



RETAIL OPERATIONS

Trade-in Procedure

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The official controlled copy of this document is maintained by Retail Operations Department.
Printed versions may be used as reference documents only

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1 Document Control

1.1 Document Details:

Author	Ismail Abdulla
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1.2 Change Record

Modified Date	Author	Version	Description of Changes

1.3 Stakeholder Sign-Off

Name	Position
Ismail Abdulla	Compliance Manager, Franchise

2 Scope

- The purpose of this document is to outline the procedure that must be followed by stores when processing a trade-in. All stores processing trade-in's must be in possession of a valid Second Hand Goods trading license.

3 Obtain Credit Score

3.1 Greet and Acknowledge Customer

- Good morning/Good day/Good afternoon
- Welcome the customer, introduce yourself
- Ask for the customer's name
- Ask “how can I assist you?”

3.2 Perform Needs Analysis

3.2.1 A customer needs analysis is an [assessment of a customer's needs](#) for a product or service.

3.2.2 Customer feedback is essential for understanding customer needs. It's applicable for all stages of the customer journey and all customer segments. This enables you to offer or create authentic, tailored customer experiences that impact conversions, [retention](#), and revenue growth.

3.3 Advise of requirements for qualifying trade-in devices

3.3.1 Qualifying devices:

- a) Confirm it **Switches on & off without a charger**
- b) Device must not blacklisted
- c) iCloud must be disabled on Apple devices.

3.3.2 Qualifying Customers

- a) Customer must have all the required documents as per standard credit vetting business rules
- b) Customer must have sufficient credit score for required deal

3.4 **Obtain signed Consent to Vet**

3.4.1 The signed consent to vet must be retained even if the application is declined it must form part of the stores document collection process

3.5 **Perform Quick Activation**

3.5.1 Please note the consultant must not perform the activation at this stage but must only obtain the credit score

4 **Assess device**

4.1 **In order for the store to qualify for the guaranteed trade-in value, the following must be established during the device grading process:**

- ✓ The device must be able to be turned on and off without a charger.
- ✓ The device must not be blacklisted
- ✓ For Apple devices, **Find my iPhone** (FMIP) must be disabled.

If the above conditions are not met, the store cannot accept the device for a trade-in and must offer the customer an alternative deal.

5 **Activate on Trade-in UDC**

5.1 The device on the unique deal code that reflects the reduced subscription

5.2 All other prerequisites must be met for the activation of the contract i.e. the customer must have all the required documents as per the Credit Vetting Policy and must have been successfully authenticated.

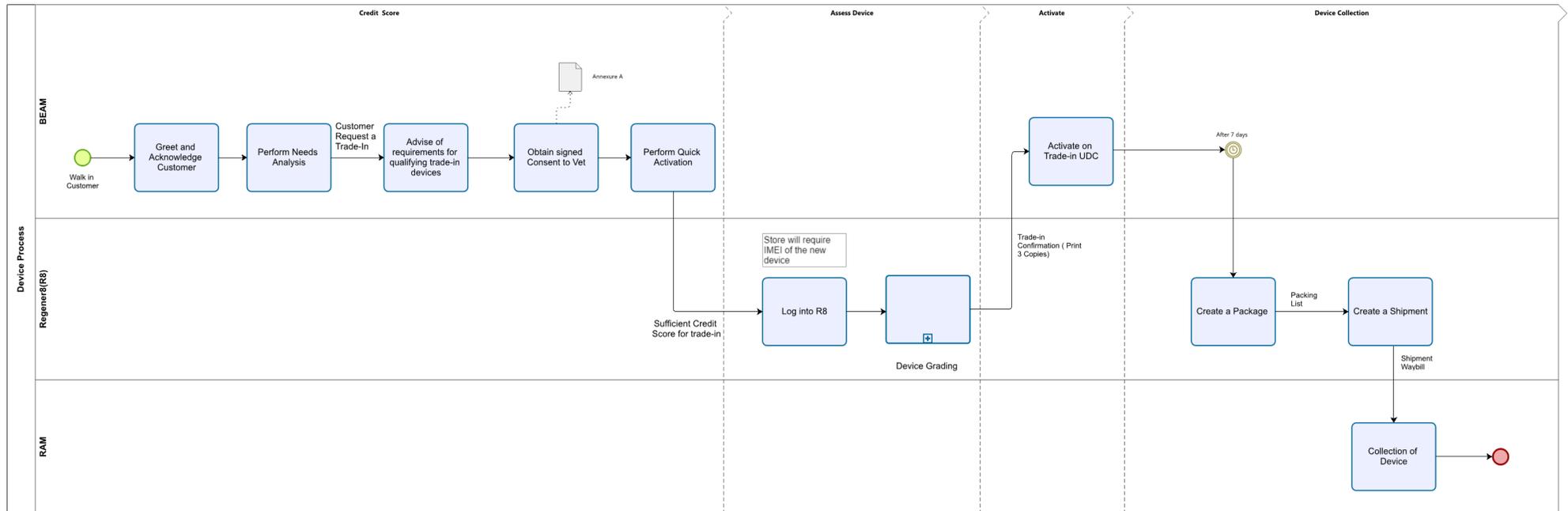
6 **Collect Device**

6.1 Create a Package

6.2 Create a Shipment

6.3 Collection of Device

6.4 Process model for device Trade In



7 BEGIN TO TRADE-IN

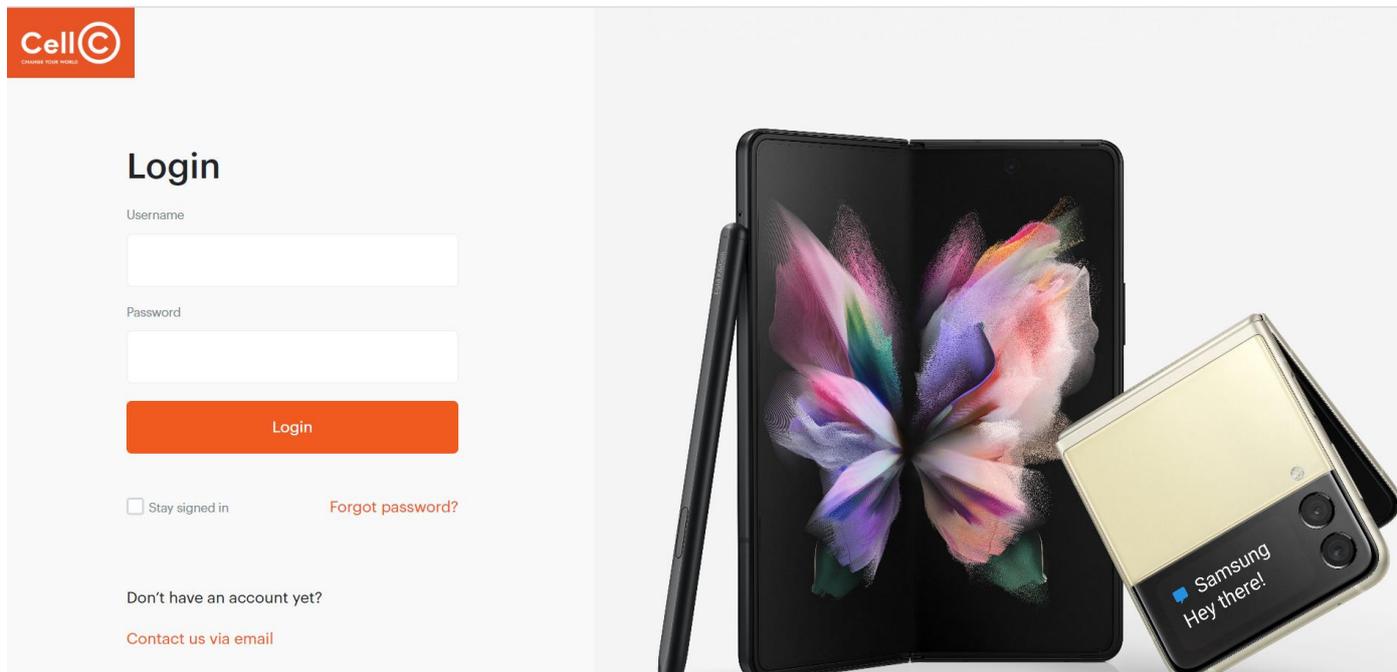
7.1 To start a Trade-In deal, navigate to the following site cellctradein.za.foxway.tech either the Chrome or Edge browser.

