User Manual - HOD (Head of Department)

Purchase Requisition System v3.0

Your Role

As **Head of Department (HOD)**, you are the first approval level.

Responsibilities

- Review department requisitions
- Approve or reject requests
- Add comments and feedback
- Monitor department spending
- Create your own requisitions

Getting Started

Login

1. URL: **http://localhost:3000**
2. Username: `mary.mwanza` (or your username)
3. Password: `password123`
4. Change password after first login

Dashboard

Key Metrics

- Pending approvals
- Approved this month
- Rejected this month
- Department spending

Reviewing Requisitions

Step 1: Access Pending Approvals

- Click "Pending Approvals" or "Approvals" menu

Step 2: Click "Review" Button

View:

- Requisition details
- Items with prices
- Justifications
- Attachments
- Budget information

Step 3: Evaluate Request

Check:

- ☑ Business need justified
- ☑ Budget available
- ☑ Specifications appropriate
- ☑ Quantities realistic
- ☑ Priority level correct
- ☑ All documents attached

Step 4: Make Decision

Option 1: Approve

- Click "Approve"
- Add comments (recommended)
- Click "Confirm Approval"
- Moves to Finance

Example Comment:

```
Approved. Request justified and within budget.
Recommend expedited processing for Q1 deadline.
```

Option 2: Reject

- Click "Reject"
- **Add reason (required)**
- Explain why rejected
- Suggest improvements

- Click "Confirm Rejection"

Example Rejection:

```
Rejected - Insufficient justification.
Similar items purchased 2 months ago.
Please provide usage data before resubmitting.
```

Option 3: Request More Info

- Click "Request Info"
- List what you need
- Set deadline
- Click "Send Request"

Example:

```
Need more information:
1. Provide 3 vendor quotes
2. Explain why Brand X preferred
3. Confirm budget code with Finance
Response needed within 3 days.
```

Decision Guidelines

Approval Criteria

- Strong business justification
- Budget available
- Reasonable pricing
- Complete documentation
- Appropriate priority

Rejection Reasons

- Insufficient justification
- No budget available
- Excessive cost
- Missing information
- Better alternatives exist

Response Time Targets

Priority	Target Time
Critical	Same day
Urgent	24 hours
Normal	3 business days

Adding Comments

Good Comment Examples

Approval:

```
Approved with condition: Procurement should explore
local vendors first to reduce shipping costs.
```

Rejection:

```
Rejected - Budget exceeded.
Department has K50,000 remaining, request is K75,000.
Recommend splitting into phases or deferring to Q2.
```

Request Info:

```
Please provide:
1. Three vendor quotes for comparison
2. Technical specifications from manufacturer
3. Confirmation of budget availability
```

Managing Department

View Department Requisitions

- Click "Department Requisitions"
- Filter by status, initiator, date
- Track all requests

Monitor Spending

- View "Department Analytics"
- Track budget vs actual
- Identify trends
- Plan future needs

Generate Reports

- Click "Reports"
- Select type and date range
- Export to Excel or PDF

Creating Your Own Requisitions

As HOD, you can create requisitions:

1. Click "Create Requisition"
2. Fill form
3. Submit
4. **Note:** Skips HOD approval, goes to Finance

Tips for Effective Management

Best Practices

1. **Review Daily** - Don't let requests pile up
2. **Communicate Clearly** - Always explain decisions
3. **Be Consistent** - Apply same standards
4. **Monitor Budget** - Track spending weekly
5. **Support Staff** - Provide guidance

Decision Matrix

Score each criterion 0-2:

- Justification strength
- Budget availability
- Documentation completeness

Total 5-6: Approve
Total 3-4: Request more info
Total 0-2: Reject

Common Scenarios

Duplicate Request

```
Reject: "Duplicate request. Similar items approved
on [date] under REQ-2025-XXX. Please coordinate
with [person] before resubmitting."
```

Budget Exceeded

```
Reject: "Exceeds Q1 budget. Options: 1) Reduce scope
2) Defer to Q2 3) Request reallocation from Finance"
```

Unclear Justification

```
Request Info: "Need business impact analysis,
cost-benefit data, and alternatives considered."
```

Delegation

If unavailable:

1. Go to Settings → Delegation
2. Select temporary approver
3. Set date range
4. Activate delegation

Contact Support

Budget Questions: Finance Dept - Ext XXXX
System Issues: IT Support - support@company.com
Policy Questions: HR/Admin - Ext XXXX

Quick Reference

Approval Flow

```
Initiator → YOU (HOD) → Finance → MD → Procurement → PO
```

Keyboard Shortcuts

- Ctrl + A: Approve
- Ctrl + R: Reject

- Ctrl + I: Request info
- Ctrl + N: Next requisition

End of HOD Manual

User Manual - Finance Department

Purchase Requisition System v3.0

Your Role

As **Finance Officer**, you review budget and financial aspects.

