



## Evaluation Of Module And Factors Of Successful Application Of Erp System In Yosupreloved

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### ABSTRAK

Penelitian ini dilaksanakan untuk mengevaluasi modul ERP yang sesuai diterapkan dalam Yosupreloved dan mengetahui faktor – faktor yang menunjang keberhasilan dalam penerapan ERP sistem di unit bisnis *sales & marketing, finance & accounting, supply chain* di Yosupreloved. Tujuan dari penelitian ini memberikan kesimpulan bagi UMKM untuk menerima sistem ERP untuk menunjang keberhasilan operasional usaha. Metode yang digunakan dalam penelitian ini berupa pendekatan kausal komparatif serta jenis penelitian ini berupa kualitatif dengan menggunakan data sekunder sebagai faktor pendukung penelitian ini. Hasil penelitian yang diperoleh berupa faktor yang menyebabkan kesuksesan dalam penerapan sistem ERP di salah satu UMKM yang diharapkan dapat menunjang keberhasilan bagi UMKM.

**Kata kunci:** Bisnis proses, seleksi, modul ERP, faktor kesuksesan penerapan ERP

### ABSTRACT

*This research was conducted to evaluate the appropriate ERP module to be implemented in Yosupreloved and to find out the factors that support the success of implementing ERP systems in business unit sales & marketing, finance & accounting, supply chain at Yosupreloved. The purpose of this study is to provide a conclusion for MSMEs to accept an ERP system to support the success of operations business. The method used in this research is a causal approach comparative and this type of research is qualitative using data secondary as a supporting factor for this research. The results obtained in the form of factors that cause success in implementing an ERP system in one of the MSMEs which are expected to support the success of MSMEs.*

**Keywords:** Business process, selection, ERP module, ERP implementation success factors.

## 1. INTRODUCTION

The business development of the clothing industry is very rapid in Indonesia, especially with the increasing consumption patterns of the people, especially teenagers who tend not to want to be left behind by new things, including fashion trends. This is done not only to support appearance or self-expression, but so that they feel more confident to blend in with their surroundings or want to be the center of attention. This occurrence can be caused by the influence of social media, especially nowadays many people are fans of certain celebrities or public figures, which indirectly will encourage them to follow many things that are done or used by the figures they idolize (Dewi, 2020). While everyone's financial ability is certainly different, plus fashion trends continue to change from time to time and many people feel that to look beautiful and fashionable it requires a lot of money, is glamorous, all branded and so on. Consumptive behavior like this plus a trend that

continues to change, is not only detrimental to oneself but can also harm the surrounding environment due to an increase in clothing waste which becomes polluting.

Facing this scenario, thrift shop or preloved businesses are observed as a place that provides consumers with an alternative to look fashionable without having to contribute more waste. Plus, clothes from thrift shops or preloved have very affordable prices, and are available in various models and colors. Thrift is a term for the activity of buying goods at a cheaper price because the goods are used or have been used before, while a thrift shop is a place to sell used goods. Items from thrift shops are usually sourced from abroad with used conditions but still suitable for use, some even look like new. Similar to thrift, preloved is also a term for used goods that are resold, the difference is that preloved comes from used items that are privately owned.

Yosu Preloved is a place that sells used clothes, both from abroad and privately owned. Even though they sell used goods, the clothes from this shop are very wearable and fashionable, even almost all of Yosu's clothes don't look like used clothes. In addition, clothing from Yosu is also available in various color variants and types, ranging from t-shirts, shirts, dresses, and others. For sales and product catalogs, you can see through Yosu's social media, which is available on Instagram, WhatsApp, Facebook, to Shopee. Yosu's focus is to become a thrift shop and preloved business that serves the needs of consumers who want to look fashionable at affordable prices, and reduce clothing waste.