7.2 The URL is accessible from a computer, mobile device and/ or tablet.

8 LOG IN - USERNAME AND PASSWORD

8.1 Enter your unique BEAM USERNAME with the provided PASSWORD Welcome11. You will be asked to change your password after your first log in.

*Each person should have their own unique set of username and passwords for the trade-in too
Avoid sharing usernames or passwords*



9 TRADE-IN TOOL (HOME PAGE)

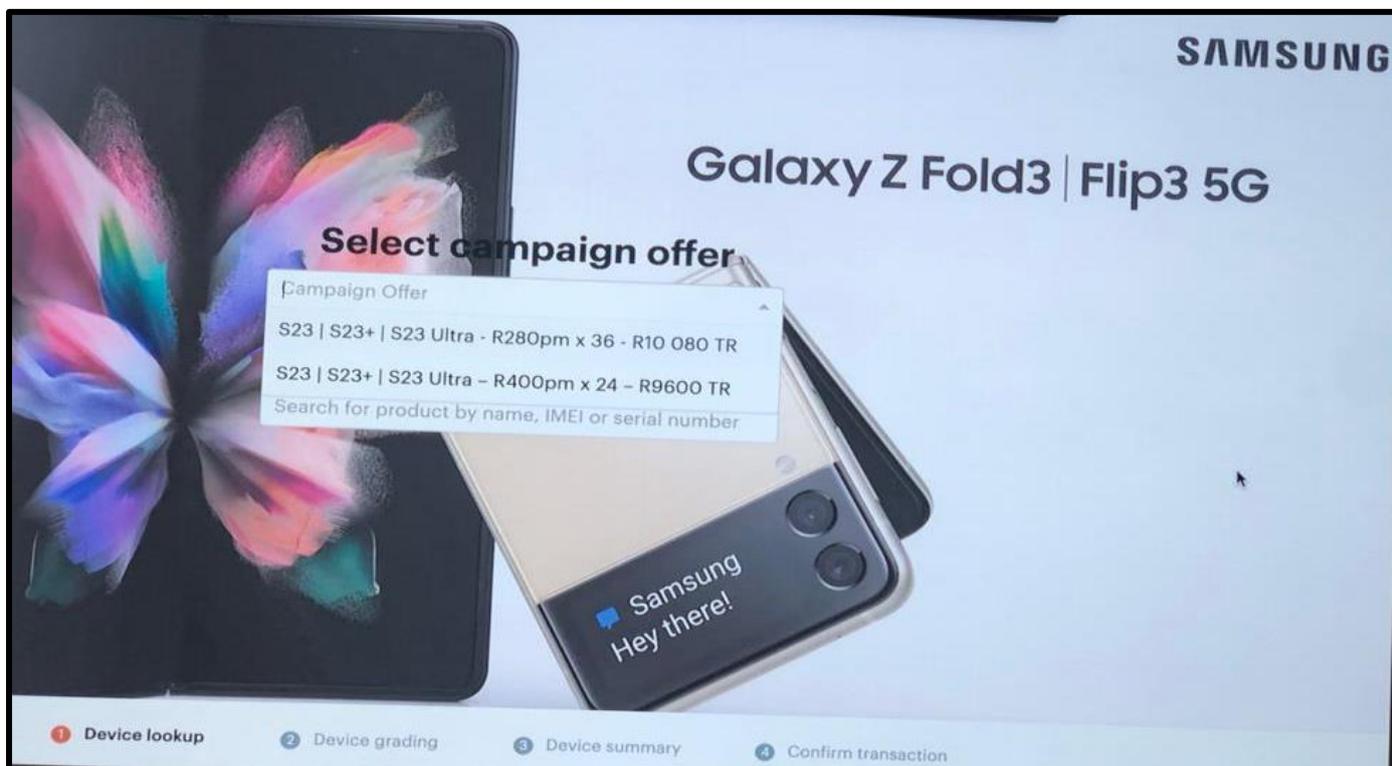
9.1 To start the trade-in, select the drop down arrow in the *Select Campaign Offer* field

9.1.1 DO NOT select STANDARD TRADE-IN for campaigns

9.2 Campaign Trade In's

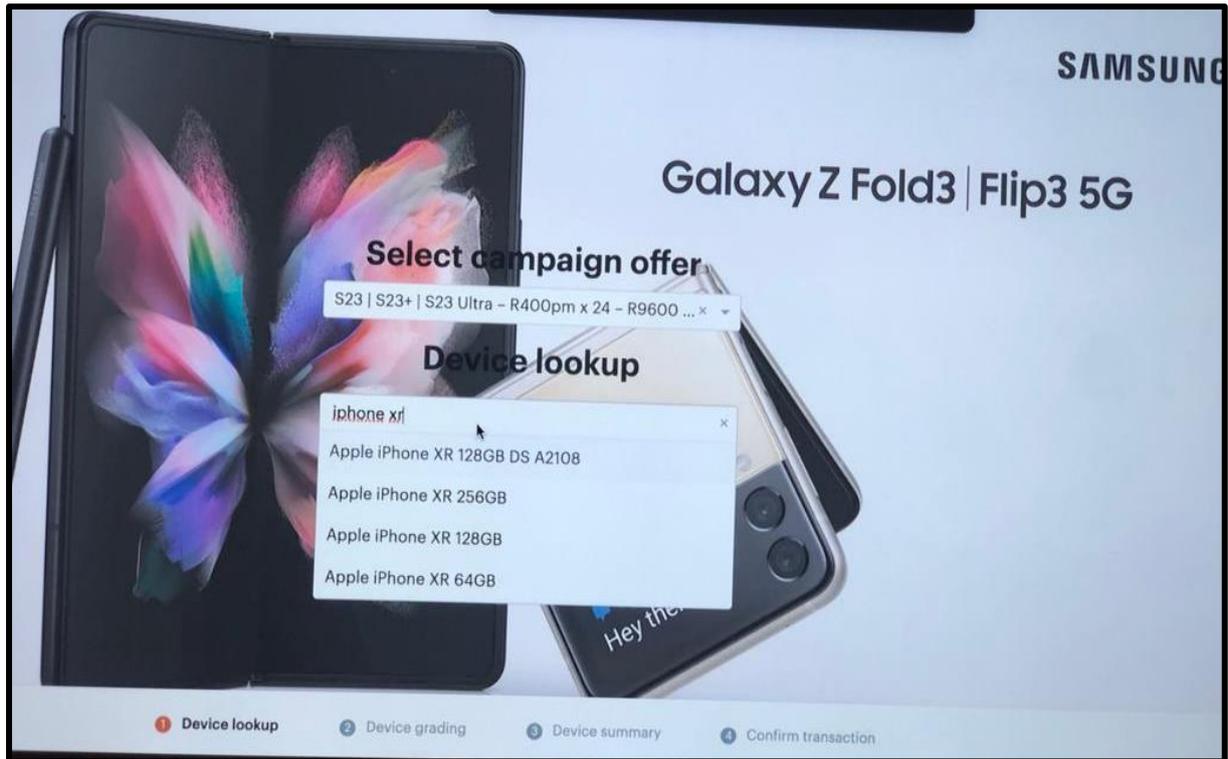
9.2.1 The campaigns available will be displayed in the drop down menu. Choose the applicable campaign according to the customer's request.

