

mero business Ltd.
software solution



flexible solutions for
your business needs

SOFTWARE THAT PERFECTLY FITS
YOUR BUSINESS NEEDS.

Overview

Total Business Solutions' ERP software is a comprehensive suite of modules that enables businesses to run more efficiently. It provides full control of all aspects of your operations, updating information in real-time and giving you full financial & customer reporting and information.

The latest technology has been utilised to provide a system with maximum flexibility providing for single and multiple locations, multiple currencies, with modules and parameters that can be switched on or off to suit your business requirements. Global distribution and support means that this is an ideal application for national and international companies.

We have been supporting small to large sized businesses with wide and diverse requirements for many years and we fully understand the requirements of businesses and the problems faced on a daily basis. This was a prime consideration when designing the Total Business Solutions software to incorporate the features considered important whilst remaining an extremely flexible and simple to use, maintain, support and implement.

Total Business Solutions software provides full customer & order management, full stock control with unlimited stock points and parts supersessions, CRM (Customer Relationship Management), full financial information and reporting, supplier management, asset management, Human Resources plus many other exciting features and all the reporting you require, as well as a built in report writer to allow you to create your own reports.

The Total Business Solutions software is easy and fast to implement and can be implemented in stages. This takes away one of the major objections to a "New System" whilst helping you to maximize the benefits of a fully integrated system at the earliest opportunity.

Our software will work with all the leading databases in the marketplace with no change to the software which means we can utilize any investment in technology you may have already made.

We also have cloud-based deployments that will enable you to be technology free and rely on us to provide the appropriate support.

Key Points

Multi-Currency

The Total Business Solutions software has a simplified currency conversion tool providing you with the ability to process transactions in any number of currencies to give your business the competitive edge in today's global market-place.

Multi Location

The Total Business Solutions software is fully configurable for more than one location, either running as separate entities, or one entity with multiple stock points including independent reporting within the General Ledger.

Add To Accounting

The use of 'Add To' accounting within TBS allows for total flexibility of financial reporting, including creating consolidated group accounts along with individual cost centre accounts.

Multiple Tax Rates

The Total Business Solutions software is designed to work with virtually every tax system in the world, and can easily be setup to manage multiple rates of GST / VAT.



Multiple Bank Accounts

The Total Business Solutions software has the facility to handle up to 99 Business Bank Accounts.

CRM

The integrated CRM provides customer/prospect management functions with lead tracking, follow-ups, quotes and sales history. The CRM records all of the important customer information. You can assign an overall account manager and a secondary account manager to each company. This can also be done at branch level. Extensive reporting is available on information like preferred products, marketing/gifts, important conversations/emails and more.

Human Resources / Leave Management

The Total Business Solutions software includes a full Human Resources System. This handles all aspects of employee record keeping, reviews, health and safety, training and even a full Leave Management / Self Service System.

18 Period Ledger

The Total Business Solutions software has 18 periods in the General Ledger, this allows you to begin processing the new business year without having to have finalized the previous business year first. This gives you six months for finalizing the previous business year, whilst going on producing Balance Sheets, Profit and Loss Statements and Trading Accounts as though the previous business year had been completed.

POS (Point of Sale)

A powerful POS System is included; this uses a Cash Drawer and Docket Printer and can be interfaced to EFTPOS Systems if needed.

Client Owned Stock

The system allows for stock to be sold to your clients and for you to warehouse it for the client. The system will automatically create a Sales Order if someone orders stock and there's insufficient within the Client Owned Stock Module. It will also allow you to add in shipping costs at the time you send the goods out to your client or direct to their customers. All Client Owned Stock is held within a separate stock point within the system so can be easily tracked.

Invoicing

Fully integrated invoicing is automatically created from within workflow and you can add courier tracking and consignment numbers on invoices. Invoice layouts can be customized to your own requirements including invoicing in overseas currencies.

Manufacturing

Total Business Solutions supports an efficient manufacturing process through easy scheduling, work creation orders, cost tracking, wastage tracking, bill of materials and back order processing. Reports are available such as wastage, overruns and detailed analysis of profit margins on quantities, works orders and costs.

