



PiceaServices: Trade-In configuration user guide

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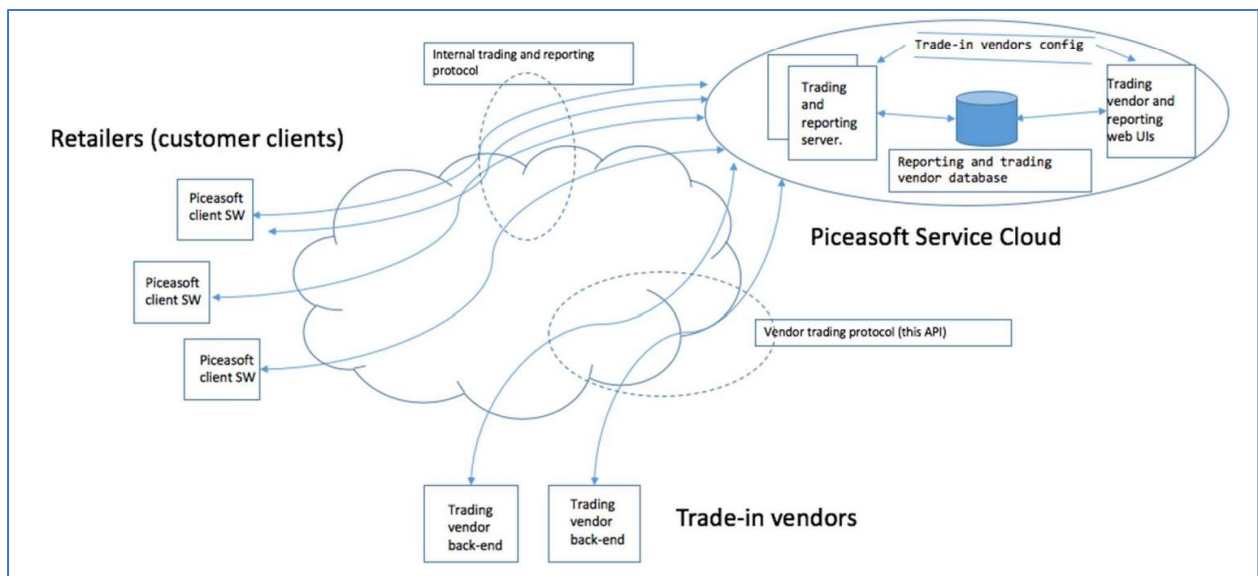
1 Purpose of the service

Trade-In service is intended to provide an accurate trade-in value for a device. It can be easily deployed to any location in the supply chain from warehouses to retail stores. Trade-In improves the process efficiency by providing an accurate device value based on device diagnostics and verification. Currently Android and iOS devices are supported.

Before Trade-In can be taken into use, vendors need to define device pricing via:

- 1) **PiceaServices Trade-In API** (using vendor's backend system). Please see image below. If you are interested in Trade-In API, please contact sales@piceasoft.com for the API document.
- 2) or **Trade-In Catalogue Management Portal**. This document describes this option.

PiceaServices Trade-In Vendor API:



2 Trade-In management

Before Trade-In can be taken into use please provide the contact details of the person who will be managing the Trade-In catalogue. The following information is required:

1. **Name:** First name and Last name
2. **E-mail address:** personal business e-mail address, for example john.cleese@bbc.com. Due to privacy regulations we cannot provide access to alias emails, e.g. sales@bbc.com or personal non-business emails, e.g. john.cleese@gmail.com.
3. **Phone number:** optional
4. **Language:** language of the Piceasoft Trade-In Catalogue Management Portal. Currently the portal is not localized and it is displayed only in English.