### **1.1. Basic Theory and Development of Hypotheses**

#### **a. Business Process**

Business processes are a group of activities carried out to create clear business goals from the beginning of the process to the end of the process, starting from the entry of inputs, adding value, generating output in the form of desired results (products or services). by consumers. This value-adding activity is called the value chain. Dewantari (2018) define business processes as an approach to converting inputs into outputs. Business processes reflect the main assets of a company. Then, Dewantari (2018) stated that the business process is an approach where all the resources owned by a company are used to achieve goals in a reliable, repeatable, and consistent manner. Dewantari (2018) state that all companies of various types and sizes know that business processes are a mechanism used to create value for customers or the market, partners (externally), and to the company (internally). According to Dewantari (2018), every company will have different business processes. The bigger the company, the wider and more complex the business processes it has. The business process is a description of the specifications of the value chain. A business process can be broken down into several sub-processes with their own attributes that contribute to achieving the goals of the super-process. In the value chain there are main activities and supporting activities. The main activity is in the form of activities directly related to production. To improve the efficiency of business processes, organizations must make efforts to improve their business processes through the description of good methods and models so that they can assess or evaluate current business processes. A company's business processes can be a source of competition if they allow the company to innovate or to perform it better than its competitors.

#### **b. Functional Areas Of Operation**

In general, most companies have four main operational functional areas which consist of Marketing and Sales (M/S) area, Supply Chain Management (SCM) area, Accounting and Finance (A/F) area, and Resources area. Human (HR). Each area consists of various narrower business functions, which are activities specific to that functional operating area

(Monk & Wagner, 2013). The following are the business functions performed by each area of operation:

- 1) Marketing and Sales: developing products, setting product prices, promoting products through advertising and marketing, taking customer orders, supporting customers, and making sales forecasts.
- 2) Supply Chain Management: develops production plans, orders raw materials from suppliers, receives raw materials into facilities, manufactures products, maintains facilities, and delivers products to customers.
- 3) Accounting and Finance: performs financial accounting to provide summary operational data in managerial reports, and is also responsible for tasks such as controlling accounts, planning and budgeting, and cash flow management.
- 4) Human Resources: recruiting, hiring, training and compensating employees, ensuring compliance with government regulations and overseeing employee evaluations.

## **1.2.Integrated Information System**

### **a. Information System**

Information system is defined as a system that can be found in organizations that connect the needs of daily transaction processing which is managerial support operations include the provision of information which is applied to determine decisions. In addition, the information provided in the information system can be accessed at any time by all levels in the organization when needed. This system retrieves, stores, processes, converts, and communicates information received by using information systems or other system equipment (Antari et al., 2014). Meanwhile, the other definitions discussed in Antari et al. (2014) revealed that an information system is defined as a group of devices consisting of hardware, software, data, human resources, and procedural components designed to present the right data and information at the right time and to the right and appropriate people.

According to Marshieleno, R. Y., & Susanty (2017), states that information system operating procedures are supported by several vital components, these components are as follows:

1. Hardware: which includes physical devices.
2. Software: in the form of programs and a collection of instructions that support hardware (hardware) to process data.
3. Procedure: a group of rules that process input into output.
4. Users: in the form of all parties involved in the information system.
5. Database: a collection of interconnected data to store and manipulate data.

### **b. Enterprise Resources Planning (ERP)**

According to Fauzi & Putra (2018) that Enterprise Resource Planning (ERP) is defined as an integrated and useful information system to support business processes and resource management in an organization. In ERP applications, the process of entering or inputting information on the system only needs to be done once. Then the information that has been inputted will be processed and the results of the processing can be used by all parts of the system that need it. According to Monk & Wagner (2013) cited by Zarkasyi & Rahayu (2020), Enterprise Resources Planning (ERP) is a system that plays a role in accommodating to control the flow of business processes more integrated in a single unit where all transaction data has been stored in a database that can be accessed and used by the company as well as in terms of providing management reporting tools.

The following are some of the characteristics of ERP as stated by Marshieleno, R. Y., & Susanty (2017):

1. Software designed for server user customer environments, both traditional and data-based.
2. Operates most of the company's transactions.
3. A system that uses a corporate database that typically stores all data.
4. In some cases, ERP systems allow a mix of transaction processing and planning activities.
5. Able to support multi-currency and language systems. This can meet the needs of companies, especially for multinational companies.
6. Allows for customization according to the company's specific needs without reprogramming.

As explained earlier that in the ERP application there are several modules that are integrated with each other in real time. Therefore, the data displayed by the system is the latest data. In implementing the ERP system, Fauzi & Putra (2018) explained that there are several benefits that can be felt, namely:

1. Activities in the integrated organization.
2. Establish standardization on processes within the organization.
3. Able to minimize unbalanced information.
4. Presenting information that is real-time and can be accessed at any time.
5. Collaboration between organizations can be done well and easily.

