

<b>Manual</b>	<b>ADAM-VCO-GUI-PROCURE-v1.1</b>
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# PROCURE

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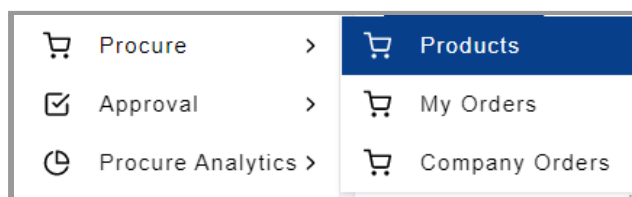
## Placing Orders on ADAM

This section will runthrough how orders can be placed on ADAM

### Placing a new Order via Procure

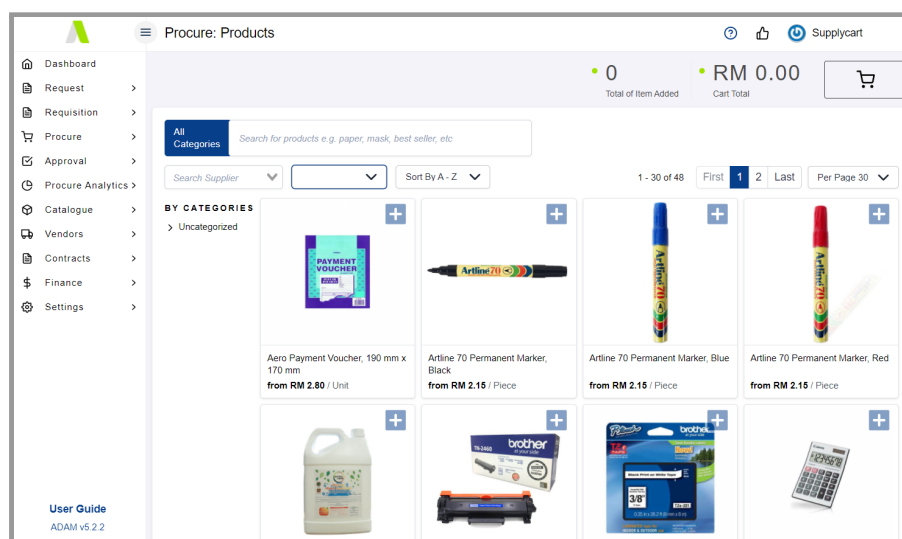
This section will runthrough how to place a new order

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



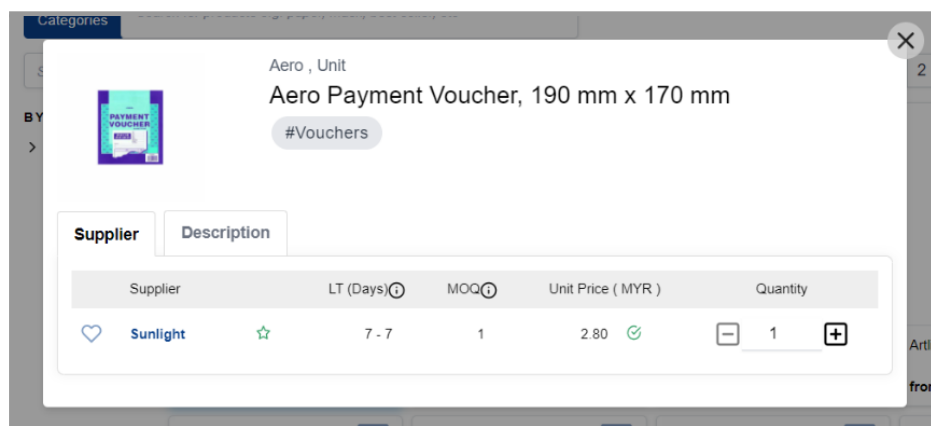
**Step 2:** Search the products you want to purchase

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.

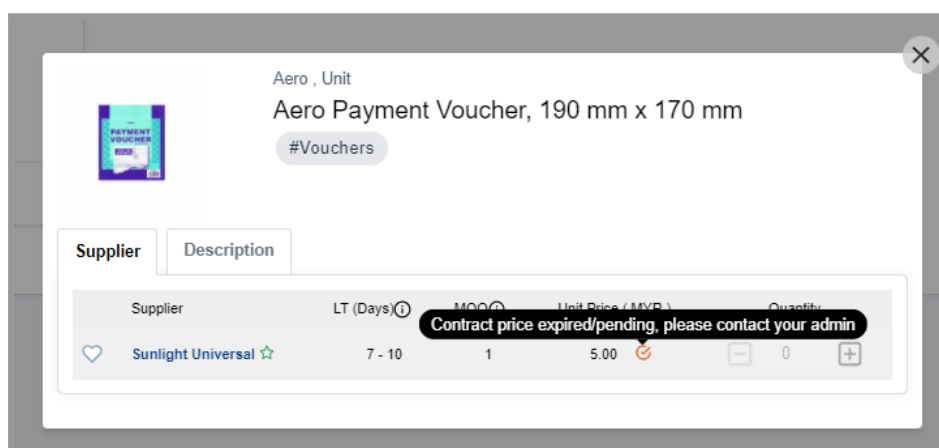


**Note:** If you are unable to find a product, please try different words individually. If you still cannot find it, it may not have been made available to you. Please contact your company Admin


