Welcome to the Garrets Digital Workbook Manual

Always remember to check that your workbook’s version number is the same as mentioned above

Make sure you have received the workbook from Garrets International – hereafter called Garrets.

The Garrets Workbook is an administration tool that assists you in giving an overview of your current stock situation. Furthermore, it gives you an easier ordering tool with a product assortment that has been customized to your vessels needs and agreed spends.

Some of the benefits of the workbook include the following:

- Saves time on board
- Automatically updates purchase prices from Garrets
- Works as a tool for composing an order
- Works as a tool for stock reporting
- Allows quicker closure on monthly stock validation
- Has more automatic processes (less mistake prone)
- Has a more user friendly interface

If you have any questions, please contact Garrets at any time by email or phone. You can find the Garrets contact details in your workbook. Please view the Ship Settings page for more details.
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Uploading Text Files Received From Garrets

For the Excel WB to be able to function, it is **important** that you always upload the text files received from Garrets.

When receiving a text file by email press `CTRL + C` to copy the file.

Then press `CTRL + V` in your workbook folder, to paste the file there – see below picture.

The text files will be uploaded by the workbook when it is opened. When this happens the text file will disappear from your workbook folder and will be absorbed into the underlying master data file.
Main Menu

Interface Explanation

When opening the excel WB, the front page will be presented:

On the left side of the screen you will find your:

- Local username
- IMO number
- Vessel name
- Workbook version number
If your email client is not linked to Microsoft Office, please follow the instructions: “How to Forward Text Files to Garrets”
Ship Settings

Interface Explanation

The Ship Settings page contains general information for the vessel including the contract agreement that Garrets has made with your owners.

Here you can also see the contact information for Garrets. This includes the name, phone number, email and office hours of your contact person.

Your vessel’s details will also be listed here. These details include your IMO number, vessel name, vessel currency, owners/management name, and open fields for you to update the current Captain and Chief Steward on board.

Beneath your Contract Agreement you can see the standard manning (informed to Garrets by your owners) and your budget rate.

Special Agreements: Here you can see if there are any special agreements applicable for your vessel.

You can return to the Main Menu via this button:
Purchasing – Provision

When you need to purchase provisions, press the “Provision” button under the “Purchasing” section.

Interface Explanation

Upon pressing the “Provision” button, a box will appear with three options.

- **Create New RFQ**
  Selecting this module will allow you to create a whole new RFQ (request for quotation) from scratch.

- **Create New RFQ (use previous as template)**
  You can use a previous order as a template, where the ordered quantities from a previous order will be transferred to the “Order QTY” column. These quantities can be adjusted if necessary and new items can be added. All header details will have to be filled in for this new order.

- **Open Existing RFQ/Order**
  The module will show you a pane containing the open orders that have already been sent to Garrets. If you need to see your closed purchase orders you can press the tick box, and all closed purchase orders will be listed. Below you will find an example of when this module should be used:
  - For looking at an order that has been sent to you for revision/finalisation.
  - For sending a “Receipt Confirmation” to Garrets.

For all three options, the basic setup will be the same.
Below you will find a detailed explanation for each cell/area on this sheet.

Press “<< Menu” to go back to the main menu.

These buttons can hide/show the header on the order sheet. Doing this allows you more space for the item lines if needed.

- “Show order items” will only display the items you have ordered on this order.
- “…and Stock Items” will show you all your ordered items on this sheet plus items already on stock.
- “Show All Items” will show you all the items in your assortment.

- “Save” every 5 - 10 minutes to avoid data loss. You can also use this button if you have to take a break.
- “Print” the order if you need it on paper. This creates a PDF.
- “Send” the order when it is ready to submit it to Garrets.
For deleting an order that has not already been sent to Garrets.

If you need to cancel an order that has been sent to Garrets already – please contact Garrets and we will send you a cancellation text file to upload to your workbook.

<table>
<thead>
<tr>
<th>TYPE</th>
<th>PROVISION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order ID</td>
<td>1234557-00003</td>
</tr>
<tr>
<td>Stage</td>
<td>RFQ</td>
</tr>
<tr>
<td>Status</td>
<td>New Request</td>
</tr>
<tr>
<td>Garrets PO No.</td>
<td></td>
</tr>
</tbody>
</table>

- “Order ID” is automatically generated.
- “Stage” can be the following: RFQ (new order), PO review (order in review), FO (final order) or Received.
- “Status” can be the following: New request (new order), Review (In Progress, Not Sent), Confirmed (final order, receipt in progress) or closed (Received).
- “Garrets PO No.” will be filled from the Garrets office and is an internal number for the order in Garrets system.

The below calculations are made to guide you in the ordering process.

<table>
<thead>
<tr>
<th>Group</th>
<th>Unit</th>
<th>Per man per day</th>
<th>Last Count Stock QTY</th>
<th>Ordered QTY</th>
<th>Recom. QTY</th>
<th>Difference QTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meat</td>
<td>KG</td>
<td>0.45</td>
<td>1050</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Fruit and Vegetables</td>
<td>KG</td>
<td>0.80</td>
<td>908</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Rice and Pasta</td>
<td>KG</td>
<td>0.25</td>
<td>410</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Mineral Water</td>
<td>LTR</td>
<td>1.50</td>
<td>80</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Attention is focused towards these four groups: Meat, Fruit & Vegetables, Rice & Pasta and Mineral Water (if it is included in your contract).

