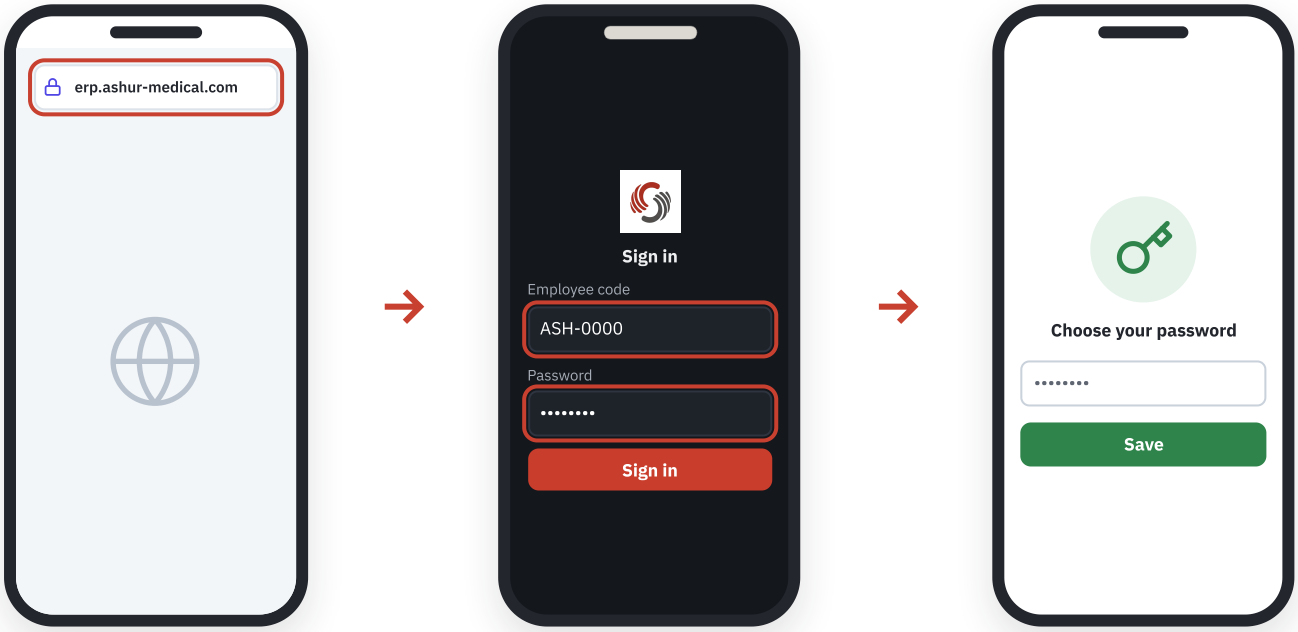
The whole store, in your hands

For store keepers and store managers: receiving, picking, delivery, transfers between stores, and stock.



Sign in, in three steps



1. **Open the browser and type the address**
2. **Your code + the temporary password from the admin**
3. **Choose a password only you know**

Store keeper

Receives goods, picks and delivers sales orders, confirms what arrives from another store, and hands out and takes back demo machines.

Store manager

All of that, plus approving transfers and deciding on what came short, adding items and demo machines, and deciding what happens to quarantined goods.

