



Brightstar's vendor suggested ordering integration with ClickPOS

Overview:

Brightstar and ClickPOS have teamed up to create an automated integration process when placing orders via Order Express.

Simply login to order express and place your order.

Brightstar will project an order based on current stock level, stock on order and projections instigated by Telstra.

You can accept the order or change in accordance.

Once applied, Brightstar will upload the order to your ClickPOS and it will stay there until the stock has been received.

Process Overview

- 1. Raise the VSO order via Order Express
- 2. Verify that the order in displaying in ClickPOS (following business day)
- 3. Receive goods into ClickPOS
- 3a. Pre Order Maintenance
 - Overview
 - Permissions required to enable for unrestricted use
 - Process (Adding Items into the catalogue)
 - Product Maintain
 - Tariff Plan (Phones)
 - Troubleshooting
- 3b. <u>Manual</u>
- 3c. Semi-Automatic (Dispatch File)
- 4. Troubleshooting & FAQs

1. Raise the VSO order via Order Express

- a. Login to order express https://orderexpress.telstracloc.com.au/login.htm
- b. Verify all quantities within the projected order and update where needed
- c. Save the order & exit Order Express

2. Verify that the order in displaying in ClickPOS (following business day)

- a. Navigate to Stock \rightarrow Incoming
- b. Select 'Telstra CLOC' from within Supplier Field
- c. After leaving everything else blank, Click Search
- d. Verify that your order is displayed

Note: VSO Imports are denoted by 'VSO IMPORT' indicator in the notes field.

🔰 Incoming	Stock									
Order ID: 2003533 Ordere	d By: Telstra	Store	Ordered	Date: 16/	05/2012 R	equired (3y: 16/05/2	012 Sup	plier Ord	ler Number: 10879609
Description	Barcode	Sup.Prod.Code	Ord. Qty	Rec.Qty	Tot Qty Received	Unit Price	Total	Tick Products Recieved	Dispatch Import Qty	Receive Dispatch File.
Apple lpad 16GB 3G MD369XA-White Notes: VSO IMPORT		150778	1	0	0	\$657.72	\$657.72	N/A	0	Add Manually
Apple Ipad 16GB MD366XA Black		150777	1	0	0	\$657.72	\$657.72	N/A	0	Add Manually
Notes: VSO IMPORT Apple Ipad 32GB 3G MD370XA White		150780	1	0	0	\$748.44	\$748.44	N/A	0	Add Manually
Notes: VSO IMPORT Total			3		0	:	\$2,063.89			

3a. Pre Order Maintenance

Overview:

Currently when items are missing from the master product catalogue or the master phone list, it will reject and ClickPOS will either maintain the device codes (**Telstra Alliance Members Only**) or the product will be added to an exemption list and in turn be removed from the order and resubmitted.

Issue: This may cause issues if staff are not checking the order and receiving stock under the assumption it is there.

ClickPOS have designed a temporary holding area where the order can be parked until such time the missing items have been added to the master lists. The order cannot be received at all until all items have been rectified.

