Manual	ADAM-VCO-GUI-PROCURE-v1.1

PROCURE

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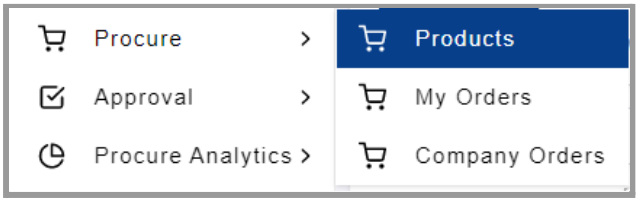
Placing Orders on ADAM

This section will runthrough how orders can be placed on ADAM

Placing a new Order via Procure

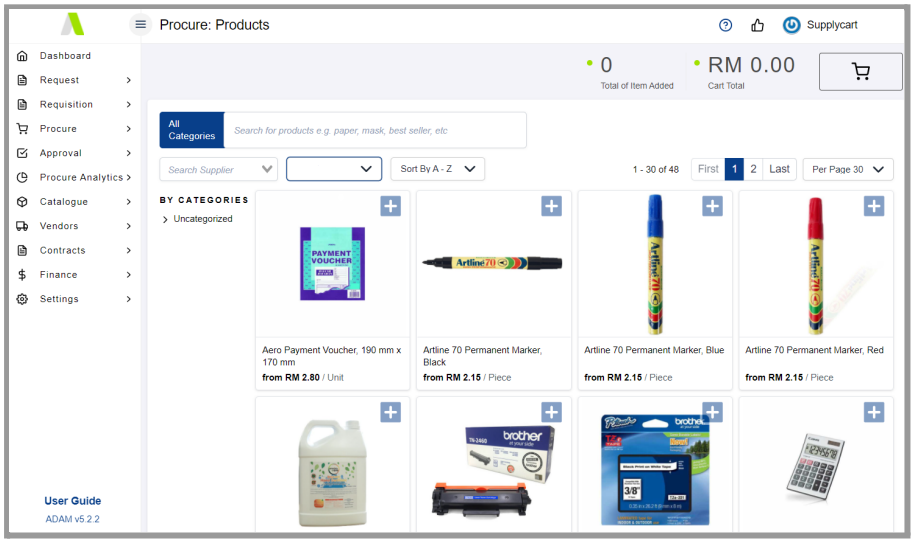
This section will runthrough how to place a new order

Step 1: Under 'Procure', click 'Products'



Step 2: Search the products you want to purchase

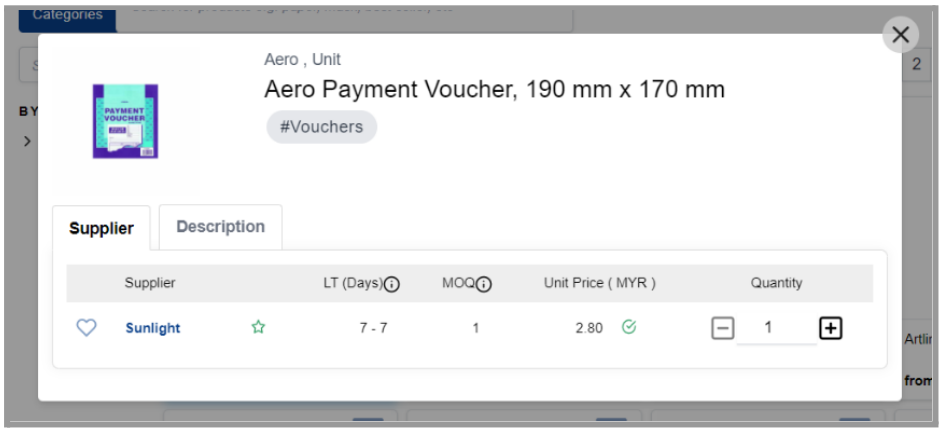
You may search by input product name in the search bar, filter products by supplier and procure catalogue or sort product name by alphabetically order.



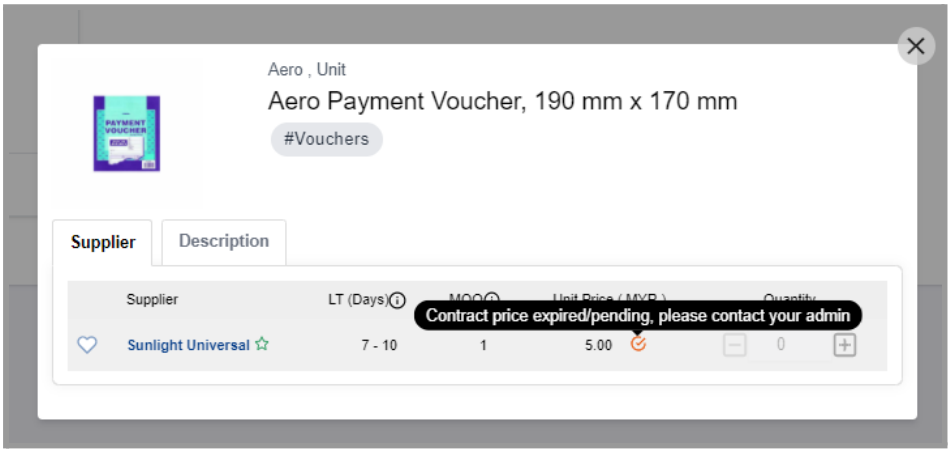
Note: If you are unable to find a product, please try different words individually. If you still cannot find it, it may not have been made available to you. Please contact your company Admin

Step 3: Click on the products and click '+' to add to cart

Click '+' to add the quantity you want to purchase

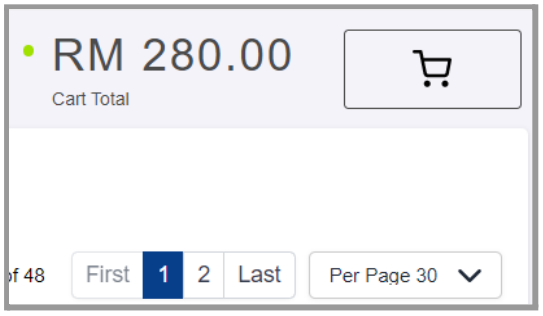


Note: If you see N/A on product price or icon next to the price, please contact your company Admin.



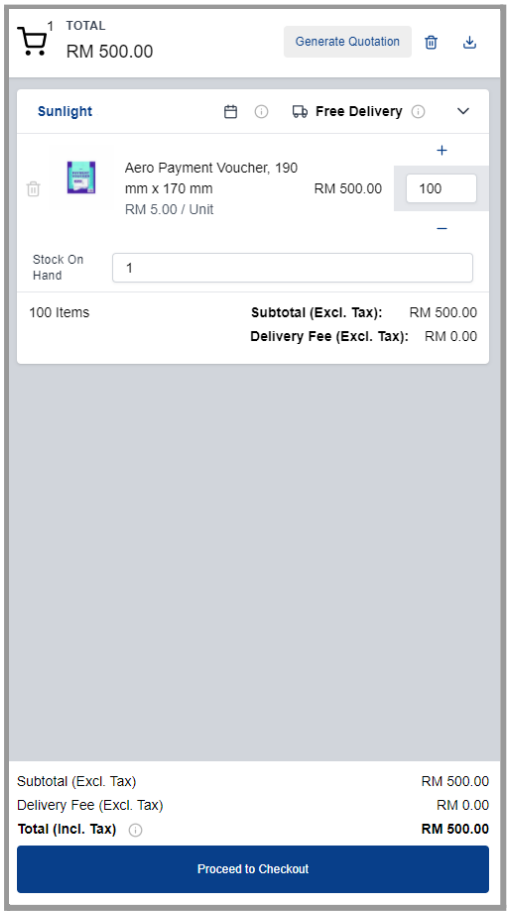
Step 4: View products added to cart

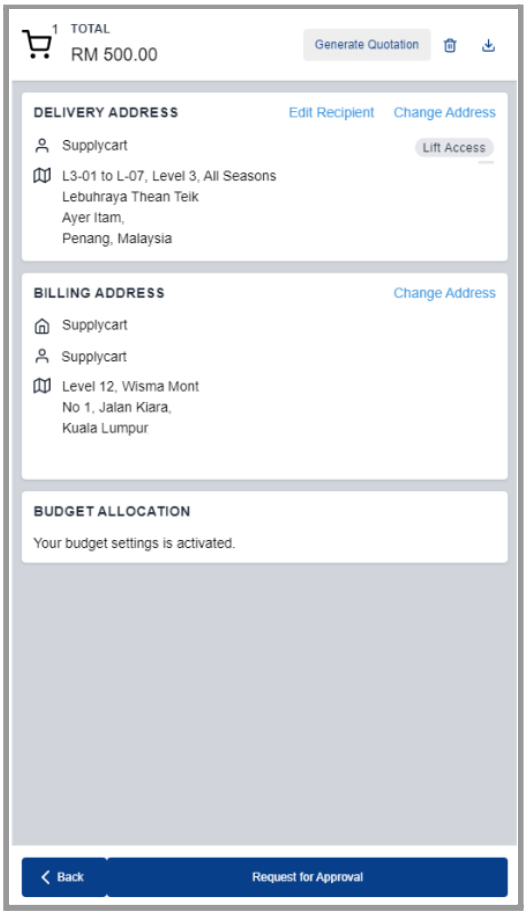
Click icon to view products that have been added to your cart



Step 5: Check the order details in the cart

Check your products and order details. Click 'Request for Approval' to send your order onwards for approval

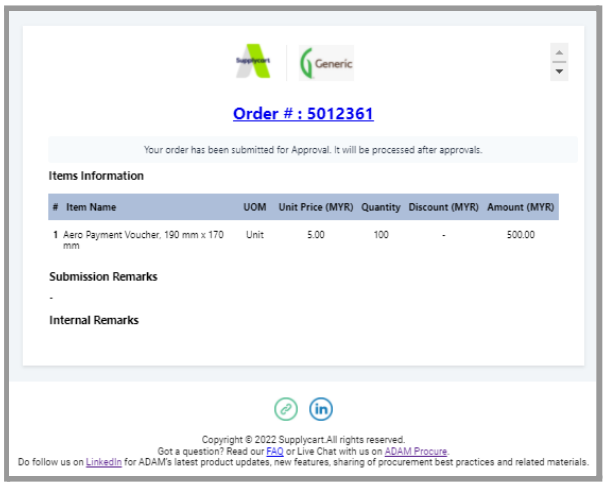




Note: If you are unable to proceed during the checkout process (button is disabled with a message), please refer to the Checkout Controls section

Step 6: Order sent for approval

You will receive a system generated email that order has been successfully sent for approval



Generic

Order # : 5012361

Your order has been submitted for Approval. It will be processed after approvals.

