Internship Report

On

"Digital Integration in Financial Operations: A Study ERP On the Net++ at Pharma Solutions Bangladesh Limited"

Supervised By:

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Major in Finance

Program: BBA, (61st batch)

Department of Business Administration

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Letter of Submission

Dr. Md. Anhar Sharif Mollah
Associate Professor and Head
Department of Finance & Banking
Faculty of Business & Entrepreneurship
Daffodil International University

Subject: Submission of Internship Report

Dear Sir,

It is my honor to present my internship report, which is entitled as **"Digital Integration in Financial Operations: A Study on ERP On The Net++ at Pharma Solutions Bangladesh Limited,"** and is a project done as a partial fulfilment of the Bachelor of Business Administration (BBA) course.

My practical experiences were the basis of this report because I had the opportunity to work at Pharma solutions Bangladesh Limited during my internship where I was engaged in ERP On The Net++ operations, financial data entry, processing of supplier invoices, and observing digital financial systems that improve efficiency and accuracy.

I want to thank you, with much admiration, because of your precious support and assistance in the process of writing this report. I would also like to offer my warmest gratitude to my organizational supervisor and the rest of the staff at Pharma Solutions Bangladesh Limited to have cooperated and mentored me as an intern.

I wish that you will find this report satisfactory and that it presents not only my academic knowledge but also my practical experiences.

Sincerely yours,

Jubaida

Jubaida Hoque Esha
ID: 221-11-1624
Major: Finance
Department of Business Administration
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Letter of Approval

This is to confirm that Jubaida Hoque Esha ID No: 221-11-1624 is a genuine student of the Department of Business Administration and has gone through an internship program in Pharma Solutions Bangladesh Limited.

The internship report entitled Digital Integration in Financial Operations: A Study on ERP On The Net++ at Pharma Solutions Bangladesh Limited, has been done under my supervision as a Bachelor of Business Administration (BBA) degree requirement.

This report contains original contents as it is based on the practical experiences and observations that the intern had during the internship period. It displays an all-inclusive insight into the role of digital systems, which can be used to improve the efficiency of financial systems and transparency of operations in the organization.

This internship report is thus acceptable to be presented at the internship defense.

Supervisor's Signature

Yours Sincerely,

Jubaida Hoque Esha

ID: 221-11-1624

Major: Finance

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Acknowledgment

In the very first place I would like to acknowledge my utmost thanks to the Almighty Allah that had given me the power, patience and perseverance to enable me to successfully pass through my internship and write this report.

I would like to express deep gratitude to all the authorities and other working individuals in Pharma Solutions Bangladesh Limited, who were cooperative, guided and encouraging throughout my internship period. The positive attitude they showed coupled with the desire to share pragmatic knowledge made learning experience insightful and enjoyable. The team of the Finance Department deserves a special credit as it is thanks to it that I have obtained the priceless practical experience in financial data management and learned how the use of digital tools such as ERP On The Net++ can improve the efficiency and accuracy of business processes.

I want to express my sincere appreciation to my academic supervisor, Dr. Md. Anhar Sharif Mollah, Associate Professor and Head, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University., with whom I was in constant communication, received valuable suggestions, and motivation, when preparing this report. His insights were very valuable and they played a significant role in determining the quality of my work.

Lastly, I would like to thank my family, friends and classmates, who were always motivating, encouraging and supporting me in this journey and are the ones who made my life easier.

It is through the gracious contribution of all these people that this internship and report would have been completed successfully.

Declaration

This is to certify, that the internship report entitled, Digital Integration in Financial Operations: A Study on ERP On The Net++ at Pharma Solutions Bangladesh Limited is completed by me as a part of the completion of the Bachelor of Business Administration (BBA) program at Daffodil International University.

I also attest that this report is all my own work and, as far as I know, it does not include any section that has been published or written by another person or that this section has been offered to obtain any other degree, diploma, or certification in any establishment. The details and discussions which have been given in this report are done on the basis of my practical experiences as an intern in Pharma Solutions Bangladesh Limited and on the basis of other pertinent secondary sources which have been appropriately referred to.

The report has been prepared only in the academic purpose and is not necessarily the views and opinions of the Pharma Solutions Bangladesh Limited or any of the employees.

Jubaida Hoque Esha

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Department of Business Administration

Daffodil International University

Executive Summary

This report contains the results and experiences that I have got being an intern at Pharma Solutions Bangladesh Limited where I had worked on to understand the role of digital integration in increasing financial effectiveness and operational precision. The central concern of this paper is to discuss how the deployment of ERP On The Net++ has facilitated financial operations, enhanced data management, and embraced effective decision-making in the organization.

