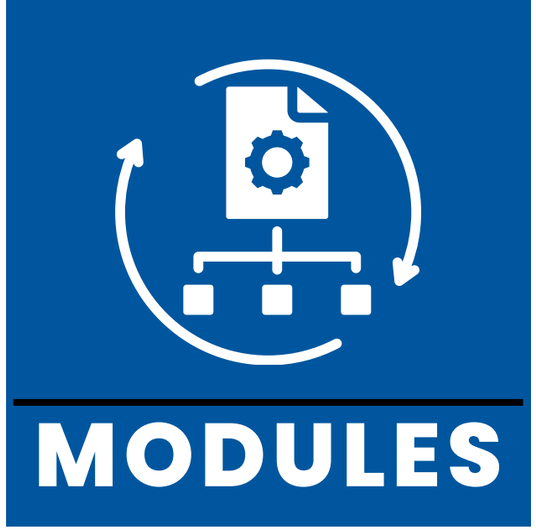
- Access to personal information
- Leave requests
- Expense submissions
- Training enrollment

ELPIDA ERP | HRM



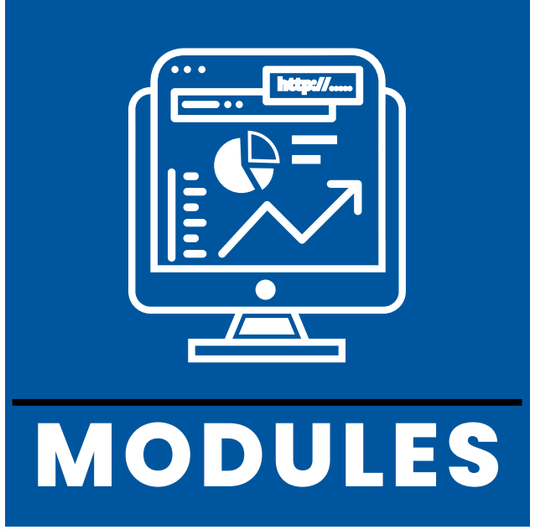
Communication and Collaboration

- Internal messaging
- Announcements
- Collaboration tools integration



Workflow Automation

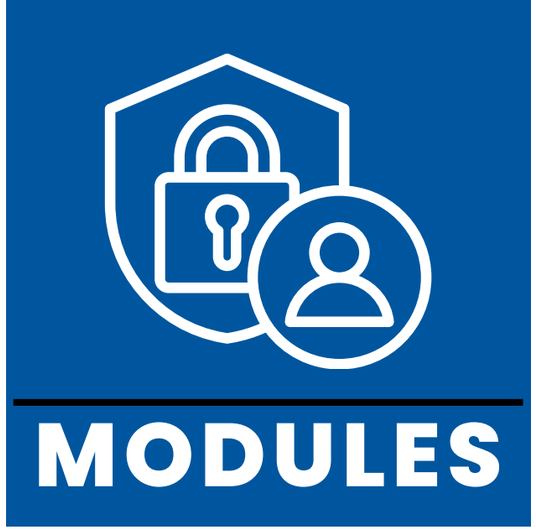
- Automated approval processes
- Workflow customization
- Notifications and alerts



Reporting and Analytics

- Customizable reports
- Analytics dashboards
- Compliance reporting
- Trend analysis

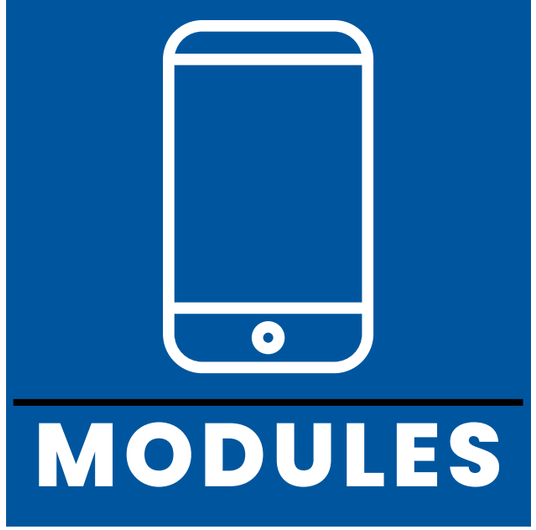
ELPIDA ERP | HRM



Security and Access Control

- Role-based access
- Data encryption
- Audit logs

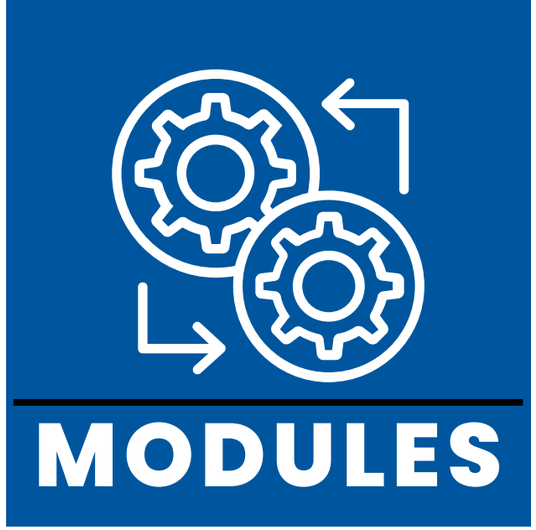
ELPIDA ERP | HRM



Mobile Access

- Mobile app for employees and managers
- Accessibility on smartphones and tablets

ELPIDA ERP | HRM



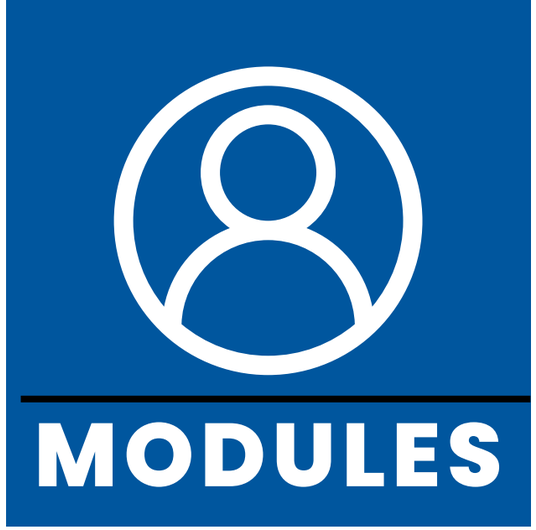
Integration with Other Systems

- Integration with accounting software
- Integration with time and attendance systems
- API support for third-party applications

Approval Management System

Accelerate decision-making processes by automating approvals. Approval Management System simplifies workflows, reduces bottlenecks, and ensures that critical decisions are made swiftly and with accountability.

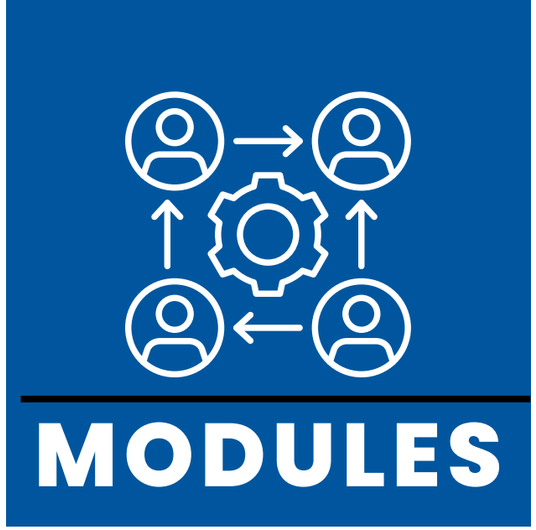
ELPIDA ERP | Approval Management System



User Authentication and Access Control

- User registration
- Login authentication
- Role-based access control

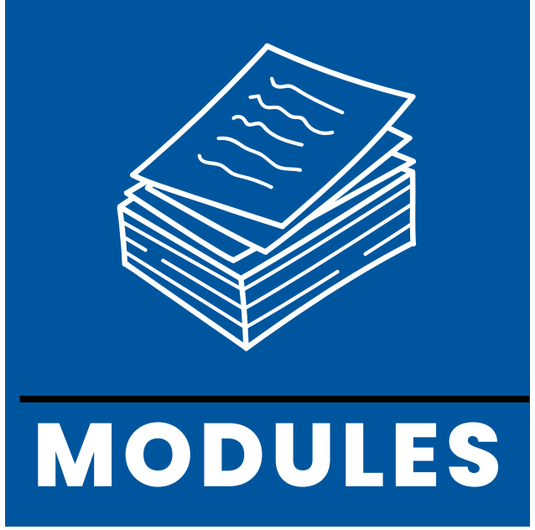
ELPIDA ERP | Approval Management System



Approval Workflow Design

- Workflow creation and customization
- Sequential or parallel approval paths
- Conditional routing based on criteria

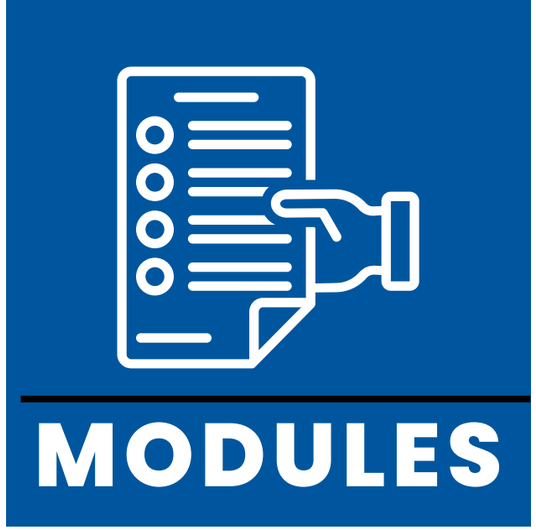
ELPIDA ERP | Approval Management System



Form and Document Management

- Template creation for approval forms
- Document attachment and versioning
- Document approval history

ELPIDA ERP | Approval Management System



Request Submission

- User-friendly forms for submitting requests
- Attachment uploads
- Auto-population of data (e.g., employee details)

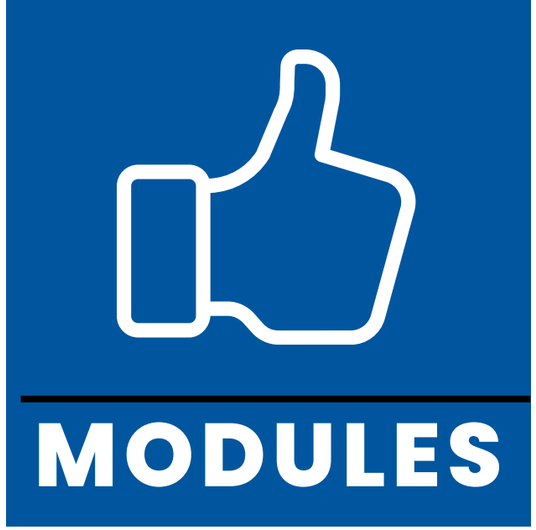
ELPIDA ERP | Approval Management System

MODULES

Notification and Alerts

- Email notifications
- In-app notifications
- Deadline reminders
- Escalation notifications for pending approvals

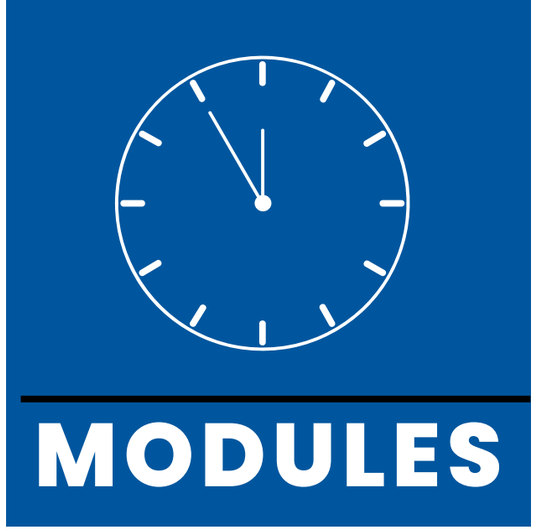
ELPIDA ERP | Approval Management System



Approver Management

- Designation of approvers
- Hierarchical approval structures
- Delegation of approval authority

ELPIDA ERP | Approval Management System



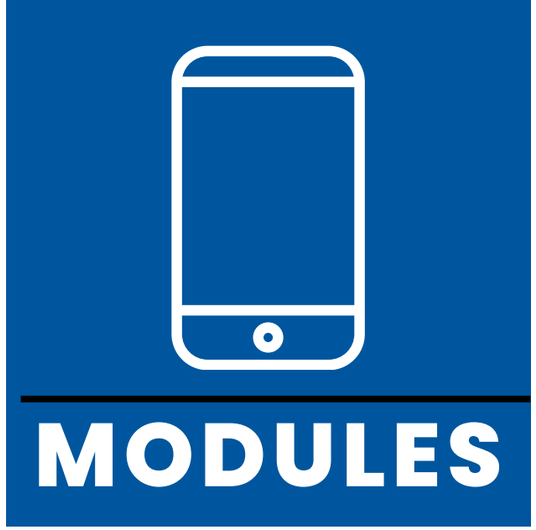
Real-time Monitoring and Tracking

- Dashboard for tracking approval statuses
- Audit trails for approval history
- Time stamps for each approval step

MODULES

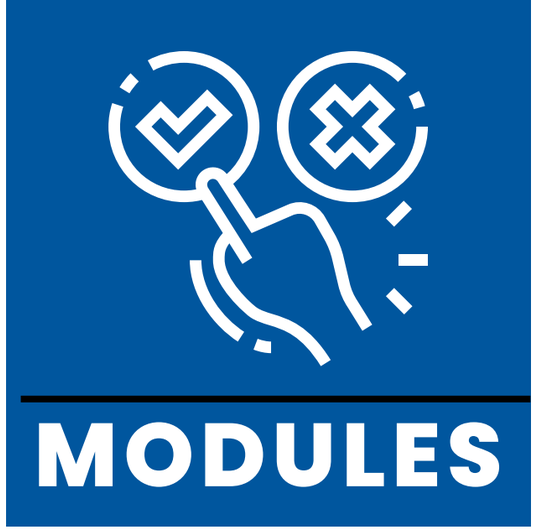
Integration with Other Systems

- Integration with HR systems, project management tools, or other relevant systems
- API support for seamless data exchange



Mobile Access

- Mobile-friendly interface
- Approval actions on mobile devices



Decision Support and Analytics

- Reporting on approval process performance
- Analytics for bottlenecks and delays
- Historical data for decision-making

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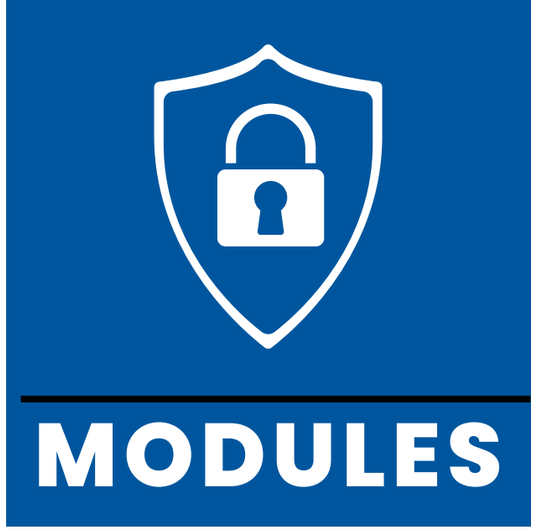
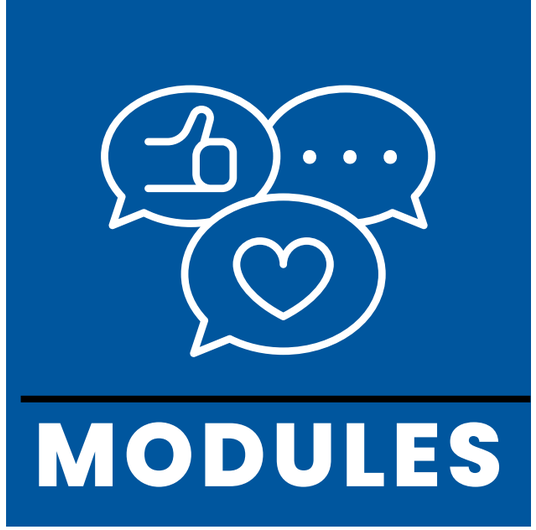


Compliance and Security

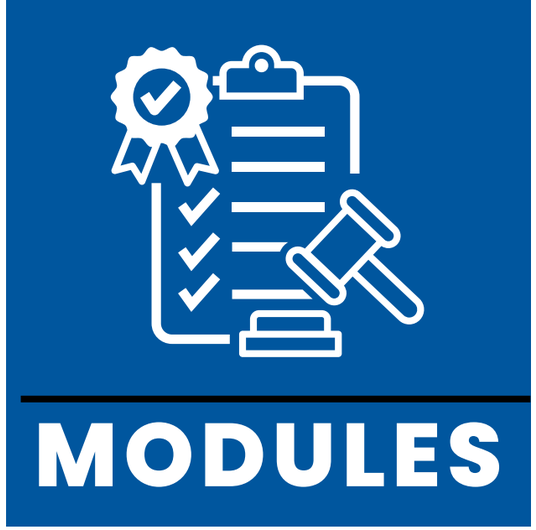
- Compliance tracking and reporting
- Data encryption
- Audit logs for compliance purposes

ELPIDA ERP | Approval Management System



User Feedback and Comments

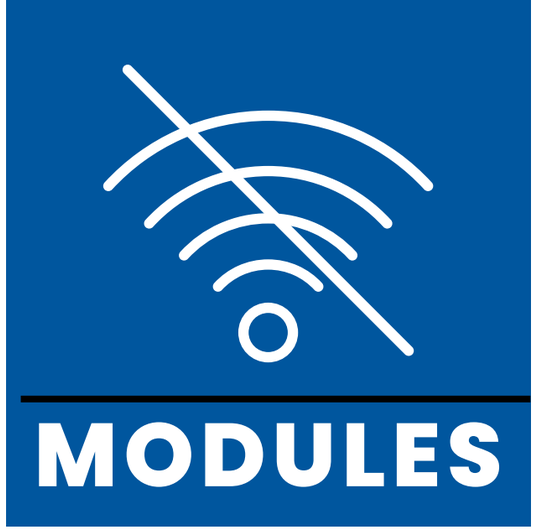
- Comment section for approvers
- Feedback collection for continuous improvement



Automated Routing Rules

- Conditional rules for routing approvals
- Auto-escalation for overdue approvals

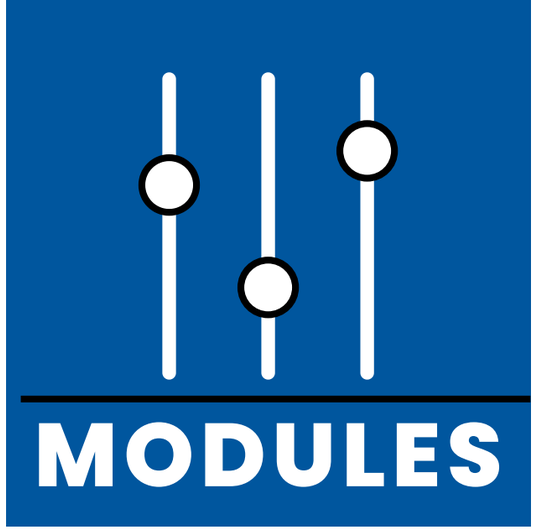
ELPIDA ERP | Approval Management System



Offline Approval Capability

- Capability to approve/reject requests offline
- Synchronization of offline actions when back online

ELPIDA ERP | Approval Management System



Customization and Configurability

- Configurable approval workflows
- Custom fields and attributes for request forms
- Business rule customization

Transport Management System

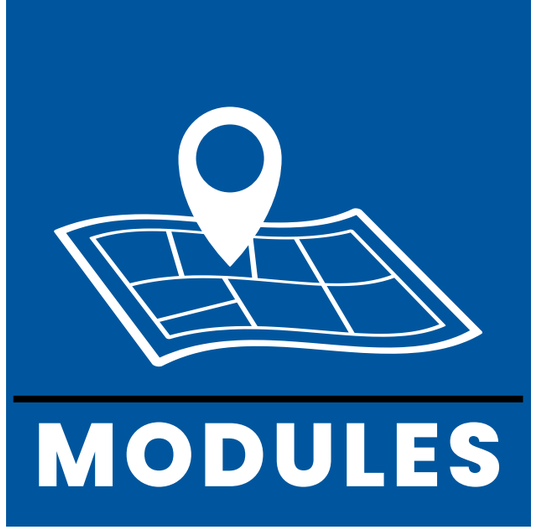
Efficiently manage your transportation resources with our Transport Pool Management System. Optimize routes, monitor vehicle usage, and ensure cost-effective transportation solutions for your business needs.

