# SHIELDCERT SYSTEM

Software Requirements Specification

DECEMBER 18, 2025

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# Contents

# Introduction

This Software Requirements Specification (SRS) defines the functional and non-functional requirements for the Shideler System. The purpose of the system is to support the secure, compliant, and environmentally responsible management of IT assets throughout the disposition lifecycle, including asset intake, tracking, data sanitization, auditing, recycling, resale, and final settlement.

The ITAD System is designed to ensure compliance with applicable data protection, environmental, and regulatory standards while providing full traceability and reporting for clients, administrators, and operational users. This document serves as the authoritative reference for stakeholders involved in the design, development, implementation, and validation of the system.

# Account Management

## Account Dashboard

As an **Account Manager**,
I want to access an Account Dashboard that displays all accounts in the system in a grid view, so that I can quickly review and manage account details.

**Acceptance Criteria:**

- The system displays a list of all accounts in a grid format.
- Each account record includes:
    - Account Name
    - Account Type
    - Assigned Account Manager
    - Street Address
    - City
    - State
    - Country
    - Account Status (Active or Inactive)
- Only users with the Account Manager role can access the Account Dashboard.
- The system will allow filtering account information using any column on the grid.

- The system will provide an excel export of account information.
    - The Excel export will include all columns displayed in the grid.

## Create a New Account

**As an** Account Manager
**I want** to create a new account
**So that** the account can be used throughout the system for processing, billing, and communication.

### Acceptance Criteria

1. The system shall provide a “Create New Account” screen accessible to Account Manager Managers on the Account dashboard.
2. The system shall record the following fields before an account can be saved:
    - Account Name (required)
    - Sales Representative (optional)
        1. The system shall provide a **drop-down list** of Sales Representatives for selection.
    - Payment Terms. (required)
        1. The system shall provide a drop-down list of all available
    - Account Manager Representatives (optional)
        1. The system shall provide a drop-down list of Account Manager Representatives for selection.
    - NetSuite Number (Optional when the account is pending but required when the account is approved.)
    - Currency
        1. This is a drop-down list of currencies.
    - Account Type
        1. This is a drop-down list of account types.
            1. Supplier (SUP)
            2. Customer (CUS)
            3. Downstream (DSV)
            4. Outside Service Provider (OSP)
            5. Transporter (3PL)
        2. Note, an account can have more than one account type.
3. The system shall allow entry of the **Main Address**, including: (This is required)
    - Street Address 1
    - Street Address 2 (optional)
    - City
    - State

    - Zip Code
    - Country
4. The system shall allow entry of the **Invoice Address**, including: (This is optional)
    - Street Address 1
    - Street Address 2 (optional)
    - City
    - State
    - Zip Code
    - Country
5. The system will allow to enter main contact information.
    - First Name
    - Last Name
    - Phone Number (optional)
    - Email Address
6. The system shall validate required fields and prevent saving if any required information is missing.
7. The system shall show a confirmation message when the account is successfully created.

## Approve Account

**As an** Account Manager
**I want** to approve a newly created account
**So that** the account becomes active and can be used in downstream processes.

### Acceptance Criteria

1. The system shall provide an **"Approve Account"** action/button for Account Managers.
2. An account **cannot be approved** unless a valid **NetSuite Account Number** is present in the account record.
3. If a user attempts to approve an account without a NetSuite Account Number,
    - the system must display a clear validation message (e.g., *"A NetSuite Account Number is required before approval."*).
4. The system shall allow saving the account in **Draft / Pending Approval** status until the NetSuite Account Number is entered.
5. Once approved:
    - The account status shall update to **Approved**.
    - The account becomes available for use in operational workflows (s, billing, order creation, etc.).
    - The system automatically assign a unique Account number.
        1. IXXXXX (Letter "I" followed by numbers)
6. The system shall log:

    - The name of the user who approved the account.
    - Date and time of approval.
7. The system shall prevent further edits to restricted fields listed below once the account is approved.
    - Account Name
    - NetSuite Number
8. Users with the correct permission levels should still be able to view the account after approval.

## Create Contacts for an Account

**As an** Account Manager
**I want** to create one or more contacts for an account
**So that** I can maintain accurate communication records for each Account.

### Acceptance Criteria

1. The system shall allow the Account Manager to create **one or more contacts** for each account.
2. The system shall require each contact to be linked to an **existing account**.
3. The system shall prevent contact creation if no valid account is selected.
4. The system shall store the following **required fields** for each contact:
    - First Name
    - Last Name
    - Email Address
    - Phone Number (Optional)
5. The system shall validate that all required fields are completed before a contact can be saved.
6. The system shall allow an account to have **multiple associated contacts**.
7. The system shall display all contacts associated with the selected account.
8. The system shall confirm successful contact creation with a success message.

## View Contacts Associated with an Account

**As an** Account Manager
**I want** to view all contacts belonging to an account
**So that** I can quickly reference or update Account contact information.

Acceptance Criteria

1. The system shall show a list of all contacts linked to the selected account.
2. Each contact entry in the list shall display at minimum:
    - First Name

    - Last Name
    - Email Address
    - Phone Number
3. The system shall allow navigation into contact details for review or update.

## Edit an Existing Contact

**As an** Account Manager
**I want** to update a contact's details
**So that** the information remains current and accurate.

### Acceptance Criteria

1. The system shall allow editing of the following contact fields:
    - First Name
    - Last Name
    - Email Address
    - Phone Number
    - Contact Type:
        1. Dropdown List.
2. The system shall validate updated information before saving.
3. The system shall record the last modified date and the user who made the changes.

## Manage Pickup Addresses

**As a**n Account Manager
**I want** to create and manage pickup addresses for an account
**So that** shipments can be scheduled from the correct locations and linked to the appropriate responsible contact.

### Acceptance Criteria

1. **Create Pickup Address**
    - The system must allow the Account Manager to create one or more pickup addresses for an account.
    - Each pickup address must be linked to an existing account.
2. **Pickup Address Details**
    - The system must capture the following required fields for each pickup address:
        - Pickup Name
        - Pickup Code
        - Street
        - Street 1 (Optional)

        - City
        - State
        - Zip code
        -
        - Country
3. **Assigning Responsible Contact**
    - The Account Manager must be able to select a contact associated with the account as the responsible contact for the pickup address.
    - Every pickup address must have **at least one** responsible contact assigned.
4. **Validation & Linking**
    - A pickup address cannot be saved unless at least one responsible contact is selected.

### State Selection

**As a** system user
**I want** to select a U.S. state from a predefined list
**So that** state entries are consistent across the system.

### Acceptance Criteria

1. The system must maintain a master list of all U.S. states.
2. Any time a state selection is required in the system (e.g., address forms, pickup locations, account details), the user must choose from this predefined list.
3. The list must display all states by full name.
4. Users should not be able to enter a state manually outside the predefined list.

## Upload Account Documents

Upload Documents for an Account
**Actor:** Account Manager
**Precondition:**

- The account record exists in the system.
- The Account Manager has appropriate permissions to manage account documents.

**Trigger:**

- The Account Manager chooses to add supporting documents to an account.

### Main Flow:

1. The Account Manager navigates to the **Account Document Upload** page.
2. The Account Manager selects the option **"Upload Documents."**
3. The system displays fields to enter:
    - **Document Name**
    - **Document Type** (Drop down list e.g., Contract, Agreement, Report, etc.)
4. The Account Manager chooses one or more files to upload.
5. The Account Manager submits the upload.
6. The system validates the files and saves them to the account's document repository.
7. The system confirms that the documents have been successfully uploaded.
8. The system allows user with permission to delete the documents.

# Manage Statement of Work (SOW)

**As an** Account Manager
**I want** to create and manage Statements of Work (SOW) for client accounts
**So that** I can capture all contractual details, operational instructions, SLAs, reporting requirements, asset tag information, and optional decision trees needed to support the client's services.

### Preconditions

1. The account exists in the system.
2. The user has permissions to create or manage SOWs.

### Postconditions

1. The SOW is saved and linked to the account.
2. All instructions, SLAs, reporting requirements, asset tag settings, and decision trees (if applicable) are stored and linked to the SOW.
3. SOWs requiring approval cannot be used until approved.

## SOW Fields

1. The user selects "Create SOW" for an account.
2. The user enters the following fields:
    - **SOW Type:** From a predefined list. (Required)
    - **SOW Name:** Required.
        1. This field is unique per client.
    - **SOW Start Date:** Required.
    - **SOW End Date:** Required.

- **Revenue Share Percentage:** Required.
    1. The system shall capture the revenue share percentage only when the SOW type is set to Revenue Share or Buyback; otherwise, this field should not be visible.

3. The system validates that all required fields are completed.
4. The system allows multiple SOWs per client.
5. The SOW must be **approved** before use.
6. The system records **who approved** and **when it was approved**.

SOW Types

| SOW Name | SOW Description |
|---|---|
| Recycle | No resale or refurbishment; recycling only. |
| Revenue Share | Refurbish and remarketing of assets with share of proceeds with the client |
| Buyback | Purchase of assets from client at an agreed price (FMV). No rev share. |
| Onsite | Onsite services provided may include Decommission, Data Destruction, Asset audit, White glove packing, chain of custody documentation |
| Service | Services may include Transportation Only, Site Survey |
| Lease Returns | Process assets and return to the lessor. |
| Donation | Process assets and send to a charitable company |

## Processing Instructions and SLAs (Service Level Agreements)

1. The user enters processing instructions divided into sections:
    - Receiving Instructions
    - Processing Instructions
    - Remarketing Instructions
    - Reporting Instructions
2. Select base date for SLA calculations.
    - The user will be able to choose a base date. The base date determines the starting point for SLA calculation. For example, if the user selects the 'Received Date' as the base date, the system will calculate the SLA duration from the received date to the date the SLA is fulfilled. The base date are:
        1. Pickup Date
        2. Received Date
        3. Request Date
3. In each process instruction section, Account Manager can enter **SLAs**:
    - Enter **Operational SLA days** and **Client SLA days**.
    - The system will display a default value for each step and allow the user to modify it if needed.
4. In Reporting Instructions, the SLA for each selected report must be entered.