Stock Management

Effective stock management reduces inventory and related costs. The flexible stock module allows for unlimited stock points, stock supersessions & alternate codes, serialization, bar-code printing, as well as a user configurable option for Units of Measure.

Extensive reporting is available including BOM summaries, warehouse management, purchasing analysis, stock replenishment and price variation analysis.



Service Management

Users can create jobs and schedule to technicians. Technicians can log in (remotely or from mobile) to get assigned jobs, enter details and parts used. Full service history information is available and the module interfaces to invoicing. Job cards are created and can use cost recovery rates for labour allocations.

Fully integrated

The Total Business Solutions software is one totally integrated package for the entire business. This allows for data to flow in real-time through all aspects of the system giving your staff easy access to up-to-date information

Project Management / Job Costing

Provides a full featured job quoting, management and scheduling system. Manage your jobs as they come in and get full costings (at multiple locations and on a day to day basis) of all parts / expendables as well as labour. The system can bill labour as a fixed price or actual time. Performs partial or complete billings and staff time tracked against the job can be automatically transferred to payroll (if required). Create automatic purchase orders for stock required on jobs which isn't available.

Industry Specific Modules

Given our many years of experience we have a number of optional modules developed for specific industry needs. These include modules for accommodation, food manufacturing, funeral services, hire management and workshop.

Hosted Software

We can provide Total Business Solutions fully implemented on a hosted secure cloud server environment that relieves you of the responsibility of owning, maintaining and upgrading your own equipment. Alternatively it can be implemented within your own network.

Multi-User

The Total Business Solutions software is fully multi-user package allowing multiple users access to the same data at the same time without the need for lock-outs.

Scalability

From single locations to large corporate operations the Total Business Solutions software provides complete scalability.

Ease of Use

The Total Business Solutions software makes the most of a highly intuitive and consistent graphical interface which makes learning the system as easy as possible.

Print, Fax or Email

Quotes (including product photos), invoices, purchase orders, reports, leave applications all oriented to make your workflow easier.



Web Components / Mobile Interface

The Total Business Solutions software has a web-component which can be setup to allow your customers online access to their account status, as well as printing copies of invoices. There is also a full mobile interface which allows you to get on the road staff to easily enter data to the system as and when required. These components are setup specifically to meet your requirements.

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Tier 3

The Total Business Solutions is classed as a Tier 3 ERP solution. Reviews currently being conducted world-wide recommend Tier 3 ERP Systems as the only ones to actually deliver a return on your investment.

