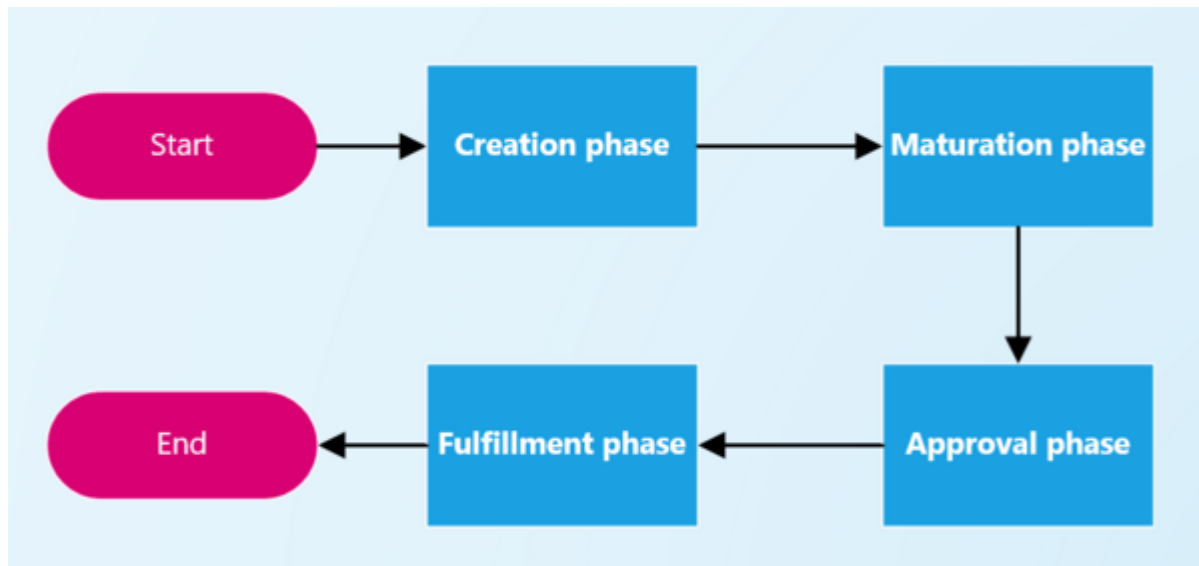


Internal order

For staff members requiring items to work, the internal order is the document of choice to communicate their demand.

Phases of an internal order



Phases of an internal order

Creation phase

For the creation phase, we have designed our [shop solution](#) to file the internal order. Typically two use cases can be differentiated:

- the user knows the exact items which are required, picks a product listed in the shop. We call this a **fully qualified product position** Example: I want product "HP 17-Cp0212ng".
- the user knows only his general demand, but does not know which products are the right ones. We call this a **[purchase requisition position](#)** Example: I want a "bike with 20 inch wheels"

After creation has completed the internal order reaches the state "**created**"

Maturation phase

If an internal order holds purchase requisition positions, it can not become approved as not full qualified product is leaving uncertainty. This makes material, price and team approvals impossible and the approval phase may not be entered.

In this phase a operative procurement officer is researching about the *purchase requisition positions* trying to convert them into a *fully qualified product positions*. Once all positions are converted, the internal order reaches the state "**ready for processing**"

Approval phase

Once the order is ready for processing, it enters the approval phase. In this phase three types of

approval must be created:

- Internal Order Team Approval
- Internal Order Material Approval
- Internal Order Financial Approval

Each internal order may or may not be subject to these three approvals. If they are not subject, they will be automatically granted this approval type. Only when all three approval types were granted the internal order receives the state "**approved**"

Fulfillment phase

Once the internal order is approved, the [fulfillment phase](#) begins. The

- **stock fulfillment** - means the fastest availability of goods to the internal customer. This fulfillment uses (internal) [shipment orders](#) to deliver goods from local warehouses.
- If the goods are not available immediately, a **buy or make decision** has to be made. This type of fulfillment uses [purchase orders](#) or [production orders](#) to fulfill the internal demand.

Related development articles

- [Dev:Fulfillment plan](#)
- [Dev:Internal Order](#)
- [Dev:Internal order default status](#)
- [Distribution order slip document type](#)
- [App:Orders overview](#)

Related articles

- [Purchase requisition](#)
- [Fulfillment](#)