AVISTRATA
AVIATION BUSINESS PLATFORM

Life of an order

From a parts request to a paid supplier bill, seen from the buyer's chair in Avistrata

For buyers, purchasing and stores managers, and the receiving, quality and accounts payable people they work with · Avistrata 2.2

A buyer's day is a queue: requests waiting for a price, orders waiting for approval, suppliers who haven't confirmed, shipments that are late, and the AOG call that jumps all of it. In many shops that queue lives in an inbox, a spreadsheet and memory. In Avistrata it is one workspace. The request, the quotes, the purchase order, the supplier's acknowledgement, the receipt and the bill are the same record the mechanic, the inspector and accounts payable see. The buyer always knows what's needed, what's coming and what's late, and the quality rules on every order are enforced rather than remembered. This brief follows the buyer's side of one order, screen by screen.

> **The sample.** In Avistrata's demo organization, the stores clerk, Ray Okonkwo, asks for two 452-0133 ELT battery packs to bring the shelf back up after battery replacements on two Cessna 172s. The buyer orders them from Tidewater Aviation Parts, an approved distributor, on PO-2026-0001. The order is within the buyer's own approval limit, the batteries arrive with a manufacturer's certificate of conformity, and Tidewater's invoice is matched to the order and the receipts. **Every person, company, tail number and figure in this brief is fictional.** The screenshots are real Avistrata screens showing this sample data, taken on 28 October 2026.

1 · Set up Role, limits, quality clauses

2 · Suppliers Approved list, scope, new applications

3 · Queue Requests by priority, reorder

4 · Price Find, quotes, award

5 · Order Types, currency, approval

6 · Confirm PDF, email, acknowledgement

7 · Follow AOG, late lines, receipts, cores

8 · Pay Three-way match, performance

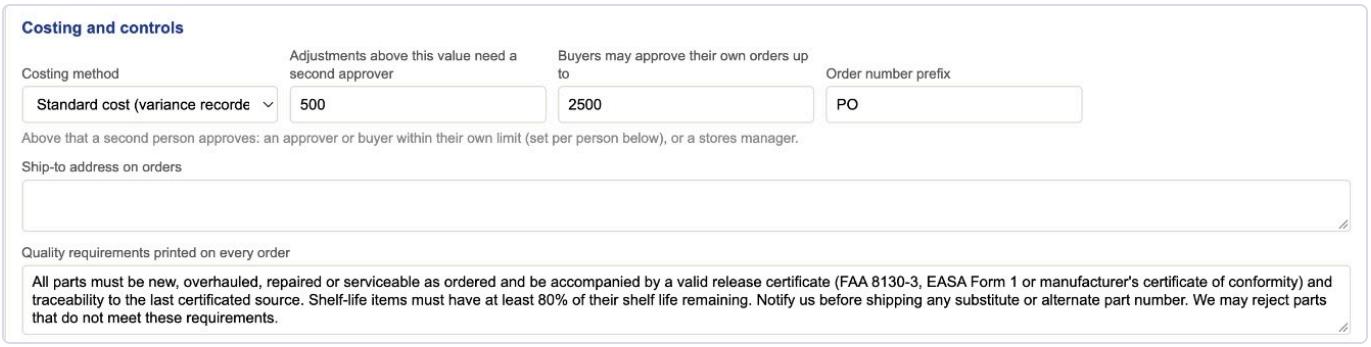
When (28 October)	What the buyer sees and does
6:50 PM	Ray's routine request for two 452-0133 battery packs, for stock, needed by 6 November, appears on the Requests tab.
6:51 PM	The buyer ticks the request and creates PO-2026-0001 to Tidewater Aviation Parts: 2 × $189.00, $24.50 freight, quote TQ-26-0412.
6:53 PM	Submitted for approval. At $402.50 it is within the buyer's own limit, so it is approved straight away, and the history records why.
6:54 PM	Both batteries are received against the order on one packing slip and wait for receiving inspection. The order shows 2 of 2 received.
Afterwards	Tidewater's invoice INV-58821 is entered and matches the order and the receipts line for line, ready for QuickBooks.

