	Sanchar Nigam Executives' Association, Kerala		
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No. SNEA/KRL/CGM/2015-16/ 45 Dated 23-6-2016

To

The Chief General Manager Telecom,
BSNL, Kerala Circle,
Thiruvananthapuram.

Respected Sir,

Difficulties experienced in CSCs   after migration to   SD Module

- Presently Pyro is having interface on both ways with ERP so there may be no problem for marketing people w.r.t their day to day transactions. But sancharsoft is have only interface from ERP to sancharsoft. Hence the work of CSC will increase as all the retail sales for each counter should be manually entered in ERP SD module.   The Top up coupon numbers are to be entered in ERP so that it will get reduced in sancharsoft stock, but there is no provision for validating the coupon numbers which comes up to 16 digits Eg: 3300000017956684. Hence the integration of sancharsoft to ERP to be done immediately.

- All manual entries on SD module for activities done in sancharsoft to be eliminated. CSC functioning will come to stand still in the present procedure.

- Remitting of cash in different chellans by splitting of different sales will also be difficult. All the above transactions can only be entered after the closure of all counters and this is not practically possible in the present situation. In ERP it is required to input details like Circle code/SSA code/SLOC in each form (Eg. For a single CTOPUP transaction to DSA, three different forms are to be filled, each form requires these three inputs, so it comes to 9 inputs for a single transaction). The login name is assigned to one SLOC and all other codes can be identified from this, so that repeated entry can be avoided.

- The DSAs are mapped to specific CSCs and they are unable to take stock from other CSCs which may be more convenient to them based on local conditions. In this era any where banking or globalisation we are shrinking to particular location. At least one DSA must be able take stock from any where in the SSA.

- The stock sold through sancharsoft is not available in SD module making it difficult to complete the challan and bank remittance.

- It is reported that printing of   Invoice is not possible. Remedial measures may be taken at the earliest.

- The provision for cancellation of sales order is not possible. Provision may be given to cancel sales order at CSC.

Hence, it is requested that necessary instructions may be given to the concerned to take remedial measures in connection with S&D Module issues at the earliest.

Thanking you,

Yours Sincerely

(T.Santhosh Kumar)
Circle Secretary,SNEA,
Kerala Circle.

Copy to:- GM(IT)