### **c. Enterprise Resources Planning (ERP) Module**

According to Monk & Wagner (2013) cited by Zarkasyi & Rahayu, (2020) there are several main modules in the ERP system that can support company performance, namely:

#### **1) Financial and Accounting Module**

Modules that can support the management process and a review of the company's finances. This module also has involvement with data management processes related to profit accounting, financial accounting, investment management, treasury, and financial control.

#### **2) Logistics and Inventory Module**

Functionally, this module can be used to support the speed of procurement, storage, sales, and distribution processes used by companies. In other words, this module is useful for controlling and recording and reporting inventory in the company.

#### **3) Human Resources Module**

This module functions in assisting the company in terms of handling the assets owned by the company, especially in human resources. The goal is that all human resources owned are realized properly and accurately. Human resource management functions are scheduling, recruiting, training, developing and processing employee salaries.

#### **4) SCM (Supply Chain Management) Module**

The main focus in this module is to improve the company's system. If you use this module properly, it will provide an effective solution for companies in terms of cost savings. Other benefits of this module include optimizing planning, utilizing logistics for demand/supply forecasting, advancing enterprise efficiency, and maximizing storage.

### **5) CRM (Customer Relationship Management) Module**

CRM is defined as an approach or management concept centered on managing customer relationships. This is one of the important factors to increase the ability to compete and achieve the maximum level of customer satisfaction. This will bring benefits to the company without incurring large costs. According to Fauzi & Putra (2018), there are several benefits of CRM, namely to encourage customer loyalty, save costs, maximize operational efficiency, increase time to market, and increase company revenues and profits. The CRM module can help companies manage their customers. This module acts as a bridge between the company and customers by ensuring that all services provided are acceptable and delivered to customers. In other words, when the sales process has been completed, it can automate running business processes.

### **6) Business Process Support Module**

Business process support module can assist companies in controlling the direction of workflow and presenting industry-related solutions. This module is usually useful for controlling each functional unit within the company.

### **7) Sales and Marketing Module**

According to Summer et al. (2014) the sales and marketing module in the ERP system is designed to support sales order entry, inventory sourcing, shipping, billing, and payment processing. The ERP system also provides an integrated marketing support system, including contact files, order entry files, and sales history files. In addition, ERP systems provide *Customer Relationship Management* (CRM) software, which provides sellers with information about past customer experiences, including purchases, product preferences, and payment history.

### **d. Supply Chain Management (SCM)**

SCM (Supply Chain Management) is a strategically coordinated system of traditional business functions, which is a way for all businesses within an organization, and all businesses in the supply chain to improve the performance of individual organizations in the long term. length and supply chain as a whole. According to Marinagi et al. (2015) suggested that in order to increase competitive advantage, companies should support both their internal functions and their exchange of information with supply chain partners in an effective manner.

SCM is a concept that has gained as much support as managers have. SCM systems have been developed in recent years to offer more cost-effective solutions for in-company logistics and supply chains. The supply chain represents the entire production process of any item, from the supplier process, raw materials, manufacturing process to post-production and product distribution. According to Setyawan Wibisono (2005), the SCM concept combines two important ideas:

1. SCM is a collaborative effort that combines many parties or processes in the product cycle; and
2. It shows that SCM can cover the entire product cycle, from the introduction of raw materials to the point where the consumer buys the product.

The SCM system has two system functions namely, maintaining timely information sharing throughout the supply chain and facilitating the synchronization of the entire supply chain. The SCM philosophy is that a company has the right product in the right place, at the right price, at the right time, and in the right conditions. Under this assumption, an enterprise requires not only the free flow of information within its organizational boundaries, but also timely sharing of the right information with the right business partners. The reason is that

the success of a company's SCM will depend on the accuracy and speed of information that each business partner provides (Vorst, 2004).

