



## VSO Portal User Guide

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## Document History

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\*\*\* End of Revision List \*\*\*

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# 1 Introduction

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## 1.1 Purpose

The purpose of this document is to provide users of the Brightstar VSO Portal with the instructional detail necessary to successfully manage orders through the Brightstar Vendor Suggested Ordering process (VSO).

## 1.2 What is VSO?

VSO Stands for Vendor Suggested Ordering it is through this process that you are provided with suggested order quantities for review and subsequently order.

## 1.3 VSO Portal Summary

The VSO Portal is a web application developed by Brightstar that provides participants in the Brightstar VSO service with an interface to review and submit vendor suggested orders. The VSO Portal is closely integrated with Brightstar's core ERP systems and with customers POS system data which provides users with both timely information and streamlined ordering.

## 1.4 System Requirements

The VSO Portal runs through Internet Explorer no additional software is required to be installed on user computers.

## 1.5 Prerequisite Requirements

Users must have an active Order Express account, and must be identified as VSO users to be able to access the VSO Portal.

## 1.6 SOH and POS activity data

Point of Sale (POS) data is provided to Brightstar by customers participating in the VSO service. This data includes Stock on Hand (SOH), Stock in Transit (SIT) or Stock on Order (SOO) and sales history information (usually referred to as POS activity data). This data is required by Brightstar to produce accurate order suggestion quantities. As this data is the entry point for the entire VSO process, issues with the provision of this data from the customer could result in delays in the VSO order cycle, inaccurate suggested order quantities or no suggested order quantities at all.

## **1.7 Ranging and Governance**

The range available and often quantities recommended to a store are determined between Telstra, the Customer and Brightstar through regular ranging and governance planning meetings. You will not be able to order products that are not ranged through the VSO Portal. Customers may order non-ranged products outside of this application via OrderExpress or by contacting VSO Support.

## **1.8 Suggested Order Quantities**

Order quantities recommended by Brightstar are designed to provide the highest possible availability of ranged product to your customers, while minimising the total inventory volume in store. Brightstar will determine suitable suggested order quantities through two mechanisms: Firstly Brightstar's replenishment software will create a suggested order quantity based on sales history, stock on hand and replenishment algorithms. Secondly Brightstar will review these recommendations and update them based on industry trends and experience. The end result will then be a suggested order quantity that will be presented to you, the user, through the VSO Portal.

## **1.9 Populating the VSO Portal with data**

Suggested orders will be available in the Portal at a designated time agreed upon between the Dealer and Telstra. This will typically be around about the same time each day, however it can vary due to the following reasons: Firstly, suggested orders won't be available to you until Brightstar has reviewed them, if there is an issue with the review then the release of these suggested orders to the customer may be delayed. Secondly, Brightstar will be unable to create the suggested orders at all if there is an issue with POS data. In this scenario a notification will be sent out to all stores until the issue is resolved and the suggested orders can be released.

## **1.10 Management within the VSO Portal**

The management of suggested orders will be discussed in detail in the VSO Portal section of this document.

## **1.11 Removal of orders from the VSO Portal**

When suggested orders are first submitted to the Portal they are assigned an expiry date and time. This expiry date and time ensures that suggested orders are removed from the Portal in due course if they are not attended to. Suggested orders will be deleted if not submitted prior to the expiry date and time.

## **1.12 The creation of “Real” orders within Brightstar**

Up until the point that a customer has submitted an order from the VSO Portal, it is nothing more than a suggestion, however once that submission has taken the place, the order is created.

## **1.13 VSO Order Flow**

It is important for you as a user to understand the steps involved for Brightstar to create and dispatch orders from the VSO system. Although you will have no direct role in this process other than submitting your order from the VSO Portal, you will benefit from understanding the constraints imposed by the ordering flow and the impact that these will have on your order.

### **1.13.1 Secondary Brightstar Review**

After you have submitted your order Brightstar may conduct a warehouse availability review of each order. The purpose of this review is to ensure low availability stock is distributed evenly among the channel.

### **1.13.2 Order Splitting**

In the event that stock for a particular product is limited, in order to achieve an appropriate distribution, Brightstar may split customer orders into two – what can be delivered immediately and what must go on back order.

