



Market Order App

Project Manager

Order Creation User Guide

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Create New Order

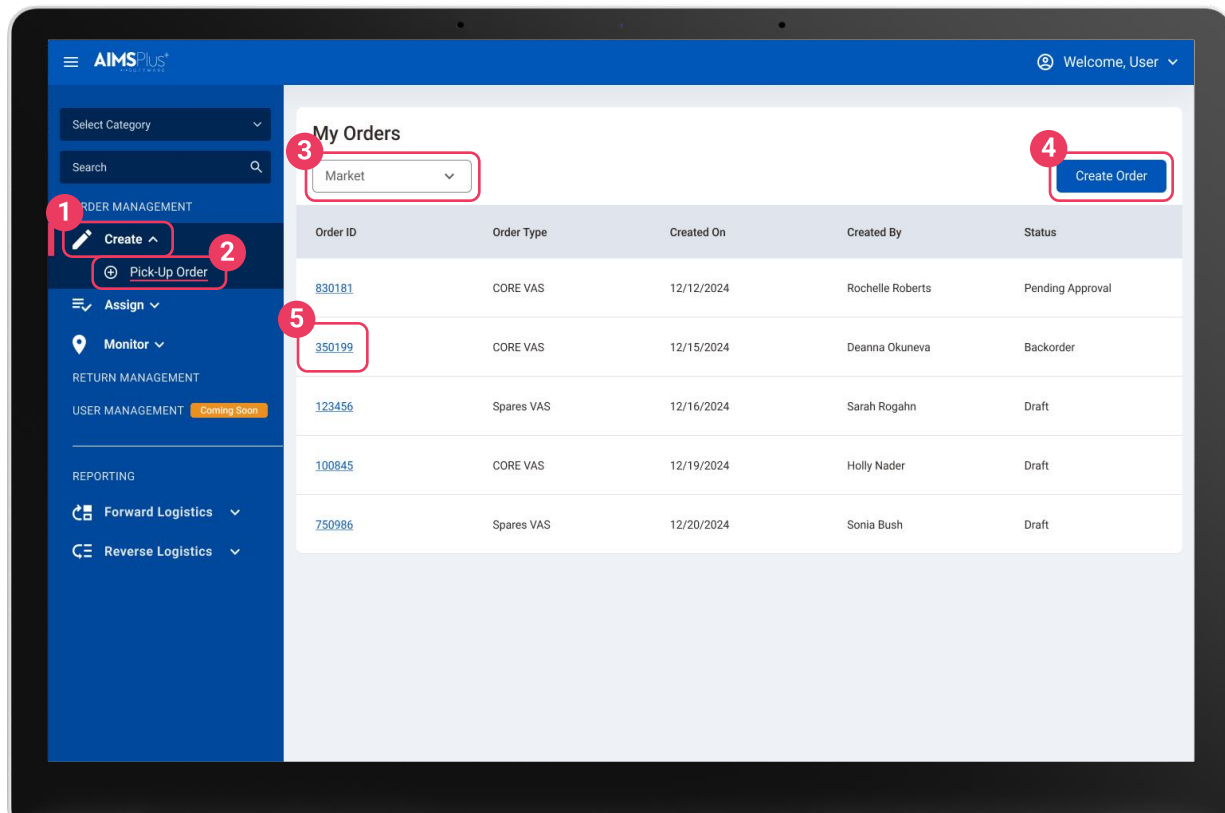
Order Management

PMs have the ability to create and manage orders that have been submitted and awaiting manager approval.

Create New Order

Navigate to Create Pick-Up Order

1. Expand the 'Create' category
2. Click on "Pick-Up Order" from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between markets.
4. Select the 'Create Order' button to start the order creation process.
5. Select a 'Order ID' to view the order details.

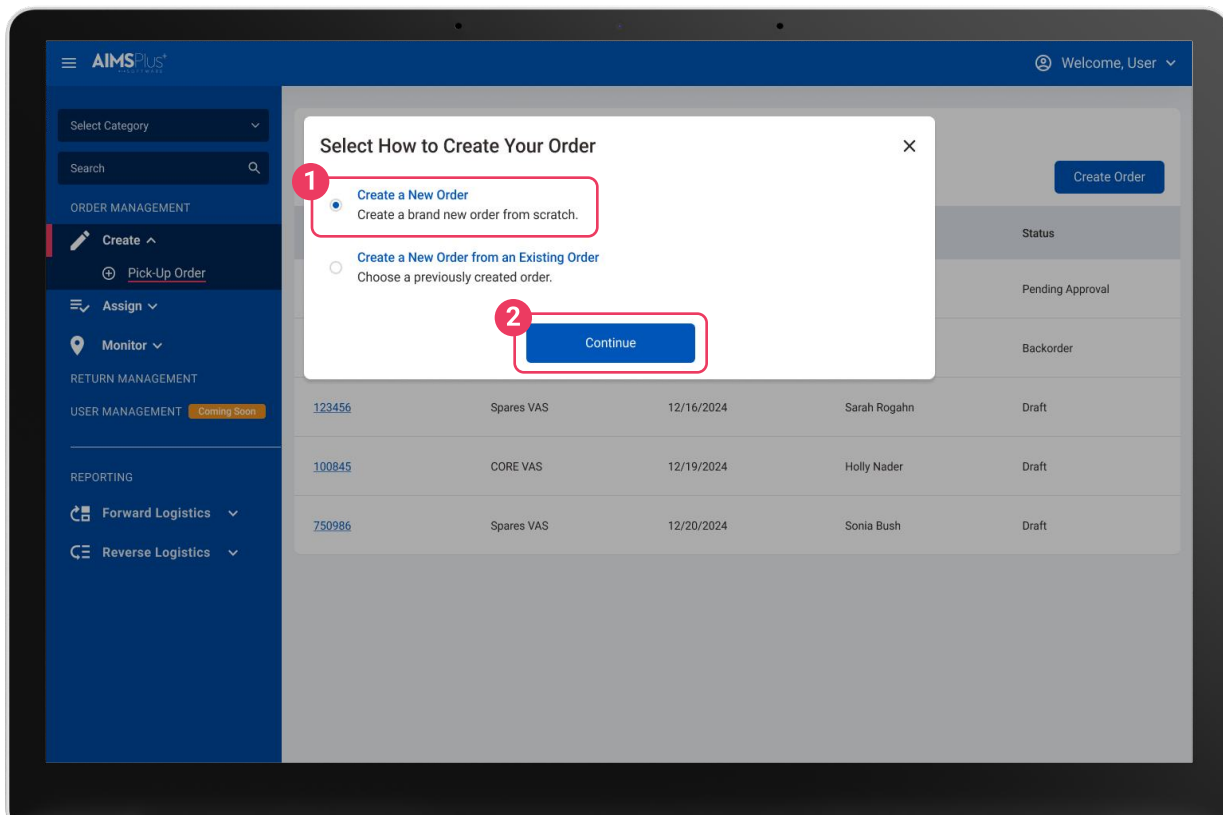


Create New Order

Creating a New Order

After selecting the 'Create Order' button a pop-up will display to select how you would like to create your order.

1. Select 'Create a New Order' to create a brand new order from scratch.
2. Select the 'Continue' button to begin the order creation process.



Creating a Pick-Up Order - Step 1: Order Details

To create a new order fill out the required fields.

1. Select an order type *(based on the order type selected, different fields will display)*.
2. Fill out the order details *(description & attachments will only show on VAS orders)*:
 - WBS Code
 - PO Info *(only for non-SKU material)*
 - Estimated Load Value *(only for non-SKU material)*
 - Description *(any notes the requestor wants to provide to the VAS team)*
 - Attachments *(any attachments required for VAS work)*
3. Once all the required fields have been filled out, select the 'Next' button to move on to the next step.

The screenshot displays the AIMSplus 'Create Order' interface. The left sidebar contains navigation options: Select Category, Search, ORDER MANAGEMENT (Create, Assign, Monitor), RETURN MANAGEMENT, USER MANAGEMENT (Coming Soon), and REPORTING (Forward Logistics, Reverse Logistics). The main form is titled 'Create Order' and has three tabs: Order Details (active), Fulfillment Info, and Requestor Info. The 'Order Details' tab contains the following fields: Order Type (dropdown menu showing 'CORE VAS'), WBS Code (text input with 'L-9EA0725-22'), PO Info (text input with '7000992'), Estimated Load Value (\$) (text input with '\$ 4,515'), Description (text area with placeholder '(Description up to 5000 characters)'), and Attachments (file upload area showing '(file name).csv' and a 'Download' link). A 'Next' button is located at the bottom right of the form. Red circles with numbers 1, 2, and 3 highlight the Order Type dropdown, the Order Details tab, and the Next button, respectively.

Creating a Pick-Up Order - Step 2: Fulfillment Info

After filling out the order details you will be brought to the fulfillment info step.

1. Fill out the order fulfillment information:

- Deliver By Date
- Special Handling (*if applicable*)
- Location ID
- Address Line 1
- Address Line 2 (*if applicable*)
- City
- State
- Zip Code
- Delivery Instructions (*if applicable*)

2. Once all the required fields have been filled out, select the 'Next' button to move on to the next step.

The screenshot shows the AIMSplus web application interface. On the left is a dark blue sidebar with navigation links: 'Select Category', 'Search', 'ORDER MANAGEMENT' (with sub-links 'Create', 'Assign', 'Monitor'), 'RETURN MANAGEMENT', 'USER MANAGEMENT' (marked 'Coming Soon'), and 'REPORTING' (with sub-links 'Forward Logistics', 'Reverse Logistics'). The top right of the header shows 'Welcome, User' with a dropdown arrow. The main content area is titled 'Create Order' and has three tabs: 'Order Details', 'Fulfillment Info' (which is active and highlighted with a red box and a red circle containing the number '1'), and 'Requestor Info'. The 'Fulfillment Info' tab contains the following fields: 'Order Type' (set to 'CORE VAS'), '*Deliver By Date' (set to '10/23/2025'), 'Special Handling' (with a 'White Glove' checkbox), '*Location ID' (set to 'BERLSW1'), 'Contact Info' (with '*Name' and '*Phone Number' fields), and 'Shipping Address' (with '*Address Line 1' set to '2121 Main Street'). A red box and a red circle containing the number '2' highlight the 'Next' button at the bottom of the form. On the right side of the screen, there is a 'Create Order' button and a 'Status' section with a list of order statuses: 'Pending Approval', 'Backorder', 'Draft', 'Draft', and 'Draft'.