3 Trade-In deployment

We have set the following default values for your Trade-In account. These values can be modified on request:

1. Currency: EUR
2. Highest price estimate visibility: this information is displayed in the first step of Trade-In (Estimate), before the diagnostics and verification are carried out:

The screenshot shows the 'Estimate' step of the Trade-In process. A red box highlights the 'Highest Trade-In price' field, which displays '699 EUR'. Below this, the 'Device details' section lists the following information:

- Release date:** 2015, September
- CPU:** Apple A9, Dual-core 1.84 GHz Twister
- RAM:** 2 GB
- Display type:** LED-backlit IPS LCD, capacitive touchscreen, 16M colors
- Display size:** 4.7 inches
- Display resolution:** 750 x 1334
- Battery:** Non-removable Li-Po 1715 mAh battery (6.9 Wh)

3. Vendor information visibility: this information is displayed in the last step of Trade-In (Summary):

The screenshot shows the 'Summary' step of the Trade-In process for an Apple iPhone 6s 64GB. The interface includes a navigation bar with 'Estimate', 'Diagnostics', 'Pricing', and 'Summary' tabs. The 'Summary' tab is active. The main content area is divided into several sections:

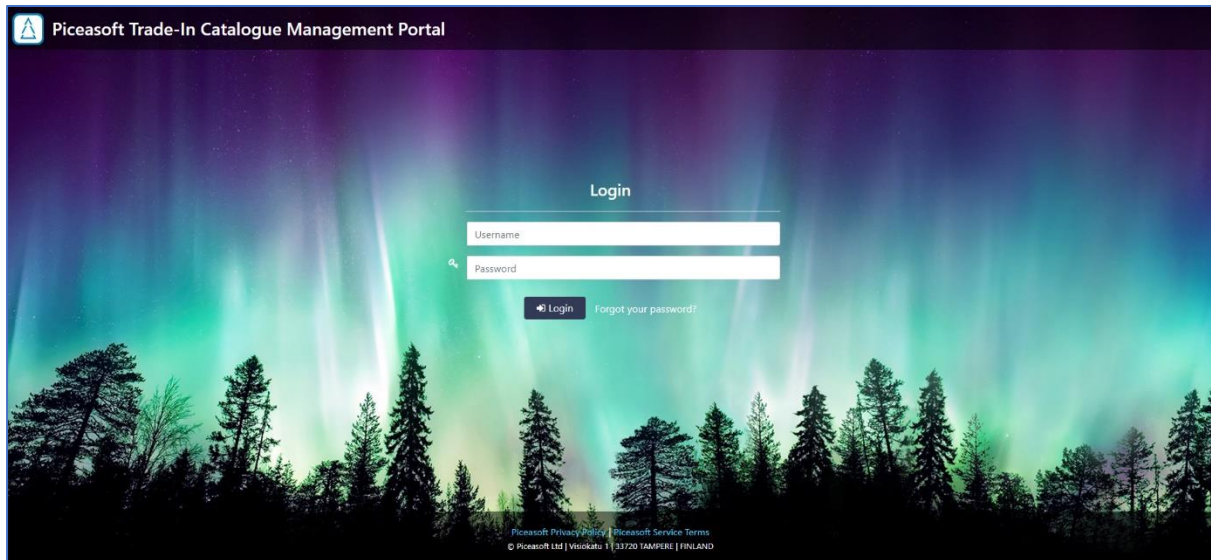
- Device details:** Manufacturer: Apple, Model: iPhone 6s 64 GB, Model number: MKQ2RU/A, Sales code: A1688, Color: Gold, Internal memory: 64 GB, IMEI: 355768079571900, MEID: 355768079571900, Serial number: FK2RPT3AGRYD, Operator: SIM card not detected, OS: iOS 12.1.2.
- Deal:** Status: accepted, Trade-In price: 299 EUR, Offer valid until 2019-01-28 08:28.
- Buyer:** Store, Store street 1, 09 876 543 21, <https://store.fi>.
- Shipping information:** Ship to Storage 1 via DHL only!
- Diagnostics results:** Test cases: 14, Passed: 12, Skipped: 1, Failed: 1. Failed test cases: SIM card slot.
- Verify results:** Passcode is turned off (✓), Find My iPhone is turned off (✓), SIM card not detected (✓), Device is likely genuine (✓).