Items Information

#	Item Name	UOM	Unit Price (MYR)	Quantity	Discount (MYR)	Amount (MYR)
1	Aero Payment Voucher, 190 mm x 170 mm	Unit	5.00	100	-	500.00

Submission Remarks

-

Internal Remarks

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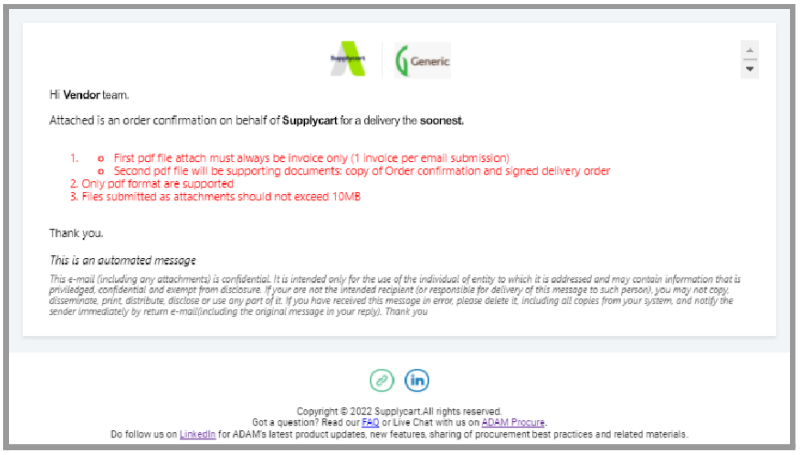
Got a question? Read our FAQ or Live Chat with us on ADAM Procure.
Do follow us on LinkedIn for ADAM's latest product updates, new features, sharing of procurement best practices and related materials.

Note: This order has not been placed with the vendor yet. It will only be done upon full approvals. See next Step.

Final Step 7: Approved orders - Order confirmation emailed to vendor & mailing group



Generic

Hi **Vendor** team.

Attached is an order confirmation on behalf of **Supplycart** for a delivery the **soonest.**

1. o First pdf file attach must always be invoice only (1 invoice per email submission)
   o Second pdf file will be supporting documents: copy of Order confirmation and signed delivery order
2. Only pdf format are supported
3. Files submitted as attachments should not exceed 10MB

Thank you.

This is an automated message

This e-mail (including any attachments) is confidential. It is intended only for the use of the individual of entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure. If your are not the intended recipient (or responsible for delivery of this message to such person), you may not copy, disseminate, print, distribute, disclose or use any part of it. If you have received this message in error, please delete it, including all copies from your system, and notify the sender immediately by return e-mail(including the original message in your reply). Thank you

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Got a question? Read our FAQ or Live Chat with us on ADAM Procure.
Do follow us on LinkedIn for ADAM's latest product updates, new features, sharing of procurement best practices and related materials.

Orders and Delivery Inquiries

Please reach out directly to the vendor or your company procurement team (depending on your organisation instruction) for any inquiries in regards to orders and delivery.

Supplycart LIVECHAT is purely for platform technical assistance.

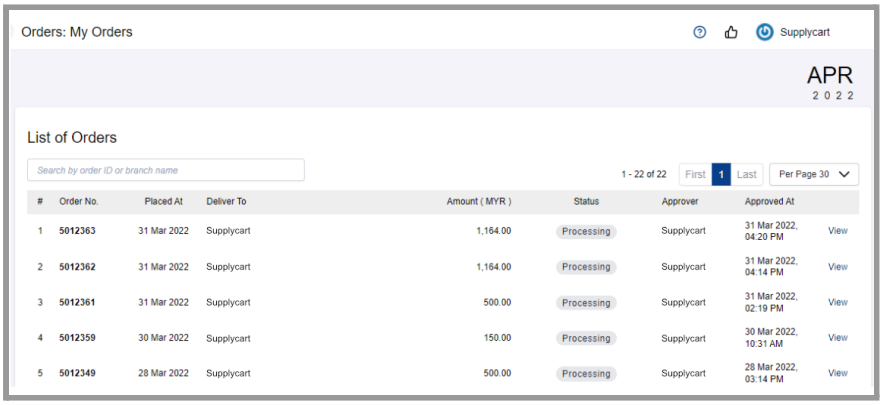
Repeat Your Orders

This section will runthrough how to repeat your previous order

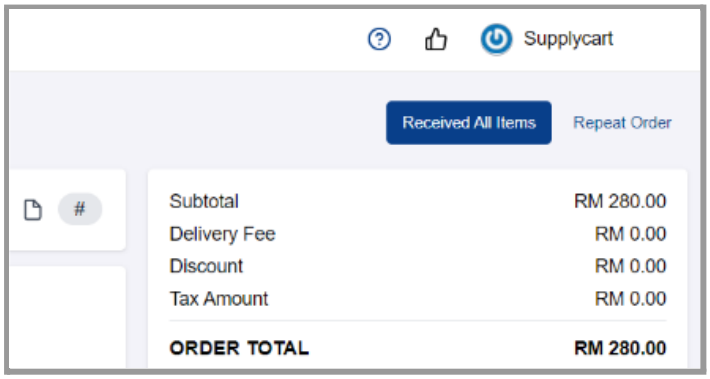
Step 1: Under 'Procure', click 'My Orders'

Step 2: Search & select the order you want to repeat

Click on the 'Order No' or 'View' to go to order details

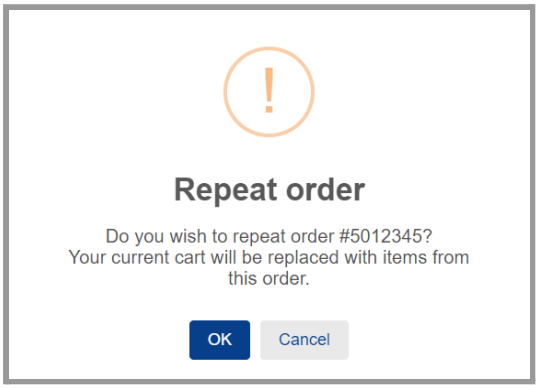


Step 3: Click 'Repeat Order' to add all products of this order into cart



Note: This action will replace your checkout cart with products under this order

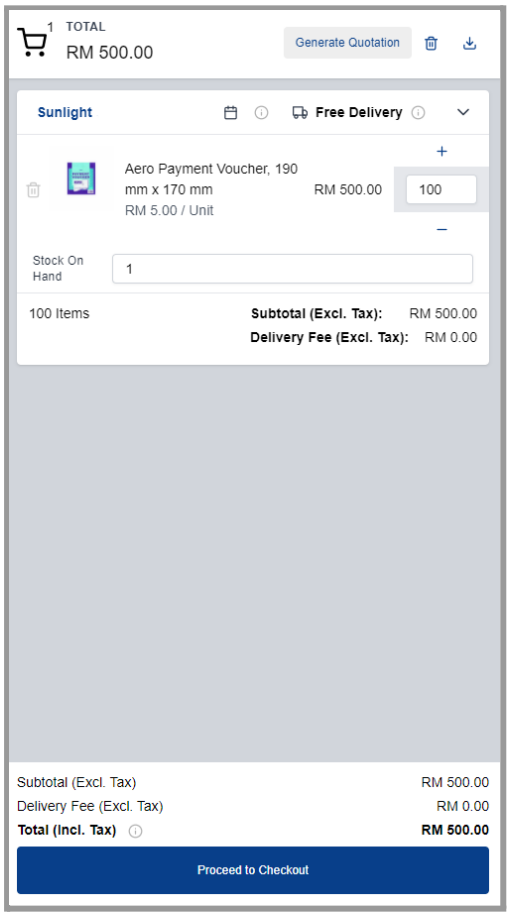
Step 4: Click 'OK' to confirm

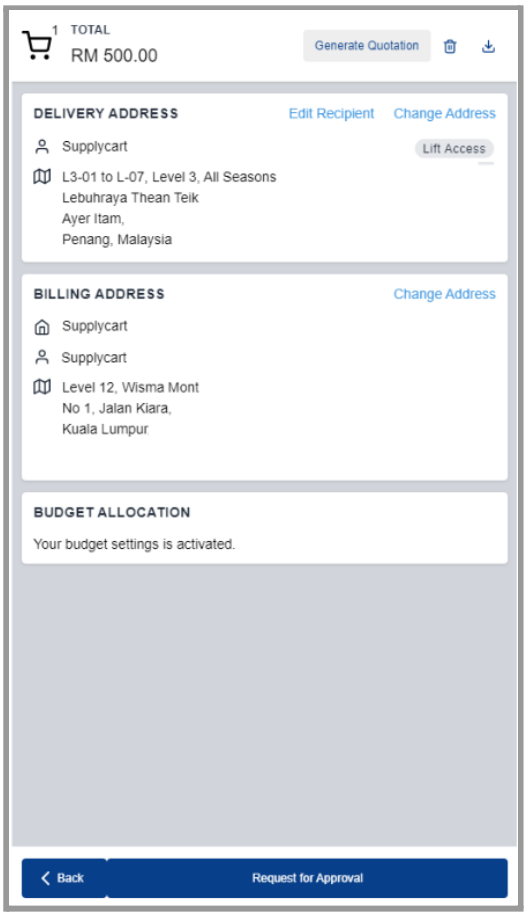


Note: New order will automatically update with latest contract pricing.

Step 5: Check the order details in the cart

Check your products and order details. Click 'Request for Approval' to send your order onwards for approval



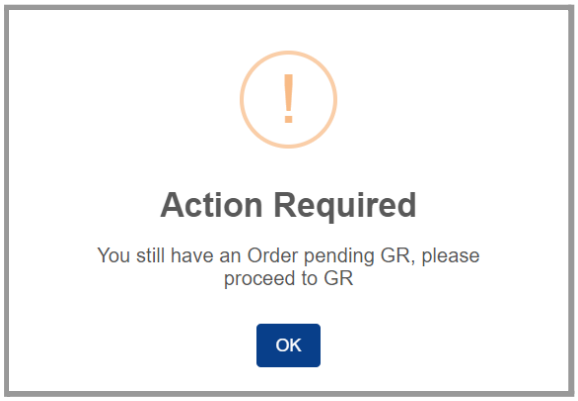


Note: If you are unable to proceed during the checkout process (button is disabled with a message), please refer to the Checkout Controls section

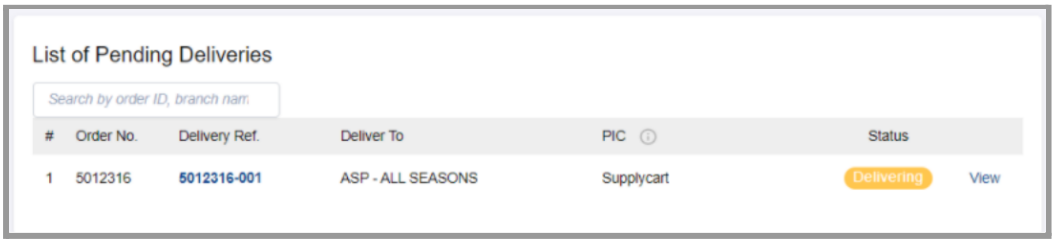
Troubleshooting : Unable to Access ADAM Procure

