



Your guide to Smart Flow



Buyer's step-by-step



Step 1: Reset your password

All users will receive an automated email, with a link to allow them to set up their password.

Free delivery on all orders

DAVIES SPORTS

Search for a product

My Account

PE Essentials | Gymnastics | Football | Athletics | Netball | Rugby | Early Years | Other Sports | Coaching & Resources | Clothing | Outdoor & Playground | Health & Fitness | Storage & Cleaning | Clearance

Expert technical advice

Rated "Excellent"

Expert technical advice

Expert technical advice

Home > Password Reset

Covid19 Customer Service Update: We are open as usual and are here to support you. Click [here](#) for the latest information.

Reset Your Password

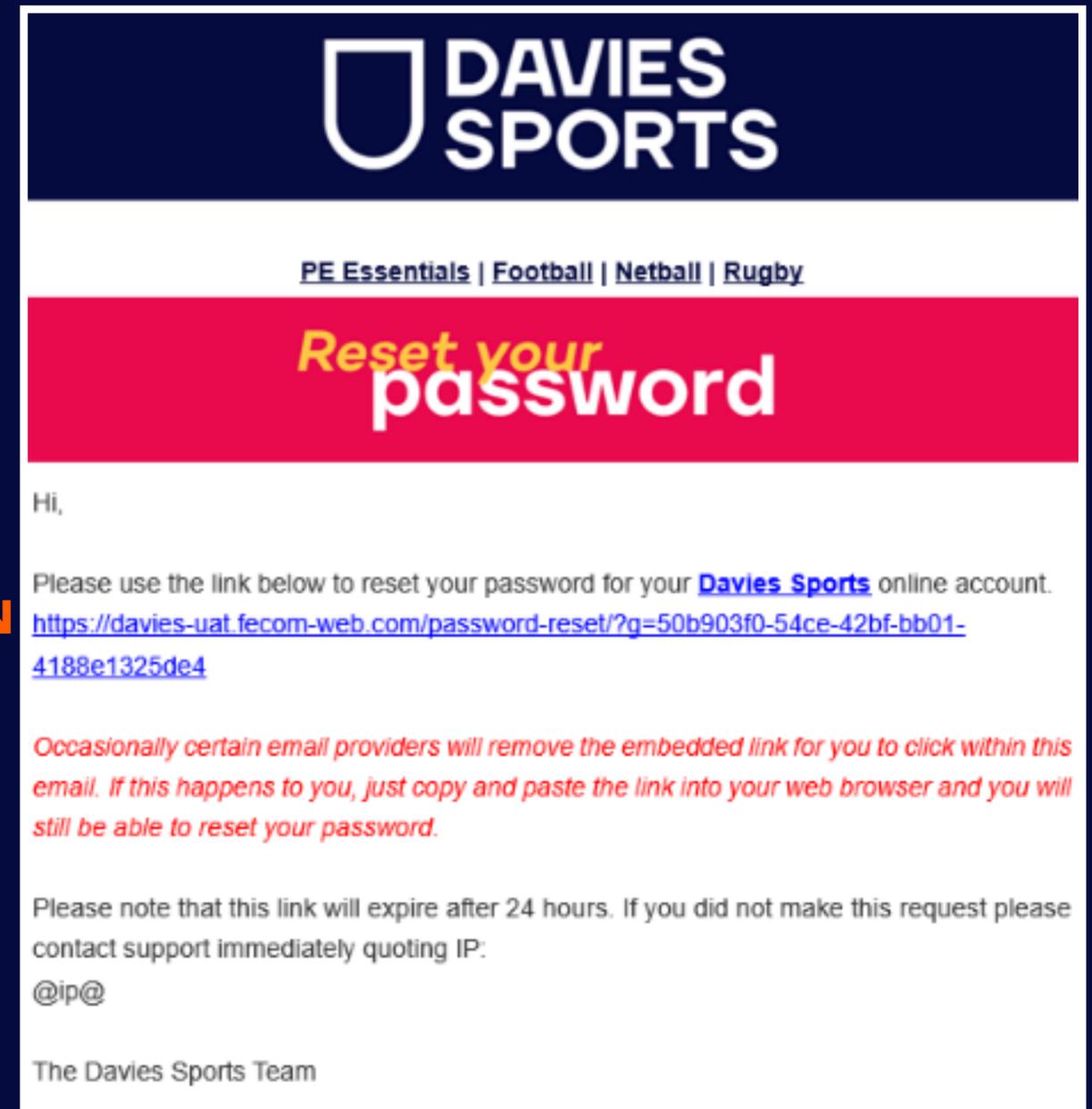
Please fill in your new password and confirm it below.

New Password

Confirm Password

Minimum length 8 characters

Change Password



Buyer's step-by-step



Step 2: Search

Once logged in, the buyer can shop the website using the search bar, categories and the easy-to-navigate subsections, or by the homepage banners and seasonal updates.