**Step 3:** Click on the products and click '+' to add to cart  
Click '+' to add the quantity you want to purchase

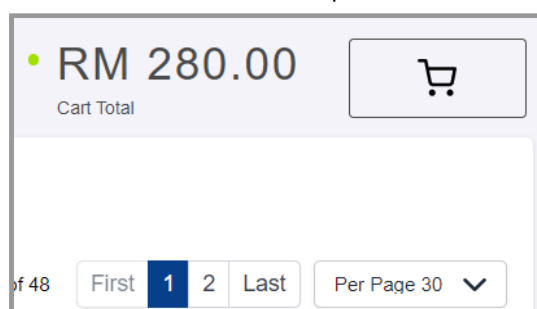


**Note:** If you see N/A on product price or  icon next to the price, please contact your company Admin.




**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


1 TOTAL  
RM 500.00

Generate Quotation



Sunlight



Free Delivery




Aero Payment Voucher, 190 mm x 170 mm  
RM 5.00 / Unit

RM 500.00

100

Stock On Hand

1

100 Items

Subtotal (Excl. Tax): RM 500.00  
Delivery Fee (Excl. Tax): RM 0.00

Subtotal (Excl. Tax) RM 500.00  
Delivery Fee (Excl. Tax) RM 0.00  
**Total (Incl. Tax) RM 500.00**

Proceed to Checkout


1 TOTAL  
RM 500.00

Generate Quotation



DELIVERY ADDRESS
Edit Recipient Change Address


Supplycart

Lift Access


L3-01 to L-07, Level 3, All Seasons  
Lebuhraya Thean Teik  
Ayer Itam,  
Penang, Malaysia

BILLING ADDRESS
Change Address


Supplycart


Supplycart


Level 12, Wisma Mont  
No 1, Jalan Kiara,  
Kuala Lumpur

BUDGET ALLOCATION

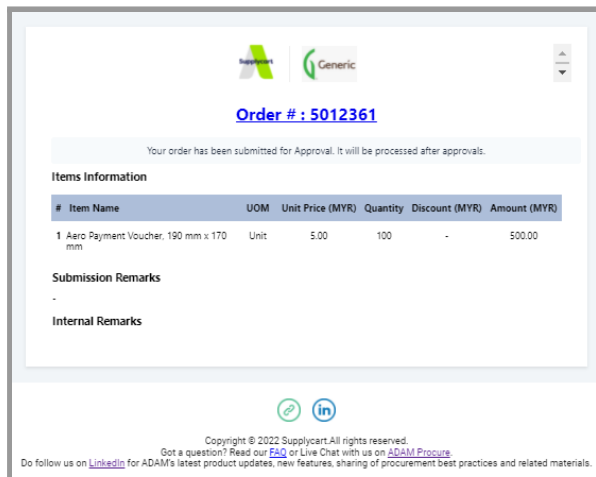
Your budget settings is activated.

Back
Request 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



**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

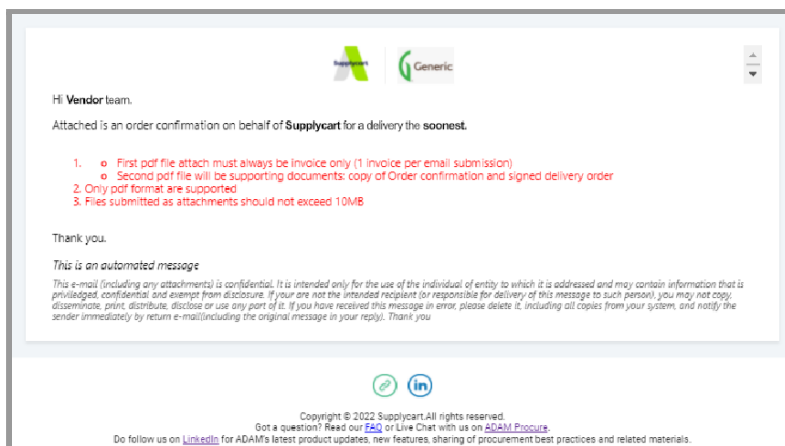
**Submission Remarks**  
-

**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**



Hi **Vendor** team,

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

1. First pdf file attach must always be invoice only (1 invoice per email submission)
  - 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 you 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

Orders: My Orders Supplycart

APR 2022

List of Orders

Search by order ID or branch name

1 - 22 of 22 First 1 Last Per Page 30

#	Order No.	Placed At	Deliver To	Amount ( MYR )	Status	Approver	Approved At	
1	5012363	31 Mar 2022	Supplycart	1,164.00	Processing	Supplycart	31 Mar 2022, 04:20 PM	<a href="#">View</a>
2	5012362	31 Mar 2022	Supplycart	1,164.00	Processing	Supplycart	31 Mar 2022, 04:14 PM	<a href="#">View</a>
3	5012361	31 Mar 2022	Supplycart	500.00	Processing	Supplycart	31 Mar 2022, 02:19 PM	<a href="#">View</a>
4	5012359	30 Mar 2022	Supplycart	150.00	Processing	Supplycart	30 Mar 2022, 10:31 AM	<a href="#">View</a>
5	5012349	28 Mar 2022	Supplycart	500.00	Processing	Supplycart	28 Mar 2022, 03:14 PM	<a href="#">View</a>

