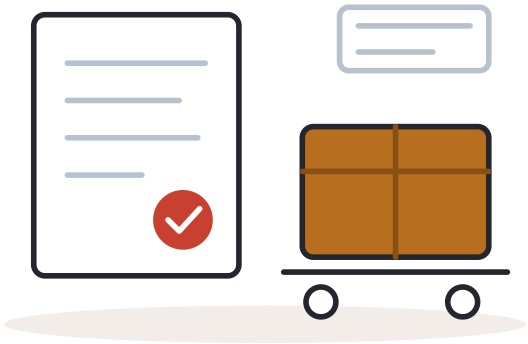
The purchase request, from the ask to the store

One idea: the goods are named once, on the purchase request, and from there they walk to the purchase order, the signatures, the vendor, the shipment, the store and the bill — every step with its time and its owner on the "Purchase road" in every system.



Purchase request
an RQ number from Sales, Projects or Service

→

Purchase order
prepared on the Dubai desk, confirmed

→

Two signatures
the CFO, then the CEO

→

Vendor and shipment
the PI, the papers, the way

→

The store
a goods receipt, then the bill

Who reads this

The sales, projects and service managers who ask, the Dubai accountant, the CFO and CEO, the two logistics desks and the store keeper.

Where

Sales and Projects → "Purchase requests"; Service → "Spare parts" → "Purchase requests"; Finance → "Requisitions" and "Purchase orders"; Logistics → "Orders"; the store → "Receiving".

What you need

The items from the catalogue with quantities and an estimated price, the store the goods enter, the purchase type (import through Dubai or local), the purpose and the justification — and the suggested vendor if you know one.

The goods are named once. The name you pick on the request is the one the vendor, Logistics and the store keeper see until receipt — nobody types it again.

Who does what and two different roads

The purchase road brings goods from a vendor and ends with a vendor bill; the stock-request road takes goods we hold to a customer and ends with a customer invoice.

The requester
sales, projects or service manager

→

Dubai accountant
prepares the order, sends it to confirm

→

Requester confirms
reads the draft, may cut quantities

→

CFO, then CEO
the final approval, any amount

→

Dubai → Logistics → Store
vendor, PI, shipment, receipt

Purchase order — the final road

Dubai accountant (prepares) → **Requester (confirms)** → CFO → CEO

Any amount. The request itself needs no signature today: accepted when sent, the draft order is born from it.

Stock request (SR)

Sales rep (asks) → **Sales manager (signs)** → Finance of the store's office → Store (picks, invoices)

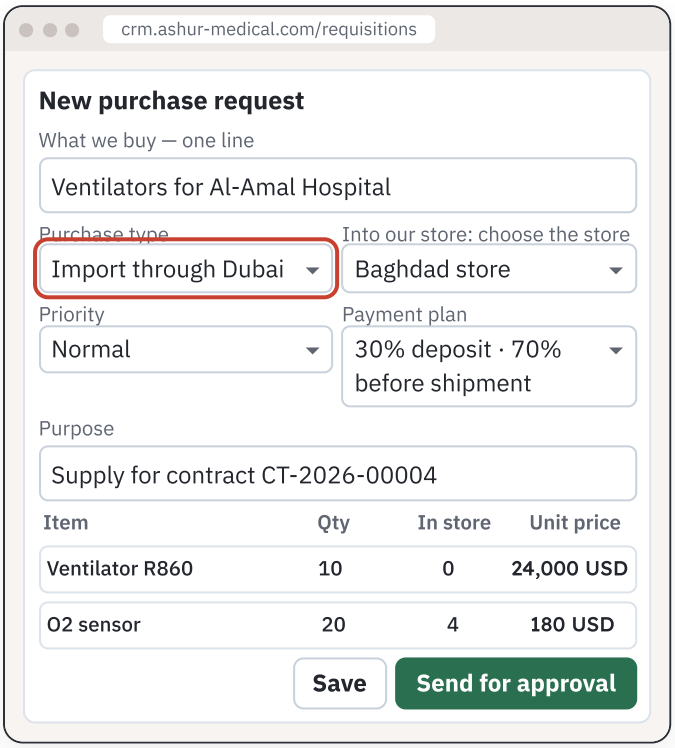
A sales manager's own request skips his step. Baghdad today: Alaa; Erbil: Akam.

