



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.

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

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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 \rightarrow Incoming Stock

Please Note:

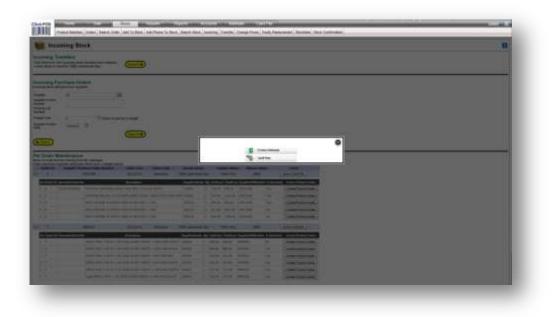
You will only see a pre order maintenance area if there is an order parked due to missing items in the catalogue (master list)

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

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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

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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

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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 <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.

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.