Syncora ERP

Manufacturing ERP • Distribution • Sales Force Automation

PRODUCT CAPABILITY & FUNCTIONAL OVERVIEW | 2026

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Executive overview

Syncora ERP integrates manufacturing operations, procurement, warehouse and inventory control, sales and distribution, mobile sales force automation, and accounting into a connected business platform. This document describes the product capability catalogue for spice manufacturing and related production/distribution businesses, with configurable practices for other manufacturing environments.

Who it serves

Manufacturers, processing plants, distributors, field sales organizations and multi-warehouse businesses that require traceability, material planning, stock accuracy and route-based selling.

Business value

- Unify purchasing, raw-material planning, production, finished goods, dispatch and finance in one process.
- Control recipes, production batches, quality checks, wastage, yield and product costing.
- Connect mobile field visits, dealer/distributor orders and collections to the back office.
- Measure profitability, stock exposure, forecast demand and maintain transaction audit trails.

Functional architecture

The product catalogue defines 16 connected functional areas. The sections below reproduce and organize the available feature scope, including operational controls and reporting expectations.

1 Organization and Master Data

- Multiple companies, factories, sales locations and warehouses
- Regions, territories, routes and customer areas
- Distributors, dealers, retailers and institutional customers
- Employees, sales representatives, production teams and QA officers
- Raw materials, ingredients, additives and packaging materials
- Finished and semi-finished products
- Brands, categories, pack sizes and units of measure
- Suppliers, transporters and service providers
- Machines, production lines, work centres and storage locations
- Tax rates, currencies, payment terms and fiscal years

2 Procurement and Raw Materials

- Supplier quotations and normalized price comparison
- Historical purchase prices by supplier, product, date and currency
- Purchase requisitions with approval by value
- Purchase orders and delivery schedules
- Goods Received Notes with supplier batches and lots
- Origin, harvest date, grade and quality classification
- Moisture, purity, colour, aroma and contamination checks
- Sample approval before stock acceptance
- Accepted, rejected and quarantine quantities
- Supplier returns, debit notes and performance ratings
- Import landed-cost calculation

- Import and export exchange-rate impact on inventory
- AP control accounts by supplier group and currency

3 Production Management

- Production plans and production orders
- Multiple BOM and recipe versions for one product
- Recipe effective dates and approval control
- Single-spice and blended-spice production
- Batch-size calculation and material requirements
- Ingredient substitution with approval
- Raw-material reservation, issue and return
- Input and output schedule by stage and production line
- Cleaning, drying, roasting, grinding, sieving, blending and packing
- WIP, machine and labour allocation
- Consumption variance by quantity and cost
- Yield, loss, rework and repacking
- Product, standard, actual and batch costing
- Production completion and stock transfer

4 Production Staging

- Production-order material staging
- Required and available quantity checks
- FEFO batch reservation
- Staging-area and bin control
- Barcode or QR verification
- Material weighing and scale reference
- Double verification for critical ingredients
- Issued, consumed, unused and returned quantities
- Blocked, expired and unapproved stock prevention
- Shortage, delay and approval tracking

5 Batch Traceability

- Internal manufacturing batch number
- Supplier and raw-material batch linkage
- Production date, time, expiry and recipe version
- Operator, supervisor, machine and line history
- Raw-material and packaging-batch consumption
- Finished quantity, yield, waste and rework
- Forward trace from supplier material to customer
- Backward trace from customer invoice to supplier lot
- Batch genealogy and dispatch trace
- Recall authorization, notification, collection and reconciliation

6 Quality Assurance and Food Safety

- Incoming, in-process and finished-product inspection

- Configurable tests and specification limits
- Moisture, foreign matter, purity and microbial results
- Certificates of Analysis and retention samples
- Pass, fail, conditional release, hold and quarantine
- Non-conformance reports and CAPA
- Root-cause analysis and effectiveness review
- Supplier quality ratings
- Hygiene, sanitation and pest-control records
- Calibration and certification reminders
- Internal audits and HACCP, GMP and ISO 22000 documentation

7 Expiry and Waste

- Shelf life by product and pack size
- Automatic manufacturing, best-before and expiry dates
- FEFO allocation and near-expiry alerts
- Customer and distributor expiry visibility
- Near-expiry promotion and transfer
- Expired-stock quarantine and disposal
- Expiry-loss reporting and batch recall
- Waste recording by production stage
- Recoverable, non-recoverable, by-product and rework classifications
- Waste certificates, cost and variance analysis

8 Inventory and Warehousing

- Multiple warehouses, bins and zones
- Raw, packaging, WIP, finished, damaged and quarantine stock
- Batch and expiry-controlled inventory
- Receipts, issues, transfers, adjustments and reservations
- FIFO, FEFO and specific-batch picking
- FIFO or weighted-average valuation policy
- Inventory revaluation with financial journal reference
- Exchange-rate impact on inventory value
- Minimum, maximum and reorder levels
- Cycle counts and physical stocktakes
- Stock ageing, slow-moving and non-moving analysis
- Mobile barcode and QR operations

