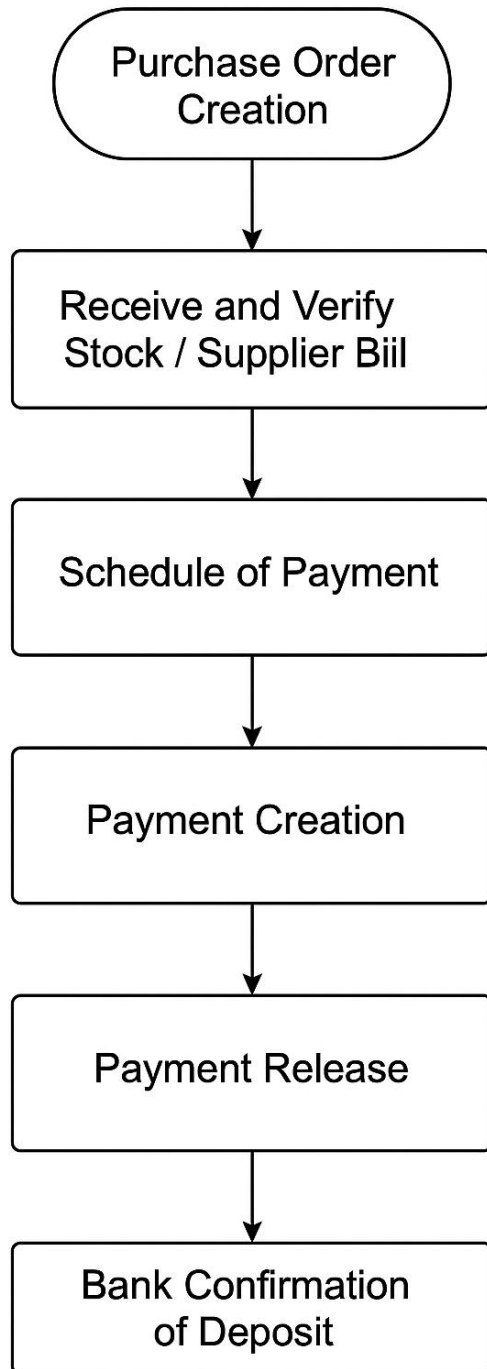
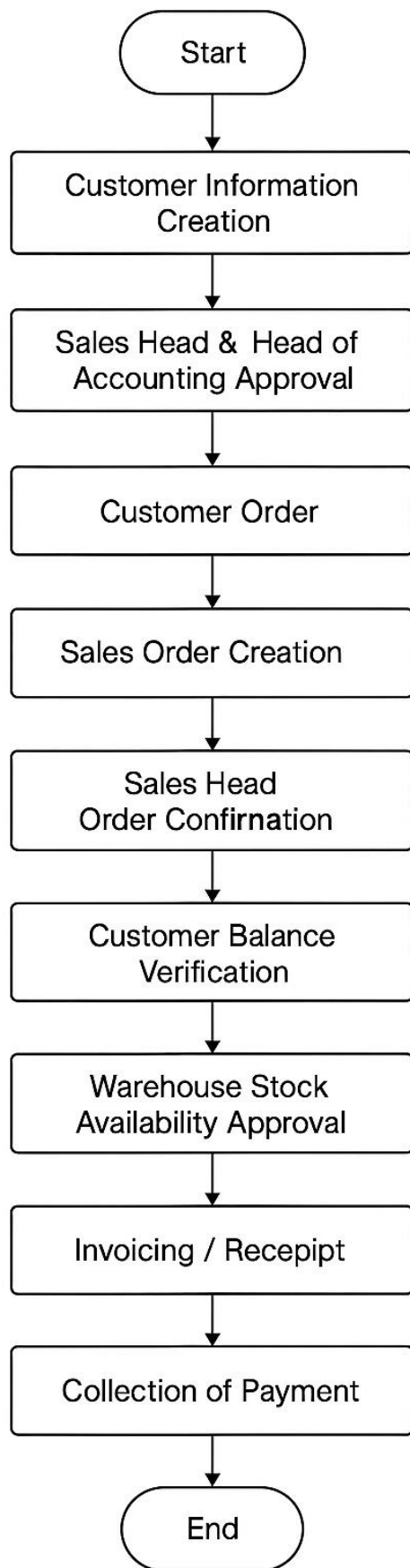


Purchase Flow (Buying from Supplier)



