



# Brightstar's vendor suggested ordering integration with ClickPOS

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## 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 is 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. [Manual](#)
  - 3c. [Semi-Automatic \(Dispatch File\)](#)
4. [Troubleshooting & FAQs](#)



## 1. Raise the VSO order via Order Express

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

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

- Navigate to Stock → Incoming
- Select 'Telstra CLOC' from within Supplier Field
- After leaving everything else blank, Click Search
- Verify that your order is displayed

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

 Incoming Stock										
Order ID: <a href="#">2003533</a> Ordered By: Telstra Store Ordered Date: 16/05/2012 Required By: 16/05/2012 Supplier Order Number: 10879609										
Description	Barcode	Sup.Prod.Code	Ord. Qty	Rec. Qty	Tot Qty Received	Unit Price	Total Products Received	Tick	Dispatch Import Qty	
Apple Ipad 16GB 3G MD369XA-White Notes: VSO IMPORT		150778	1	0	0	\$657.72	\$657.72	N/A	0	<a href="#">Add Manually</a>
Apple Ipad 16GB MD366XA Black Notes: VSO IMPORT		150777	1	0	0	\$657.72	\$657.72	N/A	0	<a href="#">Add Manually</a>
Apple Ipad 32GB 3G MD370XA White Notes: VSO IMPORT		150780	1	0	0	\$748.44	\$748.44	N/A	0	<a href="#">Add Manually</a>
<b>Total</b>			<b>3</b>	<b>0</b>	<b>0</b>		<b>\$2,063.89</b>			

## 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.

ClickPOS Home Sale Stock Repairs Reports Accounts Maintain Card File Logout

Product Maintain Orders Search Order Add To Stock Add Phone To Stock Search Stock Incoming Transfer Change Prices Faulty Replacement Stocktake Stock Confirmation

### Incoming Stock

**Incoming Purchase Orders**  
Incoming stock delivered from suppliers

Supplier: All  
Supplier Invoice Number:   
Packing List Number:   
Freight Cost: 0  Check to add tax to freight  
Supplier Invoice Date: 1/02/2012

[Back](#) [Search](#)

**Pre Order Maintenance**  
Items on order that are missing from the catalogue  
Order cannot be imported until below items have a master record

Order ID	Supplier Purchase Order Number	Order Date	Client Code	Branch Name	Supplier Name	Alliance Name	Email			
[+] 6	10031608	18/12/2011	tissalman	T[life] salamander Bay	Telstra Cloc	alltst	<a href="#">Email ClickPOS</a>			
ID	Detail 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	<a href="#">Create Product Codes</a>
2	6		SAMSUNG GALAXY S II (I9100T) NOBLE BLACK 3G850 HSET+SIM CARD	150662	2	555.00	1110.00	10031608	Yes	<a href="#">Create Product Codes</a>
3	6		APPLE IPHONE 4S WHITE 64GB 3G 850 HSET + SIM	150720	1	903.00	903.00	10031608	Yes	<a href="#">Create Product Codes</a>
4	6		APPLE IPHONE 4S WHITE 32GB 3G 850 HSET + SIM	150718	2	811.00	1622.00	10031608	No	<a href="#">Create Product Codes</a>
5	6		APPLE IPHONE 4S WHITE 16GB 3G 850 HSET + SIM	150716	2	694.00	1388.00	10031608	No	<a href="#">Create Product Codes</a>
[+] 7	9998326	13/12/2011	tissalman	T[life] salamander Bay	Telstra Cloc	alltst	<a href="#">Email ClickPOS</a>			
ID	Detail ID	Barcode/Serial No	Description	SuppProdCode	Qty	UnitCost	TotalCost	SupplierPONumber	Is Resolved	Create Product Codes
1	7		APPLE IPAD 2 WI-FI + 3G 64GB 3G 850 TABLET + SIM CARD WHITE	150659	1	806.66	806.66	9998326	No	<a href="#">Create Product Codes</a>
2	7		APPLE IPAD 2 WI-FI + 3G 64GB 3G 850 TABLET + SIM CARD BLACK	150658	1	806.66	806.66	9998326	Yes	<a href="#">Create Product Codes</a>
3	7		APPLE IPAD 2 WI-FI + 3G 16GB 3G 850 TABLET +SIM CARD BLK	150654	1	621.82	621.82	9998326	Yes	<a href="#">Create Product Codes</a>
4	7		APPLE IPAD 2 WI-FI + 3G 16GB 3G 850 TABLET +SIM CARD WHITE	150655	1	621.82	621.82	9998326	Yes	<a href="#">Create Product Codes</a>
5	7		APPLE IPAD 2 WI-FI + 3G 32GB 3G 850 TABLET + SIM CARD WHITE	150657	1	722.40	722.40	9998326	Yes	<a href="#">Create Product Codes</a>
6	7		Apple IPAD 2 WI-FI + 3G 32GB 3G 850 TABLET + SIM CARD BLACK	150656	1	722.40	722.40	9998326	Yes	<a href="#">Create Product Codes</a>