	Home	Sale	Stock R	epairs Rep	oorts	Acco	ounts	Mair	ntain Caro	d File	_
	Product Maintain	Orders Search Order	Add To Stock Ad	d Phone To Stock	Search Stoc	ck Inc	oming 1	Fransfer	Change Prices F	Faulty Replac	cement Stocktake Sto
		•									
🔰 In	coming Sto	ock									
Incoming stock	Purchase Ore k delivered from supp	ders liers									
Supplier	Al		1								
Supplier Invoid	ce		7								
Packing List											
Number											
Freight Cost	0	Check to add t	tax to freight								
Date Date	1/02/2012	•									
			Search 🔿								
🗢 Back)										
Pre Order	r Maintenance	•									
Items on order Order cannot b	that are missing from be imported until below	n the catalogue w items have a master record	d								
Order ID	D Supplier Pur	chase Order Number	Order Date	Client Code	Branch Na	ame	Sup	plier Nam	e Alliance Nar	me	Email
[+] 6		10031608	18/12/2011	tissalaman I	[life] salaman	ider Bay		elstra Cloc	alltist		Email ClickPOS.
ID Detail	ID Barcode/Serial N	_									
4 4		0	Description		SuppProdC	Code Qty	y UnitCos	t TotalCos	t SupplierPONumbe	er Is Resolved	Create Product Codes
1 6	9316423008853	TPREPAID SAMSUNG GALA	Description XY ACE NEXT G \$10	NL BLACK	SuppProdC 115050	Code Qty 2	y UnitCos 150.15	t TotalCos 300.31	t SupplierPONumbe	er Is Resolved Yes	Create Product Codes Create Product Codes
2 6	9316423008853	TPREPAID SAMSUNG GALAX SAMSUNG GALAXY S II (191	Description XY ACE NEXT G \$10 100T) NOBLE BLACK	NL BLACK 3G850 HSET+SIM CAR	SuppProdC 115050 D 150662	Code Qty 2 2	UnitCos 150.15 555.00	t TotalCos 300.31 1110.00	t SupplierPONumbe 10031608 10031608	er Is Resolved Yes Yes	Create Product Codes Create Product Codes Create Product Codes
2 6 3 6	9316423008853	TPREPAID SAMSUNG GALAX SAMSUNG GALAXY S II (191 APPLE IPHONE 4S WHITE 6	Description XY ACE NEXT G \$10 100T) NOBLE BLACK 54GB 3G 850 HSET +	NL BLACK 3G850 HSET+SIM CARI SIM	SuppProdC 115050 D 150662 150720	Code Qt 2 2 1	UnitCos 150.15 555.00 903.00	t TotalCos 300.31 1110.00 903.00	E SupplierPONumbe 10031608 10031608 10031608	er Is Resolved Yes Yes Yes	Create Product Codes
1 6 2 6 3 6 4 6	9316423008853	TPREPAID SAMSUNG GALAX SAMSUNG GALAXY S II (19) APPLE IPHONE 4S WHITE 6 APPLE IPHONE 4S WHITE 3	Description XY ACE NEXT G \$10 100T) NOBLE BLACK 54GB 3G 850 HSET + 32GB 3G 850 HSET +	NL BLACK 3G850 HSET+SIM CAR SIM SIM	SuppProdC 115050 D 150662 150720 150718	Code Qt 2 2 1 2 2 2	UnitCos 150.15 555.00 903.00 811.00	t TotalCos 300.31 1110.00 903.00 1622.00	SupplierPONumbe 10031608 10031608 10031608 10031608	er Is Resolved Yes Yes Yes No	Create Product Codes Create Product Codes Create Product Codes Create Product Codes Create Product Codes
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1 5 2 6 3 6 4 6 5 6 10 0 cetail 12 7 3 7 4 7 5 7 6 7	9316423008853	THREPAID SAMSUNG GALA SAMSUNG GALAY 51 (9) SAMSUNG SALAY 51 (9) APPLE IPHONE 45 WHETE 1 APPLE IPHONE 20 WHETE 1	Description XY ACE NEXT G \$10 10071 NoELE BLACK 54GB 3G 850 HSET + 1226B 3G 850 HSET + 13/12/2011 Description 64GB 3G 850 TABLE 64GB 3G 850 TABLE 16GB 3G 850 TABLE 16GB 3G 850 TABLE 16GB 3G 850 TABLE 26B 3G 850 TABLE 26B 3G 850 TABLE	NL BLACK 3G850 HSET+SIM CAR SIM SIM Itssalaman T T TSIM CARD VHITE F + SIM CARD VHITE T + SIM CARD BLACK T + SIM CARD WHITE T + SIM CARD WHITE	SuppProdCo 115050 D 150662 150700 150716 150716 SuppProdCo 150658 150655 150655 150655	Code QE 2 2 4 1 2 2 2 2 0 1 1 1 1 1 1 1 1 1 1 1	UnitCost 150.15 555.00 903.00 811.00 694.00 UnitCost 806.66 621.82 621.82 722.40	t TotalCost 300.31 1110.00 903.00 1622.00 1388.00 1388.00 TotalCost 806.66 621.82 621.82 722.40 722.40	Supplementation 10031608 10031608 10031608 10031608 10031608 10031608 10031608 10031608 998326 10031608 9998326 10998326 9998326 10998326 9998326 10998326 9998326 10998326	r Is Resolved Yes Yes Yes No No No r Is Resolved No Yes Yes Yes Yes Yes	Create Product Codes Create Product Codes
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The incoming stock screen will automatically check status upon entry or when refreshed and display any discrepancy orders.

