

7/17/2025

Presence360 ERP User Manual-Sales Module





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1. Overview

Presence 360 is an intelligent, modular, and scalable ERP platform designed to digitize and streamline every aspect of your enterprise operations—from finance and procurement to inventory, compliance, and asset management. Built for organizations aiming for efficiency, transparency, and real-time decision-making, Presence 360 empowers your teams with automation, analytics, and secure digital workflows.

We envisioned a platform that could digitally transform how work is executed, tracked, and billed—especially in organizations with complex operations. Presence360 was born out of five core beliefs that shaped its foundation. First, digitization should be practical and field-ready, extending beyond head offices to include remote sites and on-ground teams. Second, time is capital; a delay in approvals or measurements today can lead to project setbacks and cost overruns tomorrow. Third, transparency builds trust, particularly when multiple stakeholders such as contractors, departments, and finance teams are involved. Fourth, data should drive decisions, which is why real-time dashboards, audit trails, and intelligent alerts are integral to the platform. Lastly, we believe in sustainability through simplification—by eliminating paper, reducing manual interventions, and enabling remote accessibility, we help organizations save time, cut costs, and operate more efficiently.

2. Getting Started with Presence360

You are all set to simplify, speed-up and smarten-up your work. Before you begin, make sure your administrator adds you as a user and grants all, and any, of the appropriate permissions as per your role and scope of work. Contact your administrator if you don't know your credentials.

3. Presenc360 Login

Go to Presence360 ERP Login Page

 Open your web browser and visit the official ERP URL: https://auth.thepresence360.com/login

Enter Your Registered Email ID

- In the **Email/Username** field, type your registered email address.
- Make sure there are no typos or extra spaces.

Enter Your Password

- Type the password associated with your account.
- Click the "eye" icon if you want to view the password while typing.

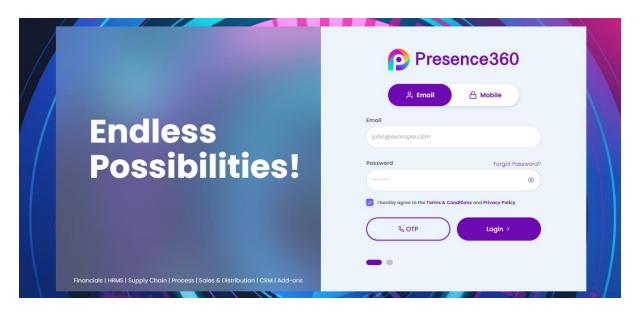
Click on the 'Login' Button

• Press the **Login** or **Sign In** button to access your dashboard.

Two-Factor Authentication

- If 2FA is active, you will receive an OTP via email or SMS.
- Enter the OTP to complete verification.





Access Granted

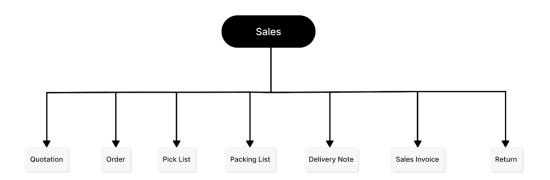
• Upon successful login, you will be directed to your personalized dashboard with access based on your assigned role (Admin, Finance, Procurement, etc.).



4. Sales Module

Flow Chart of Sales Module





Introduction to Sales module:

The **Sales Module** helps businesses manage and track their entire sales process — from customer inquiries to final invoicing.

This module is designed to streamline sales activities, improve customer service, and ensure that every sales transaction is recorded accurately. It connects with other modules like Inventory, Finance, and Customer Relationship Management (CRM) to give a complete view of your sales operations.

The Sales Module process- Quotation>Sales Order>Delivery Note/Sales Invoice>Packing List>Sales Return>Transporter Request

4.1. Sales Quotation

The **Sales Quotation** module allows users to create and manage price offers for customers before a sale is finalized.

A quotation includes item details, pricing, taxes, terms, and validity. Once reviewed and approved by the customer, a quotation can be directly converted into a **Sales Order**, reducing manual entry and ensuring accuracy.

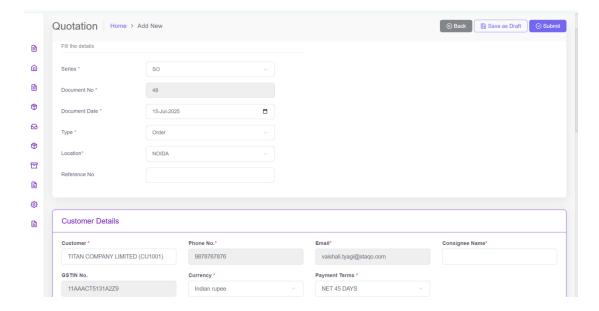
This module helps streamline the pre-sales process, maintain a record of customer negotiations, and supports version control if revisions are made.

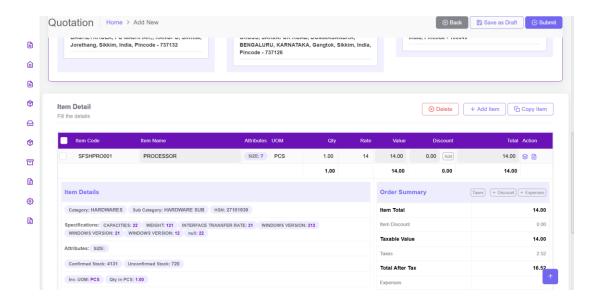
Navigation: Sales>Quotation>Create



Basic details to be filled for creating a sales quotation:

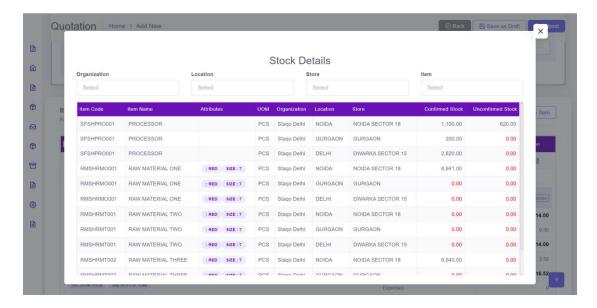
- User needs to enter series no., document no., doc. Date, type, location, reference no. (if required)
- User needs to provide customer details like phone no., email, consignee name, currency, payment terms
- After entering customer name other details will be auto populated
- User needs to enter item details
- User can add expense and discount as well
- User can delete or copy the items as well



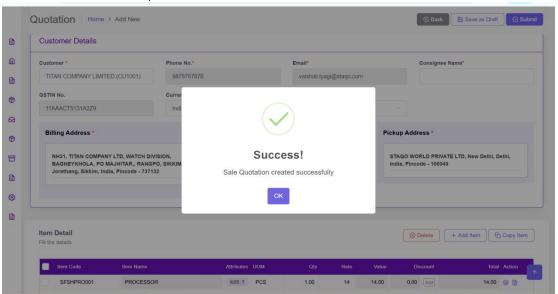


• Stock details are also available in **Item details: Action: Stocks icon** to validate the available stock according to location, store, org.