- Only qualifying devices can be traded in on campaigns (will be communicated)
- All device locks, passwords and/or FMIP needs to be removed off the customers device



9.3 After selecting the campaign, enter the IMEI of the device to be traded-in, into the *Device Lookup* field. Select the correct model and capacity of the device provided in the drop down selection

*NB: Use the actual IMEI displayed from the device by going into settings or using the USSD code ***#06#**. Do not use IMEI from box and/ or POP*



9.3.1 If the device does not populate by entering the IMEI, you can search by entering the product name of the device.

10 DEVICE GRADING

10.1 After selecting the correct make and model of the device to be traded-in, you will be directed to the Device Grading page.

- The grading questionnaire consists of YES or NO answers for each question. There are 4 (four) questions relating to the trade-in of the device, the device needs to be evaluated for any signs of visible external damage as well as abnormal functioning etc.
- Each of the questions have set guidelines as to what needs to be evaluated
- Ensure the device meets all the required criteria before selecting 'YES' on the questionnaire



Device grading

Apple iPhone XR 64GB

Please fill the questionnaire

Does the device turn on and stay on without a charger?

Yes No

All criteria must be met before selecting "YES"!

- Device can be turned on and off
- Charging port is without visual damage
- Device is working without charger
- Without heavy damage to its structure (frame is not deformed)

Is LCD working and without physical damage?

Are front, frame and back cover in good condition (general wear is acceptable)?

Are all buttons present and working?

- Working power adapter included
- Working power cable included

Back

Continue

1 Device lookup

2 Device grading

3 Device summary

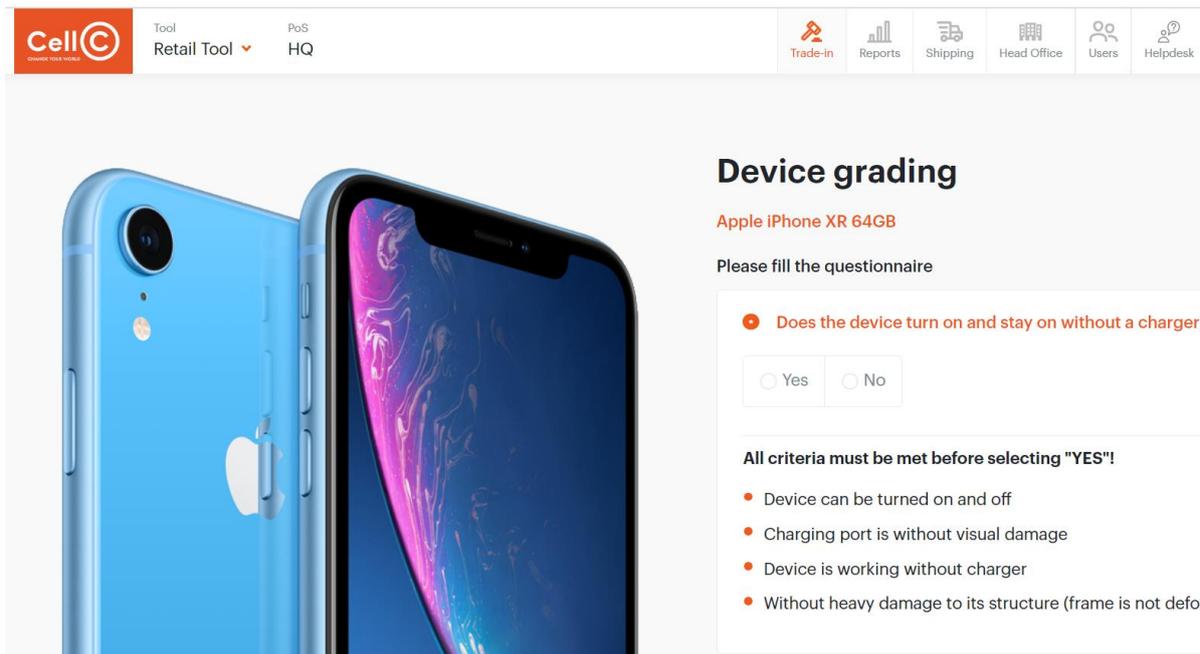
4 Confirm transaction

11 Device Grading – Question 1

11.1 Does the device turn on and stay on without a charger? (Power)

YES | NO

- ✓ Device can be turned on and off
- ✓ Charging port is without visual damage
- ✓ Device working without a charger
- ✓ Without heavy damage to its structure (frame is not deformed)



The screenshot shows the 'Device grading' section of the CellC Retail Tool. The header includes the CellC logo, 'Tool Retail Tool', 'PoS HQ', and navigation icons for Trade-in, Reports, Shipping, Head Office, Users, and Helpdesk. The main content area features a blue iPhone XR 64GB. The question 'Does the device turn on and stay on without a charger?' is displayed with radio buttons for 'Yes' and 'No'. Below the question, a note states 'All criteria must be met before selecting "YES"!' followed by a list of criteria: 'Device can be turned on and off', 'Charging port is without visual damage', 'Device is working without charger', and 'Without heavy damage to its structure (frame is not deformed)'.

CellC
TOOL FOR MORE

Tool
Retail Tool

PoS
HQ

Trade-in Reports Shipping Head Office Users Helpdesk

Device grading

Apple iPhone XR 64GB

Please fill the questionnaire

• Does the device turn on and stay on without a charger

Yes No

All criteria must be met before selecting "YES"!

- Device can be turned on and off
- Charging port is without visual damage
- Device is working without charger
- Without heavy damage to its structure (frame is not deformed)

11.2 Device Grading – Question 2

11.2.1 LCD working and without physical damage? (LCD) See example pictures online.

YES | NO

- LCD is without any signs of discoloration (use light background to check) or pixel damage
- Touchscreen is fully working (check edges of the screen)
- If the device has more than once screen, both screens need to be checked for LCD damages
- Foldable device opens completely
- Display is fully covered with glass, cannot be cracked (no missing pieces of the front glass!)

*Set white background and 100% brightness for better inspection

The example photo's can be selected to get a better understanding of the detail being referred too, as per the questions.



Device grading

Apple iPhone XR 64GB

Please fill the questionnaire

Does the device turn on and stay on without a charger?

Is LCD working and without physical damage?

Yes No

All criteria must be met before selecting "YES"

- LCD is without any signs of discoloration (use light background to check) or pixel damage
- Touchscreen is fully working (check edges of the screen)
- Display is fully covered with glass and can not be cracked
- If device has more than one screen, both screens need to be checked for LCD damages
- Foldable device opens completely

Please do not remove factory installed screen protection film from Samsung Flip/Fold devices



11.3 Device Grading – Question 3

11.3.1 Are front, frame and back cover in good condition (general wear is acceptable)? (Body) See example pictures online.