0	rder ID	Supplier Purc	hase Order Number	Order Date	Client Code	Branch Name		Sup	plier Name	e Alliance Nam	e	Email
	6	1	0031608	18/12/2011	tlssalaman T	[life] salamander	Bay	Те	elstra Cloc	alltlst		Email ClickPOS.
D	Detail ID	Barcode/Serial No		Description		SuppProdCode	Qty	y UnitCost	t TotalCost	SupplierPONumber	Is Resolved	Create Product Co
L	6	9316423008853	TPREPAID SAMSUNG GALAX	Y ACE NEXT G \$10 N	IL BLACK	115050	2	150.15	300.31	10031608	Yes	Create Product Cod
2	6		SAMSUNG GALAXY 5 II (I91	00T) NOBLE BLACK 3	G850 HSET+SIM CAR	D 150662	2	555.00	1110.00	10031608	Yes	Create Product Cod
;	6		APPLE IPHONE 45 WHITE 6	4GB 3G 850 HSET +	SIM	150720	1	903.00	903.00	10031608	Yes	Create Product Co
ł	6		APPLE IPHONE 45 WHITE 3	2GB 3G 850 HSET +	SIM	150718	2	811.00	1622.00	10031608	No	Create Product Co
5	6		APPLE IPHONE 45 WHITE 1	6GB 3G 850 HSET +	SIM	150716	2	694.00	1388.00	10031608	No	Create Product Co
	7	9	9998326	13/12/2011	tissalaman T	[life] salamander	Bay	Te	elstra Cloc	alltlst		Email ClickPOS.
D	Detail ID	Barcode/Serial No		Description	_	SuppProdCode	Qty	UnitCost	TotalCost	SupplierPONumber	Is Resolved	Create Product Co
L	7		APPLE IPAD 2 WI-FI + 3G 6	4GB 3G 850 TABLET	+ SIM CARD WHITE	150659	1	806.66	806.66	9998326	No	Create Product Cod
2	7		APPLE IPAD 2 WI-FI + 3G 6	4GB 3G 850 TABLET	+ SIM CARD BLACK	150658	1	806.66	806.66	9998326	Yes	Create Product Cod
3	7		APPLE IPAD 2 WI-FI + 3G	6GB 3G 850 TABLET	+SIM CARD BLK	150654	1	621.82	621.82	9998326	Yes	Create Product Cod
ł	7		APPLE IPAD 2 WI-FI + 3G	6GB 3G 850 TABLET	+SIM CARD WHITE	150655	1	621.82	621.82	9998326	Yes	Create Product Cod
5	7		APPLE IPAD 2 WI-FI + 3G 3	2GB 3G 850 TABLET	+ SIM CARD WHITE	150657	1	722.40	722.40	9998326	Yes	Create Product Cod
	-		Apple TRAD 2 Wi ELL 2C 22	CP 2C 9E0 TAPLET		150656	1	722 40	722.40	9998326	Yes	Create Product Cod

Permission required to be enabled for unrestricted use.

- 2.10.000 Maintain the Product List
- 2.10.110 Add Products into the Catalogue
- 2.40.000 List Incoming Stock
- 2.40.200 List Stock on Order
- 5.00.000 Access the Maintenance Screen
- 5.10.000 Maintain the Tariff Plan (ie: Phones, Carriers)
- 5.10.300 Maintain the Phone List

Permissions: User access rights are inherited from the normal stock permissions.