This process of reviewing and splitting orders will take approximately an hour for Brightstar to complete.

### **1.13.3 Brightstar ERP and integration with Telstra**

Once Brightstar has completed their secondary review the order is synchronized with Telstra systems, this synchronization typically takes approximately 15 minutes. On completion the order will then be sent over to the warehouse to be picked.

### **1.13.4 Cutoff Timings**

Orders must be submitted from the VSO Portal no later than 2:00pm Sydney time each designated replenishment day.

## **1.14 Constrained items**

From time to time, particular products may be placed on constraint. This can happen for a variety of reasons but typically this will occur due to limited availability of that product within the market. If a product has been placed on constraint, Brightstar will assess all requests across the channel and will distribute available stock to ensure maximum availability across all locations. This may mean that only a portion of your order is fulfilled initially, or that the item is placed on backorder.

Constraint items are indicated in the VSO Portal.

## **1.15 Order dispatch**

Due to the streamlined nature of the VSO model, orders will rapidly reach the warehouse after they have been submitted. The benefit of this is that orders made before freight cut off timings will be dispatched same day.

## **1.16 Designated replenishment days**

Different stores are designated replenishment days to level the replenishment of products across the week. You will only be able to order products through the VSO portal on a day that is designated for your store. Stores will typically be allocated 2 replenishment days each week.

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## **2 FAQ**

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### **2.1 When do suggested orders become available?**

Suggested orders will become available on scheduled days, scheduled replenishment days are agreed upon between Telstra and your company. You will be notified by an email notification when orders become available within the VSO Portal.

### **2.2 What is the email notification for?**

Each morning of a scheduled replenishment day, Brightstar will conduct an initial review of suggested order quantities. On the completion of this review, Brightstar will send a notification to each user with an active VSO user account. This notification will alert the user that there are suggested orders available for consideration within the VSO Portal.

### **2.3 When do I receive my email notification?**

The email notification will happen immediately after Brightstar completes their initial review, this will typically be by 10:00 am on the morning that your store has a scheduled replenishment.

### **2.4 When am I able to process orders?**

As soon as they are made active in the Portal for your review, this will be done at the conclusion of Brightstar's review.

### **2.5 How do I access the VSO Portal?**

The VSO Portal can only be accessed from within Order Express, in other words you must have an Order Express account to log on to the VSO Portal.

### **2.6 How do I get to Order Express?**

Order express is accessed through your Internet Explorer browser, you can be provided with the web address by Brightstar support.

### **2.7 Where do I access the portal in Order Express?**

A button labelled 'VSO Portal' can be found within Order Express once you have logged on. Clicking on this will take you to VSO ordering. This button is located on the far left of the screen at the bottom of the Order Express menu bar.

## **2.8 My password doesn't work to get into Order Express, what do I do?**

If you are unable to log into Order Express then you have two options: firstly, on the Order Express login page you can select the link 'to reset your password, click here', you will be prompted to enter your username and email address. If these match what Order Express is expecting then you will be emailed a notification with instructions on resetting your password. Your second option, which you may resort to if you do not recall your username or your email address, is to select the 'contact us' link. The contact us link will provide you with contact details and an emailing option to contact Brightstar.

## **2.9 I only have one store, why do I need select a store?**

Some users may manage multiple stores, and in rare occasions may need to manage multiple customers. The VSO Portal provides these users with a choice as to which stores they wish to review. If you only manage one store you will still be required to select your customer and store each time.

## **2.10 How do I manage more than one store at once?**

If you are required to manage multiple stores – you can do so simultaneously. Either by selecting each customer and store by left clicking on their selection boxes or by pressing the check all buttons in both the customer pane and the store pane respectively will allow you to select all stores before proceeding to the grid.

## **2.11 How do I change my password?**

You are able to change your Order Express password at any time however you must log on to order express first to do so. Once you have logged into Order Express, pressing the My Account button followed by the Password button will present you with a change password screen. Simply enter your current password in the field provided and your new desired password twice in the fields provided then press the Change Password button. There is no need for you to log out after you have done this.

## **2.12 How do I grant another user access to manage VSO orders?**

You will need to contact Brightstar to arrange additional accounts for any subsequent users within your store. Brightstar can also deactivate these accounts as required. Brightstar VSO support can be contacted through the VSO Support email.