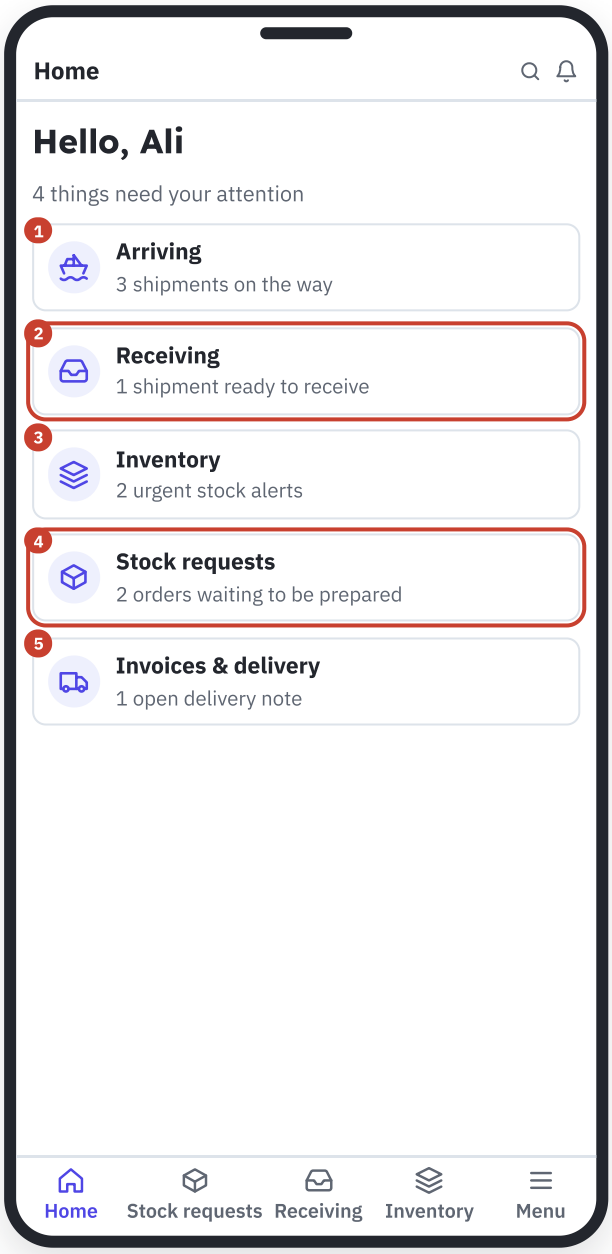
Your home screen

The road shows the whole store: from goods on the way to delivery — and what needs your attention.

Home
The road, and what needs you

Stock requests
Sales orders waiting to be picked

Receiving
Shipments ready to receive



Inventory
Items, batches, serial numbers, alerts

Menu
Transfers, deliveries, quarantine, demo machines, language

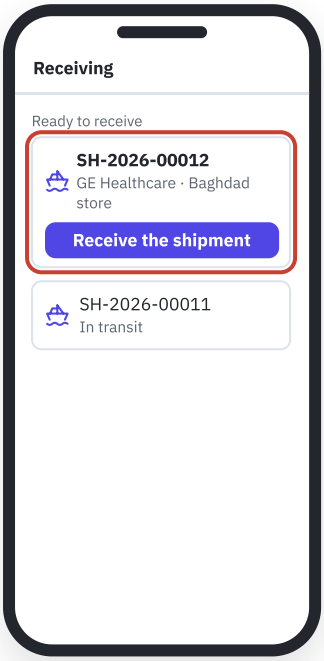
Bell and request inbox
Requests awaiting your signature, and low stock

+ On a computer, **“+ New”** at the top starts any task — “Receive goods”, “Ask for a transfer”, “Delivery note”, “Expense”, “Leave request”.

Store keeper

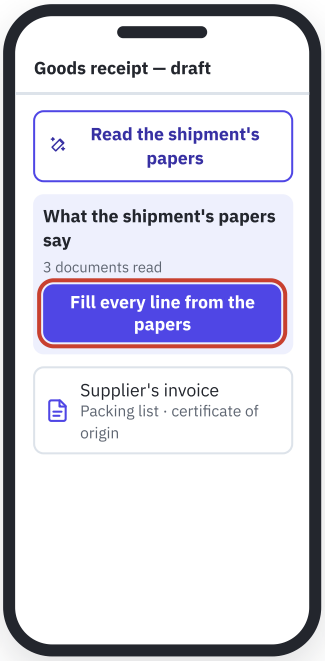
Receiving goods

Count what actually arrived, not what the invoice says — then post it into stock.