At the bottom, there are buttons for 'Home', 'Report', and 'Done'.

4 Before first use

Open the link provided in the email: <https://trading.piceasoft.com/trading/login>

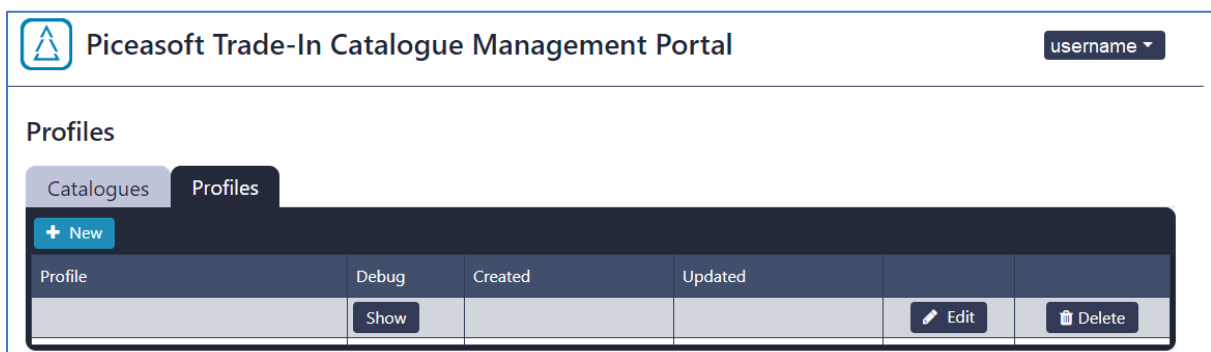
Use the provided **username** and **password** to enter the Trade-In Catalogue Management Portal. These credentials are the same as for other Piceasoft online services, e.g. PiceaReporting or PiceaServices Online.



Before Trade-In can be taken into use, **Profiles** and **Catalogues** need to be defined.

4.1 Profiles

We recommend defining a profile first. Open the tab Profile and press the **+New** button.



Add a new profile

Catalogues Profiles

← Back

Profile name
Company name_Store

Test cases ▾

- General ▾
- Audio ▾
- Camera ▾
- Display ▾
- Buttons ▾
- Connectivity ▾
- Sensors ▾

Connectors ▾

- Battery ▾
- Accessories ▾
- Device condition ▾
- Sales box ▾
- Chipsets ▾

Verifications

- ☐ All
- ☐ User accounts
- ☐ Security lock
- ☐ Memory card
- ☐ SIM card
- ☐ Device protection
- ☐ Find my iPhone
- ☐ Stolen check
- ☐ Genuine device

Cancel Get default price reductions Create

Define the **Profile name** (1), select the **Test cases** (2 , 3) and **Verification** steps (4) that will be performed for the traded devices.

Add a new profile

Catalogues Profiles

← Back

Profile name
Company name_Store 1

Test cases ▾ 2

- General ▾
- ☐ Rooted/Jailbroken
- ☐ Samsung warranty bit
- Audio ▾
- ☒ Speaker (100%) 3
- ☐ Phone speaker
- ☐ Microphone
- ☐ Record and play
- Camera ▾
- Display ▾
- Buttons ▾
- Connectivity ▾
- Sensors ▾