## **2.13 What is the grid?**

The grid is the ordering panel on which all suggested order lines appear, it provides relevant ordering information and suggested ordering quantities. The grid will load once you have chosen customer(s) and stores(s) on the first screen and then pressed the next button.

## **2.14 What do all these fields mean?**

The Portal section of this document provides a detailed explanation of each field.

## **2.15 What do I do if I think the sales history is wrong?**

Sales history is the product of data feeds provided to Brightstar from your company POS systems. If you feel this data may be inaccurate you should contact Brightstar VSO Support.

## **2.16 How do I tell if a product is on constraint?**

The VSO grid clearly identifies constrained products through a constrained column. A product is listed as false when it is **not** on constraint. Products are on constraint if the word true appears in the constraint column.

## **2.17 How is the suggested quantity calculated?**

Brightstar employs various strategies for ensuring that suggested quantities are accurate. Brightstar will utilize the stock position, sales history, outcomes from the ranging and governance meeting with head office and replenishment algorithms to calculate best fit quantities.

## **2.18 Why do you keep suggesting a product I don't sell?**

An agreed range of products is decided upon between Telstra and your company. The VSO Portal will only ever present this agreed range. The VSO replenishment algorithms are designed to suggest orders that will ensure the highest possible product availability to your customers while minimising the total stock holding in your store. In some instances, this may result in a suggested order for a slow moving product.

## **2.19 How do I amend the order quantity?**

An order quantity can be most easily amended by left clicking on the desired quantity and typing a new quantity in the field. The VSO Portal will update the quantity immediately, so there is no requirement to save.

## **2.20 The total sum value does not make sense! Why is it a few cents out?**

The VSO Portal stores all prices to four decimal places, however this is inconvenient to show in the grid, so all prices are rounded to the nearest cent. The impact of this is that all price calculations are done on the complete price to four decimal places and therefore may appear to be inaccurate when comparing the price field to the subtotal field for large suggested quantities. The subtotal field will always display the correct price.

## **2.21 I've changed my order quantity, but my subtotal has not changed, why?**

The VSO Portal will not automatically update the subtotal column after a quantity has been changed. This is a design strategy employed to improve the performance of the Portal. Once you have changed quantities, you can press the refresh button to update the subtotals columns.

## **2.22 How do I change more than one sku at once?**

The VSO Portal comes with a bulk edit function which allows you to update some or all of the order lines at the same time. The Portal section of this document provides a detailed explanation of the bulk edit function.

## **2.23 How do I send the order to Brightstar?**

Pressing the submit button, and then pressing Yes on the confirmation window that appears will immediately lodge the order within Brightstar ordering systems. You must have at least one line with a quantity greater than 0 to create an order, otherwise the Portal will regard this as cancelling the suggested order.

## **2.24 I am no longer able to access my store to manage orders, what do I do?**

If you have accidentally cancelled your order, or have rethought your decision to cancel an order, or you did not process your order in time and the order was automatically deleted you will need to contact Brightstar who will assist you in raising a manual VSO Order.

## **2.25 I got a timeout error, what do I do?**

To adhere to best security practices the VSO Portal will automatically log you out after 20 minutes of activity. Please note: updating quantities will not be considered as activity by the VSO Portal. If you only update quantities and do nothing else within the Portal you will still be logged out after 20 minutes. 20 minutes is anticipated to be more than enough to prevent regular log outs from the VSO Portal, if this does become an issue for you – you can simply

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press the refresh button before 20 minutes is up to prevent the log out, this is available as one of the grid buttons (icon with two opposing circular green arrows).

## **2.26 How long do I have to review the orders?**

You have until 2pm each scheduled replenishment day to complete your order and press the submit button. The portal will delete any remaining orders that have not yet been submitted at this time. It is recommended that you do not leave your order processing to anywhere near this late for two reasons: Firstly the orders may be deleted even as your reviewing them if you exceed the 2pm cut off. Secondly, even if you do manage to submit your order just before 2pm on the dot, it will still miss the freight cut off time of 2pm and your order will not be freighted until the following day. [a1]

## **2.27 How do I find out my order status?**

Order Express will provide you status and tracking of your order just like any other order.