YES | NO

- Display is without cracks
- There are no cracks, splits, or fractures on the frame or back cover
- There is no gap between back cover, screen or frame
- The frame of the device is not bent
- Plastic seal between frame and display is not cracked or broken
- There are no chips on the edge of the display glass
- Camera glass is not cracked
- Device is complete, no parts missing (battery, back cover, port cover)
- Screen is not loose (check edges of the screen)
- Without heavy damage to its structure (frame is not deformed)
- If foldable devices does not go fully flat in opened state, it is considered faulty



Device grading

Apple iPhone XR 64GB

Please fill the questionnaire

Does the device turn on and stay on without a charger? ▼

Is LCD working and without physical damage? ▼

Are front, frame and back cover in good condition (general wear is acceptable)? ▲

Yes No

All criteria must be met before selecting "YES"

- Display is without cracks
- There are no cracks, splits or fractures on the frame or back cover
- There is no gap between backcover/screen and frame
- The frame of the device is not bent
- Plastic seal between frame and display is not cracked or broken
- There are no chips on the edge of the display glass
- Camera glass is not cracked
- Device is complete, no parts missing (battery, backcover, port cover)
- Screen is not loose (check edges of the screen)
- If foldable device does not go fully flat in opened state, it is considered faulty

Please do not remove factory installed screen protection film from Samsung Flip/Fold devices.



11.4 Device Grading – Question 4

11.4.1 Are all buttons present and working? (Buttons)

YES | NO

- All buttons work easily (Home, power, volume, and mute), no excessive force is needed
- No unoriginal parts or modifications have been used



Device grading

Apple iPhone XR 64GB

Please fill the questionnaire

Does the device turn on and stay on without a charger? ▼

Is LCD working and without physical damage? ▼

Are front, frame and back cover in good condition (general wear is acceptable)? ▼

Are all buttons present and working? ▲

Yes No

All criteria must be met before selecting "YES"

- All buttons work easily (Home, Power, Volume and Mute), no excessive force is needed
- No unoriginal parts or modifications have been used

Working power adapter included

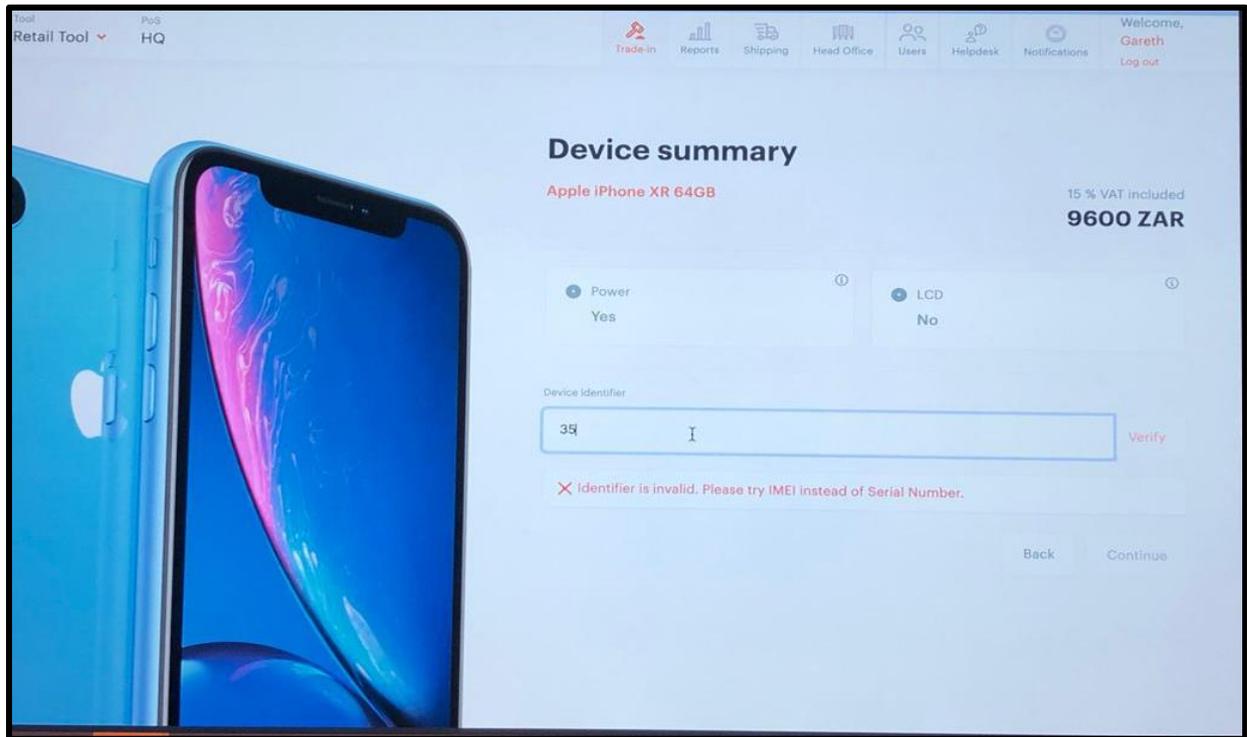
Working power cable included

[Back](#) [Continue](#)

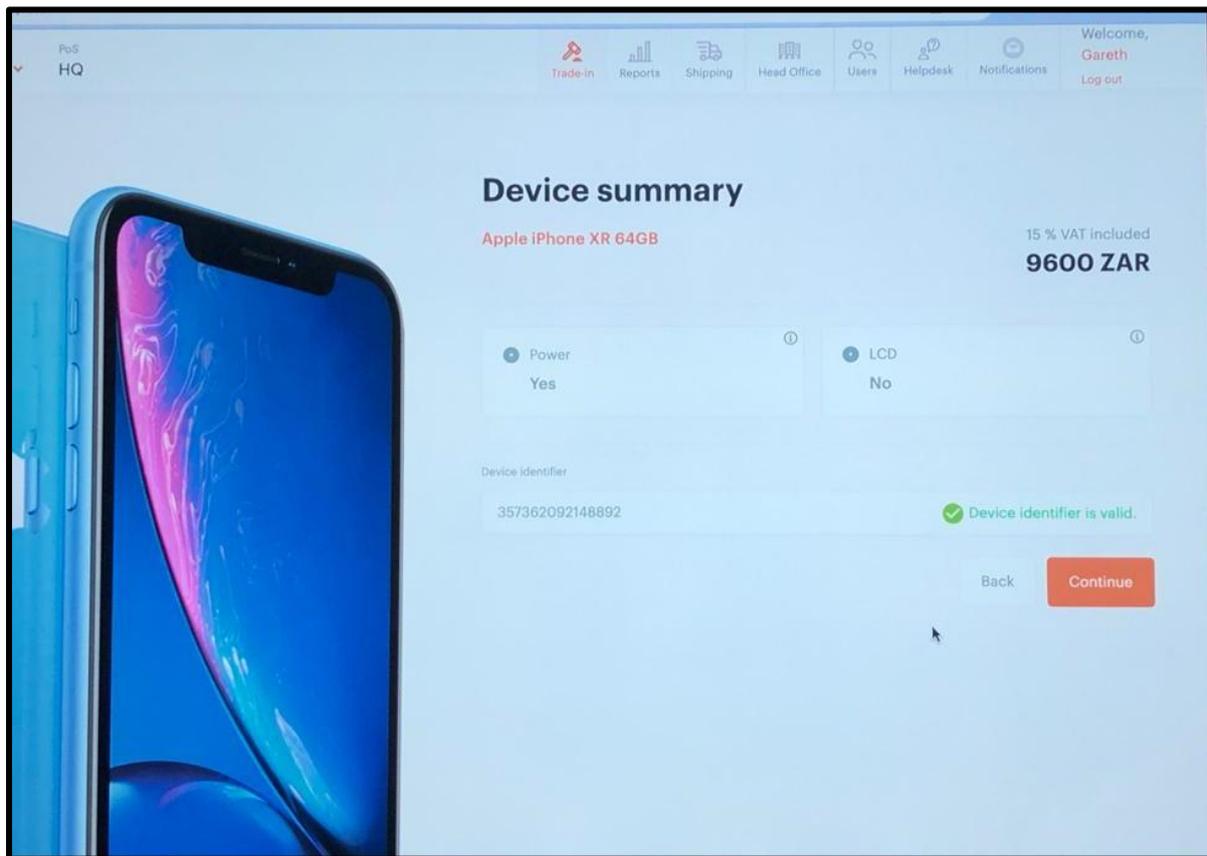
12 DEVICE SUMMARY

12.1 Once the questionnaire has been completed, the Device Summary Page will display with the results of the evaluation and will confirm the amount that the device will be traded-in for.