During my internship, I was engaged actively in various operational and financial activities, including the documentation of supplier invoices, payments, and entry of expenses information, inventory reconciliation, financial documentation support with the help of the ERP system. All these activities gave me the opportunity to acquire practical knowledge about the digital tools that automate the main financial processes and guarantee their accuracy in real-time.

This report presents a discussion of the role played by the implementation of the ERP On The Net++ at the Pharma Solutions Bangladesh Limited in enhancing the level of operational transparency, minimizing the number of manual errors, and improving the workflow overall. It also addresses the contribution of digital financial systems to improved coordination of departments, including finance, supply chain, and distribution, which results in more informed business decisions.

The results show that digital transformation has optimized financial processes as well as internal controls and accountability. This internship has given me a better insight into the potential of technology to encourage efficiency and innovativeness in the field of modern finance to know the gap between the theory and the practical matters within a real-life corporate setting.

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Chapter 1: Introduction

1.1Introduction

Pharma Solutions Bangladesh Limited (PSBL) is among the top pharmaceutical distributor firms in Bangladesh. It is a wholly-owned subsidiary of Zuellig Pharma Holdings Limited that was established in 2006 and has a mission to ensure that healthcare in the country is made accessible, reliable and sustainable. PSBL, headquartered in GH Tower, Tejgaon Industrial Area, Dhaka, is a reliable vendor of multinational pharmaceuticals companies to accomplish a wide scope of value-added services through distribution, warehousing, supply chain management, and other services.

The company has a vision of distributing the much needed medicines and healthcare products all around Bangladesh in the most efficient, safe, and in the best possible condition. PSBL has created a strong network of operation with over 1,100 professionals, and 13 strategically located branches which serve in excess of 51,000 customer clients, such as doctors, hospitals, pharmacies, clinics, and wholesalers. The state-of-the-art Central Distribution Center of the company in Savar with ambient and cold chain storage facilities ensures the highest quality of products storing and transportation of the pharmaceuticals and remains efficient and safe.

PSBL is also the exclusive distributor of some of the internationally known brands in Bangladesh like Roche Diabetes Care, Omron Healthcare, and Seba-med and this portrays its importance to the healthcare industry in the country. With the introduction of the new technologies and FinTech solutions, such as Robi SFA, eZRx, and ERP+ systems, PSBL has become more efficient in its operations and improved the financial and inventory management, as well as increased the real-time monitoring of the operation in all branches. Through its persistent emphasis on quality, novelty, and dependability, Pharma Solutions Bangladesh Limited persists in creating a significant and sustainable contribution to the healthcare environment of Bangladesh and enhancing access to vital medical products and helping the country to achieve improved healthcare results.

1.2 Scope of the Study

This paper will discuss the integration of digital tools by Pharma Solutions Bangladesh Limited to its financial processes in order to enhance efficiency, accuracy and decision-making.

- Watching the work of Finance Department at PSBL.
- FinTech application: Robi SFA, eZRx, ERP++.
- Financial data reporting and management.
- Tracking of revenue and monitoring cash flow.

- Automated order processing and bills.
- Stock and supply chain co-ordination.
- Improving operational effectiveness and openness.

1.3 Objectives of the Study

- To investigate the integration of financial with inventory and operational data through ERP++ to make better decisions.
- To determine the total effect of these online tools to cash flow monitoring and transparency of financial information.
- To determine the effectiveness of multiple FinTech application use in enhancing the coordination of finance, sales and logistics.

1.4 Methodology of the Study

The study methodology is based on the knowledge of the way Pharma Solutions Bangladesh Limited incorporates the FinTech tools in the process of its financial activities to become more efficient, accurate, and decision-making.

1.4.1 Types of Data and Methods

Primary Sources:

- Personal interviews with the employees of Finance Department in Tejgaon Head Office PSBL.
- Live experience on financial operations in Robi SFA, eZRx and ERP++.
- Monitoring and analysis of financial processes, reporting systems, and system application.

Secondary Sources:

- Financial statements and annual reports of PSBL.
- The official company web site information.
- Both financial management and supply chain operation-related internal documents.
- Books and magazines touching upon pharmaceutical distribution and electronic finance resources.

