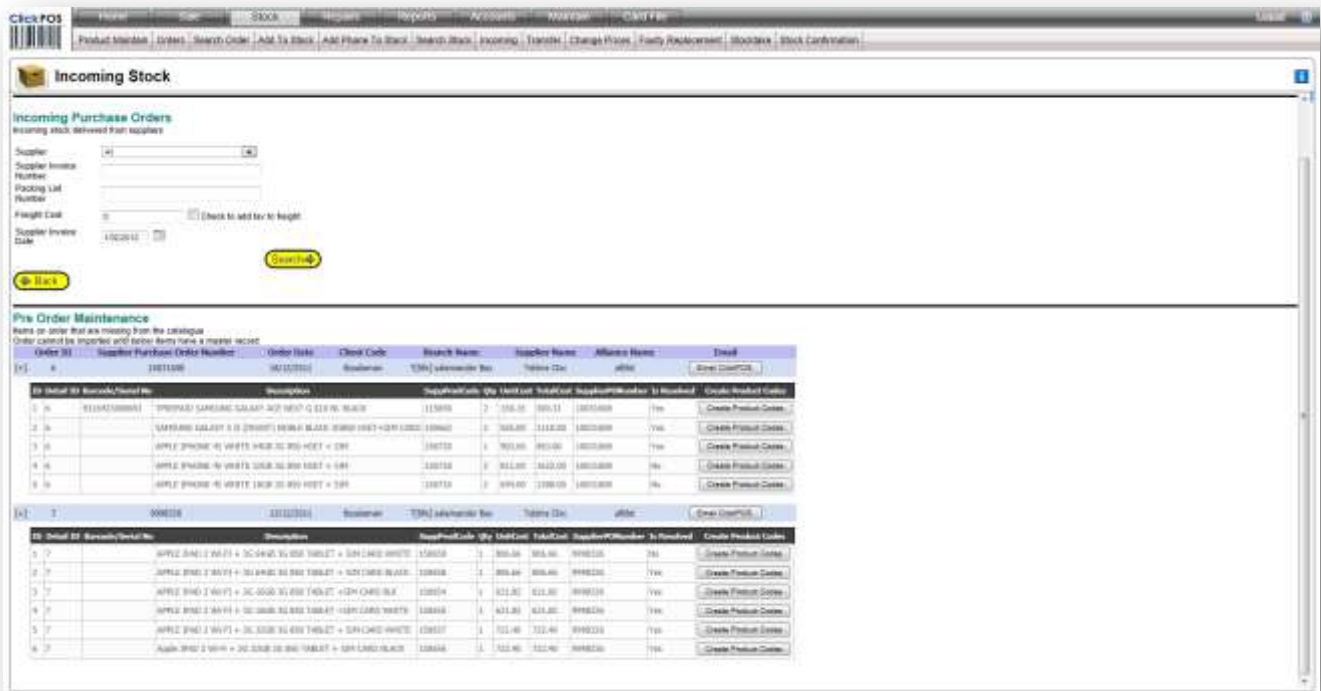# Pre Order Maintenance (Brightstar V.S.O)

1. 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.

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	tlssalaman	T[life] salamander Bay	Telstra Cloc	alltlst	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

	Order ID	Supplier Purchase Order Number	Order Date	Client Code	Branch Name	Supplier Name	Alliance Name	Email
[+]	7	9998326	13/12/2011	tlssalaman	T[life] salamander Bay	Telstra Cloc	alltlst	Email ClickPOS.

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	Create Product Codes
2	7		APPLE IPAD 2 WI-FI + 3G 64GB 3G 850 TABLET + SIM CARD BLACK	150658	1	806.66	806.66	9998326	Yes	Create Product Codes
3	7		APPLE IPAD 2 WI-FI + 3G 16GB 3G 850 TABLET +SIM CARD BLK	150654	1	621.82	621.82	9998326	Yes	Create Product Codes
4	7		APPLE IPAD 2 WI-FI + 3G 16GB 3G 850 TABLET +SIM CARD WHITE	150655	1	621.82	621.82	9998326	Yes	Create Product Codes
5	7		APPLE IPAD 2 WI-FI + 3G 32GB 3G 850 TABLET + SIM CARD WHITE	150657	1	722.40	722.40	9998326	Yes	Create Product Codes
6	7		Apple IPAD 2 Wi-Fi + 3G 32GB 3G 850 TABLET + SIM CARD BLACK	150656	1	722.40	722.40	9998326	Yes	Create Product Codes

2. 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.