5. All SLA entries are linked to the respective SOW and instruction type.
6. The system will first display the default SLA.

| Report Name | Client Default SLA (Business Days) | Ops SLAs | SLA Base |
|---|---|---|---|
| Acknowledgement Request | 1 | 1 | Request Date |
| Collection Scheduled | 5 | 3 | Request Date |
| Audit Report | 10 | 7 | Received Date |
| Settlement Report | 30 | 28 | Received Date |
| Revenue Share Report | 90 | 88 | Received Date |
| Receipt of Shipment | 2 | 2 | Received Date |
| CODD | 30 | 28 | Received Date |
| COR | 30 | 25 | Received Date |
| | | | |
| | | | |
| **Operations SLAs** | | | |
| Audit Complete | 10 | 7 | Received Date |
| Ops Complete | 30 | 28 | Received Date |

**Client Asset Tags**

1. In Receiving Instructions, the system allows the user to select **the number of client asset tags** to capture (up to four).
    1. The system displays:
        1. "Does the client require capturing asset tags?"
        2. "How many should be captured?"
2. The selected number is displayed to Operations during the receiving process and linked to the SOW.

## Client Decision Trees

**As an** Account Manager
**I want to** capture and configure decision tree rules based on product type, model, or manufacturer,
**so** that the system can automatically determine and enforce the correct action to be performed on each asset during the auditing process.

1. The system allows an Account Manager to create a **Client Decision Tree**, linked to a specific SOW.
2. The decision tree is not required for all SOW, so the system will allow the user to specify if SOW is required.

3. Only SOWs marked as requiring a decision tree can have one.
4. Decision tree rules can be defined using product attributes such as product type, model, and manufacturer.
5. For each asset rule in the decision tree, the user enters:
    a. Asset Type
    b. Manufacturer
    c. Model Number
    d. Action to perform on the asset.
        i. This is a drop down of actions to be performed.
6. The system validates that **decision trees do not contradict each other**. Multiple decision trees can exist, but their rules must be consistent.
7. The system saves the decision tree and links it to the SOW.
8. The decision tree will be applied during the asset receiving process. Additional requirements will be detailed in the Receiving section.

### Acceptance Criteria

1. Users can create multiple SOWs per client.
2. All required SOW fields must be validated before saving.
3. SOWs must be approved before they are active.
4. All instructions (Receiving, Processing, Remarketing, Reporting) can be captured per SOW.
5. SLAs are recorded and linked correctly to each instruction section.
6. Contractual reports and SLAs for reports are stored per SOW.
7. Client asset tag requirements are displayed and captured for Operations.
8. Decision trees can be created per SOW if required.
9. All information (fields, instructions, SLAs, reports, asset tags, decision trees) must be linked to the correct SOW.

## Adding Service Fees

**As an** Account Manager
**I want** to record service fees for a Statement of Work (SOW)
**So that** applicable service charges are accurately defined and applied to client orders.

### Description

The system shall allow the Account Manager to configure service fees at the SOW level when service fees are required.
For each service fee, the Account Manager will:

- Select the **product type.**
- Enter the **price per unit.**

- Select the **service.**

Based on the selected service, the system will display the **service charging type**, indicating whether the service is charged:

- Per unit
- Per order
- Per weight

The service charging type is system-defined and driven by the selected service.

| Services | Service Charge Type |
|---|---|
| Admin Fee | Per Order |
| Audit | Per Asset |
| Data Wipe | Per Asset |
| Decommission | Per Quote |
| Freight | Per Order:  Fixed Rate or Quoted |
| Handling | Per Asset |
| HazMat Handling | Per Asset |
| Onsite Data Destruction | Per Asset |
| Onsite Data Wipe | Per Asset |
| Onsite Labor | Per Hour |
| Onsite Scan | Per Asset |
| Physical destruction- Drives | By Asset or Weight |
| Recycle | By Weight |
| Storage Fee | Per Asset |

# Manage Model Numbers

## Create a New Model Number

**Description:**
The system allows the Model Management team to create, edit, update, and approve model numbers. Operational Users can create new model numbers, but they must be approved by the Model Management team before use. Users can also upload images, view all model numbers, and search the model number list.

### Preconditions

1. The user has permission to create or manage model numbers.
2. The system has predefined lists of Product Types and Manufacturers.

## Postconditions

1. Model numbers are saved in the system.
2. Model numbers must be approved before they can be used operationally.
3. Images, listing, and search functionality are available.

## Main Flow

1. The user selects “Create Model Number.”
2. The user enters the following fields:
    a. Model Number (required)
    b. Product Type (selected from system list)
    c. Manufacturer (selected from system list)
    d. Description (required for model to be approved)
    e. Short Description (optional)
    f. Weight (optional, but required for the model to be approved, numeric)
    g. Status: Active / Inactive
    h. Approval Status: Approved / Not Approved
    i. Sub Model Number
        i. Required when the model is not approved.
3. The user can **upload an image** associated with the model number.
4. Operational Users can **create model numbers** but cannot approve them.
5. The Model Management Team reviews and **approves** the model number before use.
6. The Model Management Team can edit or update any model number fields.
7. The system maintains a **list of all model numbers**, visible to users.
8. Users can **search the model number list** by model number, product type, or manufacturer.
9. If a model number is rejected and the user attempts to add it again, the system should display an error message indicating that the model number is rejected and provide the substitute model number to use, as every rejected model number must have a substitute.

## Acceptance Criteria

1. The system allows creation of new model numbers with all required fields.
2. Product Type and Manufacturer must be selected from predefined lists.
3. Model Management team can set model numbers as Active or Inactive.
4. Operational Users can create model numbers but **cannot approve** them.
5. Model Management Team must approve model numbers before use.
6. Updates to model numbers may require re-approval.
7. Users can **upload an image** when creating a model number.
8. The system displays a **list of all model numbers**.
9. Users can **search the model number list** by model number, product type, or manufacturer.

10. Unapproved model numbers cannot be used in operational processes.
11. All required fields are validated before saving.

### Replace Rejected Model Number with Substitute

**Requirement:**
When a model number is rejected and a substitute model number is provided, the system must:

1. Automatically identify all assets that were received using the rejected model number.
2. Update those assets by replacing the rejected model number with the selected substitute model number.
3. Notify the Model Management team that assets with the rejected model number are about to be updated with the substitute model number.

**Details:**

- The system shall trigger this process immediately upon the rejection of a model number and assignment of a substitute.
- All affected asset records must be updated to reflect the new substitute model number.
- The system must log these changes in the audit trail to ensure traceability.
- Notification to the Model Management team should include details of the rejected model number, the substitute model number, and the assets being updated.

## Manage Organization, Warehouses, and Warehouse Locations

**As an** Administrator or Warehouse Manager
**I want** to manage organizations, warehouses, and warehouse locations, including sub-locations and processing stages
**So that** the system can maintain accurate organizational and operational structures and track product workflows effectively.

**Acceptance Criteria**

### Organization Management

1. The system must allow the user to **create, edit, and manage organizations**.
2. Each organization must capture the following information:

    - **Organization Name**
    - **Organization Location**
    - **Organization Main Address**
3. Each organization can have **multiple warehouses**.

## Warehouse Management

1. The system must allow the user to **create, edit, and manage warehouses** within an organization.
2. Each warehouse must capture the following information:
    - Warehouse Name
    - Warehouse Short Name
    - Warehouse Address
    - Warehouse Manager, selected from a predefined list of users with manager roles.
    - Allowed Unit of Measure for Weight
    - Allowed Time and Date Format
3. Each warehouse must be linked to a **parent organization**.

## Warehouse Location Management

1. The system must allow the user to **create, edit, and manage locations** within a warehouse. Each location must capture:
    - **Location Name/Code** (unique within the warehouse)
    - **Processing Stage** (Inbound, Triage, Tech, Dismantle, Finished Goods)
    - **Active/Inactive Status**
2. The system must allow **sub-locations** to be created under a main location.
    - Sub-locations must **inherit the processing stage** from the parent location.
    - Sub-locations must be **linked hierarchically** to their parent location for reporting and navigation.
    - Each sub-location must reference its **Parent Location**.

**Validation and Permissions**

1. Location names/codes must be **unique within a warehouse**.
2. Users must have proper **permissions** to create, edit, or delete organizations, warehouses, or locations.
3. Unauthorized users should not be able to update any of these entities.

# Inbound Order Management

## Inbound Order Dashboard

**As an** Operations User (e.g., Warehouse Operator or Account Manager)
**I want** a centralized dashboard that lists all inbound orders with key details and dates
**So that** I can easily track, monitor, and manage the inbound order lifecycle from creation to closure.

**Acceptance Criteria**

**Dashboard Display**

1. The system provides an **Inbound Order Dashboard** displaying a list of inbound orders in a tabular grid.
2. Each inbound order is displayed as a single row.
3. The dashboard includes the following columns:
    - Inbound Order Number
    - Client Name
    - Order Status
    - Order Pickup Address
    - Order Contact Information
    - Order SOW Type
    - Client Reference Number
    - Order PO Number
    - Warehouse
    - Order Creation Date
    - Order Request Date
    - Order Pickup Date
    - Order Received Date
    - Order Audit Date
    - Order Process Complete Date
    - Order Settled Date
    - Order Close Date
    - Number of Products Received
    - Number of Inbound Pallets Received
4. The dashboard displays real-time or near real-time order data.
5. Only users with appropriate permissions can access the dashboard.
6. Users can sort the inbound order list in ascending or descending order by clicking on any column header.
7. The system visually indicates the active Sort column and sort direction.

## Create New Inbound Order

**As an** Account Manager
**I want** the ability to create a new
**So that** Account Manager requests can be accurately captured and processed in the system.

