Procurement Process

DMS Global Supply · BUILT TO SUPPLY

Every request follows the same eleven steps. Each step says who does what, so you know where your order stands.

01 · Requirement **(You and DMS)**
You describe what you need through the RFQ form, by email or on WhatsApp. DMS records it and assigns an RFQ number.

02 · Technical review **(DMS)**
DMS reads the specification, checks that it is complete and asks for clarification before sourcing.

03 · Sourcing **(DMS)**
DMS sources locally first, then through other supply channels when the product requires it. International sourcing is handled case by case.

04 · Supplier identification **(DMS)**
DMS identifies suppliers able to meet the specification, quantity and timing.

05 · Quotation **(DMS)**
DMS prepares a written quotation with price, conditions and lead time. A quotation is valid for 15 days.

06 · Client approval **(You)**
You review the quotation and approve it. The order is confirmed under the terms stated in the quotation or commercial agreement.

07 · Procurement **(DMS)**
DMS places the order with the selected supplier and follows it up.

08 · Documentation & quality check **(DMS)**
Documentation and quality checks are performed according to product, supplier and project requirements.

09 · Logistics coordination **(DMS)**
DMS coordinates transport and, where applicable, import formalities with carriers and forwarders, according to the order.

10 · Delivery **(You and DMS)**
Goods are delivered to the agreed location. Delivery documentation is checked at handover.

11 · Follow-up **(You and DMS)**
DMS follows up after delivery. Complaints are notified within 48 hours of delivery. Warranty claims are relayed under the manufacturer's terms.

How we describe our role

DMS sources, coordinates and supplies. Where a step is carried out by a carrier, a forwarder or a manufacturer, the quotation says so.

Commercial terms

Quotations are valid for 15 days. Complaints are notified within 48 hours of delivery. Payment terms are specified in each quotation or commercial agreement and may vary according to the nature of the order,

supplier requirements, logistics and project conditions. Lead times are stated in the quotation.

Documents you can expect

- Written quotation
- Order confirmation
- Delivery note
- Invoice
- Manufacturer or product documentation, where applicable and available