1 The buyer's setup

Purchasing lives in the **Stores** workspace: Overview, Kitting, Requests, Quotes, Orders, Receive, Returns, Bills, Stock, Counts, Parts, Suppliers, Movements, Reports and more. People get their stores roles in Stores → Settings: Stores / Parts, Receiving inspector, **Buyer**, Stores manager, Approver and Accounts payable. What each role can do is enforced by the database, not just hidden on the screen.

Approval limits and quality clauses

Each buyer or approver can have their own purchase order limit. Settings also holds the amount up to which buyers may approve their own orders, the order number prefix, the ship-to address and the order terms, and the **quality requirements** text that prints on every purchase order. Every supplier is told the same thing in writing, on every order.

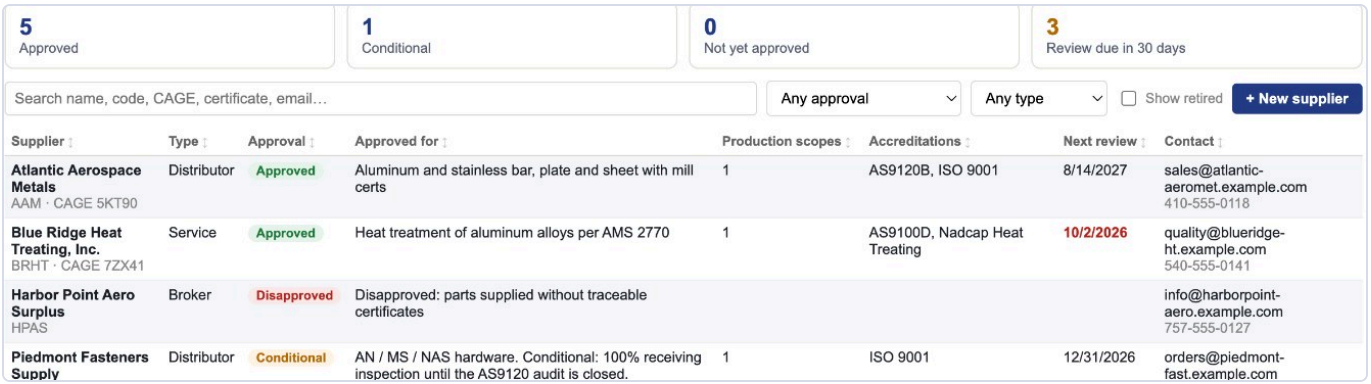


The sample's controls: buyers may approve their own orders up to $2,500, and the quality requirements printed on every order.

A Part 21 production organization also gets production flow-down requirements on orders to suppliers on its approved supplier list (21.137(c), AS9100 8.4.3).

2 Approved suppliers

The **Suppliers** tab is one list for the whole organization: purchasing, production and quality all use it. Each supplier has a type, an approval status (Approved, Conditional, Not yet approved or Disapproved), what it is approved for, its accreditations, its next review date and its contacts. A supplier's record brings together its contacts, documents, prices, orders, deliveries, nonconformances, audits and findings, so the buyer sees the history before placing the next order.



The approved supplier list. A review date that has passed shows in red, and a conditional supplier carries its condition, here 100% receiving inspection until an audit is closed.

Ordering from an unapproved supplier

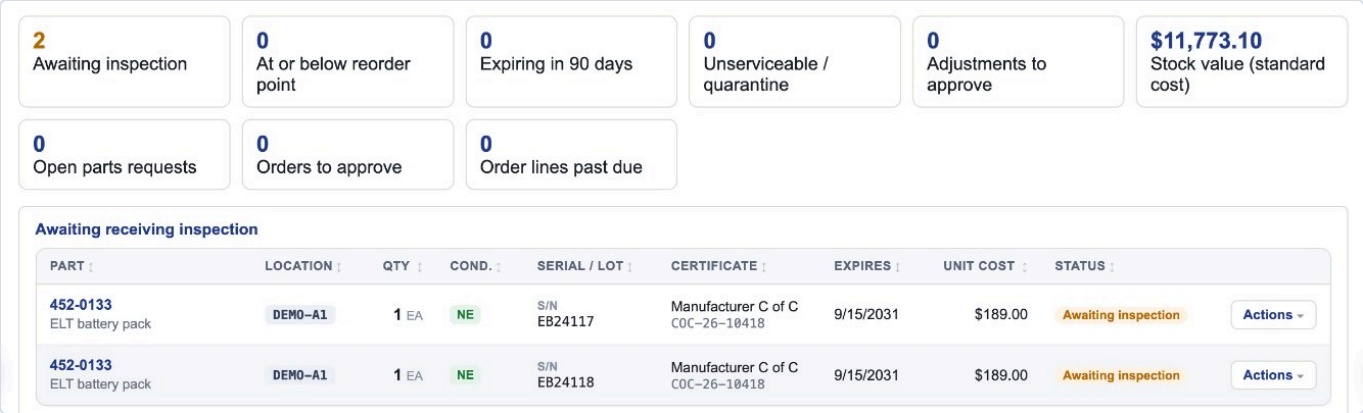
When a buyer submits an order to a supplier that isn't approved, Avistrata asks why, and a stores manager has to approve that order. The rule is enforced by the database, so it holds wherever the order comes from.