1. **New Initiation**
    - The system shall provide a **"Create New"** button accessible to Account employees.
    - Clicking the button shall open a **New creation screen**.
2. **Client Selection**
    - The system shall require the user to select an **existing client** from a drop-down list or search function.
        - The system shall display all accounts name where the account type is set to Supplier.
    - The system shall prevent creation if the Account does not exist in the system.
3. **Pickup Address**
    - The system shall allow the Account Manager to select or enter the **pickup address**. These are pickup address replated to the account.
    - If multiple addresses exist for an Account, the user must be able to choose the correct one.
4. **Contact Information**
    - The system shall allow the user to select the **primary contact information** for the Contact. These contacts related to the account selected.
5. **SOW**
    - The system shall provide a drop-down list of **existing SOWs** associated with the selected account.
    - The user must select an **existing SOW**; the system must not allow entering a non-existing SOW.
    - The system shall prevent creation if no SOW is selected.
    - When an Account Manager selects an **existing SOW**, the system shall automatically display:
        - The **Account Manager** assigned in the SOW.
        - The **Sales Representative** configured for that SOW.
        - Revenue Share Percentage
    - The system shall allow the Account Manager employee to **edit or override the Account Manager** at the **order level** without modifying the SOW configuration.
    - The Sales Representative and Revenue Share Percentage displayed shall be **read-only** unless otherwise defined in future requirements.

- Displayed SOW-related information must refresh immediately if the user changes the selected SOW.

6. **Account PO Number**
   - The system shall provide a field to enter the **Account PO Number** (optional)
7. **Client Reference Number**
   - The system shall allow entry of the **Client Reference Number** for the Client. (optional)
8. **Warehouse**
   - The system shall allow selection of the warehouse that will process the material.
     - This is a list of warehouses. Only warehouses the user has access to will be displayed.
9. **Client Requested Service Date**
   - The system shall allow entry of the **date the client requested the service**.
   - The field shall accept only valid date formats.
10. **Order Remarks**
11. **Required Field Validation**
    - The system shall prevent saving the until all required fields are completed:
      - Client
      - Pickup Address
      - Contact Information
      - SOW
      - Account Requested Service Date
12. **Creation Confirmation**
    - The system shall save the and display a confirmation message once all required information is submitted.
    - The new shall be assigned a unique number in the following format.
      - WC -YYXXXX
        1. Where “WC” are the two digits for the warehouse code.
        2. YY is the two digits of the year, example 25 for year 2025.
        3. XXXX sequential numbers starting from 0001.

## SLA Management on an Order

**As an** Account Manager Employee or Operations User
**I want** to view, track, and document the SLAs associated with an order
**So that** I can ensure all SOW requirements are met and properly explained when exceptions occur.

## Acceptance Criteria

### 1. Display SOW-Configured SLAs

1. The system shall provide an **SLA Management section** on every order.
2. When an order is created and an SOW is selected, the system shall automatically display all SLAs configured in that SOW.
3. The SLA section shall include SLAs from the following instruction categories:

| Report Name | Client Due Date | Client Days Remain | Ops Due Date | Status |
|---|---|---|---|---|
| Acknowledgement Request | [Client SLA]-([Today]- (SLA [Base Date]) | | [Ops SLA] -([Today]-(SLA [Base Date]) 1 | Ontime/Warning/On Track |
| Collection Scheduled | | | | |
| Audit Report | | | | |
| Settlement Report | | | | |
| Revenue Share Report | | | | |
| Receipt of Shipment | | | | |
| CDD | | | | |
| COR | | | | |
| | | | | |

Ops SLA

| | Due Date | Days Remain | Status |
|---|---|---|---|
| Audit Complete | | | |
| Ops Complete | | | |

An SLA is considered overdue when no time remains. A warning will be issued if less than 30% of the allotted time is left. If more than 30% of the time remains, the SLA is considered on track.

### 2. SLA Detail Display

1. The system shall display the SLA deadline or SLA time requirement.
2. SLA definitions shall be **read-only** at the order level.

### 3. SLA Completion Tracking

1. The system shall mark SLA as “Met” when the corresponding operational process step is completed.
2. The system shall automatically capture:
    - The date/time the SLA was met.
    - The user or system process that completed the SLA.

4. The system shall provide a **comment field** for each SLA at the order level.
5. Account Manager shall be able to enter a comment explaining:
    - **Why the SLA was met**, or
    - **Why the SLA was not met.**
6. Comments shall be saved with:
    - User who entered the comment
    - Date and time of the comment.
7. Comments shall be editable only by authorized users.

**Note:** Additional business rules for SLA completion will be defined as receiving, processing, remarketing, and reporting workflows are developed.

## Capture Pickup Information

**As an** Account manager
**I want** to enter and manage pickup information for an order
**So that** the system accurately tracks customer expectations and the lifecycle of the pickup process.

### Acceptance Criteria

#### 1. Pickup Information Section

1. The system shall provide a **Pickup Information** section on the order page.
2. Account Manager employees shall be able to create and update pickup information for each order.

#### 2. Fields to Capture Pickup Information

The Pickup Information section shall include the following fields:

1. Client Preference Date
    - The system shall allow the user to enter the date the client **requested** the product to be collected.

    - This field shall accept only valid date formats.
2. Scheduled Pickup Date
    - The system shall allow the user to enter or select the date the product is **scheduled** to be collected.
3. Estimated Delivery Date
4. Actual Pickup Date
    - The system allows the user to enter the date the product was **actually collected**.
5. All date fields must support valid date values only.
6. Carrier
    - This is the dropdown list of carriers.
7. The system shall retain all pickup information in the order record for audit, reporting, and SLA tracking.
8. Freight Quote
    - This is a number field.
9. Freight Actual
    - This is a number field.
10. Product Description
    - Description of products to be received.
11. Estimated Pallets to be Received.
    - This is a number field.
12. Expected Products
13. Pickup Instructions
    - This is text field (500)
14. The system will allow users to print BOL report once the order is marked scheduled.

## Edit Processing Instructions at the Order Level

**As an** Account manager
**I want** to view and modify the processing instructions for an
**So that** any order-specific variations can be applied without changing the original SOW instructions.

### Acceptance Criteria

#### 1. Display of SOW Instructions

1. The system shall display a **Processing Instructions** section at the order level.
2. The system shall populate this section with the instructions configured on the selected SOW.
3. The system shall display all instruction categories recorded in the SOW:
    - **Receiving Instructions**
    - **Processing Instructions**

- **Remarketing Instructions**
- **Reporting Instructions**

4. Displayed instructions shall match the SOW configuration exactly when first loaded.

**2. Order-Level Editing**

1. The system shall allow Account Manager employees to **edit or update** the processing instructions **at the order level**.
2. Changes made at the order level **must not affect the SOW configuration**.
3. Users shall only be able to update the order-specific copy of the instructions.

## Manage Status

**As an** Account Manager
**I want** the ability to update and track the status of an
**So that** the system accurately reflects the progress of each order from creation to completion.

### Acceptance Criteria

1. **Initial Status**
   a. When a new inbound order is created, the system shall automatically assign the status **"New".**
2. **Scheduled Status**
   a. The system shall allow the user to update the status to **"Scheduled."**
   b. When the user marks an as **Scheduled**, the system shall require the entry of a **Scheduled Date**.
   c. The system shall prevent the status being changed as "Scheduled" if the
3. **Collected Status**
   a. The system shall allow the user to update the status to **"Collected."**
   b. When the user marks an as **Collected**, the system shall require entry of the **Actual pickup date**.
   c. The system shall prevent changing of status as "Collected" if the Collected Date is missing.
4. The current status shall be clearly displayed on the order/ screen.

**Note** that these are further status updates throughout the processing workflow.

## Move Status Backward

The system shall allow authorized users to move the status of an inbound order, order, or asset backward in the workflow sequence when necessary. This functionality ensures corrections or rework can be performed in alignment with business processes.

1. The system shall allow only users with the appropriate permissions to move status backward.

2. The system shall allow status changes only in sequential order, according to the predefined workflow sequence.

3. Users shall not be able to skip intermediate statuses when moving backward.

4. The system shall reference the Status Table to determine allowed backward transitions.

5. Each backward movement shall update the system record and maintain a full audit trail of the status change, including:

    a. Previous status
    b. New status
    c. User performing the action.
    d. Date and time of the change.

6. The system shall prevent backward movement if the user lacks permission.

7. The system shall prevent backward movement if it violates the sequential order defined in the Status Table.

8. The system shall display an appropriate error message when a backward move is not permitted.

# Receiving Module

## View Orders Waiting to Be Received

**As a** receiving associate
**I want** to see a dashboard listing all orders that are waiting to be received
**So that** I can quickly identify which orders need to be processed upon arrival.

**Acceptance Criteria:**

- The system displays a dashboard specifically for “Orders Waiting to Be Received.”
- Only orders with an *Actual pickup date (Collection Status)* should appear on this dashboard.
- Orders without a pickup date should not appear.
- Orders with a date received should not appear on this dashboard.

**Display Required Order Information**

- The dashboard grid must include the following columns:
    - **Order Number**
    - **Account Manager**
    - **Client Name**
    - **Estimated Delivery Date**
    - **Carrier**

    - **Estimated Number of Pallets**
- All columns should be sortable.
- Information displayed must match the corresponding order data in the system.

## Receive an Order

**As a** receiving operator
**I want** to start the receiving process for a selected order and enter all required receiving details
**So that** the system can record the information and create inbound pallets for the order.

### Acceptance Criteria

1. The system allows the operator to **select an order** to begin the receiving process.
2. Once an order is selected, the system displays the following information:
    - **Order Number** (the order being received)
    - **Receiving Instructions** (captured at the inbound order level)
3. The system allows the operator to record the following receiving details:
    - **Received Date:**
        1. After recording the received date, the system will allow the operator to mark the order status as received.
    - **Packaging Type** (dropdown list)
    - **Weight**
    - **Client Reference Number**
    - **Receiving Comment**
4. The system allows the operator to **save** the receiving information.
5. After saving, the system **automatically creates an inbound pallet** in the required format.
    - The format will be INO-ORDER#-XXX
6. An order can have more than one pallet to be received.
7. The inbound pallet must be **linked to the order** that was received.
8. The system **confirms** that the receiving information and pallet have been successfully created.
9. The system allows the operator to **capture a picture for each pallet received**, and each picture must be **associated with the correct pallet**.
10. The system displays a **grid of all inbound pallets** created for the order, including the following columns:
    - **Pallet Number** (system-generated)
    - **Packaging Type**
    - **Weight**
    - **Client Pallet Reference Number**
11. The system must:
    - Allow the operator to **edit pallet information** as long as the inbound order has **not** been marked as received.
    - Allow the operator to **mark the inbound order as received** once all receiving steps are complete.
    - Prevent **any further edits** to inbound pallets after the inbound order is marked as received.

