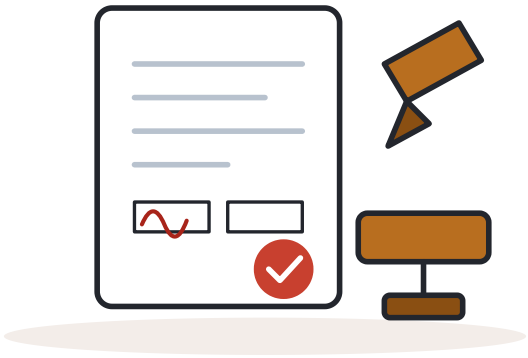
# The contract, from the win to the delivery

One idea: a contract is one record with a CT number, made from a won deal, project or tender. It walks from draft to approval to signature — and once signed it gathers its deliveries, service jobs and money around it.



**A win**
a deal, a project or a tender

→

**Draft**
the wording and payment terms

→

**Awaiting approval**
the decision window

→

**Signed by the customer**
number fixed, wording frozen

→

**Being delivered**
checklist and progress

### Who reads this

The sales manager, the Projects desk, the chief accountant, the CFO and the CEO — and the service manager for service contracts.

### Where

Projects → “Contracts” and the “Contract progress” tab of the project; Sales → “Contracts”; Finance → “Contract templates” and “Contract revenue”.

### What you need

A won deal, project or tender with the customer’s account on the register, priced lines, the payment terms, and a contract template kept by Finance.

**The contract is made from the win, never from scratch.** Its lines, cost, sector and bond come from the deal, the project or the tender — which is why there is no “New contract” button.

# Who does what and four signing roads

The sales manager or the Projects desk prepares the draft and sends it. Who signs next is decided by the contract's sector and amount.

**Sales manager / Projects desk**
makes the draft and sends it

→

**Sales manager**
first step — a contract reader other than the sender

→

**Finance**
the chief accountant

→

**CFO and CEO**
by sector and amount

→

**The customer**
signs the paper; we record it

| | |
|---|---|
| **Private sector — any amount** | Sales manager → Finance (chief accountant) |
| **Government — up to 100 million IQD** | Sales manager → Finance → CFO |
| **Government — 100 million and above** | Sales manager → Finance → CFO → CEO |
| **MOH / KIMADIA — any amount** | Sales manager → Finance → CFO (letter of credit) → CEO |

| Step | Who presses | The button | Where |
|---|---|---|---|
| **Make the draft** | Sales manager or the Projects desk | "Create the contract" / "Make the contract" | The deal, the project file or the tender record |
| **Wording and terms** | Sales manager or the Projects desk | "Save the offer" then "Send for approval" | Contracts → the contract |
| **Signatures** | The road by sector | "Approve" / "Not approved" / "Pass it on" | Decision window |
| **The customer's signature** | Whoever sees the contract and its deal | "Record the customer's signature" | Contracts → the contract |
| **Installation and acceptance** | The project's desk | "Record" on the delivery checklist | Project → "Contract progress" |

**The road picks itself.** The sector and amount on the contract choose the road; the "Sales manager" step goes to a reader of the contract other than the sender — nobody signs his own request.

# Where the contract comes from three doors

A won deal in Sales, a won project in Projects, or a won tender. In all three the contract is created as a draft with a CT number, its lines and cost taken from the source.

1 · A won deal

**Sales → Contracts → "Make a contract for a won deal"**

"Won government and MOH deals that have no contract yet." Pick the deal → **"Create the contract"**

Or from the deal itself: "Prepare the contract". Managers only.

2 · A won project

**The project file → "Make the contract"**

"The contract starts as a draft with the costing sheet, line by line, at its selling prices." "Delivery due (optional)", then the button.