ELPIDA ERP | Transportation Management System

MODULES

Vehicle Management

- Vehicle registration and details
- Maintenance schedules and records
- Tracking of fuel consumption and expenses



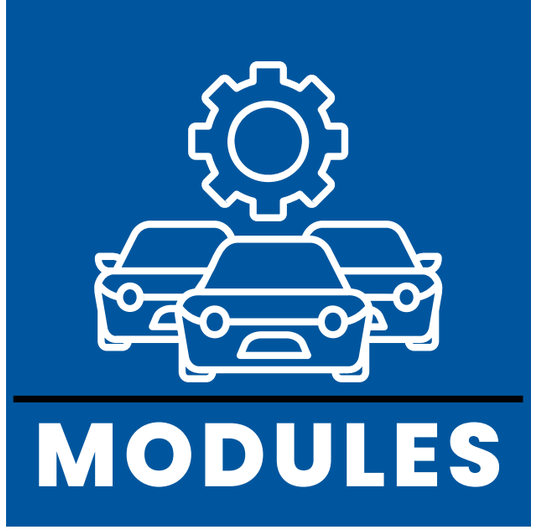
Route Planning and Optimization

- Planning of optimal routes for deliveries or trips
- Integration with GPS for real-time tracking
- Consideration of traffic conditions and constraints

MODULES

Order Management

- Order creation and processing
- Assignment of orders to vehicles
- Order tracking and status updates



Fleet Tracking and Telematics

- Real-time tracking of vehicle locations
- Telematics data (speed, mileage, engine health)
- Geofencing for route adherence

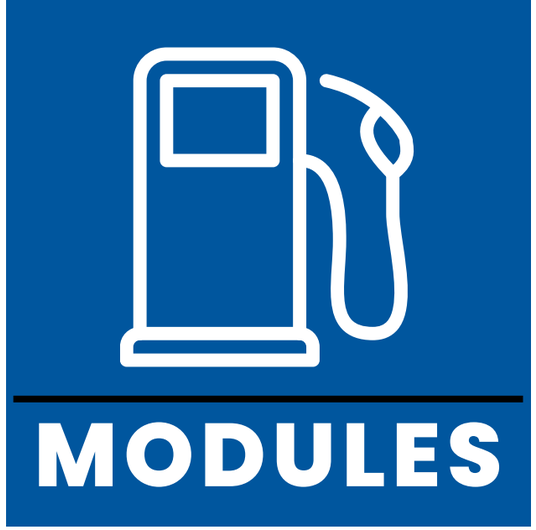
ELPIDA ERP | Transportation Management System

MODULES

Driver Management

- Driver profiles and details
- Driver schedules and assignments
- Compliance with driver regulations

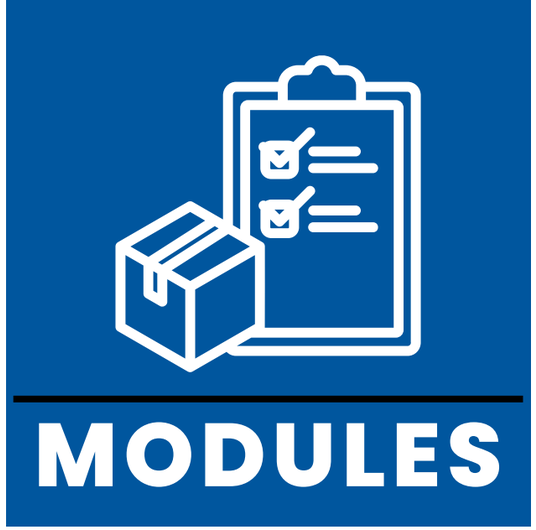
ELPIDA ERP | Transportation Management System



Fuel Management

- Fuel consumption tracking
- Fuel purchase records
- Fuel efficiency analysis

ELPIDA ERP | Transportation Management System



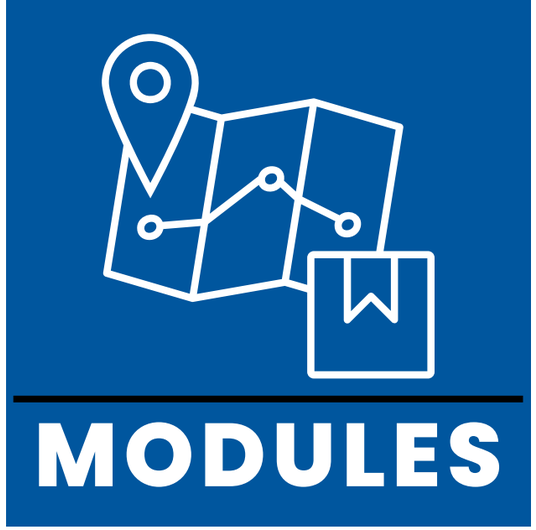
Inventory Management

- Tracking and management of goods or inventory in transit
- Integration with warehouse or inventory systems

Load Planning and Optimization

- Optimal distribution of goods across vehicles
- Load balancing for efficiency
- Weight and volume considerations

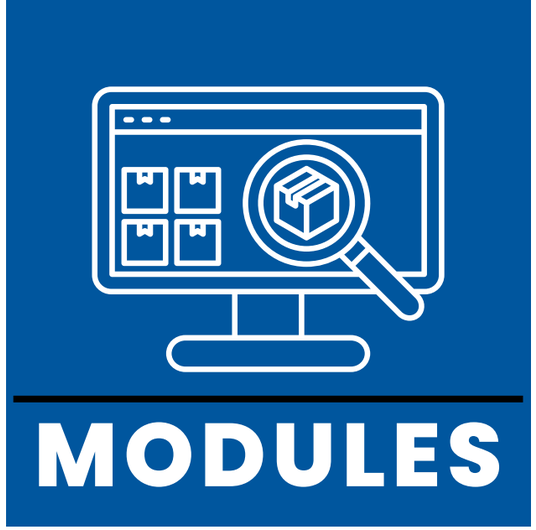
ELPIDA ERP | Transportation Management System



Routing and Scheduling

- Automated scheduling of transportation tasks
- Dynamic adjustment of schedules based on real-time data
- Route optimization for multiple stops

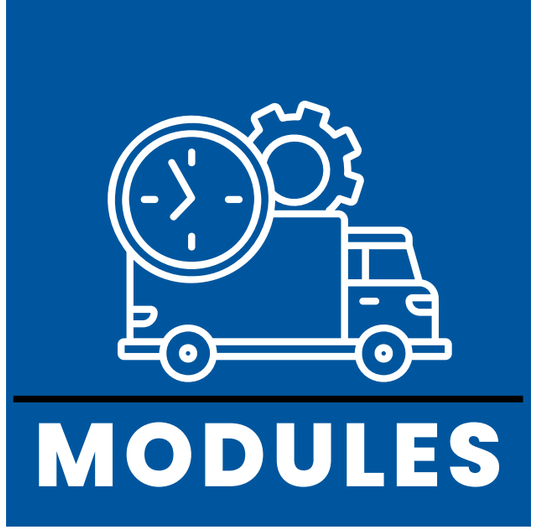
ELPIDA ERP | Transportation Management System



Order Tracking and Visibility

- Real-time visibility into the status of orders
- Estimated time of arrival (ETA) notifications
- Proof of delivery documentation

ELPIDA ERP | Transportation Management System



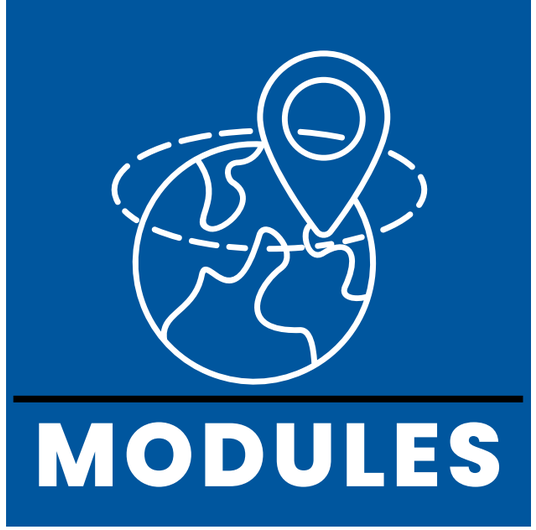
Carrier Management

- Management of relationships with external carriers
- Carrier performance tracking
- Rate negotiation and management

MODULES

Compliance and Regulations

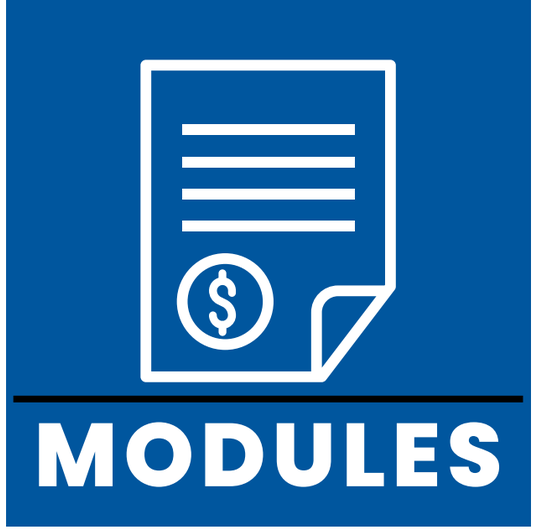
- Compliance with transportation regulations
- Documentation management for regulatory compliance



Shipment Visibility

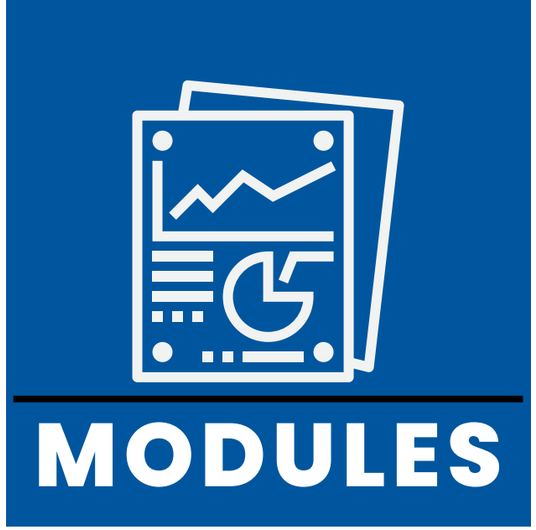
- Real-time visibility into the movement of shipments
- Tracking of shipments through the supply chain

ELPIDA ERP | Transportation Management System



Billing and Invoicing

- Automated billing based on transportation services
- Invoicing and payment tracking
- Rate calculation and adjustments



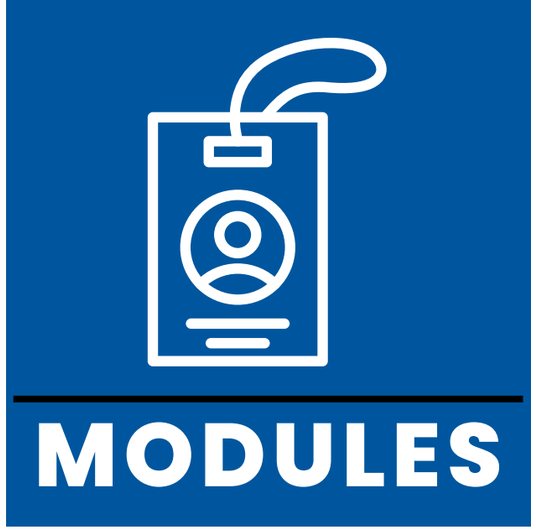
Analytics and Reporting

- Reports on transportation efficiency
- Key performance indicators (KPIs)
- Historical data for trend analysis

Visitor Management System

Elevate security and streamline visitor experiences with Visitor Management System. From registration to tracking, this module ensures a smooth and secure process for managing visitors within your premises.

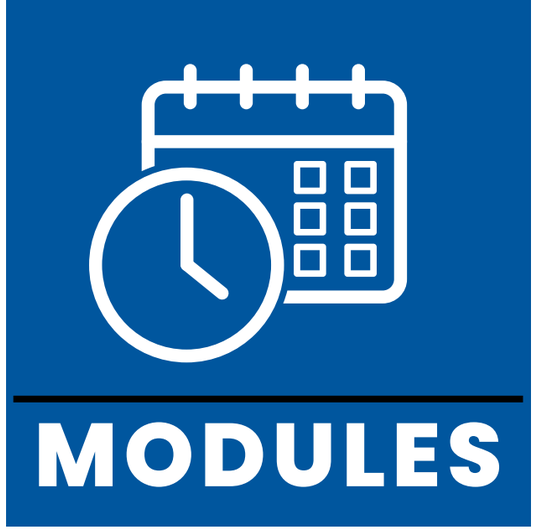
ELPIDA ERP | Visitor Management System



Visitor Registration

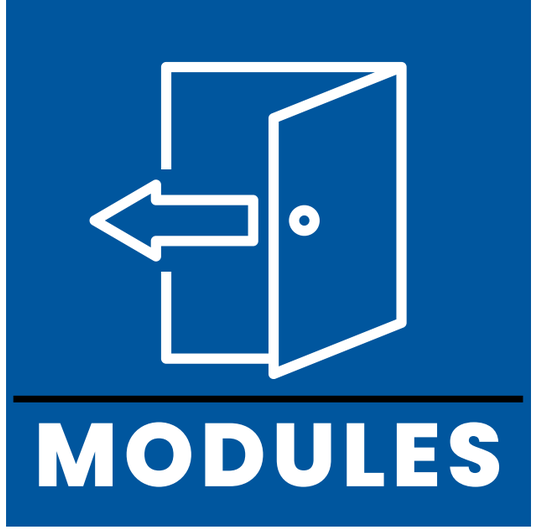
- Self-service kiosks or web-based registration
- Capture of basic visitor details (name, company, purpose of visit)
- Badge printing for identification

ELPIDA ERP | Visitor Management System



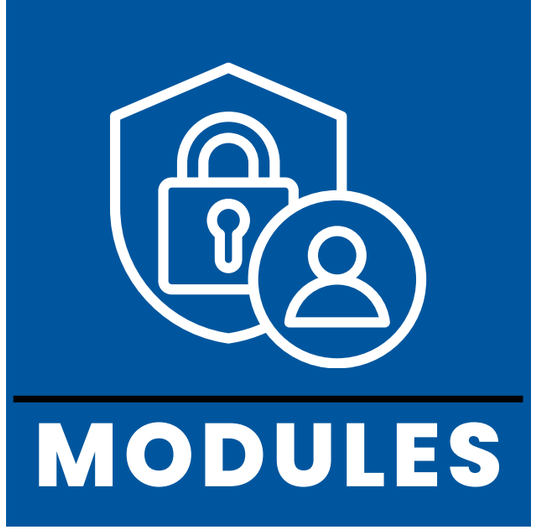
Pre-registration and Appointment Scheduling

- Online pre-registration for scheduled visits
- Appointment scheduling for expected visitors
- Email or SMS notifications for scheduled visits



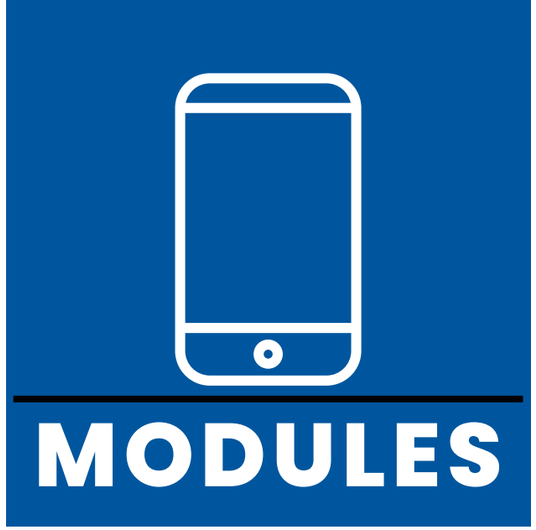
Check-In and Check-Out

- Self-check-in or assisted check-in at the reception
- Automated check-out or manual check-out process
- Badge return during check-out



Access Control Integration

- Integration with access control systems for door entry
- Temporary access permissions for visitors



Mobile Access

- Mobile app for pre-registration or check-in
- Mobile notifications for hosts

MODULES

ID Badge Printing

- Printing of visitor badges with relevant information
- Customizable badge templates
- QR codes or barcodes for quick identification
- Integrated with access control device

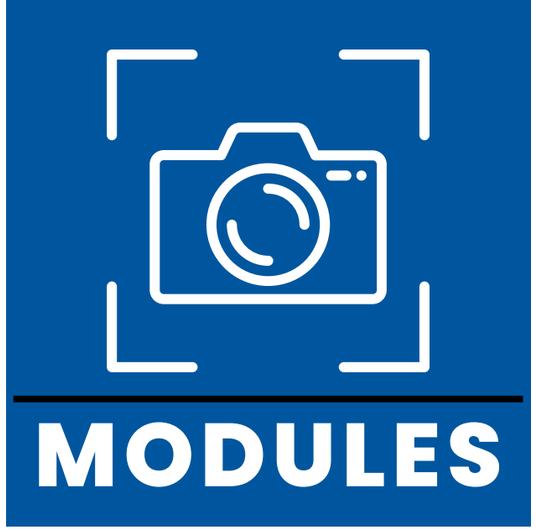
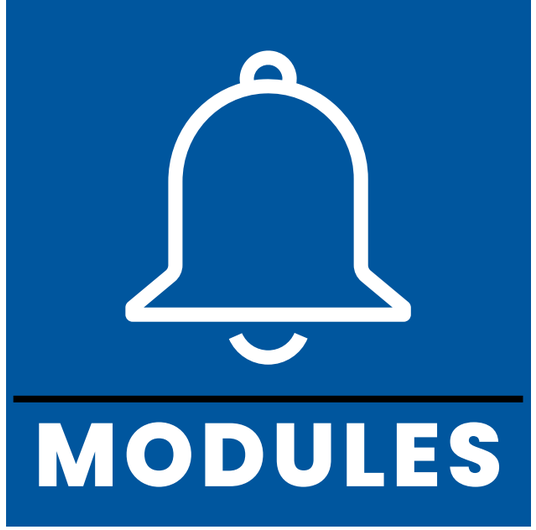


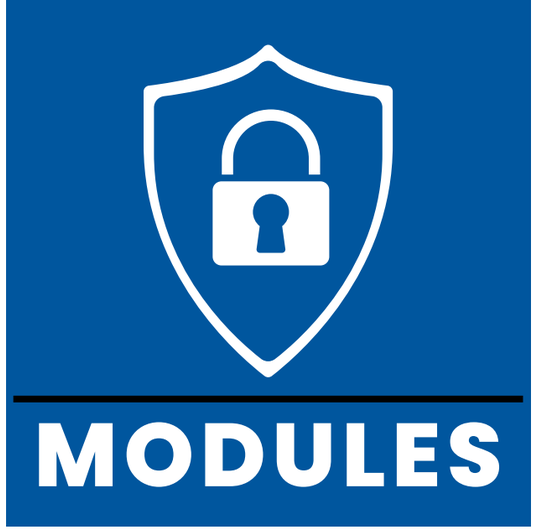
Photo Capture

- Capture of visitor photos during registration
- Printing of visitor photos on badges for visual identification



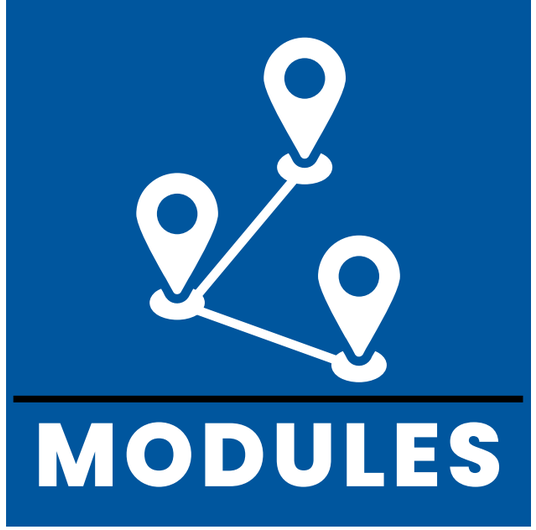
Notification Alerts

- Notifications to hosts about visitor arrival
- Emergency notifications or alerts for security



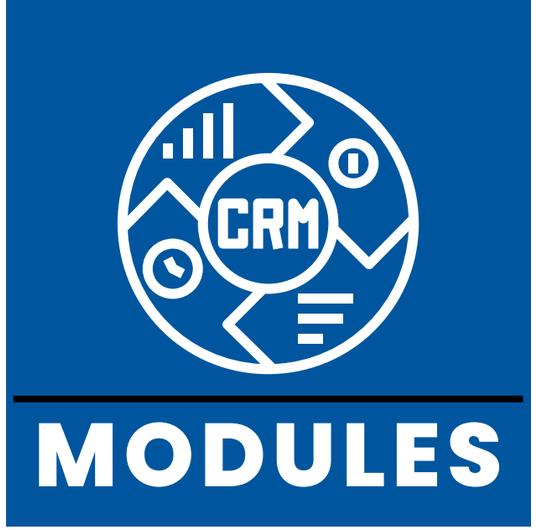
Watchlist and Security Checks

- Check against watchlists or blacklist databases
- Customizable security checks based on organizational policies



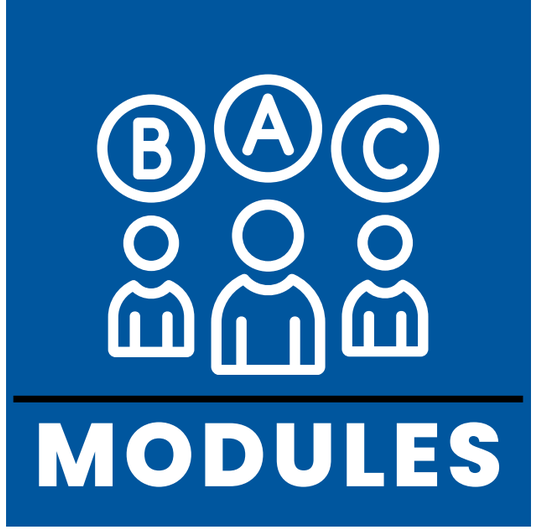
Visitor Tracking and Reporting

- Real-time tracking of visitor movements within the premises
- Historical data and reports on visitor activity
- Compliance reports for audit purposes



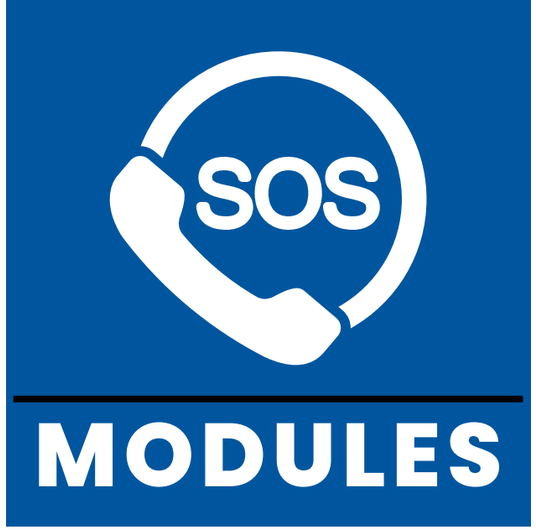
Integration with CRM/ Database

- Integration with customer relationship management (CRM) or database systems
- Capture and retrieval of additional visitor information