SMEs must provide satisfaction to customers in all aspects of product quality, cost, accuracy, and speed in distributing their products to customers. In addition, SMEs must also be unique in the products they sell, as well as effective and efficient cooperation with customers and suppliers of goods. The supply chain has an important role for business actors. By implementing an effective supply chain, a business can achieve efficiency, operational speed, and flexibility. The ability and success of management in managing the supply chain plays an important role, and has a positive impact on SMEs over their competitors. SCM systems can facilitate the synchronization of the entire supply chain because they can assist companies in integrating internal business processes within company boundaries so that all internal functional areas can operate in synchronization. Furthermore, the SCM system enables an individual organization to integrate its business processes with the business processes of its business partners. In other words, when an organization becomes a supply chain node, its business success depends not only on the internal efficiency and productivity of the company, but also its business partners. The current development of SCM

While the ERP software market has entered a mature stage, the SCM application market is in its rapid growth phase, showing strong and strong growth in recent years. A recent survey of SCM practices also showed that about 80 percent of manufacturers in the US had launched a major supply chain initiative in 1999 (cf. Logistics Management & Distribution Report, 1999a; 1999b). While annual sales of ERP software and services were estimated to exceed \$84 billion in 2002 (Kirkpatrick, 1998), the SCM market is estimated to nearly double from 1998 to 2003. I2 Technologies, Manugistics and ILOG, for example, are the top three SCM system providers in the industry. this is a market. The current development of system providers is focusing on either integrating SCM software packages with existing ERP packages or partnering with ERP Vendors to provide common solutions.

The current development of SCM While the ERP software market has entered a mature stage, the SCM application market is in its rapid growth phase, showing strong and strong growth in recent years.

Many ERP providers are quick to recognize the integration of ERP and SCM system applications as a necessity to stay competitive and maintain sales. The SCM system application was immediately added to the existing ERP solution to act as a modular enhancement. Three methods of integrating SCM software with ERP packages have been identified. The first is the notion of conformity. It requires all supply chain members to embrace the same system. in large supply chain this form of integration should be seen as impractical. Trust and security issues further complicate the chances of success with this method. Both integration methods are middleware. This method, although very practical, is very expensive. Programmers are required to establish relationships between various systems. That's a strong benefit, but the cost must be huge.

#### **e. Factors Affecting Success in ERP System Implementation**

Research conducted by Syarifuddin (2019) with the title Oracle Cloud Finance ERP (Enterprise Resources Planning) Implementation Analysis at PT Hadji Kalla Makassar aims to explore the challenges and constraints in implementing the system Oracle Cloud ERP. The results of the study found that there are several factors that must be considered that affect the success in implementing the ERP system. The first factor is that the Oracle system is considered less flexible because there are some business processes that are not suitable for

local conditions so that it causes inconvenience to some users. Another factor is that the output produced does not comply with the applicable financial reporting standards in Indonesia. Therefore, the Oracle system can only generate raw financial reports which must then be processed by users according to their needs.

Another research conducted by Rahman (2018) has the title Evaluation of the Implementation of Enterprise Resources Planning (ERP) on the Presentation of Financial Statements (Case Study at PT Surya Citra Televisi). This study discusses the implementation of SAP and its relation to the ERP concept, evaluating the presentation of reports after implementing ERP, and the level of friendliness of using the SAP system. The study describes that the factors that influence the success of ERP implementation are only implementing modules that are compatible with the company's business according to the design, setting a schedule so that you can make adequate preparations, standardized presentation patterns, meaning that they can be adapted to applicable accounting principles, and a user friendly system. because it is very easy and friendly to its users even though the user has never used it before.

Furthermore, Ekasari et al. (2021) conducted a study entitled Evaluation of an Open ERP-Based Accounting Information System at a Pharmacy. This study utilizes the critical success factor of ERP to determine the level of success in implementing ERP. Through the research conducted, it can be indicated that ERP implementation has succeeded in helping the company's operational activities in terms of increasing productivity, efficiency, and effectiveness. Then it was found that several factors that influenced the success, including the support from top management, project management, setting a clear vision and goals, and supported by adequate training and education.

Based on the discussion of the introduction and theoretical basis above, the development of the hypothesis from this research can be summarized as follows:

- H1: Purchase module as an alternative ERP module to support Yosupreloved business processes
- H2: Inventory module as an alternative ERP module to support Yosupreloved business processes
- H3: Accounting & finance module as an alternative ERP module to support Yosupreloved business processes
- H4: Customer relationship management module as an alternative ERP module to support Yosupreloved business processes
- H5: Sales & marketing module as an alternative ERP module to support Yosupreloved business processes
- H6: Supply chain management module as an alternative ERP module to support Yosupreloved business processes
- H7: Cost as a criterion to be considered in ERP system selection
- H8: Functional as a criterion to be considered in ERP system selection
- H9: Technological progress & flexibility as a criterion to be considered in ERP system selection
- H10: Ease to use as a criterion to be considered in ERP system selection
- H11: Determination of a clear vision and goals as factors that influence the success of ERP system implementation

