ESKA Financial, CRM, IMS System Overview

The Financial System is a comprehensive suite of integrated modules designed to manage and automate the organization's financial operations in a controlled and transparent manner. It ensures accuracy, compliance, and efficiency across all financial processes through the following core components:

- **General Ledger (GL):** enables users to set up fiscal years, create and manage the chart of accounts, and define cost profit centers. It supports voucher creation, posting, import, and transaction queries, with full linkage between accounts and cost centers. Users can generate statements, account comparisons, trial balances, and generic reports while managing fiscal year closing and retained earnings. The module also handles intercompany transactions, including journal vouchers, payments, and receipts, and automatically updates currency rates via Reuters integration. Finally, all transactions are regularly synchronized with SAP according to predefined mapping rules, ensuring data consistency across systems.

- **Accounts Receivable (AR):** covers defining customer types and linking them to GL accounts, creating individual and company customers with optional taxable setups, generating debit notes and receipts, closing debit notes, and producing statements of account and customer transaction reports. It also includes cashier setup linked to GL accounts and customer reconciliation, ensuring accurate posting and reporting of all transactions, receipts, and credits.

- **Accounts Payable (AP):** allows users to manage supplier types and suppliers, link them to GL accounts, and define bank details. Users can create and verify credit notes, process single, multiple, and auto payments, and close related credit notes while generating reports. The module also supports expense allocation by creating and settling advanced payments, generating journals, and managing prepaid records. Additionally, users can produce supplier statements by date or branch and generate SWIFT files (MT103/MT202) for EFT payments, with full tracking of payment status.

- **Cash Management:** includes Currency Reevaluation, Netting, Aging, and Bank Reconciliation functions. It ensures active balance sheet accounts with "Apply DOE" are processed correctly, generating DOE/UDOE vouchers and handling posting restrictions or reversals. Netting matches debit and credit notes across accounts, while Aging calculates balances with PDC and allocation methods. Bank Reconciliation supports importing statements, matching transactions, and voucher generation.

- **Fixed Assets:** provides comprehensive lifecycle management of fixed assets, covering additions, disposals, revaluations, and depreciation, while ensuring accurate general ledger postings and full compliance with accounting standards.

- **Collection:** allows users to manage payments and track member dues efficiently. Debit notes (DNs) are retrieved, enabling the Paid Amount entry for each. Users can log receipts by payment type (e.g., cash), generating collection serials and receipt codes. The system automatically updates the status of collections, marks DNs as fully closed when paid, creates netting records between receipts and DNs, this ensures accurate tracking of payments, installments, and customer due balances.

- **Shareholders:** manages members, their capital subscriptions, and related financial transactions. It supports member registration, capital structure definition, and installment scheduling with seamless integration to the Accounts Receivable module. The system automates share allocation, capital calling, and payment tracking while updating subscribed, called, and paid-up capital in real time. It also generates accounting entries, debit and credit notes, and detailed member statements, ensuring accurate, transparent, and auditable shareholder management.

- **Investment**: manages deposits, bonds (Sukuk), and syndicated loans, handling creation, posting, accruals, settlements, cancellations, and maturities, with automatic calculations, notifications, and proper accounting entries, while also supporting investment categories with Sharia compliance and attachments.

- **CRM System** manages prospects, leads, and customer missions, enabling TOR creation, event scheduling, and proper assignment with notifications. It integrates CRM, credit insurance, and business channels, ensuring validation and tracking. Comprehensive reports provide insights on accounts, campaigns, leads, and deals, supporting visibility and accountability.

- **IMS System** allows a registered user to create and manage incidents by adding details such as customer, classification, category, status, priority, and attachments. Users can log notes, update statuses, and track incident history, with notifications sent to customers. Incidents remain active until resolved and closed.