1.4.2 Data Collection Procedures

The sources of data to be used in this study were both primary and secondary so as to be accurate and comprehensive. Face-to-face discussion and interviews on officers and staff of the Finance Department of PSBL at Tejgaon Head Office were used to collect primary data. First-hand experience in daily financial transactions such as reporting, cash flow management, order processing, and the use of the system in Robi SFA, eZRx, and ERP++ offered insights into the operations of the company. Also, appropriate internal records and documents were examined by the supervision of the respective officers. We got secondary data through annual reports, financial statements, the official web site of PSBL and other formal documents as newsletters and internal reports. The reviews of the literature on digital finance tools and supply chain management in the sphere of pharmaceuticals were also consulted to support the analysis. This combination of data collection techniques enabled a balanced and realistic perception of the role of the FinTech tools in improving financial operations at PSBL.

1.4.3 Data Analysis

The information gathered was organized to interpret the use of FinTech tool in the financial activities of PSBL.

Analysis Methods:

- The analysis of primary data in terms of observation, interviews, and practical exposure to the Finance Department.
- Evaluation of ERP++ implementation in financial operations like reporting, cash flow management, invoicing, and order tracking.
- Secondary data review of annual reports, internal and literature documents to compare practices to industry practices and best practices.
- Determination of trends and knowledge on operational efficiency, accuracy and transparency.
- Assessment of the digital tools influence on Finance, Sales, and Operations coordination.

This methodology helped to understand clearly how the implementation of several digital systems helps PSBL to reinforce its financial management and decision-making procedures.

1.5 Limitations of the Study

- Time Limitation: The internship was only three months; hence, it did not give a chance to conduct a wide range of data collection and analysis.

- Restricted Access: PSBL is a private organization; it is highly confidential and certain internal financial/operational records are locked away.
- Data Availability: Financial reports and audits data were not available to the general audience and this complicated the process of gathering secondary data exhaustively.
- Technical Problems: There were also technical problems with some of the digital systems like the ERP On the Net++, as some of them took additional time to navigate and comprehend the system.
- Workload and System Problems: There were occasional system hitches and excessive workload that slowed down or inhibited full data collection.

Although these limitations exist, the report offers useful and material analysis of the financial and operational performance of PSBL using the available best information.

Chapter 2: Organization Overview

2.1 Company Overview

Previously Pharma Solutions Bangladesh Limited (PSBL) operated under the name Zuellig Pharma Bangladesh Limited, it was formed in 2006 and started its operations in 2007 as a subsidiary of Zuellig Pharma Asia Pacific. It was purchased in 2015 by Rapid Keen Holdings Limited and renamed PSBL in 2019.

PSBL has a workforce of more than 1,100 employees and 13 offices in key cities and serves in excess of 51,000 customers in the form of hospitals, clinics and pharmacies. It has state of art central distribution center at Savar with ISO 9001:2015, GSDP and HSE compliant facilities including both ambient and cold chain storage.

PSBL collaborates with well-known brands on the international scale, i.e. GSK, Novartis, Sandoz, Roche Diabetes Care, and Sebamed. In line with its mission of ensuring that healthcare is available to all citizens of the country, the company has the best standards in quality, compliance and service delivery, which implies that there are safe and effective delivery of pharmaceutical and healthcare products in Bangladesh.

2.2 Mission

Become the reliable business partner that assists healthcare companies in achieving opportunities in market with innovative and high quality solution.

2.3 Vision

Pharma Solutions Bangladesh Limited has the vision of Bringing highest quality healthcare solution to the community.

2.4 Core Values

Teamwork: Work as a team, form powerful alliances among themselves and with their customers to accomplish common objectives.

Passion to Excellence: Aim at providing the best in all they do, quality and reliability in all their services.

Innovation: Be receptive to new ideas and technologies in order to enhance their processes and remain front runners in the pharmaceutical distribution industry.

Personal Growth: Promote lifelong learning and development and assist his or her employees to realize their potential.

Integrity & Trust: Be straightforward and open about their business with their clients, business partners, and their peers gaining their trust.

2.5 History and Present Operations of the Organization

2.5.1 Pharma Solutions Bangladesh Limited History.

Pharma Solutions Bangladesh Ltd. that was once called Zuellig Pharma Bangladesh Limited (ZPBL) has been started in 2006 to assist foreign pharmaceutical companies in Bangladesh. It opened in February 2007 as a subsidiary company to Zuellig Pharma Asia Pacific. Over time, the company has developed its distribution channels by incorporating the activities of the popular international brands like RAK Pharma, Reckitt Benckiser, and Novartis Bangladesh. In 2015, ZPBL was acquired by Rapid Keen Holdings Limited after being separated off of the Zuellig Group. In the middle of 2019, the company was re-named Pharma Solutions Bangladesh Limited (PSBL), and this was a new step in the development of the company, modernization, and integration of technologies.

