



**UTILITYSTORES**

# DIGITAL TRANSFORMATION MANUAL

**SUPPLY CHAIN MANAGEMENT**

**Prepared by:** USC, IT Department, Head Office, Islamabad

**2022 USC -** Enterprise Resource Planning (ERP)

USC, IT Department prepared the manual to guide staff and implementing partners regarding ERP implementation.

Suggestions and feedback can be sent to:

**USC, IT Department:** [suggestions.it@usc.org.pk](mailto:suggestions.it@usc.org.pk)



**UTILITY STORES**

معیاری اشیاء... مناسب دام

DIGITAL TRANSFORMATION

**SUPPLY CHAIN MANAGEMENT**

Utility Stores Corporation of Pakistan



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## Introducing Utility Stores Corporation of Pakistan (USC)

USC is committed to provide clean, graded, hygienically fit, unadulterated genuine food and non-food items to the public and specially to the marginalised segments of the society, at comparatively cheaper rates than the market. USC aims to offer public a pleasant environment of mutual confidence while making their purchases. USC is committed towards its obligation to provide economic relief to the public by playing its role as a price moderator and deterrent to profiteering, hoarding and black-marketing.

معیاری اشیاء...  
مناسب دام

# Message from General Manager, IT

Welcome to Information Technology Department at USC. Information Technology department take its pride in successfully establishing the largest IT infrastructure of the largest Retail chain of the country. Information Technology Department is providing proactive and collaborative approach to deliver innovative, reliable, and sustainable technologies that optimize satisfaction and desired outcomes.

In support of our mission, the intention of Information Technology department is to support the business operations of Utility Stores Corporation in following ways:

- ▶ Facilitate business objectives as quickly, cost-effectively and securely as possible
- ▶ Enhance the existing technology infrastructure.
- ▶ Explore and encourage the creative and innovative use of technology.
- ▶ Deliver services and solutions that enable a quality user experience.
- ▶ Increase effectiveness and efficiency through the use of technology.
- ▶ Align technological resources including equipment, personnel, and budget with organisational priorities and initiatives.



Shakeel Ahmed  
General Manager – IT  
Utility Stores Corporation of Pakistan

# Enterprise Resource Planning (ERP) Implementation in USC

ERP is an integrated process of business management in real time by software and technology. ERP is considered to be a software of integrated applications for collecting, storing, managing, and interpreting data from various business activities including Warehousing, Human Resource Management, Procurement, Inventory Management, Sales Operations and Financial Management etc.

ERP system in USC provides an integrated and constantly updated view of core business processes by using database management system.

The system handles information flow between all business functions and stakeholders.

One of the objectives of ERP implementation is to know real time information about business processes. The ERP implementation:

- ▶ Makes the whole business processes efficient by streamlining processes.
- ▶ Provides a unified system which will minimize labour and training costs.
- ▶ Enables greater visibility into critical parts of the business including procurement, sales, operations and inventory management.
- ▶ Facilitates planning and forecasting through improved data and analytics for calculated decision-making.
- ▶ Offers better compliance and security through fine-grained control of user rights and standard workflows.
- ▶ ERP system brings more transparency and accountability along with ease of doing business.



# How to Operate Supply Chain Management

Follow these steps to Operate warehouse inventories:

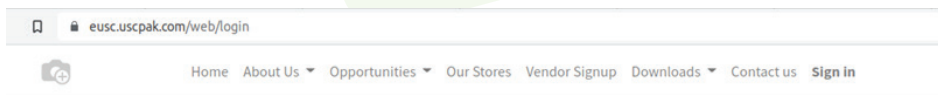
## Step 001. Open the Browser in the computer



It is advisable to use Google Chrome for an error-free experience.

## Step 002. Enter the Web-based Application Address

Type `eusc.uscpak.com/web/login` in address bar of browser (Google Chrome) as can be seen in the screenshot.