Create New Order

Creating a Pick-Up Order - Step 3: Requestor Info

After filling out the fulfillment information you will be brought to the requestor info step.

1. Fill out the requestor information:
 - Approving Manager Name
 - Approving Manager Email
 - Additional Recipients (*if applicable*)
2. Once all the required fields have been filled out, select the 'Create Order' button to create an order.

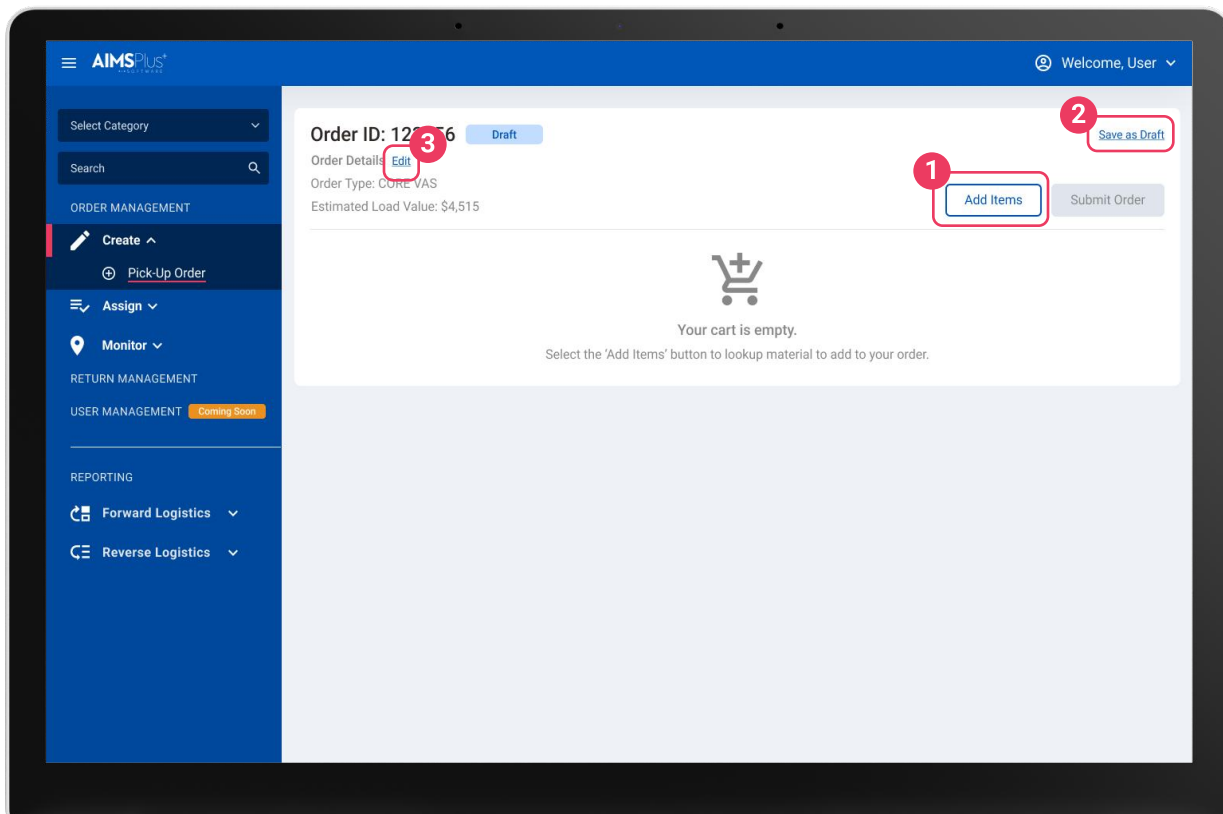
The screenshot displays the AIMSplus web application interface for creating a new order. The main window is titled 'Create Order' and features three tabs: 'Order Details', 'Fulfillment Info', and 'Requestor Info'. The 'Requestor Info' tab is currently selected and highlighted with a red box. This tab contains three input fields: '*Approving Manager Name' (filled with 'Jane Doe'), '*Approving Manager Email' (filled with 'jdoe@company.com'), and 'Additional Recipients' (filled with 'brodgers@company.com, rduncan@company.com, awilliams@company.com'). A red circle with the number '1' is positioned next to the 'Requestor Info' tab. Below the input fields, a red circle with the number '2' is next to the 'Create Order' button. The background shows a sidebar with navigation options like 'Create', 'Assign', 'Monitor', 'Return Management', and 'Reporting'.

Create New Order

Understanding the Cart

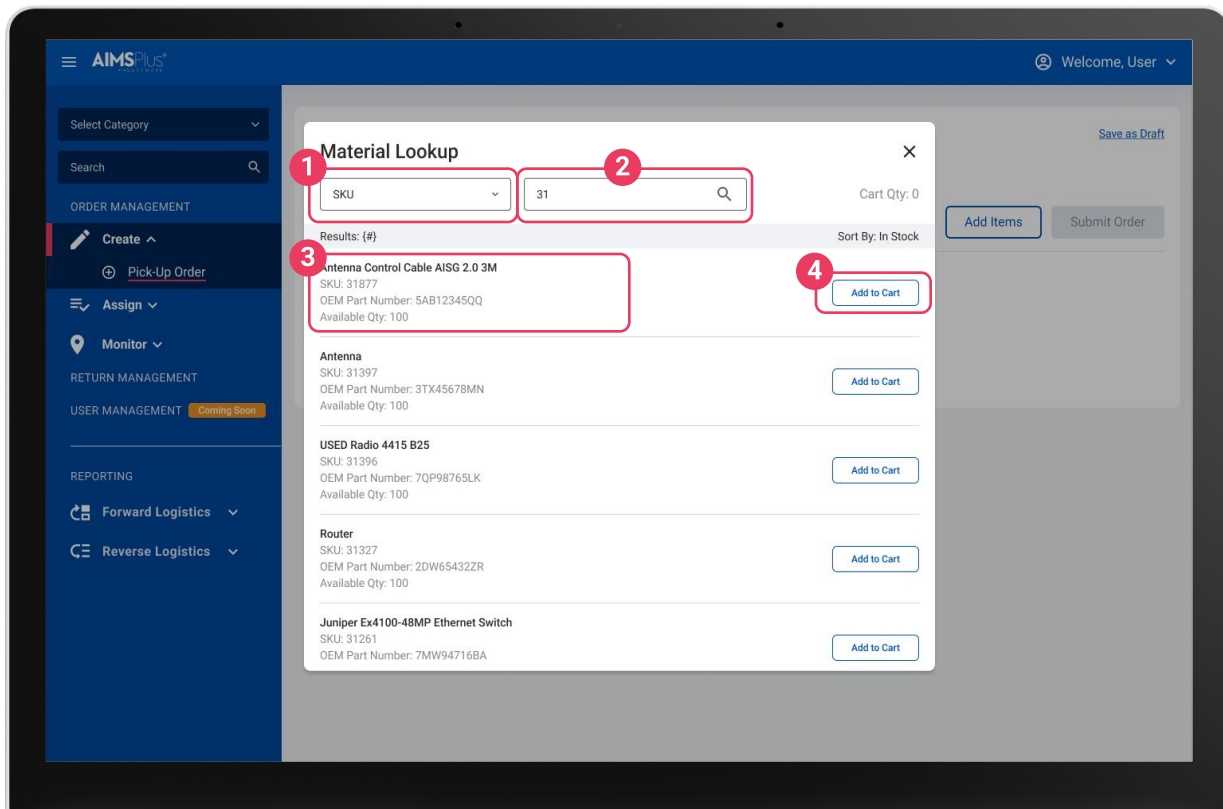
After filling out the required order information your order will be created and saved as a draft. You will now have the ability to add items to your order.

1. Select the 'Add Items' button to look up material to add to your order.
2. Save the order as a draft by selecting the 'Save as Draft' button. Saving as a draft will take you back to the 'My Orders' home page.
3. Edit the order details by selecting the 'Edit' button.



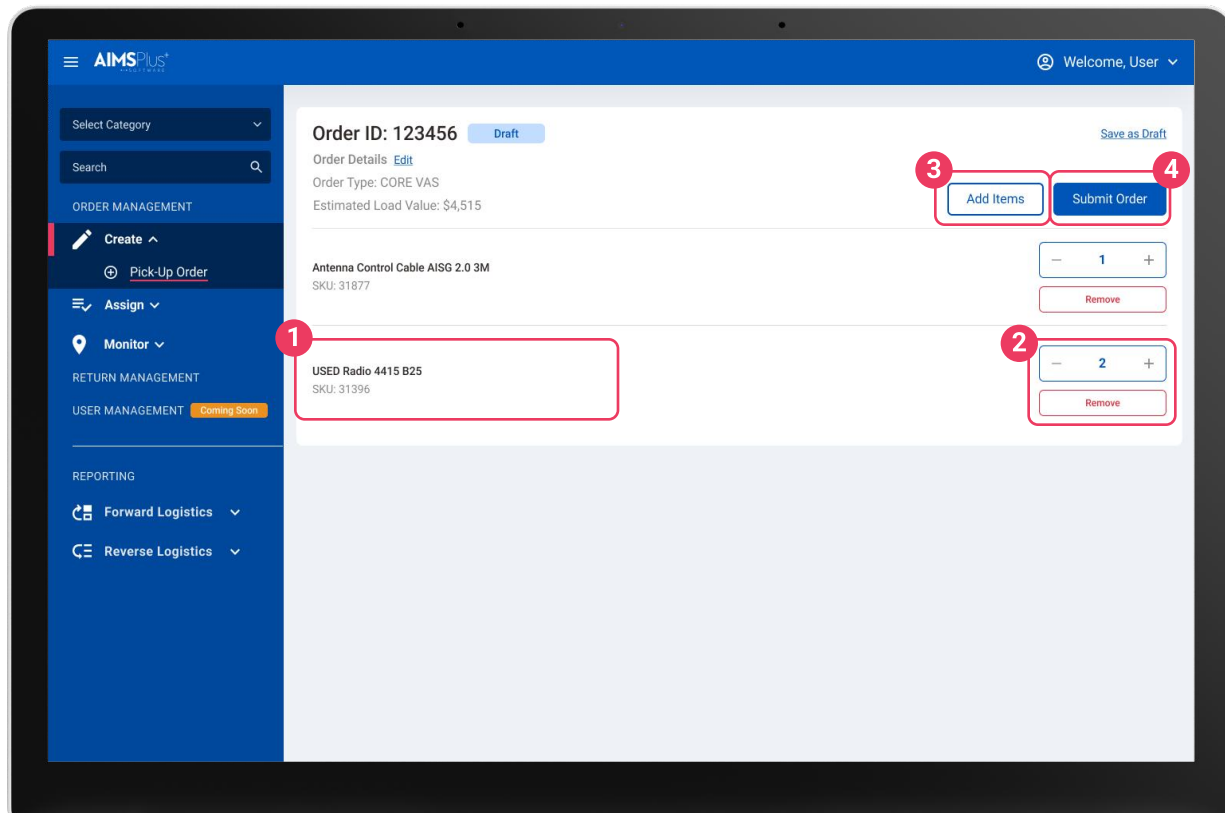
Adding Items to the Order

1. Select a category to narrow your search by. Searchable categories include the following:
 - SKU
 - OEM/MFGR Part Number
 - Part Description
2. After selecting a search category, input the search text.
3. Select the an item to see the item details. Each item will include the following information:
 - Item Description
 - OEM
 - SKU
 - Item Quantity
4. Select the 'Add to Cart' button to add an item to your order.