12. The system will allow the Operations Manager to revert an inbound order to a previous status if edits are required to the receiving information after the inbound order has already been marked as received.

# Pallet Management

## Generate Pallet Numbers

**As an** operator
**I want** the system to allow me to generate pallet numbers based on pallet type, process, and location
**So that** the pallets can be uniquely identified and used throughout the workflow.

**Acceptance Criteria**

1. The system provides a **Generate Pallet Number** function accessible to the operator.
2. The function displays a screen where the operator can select:
    - **Pallet Type** (based on the process the pallet will be used for)
    - **Location** where the pallet will be used.
3. After the operator enters the required selections, the system **generates a pallet number** in the required format.
4. The generated pallet number must be **unique** and usable throughout all related processes.
5. The system must store the generated pallet number and associate it with the selected type, process, and location.
6. The system must confirm to the operator that the pallet number has been successfully generated.

## Move a Pallet to a New Location

**As an** operator
**I want** the system to allow me to move a pallet from one location to another
**So that** the system always reflects the pallet's correct physical location.

**Acceptance Criteria**

1. The system provides a **Move Pallet** function.
2. The system allows the operator to **select a pallet number** that needs to be moved.
3. The system allows the operator to **select the new location** where the pallet will be placed.
4. The system updates the pallet's location in the system once the move is confirmed.
5. The system must ensure the pallet number and new location are valid before saving.
6. The system displays a confirmation message when the pallet is successfully moved.

# Auditing Module

## View Orders Waiting to Be Audited

**As a** receiving associate
**I want** to see a dashboard listing all orders that are waiting to be audited
**So that** I can quickly identify which orders need to be audited

**Acceptance Criteria:**

- The system displays a dashboard specifically for "Orders Waiting to Be Audited."
- Only orders that have been received will be displayed (Received) Date
- Orders without a pickup date should not appear.
- Orders with a date received should not appear on this dashboard.

**Display Required Order Information**

- The dashboard grid must include the following columns:
  - **Order Number**
  - **Account Manager**
  - **Client Name**
  - **Delivery Date**
  - **Audit Due Date**
  - **Days Remained**
  - **Number of Assets Received**
- All columns should be sortable.
- Information displayed must match the corresponding order data in the system.

## Capture Product Data (Auditing)

**As an** operator
**I want** to start the product data capture process for a selected order
**So that** I can record accurate product details associated with inbound pallets.

**Acceptance Criteria**

1. The system allows the operator to **select an order number** to begin data capture.
2. Once an order is selected, the system displays:
   - **Order Number** (the selected order)
   - **Process Instructions** (as recorded at the inbound order level)
3. The system allows the operator to record the following information:
   - **Inbound Pallet** (dropdown list of pallets received and recorded during the receiving process)

- **Model Number** (dropdown list of model numbers from the Model Management module)

4. Once a **Model Number** is selected, the system automatically displays:
   - **Product Name** (linked to the selected model number)
   - **Weight** (from the model number record)
     1. The system will allow operators to change the weight that will be recorded at the asset level**.**
5. The system allows the operator to select a **Product Status** from a dropdown list of allowed statuses for the data capture process.
6. **Product Status default behavior:**
   - If the selected model number is marked **above tech line**, the default product status must be **Received**.
   - If the selected model number is marked **below tech cut line**, the default product status must be **Pending Recycle**.
7. The system allows the operator to **capture the serial number** of the product, and it must be **unique across the product in the inventory**.
   - Note is the serial number is marked as shipped. Then duplicates are allowed.
8. The system allows the operator to **capture the client asset tag(s)**. The number of tags displayed must comply with the **allowed number of client asset tags** as indicated in the SOW.
9. The operator selects the **pallet** that will hold the product being received.
10. **Persist Model and Pallet Information for Multiple Items**
    - The system shall allow the operator to **persist (auto-carry forward)** the pallet information and the model number information when receiving multiple assets with the **same model number** and have to be placed on the same **pallet,** so the operator does not have to re-enter this information for each item.
11. The system allows the operator to **save the order**, and upon saving, the system **automatically generates an asset number** associated with the product received.
    - The asset number will have the following format: WCYYXXXXXXX.
      1. WC is the warehouse code.
      2. YY is the year the asset was received.
12. The system shall prevent race conditions during asset number creation by enforcing atomic operations and unique identifier generation to ensure that each asset number is created once and remains unique across concurrent transactions.

## Asset Data Capture Grid Requirements

1. **Display of Captured Assets**
   The system shall display a grid listing all assets that have been data-captured.
2. **Data Elements in the Grid**
   The asset grid shall include, at minimum, the following information for each asset:
   - System-assigned asset number
   - Captured serial number.
   - Client asset tag(s), if provided
   - Product type
   - Product model number
   - Product Weight

- User who performed the receiving/data capture

3. **Editing of Captured Data**
   The system shall allow users to edit asset information if corrections are required.
4. **Edit Permission Rules**
   - Editing of asset data shall only be permitted while the data capture process for that asset batch/session is **in progress**.
   - Once the data capture process is marked as **Audit Complete**, the system shall restrict edits, and no further modifications will be allowed.
5. The system shall allow the operator to mark the data capture process as complete. Once the process is marked complete, no further data entry or edits shall be permitted on this page.

## Parts Harvesting Process

As an operator
I **want** to initiate and perform the parts harvesting process,
so that I **can** capture and save all required information about harvested parts.

### Acceptance Criteria

1. **Start Parts Harvesting**
   - The system shall allow the operator to start the parts harvesting process.
2. **Scan Parent Asset Number or Serial Asset Number**
   - The system shall require the operator to scan or enter the parent asset number **or** asset serial number.
3. **Model Selection and Display of Details**
   - After the model number is selected, the system shall display:
     - The product type associated with that model.
     - The weight associated with that model
4. **Product Status:**
   - If the selected model number is marked **above tech line**, the default product status must be **Received**.
   - If the selected model number is marked **below tech cut line**, the default product status must be **Pending Recycle**.
5. **Capture Required Data**
   - The system shall require the operator to capture the serial number of the harvested part.
   - The system shall require the operator to capture the pallet information where products will be placed.
6. **Saving the Record**
   - When the operator saves the record, the system shall:
     - Store the captured information.
     - Generate and assign a unique asset number for the part using the required format.
7. **Persist Parent, Model and Pallet Information for Multiple Items**
   - The system shall allow the operator to **persist (auto-carry forward)** the parent asset information and the model number information when receiving multiple

assets from the **same parent** and with the **same model number** and have to be placed on the same **pallet,** so the operator does not have to re-enter this information for each item.

8. **Display Saved Records**
    - The system shall display a grid containing all saved harvested part records.
    - The grid shall include at minimum:
        - Asset Number
        - Product Type
        - Parent Asset Number
        - Product Status
        - User who received the asset
9. **Editing of Records**
    - The system shall allow the operator to edit harvested part records **only while the order is still in progress**.
    - Once the order is completed, edits shall no longer be permitted.

## Product Status Exceptional Handling

**As an** operator
**I want** the system to set product status based on client-specific decision trees
**So that** product status complies with the client requirements as defined in the SOW.

**Acceptance Criteria**

1. The system checks whether a **decision tree** is required for the product, as specified in the SOW.
2. If a decision tree is required, the system determines the **product status** according to the client-specific rules defined in the SOW.
3. The system overrides default product status rules (e.g., above tech line = Received, below tech cut line = Pending Recycle) when the decision tree applies.
4. The system must enforce that **all product statuses** reflect the client-defined requirements before allowing the operator to save the record.
5. The system displays the final product status to the operator, clearly indicating that it is based on the client's SOW decision tree.