Step	Who presses	The word on the screen	Where
Purchase request	Sales / projects / service manager, store keeper, Logistics	"New purchase request" → "Send for approval"	Sales / Projects / Service
Prepare the order	Dubai accountant (today: Mohammed Hijaz)	"Prepare the purchase order" → "Send to the sales manager"	Finance
Confirm	The requester	"Confirm and send to the CFO" / "Send back"	Sales / Service
Final approval	The CFO, then the CEO	"Approve" / "Not approved"	Decision window
Vendor → shipment	Dubai accountant, then the two logistics desks	"Sent to the vendor" → "Pass it on" → "Release to Logistics" → "Choose the papers" → "Raise shipment"	Finance / Logistics
Receipt and bill	The store keeper, then Finance	"Confirm and issue the GRN" → the bill for what was received	Store / Finance

Whoever prepares the order never confirms it. The system refuses: "The person who prepares an order cannot also confirm it. Choose the sales manager." — and nobody signs for anyone else.

Write the purchase request once

"New purchase request" in Sales or Projects — Service has its own form for spare parts. Items from the catalogue, the store, the purchase type, the purpose and justification; then "Send for approval". The request takes its RQ number when it leaves your desk.



1. **"New purchase request"** — the "Request data" sheet: purpose, justification, needed-by date, priority, currency, business line.
2. **Purchase type**: "Import through Dubai" or "Local purchase"; and the **store** the goods enter — it decides the logistics desk and the Finance office.
3. Search the catalogue and pick the goods; not there? Ask for a new item with its name, maker and model. The price is your estimate; the Dubai accountant puts the vendor's price.
4. "Urgent"? "An urgent request has to say why it is urgent". Then **"Send for approval"**

Draft → Sent →

Order waiting for your confirmation

"This is what the signer reads before he approves. The purpose says what, the justification says why."

Who may ask

The sales, area, projects and service managers, the store keeper, the logistics manager and officer, the procurement officer and Finance. A sales rep does not raise a purchase — he asks the store.

Service: Parts to order

A part the office stores do not have is listed on the job under "Parts to order"; from there "New purchase request — spare parts" opens prefilled with the part, then "Send the request". The same road.

Goods for the ministry

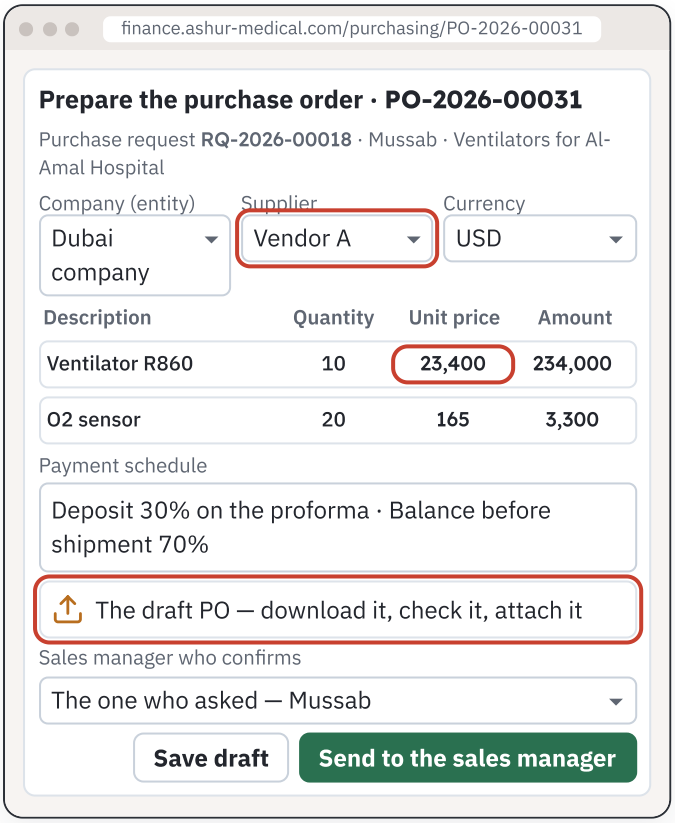
"It enters the chosen store as ordinary goods; the ministry is invoiced later from stock." — no special request.

