



 Foxway

2024

Retail Trade-in Tool

FEATURES FOR MANAGERS

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Introduction

This user guide is meant for Foxway Retail Trade-in Tool users with the status **eCom Manager** or **eCom Admin**.

To learn about the tool's general features, consult the Foxway Retail Trade-in Tool general user guide. The general user guide also contains detailed information on inspecting different devices and the requirements for packages.

Reports

Go to **Reports – Devices – Vendor**

This feature allows you to:

- keep track of all transactions in your store or per vendor;
- follow the performance of your store agents;
- access sales confirmations' history at any time;
- see any grading discrepancies discovered after the re-grading done by Foxway.

Find examples of how discrepancies are displayed in the general Retail Trade-in Tool user guide.

Cancelling transactions

Go to **Reports – Trade-in – Vendor**

The Reports feature allows you to cancel an entire trade-in transaction.

This action will cancel the transaction for all devices registered during that trade-in. This feature is especially useful when you need to re-register a trade-in with the same IMEI/SN. This could happen if you discover a discrepancy in grading or mistakes in the process and simply wish to start again.

1 Select the Trade-in

2 Click "Cancel"

Tool: Retail Tool | PoS: Online 5-1 | Trade-in | Reports | Shipping | Head Office | Users | Helpdesk | Notifications | Welcome, Demo | Log out

Reports > Trade-in > Vendor

Total count: Total Client Price: 68 €

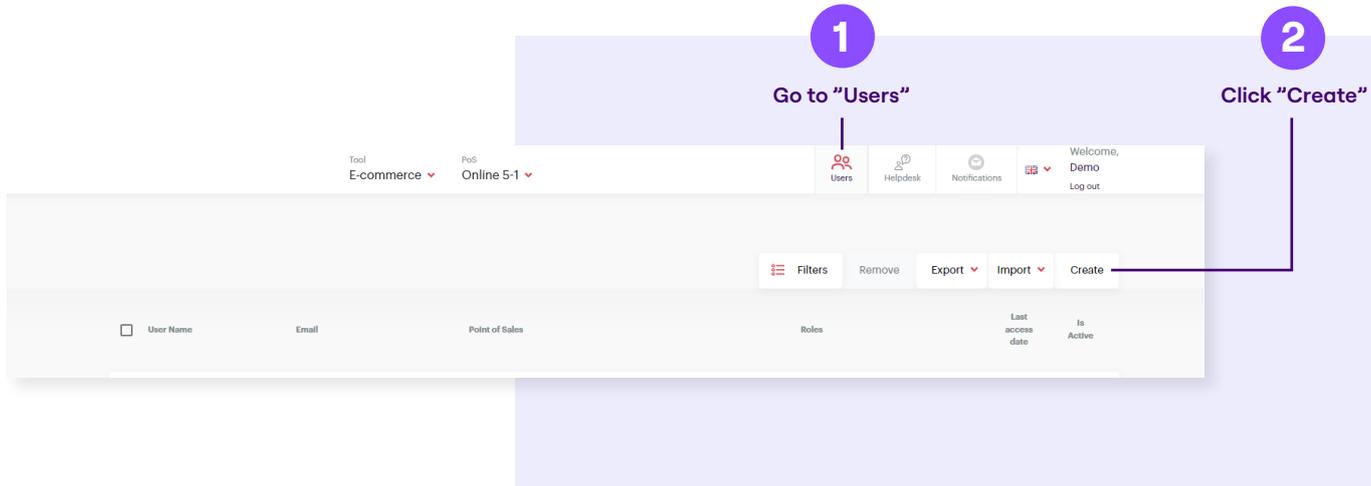
<input checked="" type="checkbox"/>	Trade-In Id	Trade-In Date	Trade Id Ref.	Price	Avoided CO2 (kg)	Items	User	Company name	Contact person	Customer Name	Status	Trade-in type	Customer Reference Number
<input checked="" type="checkbox"/>	1632564	Jul 14, 2022	EE220714-12735066_0	68 €	35	1	ApiUser1			TestMisuns TestMartins	Registered	Buyback	

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Creating a new user

Managers and Admins can create new users and edit user details.