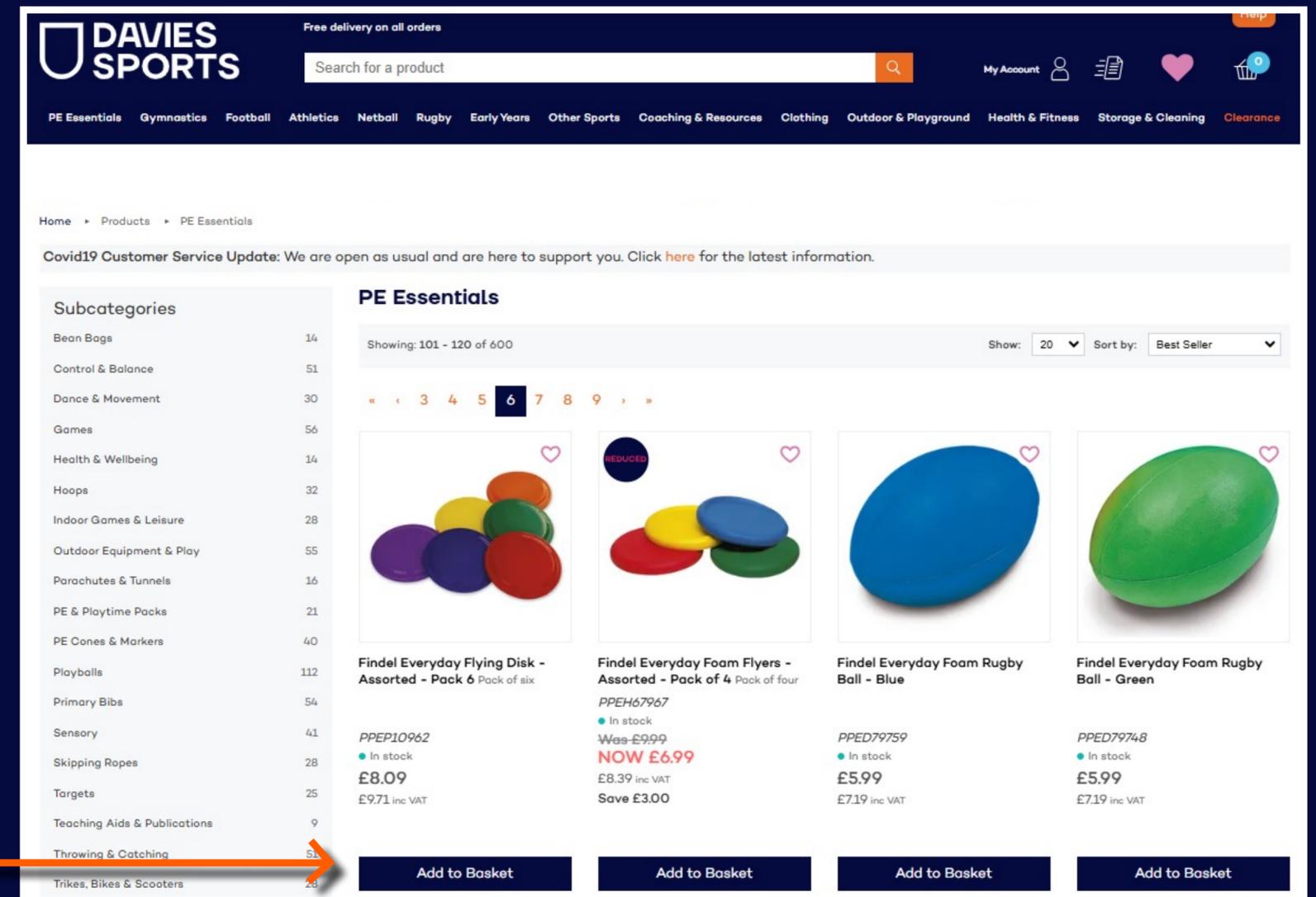
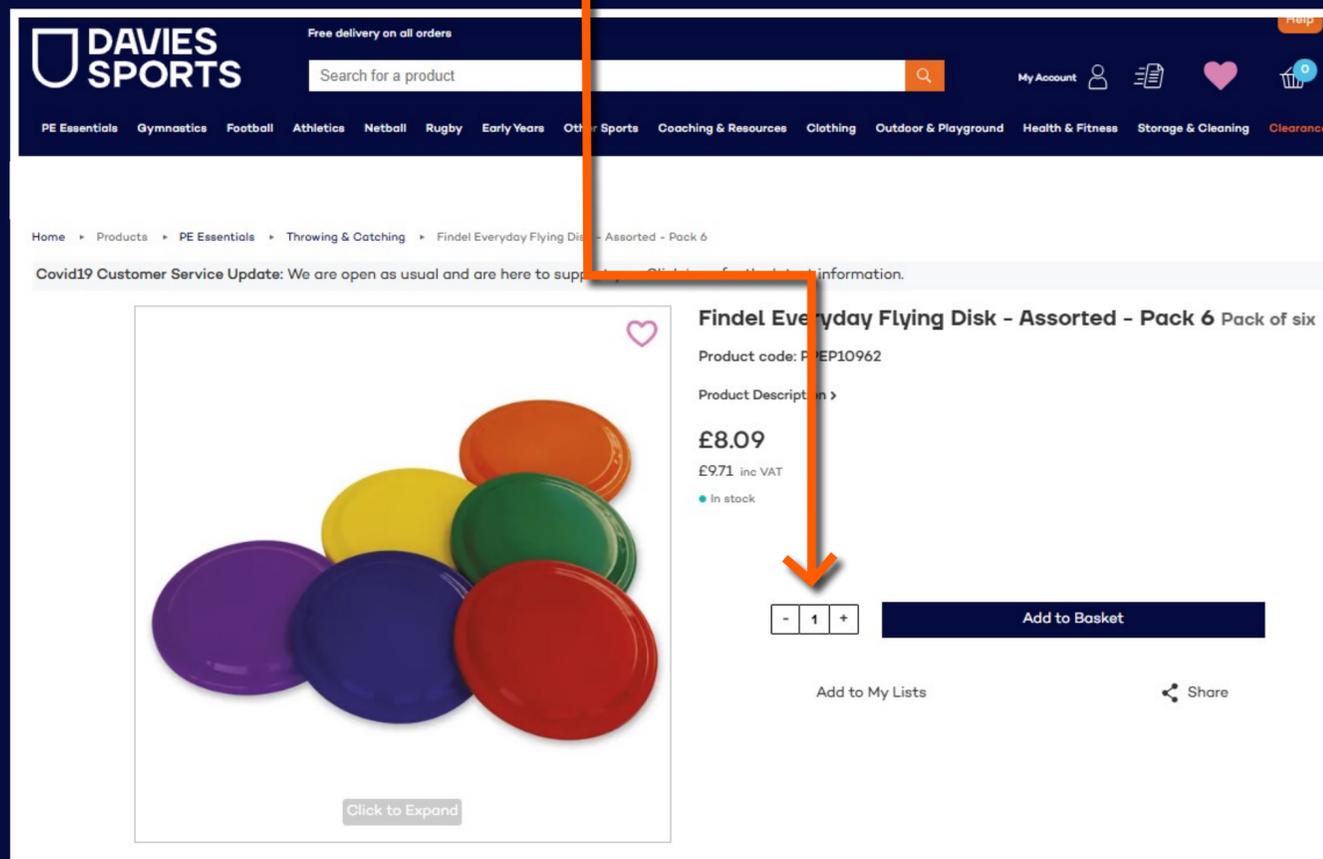