- “Per man per day” is our recommended consumption values within the individual groups.
- “Last Count Stock QTY” shows the total for each group from the last stock count made, and is not included in the calculation, but only to show your most recent stock quantity.
- “Ordered QTY” shows the quantities you have ordered on this particular order.
- “Recom. QTY” shows short for “Recommended Quantity” - Calculation: (Standard Manning + Extra Guests) x Recom. QTY Per man per day.
- “Difference QTY” is the difference between the “Ordered QTY” and the “Recom. QTY”.

Order header (this can be shown or hidden with the earlier mentioned buttons).

All green fields, except “Remarks”, are mandatory.

If there are changes to the standard manning, it needs to be regulated in the green field next to the standard manning. Extra guests and the number of days they are on board also must be entered.

This is an overview of the budget for the order. Totals are shown when you enter the covering days and receive the unit prices from the vendor. The order budget is based on the entered manning and your allowed spend.

- “Reserved Budget (Fresh Food)” is only shown as a calculation when you order for more than 30 days in covering period. This is made to ensure that your vessel has a sufficient reservation for fresh purchases. Example: if the covering period is made for 60 days, the calculation will then reserve 30% of a monthly budget for purchasing fresh food after the first month of sailing.
- “Order Actual Total” is based on your ordered quantities and the unit prices.
- “Budget / Actual Ratio” is a percentage representation of Budget divided by the Actual.
Order lines contain the information for each item on your order. These include the item number, item description, unit of measure, last counted quantity and, “Order QTY” - in which you enter the quantity you would like to request for this order.

When you receive the order for revision/finalisation from Garrets, you will find the unit price for each item, both in the delivery currency and the vessel currency.

The “New Item Request” button is used to create an item. We kindly ask you to make sure that the item is not already in your assortment before you create a new item. If you hold CTRL and press F you can search for items.
How to Create New RFQ

When you need to make a purchase, go to the main menu and press “Provision” button under the “Purchasing” section.

After pressing the “Provision” button, please select “Create New RFQ” and press “OK”.

Fill in the header details:

All green fields need to be filled out (except “Remarks”) – if any details are unknown please enter N/A.
Fill in the “Order QTY” column with your requested quantities.

The button “New Item Request” is used to create an item not already included in your assortment. We kindly ask you to make sure that the item is not already in your assortment before you create a new item. If you hold CTRL and press F you can search for items.

When pressing “New Item Request” a dialogue box will appear, as seen below:

Type the name of the item in the “Item” field, press the drop down menus and choose the correct Category and Unit. Press “OK” and then the new item will be created on your order and assortment. Example of a new item:
Here you can see the item that has been added to the assortment. This item will also be visible on the order.

When all desired items are entered – please press the “Send” button and make sure to send the text file to Garrets.

How to Create New RFQ (use previous as template)

The Workbook gives you the opportunity of using a previous order as a template. This will save you time instead of adding all items on a new RFQ. You can amend all quantities and add additional items if needed.

The procedures above are the same, however instead you have to select “Create New RFQ (use previous template)” to start creating your order. To use previous orders that are already delivered as templates, tick “Show Closed Purchase Orders” and choose the desired order, then press “OK”.

If your email client is not linked to Microsoft Office, please follow the instructions: “How to Forward Text Files to Garrets”
How to Open an Existing RFQ/Order

When you need to open an order that you have created but not sent to Garrets, or open an order that has been sent to Garrets, go to “Open Existing RFQ/Order”.

You can also use this module if you need to look at an order that has been sent to you for revision/finalisation, or when you need to make a receipt (if you are not using the link on the front page where messages are shown).

How to Review an Order

When you have received an e-mail from Garrets with the quotation and chandler details (a text file), you need to save it in your vessel folder next to your workbook.

After opening your workbook and uploading the text file, you will see a message with a link on the main menu. You can double-click on this message to open the order for review.
When you open the order sheet, you will find header details provided by Garrets. These details are given to provide an overview of the order.

Below the header details you will see the provision order. Please see below example:

<table>
<thead>
<tr>
<th>Item No</th>
<th>Description</th>
<th>New Item Request</th>
<th>Block Unit</th>
<th>Last Count</th>
<th>Pack Size</th>
<th>Request QTY</th>
<th>Order Unit</th>
<th>Order QTY</th>
<th>Price (SGD)</th>
<th>Total (SGD)</th>
<th>Est.Price (USD)</th>
<th>Est.Total (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1021252</td>
<td>BEEF BRISKET BONELESS FROZEN</td>
<td>KG</td>
<td>10</td>
<td>0.00</td>
<td>6.00</td>
<td>KG</td>
<td>6.00</td>
<td></td>
<td>8.11</td>
<td>48.66</td>
<td>6.00</td>
<td>36.01</td>
</tr>
<tr>
<td>1021253</td>
<td>BEEF OXTAILS FROZEN</td>
<td>KG</td>
<td>18</td>
<td>18.00</td>
<td>15.00</td>
<td>KG</td>
<td>18.00</td>
<td></td>
<td>13.65</td>
<td>245.70</td>
<td>10.10</td>
<td>181.82</td>
</tr>
<tr>
<td>1021338</td>
<td>CHICKEN OXTAILS FROZEN</td>
<td>KG</td>
<td>5</td>
<td>15.00</td>
<td>10.00</td>
<td>KG</td>
<td>10.00</td>
<td></td>
<td>3.07</td>
<td>30.70</td>
<td>2.27</td>
<td>22.72</td>
</tr>
<tr>
<td>1021356</td>
<td>CHICKEN LEGS WHOLE W/ BACK FROZEN</td>
<td>KG</td>
<td>20</td>
<td>15.00</td>
<td>12.00</td>
<td>KG</td>
<td>15.00</td>
<td></td>
<td>2.06</td>
<td>30.90</td>
<td>1.52</td>
<td>22.87</td>
</tr>
<tr>
<td>1021339</td>
<td>CHICKEN WHOLE GRADE A FROZEN</td>
<td>KG</td>
<td>90</td>
<td>15.00</td>
<td>40.00</td>
<td>KG</td>
<td>40.00</td>
<td></td>
<td>2.89</td>
<td>115.60</td>
<td>2.14</td>
<td>85.54</td>
</tr>
<tr>
<td>1021342</td>
<td>CHICKEN WINGS FROZEN</td>
<td>KG</td>
<td>5</td>
<td>15.00</td>
<td>10.00</td>
<td>KG</td>
<td>10.00</td>
<td></td>
<td>4.50</td>
<td>45.00</td>
<td>3.33</td>
<td>33.30</td>
</tr>
<tr>
<td>1021347</td>
<td>DUCK WHOLE FROZEN</td>
<td>KG</td>
<td>14.00</td>
<td>15.00</td>
<td>15.00</td>
<td>KG</td>
<td>15.00</td>
<td></td>
<td>6.34</td>
<td>95.10</td>
<td>4.69</td>
<td>70.37</td>
</tr>
<tr>
<td>1022974</td>
<td>PANGASiUS FILLET FROZEN</td>
<td>KG</td>
<td>0.00</td>
<td>1.00</td>
<td>KG</td>
<td>1.00</td>
<td></td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>1021488</td>
<td>TILAPIA FROZEN</td>
<td>KG</td>
<td>0.00</td>
<td>6.00</td>
<td>KG</td>
<td>6.00</td>
<td></td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

- **Prices** - As you can see, the prices are now given and shown in both the local currency and vessel currency. The vessel currency can differ depending on your owner’s agreed invoice currency.

- **Pack Sizes** - The pack size column must be followed as the supplier provides this. If this is not followed then the cell will turn red, to let you know about it. (e.g. some of the pack sizes for these items are 15 KG. The order QTY currently does not fit into these pack sizes, so the cells have turned red. For the first line to turn green, the order QTY needs to be adjusted to 30 or 45 (or 0) as the packing size is 15 KG).

If you do not amend the order QTY to fit the pack size, Garrets will do so before placing the order. These changes will not be informed out to the vessel.

- **Supplier Comments** – Any items that contain a supplier comment are indicated by a red triangle / comment marker icon on the order QTY of that item. To view the supplier comments, please hover over the cell with the red triangle / comment marker icon, and the supplier comment will then be visible. Please be sure to check all supplier comments.
• “Request QTY” is the quantity you requested in the initial order.

• “Order QTY” is the only editable column. Please adjust the quantities with pack sizes in mind.

Please note that any unavailable or unquoted items will be automatically removed in the system when your order is placed.

When the order is finalized you shall send it to Garrets, by pressing the Send button.

Garrets will now validate your final order based on the covering period, crew on board and the value of the order. After this Garrets will reply to you with a confirmation text file that you will need to paste into your workbook folder.
# How to Make a Receipt for Received Goods

Once you receive and upload a confirmation from Garrets, you will be able to create a receipt for your order.

Once you are ready and have the order delivered by the chandler please open the existing orders under provision. As shown below, go to “Open Existing RFQ/Order” and click on the order you currently need to confirm - or use the link message on the main menu. The message on the main menu will appear 5 days prior to the order date of the delivery and will be visible until you have forwarded your receipt of the delivery to Garrets.

![Order Type: Provision](image)

Once you have opened the order press the “Enter Received Quantities” button.

![Enter Received Quantities](image)
You will now see green cells that you need to fill in. The delivery date must be inserted along with any remarks that are needed from your side. Either the “Deliv. Note No.” or the “Invoice No.” have to be entered as well.

The “Received QTY” column needs to be amended with the actual delivered quantities based on the supplier invoice / delivery note. Please make sure you enter the exact delivered quantity, which should be the same as indicated on the invoice / delivery note.

If any discrepancies occur between the delivered quantity and the invoice / delivery note, kindly let us know.

When you have filled in all the received quantities, please press the “Send” button and send the receipt file to Garrets.
How to Edit a Closed Receipt

If you need to make changes in a receipt (due to a mistake from initial completion) you have to open the order by choosing “Provision” under “Purchasing” and then choose “Open Existing RFQ/Order” and mark “Show Closed Purchase Orders” before pressing “OK”.

