ACS - Accounting and Corporate Services

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1.0 Overview

Morrison Management Pte Ltd, a Singapore based Consulting firm provides various Management Consultancy solutions such as Corporate Secretarial services, Taxation related services, Accountancy services, Corporate Advisory services and other Corporate Management consulting suite of services.

Morrison Management has engaged with Cutech Infocomm Solutions Pte Ltd to provide them software solutions that could be an enabler to automate their processes and leverage them from the manual operations on their secretarial and consulting related activities. The solution that would be offered to Morrison Management comprises of:

HRM
Sales Prospects
Sales Enquiry
Sales Quotation
Letter of Engagement
Client Master List
Project Master Creation
Project Planning
Project Daily Planning & Execution
Reports for Project Monitoring & Tracking (Should include recurring email reminders and follow ups to clients)
Project Billing (Raise Invoices)
Collection of Receivables (We are working on the details)
Dashboard

Cutech Infocomm would be developing customized solutions for Sales Prospects, Project Planning, Project Monitoring & Tracking and Billing while Morrison Management would the cuteOffice ERP Software suite 2.0 for the other modules listed above.

This functional specification document is prepared based on the various discussions Cutech Infocomm consulting team had with Morrison Management team

2.0 HRM

2.1 Payroll for Morrison Management

2.1.1 Scanner to clock in and clock out

Finger and face scanner installed by CuteOffice at MM premise on 7 March February 2022 and all staffs record completely updated in the scanner by 8 March 2022.

2.1.2 GeoPunch device

Staff will be able to clock in and clock out without using the scanner installed in MM's office. However, this device will only be active when staff is reporting directly to the client office. They are able to clock in and clock out when they visit client office upon the assigning of the administrator to avoid them clocking in using the software when they are physically present in the office.

2.1.3 Payroll Report

Morrison Management will adapt the ready module offered by cuteOffice ERP. Cutech will integrate the staff details provided by Morrison Management into the software and conduct a training to the staffs involved on 09 March 2022.

Jan and Feb clock in and clock out details will be uploaded by MM's staff and payroll report will be generated from cuteOffice so as to test the software's capability to produce an accurate report. From March onwards, real data will be inputted to the software through the scanner installed at the office and will get real time reports will be auto-generated. MM wants to rely completely on HRM software from May 2022.

2.2 Payroll for Morrison Management's clients

MM staff should be able to upload the attendance details provided by the clients manually and the software should generate payroll report for the clients.

Sales Prospect

Sales Prospects module will be used by Morrison Management to market their Business services to the clients in the Region. Clients would be maintained as part of Company Master available in cuteOffice. Morrison Management would conduct their Marketing activities through various methods such as email Marketing Flyers to Prospects, Personnel reach out to Prospects verbally, Through References etc.

Sales Enquiry

CuteOffice should have a master prospective client list separate from the client master list to keep track of each prospect the organisation comes across regardless of success rate. This master list should have the following details:

Name of enquirer

Contact details of enquirer

Their enquiry

MM's reply to the enquiry based on date

Marketing Flyers Repository Master

Morrison Management would create Marketing flyers for each of their Services and the same image would be stored in this Repository Master. Morrison Management would always be updating their Flyers for a Service and hence the last flyer updated will be treated as Active, which will be sent to clients. However, the previous Flyers would be stored in the Repository with the Date Range – Active From & To Date

Marketing Flyer email Template

Morrison Management would design an email Template for sending the Marketing Flyers. The template can be a common template for all Services or if Morrison Management wishes to create Templates across each service, then this would be made possible. Please note for such scenarios, Clients would be receiving multiple emails from Morrison Management based on the Marketing Flyers send criteria.