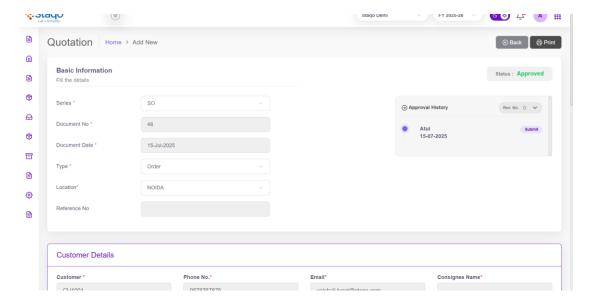


• Save or submit the quotation



Sales Quotation submitted successfully





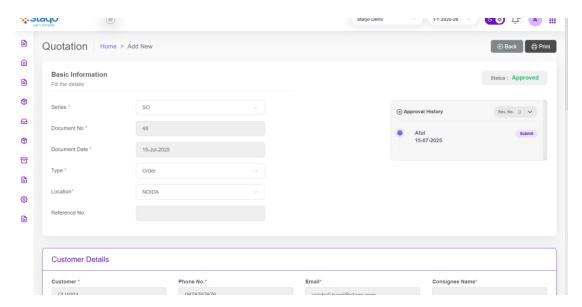
Sales Quotation submitted and approved successfully

Approval:

Approver's login:

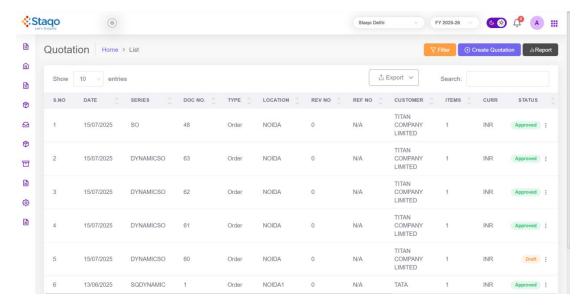
Navigate to: Sales>Approvals>Sales Quotation (if approval is required)

- Now user will be able to approve the transaction if Approver name is defined in series else it will be auto approved
- User will be able to print the transaction

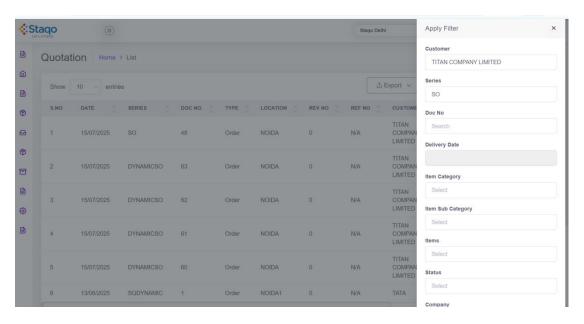


Sales Quotation status will be shown on listing page:
 Approved, draft, submitted, rejected



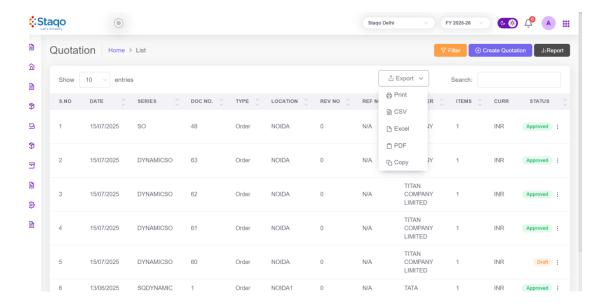


• Sales Quotation can be filtered by entering customer, series, doc no. etc



• Can be export to: Print, csv, excel, pdf, copy





4.2. Sales Order

The **Sales Order** module is used to capture confirmed customer orders based on approved quotations or direct entries.

It may also be created via Purchase Order Or Job Order of other organizations within a same company to easily maintain and deliver items to customer from different locations/ organizations where stock is available.

Sale Order includes item details, quantities, pricing, taxes, and schedules. The module ensures traceability from quotation to order fulfillment and supports multi-level approval workflows if required.

Navigation: Sales>Order>Create

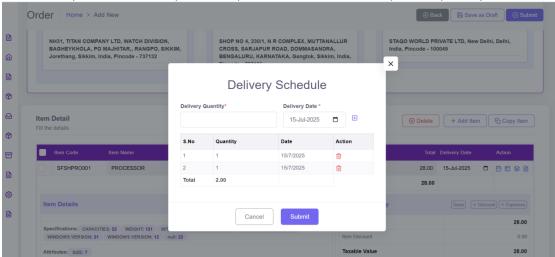
Basic details to be filled for creating a Sales Order:

- User needs to enter series no., document no., doc. Date, type, location, reference no. (if required), reference from (either **Quotation**, **Inter-Company PO**, **Inter-Company JO**)
- User needs to provide customer details like phone no., email, consignee name, currency, payment terms
- After entering customer name other details will be auto populated is customer is regular customer
- If customer is Cash customer Phone no., email, consignee name all these details has to be filled manually
- User needs to enter item details
- User can add expense and discount as well
- User can delete or copy the items as well
- User will be able to view or select the delivery date
- User will be able to upload the documents

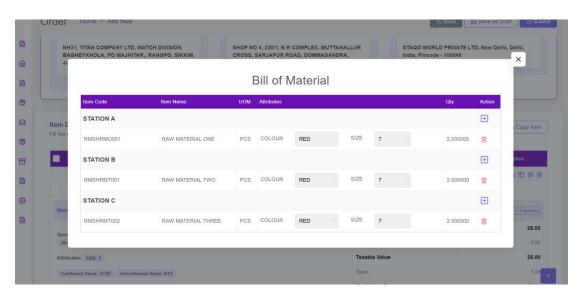


• Action Items:

Delivery schedule: multiple delivery dates can be entered as per the quantity

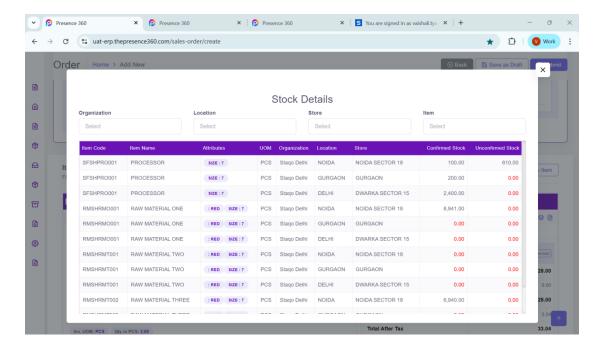


> BOM: user can view Bill of material at sales order creation page only

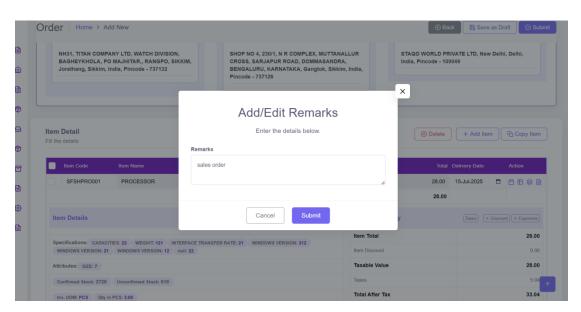


• Stocks: Stock details are also available in **Item details: Action: Stocks icon** to validate the available stock according to location, store, org.