## Step 003. Enter User ID and Password

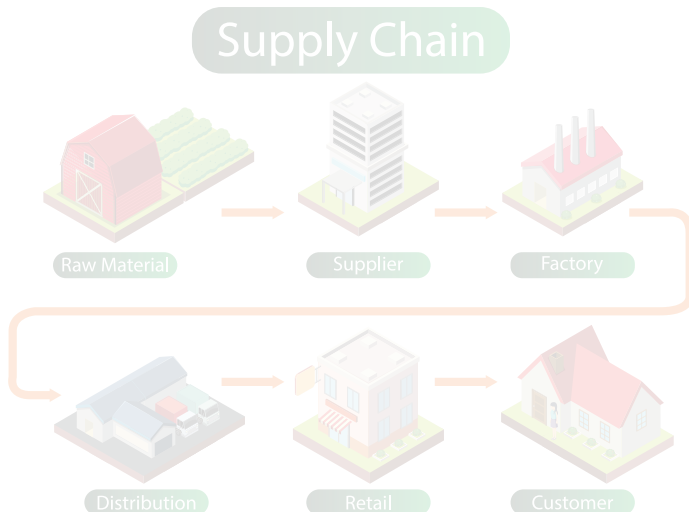
Please do not share your ID or password with anyone else for privacy concerns

Email

Password

[Don't have an account?](#) [Reset Password](#)

## Click on Login Button



# Demand of Warehouse

## Demand Requisition

**Step 001.** Login with the warehouse in-charge credential. Navigate to **Demand Requisition**. Now click on the **“Create”** button as shown in the screenshot below.

The screenshot shows the 'Demand Requisition' interface. At the top, there is a purple header with a menu icon, the title 'Demand Requisition', and two tabs: 'Demand' and 'Internal Demand'. Below the header, the title 'Demand Requisition' is repeated. A green 'CREATE' button is visible. Below the button is a table with the following data:

<input type="checkbox"/>	Demand No	Demand Da...	Supplier
<input type="checkbox"/>	D0044-D0254-R0296	14/10/2021	000045-EASTERN PRODUCTS (PVT.) LI...

**Step 002.** After click on **“Create”**, button form will be open in new window. Populate the following form fields as shown in the screenshot:

1. Stock Required Date
2. Department (It should be Branded Zone/Procurement Etc in this case)
3. Supplier
4. Warehouse

The screenshot shows the 'Demand Requisition' form fields. The fields are:

Demand No	New	Warehouse	W-ISB-Warehouse I-10
Demand Date	14/10/2021	Zone	Islamabad
Stock Required Date	21/10/2021	Region	Islamabad R
Department	Branded Zone	Warehouse Section	Branded Goods (BG)
Supplier	000045-EASTERN PRODUCTS (PVT.) LIM	Submit Date	Branded Goods (BG)
Manual Reference		Approve Date	
Total Items	0	Post Date	
		Supply Order	

**Step 003.** Now click on **“CREATE LINES”** button to add the product based on selected department, supplier and Warehouse Section. Product can be add one by one.

CREATE LINES

Items

1-40 / 105 < >

Product	Qty	Qty AD	AQ-WH	AQ-Stores	VQ-WH	Packing	Unit Qty	Price
[0100613315] Chicken...	0.00	182.00	1,910.00	0.00	16,094.00	72.00	0.00	100.00
[0100613321] Lahori F...	0.00	251.00	1,190.00	0.00	2,990.00	72.00	0.00	100.00
[0100713269] Luckno...	10.00	190.00	620.00	0.00	620.00	72.00	720.00	45.00