Example: If the staff member does not have access to these features normally, they will also have the same restrictions applied to their user group in this area also. Ensure above permissions are enabled for users required to maintain product lines and receive incoming purchase orders.

Process (Adding Missing Items to the Catalogue)

a. Navigate to Stock \rightarrow Incoming Stock

Please Note:

You will only see a pre order maintenance area if there is an order parked due to missing items in the catalogue (master list)

Incom Incoming Pure Supplier Supplier Supplier Supplier Supplier Supplier Preight Cost Supplier Supplier Supplier Web Back Preophone Percenter Order Conter 1 6 2 6 3 6 4 6 5 6	All and a second	Check	rd Order Date 19/12/2011	Client Code Ussalaman	Branch N T[life] salamar	lame nder Ba	5	Supplier Na	me Allia	sce Name	Enai
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2 6 3 6 4 6 5 6	9316423008853	TPREPAID SAMSUNG GALA	AXY ACE NEXT G \$1	0 NL BLACK	115050	2	2 150.1	15 300.31	10031608	Yes	Create Product Codes
3 6 4 6 5 6		SAMSUNG GALAXY S II (19	100T) NOBLE BLAC	K 3G850 HSET+SIM CA	ARD 150662	2	2 555.0	00 1110.00	10031608	Yes	Create Product Codes
4 6 5 6		APPLE IPHONE 45 WHITE	64GB 3G 850 HSET	+ SIM	150720	1	L 903.0	903.00	10031608	Yes	Create Product Codes
5 6		APPLE IPHONE 45 WHITE 3	32GB 3G 850 HSET	+ SIM	150718	2	811.0	00 1622.00	10031608	No	Create Product Codes
		APPLE IPHONE 45 WHITE	16GB 3G 850 HSET	+ SIM	150716	2	2 694.0	00 1388.0	10031608	No	Create Product Codes
[+] 7		9998326	13/12/2011	tissalaman	T[life] salamar	nder Ba	ay	Telstra Clo	c	alltist	Email ClickPOS.
ID Detail ID Bar	Barcode/Serial No	•	Description		SuppProdCo	ode Qt	ty UnitCo	ost TotalCo	at SupplierPO	Number Is Res	olved Create Product Codes
1 7		APPLE IPAD 2 WI-FI + 3G	64GB 3G 850 TABL	ET + SIM CARD WHITE	E 150659	1	806.66	6 806.66	9998326	No	Create Product Codes
2 7		APPLE IPAD 2 WI-FI + 3G	64GB 3G 850 TABL	.ET + SIM CARD BLACK	K 150658	1	806.66	6 806.66	9998326	Yes	Create Product Codes
3 7		APPLE IPAD 2 WI-FI + 3G	16GB 3G 850 TABL	ET +SIM CARD BLK	150654	1	621.83	2 621.82	9998326	Yes	Create Product Codes
4 7		APPLE IPAD 2 WI-FI + 3G	16GB 3G 850 TABL	ET +SIM CARD WHITE	150655	1	621.83	2 621.82	9998326	Yes	Create Product Codes
5 7		APPLE IPAD 2 WI-FI + 3G	32GB 3G 850 TABL	.ET + SIM CARD WHITE	E 150657	1	722.40	0 722.40	9998326	Yes	Create Product Codes
6 7		Apple IPAD 2 Wi-Fi + 3G 3	32GB 3G 850 TABLE	T + SIM CARD BLACK	150656	1	722.40	0 722.40	9998326	Yes	Create Product Codes
						_	_				

b. Look for items denoted as 'resolved' = NO and click Create Product Codes.