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

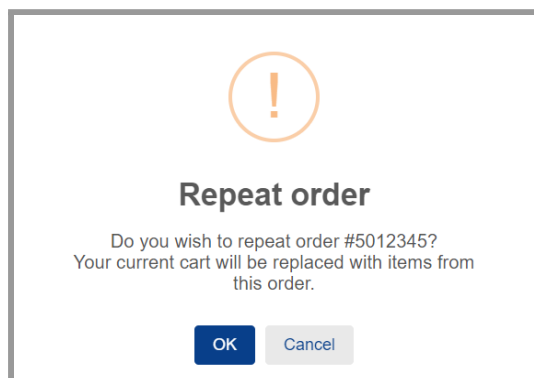
Supplycart

Received All Items Repeat Order

#	Subtotal	RM 280.00
	Delivery Fee	RM 0.00
	Discount	RM 0.00
	Tax Amount	RM 0.00
	<b>ORDER TOTAL</b>	<b>RM 280.00</b>

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

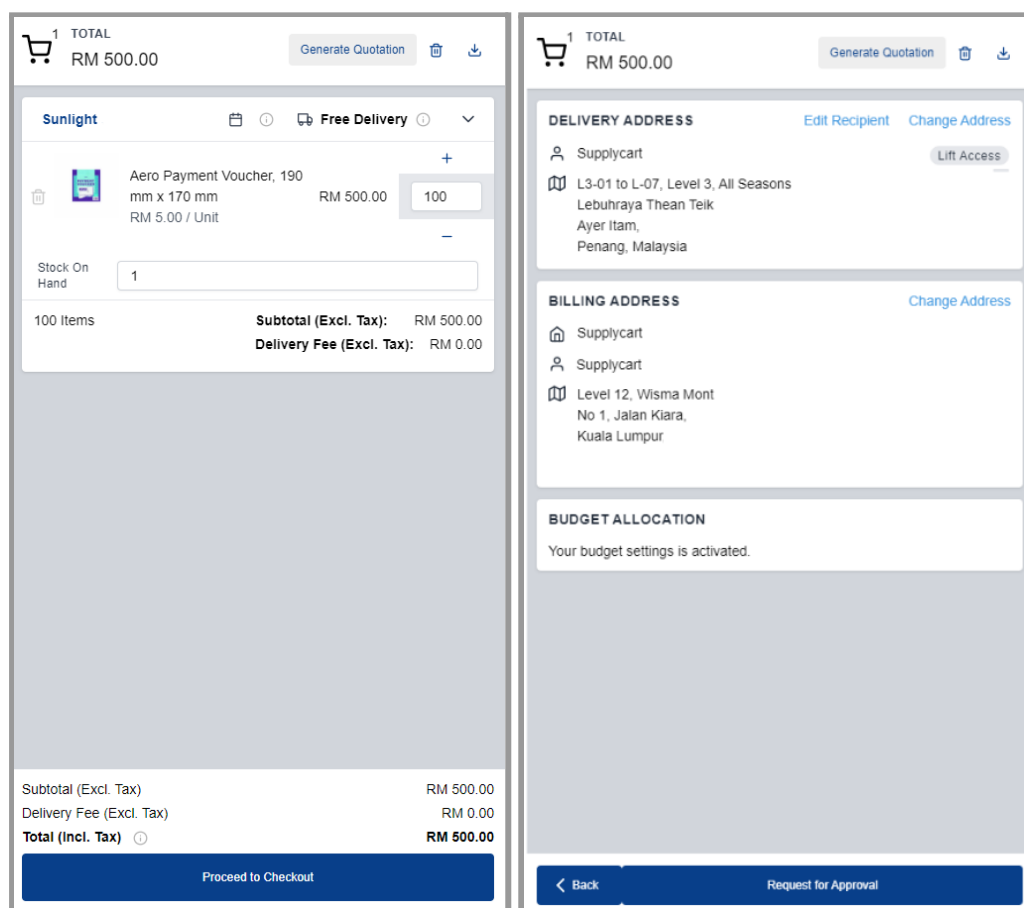
#### Step 4: Click 'OK' to confirm



**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



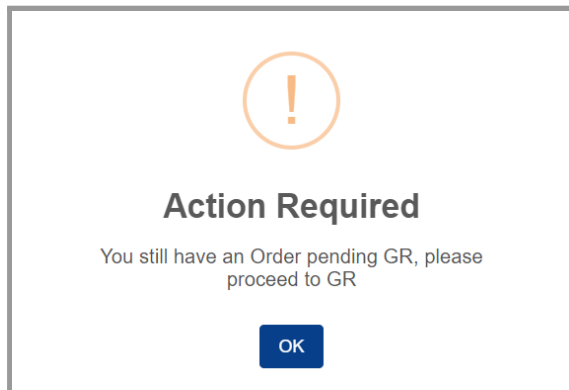
**Note:** If you are unable to proceed during the checkout process (button is disabled with a message), please refer to the Checkout Controls section

## 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

Search by order ID, branch name:					
#	Order No.	Delivery Ref.	Deliver To	PIC ⓘ	Status
1	5012316	5012316-001	ASP - ALL SEASONS	Supplycart	Delivering <a href="#">View</a>

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

Subtotal (Excl. Tax)	RM 500.00
Delivery Fee (Excl. Tax)	RM 0.00
<b>Total (Incl. Tax)</b> ⓘ	<b>RM 500.00</b>