Go to **Users** – **Create**



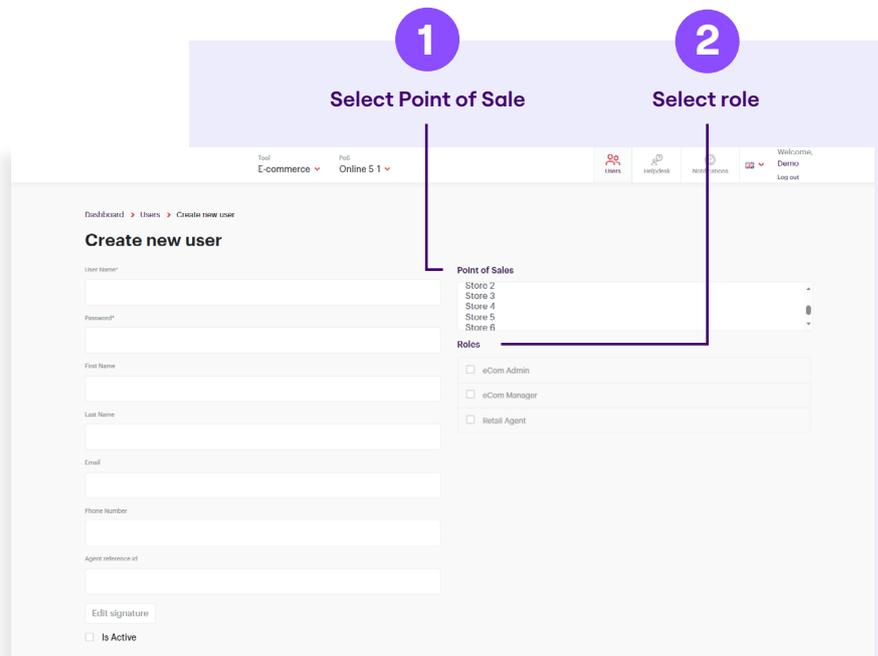
Fill in the person's details, then select a role and location (PoS).

Roles to choose from:

- **eCom Admin** – superior tool functions.
- **eCom Manager** – store manager (access to PoS performance and logistics).
- **Retail Agent** – retail sales personnel.

Don't forget to select the **"Is Active"** tick box.

If you need to deactivate a user, go into the user account settings and deselect the **"Is Active"** tick-box.



Creating a new location (PoS)

Users with Admin status can add a new location (Point of Sale).

Go to **Head Office — Locations — Create**

Fill in the new location's details and click Confirm. Don't forget to select the **"Active"** tick box.

If you need to deactivate a location, go to **Head Office — Locations**, click on the location's name, and deselect the **"Active"** tick-box. You can also make changes to the location details in the same place.

The screenshot shows the 'Locations' management page. The top navigation bar includes 'Retail Tool', 'Online 5-1', 'Trade-in', 'Reports', 'Shipping', 'Head Office', 'Users', 'Helpdesk', 'Notifications', and 'Welcome, Demo Log out'. The 'Head Office' menu is expanded to show 'Locations'. Below the navigation, there are buttons for 'Filters', 'Export', 'Download template', 'Import', and 'Create'. A table lists the locations with columns: Location Name, Country, Province, City, Address, Postal code, Contact person, Contact phone, Contact email, Users, Active, iPad signing, and External reference. The table contains one entry: 'Store 6', Austria, Test, Test, Test, Test, Test, 04044, replacelocation@hotmail.com, 21, Yes, Yes, 6. The page footer shows 'entries per page 15' and '1 - 1 of 1'.

1 Select "Locations"

2 Click "Create"

3 Click on the name of the location to edit

Arranging pick-ups

Store managers can arrange pick-ups at any time convenient for the company.

1. Creating a new package

If you manage several Points of Sale (PoS), select the correct PoS first.

Then go to **Shipping** – **Create new Package**

Select all the devices you wish to send from your list and click **Create**.

The screenshot shows the 'Create new package' page in the Retail Tool. The interface includes a top navigation bar with 'Retail Tool', 'PoS: Online 5-1', and various icons for 'Trade in', 'Reports', 'Shipping', 'Head Office', 'Users', 'Helpdesk', and 'Notifications'. A 'Welcome, Demo' message with a 'Log out' link is in the top right. The main content area is titled 'Shipping > Create new Package'. A dropdown menu is open under 'Create new Package', showing options for 'Packages' and 'Shipments'. A table lists items for selection, with checkboxes in the first column. A 'Filters' button and a 'Create' button are on the right. Four numbered callouts point to: 1. 'Select "Point of Sale"' (pointing to the PoS dropdown), 2. 'Create new package' (pointing to the dropdown menu), 3. 'Select items' (pointing to the table checkboxes), and 4. 'Click "Create"' (pointing to the 'Create' button).