You organisation has configured such that you are required to GR your previous order before able to place a new order, if you receive the 'Action Required' message about Order Pending Goods Received (GR),

Step 1: Click 'OK' on the pop up 'Action Required' dialog box
You will be directed to list of orders pending for GR



Step 2: Click on the 'Delivery Ref.' or 'View' to go to order details



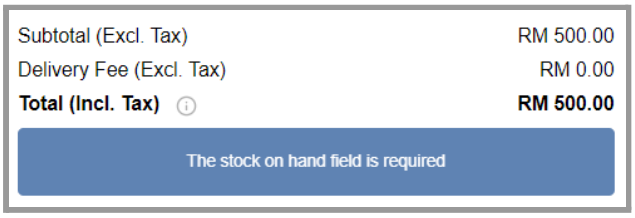
Please refer to the 'Goods Received and Issues Reporting' section below on how to perform GR

Checkout Controls

This section highlight the controls on checkout cart before you order can be submitted for approval

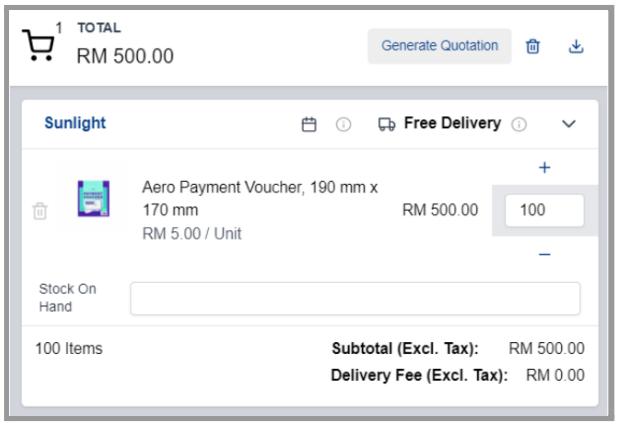
Stock On Hand

You are required to input the "Stock On Hand" if you receive this message during checkout



Step 1: Input the "Stock On Hand" quantity

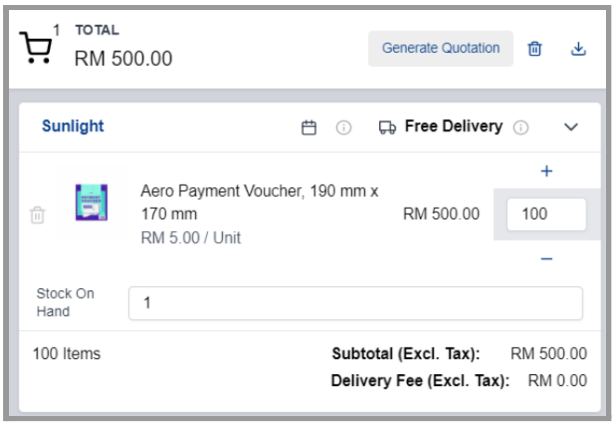
Scroll through your checkout cart and identify any blank field for "Stock On Hand"



Note : If it is out of stock, please fill in '0'. Leaving it blank will not be valid.

Step 2: Refresh your checkout cart

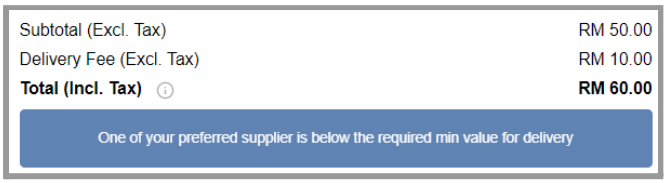
If the message still appears after input, please refresh the page by pressing Ctrl+Shift+R (for Windows) or Cmd+Shift+R (for Mac). Then repeat step 1 as above.



Thereafter, you would be able to submit your order for approval

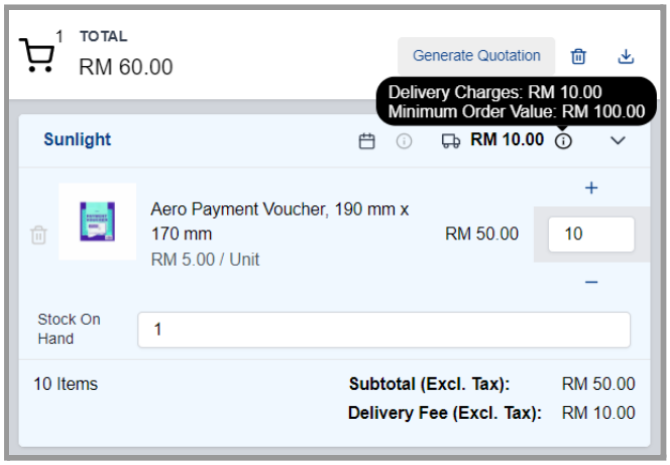
Minimum Order Delivery (MOV)

You are required to submit order above vendors' MOV if you receive this message during checkout



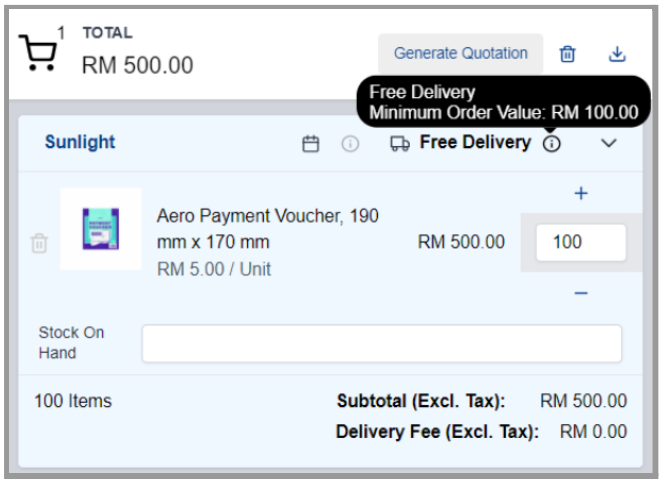
Step 1: Check respective vendors' MOV

Scroll through your checkout cart and mouse over to the " i " icon. 'Delivery Charges' will appear if your order is below MOV.



Step 2: Increase order quantity

You are then required to add quantity to pass vendors' MOV. 'Free Delivery' will appear if your order is above MOV.

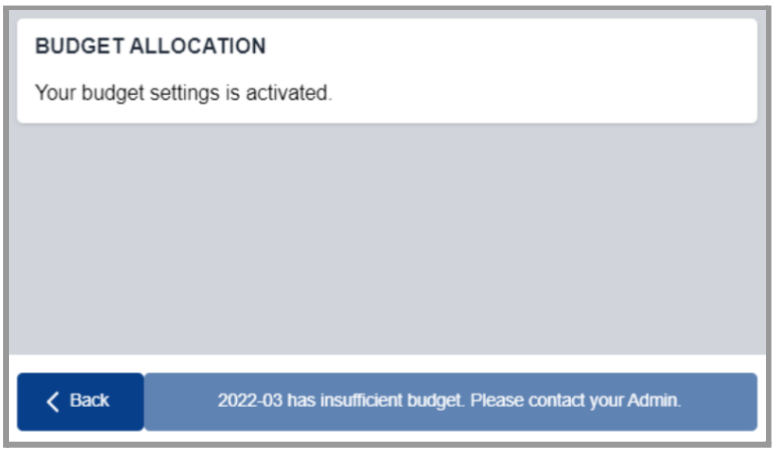


Thereafter, you would be able to submit your order for approval

Budgets

If you do not have enough allocated budget, you will not be able to proceed.

Please contact your company admin if you receive this message during checkout



My Orders

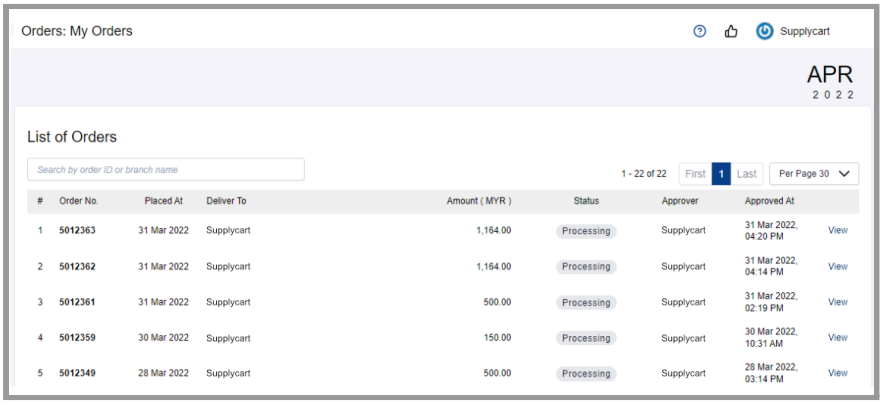
This section will runthrough how you are able to self manage your orders

Orders Status

You may check on your order status by :

Step 1: Under 'Procure', click 'My Orders'

Step 2: Checking order status under 'Status' column
You may search orders by input order number in the search bar



Order Status	Definition
Pending Approval	Order has been sent for approval(s) and is awaiting for full approvals
Cancelled	Orders was cancelled by you before it was fully approved OR Orders has been cancelled by you (during GR)
Rejected	Order has been rejected by your approver(s)
Ready For Shipment	Order fully approved and order confirmation emailed to vendor(s) for them to prepare for delivery. This is before the Min Delivery Date
Delivering	Vendor(s) should be delivering your orders based on pre-agreed delivery lead time range (Between Min & Max)
Complete	Orders has been GR by you in acknowledging all products received without issues

Cancel Pending Approval Order

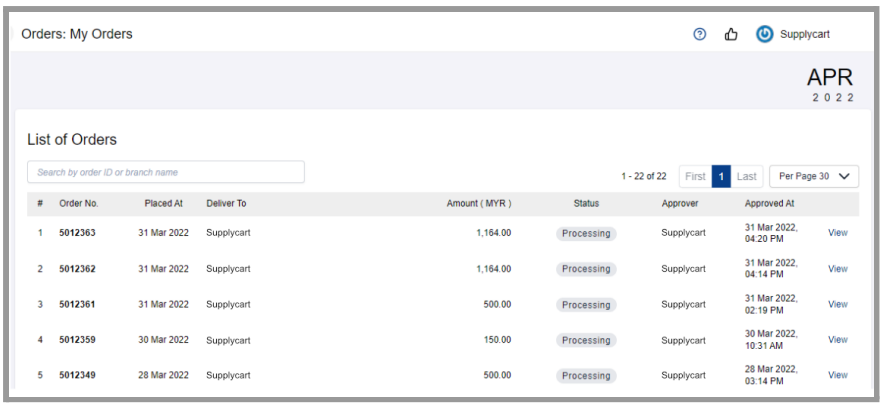
This section will runthrough how you can cancel orders before it has been approved