Responsibilities

- Review budget availability
- Verify financial compliance
- Approve or reject based on budget
- Track organizational spending
- Manage FX rates and budgets
- Generate financial reports

Getting Started

Login

1. URL: **http://localhost:3000**
2. Username: `sarah.banda` (or your username)
3. Password: `password123`

Dashboard

Key Metrics

- Pending financial reviews
- Total approved amount (month)
- Budget utilization
- Department spending breakdown
- FX rate status

Reviewing Requisitions

Step 1: Access Finance Queue

- Click "Finance Approvals"
- View requisitions approved by HOD

Step 2: Review Financial Details

Check:

- **Budget Code**: Correct and active
- **Budget Availability**: Sufficient funds
- **Pricing**: Reasonable and competitive
- **Currency**: Correct (ZMW/USD)
- **FX Rates**: Current rates applied
- **Total Amount**: Calculated correctly

Step 3: Budget Verification

1. Check budget code validity
2. Verify available balance
3. Consider committed amounts
4. Check spending trends
5. Confirm authority limits

Step 4: Make Decision

Approve

- Budget available
- Prices reasonable
- Financially compliant
- Proper documentation

Add Comment:

```
Approved. Budget code FIN-2025-001 has sufficient
funds (K75,000 available). Amount is within
departmental authority limits.
```

Reject

- Insufficient budget
- Excessive pricing
- Wrong budget code
- Non-compliant

Add Comment:

```
Rejected - Insufficient budget.
Budget code FIN-2025-001 has only K25,000 remaining
(K50,000 requested). Please use alternative budget
code or defer to next quarter.
```

Request Info

- Need budget clarification
- Require cost breakdown
- Need alternative quotes

Budget Management

Managing Department Budgets

1. Click "Budget Management"
2. View all department budgets
3. Update allocations
4. Track utilization
5. Set alerts

Adding/Updating Budgets

Add New Budget:

1. Click "Add Budget"
2. Enter:
   - Budget code
   - Department
   - Amount (ZMW)
   - Fiscal period
   - Description
3. Click "Save"

Update Budget:

1. Find budget in list
2. Click "Edit"
3. Update amount or details
4. Click "Update"

Budget Monitoring

Check Budget Status:

- Total allocated
- Amount spent
- Amount committed (pending)
- Available balance
- Utilization percentage

Set Budget Alerts:

- 75% utilization warning
- 90% utilization critical
- Over-budget notification

FX Rate Management

Viewing FX Rates

1. Click "FX Rates"
2. View current rates:
   - USD to ZMW
   - Date last updated
   - Historical rates

Updating FX Rates

1. Go to "FX Rates" → "Update Rate"
2. Enter new rate
3. Effective date
4. Source (e.g., Bank of Zambia)
5. Click "Update"

Note: System uses latest rate for USD conversions

Multi-Currency Requisitions

When items in USD:

- System auto-converts to ZMW
- Uses current FX rate
- Shows both amounts
- Budget checked in ZMW

Financial Reports

Available Reports

1. **Budget Utilization Report**
    - By department
    - By budget code
    - Variance analysis
2. **Spending Analysis**
    - Monthly trends
    - Category breakdown
    - Top spenders
3. **Commitment Report**
    - Pending requisitions
    - Future obligations
    - Cash flow forecast
4. **Approval Statistics**
    - Finance approval rate
    - Average approval time
    - Rejection reasons

Generating Reports

1. Click "Reports" → "Financial Reports"
2. Select report type
3. Choose date range
4. Select filters (department, budget code)
5. Click "Generate"
6. Export to Excel or PDF

Financial Compliance

Check These Items

Budget Compliance:

- ☑ Valid budget code
- ☑ Sufficient funds
- ☑ Correct fiscal period
- ☑ Within authority limits

Pricing Compliance:

- ☑ Market rates reasonable
- ☑ Quotes compared (if high value)
- ☑ No obvious overpricing
- ☑ Currency correct

Documentation:

- ☑ Supporting quotes attached
- ☑ Cost breakdown provided
- ☑ Budget approval (if required)
- ☑ Special approvals (if applicable)

Authority Limits

Approval Thresholds

Amount	Authority Required
Up to K50,000	Finance approval
K50,001 - K100,000	Finance + MD
Over K100,000	Finance + MD + Board

Your Role:

- Approve up to K50,000 independently
- Recommend to MD for higher amounts

- Flag to MD for special cases

Common Scenarios

Scenario 1: No Budget Code

```
Reject: "Budget code missing or invalid.
Please provide valid budget code and resubmit.
Contact Finance for budget code list."
```

Scenario 2: Budget Exceeded

```
Reject: "Budget exceeded. Code FIN-001 has K25,000
available but K50,000 requested. Options:
1) Use alternative budget code
2) Split across multiple codes
3) Defer to Q2"
```

Scenario 3: High Price

```
Request Info: "Price appears high. Please provide:
1) Three vendor quotes for comparison
2) Justification for selected vendor
3) Market rate research"
```

Scenario 4: Wrong Currency

```
Request Info: "Please clarify currency. Items listed
in USD but local ZMW pricing may be more favorable.
Confirm vendor requirements."
```

Budget Year-End

End of Quarter Actions

1. Review all pending requisitions
2. Check budget commitments
3. Identify unused allocations
4. Prepare rollover requests
5. Generate quarter-end reports

Budget Closure

1. Finalize all pending approvals
2. Reject unfunded requests
3. Document carry-forwards
4. Archive financial records
5. Prepare next period budgets

Tips for Finance Review

Speed Up Approvals

1. **Check Budget First** - Saves time
2. **Standard Templates** - Use for comments
3. **Batch Processing** - Group similar requests
4. **Set Priorities** - Critical items first
5. **Auto-Alerts** - Monitor high-value items

Red Flags

Watch for:

- Unusual pricing
- Duplicate requests
- Budget code shopping
- Last-minute rush requests
- Missing documentation
- Round numbers (estimates?)