When the purchase is opened, press the button. You will then get a pop-up where you have to enter a code provided by Garrets:

To obtain this code you will have to contact Garrets by email or phone. Please inform Garrets of the marked information in the pop-up box. Garrets will be able to forward you a code based on that information.

After entering the code you can make changes in the order. You will then be able to resend your corrected receipt to Garrets.

Please make sure to always forward Garrets the text file after making corrections.
Purchasing – Bonded

When you need to make a bonded purchase please press the “Bonded” button below “Purchasing”.

Interface Explanation

The first pop-up is the same picture and has the same choice as for provision:

In general, it is the same process you will see as when ordering provisions. The only difference is that the calculations are gone from the header. It will include the same buttons and the same details.
How to Create New RFQ

When you need to perform a bonded purchase, please go to the main menu and press “Bonded” under “Purchasing”.

After clicking the “Bonded” button, please select “Create New RFQ” and press “OK”.

Fill in the header details:

All green fields needs to be filled out – if any details are unknown please enter N/A. Type in “Deliv. Date” in this format: XX-XX-XXXX (Day, Month, Year).

If no assortment is available on your bonded list, you have to use the “New Item Request” button for each item you want to add to the order. When pressing this button you will get this picture:

Type the name of the item in the “Item” field and press the drop down menus for choosing the correct Category and Unit.
This is an example of a bonded item that can be created:

![Create New Item Request](image)

After creating the item, you can now see it on the bonded order:

![New Item Request](image)

When you have entered a quantity against all desired items – please press the “Send” button and forward the generated text file to Garrets. Garrets will now have the suppliers quote your RFQ and return to you with a quotation and chandler details later on.

**How to Create a New RFQ (use previous as template)**

Just like for Provisions you also have an option of using a previous order as a template for a bonded order. This can save you time making a new RFQ.

The procedure is the same as above except that you have to press “Create New RFQ (use previous template)”.

![Purchase Order](image)
How to Open an Existing RFQ/Order

For when you need to open an order that you have created but not sent to Garrets, or to open an order that has already been sent to Garrets.

You have to use this module if you need to look at an order that has been forwarded to you to revise, or when you need to make a receipt (if you are not using the link on the front page).

How to Handle an Order for Revision

When you’ve received an email from Garrets with the quotation and chandler details (a text file), you need to save it in your vessel folder next to your workbook. Once you open the workbook you’ll see the message (link) on the front page:

You can double-click on this message to open the revised order.
The above screenshot shows a bonded order. As you can see, the prices are now given and shown in both the local currency and vessel currency. The vessel currency can differ depending on your owner’s agreed invoice currency. The pack size column must be followed as the supplier provides this information. If this value is not followed then the cell will turn red, alerting you to the difference.

The “Request QTY” is the quantity you requested in the initial order.

The “Order QTY” is the only editable column. Please adjust the quantities with pack sizes in mind.

When the order is finalised, please send it to Garrets by pressing the **Send** button.

Garrets will now validate your final order based on the covering period, crew on board and the value of the order. After this Garrets will reply to you with a confirmation text file that you will paste into your folder where the workbook is located.
How to Make a Receipt
This is the same procedure used when making a receipt for a provision order.

Once you are ready and have the order delivered by the chandler please open the existing orders under bonded. As shown below, go to “Open Existing RFQ/Order” and click on the order you need to confirm - or use the link message on the main menu. The message on the main menu will appear 5 days prior the order date of the delivery and will be visible until you have sent your receipt of the delivery to Garrets.

Once you have opened the order, press the “Enter Received Quantities” button.
You will now see the green cells that you need to fill in. The delivery date must be inserted along with any remarks that are needed from your side. Either the “Deliv. Note No.” or the “Invoice No.” have to be entered as well.

The “Received QTY” column needs to be filled out with the delivered quantity based on the supplier invoice / delivery note. Please make sure you enter the exact delivered quantity, which should be the same as indicated on the invoice / delivery note.

If any discrepancies occur between the delivered quantity and invoice/delivery note, kindly let us know.

When you have entered all the received quantities – please press the “Send” button and send the receipt to Garrets along with your performance report.

**How to Edit a Closed Receipt**

If you need to make changes in a receipt (due to a mistake from initial completion) you have to open the current order by choosing “Bonded” under “Purchasing” and then choose “Open Existing RFQ/Order” and mark “Show Closed Purchase Orders” before choosing the order you wish to edit and pressing “OK”.

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*Version 4.00.02_06.2019*

*If your email client is not linked to Microsoft Office, please follow the instructions: “How to Forward Text Files to Garrets”*
When opening the purchase please press the **Edit** button. When you press the edit button you will provoke the below pop-up.

To obtain this code you will have to contact Garrets by email or phone. Please inform Garrets of the marked information in the pop-up box. Garrets will be able to forward you a code based on that information.

After entering the code you can make changes in the order. You will then be able to resend your corrected receipt to Garrets.

Please make sure to always forward Garrets the text file after making corrections.
Purchasing – Non-food

Interface Explanation

The first pop-up has the same options as for provision and bonded:

This is the exact same picture you will see as when creating a bonded order.
How to Create New RFQ

When you need to purchase Cabin or Galley stores, or mineral water which is not included in your budget rate, please click the “Non-food” button below “Purchasing”.

