# SOFTWARE REQUIREMENTS SPECIFICATION (SRS)

## ERP System – UAE Industry Standard

**Document Version: 1.0**
**Prepared For: Sample**
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# 1. INTRODUCTION

## 1.1 Purpose

This Software Requirements Specification (SRS) document describes the functional and non-functional requirements for the implementation of an Enterprise Resource Planning (ERP) System tailored for organizations operating in the United Arab Emirates (UAE). The system will integrate core business functions including Finance, Sales, Procurement, Inventory, HR, Payroll, CRM, Fixed Assets, Portals, AI Workspace, and MIS.

## 1.2 Scope

The ERP system will:

- **Automate end-to-end business operations**
- **Ensure UAE regulatory compliance (VAT, Corporate Tax, E-Invoicing)**
- **Provide real-time analytics and reporting**
- **Integrate with external platforms (Amazon, Shopify, Banks, Biometric devices, Tax portals)**
- **Support web and mobile environments**

## 1.3 Definitions

- **VAT: Value Added Tax (5% UAE Federal Tax Authority regulation)**
- **FTA: Federal Tax Authority**
- **CT: Corporate Tax**
- **MIS: Management Information System**
- **UAT: User Acceptance Testing**
- **ESS: Employee Self Service**

# 2. OVERALL DESCRIPTION

## 2.1 System Overview

The ERP shall be a centralized, role-based, secure system accessible via:

- **Web Application (Cloud / On-Premise)**
- **ESS Mobile Application (iOS & Android)**

- **Approval & Alerts Mobile App**

## 2.2 Installation Methods

- **Cloud Hosted (AWS/Azure/UAE Data Centers)**
- **On-Premise Deployment**
- **Hybrid Model**

## 2.3 User Count

- **Initial Licensed Users: [XX]**
- **Concurrent Users: [XX]**
- **Scalability: Up to [XXX] users**

## 2.4 User Roles & Privileges

- **System Administrator**
- **Finance Manager**
- **Sales Manager**
- **Purchase Manager**
- **Inventory Controller**
- **HR Manager**
- **Employee**
- **Customer Portal User**
- **Supplier Portal User**

**Privileges shall be controlled via:**

- **Role-Based Access Control (RBAC)**
- **Menu-level permissions**
- **Document-level permissions**

- **Field-level restrictions**
- **Approval-based overrides**

## 2.5 Approval Hierarchy

System shall support:

- **Multi-level approvals**
- **Amount-based approval matrix**
- **Department-wise approval flows**
- **Conditional workflows**
- **Mobile approval notifications**

# 3. FUNCTIONAL REQUIREMENTS

# 3.1 MASTER DATA MANAGEMENT

System shall support:

- **Customer Master**
- **Supplier Master**
- **Item Master (with coding structure)**
- **Chart of Accounts**
- **Cost Centers**
- **Departments**
- **Projects**
- **Employee Master**
- **Tax Codes**

- **Warehouse Master**

**Item Coding Structure:**

- **Category-Based Coding**
- **Auto-generated or Manual Codes**
- **Barcode & QR Code generation**
- **Multiple UOM support**

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# 3.2 SALES MANAGEMENT

## Features:

- **Quotation (Image-based quotation printing supported)**
- **Sales Order**
- **Delivery Note**
- **Sales Invoice (VAT compliant)**
- **Credit Note**
- **Proforma Invoice**

## Integration:

- **Amazon Marketplace**
- **Shopify**
- **POS Systems**

## Print Formats:

- **Customizable templates**

- **Arabic/English bilingual format**
- **VAT TRN display**
- **QR Code for E-invoicing (when applicable)**

# 3.3 SALES CRM

- **Lead Management**
- **Opportunity Tracking**
- **Follow-up Reminders**
- **Sales Funnel**
- **Campaign Tracking**
- **Activity Log**
- **WhatsApp/Email integration**

# 3.4 PROCUREMENT MANAGEMENT

## Vendor Registration:

- **Online Vendor Registration Portal**
- **Document upload (Trade License, VAT TRN, Bank Details)**

## Vendor Evaluation:

- **Rating system**
- **Performance tracking**

## RFQ & Quotation Comparison:

- **Multi-vendor RFQ**
- **Quotation comparison sheet**
- **Price variance analysis**

## Purchase Process:

- **Purchase Requisition**
- **Purchase Order**
- **Goods Receipt Note**
- **Purchase Invoice**

## Landed Cost Calculation:

- **Freight**
- **Customs Duty**
- **Insurance**
- **Clearing Charges**
- **Allocation to item cost**

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# 3.5 INVENTORY MANAGEMENT

- **Multi-warehouse support**
- **Batch & Serial Tracking**
- **Barcode Scanning**
- **Stock Transfer**
- **Stock Adjustment**