Connectors ▾

- Battery ▾
- Accessories ▾
- Device condition ▾
- Sales box ▾
- Chipsets ▾

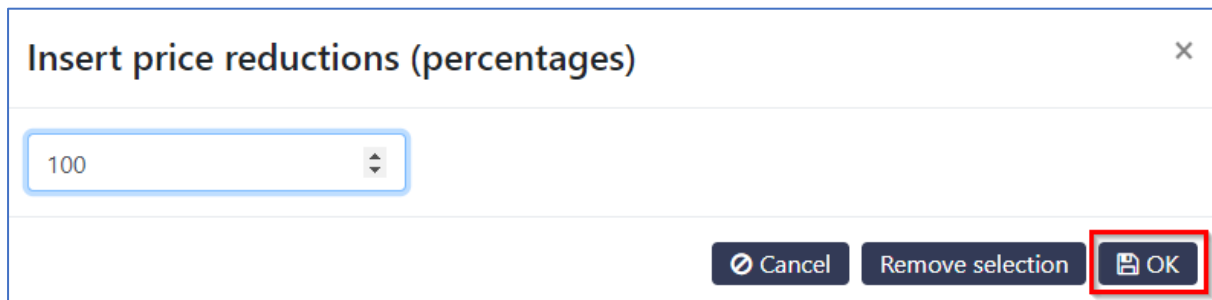
Verifications 4

- ☐ All
- ☒ User accounts
- ☐ Security lock
- ☒ Memory card
- ☒ SIM card
- ☐ Device protection
- ☒ Find my iPhone
- ☒ Stolen check
- ☐ Genuine device

Cancel 5 Get default price reductions 6 Create

We recommend setting default values by pressing the **Get default price reductions** (5) button. When done, press the **Create** (6) button.

For the Diagnostics test cases you can press **Get default price reductions** button or enter the reductions manually for each of the test cases. Price reduction is entered in percentage of the full device price and it reduces the full device price by the specified number.

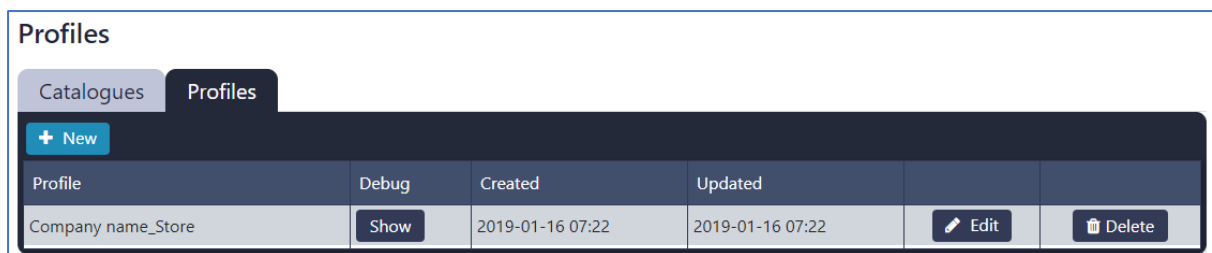


Insert price reductions (percentages) X

100

Cancel Remove selection OK

You can check the newly created profile by pressing the **Edit** button:



Profiles

Catalogues Profiles

+ New

Profile	Debug	Created	Updated		
Company name_Store	Show	2019-01-16 07:22	2019-01-16 07:22	Edit	Delete

4.2 Catalogues

After the Profile is created, a Catalogue must be defined. Open the tab **Catalogues** and press the **+New** button.



Catalogues

Catalogues Profiles

+ New

Search:

The Catalogue section is divided into four parts:

1. Basic details
2. Vendor details
3. Price details
4. Prices

In the **Basic details** section define: a descriptive **Catalogue name** and select a **Product** (for more information about the Product, please contact support@piceasoft.com).

Basic details

Catalogue name

Products
☒ Sebastjan

In the **Vendor details** section define:

- ① – Vendor name
- ② – Street address
- ③ – Email
- ④ – Telephone in the international format including country prefix, e.g. +358 xxx xxx xxx
- ⑤ – Vendor Web address
- ⑥ – Terms and conditions URL

Vendor details

Name ①	Street address ②	Email ③
Telephone ④	Web address ⑤	Terms and conditions url ⑥
	https://example.com	https://example.com

As mentioned in the chapter [3 Trade-In deployment](#), the Vendor details can be **shown** or **hidden** in the UI and PDF reports.