Working with Other Departments

With HOD

- Coordinate on budget planning
- Discuss spending patterns
- Resolve budget issues
- Plan major purchases

With MD

- Escalate high-value items

- Discuss budget reallocations
- Present financial analysis
- Recommend policy changes

With Procurement

- Coordinate on vendor payments
- Discuss pricing trends
- Share market intelligence
- Optimize purchasing

Analytics Dashboard

Financial KPIs

Monitor:

- **Budget Utilization Rate** - Target: 85-95%
- **Approval Turnaround** - Target: < 2 days
- **Budget Variance** - Target: < 10%
- **Spend by Category** - Track trends

Monthly Review

Conduct monthly:

1. Budget vs actual analysis
2. Departmental spending review
3. FX impact assessment
4. Forecast update
5. Board report preparation

Contact Information

For Budget Questions:

- CFO: Extension XXXX
- Budget Controller: Extension XXXX

For System Issues:

- IT Support: support@company.com
- Admin: admin user

For Policy:

- Finance Policy Manual
- Procurement Guidelines

Quick Reference

Approval Flow

```
Initiator → HOD → YOU (Finance) → MD → Procurement
```

Decision Criteria

- ☑ Budget available
- ☑ Prices reasonable
- ☑ Financially compliant
- ☑ Properly documented

Key Shortcuts

- Ctrl + B: Check budget
- Ctrl + A: Approve
- Ctrl + R: Reject
- Ctrl + F: Filter by budget code

End of Finance Manual

User Manual - MD (Managing Director)

Purchase Requisition System v3.0

Your Role

As **Managing Director (MD)**, you provide final authorization.

Responsibilities

- Final approval authority

- Strategic oversight
- High-value authorization
- Policy decisions
- Organizational spending control

Getting Started

Login

1. URL: **http://localhost:3000**
2. Username: `david.mulenga` (or your username)
3. Password: `password123`

Dashboard

Executive Overview

- Pending MD approvals
- Total organizational spending
- Monthly approval trends
- Department comparisons
- Budget health indicators
- Top requisitions by value

Reviewing Requisitions

What Reaches You

Requisitions approved by:

1. ☑ HOD (Department head)
2. ☑ Finance (Budget verified)
3. Awaiting your final authorization

Step 1: Access MD Queue

- Click "MD Approvals"
- View finance-approved requisitions

Step 2: Strategic Review

Focus On:

- **Strategic Alignment** - Supports business goals
- **Budget Impact** - Overall financial health
- **Priority** - Urgency and importance
- **Value for Money** - Cost effectiveness
- **Risk** - Potential issues

Step 3: Make Decision

Approve

- Strategically aligned
- Financially sound
- Properly justified
- Risk acceptable

Example Comment:

```
Approved. Investment aligns with digital
transformation strategy and has clear ROI.
Authorize Procurement to proceed.
```

Reject

- Not aligned with strategy
- Better alternatives exist
- Timing inappropriate
- Excessive risk

Example Rejection:

```
Rejected - Strategic priority.
Current focus is on core operations. Defer this
initiative to Q3 when cash position improves.
Recommend revisiting with updated business case.
```

Refer Back

- Need more information
- Requires board approval
- Policy exception needed

High-Value Requisitions

Thresholds

Amount	Action
Up to K100,000	MD approval sufficient
K100,001 - K500,000	MD + CFO review
Over K500,000	Board approval required

Enhanced Review

For high-value items:

1. Review full business case
2. Check competitive quotes
3. Assess financial impact
4. Consider alternatives
5. Evaluate timing
6. Risk assessment
7. Board notification (if needed)

Executive Dashboard

Key Metrics

Financial Health:

- Total committed spend
- Budget utilization by department
- Cash flow impact
- YTD spending vs budget

Operational Efficiency:

- Average approval time
- Requisition volume trends
- Approval rates by stage
- Top spending categories

Strategic Alignment:

- CAPEX vs OPEX ratio
- Investment in key initiatives
- Department spending patterns
- ROI tracking

Strategic Oversight

Monthly Review

Conduct monthly:

1. **Spending Analysis**
    - Department trends
    - Category analysis
    - Budget variances
2. **Approval Patterns**
    - Rejection rates
    - Common issues
    - Process bottlenecks
3. **Policy Effectiveness**
    - Compliance rates
    - Exception requests
    - Policy updates needed

Quarterly Planning

Review quarterly:

- Budget reallocations
- Strategic initiatives funding
- Capital expenditure plans
- Procurement strategy
- Vendor performance

Policy Decisions

When to Set Policy

Common Scenarios:

- Repeated similar requests
- New spending categories
- Changed market conditions
- Risk mitigation needs
- Compliance requirements

Policy Examples

Example 1: IT Equipment

```
Policy: All laptops must be standard spec
unless justified by role requirements.
Reduces costs and simplifies support.
```

Example 2: Professional Services

```
Policy: Consulting engagements over K50,000
require competitive bidding (min 3 quotes).
```

Example 3: Travel

```
Policy: International travel requires
MD pre-approval before requisition submission.
```

Delegation and Authority

Delegating Approval Authority

For routine items or during absence:

1. Go to "Settings" → "Delegation"
2. Select delegate (e.g., Deputy MD, CFO)
3. Set:
    - Date range
    - Amount limits
    - Categories
4. Activate delegation

Example Delegation:

```
Delegate: CFO
Period: Jan 15-30
Limit: Up to K100,000
Categories: All except CAPEX
```

Authority Matrix

Maintain clear authority levels:

Level	Amount	Approver
1	Up to K10,000	HOD
2	K10,001 - K50,000	HOD + Finance
3	K50,001 - K100,000	HOD + Finance + MD
4	Over K100,000	HOD + Finance + MD + Board

Reports and Analytics

Executive Reports

Monthly Dashboard:

- Total spending
- Budget health
- Department performance
- Key trends

Quarterly Board Report:

- Strategic spend analysis
- Budget vs actual
- Major initiatives
- Procurement efficiency
- Cost savings achieved

Custom Reports

Generate:

1. Click "Executive Reports"
2. Select report type
3. Choose parameters
4. Generate and export

Available Reports:

- Organizational spending summary

- Department comparison
- Category analysis
- Vendor spend analysis
- Budget utilization
- Approval efficiency

Exception Handling

Policy Exceptions

When request violates policy:

Evaluate:

1. Business justification
2. Risk level
3. Precedent impact
4. Alternative options

Decision:

- **Approve with exception** - Document reason
- **Reject** - Enforce policy
- **Modify policy** - If repeatedly needed

Example:

```
Approved as policy exception.
Business case demonstrates unique requirement.
Not to be considered precedent for similar requests.
Policy committee to review in Q2.
```

Crisis Management

Urgent Approvals

For critical/emergency requests:

1. **Fast-Track Review** - Within 4 hours
2. **Direct Communication** - Call stakeholders
3. **Risk Assessment** - Quick evaluation
4. **Document Decision** - Clear reasoning
5. **Post-Event Review** - Learn and improve

Example Urgent Approval:

```
APPROVED - Emergency Equipment Failure.
Critical operations impacted. Authorize immediate
procurement. Finance to process as priority.
Post-purchase review scheduled for next week.
```

Working with Leadership Team

With CFO

- Monthly budget reviews
- Financial planning
- Cash flow management
- Investment decisions

With Procurement Director

- Vendor strategy
- Cost optimization
- Market intelligence
- Contract management

With HODs

- Department planning
- Resource allocation
- Strategic initiatives
- Performance review

With Board

- Major investments
- Budget approvals
- Strategic direction
- Risk oversight

Best Practices

Efficient MD Review

1. **Trust the Process** - HOD and Finance reviewed
2. **Focus on Strategy** - Big picture view
3. **Quick Decisions** - Don't bottleneck
4. **Clear Communication** - Explain reasoning
5. **Set Precedents** - Consistent decisions

Red Flags

Watch for:

- Unusually high amounts
- Rushed requests
- Vague justifications
- Budget manipulations
- Circumventing process
- Vendor pressure

Decision Guidelines

Approve if:

- ☑ Strategically aligned
- ☑ Financially sound
- ☑ Properly vetted
- ☑ Risk acceptable
- ☑ Good timing

Reject if:

- ✖ Not aligned with strategy
- ✖ Financial risk too high
- ✖ Poor justification
- ✖ Better alternatives exist
- ✖ Wrong timing

System Administration

User Management

As MD, you can:

- Approve new user accounts
- Modify user roles
- Deactivate users
- Reset passwords (via admin)

System Settings

Access:

- Approval thresholds
- Authority limits
- Notification settings
- Report configurations

Mobile Access

On-the-Go Approvals

Access system from mobile:

1. Open browser on phone
2. Navigate to system URL
3. Login with credentials
4. View pending approvals
5. Make decisions
6. Add comments

Mobile Features:

- View requisitions
- Approve/reject
- Add comments
- View reports
- Receive notifications

Contact Information

Executive Team:

- CFO: Extension XXXX
- COO: Extension XXXX
- Procurement Director: Extension XXXX

Support:

- Executive Assistant: Extension XXXX
- IT Support: support@company.com
- System Admin: admin user

Quick Reference

Your Position in Workflow

```
Initiator → HOD → Finance → YOU (MD) → Procurement → PO
```

Decision Timeframes

- **Critical:** Same day
- **High-value (>K100k):** Within 24 hours
- **Standard:** Within 2 business days

Key Metrics to Monitor

- Monthly organizational spend
- Budget utilization
- Approval turnaround time
- Department performance

End of MD Manual

User Manual - Procurement Department

Purchase Requisition System v3.0

Your Role

As **Procurement Officer**, you execute approved requisitions.