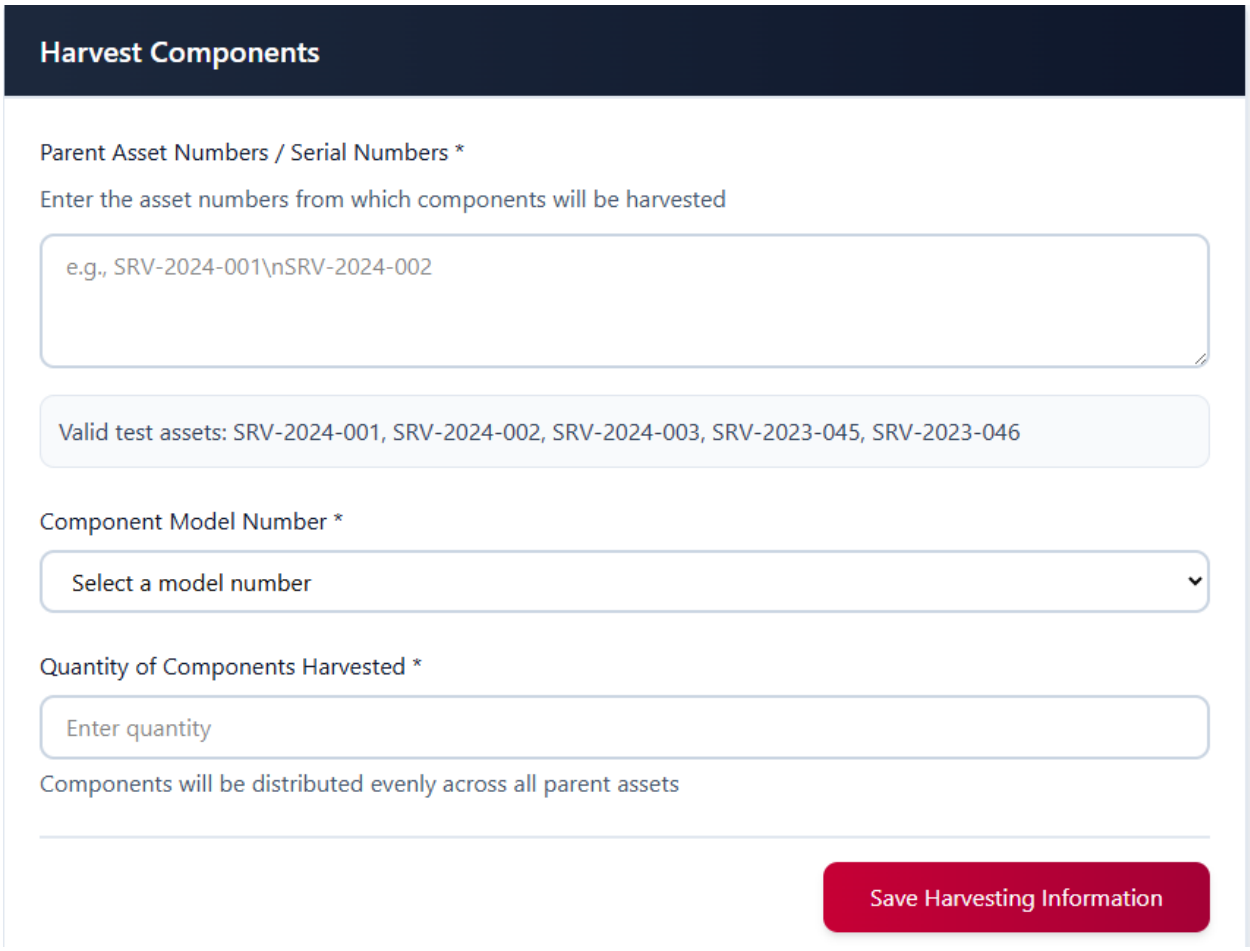
## Harvest Components From Parent Assets

**As a** warehouse or operations user
**I want** the system to allow me to harvest components (e.g., memory, CPU) from parent assets
**So that** the harvested components can be properly recorded, tracked, and distributed across servers.

**Prerequisite:** All components must pass QA before being entered into the system

**Acceptance Criteria**

1. The system allows the user to **enter one or multiple parent asset numbers or serial numbers** from which components will be harvested.
2. The system allows the user to **select a model number** for the component being harvested.
3. Once the model number is selected, the system displays the **status of that model number** based on the technical cut line.
4. The system allows the user to **enter the quantity of components harvested** from the parent asset(s).
5. The system allow the operator to enter the pallet that will hold the assets.
6. The system allows the user to **save the harvesting information**.
7. Once the data is saved, the system automatically **distributes the harvested component quantity evenly across all servers**, continuing the distribution until all components have been assigned.
8. The system validates:
    - That the parent asset numbers/serial numbers exist
    - That the quantity entered is valid
    - That a model number has been selected
9. The system confirms that the harvesting and distribution process has been successfully completed.
10. The system displays a **grid** showing:
    - **Asset Number** created by the system for each harvested component.
    - **Parent Asset Number**
    - **Product Type**
    - **Model Number**
    - **Quantity harvested** from the parent assets




# Grade an Asset

**As an** operator
**I want** the system to allow me to grade an asset
**So that** I can accurately record its condition and status based on predefined grading rules.

**Acceptance Criteria**

1. The system allows the operator to **scan an asset number** to begin the grading process.
2. Once scanned, the system displays:
    - The **product type** associated with the scanned asset.
    - The asset's **current status**
3. The system displays all **grading comments** associated with the product type.
4. The system allows the operator to **select multiple grading comments** relevant to the asset.
5. The system allows the operator to **enter a grade** for the asset using a **predefined list of grading values**.

6. The system allows the operator to **mark the asset as data safe only if the asset is marked as containing data** in the product type catalog:
    - The operator selects the **data wiping method** used.
    - The operator confirms that the **data is safe**, either because it has been destroyed or a **wiping report** confirms successful data removal.
7. The system must validate that:
    - The asset number is valid.
    - A grade has been selected.
    - Data safety has been confirmed if applicable.
8. The system allows the operator to **select the asset status as the final asset status**:
    - If an asset is **not confirmed as data safe**, the system **must not allow saving**.
9. The system allows the operator to **select the pallet** where the asset will be placed.
10. The system allows the operator to **save the grading information**, and the asset is updated accordingly.

| Comment | Type | Grade Description | Apply to Product |
|---|---|---|---|
| Scratches | Cosmetic | | Laptop, MacBook, Surface, Chromebook Desktop/Workstation, Routers, Access Point Network Switches, Server, UPS, Docking Stations |
| Worn keys | Function | | Laptop, MacBook, Surface, Chromebook |
| Missing keys | Function | | Laptop, MacBook, Surface, Chromebook |
| Missing Battery | Function | | Laptop, MacBook, Surface, Chromebook |
| Cracked Chassis | Cosmetic | | Laptop, MacBook, Surface, Chromebook |
| Engraved | Cosmetic | | Laptop, MacBook, Surface, Chromebook |
| Dents | Cosmetic | | Desktop/Workstation, Routers, Access Point Network Switches, Server, UPS, Docking Stations |
| Damaged Ports | Function | | Desktop/Workstation Comments |
| Cracked Faceplate | Cosmetic | | Desktop/Workstation Comments, Network Switch |
| Missing Ears | Function | | Network Switches |
| New Open Box | | | All |
| Open Box Refurbished | | | All |

# Move Assets to Inventory

**As an** operator
**I want** the system to allow me to move assets into inventory after performing QA

**So that** all asset details, grades, and data safety status are accurately recorded before storing them in inventory.

**Acceptance Criteria**

1. The system allows the operator to **scan one or multiple asset numbers** to begin the QA and inventory move process.
2. For each scanned asset, the system displays:
    - **Product Type**
    - **Asset Number**
    - **Grade** and **Grade Comments** assigned by the grader.
    - **Data Safe** status, as indicated in the grader remarks.
3. If multiple assets are scanned, the system displays each asset on a **separate line**.
4. The operator can **decide the final asset status** for each asset or for all selected assets.
5. The operator can **select the pallet** where the assets will be placed in inventory.
6. The system validates that:
    - All scanned assets exist.
    - Data safety status has been confirmed where required.
7. The system allows the operator to **save the inventory move**, updating the asset records to reflect their new location in inventory and their final status.
8. The system will allow the operator to mark the order as Process Complete once all assets have been moved to inventory.

# Shredding Assets

**As an** operator
**I want** the system to allow me to record the shredding of assets
**So that** the assets are marked as destroyed and the process is auditable.

**Acceptance Criteria**

1. The system allows the operator to **initiate the shredding process**.
2. The operator can **enter one or multiple asset numbers** for shredding.
3. For each entered asset, the system must allow the operator to **verify that the asset has been shredded**.
4. The system allows the operator to **select the pallet** where the destroyed assets will be placed.
5. Once confirmed, the system **marks all shredded assets with a "Destroyed" status**.
6. The system records the **user who performed the shredding**.
7. The system logs the shredding action in the **audit trail**, including:
    - Asset number(s)
    - Destroyed status.
    - User who performed the shredding
    - Timestamp of the action
8. The system prevents further actions on any asset marked as being destroyed.

# Update Asset Status

**As an** operator
**I want** the system to allow me to update the status of one or multiple assets
**So that** the asset records reflect their correct status

**Acceptance Criteria**

1. The system allows the operator to **select one or multiple asset items** whose status needs to be updated.
2. The operator can **choose the new status** for the selected asset(s) from a predefined list.
3. The system will **prevent updating the status of any asset** that is currently marked as **Sold, Recycled, or Destroyed**.
4. The system **validates** that the new status is allowed for each selected asset before saving.
5. The system allows the operator to **save the status updates**, updating all valid asset records accordingly.
6. The system logs the **user who performed the status update** and the timestamp in the **audit trail**.

# Update and Delete Product

The system shall allow authorized users to update or delete product (asset) records based on assigned permissions and the current inbound order and asset status. Product deletion shall be implemented as a soft delete to preserve audit and historical data.

## Functional Requirements

### Access Control

1. The system shall allow only users with appropriate permissions to update or delete products.
2. The system shall restrict update and delete actions based on inbound order status and asset status.

### Product Update Rules

1. The system shall allow users to update the following product fields only when the associated inbound order is not marked as Audit Complete:
    a. Model Number
    b. Quantity
    c. Serial Number

    d. Client Asset Number
2. Once the inbound order is marked as Audit Complete, the above fields shall be read-only and disabled for editing.
3. To modify these fields after Audit Complete, the order/inbound order must be moved back to a status that permits editing and re-auditing.

## Asset Status Restrictions

1. The system shall prevent editing of products that are in a final asset status.
2. If an asset is editable based on inbound order and asset status, the system shall allow the user to save updates successfully.
3. If an asset is not editable, the system shall clearly indicate that editing is not permitted.

## Product Navigation

1. The system shall display each asset number in the system as a clickable link.
2. Selecting an asset number shall open a product details page.
3. The product details page shall display editable or read-only fields based on the asset's editability rules.

## Product Deletion

1. The system shall support soft deletion of products.
2. Soft-deleted products shall be excluded from active operational views but retained in the system for audit, reporting, and traceability purposes.
3. The system shall record deletion metadata, including the user who performed the action and the date/time.

## Audit & Logging

1. The system shall log all product updates and deletions for audit purposes.
2. Audit logs shall include before-and-after values for updated fields where applicable.

# Mark an Order as Process Complete

The system will allow operator to mark an order as process complete. All assets must be in the following status for it to be marked process complete.

- To Be Sold
- To Be Redeployed
- To be Recycled

- To be Destroyed
- To be Donated

## Asset Status for Internal Use vs. Client Reporting

**As a** system user
**I want** the system to differentiate between asset statuses used internally and those reported to clients
**So that** client reports reflect only the intended final statuses, regardless of internal system changes.