Marketing Flyer Data Creation

Design the screen for Morrison Management to select & input data for sending Marketing Flyers
The fields to be captured are
Display all the Flyers for each Services in the Screen
Allow user to select the Flyers for sending the Mailers
For each Flyer selected, option to select
All clients, remove existing customers who has availed this service in the past
All clients
Selected Clients
Based on the above criteria if Selected Clients, display Client selection for Selection – Multiple / Individual
Morrison Management should have an option of choosing various combination of the above
Once the above information is captured, display the Client – Flyer list for confirmation by the user
Generate the email threads as per the above select criteria, for sending the emails
Create a Sales Prospects database to store the emails sent which should contain
Client Name
Service Description
Marketing Flyer Identifier
Email id
Date & Time Sent
View Marketing Flyer Sent Information
Design a View screen to showcase the details on the email Notifications sent. This functionality should have a filter option for the user to select a given criteria
Provide a View option of the flyers sent for a given period, with Client filter. Client wise it's preferred to provide with the pictorial representation of the flyer sent.

Sales Quotation

The software should generate an email for the prospective client based on the templates of services selected by the staff. The quotation template have been furnished to Cutech on 21 February 2022 via email. This template will also serve as the basis for preparation of marketing flyer. The software should be able to track the multiple quotes given to the clients
There should be a drop down option for the price quoted for each service based on the category of clients. These price details can be obtained from the sample price master list as per Table A below. The complete price list will be provided by MM. The administrator should be able to amend the price and add on new services and categories based on request in future.

Services	Category	Price (S$)
Secretarial	A	XXXX
	B	XXX
	C	XX
	D	X
Tax	A	XXXX
	B	XXX
	C	XX
	D	X

TABLE A: SAMPLE PRICE MASTER LIST

Letter Of Engagement

Once quotation is agreed by both parties, letter of engagement should be prepared and sent to clients. The software should be able to convert the agreed quotation to the LOE format which will be provided by MM. The software should also be sending reminders and follow ups to both staff and client until the signed document is received.

4.0 Client Master

All the clients of Morrison would be stored in the Company master. The contact information of the clients namely Contact Name, email address, Contact numbers are to be maintained as mandatory. The sample master list have been furnished by MM. We are working on the improvements of the client master.

5.0 Project Master Creation

In addition to the Masters designed and made available in the Cuteoffice ERP suite, the following Masters will be made available as part of the solution

Service Master

Service Master briefs the major services Morrison Management would offer to their customers. The following services would form part of this master

Incorporation
Company name availability check
Registration of the company
Full company kit (minutes/register books, share certificates and 4 copies of Constitution)
Secretarial
Registered Office
Nominee Director
Bank Account Opening
Accounting Work
Monthly Management Review
GST
Compilation
Tax
Payroll
Adhoc

As the above services would form part of Sales Enquiry & Sales Quotation modules, Cuteoffice would configure the above services as Items in the Item Master and each Services will be configured as a Quotation Template, with the Job types.

As part of the Services Master the following fields will be accepted

Service Code
Service Name
Service Short Code
Service Description
Automatic email Trigger – Yes / No

If Yes Period when to send (in Days prior to the start date of the Project) , to create a Job Type and associated Job Task automatically in the system, as the first job type for this service if Job created, should be display in the Project Planning Job Type & Job Task list)

Though the above services are listed currently, Morrison Management would also have an option to add new services depending on their business needs.

5.2 Job Type

Job Type details the various operations that needs to be performed for fulfilling the services listed. Each Service would have the various Job Type and this would be defined as part of the Job Type Master.

*The job type listed under S/N 1-12 are inaccurate. We will furnish you with a complete and detailed workflow for each job type under the respective services once the refinement is done by