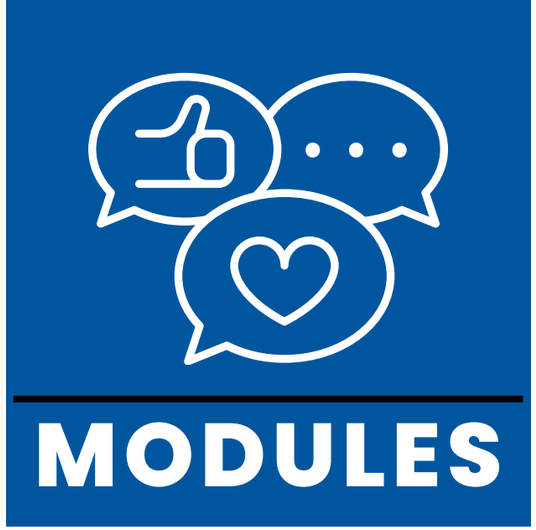
Visitor Types and Categories

- Categorization of visitors (contractors, clients, employees' guests, etc.)
- Different registration processes for different visitor types



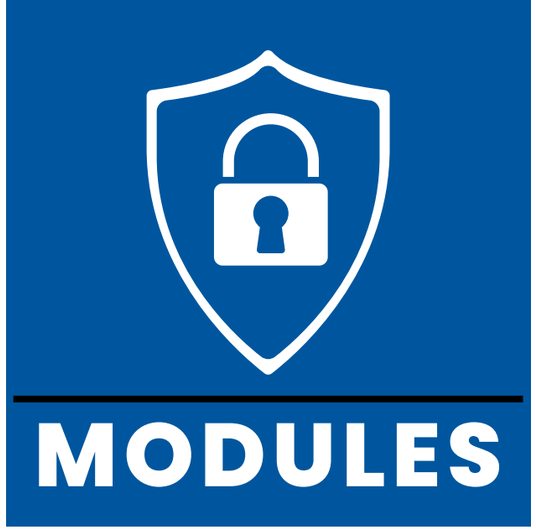
Evacuation and Emergency Procedures

- Integration with emergency evacuation plans
- Visitor accountability during emergencies



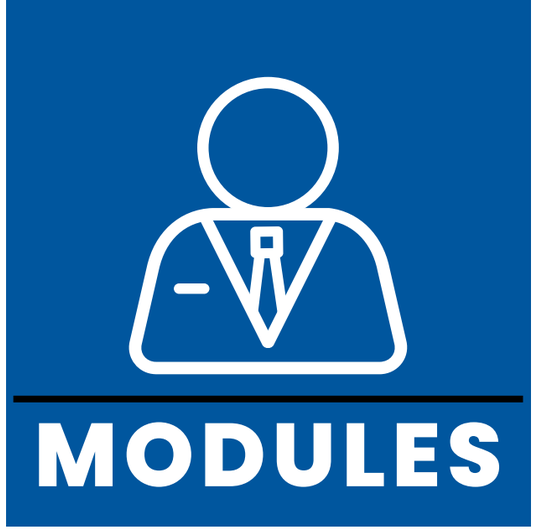
Visitor Feedback

- Collection of feedback on the visitor experience
- Surveys or ratings for the check-in/check-out process



Compliance and Security

- Compliance with data protection regulations
- Data encryption for sensitive visitor information



CXO
Visitor Management

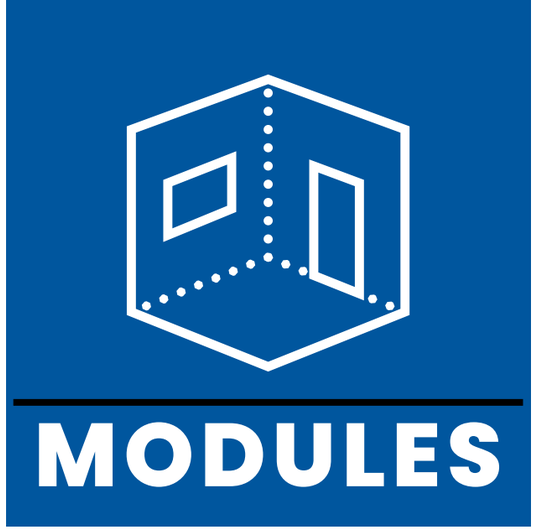
- Internal Visitor Management
- External Visitor Management

ELPIDA ERP | Visitor Management System

Meeting Room Booking System

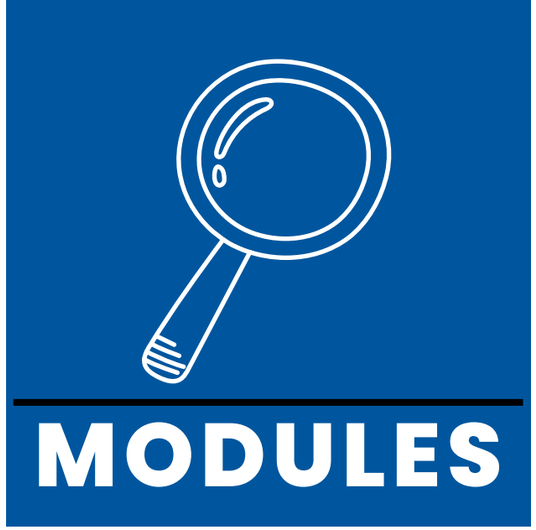
Optimize your workspace with the Meeting Room Booking System. It allows users to schedule, manage, and track meeting room reservations effortlessly, promoting efficient use of resources and enhancing overall productivity.

ELPIDA ERP | Meeting Room Booking System



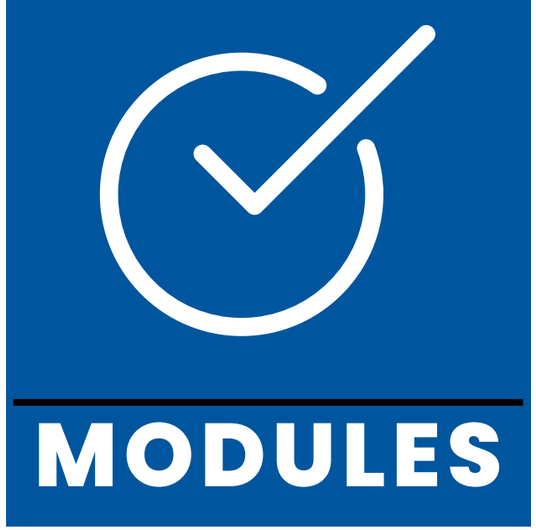
Room Reservation

- User-friendly interface for booking rooms
- Calendar view for room availability
- Time slot selection for meetings



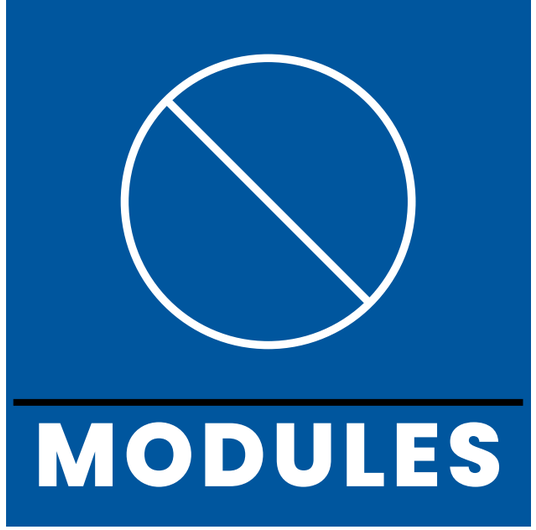
Room Availability and Search

- Real-time availability status
- Search functionality based on criteria (size, amenities, location)



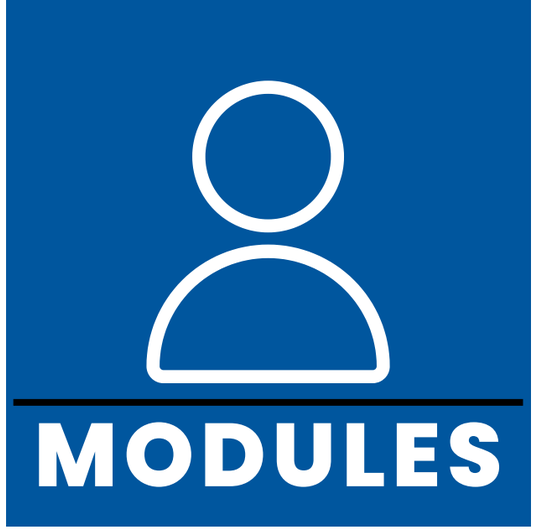
Reservation Confirmation and Notifications

- Confirmation emails or notifications upon successful booking
- Reminder notifications before the scheduled meeting



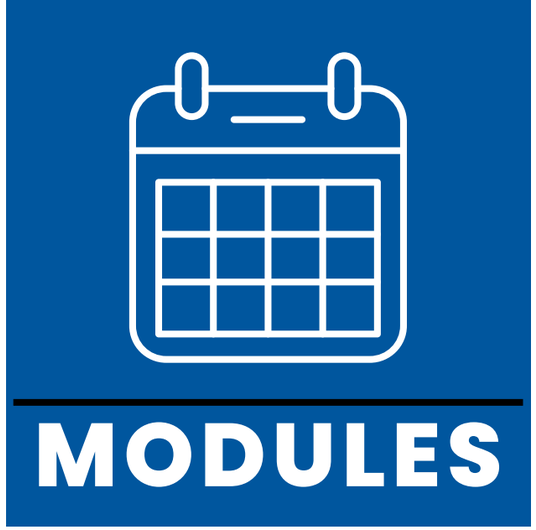
Booking Restrictions

- Maximum booking duration
- Minimum notice period for booking
- Restrictions on recurring bookings



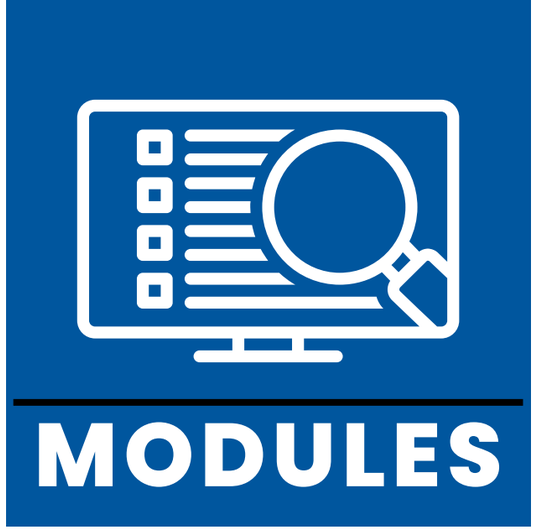
User Authentication and Access Control

- User accounts for authentication
- Role-based access control for administrators and regular users



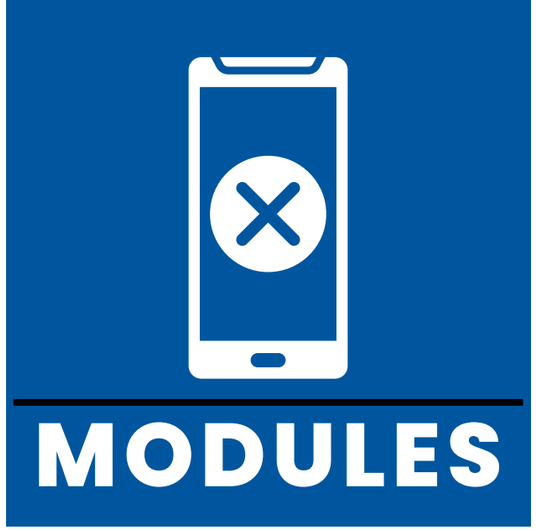
Integration with Calendar Systems

- Integration with popular calendar applications (e.g., Outlook, Google Calendar)
- Two-way synchronization of bookings



Room Details and Amenities

- Information on room capacity
- List of available amenities (projectors, whiteboards, etc.)
- Floor plans and images



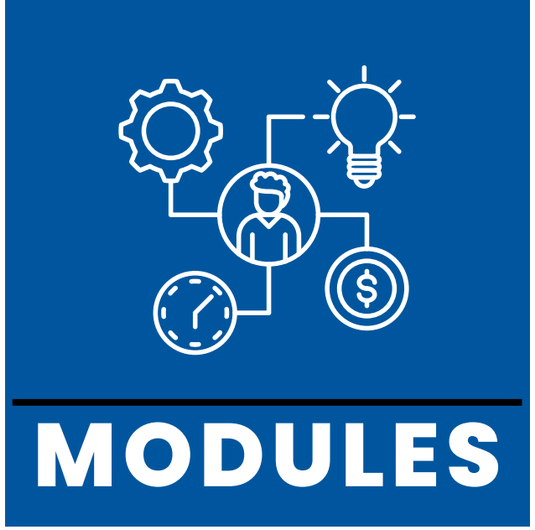
Cancellation and Modification

- User-friendly process for canceling or modifying bookings
- Notifications for cancellation or modification

MODULES

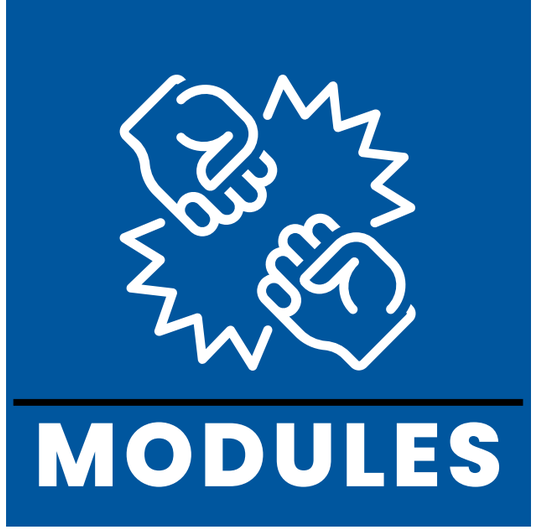
Reporting and Analytics

- Usage reports for meeting rooms
- Analytics on room utilization
- Insights for future room planning



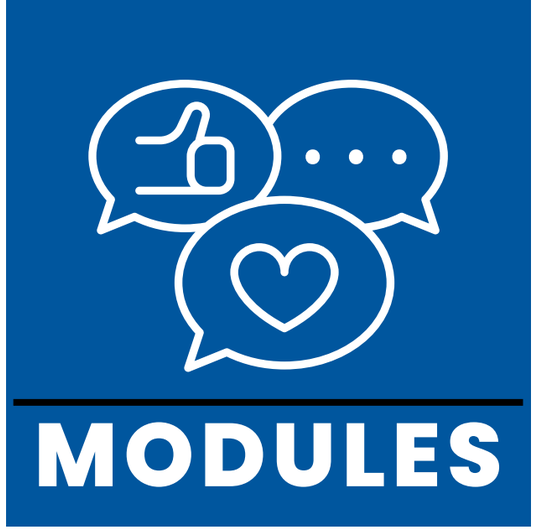
Resource Allocation

- Management of additional resources (catering, AV equipment)
- Cost tracking for additional resources



Conflict Resolution

- Automated conflict resolution for double bookings
- Notifications and alerts for conflicting reservations



User Feedback

- Feedback collection on the condition of the room
- User ratings for meeting rooms

MODULES

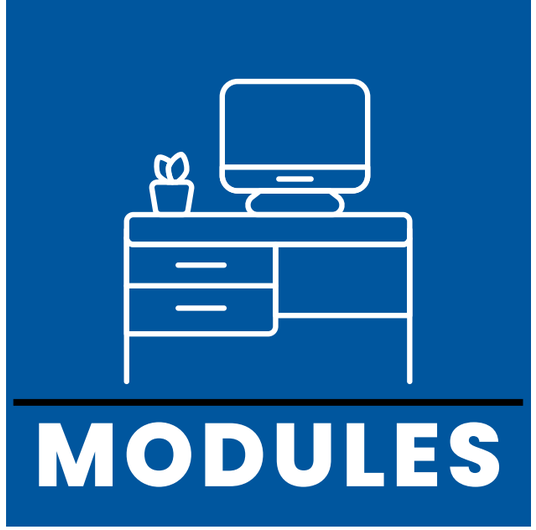
Customization and Branding

- Customization of the system with organization branding
- Custom fields for specific requirements

MODULES

Automated Room Setup

- Integration with smart building systems for automated setup
- Automation of AV equipment, lighting, and climate control



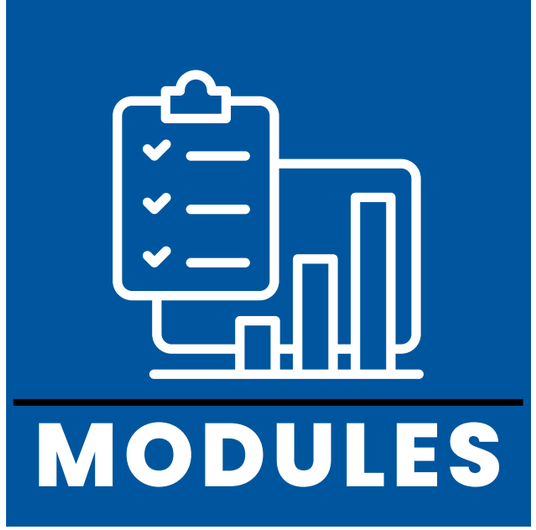
Integration with Building Management Systems

- Integration with building access control systems
- Automation of room setup (lights, temperature, etc.)

Supply Chain Management System

Optimize your supply chain for efficiency and agility with Supply Chain Management System. From procurement to distribution, gain visibility and control over every aspect of your supply chain.

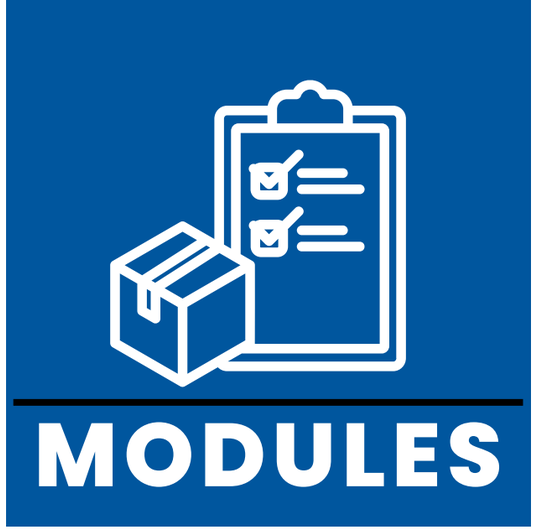
ELPIDA ERP | Supply Chain Management System



Demand Planning and Forecasting

- Analysis of historical data for demand forecasting
- Collaborative demand planning with stakeholders
- Integration with sales and marketing data

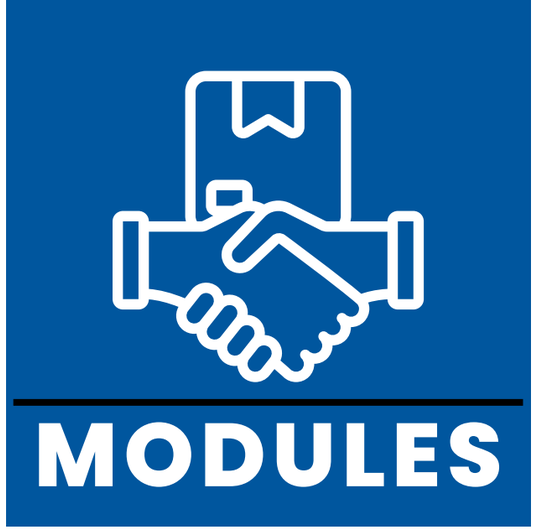
ELPIDA ERP | Supply Chain Management System



Inventory Management

- Real-time tracking of inventory levels
- Order management and replenishment
- Stock valuation and optimization

ELPIDA ERP | Supply Chain Management System



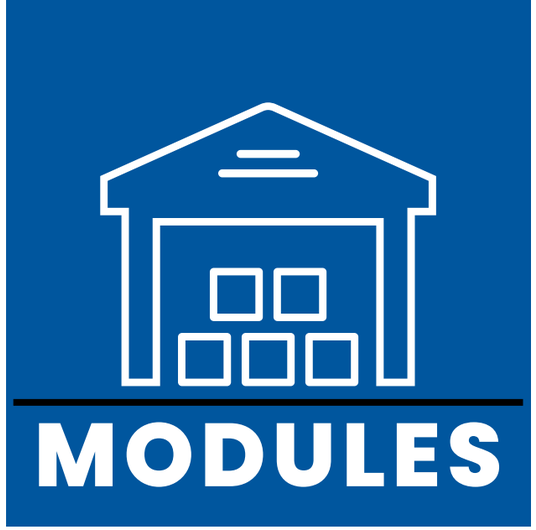
Supplier Relationship Management (SRM)

- Vendor selection and onboarding
- Collaboration with suppliers for better visibility
- Performance tracking and evaluation

ELPIDA ERP | Supply Chain Management System

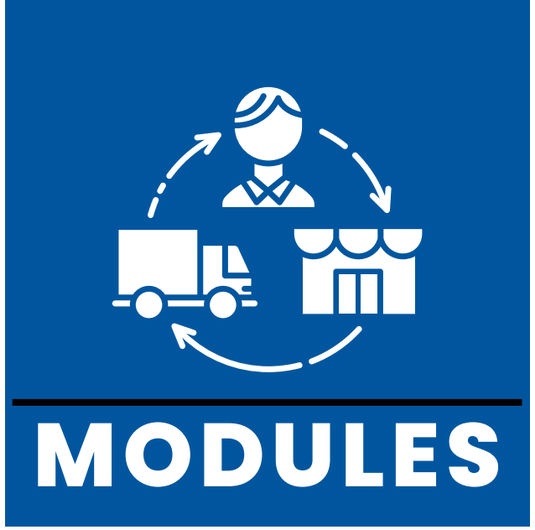
Procurement Order Management

- Creation and approval workflows for purchase orders
- Supplier negotiation and contract management
- Order tracking and delivery confirmation



Warehouse Management

- Efficient storage and retrieval processes
- Order picking and packing
- Inventory accuracy through barcode/RFID technology



Distribution and Logistics

- Route optimization for transportation
- Shipment tracking and visibility
- Last-mile delivery optimization

ELPIDA ERP | Supply Chain Management System

Order Fulfillment

- Order processing and fulfillment
- Order status tracking
- Automation of order confirmation and delivery notifications