Buyer's step-by-step



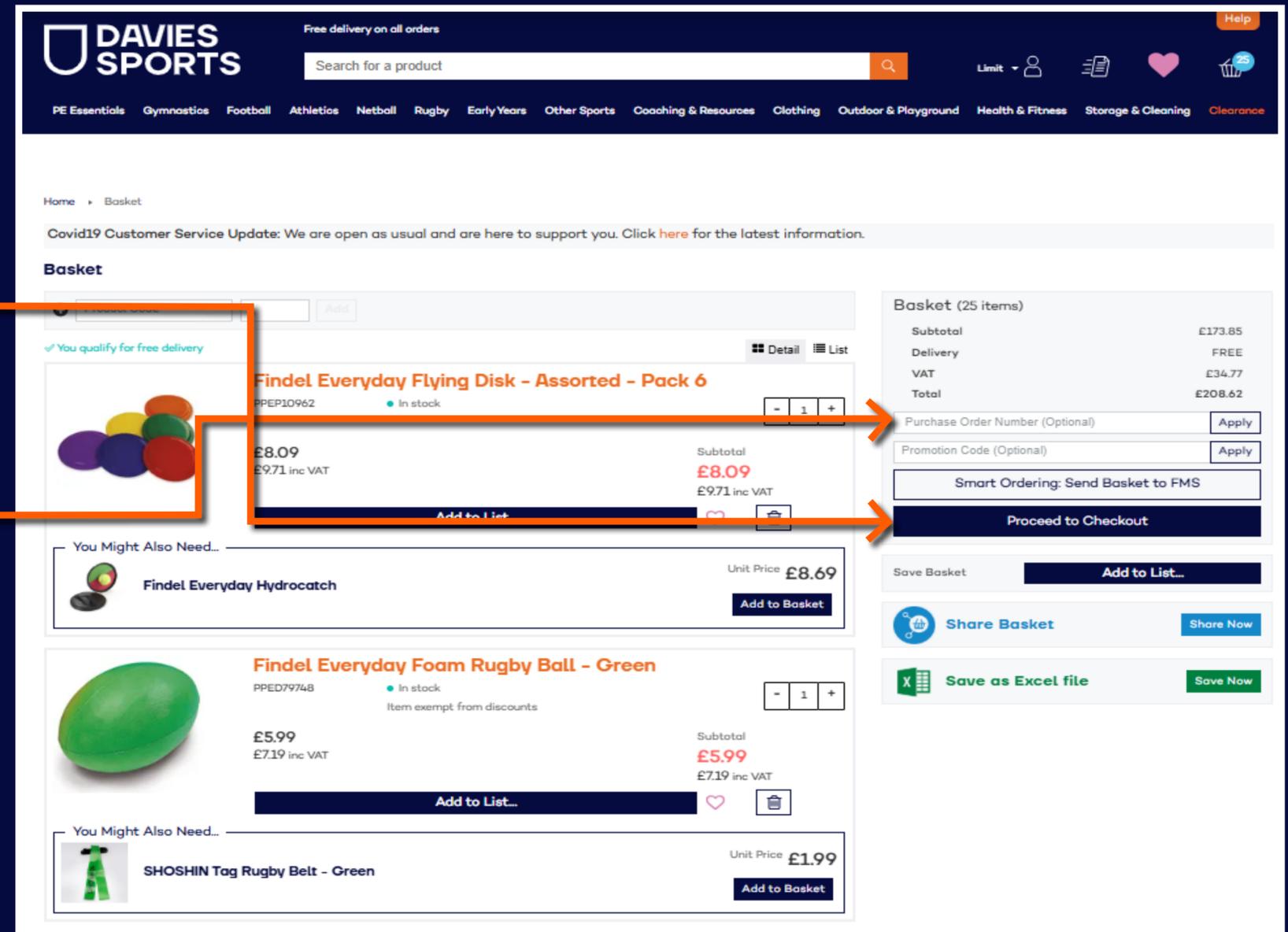
Step 3: Add to basket

Add all the required items and quantities to your basket from each product page.



Buyer's step-by-step

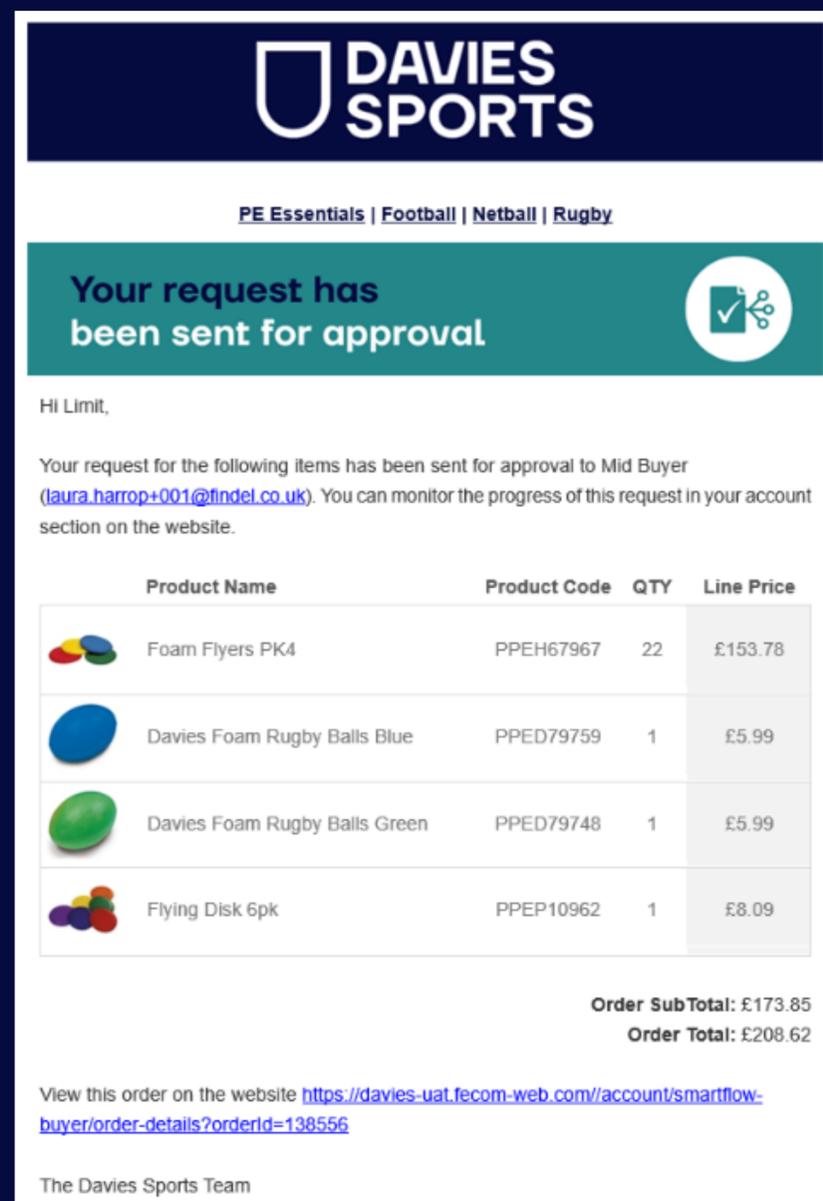
Before clicking on 'Proceed to Checkout' buyers can label their basket or add a Purchase Order if required.