## **2.28 Where do I see back orders?**

Order Express will provide you with details of back orders as per a standard order.

## **2.29 How do I cancel an order after I submitted it?**

Brightstar must be contacted to cancel orders once they have been submitted. Brightstar can be contacted by phone or through the support email address.

## **2.30 My order quantity is less than I requested, what happened?**

In some occasions of limited quantity (such as constrained products) it is possible that there is not enough stock in the channel to satisfy the demand across all stores. In such occasions, Brightstar will split customer orders to evenly distribute available stock through the channel. Your original order quantity **will not** be lost but simply placed as a back order. In other words when there is limited availability pressing the submit button on the VSO Portal will effectively create two orders: one that can be fulfilled and one that will be placed on backorder.

## **2.31 How do I order inventory outside the portal?**

If you require an urgent order outside of your scheduled replenishment day, please order inventory via OrderExpress as per current BAU. Telstra will always encourage you to apply planning to your ordering strategy to ensure that purchasing occurs through the VSO Portal on scheduled replenishment days.

## **2.32 Who do I contact for support?**

Support is available for ordering through the VSO Solution:

Portal and process support – email: [VSO.AUS.Support@Brightstarcorp.com](mailto:VSO.AUS.Support@Brightstarcorp.com)

## **2.33 How do I order a non-ranged product?**

If you require a product that is not ranged as part of the VSO ordering solution (It won't appear in the VSO Portal). You can purchase this product via OrderExpress as per current BAU.

## **2.34 What is the difference between VSO's and PFO's?**

VSOs (Vendor Suggested Orders) and PFOs (Planned Fulfilment Orders) are the same thing.