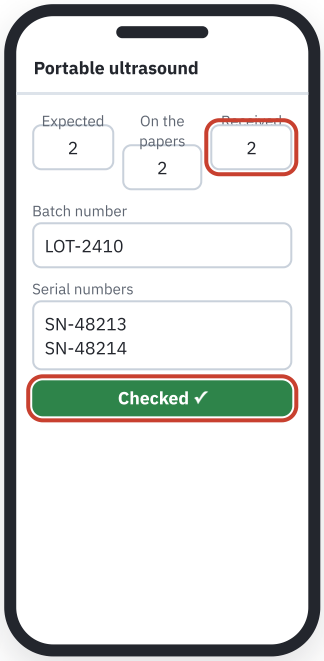
1

Tap **“Receive the shipment”**



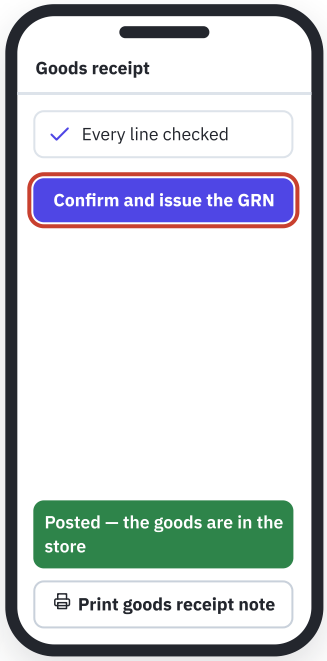
2

The system reads the papers and fills the lines



3

Count, add the batch and serials, then **“Check”**



4

“Confirm and issue the GRN”, then print and sign

Short or over?

Write the real count. Short lines are reported to Logistics and Purchasing when you post.

A new item?

“New product, not in the catalogue” — the manager completes its card later.

No shipment?

Local goods: “Receipt without a shipment” → store, supplier, reference.

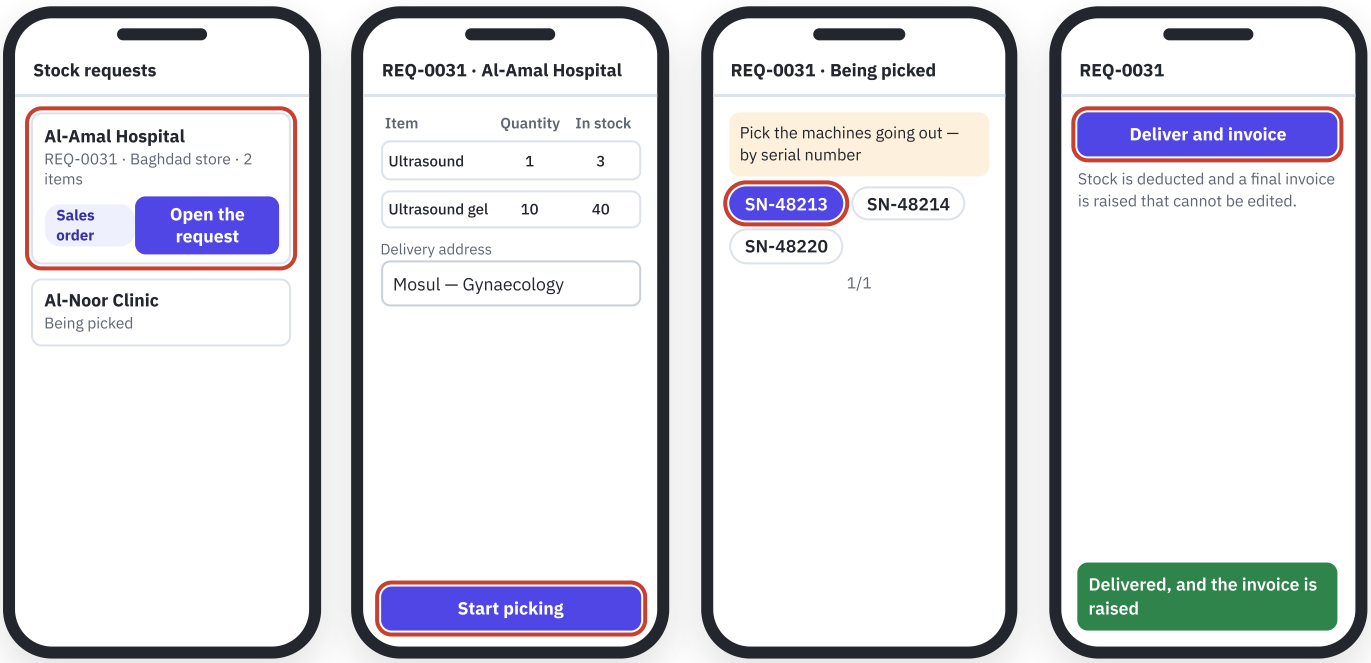
You cannot post until you have **checked every line**. Only consumables carry an expiry date; every device has its own serial number.