The screenshot shows the 'Basket' page on the Davies Sports website. The main product in the basket is 'Findel Everyday Flying Disk - Assorted - Pack 6' (SKU: PPEP10962), priced at £8.09 (inc VAT £9.71). Below it are 'Findel Everyday Hydrocatch' (Unit Price £8.69) and 'Findel Everyday Foam Rugby Ball - Green' (Unit Price £5.99, inc VAT £7.19). At the bottom, 'SHOSHIN Tag Rugby Belt - Green' (Unit Price £1.99) is also visible. The right-hand side of the page shows a summary of the basket (25 items) with a subtotal of £173.85, free delivery, and a total of £208.62. Below the summary are fields for 'Purchase Order Number (Optional)' and 'Promotion Code (Optional)', both with 'Apply' buttons. A 'Smart Ordering: Send Basket to FMS' button is also present. The 'Proceed to Checkout' button is highlighted with an orange arrow. Other buttons include 'Save Basket', 'Add to List...', 'Share Basket', and 'Save as Excel file'. Orange lines and arrows from the text on the left point to the product image, the 'Add to List...' button, and the 'Proceed to Checkout' button.

Step 5: Checkout & approval

Once the order has been submitted the buyer will receive an email detailing the contents of the basket. The authoriser will be sent a copy for their approval.



DAVIES SPORTS

[PE Essentials](#) | [Football](#) | [Netball](#) | [Rugby](#)

Your request has been sent for approval

Hi Limit,

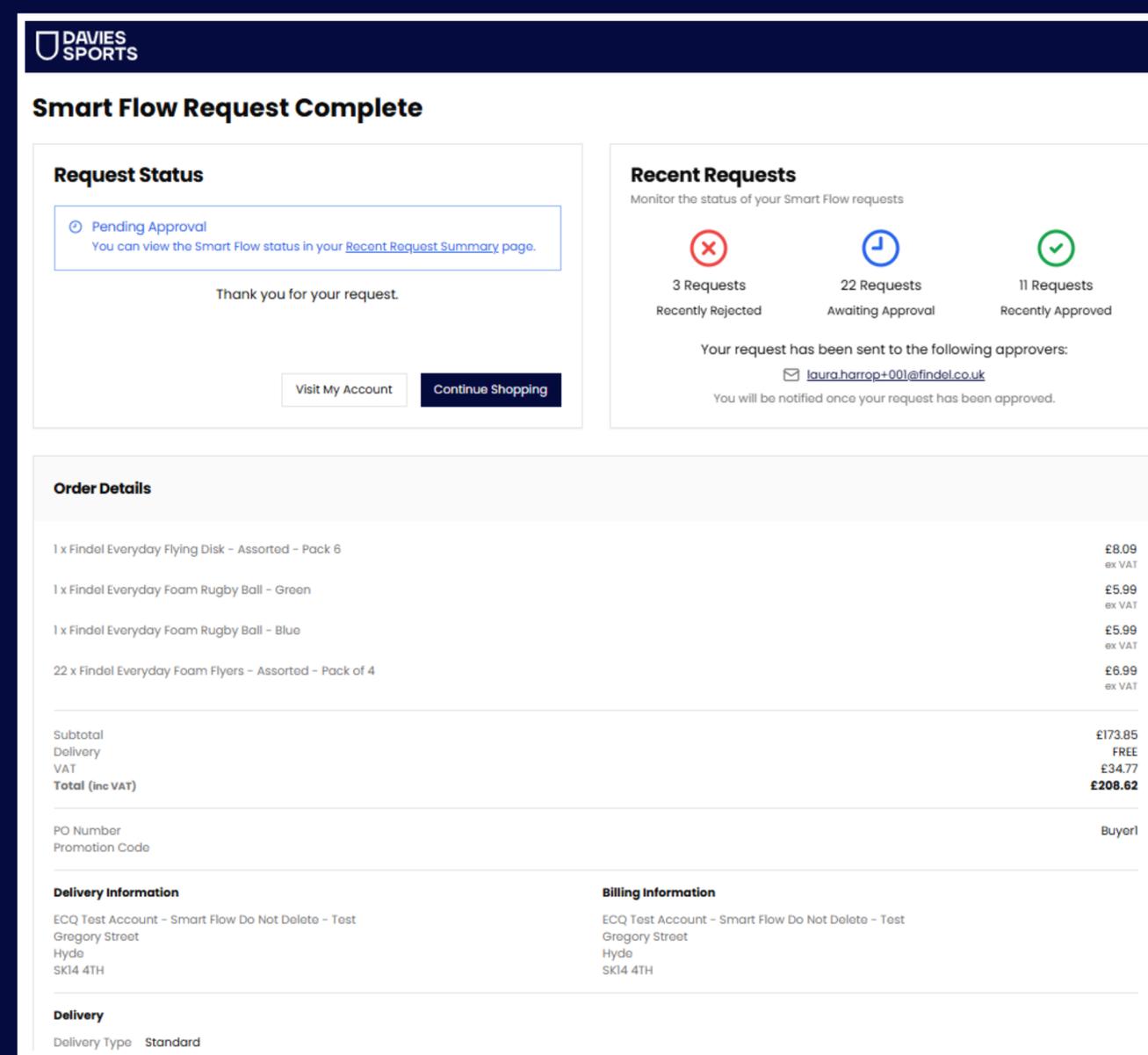
Your request for the following items has been sent for approval to Mid Buyer (laura.harrop+001@findel.co.uk). You can monitor the progress of this request in your account section on the website.