## 3 VSO Portal – User Instructions

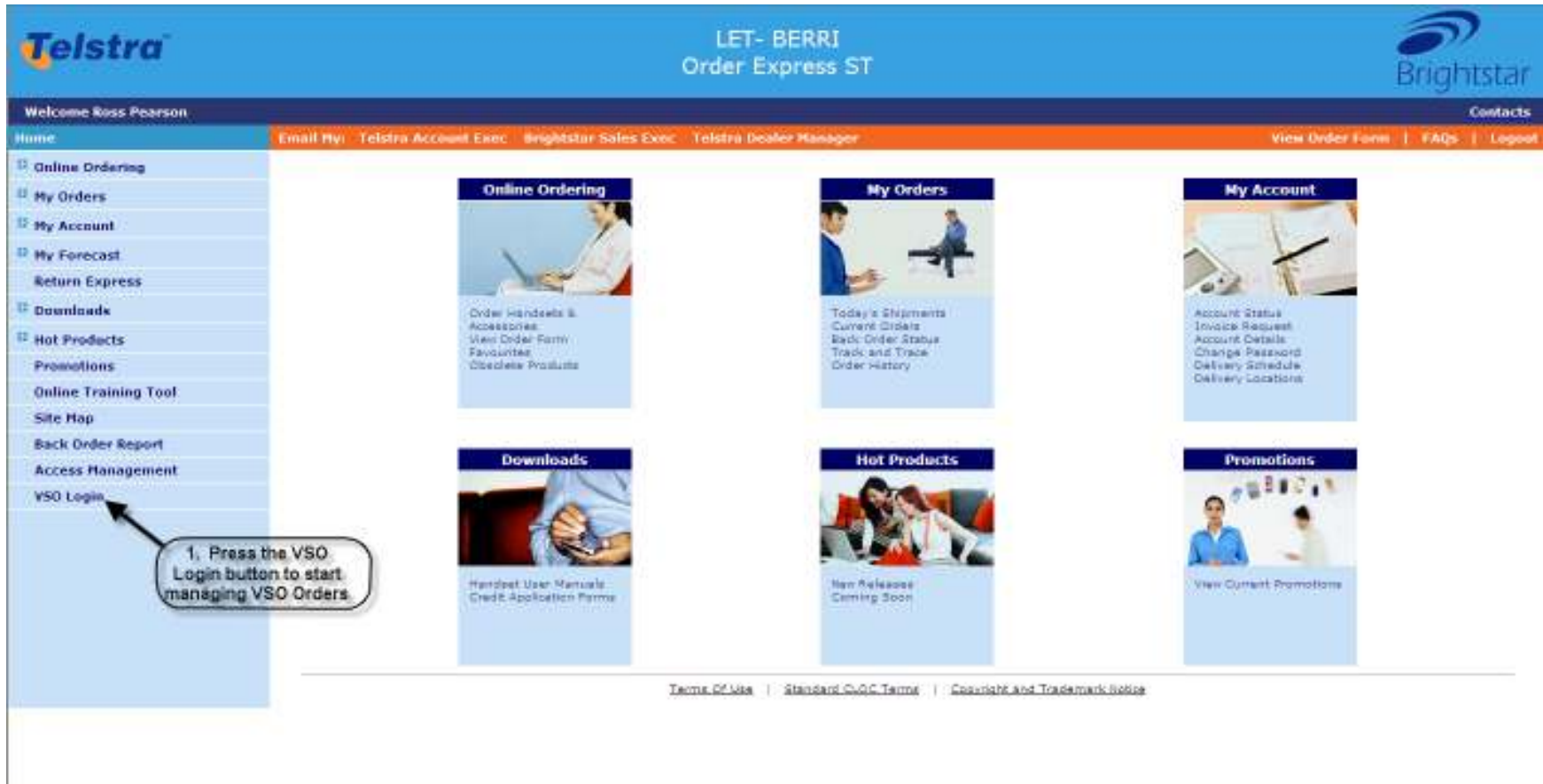
### 3.1 Log in

The portal can only be accessed through Order Express.

The screenshot shows the login interface for the Order Express ST portal. The header includes the Telstra logo, the text 'Order Express ST', and the Brightstar logo with a 'Contacts' link. The main content area features a central 'Login' form with fields for 'Username:' and 'Password:'. A note indicates that the password is case sensitive. Below the fields is a blue 'Login' button. Further down, there are links for 'Forgot your password?', 'Having trouble logging in?', and 'Need a username and password?'. The footer contains links for 'Terms of Use', 'Standard GOC Terms', and 'Copyright and Trademark Notices'.

Enter your user name and password in the fields provided. Only the password field is case sensitive. Press the login button to enter the Order Express Portal.

Upon selecting the VSO Login link from Order Express you will be taken to the store selection screen



## 3.2 Navigating the Portal

The portal consists of the following sections:

### Orders

- Tab 1 Filter (The store selection screen)

