

Customer Order

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How to scan a Normal customer Order?

In a Normal Customer Order, scanning ensures that the correct devices (with IMEI/serial numbers) are linked to the order before packing and shipping. The process is handled after assigning an operator and before packing confirmation.

Steps

1. **Go to the Customer Order Module.**
2. Select the **Normal Order** you want to process.
3. **Assign an Operator** to the order.
4. Proceed to the **Used Scan / Distribution Scan** screen.
5. **Scan each device IMEI/serial number** against the order.
6. Once all items are scanned successfully, the system validates the entries.
7. Move to the **Packing Confirmation** step.

Assign operator

The **Assign Operator** step allows you to allocate responsibilities for **picking, packing, and shipping** within a Customer Order. This ensures the right operators are accountable at each stage of the order fulfillment process.

Steps

1. Go to **Customer Order**.
2. Select the order you want to process.
3. Click on **Assign Operator**.
4. Choose the operator for:
 - **Picking**
 - **Packing**
 - **Shipping**
5. Click **Assign** to confirm.

<https://www.youtube.com/embed/viOKi77dw6E>

Used or Distribution Scan

- If the product is **used**, go for **Used Scan**.
 - If the product is for **distribution**, go for **Distribution Scan**.
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Used Scan Process

1. Click on **Used Scan**.
2. Select the **Order**.
3. Choose whether the product is **Serialized** or **Non-Serialized**.
 - **If Serialized:**
 - Click on **Serialized**.
 - Go to **Serial Scan** and scan the **IMEI** in the box.
 - Press **Enter**.
 - The **Scan Count** will increase and the **Pending Count** will decrease.
4. Click **Save**.
 - After saving, a **box will be created** for the scanned products.
5. Click **Save** again to confirm.
6. Products are now successfully scanned.

<https://www.youtube.com/embed/NLTu0OrpqMQ>

Distribution Scan Process

1. Click on **Distribution Scan**.
2. Select the **Order**.
3. Click on the **Product**.
4. Choose **Serial Scan**.
5. Scan the **IMEI** and press **Enter**.
 - Repeat until all products are scanned.
6. Click **Save**.
7. Select the **Box Dimensions** to store the products.
8. Click **Save** again to confirm.
9. Products are now successfully scanned into the box.

<https://www.youtube.com/embed/Yee896JjzuM>

Packing Confirmation

After scanning, products require **Packing Confirmation**.

1. Go to **Customer Order** and click on **Packing Confirmation**.
2. Select the **Order**.
3. Verify that the **Order Quantity** matches the **Scanned Quantity**.
4. Click on **Confirm**.
5. Once confirmed, the scanning process is completed and the status will **reflect in OMS**.

<https://www.youtube.com/embed/ACQbjXXzeNI>

How to scan a POS order?

POS Order Scanning Steps

POS Scan

1. In **Customer Order**, click on **POS Scan**.
2. Select the **Order**.
3. Choose **Serialized** or **Non-Serialized**:
 - **Serialized** → Scan the **IMEI/Serial Number**.
 - **Non-Serialized** → Enter the **SKU Code** and **Quantity**.
4. Click **Save**.
 - A **Box will be created** → select the **Box Size** and click **Save**.
5. The **POS Scan** is now completed.

<https://www.youtube.com/embed/EtG4bzEVkyg>

Packing Confirmation

1. Go to **Customer Order** and click on **Packing Confirmation**.
2. Select the **Order**.
3. Verify that the **Order Quantity** matches the **Scanned Quantity**.
4. Click **Confirm**.
5. Once confirmed, scanning is **completed** and the status will **reflect in OMS**.

<https://www.youtube.com/embed/ACQbjXXzeNI>

Assign operator

Assign operator

The **Assign Operator** step allows you to allocate responsibilities for **picking, packing, and shipping** within a Customer Order. This ensures the right operators are accountable at each stage of the order fulfillment process.

Steps

1. Go to **Customer Order**.
2. Select the order you want to process.
3. Click on **Assign Operator**.
4. Choose the operator for:
 - **Picking**
 - **Packing**
 - **Shipping**
5. Click **Assign** to confirm.

Used Scan

Used Scan Process

1. Click on **Used Scan**.
2. Select the **Order**.
3. Choose whether the product is **Serialized** or **Non-Serialized**.
 - **If Serialized:**
 - Click on **Serialized**.
 - Go to **Serial Scan** and scan the **IMEI** in the box.
 - Press **Enter**.
 - The **Scan Count** will increase and the **Pending Count** will decrease.
4. Click **Save**.
 - After saving, a **box will be created** for the scanned products.
5. Click **Save** again to confirm.
6. Products are now successfully scanned.

Distribution Scan

Distribution Scan Process

1. Click on **Distribution Scan**.
2. Select the **Order**.
3. Click on the **Product**.
4. Choose **Serial Scan**.
5. Scan the **IMEI** and press **Enter**.
 - Repeat until all products are scanned.
6. Click **Save**.
7. Select the **Box Dimensions** to store the products.
8. Click **Save** again to confirm.
9. Products are now successfully scanned into the box.

Packing confirmation

Packing Confirmation

After scanning, products require **Packing Confirmation**.

1. Go to **Customer Order** and click on **Packing Confirmation**.
2. Select the **Order**.
3. Verify that the **Order Quantity** matches the **Scanned Quantity**.
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POS Scan

POS Order Scanning Steps

POS Scan

1. In **Customer Order**, click on **POS Scan**.
2. Select the **Order**.
3. Choose **Serialized** or **Non-Serialized**:
 - **Serialized** → Scan the **IMEI/Serial Number**.
 - **Non-Serialized** → Enter the **SKU Code** and **Quantity**.
4. Click **Save**.
 - A **Box will be created** → select the **Box Size** and click **Save**.
5. The **POS Scan** is now completed.