Cart Overview

1. Once an item has been added to an order, the added item(s) will display in the cart.
2. Edit the item quantity by selecting the minus or add buttons. You can also type the preferred quantity using the text box. Remove the item from your cart by selecting the 'Remove' button.
3. Select the 'Add Item(s)' button to add more items to your cart.
4. Once you have added the desired items to your order and are ready to submit the order, select the 'Submit Order' button.



Order Review

Upon submission, you will need to review the order to ensure that all the information is correct.

1. Once you are ready to submit the order, select the 'Submit Order' button.
2. If you would like to go back to the cart, select the 'Cancel' button.

Review Order Order ID: 123456

Order Type: CORE VAS
Estimated Load Value: \$4,515
Deliver By Date: 09/23/2025
Special Handling: White Glove
Handling Description: Uncrating/Debris removal

Contact Info: Parker Pizza | 470-882-2718
Shipping Address: 2121 Main Street, Unit 21, Birmingham, AL 10001
Delivery Instructions: Leave at Bay 2
Requested By: Parker Pizza | T-Mobile
Approving Manager: Jane Doe | jdoe@company.com

Description
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies nec, pellentesque eu, pretium quis, sem. Nulla consequat massa quis enim. Donec pede justo, fringilla vel, aliquet nec, vulputate eget, arcu. In enim justo, rhoncus ut, imperdiet a, venenatis vitae, justo. Nullam dictum felis eu pede mollis pretium. Integer tincidunt. Cras dapibus. Vivamus elementum semper nisi. Aenean vulputate eleifend tellus. Aenean leo ligula, porttitor eu, consequat vitae, eleifend ac, enim. Aliquam lorem ante, dapibus in, viverra quis, feugiat a, tellus. Phasellus viverra nulla ut metus varius laoreet. Quisque rutrum. Aenean imperdiet. Etiam ultricies nisi vel augue. Curabitur ullamcorper ultricies nisi. Nam eget dui. Etiam rhoncus. Maecenas tempus, tellus eget condimentum rhoncus, sem quam semper libero, sit amet adipiscing sem neque sed ipsum. N

Attachments
(file name).csv [Download](#)

Item Details

SKU	Description	Item QTY	MFG Part #	Manufacturer
31877	Antenna Control Cable AISG 2 0.3M	1	{#}	

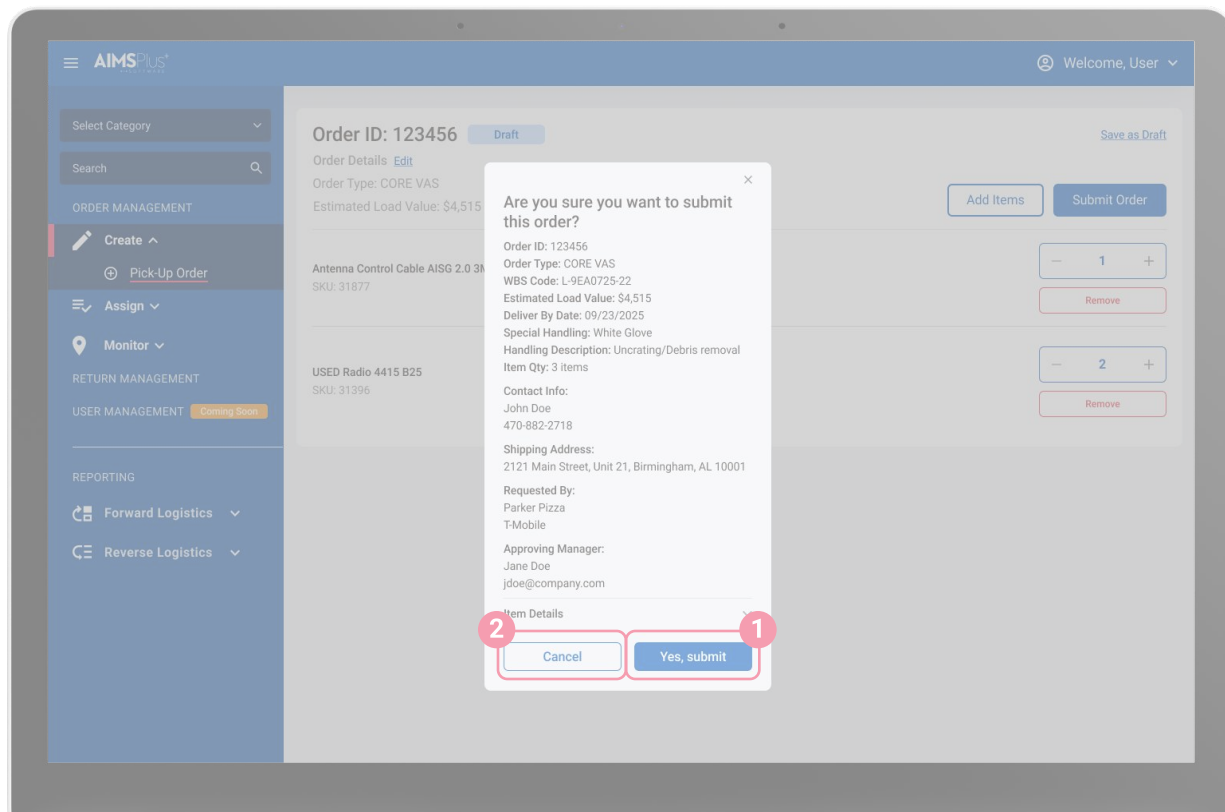
Buttons: Cancel (2), Submit (1)

Create New Order

Confirm the Order

After reviewing, confirm that you would like to submit the order.

1. Select the 'Yes, submit' button to submit for manager approval.
2. If you would like to go back to the cart, select the 'Cancel' button.



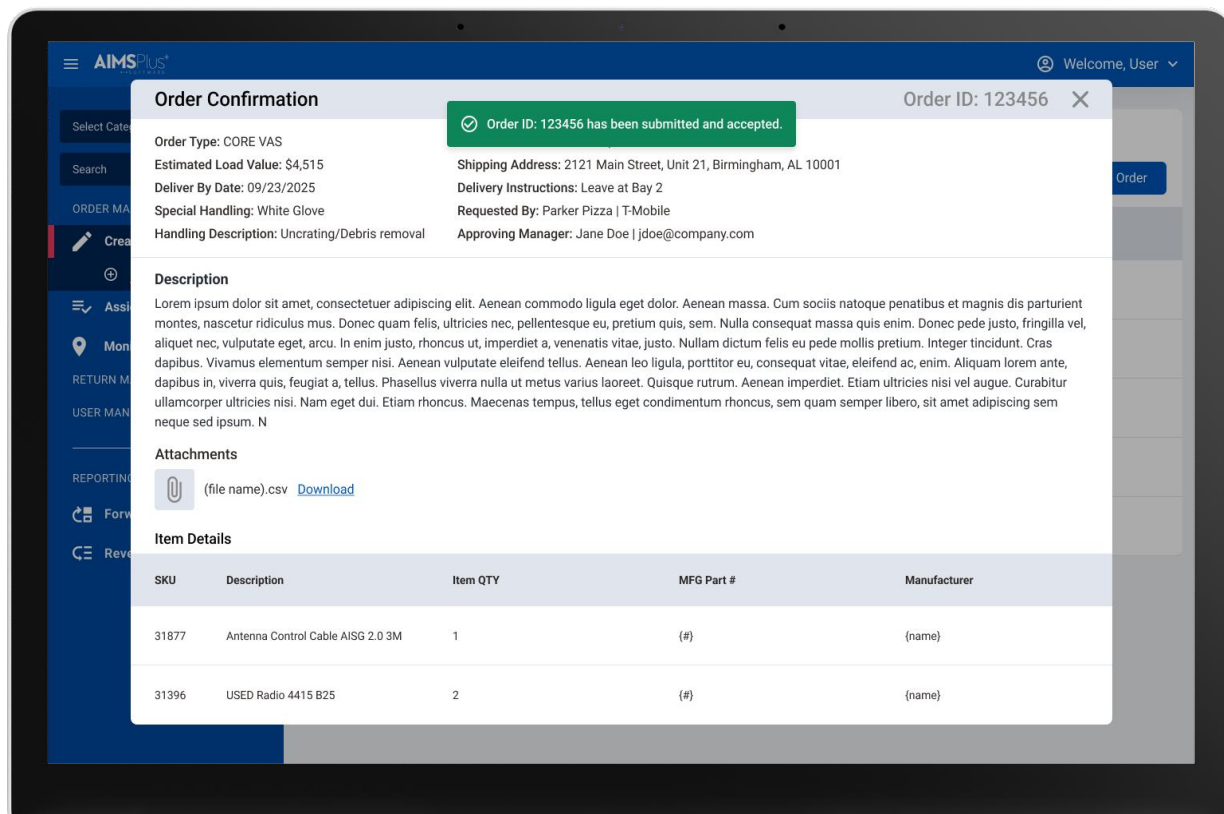
Create New Order

Order Submitted

After submitting an order, an Order Confirmation pop-up will appear to confirm your submission.