The incoming stock screen will automatically check status upon entry or when refreshed and display any discrepancy orders.

**Pre Order Maintenance**  
Items on order that are missing from the catalogue  
Order cannot be imported until below items have a master record

Order ID	Supplier Purchase Order Number	Order Date	Client Code	Branch Name	Supplier Name	Alliance Name	Email			
[+] 6	10031608	18/12/2011	tissalman	T[life] salamander Bay	Telstra Cloc	alltst	<a href="#">Email ClickPOS</a>			
ID	Detail 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	<a href="#">Create Product Codes</a>
2	6		SAMSUNG GALAXY S II (I9100T) NOBLE BLACK 3G850 HSET+SIM CARD	150662	2	555.00	1110.00	10031608	Yes	<a href="#">Create Product Codes</a>
3	6		APPLE IPHONE 4S WHITE 64GB 3G 850 HSET + SIM	150720	1	903.00	903.00	10031608	Yes	<a href="#">Create Product Codes</a>
4	6		APPLE IPHONE 4S WHITE 32GB 3G 850 HSET + SIM	150718	2	811.00	1622.00	10031608	No	<a href="#">Create Product Codes</a>
5	6		APPLE IPHONE 4S WHITE 16GB 3G 850 HSET + SIM	150716	2	694.00	1388.00	10031608	No	<a href="#">Create Product Codes</a>
[+] 7	9998326	13/12/2011	tissalman	T[life] salamander Bay	Telstra Cloc	alltst	<a href="#">Email ClickPOS</a>			
ID	Detail ID	Barcode/Serial No	Description	SuppProdCode	Qty	UnitCost	TotalCost	SupplierPONumber	Is Resolved	Create Product Codes
1	7		APPLE IPAD 2 WI-FI + 3G 64GB 3G 850 TABLET + SIM CARD WHITE	150659	1	806.66	806.66	9998326	No	<a href="#">Create Product Codes</a>
2	7		APPLE IPAD 2 WI-FI + 3G 64GB 3G 850 TABLET + SIM CARD BLACK	150658	1	806.66	806.66	9998326	Yes	<a href="#">Create Product Codes</a>
3	7		APPLE IPAD 2 WI-FI + 3G 16GB 3G 850 TABLET +SIM CARD BLK	150654	1	621.82	621.82	9998326	Yes	<a href="#">Create Product Codes</a>
4	7		APPLE IPAD 2 WI-FI + 3G 16GB 3G 850 TABLET +SIM CARD WHITE	150655	1	621.82	621.82	9998326	Yes	<a href="#">Create Product Codes</a>
5	7		APPLE IPAD 2 WI-FI + 3G 32GB 3G 850 TABLET + SIM CARD WHITE	150657	1	722.40	722.40	9998326	Yes	<a href="#">Create Product Codes</a>
6	7		Apple IPAD 2 WI-FI + 3G 32GB 3G 850 TABLET + SIM CARD BLACK	150656	1	722.40	722.40	9998326	Yes	<a href="#">Create Product Codes</a>