Responsibilities

- Process MD-approved requisitions
- Request vendor quotes (3 quotes minimum)
- Conduct adjudication
- Create Purchase Orders
- Track deliveries
- Manage vendor relationships

Getting Started

Login

1. URL: **http://localhost:3000**
2. Username: `james.phiri` (or your username)
3. Password: `password123`

Dashboard

Key Metrics

- Requisitions in procurement
- POs issued this month
- Pending deliveries
- Vendor performance
- Quote comparisons needed

Processing Requisitions

Step 1: Receive MD-Approved Requisition

Requisitions reach you after:

- ☑ HOD approved
- ☑ Finance approved
- ☑ MD authorized

Step 2: Review Requirements

Check:

- Item specifications
- Quantities needed
- Delivery timeline
- Special requirements
- Budget allocated

Step 3: Request Vendor Quotes

Minimum 3 Quotes Required:

1. Click "Request Quotes"
2. Select vendors or add new
3. Send RFQ (Request for Quotation)
4. Set deadline (typically 5-7 days)
5. Track responses

RFQ Should Include:

- Item specifications
- Quantities
- Delivery location
- Delivery timeline
- Payment terms
- Quality requirements

Step 4: Upload Quotes

When quotes received:

1. Click "Upload Quotes"
2. For each quote:
    - Vendor name
    - Quote date
    - Quoted price
    - Delivery terms
    - Validity period
    - Upload quote document (PDF)
3. Save all quotes

Required Information:

- Vendor company name
- Contact person
- Unit price
- Total price
- Delivery time
- Payment terms
- Warranty/guarantees

Step 5: Comparative Analysis

System auto-generates comparison:

Vendor	Price	Delivery	Quality	Total Score
Vendor A	K45,000	7 days	Good	85
Vendor B	K42,000	14 days	Excellent	90
Vendor C	K48,000	5 days	Good	80

Step 6: Adjudication

Select winning vendor:

1. Click "Adjudicate"
2. Select winning vendor
3. **Add justification (required)**
4. Submit decision

Adjudication Criteria:

- Price (40%)
- Quality (30%)
- Delivery time (20%)
- Vendor reputation (10%)

Justification Example:

```
Vendor B selected based on:
1. Competitive pricing (K42,000 vs K45,000 & K48,000)
2. Excellent quality rating
3. Proven track record (5 previous orders)
4. Acceptable delivery time (14 days)
5. 12-month warranty included

Price is K3,000 lower than Vendor A, and quality
is superior. Delivery time meets requirement.
```

Step 7: Create Purchase Order

After adjudication:

1. Click "Create PO"
2. System auto-generates PO number
3. Review PO details:

    - Vendor information
    - Item details
    - Prices
    - Terms & conditions

4. Add special instructions
5. Click "Issue PO"

PO Includes:

- PO number (e.g., PO-2025-001)
- Date issued
- Requisition reference
- Vendor details
- Item descriptions
- Quantities and prices
- Delivery address
- Payment terms
- Company T&Cs

Step 8: Send to Vendor

1. Download PO PDF
2. Email to vendor
3. Confirm receipt
4. Get delivery commitment
5. Update system with ETA

Step 9: Track Delivery

1. Monitor delivery status
2. Update system:

    - Dispatched
    - In transit
    - Delivered
    - Received and inspected

3. Record actual delivery date
4. Note any issues

Step 10: Close Requisition

When delivery complete:

1. Click "Mark as Delivered"
2. Attach delivery note
3. Confirm quantities received
4. Note condition of goods
5. Click "Complete"
6. Status changes to "Completed"

Vendor Management

Adding New Vendors

1. Click "Vendors" → "Add Vendor"
2. Enter details:

    - Company name
    - Contact person
    - Email and phone
    - Address
    - Tax ID/Registration
    - Bank details
    - Product/service categories

3. Upload documents:

    - Tax clearance
    - Registration certificate
    - Insurance

4. Click "Save"

Vendor Database

Maintain information:

- Company profile
- Contact details
- Product categories
- Price history
- Performance ratings
- Compliance documents
- Payment history

Vendor Performance

Track and rate:

- Delivery timeliness
- Quality of goods
- Pricing competitiveness
- Customer service
- Compliance
- Reliability

Rating Scale: 1-5

- 5: Excellent
- 4: Good
- 3: Satisfactory
- 2: Poor
- 1: Unacceptable

Purchase Orders

PO Numbering

Format: **PO-YYYY-NNN**

- PO: Prefix
- YYYY: Year
- NNN: Sequential number

Example: PO-2025-001, PO-2025-002

PO Types

Standard PO:

- Regular purchases
- One-time delivery
- Fixed price

Blanket PO:

- Recurring items
- Multiple deliveries
- Fixed period

Contract PO:

- Long-term agreements
- Scheduled deliveries
- Volume discounts

PO Status Tracking

Status	Meaning
Draft	PO created, not issued
Issued	Sent to vendor
Acknowledged	Vendor confirmed
In Progress	Being prepared
Dispatched	Shipped
Delivered	Received
Completed	Closed
Cancelled	Cancelled

Quote Management

Quote Comparison Rules

Minimum Requirements:

- At least 3 quotes
- Quotes from registered vendors
- Quotes within 30 days validity
- Complete specifications
- Total cost comparison

Exceptions (MD approval needed):

- Single source items
- Emergency purchases
- Proprietary products
- Below K5,000 value

Evaluating Quotes

Price Analysis:

- Compare unit prices
- Check total costs
- Consider shipping

- Include taxes
- Factor warranties

Non-Price Factors:

- Quality certifications
- Delivery time
- Payment terms
- After-sales support
- Vendor reputation

Example Evaluation:

```
Quote Analysis: Office Furniture

Vendor A: K45,000
+ Lowest price
+ Fast delivery (7 days)
- No warranty
- Unknown quality

Vendor B: K52,000
+ 5-year warranty
+ Proven quality
+ Good reputation
- Highest price
- 14-day delivery

Vendor C: K48,000
+ 2-year warranty
+ Moderate price
+ 10-day delivery
- Average quality

Recommendation: Vendor B
Justification: Marginally higher price offset by
superior warranty and proven quality. Long-term
value better despite higher initial cost.
```

Delivery Management

Receiving Goods

Delivery Checklist:

1. Verify PO number
2. Count quantities
3. Check condition
4. Inspect quality
5. Match to specifications
6. Sign delivery note
7. Update system

If Issues Found:

- Partial delivery: Note shortfall
- Damaged goods: Photo evidence
- Wrong items: Document discrepancy
- Quality issues: Inspection report

Handling Discrepancies

Damaged Goods:

1. Reject delivery or accept with note
2. Photo documentation
3. Contact vendor immediately
4. File claim if insured
5. Request replacement

Short Delivery:

1. Accept partial delivery
2. Note shortfall on delivery note
3. Update PO status to "Partial"
4. Follow up with vendor
5. Set new ETA for balance

Reporting

Procurement Reports

Monthly Reports:

- POs issued
- Total spend
- Vendor performance

- Delivery performance
- Quote analysis
- Cost savings

Generate Reports:

1. Click "Procurement Reports"
2. Select type
3. Set date range
4. Export to Excel/PDF

Key Performance Indicators

Monitor:

- Average procurement cycle time
- On-time delivery rate
- Cost savings achieved
- Vendor performance scores
- Quote turnaround time
- PO accuracy rate

Targets:

- Cycle time: < 10 business days
- On-time delivery: > 90%
- Cost savings: 5-10% annually
- Vendor rating: > 4.0 average

Emergency Procurement

Fast-Track Process

For critical/emergency:

1. **Verify Emergency Status**
    - MD authorized
    - Business continuity risk
    - No alternatives
2. **Expedited Quotes**
    - Request same-day quotes
    - Accept phone/email quotes
    - Minimum 2 quotes (if time permits)
3. **Quick Adjudication**
    - Same-day selection
    - Document justification
    - Get MD confirmation
4. **Immediate PO**
    - Issue PO same day
    - Expedited delivery
    - Premium costs authorized
5. **Post-Event Review**
    - Document process
    - Lessons learned
    - Improve procedures

Compliance

Procurement Policies

Must Follow:

- 3-quote minimum (except exceptions)
- Registered vendors only
- Documented adjudication
- Proper PO issuance
- Delivery verification
- Payment authorization

Prohibited:

- Splitting orders to avoid approvals
- Favoritism
- Conflicts of interest
- Undisclosed commissions
- Backdating documents

Audit Trail

System automatically records:

- Quote requests sent
- Quotes received
- Adjudication decisions
- PO creation and changes
- Delivery updates
- All user actions

Tips for Efficient Procurement

Speed Up Process

1. **Maintain Vendor Database** - Pre-approved vendors
2. **Standard Templates** - RFQ and PO templates
3. **Regular Communication** - Update stakeholders
4. **Batch Processing** - Group similar items
5. **Automate Where Possible** - Use system features

Build Vendor Relationships

- Regular communication
- Prompt payments
- Fair treatment
- Feedback sharing
- Long-term partnerships
- Volume commitments

Contact Information

Internal:

- Finance: Extension XXXX (payment queries)
- Warehouse: Extension XXXX (delivery coordination)
- MD Office: Extension XXXX (approvals)

External:

- Vendor inquiries: procurement@company.com
- General: +260-XXX-XXXX

Quick Reference

Your Stage in Workflow

```
Initiator → HOD → Finance → MD → YOU (Procurement) → PO → Delivery
```

Key Tasks

1. Request 3 quotes
2. Upload quotes
3. Adjudicate
4. Create PO
5. Track delivery
6. Close requisition

Timeframes

- Request quotes: Within 1 day
- Vendor response: 5-7 days
- Adjudication: Within 2 days
- PO issuance: Same day
- Delivery tracking: Daily updates

End of Procurement Manual

User Manual - System Administrator

Purchase Requisition System v3.0

Your Role

As **System Administrator**, you manage the system and users.