Bringing on a new supplier

The buyer invites the supplier, who gets a one-time link to an application page that needs no sign-in. A stores or quality manager then decides: approved, conditional (with the conditions), rejected, or back to the supplier for more information.

3 The buyer's queue

The **Stores Overview** is where the buyer's day starts. Its tiles count open parts requests, orders to approve and order lines past due, next to what is awaiting inspection, at or below the reorder point, expiring and quarantined, and the stock value. Each tile opens the list behind it.

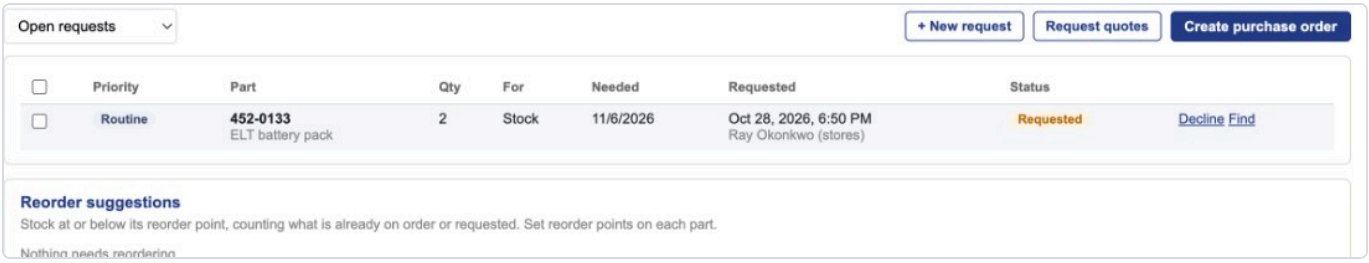


Stores Overview after the batteries arrived: nothing left to order or approve, no lines past due, and the two batteries waiting for the receiving inspector.

Where requests come from

- **A task card.** The card's Stores section can request a part, and a mechanic can request one during the work.
- **Reorder.** Each part has a minimum, maximum, reorder point, reorder quantity and lead time per location. Reorder suggestions count what is already on order or requested, and add the selected lines as requests.
- **Coming due on an aircraft.** Equipment expiring within 60 days, near its hour limit or unserviceable, and open MEL deferrals, are listed so stores can get ahead of them.
- **By hand,** with + New request.

Each request has a priority (**AOG**, Critical or Routine, with AOG sorted first), what it is for (stock, a task card or an aircraft), a need-by date and a status: Requested, Approved, Ordered, Received or Declined.



Ray's request for two ELT battery packs for stock. From here the buyer can decline it, look for the part elsewhere, ask suppliers for quotes or create a purchase order straight away.