Note : Any approved orders cannot be cancelled anymore. Instead, you are required to perform GR and proceed with cancelling orders. Please refer to the section below 'Goods Received and Issues Reporting' for GR

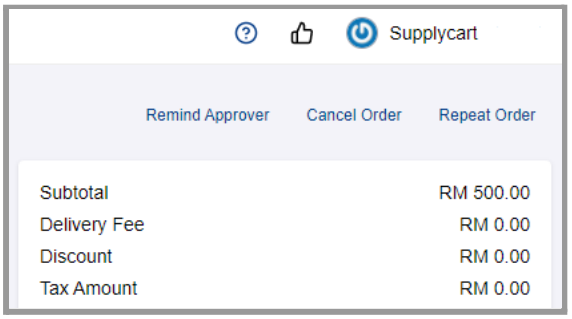
Step 1: Under 'Procure', click 'My Orders'

Step 2: Select any 'Pending Approval' order you want to cancel

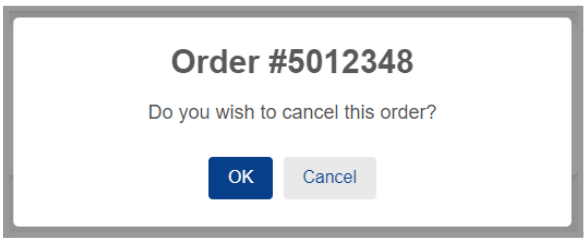
Click on the 'Order No' or 'View' to go to order details



Step 3: Click 'Cancel Order'



Step 4: Click 'OK' to confirm order cancellation

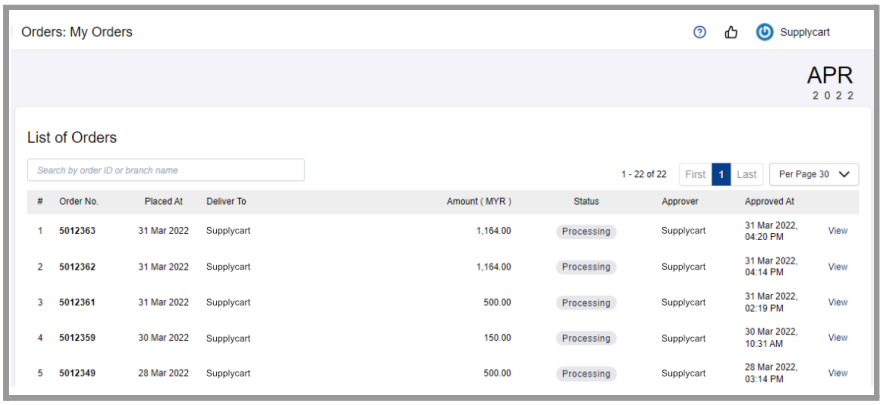


Delivery Lead Time Range

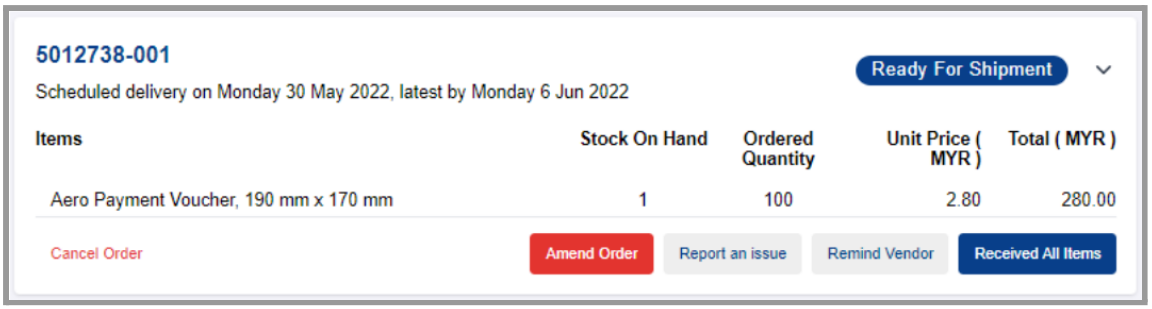
All vendors have been set up by your Administrators to have a pre-agreed a delivery lead time range (min & max days), and the expected delivery date range can be seen with the following steps :

Step 1: Under 'Procure', click 'My Orders'

Step 2: Search & select the order you want to check for delivery lead time
Click on the 'Order No' or 'View' to go to order details



Step 3: Refer to the delivery date range
You may refer to the 'Delivery Status' section on the right or alternatively, refer to the date underneath your order number.



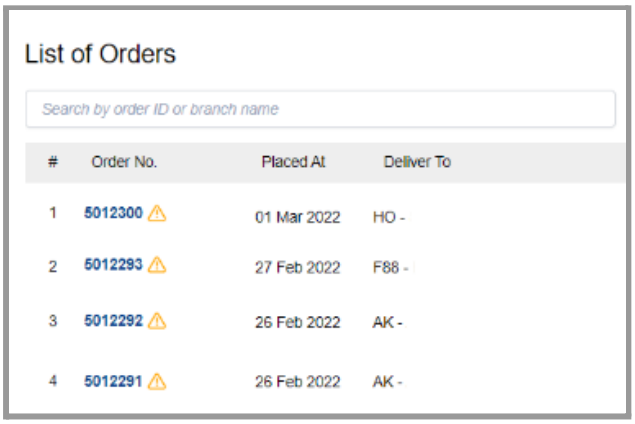
Orders With Action Required (GR)

If activated by your organisation, you may be required to perform GR on orders. View all orders pending your GR action by following steps :

Step 1: Under 'Procure', click 'My Orders'

Step 2: Search for orders pending GR action

Any orders with ⚠ icon next to order no. is required for your action to perform the GR to either report the issue or acknowledge the order received.



Refer to the 'Goods Received and Issues Reporting' section below on how to perform GR

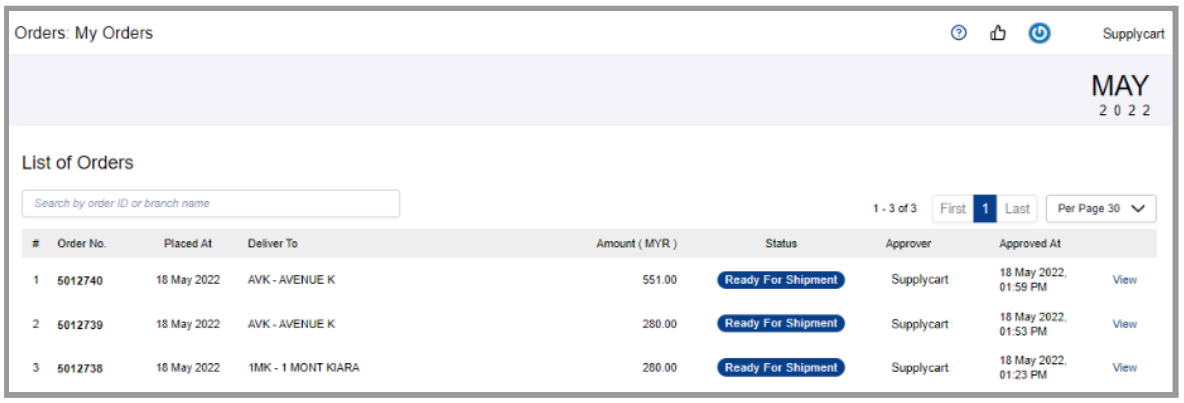
Order Amendment

For situations where the Vendor is unable to fulfil the order as per the order confirmation, the order details can be amended on ADAM. Users and Administrators can amend the order by either Cancelling the entire order or Reducing the order quantity. Follow the steps below to identify the order for amendment.

Note : Orders can't be amended after GR has been performed

Step 1: At the My Orders or Company Orders page, Search & select the order you want to amend

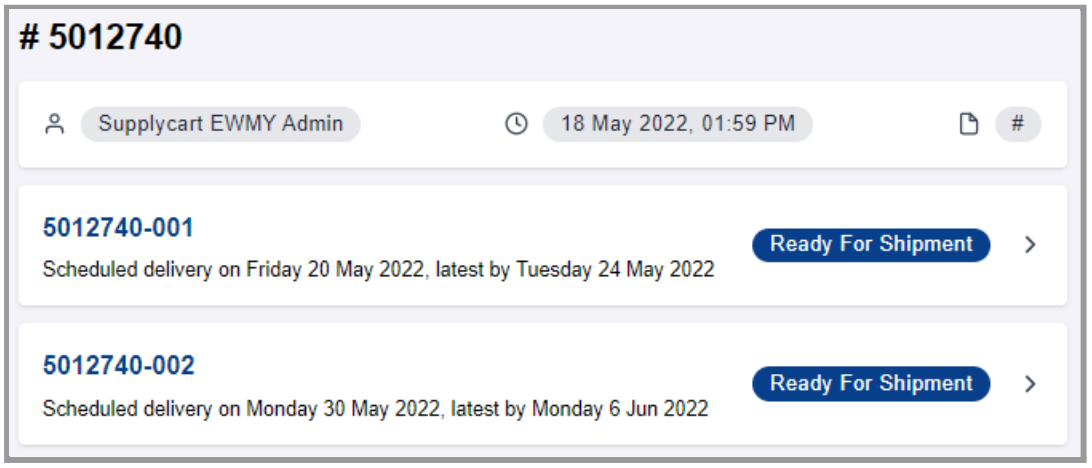
Click on the 'Order No' or 'View' to go to order details



Step 2: Search & select which delivery to amend

This is applicable when your 1 order has multiple deliveries based on multiple vendors.

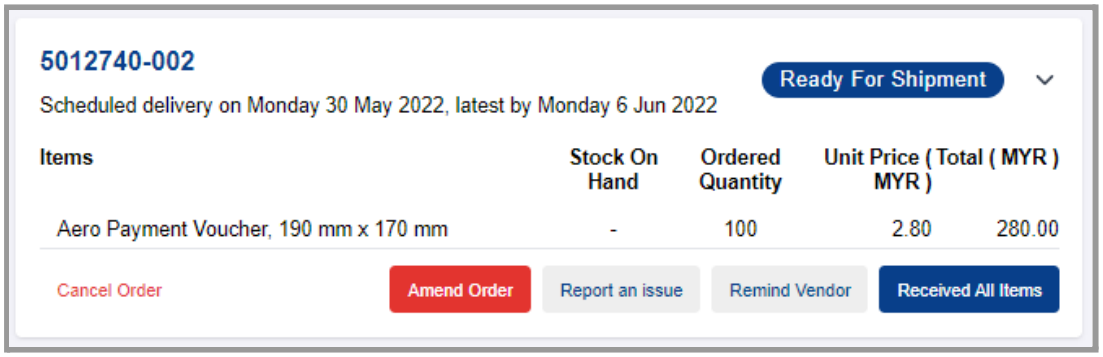
Note: You are only able to amend orders that have not yet had GR performed.