After pressing the Non-food button, please mark “Create New RFQ” and press “OK”

The rest of the process follows the exact same procedure for bonded orders so please refer to the bonded section of the manual.

How to Create a New RFQ (use previous as template)
This part is the same as for bonded.

How to Open an Existing RFQ/Order
This part is the same as for bonded.

How to Handle an Order for Revision
This part is the same as for bonded.

How to Make a Receipt
This part is the same as for bonded.

How to Edit a Receipt
This part is the same as for bonded.
Purchasing – Season

Interface Explanation

When you need to make a Season purchase, please click the “Season” button below “Purchasing”.

Season purchases are for things like christmas or new years celebration items. It is NOT for fruit and vegetables that are seasonal.

The first pop-up has the same options as for provision, bonded and non-food orders:

![Purchase Order Interface](image)

This is the exact same picture you will see as when making a bonded order.
How to Create a New RFQ

When you need to perform a Season purchase, please go to the front page and click “Season” under “Purchasing”.

After clicking the season button, please mark “Create New RFQ” and push “OK”.

The rest of the process follows the exact same procedure for bonded orders so please refer to the bonded section of the manual.

How to Create a New RFQ (use previous as template)

This part is the same as for bonded.

How to Open an Existing RFQ/Order

This part is the same as for bonded.

How to Handle an Order for Revision

This part is the same as for bonded.

How to Make a Receipt

This part is the same as for bonded.

How to Edit a Receipt

This part is the same as for bonded.
**Cash Purchase**

When you need to make a cash purchase, please always remember to get approval in advance from Garrets.

Please forward an email to Garrets and inform us of the following:

- Port and country of the desired purchase
- Which items you need
- Total value you expect to buy for
- Reason for the cash purchase

If Garrets do not have the opportunity to assist you with a purchase - Garrets usually accept a cash purchase and will give you a pre-approval.

When the cash purchase is made you have to forward a copy of the invoice / receipt to Garrets and enter the purchase into your workbook accordingly – an explanation on how to do this will follow.

**Interface Explanation**

The first pop-up is the same picture and includes the same choices as all other purchases:

![Image of purchase order interface]

Since cash purchases are rather rare and most likely never include the same items, we recommend that you always use “Create New Cash Purchase”.
The cash purchase is similar to the provision module in several ways, however here you have to choose the “Order Currency” and enter all prices.

Clicking on the “Order Currency” field will open a menu of accepted currencies.

Writing a part of the name will narrow down the options. Select the correct currency by clicking it – then press OK.

Next to the “Order QTY” column, there is also a unit price column. Enter all quantities and prices for the items bought.
How to Enter a Cash Purchase Into The Workbook

When you are ready to enter a cash purchase into the workbook, press “Cash Purchase” under “Purchasing” on the front page.

As written under the interface explanation we encourage you to always to use “Create New RFQ” since cash purchases are rather rare and most likely never contain the same items. After choosing “Create New RFQ” press “OK”.

When entering the cash purchase into the workbook you have to fill the purchase into the green cells:

Details that are not available can be mentioned as N/A, but “Deliv. Port”, “Deliv. Country”, “Deliv. Date”, “Order Currency”, “Order QTY” and “Price” are MANDATORY. When finished, press the “Send” button and send the generated file to Garrets.

How to Edit a Closed Cash Purchase

This part is the same as for bonded – so please see the manual under bonded.
How to Make a Claim

If you have received any provision, bonded, non-food or season provision handled through Garrets that is damaged, expired or for some other reason rejected / returned during delivery, you have to create a claim in your workbook and afterwards attach proper documentation such as pictures and comments etc. in an email and send it to Garrets.

You also have to clearly mark the items on the invoice / delivery note if this is noticed during the delivery.

If the invoice / delivery note is signed before all items are checked, this should be signed with “FOR RECEIPT ONLY” or “SUBJECT TO CHECK”. This way it can be claimed later on if products are discovered afterwards on board.

- Any discrepancies must be reported and notified immediately after receipt of the goods – or as soon as the discrepancies are discovered.
  - Garrets will then place a claim at the supplier / ship chandler.
- If you have left port before discovering a discrepancy, we need you to contact us as soon as possible and, if the vessel is going back to same port within reasonable time frame, the items in question should be returned to the supplier.
- We advise you to take pictures (from all angles) – by doing so it is much easier to make the claim to the supplier / ship chandler.
- Garrets will keep you informed about the outcome and status of the claim during our negotiations with the supplier / ship chandler.
  - You are, of course, always welcome to contact us if you have questions or just wish to get an update.
- You do not have to worry about getting the credit note on board – this is all done from our Garrets office.
  - If you require a copy of the credit note for your records, please let us know and we will forward a copy to you.
Create a Claim in the WB

When you need to create a claim please press the “Provision” button under the “Purchasing” section from the main menu. After this, choose “Open Existing RFQ/Order” and mark “Show Closed Purchase Orders” before choosing your order and pressing “OK”.