MODULES

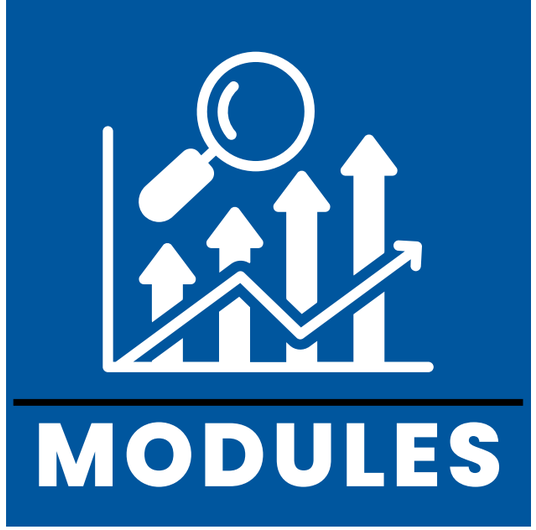
Production Planning and Scheduling

- Planning of manufacturing processes
- Scheduling production runs
- Resource optimization for production efficiency

ELPIDA ERP | Supply Chain Management System

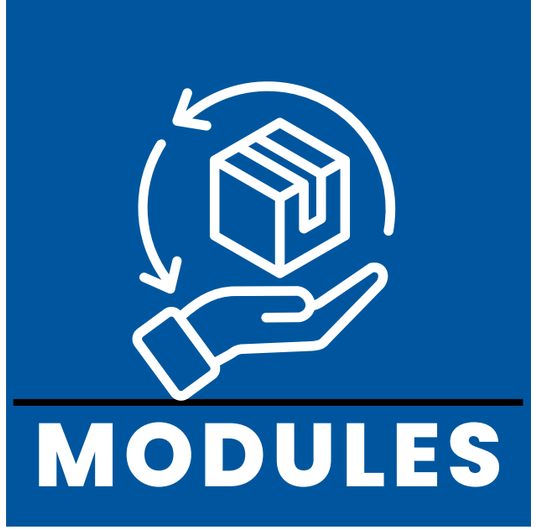
Quality Management

- Quality control and inspection processes
- Supplier quality management
- Compliance with quality standards



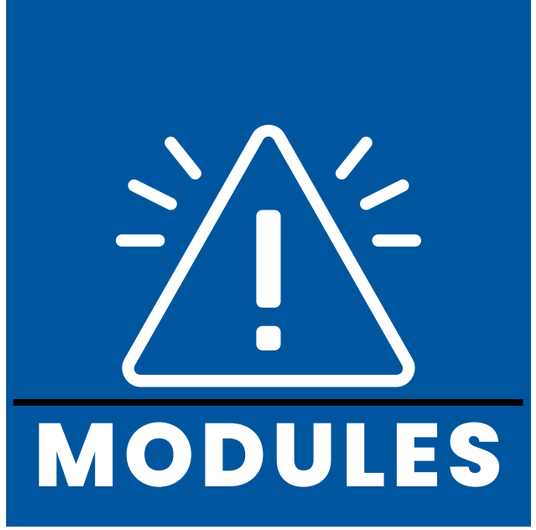
Collaborative Planning, Forecasting, and Replenishment

- Collaboration with partners in the supply chain
- Joint planning and forecasting initiatives
- Sharing of real-time information



Return Management (Reverse Logistics)

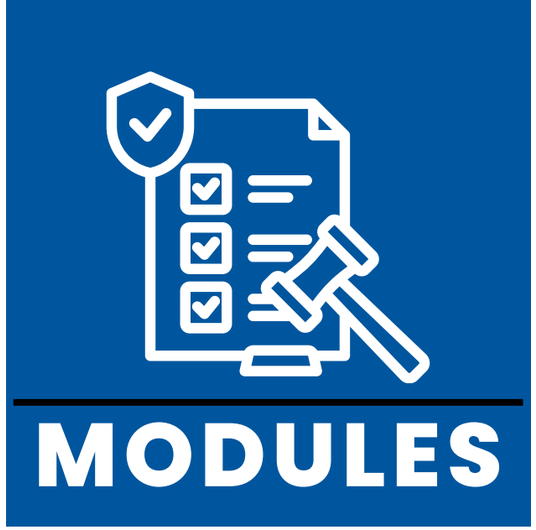
- Handling returns and product recalls
- Reverse logistics processes
- Warranty and repair management



Risk Management

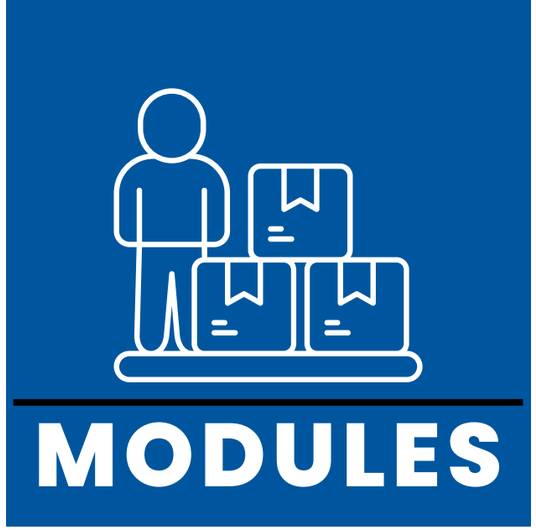
- Identification and assessment of supply chain risks
- Risk mitigation strategies
- Contingency planning for disruptions

ELPIDA ERP | Supply Chain Management System



Regulatory Compliance

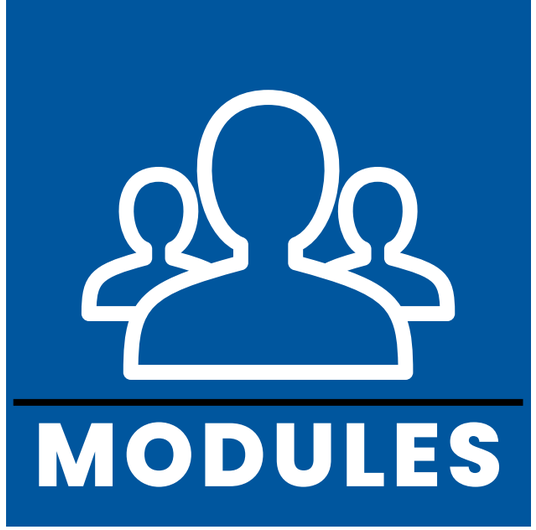
- Compliance with trade and customs regulations
- Documentation for regulatory reporting
- Monitoring changes in compliance requirements



Supplier Collaboration Portals

- Online portals for collaboration with suppliers
- Sharing of forecasts, inventory levels, and order status
- Automated communication for seamless collaboration

ELPIDA ERP | Supply Chain Management System



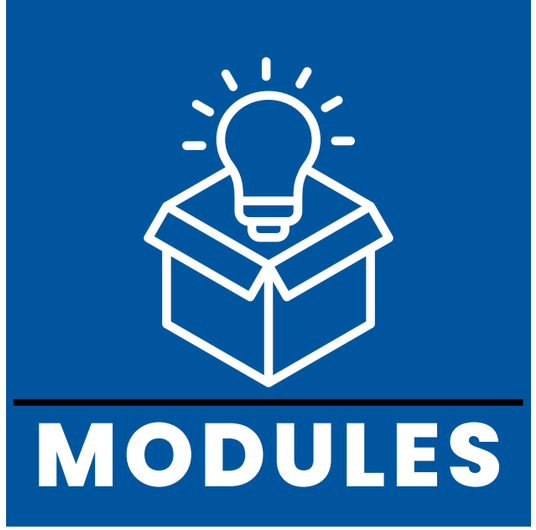
User Authentication and Access Control

- User accounts for authentication
- Role-based access control for security
- Limited access for specific user roles

Inventory Management System

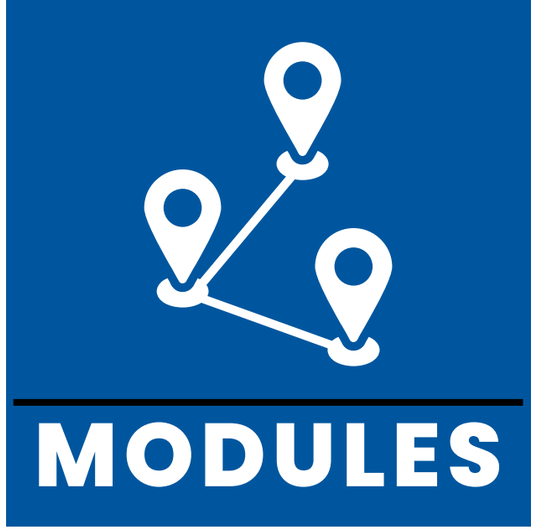
Enhance inventory control and minimize stock outs with our Inventory Management System. Real-time tracking, reorder alerts, and comprehensive reporting ensure optimal stock levels and improved operational efficiency.

ELPIDA ERP | Inventory Management System



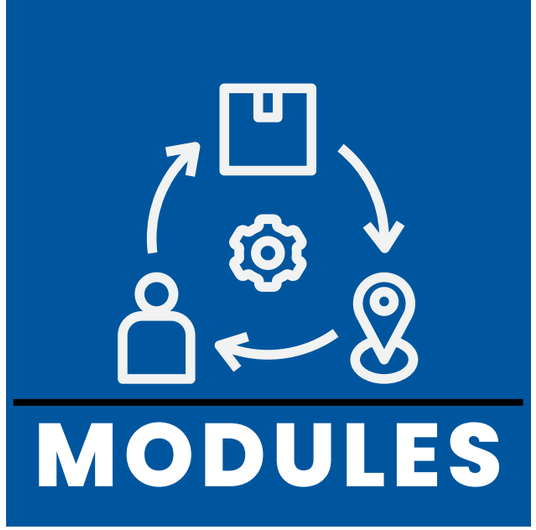
Product Information Management

- Database of all products in inventory
- Product details such as name, description, SKU, and pricing
- Categorization and classification of products



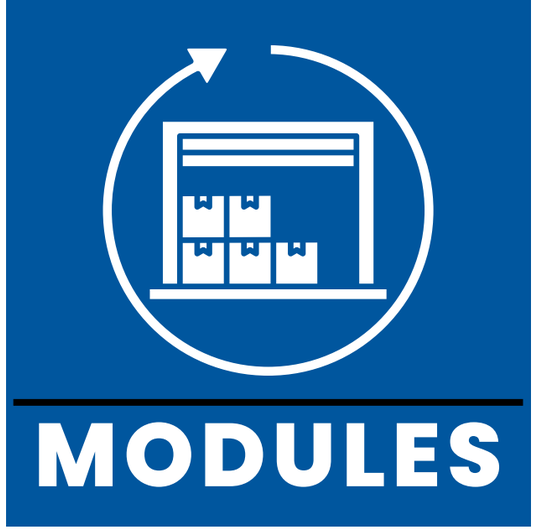
Inventory Tracking

- Real-time tracking of stock levels
- Barcode or RFID scanning for accurate inventory counts
- Serialized inventory tracking for individual items



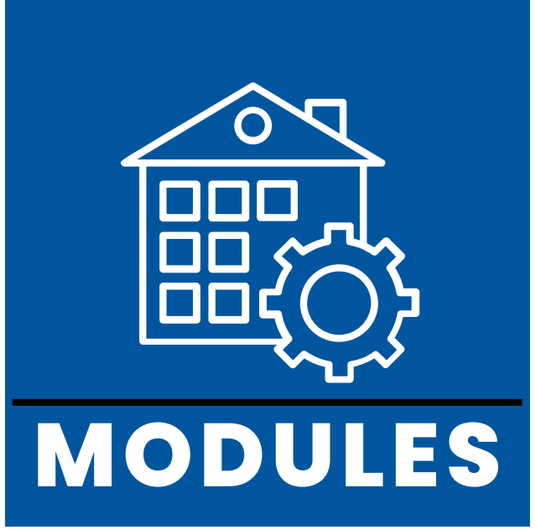
Order Management

- Creation of purchase orders
- Order fulfillment and tracking
- Integration with sales and procurement systems



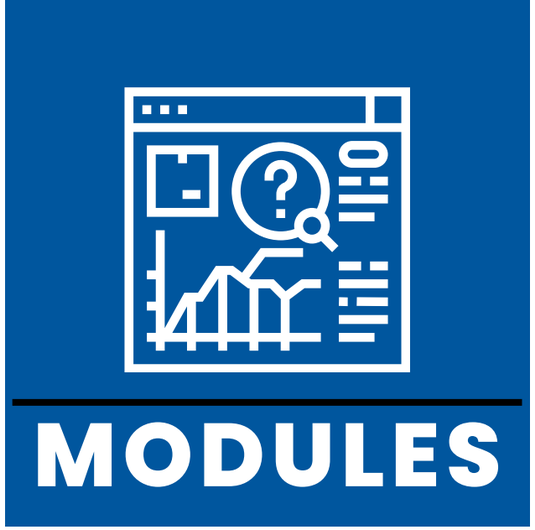
Stock Replenishment

- Automatic reorder point calculation
- Generation of stock replenishment orders
- Supplier collaboration for timely restocking



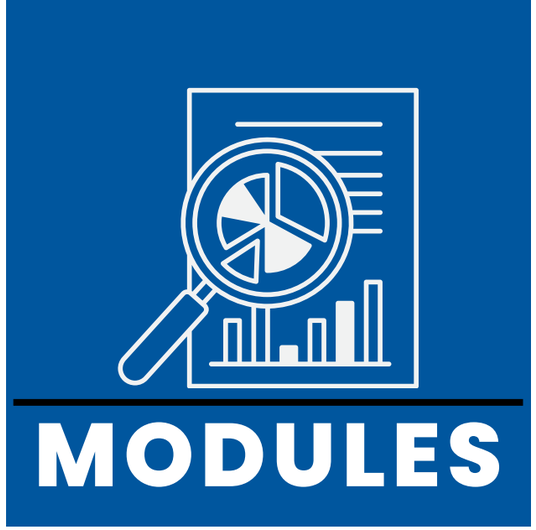
Warehouse Management

- Efficient storage and retrieval processes
- Bin location management
- Inventory transfer between warehouses



Demand Forecasting

- Analysis of historical data for demand forecasting
- Prediction of future demand patterns
- Collaboration with sales and marketing teams

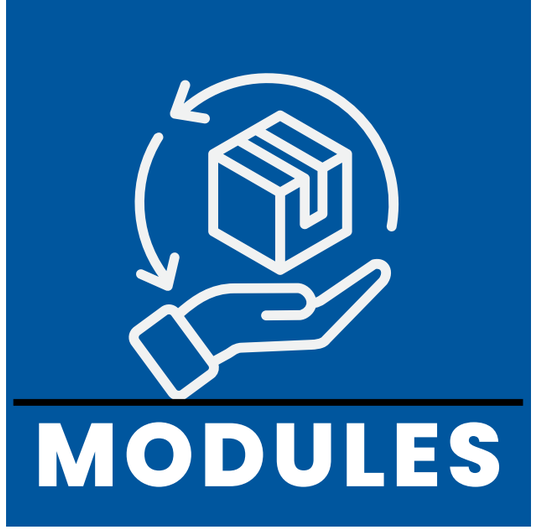


Reporting and Analytics

- Reports on inventory levels, stockouts, and overstock
- Analytics for trend analysis and forecasting
- Dashboards for real-time visibility

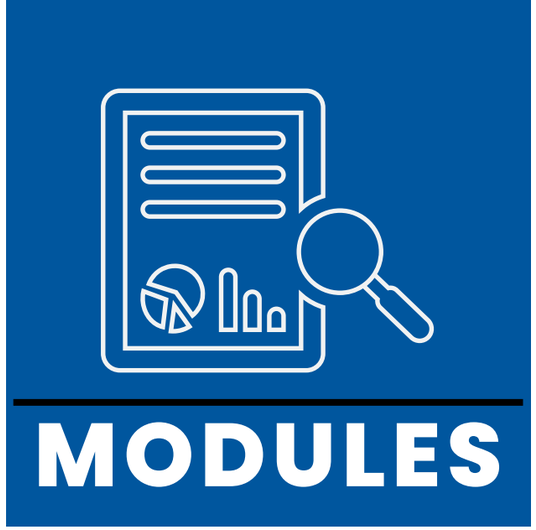
Inventory Valuation

- Methods for calculating the value of inventory (FIFO, LIFO, Weighted Average)
- Valuation reports for financial purposes



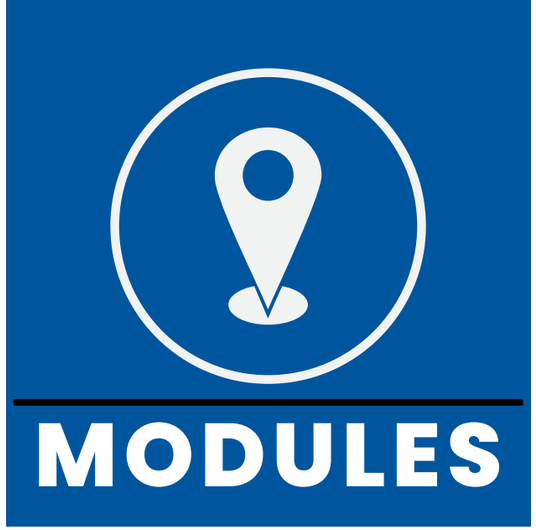
Returns Management

- Handling returns and processing refunds or replacements
- Restocking returned items into inventory
- Documentation for returned products



ABC Analysis

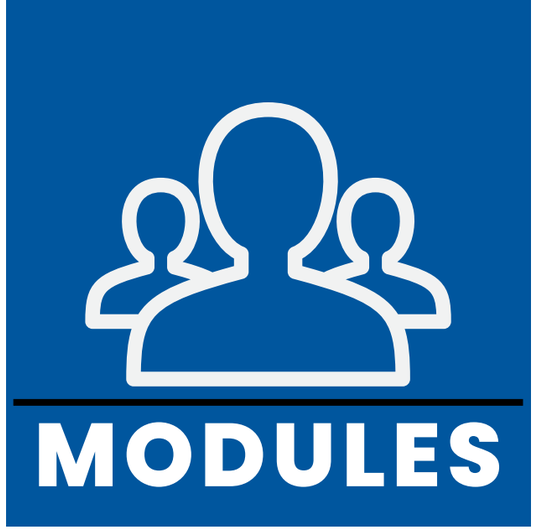
- Classification of inventory items based on importance
- Differentiated control and management based on item classification



Multi-location Inventory Management

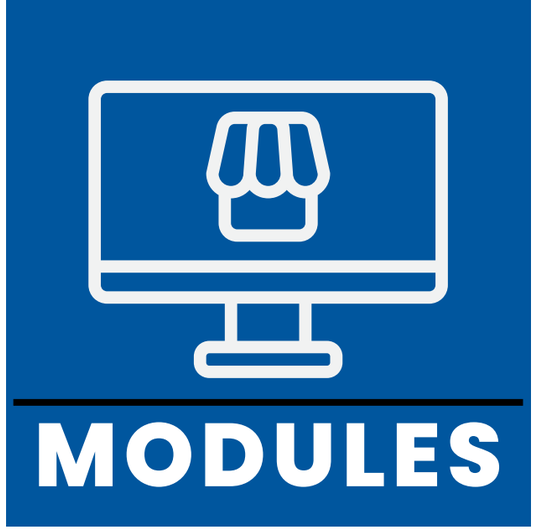
- Management of inventory across multiple locations or warehouses
- Centralized or decentralized control options
- Inter-location inventory transfers

ELPIDA ERP | Inventory Management System



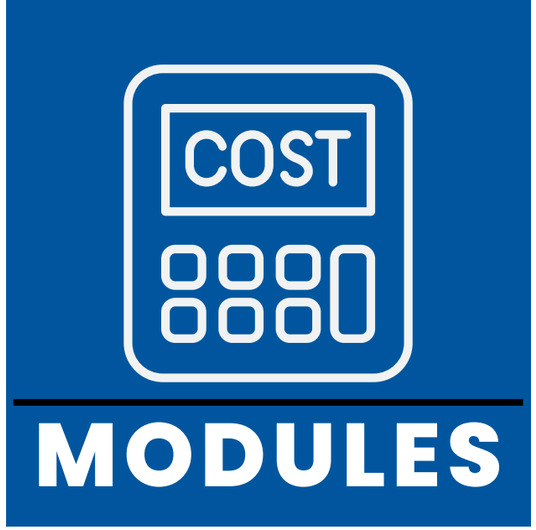
User Authentication and Access Control

- User accounts for authentication
- Role-based access control for security
- Limited access for specific user roles



Integration with eCommerce Platforms

- Integration with point-of-sale (POS) systems
- Integration with online sales platforms
- Seamless data exchange with sales channels



Landed Cost Calculation

- Calculation of total cost of inventory, including shipping and customs
- Accurate cost allocation to items in stock

MODULES

Batch and Serial Number Tracking

- Tracking inventory by batches or lots
- Management of serialized items
- Traceability of items back to their origin

Vendor Management System

Strengthen your vendor relationships and streamline procurement processes with our Vendor Management System. Centralize vendor data, track performance, and ensure timely and cost-effective sourcing.