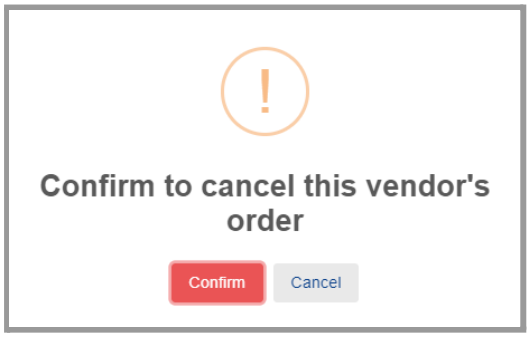
Cancel Order

This section will runthrough how the approved order can be cancelled on ADAM before delivery.

Step 3: Click 'Cancel Order'



Step 4: Click 'Confirm' to proceed with order cancellation



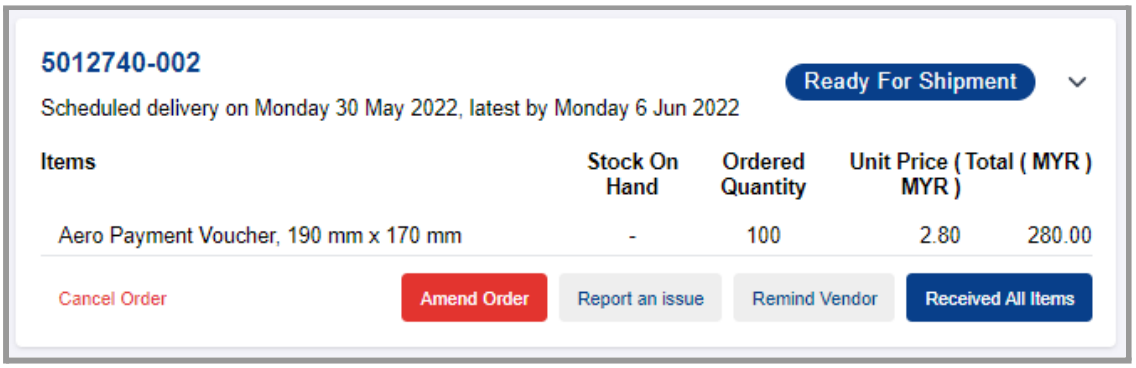
Note : Cancellation cannot be undone. You have to submit a new order for approval to proceed with the order.

An email will be sent to the vendor to notify of the cancellation.

Reduce Ordered Quantity

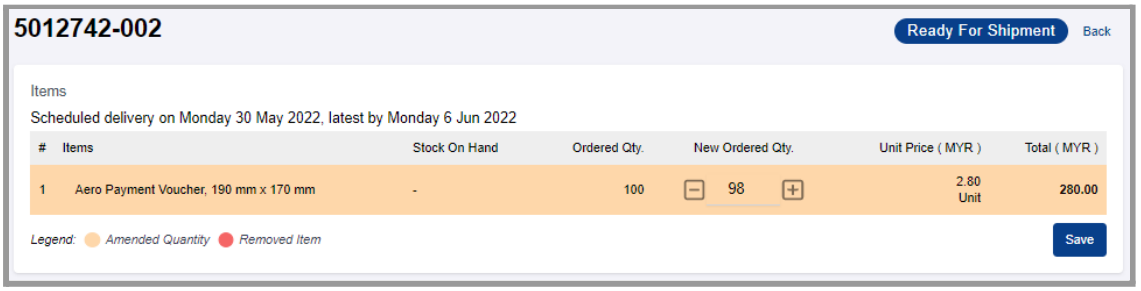
This section will runthrough how ordered quantity for selected item(s) can be reduced on ADAM before delivery.

Step 3: Click 'Amend Order'



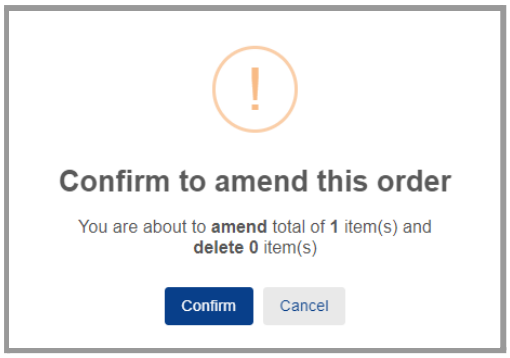
Step 4: Click '-' or input the new ordered quantity

Item(s) with amended quantity will be highlighted in orange colour



Note : New quantity can't be more than the approved ordered quantity. Please cancel the order and submit a new order for approval to proceed with a higher new quantity.

Step 5: Click 'save' and 'Confirm' to complete the amendment

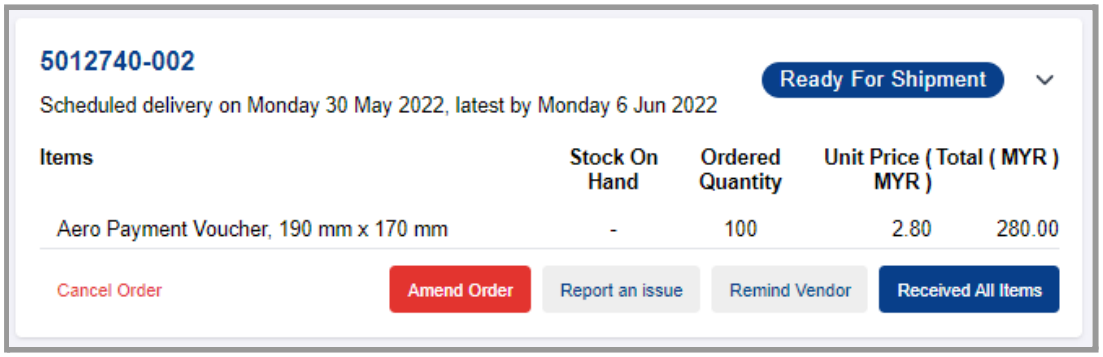


An email with the revised document attached will be sent to the vendor for their processing.

Cancel Selected Items

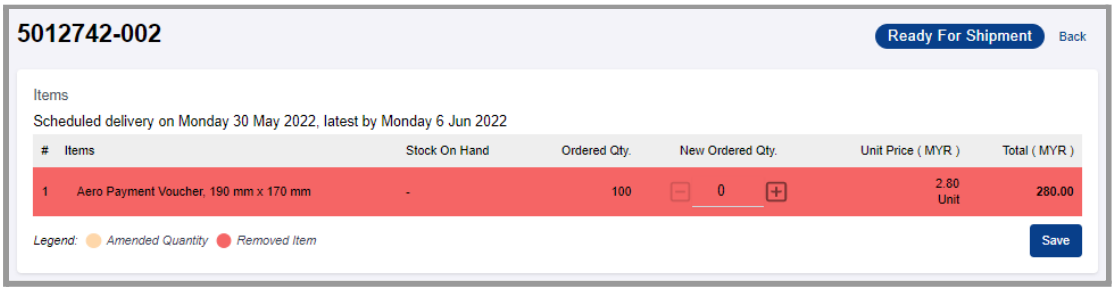
This section will runthrough how selected item(s) can be removed from order on ADAM before delivery.

Step 3: Click 'Amend Order'



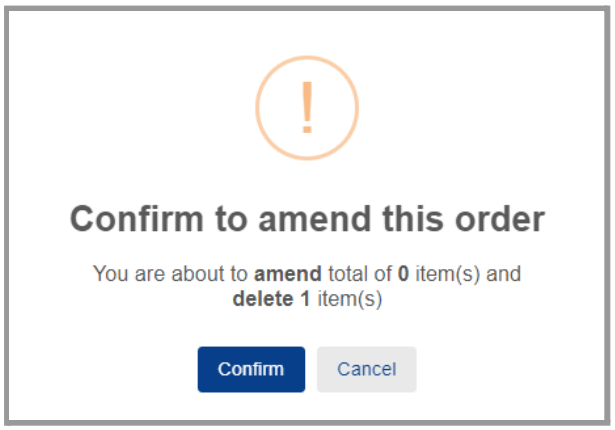
Step 4: Click '-' or input '0' as the new ordered quantity to cancel

Cancelled items will be highlighted in red colour



Note : Cancellation cannot be undone. You have to submit a new order for approval to proceed with the order.

Step 5: Click 'save' and 'Confirm' to complete the cancellation



An email with the revised document attached will be sent to the vendor for their processing.

Goods Received

This section will runthrough how you can acknowledge orders received and report order issues via ADAM

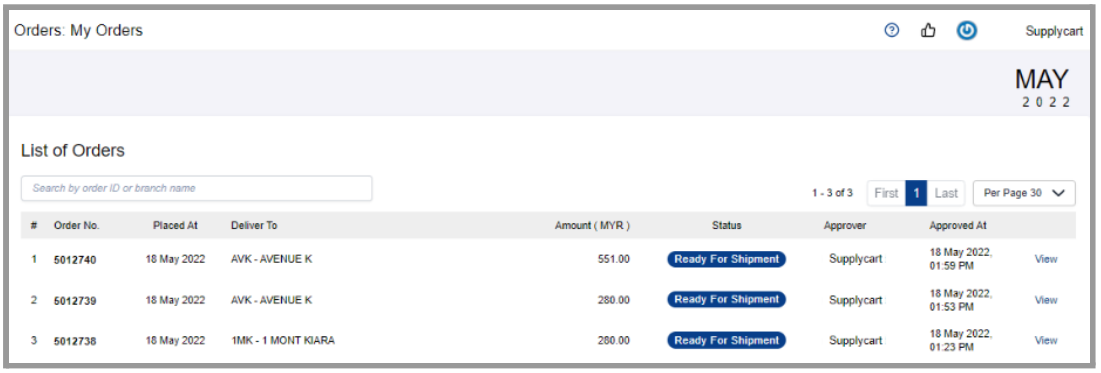
Marking the entire delivery as received (No issues to report)

This section will runthrough how to complete order when orders are fully received without any issue

Note : Please ensure order received without issue before performing GR as you will be unable to report any issue on system after completing the order.