Store keeper

Prepare and deliver the sales order

An order reaches you after the sales manager and Finance sign it. You are the last step before the invoice.

Sales rep — Asks in the CRM → **Sales manager** — Signs → **Finance** — Approves → **You** — Pick and deliver



1. Stock requests → “Open the request”
2. Check the items, then “Start picking”
3. For devices: pick the serial number
4. “Deliver and invoice”

Sales order → Being picked → Delivered

Spare parts for engineers: the “Service spare parts” tab → “Prepare it and send it”. No invoice is raised.

Not enough stock, or serials missing? **The deliver button stays locked** — tell your manager.

Store keeper

Delivery note and proof of delivery

A paper that leaves with the goods and comes back signed by the customer — no arguments later.



1

From an invoice

Menu → Deliveries → **“From an invoice”**: the note and its proof are made together.

2

Print the note

“Print” — on the selling company's letterhead, with no prices.

3

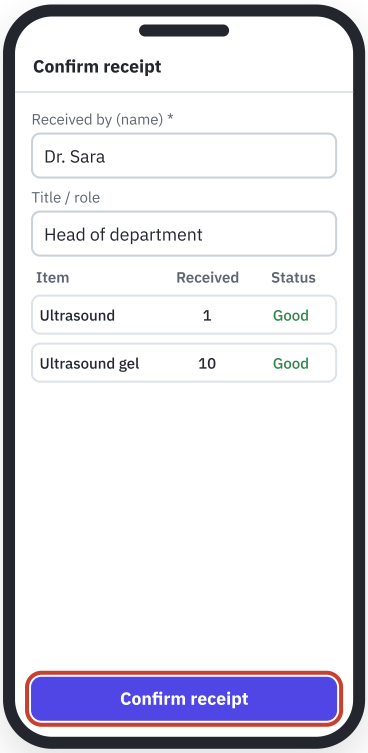
Goods left the store

When the vehicle leaves, tap **“Goods left the store”**.

4

Confirm receipt

“Confirm receipt (proof of delivery)”, then **“Upload signed proof”**.



Draft → Left the store → Delivered

For each item: **Good**, **Short** or **Damaged** — with a note. **Confirming is final**: a note cannot be confirmed twice.

Photograph the signed, stamped proof and upload it — it is kept in the archive.

No invoice? “Note by hand” — paper only, it **does not move stock**.

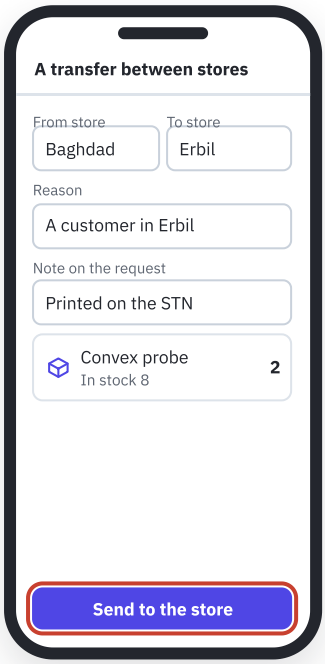
Goods that left without their proof coming back stay in **“Needs your attention”** until it does.

Store keeper · Store manager

Transfers between stores

One store asks another; the store manager approves and the STN is issued — and nothing enters the receiving store until receipt is confirmed.

