

RMS User Guide (only for ETL - v1.2)

As updated on 2021-04-21.

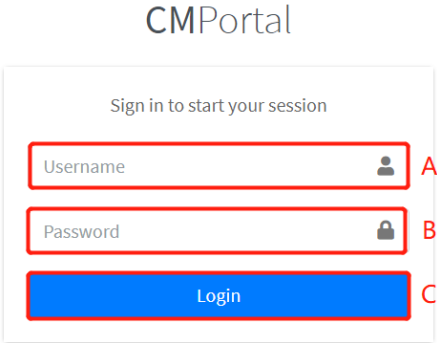
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1. Retail Management System

1.1 User Account

1.1.1 Login

1.1.1.1 Open browser and type in address or click on the link given below:
<https://cm.smmcloud.asia/login>



1.1.1.2 Login using your username and password.

** To obtain login credential / reset password, please kindly contact the SMM Digital - ICT department.

| Title | Description |
|-----------------|--|
| A. Username | Fill in the username here (case sensitive). |
| B. Password | Fill in the password here (case sensitive). |
| C. Login Button | Once filled in username and password, click on this button to log into the RMS system. |

1.1.2 Forgot Password

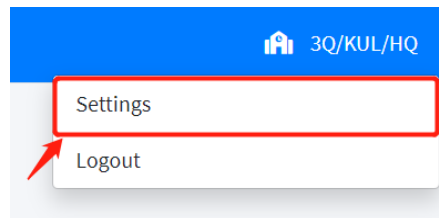
1.1.2.1 Kindly contact the SMM Digital - ICT department to retrieve your reset password.

1.1.3 How To Update Billing Information In Invoice

1.1.3.1 Click on your centre code at the upper right hand corner of the portal.



1.1.3.2 Then select “Settings” from the submenu.



1.1.3.3 At the “**Settings**” page, update the fields under title “*Billing Info*” and click on the “**Save**” button.

The screenshot shows the 'Billing Info' section of a settings page. The fields are highlighted with red boxes and labeled with letters A through I:

- A:** Company Name (text input)
- B:** Contact (text input with phone icon)
- C:** Fax (text input with fax icon)
- D:** Address (text area)
- E:** Country (dropdown menu, currently showing Malaysia)
- F:** State (dropdown menu, currently showing LABUAN)
- G:** Postcode (text input)
- H:** Registration No. (text input)
- I:** JPN No. (text input)

| Title | Description |
|---------------------|---|
| A. Company Name | Company name that will be displayed at Invoice’s header - billing information. |
| B. Contact | Contact number that will be displayed at Invoice’s header - billing information. |
| C. Fax | Fax number that will be displayed at Invoice’s header - billing information. |
| D. Address | Address filled here will be shown at Invoice’s header - billing information. |
| E. Country | Country selected will be shown at Invoice’s header - billing information. |
| F. State | State selected will be shown at Invoice’s header - billing information. |
| G. Postcode | Postcode filled up will be shown at Invoice’s header - billing information. |
| H. Registration No. | Fill in the business registration number, and it will be displayed under Billing information of your Invoice. |
| I. JPN No. | Fill in the Jabatan Pendidikan Negeri number here, in order to be shown in Billing information of an Invoice. |

1.2 Orders

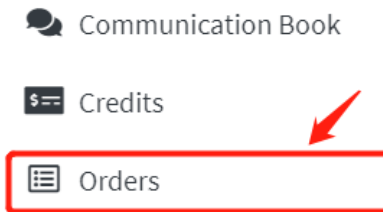
This module implements functions of order placement, order scheduling, delivery, as well as sales invoicing.