12.2 The IMEI of the device is displayed in the Device Identifier field at the bottom of the evaluation questions, click on the **Verify** button.



12.2.1 If the Device Identifier is valid, click "Continue"



13 TRADE-IN CONFIRMATION

13.1 To conclude the transaction, complete the customer's details as.

NB all * are mandatory fields to be completed

Confirm transaction

Devices

Product name	Device Identifier	Grade	Price
Apple iPhone XR 64GB	357362092148892	Faulty LCD	9600 ZAR

Total(15% VAT Included) 9600 ZAR

Customer Data

Corporate Private

Last Name * First Name * Email Address * ClientPhone *

* Last Name * * First Name * * Email Address * * ClientPhone *

Campaign Offer S23 | S23+ | S23 Ultra – R400pm x 24 – R9600 TR (S23 | S23+ | S23 Ultra – R400pm x 24 – R9600 TR)

13.2 Enter the IMEI number for the new device and click “Confirm Transaction”.

Customer Data

Corporate Private

Last Name * First Name * Email Address * ClientPhone *

Davies Gareth gareth@gmail.com 0788022099

Campaign Offer S23 | S23+ | S23 Ultra – R400pm x 24 – R9600 TR (S23 | S23+ | S23 Ultra – R400pm x 24 – R9600 TR)

New model * New Device IMEI/SN *

Select * New Device IMEI/SN

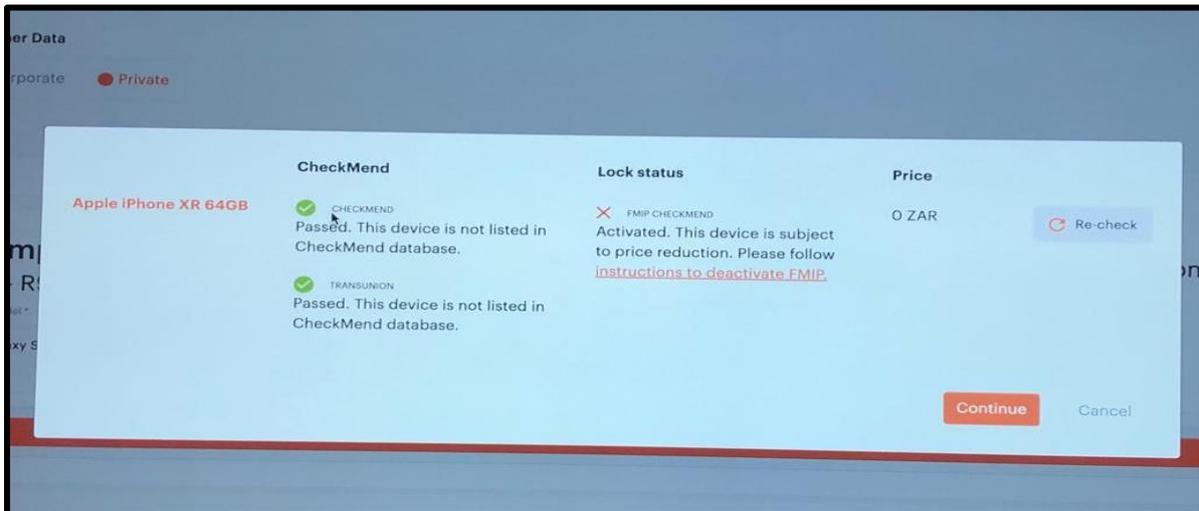
Terms and conditions

Back Confirm transaction

external) 1 Device lookup 2 Device grading 3 Device summary 4 Confirm transaction

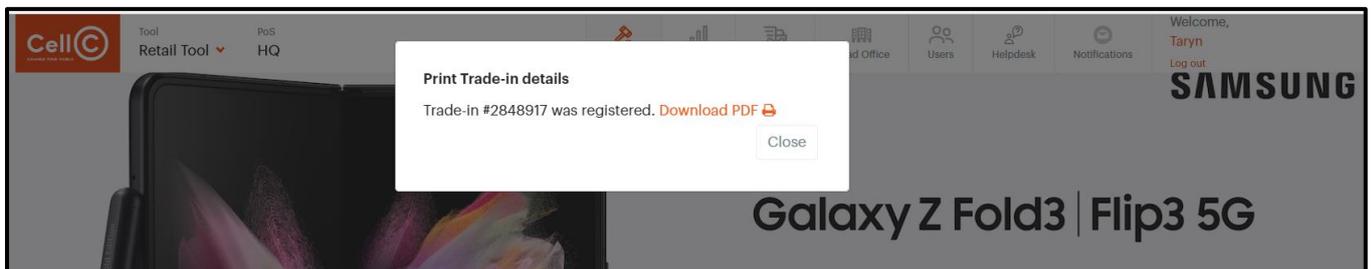
13.3 The IMEI will be sent to CheckMend and TransUnion for any record of the device being blacklisted.

- If the device is blacklisted, the trade-in price will be reduced to zero.
- If the device has FMIP activated, the trade-in price will be reduced to zero
- The trade-in price is reduced to zero, the consultant will not be able to continue with the trade-in and must offer the customer an alternative deal.



13.4 The trade-in is now successful, the trade in confirmation T&C's will populate, **print three copies.**

- One copy to be wrapped around the traded-in device
- Second copy to be issued to the customer
- Third copy attached to in store paperwork



14 CREATING A PACKAGE

14.1 All devices that have been traded-in are required to be packed and shipped on the trade-in tool, it is advisable to create packages of devices traded-in timeously.

14.2 Create new package. Go to menu Shipping > **Create new Package**.

✓ Tick the box next to each device or devices that need to be packed > **Select Create**

Cell C
Tool Retail Tool PoS HQ
Trade-in Reports Shipping Head Office Users Helpdesk Notifications Welcome, Taryn Log out

Shipping > Create new Package

Create new package

Create new Package
Packages
Shipments

Filters Create

<input type="checkbox"/>	Deal Id	Ref. Number	Identifier	Product Name	Grade	Cost	Point of Sale	User	CreatedDate
<input checked="" type="checkbox"/>	2848917		357362092148892	Apple iPhone XR 64GB	Working	O R	HQ	Taryn von Plato	Jul 12, 2023

14.3 Additional devices can be added to the package by selecting Add Device

14.4 To complete the package select Create

Phones 12 pcs - 12/07

Phones 12 pcs
20 x 20 x 20 cm

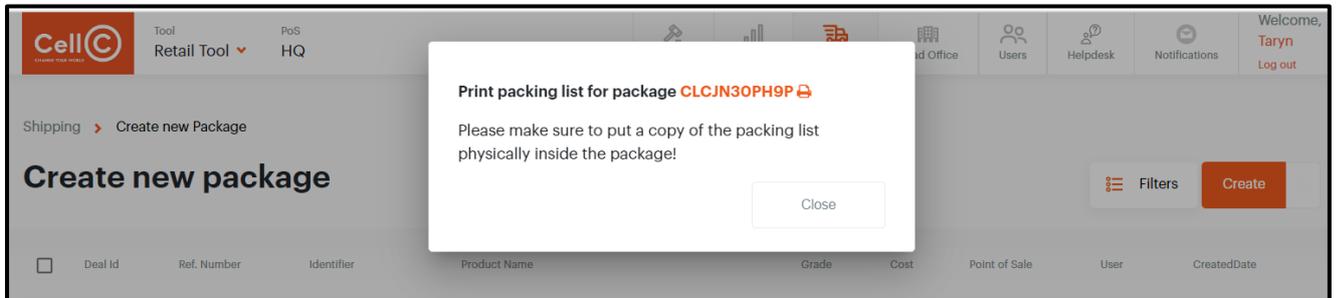
Device identifier

Add device

Deal Id	Ref. Number	Device identifier	Product Name	Grade	Cost	Point of Sale	User	CreatedDate
2848917		357362092148892	Apple iPhone XR 64GB	Working	O R	HQ	Taryn von Plato	Jul 12, 2023

Close Create

14.5 Packing list has been created successfully, copy of the package confirmation to be printed and placed with the traded-in device or devices (depending how many devices were selected for the package) It is vital that this document is sent off with the box as it contains a list with all the details of the devices that should be in the box.



