

# Contextual Help

## COUNTRY OF ORIGIN (COO)

**Country of Origin (COO)** refers to the country where a product is manufactured, produced, or assembled. It indicates where the goods originally come from.

### How to Update COO for an Order

1. Go to **STR** or **IC All Orders**.
2. Select the required order.
3. Click on the **Action** button (with the location icon).
4. To update the **COO (Country of Origin)**:
  - Use **Bulk Select** and choose the same country for all products, **if the COO is identical**.
  - Otherwise, **select the country individually** for each product.
5. Click **Submit** to save the changes.

The COO will be successfully updated.

“ **Note:** COO can only be updated **after the packing confirmation is completed**.

## Update Net Suite

- Click on the **# action button**.
- Enter the **NetSuite number**.
- Click **Submit**.

Intercompany/STR

17/11/2025 (GMT+05:30) pranavi@iocod.com Mercantile Pacific Asia Pte. Ltd. - S'pore

### All Orders

Search

Order ID	Company	NS Ref No	Value	Created At	Actions
PICMP0015673	Leading Edge Mobility FZCO. MPA-TRADE-SG	-	SGD 4,000.00 20 Units	Nov 14, 2025	View, Cancel, Copy, Refresh, Print, Share, Location
Progress: Inventory Confirmation (Success) → Quote Price Confirmation (Success) → Customer Confirmation (Success) → Payment Update (Success) → Payment Confirmation (Success) → Shipping (Success) → Delivery Confirmation (Success)					
NICMP0015672	Leading Edge Mobility FZCO. MPA-TRADE-SG	-	0.00 0 Units	Nov 14, 2025	View, Copy, Cancel, Refresh, Print, Share, Location
Progress: Inventory Confirmation (Success) → Quote Price Confirmation (Success) → Customer Confirmation (Success) → Payment Update (Success) → Payment Confirmation (Success) → Shipping (Success) → Delivery Confirmation (Success)					
NICMP0015671	Leading Edge Mobility FZCO. MPA-DISTRIBUTION-DXB	-	SGD 28.00 2 Units	Nov 11, 2025	View, Cancel, Copy, Refresh, Print, Share, Location
Progress: Inventory Confirmation (Success) → Quote Price Confirmation (Success) → Customer Confirmation (Success) → Payment Update (Success) → Payment Confirmation (Success) → Shipping (Success) → Delivery Confirmation (Success)					

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NetSuite Reference Number

Submit

## Cancel Order

- Click on the **Cancel** button (as shown in the image).
- Select the **reason for cancellation** from the list.
- If the reason is not listed, choose **Other** and enter the reason manually.
- Click on **Yes** to confirm the cancellation.

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17/11/2025 (GMT+05:30)

All Orders

Search

Order ID	Company	NS Ref No	Amount	Created At
PICMP0015673	Leading Edge Mobility FZCO.	-	SGD 4,000.00	Nov 14, 2025
NICMP0015672	Leading Edge Mobility FZCO.	-	0.00	Nov 14, 2025
NICMP0015671	Leading Edge Mobility FZCO.	-	SGD 28.00	Nov 11, 2025

Inventory Confirmation, Quote Price Confirmation, Customer Confirmation, Payment Update, Payment Confirmation, Shipping, Delivery Confirmation

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All Orders

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NICMP0015672	Leading Edge Mobility FZCO.	-	0.00	Nov 14, 2025
NICMP0015671	Leading Edge Mobility FZCO.	-	SGD 28.00	Nov 11, 2025

Inventory Confirmation, Quote Price Confirmation, Customer Confirmation, Payment Update, Payment Confirmation, Shipping, Delivery Confirmation

You are about to cancel the order.

Are you sure you want to proceed?

- Shipment cancelled
- Shipment item changed
- Others

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17/11/2025 (GMT+05:30)

All Orders

Search

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PICMP0015673	Leading Edge Mobility FZCO.	-	SGD 4,000.00	Nov 14, 2025
NICMP0015672	Leading Edge Mobility FZCO.	-	0.00	Nov 14, 2025
NICMP0015671	Leading Edge Mobility FZCO.	-	SGD 28.00	Nov 11, 2025

Inventory Confirmation, Quote Price Confirmation, Customer Confirmation, Payment Update, Payment Confirmation, Shipping, Delivery Confirmation

You are about to cancel the order.

Are you sure you want to proceed?