	Order	er ID Supplier Purc	hase Order Number	Order Date	Client Code	Branch Name		Supp	olier Name	e Alliance Nam	e	Email
+]	6	5 1	0031608	18/12/2011	tlssalaman T[life] salamander	Bay	Te	lstra Cloc	alltlst	_	Email ClickPOS.
1	ID De	etail ID Barcode/Serial No		Description		SuppProdCode	Qty	UnitCost	TotalCost	SupplierPONumber	Is Resolved	Create Product Codes
	1 6	9316423008853	TPREPAID SAMSUNG GALAXY	ACE NEXT G	\$10 NL BLACK	115050	2	150.15	300.31	10031608	Yes	Create Product Codes
:	2 6		SAMSUNG GALAXY 5 II (I910	0T) NOBLE BL	ACK 3G850 HSET+SIM CARE	150662	2	555.00	1110.00	10031608	Yes	Create Product Codes
	3 6		APPLE IPHONE 45 WHITE 64	GB 3G 850 HS	ET + SIM	150720	1	903.00	903.00	10031608	Yes	Create Product Codes
4	4 6		APPLE IPHONE 45 WHITE 32	GB 3G 850 HS	ET + SIM	150718	2	811.00	1622.00	10031608	No	Create Product Codes
1	5 6		APPLE IPHONE 45 WHITE 16	GB 3G 850 HS	ET + SIM	150716	2	694.00	1388.00	10031608	No	Create Product Codes

c. You will then be directed to a selection screen that allows you to indicate if it is a product or IMEI based device. Simply select which you would like to assign it to.

	ntain Orders Search Order	Add To Stock Add	d Phone To Stock	Search Stock	Incomi	ng Transfer	Change These		deciment decentane descrite	Confirmation	_	_		
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Alternatively you can remove items from the order by clicking the delete button to the far right of the item. This will take it off the order and will not expect you to add it to the catalogue or receive it into inventory.

Product Maintain

(When selected) ClicKPOS will open up a page and prefill certain information that is available with the supplier order file. Such as Barcode, Name, Purchase Price, Supplier Product Code.

- d. Fill in the required blank fields of information
- e. Click save
- f. Close the window and the pre-order listing will be set resolved



Tariff Plan

(When selected) will open up a page and prefill certain fields with the supplier order file information. Like the product

- g. Fill in the required blank fields of information
- h. Click save
- i. Close the window and the pre-order listing will be set resolved

Carrier	Plan Plan Phone Pla	n Template Update Wizard	i
● Add Edit ◎ (Copy Details Search	Maintain Manufacturer & Colors	
Phone Name * AccountRef Website Special /ery Important (VIP) Web Description Web Link	APPLE IPHONE 4S WHITE 32GB 3	A set of the set	10.00 0 811.00
End Of Line (EOL)	intep://	Weight Height Width Length	
OK 🗹 Cle	ar 🛆		-

NOTE: Once the items have been added to the catalogue the status will be set resolved automatically.

NOTE: The order will automatically remove itself from the Pre-Order Maintenance area once the last item on the list has been resolved.

NOTE: Alliance (Telstra) members will not be able to add IMEI based devices. In turn an email option is available which will notify ClickPOs that the device is missing.

The order can now be received as per normal.

For any other queries contact ClickPOS support on 03 9092 5300 or help@clickpos.com

FAQ

Troubleshooting:

If the order still remains visible after all items have been added, refresh your screen or leave the page and come back in again.

3b. Receiving Goods into ClickPOS – Manual Process

- a. Login to ClickPOS
- b. Proceed to Stock ightarrow Incoming
- c. Select Telstra CLOC as supplier
- d. Enter supplier invoice number within the 'Incoming Purchase Orders' section
- e. Click Search
- f. Refer normal stock receiving process

Supplier	Telstra CLOC	-
Supplier Invoice lumber	R12345	
Packing List lumber		
reight Cost	0	Check to add tax to freight
Supplier Invoice Date	30/05/2012	Gaarchel

3c. Receiving Goods into ClickPOS – Semi-Automatic Process (Dispatch File)

- a. Login to ClickPOS
- b. Proceed to Stock \rightarrow Incoming
- c. Select Telstra CLOC as supplier
- d. Enter Supplier Invoice Number
- e. Click Search