The stock on hand field is required

#### Step 1: Input the “Stock On Hand” quantity


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



**1 TOTAL**  
 RM 500.00

[Generate Quotation](#)
🗑️
⬇️

**Sunlight**
🗑️ ⓘ
🚚 Free Delivery ⓘ
⌵



**Aero Payment Voucher, 190 mm x 170 mm**  
 RM 500.00  
 RM 5.00 / Unit

+

100

-

Stock On Hand


100 Items

**Subtotal (Excl. Tax):** RM 500.00  
**Delivery Fee (Excl. Tax):** RM 0.00

**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.



**1 TOTAL**  
 RM 500.00

[Generate Quotation](#)
🗑️
⬇️

**Sunlight**
🗑️ ⓘ
🚚 Free Delivery ⓘ
⌵



**Aero Payment Voucher, 190 mm x 170 mm**  
 RM 500.00  
 RM 5.00 / Unit

+

100

-

Stock On Hand

1

100 Items

**Subtotal (Excl. Tax):** RM 500.00  
**Delivery Fee (Excl. Tax):** RM 0.00

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

9

## Minimum Order Delivery (MOV)


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



Subtotal (Excl. Tax)	RM 50.00
Delivery Fee (Excl. Tax)	RM 10.00
<b>Total (Incl. Tax)</b> ⓘ	<b>RM 60.00</b>

One of your preferred supplier is below the required min value for delivery




### 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.



**1 TOTAL**  
 RM 60.00

Generate Quotation
 


Delivery Charges: RM 10.00  
 Minimum Order Value: RM 100.00

**Sunlight**
 ⓘ
  **RM 10.00** ⓘ
 

+



Aero Payment Voucher, 190 mm x 170 mm  
 RM 5.00 / Unit

RM 50.00

Stock On Hand


-



10 Items

**Subtotal (Excl. Tax):** RM 50.00  
**Delivery Fee (Excl. Tax):** RM 10.00




### 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.



**1 TOTAL**  
 RM 500.00

Generate Quotation
 


Free Delivery  
 Minimum Order Value: RM 100.00

**Sunlight**
 ⓘ
  **Free Delivery** ⓘ
 

+



Aero Payment Voucher, 190 mm x 170 mm  
 RM 5.00 / Unit

RM 500.00

Stock On Hand

-

100 Items

**Subtotal (Excl. Tax):** RM 500.00  
**Delivery Fee (Excl. Tax):** RM 0.00

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



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

You may check on your order status by :

 Procure >

 Products

 Approval >

 **My Orders**

You may search orders by input order number in the search bar

Orders: My Orders

APR  
2 0 2 2

List of Orders

Search by order ID or branch name

1 - 22 of 22

First1Last

Per Page 30

#	Order No.	Placed At	Deliver To	Amount ( MYR )	Status	Approver	Approved At	
1	5012363	31 Mar 2022	Supplycart	1,164.00	Processing	Supplycart	31 Mar 2022, 04:20 PM	<a href="#">View</a>
2	5012362	31 Mar 2022	Supplycart	1,164.00	Processing	Supplycart	31 Mar 2022, 04:14 PM	<a href="#">View</a>
3	5012361	31 Mar 2022	Supplycart	500.00	Processing	Supplycart	31 Mar 2022, 02:19 PM	<a href="#">View</a>
4	5012359	30 Mar 2022	Supplycart	150.00	Processing	Supplycart	30 Mar 2022, 10:31 AM	<a href="#">View</a>
5	5012349	28 Mar 2022	Supplycart	500.00	Processing	Supplycart	28 Mar 2022, 03:14 PM	<a href="#">View</a>

Order Status	Definition
<b>Pending Approval</b>	Order has been sent for approval(s) and is awaiting for full approvals
<b>Cancelled</b>	Orders was cancelled by you before it was fully approved OR Orders has been cancelled by you (during GR)
<b>Rejected</b>	Order has been rejected by your approver(s)
<b>Ready For Shipment</b>	Order fully approved and order confirmation emailed to vendor(s) for them to prepare for delivery. This is before the Min Delivery Date
<b>Delivering</b>	Vendor(s) should be delivering your orders based on pre-agreed delivery lead time range (Between Min & Max)
<b>Complete</b>	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