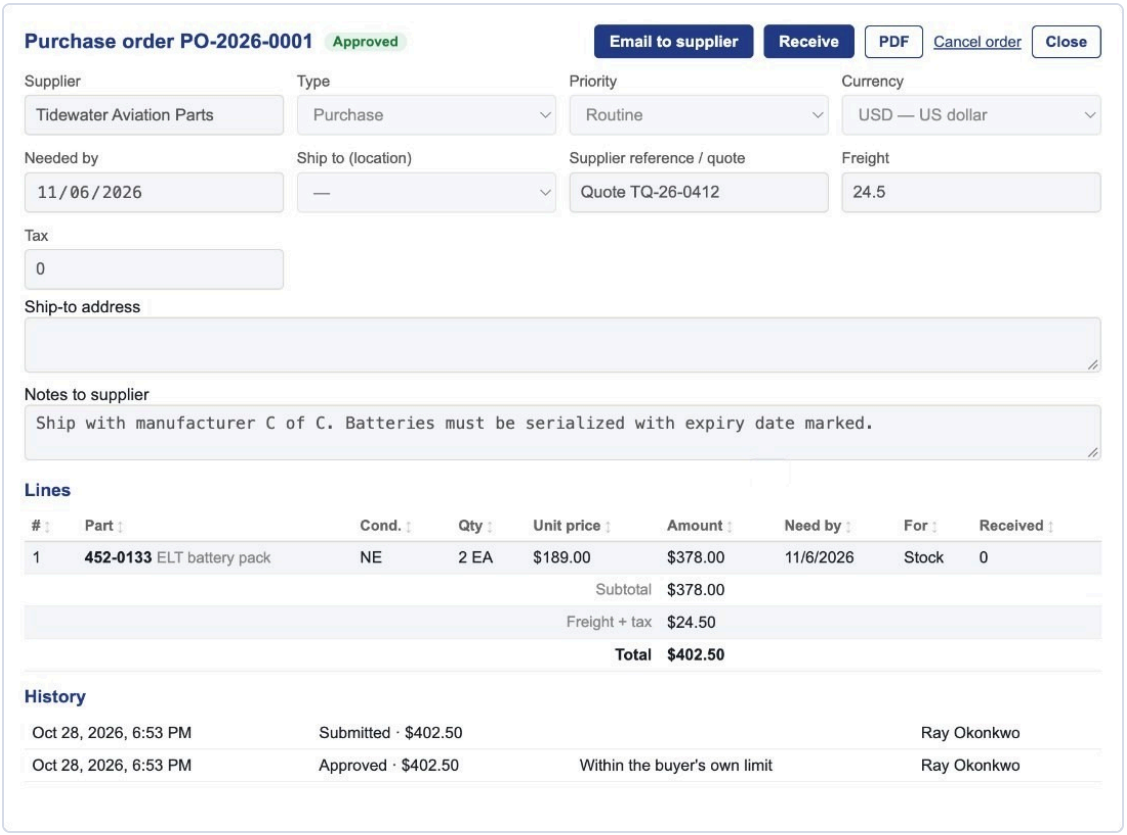
4 Finding and pricing the part

- **Find** opens ILS, PartsBase and Locatory with the part number filled in. Nothing is sent to those sites.
- **Request quotes** emails the selected suppliers. Each quote is recorded with its condition, quantity available, price, lead time, certificate, trace and how long it's valid, so quotes can be compared on more than price.
- **Award selected** turns the winning quotes into draft purchase orders, so nothing is typed twice.

> **Price is only one column.** An overhauled unit with an 8130-3 and full trace from an approved supplier is a different buy from a cheaper "as removed" part with no paperwork. Putting condition, certificate and trace next to the price makes that visible before the order is placed.

5 The purchase order

A purchase order has a type (**Purchase, Repair, Exchange, Loan, Warranty or Consignment**), a priority, a currency, a need-by date, the supplier's quote reference, freight, tax and notes to the supplier. Its lines carry the part, condition, quantity, price and need-by date, and what each line is for. An exchange line also carries the core charge and the number of days the core is due back.



PO-2026-0001, approved. The history records who submitted it, who approved it, and why the approval was allowed: within the buyer's own limit.

Approval

The statuses run Draft, Waiting for approval, Approved, Sent, Acknowledged, Part received, Received and Closed (or Cancelled, or closed short). An order within the buyer's limit can be approved by the buyer. Above it, the order goes to someone with a higher limit, and above a set amount it needs someone other than the buyer who raised it. Orders waiting for approval are counted on the Overview, so approvers see them without being chased.

Other currencies. Each order has a currency and an agreed or daily exchange rate, and stock is valued at the rate on the day it arrives.

6 Sending it and getting it confirmed

PDF produces the order with the organization's logo, the lines, the quality requirements and the order terms. **Email to supplier** sends the PDF with an **Acknowledge this order** button. The supplier opens a page that needs no sign-in, confirms they received the order and accept its quality requirements, and gives their name and ship date. The buyer is told, and the order shows who acknowledged it and when it will ship. That ship date becomes the promised date the order is followed against.