2.5.2 Present Operational Network and Structure of the Pharma Solutions Bangladesh Limited

Pharma Solutions Bangladesh Limited (PSBL) has a network of distribution management throughout the country with 13 offices and a central distribution center (CDC) with state of art facility at Savar which ensures safe and prompt distribution of the healthcare commodities.

Key Operational Divisions:

- Distribution & Logistics: National delivery, cold chain and ambient storage.
- Finance/Accounts: Processing of financial operations digitally with the help of Robi SFA, eZRx, and ERP++ at the accuracy and transparency.
- Supply Chain Management: Manages inventory, warehousing and product flow in the country.
- Sales & Customer Relations: liaises with other partner companies, hospitals and pharmacies to ensure a smooth operation.
- Quality & Compliance: Assures that every process is up to ISO 9001:2015 and GDP standards.

2.5.3 Products and services of Pharma Solutions Bangladesh Limited (PSBL)

Pharma Solutions Bangladesh Limited (PSBL) is a company that provides a wide spectrum of products and services aimed at the delivering the distribution of healthcare solutions in Bangladesh efficiently, safely, and unproblematically. The firm collaborates with major multinational and local pharmaceutical companies to provide quality healthcare products and services to the country.

Key Products:

Pharmaceutical Products: Prescription and over-the-counter drugs of such international companies as GSK, Novartis, Sandoz, and Elanco.

Medical Devices: Innovative medical and diagnostic devices of such brands as Omron Healthcare.

Diabetes Care Products: Distribution of Roche Diabetes Care equipment and products, such as glucose meters and testing kits.

Dermatological and Personal Care Products: Quality skin and body care products of Seba-med and other foreigners.

Veterinary Products: Immunizations and animal care drugs sold on cold chain management conditions.

Key Services:

Warehousing & Distribution: Logistics network all across the country with ambient and cold chain services to preserve the integrity of products.

Supply Chain Management: ERP++ supply chain management, providing real time tracking of inventory, and efficient order filling.

Digital Sales & Order Management: Efficient communication, order processing through Robi SFA and eZRx.

Financial Management and Reporting: Electronically integrated billing, payment tracking and financial analysis systems.

Value-Added Services: Bespoke reporting, regulatory assistance as well as client relationship management.

2.5.4 Pharma Solutions Bangladesh Limited Operational Workflow

The working process of the Pharma Solutions Bangladesh limited (PSBL) combines multiple inter-related departments and electronic systems in order to guarantee the efficient flow of the products between the pharmaceutical manufacturers and the final patients. The diagram below shows the extensive distribution and service network of PSBL with the major parts of its operations, that is, importation, warehousing and integration of information technology, sales, financial services and end delivery to the final patient.

The workflow of Pharma Solutions Bangladesh Limited (PSBL) reveals the way in which the organization will facilitate the flow of communication between manufacturers, distributors, healthcare professionals and patients by providing an integrated digital system. Every step such as importation, warehousing and primary distribution, sales, marketing, and financial services are digitally supported using ERP On The Net++, Robi SFA, and eZRx. The systems allow real time information exchange, effective inventory management, order processing on time and financial reporting. This digital integration does not only increase operational accuracy and compliance but also provides a basis of PSBL commitment in providing quality healthcare solutions in Bangladesh.