In the **Price details** section define:

- 1 – **Currency code**. As defined in the chapter [3 Trade-In deployment](#), the currency code must match the one provided in the communication with Piceasoft (default value is EUR)
- 2 – **Shipping instructions**
- 3 – **Offer validity days**: number of days the trading offer will be valid
- 4 – whether Trade-In **Accepts 0 price devices** (for more info check **Example 2** at the end of this sub-chapter)
- 5 – **Is demo catalogue**: selection whether the catalogue is for demo purposes or not

Price details ▾

Currency code 1: EUR (Euro Member Countries) ▾

Shipping instructions 2: Ship to Storage 1 via DHL only! ▾

Offer validity days 3: 7

Accepts 0 price devices 4: Yes ▾

Is demo catalogue 5: Yes ▾

In the **Prices** section details of traded devices can be set:

- 1 – Manually be adding info in the **Device data insert** fields or
- 2 – Automatically by selecting **Top devices data insert**. The list of devices comes from Trade-In/Deviceinfo API. These are the most popular devices in our Deviceinfo database.

Prices

Device data insert 1

Manufacturer: ▾

Model name: ▾

Memory internal: All ▾

Color: All ▾

Minimum price: ▾

Highest price: ▾

Profile: Company name_Store ▾ **+ Add a new device**

Top device data insert 2

Number of devices: ▾

Profile: Company name_Store ▾ **+ Add top devices**

1 – Manual method via Device data insert

Enter the following details:

- 1 – **Manufacturer:** select from the drop-down list
- 2 – **Model name:** select from the drop-down list
- 3 – **Memory internal:** select from the drop-down list (if available, otherwise enter manually)
- 4 – **Color**
- 5 – **Minimum price** (this value is optional)
- 6 – **Highest price** (this value is mandatory)
- 7 – **Profile:** select one of the profiles created in chapter [4.1 Profiles](#)
- 8 – When done, press the **+Add a new device** button

Prices

Device data insert

Manufacturer 1

Model name 2

Memory internal 3

Color 4

Minimum price 5

Highest price 6

Profile 7

+ Add a new device 8

2 – Automatic method via Top devices data insert

Enter the following details:

- 1 – **Number of devices:** enter any number between 1 and 500
- 2 – **Profile:** select one of the profiles created in chapter [4.1 Profiles](#)
- 3 – When done, press the **+Add top devices** button

Top device data insert

Number of devices 1

Profile 2

+ Add top devices 3

After devices are added they will be displayed at the bottom of the window (1). To save the catalogue press the **Create** (2) button.

Prices

Device data insert ▾

Manufacturer
Apple

Model name
iPhone 6s

Memory internal
64

Color
Gold

Minimum price
601

Highest price
720

Profile
Company name_Store

+ Add a new device

Top device data insert ▶

Added devices

3
 Export to excel

Manufacturer	Model name	Memory internal	Color	Minimum price	Highest price	Profile	
Apple	iPhone 6s	64	Gold	601	720	Company name_S	1 Remove

Cancel
 Create
 2

It is also possible to export the catalogue to Excel (3):

	A	B	C	D	E	F
1	Manufacturer	Model name	Memory internal	Color	Minimum price	Highest price
2	Apple	iPhone 6s	64	Gold	601	720

When Diagnostics test cases are defined, also the price reductions are added, for example if speaker does not work and the price deduction is 100%, the device value would be 0 (zero). If the minimum price is higher than zero, the device will be valued according to entered value regardless if the speaker is broken (and the price deduction is 100%). Below are some price examples:

Example1, Device is in mint condition

Highest price of iPhone 6s is 450€. If all Diagnostics and Verify test cases are passed, the offered prices would be 450€.

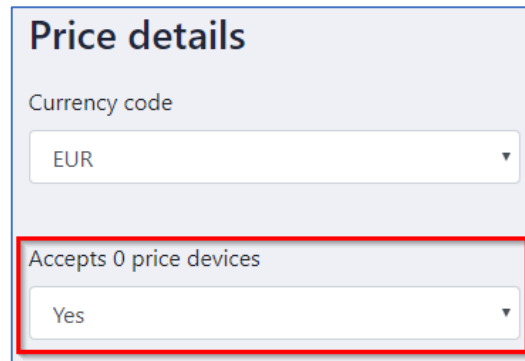
Example2, Phone speaker is faulty, minimum price is not set

Highest price of iPhone 6s is 450€. Phone speaker test case fails. As a speaker is considered one of critical components, the price reduction is 100%, meaning the price would be 0€.