Submitted orders cannot be modified or deleted. To make changes, a help desk ticket must be submitted. If the order is a draft or backordered, you will have the option to edit or cancel the order.

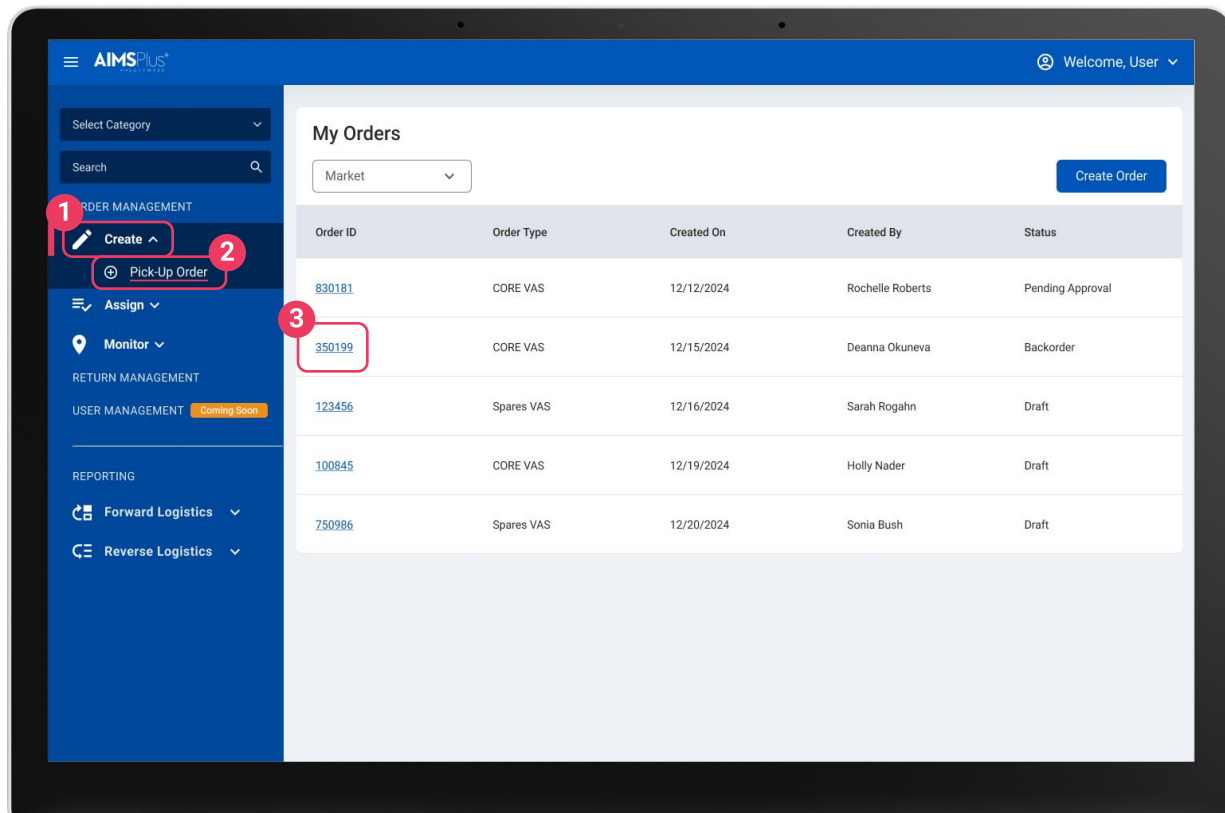
A message will appear to show that an order has been submitted.



Create New Order

Viewing Order Details

1. Expand the 'Create' category
2. Click on "Pick-Up Order" from the navigation on the left hand side of the screen.
3. Select a 'Order ID' to view the order details.



Order Details

Order details include the order information summary at the top, followed by a digital view of the order. Orders can only be edited or deleted if the order is in draft or backorder status, otherwise the order can only be duplicated.

1. Details include:

- Order Type
- Estimated Load Value
- Deliver By Date
- Special Handling
- Contact Info
- Shipping Address
- Delivery Instructions
- Requested By
- Approving Manager

2. Description

3. Attachments

4. Item Details

5. Select the 'Duplicate' button to duplicate the order. An order can only be duplicated after it has been created or submitted.

6. Select the 'Delete' button to delete the order. **An order can only be deleted prior to submission.**

7. Select the 'Edit' button to edit the existing order information. **An order can only be edited prior to submission.**

The screenshot shows the AIMS Plus Order Details form. The form is titled "Order ID: 123456" and has a "Draft" status. The form is divided into several sections, each with a numbered callout:

- 1. Details include:** This section contains a summary of order information, including Order Type, Estimated Load Value, Deliver By Date, Special Handling, Contact Info, Shipping Address, Delivery Instructions, Requested By, and Approving Manager.
- 2. Description:** This section contains a text area for the order description.
- 3. Attachments:** This section contains a list of attachments, including a file named "(file name).csv" with a "Download" link.
- 4. Item Details:** This section contains a table with columns for SKU, Description, Item QTY, MFG Part #, and Manufacturer. The table lists two items: "Antenna Control Cable AISG 2.0 3M" and "USED Radio 4415 B25".
- 5. Duplicate:** This button is located at the bottom right of the form.
- 6. Delete:** This button is located at the bottom right of the form.
- 7. Edit:** This button is located at the bottom right of the form.

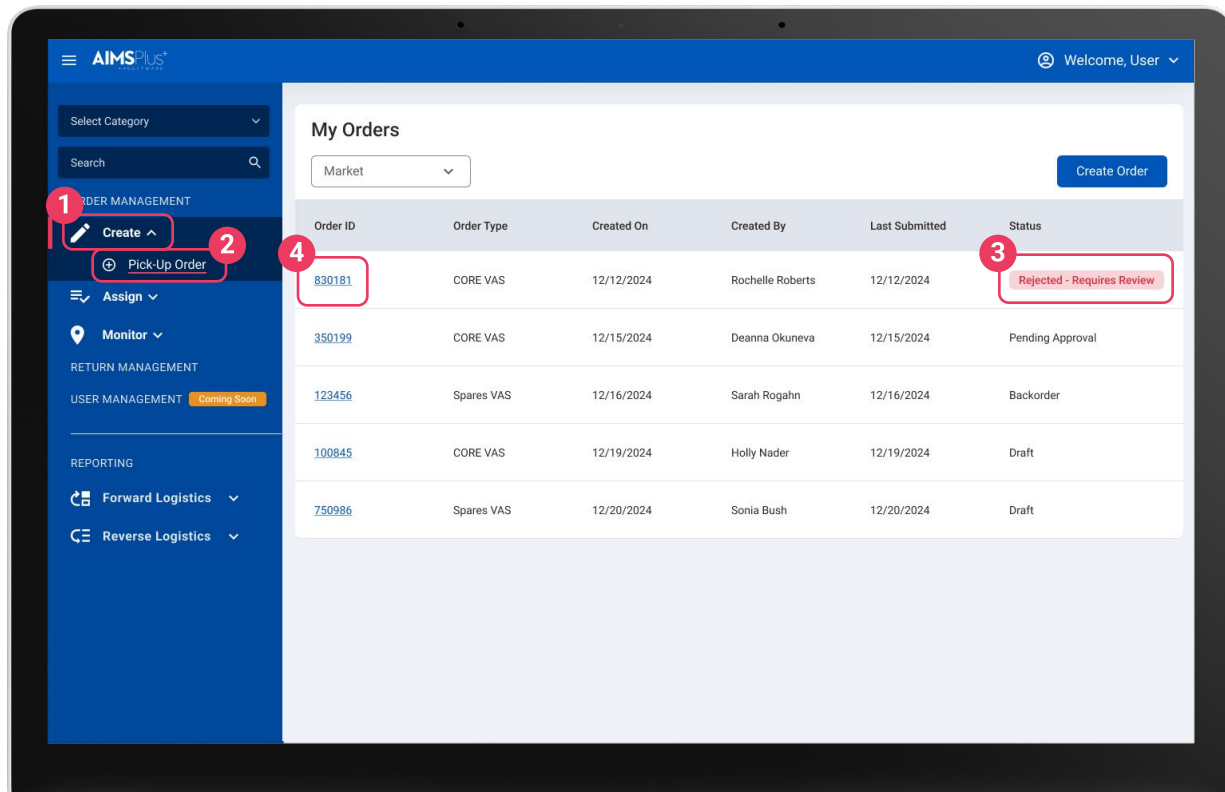
Rejected Order Order Management

PMs have the ability to manage and review rejected orders that have been submitted.

Rejected Order

Navigate to My Orders

1. Expand the 'Create' category
2. Click on 'Pick-Up Order' from the navigation on the left hand side of the screen.
3. Orders that have been rejected will display a 'Rejected - Requires Review' status indicator.
4. Select a 'Order ID' to review the order details.