our assigned staffs.
Sl No Services Job Type Remark
1 Incorporation
(Sheryl) Company name availability check
Registration of the company
Full company kit (minutes/register books, share certificates and 4 copies of Constitution)
2 Secretarial
(Sheryl) Provision of Company Secretary
Preparing Directors’ Resolution for opening of bank accounts
Preparing Directors’ Resolution for Resignation/ Appointment of directors
Preparing Directors’ Resolution for Change of registered address
Preparation of minutes of Annual General Meeting (AGM)
Preparation of Annual Returns and other statutory returns to be lodged with ACRA
Safe custody and updating of the statutory books and register as required by Companies Act
Any other routine work.
ACRA Compliance Alert & Reminders Most of the services under secretarial will have annual retainer fee where the job done will be charged against the fee that will be paid in advance by clients in a bulk. Thus, the end of workflow for these jobs will not be raising of billing instructions. This job type should be categorised as billable work but under a category called retainer fee. We will still rely on the software to calculate the profitability of the work done based on time spent against the retainer fee.
3Registered Office (Sheryl)Register Address Services
4Nominee Director (Sheryl)Nominee Director Service
5 Bank Account Opening (Sheryl) Preparation of relevant documents
Submission of the documents to the Bank
Bank Account opening
6 Accounting Work (Jaine) Data entry of all transactions using MYOB software;
Update all cheque or cash payments;
Update all deposits in bank accounts;
Reconcile all bank accounts;
Pass any general adjustments, where necessary;
Print and maintain the following reports:-
General Ledger Listing
Trial Balance
Profit & Loss Statement
Balance Sheet
Receivables and Payables Reconciliation
7 Monthly Management Review (Jaine) Review of sampling of Sales entries into Accounting software;
Review of sampling of Purchase entries into Accounting software;
Review of sampling of updated transactions of cheque or cash payments;
Review of sampling of updated deposits in bank accounts;
Review all bank reconciliation;
Review of any general adjustment passed;
Preparation of Observation
8 GST (JX) Review GST Declarations for Financial Year
Select GST Return (s) for Review

Perform Checks for the Selected GST Return(s)
Check the Standard-rated Supplies and Output Tax [review tax invoices, receipts, credit notes to customers and debit notes from customers]
Check the Zero-rated Supplies [review export documents, delivery notes, packing list, etc]
Check the Exempt Supplies [NA as your company do not have exempt supplies]
Check Input Tax and Refunds Claims (for local purchases, imports with GST Paid and Bad Debt Relief) [review dates of transactions, invoice or import permits, check if expenses claimed are for business purpose and are claimable]
Check Imports with GST Suspended (for MES)
Review Financial Statements or Management Accounts for the Same Financial Year
Quantify Errors (if any) and Submit findings to IRAS for review
9 Compilation (Jhonas) Preparation of Director's Statement
Preparation of Statement of Financial Performance
Preparation of Statement of Changes in Equity
Preparation of Statement of Cashflow
Preparation of Notes to Financial Statements
Preparation of Detailed Comprehensive Income
10 Tax (Jhonas) Preparation and submission of Estimated Chargeable Income (ECI)
Preparation and submission of Form C/ Form C-S
Tax Computation
Tax Filing with IRAS
11 Payroll (Pavi) Computing monthly payroll as per the information provided by the company
Providing breakdown of salary for disbursement to staff by company
Issuing payslips to staffs
Providing CPF Contribution for issuance of payment to CPF Board by company
Year-end preparation of IR*A for Auto-Inclusion Scheme (AIS) submission
Preparation and submission of IR21 to inform IRAS in the event a foreign employee has tendered resignation
12Adhoc (Pavi)Adhoc
As part of the Job Type Master the following fields will be accepted
Service Code (Should be available in Services Master)
Job Type Code
Job Type Name
Job Type Short Code
Job Type Description
Billable Yes / No
Estimate Time & Cost at Skill set level – Yes / No
If No, following fields will be entered
Estimated Time in Hours required to complete this task
Cost Estimated Hourly Rate required to complete this task
If Yes, the following fields will be stored in an Array or a Child collection table
Skill Set (to be linked with HRM Employee table)
Estimated Time in Hours required to complete this task
Cost Estimated Hourly Rate required to complete this task
The Estimated Time & Cost stored above for each Job Type would be used to produce the Budget vs Actual analysis. As part of the MIS, Morrison Management requires to prepare various MIS reports of the actual time & cost spent for each project against the normal budgeted figures. To

prepare such reports the above data would be used. These job types also should be differentiated between billable and non-billable. However, this system should have the ability to help us calculate the time spent on the non-billable work for us to plan accordingly in future.