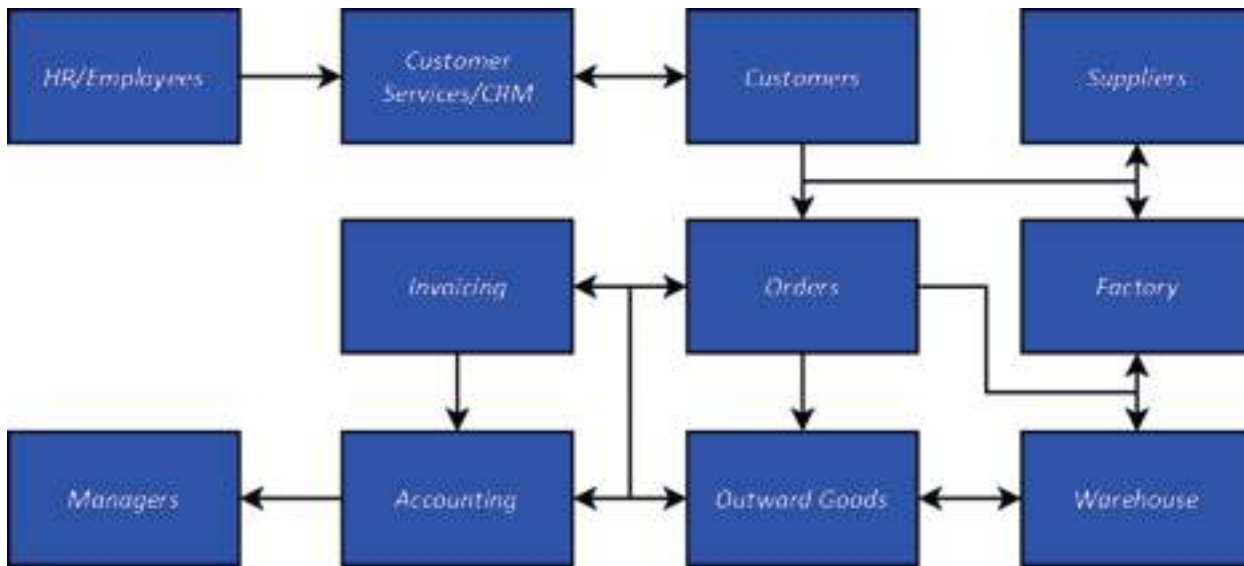
Total Business Solutions Features

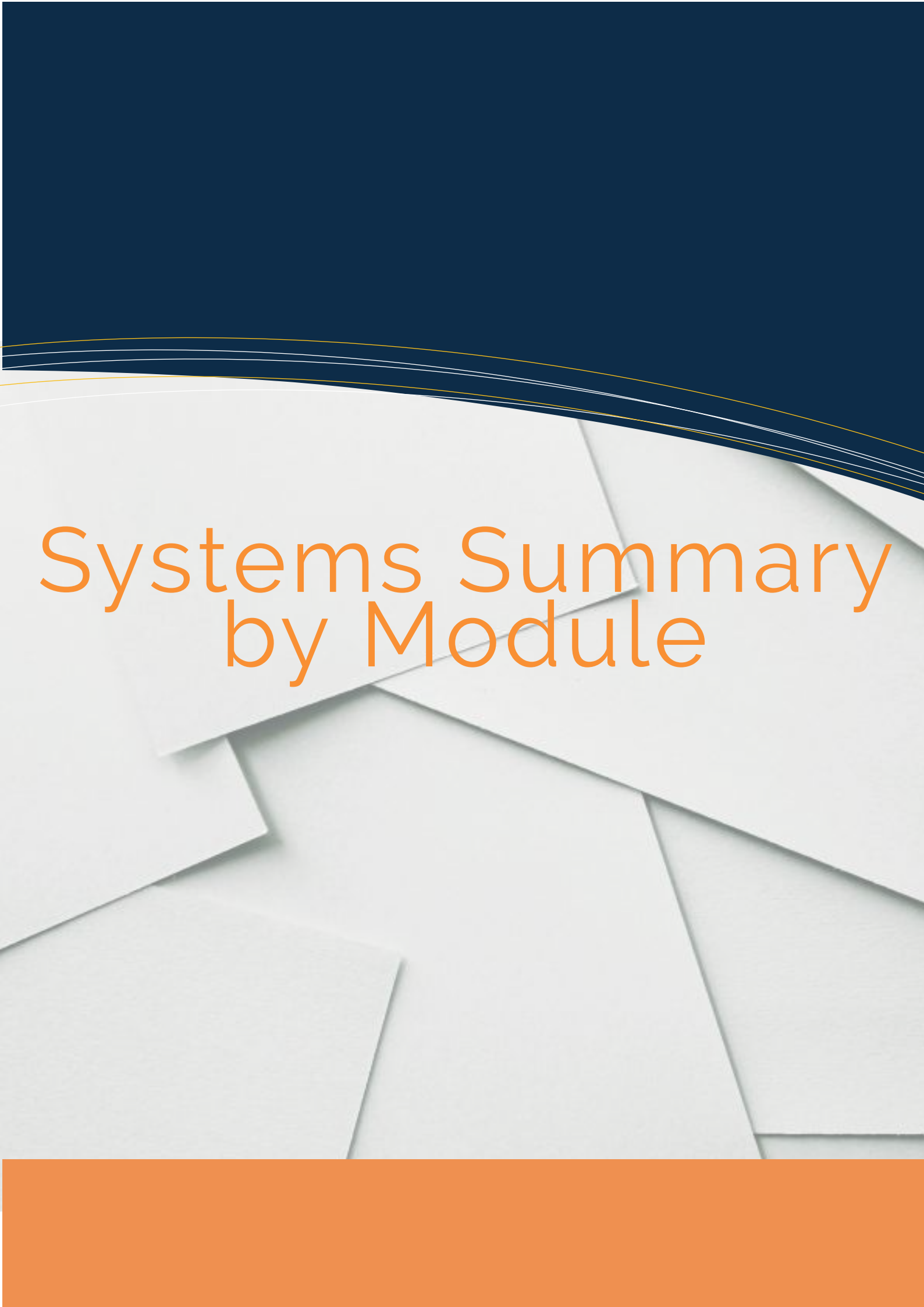
The Total Business Solutions software is a customer focused system with a comprehensive number of built in features / modules / procedures which are all seamlessly integrated and have been designed to ensure the most efficient operation of all areas of your business.

