

THE DIGITAL **PLAYBOOK** for Sri Lankan SMEs

Eight practical guides to take your business digital. Step by step, in plain language.
No technical background needed.

Available in **English** - Sinhala - Tamil

Running Operations **Smarter**

When your business has more than five people and more than a hundred transactions a month, doing everything manually costs you more than it saves. This module covers inventory, HR basics, and team communication: the systems that keep things running even when you are not watching every detail.

~3 hours to set up - Pick one process first

Why this matters: A shop owner managing inventory on a spreadsheet spends 4 hours a week on stock checks. The same job in an inventory tool takes 20 minutes. That is 3.5 hours back in your week, every week, for the rest of your business life.

STEP-BY-STEP GUIDE

01 Set up basic inventory management

Move stock tracking out of your head and into a tool. Zoho Inventory's free tier tracks stock levels and alerts you when items run low. For simpler needs, a Google Sheet with columns for Item Name, Quantity, Reorder Level, and Supplier is a genuine improvement over no system at all. The key habit: update stock every time you receive a delivery or complete a sale.

Zoho Inventory (free tier) - Google Sheets - **SITS Inventory Module**

MODULE 06 STEP 01 - SET UP BASIC INVENTORY MANAGEMENT

ITEM	IN STOCK	REORDER POINT	STATUS	ACTION
Batik Sarong - Blue	23 units	10 units	OK	
Batik Sarong - Red	6 units	10 units	LOW	Reorder Now
Pottery Mug	2 units	10 units	CRITICAL	Reorder Now
Wall Hanging	18 units	5 units	OK	
Table Runner	11 units	8 units	OK	

Low stock alert sent to: manager@yourshop.lk
Pottery Mug - only 2 units left. Reorder point is 10 units.

Update stock every time you receive a delivery or complete a sale. This is the only habit you need.

Inventory management dashboard showing stock levels, low stock alerts and reorder actions

02 Set up digital payroll and EPF/ETF management

If you have employees, you are legally required to contribute to EPF (employer 12%, employee 8%) and ETF (employer 3%). Manual EPF processing is error-prone and time-consuming. A payroll tool automates the calculation, keeps records, and generates the monthly EPF/ETF submission files. SITS implements a full HR suite including payroll, leave management, and EPF/ETF compliance under their Scale package.

SITS HR Suite - EPF Board Online Portal

Tip: EPF and ETF late submissions attract penalties. Automating this removes human error and protects you from avoidable fines.

MODULE 06 STEP 02 - DIGITAL PAYROLL AND EPF/ETF

Monthly payroll - automated

Calculate EPF and ETF correctly every time

EMPLOYEE	BASIC SALARY	EPF 8%	ETF 3%	NET PAY	STATUS
Nimal Silva	LKR 45,000	LKR 3,600	LKR 1,350	LKR 41,400	Paid
Kamala Perera	LKR 38,000	LKR 3,040	LKR 1,140	LKR 34,960	Paid
Suresh Kumar	LKR 52,000	LKR 4,160	LKR 1,560	LKR 47,840	Pending
Amara De Silva	LKR 35,000	LKR 2,800	LKR 1,050	LKR 32,200	Paid

This month summary

Total Payroll:	LKR 170,000
Total EPF (employer 12%):	LKR 20,400
Total ETF (3%):	LKR 5,100
EPF Submission Due:	28 February 2025

Export EPF File
Submit to EPF Board

EPF late submissions attract penalties. Automating this removes human error every month.

Monthly payroll table with EPF and ETF calculated automatically and an Export EPF File button

03 Move team communication off personal WhatsApp

A personal WhatsApp group with staff seems convenient until someone leaves and the history goes with them, or a customer message gets mixed into a staff conversation. Use Google Chat (free) or Slack (free tier) for internal communication. Create separate channels for different topics. Keep written records of decisions.

Google Chat (free) - Slack (free tier) - **SITS Collaboration Solutions**

Tip: Keep written records of all decisions. The boss said so on WhatsApp is not documentation.

MODULE 06 STEP 03 - MOVE TEAM COMMUNICATION OFF PERSONAL WHATSAPP

The problem - personal WhatsApp

M Mom Are you coming for dinner?	Personal
N Nimal (staff) The delivery is ready	Work
C Customer Where is my order?	Customer
W Wife Can you pick up groceries?	Personal
S Suresh (staff) Machine is broken	Work
K Kasun (order) I want a refund	Customer

The solution - Google Chat

Spaces	Orders
Orders	3
Suppliers	1
Staff	
Deliveries	2

Orders		
N Nimal	9:41	New order #1082 received - LKR 4,300
S Suresh	9:55	Packed and ready for PickMe
N Nimal	10:12	PickMe booked - tracking: PM8823
Y You	10:15	Confirm delivery and invoice sent

Keep written records of all decisions. 'The boss said so on WhatsApp' is not documentation.

Before: personal WhatsApp with personal and business messages mixed. After: Google Chat with organised channels