⚠ **No sending without a price or a store.** "The total is zero: put a unit price on the lines (Edit), then send it." — and customer stock needs the customer or the contract named.

The order is born on the Dubai desk

Today the request itself needs no signature: every requisition ladder is switched off, so it is accepted the moment it is sent. If you named a vendor the draft PO is made at once on the Dubai accountant's desk; otherwise he is told "Raise the purchase order" and picks the vendor.

Purchase request → **Draft PO prepared** → Sales manager confirms → CFO → CEO



1. The bell: "Prepare purchase order PO-..." — Finance → "Purchase orders" → **"Prepare the purchase order"**
2. Every line of the request comes by itself; the Dubai accountant sets the company, the vendor, the currency and the **vendor's price**, plus the payment terms and conditions from the templates.
3. → check the draft and attach it: "Attach the draft PO first — the sales manager confirms what he can read."
4. **"Send to the sales manager"** → "Sent to the sales manager to confirm". The order becomes "confirming".

"He may cut quantities; prices stay yours. After him the CFO and then the CEO approve it, and it comes back to you to send to the vendor."

Made by itself

An order born from a request carries its items, quantities, payment plan and contract; the requester hears every stage in his own system.

An order with no request

Finance → "Purchase orders" → "Start the order": the Dubai accountant names vendor and store and picks a sales manager to confirm; the same road after.