**Step 004.** Now add quantity of products as shown in the screenshot below.

CREATE LINES

Items

1-40 / 105 < >

Product	Qty	Qty AD	AQ-WH	AQ-Stores	VQ-WH	Packing	Unit Qty	Price
[0100613315] Chicken Tik...	10.00	182.00	1,910.00	0.00	16,094.00	72.00	720.00	100.00
[0100613321] Lahori Fish ...	10.00	251.00	1,190.00	0.00	2,990.00	72.00	720.00	100.00
[0100713269] Lucknowi Bl...	10.00	190.00	620.00	0.00	620.00	72.00	720.00	45.00
[0100713270] Bombay Blr...	0.00	139.00	0.00	0.00	0.00	72.00	0.00	47.63

**Step 005.** After added products to click on **“SAVE”** button to save demand record as shown in the screenshot.

**Demand Requisition** Demand Internal Demand

Demand Requisition / New

SAVE DISCARD

SUBMIT CANCEL

Demand No New

Demand Date 14/10/2021

Stock Required Date 21/10/2021

**Step 006.** Now click on the **“SUBMIT”** button. It will delete those product lines having demanded quantity zero as shown in the screenshot.

Demand Requisition / New

EDIT CREATE Print Action

SUBMIT CANCEL DRAFT SUBMIT RE

Demand No New Warehouse W-ISB-W

Demand Date 14/10/2021 Zone Islamabad

Stock Required Date 21/10/2021 Region Islamabad

**Step 007.** Login to the system using Regional Manger credentials. Navigate to **Demand Requisition** and open the record that created on Step 005. After that click on **“MOVE FORWARD”** button to forward the request to the Zone Manager.

**Demand Requisition** Demand Internal Demand Ware

Demand Requisition / D0045-D0256-R0298

EDIT CREATE Print Action

TURN TO DRAFT MOVE FORWARD... CANCEL

Demand No	D0045-D0256-R0298	W
Demand Date	14/10/2021	Z
Stock Required Date	21/10/2021	R

**Step 008.** Now login to the system using Zone Manger credentials. Navigate to Demand Requisition. Open the record that created on Step 005 and click on **“MOVE FORWARD”** button to approve the demand request.

**Demand Requisition** Demand Internal Demand Warehouse New POS Prices

Demand Requisition / D0045-D0256-R0298

EDIT CREATE Print Action

MOVE FORWARD... CANCEL DRAFT SUBMIT

Demand No	D0045-D0256-R0298	Warehouse	W-ISI
Demand Date	14/10/2021	Zone	Islam
Stock Required Date	21/10/2021	Region	Islam

**Step 009.** Click on the **“POST”** button to send a request to the supplier as shown in the screenshot below.

**Demand Requisition** Demand Internal Demand Warehouse

Demand Requisition / D0045-D0256-R0298

EDIT CREATE Print Action

POST CANCEL DR

Demand No	D0045-D0256-R0298	Warehouse	Islam
Demand Date	14/10/2021	Zone	Islam

Step 0010. Click on "GENERATE PO" button, PO will be generated against the demand request.

Demand Requisition / D0045-D0256-R0298

EDIT CREATE Print

GENERATE PO CANCEL DRAFT SUBMIT RE

Demand No D0045-D0256-R0298 Warehouse W-ISB

Draft PO

CREATE

All RFQs	3 To Send	0 Waiting
My RFQs	0	0

Reference Vendor

☆ PO0111-D0228-R00... SAF ENTERPRISES LIMITED (REGULAR)

Step 0011.1. After click on "Create", button form will be open in new window. Populate the following form fields as shown in screenshot:

1. Stock Required Date
2. Department (It should be Procurement in this case)
3. Supplier
4. Warehouse
5. Warehouse Section

Draft Order

☆ New

Purchase Order Type	Saleable Items	Order Deadline	12/13/2021 12:56:06
Demand No		Receipt Date	No On-time Delivery Data
Vendor	001471-HARIS INTERNATIONAL	PO Date	12/13/2021
Vendor Reference		PO Expiry	01/12/2022
Manual Reference		Demand Date	
Combine?	<input type="checkbox"/>	Department	Procurement
Zone	Islamabad	Warehouse Section	Branded Goods (BG)
Region	Islamabad		

Step 0011.2. Now click on **“CREATE LINES”** button to add the product based on selected department and Warehouse Section. Product can be add one by one as shown in the screenshot.