**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.

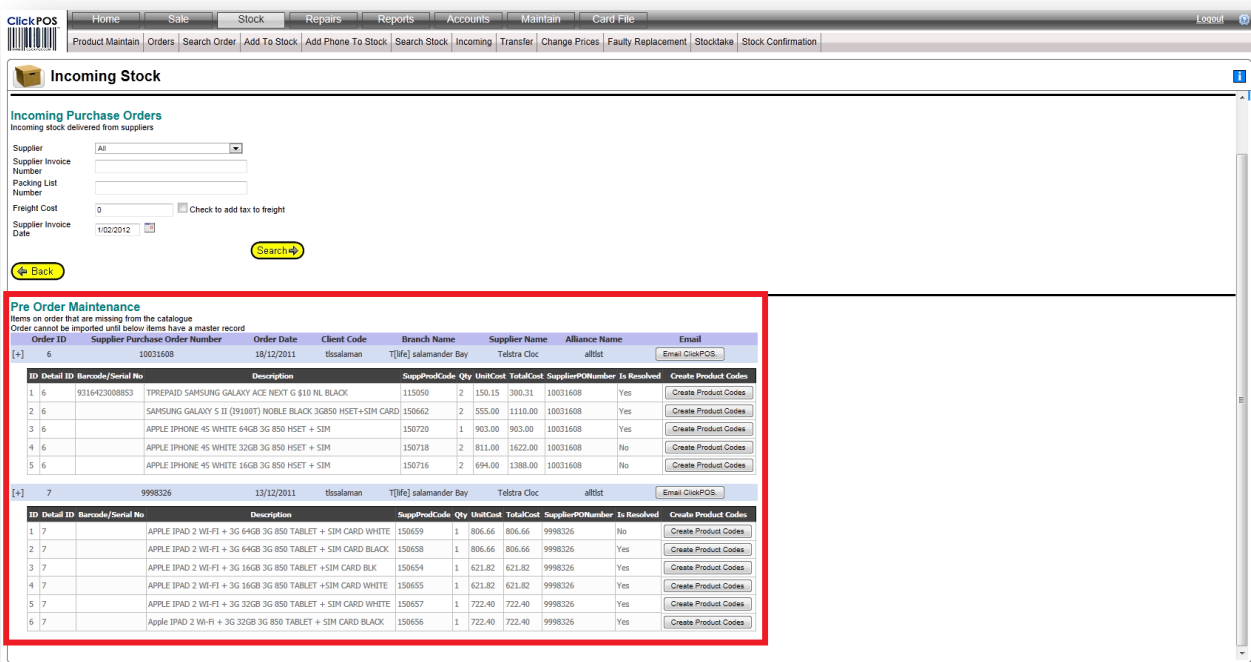
Example: If the staff member does not have access to these features normally, they will also have the same restrictions applied to their user group in this area also. Ensure above permissions are enabled for users required to maintain product lines and receive incoming purchase orders.

**Process (Adding Missing Items to the Catalogue)**

- a. Navigate to Stock → Incoming Stock

**Please Note:**

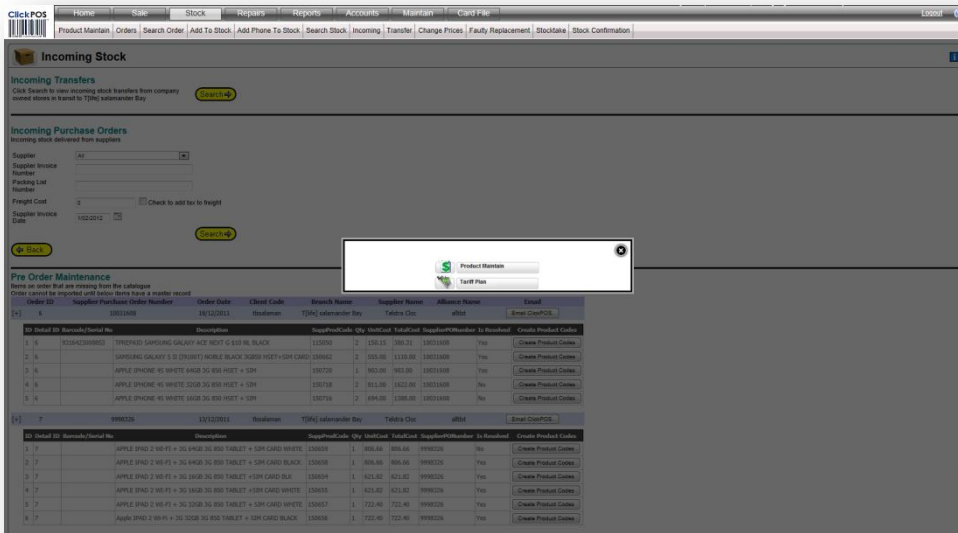
**You will only see a pre order maintenance area if there is an order parked due to missing items in the catalogue (master list)**