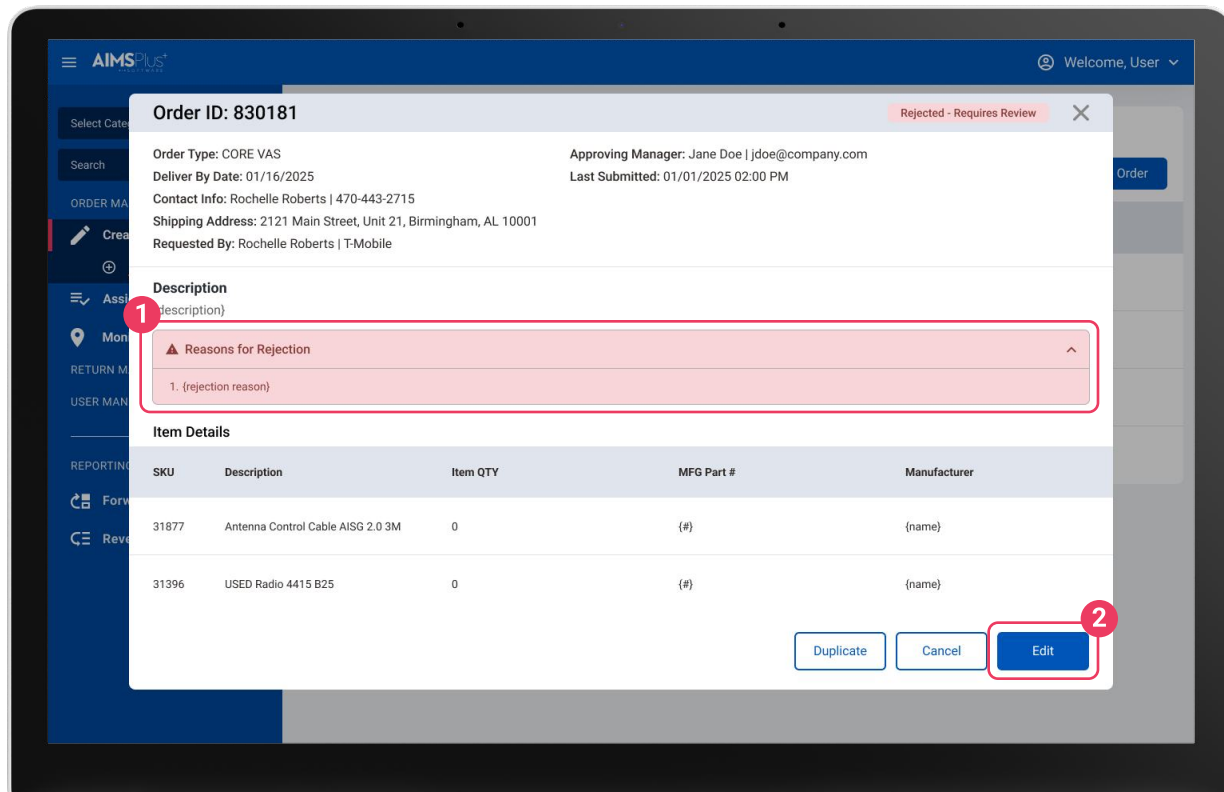


Rejected Order

Editing a Rejected Order

After selecting the 'Order ID' of the rejected order the order details pop-up will display.

1. Select the 'Reasons for Rejection' dropdown arrow to see the note from the Approver.
2. Select Edit to re-open the order for resubmission.

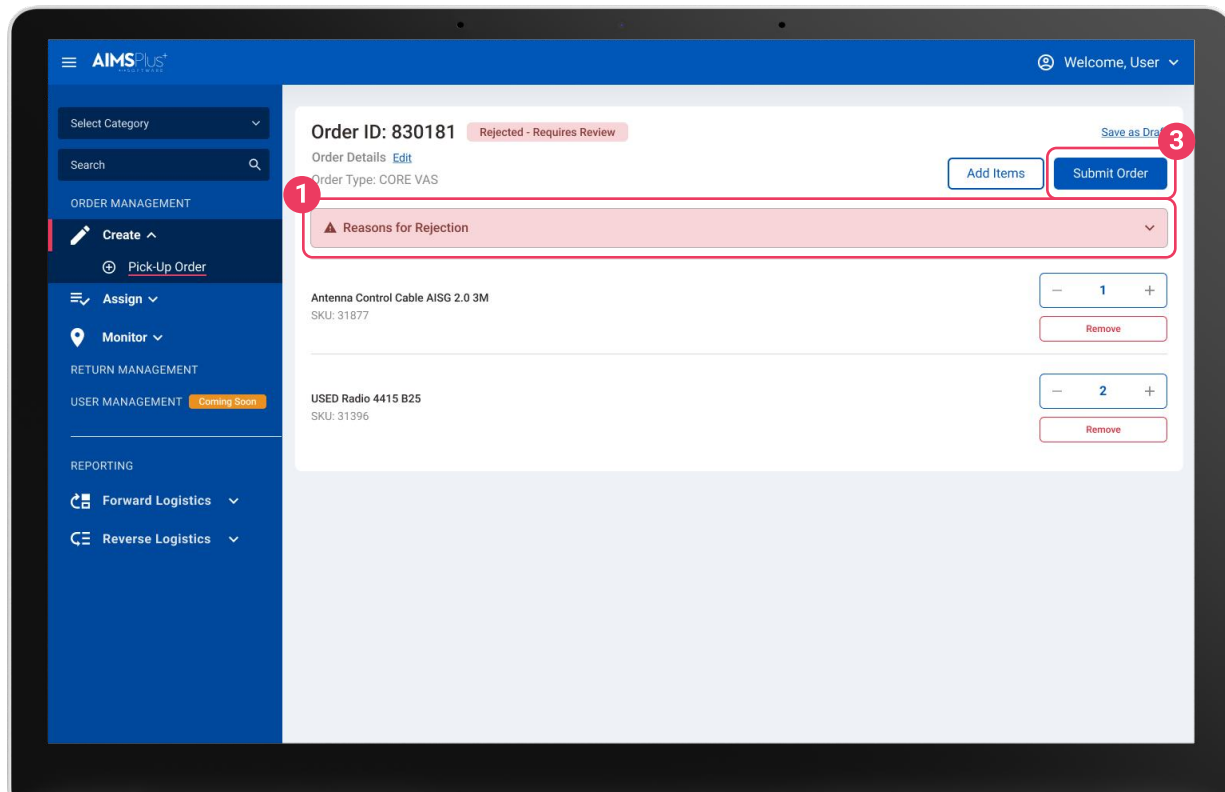


Rejected Order

Resubmitting Your Order

When editing and resubmitting a rejected order, the workflow is the same as editing an order normally.

1. Select the 'Reasons for Rejection' dropdown arrow to see the note from the Approver.
2. Make corrections to the order based on the reasons for rejection.
3. Once you have made corrections to your order, select the 'Submit Order' button.



Duplicate Order

Order Management

PMs have the ability to duplicate an order — whether it's a draft, existing, or deployed order.

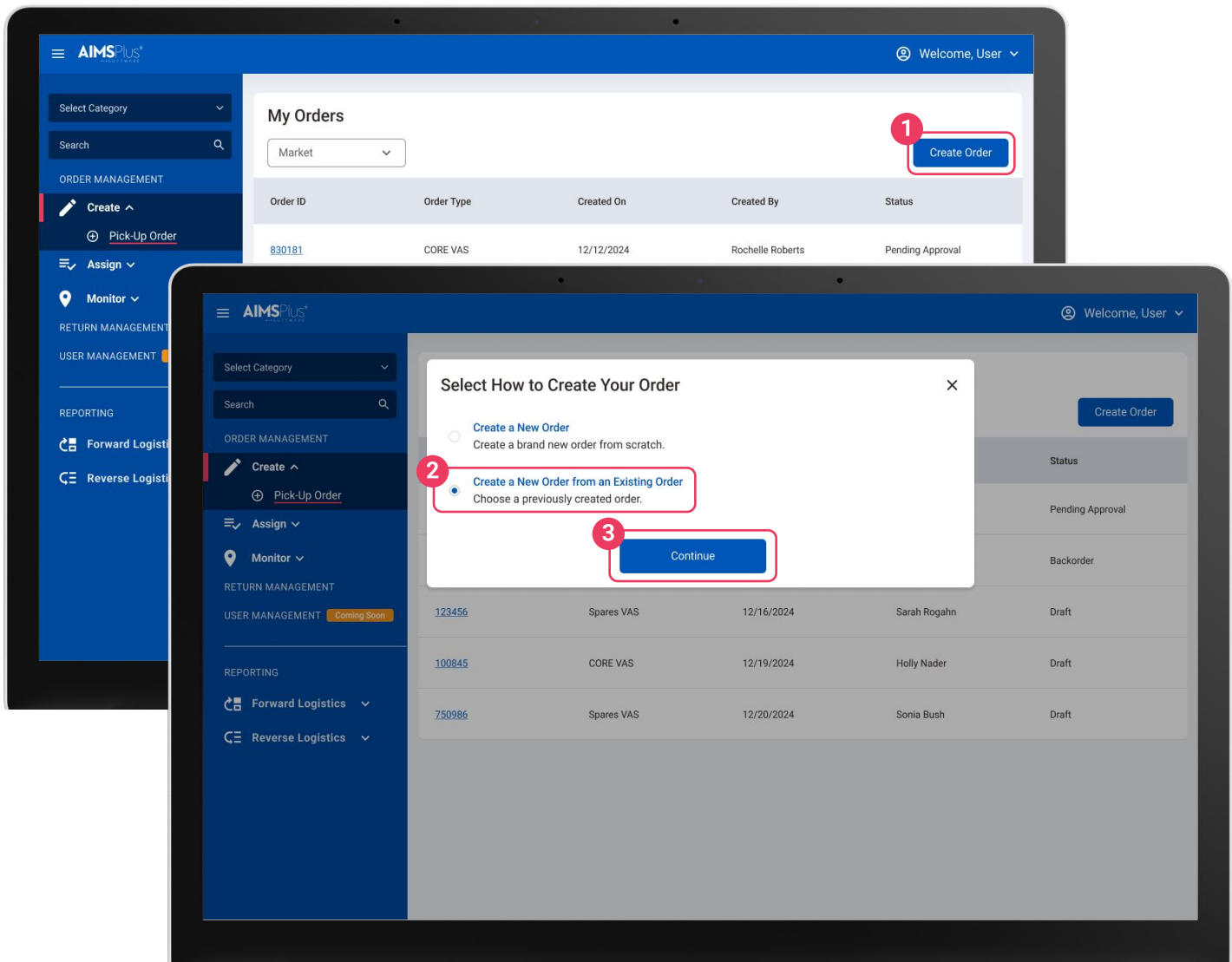
There are three ways to duplicate an order:

1. Order Lookup – Search for and select an order to duplicate.
2. Existing Order – Choose an order directly from your order list.
3. Deployed CAPX Material – Duplicate from a previously deployed order.