- **Reorder Level Alerts**

## Costing Methods:

- **FIFO**
- **Weighted Average**
- **Standard Cost**

## Stock Reports:

- **Stock Aging**
- **Inventory Valuation**
- **Movement Analysis**

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# 3.6 FINANCE & ACCOUNTS

- **General Ledger**
- **Accounts Payable**
- **Accounts Receivable**
- **Bank Reconciliation (Bank Integration)**
- **Cash Management**
- **Journal Entries**
- **Budgeting**

## UAE Compliance:

- **VAT 201 Filing Report (FTA format)**
- **VAT Audit File**

- **Corporate Tax Computation**
- **E-Invoicing readiness**
- **TRN validation**

## Reports:

- **Trial Balance**
- **Profit & Loss**
- **Balance Sheet**
- **Cash Flow Statement**

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# 3.7 HR & PAYROLL

- **Employee Master**
- **Leave Management**
- **Overtime Calculation**
- **Gratuity Calculation (UAE Labor Law)**
- **WPS File Generation (SIF Format)**
- **End of Service Benefits**

## Payroll Integration:

- **Biometric Attendance System**
- **Employee Punching Devices**

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# 3.8 EMPLOYEE SELF SERVICE (ESS)

**Web & Mobile App:**

- **Leave Application**
- **Payslip Download**
- **Attendance View**
- **Expense Claim**
- **Document Requests**

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# 3.9 CUSTOMER PORTAL

- **Order Tracking**
- **Invoice Download**
- **Payment History**
- **Online Payment Integration**
- **Support Ticket**

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# 3.10 SUPPLIER PORTAL

- **Vendor Registration**
- **RFQ Submission**
- **PO Acknowledgment**
- **Payment Status**

# 3.11 FIXED ASSETS MANAGEMENT

- **Asset Registration**
- **Asset Categorization**
- **Depreciation (SLM / WDV)**
- **Asset Transfer**
- **Asset Disposal**
- **Asset Tagging with Barcode**

# 3.12 MIS & DASHBOARDS

- **Real-time Dashboard**
- **Department KPIs**
- **Customizable Widgets**
- **Drill-down reports**

# 3.13 ALERTS & APPROVAL MOBILE APP

- **Push Notifications**
- **Approval via Mobile**
- **Email Alerts**
- **Escalation Matrix**

# 3.14 AI WORKSPACE

- **AI-based Report Generation**
- **Predictive Sales Analysis**
- **Inventory Forecasting**
- **Smart Reconciliation**
- **Auto SRS Generator**
- **Chat-based Data Query**

# 4. INTEGRATIONS

- **Amazon API Integration**
- **Shopify API Integration**
- **Banking API for reconciliation**
- **UAE Tax Portal**
- **Biometric Devices**
- **Payment Gateways**
- **Email & SMS Gateway**

# 5. NON-FUNCTIONAL REQUIREMENTS

## 5.1 Performance

- **Response time < 3 seconds**
- **Support concurrent users**

## 5.2 Security

- **SSL Encryption**
- **Two-Factor Authentication**
- **Data Backup (Daily/Weekly)**
- **Role-Based Access**

## 5.3 Compliance

- **UAE VAT Law**
- **UAE Corporate Tax Law**
- **UAE Labor Law**
- **Data Protection Regulations**

# 6. TRAINING & DOCUMENTATION

## 6.1 Training Plan

- **Administrator Training**

- **End User Training**
- **Finance Training**
- **HR & Payroll Training**
- **Hands-on Workshops**

## 6.2 Help Files

- **User Manuals (PDF)**
- **Online Knowledge Base**
- **Context-sensitive Help**

## 6.3 Video Tutorials

- **Module-based videos**
- **Portal usage guides**

# 7. IMPLEMENTATION METHODOLOGY

1. **Requirement Gathering**
2. **GAP Analysis**
3. **Solution Design**
4. **Configuration & Customization**
5. **Data Migration**
6. **Integration Setup**
7. **UAT**
8. **Training**
9. **Go-Live**
10. **Post-Go-Live Support**

# 8. USER ACCEPTANCE TESTING (UAT)

- **Test Case Documentation**
- **Scenario Testing**
- **Issue Log Tracking**
- **UAT Sign-Off Document**

# 9. SIGN-OFF

**This SRS shall be considered approved upon sign-off by authorized stakeholders.**

**Client Representative: _____**

**Date: _____**

**Vendor Representative: _____**

**Date: _____**

# 10. POST IMPLEMENTATION SUPPORT

- **3 Months Warranty Support**
- **AMC Options (Annual Maintenance Contract)**
- **SLA-based Support**
- **Version Upgrades**
- **Periodic Health Checks**

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**Prepared by**

**Professionals Lobby – ERP Division with its AI Engine**
*Connecting the right technology with real operational needs*