Supplier	Telstra CLOC 🗸	
Supplier Invoice Number	R12345	
Packing List Number		
reight Cost	0 Check to add tax to freight	
Supplier Invoice Date	30/05/2012	
ate	Search)

f. Locate the delivered order within the incoming stock screen

Order ID: 2003533 Ordere	d By: Telstra	Store O	rdered	Date: 16/	05/2012 R	equired l	By: 16/05/2	012 Sup	plier Ord	ler Number: 10879609
Description	Barcode	Sup.Prod.Code	Ord. Qty	Rec.Qty	Tot Qty Received	Unit Price	Total I	Tick Products Recieved	Dispatch Import Qty	Receive Dispatch File.
Apple Ipad 16GB 3G MD369XA-White		150778	1	0	0	\$657.72	\$657.72	N/A	0	Add Manually
Notes: VSO IMPORT Apple Ipad 16GB MD366XA Black Notes: VSO IMPORT		150777	1	0	0	\$657.72	\$657.72	N/A	0	Add Manually
Apple lpad 32GB 3G MD370XA White Notae: VSO IMPORT		150780	1	0	0	\$748.44	\$748.44	N/A	0	Add Manually
Total			3		0		\$2,063.89			

g. (Optional) Viewing the despatch file and ensuring your order is correct before proceeding any further

Description	Barcode	Sup.Prod.Code	Ord.	Rec.Qty	Tot Qty	Unit	Total	Tick Products	Dispatch Import	1	Dispatch R	ecord For Suppli	er Number:	: 10717361
			uty		Received	Price	1	Recieved	Qty		Customer Order No	Sup Prod Code	Quantity	Is record imported
Apple lpad 16GB 3G ID369XA-White		150778	1	0	0	\$657.72	\$657.72	N/A	0	<u>Adc</u>	10717361	114499	20	No
Notes: VSO IMPORT											10717361	114743	6	No
Apple lpad 16GB MD366XA Black		150777	1	0	0	\$657.72	\$657.72	N/A	0	<u>Adc</u>	10717361	114830	1	No
Notes: VSO IMPORT											10717361	114930	20	No
Apple lpad 32GB 3G ID370XA White		150780	1	0	0	\$748.44	\$748.44	N/A	0	<u>Adc</u>	10717361	150727	1	No
lotes: VSO IMPORT			2		0		P2 002 00			- 1	10717361	150736	1	No
otai			3		U		\$2,003.09			1	10717361	150757	2	No
											10717361	150767	1	No
											10717361	150779	1	No

Simply click the to view details contained within the despatch file

h. Click on 'Receive Dispatch File'

Incoming	Stock									
Description	Barcode	Sup.Prod.Code	Ord. Qty	Rec.Qty	Tot Qty Received	Unit Price	Total	Tick Products Recieved	Dispatch Import Qty	Receive Dispatch File.
Apple lpad 16GB 3G MD369XA-White Notes: VSO IMPORT		150778	1	0	0	\$657.72	\$657.72	N/A	0	Add Manually
Apple lpad 16GB MD366XA Black Notes: VSO IMPORT		150777	1	0	0	\$657.72	\$657.72	N/A	0	Add Manually
Apple Ipad 32GB 3G MD370XA White Notes: VSO IMPORT		150780	1	0	0	\$748.44	\$748.44	N/A	0	Add Manually
Total	_	_	3	-	0	:	\$2,063.89	-	-	

i. Verify that all stock has been delivered using the supplier product code and serial number fields.

Order Line Id	Sup Prod Code	Description	Serial Number	Customer Order No	Quantity	Is record imported	
5006	114499	TPPP 1GB Micro Sim For Apple IPad Starter Kit	831616669 831616677 831616685 831616693	, <mark>112233</mark>	20	No	
5007	114743	TPPP Elite WiFi Modem No Color	356163042123410 366163042128435 366163042138483 356163042139861 T	112233	6	No	
 5008	114830	TPPP Samsung S5511T Deep Red Red	357469043694609	112233	1	No	Ш
5009	114930	TPREPAID Universal Starter Kit \$30 New	847340510 847340874 906951082 906951116	112233	20	No	
5010	150727	Samsung Omnia W Black	359216040050402	112233	1	No	
5011	150736	HTC Velocity 4G Black	358315040406423	112233	1	No	
5012	150757	Samsung Galaxy Note (N7000B) Blue	359792040531542 359792040534918	112233	2	No	
5013	150767	NOKIA LUMINA WHITE White	352424050160973	112233	1	No	
			012212002199709				-

- j. Tick all boxes once confirmed
- k. Click 'Update selected Records' to confirm and enter into Inventory.