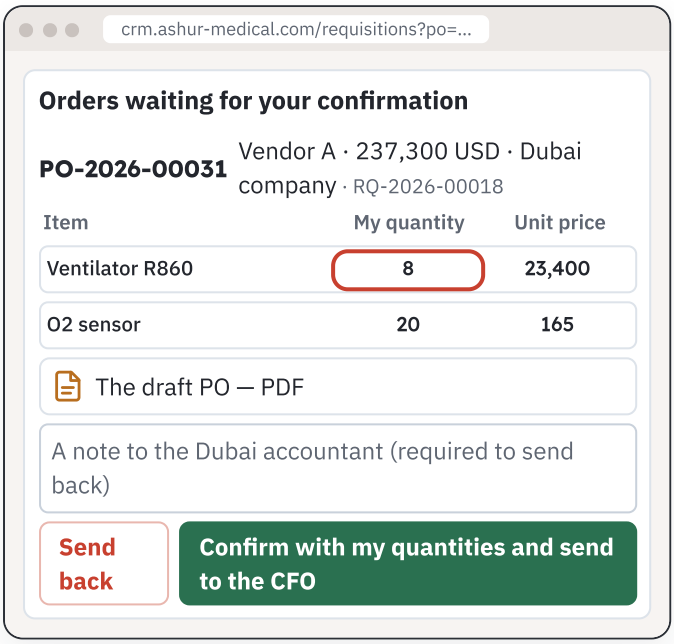
Local purchase

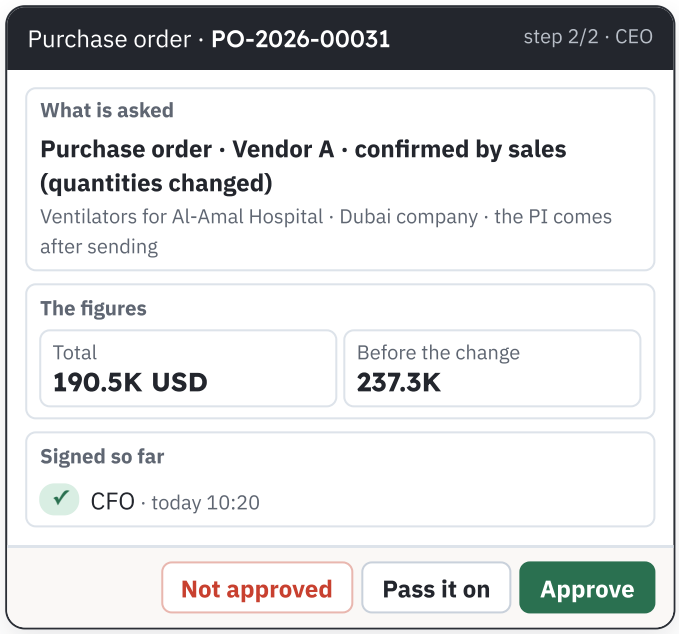
The same approvals and PI step; the desk may tick no paper; then delivery straight to the store, no customs.

Nobody stamps the order "CEO approved" at birth. The road names the CFO and CEO as signed only from their real step on the final order.

Confirm, then two signatures

The notice “Confirm purchase order” reaches the requester in his own system: he reads the draft, may change quantities (0 removes a line), then “Confirm and send to the CFO” — or “Send back”. Confirming opens the FIN-POF-1 road: the CFO, then the CEO, any amount.





1. The requester: the bell “Confirm purchase order PO-...” → “Orders waiting for your confirmation”. Prices are the Dubai accountant’s; quantities are yours.
2. **“Confirm and send to the CFO”** → “Confirmed — gone to the CFO”. Changed something? “Quantities changed and confirmed”.
3. **“Send back”** → “Sent back to the Dubai accountant” with your note; it goes round again. “Say what should change” is required.
4. The CFO, then the CEO, in the decision window: **“Approve”** / **“Not approved”**. A refusal returns the order to preparing, with its reason.

After the last approval

The Dubai accountant hears: “approved by the CFO and the CEO — it is official, send it to the vendor”; the requester hears it in his system too.

A Projects and Contracts job

A project’s request names the step “Projects manager confirms”. A won tender? The desk leader raises “Purchase requests — one per vendor”.

Waiting on someone for days?

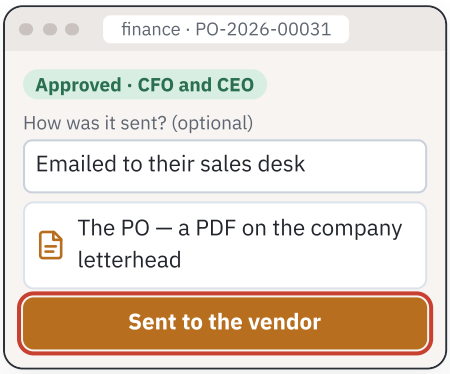
The “Purchase road” says “waiting 3 d” on the step; “Remind” once every 4 hours.

An order sent for signature is locked. Amounts, currency and vendor change only through an amendment.

To the vendor, then the PI and the release

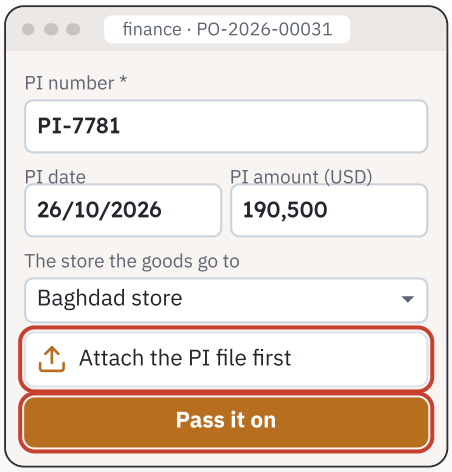
Three presses on the order page in Finance, all the Dubai accountant's: "Sent to the vendor", "PI received", then "Release to Logistics". Before the release Logistics sees the order in red: "On hold — look only".