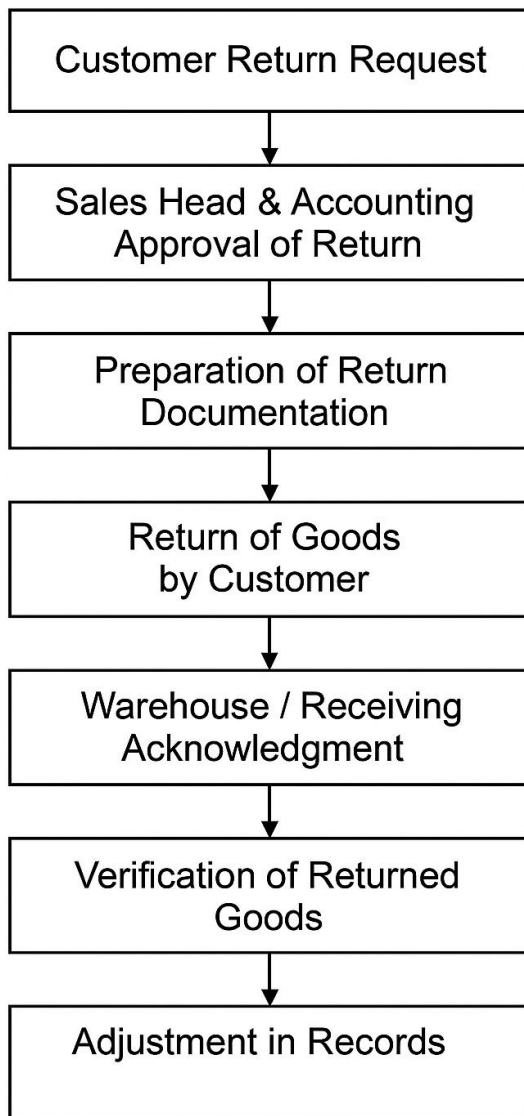
1. **Purchase Order Creation** - Your company issues a purchase order to the supplier for the required stock.
2. **Receive and Verify Stock / Supplier Bill** - Supplier delivers the goods, which are recorded into inventory. The delivery is then matched against the purchase order and the supplier's invoice/bill to ensure accuracy in quantity and price.
3. **Schedule of Payment** - The agreed payment schedule is determined based on supplier terms (e.g., due date, credit terms).
4. **Payment Creation** - Accounts payable prepares the payment in the system (voucher with payment details) based on the received and verified stock and the supplier's bill.
5. **Payment Release** - Actual release of funds to the supplier, either by check or bank transfer.
6. **Bank Confirmation of Deposit** - The bank confirms that the supplier has successfully received the funds.

Sales Flow (Selling to Customer)



1. **Customer Information Creation** – Customer details are recorded in the system (name, contact information, address, tax details, payment terms, etc.).
2. **Sales Head & Head of Accounting Approval of Customer Information** – The Sales Head and the Head of Accounting review and approve the customer profile, including credit terms and account validity, before any orders can be processed.
3. **Customer Order** – Customer places an order for goods.
4. **Sales Order Creation** – Your company creates a sales order internally based on the customer's request.
5. **Sales Head Order Confirmation** – The Sales Head reviews and approves the sales order before proceeding.
6. **Customer Balance Verification** – Finance or accounting checks if the customer has any outstanding balance or overdue payments before processing the new order.
7. **Warehouse Stock Availability Approval** – Warehouse verifies if the ordered items are available for delivery.
8. **Invoicing / Receipt Creation** – Preparation of the **Sales Invoice** and, if items are incomplete or scheduled for later delivery, a **Delivery Receipt** is also issued to accompany the goods provided to the customer.
9. **Delivery of Goods** – Products are prepared and delivered to the customer.
10. **Confirmation of Delivery** – Customer acknowledges receipt of the goods.
11. **Collection of Payment** – Your company collects payment (cash, check, or bank transfer) from the customer.
12. **Confirmation of Payment** – The finance team verifies that the payment has been received, including posting of the collection receipt and application of **CWT (Creditable Withholding Tax)** for specific paid items and invoices, ensuring proper recording and compliance.
13. **Bank Receipt of Customer Payment** – The bank confirms that funds are credited to your company's account.

RETURN OF GOODS FLOW (BY CUSTOMER)



Return of Goods Flow (by Customer)

1. **Customer Return Request** – Customer requests to return goods (due to defect, damage, wrong item, or excess).
2. **Sales Head & Accounting Approval of Return** – The return request is reviewed and approved by the Sales Head and Accounting to validate reason and terms.
3. **Preparation of Return Documentation** – Return Slip and/or Credit Memo is prepared, stating the details of the return (items, quantity, reason).
4. **Return of Goods by Customer** – Customer physically returns the goods to your company.
5. **Warehouse / Receiving Acknowledgement** – Warehouse or Receiving team issues an acknowledgement or report confirming receipt of the returned goods.
6. **Verification of Returned Goods** – Warehouse or QA verifies the returned goods for quantity, condition, and accuracy versus return documents.
7. **Adjustment in Records** – Inventory and accounting records are updated to reflect the return.
8. **Settlement / Replacement / Refund** – Depending on agreement, your company issues a replacement item, credit note, or refund to the customer.