Though the above Job Types have been defined for each Services, Morrison Management would also have an option to add Job Types for the Services created depending on their business needs. This is explained with an example below.
Let us consider to define the Job Type for Service Code – Tax.
The below table briefs 4 Job Types that form part of delivering the Tax Services to customers. Based on the Quotation the Customer might select all 4 Job Types or less and accordingly the project would be created.
Sl No Services Job Types
10 Tax Preparation and submission of Estimated Chargeable Income (ECI)
Preparation and submission of Form C/ Form C-S
Tax Computation
Tax Filing with IRAS
However, for fulfilling the above 4 tasks, firstly, Morrison Management have to perform 3 tasks which would be used for all 4 above deliverables.
Task 1 – Obtain the required Documents from Customer
Bank Statements
Sales Invoices / Sales Tax Invoices
Vendor Invoices
Receipts
CPF Statements
Salary Schedule include Pay slip
Task 2 – Morrison Management staff would enter the information from these reports into their accounting software and prepare the following reports
Balance Sheet
Profit & Loss
Aged Receivables (Reconciliation)
Aged Payables (Reconciliation)
Trial Balance
General Ledger (Detail)
Bank Reconciliation Report
Task 3 – Preparation of the Draft Management Report and obtain approvals within Morrison Management and from Customer
Once the above 3 tasks are completed, Morrison Management would proceed in preparing the mentioned 4 Job types under the Tax Service Master. So, the above table can be reframed by Morrison Management as below.
Sl No Services Job Types
10 Tax Obtain the required documents from Customer
Enter the information in accounting software and prepare required reports
Prepare Draft Management report and obtain approvals within Morrison Management and from Customer
Preparation and submission of Estimated Chargeable Income (ECI)
Preparation and submission of Form C/ Form C-S
Tax Computation

Tax Filing with IRAS
Such common Job Type can be created across various services at different steps based on the need and processes.
5.3 Job Tasks
Job Tasks briefs the various tasks that needs to be performed for a given Job Type. Each Job Type would have the various Job Tasks and this would be defined as part of the Job Tasks Master.
Sl No Services Job Type Job Tasks
10 Tax Obtain the required documents from Customer
Inform Client to provide the required documents – Have Radio Button option – eMail or Phone (By Hand)
email template to be attached for this task
Documents Obtained
10 Tax Enter the information in accounting software and prepare required reports
Confirm completion of data entry in the accounting software and preparation of required reports
10 Tax Prepare Draft Management report and obtain approvals within Morrison Management and from Customer
Preparation of Draft Report
Send Approval email within Morrison Management
Approval Received
Send email to Customer
Approval Received
Raise Billing Instruction
As part of the Job Tasks master the following fields will be created
Service Code (Should be available in Job Type Master)
Job Type Code (Should be available in Job Type Master
Job Task Code
Job Task Name
Job Task Short Code
Job Task Description
Approval required within Morrison Management for this task
If Yes
Approval Email Notification to Employees defined
Upload email Template
Email required to be sent for this task – Yes/No
If Yes, Upload email Template
Reminder required to be sent for this task – Yes/No
If Yes
Reminder to be sent in days xx (reminder to be sent in the xx days mentioned multiple times till email reply task complete)
Upload Reminder Template
5.4 Activity Code
Activity Code Master is created to maintain the carious activities that would be performed by users across projects. Activity code does not have any referential identify with Service, Job Type, Job Task as they are independent activities which can be used across any scenarios. Some of the examples of Activity codes are
Preparing File Notes
Draft email / letter preparation