Listed below are some of these features along with a screen shot to further highlight the feature. There are a large number of parameter settings / add-ons which can be put into place to make the Total Business Solutions software fit perfectly into your business, so if we are not doing exactly what you want, ask us, the chances are high we will have a way.

Data-Flow

Following is a basic overview of the "general" business flow though-out the Total Business Software Solution.





Systems Summary by Module

CRM -Customer Relationship Management

- Multi-branch management.
- Lead tracking.
- Export data for mail-outs/email broadcast.
- Complete customer/prospect management.
- Keep head offices and branches together.
- Create and track follow-ups with priority and time selections, inclusive of a special follow-up screen for individual staff which also allows follow-ups to be assigned to another staff member. Includes reporting to show this information broken down by a number of different criteria.
- Allows recording of information sent to customers/prospects.
- Allows recording of specific prospect types and then also a sub-category as well. With the facility for notes against this.
- Record what suppliers the customer/prospect is using. This screen also gives the ability to record stock value, stock spend, annual turnover, and also what type of business they are.
- Classify your data by various self-defined areas and company type codes.
- Important notes can be stored against each prospect/customer which staff can see at all times.
- Companies that have been entered into CRM can be marked as current, archived or a supplier.
- Prospects / customers are never deleted from CRM so there is always a record of dealings. They can be blocked from general staff access though in order to avoid confusion.
- Add an overall account manager and a secondary account manager to each company/branch.
- Record of invoices and credits for the customer or prospect.
- Dates are recorded for when someone is entered into CRM and when they become a customer.
- Holds/shows quotes and sales history including financial information and quantities.
- Will allow a rating to be put against a company / prospect.
- Record potential business and preferred products with details like current cost, current supplier code, quantity purchased and many more.
- Allows recording of company profile information and the breakdown of this information.
- Record full notes of any conversations and the ability to produce reporting by multiple fields to suit your requirements.
- Has a log for tracking emails, other marketing and corporate gifts.
- Facility to track and perform initial marketing / follow up on new prospects or customers.
- Allows tracking of staff performance of contact with customers / prospects.
- Has a staff performance report covering calls or contact with prospects / customers.
- Make use of our in-built reporting tool.

Accounts Receivable

- Multi-branch managed.
- Detailed invoice recording.
- Record on-going notes.
- Over credit warning.
- Manual credit stop.
- Extensive customer account information.
- TBS software is open item, but statements provide information similar to the balance forward system which customers find easier to follow.
- Detailed customer transaction reporting.
- Receipt payments for work in progress.
- Receipt prepayments.
- Electronically send statements.
- Full statement history.
- Add overdue interest.
- Fully integrated with our own general / nominal ledger.
- Aged customer balances.
- Overseas currency invoice recording.
- Receipt payment for customer account for work in progress.

Sales Orders

- Full sales order recording.
- Multi-currency.
- Ability to have different GST / VAT Rates per line.
- Serial number tracking.
- Back-order management.
- Forward-order management.
- Sales orders summary reporting.
- Forward orders summary reporting.
- Back orders summary reporting.



Quotes

- Full Quotation recording.
- Multi-currency.
- Ability to have different GST / VAT Rates per line.
- Ability to load "kitsets".
- Ability to record pictures of your stock, then email or print them out from the Quotation System.
- Stock availability checking and warning.
- Ability to print or email quotes.
- Ability to transfer quotes to sales orders.
- Ability to purge quotes, which puts them into a holding state from which they can be recalled at any time.
- Ability to record stock being taken off the shelves for evaluation purposes.
- Reporting on "reason lost" for quotes.
- Quote history / fast recall.
- Quotes in progress reporting.