> **The quality requirements are accepted in writing.** When a part later arrives without the certificate the order asked for, the acknowledgement shows the supplier agreed to provide it.

7 Following the order

The AOG buy

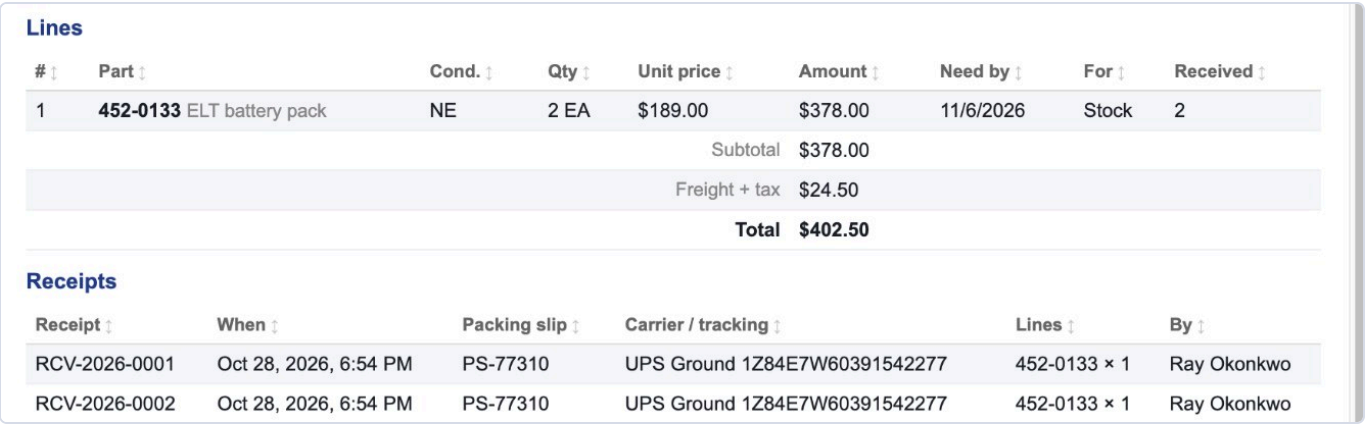
An AOG request sorts to the top of the queue. Its purchase order carries a red "AOG – aircraft on ground – urgent" banner, and the email subject starts with "AOG". On the Operations side, the AOG desk shows the parts being sourced with their PO, tracking and 8130-3, and the bookings affected. Dispatch sees the aircraft is down and when the part is due without phoning purchasing.

Late lines

A line past its promised date, or its need-by date when no date was promised, shows in red on the Orders tab. The Overview counts order lines past due, so late orders surface before the mechanic or the planner asks. When a kit is short, the planner is told the expected date from the purchase order.

Receipts against the order

Receiving is done against the order, from the order's Receive button or the Receive tab. Each receipt records the packing slip, carrier and tracking number, the condition code, the release certificate and the shelf-life date. The order moves to Part received or Received as lines arrive, and the buyer can see what came in, when and on which packing slip. Received stock waits for a receiving inspector before it can be issued, and a part that can't be accepted goes back to the supplier through Returns.



Lines

#	Part	Cond.	Qty	Unit price	Amount	Need by	For	Received
1	**452-0133** ELT battery pack	NE	2 EA	$189.00	$378.00	11/6/2026	Stock	2
				Subtotal	$378.00			
				Freight + tax	$24.50			
				Total	**$402.50**			

Receipts

Receipt	When	Packing slip	Carrier / tracking	Lines	By
RCV-2026-0001	Oct 28, 2026, 6:54 PM	PS-77310	UPS Ground 1Z84E7W60391542277	452-0133 × 1	Ray Okonkwo
RCV-2026-0002	Oct 28, 2026, 6:54 PM	PS-77310	UPS Ground 1Z84E7W60391542277	452-0133 × 1	Ray Okonkwo