**CREATE LINES**

Products | Other information

Product	Quantity Pack	Packing	Quantity	Unit Price	Taxes	Subtotal
[0100507037] Masoor Whole 1 Kg	0.00	1.00	1.00	129.00	Tax 15.00%	129.00 Rs.
[100 01] Dal Chana B/G 1 Kg	0.00	1.00	1.00	137.25	Tax 15.00%	137.25 Rs.

[Add a product](#) [Add a section](#) [Add a note](#)

Step 0011.3. Add quantity of products as shown in the screenshot

**CREATE LINES**

Products | Other information

Product	Quantity Pack	Packing	Quantity	Unit Price	Taxes	Subtotal
[0100507037] Masoor Whole 1 Kg	200.00	1.00	200.00	129.00	Tax 15.00%	25,800.00 Rs.
[100507001] Dal Chana B/G 1 Kg	500	1.00	500.00	137.25	Tax 15.00%	68,625.00 Rs.

Step 0011.4. Click on the **“Confirm Order”** button.

Draft PO / PO0112-D0003-R0099

**SAVE** DISCARD

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**SEND BY EMAIL** **PRINT DRAFT PO** **CONFIRM ORDER** **CANCEL**

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**Draft Order**



# Store Demand towards Warehouse

## Internal Demand

Step 001. Login with the warehouse in-charge credential and then click on the Internal Demand Button.

The screenshot shows the top navigation bar with a hamburger menu icon, the title "Demand Requisition", and two tabs: "Demand" and "Internal Demand". Below the header is a sub-header "Demand Requisition" and a "CREATE" button with a download icon.

<input type="checkbox"/>	Demand No	Demand Date	Supplier
<input type="checkbox"/>	D3777-D0100-R0918	10/25/2022	

Step 002. Click on the Demand Requisition Application. Now click on the "Create" button as shown in the screenshot.

## Internal Transfer Demand

**CREATE**

<input type="checkbox"/>	Demand No	Demand Date	Warehouse
<input type="checkbox"/>	New	09/29/2021	W-MAN-Warehouse - Mansel
<input type="checkbox"/>	New	10/01/2021	W-JHE-Warehouse - Jhelum
<input type="checkbox"/>	New	10/04/2021	W-JHE-Warehouse - Jhelum

Step 003. After click on the "Create" button form will open in a new window. Populate the following form fields as shown in the screenshot.

1. Stock Required Date
2. Supplier
3. Warehouse Section

The screenshot shows a form with the following fields and values:

Demand No	New	Store	ID-1002-Islamabad R
Demand Date	09/26/2021	Warehouse	W-ISB-Warehouse I-10
Required Date	10/06/2021	Zone	Islamabad
Supplier		Region	Islamabad
Warehouse Section	Branded Goods (BG)	Total Items	0
		Delivery	
		Move Ref.	

**Step 004.** Now click on the “CREATE LINES” button to add the product based on selected department, supplier and Warehouse Section. The product can be add one by

CREATE LINES

Items

1-40 / 105 < >

Product	Qty	Qty AD	AQ-WH	AQ-Stores	VQ-WH	Packing	Unit Qty	Price	
[0100613315] Chicken...	0.00	182.00	1,910.00	0.00	16,094.00	72.00	0.00	100.00	🗑
[0100613321] Lahori F...	0.00	251.00	1,190.00	0.00	2,990.00	72.00	0.00	100.00	🗑
[0100713269] Luckno...	10.00	190.00	620.00	0.00	620.00	72.00	720.00	45.00	🗑