ELPIDA ERP | Vendor Management System

MODULES

Vendor Registration and Onboarding

- Online registration for new vendors
- Document submission and verification
- Onboarding processes and approvals

Vendor Information Management

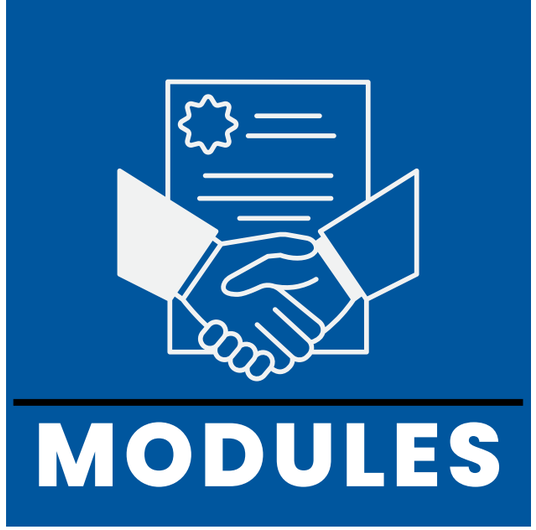
- Centralized database of vendor details
- Contact information, tax details, certifications, and compliance records
- Categorization and classification of vendors

ELPIDA ERP | Vendor Management System

MODULES

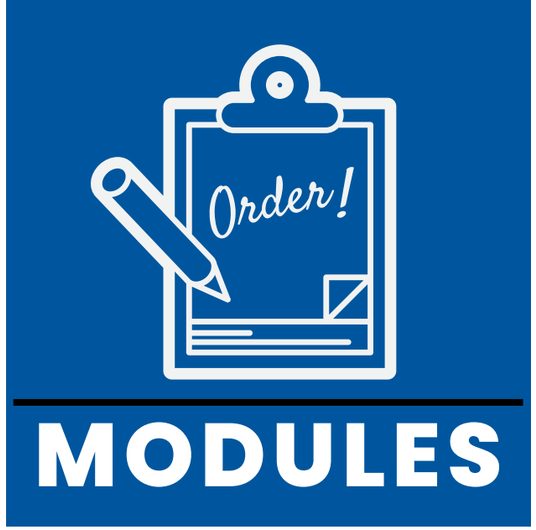
Supplier Performance Management

- Evaluation of vendor performance
- Key performance indicators (KPIs)
- Scorecards and performance reviews



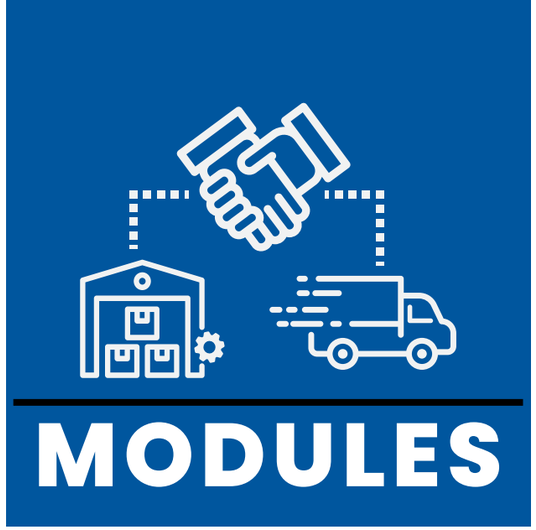
Contract Management

- Creation and management of vendor contracts
- Version control and tracking of contract terms
- Alerts for contract renewals and expirations



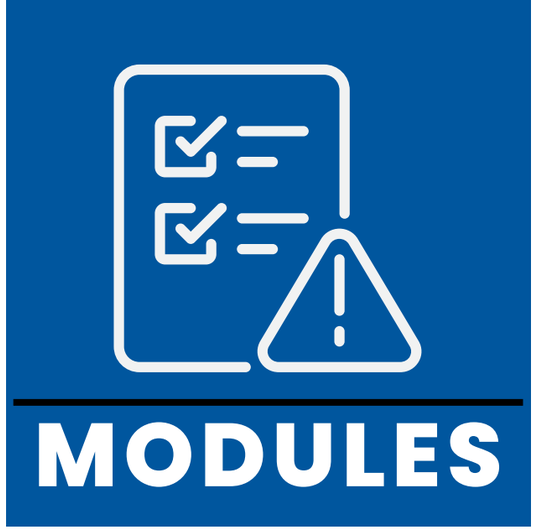
Purchase Order and Invoice Processing

- PO creation and transmission to vendors
- Invoice verification and processing
- Automated three-way matching (PO, receipt, and invoice)



Vendor Collaboration Portal

- Online portal for communication with vendors
- Real-time updates on order status, payments, and other transactions
- Document sharing and collaboration



Compliance and Risk Management

- Monitoring vendor compliance with contractual terms
- Risk assessment and mitigation strategies
- Regulatory compliance checks

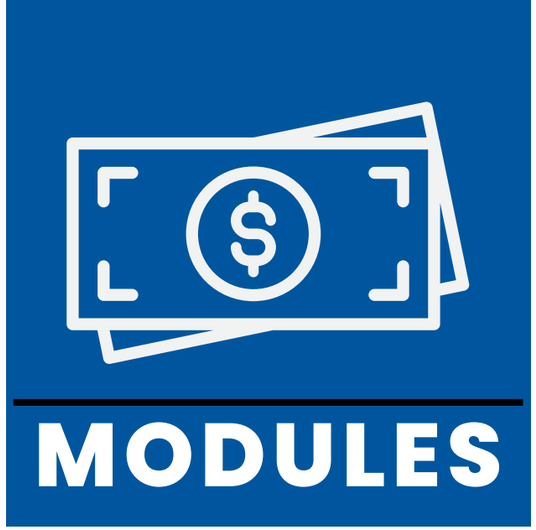
MODULES

Quality Assurance and Inspections

- Monitoring and managing product or service quality
- Inspection processes for incoming goods or services
- Non-conformance tracking

Audit and Certification Management

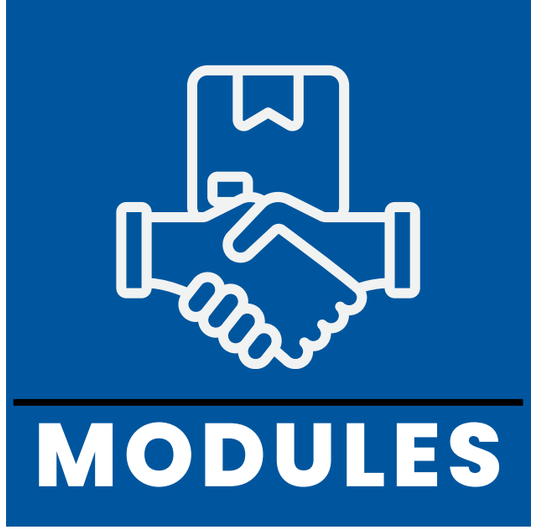
- Tracking vendor certifications and accreditations
- Audit trails for vendor activities
- Compliance with industry standards



Vendor Payment and Invoicing

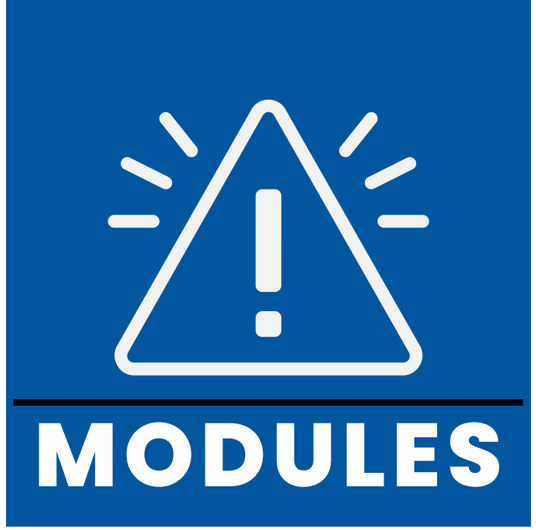
- Payment processing and scheduling
- Management of vendor invoices and credits
- Automated approval workflows for payments

ELPIDA ERP | Vendor Management System



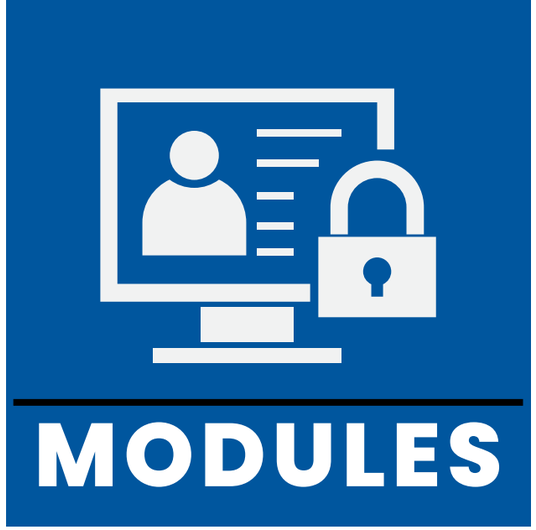
Supplier Diversity Management

- Monitoring and promoting supplier diversity
- Reporting on diverse supplier participation
- Initiatives to support minority-owned businesses



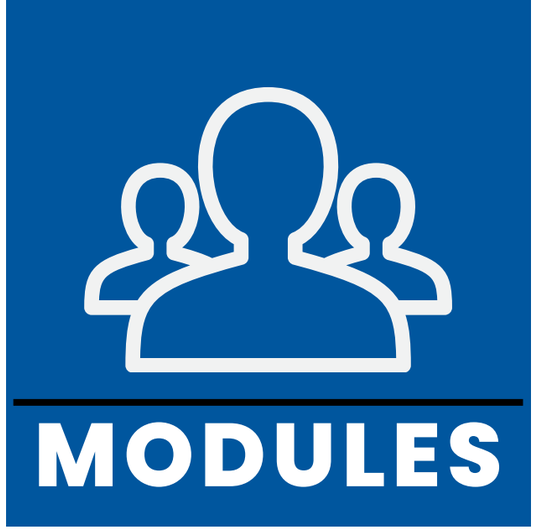
Risk Assessment and Mitigation

- Identification and assessment of vendor-related risks
- Development and implementation of risk mitigation plans
- Continuous monitoring of risk factors



Data Security and Confidentiality

- Protection of sensitive vendor information
- Secure data transmission and storage
- Compliance with data protection regulations



User Authentication and Access Control

- User accounts for vendor representatives
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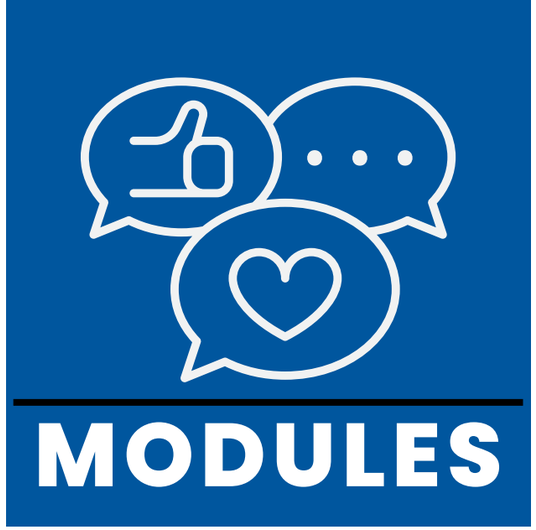
- Limited access for specific user roles



Vendor Feedback and Collaboration

- Collection of feedback on vendor performance
- Collaboration on process improvements

Accounting Management System

Maintain financial accuracy and compliance with our Accounting Management System. From ledgers to financial reporting, this module provides a robust platform for managing your company's financial transactions seamlessly.

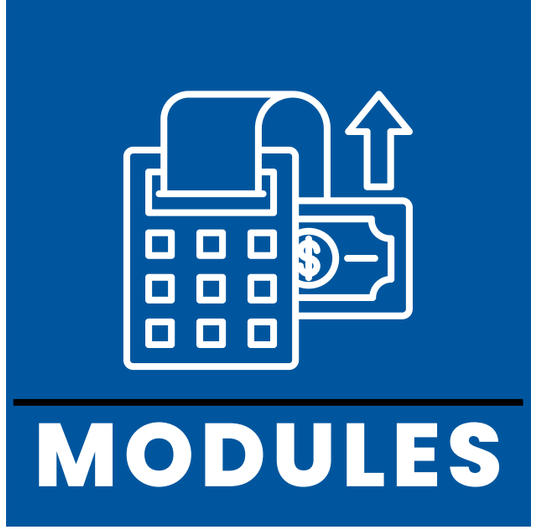
ELPIDA ERP | Accounting Management System.

MODULES

General Ledger

- Chart of accounts
- Journal entries
- Ledger balances

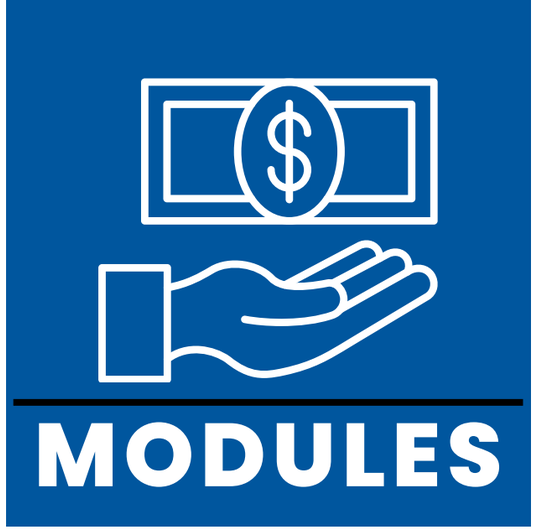
ELPIDA ERP | Accounting Management System.



Accounts Payable

- Vendor management
- Invoice processing
- Payment processing and scheduling
- Expense tracking

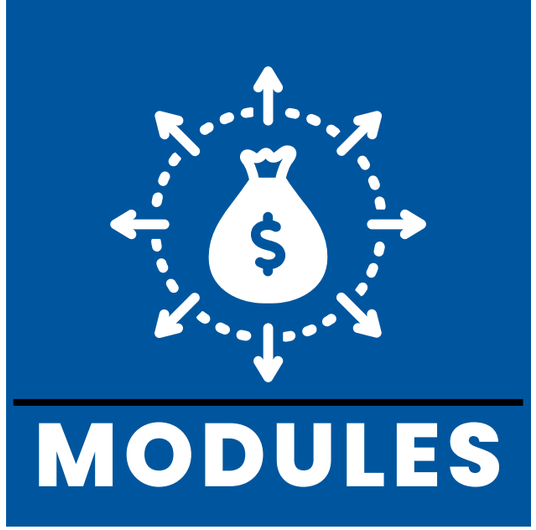
ELPIDA ERP | Accounting Management System.



Accounts Receivable

- Customer management
- Invoice generation
- Payment tracking and receipts
- Credit control

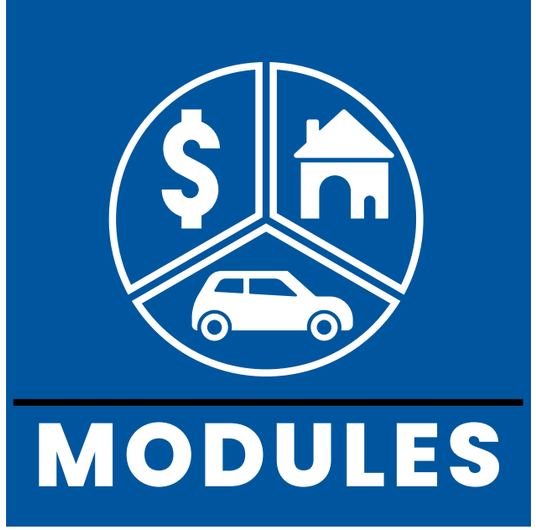
ELPIDA ERP | Accounting Management System.



Cash Management

- Bank reconciliation
- Petty cash management
- Cash flow forecasting
- Treasury management

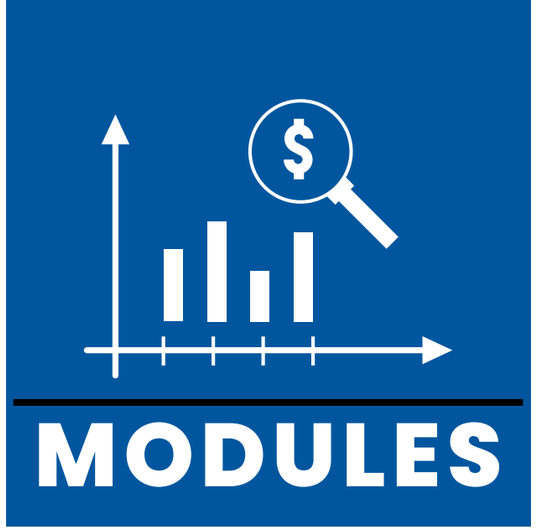
ELPIDA ERP | Accounting Management System.



Fixed Assets Management

- Asset register
- Depreciation calculations
- Asset tracking and maintenance

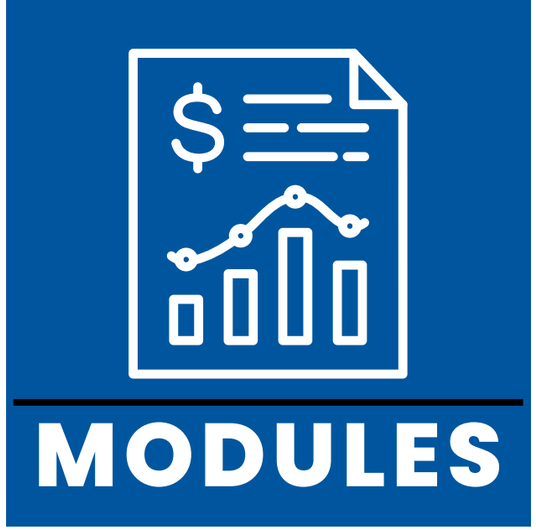
ELPIDA ERP | Accounting Management System.



Budgeting and Forecasting

- Budget creation and management
- Variance analysis
- Financial forecasting

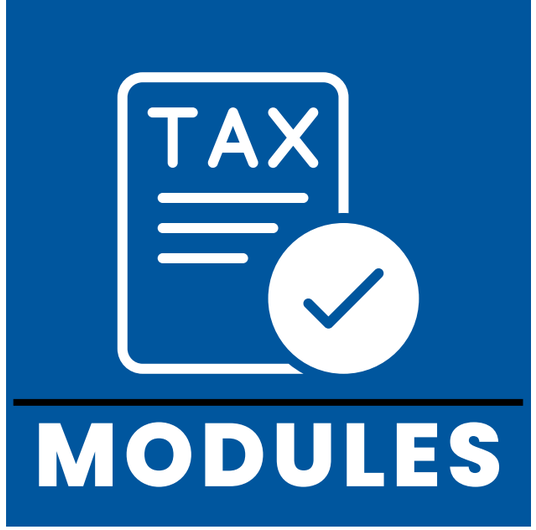
ELPIDA ERP | Accounting Management System.



Financial Reporting

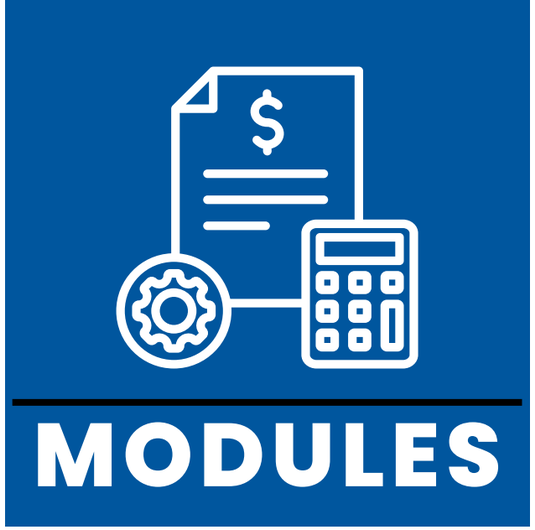
- Standard financial statements (Income Statement, Balance Sheet, Cash Flow Statement)
- Customizable financial reports
- Comparative analysis reports

ELPIDA ERP | Accounting Management System.



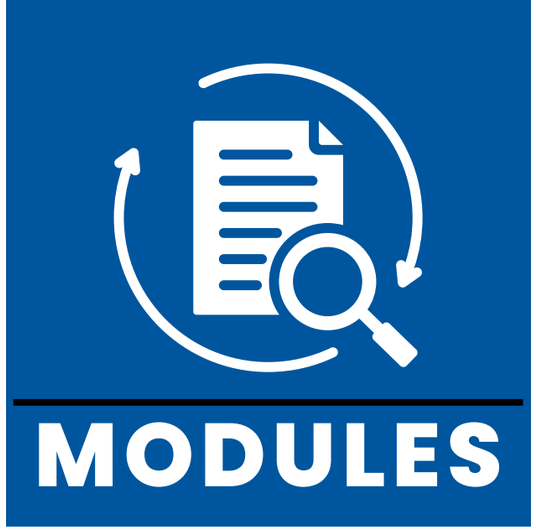
Tax Management

- Tax calculations and reporting
- Compliance with tax regulations
- Automated tax filings



Expense Management

- Employee expense tracking
- Approval workflows for expense claims
- Integration with payroll for reimbursement



Audit Trail and Compliance

- Logging of financial transactions
- Audit trail for accountability
- Compliance with accounting standards and regulations

ELPIDA ERP | Accounting Management System.

MODULES

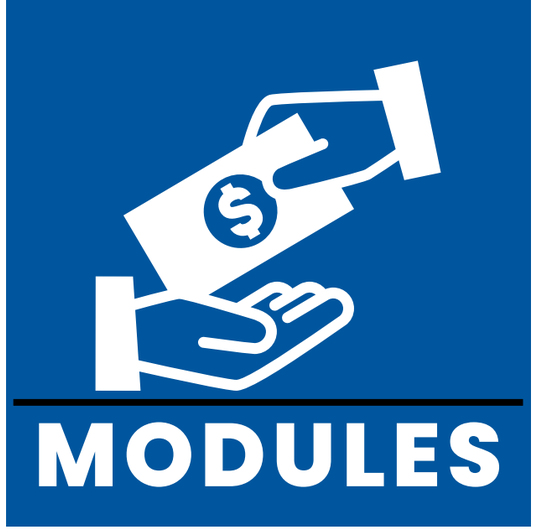
Multi-Currency Support

- Handling transactions in multiple currencies
- Currency conversion and exchange rate management

Purchase Order & Sales Order Management

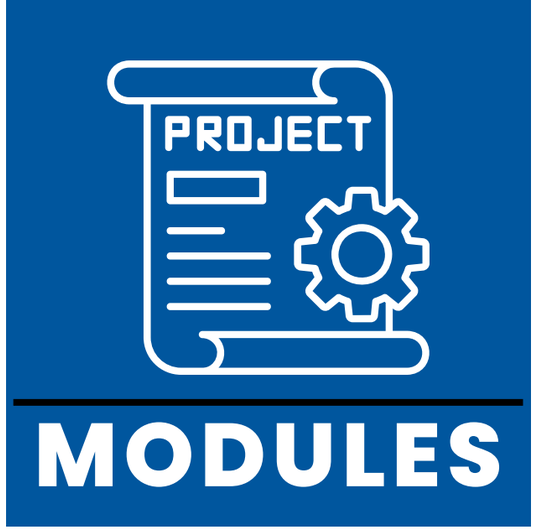
- Purchase order creation and approval workflows
- Sales order processing and tracking

ELPIDA ERP | Accounting Management System.