Orders: My Orders

APR 2022

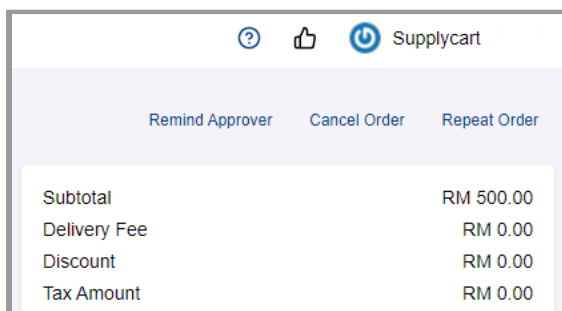
List of Orders

Search by order ID or branch name

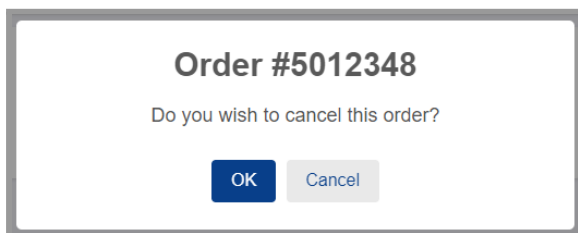
1 - 22 of 22 First 1 Last Per Page 30

#	Order No.	Placed At	Deliver To	Amount ( MYR )	Status	Approver	Approved At	
1	5012363	31 Mar 2022	Supplycart	1,164.00	Processing	Supplycart	31 Mar 2022, 04:29 PM	View
2	5012362	31 Mar 2022	Supplycart	1,164.00	Processing	Supplycart	31 Mar 2022, 04:14 PM	View
3	5012361	31 Mar 2022	Supplycart	500.00	Processing	Supplycart	31 Mar 2022, 02:19 PM	View
4	5012359	30 Mar 2022	Supplycart	150.00	Processing	Supplycart	30 Mar 2022, 10:31 AM	View
5	5012349	28 Mar 2022	Supplycart	500.00	Processing	Supplycart	28 Mar 2022, 03:14 PM	View

### 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

Orders: My Orders Supplycart

APR 2022

List of Orders

Search by order ID or branch name

1 - 22 of 22 First 1 Last Per Page 30

#	Order No.	Placed At	Deliver To	Amount ( MYR )	Status	Approver	Approved At	
1	5012363	31 Mar 2022	Supplycart	1,164.00	Processing	Supplycart	31 Mar 2022, 04:20 PM	View
2	5012362	31 Mar 2022	Supplycart	1,164.00	Processing	Supplycart	31 Mar 2022, 04:14 PM	View
3	5012361	31 Mar 2022	Supplycart	500.00	Processing	Supplycart	31 Mar 2022, 02:19 PM	View
4	5012359	30 Mar 2022	Supplycart	150.00	Processing	Supplycart	30 Mar 2022, 10:31 AM	View
5	5012349	28 Mar 2022	Supplycart	500.00	Processing	Supplycart	28 Mar 2022, 03:14 PM	View

**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.

**5012738-001** Ready For Shipment

Scheduled delivery on Monday 30 May 2022, latest by Monday 6 Jun 2022

Items	Stock On Hand	Ordered Quantity	Unit Price ( MYR )	Total ( MYR )
Aero Payment Voucher, 190 mm x 170 mm	1	100	2.80	280.00

[Cancel Order](#)
[Amend Order](#)
[Report an issue](#)
[Remind Vendor](#)
[Received All Items](#)


## 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.

List of Orders			
Search by order ID or branch name			
#	Order No.	Placed At	Deliver To
1	5012300 	01 Mar 2022	HO -
2	5012293 	27 Feb 2022	F88 -
3	5012292 	26 Feb 2022	AK -
4	5012291 	26 Feb 2022	AK -

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

Orders: My Orders Supplycart

MAY 2022

List of Orders

Search by order ID or branch name

1 - 3 of 3 First 1 Last Per Page 30

#	Order No.	Placed At	Deliver To	Amount ( MYR )	Status	Approver	Approved At	
1	5012740	18 May 2022	AVK - AVENUE K	551.00	Ready For Shipment	Supplycart	18 May 2022, 01:59 PM	View
2	5012739	18 May 2022	AVK - AVENUE K	280.00	Ready For Shipment	Supplycart	18 May 2022, 01:53 PM	View
3	5012738	18 May 2022	1MK - 1 MONT KIARA	280.00	Ready For Shipment	Supplycart	18 May 2022, 01:23 PM	View

**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.

**# 5012740**

Supplycart EWMY Admin 18 May 2022, 01:59 PM #

**5012740-001** Ready For Shipment >

Scheduled delivery on Friday 20 May 2022, latest by Tuesday 24 May 2022

**5012740-002** Ready For Shipment >

Scheduled delivery on Monday 30 May 2022, latest by Monday 6 Jun 2022



## Cancel Order

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

### Step 3: Click 'Cancel Order'


**5012740-002**
Ready For Shipment

Scheduled delivery on Monday 30 May 2022, latest by Monday 6 Jun 2022

Items	Stock On Hand	Ordered Quantity	Unit Price ( Total ( MYR ) MYR )
Aero Payment Voucher, 190 mm x 170 mm	-	100	2.80 280.00

Cancel Order
Amend Order
Report an issue
Remind Vendor
Received All Items

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



**Confirm to cancel this vendor's order**

Confirm
Cancel

**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'

**5012740-002**
Ready For Shipment

Scheduled delivery on Monday 30 May 2022, latest by Monday 6 Jun 2022

Items	Stock On Hand	Ordered Quantity	Unit Price ( MYR )	Total ( MYR )
Aero Payment Voucher, 190 mm x 170 mm	-	100	2.80	280.00

Cancel Order
Amend Order
Report an issue
Remind Vendor
Received All Items

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

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

**5012742-002**
Ready For Shipment
Back

Scheduled delivery on Monday 30 May 2022, latest by Monday 6 Jun 2022


#	Items	Stock On Hand	Ordered Qty.	New Ordered Qty.	Unit Price ( MYR )	Total ( MYR )
1	Aero Payment Voucher, 190 mm x 170 mm	-	100	<div> <div>-</div> <div>98</div> <div>+</div> </div>	2.80 Unit	280.00

Legend: Amended Quantity Removed Item

Save

**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



### Confirm to amend this order

You are about to **amend** total of 1 item(s) and **delete** 0 item(s)

Confirm
Cancel

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'