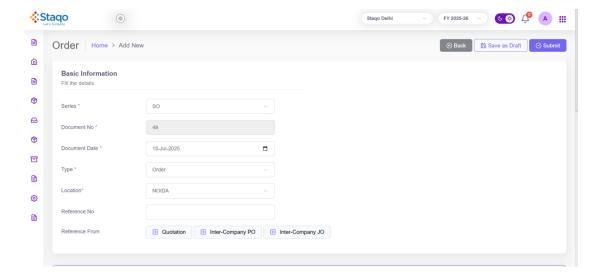


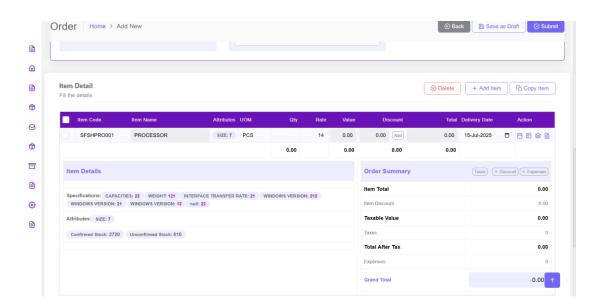


Remarks: user can add or edit remarks



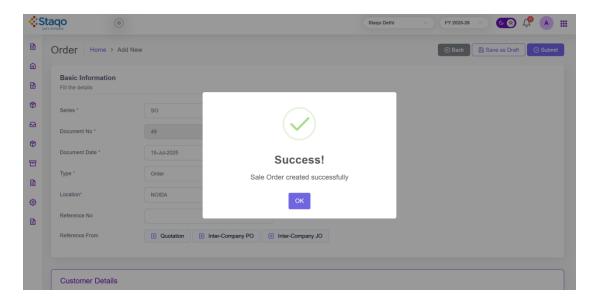




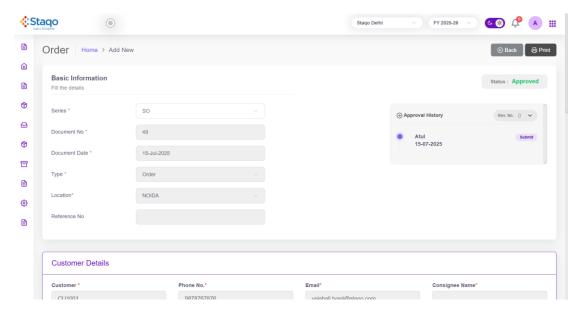


• Save or submit the sales order





Sales Order submitted successfully



Sales Order submitted and approved successfully

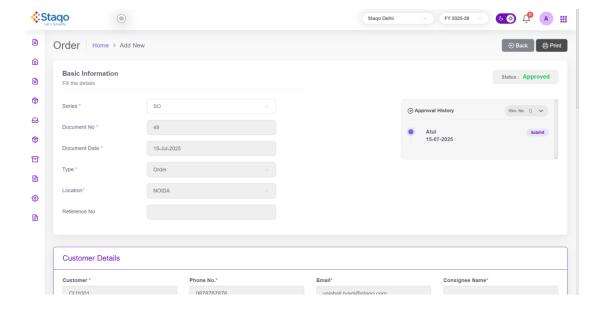
Approval:

Approver's login:

Navigate to: Sales>approvals>Sales Order(if approval is required)

- Now user will be able to approve the transaction if approver name is defined in series else it will be auto approved
- User will be able to print the transaction





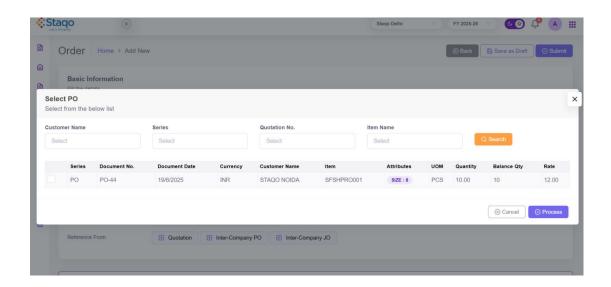
Create Sales order through Inter-Company PO

The Inter Company Purchase Order module manages internal procurement between two related organizations.

Here, the **vendor** represents another entity within the group structure. A Purchase Order is raised to request items from the supplying organization.

Upon receipt of goods, the ICPO can be easily converted into a **Sales Order**, allowing the requesting organization to fulfill customer demand efficiently.

This module enhances visibility, accountability, and simplifies inter-company supply chain transactions.



Create Sales order through Inter-Company JO



The Inter Company Job Order module facilitates internal production requests between organizations within the same group.

In this setup, the **vendor** specified in the Job Order refers to another organization entity in the system.

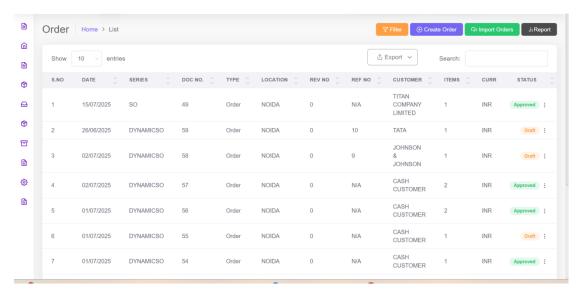
The requesting organization issues the Job Order to the supplying organization to produce and deliver specified items.

Once items are received, this Job Order can be directly pulled into a **Sales Order** for quick and accurate order processing.

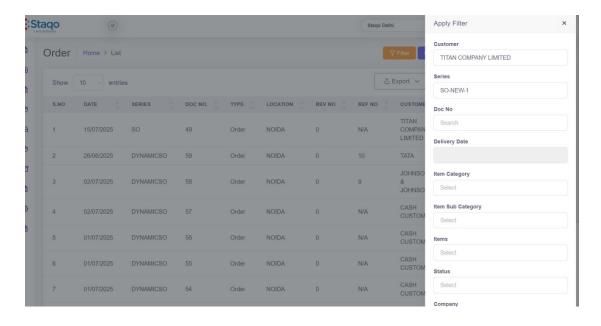
This module helps streamline internal coordination, production planning, and stock movement between business units.