### Acceptance Criteria

- **Internal vs. Client-Facing Asset Status**
  - The system must maintain a distinction between **internal asset statuses** (used for operational purposes) and **client-facing asset statuses** (used in reports).
- **Status Mapping**
  - All internal asset statuses must be mapped to a corresponding **client-facing status** according to a predefined mapping table.
  - The system must reference this mapping whenever generating client reports.
- **Final Client Status**
  - Certain asset statuses are considered **final for client reporting**.
  - If an asset has a final client-facing status, this status must **remain unchanged** in reports, even if the internal asset status is updated or changed later.
- **Report Generation**
  - When generating any report for clients:
    - The system must use **client-facing statuses** instead of internal statuses.
    - The mapping rules must be applied consistently for all assets included in the report.
    - Final client statuses must be preserved exactly as defined.
- **Auditability**
  - The system must maintain an **audit log** of internal status changes while ensuring that client-facing status mappings remain consistent for reporting.

# Assign Purchase Price

## Add Purchase Price for Buyback Assets

**As a** Value Recovery Team member
**I want** the ability to enter or upload purchase prices for assets that belong to a buyback order.
**So that** assets can be properly valued before they are marked as ready to be sold.

**Acceptance Criteria**

- The system must require that any asset associated with a buyback order has a purchase price recorded before the asset can be marked “To Be Sold.”
- The system must provide two methods for adding purchase prices:
- Manual Entry:
    - The operator can enter a purchase price for an individual asset.
- Upload Functionality:
    - The system must provide an upload template that includes:
        - Asset number
        - Purchase price
- The system must process the upload and apply purchase prices to the corresponding assets.
- The system must require an asset to be graded before it can receive a purchase price.
- If an asset is not graded, the system must prevent the value recovery team from adding a purchase price and display an appropriate validation message.
- The system must allow managers (based on role or permission level) to add purchase prices even if an asset has not been graded.
- The system must log all managers override actions for audit purposes.
- When an operator attempts to mark an asset as “To Be Sold,” the system must verify:
    - If an asset belongs to a buyback order a purchase price exists.
    - If no purchase price exists, the system must prevent the change and display an error message.

## Assigned Purchase Price to Revenue Share Assets

**As a** Value Recovery team member
**I want** the system to track and apply purchase prices for assets in revenue share orders type.
**So that** assets can be sold accurately, and client revenue share calculations are correctly applied.

**Acceptance Criteria**

- The system must allow the Value Recovery team to assign a purchase price.
- Once a purchase price is applied to an asset, the system must automatically update the asset's status to "Purchase Price Applied."
- Any asset with status "Purchase Price Applied" can be added to a sales order and sold.
- For assets belonging to a Revenue Share SOW:
- If a purchase price is assigned, the system must calculate the client payout as:
  Client Purchase Price × Revenue Share Percentage
- This calculated value must be tracked and available for reporting.
- The system must manage purchase price assignment consistently, whether the asset belongs to a buyback order or a revenue share order.
- The system must prevent manual overriding of Purchase Price applied status except by users with manager-level permissions, which must be logged.

## Invoice Creation

**As a** Customer Service team member
**I want** to create and adjust invoices for completed inbound orders
**So that** accurate billing is generated and sent to the accounting system for recordkeeping.

**Acceptance Criteria**

- **Invoice Creation Trigger**
  - The system must allow the customer service team to create an invoice **only after an inbound order is marked as "Process Complete."**
- **Display Assets**
  - The system must display all assets that were received as part of the inbound order.
  - Each asset must include relevant details such as:
    - Asset number
    - Asset type
    - Service applied
- **Automatic Invoice Calculation**
  - The system must automatically calculate invoice line items based on:
    - Service fees associated with each asset
    - Asset type
    - Pricing configured in the **Service Fees SOW**
  - Total invoice amount must reflect the sum of all asset service fees.
- **Adjustments**
  - The system must allow the operator to **manually adjust the service fee per asset** by changing the actual price.
  - The system must allow addition of **extra fees**, including:
    - Logistics fees
    - Order line fees.
  - Adjustments must update the invoice total in real time.

- **Invoice Initiation**
  - The customer service team can mark the invoice as **initiated** once it is finalized.
  - Once initiated, the invoice is considered ready for accounting processing.
- **Integration with Accounting System (NetSuite)**
  - Upon invoice initiation, the system must send invoice data via API to **NetSuite**.
  - The data must include:
    - Invoice number (Created by the system: format IN-YY-XXXX)
    - Customer information
    - Line items (asset, service, quantity, unit price, total)
    - Additional fees (logistics, order line fees)
    - Total invoice amount
  - The system must use the **designated NetSuite API endpoints** for invoice creation.
  - The system must manage API responses and log success or failure.
- **Validation**
  - The system must prevent invoice creation if:
    - The inbound order is not marked as **Process Complete**
    - Required asset/service data is missing.
- **Audit Trail**
  - The system must log all invoice creation activities, including:
    - Who created or adjusted the invoice.
    - Date and time.
    - Any manual adjustments made.
    - Status of API submission to NetSuite
- **Optional Enhancements (for completeness)**
  - System may allow **preview of invoice** before initiation.
  - System may provide **exportable copy** (PDF/CSV) for internal or customer records.
  - System may display **invoice status** (Draft, Initiated, Sent to Accounting) on the inbound order dashboard.

**Note:** Phase II there will be an API sending invoice details to the account

# SALES ORDER

## View Sales Orders Dashboard

**As a** Value Recovery team member
**I want** to view all sales orders in a dashboard
**So that** I can quickly see and manage all sales order information in one place.

### Acceptance Criteria

- The system displays a dashboard listing **all sales orders** in a grid format.

- The grid includes the following fields:
    1. Sales Order Number
    2. Customer Name
    3. Sales Order Type
    4. Number of Assets on the Sales Order
    5. Total Sales Value
    6. Total Cost
    7. Sales Representative
    8. User Who Created the Sales Order
    9. Created Date
    10. Shipped Date
- The user can **sort** the grid by any column.
- The user can **filter** the data using any of the fields.

## Create a New Sales Order

**As a** Value Recovery team member
**I want** to initiate and complete the creation of a new sales order
**So that** I can record and process sales transactions accurately.

**Acceptance Criteria**

- The system provides a **"Create Sales Order"** button on the sales order dashboard.
- When the user clicks the button, the system opens a **Sales Order Creation Page**.
- The page contains the following fields:
    1. Sales Order Type
        - A dropdown listing the sales order types.
        - This is a required field.
    2. Sales Channel
        - A dropdown listing of sales channels.
    3. Currency
        - This is the currency used for that site.
        - This is a required field.
    4. Customer Name
        - User will select from list of customers.
        - This is a required field.
        - This should be a list of account names that are listed as downstream or Customer.
    5. Shipping Address
        - Shipping address must be **associated with the selected customer**.
        - Only customer-related addresses appear in the dropdown.
        - This is a required field.
    6. Incoterms
        - A dropdown list of incoterms
    7. Shipment Method
        - A dropdown list of shipping method
        - This is a required field.

8. Invoicing Address
    - Invoicing address must also be **associated with the selected customer**.
    - This is a required field.

- **Field Validation Rules**:
    - A customer must be selected before the system displays shipping or invoicing address options.
    - Required fields must be populated before the system allows saving.
- **Saving and Sales Order Number Generation**:
    - Once all **required fields** have been filled in, the system enables the user to save the details.
    - When the user saves, the system creates a **new Sales Order**.
    - The newly created sales order receives a **system-generated sales order number** in the following format:
        - SO-YY-XXXX
            - SO is abbreviation for the Sales order.
            - YY is the year the sales order is created.
            - XXXX is sequential number created from 0001.

## Add Product Line to a Sales Order

**As a** Value Recovery team member
**I want** to add product lines to a sales order using the model number
**So that** I can accurately define the items, quantities, pricing, and overall totals for the order.

### Acceptance Criteria

### Product Line Selection

- The system provides a **Product Line Selection** feature within the sales order.
- The user can initiate adding a product line by selecting a **model number**.

### Product Line Entry Fields

When adding a product line, the system allows the user to enter:

1. **Model Number**
2. **Quantity** to be sold.
3. **Price per Unit** for the selected model number

- The user can click **"Add Line"** to save the product line.

### System Behavior When Adding a Line

Once the user adds the line, the system automatically populates:

- **Model Number** (selected)
- **Model Description**
  - Retrieved via the relationship between the Model Number and Model Description
- **Asset Type**
  - Retrieved via the relationship between the model number and asset type.
- **Manufacturer**
  - Retrieved via the relationship between the manufacturer and the model number.
- **Quantity** (entered by user)
- **Price per Unit** (entered by user)
- **Total Amount for the Line**
  - Calculated as: **Quantity × Price per Unit**

**Display of Product Lines**

Each added product line displays:

- Model Number
- Model Description
- Asset Type
- Manufacturer
- Quantity
- Price per Unit
- Total Amount for the Line

## Display Totals Summary

The system must display the following summary totals for the entire sales order:

1. **Total Amount Sold**
   - The sum of the **Total Amount** of all added product lines.
2. **Total Cost**
   - Calculated using the **cost per asset** retrieved from the cost table.
   - Formula:
     Total Cost = Σ (Quantity × AVG Cost per Asset)
3. **Total Quantity Sold**
   - The sum of all quantities across all product lines.

## Delete a Product Line

**As a** Value Recovery team member
**I want** to delete a product line from a sales order
**So that** I can remove items that should not be included in the sales order.

**Acceptance Criteria**

**Deleting Capability**

- The system must display a **Delete** option (trash icon or button) next to each product line.
- When the user clicks **Delete**, the system must:
    - Show a confirmation dialog (e.g., "Are you sure you want to delete this product line?")
    - Only proceed if the user confirms.