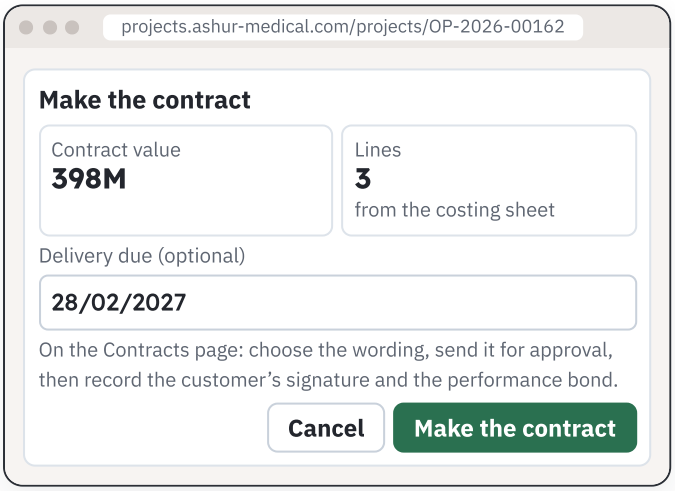
The project's own desk only; afterwards the button becomes a link: "Open the contract".

3 · A won tender

**The card "Won — make the contract from the tender"**

"Delivery due" → "Create the contract". The lines are the awarded items at our price, their cost from the pricing sheet.

The issuer must be an account on the register; an MOH tender's contract keeps letter-of-credit settlement and the sector "MOH".




## What comes with the contract by itself

The number **CT-2026-00004**, the sector from the source, the settlement (MOH → letter of credit, otherwise invoice), and "bond needed" for government and MOH.

## The refusals

"The contract is made once the deal is won." "That opportunity already has a contract." "Choose the tender's issuing customer … before making the contract." "Price the awarded items on the pricing sheet first."

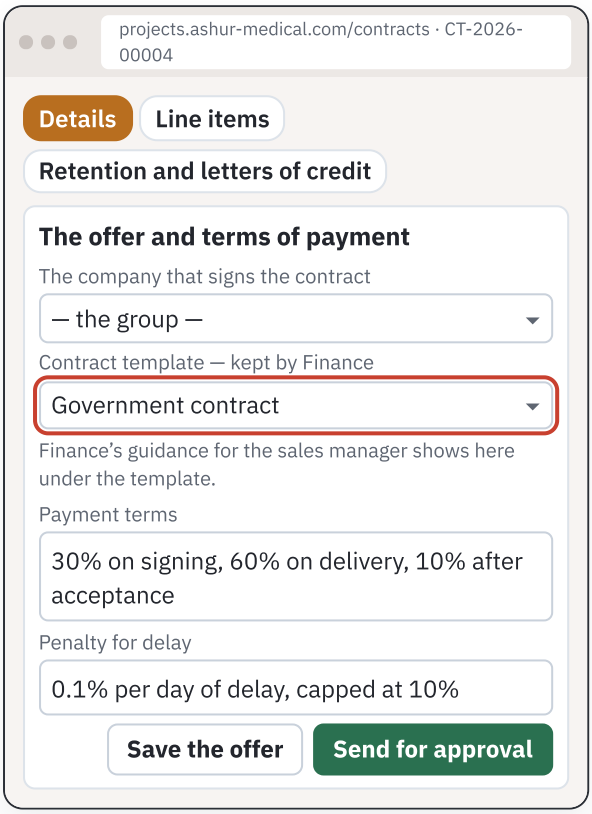
## A tender brings along

A "Request a performance bond" draft with a BR number opens by itself on the contract, and the tender's expenses move into its cost.

⚠ **No goods on a government deal before the contract is signed.** That is what the deal says: "A contract is needed before the order" — and the button takes you to "Contracts".

# The draft: wording and payment terms

A draft contract carries the card “The offer and terms of payment”: the signing company, the contract template kept by Finance, the payment terms, and the penalty for delay on government and MOH. Then “Send for approval”.