**5012740-002**
Ready For Shipment

Scheduled delivery on Monday 30 May 2022, latest by Monday 6 Jun 2022

Items	Stock On Hand	Ordered Quantity	Unit Price ( MYR )	Total ( MYR )
Aero Payment Voucher, 190 mm x 170 mm	-	100	2.80	280.00

Cancel Order
Amend Order
Report an issue
Remind Vendor
Received All Items

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

Cancelled items will be highlighted in red colour

**5012742-002**
Ready For Shipment
Back

Scheduled delivery on Monday 30 May 2022, latest by Monday 6 Jun 2022


#	Items	Stock On Hand	Ordered Qty.	New Ordered Qty.	Unit Price ( MYR )	Total ( MYR )
1	Aero Payment Voucher, 190 mm x 170 mm	-	100	<div> <div>-</div> <div>0</div> <div>+</div> </div>	2.80 Unit	280.00

Legend: Amended Quantity Removed Item

Save

**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



### Confirm to amend this order

You are about to **amend** total of **0** item(s) and **delete 1** item(s)

Confirm
Cancel

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

Orders: My Orders

Supplycart

MAY 2022

List of Orders

Search by order ID or branch name

1 - 3 of 3 First 1 Last Per Page 30

#	Order No.	Placed At	Deliver To	Amount ( MYR )	Status	Approver	Approved At	
1	5012740	18 May 2022	AVK - AVENUE K	551.00	Ready For Shipment	Supplycart	18 May 2022, 01:59 PM	View
2	5012739	18 May 2022	AVK - AVENUE K	280.00	Ready For Shipment	Supplycart	18 May 2022, 01:53 PM	View
3	5012738	18 May 2022	1MK - 1 MONT KJARA	280.00	Ready For Shipment	Supplycart	18 May 2022, 01:23 PM	View

#### 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.

# 5012740

Supplycart EWMY Admin 18 May 2022, 01:59 PM #

5012740-001 Ready For Shipment >

Scheduled delivery on Friday 20 May 2022, latest by Tuesday 24 May 2022

5012740-002 Ready For Shipment >

Scheduled delivery on Monday 30 May 2022, latest by Monday 6 Jun 2022

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

**5012740-002**
Ready For Shipment

Scheduled delivery on Monday 30 May 2022, latest by Monday 6 Jun 2022

Items	Stock On Hand	Ordered Quantity	Unit Price ( MYR )	Total ( MYR )
Aero Payment Voucher, 190 mm x 170 mm	-	100	2.80	280.00

Cancel Order
Amend Order
Report an issue
Remind Vendor
Received All Items

**Step 4:** Select actual delivery date

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

Confirm received all 1 items in good condition & correct quantity?

Date Received

Confirm
Cancel

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

**5012743-002**
Complete

Delivered at Wednesday 18 May 2022

Items	Stock On Hand	Ordered Quantity	Received Quantity	Unit Price ( MYR )	Total ( MYR )
Aero Payment Voucher, 190 mm x 170 mm	-	100	100	2.80	280.00

View Details

## 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

Orders: My Orders Supplycart

MAY 2022

List of Orders

Search by order ID or branch name

1 - 3 of 3 First 1 Last Per Page 30

#	Order No.	Placed At	Deliver To	Amount ( MYR )	Status	Approver	Approved At	
1	5012740	18 May 2022	AVK - AVENUE K	551.00	Ready For Shipment	Supplycart	18 May 2022, 01:59 PM	View
2	5012739	18 May 2022	AVK - AVENUE K	280.00	Ready For Shipment	Supplycart	18 May 2022, 01:53 PM	View
3	5012738	18 May 2022	1MK - 1 MONT KIARA	200.00	Ready For Shipment	Supplycart	18 May 2022, 01:23 PM	View

### **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.

**# 5012740**

Supplycart EWMY Admin 18 May 2022, 01:59 PM #

**5012740-001**

Scheduled delivery on Friday 20 May 2022, latest by Tuesday 24 May 2022

Ready For Shipment >

**5012740-002**

Scheduled delivery on Monday 30 May 2022, latest by Monday 6 Jun 2022

Ready For Shipment >

**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

**5012740-001**
Issue Reported
Ready For Shipment

Scheduled delivery on Friday 20 May 2022, latest by Tuesday 24 May 2022

Items	Stock On Hand	Ordered Quantity	Unit Price ( MYR )	Total ( MYR )
AHMAD Peach & Passion Fruit Teabags (Enveloped) Pack, 20 x 2 g	-	20	13.55	271.00

Report an issue
Remind Vendor
Received All Items

**Step 4:** Select actual delivery date

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

Confirm received all 1 items in good condition & correct quantity?