**Step 005.** Now add a number of products as shown in the screenshot.

Product	Qty	AQ-WH	AQ-Store
[0100613315] Chicken Tikka Masala 100 Gm	200.00	0.00	0.00
[0100613321] Lahori Fish Masala 100 Gm	0.00	0.00	13.00
[0100713269] Lucknowi Biryani Masala 60 Gm	500	0.00	-48.00
[0100713270] Bombay Biryani Masala 65 Gm	0.00	0.00	-7.00

**Step 006.** Click on the “SAVE” button to save demanded record as shown in the screenshot.

☰ Demand Requisition Demand Internal Demand

Demand Requisition / New

SAVE DISCARD

SUBMIT CANCEL

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Demand No New

Demand Date 14/10/2021

Stock Required Date 21/10/2021

**Step 007.** Click on the “SUBMIT” button. It will delete those product lines having demanded quantity zero as shown in the screenshot.



Internal Transfer Demand / New

SAVE DISCARD

SUBMIT CANCEL

Demand No	New
Demand Date	12/13/2021
Required Date	12/13/2021

Step 008. Click on the "Approve" button.

Internal Transfer Demand / T0014-ST0002

EDIT CREATE

APPROVE CANCEL

Step 009. Click on the "Post" button to post.

Internal Transfer Demand / T0013-ST0001

EDIT CREATE

POST CANCEL

Step 0010. Login into the system using Warehouse In-charge credentials. Click on the Demand Requisition then "Internal Demand" menu and click on those demands, which are "Post" as shown in the screenshot below.

Post (428)					3,895	294,205,110.00	1-80 / 428
<input type="checkbox"/>	T0154-ST0006	11/23/2021	W-5B-Warehouse f-10	ID-1057-Islamabad R	11	136,790.00	Post
<input type="checkbox"/>	T0064-ST0003	11/26/2021	W-5B-Warehouse f-10	ID-1061-Islamabad R	10	191,336.00	Post
<input type="checkbox"/>	T0166-ST0012	11/22/2021	W-5B-Warehouse f-10	ID-1001-Islamabad R	1	184,000.00	Post
<input type="checkbox"/>	T0011-ST0008	11/24/2021	W-5B-Warehouse f-10	ID-1065-Islamabad R	0	0.00	Post
<input type="checkbox"/>	T0012-ST0009	11/22/2021	W-5B-Warehouse f-10	ID-1065-Islamabad R	0	0.00	Post
<input type="checkbox"/>	T0136-ST0004	11/28/2021	W-5B-Warehouse f-10	ID-1061-Islamabad R	4	371,400.00	Post
<input type="checkbox"/>	T0053-ST0014	11/22/2021	W-5B-Warehouse f-10	ID-1065-Islamabad R	7	562,680.00	Post
<input type="checkbox"/>	T0137-ST0005	11/28/2021	W-5B-Warehouse f-10	ID-1061-Islamabad R	1	159,200.00	Post
<input type="checkbox"/>	T0153-ST0005	11/22/2021	W-5B-Warehouse f-10	ID-1057-Islamabad R	1	184,000.00	Post

**Step 0011.** Click on demand and the demand will follow as shown:

Internal Transfer Demand / T0154-ST0006

EDIT CREATE Action 1 / 80

GENERATE TRANSFER DRAFT SUBMIT APPROVE POST

Demand No	T0154-ST0006	Store	ID-1057-Islamabad R
Demand Date	11/23/2021	Warehouse	W-ISB-Warehouse I-10
Required Date	11/30/2021	Zone	Islamabad
Supplier	000000000-Utility Stores Corporation of Pakistan	Region	Islamabad
Warehouse Section	Branded Goods (BG)	Total Items	11
		Delivery	
		Move Ref.	

Items	Qty	AQ-WH	AQ-Store
[0300312001] Tehwar Red Chillies Pdr 200 Gm (Own Brand)	150.00	2.00	\$3.00

**Step 0013.** After clicking on the **“Generate Transfer”** button, an SDN will be generated as shown in the screenshot.

region Islamabad

Total Items 2

Delivery SDN-2021-3-4-0003

Move Ref.

