# Appendix c – Order process

Official KWL purchase orders will be raised in a number of ways dependent upon who is placing the order.

In the event that either party’s IT Systems fail we will resort to the use of paper requisitions to prevent disruption to our customer’s service.

**Stock Orders**

* These are the orders which are delivered directly into KWL stores to replenish the stock used by our operatives.
* Once an item reaches its reorder level COMMIT (KWL Internal system) generates a stock requisition.
* The requisition is then authorised and processed by the Procurement Team.
* A PDF is then generated and emailed directly to the branch for the goods to be picked and delivered.
* We require delivery of these items within 3 working days, if this cannot be achieved then Wendy Rhind would need to be informed.
* An invoice is raised for payment and emailed directly to [invoices@kwl.co.uk](mailto:invoices@kwl.co.uk).
* The invoice is passed for payment by KWL accounts in line with agreed payment terms.
* Invoice is then paid by KWL Accounts.

**Collection of Goods by operatives**

* KWL operatives generate their own purchase orders via their PDA through your supplier catalogue.
* KWL will upload your catalogue – this contains all items which we have prices in place for and we have agreed for them to be issued to the operatives. These items will mirror the KWL stores stock.
* The operative’s PDA will generate an official KWL Purchase Order for the requested items.
* If an item is not on the supplier catalogue, they will not be able to order them – they should contact KWL Purchasing Team to request it to be added – Purchasing will confirm if they are allowed the product subject to COSHH and supervisory approval.
* A PDF is then generated and emailed directly to the branch for the goods to be picked and delivered.
* PPG will issue the materials to the operative ensuring that a signed POD with the operative’s name, man number and signature on. All signed POD’s should be emailed directly to [grn@kwl.co.uk](mailto:grn@kwl.co.uk).
* An invoice is raised for payment and emailed directly to [invoices@kwl.co.uk](mailto:invoices@kwl.co.uk).
* The invoice is passed for payment by KWL accounts in line with agreed payment terms.
* Invoice is then paid by KWL Accounts.

**Non-Stock orders**

* These orders will be raised by KWL Purchasing or the KWL Supervisor’s for any miscellaneous orders e.g. for planned projects.
* The order will be emailed to you via PDF stating any specific delivery requirements.
* PPG will Issue or deliver the items to the operative ensuring that a signed POD with the operative’s name, man number and signature on. All signed POD’s should be emailed directly to [grn@kwl.co.uk](mailto:grn@kwl.co.uk).
* An invoice is raised for payment and emailed directly to [invoices@kwl.co.uk](mailto:invoices@kwl.co.uk).
* The invoice is passed for payment by KWL accounts in line with agreed payment terms.
* Invoice is then paid by KWL Accounts.