At this point there are 2 options:

a) Zero-priced devices are accepted for Trade-In:

If this feature is enabled in Catalogue [Yes], the Trade-In price offered is 0€.



Price details

Currency code

EUR

Accepts 0 price devices

Yes

b) Zero-priced devices are not accepted for Trade-In:

If this feature is disabled in Catalogue [No], the device is not accepted for Trade-In and recycling is offered instead.

Example3, Phone speaker is faulty, minimum price is set to 50€

Highest price of iPhone 6s is 450€. Phone speaker test case fails. As a speaker is considered one of critical components, the price reduction is 100%. Since the minimum price is defined, the offered price would be 50€.

Example4, Battery is old, minimum price is not set

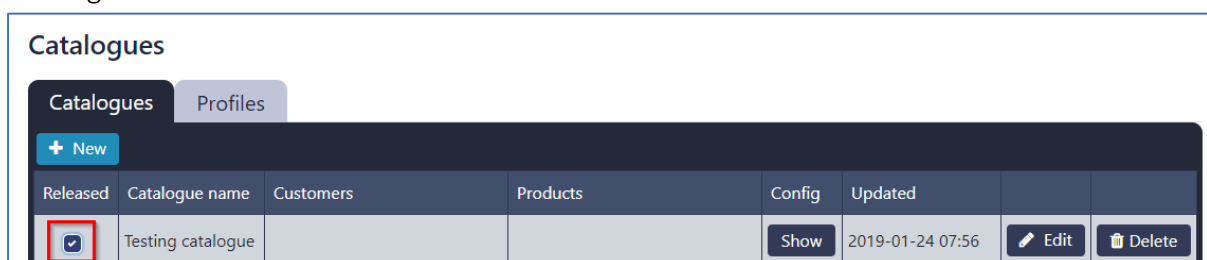
Highest price of iPhone 6s is 450€. Battery has 950 charging cycles and price reduction in the Battery test is 90%. The offered price would be $(450 - 0,9 \cdot 450 = 450 - 405 = 45\text{€})$. Since the minimum price is not defined, the offered price would be 45€.

Example5, Battery is old, minimum price is set to 50€

Highest price of iPhone 6s is 450€. Battery has 950 charging cycles and price reduction in the Battery test is 90%. The offered price would be $(450 - 0,9 \cdot 450 = 450 - 405 = 45\text{€})$. Since the minimum price is defined, the offered price would be 50€.

4.3 Release catalogue

After the catalogue is created, it needs to be released: tick the checkbox in front of the Catalogue name.