**Step 0014.** Now click on the **“SDN”** and a form will open as shown in the screenshot.

☆ SDN-2021-3-4-0132

Contact Manual Scheduled Date 11/28/2021 08:06:06

Receipt Type Manual Source Document

Operation Type Warehouse I-10: Internal Transfers Transporter Name

Source Location W-ISB/Stock

Destination Location W-ISB/Stock/ID-1078-3-4-75(Islamabad Region)

Manual Reference BG SDN-101814

**Step 0015.** Click **“Mark as TODO”** button.

EDIT CREATE

MARK AS TODO SCRAP CANCEL

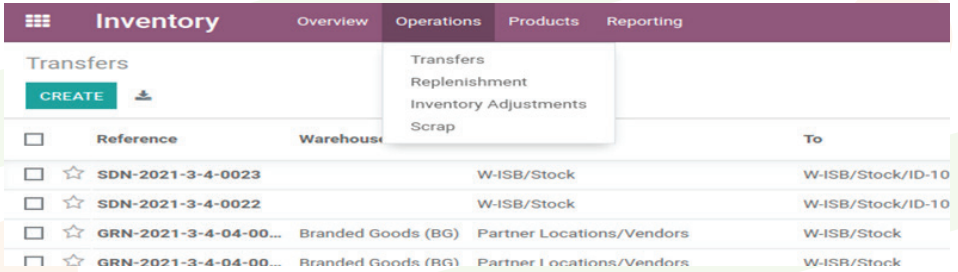
**Step 0016.** Then, click on the **“Check availability”** button, and the demand will be transferred as shown in the screenshot.

EDIT CREATE

CHECK AVAILABILITY VALIDATE SCRAP CANCEL

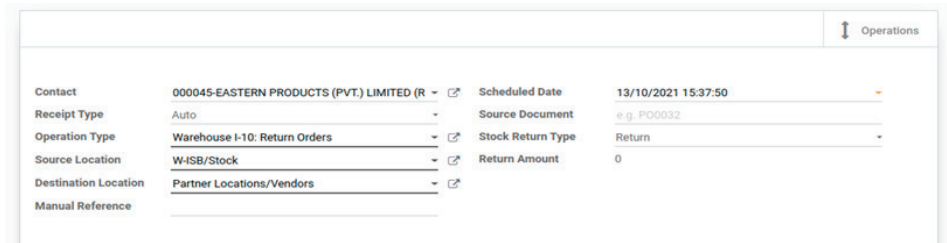
# Goods Return to Vendor

**Step 001.** Login with the warehouse in-charge credential. Navigate to Inventory > Operations > Transfers. Now click on the “Create” button as shown in the screenshot.

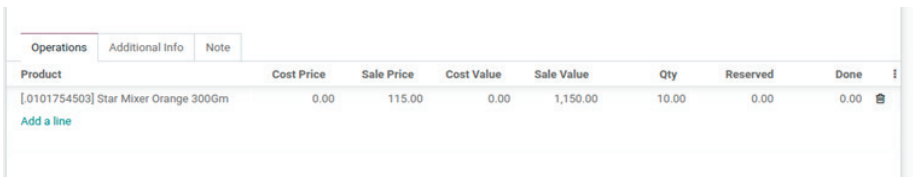


**Step 002.** After clicked on the “Create” button, a form will open. Populate the following fields of the form as shown in the screenshot.

1. Vendor
2. Operation Type (It should be return)
3. Source location
4. Destination location
5. Stock Return Type (it is return or replacement)



**Step 003.** After populate parent form data. Click on the add line button to add the product and its quantity that you want to return and then click on the Save button to save the record as shown in the screenshot.



Step 004. Click on the "MARK AS TODO" button to submit the request as shown in the screenshot.