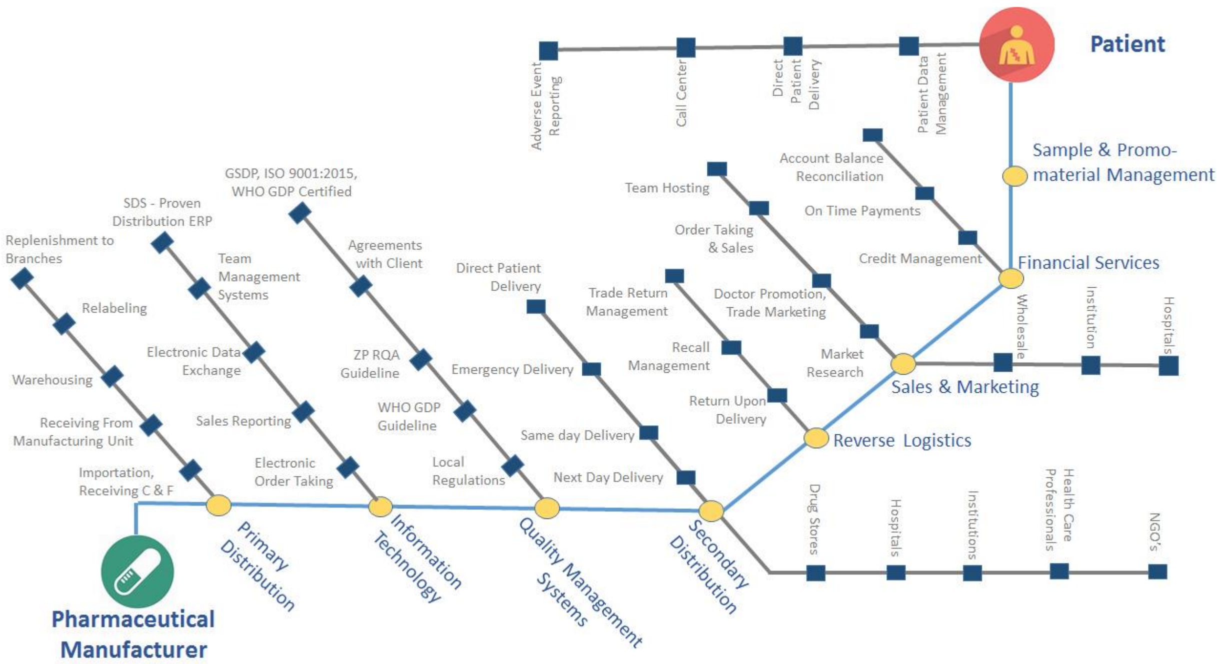

Figure 1 The Operational Workflow Of Pharma Solutions Bangladesh LTD

Chapter 3 :About ERP On The NET++

3.1 About ERP On The Net ++

ERP On The Net++ is a software based integrated enterprise resource planning solution, which will facilitate financial, operational and management processes in Pharma Solutions Bangladesh Ltd. Its Accounts module is a centralized transaction of financial transactions such as general ledger, the accounts receivable and payable, fixed assets, and petty cash. The Distribution module is involved in the handling of orders, inventory, shipping and invoicing and is connected with the account to provide the correct value of the stock. The Supply Chain module manages procurement, purchase orders, shipment of materials by vendors, and inventory and is used to ensure smooth running of operations.

It is also compatible with the Budgeting system that enables the departments to monitor actual expenditure in comparison to the budgets and QMA (Quality, Maintenance and Audits) that also provides maintenance of equipment, quality inspection and legal conformity. To have managerial oversight, Management Reports have dashboards filled with key performance indicators, trends, profitability and forecasts and Operations Reports have comprehensive information on the warehouse, procurement, quality control, supplier performance and asset utilization.

All in all, the ERP On The Net++ will improve operational effectiveness, financial and regulatory accuracy, and informed decision-making throughout the organization.

3.2 Key Features of ERP On The Net ++

Accounts: Accounts module is where all financial transactions are registered within one system. It includes:

General Ledger (GL): Multi cost centres (Manufacturing, Distribution, Admin).

Accounts Receivable (AR): Records invoice and outstanding payments made to customers.

Accounts Payable (AP): This is the supplier invoice processing and credit terms.

Direct Purchase and Petty Cash: Small purchases will be automatically recorded in GL.

Fixed Assets: Tracks buy, depreciate and dispose equipment.

An example: The purchase of a chromatography machine at the cost of BDT 12 million is fixed in Fixed Assets. Little laboratory supplies purchased using petty cash are automatically recorded. In the Accounts Payable, supplier invoices are recorded.

Distributions: Handles the orders, inventory, packing, shipping and invoicing. Combined with Accounts regarding stock value and cost monitoring.

As an example: Hospital orders 500 units of medicine. Stock is updated in warehouse, shipments of items made, invoice issued and value of inventory decreased automatically.

Supply Chain: Processes procurement, purchase orders, LCs, vendor shipments and inventory integration.

As an example: Purchase order 1,000 cartons of raw material in India with LC opened through bank. Inventory and costs are automatically updated when shipment is received.

Budgeting: Prepares procurement and expenses budgets on a departmental or project basis. Budget and actual track variance alerts.

As an example: R&D Procurement budget: BDT 25 million per year. Post Q1, the actual expenditure is BDT 8.3 million; system indicates to the management when it is overspending.

QMA (Quality, Maintenance and Audits): It deals with quality checks, equipment maintenance and audit trails, to ensure that it complies with the regulations.

Examples: Chromatography machine service is planned and recorded. QC check makes sure that a batch is passed prior to delivery.