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

Order ID	Supplier Purchase Order Number	Order Date	Client Code	Branch Name	Supplier Name	Alliance Name	Email			
6	10031608	18/12/2011	tissalaman	T[life] salamander Bay	Telstra Clo	alltst	Email ClickPOS			
ID	Detail 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 S II (I9100T) NOBLE BLACK 3G850 HSET+SIM CARD	150662	2	555.00	1110.00	10031608	Yes	Create Product Codes
3	6		APPLE IPHONE 4S WHITE 64GB 3G 850 HSET + SIM	150720	1	903.00	903.00	10031608	Yes	Create Product Codes
4	6		APPLE IPHONE 4S WHITE 32GB 3G 850 HSET + SIM	150718	2	811.00	1622.00	10031608	No	Create Product Codes
5	6		APPLE IPHONE 4S WHITE 16GB 3G 850 HSET + 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.

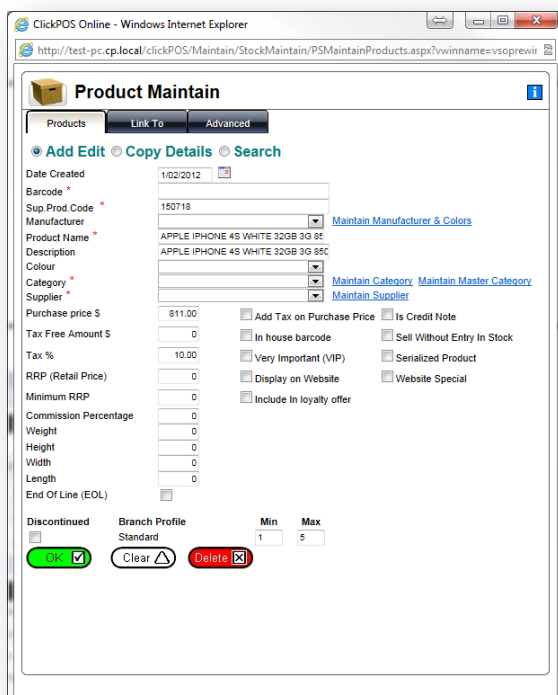


Alternatively you can remove items from the order by clicking the delete button to the far right of the item. This will take it off the order and will not expect you to add it to the catalogue or receive it into inventory.

## 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

ClickPOS Online - Windows Internet Explorer  
http://test-pc.cp.local/clickPOS/Maintain/TariffPlan/PSMaintainPhone.aspx?Content=Phone&vwinname

### Tariff Plan

Carrier Plan Phone Plan Template Update Wizard

Add Edit  Copy Details  Search

Manufacturer: [Dropdown] [Maintain Manufacturer & Colors](#)

Phone Name: APPLE IPHONE 4S WHITE 32GB 3G BS

AccountRef: [Dropdown] [Maintain Account Reference](#)

Website Special:

Very Important (VIP):

Web Description: [Text Box]

Web Link: http:// [Text Box]

End Of Line (EOL):

Tax %	10.00
Tax Free Amount \$	0
Purchase price \$	811.00
RRP (Retail Price)	0
Weight	0
Height	0
Width	0
Length	0

**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](mailto: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 → 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

**Incoming Purchase Orders**  
Incoming stock delivered from suppliers

Supplier:

Supplier Invoice Number:

Packing List Number:

Freight Cost:   Check to add tax to freight

Supplier Invoice Date:

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

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

**Incoming Purchase Orders**  
Incoming stock delivered from suppliers

Supplier:

Supplier Invoice Number:

Packing List Number:

Freight Cost:   Check to add tax to freight

Supplier Invoice Date:

- f. Locate the delivered order within the incoming stock screen

Incoming Stock										
Order ID: <a href="#">2003533</a>		Ordered By: Telstra Store		Ordered Date: 16/05/2012		Required By: 16/05/2012		Supplier Order Number: 10879609		
Description	Barcode	Sup.Prod.Code	Ord. Qty	Rec. Qty	Tot Qty Received	Unit Price	Total	Tick Products Received	Dispatch Import Qty	<a href="#">i</a>
Apple Ipad 16GB 3G MD369XA-White Notes: VSO IMPORT		150778	1	0	0	\$657.72	\$657.72	N/A	0	<a href="#">Add Manually</a>
Apple Ipad 16GB MD366XA Black Notes: VSO IMPORT		150777	1	0	0	\$657.72	\$657.72	N/A	0	<a href="#">Add Manually</a>
Apple Ipad 32GB 3G MD370XA White Notes: VSO IMPORT		150780	1	0	0	\$748.44	\$748.44	N/A	0	<a href="#">Add Manually</a>
<b>Total</b>			<b>3</b>	<b>0</b>	<b>0</b>		<b>\$2,063.89</b>			

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

Incoming Stock										
Dispatch Record For Supplier Number: 10717361										
Description	Barcode	Sup.Prod.Code	Ord. Qty	Rec. Qty	Tot Qty Received	Unit Price	Total	Tick Products Received	Dispatch Import Qty	<a href="#">i</a>
Apple Ipad 16GB 3G MD369XA-White Notes: VSO IMPORT		150778	1	0	0	\$657.72	\$657.72	N/A	0	<a href="#">Add Manually</a>
Apple Ipad 16GB MD366XA Black Notes: VSO IMPORT		150777	1	0	0	\$657.72	\$657.72	N/A	0	<a href="#">Add Manually</a>
Apple Ipad 32GB 3G MD370XA White Notes: VSO IMPORT		150780	1	0	0	\$748.44	\$748.44	N/A	0	<a href="#">Add Manually</a>
<b>Total</b>			<b>3</b>	<b>0</b>	<b>0</b>		<b>\$2,063.89</b>			

Customer Order No	Sup Prod Code	Quantity	Is record imported
10717361	114499	20	No
10717361	114743	6	No
10717361	114830	1	No
10717361	114930	20	No
10717361	150727	1	No
10717361	150736	1	No
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 Received	Dispatch Import Qty	<a href="#">i</a>
Apple Ipad 16GB 3G MD369XA-White Notes: VSO IMPORT		150778	1	0	0	\$657.72	\$657.72	N/A	0	<a href="#">Add Manually</a>
Apple Ipad 16GB MD366XA Black Notes: VSO IMPORT		150777	1	0	0	\$657.72	\$657.72	N/A	0	<a href="#">Add Manually</a>
Apple Ipad 32GB 3G MD370XA White Notes: VSO IMPORT		150780	1	0	0	\$748.44	\$748.44	N/A	0	<a href="#">Add Manually</a>
<b>Total</b>			<b>3</b>	<b>0</b>	<b>0</b>		<b>\$2,063.89</b>			