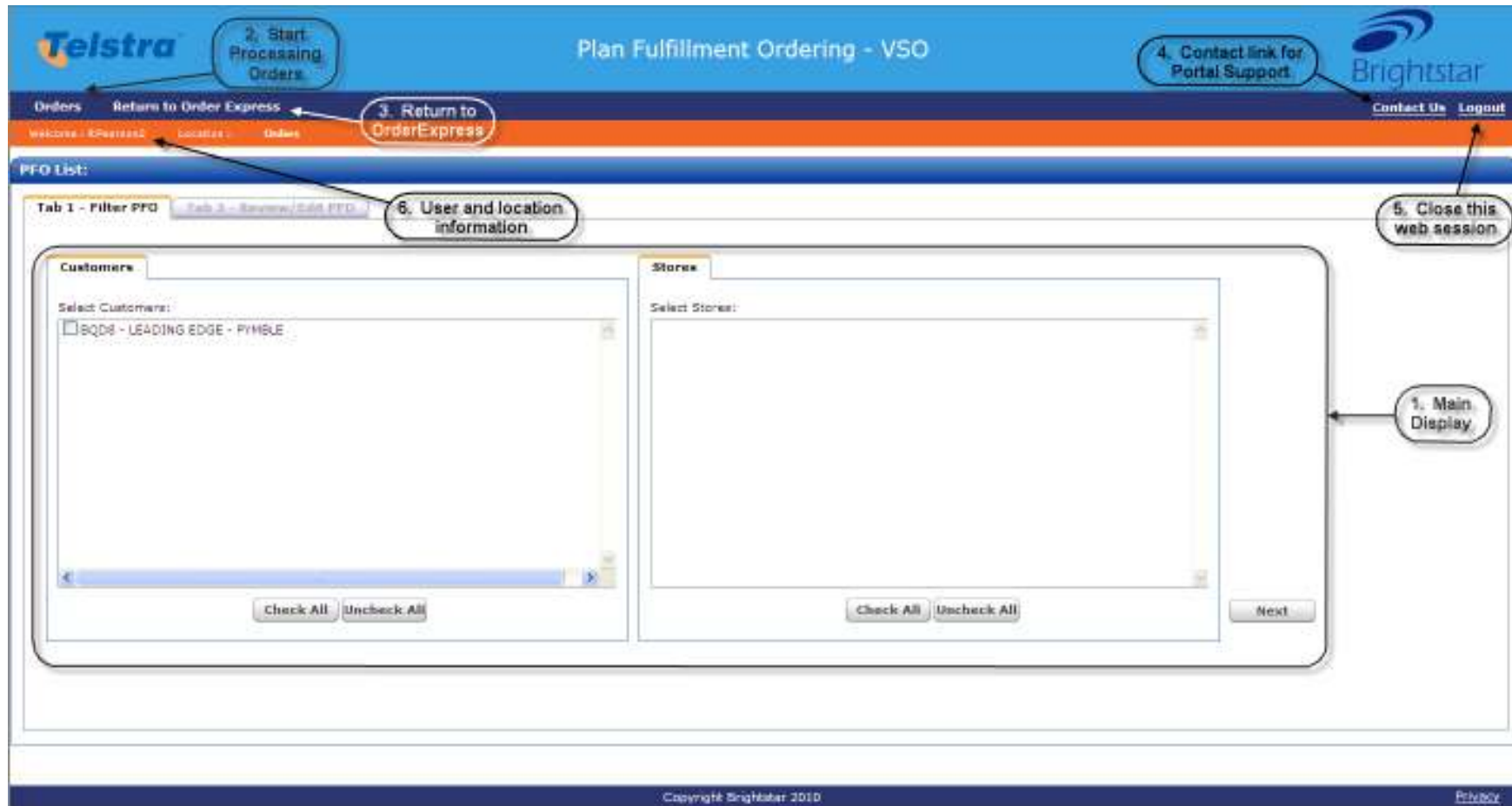
- Tab 2 Review PFOs (The order screen)

Return to Order Express

Upon logging in you will be taken straight to the store selection page. We will cover this in more detail in the Editing and Reviewing orders section.

Nearly all operations on the portal require only a single left click, so unless otherwise mentioned selecting any component or pressing a button will only require a left click of the mouse.

Please refer to the following diagram for a description of the various components of the VSO Portal:



- (1) Main Display Panel – The page content will be displayed here;
- (2) Orders – This button will take you to the Tab 1 Order filter screen;

- (3) Return to Order Express – this will return you to your Order Express account;
- (4) Contact Us – Open a email window with an email addressed to support.nz;
- (5) Log Out - Will log the current user out of the Portal this is only to be used if you want to close your session and you don't desire to return to order express;
- (6) User and Location - Details which user is logged into the portal and what page you are currently viewing;

### **3.3 Orders – Tab 1 Filter**

The purpose of the order filter is to decide which stores you wish to manage and ultimately submit orders for. Typically you will only manage a single store in the VSO Portal.

Whatever combination of stores you select here will return the orders for those stores back to the grid for review. It also is the criteria for determining which stores orders are submitted for when pressing the submit button.



This tab 1 filter consists of two windows a group selector and a store selector.

Checking a customer will populate the stores window with all valid stores for your customer.

You can then make a selection of stores you want to review orders for.

The check all and uncheck al buttons will select or deselect all visible customers/planners/stores in their respective windows.

Clicking the next button will load the Tab 2 Review and Edit PFOs screen.

### 3.4 Orders – Review and Edit VSO Orders

The purpose of the grid is to allow you to review planned orders for stores, make changes and submit them to Brightstar's ordering systems.

Important points:

- The grid will contain all Order lines for the stores that were selected at the store selection page;
- The submit button will submit all order lines for a store, even if they are not visible on the grid. The only reason they would not all be visible is if you have a filter applied;
- Only one filter may be active at a time;
- The check all / uncheck all boxes apply only to the selection (if a filter is applied then the check all will only select those filtered items);
- Every time the quantity is changed, the order will be automatically saved.
- The clear button will reset the filter.