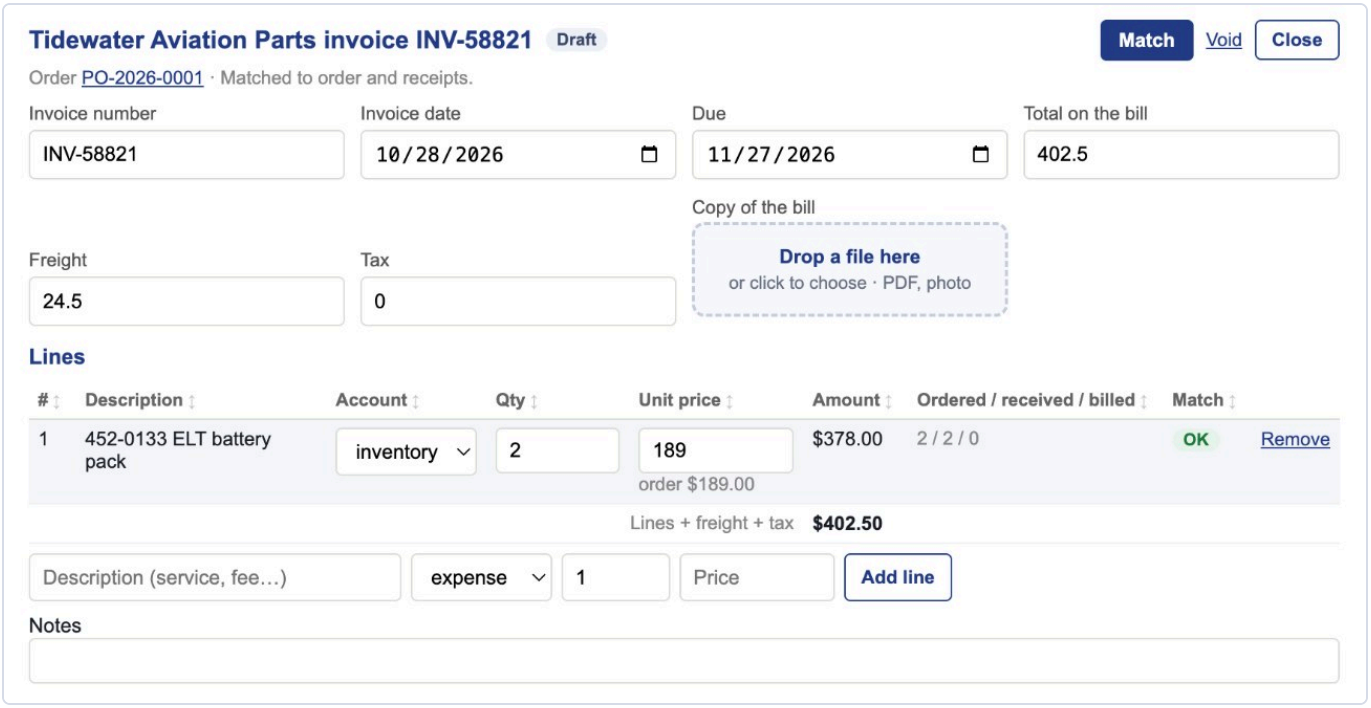
The order after both batteries arrived: 2 of 2 received, with each receipt's packing slip, tracking and who received it.

Repairs, exchanges and returns

For repair, exchange and warranty orders, the part is shipped out first, and the same serial comes back with the repair cost added to its value. On an exchange, a core return opens by itself if the core hasn't gone back when the exchange unit arrives. The **Returns** tab tracks cores, loans, rejected parts and warranty returns from To ship through Shipped to Closed, with RMA numbers and the credit on close. Anything overdue shows in red, and parts out for repair have their own list.

8 The bill, and how suppliers are doing

On the **Bills** tab, accounts payable enters the supplier's invoice. Picked from an order, the bill starts with everything received and not yet billed, at the order price. The clerk changes it to match the paper bill and presses **Match**. Each line is compared with what was ordered and what was received.