1.2.1 Orders Listing

1.2.1.1 First of all, please click on the menu icon displayed on the upper-left corner of the screen.



1.2.1.2 Select the menu "Orders".



1.2.1.3 In this page, you will be able to search for your order records.




Orders

[New Order](#)

Status:

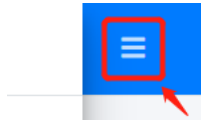
Normal Credits (MYR) 97,565.00
Early Bird Credits (MYR) 50,000.00

Show entries

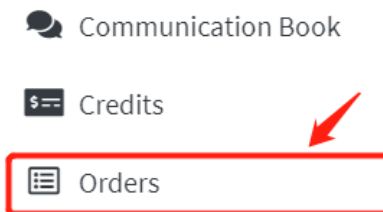
| Action | Form | Date | Doc. No. | Total | Status | Updated | Created |
|---|------------------------------|------------|----------|-----------|-----------------------|---------------------|---------------------|
|   | 3Q Materials Order Form (S2) | 2021-03-22 | | 13,380.00 | Draft | 2021-03-23 10:35:41 | 2021-03-22 17:16:42 |
|  | 3Q Materials Order Form (S1) | 2021-03-23 | | 0.60 | Approved | 2021-03-23 10:22:19 | 2021-03-23 10:14:21 |

1.2.2 Create New Order

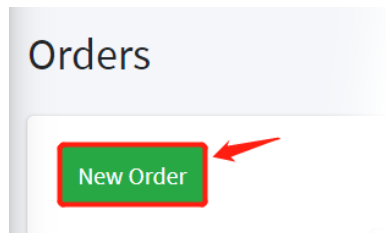
1.2.2.1 Click on the menu icon displayed on the upper-left corner of the screen.



1.2.2.2 Select the menu "Orders".



1.2.2.3 To create an order on behalf of a centre, click on the "New Order" button.



1.2.2.4 First, users will enter the “**Select Order Type**” page.

Select Order Type

Order Form A

Please select ▾

B C

Close Next

| Title | Description |
|-----------------|---|
| A. Order Form | Select the order form (usually split into Semester 1 and Semester 2 order forms). |
| B. Close button | To cancel the new order process. |
| C. Next button | Continue next step for placing a new order. |

1.2.2.5 Next, you'll see Edit Order form details (eg: 3Q Materials Order Form (S1)). Fill in the quantity per material, then click on the “Next” button at the bottom.

Edit Order

Centre Info

| | |
|---|--|
| Centre Code 3Q/KUL/Hi A | Normal Credits 97,565.00 B |
| | Early Bird Credits 50,000.00 C |

3Q Materials Order Form (S1)

Package

| (A) 3Q Full Package | | | | (F) 3Q Junior Uniform | | | |
|-------------------------------|--|---|--|---------------------------------|----------------------|------------|----------------------|
| Group | Qty D | Unit Price E | Total Price F | Group | Qty | Unit Price | Total Price |
| 3Q Junior J2 Package Sem 1 | <input type="text"/> | 333.00 | <input type="text"/> | 3Q Junior Uniform (Male) - S | <input type="text"/> | 22.00 | <input type="text"/> |
| 3Q Junior J3 Package Sem 1 | <input type="text"/> | 336.00 | <input type="text"/> | 3Q Junior Uniform (Male) - M | <input type="text"/> | 22.00 | <input type="text"/> |

| Title | Description |
|-----------------------|---|
| A. Centre Code | Your centre code. |
| B. Normal Credits | Current balance normal credits. |
| C. Early Bird Credits | Current balance early bird credits. |
| D. Qty | Fill in the quantity (0 - 999) |
| E. Unit Price | Price for a single unit of measure of the material. |
| F. Total Price | Sum of Qty * Unit Price of the material. |

1.2.2.7 Next will be the “**Confirm Order**” page.

| Centre Info | | | | |
|-----------------------|-----------|------------|---------------------------|---------------------|
| Centre Code | 3Q/KUL/HQ | A | Normal Credits | 100,000.00 B |
| | | | Early Bird Credits | 50,000.00 C |
| Order Detail D | | | | |
| No | Item | Unit (MYR) | Qty | Total (MYR) |
| 1. | 3Q-J2-S1 | 333.00 | 2 | 666.00 |
| 2. | 3Q-J3-S1 | 336.00 | 2 | 672.00 |

| Title | Description |
|-----------------------|--|
| A. Centre Code | Centre that placed for this order. |
| B. Normal Credits | Current balance amount of normal credit of the centre. |
| C. Early Bird Credits | Current balance amount of early bird credit of the centre. |
| D. Order Detail | List of materials that purchased. |

| | | | | |
|----|----------|-------------------------|-------------|-------------------|
| 5. | 3Q-HC-J3 | 85.00 | 2 | 170.00 |
| 6. | 3Q-HC-J4 | 85.00 | 1 | 85.00 |
| | | E Subtotal (MYR) | F 11 | G 2,435.00 |