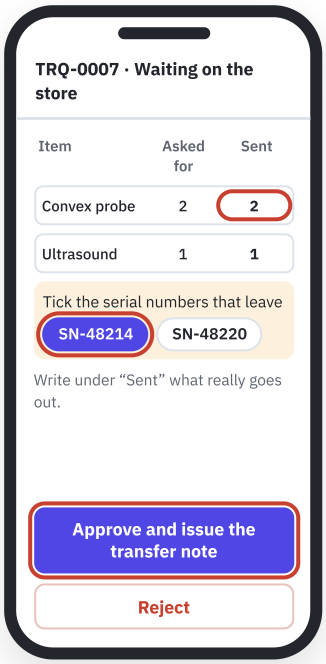
Whoever needs the goods



1

“Ask for a transfer” → “Send to the store”

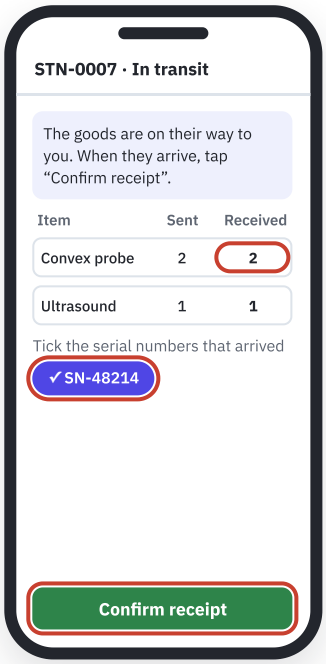
Store manager



2

Ticks serials, approves: goods leave, STN issued

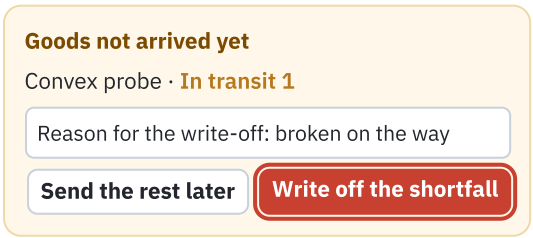
Keeper of the receiving store



3

Count what came, then “Confirm receipt”

Draft → Waiting on the store → Goods sent — awaiting confirmation of receipt → Received



Less arrived than was sent?

- The receiver enters what really arrived and **notes what is missing**; only that enters the store.
- The shortfall **stays “In transit”** — in no store.
- Only the **sending store manager** decides: “Send the rest later”, or “Write off the shortfall” with a reason (a loss in Finance).

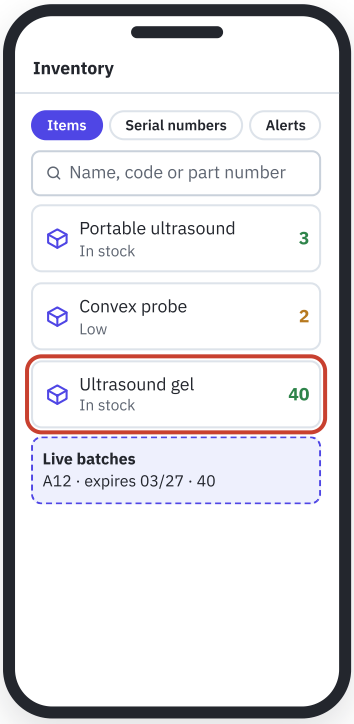
Serial-tracked machine? Its serials stay “In transit” and land in the receiving store on receipt.

The STN: one copy for the sender, one for the receiver, signed by both keepers and the carrier.

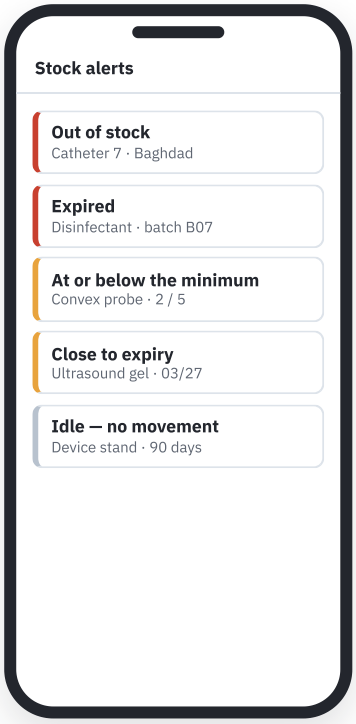
Store keeper | Store manager

Stock and alerts

Every item: where it is, how many are left, and when it expires — and the system warns you in time.