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



https://svr87.clickpos.net/?SupplierPONumber=10717361&SupplierInvNo=dd - Display

<input type="checkbox"/>	Order Line Id	Sup Prod Code	Description	Serial Number	Customer Order No	Quantity	Is record imported
<input type="checkbox"/>	5006	114499	TPPP 1GB Micro Sim For Apple iPad Starter Kit	831616669 831616677 831616685 831616693	112233	20	No
<input type="checkbox"/>	5007	114743	TPPP Elite WiFi Modem No Color	356163042123410 356163042128435 356163042138483 356163042138861	112233	6	No
<input type="checkbox"/>	5008	114830	TPPP Samsung S5511T Deep Red Red	357469043694609	112233	1	No
<input type="checkbox"/>	5009	114930	TPREPAID Universal Starter Kit \$30 New	847340510 847340874 906951082 906951116	112233	20	No
<input type="checkbox"/>	5010	150727	Samsung Omnia W Black	359216040050402	112233	1	No
<input type="checkbox"/>	5011	150736	HTC Velocity 4G Black	358315040406423	112233	1	No
<input type="checkbox"/>	5012	150757	Samsung Galaxy Note (N7000B) Blue	359792040531542 359792040534918	112233	2	No
<input type="checkbox"/>	5013	150767	NOKIA LUMINA WHITE White	352424050160973	112233	1	No
				013212003188709			

j. Tick all boxes once confirmed

k. Click 'Update selected Records' to confirm and enter into Inventory.

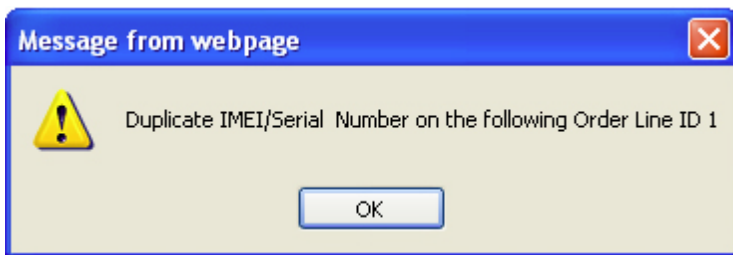
https://svr87.clickpos.net/?SupplierPONumber=10717361&SupplierInvNo=dd - Display

<input type="checkbox"/>	Order Line Id	Sup Prod Code	Description	Serial Number	Customer Order No	Quantity	Is record imported
<input checked="" type="checkbox"/>	5006	114499	TPPP 1GB Micro Sim For Apple iPad Starter Kit	831616669 831616677 831616685 831616693	112233	20	No
<input checked="" type="checkbox"/>	5007	114743	TPPP Elite WiFi Modem No Color	356163042123410 356163042128435 356163042138483 356163042138861	112233	6	No
<input checked="" type="checkbox"/>	5008	114830	TPPP Samsung S5511T Deep Red Red	357469043694609	112233	1	No
<input checked="" type="checkbox"/>	5009	114930	TPREPAID Universal Starter Kit \$30 New	847340510 847340874 906951082 906951116	112233	20	No
<input checked="" type="checkbox"/>	5010	150727	Samsung Omnia W Black	359216040050402	112233	1	No
<input checked="" type="checkbox"/>	5011	150736	HTC Velocity 4G Black	358315040406423	112233	1	No
<input checked="" type="checkbox"/>	5012	150757	Samsung Galaxy Note (N7000B) Blue	359792040531542 359792040534918	112233	2	No
<input checked="" type="checkbox"/>	5013	150767	NOKIA LUMINA WHITE White	352424050160973	112233	1	No
				013212003188709			

l. Complete

## Troubleshooting Error Codes

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

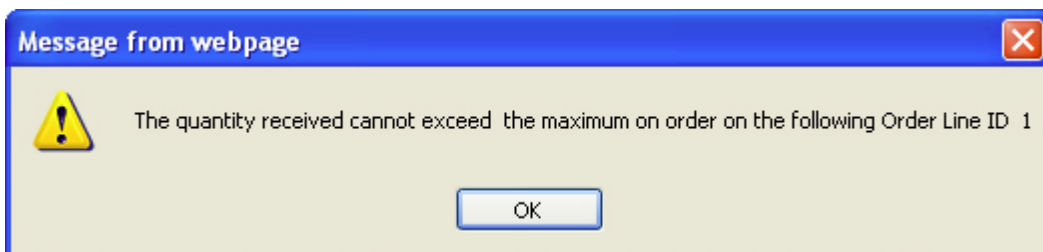


This error indicates that the IMEI or Serial you are trying to receive on the indicated Order Line ID is already in stock.

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 have not 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.