Payroll Integration

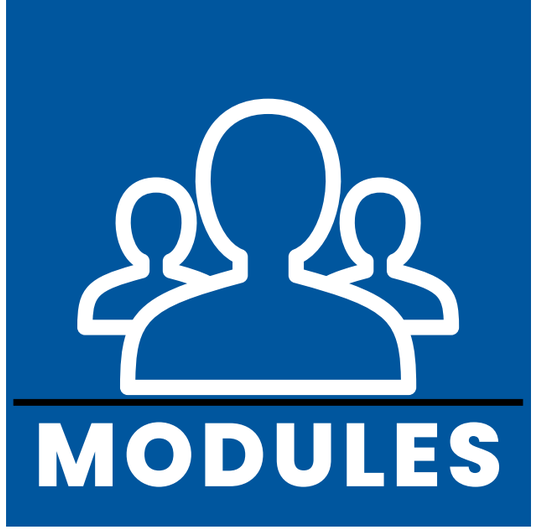
- Integration with payroll systems
- Employee salary and benefits tracking



Project Accounting

- Tracking financials related to specific projects
- Project budgeting and cost tracking

ELPIDA ERP | Accounting Management System.



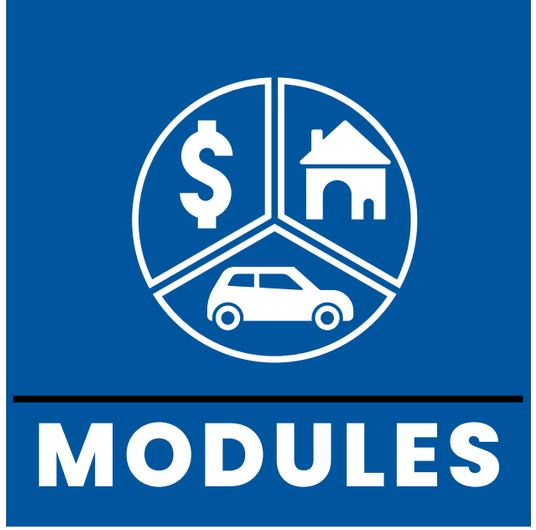
User Authentication and Access Control

- User accounts for authentication
- Role-based access control for security

Fixed Asset Management System

Optimize your asset management with Fixed Asset Management System. Efficiently track, maintain, and depreciate assets to improve utilization and compliance, while bolstering your financial accuracy.

ELPIDA ERP | Fixed Asset Management System



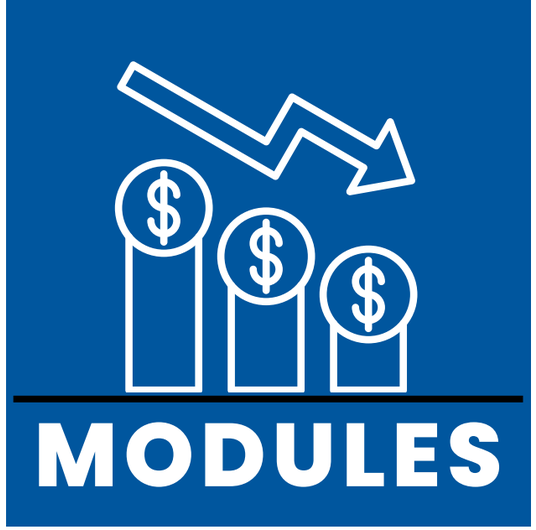
Asset Register

- Comprehensive database of all fixed assets
- Unique identification numbers for each asset
- Asset details such as description, location, and purchase information

MODULES

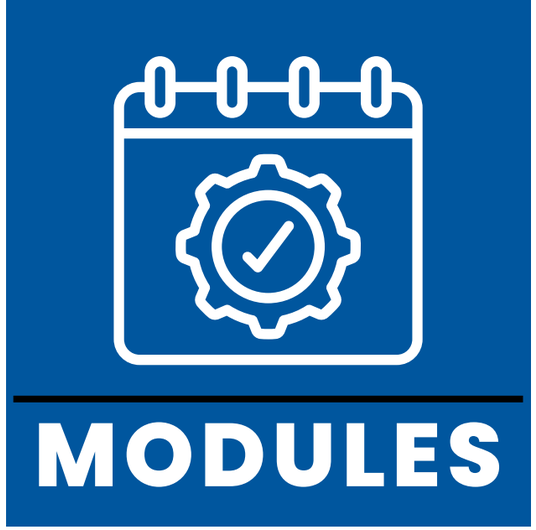
Asset Tracking and Barcode/QR Code Scanning

- Tracking of asset movements and changes in status
- Barcode or QR code scanning for quick identification
- Mobile device integration for asset scanning



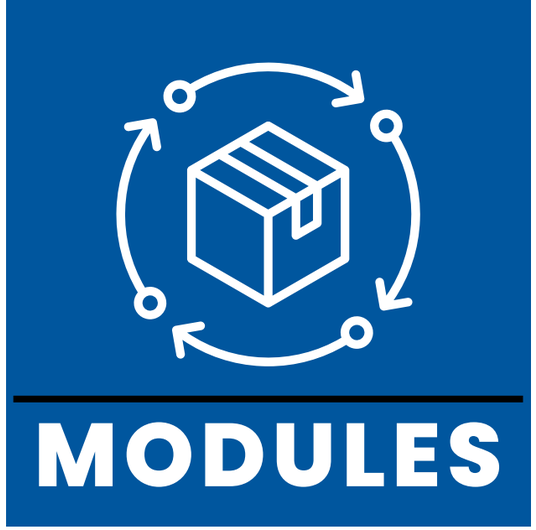
Depreciation Management

- Calculation and tracking of depreciation
- Different depreciation methods (straight-line, declining balance)
- Automated updates to asset values based on depreciation



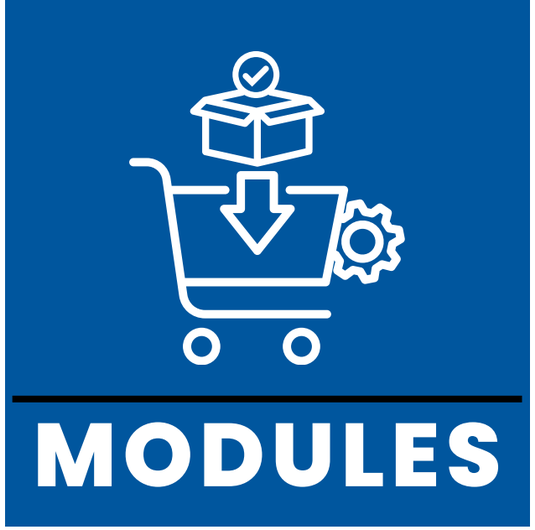
Maintenance Scheduling and Management

- Scheduled maintenance tasks for each asset
- Maintenance history tracking
- Alerts and notifications for upcoming maintenance



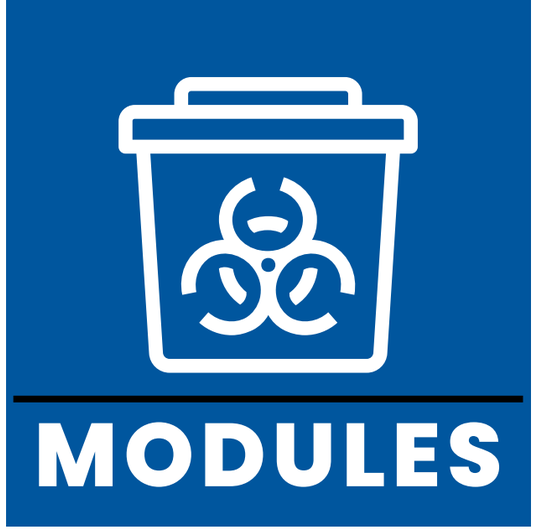
Asset Lifecycle Management

- Monitoring the entire lifecycle of assets from acquisition to disposal
- Planning for asset upgrades and replacements
- End-of-life asset management



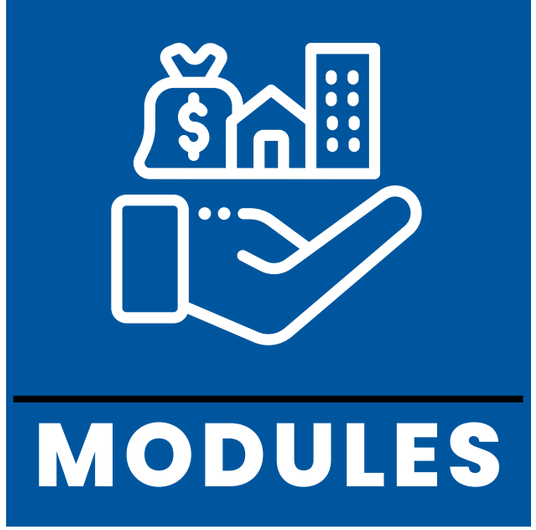
Purchase Order (PO) Integration

- Integration with purchase order systems
- Automatic addition of new assets based on purchase orders
- Streamlining the asset acquisition process



Disposal and Retirement

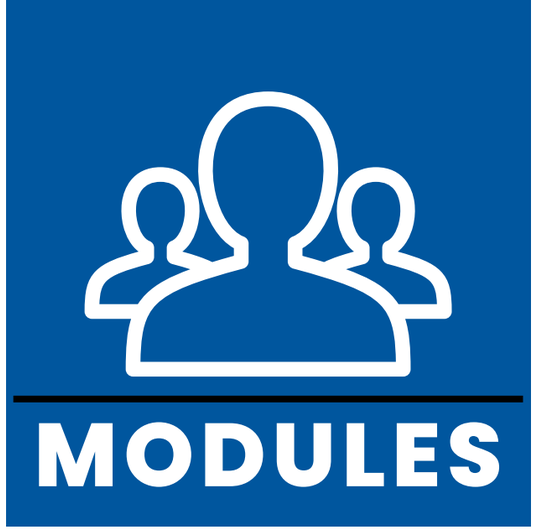
- Process for retiring or disposing of assets
- Documentation and approvals for asset write-offs
- Calculation of gains or losses on disposal



Asset Auditing and Compliance

- Regular auditing of assets for accuracy
- Compliance with accounting and regulatory standards
- Recordkeeping for audit trails

ELPIDA ERP | Fixed Asset Management System



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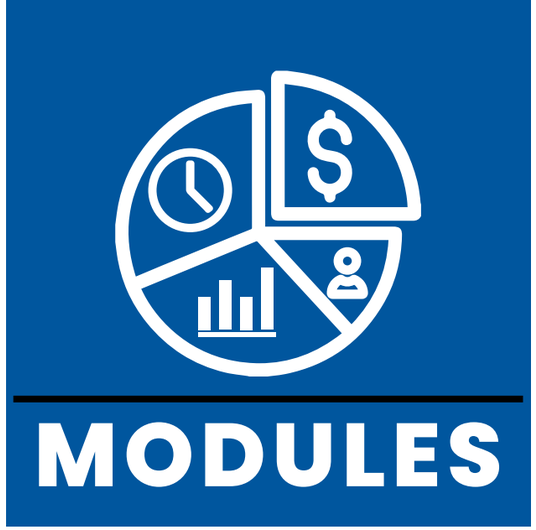
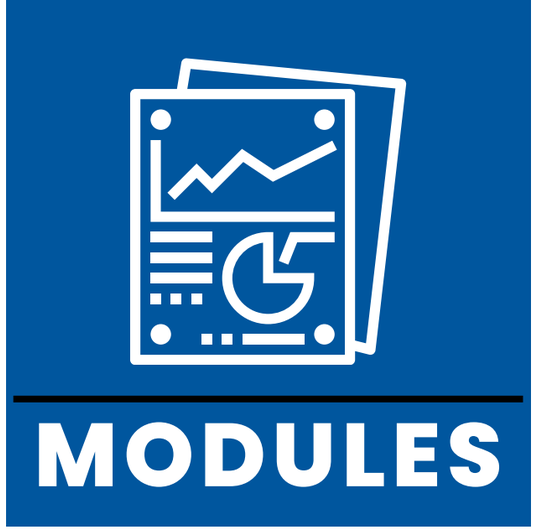


Integration with Financial Systems

- Integration with accounting and financial management systems
- Seamless data exchange for accurate financial reporting



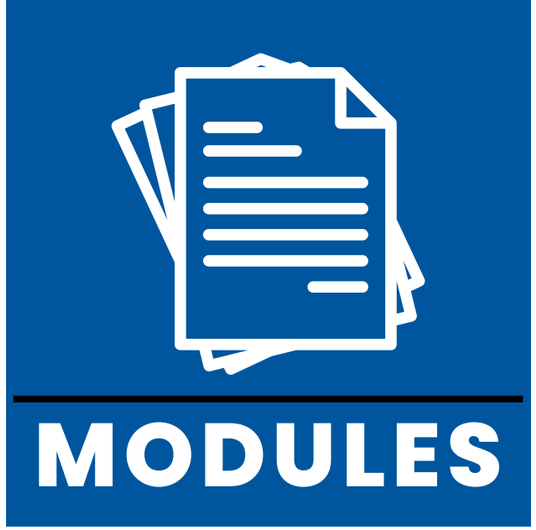
Reporting and Analytics

- Standard reports on asset status and value
- Customizable reports for specific requirements
- Analytics for asset performance and usage

MODULES

Insurance Management

- Tracking of insurance coverage for assets
- Alerts for upcoming insurance renewals
- Documenting insurance details for each asset



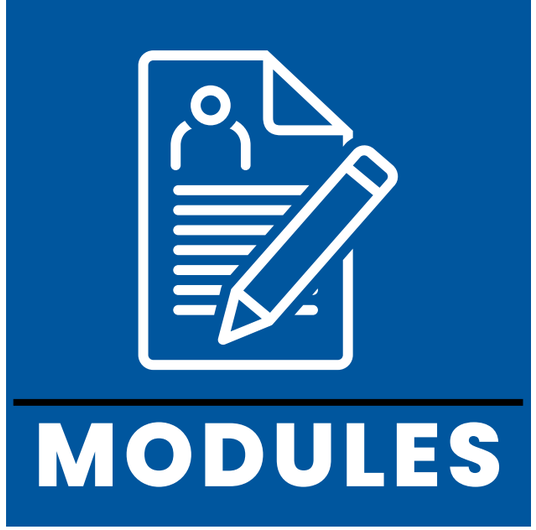
Document Management

- Attachments and documentation linked to assets
- Document versioning and storage
- Warranty information and related documents

VAT
Management
System

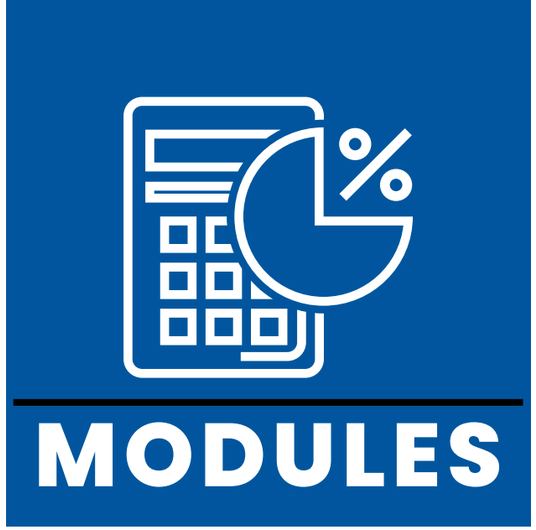
Simplify VAT compliance and reporting with VAT Management System. Ensure accuracy and timeliness in meeting VAT obligations, reducing the risk of errors and compliance issues.

ELPIDA ERP | VAT Management System



VAT Registration and Configuration

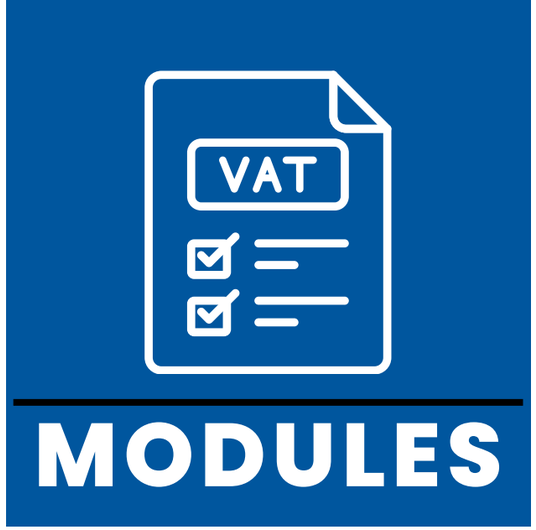
- Initial setup for VAT registration
- Configuration of VAT rates and rules
- Registration details for tax authorities



VAT Calculation and Invoicing

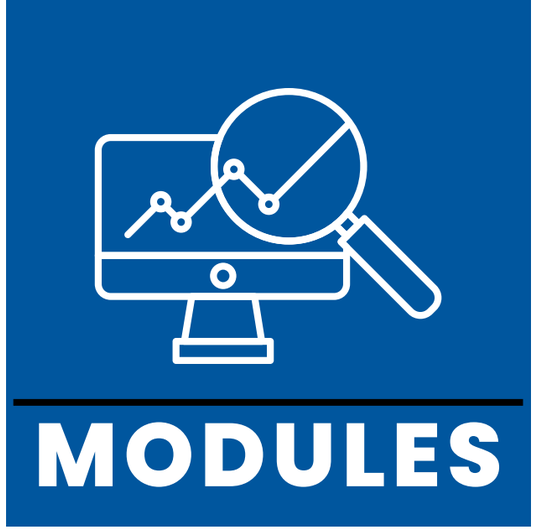
- Automated calculation of VAT on sales and purchases
- Integration with invoicing systems for accurate VAT inclusion
- Generation of VAT invoices

ELPIDA ERP | VAT Management System



VAT Returns Management

- Generation of VAT returns
- Calculation of input and output VAT
- Submission of VAT returns to tax authorities



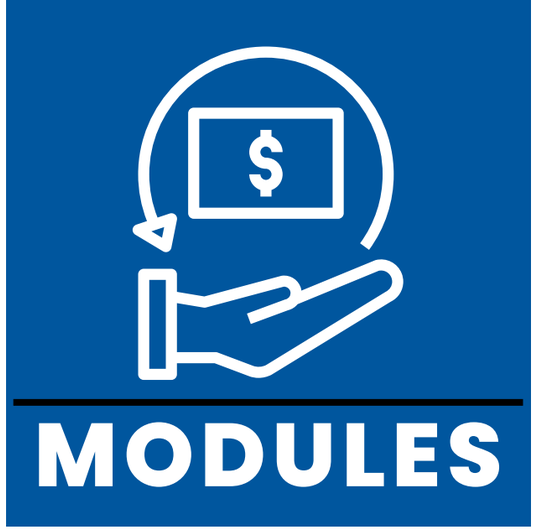
VAT Compliance Monitoring

- Monitoring changes in VAT regulations
- Compliance checks to ensure adherence to VAT rules
- Alerts for upcoming compliance deadlines

MODULES

Purchase and Sales Ledger Integration

- Integration with purchase and sales ledgers
- Real-time tracking of VAT on transactions
- Automated VAT recording on ledger entries

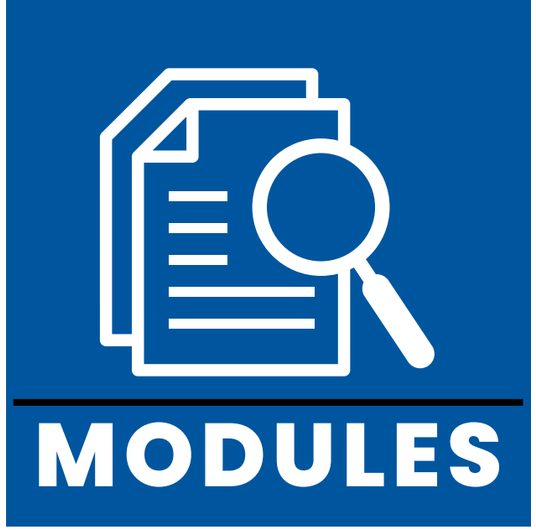


VAT Refund Processing

- Handling of VAT refund claims
- Documentation and submission of refund requests
- Tracking the status of refund claims

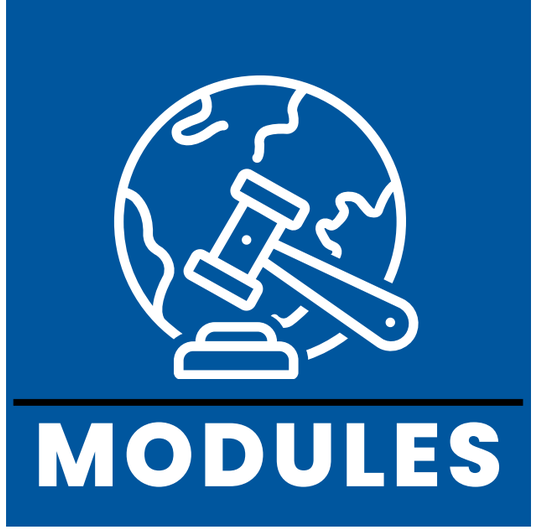
VAT Audit Trail

- Logging of all VAT-related transactions
- Audit trail for accountability and traceability
- Recordkeeping for audit purposes



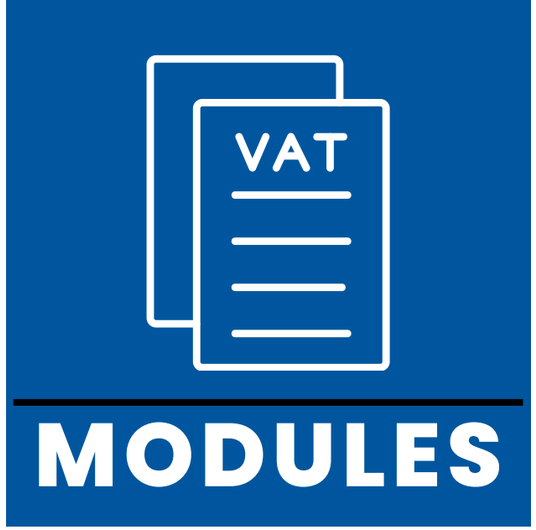
VAT Exemption and Special Cases

- Handling of VAT exemptions for specific transactions
- Management of special cases (e.g., zero-rated supplies)
- Compliance with special VAT schemes



Multi-Jurisdiction Support

- Support for VAT regulations in multiple jurisdictions
- Compliance with international VAT requirements



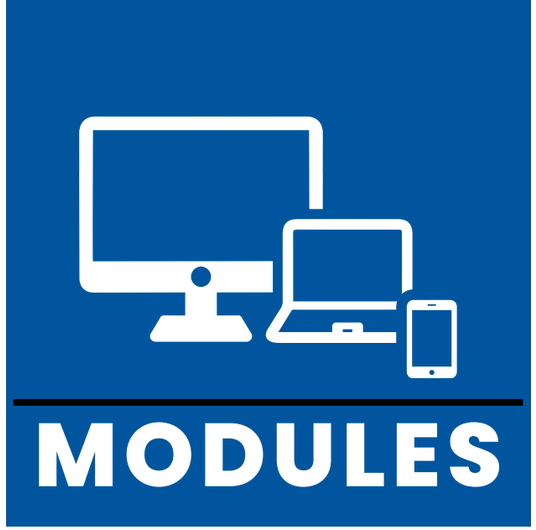
VAT Reporting and Analytics

- Standard reports on VAT transactions
- Customizable reports for specific reporting requirements
- Analytics for trend analysis and forecasting

MODULES

User Authentication and Access Control

- User accounts for authentication
- Role-based access control for security
- Limited access for specific user roles



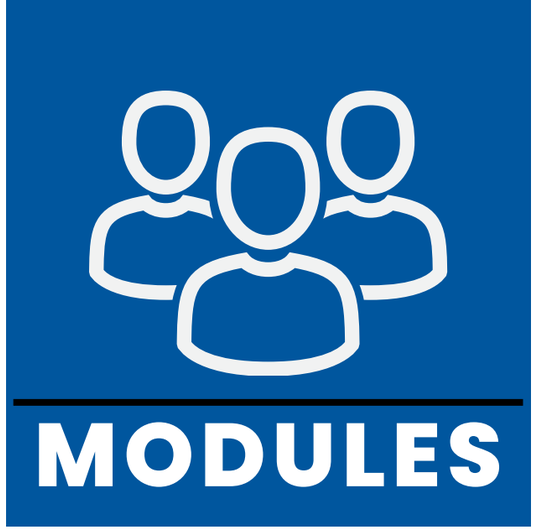
Electronic Submission to Tax Authorities

- Electronic filing and submission of VAT returns
- Compliance with electronic reporting requirements
- Handling of electronic signatures, if required

Customer Management System

Elevate your customer interactions with our CRM module. From lead management to customer retention, this system helps you build strong relationships, track customer interactions, and drive sales growth.