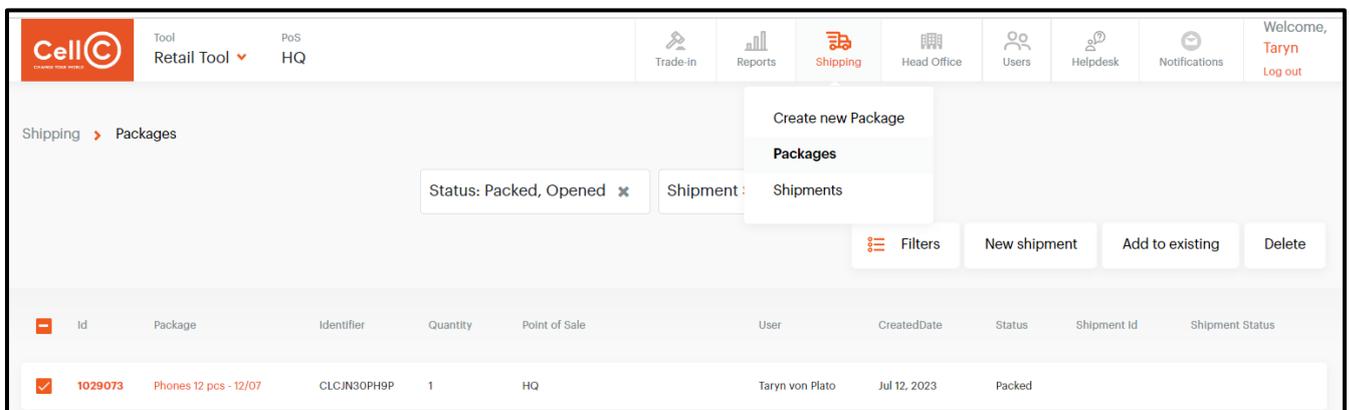
15 CREATING A SHIPMENT

Once the devices have been packed, a shipment needs to be created

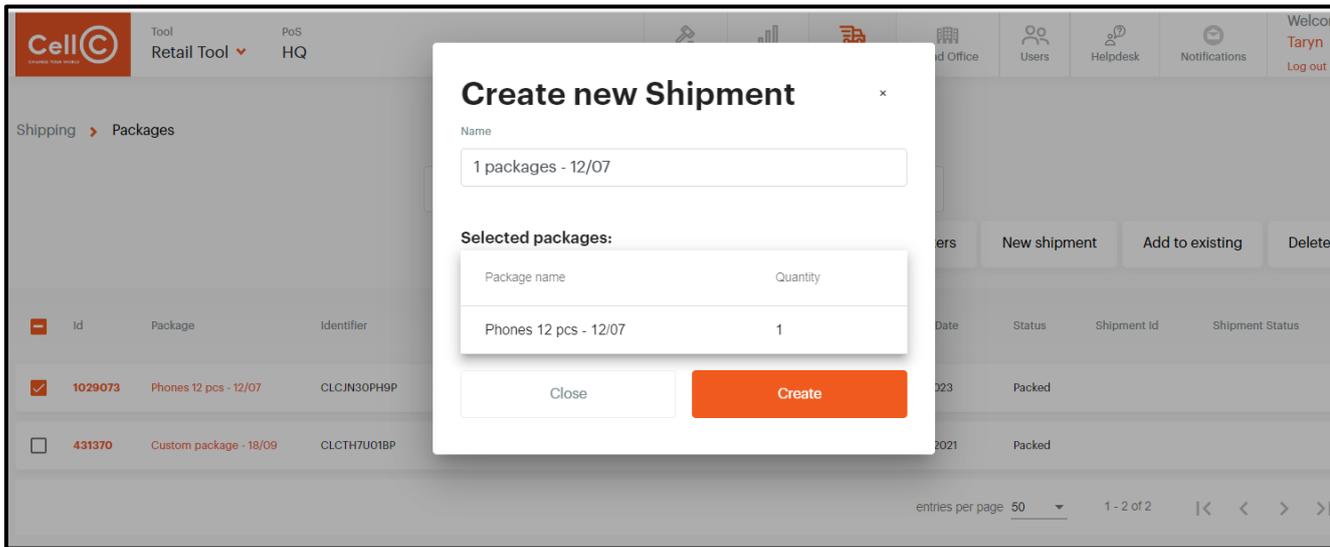
15.1 Go to menu Shipping > **Packages**

15.1.1 Tick the box of the package to create a shipment, take note of the status reflecting as 'Packed'

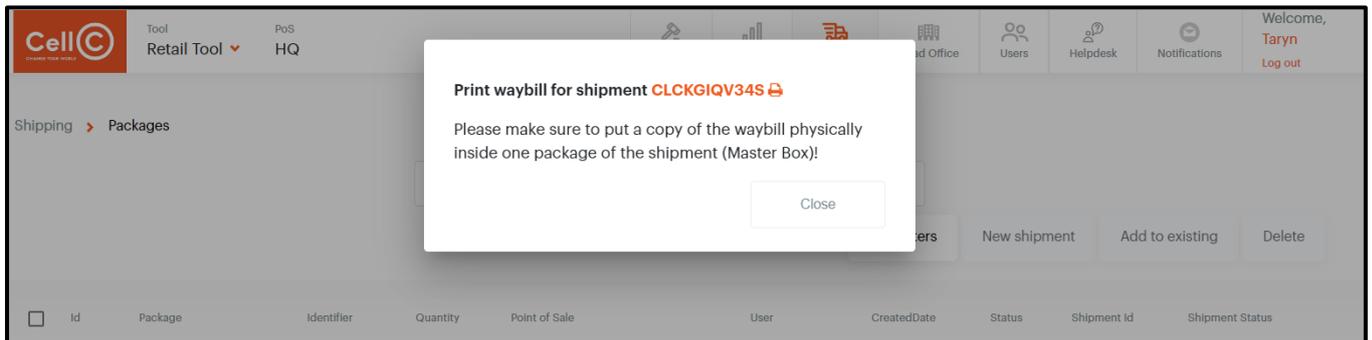
15.1.2 Select New **Shipment**



15.2 Rename the shipment if required, the pop up also displays the package and number of devices in the package that will be in the shipment.