**System Behavior on Delete**

- When the product line is deleted, it is removed from the sales order grid.
- The system must automatically recalculate:
    - **Total Amount Sold** (sum of remaining line totals)
    - **Total Cost** (sum of remaining line quantities × cost per asset)
    - **Total Quantity Sold** (sum of remaining line quantities)

- The system must not allow deletion if the sales order has already been shipped or fulfilled on an order.

## Add Products to Sales Order Using Asset Numbers

**As a** Value Recovery Team member
**I want** the option to add products to a sales order by scanning or uploading asset numbers
**So that** I can accurately add assets with correct pricing and quantities.

**Acceptance Criteria**

- The system provides an option to add products using an asset number instead of selecting a product line.
- When this option is selected, the system allows the value recovery team to scan or manually enter an asset number.
- The system validates whether the entered asset number is eligible to be added to the selected sales order. (Please see the rules per Sales Order Section)
    - If the asset is not eligible, the system displays an appropriate error message.
- Once validated, the system allows the value recovery team to enter the selling price for the asset.
- The system displays the quantity available for that specific asset.
- The system displays a list of all asset numbers added to the sales order.
    - For each asset, the system displays:
        - Asset Number
        - Product Type
        - Product Manufacturer
        - Model Number
        - Model Description
        - Price per each
        - Quantity
        - Total Price
            - Price each * Qty

        - Total Cost
            - For Buyback products this is purchase price
                - Note Revenue Share assets could also have the purchase price.
            - For Revenue Share assets without the purchase price this is (Price Each * Qty) * Revenue Share

- The system allows the Value Recovery team to edit asset details, such as the entered price.
- The system allows the Value Recovery team to remove an asset from the Sales Order if it is no longer needed.
- The system includes an upload option that allows bulk addition of assets.
- A downloadable template is provided, containing fields for asset number and price per asset.
- When the template is uploaded, the system automatically creates product lines by:
    - Grouping assets by model number
    - Calculating total quantity for each model
    - Computing the average price for each grouped model
- The system then displays the generated product lines in the sales order.

## Sales Order Type and Allowed Asset Status Rules

When creating or updating a sales order, the system must enforce rules that determine which asset statuses are allowed based on the **Sales Order Type**. Only assets with the correct status may be added to that sales order.

Acceptance Criteria

- The system must validate the status of every asset or product line added to a sales order.
- Only asset statuses that match the rules for the selected sales order type may be added.
- Allowed Asset Status by Sales Order Type
  The system must apply the following rules:
    - Sales Order Type: *Sales*
        - The system must allow only assets with the status “To Be Sold.”
    - Sales Order Type: *Donation*
        - The system must allow only assets with the status “Reserved for Donation.”
    - Sales Order Type: *Redeployment*
        - The system must allow only assets with the status “Waiting for Redeployment.”
    - Sales Order Type: *Recycle*
        - The system must allow only assets with the status “For Recycle.”
    - Sales Order Type: *Internal Order*
        - The system must allow only assets with the status “To Be Sold.”
        - (Internal orders follow the same allowed status as standard sales orders.)

- Validation Enforcement
    - If a user attempts to add an asset whose status does not match the allowed status for the sales order type, the system must:
    - Prevent the addition.
    - Display an error message indicating that the asset status is not allowed for this type of sales order.
- Bulk Upload Validation
    - When assets are added via upload or bulk processing, the system must validate each asset individually against the allowed status rules.
    - Invalid assets must be rejected, and the system must provide a summary of rejected items and reasons.
- Editing or Updating Sales Order Type
    - Once assets have been added on a sales order the system will not allow changing sales orders.

## Print Sales Order Reports

**As a** Value Recovery team member
**I want** the ability to print reports related to a sales order
**So that** I can review and share detailed information about order lines and associated assets.

### Acceptance Criteria

- **Report - Printing Capability**
    - The system provides an option for the value recovery team to print reports for any sales order.
- **Report Header**
    - The printed report displays the sales order number.
- **Order Line Summary Tab**
    - One section/tab of the report displays all order lines associated with the sales order.
    - This section includes:
        - Product line details
        - Quantity per line
        - Total amount per line
- **Asset Details Tab**
    - Another section/tab of the report displays all assets included in the sales order.
    - This section includes:
        - Asset Number
        - Product Type
        - Product Manufacturer
        - Model Number

- Model Description
- Price per each
- Quantity
- Total Price
- Total Cost

# Outbound Order Creation and Fulfillment Process

**As a** Value Recovery and Operations team member
**I want** the system to support the full shipping workflow from creating a shipping outbound order to fulfilling and completing the shipment
**So that** sales orders can be shipped accurately, efficiently, and with full traceability.

## Outbound Order Creation

## View Outbound Orders Dashboard

**As a** Value Recovery team member
**I want** to view all outbound orders in a dashboard
**So that** I can quickly see and manage all sales order information in one place.

**Acceptance Criteria**

- The system displays a dashboard listing **all outbound orders** in a grid format.
- The grid includes the following fields:
    1. Sales Order Number
    2. Outbound Order Number
    3. Customer Name
    4. Sales Order Type
    5. Number of Assets on the Sales Order
    6. Sales Representative
    7. User Who Created the Sales Order
    8. Created Date
    9. Estimated Shipped Date
    10. Sales Order Status
- The user can **sort** the grid by any column.
- Once order is shipped it should not be visible on this dashboard.

## Acceptance Criteria

- **Start Shipping Process**
    - The system allows the Value Recovery team to initiate the shipping process for a sales order.

- A button labeled “Sales Order Can Be Shipped” is available when the sales order is ready for shipping.
- When this button is selected, the system automatically creates an Outbound Order.

- **Outbound Order Creation**
  - When an outbound order is created, the system assigns:
  - A unique outbound order number in the following format
    - OT-YY-XXXX
      1. OT is shortcut for outbound.
      2. YY is the year the outbound order was created.
  - A link back to the originating sales order
- **The outbound order includes**:
  - Customer information
  - Shipping address
  - Shipping instructions (entered by the value recovery team)
  - Desired ship date or date the shipment should occur (entered by the value recovery team)
- **Handoff from Value Recovery to Operations**
  - Once the outbound order is created, the Value Recovery team can mark it as Ready for Fulfillment.
  - The system displays all pending outbound orders on an Operations Shipping Dashboard.
  - The dashboard lists all outbound orders waiting to be fulfilled and shipped.
  - The dashboard displays the following:
    - Outbound Order Number
    - This will be a link allowing the operator to open the shipping order and start the operation page.
    - Sales Order Number
      1. Sales Order number related to the shipping order.
    - Number of Assets
    - Expected Shipping Date
    - Sales Order Status
- **Start Fulfillment**
  - An operator can select a shipping order from the dashboard and begin the fulfillment process.
  - The operator can scan a product number to fulfill the shipment.
  - The system validates the scan based on the type of sales order.
  - If the sales order contains product lines:
    - The model number of the scanned asset must match one of the product lines.
  - If the sales order contains individual assets:

        - The scanned asset number must match exactly with an asset assigned to the sales order.
    - The system will allow operator to fulfill the assets using a container.
        - An operator will scan a container, and system will validate all assets in the container and if there are no errors then all assets are marked as picked.
- **Pallet Assignment**
    - The operator selects a shipping pallet where the scanned assets will be placed.
    - This is a pallet with type "Shipping".
    - The system tracks which assets are assigned to which pallet.
- The system will display products line on the sales order and for each product line it will show how many have been picked.
- The system will allow the operator to mark the shipping order as Ready to Be Shipped when all required assets have been located and assigned to pallets.
- If the shipping order has been approved by Accounting, then when the operator marks it as "Ready for shipment," the status will remain "Ready for Shipment." If the order has not been approved, the system will change the status to "Awaiting Accounting Approval." Once Accounting approves the order, the system will automatically update the status to "Ready for Shipment."

- **Editing Restrictions**
    - Operators cannot remove product lines or asset lines directly on the shipping order.
    - If an asset must be removed, it must first be removed from the sales order.
    - Once the sales order is updated, the shipping order is automatically updated to reflect the changes.

## Outbound Order Statuses

The shipping order will move through the following statuses:

1. **Pending** – Shipping order has been created.
2. **Processing** – Marked by the value recovery team as ready for fulfillment.
3. **Ready for Shipment** – All required assets have been located and assigned to pallets.
4. **Awaiting Accounting Approval** – Shipment cannot proceed until accounting approves.
5. **Approved for Shipment** – Accounting has approved the shipment.
    1. Approval is needed only for SO with Pre-pay terms.
6. **Shipped** – Shipment completed.

## Outbound Order Process

- During the shipping process, the operator must enter the weight of each pallet.
- The system calculates and displays the total shipment weight.
- The operator selects the carrier that will transport the shipment.

    - This is a list of accounts with account type “Transporter 3PL”
- Before the system allows shipment, the order must be approved by the Accounting team, and all assets must be marked as picked.
    - Approve is needed for pre-pay payment terms.
- The operator will capture the following fields.
    - Seal Number
    - Trailer Number
    - Container/ Truck Type
        - Dropdown list (Dry Van, Reefer, Conestoga)
    - Container/ Truck Size
        - Dropdown list (53FT, 48FT, 40FT, 26FT, 20FT)
    - Container Number
- Once approved and all assets have been picked, the operator may proceed with marking the shipping order as Shipped.

## Required Reports for Shipping

Bill of Lading (BOL)

- The system generates a Bill of Lading report containing standard BOL fields, such as:
    - Shipper information
        - SO Number
        - OT Number
    - Consignee information
    - Carrier
    - Shipment date
    - Number of pallets
    - Weight per pallet
    - Total weight
    - Description of goods
    - Freight terms
    - Seal Number
    - Trailer Number
    - Container/ Truck Type
    - Container/ Truck Size
    - Container Number
    - Signature areas for shipper and carrier
- Packing List
    - The system generates a packing list that includes:
    - All product lines included in the shipment.
    - Quantity per product line
    - Total quantity for the shipment

- Asset numbers (if applicable)

## Post-Shipment Processing

Once an operator marks a shipping order as **Shipped**, the system must automatically perform several backend processes to update asset status and transmit shipment data to the accounting system.