Duplicate Order

Duplicating an Order

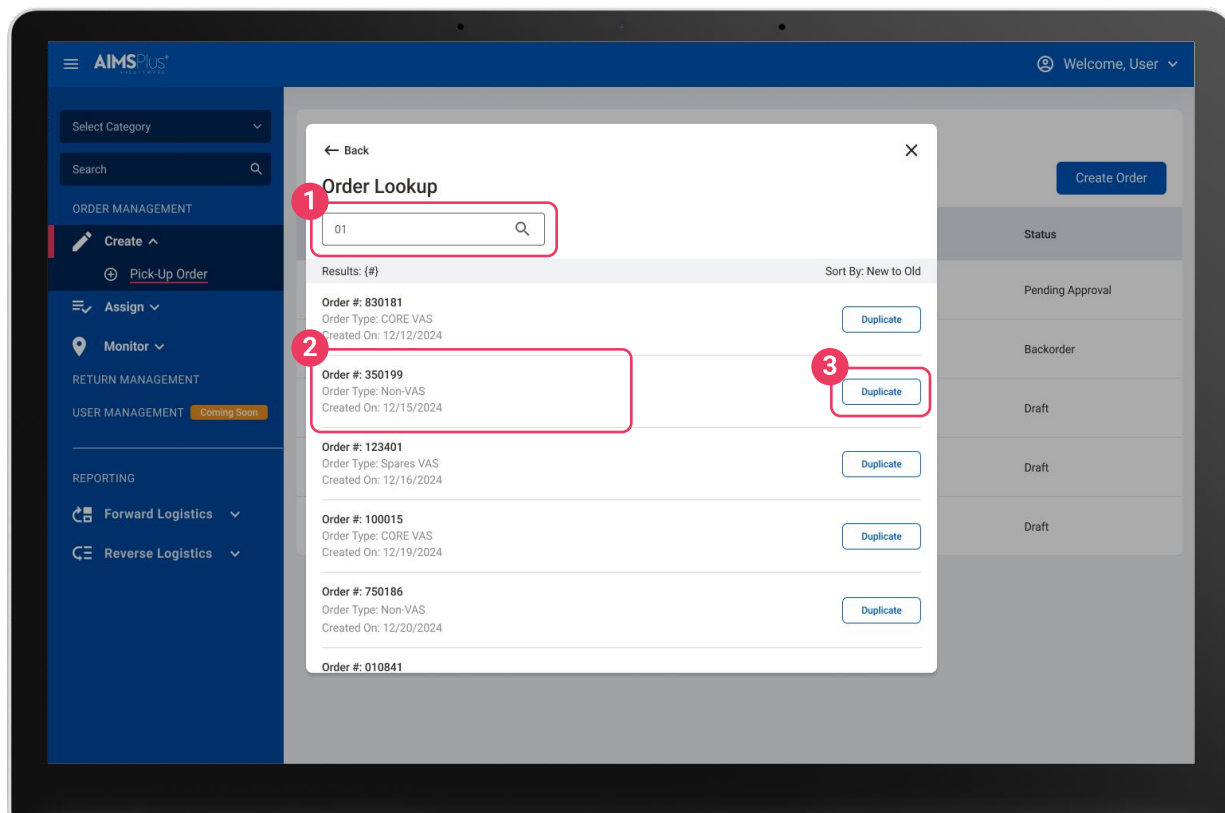
1. Select the 'Create Order' button to start the order creation process.
2. Select 'Create a New Order from an Existing Order' to create a order from an order that is in draft status, was previously created, or has already been deployed.
3. Select the 'Continue' button to begin the order creation process.



Duplicate Order

Duplicating an Order - Order Lookup

1. Input the Order Number in the search bar.
2. Each order will include the following information:
 - Order Number
 - Order Type
 - Creation Date
3. Select the 'Duplicate' button to duplicate the preferred order.



Duplicate Order

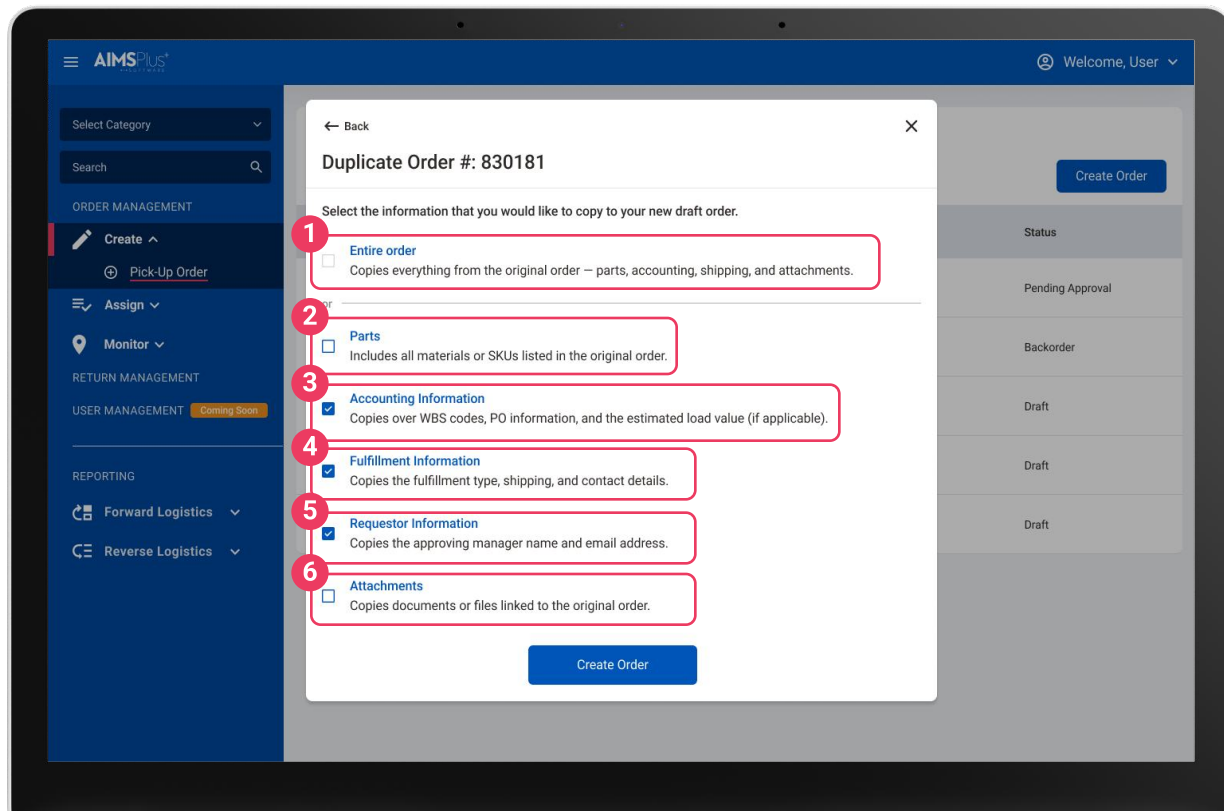
Duplicating an Order

Once you have selected the order you would like to duplicate, you will have the ability to select information from that existing order. that you would like to include in your new order. Information

The information that can be copied to the new order includes the following:

1. Entire Order - copies everything from the original order.
2. Parts - includes all material in the original order.
3. Accounting Information
4. Fulfillment Information
5. Requestor Information
6. Attachments

Select the 'Create Order' button to create the order.

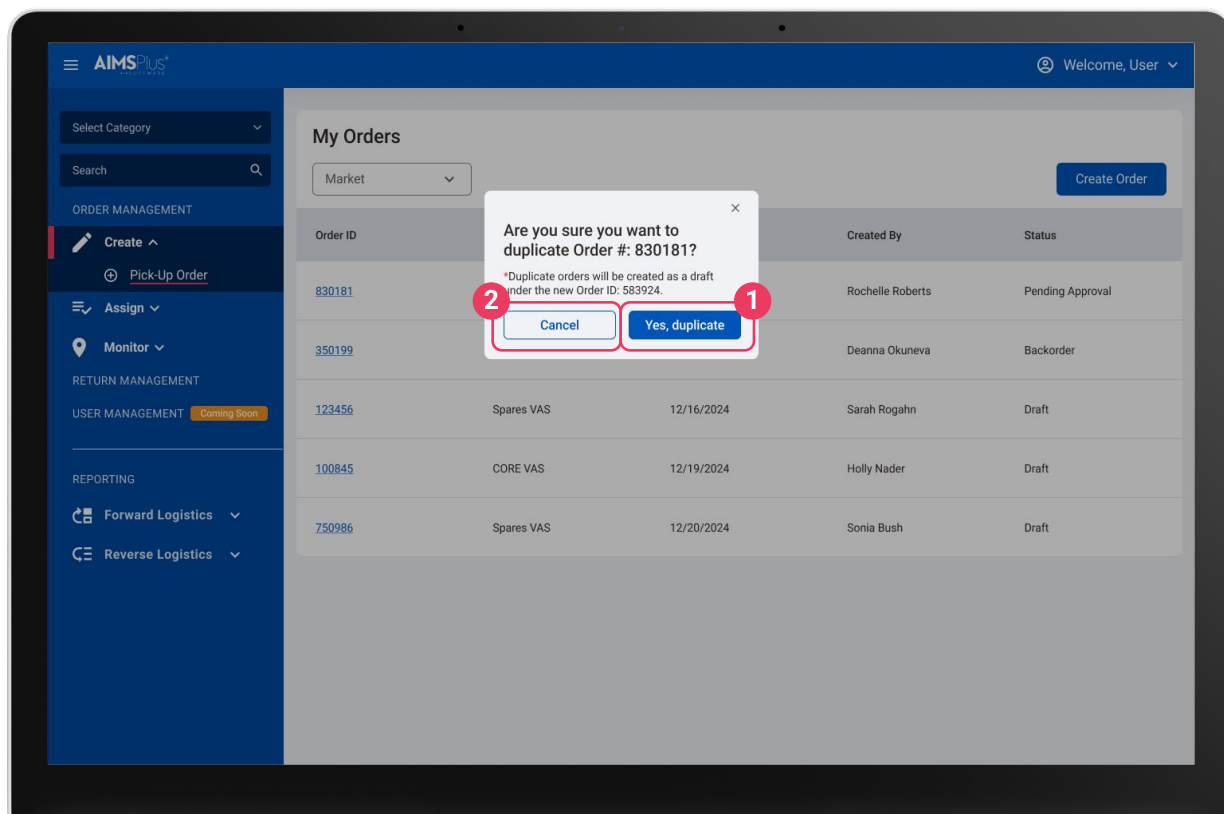


Duplicate Order

Confirm to Duplicate the Order

After selecting the information that will be copied over to the new order, confirm that you would like to create a new order from the existing order.

1. Select the 'Yes, duplicate' button to create a new order from the existing order.
2. If you would like to go back to the cart, select the 'Cancel' button.



Duplicate Order

Order Duplicated

After duplicating an order, you will be taken back to the 'My Orders' home page. A toast message will appear to show that the order has been duplicated. The new order will now appear as a draft in the 'My Orders' table.