Catalogues

Catalogues Profiles

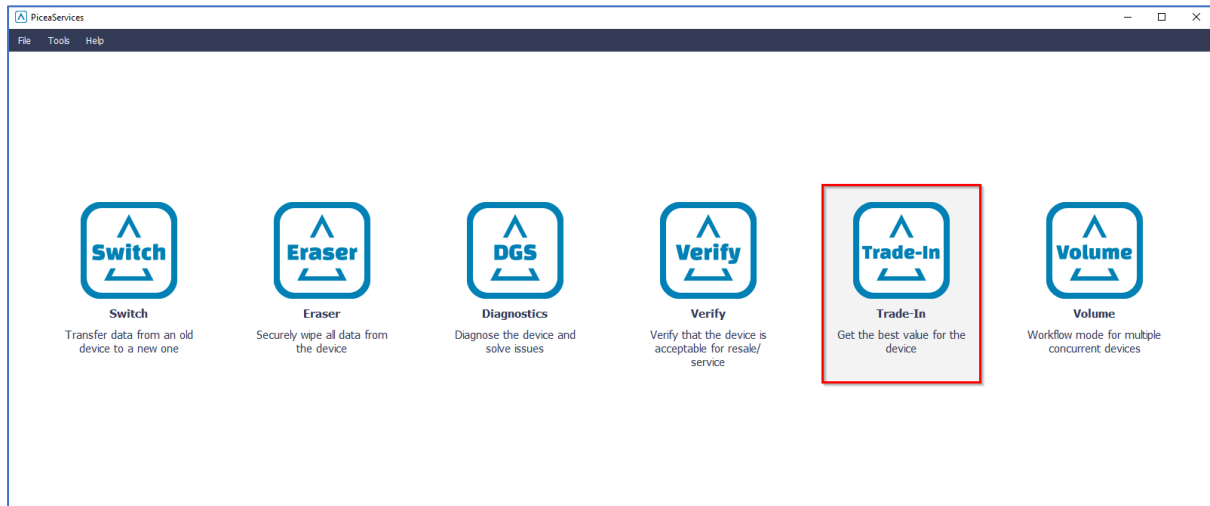
+ New

Released	Catalogue name	Customers	Products	Config	Updated		
☒	Testing catalogue			Show	2019-01-24 07:56	Edit	Delete

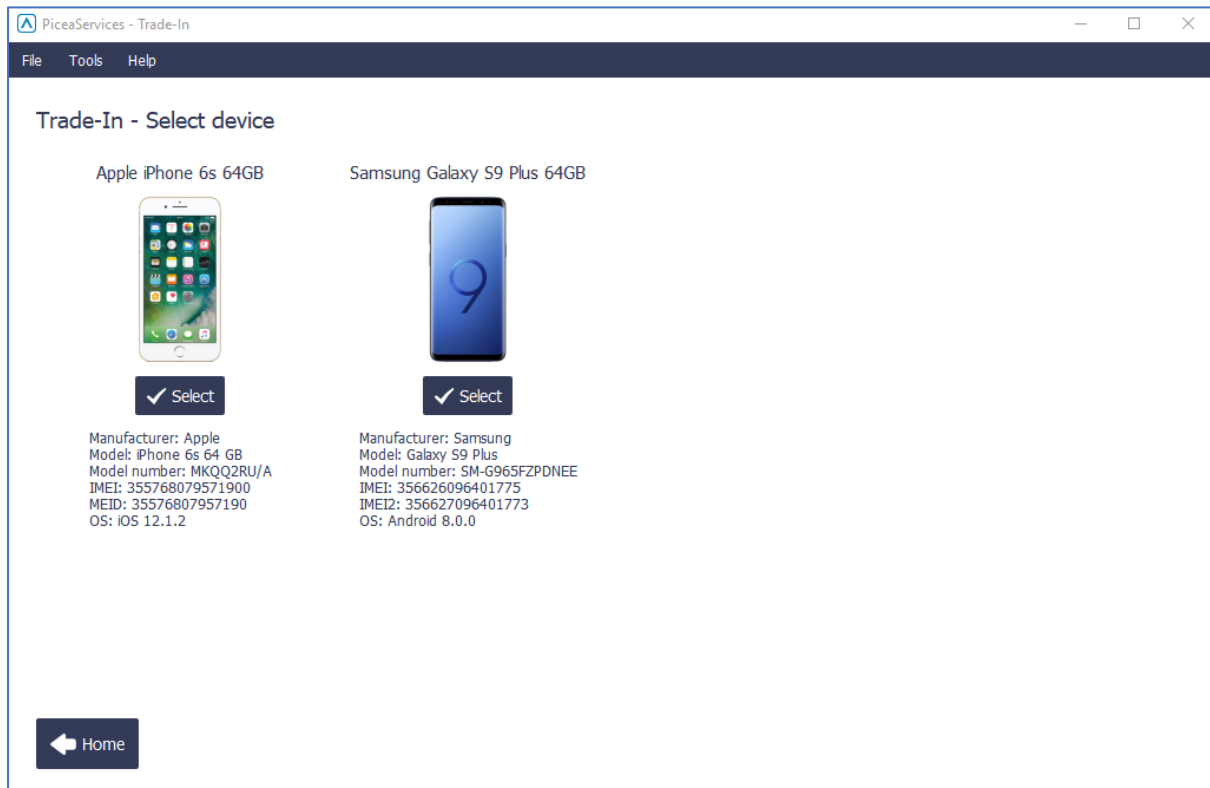
5 PiceaServices Trade-In

After all information described in chapter 2 [Trade-In management](#) is provided to Piceasoft and customer sets up **Profile** and **Catalogue** described in chapter 4 [Before first use](#), Trade-In can be taken into use.