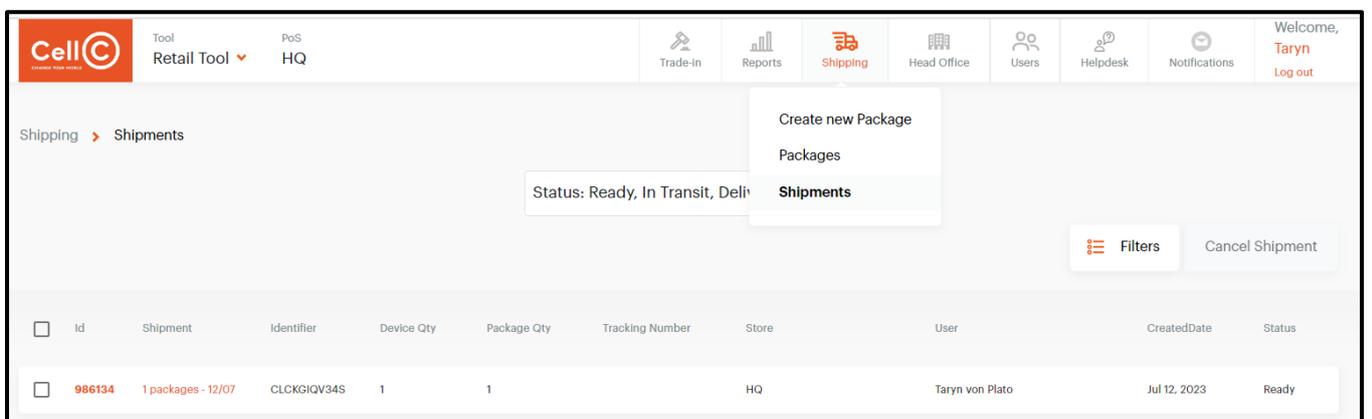


15.3 Shipment waybill has been created successfully, copy of the shipment waybill confirmation to be printed and placed in the box of traded-in devices to be shipped with the courier.



15.4 Shipments created can be viewed in the Shipping menu > Go to menu **Shipping > Shipments**

15.5 Status reflecting is 'Ready'



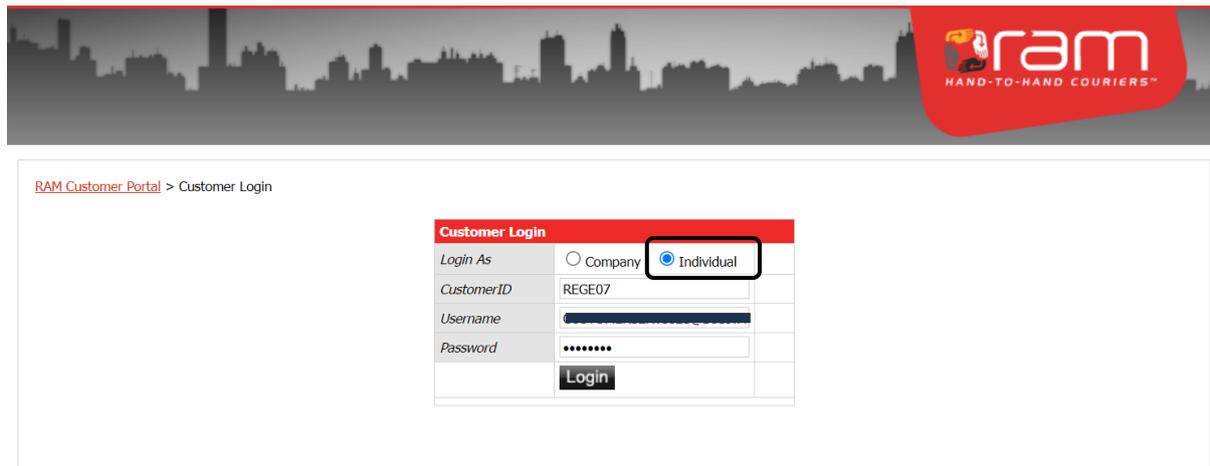
16 RAM COLLECTION ORDERING PROCESS

16.1 To book a collection for RAM, navigate to the following URL: <http://portal.ram.co.za/>

16.2 LOG IN

16.2.1 Use the CustomerID, Username and Password provided

16.2.2 Click on 'Individual'



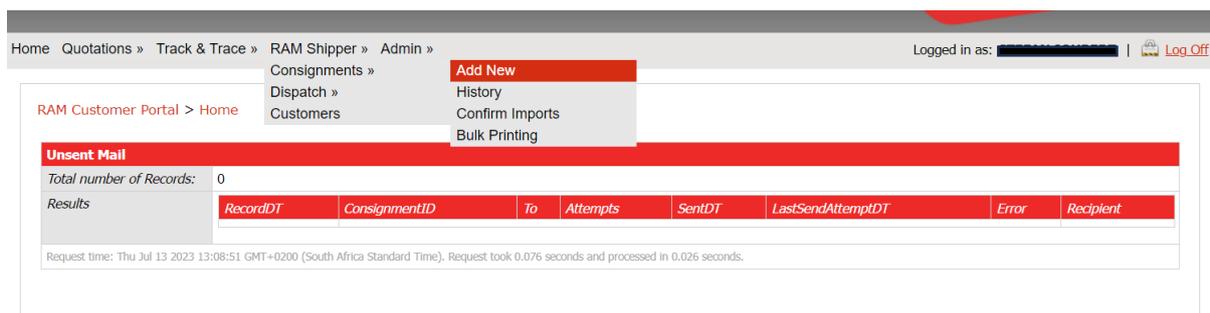
RAM Customer Portal > Customer Login

Customer Login	
Login As	<input type="radio"/> Company <input checked="" type="radio"/> Individual
CustomerID	REGED7
Username	XXXXXXXXXX
Password	XXXXXXXXXX
	Login

16.3 Book a Collection

16.3.1 Once logged in click on the following to book a collection

- RAM Shipper
- Consignments
- Add New



Home Quotations » Track & Trace » RAM Shipper » Admin »

Logged in as: [blurred] | Log Off

RAM Customer Portal > Home

Consignments » Add New

Dispatch » History

Customers Confirm Imports

Bulk Printing

Unsent Mail

Total number of Records: 0

Results	RecordDT	ConsignmentID	To	Attempts	SentDT	LastSendAttemptDT	Error	Recipient
---------	----------	---------------	----	----------	--------	-------------------	-------	-----------

Request time: Thu Jul 13 2023 13:08:51 GMT+0200 (South Africa Standard Time). Request took 0.076 seconds and processed in 0.026 seconds.

16.3.2 Complete 'Shipper's Reference'

- Use the Shipment Identifier number(Waybill Number Created in Regener8)
- from the trade-in tool Ensure 'Express Road' is selected for Service

RAM Customer Portal > RAM Shipper > Consignments > Add New

Summary			[Show Consignment Imports]
Waybill No	Shipper's Reference	Service	Surcharges
NEW	<input type="text"/>	EXPRESS ROAD	<input type="checkbox"/> SATURDAY <input type="checkbox"/> AFTER HOURS

Additional Requirements			
Capture Multiple References	<input type="checkbox"/>	Create Return Consignment	<input type="checkbox"/>
Allow Delayed Delivery	<input type="checkbox"/>	Delayed Delivery Date	<input type="text"/>
Enable RICA Address	<input type="checkbox"/>		

- **Additional Requirements** section can be skipped
- **Sender details** > Sending store address details will populate
- **Receiver** > Always to populate Regener8's address

RAM Customer Portal > RAM Shipper > Consignments > Add New

Summary			[Show Consignment Imports]
Waybill No	Shipper's Reference	Service	Surcharges
NEW	<input type="text"/>	EXPRESS ROAD	<input type="checkbox"/> SATURDAY <input type="checkbox"/> AFTER HOURS

Additional Requirements			
Capture Multiple References	<input type="checkbox"/>	Create Return Consignment	<input type="checkbox"/>
Allow Delayed Delivery	<input type="checkbox"/>	Delayed Delivery Date	<input type="text"/>
Enable RICA Address	<input type="checkbox"/>		