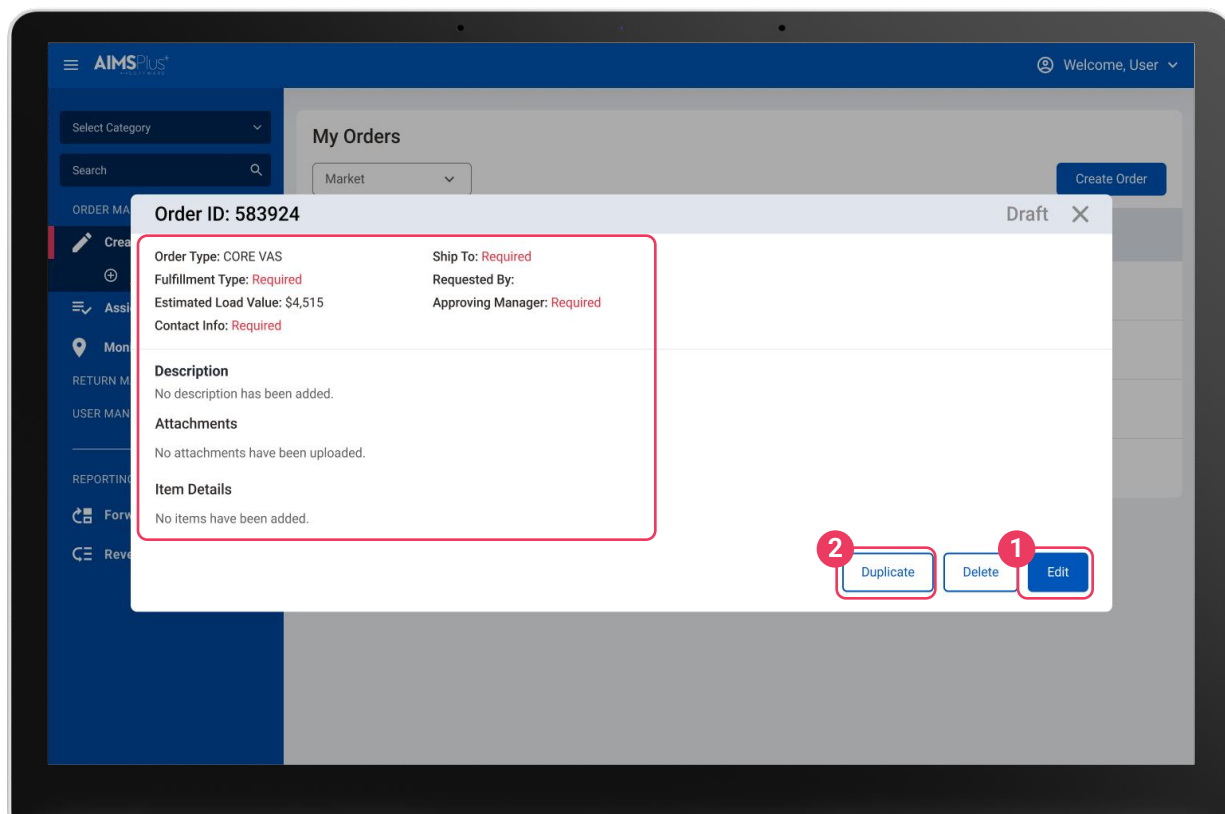
The screenshot displays the AIMSplus 'My Orders' interface. A green toast message at the top states: 'Order ID: 583924 has been created as a draft.' Below this, a table lists several orders. The order with ID 583924, categorized as 'Non-VAS' and created on 8/5/2025 by Sonia Bush, is highlighted with a red box and has a status of 'Draft'.

Order ID	Order Type	Created On	Created By	Status
830181	CORE VAS	12/12/2024	Rochelle Roberts	Pending Approval
350199	Non-VAS	12/15/2024	Deanna Okuneva	Backorder
123456	Spares VAS	12/16/2024	Sarah Rogahn	Draft
100845	CORE VAS	12/19/2024	Holly Nader	Draft
750986	Spares VAS	12/20/2024	Holly Nader	Draft
583924	Non-VAS	8/5/2025	Sonia Bush	Draft

Duplicating an Order - Order Details

The order details for a duplicated order will display the information selected when creating a duplicate order. Information will not be populated within the details view if it was not selected while creating a duplicate order. For example, in the order below only the accounting information was copied from the existing order meaning there is required information that must be provided in order to submit the order.

1. To edit the newly created order, select the 'Edit' button. This will take you to the order's cart.
2. Orders can also be duplicated from the details page by selecting the 'Duplicate' button. This will take you through the duplication process.



Duplicating an Order - Deployed Material

Create a duplicate order from material that has been deployed.

1. Expand the 'Monitor' category
2. Click on 'Deployed CAPX Material' from the navigation on the left hand side of the screen.
3. Select the Site Kit SKU to view the pick-up receipt which includes packing slip details.
4. Orders can also be duplicated from the details page by selecting the 'Duplicate this Order' button.

The screenshot displays the AIMSplus+ web application interface. The left navigation menu is expanded, showing the 'Monitor' category (1) and the 'Deployed CAPX Material' option (2). The main table lists orders with columns: BAT BOM ID, Site ID, Site Kit SKU, Project, Contractor, Subcontractor, Auth #, CX Week, and Completed. A specific order is highlighted with a red box (3) around the 'SITEKIT_LA02346_352' SKU. The detailed view of this order is shown, including 'Order Details' and 'BOM Details'. The 'Duplicate this Order' button is highlighted with a red box (4).

BAT BOM ID	Site ID	Site Kit SKU	Project	Contractor	Subcontractor	Auth #	CX Week	Completed
830181	LA00120	TM-888957	Anchor	Ericsson	Ericsson	-	Week 25	10/19/2022
350199	LA00685	SITEKIT_LA02346_352	Tower	05-20-2020	22	-	Week 29	10/19/2022
650145	LA00286	SITEKIT_LA02346_352	Anchor	05-20-2020	22	438777	Week 17	10/18/2022

SKU	Quantity	Description	Asset Tag(s)
12771	1	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948, TM09736948, TM09736948
61289	3	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
67914	3	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
66839	12	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
21778	12	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948, TM09736948
98155	1	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
34645	2	OD Surge Protection (SPD) Kit	TM09736948

Duplicate Order

Order Duplicated

After duplicating an order, you will be taken back to the 'Deployed CAPX Material' order details page. A message will appear to show that the order has been duplicated. The new order will now appear as a draft in the 'My Orders' table.

SITEKIT_LA02346_352

BAT BOM ID: LA02346
Site ID: LA02346
Project: Anchor
CX Date: 11/02/2022
Pallets: 6

BOM Details

SKU	Quantity	Description	Asset Tag(s)
12771	1	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948, TM09736948, TM09736948
61289	3	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
67914	3	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
66839	12	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
21778	12	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948, TM09736948
98155	1	Tall Baseframe ComboKit 12in 6160 8in B160	TM09736948
34645	2	OD Surge Protection (SPD) Kit	TM09736948

Order Details

Order ID: 583924 has been created as a draft. [View My Orders.](#)

Pick-Up Date: 07/01/2022

MSL Location: SOCAL - 1501 E Cooley Dr Suite A, Colton CA 92324
Pick-Up Company: Star Wars Company
Subcontractor:

[Duplicate this Order](#)

Backorders

Order Management

PMs have the ability to manage orders that do not have available inventory at the time the order was created.

Order Details - Backorder

Orders that have been created but do not have available inventory at the time of creation will be placed in 'Backorder' status.

1. To view order details, select the 'Order Number'.
2. Within the order details page, under the item details section, the quantity will show zero for orders in backorder status.
3. Select the 'Resubmit' button to resubmit the order. The 'Retried On' field within the details section shows the last time the order has been submitted.

The screenshots illustrate the process of viewing and resubmitting a backorder in the AIMSplus system.

Top Screenshot: My Orders

Order ID	Order Type	Created On	Created By	Status
830181	CORE VAS	12/12/2024	Rochelle Roberts	Pending Approval
350199	CORE VAS	12/15/2024	Deanna Okuneva	Backorder

Bottom Screenshot: Order ID: 350199 Details

Order Information:

- Order Type: CORE VAS
- Estimated Load Value: \$4,515
- Contact Info: Deanna Okuneva | 470-443-2715
- Shipping Address: 2121 Main Street, Unit 21, Birmingham, AL 10001
- Requested By: Deanna Okuneva | T-Mobile

Description: No description has been added.

Attachments: No attachments have been uploaded.

Item Details:

SKU	Description	Item QTY	MFG Part #	Manufacturer
31877	Antenna Control Cable AISG 2.0 3M	0	(#)	(name)
31396	USED Radio 4415 B25	0	(#)	(name)