Date Received

Confirm
Cancel

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

**5012740-001**
Complete

Delivered at Monday 23 May 2022

Items	Stock On Hand	Ordered Quantity	Received Quantity	Unit Price ( MYR )	Total ( MYR )
AHMAD Peach & Passion Fruit Teabags (Enveloped) Pack, 20 x 2 g	-	20	20	13.55	271.00

View Details

## Goods Received (Incomplete or late Deliveries )

### Identifying Orders that are Pending Action

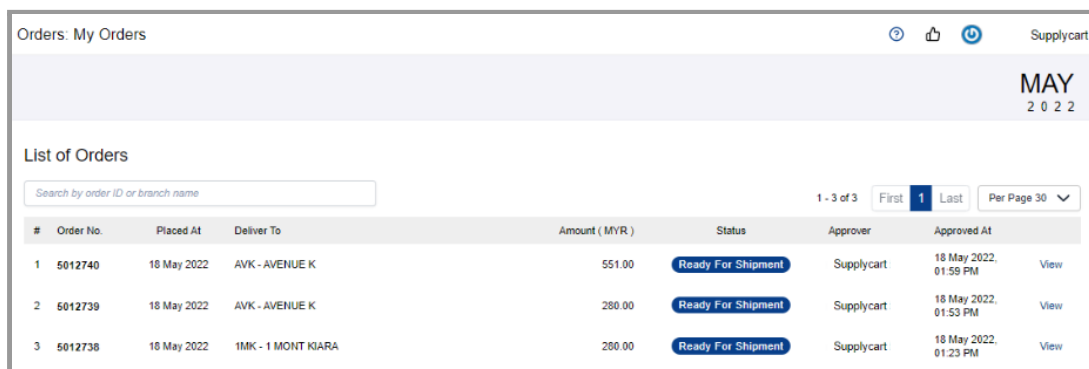
This section will runthrough how to report order issue when orders not fulfilled on time or orders received with issues

**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

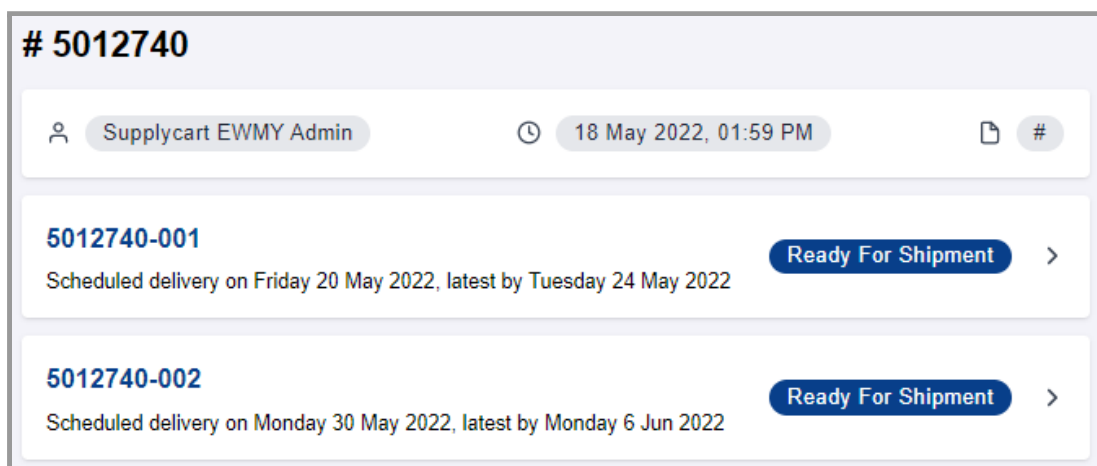
**Note:** For orders that are overdue, they will be marked with a yellow exclamation mark



#	Order No.	Placed At	Deliver To	Amount ( MYR )	Status	Approver	Approved At	
1	5012740	18 May 2022	AVK - AVENUE K	551.00	Ready For Shipment	Supplycart	18 May 2022, 01:59 PM	<a href="#">View</a>
2	5012739	18 May 2022	AVK - AVENUE K	280.00	Ready For Shipment	Supplycart	18 May 2022, 01:53 PM	<a href="#">View</a>
3	5012738	18 May 2022	1MK - 1 MONT KIARA	200.00	Ready For Shipment	Supplycart	18 May 2022, 01:23 PM	<a href="#">View</a>

#### **Step 2:** Search & select which delivery to report

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



### # 5012740

Supplycart EWMY Admin 18 May 2022, 01:59 PM

**5012740-001**  
Scheduled delivery on Friday 20 May 2022, latest by Tuesday 24 May 2022 **Ready For Shipment** >

**5012740-002**  
Scheduled delivery on Monday 30 May 2022, latest by Monday 6 Jun 2022 **Ready For Shipment** >



## 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

**5012742-001**
Ready For Shipment


Scheduled delivery on Friday 20 May 2022, latest by Tuesday 24 May 2022

Items	Stock On Hand	Ordered Quantity	Unit Price ( MYR )	Total ( MYR )
AHMAD Peach & Passion Fruit Teabags (Enveloped) Pack, 20 x 2 g	-	20	13.55	271.00

Cancel Order
Amend Order
Report an issue
Remind Vendor
Received All Items

### **Step 5: Input remarks and click ‘Remind’**

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



**5012742-001**

0 item received.  
The vendor will be reminded to arrange a re-delivery.