Outwards Goods

- Full outwards goods recording.
- Multi-currency.
- Ability to have different GST / VAT Rates per line.
- Serial number tracking.
- Courier recording. Can link to courier systems.
- Create picking list.
- Print delivery docket (with or without prices).



Point of Sale

- Full POS System
- Fast to use
- Defaults to Cash Sales but any debtor can be selected
- Bar code enabled
- Uses our comprehensive pricing matrix
- Option to put sales on hold and come back to them later
- Option to interface to ETPPOS Terminals if required
- Opens the cash drawer
- Unlimited POS terminals
- Prints docketts on a standard Docket Printer
- Option to print full size invoices for charge debtors
- Ability to print statements
- Shift balancing
- Cash Handling and Reporting
- Debtors System, both Numeric and Alpha Client Search
- Debtors Loyalty System (user defined)
- Direct interface to the TBS General Ledger

Invoicing

- Full invoice recording.
- Multi-currency.
- Ability to have different GST / VAT Rates per line.
- Serial number tracking.
- Courier - can link to courier systems.
- Print or email invoices.
- Work in progress reporting.



Stock / Client owned stock

- Creates sales orders if there's any shortfall
- Allows addition of freight / shipping costs
- Can be sent to the Client or direct to their End User
- Ability to record all stock.
- Ability to specify a minimum gross profit (for sales screens).
- Ability to split your stock into three stock categories.
- Ability to have any number of superceded or alternate stock codes all relating back to the master code.
- Ability to have any number of "stock points".
- Ability to specify different general ledger codes against each stock point.
- Ability to have stock points with differing currencies.
- Ability to have up to ten retail prices at each stock point.
- Ability to create an extensive pricing matrix based off the standard retail prices levels.
- Ability to have quantity breaks.
- Ability to change stock codes.
- Ability to merge stock codes and all history.
- Global price maintenance.
- Stock adjustment, (for stocktakes).
- Ability to print standard bar-code labels.
- Ability to assign and maintain serial numbers.
- Ability to create "non-stock" Items.
- Extensive stock reporting.
- Batch & Allergen tracking.
- Full traceability back to source.

Purchasing

- Create purchase orders and approve to your approval limit (which may be zero).• Specify goods to be delivered direct to your client.
- Multi-currency.
- If you are unable to approve an order, it is placed in a holding pattern for your manager to approve.
- Print / email or even fax purchase orders
- Receipt orders as goods come in. This allows for partial receipts, and even partial receipts over a period of time.
- Receipted orders are transferred directly to "Inwards Goods" for your accounts payable clerk to match against invoices as they come in.
- Order variance summary report.
- Purchase orders raised but not receipted report.
- Ranked supplier summary report.
- 24 Months purchase history is recorded against a supplier, allowing for purchasing staff to easily analyse companies they are buying from and look at purchase patterns.
- Ability to record and order "Office Supplies".

Stock Replenishment

- Ability to have a central stock point which stock points are replenished from, (or in the case of multiple countries, multiple central stock points).
- Ability to calculate replenishment requirements for the central stock points and automatically create purchase orders ready for approval
- Ability to create "replenishment" schedules for your branches.
- Ability to create picking lists and packing slips for your branches.
- Ability to receipt goods to branch / stock point.
- Replenishment shortfall summary reporting.



Bill of Materials

- Ability to create bill of materials & kitsets.
- A bill of materials can have other bill of materials within it.
- Ability to specify routings for the factory.
- Cost roll-up.
- Bill summary report.
- Routings summary report.
- Bill costings report.
- Bill timings report.