Buttons: Resubmit, Duplicate, Cancel, Edit

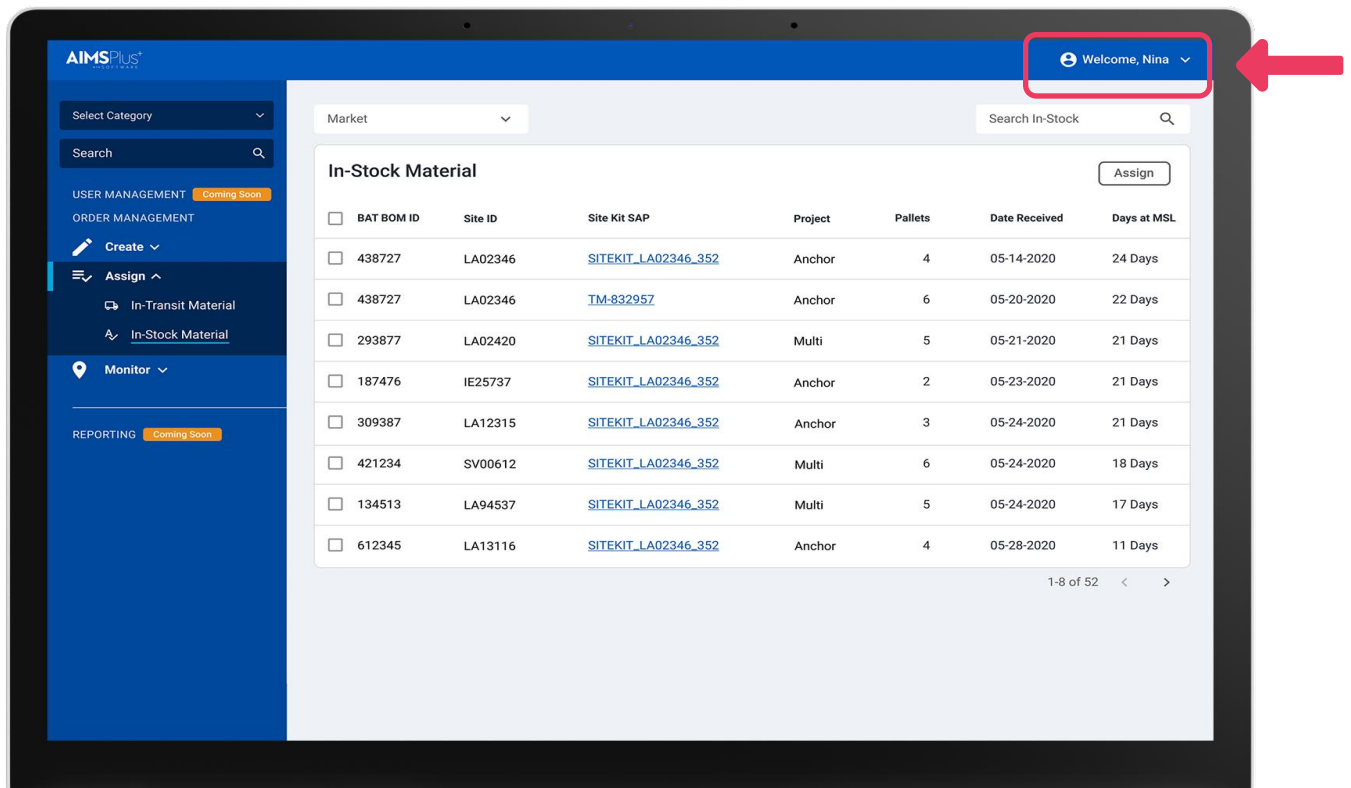
Help Center

All accounts have access to the Help Center where users can find published answers, trainings, and training documents, as well as, submit a ticket directly to Tellworks for individual assistance.

Navigate to the Help Center

Click the menu from any page to drop down quick access to the Help Center and other features.

*Users can access the Help Center from any page in the app.

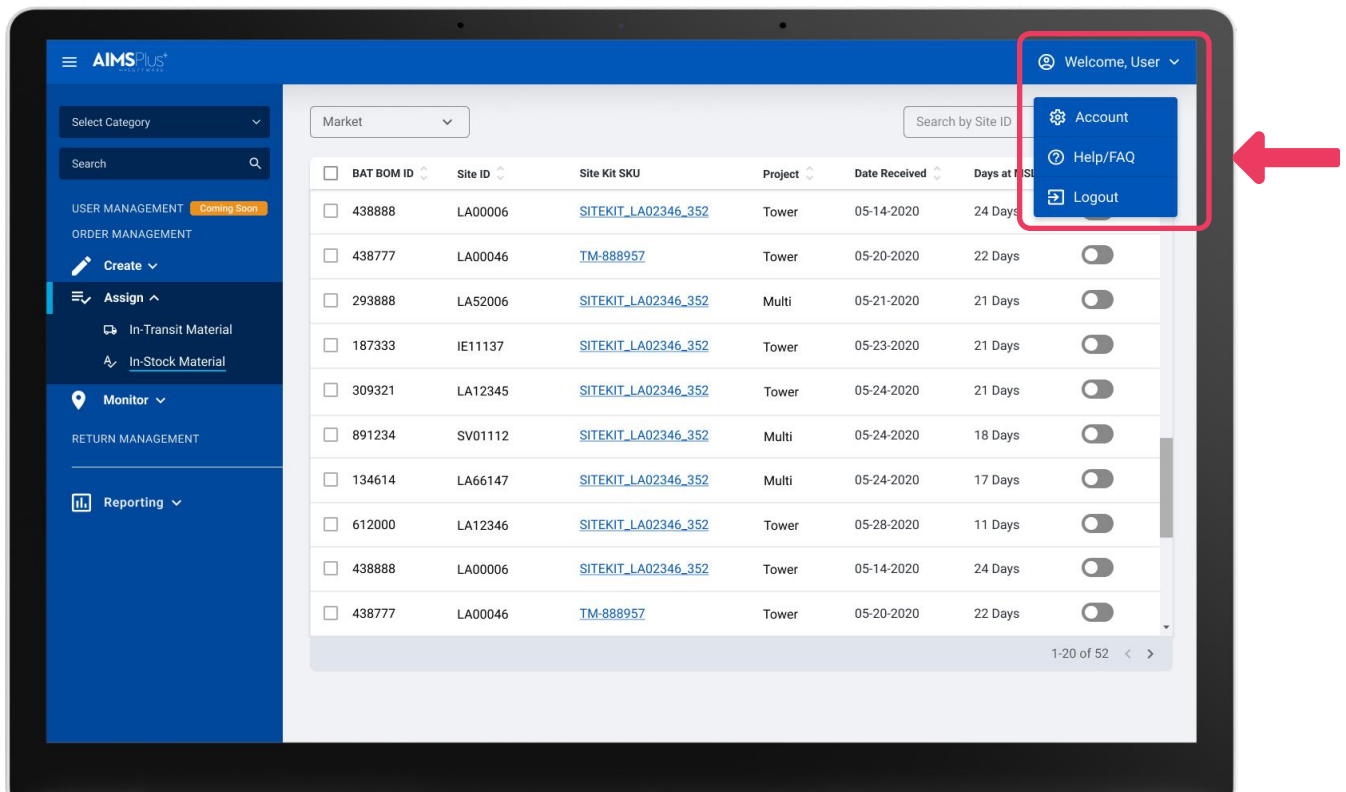


Navigate to the Help Center

Menu will appear from the side giving direct access to the Help Center and Logging out.

Click on 'Help & FAQ' to begin the process.

*Users can access the Help Center from any page in the app.

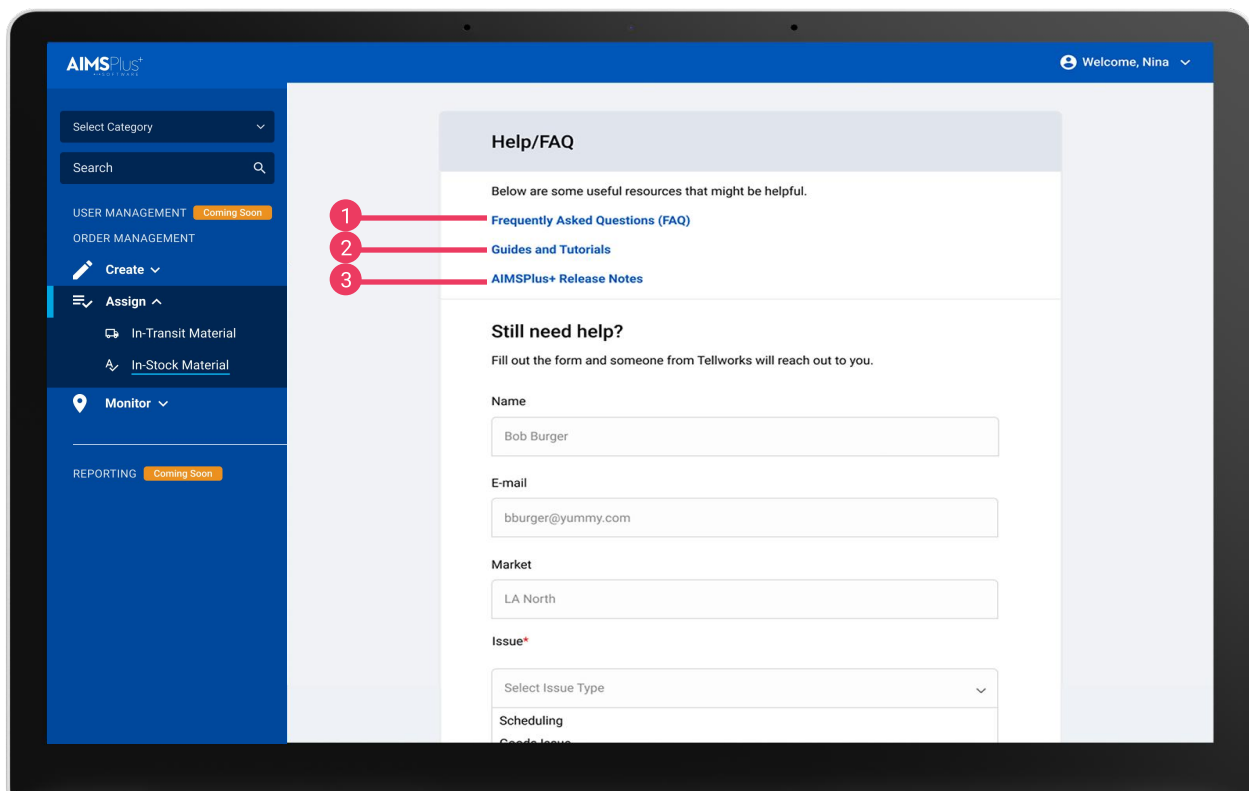


Help Center

Our Help Center includes links to:

1. Frequently Asked Questions (FAQ)
2. Guides & Tutorials
3. App release notes

*Additional help can be requested. See next page for details.



Submit a Help Ticket

Submitting an issue automatically generates a ticket in our ticketing system and is the fastest way to get in touch with Tellworks.

1. Account information (Name, Email, & Market) is pre-populated for convenience.
2. Choose an Issue Category
3. Enter issue, feedback, or questions here.

The screenshot displays the AIMSPlus web interface for submitting a help ticket. The interface is divided into a left sidebar and a main content area. The sidebar contains navigation links for 'USER MANAGEMENT', 'ORDER MANAGEMENT', 'Create', 'Assign', 'In-Transit Material', 'In-Stock Material', 'Monitor', and 'REPORTING'. The main content area shows the 'Submit a Help Ticket' form. The form is divided into three main sections, each highlighted with a red circle and a number: 1. Account Information (E-mail, Market), 2. Issue Category (Select Issue Type), and 3. Issue Description (Describe Issue). Red arrows point from the numbers to the corresponding sections. The 'E-mail' field is pre-filled with 'bburger@yummy.com' and the 'Market' field is pre-filled with 'LA North'. The 'Select Issue Type' dropdown menu is open, showing options: 'Scheduling', 'Goods Issue', 'Account Administration', and 'App Feedback'. The 'Describe Issue' text area is empty. A 'Submit' button is located at the bottom of the form.