1. Open the contract under “Contracts” (view “Awaiting approval” or “All”). Only a draft can be edited.
2. **Contract template** — the list shows templates of the contract’s sector or “Any sector”. Finance writes them under “Contract templates” with placeholders such as **{{contract_no}} {{value}} {{payment_terms}}**
3. **Payment terms** are required: “Write the terms of payment first”. Company and penalty are optional.
4. **“Send for approval”** → “Sent to Finance for approval”. The status becomes “Awaiting approval” and cost and margin are frozen.

Draft → Awaiting approval → Approved

### What the system checks before sending

A value above zero, at least one line, value = lines total, a chosen template, and written payment terms — otherwise a plain message.

### Value and lines disagree?

“The contract value is not what its lines add up to, so it cannot be sent for approval until they agree.” Fix the lines under “Line items”.

### What the card says

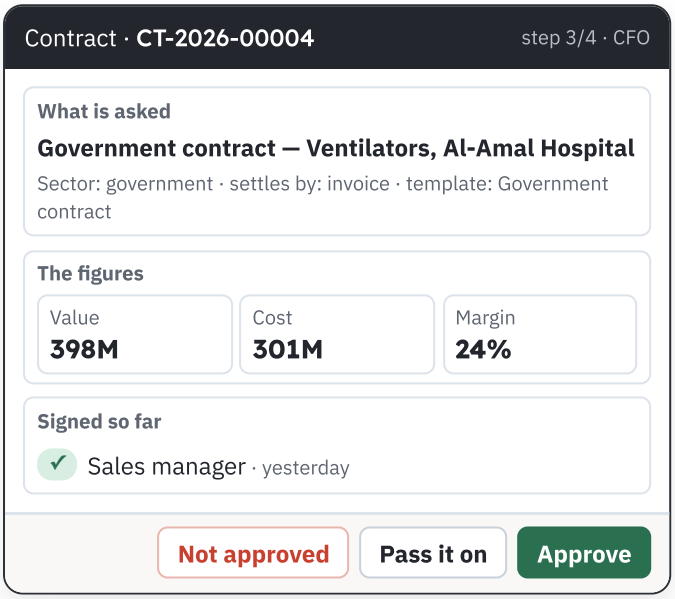
“Once Finance and the CEO approve, the contract is numbered and its copy is produced for signature.”

**The wording is kept by Finance and chosen by sales.** Never type the contract text yourself — pick the template; the system fills it, numbers it and freezes it on the day of approval.

# The approval then the customer's signature

Each signer opens the decision window from his bell. The last approval numbers the contract and freezes its wording; then the customer signs on paper and we record it.

Draft → Awaiting approval → Approved — awaiting the customer's signature → Signed by the customer




1. **"Approve"** with "A note (optional)"; **"Not approved"** needs "Say why" then "Refuse this request"; **"Pass it on"** asks "To whom".
2. The last approval → "Approved — awaiting the customer's signature". Notice to the owner: "The wording is issued and the PDF is ready. Send it to the customer to sign."
3. **"Download the contract PDF"** or **"Print the contract"** — the wording, then the "Schedule of supply"; never cost or margin.
4. The customer signed? **"Record the customer's signature"** → "The customer's signature is recorded", dated today; the contract progress begins here.

### Refused?

It goes back to "Draft" with the signer's comment: "Contract … was not approved". Fix it and send again.

### What an approved contract says

"We have approved it, numbered it and frozen its wording — the customer has not signed it yet. Download the PDF, send it for signature."