The screenshot shows a web interface for a transfer form. At the top, there are buttons for 'EDIT' and 'CREATE'. Below that, a row of buttons includes 'MARK AS TODO' (highlighted in green), 'SCRAP', and 'CANCEL'. The main content area features a star icon and the text 'W-ISBN/OUT/00030'. Below this, there are two columns of information: 'Contact' (000045-EASTERN PRODUCTS (PVT.) LIMITED (REGULAR)) and 'Scheduled Date' (13/10/2021 15:37:!!). Other fields include 'Receipt Type' (Auto), 'Operation Type' (Warehouse I-10: Return Orders), 'Source Location' (W-ISBN/Stock), 'Destination Location' (Partner Locations/Vendors), 'Source Document', 'Stock Return Type' (Return), and 'Return Amount' (0).

Step 005. Click on the "CHECK AVAILABILITY" button to check and reserve if the product quantity is available in warehouse that you want to return as shown in the screenshot.

The screenshot shows the 'Inventory' section of the system. The breadcrumb trail is 'Transfers / W-ISBN/OUT/00030'. There are buttons for 'EDIT' and 'CREATE'. A row of buttons includes 'CHECK AVAILABILITY' (highlighted in green), 'VALIDATE', 'SCRAP', and 'CANCEL'. The main content area features a star icon and the text 'W-ISBN/OUT/00030'. Below this, there are two columns of information: 'Contact' (000045-EASTERN PRODUCTS (PVT.) LIMITED (REGULAR)) and 'Scheduled Date' (13/10/2021 15:37:!!). Other fields include 'Receipt Type' (Auto), 'Source Document', 'Stock Return Type' (Return), and 'Return Amount' (0).

Step 006. If the quantity is available then the transfer is ready for return. Now click on "VALIDATE" button to return the product successfully as shown in the Screenshot.

The screenshot shows the 'Inventory' section of the system. The breadcrumb trail is 'Transfers / W-ISBN/OUT/00030'. There are buttons for 'EDIT' and 'CREATE'. A row of buttons includes 'VALIDATE' (highlighted in green), 'PRINT', 'UNRESERVE', 'SCRAP', and 'CANCEL'. The main content area features a star icon and the text 'W-ISBN/OUT/00030'. Below this, there are two columns of information: 'Contact' (000045-EASTERN PRODUCTS (PVT.) LIMITED (REGULAR)) and 'Scheduled Date' (13/10/2021 15:37:!!). Other fields include 'Receipt Type' (Auto), 'Source Document', 'Stock Return Type' (Return), and 'Return Amount' (0).

Step 007. Product Star Mix Orange 300 GM in hand (Quantity) before return is 170 as shown in the screenshot.

Locations / W-ISB/Stock / Current Stock

Product Search

INVENTORY AT DATE

Filters Group By Favorites 1-5 / 5

Product	Warehouse Section	Quantity	Removal Date	Value	Sale Value
[.0101754503] Star Mixer Orange 300Gm (1)		170.00		16,320.00	19,550.00
[.0101754503] Star Mixer Orange 30... Branded Goods (BG)		170.00		16,320.00 Rs.	19,550.00 Rs.

Step 008. After return product Star Mix Orange 300 GM in hand (Quantity) is 160 as shown in the screenshot.

Locations / W-ISB/Stock / Current Stock

Product Search

INVENTORY AT DATE

Filters Group By Favorites 1-5 / 5

Product	Warehouse Section	Quantity	Removal Date	Value	Sale Value
[.0101754503] Star Mixer Orange 300Gm (1)		160.00		15,360.00	18,400.00
[.0101754503] Star Mixer Orange 30... Branded Goods (BG)		160.00		15,360.00 Rs.	18,400.00 Rs.



معیاری اشیاء... مناسب دام

Plot No. 2039, Sector G-7/F-7,  
Jinnah Avenue, Blue Area Islamabad



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