A detailed description of all the Grid components is as follows:

**Telstra** Plan Fulfillment Ordering - VSO **Brightstar**

Orders Return to Order Express Contact Us Logout

Welcome : Location : Orders Version : 2.0.0.23908

**PFO List:**

Tab 1 - Filter PFO Tab 2 - Review/Edit PFO

Search for Product Description =

3. Check/Uncheck All 4. Sums 5. Submit 6. Bulk Edit 7. Refresh

1. Filtering Options 2. Clear Filters

Drag a column to this area to group by it.

Store ID	Product Id	Product Description	Quantity	SH Wk0	SH Wk1	SH Wk2	SH Wk3	SH Wk4	Store QOH	Store Q00	Price	Sub Total	Constra
AE9X	113735	TPREPAID UNIVERSAL STARTER K...	0	0	0	2	3	3	2	0	0.00	0	false
AE9X	113736	TPREPAID UNIVERSAL STARTER K...	0	0	0	1	0	3	2	0	24.00	0	false
AE9X	113739	TPREPAID NEXT G WIRELESS BRO...	0	0	0	6	1	3	7	0	72.00	0	false
AE9X	113919	TPREPAID SAMSUNG C5220 NEXT ...	0	0	0	5	2	5	6	0	12.00	0	false
AE9X	113969	TPREPAID SAMSUNG C5220 NEXT ...	0	0	1	4	2	2	2	0	72.00	0	false
AE9X	114065	IRIDIUM 9555 SATELLITE PHONE	0	0	0	0	0	0	0	0	2311.90	0	false
AE9X	114078	BIGPOND RSIK 7.2 USB ZTE633BP	0	0	0	0	0	0	0	0	153.26	0	false
AE9X	114192	TPREPAID NEXT G WIRELESS BBA...	0	0	1	2	1	3	0	0	83.82	0	false
AE9X	114210	ADSL RSIK HNG THOMSON TG782T	0	0	0	0	0	0	0	0	26.36	0	false
AE9X	114211	BIGPOND ELITE WIRELESS GATEW...	0	0	0	0	0	0	0	0	203.85	0	false
AE9X	114235	TPREPAID SAMSUNG F480T NEXT ...	0	0	0	0	0	0	0	0	144.73	0	false
AE9X	114236	TPREPAID SAMSUNG F480T NEXT ...	0	0	0	0	1	0	1	0	144.73	0	false
AE9X	114242	BIGPOND ELITE USB308	0	0	0	0	0	0	0	0	203.85	0	false
AE9X	114345	TPREPAID TELSTRA T100 NEXT G ...	0	0	0	0	0	3	6	0	50.18	0	false
AE9X	114346	TPREPAID TELSTRA T100 NEXT G ...	0	0	0	3	1	0	2	0	50.18	0	false
AE9X	114359	BEAM 9555 IRIDIUM HANDSET BU...	0	0	0	0	0	0	0	0	2300.00	0	false

8. Line Selector 9. Store Id 10. Product Details 11. Order Quantity 12. Sales History 13. Qty on Hand 14. Qty On Order 15. Unit Price 16. Unit Price \* Order Qty 17. Constraint Indicator

3. Check/Uncheck All 4. Sums 5. Submit 6. Bulk Edit 7. Refresh

18. Page Selector 19. Page Indicator

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1. Filtering options – The filter will limit the orders that are visible on the grid, this is useful in conjunction with the Check all button as it allows you to limit the order lines on the grid and make a selection. For example, search for “Product Description”, enter a typical product name in the empty field such as “nokia” then press Apply. The grid will now only show lines where the product description has Nokia in it. If you now press the check all button, it will make a selection of all those visible lines. Finally you could use the Bulk edit button to set all those lines to 2, if for example you wanted to order 2 of each Nokia phone regardless of any other considerations;

- You are able to filter by: Alternate ID, Product Description, Product ID, Qty, Store ID, Store, Quantity of Open Orders and Quantity on Hand at the store;
- You are also able to change the search parameter to less than, equal to or greater than for numbers;

2. Clear Filter– This will clear the filter selection and will display all loaded orders back on the grid again. As a habit you should always press this button prior to submitting your order so you are certain you know what you will be submitting;

3. Check All / Uncheck All – This will check and uncheck all visible (locally filtered) orders. You can individually check and uncheck order lines by toggling their check box;

4. Sums – The sums function will open a popup window that displays the aggregate of some grid fields. The sums function will take all selected order lines (ones that have their check box ticked), and sum up the order quantity, the sales history and the price and sub total column. This function is ideal for determining what your overall order price is.