Approved → **Sent to the vendor** → PI received → Released to Logistics → Papers chosen



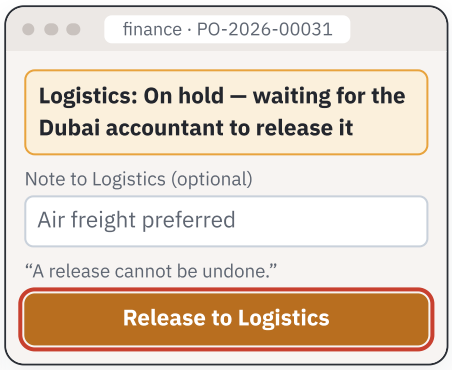
1

"Sent to the vendor"
— the requester and the Dubai desk are told



2

"PI received" → number and file, then "Pass it on"



3

"Release to Logistics"
— the order turns green for them

No PI before sending

"The PI comes after the order is sent to the vendor", "Attach the PI file first", and "Choose the store the goods go to: Baghdad or Erbil".

What happens after "Pass it on"

At once, whether the vendor is paid now or later: the Iraq desk of the store's region hears "Order coming (on hold)", the Dubai logistics desk hears the shipment can be planned — and the payment "On the proforma" falls due.

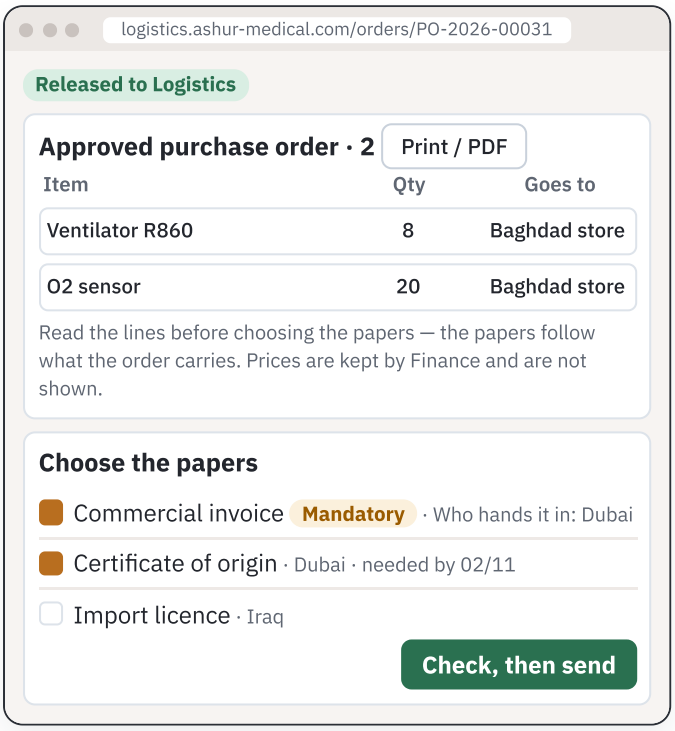
The release opens the work

The Iraq desk: "Released — choose the papers"; the Dubai desk: "Released — arrange the shipment". "Record the vendor's PI first, then release the order."

Payment never holds shipping. Finance pays by the terms — upfront, later or on credit — and the road shows "Paid %" beside it, never instead of its steps.

The papers and the shipment then the store

The Iraq desk sees the “Approved purchase order” with no prices and chooses the papers; the Dubai desk raises the SH shipment on an approved freight offer; the store keeper receives with a GRN and the quantities reach the order.



1. The Iraq desk (the store’s region): the bell “Released — choose the papers” → **“Choose the papers”** — each paper, who hands it in, by when, then “Check, then send”.
2. The Dubai desk: “Waiting to be shipped” → **“Raise shipment”**; the system offers the store’s region’s ports only. Then “Add offer” and “Send offers for approval”.
3. The freight offer: Dubai logistics (technical), then the CFO (financial) — no booking without it; then the stages are stamped up to release.
4. The store: **“Receive the shipment”** → “Read the shipment’s papers”; real count, batch, serials → **“Confirm and issue the GRN”**

On the way → At the port → Released → **In the store**

The desk follows the port’s region

Baghdad goods through Baghdad’s ports, Erbil goods through Erbil’s; each desk sees its region.