Sales Order status will be shown on listing page:

Approved, draft, submitted, rejected,

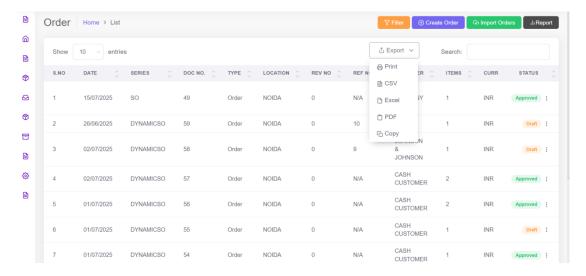


• Sales Order can be filtered by entering customer, series, doc no. etc

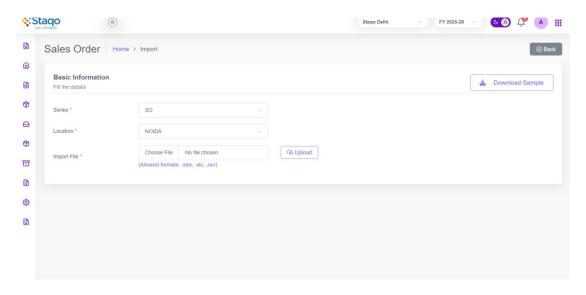




• Can be export to: Print, csv, excel, pdf, copy

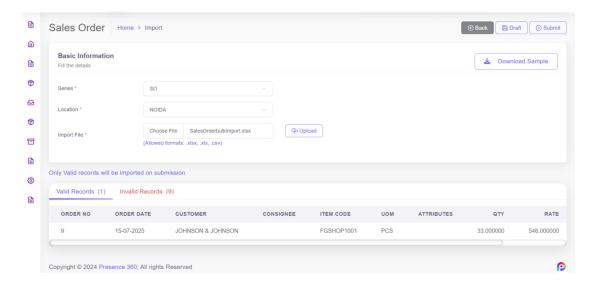


- Sales order>Import orders>click
- ➤ User can import the multiple SO from an excel sheet directly to import orders
- > User needs to select series, location, Import file (choose file) and click on upload
- User can also download the sample to import file

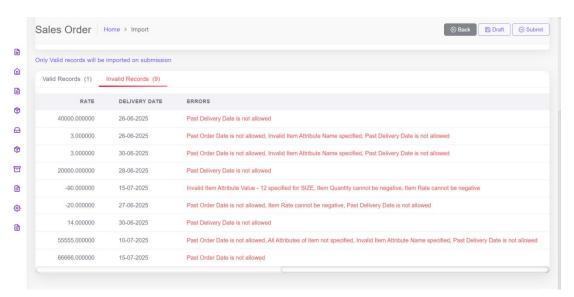


• File uploaded: with both valid and invalid records

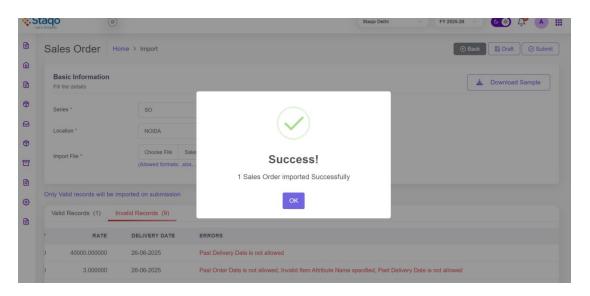




• Invalid records: for every invalid record there is a error message shown describing the error as per the rules



• User can submit or draft the valid record





Message will be shown that 1 sales order imported successfully

4.3. Delivery Note

A **Sales Delivery Note** (also called a Delivery Challan) is a document that goes along with the goods when they are shipped to the customer. It shows what products are being delivered, in what quantity, and to whom.

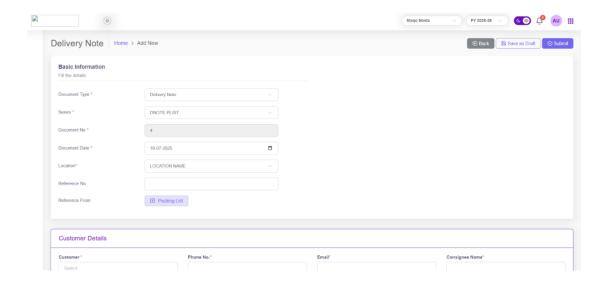
It acts as proof of delivery and helps the warehouse, delivery team, and customer confirm the items shipped.

Generally DN is created before sales Invoice is generated

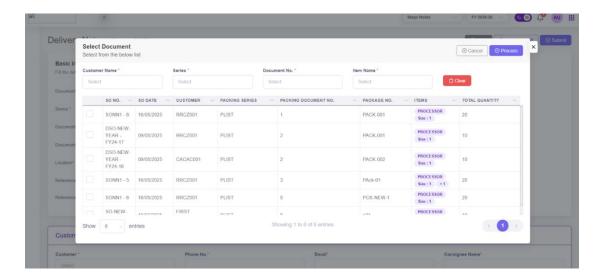
Navigation: Sales>Delivery Note>Create

Basic details to be filled for creating a Delivery Note:

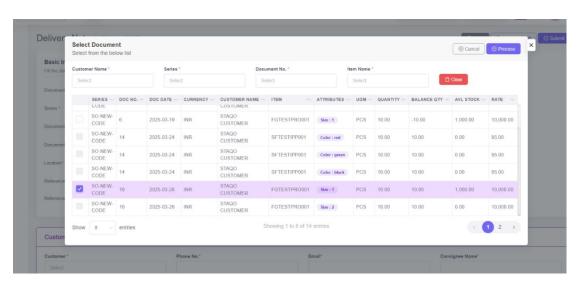
- User needs to enter series no., document no., doc. Date, doc. type, location, reference no. (if required), reference from (Sales Order, packing list) or direct DN
- User needs to provide customer details like phone no., email, consignee name, currency, payment terms if creating direct DN
- After entering customer name other details will be auto populated is customer is referenced from SO, packing list
- User needs to enter general information like transporter name, transport mode, vehichle no.
- User needs to enter item details
- User can add expense and discount as well
- User can delete the items as well
- User will be able to upload the documents





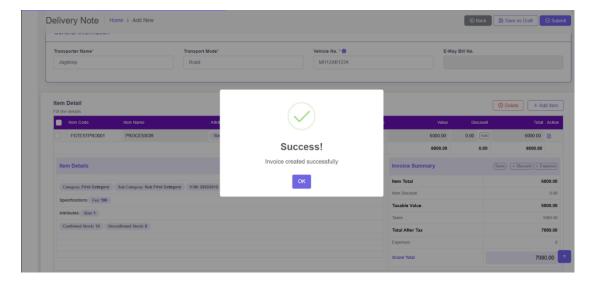


• Select any one and proceed, other details will be auto populated



• Save or submit the DN





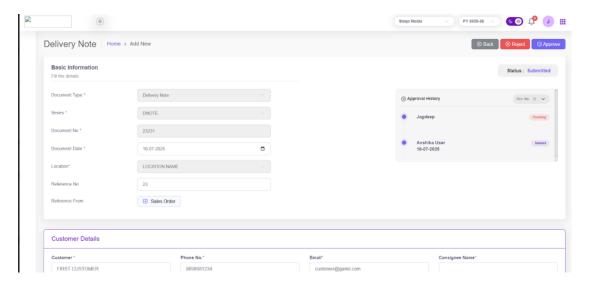
DN (Invoice) generated successfully

Approval:

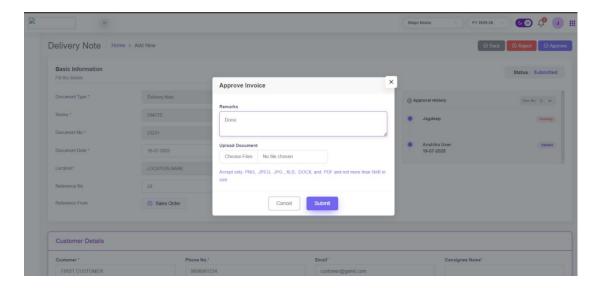
Approver's login:

Navigate to: Sales>approvals>DN(if approval is required)

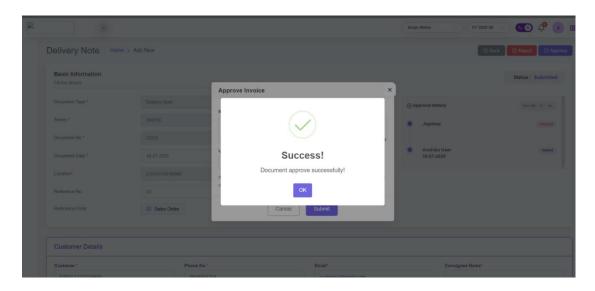
- Now user will be able to approve the transaction if approver name is defined in series else it will be auto approved
- User will be able to print the transaction
- User will be able to post the transaction







• User will be able to approve or reject the transaction by adding remarks and document

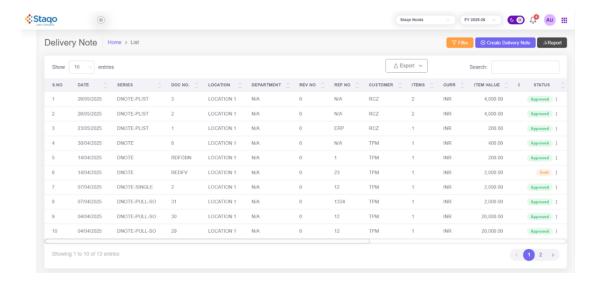


Transaction approved successfully

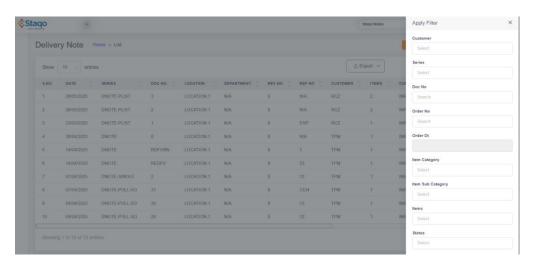
• Delivery Note status will be shown on listing page:

Approved, draft, submitted, rejected, Posted

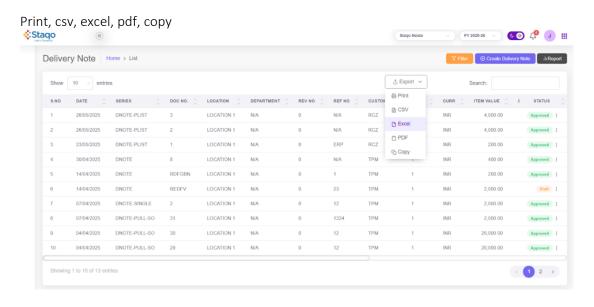




• Delivery Note can be filtered by entering customer, series, doc no. Etc.



• Can be export to:





4.4. Sales Invoice

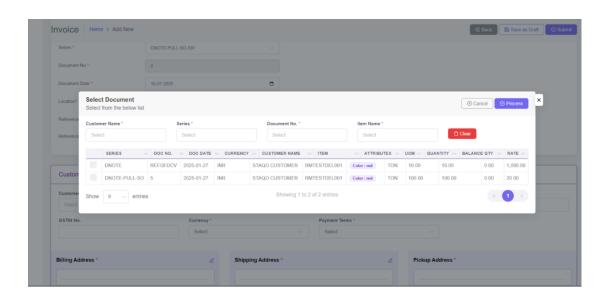
A **Sales Invoice** is a document that you send to the customer to request payment for the goods or services you've sold and delivered. It is the final step in the sales process after a **Sales Order** and **Delivery Note**.

The invoice includes all the details of the transaction — such as what was sold, how much it cost, taxes, and when payment is due.

Navigation: Sales>Sales Invoice>Create

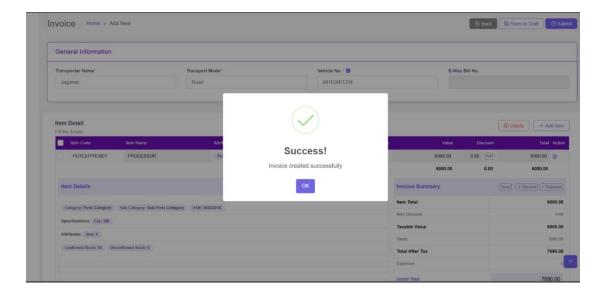
Basic details to be filled for creating a Sales Invoice:

- User needs to enter series no., document no., doc. Date, doc. type, location, reference no. (if required), reference from (DN) or direct SI
- User needs to provide customer details like phone no., email, consignee name, currency, payment terms if creating direct SI
- After entering customer name other details will be auto populated is customer is referenced from DN
- User needs to enter general information like transporter name, transport mode, vehichle no.
- User needs to enter item details
- User can add expense and discount as well
- User can delete the items as well
- User will be able to upload the documents



- Select any one and proceed, other details will be auto populated
- Save or submit the SI





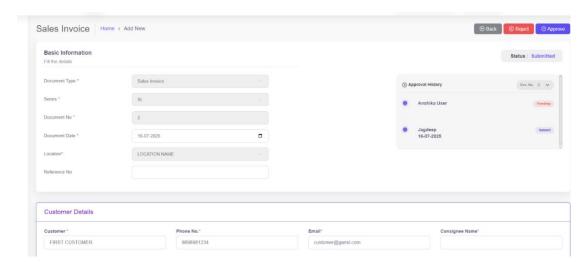
• SI submitted Successfully

Approval:

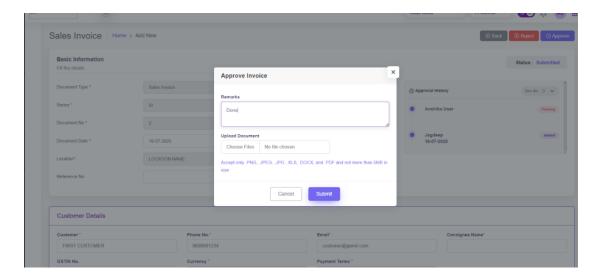
Approver's login:

Navigate to: Sales>approvals>SI (if approval is required)

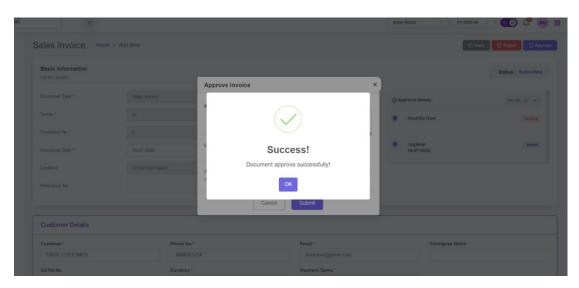
- Now user will be able to approve the transaction if approver name is defined in series else it will be auto approved
- User will be able to print the transaction
- User will be able to post the transaction