Step 1: Search & select the order you want to perform GR

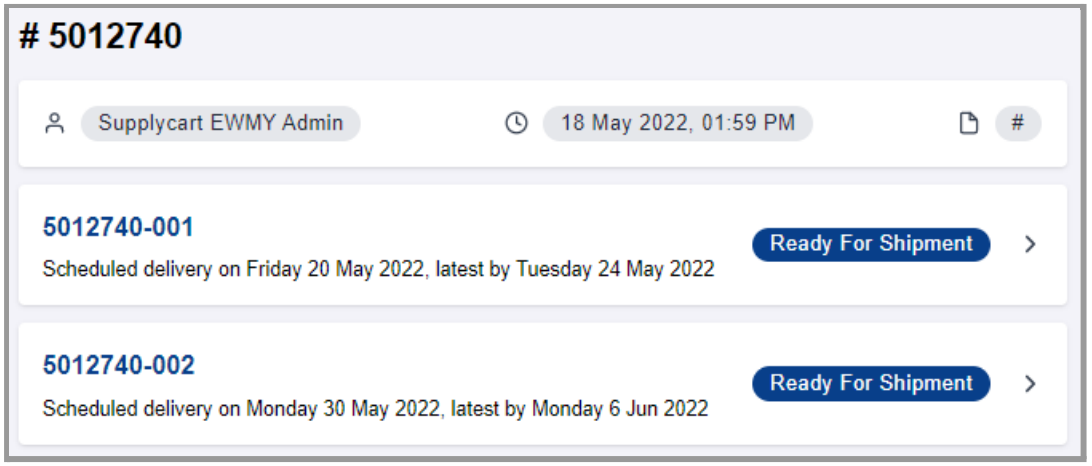
Click on the 'Order No' or 'View' to go to order details



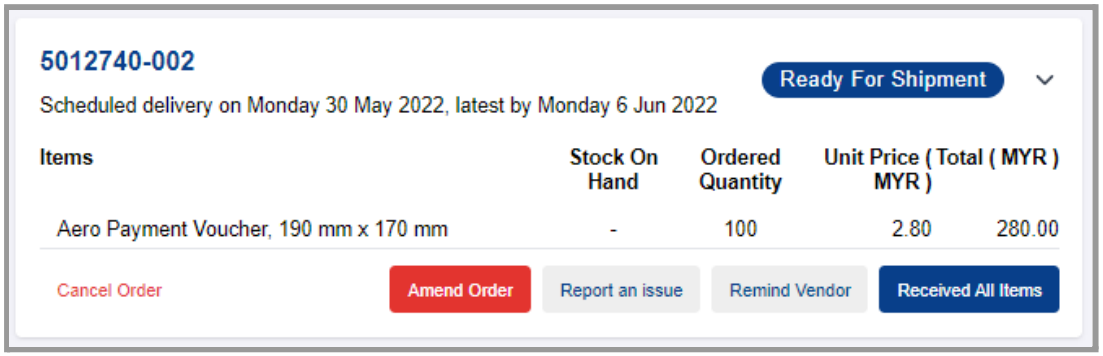
Step 2: Search & select which delivery to GR

This is applicable when your 1 order has multiple deliveries based on multiple vendors.

You are able to do GR on orders that are Ready For Shipment / Delivering.

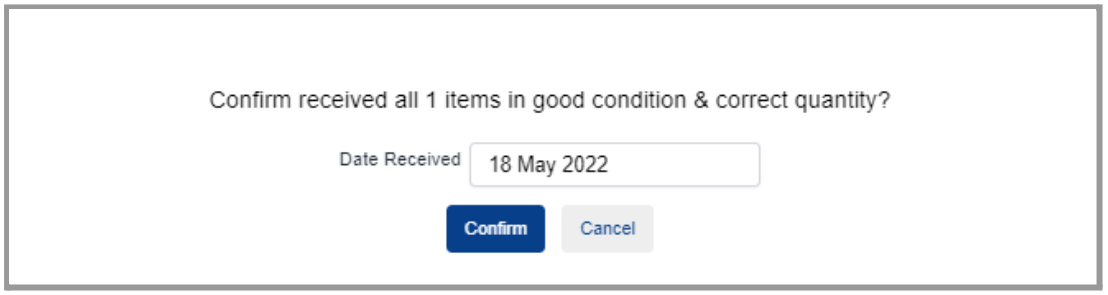


Step 3: Click 'Received All Items' if all items are correctly delivered without issues



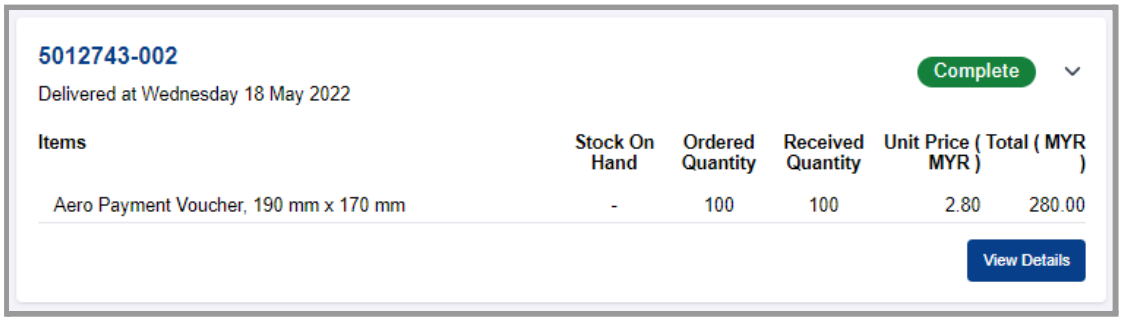
Step 4: Select actual delivery date

Click 'Confirm' after you have selected the 'Received Date'



The Order status will now change to 'Complete' after GR is completed with the final date received indicated.

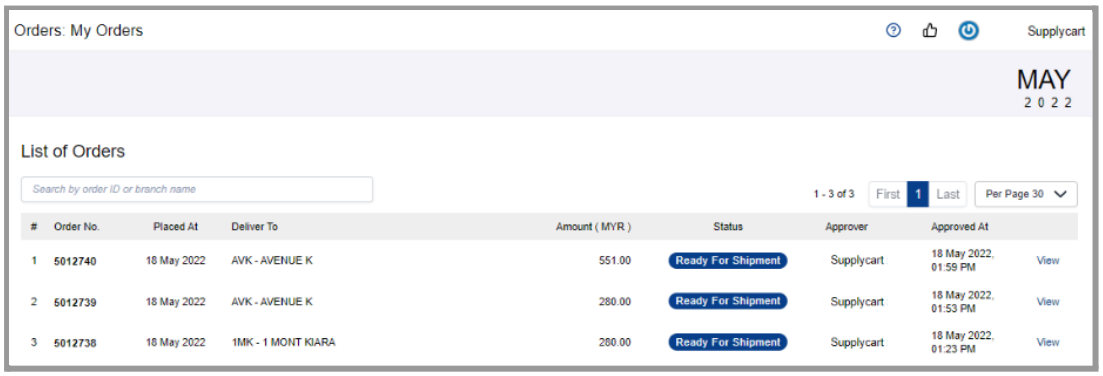
Note : The overall order will still indicate as 'Action Required' if any one of the deliveries within are still requiring GR



Good Received (2nd delivery to complete)

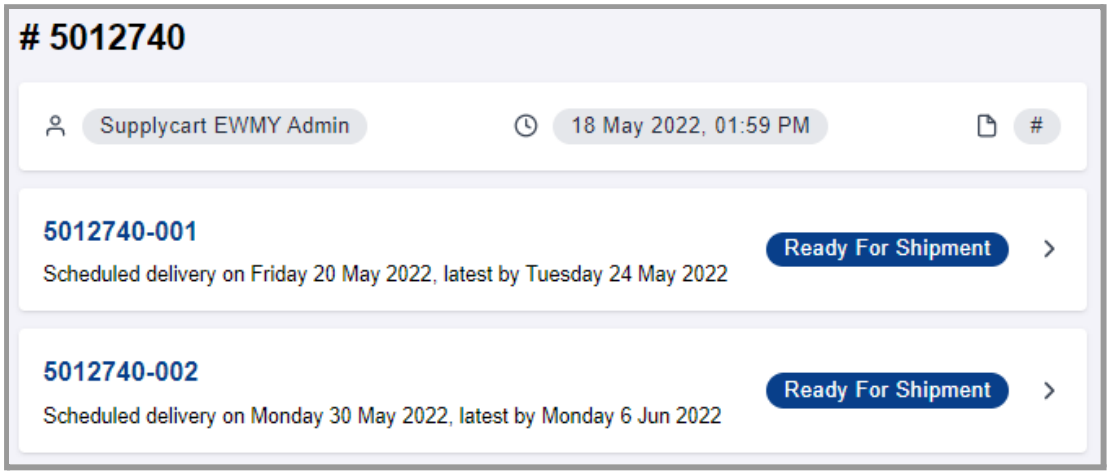
This section will runthrough how to complete the order when remaining orders are finally received without any issue.

Step 1: Search & select the order you want to perform GR
Click on the 'Order No' or 'View' to go to order details



Step 2: Search & select which delivery to GR
This is applicable when your 1 order has multiple deliveries based on multiple vendors.

You are able to do GR on orders that are Ready For Shipment / Delivering.

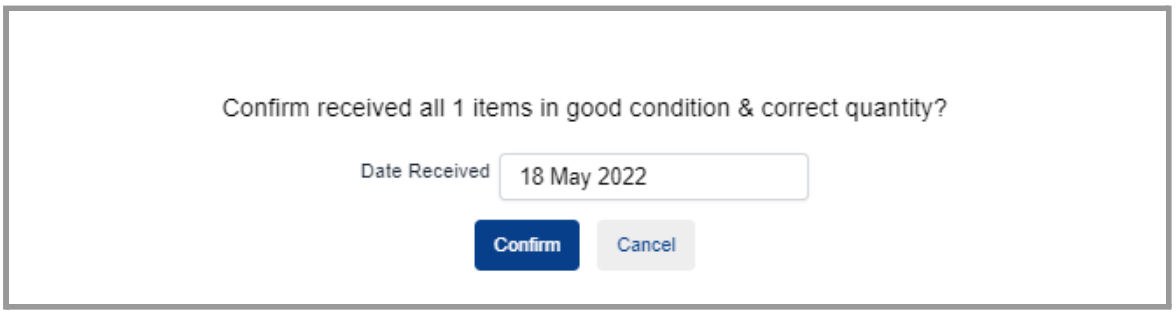


Step 3: Click 'Received All Items' if remaining items received without any issues

You would be able to see the Issue Reported as you have previously GR-ed

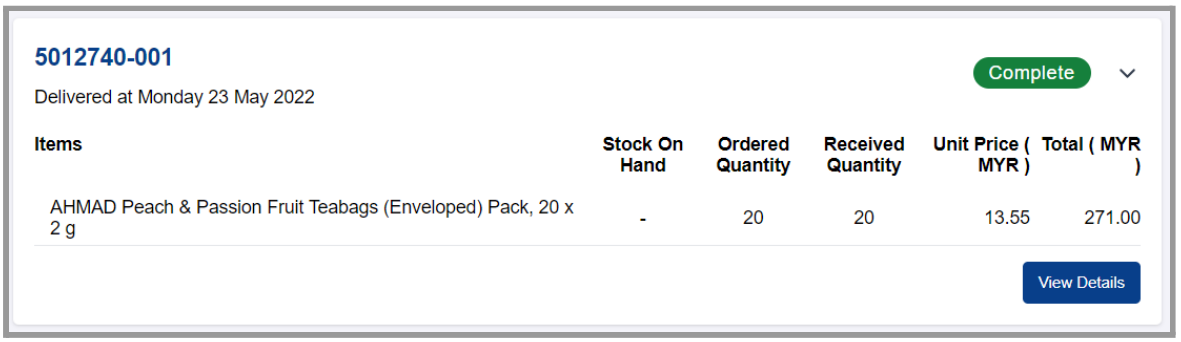
Step 4: Select actual delivery date

Click 'Confirm' after you have selected the 'Received Date' for remaining items



The Order status will now change to 'Complete' after GR is completed with the final date received indicated.