Remark **H**

Payment

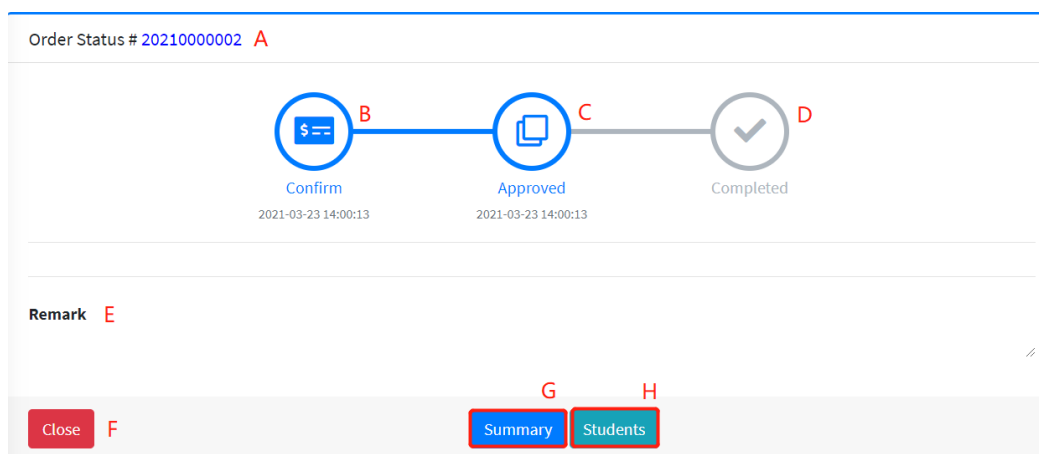
Payment Method **I** **Payment Credit Type** **J**

K **L** **M**

| Title | Description |
|------------------------------------|---|
| E. Subtotal | Subtotal summary of this order. |
| F. Total Quantity | Sum quantity of all materials purchased in this order. |
| G. Subtotal Amount | Sum amount of all materials purchased in this order (that need to pay). |
| H. Remark | Comment can be placed here. |
| I. Payment Method | Select a payment method: Credits. |
| J. Payment Credit Type / Bank Slip | Based on per payment method selected, this section would be: - Payment Credit Type (Payment method = Credits): Select a credit type with sufficient amount for this order (<i>Normal / Early Bird Credits</i>) |
| K. Back button | Click back to the previous step. |
| L. Close button | Stop and exit the current process. |
| M. Confirm button | Click to confirm this order. |

1.2.2.8 Once confirmed the order, the order overview page will be displayed.

| Payment Method | Order Status | Credit Status |
|----------------------------------|--------------|---|
| A. Credits (Normal / Early Bird) | Approved | Approved <i>A new credit record will be created (with debited amount = order amount).</i> |







| Title | Description |
|-------------------|--|
| A. Order ID | Order ID for this order. |
| B. Confirm Icon | Once this order has been confirmed, this icon will be highlighted in blue. |
| C. Approved Icon | When this order has been approved, this icon will be highlighted in blue. |
| D. Completed Icon | When this order is marked complete, this icon will be highlighted in blue. |
| E. Remark | Comment inserted when confirming order. |
| F. Close button | Exit order overview page. |
| G. Summary button | Click to preview order details (materials and quantity purchased). |
| H. Students | Click to open the “ Edit Order Students ” page. |

1.2.3 Edit Order

1.2.3.1 Users can edit the order as long as its status is Draft.

1.2.3.2 At Orders > List page, search for the order that you would like to edit, then click on the “*pencil*” button.

| Action | Form | Date | Doc. No. | Total | Status | Updated | Created |
|---|--|------------|-------------|-----------|----------|---------------------|---------------------|
|   | 3Q Materials Order Form (S1) | 2021-03-23 | 20210000002 | 1,338.00 | Approved | 2021-03-23 14:00:13 | 2021-03-23 12:10:24 |
|   | 3Q Materials Order Form (S2) | 2021-03-22 | | 13,380.00 | Draft | 2021-03-23 12:09:36 | 2021-03-22 17:16:42 |

1.2.3.3 “*Edit Order*” page will be displayed, you can continue to update materials’ quantity.