Order Line Id	Sup Prod Code	Description	Serial Number	Customer Order No	Quantity	ls record imported
5006	114499	TPPP 1GB Micro Sim For Apple IPad Starter Kit	831616669 831616677 831616685 831616693	112233	20	No
5007	114743	TPPP Elite WiFi Modem No Color	356163042123410 356163042128435 356163042138483 356163042139861	112233	6	No
5008	114830	TPPP Samsung S5511T Deep Red Red	357469043694609	112233	1	No
5009	114930	TPREPAID Universal Starter Kit \$30 New	847340510 847340874 906951082 906951116	112233	20	No
5010	150727	Samsung Omnia W Black	359216040050402	112233	1	No
5011	150736	HTC Velocity 4G Black	358315040408423	112233	1	No
5012	150757	Samsung Galaxy Note (N7000B) Blue	359792040531542 359792040534918	,112233	2	No
5013	150767	NOKIA LUMINA WHITE White	352424050160973	,112233	1	No

I. Complete

Troubleshooting Error Codes

Duplicate IMEI/Serial Number on the following Order Line ID (x)



This error indicates that the IMEI or Serial you are trying to receive on the indicated Order Line ID is already in stock.

This could indicate that the stock has already been received.

In this event you will need to revert back to a manual receiving method.

The quantity received cannot exceed the maximum on order on the following Order Line ID (x)



This error indicates that you are trying to add more inventory than is stipulated on the original VSO order. Double check your original order as well as the packing or supplier invoice for consistency. Notify Brightstar or ClickPOS in this situation.

FAQ

Q. I cannot see my dispatch file, where is it?

A. In some cases if the order arrives the next day, the order actually beats the dispatch file due the time frames the files are generated and the times they are retrieved by clickpos. In these cases you would be expected to receive the stock manually via incoming stock.

Q. I cannot see my order when I search Telstra CLOC, where is it?

A. There are 2 possibilities, 1 is the order file has not been generated by Brightstar/ClickPOS not retrieved and 2 the order is in pre-order maintenance. Check pre-order first and if it is not there, either contact clickpos or vso support.

Q. What if there are missing items, am I still required to add those items to the master list?

A. Yes, the order is required to have all items present in the master list. No exceptions. Once the items have been added to the catalogue, you can only then remove the items from the order following the normal process.

Q. Why am I not able to add phones or data devices to the tariff plan?

A. This is due to the alliance. As part of the alliance ClickPOS are responsible for the upkeep of all IMEI based devices. On the rare occasion that we <u>have not</u> uploaded the device information, you can click on the 'Email ClickPOS' button and immediately notify ClickPOS support within a few simple steps.

Q. I ordered 3 identical phones and only 2 arrived, how can I only receive the 2 without automatically receiving the missing IMEI?

A. You will have to receive all 3 using the normal receiving method. Click 'Add Manually' next to the device in list and scan all 3 IMEI in as per normal.

Q. A staff member has received the whole order manually without using the incoming stock area. How do I remove the order from my incoming stock screen?

A. You will need to proceed to incoming stock screen, find the order by searching and then click on the blue order id number. It will navigate you away to the order screen. You will then need to un-approve and open the status on the order. It can now be deleted.

Q. An item on backorder cannot be delivered and it is still showing on my incoming stock screen, how do I remove it?

A. You will need to proceed to incoming stock screen, find the order by searching and then click on the blue order id number. It will navigate you away to the order screen. You will then need to un-approve and open the status on the order. Proceed to the current order tab and remove the item or reduce the expected quantity to the amount that has already been delivered.