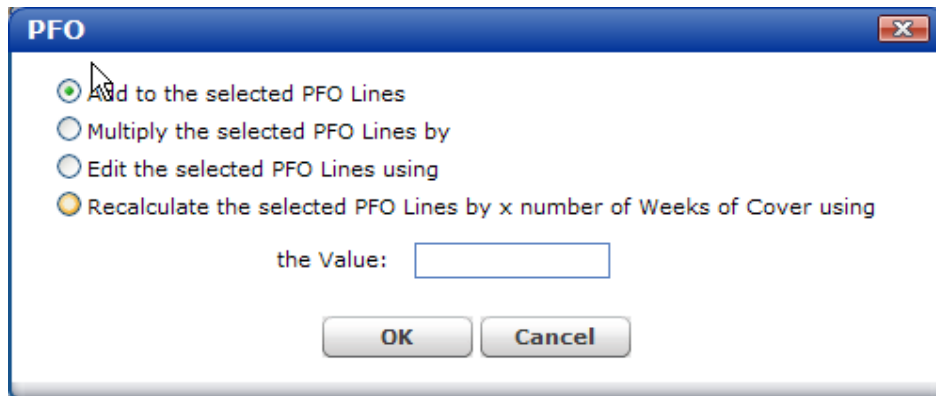


Quantity	QOH	SH Wk0	SH Wk1	SH Wk2	SH Wk3	SH Wk4	Subtotal
16	7	0	0	2	7	4	\$8,271.00

5. Submit - This will submit your entire order into Brightstar’s ordering systems. 0 order quantities will be discarded. Once this button has been pressed the orders will no longer be available in the Portal for editing.

6. Bulk Edit- The bulk edit allows you to updated multiple order quantities at one time. It has been designed to be used in conjunction with the filter and the check all button. There are four bulk edit options:

- Bulk edit multiplication: the bulk edit will allow you to multiple all checked order lines by a number. Multiplying by a fraction will effectively make a division on the quantity planned. Multiplications will round the quantity planned to the nearest whole number;
- Bulk edit addition: the bulk edit allows you to add by a number. Multiplying by a negative number will effectively subtract from the quantity planned. No decimals are allowed in addition operations;
- Bulk edit direct edit: the bulk edit allows you to edit all checked quantities to the same number (ie. 0);
- Bulk edit weeks of cover: you may select a number of weeks of sales to multiply your order quantity by. This bulk edit function will give you a quantity of x multiplied by weekly usage minus your stores current stock on hand;



7. Refresh – the refresh button will update your screen. It is useful for two reasons, if used at least once every 20 minutes, it will prevent you from being logged out of the Portal due to a time out. Secondly, when pressed it will recalculate the sub total column;

8. Line selector – left clicking of an check box in this column will individually select and deselect an order line. You can select multiple order lines this way.
9. Store ID – Brightstar's Store identification code.
10. Product Details – Lists each product identifiers and descriptions.
11. Order Quantity – This is the only editable field on the grid, this is the quantity that you will be ordering for the store. If you exceed the threshold for this quantity you will be given a warning but may proceed if you desire;
12. Store Sales History – Provides details of the sales history – which is the total quantity of sales by week. Week 0 is the current week, while week 1 is the last week, etc;
13. Store Stock on Hand – Provides the current stock situation (stock on hand) of that product in your store.
14. Store Quantity on Open Orders – This field shows all open orders that have not yet been receipted in, this includes back orders and orders still in transit;
15. Unit Price – The individual price of the respective product;
16. Sub Total – The price of the product multiplied by the quantity about to be ordered;
17. Constrain Indicator – This indicates if there is a known availability issue with this product, constraint products may not be able to be delivered in full.
18. Page Selector – Allows you to cycle through all the pages of order lines, you can either select the arrows with the mouse or hold down the mouse button over the scroll bar and move it left to right.
19. Page Indicator – Indicates what page you are currently viewing out of how many for the filtered list of order lines.