Once finished updating, click on the [Next](#) button at the bottom.

Centre Info

| | | | |
|--------------------|-----------|---------------------------|-----------|
| Centre Code | 3Q/KUL/HI | Normal Credits | 96,227.00 |
| | | Early Bird Credits | 50,000.00 |

3Q Materials Order Form (S2)

Package

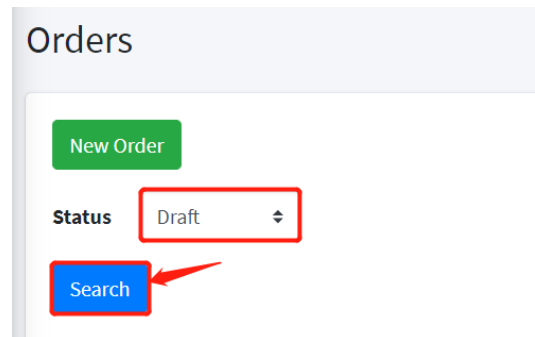
| (A) 3Q Full Package | | | | (F) 3Q Junior Uniform | | | |
|-------------------------------|-----|------------|-------------|---------------------------------|-----|------------|-------------|
| Group | Qty | Unit Price | Total Price | Group | Qty | Unit Price | Total Price |
| 3Q Junior J2 Package Sem 2 | 10 | 333.00 | 3,330.00 | 3Q Junior Uniform (Male) - S | | 22.00 | |
| 3Q Junior J2 Package Sem 2 | 10 | 333.00 | 3,330.00 | 3Q Junior Uniform (Male) - M | | 22.00 | |

1.2.3.4 Order will be saved as draft. You may continue on the next steps or just click on the “*Close*” button to exit the current process.

1.2.5 Order Cancellation

1.2.5.1 Orders records can be viewed at Orders > List page.

1.2.5.2 You may filter the order by status = Draft.



Orders

New Order

Status

Search

1.2.5.3 And click on the “**Pencil**” button to view the respective order’s detail.

1.2.5.4 Scroll down and click on the “**Cancel**” button to cancel the order.

Cancel

1.2.6 Update Student List in an Order

1.2.6.1 Only active students are entitled to purchase SMM Education Group’s material; therefore, SMM Education Group’s materials (eg.: Package, Uniform, etc) will need to be tied to per student once the order has been approved.

1.2.6.2 You are able to update the student list by clicking on the “**Edit Order Students**” button at Orders > List page.

| Action | Form ↕ | Date ↕ | Doc. No. ↕ | Total ↕ | Status ↕ |
|---|--|----------------|-------------|-----------|----------|
|   | 3Q Materials Order Form (S1) | 2021-03- 23 | 20210000002 | 1,338.00 | Approved |
|   | 3Q Materials Order Form (S2) | 2021-03- 22 | | 13,380.00 | Draft |

1.2.6.3 At the “**Edit Order Students**” page (of an order), you may fill the student details (or skip it for later).

Students

3Q Junior J2 Package Sem 1 ^A

| | Name ^B | IC Passport ^C | Gender ^D | Size ^E |
|----|----------------------|--------------------------|----------------------|----------------------|
| 1. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 2. | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

| Title | Description |
|------------------|---|
| A. Material name | Material that you’ve purchased. |
| B. Name | Fill in the student name which purchased the material. |
| C. IC Passport | Fill in the student’s identity certificate (IC) which purchased the material. |
| D. Gender | Select the gender of the student which purchased the material. |
| E. Size | Select the uniform size of the student which purchased the material. |

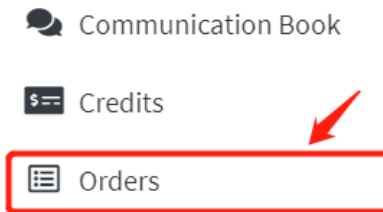
1.2.6.4 Once finished updating, scroll down to and click on the “**Save**” button to update student details for this order.