Administrative work
Lunch Break
Prepare Quotation
As part of the Activity Code master the following fields will be created
Activity Code
Activity Code Name
Activity Short Code
Activity Description
6.0 Project Planning Module
Project Planning would be done for Projects created once Sales Quotation is approved and the job order is received from the Client. The process in cuteOffice ERP Software suite 2.0 is,
Sales Quotation is approved by Morrison Management and sent to Client
Client approves the Quotation and issues the Job Order to Morrison Management
Morrison Management would edit the specific Sales Quotation and click Create Project Button, to create the Project
This enables the Project (or the Job Order) to be created
Project Planning is required to be done to review the master data for the Service of a Project created and accordingly update the master data for the specific Project. Please note this updated data will not be updated in the respective Masters, but will be updated and monitored for the specific Project.
Morrison Management allocates each Project to one user, who is responsible for the Project. As per the process, the activities for a Project would commence only after allocating the Responsibility of a Project to a resource. This activity of allocating the Responsibility for a Job, will be done by Morrison Management as part of this Project Planning exercise.
For Project Planning updation, screen to be designed with the following fields
Project Code : xxxxxxxxxxxxxxxxxxxxx
Project Description :
Project Start Date : xx/xx/xxxx Project End Date : xx/xx/xxxx
Project Amount : xxxxxx.xx
Recurring Project : Yes / No (If Yes Create a Separate Work Flow as briefed in Point 6.2)
Item Details (Service)
Estimated from MasterRevised
Job Type Job Description Select Yes/No Project
Amount Estimated Man Hours Estimated Man Hour Rate Revised Man Hours Revised Man Hour Rate
Project Allocated To : xxxxxxxxxxxxxxxxxxxxxx
The above Entry would also have an Approval Process.
As briefed earlier, each Service, is further classified with multiple Job Types. Though all the available Job Types are displayed in the Sales Quotation for a Service, the Client might opt for certain Job Types only. Similarly, Morrison Management might have to perform certain tasks, which might not be displayed in the Sales Quotation or Client not opted for. Morrison Management team would identify the Job types that needs to be carried out for a Service and the same would be selected in the above table.
Revision of the Estimated Hours & Rate would be updated as per the definition in the Job Type master, i.e. defined across Skill set or not.
Please note, Users would not be allowed to add a New Job Type or provided Revised data information overriding the master data config i.e. if the Job Type master is defined with Skill set then the Revised data should also be provided with the skill set bifurcation only. Any changes on

these should be done at the Master level only.

6.1 Project Daily Planning & Execution

Morrison Management does a Daily Planning for the Projects that have commenced execution. Tasks are assigned to individual users on a daily basis and these tasks are monitored on a daily basis for its closure.

6.1.1 Project Daily Planning

This Planning activity is done for each employee for a given day.

The Daily Planning meeting screen input would require the following information to be data entered

Planning for the Date: xx/xx/xxxx

Emp

No Emp Name Project

Code Service Job Type Job Tasks Activity Code

(not mandatory) Allocate Hours

In the above screen in the tabular form, display the fields with a Dropdown option. The Service will be displayed form the Project and cannot be edited.

The Job Type will be selected based on the Project and Job Tasks for the Job Type. If user selects a completed Job Type / Job Task, display a message informing the task is complete with details and on confirmation reallocate the same task.

Activity Code may be entered by the user if required, to brief the task, the user needs to perform.

User will input the Allocate Hours for the day.

For each Employee, please provide the View button to display the status of

Tasks completed by the Employee for the Previous Day (suggest to provide a date range defaulting with yesterday’s date (from the system date)

Overall Project status

6.1.2 Project Execution

The functionality here is to input the actual tasks done by the employees on a daily basis. Each employee would enter the activities completed / in progress for the day. This includes updating the status of the completed tasks.

Fields to be captured are

Date of Task Entry (will be defaulted to the system date, with option to modify)

Emp No (will be defaulted from User Login)

Emp Name (will be displayed)

Once the above information is entered by the user, system will validate with the Project Daily Planning record and display the tasks that the user needs to perform in a tabular form (as there can be more than one tasks).