• User will be able to approve or reject the transaction by adding remarks and document

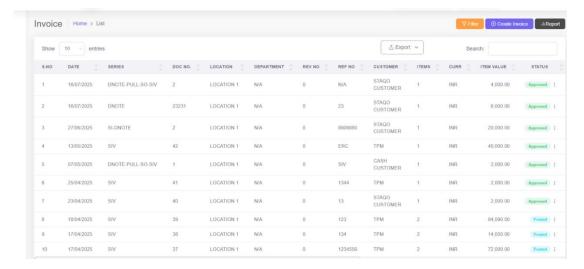


Transaction approved successfully

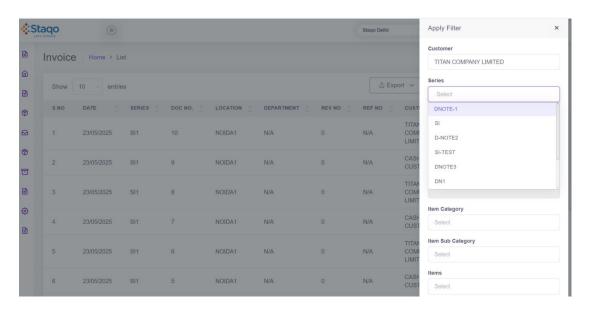
• Sales Invoice status will be shown on listing page:

Approved, draft, submitted, rejected, Posted

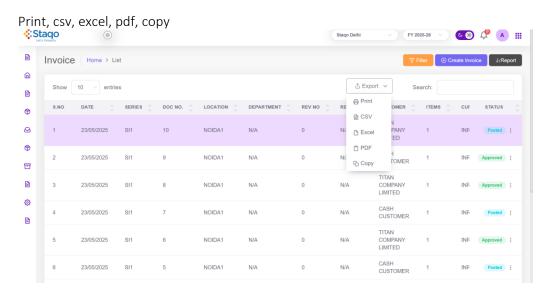




• Sales Invoice can be filtered by entering customer, series, doc no. Etc.



• Can be export to:





4.5. Pick List

The **Pick List** module is used to move selected items from the **main store** to the **staging store** (picking area) in preparation for dispatch or further processing.

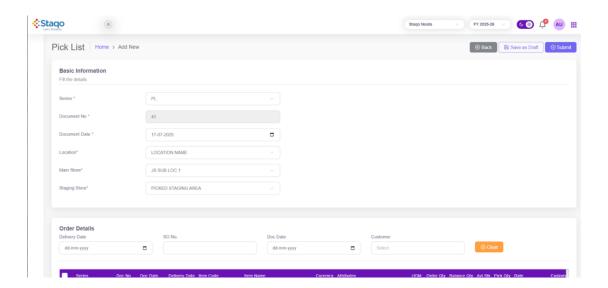
Users can choose specific items and quantities to be picked, and the system facilitates **stock reservation** to prevent over-allocation.

This ensures that reserved stock is dedicated for the intended order or purpose. The module also supports **multi-level approval workflows**, ensuring proper control and traceability of inventory movements within the warehouse.

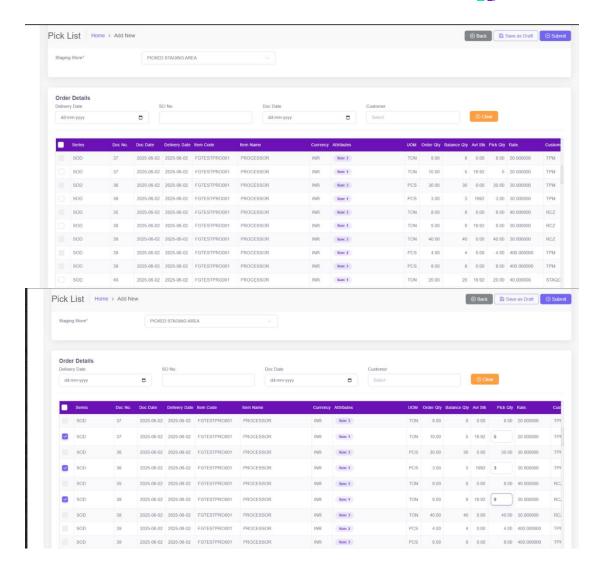
Navigation: Sales>Pick List>Create

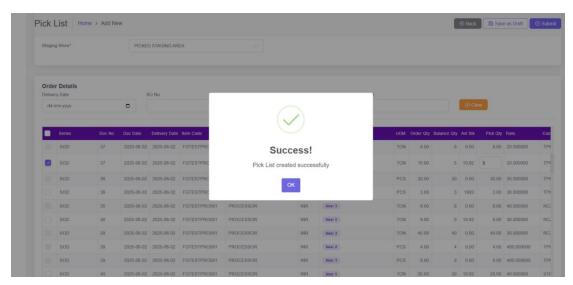
Basic details to be filled for creating a Pick List:

- User needs to enter series no., document no., doc. Date, location, main store, staging store
- User needs to add pick list details like Series to select, document no., doc. Date, delivery
 date, Item code, item name, currency, attributes, pick qty., rate, balance qty.,package
 no., etc. and proceed by clicking on submit.









Pick List created successfully

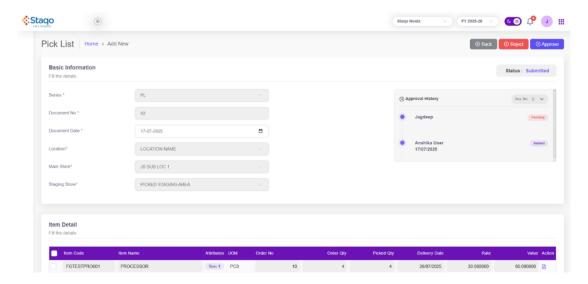
Approval:



Approver's login:

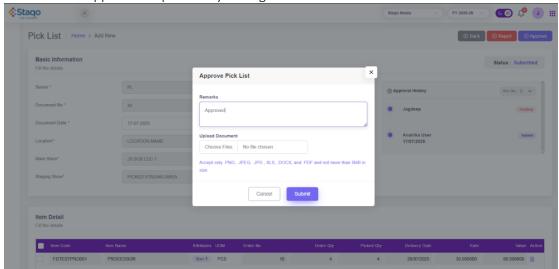
Navigate to: Sales>Approvals>Pick list (if approval is required)

• Now user will be able to approve the transaction if approver name is defined in series else it will be auto approved