Save



1.2.9 Order Delivery

1.2.9.1 Once you've confirmed the order and submitted the student details, HQ will start processing your order.

1.2.9.2 You may go to the “**Orders**” module.



1.2.9.3 Search for the order(s), then click on the “*Magnifier*” button.

| Action | Form | Date | De |
|---|------------------------------|------------|----|
|   | 3Q Materials Order Form (S1) | 2021-03-23 | 20 |

1.2.9.4 You'll be brought to the Order Overview page. Delivery order records will be displayed here. Thereafter, you are able to track your order from time to time.



| Title | Description |
|-----------------------------------|--|
| A. Order ID | Order ID that system generated for this order. |
| A1. Order - Confirm Icon | Confirm icon will be highlighted in blue if you've confirmed this order. |
| A2. Order - Approved Icon | Order will be approved once payment is done. |
| A3. Order - Completed Icon | When every material was delivered, then the order will be marked as completed. |
| B. Delivery Order | Delivery order ID for each delivery (for this order) that towards you. <i>** An order may have more than 1 Delivery Order, as we will send out any materials that are ready asap.</i> |
| B1. Delivery Order - New Icon | New delivery order is generated. |
| B2. Delivery Order - Packing Icon | HQ is preparing and packing your order. |
| B3. Delivery Order - Packed | Your order has been packed. |

| | |
|---------------------------------------|---|
| B4. Delivery Order - Out for Delivery | This parcel is on the way to you. |
| B5. Delivery Order - Delivered | This parcel has been delivered to you. |
| B6. Delivery Order - Tracking Number | Tracking number of this parcel. |
| C. Remark | Comment inserted when confirming order. |
| D. Close button | Click to exit the “ Order Overview ” page. |
| E. Summary button | Click to view Order details (materials and quantity purchased). |
| F. Students button | Click to update student details. |

1.3 Credits

Credit can be referred to as the available amount in the centre's account to be used to purchase materials from **SMM Education Group**.

There are 2 types of credit:

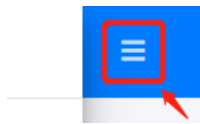
- **Normal**: increase credit amount in normal days
- **Early Bird**: increase credit amount within early bird period

* *Credit type is automatically detected by the system when making payment.*

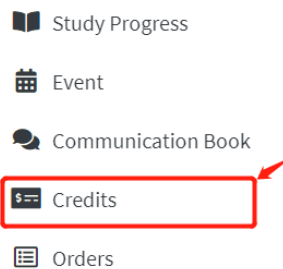
* *You need to select the correct credit type when placing an order; As promotion in order form will follow as per credit type chosen at confirm order page (of ordering process).*

1.3.1 Credits Listing

1.3.1.1 First of all, please click on the menu icon displayed on the upper-left corner of the screen.



1.3.1.2 Select the menu "**Credits**".



1.3.1.3 In this page, you will be able to view all credit records.

Credits

Payment A

Type B Status C

Search

Normal 97,565.00 C
Credits (MYR)

Early Bird 50,000.00 D
Credits (MYR)

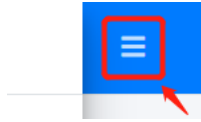
Show entries E

| Action | Amount (MYR) ↕ | Status ↕ | Updated ↕ | Created ↕ |
|--------|----------------|----------|---------------------|---------------------|
| | 0.60 | Approved | 2021-03-23 10:22:19 | 2021-03-23 10:14:54 |
| | -0.60 | Approved | 2021-03-23 10:22:19 | 2021-03-23 10:22:19 |
| | -2,435.00 | Approved | 2021-03-23 03:22:16 | 2021-03-23 03:22:16 |

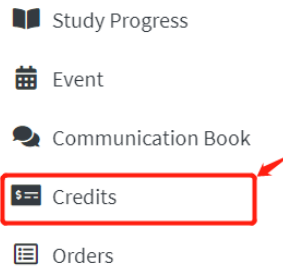
| Title | Description |
|-----------------------|---|
| J. Payment button | Click to add credit into your account. |
| K. Search form | You may use this form to search for a particular credit record. |
| L. Normal Credits | Your Normal Credit balance. |
| M. Early Bird Credits | Your Early Bird Credit balance. |
| N. Credit Records | List of your credit records. |