### Acceptance Criteria

- When an operator marks a shipping order as **Shipped**, the system must automatically initiate all post-shipment processes.
- The system must update the status of all assets included in the shipping order.
- The new asset status must follow the predefined mapping rules based on the **Sales Order Type**.
  - The mapping table for asset status transitions must be referenced and applied consistently for all assets.
- **Prepare Data for Accounting Upload**
  - The system must compile all required shipment data, including:
    - Shipping order number
    - Related sales order number.
    - Customer details
    - Product lines or asset numbers shipped.
    - Quantities shipped
    - Shipping date
    - Carrier information
    - Total weight and pallet details
    - Asset cost and sale price where applicable
  - The system must format the data according to the NetSuite API requirements.
  - **Upload to NetSuite**
    - The system must transmit shipment and asset status update data to **NetSuite** using the specified API integration.
    - Upload must use the correct API endpoints defined for:
  - **API Behavior Requirements**
    - The system must call the appropriate NetSuite API endpoints as documented for this integration.
    - API calls must:
      1. Include all required authentication headers.
      2. Format data fields according to NetSuite specifications.
      3. Manage pagination or batching if required by NetSuite limits.
      4. If the NetSuite upload is **successful**, the system must log the upload event and store the NetSuite reference IDs returned by the API.
      5. If the upload **fails**, the system must:

6. Record the error message.

- Maintain the shipping status as “Shipped”
- Flag the record for reprocessing.
- Display an alert or notification to the accounting or integration support team.
- **Audit Logging**
    - The system must log all post-shipment actions including:
    - Asset status changes
    - API payload sent to NetSuite
    - Response received from NetSuite
    - Timestamp and user who marked the shipment.

# Audit Trail

**As an** Authorized User (e.g., System Administrator or Warehouse Manager)
**I want** to view an audit trail for all critical system functions
**So that** I can see who performed actions, what changes were made, and when they occurred for accountability and tracking purposes.

## Acceptance Criteria

1. The system must automatically capture an audit trail for the following functions:
    - Account creation
    - SOW creation and updates.
    - Model number creation and updates.
    - Warehouse and warehouse location management
    - Order Creation
    - All operation processes
    - All sales and shipment processes

2. Each audit trail entry must include:
    - **User** who performed the action
    - **Action performed** (create, edit, delete)
    - **Fields affected** and their values (Old and new value)
    - **Date and time** of the action.

3. The audit trail UI will be positioned alongside the corresponding module. For example, the audit trail for accounting will be accessible next to the Account function.
4. Authorized users must be able to **view audit trail entries** in a UI.
5. Audit trail entries must be **read-only** to prevent tampering.

## Manage Master Data

**As an** Administrator,
**I want** to access a dedicated Master Data section where I can manage all system master data (such as dropdown lists and reference values),
**so that** the system maintains consistent, accurate, and configurable data across all modules.

**Acceptance Criteria**

- The system provides a Master Data Management section accessible only to authorized administrators.
- The Administrator can create, edit, deactivate, and view master data values.
- Master data changes are reflected system-wide without requiring system redeployment.
- All master data updates are logged for audit purposes.

List of Master Data

- SOW Types
- Payment Terms
- Countries
- US states
- Currency
- Product Type
- Manufacturer
- Sales Order Types
- Sales Channel
- Incoterm
- Shipment Method
- Carriers
- Inbound Order Statuses
- Outbound Order Statuses
- Services
- Packaging Type
- Grading Comments
- Container/Truck Type
- Truck Size

# User and Role Management

Description

The system shall allow an Administrator to create, manage, and maintain users, roles, and permissions to control system access and functionality.

## User Management

1. The system shall allow an Administrator to create new user accounts.
2. The system shall allow an Administrator to edit, activate, deactivate, and delete user accounts.
3. The system shall allow an Administrator to assign one or more roles to a user.
4. The system shall enforce that each user has at least one role assigned.

## Role Management

1. The system shall allow an Administrator to create, edit, and delete user roles.
2. The system shall allow an Administrator to define permissions for each role.
3. The system shall support assigning multiple permissions to a single role.

## Permission Management

1. The system shall provide a configurable list of system permissions (e.g., view, create, edit, delete).
2. The system shall allow an Administrator to assign or revoke permissions at the role level.
3. The system shall enforce access control based on the permissions assigned to the user's role(s).

## Access Control

1. The system shall restrict system features and data access based on assigned roles and permissions.
2. The system shall prevent unauthorized users from accessing administrative functions.
3. The system shall log user and role creation, updates, and deletions for audit purposes.
4. The system shall record the Administrator who performed each action and the date/time of the change.

# Non-Functional Requirements

## Performance & Efficiency

1. The system shall support high-volume asset intake and processing without degradation of response time.
2. The system shall ensure that standard user interface actions (page load, search, save) complete within two seconds under normal operating conditions.
3. The system shall support batch processing of asset records and documents.
4. The system shall maintain consistent performance during peak receiving periods.

## Scalability & Architecture

1. The system shall be built using a microservices architecture to allow independent scaling of services.
2. The system shall allow horizontal scaling to accommodate increased asset volume without service interruption.
3. Individual services (e.g., receiving, auditing, reporting) shall be deployable and scalable independently.

## Availability & Reliability

1. The system shall achieve a minimum uptime of 99.9%, excluding scheduled maintenance.
2. The system shall implement fault tolerance to prevent single points of failure.
3. The system shall support automated health monitoring and service recovery.
4. The system shall ensure transactional integrity during asset processing.

## Data Location & Hosting

1. The system shall be hosted and operated on servers located within the United States.
2. All production data, backups, and logs shall remain within U.S.-based data centers.
3. The system shall comply with applicable U.S. data residency and regulatory requirements.

## Security

1. The system shall enforce role-based access control (RBAC) across all services.
2. The system shall require secure authentication mechanisms, including multi-factor authentication can be considered (Phase II if this will take time)
3. The system shall encrypt data at rest and in transit using industry-standard encryption protocols.
4. The system shall prevent unauthorized access to sensitive client report.
5. The system shall maintain audit logs of user activity, data changes, and administrative actions.

## Compliance & Regulatory

1. The system shall retain audit and compliance records according to configurable retention policies.
2. The system shall provide traceability of assets throughout the entire disposition lifecycle.

## Reporting & Data Isolation

1. The reporting module shall be logically and physically separated from core transaction-processing services.
2. Reporting queries shall not impact operational system performance.

3. The system shall support near real-time or scheduled data synchronization between processing services and reporting services.
4. The reporting module shall support large datasets and historical analysis.

## Maintainability & Extensibility

1. The system shall support independent updates and deployments of microservices without requiring full system downtime.
2. The system shall use standardized APIs for service communication.
3. The system shall support configuration-driven business rules to minimize code changes.

## Logging, Monitoring & Observability

1. The system shall generate centralized logs for all services.
2. The system shall provide monitoring and alerting for performance, security events, and service health.
3. The system shall support traceability across services for troubleshooting and audits.

## Backup & Disaster Recovery

1. The system shall perform automated backups of critical data.
2. The system shall support disaster recovery with defined recovery point and recovery time objectives.
3. The system shall allow system restoration without data loss beyond defined thresholds.

## Usability

1. The system shall provide a responsive user interface accessible via modern web browsers.
2. The system shall provide clear system feedback for long-running processes.

## Interoperability

1. The system shall expose secure APIs for integration with external systems (e.g., Accounting, logistics, client portals, etc.)
2. The system shall support standard data formats such as JSON and CSV.

# Appendix

## Sales Order Rules

| Sales Order Type | Allowed Statuses | Status Changes After Shipment |
|---|---|---|
| Sales | To be Sold | Sold |
| Recycle | To be Recycled, To be Destroyed | Recycled/ Destroyed |

| | | |
|---|---|---|
| Redeployment | To be Redeployed | Redeployed |
| Internal | To be Sold | Sold |
| Donation | To be donated | Donated |

## Status for Internal Use vs. Client Reporting

| | **Purchase Price No Set** | **Purchase Price Set** |
|---|---|---|
| **Internal Status** | **Client Status** | Client Status |
| Received | Received | Purchase price not allowed |
| Quarantine | Quarantine | Purchase price not allowed |
| In Progress | In Progress | Purchase price not allowed |
| To Be sold | Processed | Sold |
| To Be Redeployed | Processed | Purchase price not allowed |
| To be Recycled | Processed | Purchase price not allowed |
| To be Destroyed | Processed | Purchase price not allowed |
| Sold | Sold | Sold |
| Redeployment | Redeployment | Purchase price not allowed |
| Recycled | Recycled | Purchase price not allowed |
| Destroyed | Destroyed | Purchase price not allowed |

## Product Status

| **Product Status** | **Business Logic** | |
|---|---|---|
| Received | Assigned when the inbound order is received. | Date Received must be indexed used for reporting: All assets must have this status, even when the decision tree is used. |
| Quarantine | Assigned by the decision tree or by operator. | |
| In Progress | All assets that are in process- manually assigned) | |
| To Be sold | Applied to asset without "SCRAP grade and are data safe | |
| To Be Redeployed | Manually assigned | |
| To be Recycled | Manually assigned or auto-assigned based on the model No | |

| | | |
|---|---|---|
| To be Destroyed | Manually assigned or decision tree | |
| To be Donated | Manually assigned or decision tree | |
| Sold | Auto assigned when product is shipped | |
| Redeployment | Auto assigned when product is shipped | |
| Recycled | Auto assigned when product is shipped | |
| Destroyed | Auto assigned when product is shipped | |
| Donation | | |

## Order Status

| Order Status | Business Logic | Sequence |
|---|---|---|
| New | Assigned on a new inbound order | 1 |
| Scheduled | Manually assigned | 2 |
| Collected | Manually assigned | 3 |
| Received | Manually assigned | 4 |
| Audit Complete | Manually assigned | 5 |
| Process Complete | Manually assigned | 6 |
| Settled | Manually assigned | 7 |
| Completed | Manually assigned | 8 |
| | | |