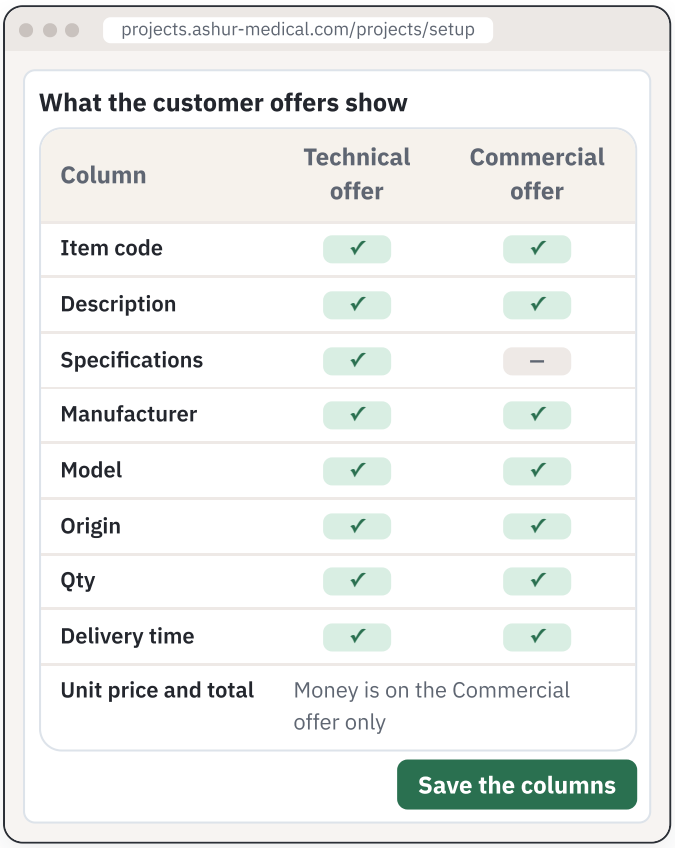
### Who records the signature

In Sales the managers; in Projects whoever reads the contract and sees its deal.

**Signatures happen in the decision window only.** No approval from a card or a list; a stuck request? "Remind", once every 4 hours.

# The technical offer and the commercial offer

Every quotation has two copies for the customer: the technical offer never shows money; the commercial offer adds the unit price and the total. Their columns are set in Projects → “Setup”; the company and language are chosen on the offer.




1. On the offer: “Company on the offer” and “Language of the offer” (Arabic / English) — from the project’s “Submit the offer” window, or the Sales offer editor (“Issuing company”, “Offer language”).
2. In the quotation window, four buttons: **“Technical offer”** · **“Technical link”** · **“Commercial offer”** · **“Commercial link”**
3. The technical copy prints “Technical Offer” with no unit price, total or payment terms; the commercial one prints “Commercial Offer” with the figures.
4. “The customer’s copy” is a public page in a new tab: “Print”, “Download PDF”, “Download as a document”, “File a copy” — the one exception that leaves Projects.

**The offer’s files**

“No copy filed yet — open “the customer’s copy” and press “File a copy””

### Who sets the columns

“A projects manager or an administrator”. A column left empty on every line is not printed.

### The vendor on the line

The “Vendor” column is Finance’s vendor chosen on the costing line — so it is picked before the offer.