1.3.2 Increase Credit Amount

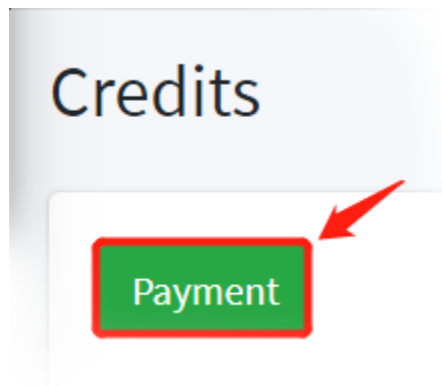
1.3.2.1 Click on the menu icon displayed on the upper-left corner of the screen.



1.3.2.2 Select the menu "**Credits**".



1.3.2.3 To help a centre boost his credit, click on the "**Payment**" button.



1.3.2.4 First, select a centre by filling in centre code. Centre's credit balance (both **Normal** and **Early Bird**) will be displayed.

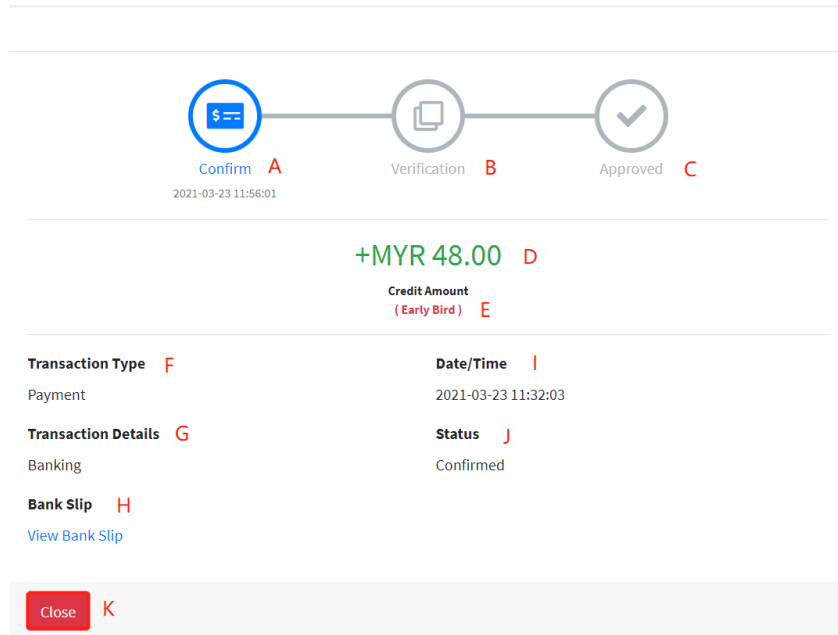
The screenshot shows a form titled "Information" with the following elements:

- Normal Credit (MYR) A:** 96,227.00
- Early Bird Credit (MYR) B:** 23,369.00
- Early Bird C:** (Label for the promotion period)
- Payment Amount (MYR) * D:** 0.00
- Payment Method * E:** Banking
- Banking Type * F:** Please select
- Bank Slip * G:** Choose File (with a Browse button)
- Kindly make payment at : H:** Payee : MRC 3Q Sdn Bhd, Account bank : (CIMB 8001248609) (PBB 3-98600392-2)
- Buttons:** Close (I), Save Draft (J), Confirm (K)

| Title | Description |
|--------------------------|---|
| A. Normal Credits | Your Normal Credit balance. |
| B. Early Bird Credits | Your Early Bird Credit balance. |
| C. Promotion Period | It will show " Early Bird " during the promotion period; otherwise it will show " Normal ". |
| D. Payment Amount | Amount to be credited. |
| E. Payment Method | Currently there's only a "Banking" option. |
| F. Banking Type | Select a Banking Type from following options: Online Transfer, Cheque deposit (User will need to fill in <i>Cheque No.</i> if this option is selected) or Cash deposit. |
| G. Bank Slip | Proof of transaction (Accepted document types are .jpg, .jpeg, .png, .pdf) |
| H. Receiver Bank Details | The user will need to credit the amount into the respective bank details given here. |
| I. Close button | Click to cancel new credit. |
| J. Save Draft button | You may save it as draft whilst halfway creating this credit, and resume it later on. |

| | |
|-------------------|-------------------------------------|
| K. Confirm button | Click to submit credit top up form. |
|-------------------|-------------------------------------|