Sender		Receiver	
Persist Sender <input type="checkbox"/>	Find Add New	Persist Receiver <input type="checkbox"/>	Find Add New
Account No/Customer ID	SAMSREGE0700018	Account No/Customer ID	REGE07
Name (Company/Individual)	SAMSUNG TDE	Name (Company/Individual)	REGENER8 GROUP
Store Code		Store Code	
Authorised Contact	<input type="text"/>	Contact	G DAVIES
Address	<input type="text"/>	Delivery Address	<input type="text"/>
Suburb/Area	FOURWAYS, SANDTON	Suburb/Area	<input type="text"/>
Postal code	2191	Postal code	2163
Hub	ISA	Hub	IND
E-mail	<input type="text"/> .ZA	E-mail	<input type="text"/>
Telephone No	<input type="text"/>	Telephone No	0110279318
Facsimile No	<input type="text"/>	Facsimile No	
Cell No	<input type="text"/>	Cell No	
GOODS DESCRIPTION:	<input type="text"/>	SPECIAL INSTRUCTIONS:	<input type="text"/>

16.3.3 To populate the **Receiver** address click on > **Find**

Sender		Receiver	
Persist Sender <input type="checkbox"/>	Find Add New	Persist Receiver <input type="checkbox"/>	Find Add New
Account No/Customer ID	SAMSREGE0700018	Account No/Customer ID	REGE07
Name (Company/Individual)	SAMSUNG TDE	Name (Company/Individual)	REGENER8 GROUP
Store Code		Store Code	
Authorised Contact	<input type="text"/>	Contact	G DAVIES
Address	<input type="text"/>	Delivery Address	<input type="text"/>
Suburb/Area	FOURWAYS, SANDTON	Suburb/Area	<input type="text"/>
Postal code	2191	Postal code	2163
Hub	ISA	Hub	IND
E-mail	<input type="text"/> .ZA	E-mail	<input type="text"/>
Telephone No	<input type="text"/>	Telephone No	0110279318
Facsimile No	<input type="text"/>	Facsimile No	
Cell No	<input type="text"/>	Cell No	

16.3.4 In the Name field, type in REG > Search

16.3.5 Regener8's address will populate > Click Select

The image shows a 'Receiver Lookup' form with the following fields: Customer ID, Name (containing 'REG'), Store Code, Suburb, Telephone, and Show Inactive (checkbox). A 'Search' button is located to the right of the Suburb field. Below the form is a table with the following data:

CustomerID	Customer Name	StoreCode	TelephoneNo	Suburb
REGE07	REGENER8 GROUP		0110279318	RG, 2163

A 'Select' button is located to the right of the Suburb field in the table.

16.4 PARCEL DETAILS

16.4.1 Input the details of the package (suggested dimensions phone 12 pcs 20cm x 20cm x 20cm)

16.4.2 Input the Parcel Reference > Use the Trade-in shipment identifier (Waybill Number Created in Regener8) again

16.4.3 Click on the  sign and save

16.5 Place a printout of the RAM waybill document in the box of the devices to be sent through to Regener8

16.5.1 Your collection has now been successfully booked and ready for collection by RAM

The image shows a 'Parcel Details' form with the following fields: Tracking No, Length (10), Breadth (10), Height (15), Weight (0.5), Parcel Ref, and Security Pack No. There are three plus sign icons to the right of the Security Pack No field. Below the form is a table with the following data:

ConsignmentID	ShipperReference	NoOfParcels	Request DateTime	InsuredValue	HasReturn	Waybill	Labels	Return	Combined
---------------	------------------	-------------	------------------	--------------	-----------	---------	--------	--------	----------

Below the table is a 'Print Labels' checkbox and a message: 'Label Printing has not been enabled. If required, please contact RAM Integration support to enable this function.' There are 'Save' and 'Save & Email' buttons.

17 CANCELLING A TRADE-IN

17.1 What does cancelling a trade-in do?

- Cancelling a trade-in releases the IMEI of the device being traded in, the device becomes available and can be traded-in on the tool again
- Cancelling a trade-in on a campaign, releases the IMEI of the new device purchased on the campaign to be used again

17.2 When should a trade-in be cancelled?

- If a consultant has made an error on the initial trade-in
- If the customer changes their mind, and requests their device back

- If the customer purchases a new device on a campaign and changes their mind for a different colour or capacity. The initial device purchased needs to be swapped out

NB: On a campaign offer, if the trade-in is **NOT CANCELLED, and the device is sold to a different customer, the IMEI will show up as **ALREADY USED!****

17.3 How to cancel a trade-in transaction. Go to menu **Reports > Trade-in /Store**

17.4 Select the trade-in ID that needs to be cancelled by ticking the box > **Click Cancel**

CellC
Tool: Retail Tool | PoS: HQ

Trade-in | Reports | Shipping | Head Office | Users | Helpdesk | Notifications | Welcome, Taryn | Log out

Reports > Trade-in > Store

Deal date: 2023-06-12 ✕

Devices | Trade-in
Agent | Agent
Store | **Store** ✕
Vendor | Vendor
Device Manager | Customer quotes

Cancel | Export | Filters

Total count: 4 | Total Client Price: 10536 R

Deal Id	Trade Id Ref.	Price	Avolded CO2 (kg)	Items	User	Deal date	Status	Customer Name	Customer Reference Number	Trade-In type
<input checked="" type="checkbox"/> 2848917		O R	63.5	1	Taryn von Plato	Jul 12, 2023	Registered	von Plato Taryn		Buyback

18 TRADE IN REPORTS

18.1 In menu go to [Reports](#) > [Devices](#) > [Vendor](#)

18.2 Allows you to:

- Keep track of all transactions in store or per vendor
- Follow the performance of the agents
- Access historical sale confirmations

18.3 Explanation of report headings;

Deal ID: Identifies the device traded-in in the beginning of the process

Device Identifier (IMEI): IMEI of the device traded-in

Product Name: Make and model of the device traded-in

Store: Store where the trade-in transaction was done

Grade: Condition of the device upon being graded at trade-in

Client Price: Value of the device traded-in excluding VAT (15%)

Deal Date: The date on which the device was traded-in

Package ID: Package number

Package Identifier: Once a package has been created, confirmation of package

Shipment Identifier: Once a shipment has been created, confirmation of the shipment waybill

Item Group: Identifies what was traded-in (devices, accessories etc.)

Status: Indicates the cycle of the traded-in device, registered, packed, shipped etc.

18.4 Explanation of Status's

Registered: The trade-in device has been captured onto the trade-in portal

Packed: Package has been created for trade-in device

Shipped: Shipment has been created, awaiting courier collection or with courier

Delivered: The shipment of devices has been received by the warehouse

Processed: Identifies that the shipment of devices has been accepted / captured by the warehouse



Tool
Retail Tool ▼

PoS
HQ

Trade-in

Reports

Shipping

Head Office

Users

Helpdesk

Notifications

Welcome,
Taryn
[Log out](#)

Reports > Devices > Vendor

Deal date: 2023-06-12 ✕

Status: Registered, Packed, Shipped, Processed, Reported, Invoiced, Delivered, In-Transit, Missing, Returned, Fraud, Processed/OnHold, Processed/Declined, Processed/Confirmed, Processed/Lower, Processed/Higher, Processed/OnHoldLocked, Shipment Created, Expired, ProcessedInFoxway ✕

Filters

Export

Withhold

Total count: **3**

Total Client Price:
10536 R

<input type="checkbox"/>	Deal Id	Trade Id Ref.	Device identifier	Product Name	Store	User	Grade	Client price	Avoided CO2 (kg)	Deal date	Package Id	Package Identifier	Shipment Identifier	Shipment Id	Item Group	Status	Customer Status