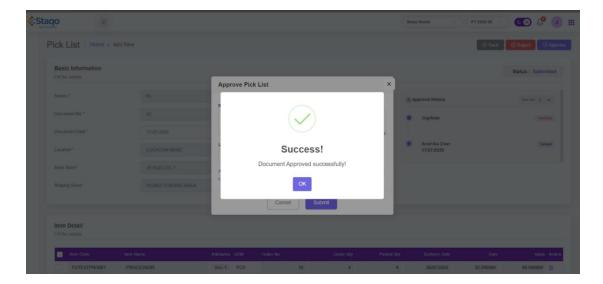


• User can approve or reject the transaction request

User can approve the pick list by adding remarks and documents

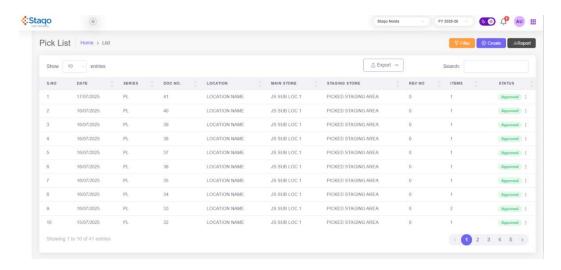






- Pick List approved successfully
- Pick List status will be shown on listing page:

Approved, draft, submitted, rejected



4.6. Packing List

The **Packing List** module is used to manage the physical bundling of items for dispatch or storage. Once items are ready for shipment, users can create a packing list to specify how much quantity of each item is packed in each **bundle** or **package**.

Upon creation, the item stock is transferred from the main store to the **packing store**, bundle-wise, ensuring accurate tracking of packed inventory.

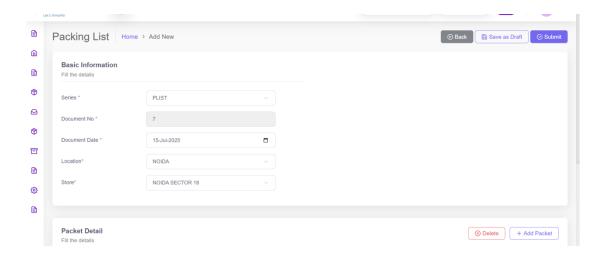
This module helps in organizing dispatches, managing bundle-level traceability, and preparing documentation for transport and customer delivery.

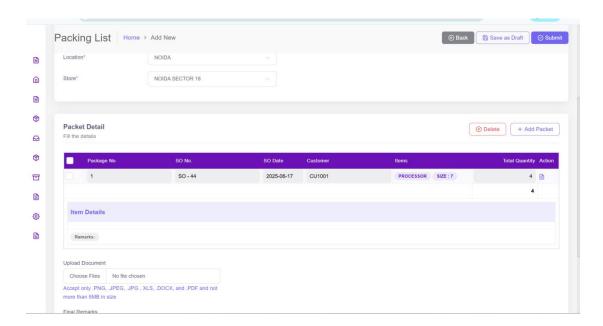


Navigation: Sales>Packing List>Create

Basic details to be filled for creating a Packing List:

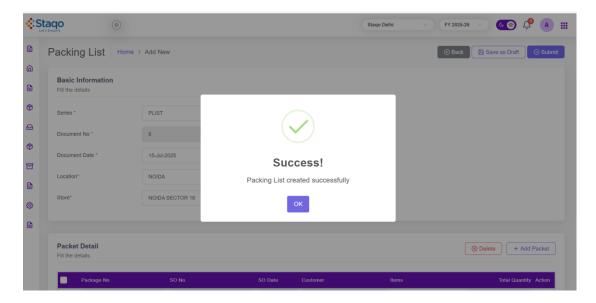
- User needs to enter series no., document no., doc. Date, Store
- User needs to add packets with SO no., SO date, Customer, Items, package no., and select the item details and proceed by clicking on submit
- User can add remarks
- User can delete the packets as well
- User will be able to upload the documents



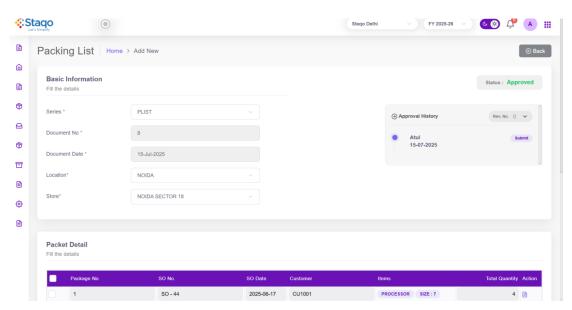


Save or submit the Packing list





Packing list submitted successfully



Packing list submitted and approved successfully

Approval:

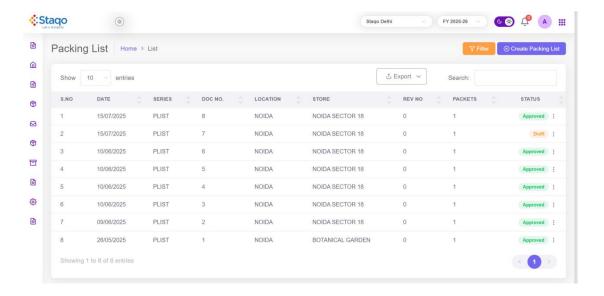
Approver's login:

Navigate to: Sales>approvals>Packing list (if approval is required)

- Now user will be able to approve the transaction if approver name is defined in series else it will be auto approved
- Packing List status will be shown on listing page:

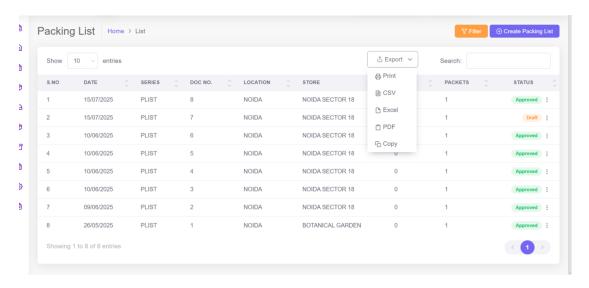
Approved, draft, submitted, rejected





• Can be export to:

Print, csv, excel, pdf, copy



4.7. Transporter Request

The **Transporter Request** module facilitates the bidding and assignment of transportation tasks between **Requesters** and **Transporters**.

Requesters can initiate a **bid request** by specifying the items to be transported, along with source and destination locations and preferred transport type.



This bid is then sent to registered transporters, who can view the request and place their bids. The requester selects the most suitable bid, after which the chosen transporter has the option to **accept** or **reject** the request.

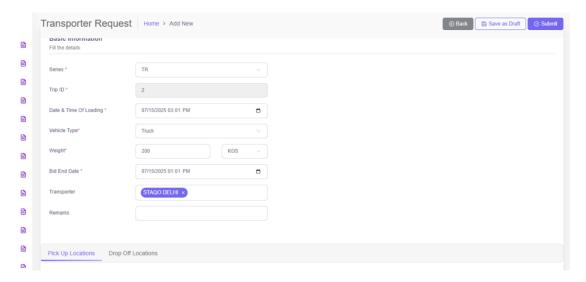
If accepted, the bid is marked as closed; if rejected, the bid is reopened for others. Additionally, if no transporter responds before the bid's expiry, it is automatically marked as expired. This module streamlines transport planning, enhances vendor communication, and ensures transparent selection through competitive bidding.