H12: Evaluation of ERP vendors & systems as factors that influence success in ERP system implementation

H13: Vendor support & user training as factors that affect success in ERP system implementation

H14: User involvement as factors that affect success in implementing ERP systems

## **2. RESEARCH METHODS**

### **2.1 Types of Research**

This study uses a comparative causal approach, where this study aims to see the causal relationship between the variables used. The type of research used is a qualitative type. According to LEAVY (2017) there are 2 types of research, namely quantitative research and qualitative research, quantitative research generally shows research results in the form of numbers / numeric while qualitative research is generally characterized by an inductive approach to build knowledge that aims to generate meaning. Researchers used this qualitative approach to explore; to investigate and study social phenomena vigorously; to dismantle the meanings that people ascribe to activities, situations, events, or artifacts or to build a deep understanding of some dimensions of social life (LEAVY, 2017). This is in accordance with research carried out by researchers where this study only uses sentences or words to describe the contents of this study. The purpose of this study is to evaluate the ERP module in supporting business processes and the factors that influence the success of ERP system implementation.

### **2.2 Data Collection Techniques The data**

Needed in this study are secondary data. Secondary data is data that has been provided directly or indirectly where researchers are no longer looking for and collecting data directly, researchers only use data that has been provided as material in conducting research. The data needed in this study are in the form of previous research journals and *ebooks* that support this research.

## **3. RESULTS & DISCUSSION**

### **3.1 Yosu Preloved's Business Process**

A business process is a set of interrelated actions or activities to carry out work to produce a product or service and to achieve certain goals. In carrying out its business activities, Yosu Preloved still applies the conventional method, namely that all records are still done manually with supporting facilities in the form of gadgets. This will result in prone to recording errors, data loss, difficulty in tracing data when conducting inspections, miscommunication, and inefficient business processes. Therefore, before implementing the ERP system implementation in Yosu Preloved's business, it is necessary to consider and analyze ongoing business processes. The goal is to find out what problems are found in their business processes so that they can provide solutions that suit their needs. Yosu Preloved's business processes are made in the form of a flowchart or flowchart. Flowchart (flow chart) is a series in the form of a chart or flow with certain symbols that describe the process or process sequence specifically and its relationship with instructions and other processes. The following is a picture of Yosu Preloved's business flow.