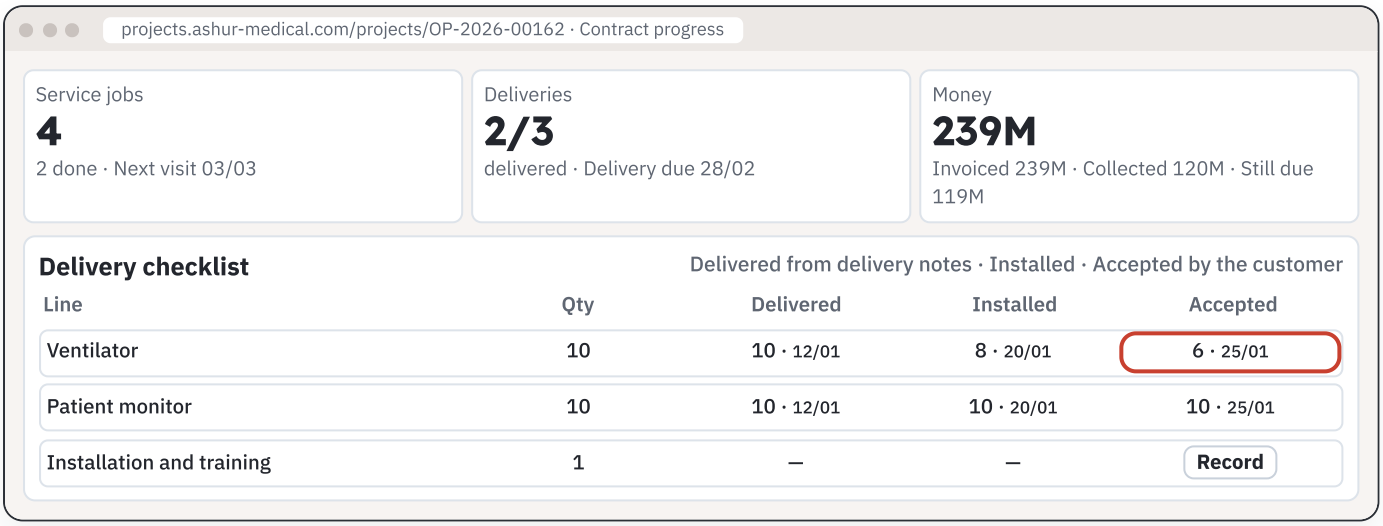
### Prices never leave the system

The technical link carries no money at all; only the commercial link carries prices.

**Technical committee? The technical offer. Financial committee? The commercial offer.**
Never send the commercial copy where a technical envelope is asked.

# After the signature: the delivery checklist and the progress

The “Contract progress” tab of the project gathers — by the contract number — deliveries from delivery notes, service jobs from Service, and money from invoices and payments. And per line: installed, accepted.




1. **Delivered** is worked out by itself from delivered delivery notes on the contract’s invoices, line by line by product. Never typed.
2. **“Record”** on a line: “Installed (qty)” and “Installed on”, “Accepted (qty)” and “Accepted on”, “Signed for the customer by”, “Handover certificate no.”.
3. Only the project’s desk records, and only after signing: “The contract is not signed yet.” Accepted never exceeds installed; installed never exceeds the line qty.

### Service jobs — from Service, by the contract number

They appear only when the service manager records the service contract with the same CT number (or on the project). Otherwise: “Service has no contract with this number yet.”

### Money — “Dinars and dollars side by side, never added together”

Invoiced, collected, still due, overdue per currency; bounced payments are left out.

### Before the signature

“Once the customer signs, its service jobs, deliveries and money appear here, gathered by the contract number.”

**The CT number is the thread.** An invoice on the contract, a delivery note on the invoice, a service contract with the same number — and everything meets in one tab.

# What follows the contract bond, cost and shipments

A government contract is not complete without its performance bond, its cost gathers the tender's cost before it, and its deal's shipments read as one sentence.

**Contract from the tender**
a BR draft opens by itself

→

**The owner**
"Complete and send"

→

**Finance of the office**
signs

→

**CFO**
any amount

→

**Finance**
"Record the issued bond"

**The performance bond has not been issued on 2 contracts — a government contract is not complete without it.**
The banner at the top of "Contracts"; the view "Bond needed" lists them.

**Performance bond · BR-2026-00007** Opened by itself on the win

Reason: Performance bond for contract CT-2026-00004 (tender TN-2026-00012 won)

Withdraw | Complete and send

1. On the tender → "Bonds": **"Request a performance bond"** shows once the contract exists; a tender's contract opens the draft by itself.
2. Amount, beneficiary, validity and reason are required → **"Complete and send"**
3. On the contract the "Bond" column: Needed → Issued → Returned. Its return date sits in the "Tender calendar".

| The contract's cost | Where from |
|---|---|
| **Lines' cost** | Landed cost from the pricing or costing sheet |
| **Tender costs (pre-contract)** | Tender expenses, vouchers and bid-bond fee — linked, never copied |
| **Bond fees** | The bank's fee on the contract's own bonds |
| **Service** | Devices, jobs, expenses and parts of the linked service contract (MOH) |

## The deal's shipments

The "Shipments" card on the deal appears once its order is on a shipment: "Your order from … is on the way, expected in 6 days" — no prices, with the purchase order and the ETA.