Upon entering the purchase, press the “Create Claim” button in the right corner:

A pop-up message will show as per picture above. Confirm that you are sure you want to create a claim for items on this received purchase order. The claim date will automatic be set to the current date of the creation of the claim.
The "Delivered QTY" column will show you what was delivered based on your receipt. The "Claim QTY" needs to be filled out with the quantity you will report as claimed. Please make sure you enter the exact claimed quantity, which of course cannot be higher than "Delivered QTY" column.

All lines claimed shall need a claim type and if possible a comment, where a reason can be given. In the above picture, you can see an example of 2 claimed products. Each with reason code S & U respectively.

- 10.00 KG BEEF BRISKET BONELESS FROZEN was claimed because the product had a bad smell. The Claim Type used is "Scrapped" (indicated by an S) as the entire quantity needs a credit note.
- 10.00 KG BEEF CUBE ROLL FROZEN was claimed due to high fat percentage. The Claim Type used is "Usable but sub-standard quality" (indicated by a U) as the quantity can be used but should receive a reduction in price.

After you have filled in all claimed quantities, please send the claim to Garrets by pressing the "Send" button in the top right corner.

Remember to send the email and to attach the necessary pictures and documentation. This is needed for Garrets to generate the full valid claim towards the supplier.
Manning Report

Interface Explanation

Manning reports have to be made at the end of every month. Your interface can vary depending on the columns needed by your owners / management company.

Press “<< Menu” to go back to the main menu.

Here you can flip through the past months. It is not possible to flip forwards prior to filling the report for the active period.

- “Save” your manning to keep your progress, should you have to take a break.
- “Print” your manning report if you need it on paper.
- “Send” the report to Garrets when the report is finished.
Here you will see the active period for the shown report and the status for the report (e.g. “Not Started”, “In Progress” or “Sent”).

In the manning header you will see the vessel no., vessel name and the name of the Captain and Chief Cook. You also have a box here you to write any comments applicable to the manning report for the active month.

For entering the number of served meals, there are three sections: Breakfast, Lunch and Dinner. The columns (e.g. Crew & Off., Wife & Relative, Port Officials, and Other) within each section can vary from vessel to vessel depending on what’s been agreed with your owners.

In the field “Required company name of visitors” you have to enter the company name and / or the occupation / area of work for all visitors.
How to Fill in the Manning Report

When making the Manning report you have to fill in the following:

- Any comments to the Manning report if you have any – please use the “Comments” section at the top of the Manning page for this.
- Manning numbers for “Crew & Off.” for each day for the three meals (if none are on-board then enter 0, as all days must be filled in on these columns)
- Manning numbers for any other columns that are active in your workbook (e.g. “Wife & Relatives”)
- Any comments concerning the company name or / and the occupation / area of work for all visitors entered – please use the “Required name of company visitors” column for this.

When everything is correctly entered, please send the Manning report to Garrets by pressing the “Send” button and the report will be closed for the active period.
An Example of a Correctly Filled in Manning Report

In the example above we have entered the owner’s personal on-board for 4 days (14th-17th) for all meals (Breakfast, Lunch and Dinner).
How to Edit a Closed Manning Report

When entering the manning, make sure you are on the month you want to edit.

Please press the **Edit** button.

You will then be prompted with the following:

![Manning Report Editing](image1)

Select “Yes” and another pop up will occur requiring a code:

![Manning report Editing](image2)

To obtain this code you will have to contact Garrets by email or phone. Please inform Garrets of the marked information in the pop-up box. Garrets will be able to forward you a code based on that information.

After entering the code you will be able to re-edit your manning report and re-send it to Garrets.

Please make sure to always forward Garrets the text file after making corrections.
Condemned / Handed Over Report

Interface Explanation

This is where you should enter your condemned / handed over items at the end of every month. While this report is not mandatory, completing it helps to maximise the budget available for future provisions orders.

- The Condemned is, for example, intended for items that has expired.
- The Handed over is, for example, if you have to hand over items to authorities.

Press “<< Menu” to go back to the main menu.

Here you can flip through the months.

- “Save” your condemned list if it is not yet ready to send.
- “Print” your condemned list if you need it on paper.
- “Send” the condemned when it is completed ready for sending to Garrets at the end of the month.

Here you can see the active period for the shown report and the status for the report (e.g. “Not Started”, “In Progress” or “Sent”).

Here you can see the total value of the condemned / handed over report split by condemned and handed over.
How to Fill in the Condemned / Handed Over Report

Enter date of disposal
Enter place of disposal
Enter quantity disposed of
Reason code: C: Condemned
H: Handed Over
Enter comments if necessary

The item list you choose from can be filtered by category, specific description, or you can choose an item by simply scrolling through the list.

Filters are activated by clicking the filter buttons.

Choose an item by clicking on it and pressing "OK".

Use these buttons: Add Line, Delete Line if you need to insert or delete a line in the report.

When everything is correctly entered please send the Condemned / Handed over report to Garrets by pressing the "Send" button and the report will be closed for the active period.

An Example of a Correctly Filled in Condemned / Handed Over Report
How to Edit a Closed Condemned / Handed Over Report

When entering the condemned / handed over module please press the **Edit** button.

When you press edit you will get a pop-up. Confirm that you are sure you want to re-send the report to Garrets by pressing “Yes”.

Afterwards, another pop-up will occur, requiring a code. To obtain this code you will have to contact Garrets by email or phone. Please inform Garrets of the marked information in the pop-up box. Garrets will be able to forward you a code based on that information.