	Deal id	Ref. Number	Identifier	Product Name	Grade	Cost	Point of Sale	User	CreatedDate
<input checked="" type="checkbox"/>	1340590	U54659807549805548			Working	7 €	ApiTestST	Demo User	Mar 7, 2022
<input checked="" type="checkbox"/>	1245891	338424514457917			Working	117 €	ApiTestST	Demo User	Feb 2, 2022
<input type="checkbox"/>	860709	456867891485520			Working	342 €	ApiTestST	Demo User	Sep 10, 2021
<input type="checkbox"/>	872607	U87851223453334565			Working	15.9 €	ApiTestST	Demo User	Jul 21, 2021

Next, select a suitable size for your package.

You can also see a list of the devices you have added to this package and have the option to add more devices directly from this view.

If all is well, confirm the package by clicking **"Create"**.

Note: The contents of the physical package need to match the information registered online. For example, if you register four items as a package, the same four items must be in one package.

The screenshot shows a dialog box titled 'Phones 12 pcs - 8/11'. It has two tabs: 'Phones 12 pcs 20 x 20 x 20 cm' (selected) and 'Foxway Germany / DHL 60 x 20 x 60 cm'. Below the tabs is a 'Device identifier' section with a table. An 'Add device' button is on the right. At the bottom are 'Close' and 'Create' buttons.

Deal id	Ref. Number	Device Identifier	Product Name	Grade	Cost	Point of Sale	User	CreatedDate
3387082	7928016	49841005719276		Working	811 €	ApiTestST	Helpdesk Replace	Nov 6, 2022

2. Adding items to an existing package

You can add any item to a package that already exists.

Then go to **Shipping – Create new Package**

Select the items you wish to add, but instead of clicking “Create”, choose “**Add to existing package**” from the dropdown function.

1 Select items

2 Click on dropdown

Deal Id	Ref. Number	Identifier	Product Name	Grade	Cost	Point of Sale	User
<input checked="" type="checkbox"/>	1340890	US4659887549865548	...	Working	7 €	Apitest51	Demo User

3. Ordering a pick-up for your packages

Go to **Shipping – Packages**

Here you can see all your packages and order a new shipment.

Before you create a new pick-up for your package, print the **packaging content confirmation** and place it inside the package. Repeat this for all your packages. You can download the confirmation sheet by clicking on the **Package ID number**.

1 Select “Packages”

2 Click on package ID number

Id	Package	Identifier	Quantity	Point of Sale	User	CreateDate	Status	Shipment Id	Shipment Status	Label
<input type="checkbox"/>	1021340	Automatic Label - 5/07	1	Online 5-1	User Replace test	Jul 5, 2023	Packed			Create
<input type="checkbox"/>	973340	Phones 12 pcs - 24/05	4	AI Austria	User Replace test	May 24, 2023	Packed			Create

Next, select the package(s) you wish to send and click “New shipment”. A pop-up window will appear that summarizes the pick-up information. If all is correct, click “Create”.

Finally, go to **Shipping — Shipments**

Print the **Shipment waybill** and **add it to one of the packages**. You can download the waybill by clicking on the Shipment ID number.

The screenshot shows the 'Shipments' page in the Retail Trade-in Tool. The top navigation bar includes 'Retail Tool', 'Online 5-1', and various icons for 'Trade-in', 'Reports', 'Shipping', 'Head Office', 'Users', 'Helpdesk', 'Notifications', and 'Log out'. The main content area shows a breadcrumb 'Shipping > Shipments' and a table of shipments. A callout box labeled '1' points to the 'Shipments' menu item in the top navigation bar. A callout box labeled '2' points to the '1121403' shipment ID in the table.

<input type="checkbox"/>	Id	Shipment	Identifier	Device Qty	Package Qty	Tracking Number	Store	User	CreateDate	Status	Label
<input type="checkbox"/>	1121403	1 packages - 9/11	shaRTLIXPYS	5	1		Online 1	Helpdesk Replace	Nov 9, 2023	Ready	Create

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Note: Write the **shipment ID number** on **all the packages** registered under this shipment!

You can use the same feature to view the status of the shipment: waiting for pick-up, in transit, or arrived at the Foxway warehouse.

If you need to cancel a pick-up, select the shipment and click “**Cancel shipment**”.

Creating campaigns

To create a campaign, get in touch with your account manager at Foxway.

After you've agreed on the campaign details, Foxway will take care of the technical details and enable the campaign for your store(s).