1.3.2.5 Once credit confirmed, you will be led to the “**View Credit**” page.



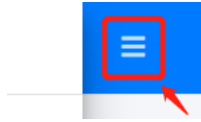
| Title | Description |
|------------------------------|--|
| A. Confirm Icon | This credit record has been confirmed by ETL. |
| B. Verification Icon | This credit record has been verified by HQ. |
| C. Approved Icon | This credit record has been approved by HQ. |
| D. Credited / Debited Amount | Amount to be credited or debited. |
| E. Credit Type | There's 2 types of credit types: Normal, Early Bird (within promotion period). |
| F. Transaction Type | Transaction type of this credit record: Payment (Add Credit), Order |
| G. Transaction Details | Payment method: Banking. |
| H. Bank Slip | Users can check on bank proof by clicking on the “ Bank Slip ” link. |
| I. Date/Time | The date and time that this credit is created. |
| J. Status | Latest status for this credit record. |
| L. Close button | Click to exit the “ View Credit ” page. |

1.3.2.6 Once the credit record is created, you may find the credit record at **Credits > List** page.

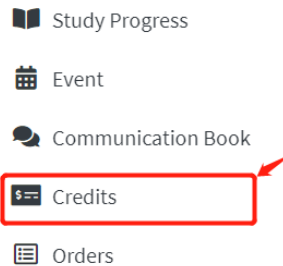
1.3.3 Credit Cancellation

1.3.3.1 You may cancel your credit record anytime as long as it is drafted.



1.3.3.2 Click on the menu icon displayed on the upper-left corner of the screen.



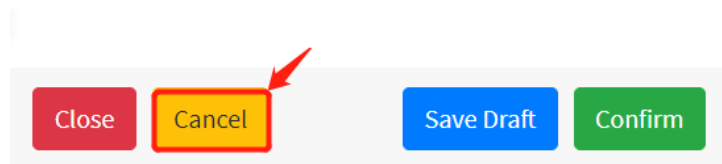
1.3.3.3 Select the menu "Credits".



1.3.3.4 Search for your drafted credit record. Then click on the "**pencil**" icon button.

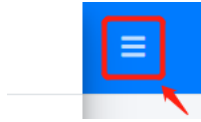
| Action | Amount (MYR) ↕ | Status ↕ | Updated ↕ | Created ↕ |
|---|----------------|-----------------|---------------------|---------------------|
|  | 48.00 | Draft | 2021-03-23 11:32:03 | 2021-03-23 11:32:03 |
|  | 0.60 | Approved | 2021-03-23 10:22:19 | 2021-03-23 10:14:54 |

1.3.3.5 At the "**Edit Credit**" page, scroll down and click on the "**Cancel**" button to cancel this credit record.

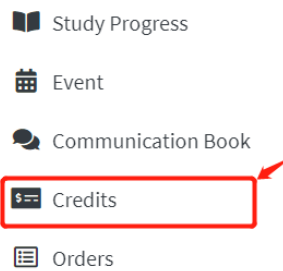


1.3.4 Print Credit Receipt



1.3.4.1 Click on the menu icon displayed on the upper-left corner of the screen.



1.3.4.2 Select the menu "Credits".



1.3.4.3 Search for your approved credit record. Then click on the "**printer**" icon button.

| | | | | | | |
|---|---|-------------|---------|------------|----------|-----------------|
|  |  | 3QOR21-0010 | Payment | Early Bird | 5,000.00 | Approved |
|---|---|-------------|---------|------------|----------|-----------------|

1.3.3.5 Once clicked on the "**printer**" icon, credit receipt will be downloaded as a .pdf file.

Amendment Record

| No. | Date | Revision | Details |
|-----|-------------|----------|--|
| 1 | 08 Apr 2021 | 1.1 | Add update billing information under user account. |
| 2 | 20 Apr 2021 | 1.2 | Update billing information - company name. |
| 3 | | 1.2 | Update order overview - tracking number. |