Management Report: Dashboards which present all modules to the executives. Displays KPIs, trends, profitability, and predictions.

As an example: Monthly report, revenue BDT 520 million, gross margin 32.5, AR >90 days BDT 9.4 million, inventory turnover 5.8 times.

Operations Report (Ops Report): Operational reports in detail to middle management. Addresses warehouse, procurement, quality control, supplier, and asset performance.

As examples: Weekly report: 1,320 orders taken, 97% of the orders delivered on time, inventory close to expiry 1,150 units, the line slows down and costs 3 hours in packaging.

CHAPTER- 4 (Internship Role and Responsibilities)

4.1 Role and Responsibilities

During my internship at Pharma Solutions Bangladesh Limited (PSBL), I worked mainly in the Finance Department, where I was able to observe and take part in several financial and operational activities. I learned how the company uses digital systems like ERP On The Net++, Robi SFA, and eZRx to make their financial operations faster, more accurate, and transparent.
My internship gave me the chance to experience how modern technology supports finance, supply chain, and distribution activities in a large pharmaceutical distribution company.

The primary activities I completed in the course of my internship were:

- Recording and financial information like invoices, payments and purchase entries in the ERP system.
- Helping with the tracking of accounts payable and receivable, maintaining a proper update in ERP On The Net++.
- Assisting in budget and expense summary preparation to be reviewed monthly.
- Ensuring consistency in the inventory reconciliation process through verification of stock reports and checking with the Distribution team.
- Watching the work of Robi SFA as it records the attendance and daily orders of the field employees online.
- Knowledge of the eZRx application in managing online orders between customers and medical representatives.

4.2 Rational of the Roles and Responsibilities

My roles and responsibilities at Pharma Solutions Bangladesh Limited were well synchronized with the objectives of the company to enhance its operational efficiency and digitalization of financial management by using ERP-based FinTech solutions. Being a major in Finance, my internship provided me with an opportunity to relate theoretical knowledge in finance with real-life business activities that are technology-driven.

- **Technology and Finance Integration:** PSBL relies on ERP On The Net++ to digitalize financial processes and operational processes. By documenting doctor prescriptions, monthly costs, and tour bills, I was able to see how ERP promotes accuracy, errors minimization, and streamlined workflow and can show how technology can improve efficiency and accountability in financial processes.

- **Core Financial Operations Exposure:** I was exposed to critical financial activities such as cost tracking, expense verification, and financial reporting that are necessary in order to ensure transparency and good management by handling data entry of expenses, supplier invoices, and reimbursements.
- **Digital Financial Systems:** Working with ERP allowed me to comprehend the integration of various functions in digital systems, including accounts, inventory, budgeting, reporting, and so on, into one. This is similar to the way FinTech in banking streamlines and automates processes allowing real-time tracking of financial transactions and organizational resources.
- **Operational Accuracy and Data Management:** The aspect of capturing and verifying data, including prescriptions and tour bills, made me understand the value of accuracy, reliability, and timeliness in digital systems. This guarantees that the decisions made in the organization are informed with clear and current information as it happens with the FinTech in the banking industry.
- **Support of Strategic Decision-Making:** In my ERP activities, I was involved in the work on management reporting and summaries, and it showed how valid data about the operations contributed to the planning, budgeting, and resources allocation.

4.3 Examples of Tasks Completed

Example 1: Doctor Prescriptions (Rx) recording.

In my internship, I was to take the prescriptions of the doctors and input them into the company system. This included checking the prescription details, comparing them with the product codes and accuracy in the process of data entry. Through this exercise, I was able to understand the way PSBL manages sales orders and keeps the right records to be able to report and manage the inventory.

Example 2: Recording of expense on a monthly basis.

I was also involved in recording monthly expenses into the ERP system and these expenses included office operation costs, supplier payment and other financial transactions. This necessitated the close check of invoices, bills and supporting documents. In this, I was able to acquire some practical information on how financial transactions are structured in a systematic manner to be accounted and audited.

Example 3: Recording Tour Bills

The other important task was recording tour bills made by sales and field employees. I would ensure that bill information including dates of travel, destinations, allowances, approvals are correct and post them in the ERP system. This allowed me to appreciate the effectiveness of PSBL in the areas of staff reimbursements and adherence to company policies.

CHAPTER 5 : Key Learnings and Experiences

5.1 Key Learnings

In the framework of my internship at Pharma Solutions Bangladesh Limited, I could obtain hands-on experience in digital financial processes and management based on ERP:

ERP and Digital Processes: Got acquainted with the way ERP On The Net++ combines accounts, inventory, and expense management in order to maintain efficient records.