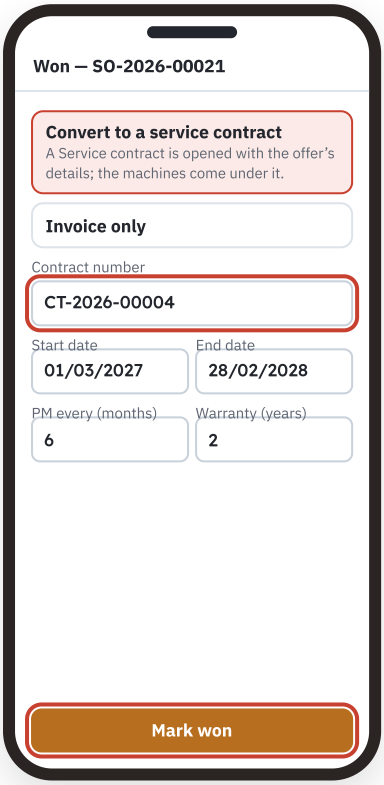
## Warranty from the install date

A device's install date in Service sets its warranty end from the service contract's warranty years; a hand-typed date is kept.

⚠ **A bond Finance has not recorded does not exist.** "A performance bond belongs to the contract. Make the contract from the won tender first."

# The service contract and its revenue in Finance

A won service offer becomes a service contract that may carry the Sales CT number; Finance imports it, spreads its value over its months and recognises it one month at a time.




1. Service → the offer → **"Won"** → **"Convert to a service contract"** → number, dates, PM cycle and warranty → **"Mark won"**
2. On the service contract the field **Sales contract (CT number) — optional**: pick the signed contract and the customer and number fill in. "For an MOH contract: the devices, jobs, field expenses and spare parts … count in that contract's cost in Finance."
3. Finance → "Contract revenue": **"Import from Service"** → **"Build schedule"** → **"Recognise month"**
4. "One voucher for the month: every pending line moves from deferred revenue into contract revenue. A month already recognised is skipped."

| Contract value | Recognised | Deferred | Needs a value |
|---|---|---|---|
| **24M** | **6M** | **18M** | **1** |

### Billed by Finance, not by the store

Service contracts are billed through "Contract revenue", not sales invoices; the default revenue account is "Service and maintenance".

### Locked after the first month

"Months of this contract are already in the ledger, so its value and dates are locked." Service sees the result read-only: "Revenue in the books", "Months done".

### Who sees the CT list

Signed contracts and later, for the administrator, the service manager, the call centre and administration.

**The same number in Service and Sales.** A service contract with the Sales CT number shows its jobs under "Contract progress" and counts its cost on the MOH contract.

# Three sectors side by side

The sector on the contract decides the road, the settlement, the bond, the penalty and the wording. It comes from the deal or the tender and is not changed on the contract.

| | Private | Government | MOH / KIMADIA |
|---|---|---|---|
| **Signing road** | Sales manager → Finance | … → CFO; from 100 million: → CEO | Sales manager → Finance → CFO (letter of credit) → CEO |
| **Settles by** | Invoice | Invoice | Letter of credit |
| **Performance bond** | – | ✓ | ✓ |
| **Penalty for delay on the draft** | – | ✓ | ✓ |
| **Goods before the signature** | As the deal allows | No — “A contract is needed before the order” | No |
| **Wording templates** | Private or “Any sector” | Government or “Any sector” | MOH or “Any sector” |
| **Usual source** | A won project | A won deal or tender | An MOH tender (the MOH flow) |

**The contract’s life**

- Draft
  editable; wording and terms
- Awaiting approval
  cost and margin frozen
- Approved — awaiting the customer’s signature
  numbered, wording frozen, PDF ready
- Signed by the customer
  checklist and progress begin
- Being delivered → Delivered → Closed
- Cancelled

### Contract health in the CEO cockpit

“Health: Healthy / Needs attention / At risk” with its reasons: “Not signed after N days”, delivery date passed, “Performance bond not issued”, “Contract value below its cost”, “Delivered”.