Please delivery asap

Remind
Cancel

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'

**5012742-001**
Ready For Shipment

Scheduled delivery on Friday 20 May 2022, latest by Tuesday 24 May 2022

Items	Stock On Hand	Ordered Quantity	Unit Price ( MYR )	Total ( MYR )
AHMAD Peach & Passion Fruit Teabags (Enveloped) Pack, 20 x 2 g	-	20	13.55	271.00

Cancel Order
Amend Order
Report an issue
Remind Vendor
Received All Items

### Step 4: Input exact quantity received

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

**5012742-001**
Ready For Shipment
Back

Items

Scheduled delivery on Friday 20 May 2022, latest by Tuesday 24 May 2022

#	Items	Stock On Hand	Ordered Qty.	Received Qty.	Total Received Qty.	Unit Price ( MYR )	Total ( MYR )
1	AHMAD Peach & Passion Fruit Teabags (Enveloped) Pack, 20 x 2 g	-	20	0	6	13.55 Box	271.00

Report issue for this delivery (please select at least one)

☒ Incorrect quantity (extra or less)
 ☐ Incorrect Item
 ☐ Item Damaged

Please describe your issues

255 characters left

Cancel
Cancel Remaining Item(s)
Submit Report

**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'

**5012742-001**
Ready For Shipment

Scheduled delivery on Friday 20 May 2022, latest by Tuesday 24 May 2022

Items	Stock On Hand	Ordered Quantity	Unit Price ( MYR )	Total ( MYR )
AHMAD Peach & Passion Fruit Teabags (Enveloped) Pack, 20 x 2 g	-	20	13.55	271.00

Cancel Order
Amend Order
Report an issue
Remind Vendor
Received All Items

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

**5012742-001**
Ready For Shipment
Back

Items

Scheduled delivery on Friday 20 May 2022, latest by Tuesday 24 May 2022

#	Items	Stock On Hand	Ordered Qty.	Received Qty.	Total Received Qty.	Unit Price ( MYR )	Total ( MYR )
1	AHMAD Peach & Passion Fruit Teabags (Enveloped) Pack, 20 x 2 g	-	20	0	6	13.55 Box	271.00

Report issue for this delivery (please select at least one)

☒ Incorrect quantity (extra or less)
 ☐ Incorrect Item
 ☐ Item Damaged

Please describe your issues

255 characters left

Cancel
Cancel Remaining Item(s)
Submit Report

### 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'.

**5012742-001**
Ready For Shipment
Back

Items

Scheduled delivery on Friday 20 May 2022, latest by Tuesday 24 May 2022

#	Items	Stock On Hand	Ordered Qty.	Received Qty.	Total Received Qty.	Unit Price ( MYR )	Total ( MYR )
1	AHMAD Peach & Passion Fruit Teabags (Enveloped) Pack, 20 x 2 g	-	20	0	0	13.55 Box	271.00

Report issue for this delivery (please select at least one)

☐ Incorrect quantity (extra or less)
 ☒ Incorrect Item
 ☐ Item Damaged

Received incorrect item

232 characters left

Please select the affected item(s)

Cancel
Cancel Remaining Item(s)
Submit Report

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'

**5012742-001**
Issue Reported
Ready For Shipment

Scheduled delivery on Friday 20 May 2022, latest by Tuesday 24 May 2022

Items	Stock On Hand	Ordered Quantity	Unit Price ( MYR )	Total ( MYR )
AHMAD Peach & Passion Fruit Teabags (Enveloped) Pack, 20 x 2 g	-	20	13.55	271.00

Cancel Order
Amend Order
Report an issue
Remind Vendor
Received All Items

### 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.

**5012742-001**
Ready For Shipment
Back

Items

Scheduled delivery on Friday 20 May 2022, latest by Tuesday 24 May 2022

#	Items	Stock On Hand	Ordered Qty.	Received Qty.	Total Received Qty.	Unit Price ( MYR )	Total ( MYR )
1	AHMAD Peach & Passion Fruit Teabags (Enveloped) Pack, 20 x 2 g	-	20	0	0	13.55 Box	271.00

Report issue for this delivery (please select at least one)

☐ Incorrect quantity (extra or less)
 ☒ **Incorrect Item**
☐ Item Damaged


Received incorrect item

232 characters left

Please select the affected item(s)

Cancel
Cancel Remaining Item(s)
Submit Report

### Step 5: Click "Confirm"



## 5012742-001

Confirm to cancel remaining item(s)?

Confirm
Cancel

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

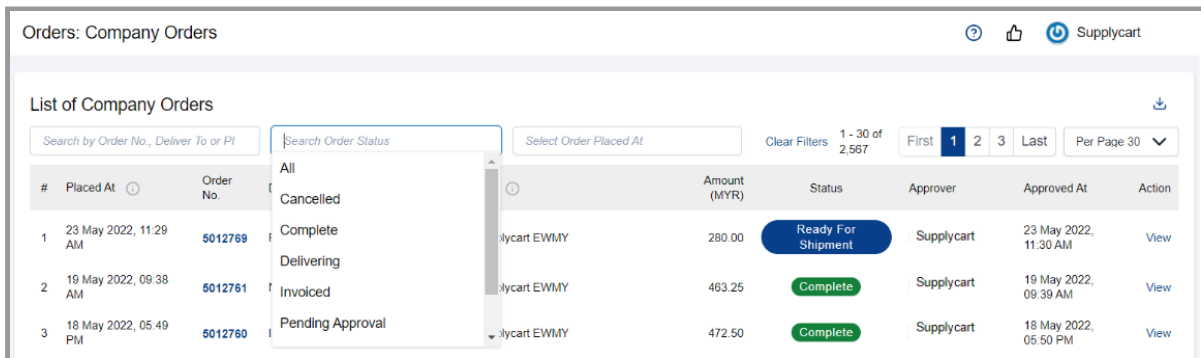
This section will runthrough how to search and filter orders and download as CSV

#### 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 'Download' button

The CSV will be save to your computer