Note : The overall order will still indicate as 'Action Required' if any one of the deliveries within are still requiring GR



Goods Received (Incomplete or late Deliveries)

Identifying Orders that are Pending Action

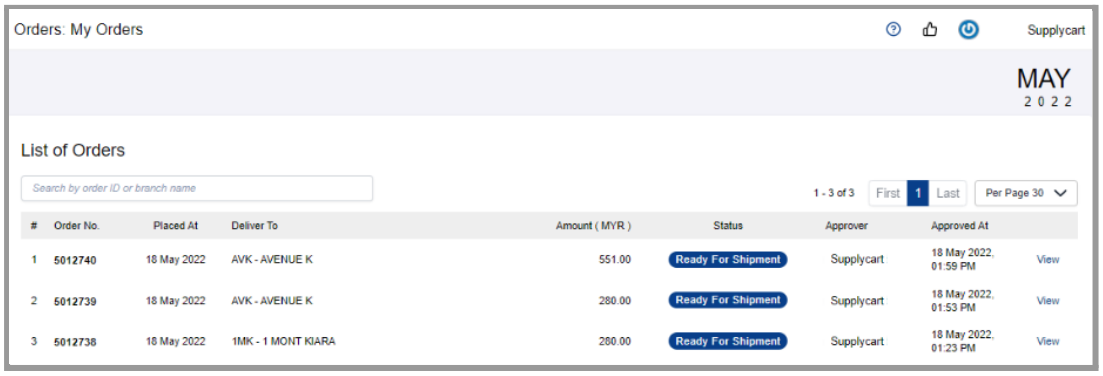
This section will runthrough how to report order issue when orders not fulfilled on time or orders received with issues

Note : Please report issue only if you have not received your order passed scheduled delivery lead time

Step 1: Search & select the order you want to perform report order issue

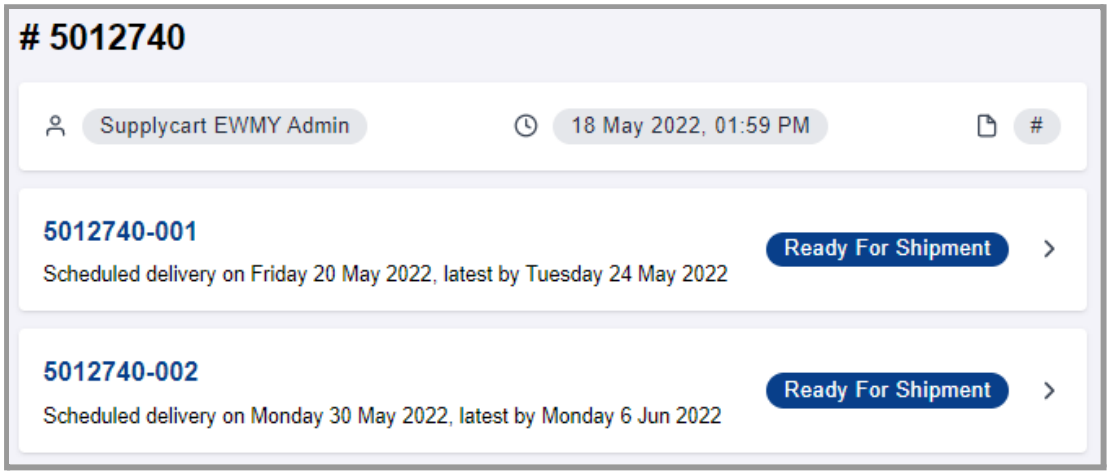
Click on the 'Order No' or 'View' to go to order details

Note: For orders that are overdue, they will be marked with a yellow exclamation mark



Step 2: Search & select which delivery to report

This is applicable when your order are splitted into multiple deliveries based on multiple vendors

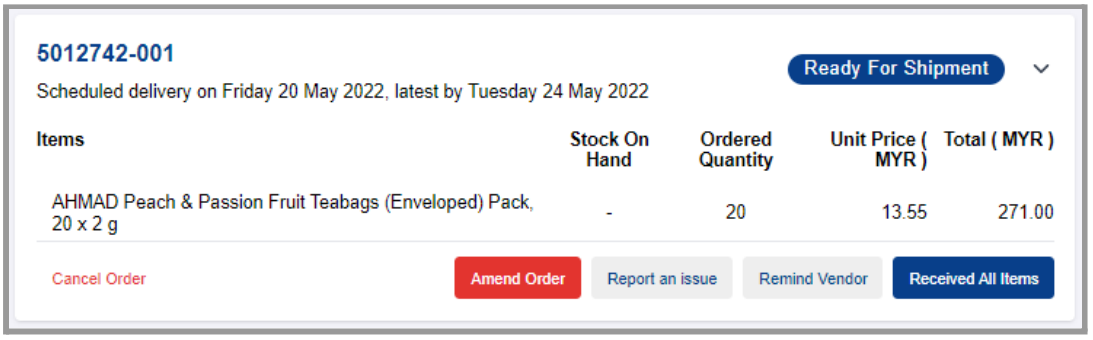


Issue 1 : Entire Order Not Received (remind supplier to deliver ASAP)

This section will runthrough how to report issues when the vendor did not deliver anything at.

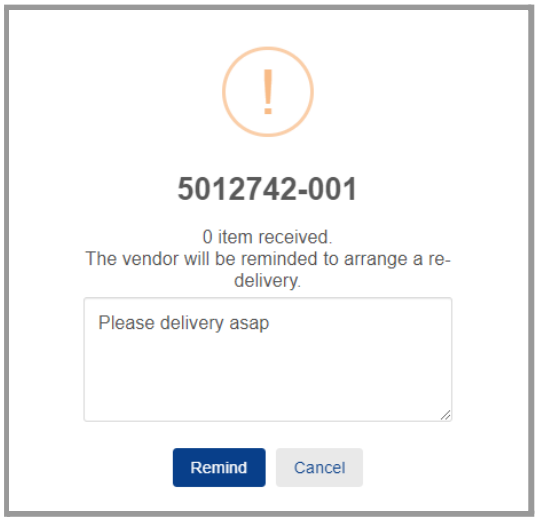
Step 4: Click "Remind Vendor"

This indicates that no products were received



Step 5: Input remarks and click 'Remind'

The remarks inputted will be included in the email sent to notify vendors

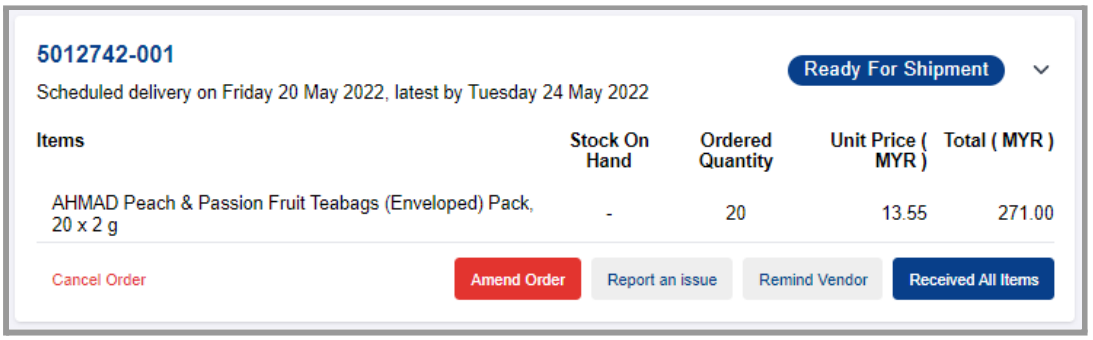


An email will be sent to the vendor urging for prompt delivery

Issue 2 : Some items received (incorrect quantity)

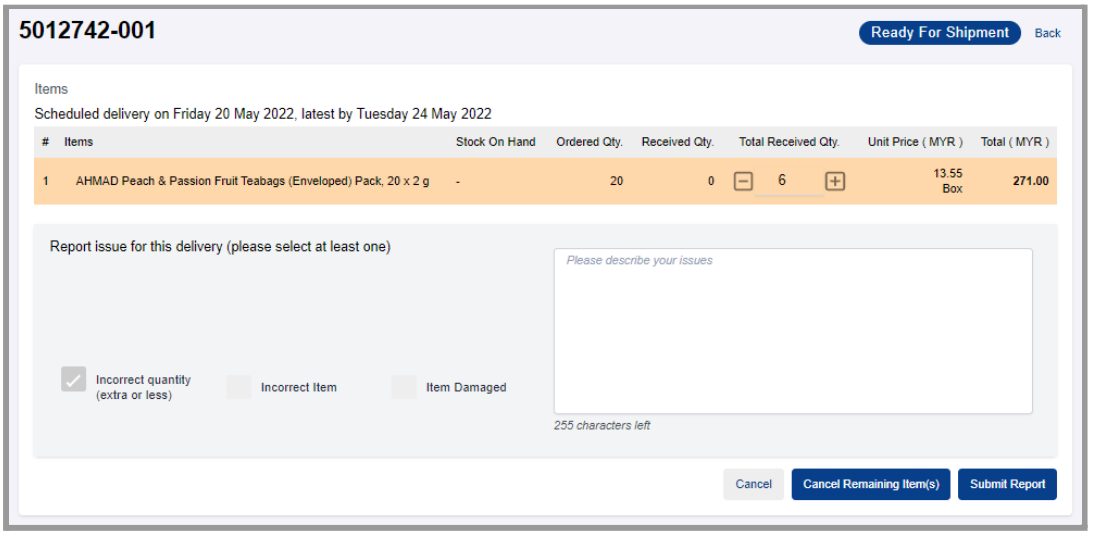
This section will runthrough how to report issue when vendor missed to fulfil certain products from the order

Step 3: Click 'Report an issue'



Step 4: Input exact quantity received

Under 'Received Qty.' input current quantity that you have received.