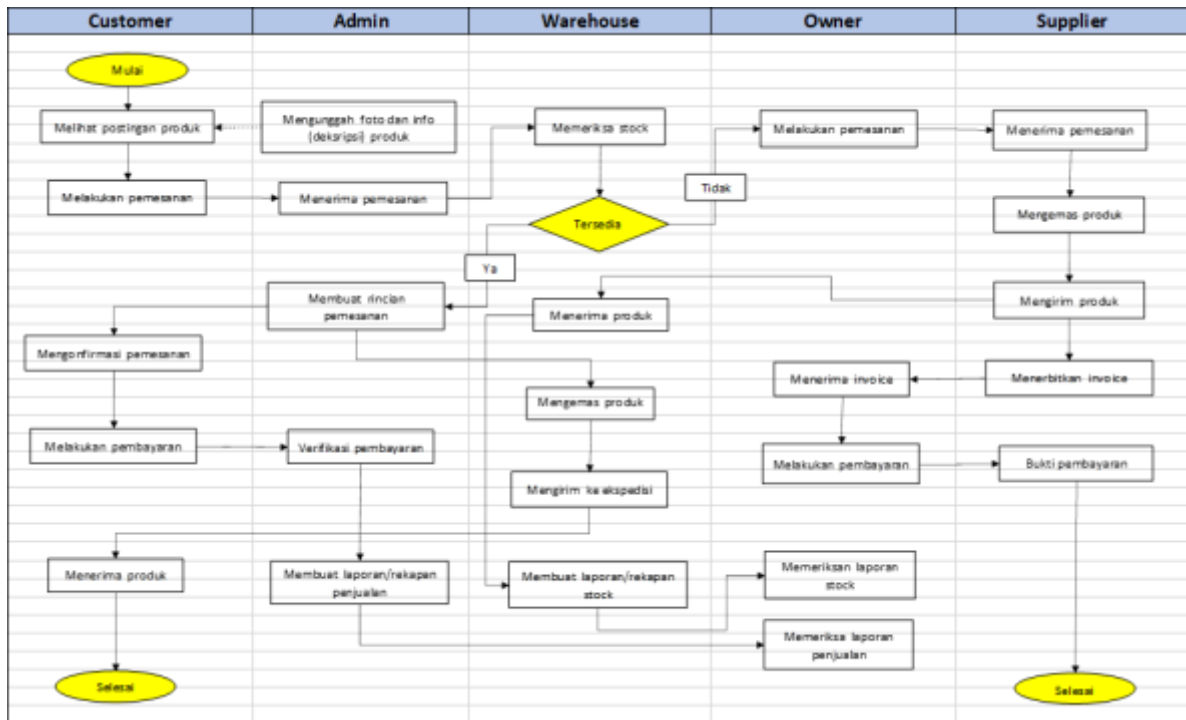


Figure 1. Yosupreloved's Business Process Flowchart

Based on the flowchart above, it can be indicated that, Yosupreloved's business process starts from customers who see product posts uploaded by admins on social media. Then if the customer is interested and wants to buy the product, the customer will place an order with the admin via whatsapp chat or direct message on Instagram. After the admin receives an order from the customer, the admin will coordinate with the warehouse staff regarding the availability of the product that the customer wants to buy. If the stock is available, the admin will make the order details then confirm the order to the customer. After that the customer will make a payment for his order and send proof of payment to the admin to verify the customer's payment. At the same time, the admin also provides details of customer orders to the warehouse staff so they can find and package products to be sent via expedition. The expedition will deliver the order to the address of the customer/buyer. Conversely, if the product stock is not available, the warehouse staff will inform the owner to place an order for the product that is out of stock to the supplier. Then the supplier will package and send the product to be checked and received by the warehouse staff. When sending the product, the supplier will also issue an invoice which will be given to the owner so that he can make payment and proof of payment will be given to the supplier. In addition, the admin staff must prepare a report or recap on the products sold and the warehouse staff must also make a report or recap on the amount of stock and delivery. The report or summary will be given to the owner to check and monitor the state of his business.

### 3.2 Analysis of ERP Module Requirements at Yosupreloved

Based on the description and explanation of the business processes that have been described previously, the next process is to describe the module requirements needed by Yosupreloved's business. Here are modules that can be applied to business preloved Yosupreloved:

#### a. Purchase Module

The purchase module can help Yosupreloved in managing your orders and purchases of products or items needed from suppliers. In addition, this module is also useful for controlling expenses and the quantity or number of goods purchased will be in accordance with the number of customer requests. This module will contain information regarding the data and reports needed such as supplier lists and information, invoices from suppliers,

recording purchase transactions, and analysis of bids. The list and supplier information can be used to analyze or compare the quality and price of goods offered from each supplier or vendor that Yosupreloved chooses. This module will be integrated with other modules such as modules *inventory* and *accounting* to assist in maximizing Yosupreloved purchases to be more planned.

#### **b. Inventory Module**

The inventory module can be used by Yosupreloved in managing all matters relating to its business inventory. This module is useful for managing and supervising inventory levels, forecasting purchase plans, scheduling for delivery of orders and ordering goods, supervising/tracking the delivery process, and making inventory reports on Yosupreloved. Through this module, it will also be easier to track the inventory status of goods owned by Yosupreloved specifically and in real-time. This module will be integrated with other modules such as purchase, sales, and accounting modules to update inventory changes that occur due to sales and purchases.

#### **c. Accounting & Finance Module**

The accounting and finance module is the most important module in a business or can be said to be the heart of the ERP system. This is because in a business process there must be operational costs and other costs that will be managed by the financial module. With good financial management, it will support Yosupreloved in making decisions quickly and accurately. This module will help Yosupreloved in managing all transactions related to finance, be it income, expenses, budgeting, proof of payment, and others. In addition, this module also helps in the process of making business financial reports.

#### **d. Customer Relationship Management Module**

The CRM module is used to analyze Yosupreloved's interactions with its customers which is useful in determining strategies that can build good relationships with customers. It aims to increase sales of Yosupreloved's business. The main focus of this module is on managing customer data which contains detailed customer contact information, recorded interaction history, segmentation and target customers, behavior and complaint data, customer activity pattern data, and other data closely related to sales and marketing. The data will be used for analysis and then used as a guide or basis for planning Yosupreloved in the future.