User will just enter the Start Time & End Time and save the record if the user has performed those tasks. If User has performed some other tasks, please provide a Add New task and accept the details

Date of Task Entry : xx/xx/xxxx

Employee No : xxxxxxx Employee Name : xxxxxxxxxxxxxxxxxxxxxxxxx

Project

Code Service Job Type Job Tasks Activity Code Start Time End Time Job Task

Closed

Project

Code Service Job Type Job Tasks Activity Code Start Time End Time Job Task

Closed

User will enter the status of the Job Task whether it’s closed or not.

Once all the Job Task for a Job Task is closed (as per above such entries), then Job Type would be closed automatically.

The above information would be referred to prepare the Project Status reports

6.2 Recurring Jobs Work Flow

For certain Services, Morrison Management would identify as Recurring Jobs, which implies the system need to create a Job Order record and conduct Job Monitoring tasks. For Example, Morrison Management would obtain a Job Order for conducting Secretarial Service for a Year starting from 01-Jan-2022 to 31-Dec-2022. As per Morrison Management this Job order could be a Recurring Job order which means system should be able to handle this Job for the period 01-Jan-2023 to 31-Dec-2023. System should be designed to handle such scenarios automatically. The following process workflow to be considered for Recurring Jobs

Have a Dashboard to display all the Recurring Jobs that would get expired based on a given date or in Days

Allow User to Edit the Job Record. The following information will be displayed and allowing the user to Edit certain fields

Project Code : xxxxxxxxxxxxxxxxxxxxx

Project Description :

Project Start Date : xx/xx/xxxx Project End Date : xx/xx/xxxx

Project Amount : xxxxxx.xx

Recurring Project : Yes / No (If Yes Create a Separate Work Flow as briefed in Point 6.2)

Item Details (Service)

Job Type Job Description Select Yes/No Existing Project Fees Revised Fees

In the above screen, User will be allowed to change the following fields

Project Start Date& Project End Date

Revised Fees for each of the Job Type, default with the existing fees and user can modify

Store the above Information in Draft Mode

Approve the above Job Draft Creation

Send Email to the Client for Renewing the Job for the next year (To obtain the email Template from Morrison Management) =- Not Mandatory, but if Price is changed email needs to be triggered. Also raise a quotation internally for the revised fee

Approve for Job Order creation

Create a Job Order with the above details and the process will commence as before

6.3 Reports for Project Monitoring & Tracking

CuteOffice should be able to do recurring follow ups to client for request of documents based on the filing date filled or updated at the client master list.

The software should also be able to send reminders to staffs and their superiors on upcoming tasks or pending tasks based on the due date fixed for the particular job that is being handled.

There should be a document tracker master for all mails and documents sent to clients.

File tracker should also be maintained by the software where all files records are updated into the master based on its ref number and location either in office, storage or destroyed.

7.0 Project Billing (Raise Invoices)

This option is provided to raise the Invoice for the projects created. The Invoice scope would be

Data Entry for Generating the Invoice by the User

Approval option for the Invoice

Generate the Invoice as per the defined format from Morrison Management

Store the Invoice data information

Following functionality will be provided to raise the Invoice

Please display the Projects that needs to be Invoiced in the below Tabular column i.e. Total Invoice Amount raised < Project Amount

Project

Code Project Description Client name Budgeted Hours Budgeted Amount Total Hours Utilized Invoiced So Far Balance to Invoice

For each Project provide a View option to display the following information is a

Project Code : xxxxxxxxx Project Description : xxxxxxxxxxxxxxxxx

Start Date : xx/xx/xxxx End Date : xx/xx/xxxx

Project Amount : xxxxxx.xx Status : xxxxxxx

Project Owner : xxxxxxxxxxxx Department : xxxxxxxxxxx

Client : xxxxxxxxxxx

Estimated Hours : xxx Estimated Amount : xxxxxxx

Utilized Hours : xxx

Invoiced So Far: xxxxxxxx

Invoice Details

Please furnish the Invoice details in tabular form

Add Invoice Data Entry will accept the Invoice details entry

Invoices for Approval will display the invoices where approval is pending

Invoices raised so far will display the invoices raised, will also have an option to select Client

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