### The contract’s dates in the calendar

“Tender calendar” → filter “Contracts”: the contract delivery due and its bond’s return; alerts to the owner and the desk leaders 14 and 3 days before.

### Diwan files it by itself

The approved contract files itself under “Contracts and tenders” with its frozen wording.

**From 100 million IQD the CEO steps in.** The amount is measured in dinars at Finance’s rate; a dollar contract is converted before the road is chosen.

# Questions that come up

What gets asked in the first week — and the answer as the system gives it.

| Question | Answer |
|---|---|
| **Where is the "New contract" button?** | There is none. A contract is made from a won deal ("Make a contract for a won deal"), a won project ("Make the contract") or a won tender ("Won — make the contract from the tender"). |
| **"Send for approval" refuses.** | Read the message: zero value, no lines, value ≠ lines total, no template, or no payment terms. Fix it under "Details" and "Line items" and send again. |
| **Who signs my contract?** | Private: the sales manager then Finance. Government: + the CFO, and from 100 million + the CEO. MOH: all four, with the CFO signing the letter of credit. |
| **I sent it myself — why does someone else sign the "Sales manager" step?** | Nobody signs his own request. The step goes to another reader of the contract. |
| **The customer signed on an earlier date.** | "Record the customer's signature" records today; there is no date field on the screen. Record it the day the paper reaches you, and file the signed paper. |
| **No service jobs show under "Contract progress".** | The service manager must record the service contract with the same CT number (or on the project). The message: "Service has no contract with this number yet". |
| **The customer wants a technical envelope — which copy?** | "Technical offer" or "Technical link": no price, total or payment terms. The commercial one carries the figures. |
| **Where is the performance bond requested?** | On the tender → "Bonds" → "Request a performance bond" once the contract exists; a tender's contract opens the BR draft by itself — "Complete and send". Not on the Contracts page. |

### Two windows on the same contract

Sales and Projects see the same contract; Finance sees the wording, the revenue and the bond.

### Saved views

"Live", "Awaiting approval", "Awaiting the customer's signature", "Signed", "Bond needed", "All".

### Retention and letters of credit

A tab on the contract kept by Finance: the MOH letter of credit and the retention until acceptance.

An answer not here? The "Feedback" button on any page — say what happened, with a picture of the screen.

# Contract rules and help

What makes every contract seen and counted — and where to get help.

## The golden rules

- The contract from the win — a deal, a project or a tender — never from scratch
- Finance's template and written payment terms before sending
- Signatures in the decision window only
- No goods on a government deal before the signature
- The issuer as an account on the register before a tender's contract
- Value = lines total, or it does not go
- Record the customer's signature the day the paper arrives
- The performance bond as a BR request — Finance records the issued one

## If you need help

**The Feedback button**
Something broken? Tap it, say what happened, with a picture of the screen

**The sales manager / desk leader**
For a contract stuck in approval, or a won deal without one

**Finance**
For the wording template, the bond, the letter of credit and service revenue

**The system administrator**
For a seat that cannot see contracts, or an unnamed desk

## Your first week

- [ ] Open "Contracts" and read the view "Awaiting approval"
- [ ] Pick the template, write the terms, then "Send for approval"
- [ ] Record the customer's signature and one line on the delivery checklist
- [ ] Make one contract from a won project or tender
- [ ] Follow the signatures in the decision window and download the PDF
- [ ] Open "Contract progress" and link it with its service contract

**If it is not in the system... it did not happen.** A contract without its CT number has no bond, no delivery and no revenue.