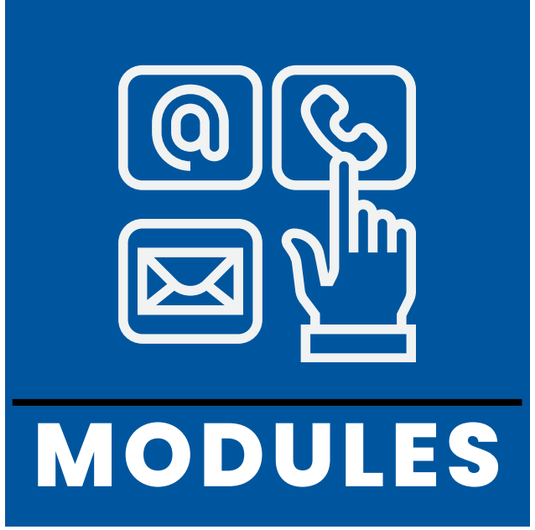
ELPIDA ERP | CRM



Customer Database

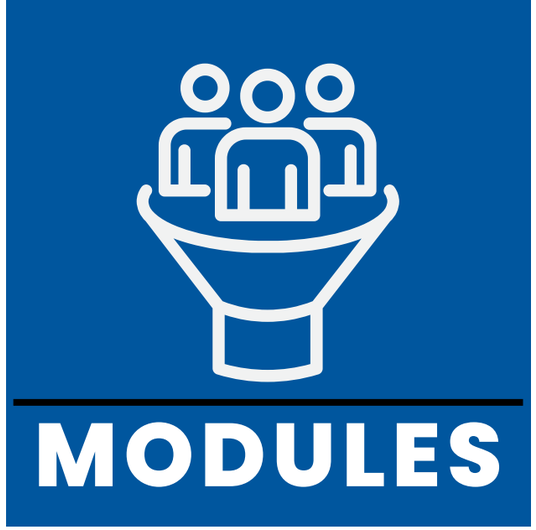
- Centralized database of customer information
- Contact details, demographics, and company information
- Record of interactions and transactions

ELPIDA ERP | CRM



Contact Management

- Tracking and managing customer contacts
- Communication history (calls, emails, meetings)
- Customer segmentation based on various criteria



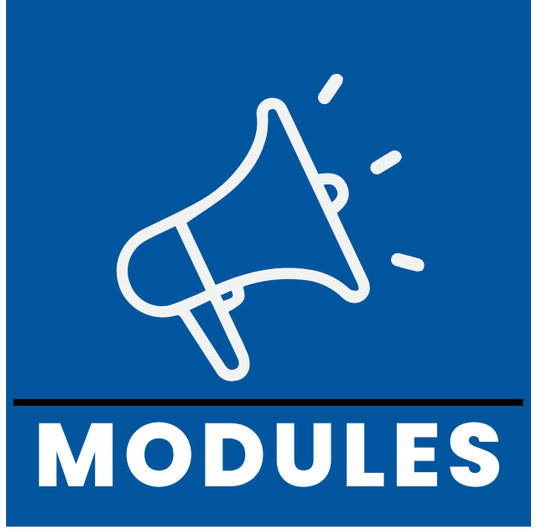
Lead and Opportunity Management

- Lead capture and qualification
- Opportunity tracking and forecasting
- Sales pipeline management

ELPIDA ERP | CRM

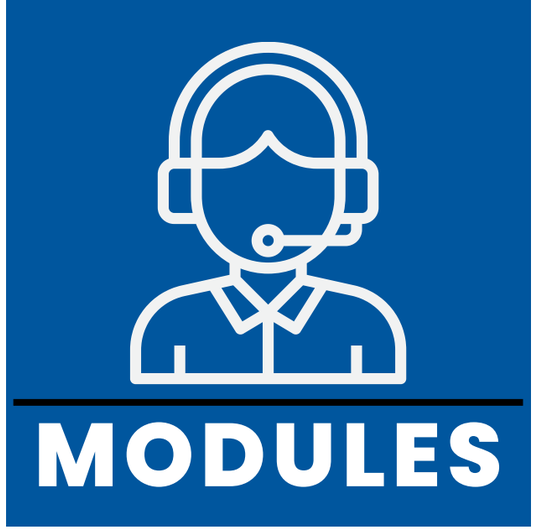
Sales Automation

- Automated sales processes and workflows
- Quote and proposal generation
- Order processing and tracking



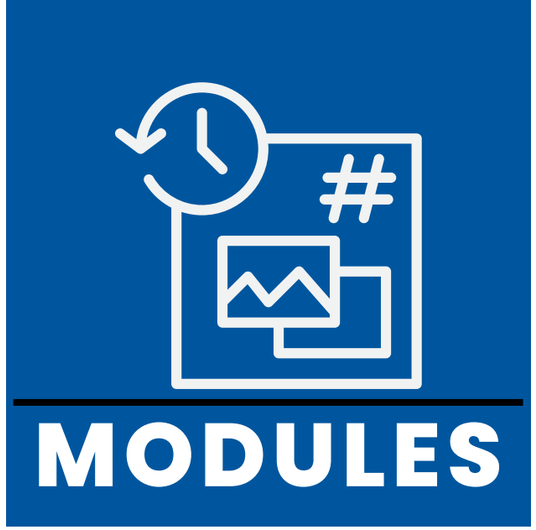
Marketing Automation

- Campaign management and automation
- Email marketing and tracking
- Lead nurturing and scoring



Customer Service and Support

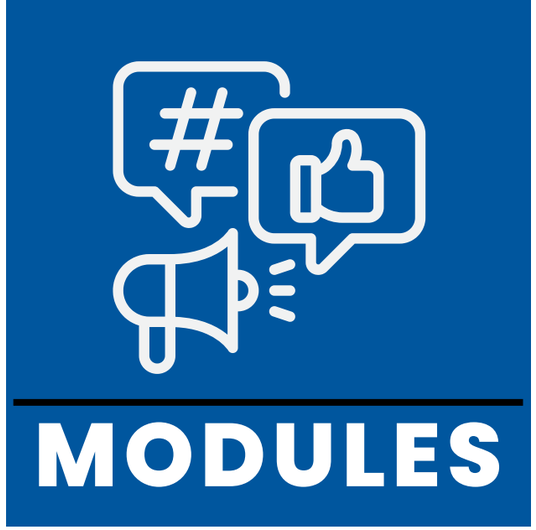
- Ticketing system for customer inquiries and issues
- Knowledge base for self-service support
- Service-level agreements (SLAs) tracking



Interaction History

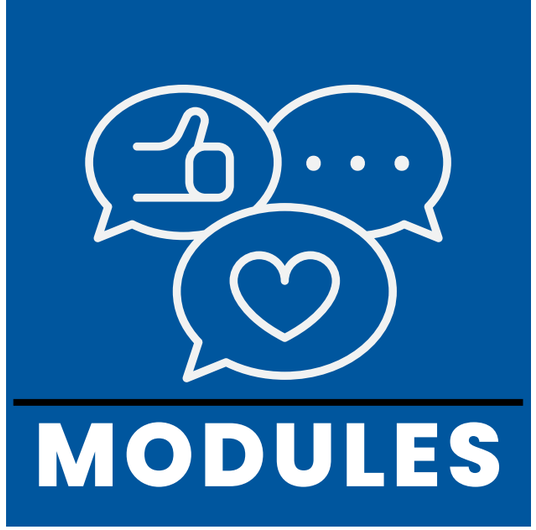
- Comprehensive history of customer interactions
- Notes, logs, and attachments related to customer communications
- Timeline view of customer engagement

ELPIDA ERP | CRM



Social Media Integration

- Monitoring and engagement on social media platforms
- Integration with social media for customer insights
- Social listening for brand mentions



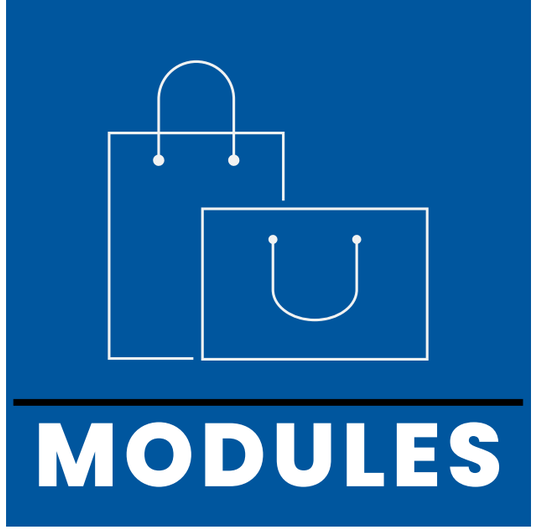
Customer Feedback and Surveys

- Collection of feedback through surveys
- Net Promoter Score (NPS) tracking
- Analysis of customer sentiment

MODULES

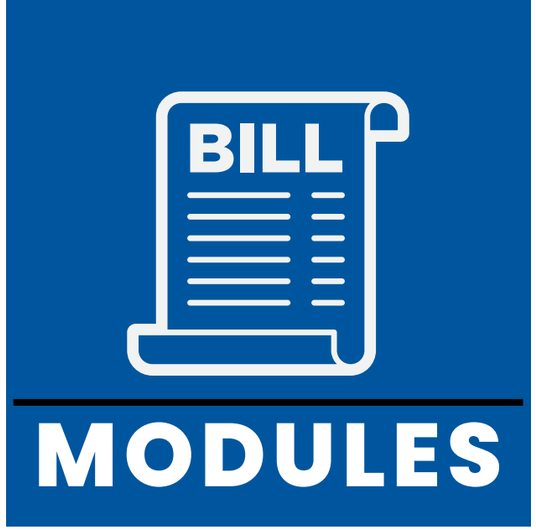
Customer Loyalty Programs

- Management of loyalty programs
- Points tracking and rewards management
- Segmentation based on customer loyalty levels



E-commerce Integration

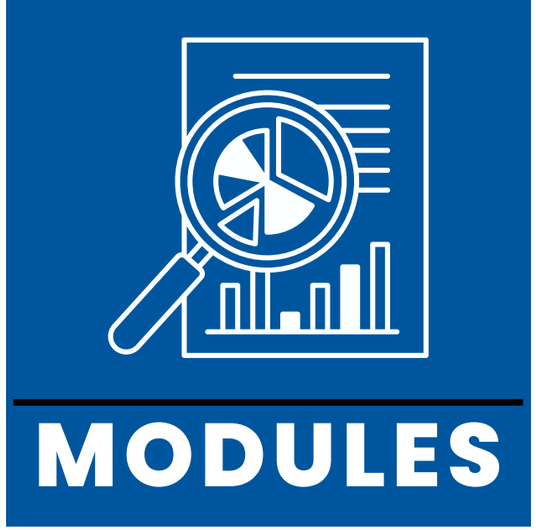
- Integration with online shopping platforms
- Order tracking and customer account management
- Real-time synchronization of customer data



Billing and Invoicing

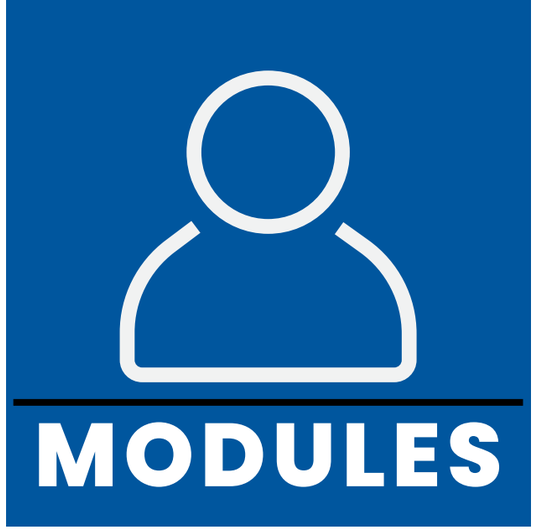
- Billing system integration for accurate invoicing
- Tracking of payment history and outstanding balances
- Automation of billing processes

ELPIDA ERP | CRM



Reporting and Analytics

- Dashboards for real-time insights
- Reports on sales performance, customer satisfaction, and marketing effectiveness
- Customizable reports for specific business needs



User Authentication and Access Control

- User accounts for authentication
- Role-based access control for security
- Limited access for specific user roles

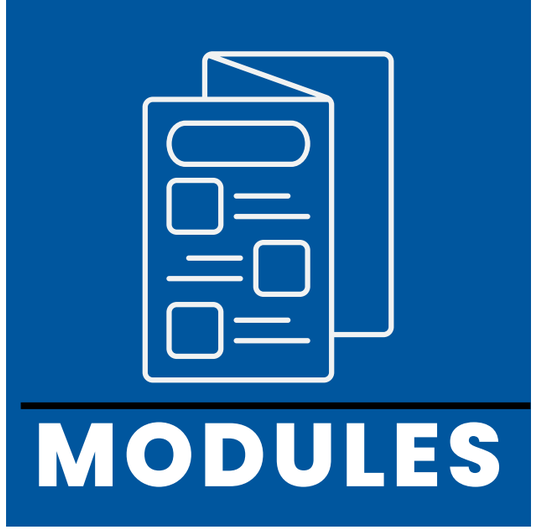
Point of Sales System (POS)

Simplify retail operations and enhance customer experiences with Point of Sale System. From inventory management to sales transactions, this module provides a seamless and integrated solution for retail businesses.

ELPIDA ERP | POS

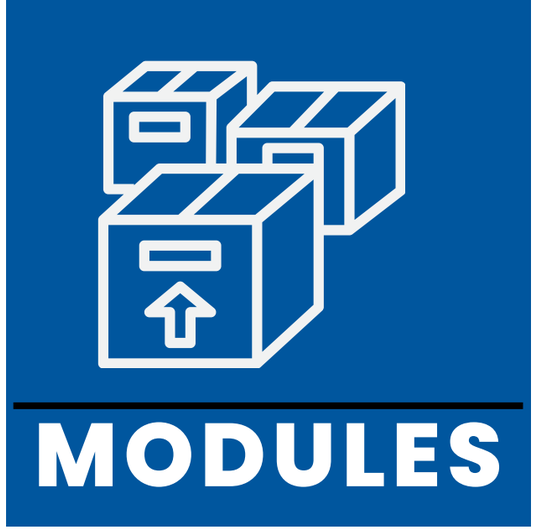
Sales Processing

- Item scanning or manual entry
- Calculation of total amounts, including taxes
- Multiple payment method options (cash, credit card, mobile payments)



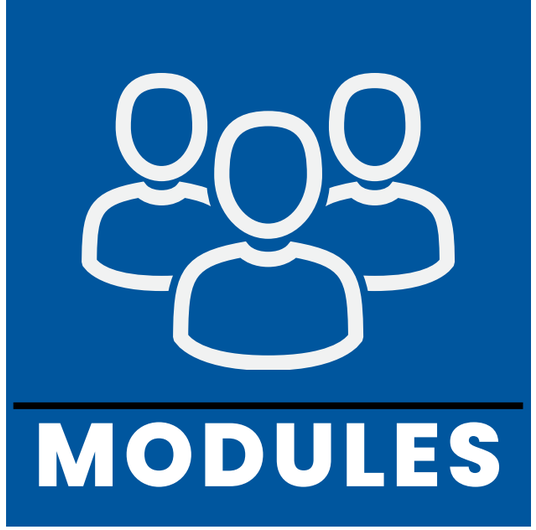
Product Catalog

- Database of products or services
- Product details, pricing, and inventory information
- Categorization and classification of items



Inventory Management

- Real-time inventory tracking
- Automatic updates of stock levels after each sale
- Low-stock alerts and reordering recommendations



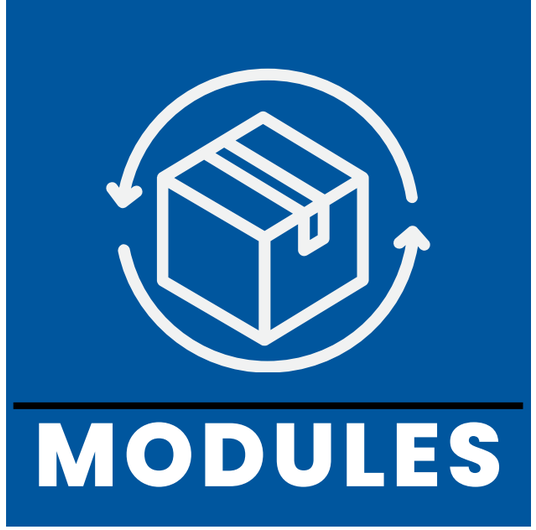
Customer Management

- Capture and storage of customer information
- Customer loyalty program integration
- Access to customer purchase history

MODULES

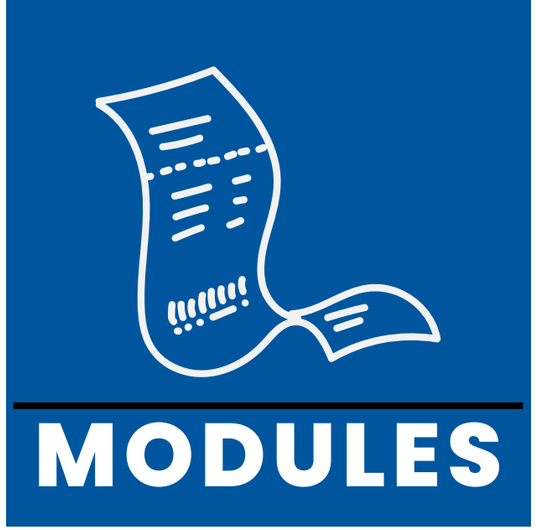
Discounts and Promotions

- Application of discounts and promotional pricing
- Integration with loyalty programs
- Coupon scanning and redemption



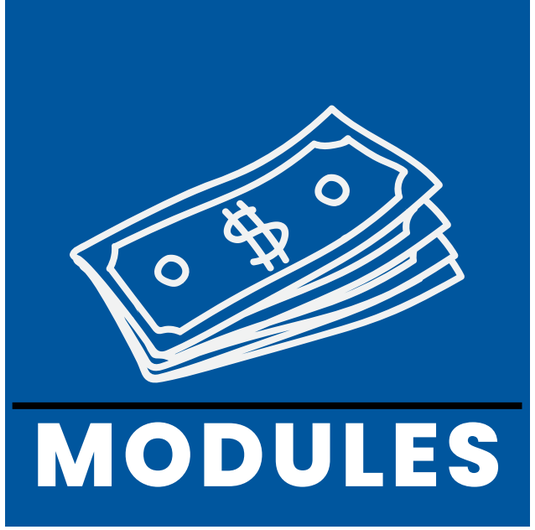
Returns and Refunds

- Handling returns and processing refunds
- Authorization workflows for returns
- Automatic adjustment of inventory upon return