Data Accuracy: Realized the need to have accurate data entry of prescriptions, expenses and tour bills to make decisions and report on them.

Operational Compliance: Having gone through verifying documents and adhering to policies to make the operations transparent and error-proof.

Professional Collaboration: Learned to communicate and work together with fellow colleagues operating in other departments.

5.2 Rationale of the Learnings

These lessons were in line with the objectives of PSBL, which are operational efficiency, digital integration, and transparency. My experience with ERP enabled me to observe the role of technology in facilitating financial activities, decision making and reaffirming practical application of financial theories in a business setting.

5.3 Connection with Academia

My internship provided a gap between theory and practice:

- Real data entry and verification processing, based on applied accounting and financial management.
- Monitored internal controls and compliance processes in the daily operations.
- Observed how electronic systems support a combination of financial operations, which supports classroom learning in the accounting, finance, and operations management.

5.4 illustrations of Growth and Experiences

Professional Communication: Improved effectiveness and clarity in the workplace communication.

Teamwork and Flexibility: Learned to be flexible and work together to reach organizational objectives.

Technical Competence: Gained experience in ERP and data management on a digital basis.

Ethical Practices: Hands on accuracy, honesty and accountability in dealing with financial records.

Career Insight: Enhanced my passion in finance and digital operations, which will make me suited to work in a technology-focused company setting.

CHAPTER : 6: Critique and Reflections

6.1 Critical Evaluation

The Pharma Solutions Bangladesh Limited internship experience was such a lesson that I could put into practice the knowledge I attained in university in a professional corporate environment. The workplace atmosphere of the company was professional, systematic, and favorable, and thus I got to know about the current financial and operational practices. The system that impressed me the most was the ERP On The Net++ system, incorporating the accounts, inventory, and expenses. This shows that PSBL has been determined to adopt digital transformation and operational efficiency.

Nevertheless, I did observe certain challenges. There were certain tasks in which some of the workload was too high and hence constrained the learning in some of the tasks. Moreover, although ERP is a very useful online platform, it is crucial that it must be carefully handled and accurate when entering data to ensure that it is error-free. Nonetheless, the mentoring of supervisors and the cooperative environment made the experience very fruitful and learning.

6.2 Major Issues that were encountered during the Internship.

The following challenges were my tests of adaptability and skills of solving issues during my internship:

Learning about ERP and Financial Processes: First, it was hard to work in the ERP system and comprehend how various modules, including those in the accounts, expenses, and inventory, are all linked.

Data Precision: It was important to be accurate when recording prescriptions, monthly costs and tour bills so as not to make any mistakes.

Workload Pressure: Sometimes, several data entry assignments were to be done within strict deadlines, and they demanded efficient time management and prioritization.

Minimal Exposure to some Departments: Having little time as an intern meant that I was not able to cover the long-term projects in every area of operations.

6.3 Learning from Challenges

I was able to acquire analytical and systematic problem-solving skills because I learned how to navigate the ERP processes and compare data.

The requirement to be accurate enhanced my focus and made me understand how minor mistakes in financial information may affect reporting and decision-making.

The ability to work on various tasks within time limitation helped me to improve organizational and time-management skills.

The tasks carried out with the digital systems helped me to strengthen my flexibility and patience since technical processes involved watching and practicing a lot.

6.4 Overall Reflection

The internship in PSBL was an important milestone in my personal development, academic development, and professional development. Certain activities like filling in prescription records, entering in monthly costs and filling in tour bills helped me gain a practical experience in digital financial processes. I understood the way the ERP systems combine day-to-day business with strategic decisions making sure that they are accurate, transparent and efficient.

My communication and analytical and technical skills were also improved during this experience. It also made me understand the values of ethical conduct, responsibility and teamwork in the workplace. In general, my internship helped me to solidify my desire to pursue a career that will amalgamate my interests in finance, digital systems, and operational management with the focus on professionalism, ethics, and lifelong learning.

CHAPTER-7 : Conclusion

Conclusion

My internship experience in Pharma Solutions Bangladesh Limited was a very rich learning experience because it enabled me to relate what I learnt in the classroom with the real-life operations in an organization. Using the ERP On The Net++ system, I was able to understand the concept of digital tools in simplifying and empowering financial operations with ease and accuracy of data entry, record-keeping, and reporting.