After entering the code you can make changes to your report. You will then be able to resend your corrected Condemned/Handed over report to Garrets.

Please make sure to always forward Garrets the text file after making corrections.
Stocktake Report

Your Stocktake is your count of items currently on board at any moment; also known as your “Remaining on board” (ROB).

IMPORTANT: Before submitting your end of month stocktake report, remember that orders awaiting confirmation of receipt need to be completed prior to the completion of your stock take report – for details go to “How to Make a Receipt for Received Goods”.

Interface Explanation

The stocktake has to be performed at the end of the month.
All green fields are editable.

Press “<< Menu” to go back to the main menu.

- “Show Potential Stock Items” (Default) - Items represented in your opening stock and purchases
- “Show All Items” – All items in your assortment Stock and non-stock items
- “Show Counted Items” - Items counted in your stocktake – can be used for checking

Here you can flip through the last months. You cannot flip forward before you have completed and sent a stock count for the active month.
If your email client is not linked to Microsoft Office, please follow the instructions: “How to Forward Text Files to Garrets”.

- “Save” your stocktaking if it is not yet ready to send.
- “Print” your stocktaking list if you need it on paper.
- “Send” the report when it is finished.

For entering the date of the stocktake.

<table>
<thead>
<tr>
<th>Stock Max QTY</th>
<th>Counted QTY</th>
<th>Comments</th>
<th>Consumption Estimated QTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>43.65</td>
<td>50.00</td>
<td></td>
<td>13.7</td>
</tr>
<tr>
<td>37.62</td>
<td>25.00</td>
<td></td>
<td>12.6</td>
</tr>
<tr>
<td>21.50</td>
<td>8.00</td>
<td></td>
<td>13.5</td>
</tr>
<tr>
<td>14.20</td>
<td>14.20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20.00</td>
<td>15.00</td>
<td></td>
<td>5.0</td>
</tr>
<tr>
<td>38.36</td>
<td>8.43</td>
<td></td>
<td>29.9</td>
</tr>
<tr>
<td>14.34</td>
<td>18.00</td>
<td></td>
<td>-3.7</td>
</tr>
<tr>
<td>22.00</td>
<td>10.00</td>
<td></td>
<td>12.0</td>
</tr>
<tr>
<td>19.50</td>
<td>19.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.00</td>
<td>5.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>35.00</td>
<td>10.00</td>
<td></td>
<td>25.0</td>
</tr>
<tr>
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<td>10.00</td>
<td></td>
<td>25.5</td>
</tr>
<tr>
<td>20.00</td>
<td>5.00</td>
<td></td>
<td>15.0</td>
</tr>
<tr>
<td>15.48</td>
<td>8.00</td>
<td></td>
<td>8.5</td>
</tr>
<tr>
<td>14.00</td>
<td>12.00</td>
<td></td>
<td>2.0</td>
</tr>
<tr>
<td>20.98</td>
<td>15.00</td>
<td></td>
<td>6.0</td>
</tr>
</tbody>
</table>

You must enter the counted quantities of items you have remaining on board in the “Counted QTY” column.

If you have any comments you would like to add, please do so in the “Comments” column.

The “Stock Max QTY” column will show the last counted quantities plus what has been received since last stocktake.

“Consumption Estimated QTY” shows how much of a given item has been consumed.

This should help you with your stocktaking. If some items show a negative consumption value, like the example above, you might have entered the counted quantity for an item onto an incorrect line, or you might need to make a receipt for an outstanding purchase.
How to Make a Stocktake Report

If your email client is not linked to Microsoft Office, please follow the instructions: “How to Forward Text Files to Garrets”.

When making a stocktake report you have to fill in:

- Stocktake date - mandatory
- All counted quantities - mandatory
- Comments to the entered quantities - optional

When all of the above is correctly entered, please press the “Send” button and send the stocktake report to Garrets.

When you press the “Send” button, the report will be closed for the month.

NOTE: You have to forward the condemned / handed over report and the manning report before forwarding the stocktake report.

If there are open orders awaiting your receipt confirmation, you will be reminded by a red message in the header – if you require further guidance, go to “How to Make a Receipt for Received Goods”.

When making a stocktake report you have to fill in:

- Stocktake date - mandatory
- All counted quantities - mandatory
- Comments to the entered quantities - optional

When all of the above is correctly entered, please press the “Send” button and send the stocktake report to Garrets.

When you press the “Send” button, the report will be closed for the month.

NOTE: You have to forward the condemned / handed over report and the manning report before forwarding the stocktake report.
If Items Are Not Available in Your Assortment at Stock Count

If you count some items when doing your stocktake report which are not a part of your stocktake module, the following needs to be checked:

- Are all orders in the current month closed by a delivery confirmation through the workbook?
- Press [Show All Items] and all assortment items will appear.
- Search for the item by pressing CTRL + F.

Adding a New Item into the Assortment, if Found on Stock at Month’s End

Go to the assortment paragraph through this hyperlink.

How to Edit a Closed Stocktake Report

When entering the stocktake module, make sure you are on the month you want to edit.

Please press the [Edit] button.