Product Name	Product Code	QTY	Line Price
 Foam Flyers PK4	PPEH67967	22	£153.78
 Davies Foam Rugby Balls Blue	PPED79759	1	£5.99
 Davies Foam Rugby Balls Green	PPED79748	1	£5.99
 Flying Disk 6pk	PPEP10962	1	£8.09

Order SubTotal: £173.85
Order Total: £208.62

View this order on the website <https://davies-uat.fecom-web.com/account/smartflow-buyer/order-details?orderId=138556>

The Davies Sports Team



DAVIES SPORTS

Smart Flow Request Complete

Request Status

🕒 Pending Approval
You can view the Smart Flow status in your [Recent Request Summary](#) page.

Thank you for your request.

[Visit My Account](#) [Continue Shopping](#)

Recent Requests
Monitor the status of your Smart Flow requests

- ❌ 3 Requests Recently Rejected
- 🕒 22 Requests Awaiting Approval
- ✅ 11 Requests Recently Approved

Your request has been sent to the following approvers:
[✉️ laura.harrop+001@findel.co.uk](mailto:laura.harrop+001@findel.co.uk)
You will be notified once your request has been approved.

Order Details

1 x Findel Everyday Flying Disk - Assorted - Pack 6	£8.09 ex VAT
1 x Findel Everyday Foam Rugby Ball - Green	£5.99 ex VAT
1 x Findel Everyday Foam Rugby Ball - Blue	£5.99 ex VAT
22 x Findel Everyday Foam Flyers - Assorted - Pack of 4	£6.99 ex VAT
Subtotal	£173.85
Delivery	FREE
VAT	£34.77
Total (inc VAT)	£208.62

PO Number: Buyer1
Promotion Code:

Delivery Information
ECQ Test Account - Smart Flow Do Not Delete - Test
Gregory Street
Hyde
SK14 4TH

Billing Information
ECQ Test Account - Smart Flow Do Not Delete - Test
Gregory Street
Hyde
SK14 4TH

Delivery
Delivery Type: Standard



Level 1: Authorising Managers and Heads of Department



Step 1: Authorising an order

Once the buyer has submitted their basket the first level authoriser, as dictated in the original set-up form, will receive an email to approve the request.

The email will have options to either **Approve**, **Reject** or **Amend** the request.

If the request needs an amendment, the authoriser will be prompted to log into the website to make the changes.

DAVIES SPORTS

PE Essentials | Football | Netball | Rugby

You request has been sent for approval

Hi Mid Buyer,

Limit Buyer from ECQ Test Account - Smart FlowDo Not Delete - Test has requested the following items from **Davies Sports**.

Request Details

Product Name	Product Code	QTY	Line Price
Foam Flyers PK4	PPEH87967	22	£153.78
Davies Foam Rugby Balls Blue	PPED79750	1	£5.00
Davies Foam Rugby Balls Green	PPED79748	1	£5.00
Flying Disk 6pk	PPEP10962	1	£8.00

Order SubTotal: £173.85
Order Total: £208.82

View this order on the website <https://davies-uat.fcocom-web.com/account/smartflow-approver/order-details/?orderId=138558>

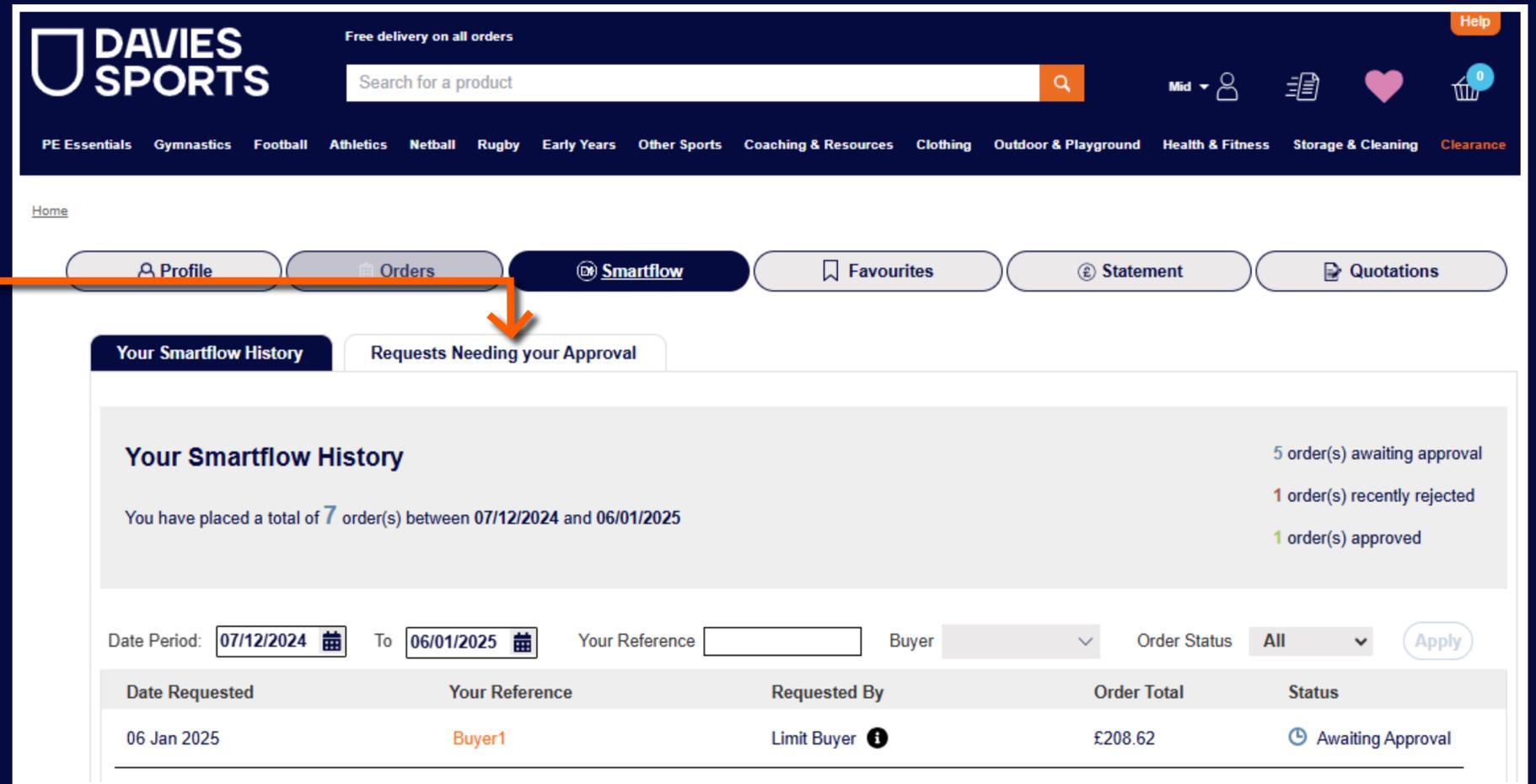
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Approve this request Amend this request Reject this request