Note : If orders are splitted into multiple deliveries, please only input

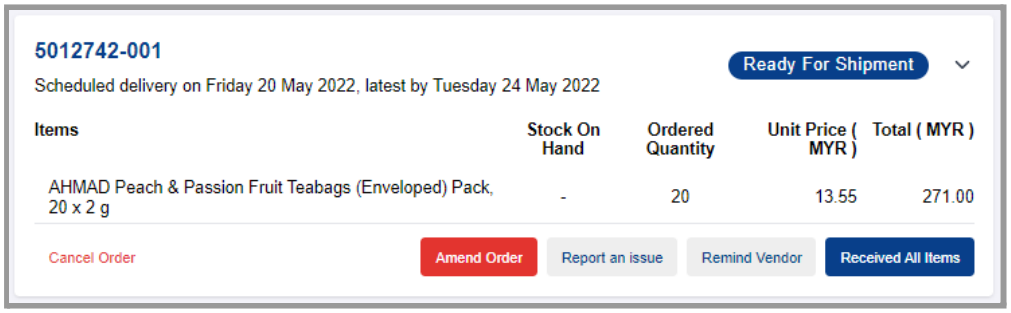
'Incorrect quantity (extra or less)' issue will also be auto-selected. You may also input any remarks (if any) to be emailed to the vendor.

An email will be sent to the vendor urging for prompt redelivery

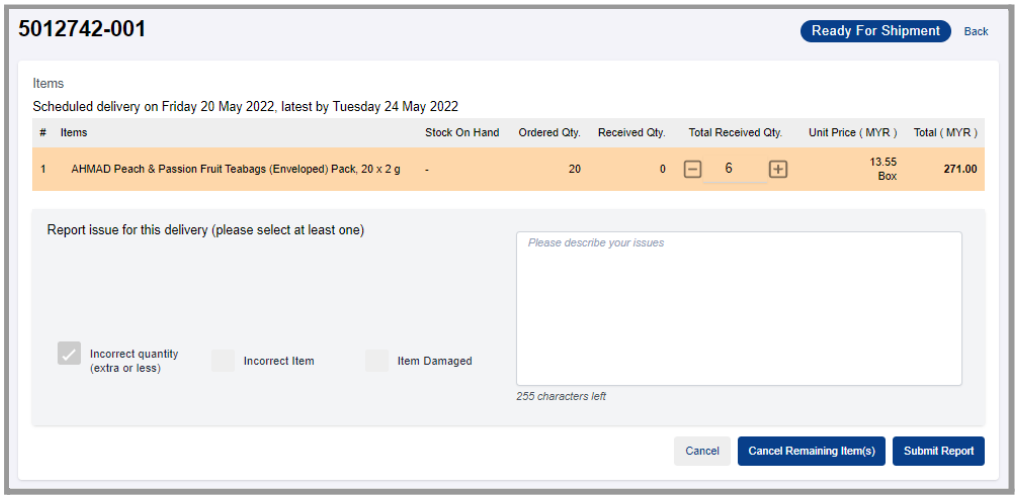
Issue 3 : Incorrect/ Defective Products Received

This section will runthrough how to report issue when vendor delivered incorrect products or delivered defective products

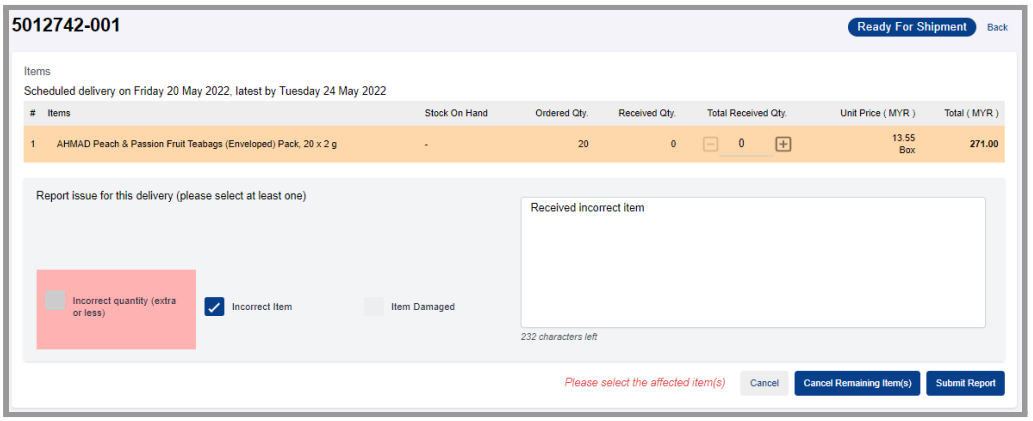
Step 3: Click 'Report an issue'



Step 4: Click '-' or input '0' under Received Qty



Step 5: Select and describe the issues and click 'Submit Report'
If the vendor delivered incorrect products, select 'Incorrect Item' .
If the vendor delivered defect products, select 'Item Damaged' .

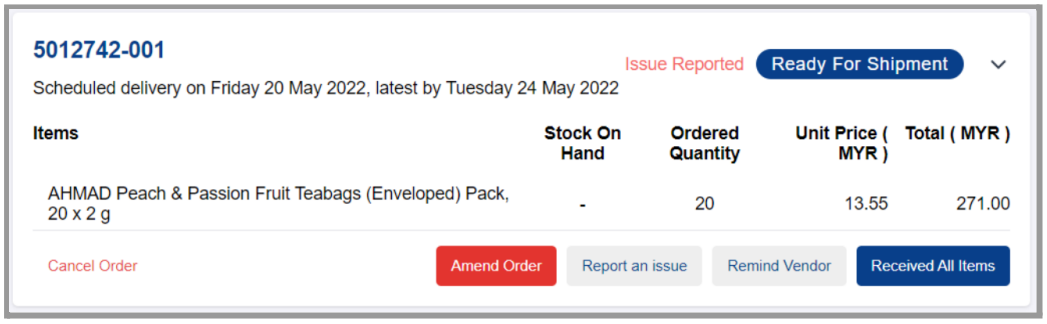


An email will be sent to the vendor urging for prompt redelivery.

Issue 4 : Cancellation of the unfulfilled items

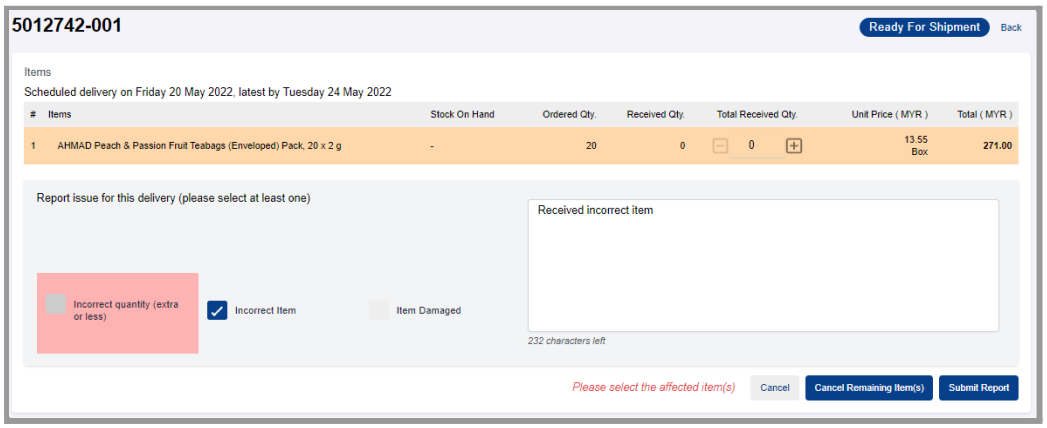
This section will runthrough how to cancel the remaining unfulfilled item(s) by the vendor after issue(s) have been reported.

Step 3: Click 'Report an issue'

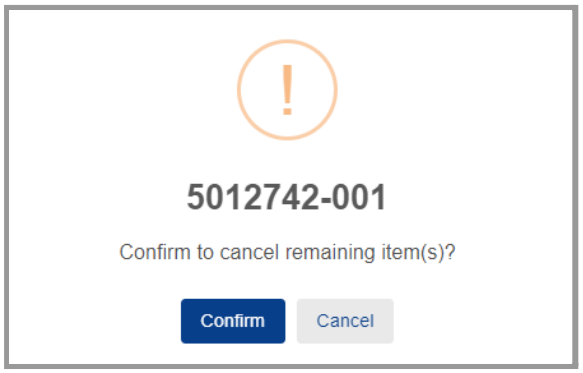


Step 4: Click "Cancel Remaining Item(s)"

This indicates either the entire order or partial item(s) were received and all unfulfilled item(s) to be cancelled.



Step 5: Click "Confirm"



You may also input any remarks (if any) to be emailed to the vendor. An email will be sent to notify the vendor.

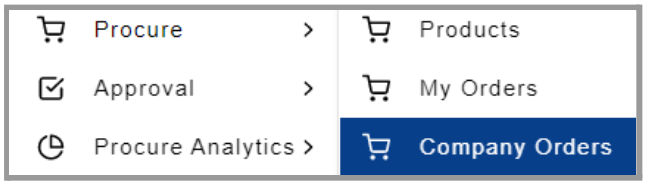
Note : Cancellation cannot be undone. You have to submit a new order for approval to proceed..

Download Company Orders CSV

Admin can download orders place in CSV

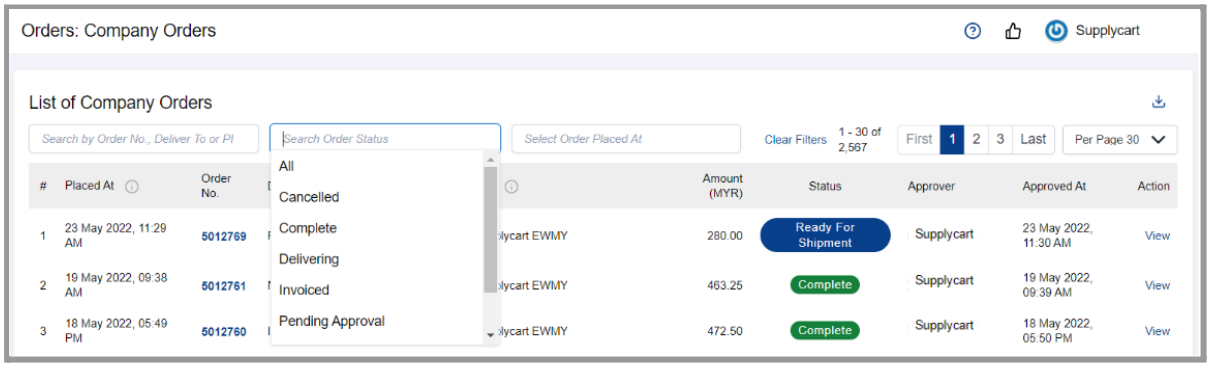
This section will runthrough how to search and filter orders and download as CSV

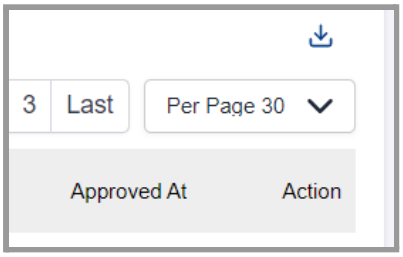
Step 1: Under 'Procure', click 'Company Orders'



Step 2: Search or filter the orders to download

You may search by input order no, delivery location or user's name in the search bar, filter products by order status and order placed date range



Step 3: Click the ' ' button

The CSV will be save to your computer