The store hears

“Shipped” and “Arrived” with the order, the vendor and the ETA; the step “Received into the store” becomes current only after customs release.

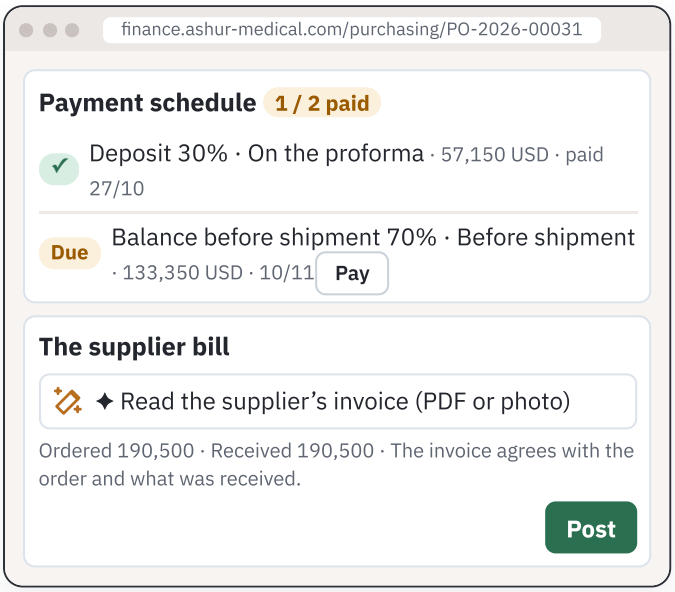
Short or over?

Write the real count; short lines reach Logistics and Purchasing when you post. A new item? The manager completes its card later.

The items the requester chose are the ones the store keeper sees at receipt. He neither retypes nor re-picks them — and the quantities reach the purchase order in Finance by themselves.

Money beside the road and the bill for what was received

The vendor is paid in parts: a deposit on the proforma, the balance before he ships or on the bill of lading. Each part is a milestone that falls due on its day and is paid from “Pay suppliers”; the vendor’s bill is posted for what was received, not for what was ordered.



When a part falls due	The event
On order	the day of “Sent to the vendor”
On the proforma	the day of “PI received”
Before shipment	before the departure stamp
On the bill of lading	the “Booking + AWB/BL issued” stamp
On arrival	the arrival-at-entry-point stamp
Days after receipt	after the goods receipt (GRN)

1. The plan comes from the request or a terms template; “The payments must add up to 100%”.
2. “Pay suppliers” → everything due by a date, tick and **“Post the payments”**; a payment is a voucher that later settles against the vendor’s bill.

Who sees a purchase order

The order’s office, the office of the destination store, and the Dubai desk (the Dubai accountant sees every order he raises). An order is filed under its destination store’s office whoever raised it; the CFO sees the whole group.

Not fully paid?

The last step of the road says: “Not fully paid: 30% paid · 1 payment overdue” — it never reads done in silence.

Payables and commitment

“Payables”: approved orders not yet billed — a commitment, not a debt; nothing enters the ageing until the bill is posted. “The bill is raised for what was received.”

Every step is timed. The “Purchase road” in Sales, Finance, Logistics and the store shows “took 6 h” on each step and who waits now; the CEO reads the averages in his cockpit — no quotas imposed.

The stock request for goods we already hold

A sales rep asks from the store shelf for a customer; the sales manager signs; the Finance of the store's office approves or declines with a reason; then the office store picks and invoices. Not a purchase — no vendor, no shipment.

Sales rep
"Ask the store" → SR-...