1. Search, then filter by **warehouse**, maker and quantity
2. Tap **“Serial numbers and batches”** to see expiry
3. **“View product movement”**: where it came from and went



- **Expired is never sold** — tell your manager to decide
- At the minimum? Report it before it runs out
- Close to expiry? **It goes out first**

Trace a serial number

Type the number: when it came in, who bought it, where it is now.

Store documents

Every GRN and STN — to print again.

Warehouses

Stock in each warehouse, and the transfer log.

The earliest expiry goes out first. Serials are picked at delivery and on transfers; the system keeps track of batches itself. **The quantity is never typed in by hand**: it changes only through receipts, deliveries, transfers, returns and the stock entry.

Store manager

What the store manager decides

Adding items, quarantined goods, demo machines, transfer shortfalls, the transfer note.

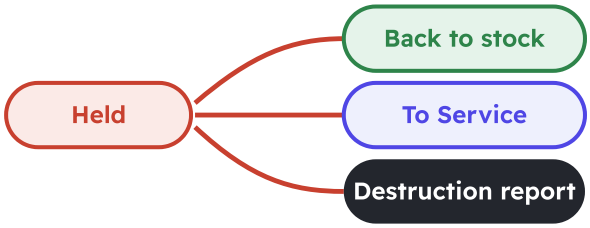
Add an item to stock

Menu → Receiving → Add an item to stock

1. **Item** — Search by name, SKU or barcode — or a new item
2. **Product card** — Maker / line, type, tracking, minimum
3. **Store and quantity** — Batch, expiry, serial numbers
4. **Review and enter** — "Enter into stock" — recorded in your name

Quarantine and destruction

Faulty, damaged and expired returns — never sold



- **Back to stock** — never an expired item
- **To Service** — opens a repair job in the Service system
- **Destruction report**: method, reason and **a committee of at least two** → "Record the destruction and print the report"

Demo machines

Menu → Inventory → Demo machines

Waiting for the sales manager | Approved — waiting for the store | At the customer | Back in the store

- Demo — Baghdad: the Baghdad store team; Demo — Erbil: the Erbil team
- Keepers and manager: "Deliver", then "Take it back" with condition and accessories
- Manager: "Add a demo machine", "Back to stock as used", "Write off"

Stock transfer note (STN) columns

On a computer: My account → Settings

Item code | Manufacturer | Part number | Brand | Model | Unit | Batch | Expiry date | Line note

- Choose what prints on the transfer note, then "Save"

Store rules and help

What protects the store and protects you — and where to get help.

The golden rules

- Count what arrived — not what the invoice says
- Nothing leaves the store without a document in the system
- Confirm receipt of what arrived, and note what is short
- Every delivery note comes back signed and stamped
- A return is recorded only by that store's keeper or manager
- Never post a receipt before checking every line
- A device leaves with its serial — or Service never sees it
- Earliest expiry goes first; expired is never sold
- The store does not handle money — accounts are with Finance
- A transfer shortfall is decided only by the sending store manager

If you need help

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

The bell
Turn on “Notify this device” to get requests at once

English / عربي
The ع button at the top, or the Menu on a phone

Forgot your password?
Ask the system admin for a temporary one

Store keeper — Your first week

- [ ] Sign in and choose your password
- [ ] Open “Home” and learn the road
- [ ] Find 5 items in your store
- [ ] Pick a practice sales order through to invoice
- [ ] Print a delivery note and try confirming receipt

Store manager — Your first week

- [ ] Review every stock alert
- [ ] Add a practice item with the wizard
- [ ] Approve a transfer and follow the STN
- [ ] Choose the transfer-note columns
- [ ] Open “Quarantine and destruction” and review what is held

The **Request inbox** holds everything waiting for you: sales orders for your store, and transfers awaiting your decision or your receipt.