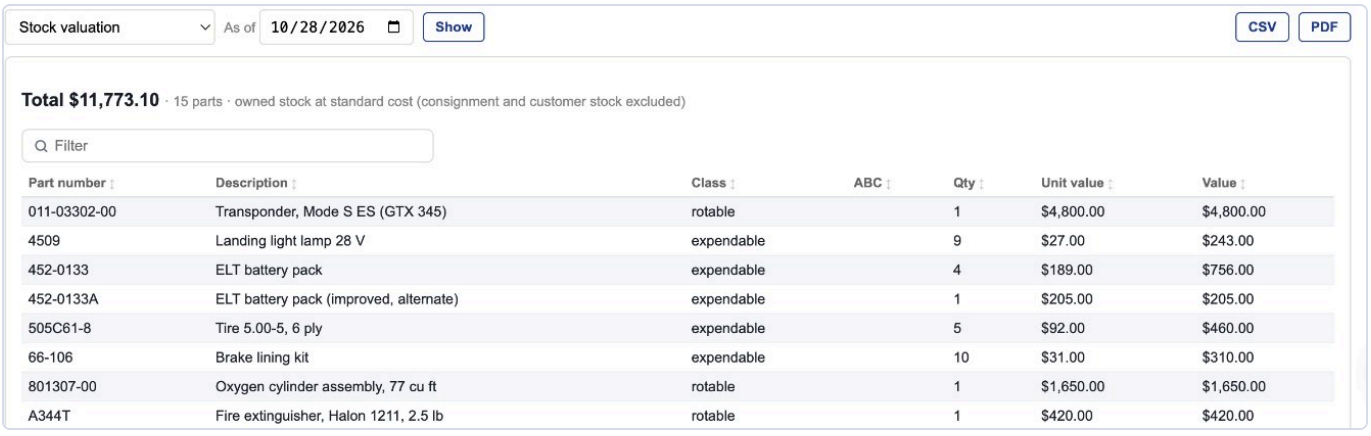


Tidewater's invoice INV-58821 matched to PO-2026-0001 and its two receipts: 2 ordered, 2 received, $189.00 as ordered, and the total agrees with the bill.

A line's match is OK, Quantity, Price, Quantity and price, or Not received, against tolerances the organization sets. A bill that doesn't match has to be approved by someone other than the person who entered it, and the buyer is the one who knows why the price changed. Bills go from Draft to Matched (or Doesn't match), Approved and In QuickBooks.

Supplier performance

The Reports tab's **supplier performance** report shows, for each supplier, its approval status, orders, spend, lines received, on time and late, the on-time percentage, rejected parts and the average days to receive. It's the evidence for the next supplier review, and for which supplier gets the next urgent order. Parts used, slow-moving stock and stock valuation are on the same tab, each as CSV or PDF.



Stock valuation as of 28 October, from the same Reports tab: owned stock at standard cost, with consignment and customer stock left out.

Who uses what

Role	Where they work	What Avistrata does for them
Buyer	Overview, Requests, Quotes, Orders, Suppliers	One queue of requests by priority; quotes compared on condition, certificate and lead time; orders with the quality clauses; the supplier's acknowledgement and ship date; late lines in red
Purchasing / stores manager	Overview, Orders, Suppliers	Orders above a buyer's limit and orders to unapproved suppliers, with the reason recorded; new supplier applications to decide
Stores clerk	Requests, Receive, Kitting	Requests from task cards and reorder points; receipts against the order
Receiving inspector	Overview, Stock	What's waiting for inspection; rejects that go back to the supplier through Returns
Quality	Suppliers, Quality	The approved supplier list, its scopes, audits and findings, shared with purchasing
Accounts payable	Bills, Reports	Bills matched to orders and receipts; mismatches approved by someone else; posting to QuickBooks
Mechanic / planner	Task card, Kitting	Parts requested from the card; the expected date when a kit is short

What an auditor can see

- Every order with its quality requirements, who approved it and why the approval was allowed.
- Every order to an unapproved supplier, with the reason and the manager who approved it.
- The supplier's written acceptance of the quality requirements on each order.
- Receipts with the certificate, packing slip and receiving inspection, tied back to the order line.
- Bills matched to orders and receipts, and who approved the ones that didn't match.
- The approved supplier list with scopes, review dates, audits and findings, and each supplier's delivery record.

Getting started

1. Give people their stores roles, and set each buyer's and approver's approval limit in Stores → Settings.
2. Write the quality requirements and order terms that print on every order.
3. Add your suppliers with their approval status, scope and next review date, and invite new ones to apply.
4. Set reorder points and lead times on the parts you keep.
5. Run one order end to end: request, quotes, award, approve, send, acknowledge, receive, inspect and match the bill.

Companion briefs: Life of a part number (Stores), Life of a finding (Quality), From first call to first mission and Life of a flight operation.
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