9 Distributor Network

- Distributor onboarding and approval
- Territory, dealer and retailer hierarchy
- Distributor price lists, discounts and credit limits
- Opening stock and distributor inventory visibility
- Primary and secondary sales
- Distributor purchase orders and sales targets
- Claims, rebates, incentives and commissions
- Returns, replacements and outstanding monitoring
- Territory performance and distributor profitability

- Distributor portal and mobile access

10 Sales Force Automation

- Territory-based mobile login
- Routes, areas, customers, maps and GPS
- Customer check-in and check-out
- Customer history, credit and outstanding balance
- Product, batch, promotion and stock visibility
- Customer and consolidated area orders
- Authorized discounts and delivery-date selection
- Returns, complaints, payments and receipts
- Cheque and payment-slip image capture
- Customer signatures, shelf photographs and market intelligence
- Offline operation and synchronization
- Route coverage, productive calls, targets and deviations

11 Sales and Distribution

- Quotations and sales orders
- Price and credit approval
- Available-to-promise stock checks
- Batch allocation and batch pricing
- DD, MRP, DS, retail, wholesale and institutional price lists
- Customer-specific effective-dated prices
- Pick lists, delivery notes and invoices
- Customer-wise invoice history
- Delivery and loading schedules
- Partial deliveries, backorders and mixed payments
- Promotions, bundles, free issues and commissions
- Proof of delivery and delivery closure
- Product-wise and customer-wise sales analysis
- Customer statements and receivables ageing

12 Returns and Complaints

- Saleable, damaged, expired, near-expiry and quality returns
- Incorrect-delivery and recall returns
- Return authorization and invoice/batch validation
- Photographs and reason codes
- QA inspection and quarantine
- Credit note, refund or replacement
- Return-cost and root-cause analysis
- Complaint investigation and CAPA linkage

13 Forecasting and Planning

- SKU, pack-size, customer, distributor and territory forecasts
- Daily, weekly, monthly and seasonal demand

- Historical, festival, promotion and weather effects
- Salesperson and distributor forecasts
- Statistical forecast with manual adjustment
- Forecast accuracy and safety stock
- MRP and procurement recommendations
- Capacity planning and bottleneck analysis
- Stock-out, overstock and near-expiry predictions
- What-if scenario planning

14 Maintenance

- Machine and equipment register
- Preventive and breakdown maintenance
- Maintenance work orders and spare parts
- Downtime, labour and maintenance cost
- Service-provider management
- Machine history
- Calibration and certification reminders

15 Finance and Costing

- Chart of accounts and general ledger
- Accounts receivable and payable
- AP control accounts
- Cash and bank management
- Customer and distributor credit control
- Supplier payments
- Fixed-asset register and depreciation
- Salary calculation and payroll runs
- EPF, ETF, tax, allowances and deductions
- Product, batch, standard and actual costing
- Labour, machine, energy and overhead allocation
- Product-wise and customer-wise gross profit
- Budgets and actual-versus-budget variance
- Inventory, debtor and creditor ageing
- Tax management and cash-flow forecasting
- Profit and loss, balance sheet and audited accounts

16 Reports and Administration

- Production, QA, inventory, expiry, distributor, SFA, sales and finance dashboards
- PDF, Excel, print and scheduled email delivery
- Role-based and location-based access
- Approval level by module, document, value and location
- Approval-change audit with before and after status
- User and authorized-device management
- Login, transaction and batch-change logs
- Backup, restore and disaster-recovery controls
- Multi-language, date, currency, tax and fiscal-year settings
- Email, SMS, WhatsApp and API integrations

Illustrative end-to-end workflows

Procure to stock

Supplier request → quotation comparison → requisition approval → purchase order → GRN → batch quality release → inventory valuation → supplier payable.

Plan to produce

Demand forecast → recipe/BOM → production plan → material reservation/staging → production steps → QA → completion → costing → finished-goods transfer.

Order to cash

Mobile field visit → customer order → credit/price approval → stock allocation → picking and dispatch → invoice → payment collection → reconciliation.

Traceability and recall

Supplier lot → ingredient issue → production batch → packaging batch → dispatch → customer trace → controlled recall if needed.

Role-based process ownership

- Management: dashboards, policy approvals, margins, budgets and financial reporting.
- Procurement: supplier evaluation, purchase approvals, GRNs, returns and purchase price history.
- Production: BOM, plans, staging, shop-floor consumption, WIP and output.
- Quality: inspection criteria, batch release, quarantine, recall and corrective action.
- Warehouse: batch/bin control, counts, transfers, dispatch and expiry checks.
- Sales / SFA: territory planning, visits, order capture, collection and distributor management.
- Finance: ledgers, receivables/payables, costing, bank controls, reconciliation and statutory reporting.

Deployment and implementation approach

- Discovery: map actual workflows, master records, roles, company-specific controls and integrations.
- Configuration: fiscal policy, approval matrices, product/BOM master data, warehouses, prices, users and reports.
- Data migration: clean customers, suppliers, SKUs, BOMs, opening balances, stock lots and outstanding invoices.
- Testing: validate core production, QA, sales force, stock movements, accounting and reporting flows with end users.
- Go-live: staged opening-balance approval, user training, audit checks, support and stabilization.

Product contact

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