3. 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)

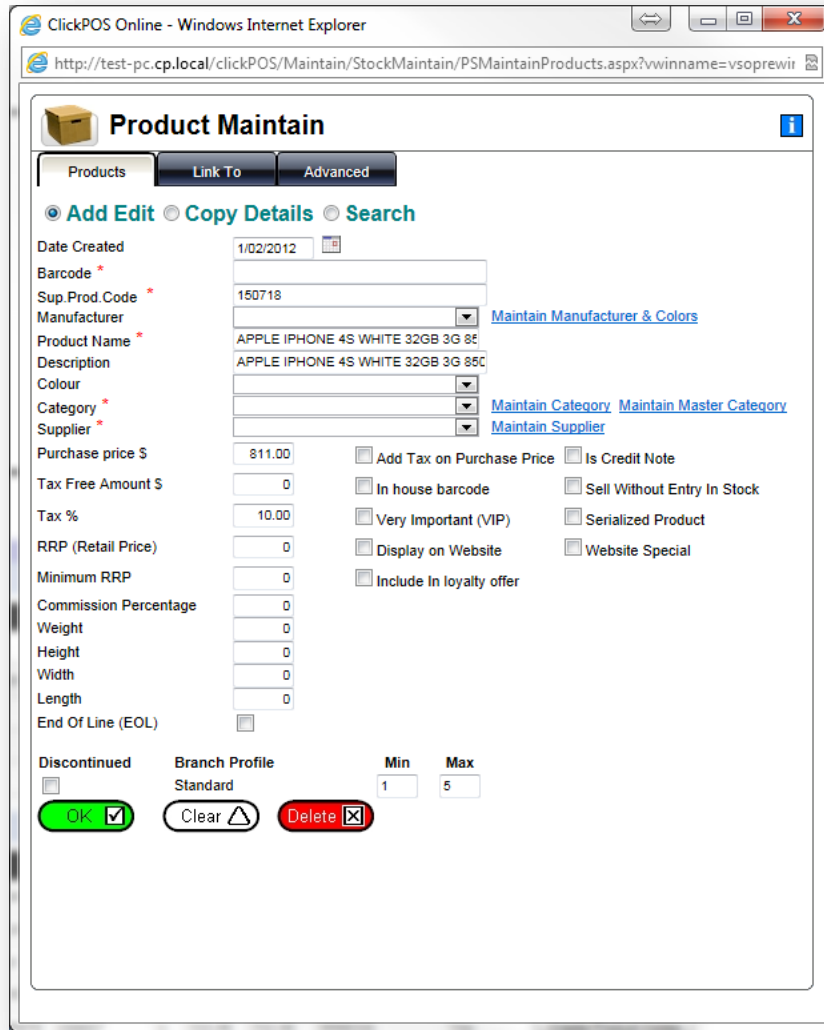b. Look for items denoted as 'resolved' = NO and click Create Product Codes.

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.

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.
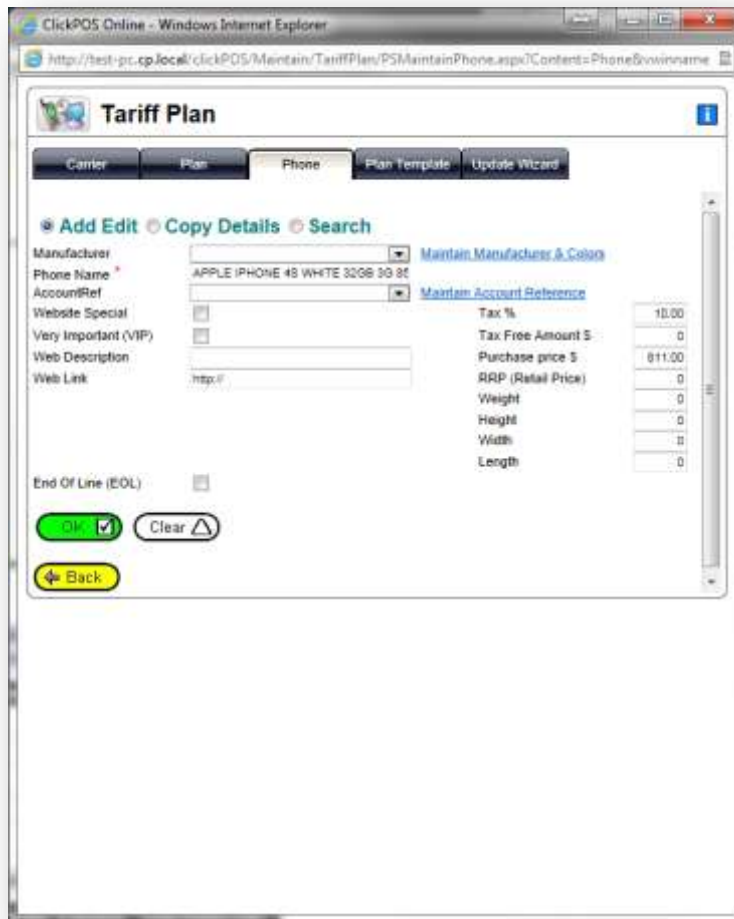
   d.   Fill in the required blank fields of information

   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

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

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.

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.