Product Control / Quality Control

- Calculate materials requirements (MRP).
 - Make up to: Minimum Stock, Current Orders, Quotes or all Combined.
 - Automatically create purchase orders for shortfalls.
 - Print / email or fax purchase orders.
 - Schedule Production
 - Release orders to production.
 - Summary value of orders in production.
 - Add stock to production order (normally for wastage / loss).
 - Track wastage / loss.
 - Enter employee timesheets for production, (and flow through to wages if relevant).
 - Complete production.
 - Manufactured goods can automatically have serial numbers allocated.
 - Production job cards.
 - Production analysis reporting.
 - Production timesheet reporting.
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- Record quality control issues and resolutions against stock.
 - Quality control summary report.
 - Quality control audit report.

Maintenance



- Schedule factory maintenance.
- Maintenance history lookup.
- Maintenance report.

Job Control & Management

- Manage all jobs
- Print staff job cards or push to their smartphone or tablets.
- Keeps an accurate summary of jobs including staff time.
- Bill labour as a fixed transaction or actual time.
- Staff time can be billed on an hourly rate to a job, or simply applied as a cost.
- Perform partial billing as required.
- Multi job costing reports.
- Multiple scheduling options
- Schedule labour
- Schedule production
- Show status of orders
- Professional Services quoting on jobs.
- Scheduling options available.
- Manage your jobs as they come in.
- Manage full costings on a day to day basis.
- Manage multiple locations.
- Create automatic purchase orders for stock required on jobs.
- Track staff time against jobs and automatically transfer to payroll (if required).

Service Management

- Create jobs and schedule to technicians.
- Mobile interface so technicians can login from their mobile phone / tablet look at scheduled jobs, enter details and parts used.
- Record details of "items" being worked on.
- Create internal cost recovery rates for labour and utilise on job cards for staff.
- Create Job Cards.
- Job allocation summary.
- Jobs in progress.
- Full Service History.
- Interface to invoicing.

Suppliers

- Record all your suppliers and their bank account details.
- Most supplier invoices will come through automatically from Purchase Orders / Inwards Goods.
- Specify invoices you don't want to pay, or which you only want to partially pay.
- One-off invoice payment.
- Remittance history.
- Bulk payments, (electronic payment file sent to your bank for approval, Remittance advice sent electronically).
- Pay suppliers by category, eg all seven day suppliers.
- Print / email remittance advices.
- Print cheques (if required).
- Create payment file for import to your bank (electronic supplier payments).
- Automatically update your suppliers and the General Ledger upon payment.
- Reconciliation report.
- Aged trial balance report.
- Purchases by period report.
- Supplier's expenses summary report.

Expenses

- Instant payment recording.
- Creditor invoice recording.
- Overseas supplier invoice recording.
- Supplier credit recording.
- Inwards goods.
- Inwards goods is populated based on stock receipts. The system handles multiple currencies and allows the entry of extra's such as freight. A preset allowance can be specified in the system and if the suppliers invoice exceeds what was on the purchase order by a preset amount a specified person will automatically be emailed.
- Freight costs can be added as a single item or apportioned against all items on the order (for example if it's a container. When costs are being apportioned they can be in any currency from any supplier at any time, hence allowing you to have a true landed cost on your stock.

Ledger

- Lifeblood Dashboard.
- The dashboard above is designed to give management a very quick real time summary of the "health" of the business.
- Ledger codes can be anything up to ten characters long. The system works on a basis of "Add To" Reporting which allows for huge flexibility in creating financial reports (Profit and Loss / Balance Sheet / Trading Account etc.). Full budgets can be recorded against each ledger code for the current year and the New Year.
- The system works with an 18 Period ledger which allows you to go on in the New Year creating financial reports as though you had completed the previous year, then when you make adjustments they will automatically flow through to the New Year.
- The system can handle up to 99 bank accounts. A semi-automatic bank reconciliation system can be put in place depending on electronic data available from your bank.
- Reversing journals can be created.
- A full drill-down is allowed within the General Ledger. Transactions are never deleted, so it is possible to drill down to transactions for any year you have been running the system.
- A wide range of reports are available in the General Ledger. Most reports are date or period driven.

Assets

- The ability is provided to record all fixed assets in the system, including expected replacement dates.
- Depreciation rates are recorded against each item.
- Depreciation is calculated on an annual basis for the financial year, then broken down to a monthly figure specifically for use within the General Ledger.
- Asset disposal procedures.
- Change purchase values.
- Asset revaluation.
- Asset summary report.
- Depreciation forecast report.
- Depreciation schedule report.
- Revalued items report.
- Replacement report.