When you press “Edit”, you will get a pop-up – Confirm that you are sure you want to re-send the report to Garrets. Afterwards another pop-up will appear requesting a code. To obtain this code you will have to contact Garrets by email or phone. Please inform Garrets of the marked information. Garrets will be able to forward you a code based on that information.

After entering the code you can make changes to your stocktake. You will then be able to resend your corrected stocktake to Garrets.

Please make sure to always send Garrets the text file after making corrections.
Assortment

Interface Explanation

Here you can see your entire assortment, including the following details:

- Item no. and item description
- Item unit type
- Last stock count quantity
- Average unit price
- Total stock count value
- Quantity received since last stock take
- Ordered, but not yet received, QTY's

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1021252</td>
<td>DEER BASKET BONELESS FROZEN</td>
<td>83.68</td>
<td>8.62</td>
<td>290.25</td>
<td>10.00</td>
<td></td>
</tr>
<tr>
<td>1021247</td>
<td>DEER CUBE ROLL FROZEN</td>
<td>27.02</td>
<td>12.04</td>
<td>333.04</td>
<td>10.00</td>
<td></td>
</tr>
<tr>
<td>1021275</td>
<td>DEER MINCED FROZEN</td>
<td>13.30</td>
<td>7.16</td>
<td>83.51</td>
<td>10.00</td>
<td></td>
</tr>
<tr>
<td>1021263</td>
<td>BEEF OXTAILS FROZEN</td>
<td>14.20</td>
<td>14.07</td>
<td>212.67</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1021271</td>
<td>BEEF RIB EYE STEAK FROZEN</td>
<td>20.30</td>
<td>11.99</td>
<td>231.56</td>
<td>10.00</td>
<td></td>
</tr>
<tr>
<td>1021262</td>
<td>BEEF RUMP FROZEN</td>
<td>35.36</td>
<td>10.29</td>
<td>361.06</td>
<td>10.00</td>
<td></td>
</tr>
<tr>
<td>1021265</td>
<td>BEEF SHORT RIBS W/ BONE FROZEN</td>
<td>14.24</td>
<td>5.99</td>
<td>132.68</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1021249</td>
<td>BEEF SOUP BONES FROZEN</td>
<td>12.00</td>
<td>2.45</td>
<td>29.41</td>
<td>10.00</td>
<td></td>
</tr>
<tr>
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<td>7.74</td>
<td>0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1021264</td>
<td>BEEF STRIPLOIN BONELESS FROZEN</td>
<td>19.30</td>
<td>10.63</td>
<td>206.06</td>
<td>10.00</td>
<td></td>
</tr>
<tr>
<td>1021266</td>
<td>BEEF STRIPLOIN FROZEN</td>
<td>11.50</td>
<td>0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1021272</td>
<td>BEEF T-BONE STEAK FROZEN</td>
<td>5.00</td>
<td>12.87</td>
<td>61.83</td>
<td></td>
<td></td>
</tr>
<tr>
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<td>BEEF TENDERLOIN FROZEN</td>
<td>25.00</td>
<td>17.61</td>
<td>432.84</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1021274</td>
<td>BEEF TONGUE FROZEN</td>
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<td>9.48</td>
<td>243.04</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1021255</td>
<td>BEEF TRIPE FROZEN</td>
<td>10.00</td>
<td>8.72</td>
<td>87.20</td>
<td>10.00</td>
<td></td>
</tr>
</tbody>
</table>

Press “<< Menu” to go back to the main menu.

With these two buttons you can choose to see all the items in your assortment or only the items that should appear on your stocktake.

For switching between the assortments for provision, bonded, non-food and season.

Here you can “Print” the assortment if you need it on paper e.g. for creating a stock count.
Adding a New Item to Your Assortment

If new items are found during your stocktake but they are not available in the stocktake module, the following method can be used to add these items for use in the stocktake. Make sure to search for the items first (CTRL + F) to avoid creating duplicate items.

Press the “New Item” button.

![Image of provision assortment](image1)

Type the name of the item in the “Item” field, press the drop down menus and choose the correct Category and Unit. Press “OK” and then the new item will be created on your order and assortment. Example of a new item:

![Image of new item request](image2)
How to Forward a Text File to Garrets International

Microsoft Outlook or Other Systems Connected to Microsoft Excel

If your email client is connected to Microsoft Excel, the text files that have to be forwarded to Garrets will pop-up in an email when you press the “Send” button (applies to all modules).

Here you can see the email in Microsoft Outlook.

It generates, prefilled with the receiver, the subject and the attached file.

Now you can write Garrets a message or your comments etc. in the email before forwarding it to Garrets.
Email Systems that are not Connected to Microsoft Excel

If your email client is not connected to Microsoft Excel, the procedure for forwarding the text files to Garrets are different. When you press the “Send” button, you will get this picture:

Please press “Cancel” to this.

You will then receive this picture:

Please press “Yes”.

You will return to the workbook and get this message:

You now have to open your email client. Create a new email and forward this to Garrets.

Now you have to find the file to attach.

The pop-up box tells you where to find it and what it is named.
Please go to your workbook folder. Open the folder called “Mail-Outbox”. See the below picture for more details.

Now choose the correct text file:

Attach the file to an email and send it to Garrets.