Authorising managers

Step 2: Smart Flow history

The first level authoriser can log into their Smart Flow account and view all requests requiring their approval by clicking **Orders Pending Your Approval** or **Requests Needing Your Approval**.



The screenshot shows the DAVIES SPORTS website interface. At the top, there is a navigation bar with the logo, a search bar, and various icons. Below the navigation bar, there is a horizontal menu with categories like PE Essentials, Gymnastics, Football, etc. The main content area features a navigation bar with buttons for Profile, Orders, Smartflow, Favourites, Statement, and Quotations. An orange arrow points from the text on the left to the 'Smartflow' button. Below this, there are two tabs: 'Your Smartflow History' and 'Requests Needing your Approval'. The 'Requests Needing your Approval' tab is active, showing a summary of Smartflow history and a table of pending requests.

Your Smartflow History

You have placed a total of 7 order(s) between 07/12/2024 and 06/01/2025

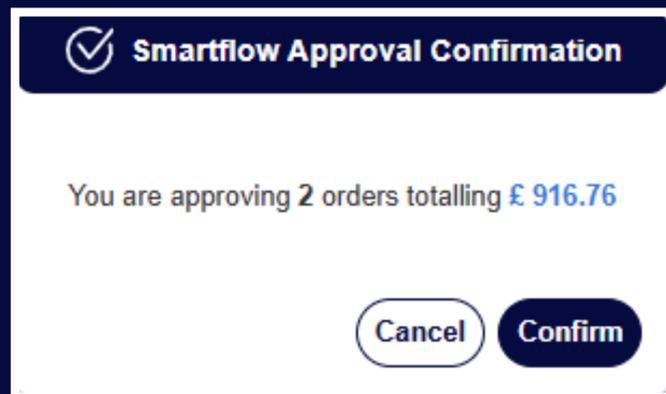
- 5 order(s) awaiting approval
- 1 order(s) recently rejected
- 1 order(s) approved

Date Period: 07/12/2024 To 06/01/2025 Your Reference Buyer Order Status All Apply

Date Requested	Your Reference	Requested By	Order Total	Status
06 Jan 2025	Buyer1	Limit Buyer ⓘ	£208.62	⌚ Awaiting Approval