Human Resources

- Employee data recording.
- Create employee "bring-ups" (pay reviews / performance reviews / discipline etc.).
- Record pay rates.
- Record qualifications.
- Record liabilities (e.g. company credit card).
- Record Benefits (e.g. subsidised health care).
- Record positions.
- Record training.
- Record contract allowances / variations.
- Record employee discipline.
- Record employee termination data.
- Record health tests.
- Record accidents.
- A wide range of reports are available in the Human Resources System.
- A self-service system is provided for leave management. This allows employees to apply for leave, and for the request to automatically be sent through to their nominated manager. Once the manager approves the leave and email is automatically sent back to the employee.
- Employee phone numbers are recorded, meaning the system can print internal phone lists for staff as required.

Report Writer & Security

- An easy to use end user report writer is provided as standard. This allows for specific reports, and / or even data extraction to be done by your staff as required.
- Reports can be saved against specific employees for later access.
- Login to the system is by Username / Password. The password is encrypted before it is stored in the database.
- Access groups are defined within the system. If a user doesn't have an option in their access group it will be "greyed out" and unable to be accessed.
- A user can have specific options excluded even if they are in their access group.
- A user can have specific options allowed even if they are not in their access group.



Web & Mobile Interfaces

Nowadays there are three common interfaces being used with business computer software:

1. Desktop Based (what everyone is used to)
2. Full Web-Based
3. Full Mobile based (Smartphones and tablets).

Our desktop interface is easy to use, easy to learn and responsive. We believe it is the best interface for the everyday end user. However, as staff are mobile, re-locatable and sometimes need to work from home we have chosen to give you the best of all worlds!

We offer selected components either within a Web or Mobile interface as well as our core desktop applications or in fact all three. What's more these can be specifically tailored for you individual business needs. All data captured is still saved centrally on the core server.

Examples of components which are ideal for Web or Mobile interfaces are:

- a. CRM (easy for your sales staff to enter or lookup basic data through their Smart-Phones)
- b. Audits & site documentation
- c. Health and Safety
- d. Leave approvals
- e. Purchase Order approvals
- f. Customer account lookup, invoice copy printing
- g. Customer online stock lookup
- h. Customer online ordering
- i. Business Health Status



Utilising our smart business rules engine, the same underlying structure is applied to the Desktop, Web or Mobile interfaces. Hence, TBS is able to implement processes utilising any of the three interfaces in a fraction of the time other products take, providing you with faster turnaround, resulting in a lower cost to you the end user, and less likelihood of issues.

Banking

- Enter daily banking, (this can be electronically created from your bank statements).
- Payments can be taken and receipted against a customer before an invoice has been raised.
- Amounts can be written off (eg the invoice was for 112.02 and the client has paid 112.00 so write off the .02).
- Print banking summary for your bank instead of the bank deposit book.
- All transactions are automatically posted against the customers and against the General Ledger.
- Un-posted batch summary.
- Posted batch summary.



Recommended Hardware/ Operating System /Databases

- TBS will work with any supported version of Windows, and Microsoft Terminal Server, (supported is defined as supported by Microsoft).
- TBS will work with all supported versions of Microsoft SQL Server, (supported is defined as supported by Microsoft)
- Exact hardware requirements depend on your setup and must be quoted site by site.
- We recommend using a hosting centre which we can provide for your TBS installation and can move your entire business IT to the hosting centre. This means you are effectively working in the cloud so your TBS installation is available from any authorised location. It also means as your business grows you can increase the power of the servers you are running on; - all for a low monthly cost.
- We use Wowrack, as the Hosting Centre.
- Backup is within Wowrack's data centres, as well as off-site to another data-centre which is based in New Zealand. All backups are automatic.
- We can provide DRP and business continuity services that are tested on a regular basis.

Other Options

- The system is "open database" so will work with all the leading databases on the market.
- We can use Microsoft SQL Reporting Services if Microsoft MSSQL Server is the database.
- We can work with most of the BI (Business Intelligence) systems but sell and recommend Dynamic AI.

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