→

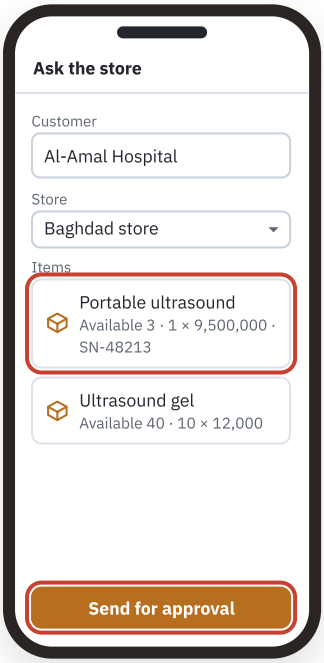
Sales manager
signs; his own request skips his step

→

Finance of the store's office
Baghdad: Alaa · Erbil: Akam (today)

→

The office store
"Start picking" → "Deliver and invoice"



1. Sales → "Requests" → **"Ask the store"**; customer and store, then "Add an item" from the shelf — never more than available.
2. A serial per serialised unit, a batch for consumables; the chosen units are **held**; then **"Send for approval"**
3. The sales manager in the decision window: "Profit and margin — for you alone before signing"; may edit a line while it waits, then "Approve".

Draft → With the sales manager → With Finance → Delivered

Who asks

The sales rep, the sales manager and the Projects seats; a sales manager's own request skips his step.

The Finance office follows the store

"Finance — the office of the store": the accountant of the office whose store fills it, else Baghdad. Today: Baghdad Alaa Ahmed Sabbar, Erbil Akam.

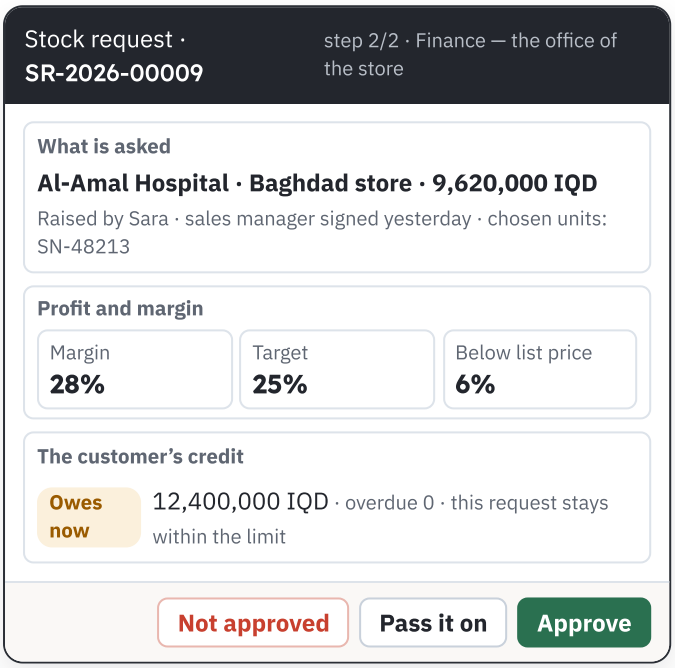
A customer invoice, not a vendor bill

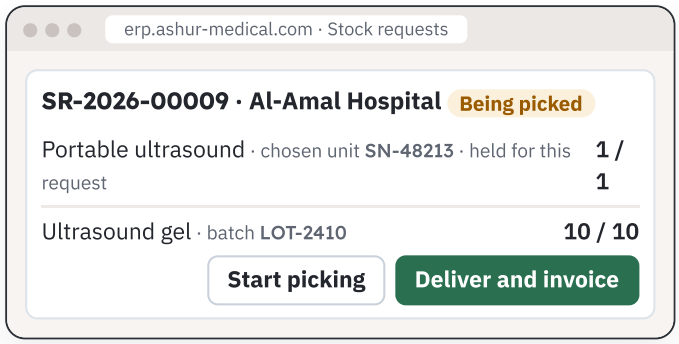
"The request is with the store keeper now — when he prepares it the invoice is raised." Then "Paid" when Collections records the payment.

A unit price on every item is required. "Write the unit price for every item" — the profit and margin the two signers read come from it.

Finance, then the store delivers the very same units

The office Finance reads the margin against the target, the discount off list price and the customer's credit — then "Approve" or "Refuse this request" with "Say why". After that the office store picks exactly the chosen units, delivers and invoices; a store invoices only its own office's orders.