Others

Enter reason to cancel this order

Yes No

Download Invoice

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All Orders Search

Order No	Source Warehouse	Destination Warehouse	NS Ref No	Total Quantity	Total Amount	Actions
PSTLE0017836	MPA-TRADE-DXB	LE-TRADE-DXB	-	3	AED 5,100.00	<div style="display: flex; gap: 5px;"> <span>👁</span> <span>#</span> <span>📄</span> <span style="border: 2px solid red; padding: 2px;">📄</span> <span>📄</span> <span>📄</span> </div>
<p><b>Created At</b> Nov 10, 2025      <b>Shipped At</b> Nov 10, 2025</p> <p> <span>📄</span> Inventory Confirmation → <span>💰</span> Quote Price Confirmation → <span>👤</span> Customer Confirmation → <span>📄</span> Payment Update → <span>📄</span> Payment Confirmation → <span>📄</span> Shipping → <span>📄</span> Delivery Confirmation         </p>						
NSTLE0017832	MPA-TRADE-DXB	MPA-REPAIR-DXB	-	1	USD 115.00	<div style="display: flex; gap: 5px;"> <span>👁</span> <span>#</span> <span>📄</span> <span>📄</span> <span>📄</span> </div>
<p><b>Created At</b> Nov 06, 2025</p> <p> <span>📄</span> Inventory Confirmation → <span>💰</span> Quote Price Confirmation → <span>👤</span> Customer Confirmation → <span>📄</span> Payment Update → <span>📄</span> Payment Confirmation → <span>📄</span> Shipping → <span>📄</span> Delivery Confirmation         </p>						
NSTLE0017488	MPA-DISTRIBUTIONDCC-DXB	MPA-DISTRIBUTION-DXB	-	5	AED 615.00	<div style="display: flex; gap: 5px;"> <span>👁</span> <span>#</span> <span>📄</span> <span>📄</span> <span>📄</span> </div>
<p><b>Created At</b> Aug 28, 2025</p>						

### Steps to Download Invoice:

1. Click on the **Download Invoice** button (as shown in the image).
2. Select either **With Chop and Sign** or **Without Chop and Sign** as required.
3. The invoice will be downloaded automatically in **PDF format**.

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All Orders Search

Order No	Source Warehouse	Destination Warehouse	NS Ref No	Total Quantity	Total Amount	Actions
PSTLE0017836	MPA-TRADE-DXB	LE-TRADE-DXB	-	3	AED 5,100.00	<div style="display: flex; gap: 5px;"> <span>👁</span> <span>#</span> <span>📄</span> <span>📄</span> <span>📄</span> </div>
<p><b>Created At</b> Nov 10, 2025      <b>Shipped At</b> Nov 10, 2025</p> <p> <span>📄</span> Inventory Confirmation → <span>💰</span> Quote Price Confirmation → <span>👤</span> Customer Confirmation → <span>📄</span> Payment Update → <span>📄</span> Payment Confirmation → <span>📄</span> Shipping → <span>📄</span> Delivery Confirmation         </p>						

### Download PI

PSTLE0017836	Source Warehouse	Destination Warehouse	NS Ref No	Total Quantity	Total Amount
	MPA-TRADE-DXB	LE-TRADE-DXB	-	3	AED 5,100.00
<b>Created At</b>	<b>Shipped At</b>				
Nov 10, 2025	Nov 10, 2025				

Inventory Confirmation

Quote Price Confirmation


Customer Confirmation

Payment Update

Payment Confirmation

Shipping

Delivery Confirmation



### Steps to Download Invoice:

1. Click on the **Download PI** button (as shown in the image).
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### Download DO

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All Orders

PSTLE0017836	Source Warehouse	Destination Warehouse	NS Ref No	Total Quantity	Total Amount
	MPA-TRADE-DXB	LE-TRADE-DXB	-	3	AED 5,100.00
<b>Created At</b>	<b>Shipped At</b>				
Nov 10, 2025	Nov 10, 2025				

Inventory Confirmation

Quote Price Confirmation


Customer Confirmation

Payment Update

Payment Confirmation

Shipping

Delivery Confirmation



### Steps to Download Invoice:

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2. Select either **With Chop and Sign** or **Without Chop and Sign** as required.
3. The invoice will be downloaded automatically in **PDF format**.

Revision #3

Created 2025-11-11 09:33:31 UTC by Admin

Updated 2025-11-19 08:18:39 UTC by Admin