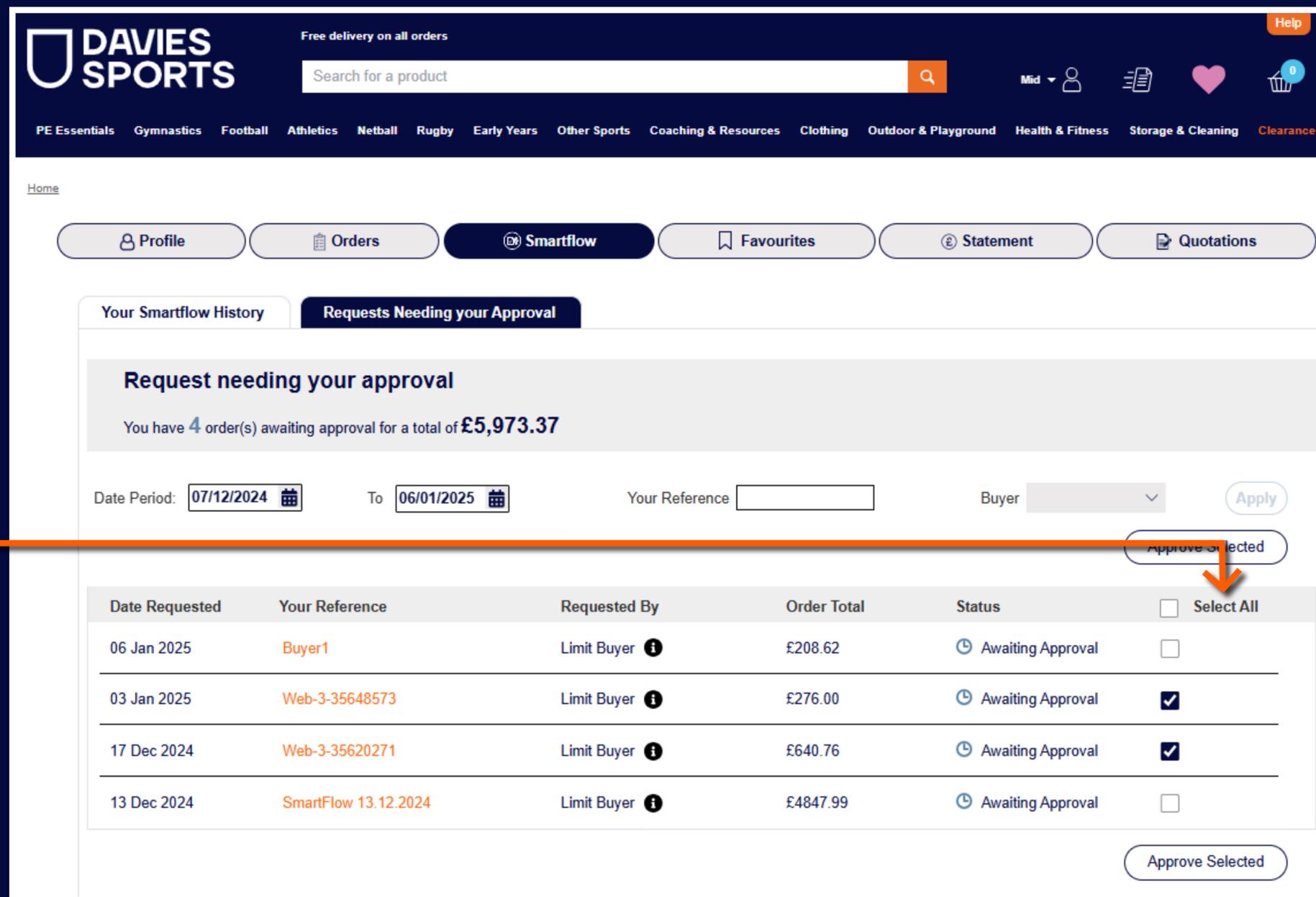
Authorising managers

Step 3: Approving requests



Authorisers can view and approve orders from this page by ticking the relevant tick box.

For ease, multiple orders can be approved by using the 'Select All' option



The screenshot shows the DAVIES SPORTS website interface. At the top, there is a search bar and navigation links. Below the navigation, there are buttons for Profile, Orders, Smartflow, Favourites, Statement, and Quotations. The main content area is titled "Requests Needing your Approval" and shows a summary: "You have 4 order(s) awaiting approval for a total of £5,973.37". Below this, there are filters for Date Period (07/12/2024 to 06/01/2025), Your Reference, and Buyer. A table lists the requests, and an "Approve Selected" button is visible at the bottom right. An orange arrow points to the "Approve Selected" button.

Date Requested	Your Reference	Requested By	Order Total	Status	<input type="checkbox"/> Select All
06 Jan 2025	Buyer1	Limit Buyer ⓘ	£208.62	Awaiting Approval	<input type="checkbox"/>
03 Jan 2025	Web-3-35648573	Limit Buyer ⓘ	£276.00	Awaiting Approval	<input checked="" type="checkbox"/>
17 Dec 2024	Web-3-35620271	Limit Buyer ⓘ	£640.76	Awaiting Approval	<input checked="" type="checkbox"/>
13 Dec 2024	SmartFlow 13.12.2024	Limit Buyer ⓘ	£4847.99	Awaiting Approval	<input type="checkbox"/>

Step 4: View order to approve

The first level authoriser can view the whole order prior to approving by clicking on one of the items under **Your Reference**. This will open the individual order. If all is correct, click the **Approve Order** button to submit.

The authoriser can also edit the quantities, remove items and amend the Purchase Order Number. Changes can be applied without approving a request. Any changes will be saved and be recorded in the **Audit Trail** to be approved at a later time.

If necessary, there is an option to **Reject Order**.

The authoriser has the option of leaving a message when approving or rejecting an order, which appears in the **Audit Trail**.

The screenshot shows the Davies Sports website interface for viewing and approving an order. The page is titled "Your Reference - Buyer1" and displays a list of items with their respective quantities, prices, and stock status. The items are:

- Findel Everyday Foam Flyers - Assorted - Pack of 4 (PPEH67967) - £153.78 (22 units, £8.99 each)
- Findel Everyday Foam Rugby Ball - Blue (PPED79759) - £5.99 (1 unit, £5.99 each)
- Findel Everyday Foam Rugby Ball - Green (PPED79748) - £5.99 (1 unit, £5.99 each)
- Findel Everyday Flying Disk - Assorted - Pack 6 (PPEP10962) - £8.09 (1 unit, £8.09 each)

At the bottom of the list, there are two buttons: "Reject Order" and "Approve Order". An orange arrow points to the "Reject Order" button, and another orange arrow points to the "Approve Order" button. A third orange arrow points to the "Message (optional):" field, which is used for leaving a message when approving or rejecting the order. The "Order Summary" and "Order Details" are shown on the right, and the "Order Audit Trail" is at the bottom.



Step 5: Approval Level 2

Once authoriser level 1 has approved a request, authoriser level 2 will receive an email requesting approval of the order.

The email will have options to either **Approve**, **Reject** or **Amend** the request.

If the request needs an amendment, the authoriser will be prompted to log into the website to make the changes.

DAVIES SPORTS

[PE Essentials](#) | [Football](#) | [Netball](#) | [Rugby](#)

You request has been sent for approval

Hi Final Auth,

Limit Buyer from ECQ Test Account - Smart FlowDo Not Delete - Test has requested the following items from **Davies Sports**.

Request Details

Product Name	Product Code	QTY	Line Price
Foam Flyers PK4	PPEH67967	22	£153.78
Davies Foam Rugby Balls Blue	PPED79759	1	£5.99
Davies Foam Rugby Balls Green	PPED79748	1	£5.99
Flying Disk 6pk	PPEP10962	1	£8.09

Order SubTotal: £173.85
Order Total: £208.62

View this order on the website <https://davies-uat.fecom-web.com/account/smartflow-approver/order-details/?orderId=138556>

The Davies Sports Team

[Approve this request](#) [Amend this request](#) [Reject this request](#)

Authorising managers



Step 6: Email confirmation

Once a request has progressed through all authorisation levels, an email will be sent to the original buyer to confirm the request has been approved. It will highlight any details of the changes made by the authorisers during the process.

The approved request will be submitted to the Davies Sports team to process.



PE Essentials | [Football](#) | [Netball](#) | [Rugby](#)

Your request has been approved 

Hi Limit Buyer,
Your order request for the following items (request reference Buyer1 has been approved by Final Auth.