Responsibilities

- User account management
- System configuration
- Data backup and security
- Technical support
- System monitoring
- Report generation
- Database maintenance

Getting Started

Login

1. URL: **http://localhost:3000**
2. Username: `admin`
3. Password: `admin123`
4. **Change password immediately!**

Admin Dashboard

Overview Panels

- Total users
- Active requisitions
- System health
- Storage usage
- Recent activity
- Error logs

User Management

Viewing All Users

1. Click "Admin" → "User Management"
2. View user list with:
    - Username
    - Full name
    - Role
    - Department
    - Status (Active/Inactive)
    - Last login

Adding New User

1. Click "Add User"
2. Fill details:
    - **Username** (unique, lowercase)
    - **Full Name**
    - **Email**
    - **Department**
    - **Role** (Initiator/HOD/Finance/MD/Procurement/Admin)
    - **Initial Password**
3. Click "Create User"
4. User receives email with credentials

Default Password: `password123`
(User must change on first login)

Editing User

1. Find user in list
2. Click "Edit"
3. Update:
    - Name
    - Email
    - Department
    - Role
4. Click "Update"

Note: Cannot change username

Resetting Password

1. Find user
2. Click "Reset Password"
3. Choose:
    - **Auto-generate** - System creates password
    - **Manual** - You set password
4. Click "Reset"
5. Provide new password to user securely

Deactivating User

1. Find user
2. Click "Deactivate"
3. Confirm action
4. User cannot login

5. Data retained

Reactivating:

- Click "Activate" to restore access

Deleting User

1. Find user
2. Click "Delete"
3. Confirm deletion
4. **Warning:** Permanent action
5. Historical data remains but user removed

Use sparingly - Prefer deactivation

Role Management

System Roles

Role	Capabilities
Initiator	Create requisitions
HOD	Approve department requests
Finance	Budget approval
MD	Final authorization
Procurement	Process orders, create POs
Admin	Full system access

Assigning Roles

1. Edit user
2. Select role from dropdown
3. Save changes
4. Role effective immediately

Multiple Roles

Users can have combined roles:

- HOD + Initiator
- Finance + Admin
- Procurement + Initiator

Department Management

Adding Department

1. Go to "Departments"
2. Click "Add Department"
3. Enter:
    - Department name
    - Department code
    - Budget allocation
    - HOD assignment
4. Click "Save"

Managing Departments

- Edit department details
- Assign HODs
- Set budget allocations
- View department statistics

System Configuration

General Settings

1. Go to "Settings" → "General"
2. Configure:
    - **Company Name**
    - **Company Logo**
    - **Contact Information**
    - **System Email**
    - **Timezone**
    - **Currency** (ZMW default)

Email Configuration

1. Go to "Settings" → "Email"
2. Configure SMTP:

    - Server address
    - Port
    - Username
    - Password
    - Encryption (TLS/SSL)

3. Test email sending
4. Save settings

Approval Workflow

1. Go to "Settings" → "Workflow"
2. Configure:

    - Approval sequence
    - Authority limits
    - Timeout periods
    - Escalation rules

3. Save changes

Default Flow:

```
Initiator → HOD → Finance → MD → Procurement
```

Notification Settings

Configure notifications:

- Email templates
- SMS alerts (if configured)
- In-app notifications
- Frequency settings

Budget Management

System-Wide Budgets

1. Go to "Admin" → "Budgets"
2. View all department budgets
3. Actions:

    - Add new budget
    - Edit allocations
    - View utilization
    - Generate reports

Budget Codes

Manage budget codes:

1. Go to "Budget Codes"
2. Add/edit codes
3. Assign to departments
4. Set amounts
5. Track usage

FX Rate Management

Updating Exchange Rates

1. Go to "Settings" → "FX Rates"
2. Click "Update Rate"
3. Enter:

    - USD to ZMW rate
    - Effective date
    - Source

4. Save

Best Practice: Update weekly or when significant changes

Rate History

- View historical rates
- Track changes
- Export rate data

Data Management

Backup Database

Manual Backup:

1. Go to "Admin" → "Backup"
2. Click "Create Backup"

3. System creates backup file
4. Download to secure location
5. Label with date

Backup includes:

- All requisitions
- User data
- Budgets
- Purchase orders
- Uploaded files

Backup Schedule:

- Daily: Automated (if configured)
- Weekly: Manual verification
- Monthly: Archive backup

Restore Database

1. Go to "Admin" → "Restore"
2. Upload backup file
3. Confirm restore
4. **Warning:** Overwrites current data
5. System restarts

When to Restore:

- Data corruption
- Accidental deletion
- System migration
- Testing purposes

Data Export

Export data:

1. Go to "Reports" → "Data Export"
2. Select:
    - Date range
    - Data type
    - Format (Excel/CSV)
3. Click "Export"
4. Download file

System Monitoring

Activity Logs

View all system activity:

1. Go to "Admin" → "Activity Logs"
2. Filter by:
    - User
    - Action type
    - Date range
    - Module
3. Export logs

Logged Actions:

- Login/logout
- Requisition creation
- Approvals/rejections
- PO creation
- Configuration changes
- User management

Error Logs

Monitor errors:

1. Go to "Admin" → "Error Logs"
2. View:
    - Error type
    - Timestamp
    - User affected
    - Stack trace
3. Troubleshoot issues

Performance Monitoring

Track:

- Page load times

- Database queries
- Server response
- User sessions
- Storage usage

File Management

Uploaded Files

1. Go to "Admin" → "Files"
2. View all uploads
3. Actions:
    - View file
    - Download
    - Delete (if orphaned)
    - Check integrity

Storage Management

Monitor:

- Total storage used
- Files by type
- Large files
- Orphaned files

Cleanup:

- Remove orphaned files
- Archive old files
- Compress large files

Reports and Analytics

System Reports

Generate:

- User activity report
- Requisition statistics
- Department performance
- Budget utilization
- System usage trends
- Approval efficiency

Custom Reports

Create custom reports:

1. Go to "Reports" → "Custom"
2. Select:
    - Data sources
    - Fields
    - Filters
    - Grouping
3. Save template
4. Schedule automatic generation

Security

Password Policy

Configure:

1. Go to "Settings" → "Security"
2. Set:
    - Minimum length
    - Complexity requirements
    - Expiration period
    - History count
3. Enforce for all users

Session Management

Settings:

- Session timeout
- Concurrent sessions
- Remember me duration
- Force logout

Access Control

Review:

- Failed login attempts
- Suspicious activity
- IP restrictions (if needed)
- Role permissions

Maintenance

Regular Tasks

Daily:

- Check error logs
- Monitor system performance
- Review backup status
- Check user issues

Weekly:

- User access review
- Database optimization
- Storage cleanup
- Security audit

Monthly:

- Full system backup
- Performance report
- User activity analysis
- Software updates

Database Maintenance

1. Go to "Admin" → "Database"
2. Tasks:
    - **Optimize** - Improve performance
    - **Repair** - Fix issues
    - **Analyze** - Check health
    - **Vacuum** - Reclaim space

System Updates

When updates available:

1. Backup system first
2. Download update
3. Read release notes
4. Apply in test environment
5. Deploy to production
6. Verify functionality
7. Monitor for issues

Troubleshooting

Common Issues

Users Cannot Login:

1. Check account status (active?)
2. Verify password
3. Check session limits
4. Review error logs
5. Reset password if needed

System Slow:

1. Check database size
2. Optimize database
3. Clear old logs
4. Check server resources
5. Review recent changes

Email Not Sending:

1. Verify SMTP settings
2. Test connection
3. Check credentials
4. Review email logs
5. Verify firewall rules

Files Not Uploading:

1. Check storage space
2. Verify file size limits
3. Check file permissions
4. Review error logs

5. Test with small file

Support

Providing User Support

Process:

1. Receive support request
2. Gather information:
    - Username
    - Issue description
    - Error messages
    - Steps to reproduce
3. Check logs
4. Test in admin account
5. Resolve or escalate
6. Document solution

Escalation

When to Escalate:

- System-wide issues
- Security concerns
- Data corruption
- Critical bugs
- Performance problems

Contact:

- IT Department
- Software Vendor
- Database Administrator
- Security Team

Best Practices

Security

- Change default passwords
- Review user access regularly
- Monitor suspicious activity
- Keep software updated
- Backup regularly
- Use strong passwords
- Document changes

Performance

- Optimize database monthly
- Clean up old files
- Monitor storage
- Archive old data
- Review slow queries
- Update statistics

Documentation

- Document all changes
- Maintain user list
- Record issues/solutions
- Update procedures
- Keep configuration notes

Quick Reference

Daily Checklist

- [ ] Check error logs
- [ ] Review failed logins
- [ ] Monitor system performance
- [ ] Check backup status
- [ ] Review support tickets

Emergency Contacts

- **System Vendor:** vendor@company.com
- **IT Support:** it@company.com
- **Database Team:** dba@company.com

Key Shortcuts

- Ctrl + U: User management
- Ctrl + L: View logs
- Ctrl + B: Create backup
- Ctrl + R: Reports

System Information

Current Version

- **Version:** 3.0.1
- **Database:** SQLite
- **Backend:** Node.js + Express
- **Frontend:** HTML/CSS/JavaScript

Server Details

- **Backend Port:** 3001
- **Frontend Port:** 3000
- **Database Location:** backend/requisitions.db

File Locations

- **Uploads:** backend/uploads/
- **Logs:** backend/logs/
- **Backups:** ../purchase-requisition-backups/

End of Admin Manual

Complete documentation package available:

- MANUAL_INITIATOR.pdf
- MANUAL_HOD.pdf
- MANUAL_FINANCE.pdf
- MANUAL_MD.pdf
- MANUAL_PROCUREMENT.pdf
- MANUAL_ADMIN.pdf

Version: 3.0