During this experience, I was able to acquire the ability to manage and process financial data as well as understand the importance of technology in the integration of all aspects of the operations of a company. Such activities as the registration of prescription of doctors, of monthly expenses, and of tour bills can be considered easy ones, although they taught me the necessity of accuracy, responsibility, and collaboration that are necessary in keeping the financial processes going smoothly.

This also was an internship that made me grow personally. I developed more confidence in my communicating skills and I learnt how to adjust to new systems and I learnt how to be patient and consistent in my work as a professional. But most importantly it made me realize that finance is not simply about numbers today, it is about the ability to use technology to make better and quicker business decisions.

In general, this internship experience was very enriching and helped me develop my ideas about digital finance and make me start a career that will involve both financial mastery and technological advancement.

Chapter 8: Implications

8.1 Application of Academic Learning

The academic background in finance helped me to have a good ground in the tasks I performed at the PSBL internship. Financial management, financial analysis, accounting and ERP system courses were of great interest. The internship enabled me to put these theoretical concepts to practice and relate classroom learning and real-world financial and operational process through the ERP On the Net++. This allowed me to learn how such principles as accuracy, accountability, and compliance can be applied in a corporate setting and enhanced my analytical and problem-solving skills.

8.2 Organizational Impact

In the course of my internship, I helped in a number of financial and operational activities such as the tracking of orders, updating inventory records, authenticating the process of procurement and payment as well as keeping track of the budgets of activities in different departments. Such activities made sure that the workflow was done correctly and within the right time, which increased efficiency and transparency in the organization. I also assisted the management in decision making processes and helped to streamline operations by identifying small gaps in the process and give feedback.

8.3 Industry Relevance

Digital solutions are being adopted by the pharmaceutical distribution industry in Bangladesh to improve its efficiency and transparency. When working with ERP On the Net++, I was exposed to industry standard systems that are used to manage their inventory, financial reporting and monitor their operations. These competencies are of high relevance because more organizations are moving towards the use of integrated digital platforms, which has led to the need to have professionals who have the skills in financial automation, digital compliance and operational analytics.

8.4 Lessons Learned

The internship made me learn a number of important lessons:

- There should be accuracy, responsibility, and compliance in the financial operations.
- Adaptability is needed in the adjustment to changing digital tools.
- Compliance and operational processes are only successful through teamwork and communication.

- The constant learning is obligatory because of software, process, and industry regulations changes.

These lessons reinforced my knowledge of technical and managerial issues of the field of finance and functioning.

8.5 Skill Development

The internship helped me to acquire a number of professional skills:

- Technical Skills: Practical application of ERP On the Net++, advanced Excel functions, and reporting applications.
- Analytical Skills: The ability to detect the discrepancy in data, compile accurate reports and monitor the financial performance.
- Time Management: Priorities in terms of meeting of strict operational deadlines.
- Soft Skills: Improved teamwork, teamwork, and flexibility in the work environment.
- Professional Ethics: Keeping secrets and complying with company regulations.

These competencies have equipped me to become an effective worker in finance and operations with digital systems.

8.6 Challenges Faced

Notwithstanding the learning opportunities, I had to overcome a number of challenges:

- Using the intricacy of ERP On the Net++, not to mention its entire functionality.
- Poor access to some proprietary operation data by reason of confidentiality policy.
- Sometimes excessive workloads and delays in work because of system slowdowns.

These challenges have made me learn how to be resilient, self-reliant, and the significance of effective communication with supervisors to be productive and motivated.

8.7 Networking and Relationships

The internship was a great experience of creating professional relationships in PSBL. I acquired skills on how to communicate with other staff members in different areas of the company such as finance, logistics and operations among others and interact with supervisors to seek advice. Such experiences enhanced my knowledge on corporate etiquette, teamwork and collaboration, which are crucial in a professional development.

8.8 Recommendations

According to my experience in PSBL, I would recommend the following improvements:

Undertake organized orientation and training of new interns in order to adapt them fast.

Add social facilities and comforts to boost morale of employees.

Provide encouragement to the interns to ask questions, make notes and communicate with the supervisors to ensure that they enjoy the most of the learning experiences.

8.9 Future Directions

Technological innovation is the future of financial and operational management. ERP systems such as Next on the Net++ will keep on improving with the addition of AI and machine learning as well as sophisticated analytics to boost efficiency, transparency, and decision making. Companies like PSBL must keep expanding the system and educating staff to remain digital. Personally, this internship has inspired me to continue my education on digital finance and ERP systems, and one of my objectives is to make the business practices more efficient, transparent, and sustainable.

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