Order Details

Product Name	Product Code	QTY	Line Price
 Foam Flyers PK4	PPEH67967	22	£153.78
 Davies Foam Rugby Balls Blue	PPED79759	1	£5.99
 Davies Foam Rugby Balls Green	PPED79748	1	£5.99
 Flying Disk 6pk	PPEP10962	1	£8.09

Order SubTotal: £173.85
Order Total: £208.62

Message From Approver (Optional)
No comments made

Details of Changes Made By Approvers

Change Log Entries
Order Request Created
Additional Level 1 Approval email sent to Mid Buyer (laura.harrop+001@findel.co.uk)
Order Approved by Mid Buyer.
Additional Level 2 Approval email sent to Final Auth (sue.winterbottom+001@findel.co.uk)
Order Approved by Final Auth.
Order Created with Order No: 0007540860.

View this order on the website <https://davies-uat.fecom-web.com/account/smartflow-buyer/order-details?orderId=138556>

The Davies Sports Team

Authorising managers



Rejected order and resubmissions

Should a request be rejected at any stage of the authorisation process, the original buyer will receive an email to inform them of this.

The original requestor is able to log into their account, see all rejected requests and if needed, **recreate the basket.**

If the authoriser left notes as to why the request was rejected, these will be shown in the **Audit Trail.**

Free delivery on all orders

DAVIES SPORTS

Search for a product

PE Essentials | Gymnastics | Football | Athletics | Netball | Rugby | Early Years | Other Sports | Coaching & Resources | Clothing | Outdoor & Playground | Health & Fitness | Storage & Cleaning | Clearance

Home

Profile | Orders | **Smartflow** | Favourites | Statement | Quotations

< Back to SmartFlow

Your Reference - **Order Rejected** Awaiting Approval

Image	Product Name	Product Code	QTY	Line Price	Remove
	Niels Larsen Lita Agility Table - Blue - 800mm	PGYP03849	1	£354.99	Remove
	Bolts For Traverse Panel Hand Holds - Pack of 10	PRTP11575	1	£27.99	Remove
	Beemat Balance Beam - Red - 2m	PGYP07913	1	£150.99	Remove

Direct Delivery – up to 7 days.

Direct Delivery – up to 3 weeks.

Reject Order | Approve Order

Message (optional):
Message to buyer

Order Summary

Subtotal:	£533.97
VAT:	£108.79
Total:	£640.78

Order Details

Request Number:	138504
Account Number:	3280083343
Date Requested:	17 Dec 2024
Your Reference:	Order Rejected
Placed By:	Limit Buyer

Address

Delivery Address
ECQ Test Account - Smart Flow Do Not Delete - Test, Gregory Street, Hyde, SK14 4TH, GB

Billing Address
ECQ Test Account - Smart Flow Do Not Delete - Test, Gregory Street, Hyde, SK14 4TH, GB

Download

Order Audit Trail

17 Dec 2024	Order Request Created
17 Dec 2024	Additional Level 1 Approval email sent to Mid Buyer (ECQMidBuyer@example.com)
08 Jan 2025	Order Approved by Mid Buyer.
08 Jan 2025	Additional Level 2 Approval email sent to Final Auth (sue.winterbottom+001@findel.co.uk)

DAVIES SPORTS

PE Essentials | Football | Netball | Rugby

Your request has been modified

Hi Limit Buyer,

Your request has been rejected by Final Auth.

Product Name	Product Code	QTY	Line Price	
	Lita Agility Tables H800mm	PGYP03849	1	£354.99
	M10 Bolts To Fit Holds Set 10	PRTP11575	1	£27.99
	Beemat Balance Beam	PGYP07913	1	£150.99

Order SubTotal: £533.97
Order Total: £640.78

Message From Approver (Optional)

No comments made

Track this order on the website <https://davies-sport-fecom-web.com/account/smartflow-buyer/order-details?orderId=Order Rejected>

If you require further information about why this order was rejected, please contact your authoriser.

The Davies Sports Team



Final status

The original buyer, and subsequent approvers, can view each level of the purchase request by logging into their Davies Sports account and accessing **Smartflow History**.

View all of the requests or filter to within a specific date range.

Hover over the information icon to view the account name and buyer's email address to understand which order belongs to which person.

Free delivery on all orders

DAVIES SPORTS

Search for a product

Final

PE Essentials Gymnastics Football Athletics Netball Rugby Early Years Other Sports Coaching & Resources Clothing Outdoor & Playground Health & Fitness Storage & Cleaning Clearance

Home

Profile Orders **Smartflow** Favourites Statement Quotations

Your Smartflow History Requests Needing your Approval

Your Smartflow History 1 order(s) awaiting approval
3 order(s) recently rejected
3 order(s) approved

You have placed a total of 7 order(s) between 07/12/2024 and 06/01/2025

Date Period: 07/12/2024 To 06/01/2025 Your Reference Buyer Order Status All Apply

Date Requested	Your Reference	Requested By	Order Total	Status
06 Jan 2025	Buyer1	Limit Buyer ⓘ	£208.62	✓ Approved
03 Jan 2025	Web-3-35648573	Limit Buyer ⓘ	£276.00	✗ Declined
17 Dec 2024	Web-3-35621241	Final Auth ⓘ	£88.78	✓ Approved
17 Dec 2024	Order Rejected	Limit Buyer ⓘ	£640.76	✗ Declined
11 Dec 2024	log in after basket	Mid Buyer ⓘ	£596.52	✓ Approved
11 Dec 2024	Customer journey	Limit Buyer ⓘ	£368.53	⌚ Awaiting Approval
11 Dec 2024	SmartFlow 11.12.2024	Limit Buyer ⓘ	£318.34	✗ Declined



Smart Flow gives you all these benefits

- A 100% secure web and email-based feature, designed for ease of use
- Enables you to control spend across multiple locations and departments
- Free to set up with no ongoing costs, no system integration or input required from IT
- Gives you access to the latest products and prices and lets you retain any existing discounts you currently receive through the website
- Allows you to set up multi-level authorisations and provides a full digital audit trail



play learn compete

For any further queries regarding Smart Flow, speak to your dedicated Davies Sports account manager, or to one of our customer service team on 0345 120 4515