Create new transporter request

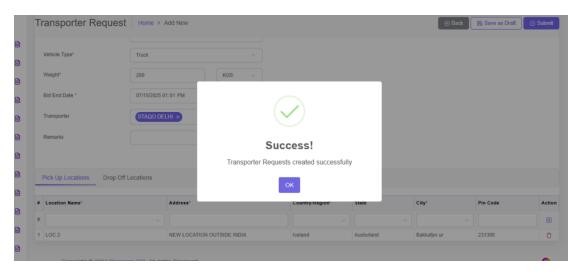
Navigation: Sales>transporter request>Create

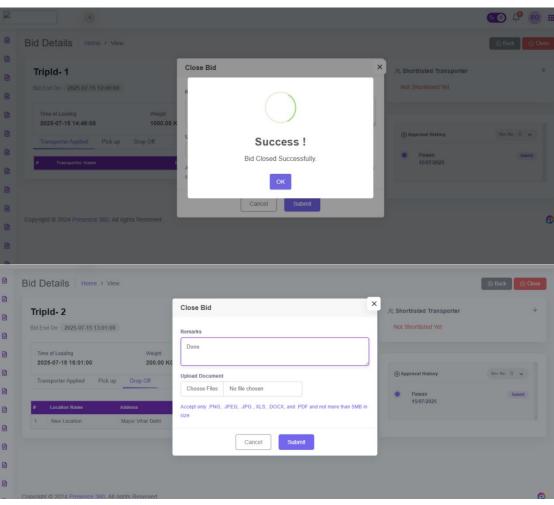
Basic details to be filled for creating a transporter request :

- User needs to enter series no., Trip ID, Date and time of loading, vehicle type, weight, Bid end date, Transporter, Remarks
- User needs to provide Pick up locations and Drop off locations with proper details like location name, address, country/region, state, city, pin code, action.

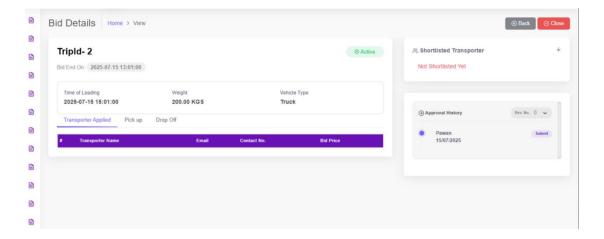












4.8. Sales Return

A **Sales Return** happens when a customer sends back goods they previously purchased. This can happen for several reasons, such as damaged products, wrong items delivered, or quality issues.

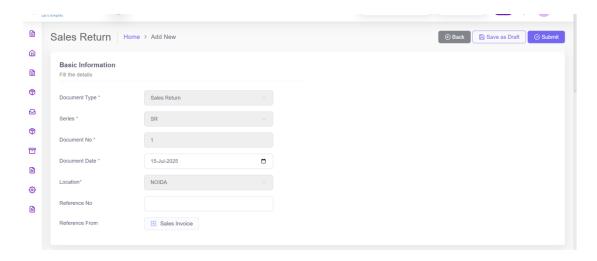
The Sales Return process helps you record returned items, adjust stock levels, and update customer accounts — either by issuing a refund or credit note.

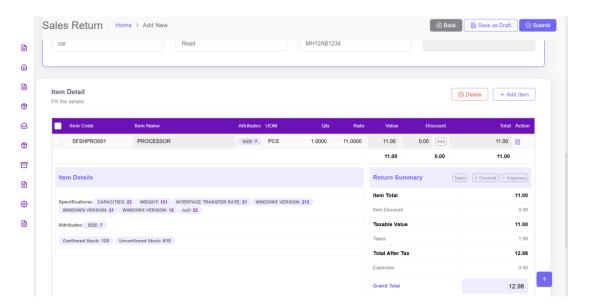
Navigation: Sales>Sales Return>Create

Basic details to be filled for creating a Sales return:

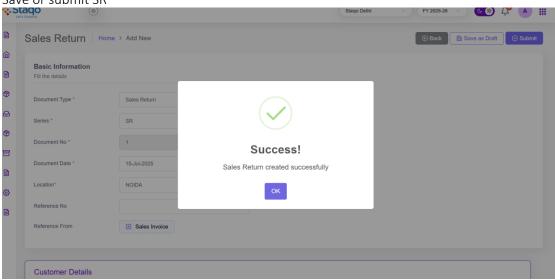
- User needs to enter series no., document no., doc. Date, doc. type, location, reference no. (if required), reference from (SI) or direct SR
- User needs to provide customer details like currency, consignee name, payment terms if creating direct SR
- After entering customer name other details will be auto populated is customer is referenced from SI
- User needs to enter general information like transporter name, transport mode, vehichle no.
- User needs to enter item details
- User can add expense and discount as well
- User can delete the items as well
- User will be able to upload the documents





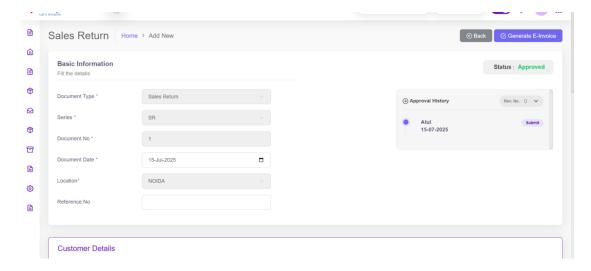


Save or submit SR



SR submitted successfully





SR submitted and approved successfully

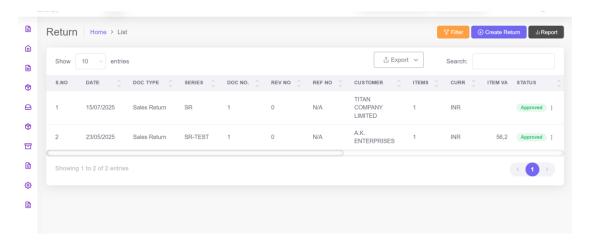
Approval:

Approver's login:

Navigate to: Sales>approvals>Sales Return (if approval is required)

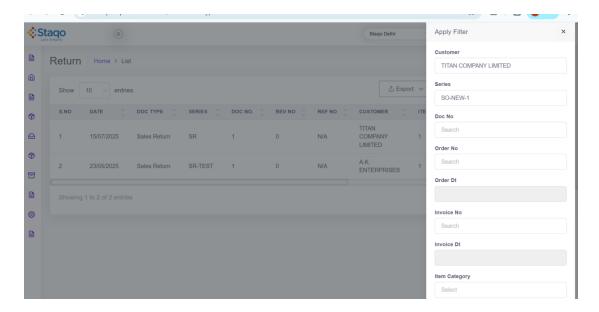
- Now user will be able to approve the transaction if Approver name is defined in series else it will be auto approved
- User will be able to generate Invoice
- Sales Return status will be shown on listing page:

Approved, draft, submitted, rejected



• Sales Return can be filtered by entering customer, series, doc no. etc





• Can be export to:

Print, csv, excel, pdf, copy