#### **e. Sales and Marketing Module**

In sales, this module can help Yosupreloved in managing and classifying his sales such as in terms of creating order details, creating or issuing invoices, supervising all orders, and checking the history of existing orders. This module also includes making sales offers to be made as well as assisting in the creation of a complete sales report for Yosupreloved. This module will be integrated with other modules such as the module *Customer Relationship Management* (CRM) which will simplify and expedite Yosupreloved's sales process in the future.

In addition, in marketing this module can assist Yosupreloved in determining the advertising media and promotional channels used, which advertising channels and media are most effective in addressing a particular target market, as well as monitoring the effectiveness of published advertising campaigns.

### **3.3 Selection Criteria for Evaluating Alternative ERP**

In addition to determining suitable modules to be applied to Yosupreloved's business, another thing that is quite important and should not be forgotten is determining the criteria and

selection of a good ERP system. As previously discussed, the ERP system is very important for a business because it is considered the heart of the business in managing its operational activities. The following are the selection criteria for evaluating alternative ERP:

- a) **Cost:** As we know that the cost of an ERP system is quite expensive and the better and more complete a system is chosen, the greater the cost required to implement the system. However, currently there are other ERP system alternatives that use the rental concept so that it can be a solution for businesses who want to have a complete system at an affordable cost. Then, always ensure that the costs incurred will be proportional to the benefits that will be obtained.
- b) **Function:** In selecting an ERP system, the thing that must be considered is choosing a system that fits the basic operational needs. It is very important to ensure that the ERP system that will be used can overcome problems or answer the challenges of business needs and ensure that the selected ERP system does not cause new problems. A good ERP system will strive to provide an overview of information on business performance, business trends, and other information that will ultimately support the company's business growth going forward.
- c) **Technological Advancement & Flexibility:** A system that provides flexible configuration options so that it can be personalized and developed according to specific business needs and is supported by modern technology so that it can be modified in line with current technological developments. A flexible system will also make it easier to track and access in real time.
- d) **Ease to Use:** A good system must be easy to use so that in the learning and training process it will be easier to adapt without spending too much time and not making it difficult for users. Because the initial purpose of implementing an ERP system is to increase efficiency so that it will reduce costs. A complex system will cause difficulties that can reduce productivity in its use.

### **3.4 Factors Affecting the Success of a Business in Implementing an *ERP System***

#### **a. Business Unit Accounting & Finance**

In implementing an ERP system in the Accounting & Finance business unit in Yosupreloved's business, there are several factors that can affect its success, namely clear expectations and goals of ERP system implementation and conduct proper vendor evaluation. The next factor is the implementation of a good pre-implementation, namely by observing and identifying the needs of the system to be built. By doing a good and accurate identification, the implemented operating system strategy will be in accordance with the accounting activities or processes at the operational and control levels. The system applied is expected to provide accurate real-time data and information relevant to needs. The data and information will be used in determining decision making that drives growth as well as for reporting purposes. Then, the completeness of the ERP system features available will make it easier to complete work and minimize human errors. Another factor that is quite important is the existence of vendor support, especially in terms of user training. Users are one of the critical factors because the ERP system is an integrated system if an error occurs it will have a significant impact on the entire business process. With the training will increase user knowledge and feel the ease of operating the system according to the needs of their respective job descriptions. Furthermore, users are expected to have involvement in providing feedback regarding the use of the ERP system that is being implemented so that development can be carried out according to the wishes of the user (flexible and user friendly).

## b. Supply Chain Needs Analysis on Yosu Preloved

Supply Chain on Yosu Preloved as a thrift shop clothing SMEs to democratize fashion by offering fashion with good quality clothes at affordable prices for consumers. What distinguishes Yosu Preloved from its competitors is the fast turnaround time in product turnover. The selection of secondhand clothes offered to buyers is also strictly selected where the owner goes directly to get the best clothes. In addition, Yosu Preloved is able to send clothes that are sold quickly where the delivery process is carried out immediately the next day after the clothes are sold on social media. This delivery time is faster than its competitors, which take two to three days to send clothing orders to consumers. In checking goods and selling yosu preloved products, coordinating directly with the admin where each dress model only has one piece, so that in implementing the supply chain with the ERP yosu preloved method, you must be careful because there are not many product stocks so they are not confused.