1. Finance: the bell → the decision window; "a line with no cost on the item card?" ask the store to cost it before signing.
2. **"Refuse this request"** needs "Say why" — a refusal with no reason is refused. The rep reads "Request refused" and the reason.
3. The store: **"Start picking"** → the chosen units are held for it → **"Deliver and invoice"** — stock is deducted and a final invoice is raised that cannot be edited.

	Purchase request (RQ → PO)	Stock request (SR)
The goods	bought from a vendor, enter our store	already on our shelf, go out to a customer
Who asks	sales / projects / service manager, store, Logistics	sales rep, sales manager, Projects seats
Signatures	requester confirms → CFO → CEO (on the order)	sales manager → Finance of the store's office
The end	a GRN and a vendor bill	delivery and a customer invoice

The store delivers exactly the chosen units. The serial and batch chosen on the request are held until delivery, refusal or cancellation; the deliver button stays locked when stock or a serial is missing.

Questions that come up

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

Question	Answer
I sent the purchase request — who signs it?	Nobody today: every requisition ladder is switched off, so it is accepted when sent and the draft order is born on the Dubai desk. The two signatures sit on the order: the CFO, then the CEO, after your confirmation.
Why can I not confirm the order I prepared?	"The person who prepares an order cannot also confirm it. Choose the sales manager." — confirming is for the requester, or a sales manager you pick.
The prices on the draft order differ from mine.	Normal: yours was an estimate; the vendor's price is the Dubai accountant's. You change quantities only; the system refuses if you take every line off — "send it back instead".
Logistics sees the order in red, "On hold".	The Dubai accountant has not pressed "Release to Logistics" yet — and no release before "PI received". Look only until he does.
Do we wait for payment before shipping?	No. "Pass it on" on the PI tells both desks at once; payment runs beside the road by the payment schedule and shows as "Paid %".
Who sees a purchase order in Finance?	The order's office, the destination store's office and the Dubai desk; the order is filed under its store's office whoever raised it. An accountant elsewhere reads: "Purchase order … belongs to another office".
The engineer needs a part the store does not have.	It is listed on the job under "Parts to order"; from there Service → "Purchase requests" → "New purchase request — spare parts", prefilled → "Send the request". The same road; the engineer is told when it arrives.
A stock request by a sales manager — who signs it?	His step is skipped; it goes straight to the Finance of the store's office (Baghdad: Alaa · Erbil: Akam today), then to the office store. A refusal needs a reason.

One road in four systems

Sales, Finance, Logistics and the store read the same "Purchase road": the current step, who waits, how long each step took.

Files live in the system

The draft PO, the PI and the clearance papers are uploaded on the order itself — never by email or messages.

Order tracking

Finance → "Order tracking": "Where every order is right now — from the proforma to the shelf — and what the next step is."

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

Purchasing rules and help

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

The golden rules

- Name the goods from the catalogue once — on the request
- Whoever prepares never confirms; whoever asks never signs
- No PI before “Sent to the vendor”, no release before the PI
- The store keeper counts what arrived, not what the invoice says
- The store and the purchase type on every request; urgent with its reason
- Prices are the Dubai accountant’s, quantities the requester’s
- Payment never holds shipping — the schedule runs beside the road
- Goods we hold, for a customer? A stock request, not a purchase

If you need help

The Feedback button

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

The Dubai accountant

For an order not prepared, a PI, or a release that has not happened

The logistics desk

For the papers, the shipment and the ETA

The system administrator

For a temporary password, or a seat that cannot see the requests

Your first week

- [ ] Open the “Purchase road” on a live order and read who waits
- [ ] Dubai accountant: prepare the order, download the draft, attach it, send to confirm
- [ ] Iraq desk: choose the papers of a released order and send them to Dubai
- [ ] Write one full purchase request with its store, type and prices
- [ ] Requester: confirm one order, or send it back with a note
- [ ] Sales rep: one stock request with a chosen serial, through to the invoice

If it is not in the system... it did not happen. A purchase without its RQ number has no order, no shipment, no receipt and no bill.