



Service Overview and Terms & Conditions
Vendor Suggested Ordering



1 BRIGHTSTAR DOCUMENT HISTORY

Version	Responsible	Date	Notes
1.0	Andrew Hill	26 May 2010	Initial Document
1.1	Michael French	16 December 2010	Updated POS information
1.2	Andrew Hill	11 March 2011	Updated terms
1.3	Michael French	22 March 2011	Updated terms
1.4	Amy Vicary	28 November 2011	Updated How It Works & Terms
*** End of Revision List ***			

Table 1 - Document History



2 TABLE OF CONTENTS

1	BRIGHTSTAR DOCUMENT HISTORY	2
2	TABLE OF CONTENTS.....	3
3	INTRODUCTION	4
3.1	HOW IT WORKS.....	4
3.2	TERMS AND CONDITIONS.....	5
4	SIGN OFF	6



3 INTRODUCTION

As part of our ongoing commitment to delivering innovative inventory management solutions, Brightstar is pleased to offer you the opportunity to participate in our Vendor Suggested Ordering (VSO) program.

VSO will provide you with access to Brightstar's industry leading retail auto-replenishment technology to assist you in ordering the right stock for your store. Some typical benefits enjoyed by many participants in the program include:

- Improved sales performance through reduced stock-outs
- Reduction in total stock on hand
- Automated PO Integration from Order Express to your POS system
- Availability of 1-Click Receipting
- Reduction in inventory write-downs and stock obsolescence
- Reduction in staff non customer facing time through streamlined purchase order integration

3.1 HOW IT WORKS

Upon enrolment in the VSO service, Brightstar will receive daily Sales and Stock on Hand data from your point of sale system for the products that you order from Brightstar. This data transfer is automated and managed by your POS provider and Brightstar.

Each day, Brightstar's Order Creation Engine will generate a suggested inventory order customised to your store's requirements based on the sales and stock on hand data collected. The order will include all products currently on the Telstra product range available to your store.

Your suggested order will be available for review as part of your Order Express page. The VSO service is essentially an extension of Order Express, designed to provide all of the detail you will need to review the suggested order. This includes an analysis of your current stock on hand, sales history and ordering patterns by product to provide a snapshot at how your suggested quantity is calculated.

Your suggested orders will appear in a separate column to allow you to review the quantity, and if you are satisfied with that number, it can then be entered into the order quantity box as it currently appears in Order Express. You may amend the order quantity at any stage prior to submitting.

Once you are satisfied with your order, the ordering process flows on as normal in the Order Express webpage. The only difference a VSO store's Order Express page exhibits is that there is additional information available to provide an easier and reliable means of ordering the ideal amount of stock for your store.

Once submitted, the purchase order number (or the order number as it appears on your order express confirmation page) will automatically be imported into your POS system. Upon receiving the stock, 1-Click receipting will allow for the IMEI numbers to be automatically uploaded into your POS system, once you have confirmed you have received the correct IMEI's, they will immediately be receipted in at the click of a button.

3.2 TERMS AND CONDITIONS

1. The VSO service is offered free of charge to Dealers. Brightstar may discontinue the service at their discretion with thirty (30) days notice.
2. Dealers may discontinue participation in the VSO service with seven (7) days written notice to Brightstar.
3. Dealers must use ClickPOS or ICE point of sale service to be eligible for the service.
4. Dealers must consent to ClickPOS or ICE providing daily Stock on Hand, Sales and Product Master Data only to Brightstar for SKUs purchased from Brightstar. No personal or customer data will be made available to Brightstar.
5. Dealers must ensure that all inventories sales transactions are recorded accurately in your POS system. Failure to maintain this data will directly impact the quality of your suggested order.
6. Dealers acknowledge that Brightstar may provide reporting to Telstra on the effectiveness of the VSO service based on Stock on Hand and Sales data received from Dealers. This reporting may include analysis of aggregate sales trends and inventory availability.
7. All OrderExpress Terms and Conditions apply to the use of the VSO Service (<https://orderexpress.telstracloc.com.au/termsfuse.htm>).
8. The suggested order quantity will be accessible to registered OrderExpress users for your store.
9. Stores will receive suggested orders Monday to Friday. Suggested orders will include a suggested order quantity for each ranged product as agreed between Brightstar & Telstra. Brightstar may change the ordering days or frequency of orders to each store at any time, with seven (7) days notice to the store.
10. Stores have until midnight Sydney time (EST or AEDT) on their nominated ordering days to submit their VSO order. If no order is submitted by this time, the suggested order will be deleted.
11. On submission of the order, this is deemed to be a purchase order initiated by the Dealer and is subject to all conditions listed in section 4 of the OrderExpress Terms of Use. The Dealer assumes all responsibility for the order and any product subsequently dispatched as a result of accepting the suggested order.
12. Orders are dispatched subject to Standard CLOC Terms (<https://orderexpress.telstracloc.com.au/privacy-security2.htm>).
13. Products are dispatched subject to credit availability. Where the order cost exceeds the Dealers' available credit, no products will be dispatched.



4 SIGN OFF

To enrol in the Vendor Suggested Orders program, please complete the below details and return to Brightstar by:

E-mail: VSO.AUS.Support@Brightstarcorp.com

I have read and understood the Terms and Conditions and would like to Participate in the Vendor Suggested Orders Service. I consent to providing Brightstar with daily Stock on Hand and POS data.

Name			
Position			
Store Name			
Address			
Contact Phone/s			
E-mail			
BillTo/Dealer Code		ShipTo/Dealer code	
POS System:	ClickPOS	POS Company Login	
Signature	_____		