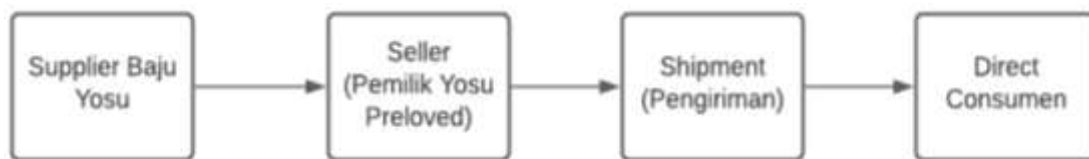


Figure 2. Supply Chain from Yosupreloved

Flowchart above shows the supply chain system used by Yosupreloved from suppliers to high school to consumers. In terms of supply chain, Yosu Preloved continues to maintain good relations between all parties so that the SCM process can run well and effectively.

## c. Business Unit Sales & Marketing

Factors that could influence Yosu Preloved's success in implementing ERP systems in sales and marketing business units, namely:

- 1) Yosu is included in micro, small and medium enterprises, therefore sales and marketing modules with simple and easy-to-understand features and affordable prices will be more appropriate to use in this type of business. The wrong choice of module will certainly affect Yosu's success in ERP implementation.
- 2) Yosu needs to strategically use ERP systems to improve sales and marketing strategies. In this case Yosu needs to understand correctly the things related to the sales and marketing module. Like what are the features offered to how it works in order to make the most of the module. It would be better if all the features in the module can be used without exception so that what you get is in accordance with the costs incurred.
- 3) Yosu should not see the ERP system solely as an IT project with cost savings as the only value. Where Yosu also has to evaluate and plan to maximize the benefits that can be obtained from the ERP system. The information collected in the system and the ease of sharing information must be able to give birth to new understandings about customers, markets, and new strategies. Benefits in a streamlined process must translate into benefits for the customer. Salespeople and field marketers should profit from the system through happier customers and increased sales. Business partner relationships must become stronger and harder to replace.
- 4) Communication and commitment is one of the things that supports Yosu's level of success in implementing the ERP system. Especially in the sales and marketing module, of course, people who use it will be connected with related parties such as the warehouse, packaging, recording and so on. Without good communication, communication errors can also occur

and this of course will not be good for the sustainability of Yosus own business activities. Communication must be maintained both internally and externally, whether it is communication between Yosus and customers, teams and producers. In addition, in terms of Yosus own commitment, of course it takes time, effort, and thought to achieve success in implementing ERP including the sales and marketing module in it, therefore commitment from related parties, especially those in direct contact with the system, is very necessary.

#### 4. CONCLUSION

Based on the results of research regarding the evaluation of modules and the success factors for implementing the ERP system in Yosus Preloved, the following conclusions can be drawn:

##### 1. Analysis of ERP Module Requirements in Yosupreloved

- The module *purchase* can help Yosupreloved in managing orders and purchases of products or goods needed from suppliers. In addition, this module is also useful for controlling expenses and the quantity or number of goods purchased will be in accordance with the number of customer requests.
- The accounting and finance modules will support Yosupreloved in making decisions quickly and accurately. This module will help Yosupreloved in managing all transactions related to finance, be it income, expenses, budgeting, proof of payment, and others.
- The CRM module is used to analyze Yosupreloved's interactions with its customers which is useful in determining strategies that can build good relationships with customers. It aims to increase sales of Yosupreloved's business.
- Sales and Marketing Module

In sales, this module can help Yosus in managing and classifying his sales such as in terms of creating order details, creating or issuing invoices, supervising all orders, and checking the history of existing orders. This module also includes making sales offers to be made as well as assisting in making a complete sales report for Yosus

2. Selection for Evaluating Alternative ERP consists of cost, Function, technological advancement & Flexibility, Ease to use It plays an important role in running an ERP system.
3. Users are one of the critical factors because the ERP system is an integrated system if an error occurs it will have a significant impact on the entire business process. With the training will increase user knowledge and feel the ease of operating the system according to the needs of their respective job descriptions. Furthermore, users are expected to have involvement in providing feedback regarding the use of the ERP system that is being implemented so that development can be carried out according to the wishes of the user (flexible and user friendly).
4. Supply Chain at Yosus Preloved is still not too big because the business is still small so the application of SCM is still not too big but for now Yosupreloved continues to maximize the supply chain process they implement.

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