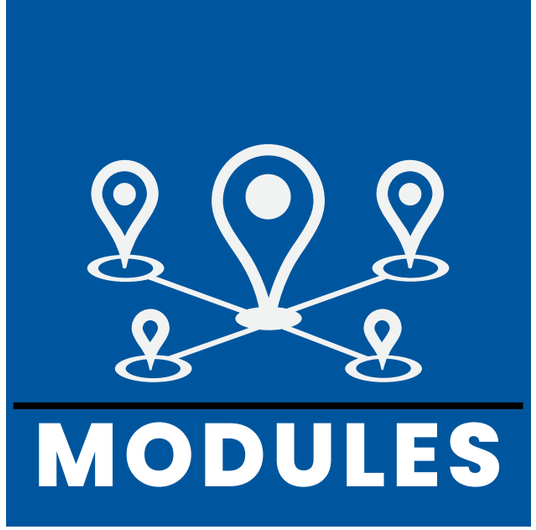
Receipt Generation

- Printing or emailing of receipts
- Customizable receipt templates
- Inclusion of business branding



Cash Management

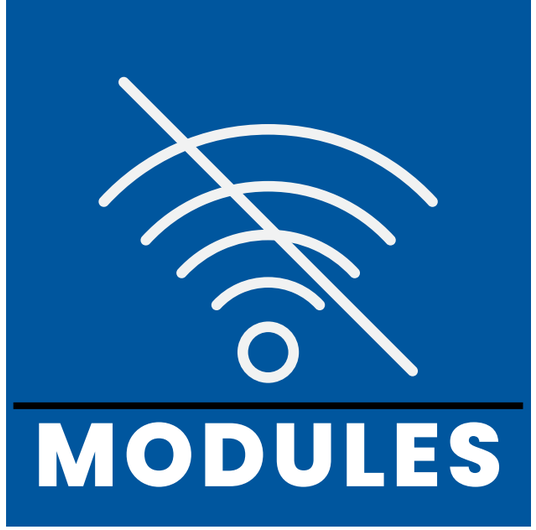
- Cash drawer management
- Cash counting and reconciliation
- Cashier accountability and reporting



Multi-location Support

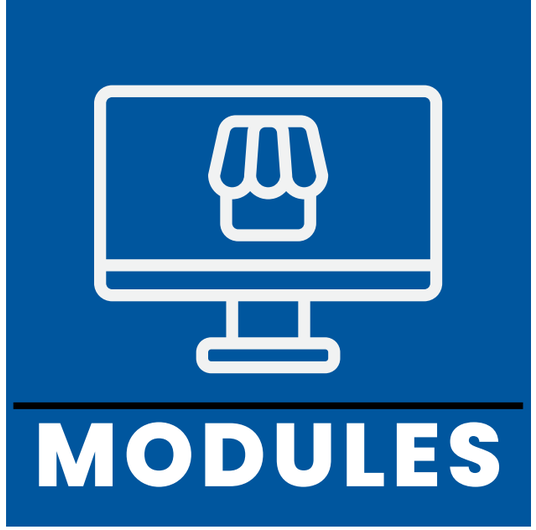
- Management of multiple store locations
- Centralized reporting and inventory control
- Inter-store transfers and stock balancing

ELPIDA ERP | POS



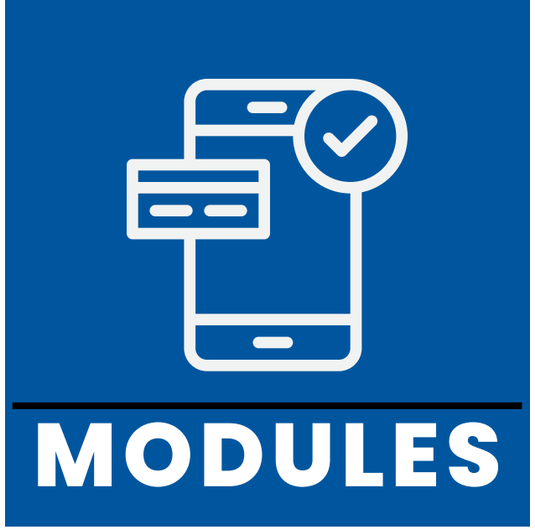
Offline Mode

- Ability to process transactions when the internet connection is unavailable
- Automatic synchronization of data when the connection is restored



Integration with E-commerce Platforms

- Integration with online sales platforms
- Unified inventory management for both online and offline channels



Mobile POS

- Mobile device support for processing transactions
- Portable POS terminals for flexibility
- Mobile receipt and invoice generation

MODULES

Customer Display

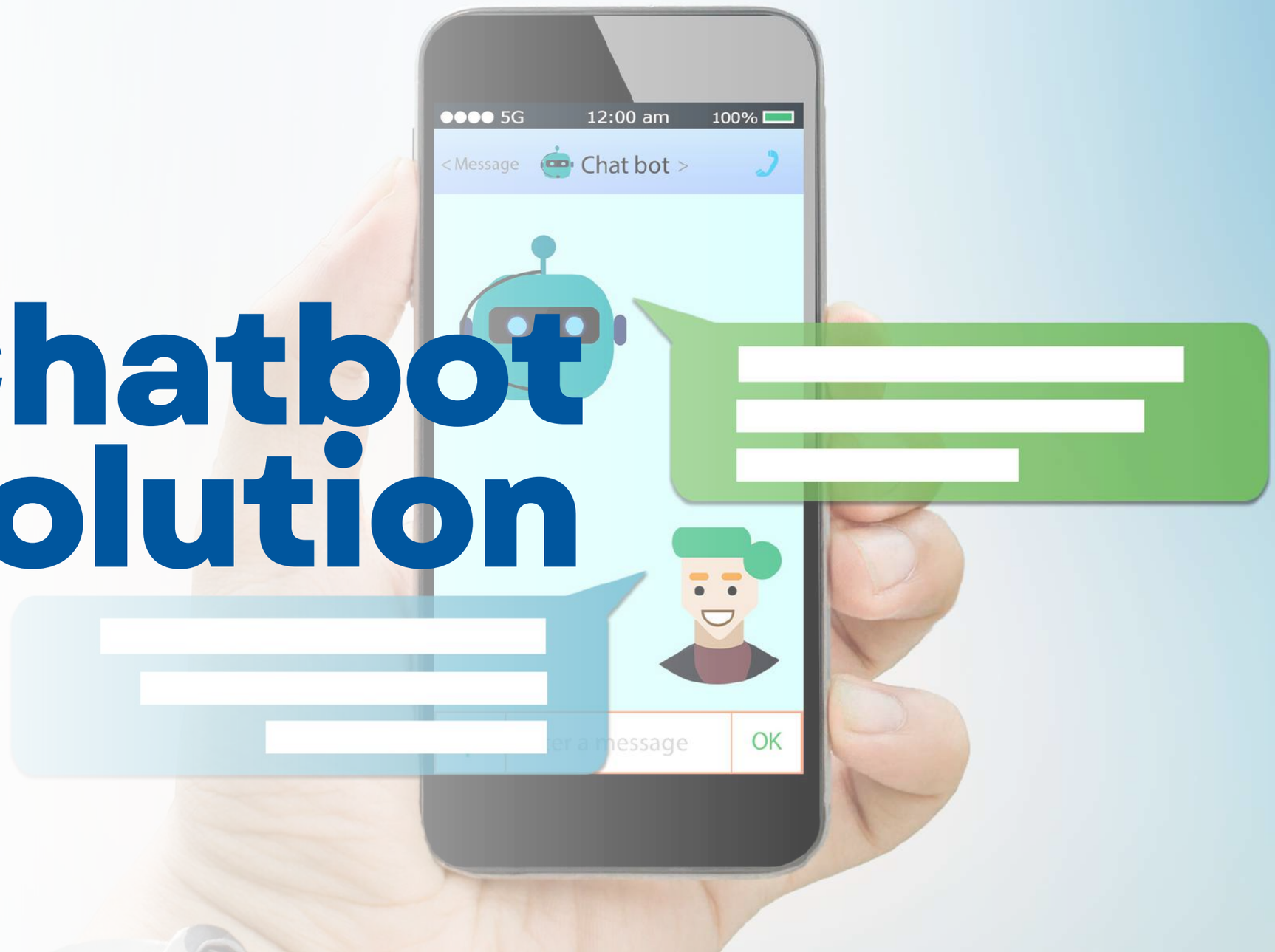
- Display of items and prices to customers during the transaction
- Promotional messages and advertisements
- Integration with loyalty programs

MODULES

Gift Cards

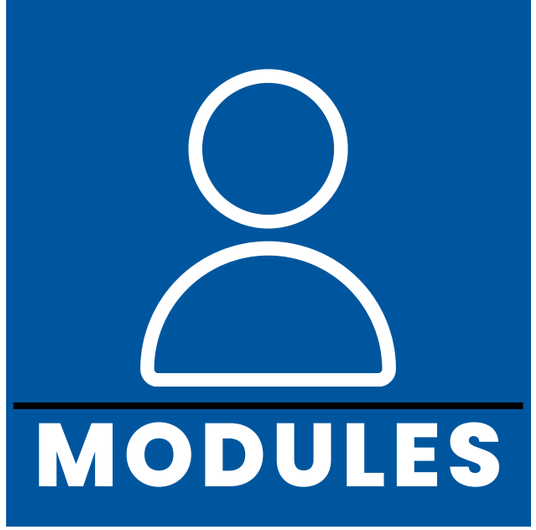
- Sale and redemption of gift cards
- Tracking of gift card balances
- Integration with loyalty programs

Chatbot Solution



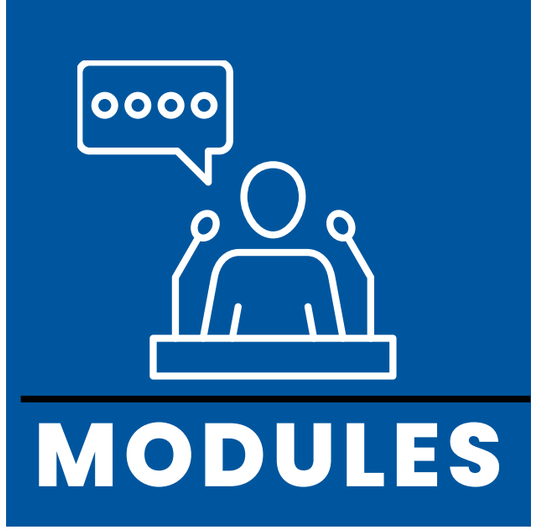
Transform customer support and engagement with our Chatbot Solution. Enhance user experiences, provide instant responses, and streamline communication with automated chatbots, ensuring 24/7 support for your customers.

ELPIDA ERP | ChatBot



User Input Processing

- Natural Language Processing (NLP) for understanding user input
- Intent recognition to determine the user's purpose
- Entity recognition to identify relevant details within the input



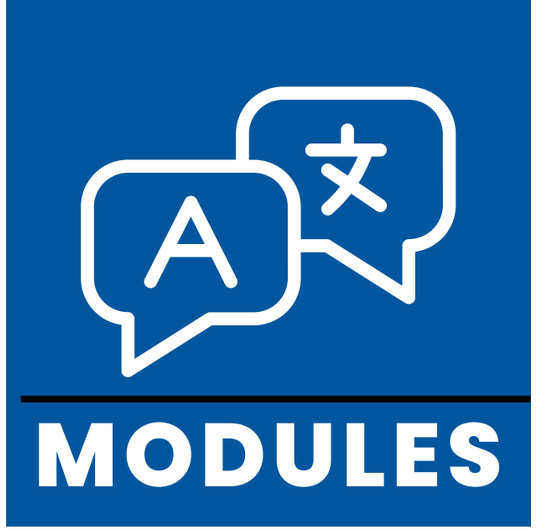
Dialog Management

- Context tracking for maintaining conversation flow
- Dialogue state management to handle multi-turn interactions
- Integration with a knowledge base for more contextually aware responses

MODULES

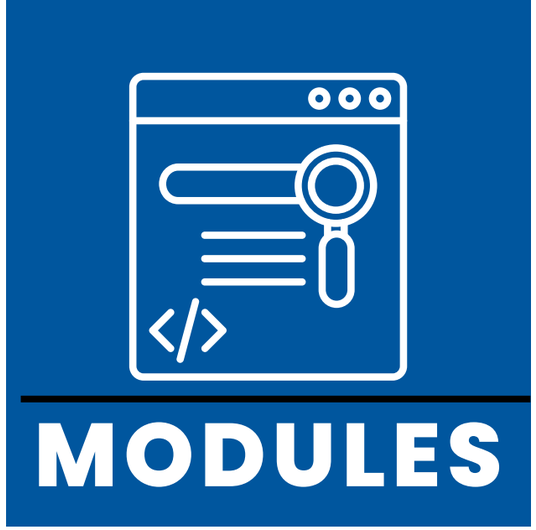
Response Generation

- Dynamic content generation for responses
- Personalization based on user data and preferences
- Integration with external data sources for real-time information



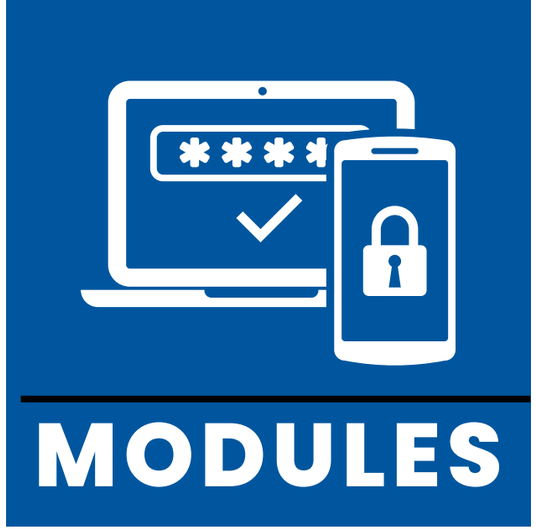
Multilingual Support

- Language detection for handling multilingual interactions
- Translation services for providing responses in different languages



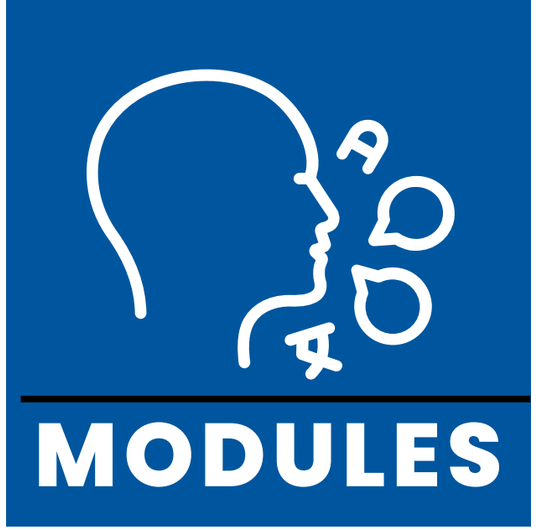
Integration with Backend Systems

- Connection to databases and APIs for retrieving data
- Integration with CRM, ERP, or other business systems
- Real-time updates and synchronization with backend processes



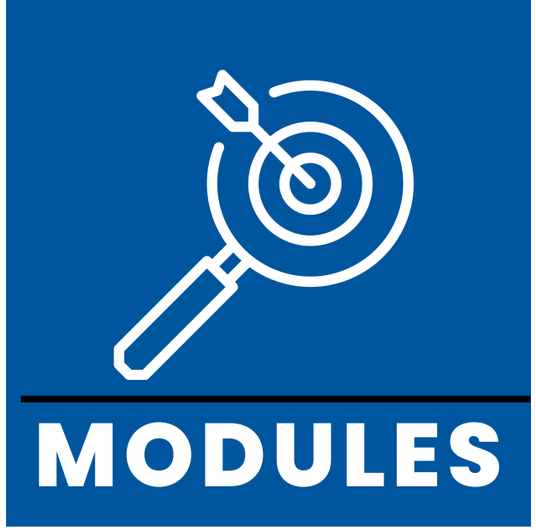
User Authentication and Authorization

- Authentication of users for personalized interactions
- Role-based access control to restrict certain actions
- Secure handling of user credentials and sensitive information



Natural Language Understanding Training

- Training pipeline for improving NLP models
- Continuous learning from user interactions
- Model evaluation and refinement based on user feedback



Intent and Entity Management

- Definition and management of intents and entities
- Training of the system to recognize new intents and entities
- Version control for intent and entity models

MODULES

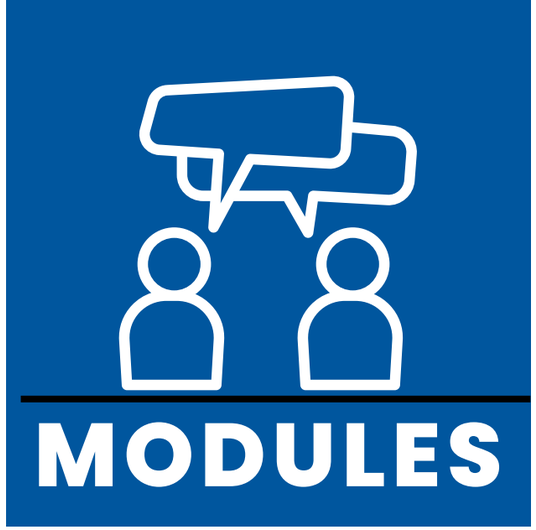
Contextual Understanding

- Ability to understand and maintain context across multiple turns
- Handling ambiguous queries by referring to previous interactions
- Dynamic adjustment of responses based on the evolving conversation

MODULES

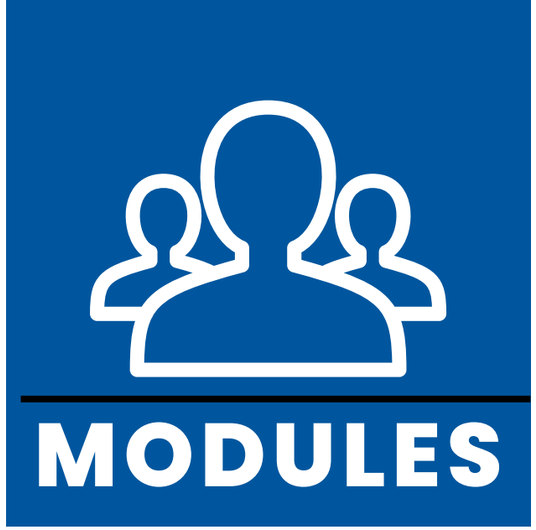
Channel Integration

- Integration with various communication channels (e.g., websites, messaging apps)
- Support for omnichannel interactions
- Consistent user experience across different channels



Conversation Analytics

- Logging and analysis of user interactions
- Monitoring and reporting on chatbot performance
- Insights into user behavior and preferences



User Profiling

- Creation and updating of user profiles
- Storage of user preferences and historical data
- Personalization based on user profiles

WHY
OPUS?

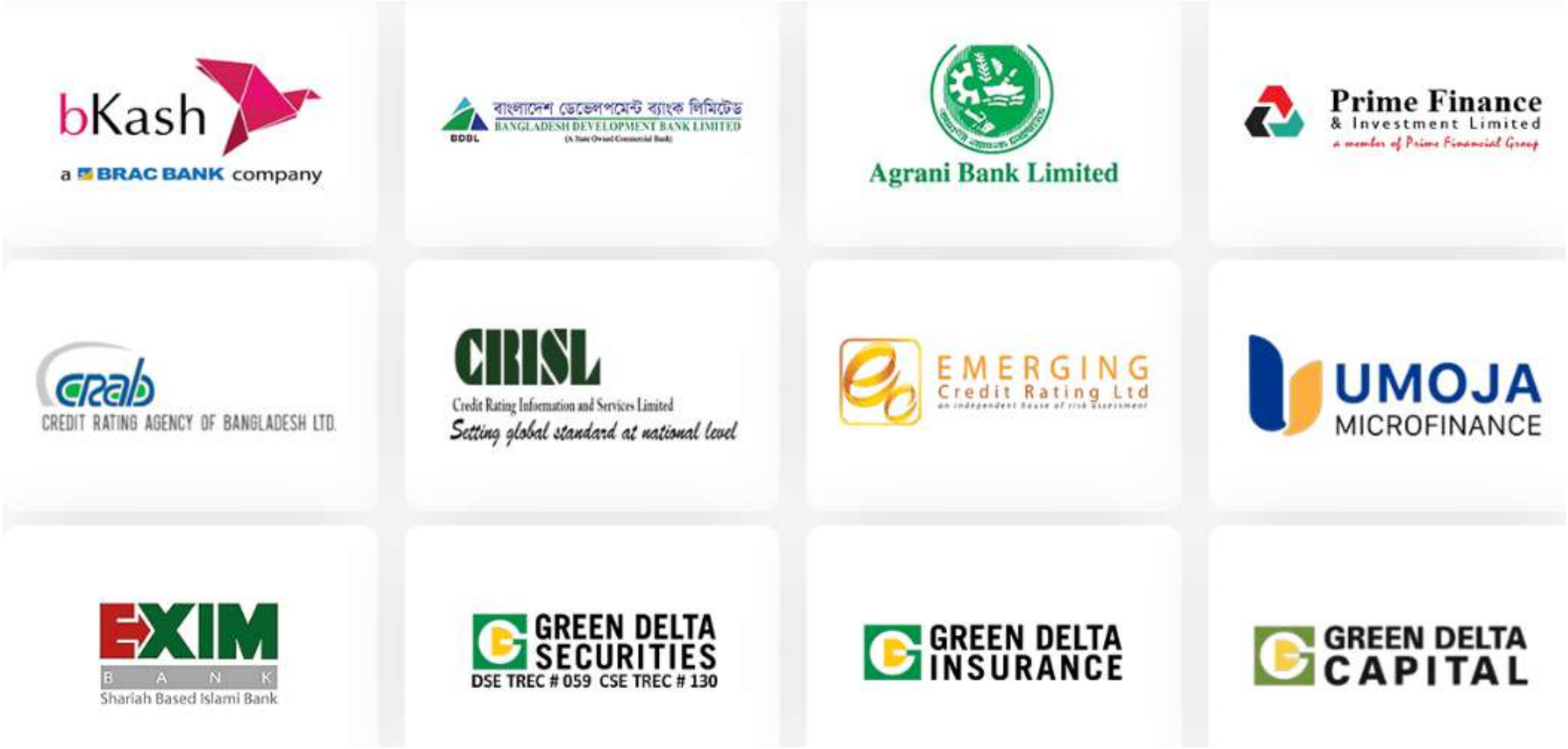
Customizable ERP

One Decade Experience

Advanced Data Security

Dedicated Support

They Trust on ELPIDA ERP



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Jalan Wangsa Delima Wangsa Maju
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