The **Trade-In** icon will be shown in PiceaServices UI.

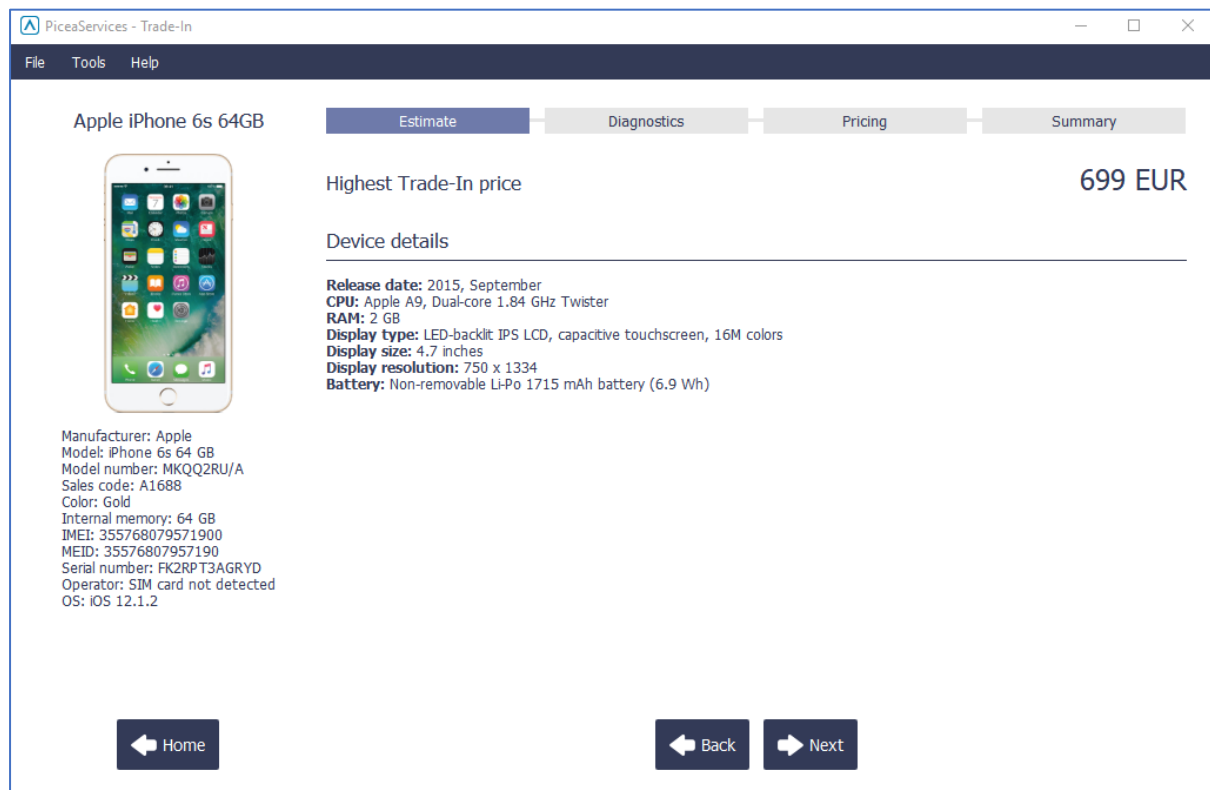


Press the Trade-In icon to open the service. Trade-In supports **Android** and **iOS** devices. **Select** any connected device to proceed.



5.1 Estimate

After the device is selected the first step of the Trade-In process is displayed:

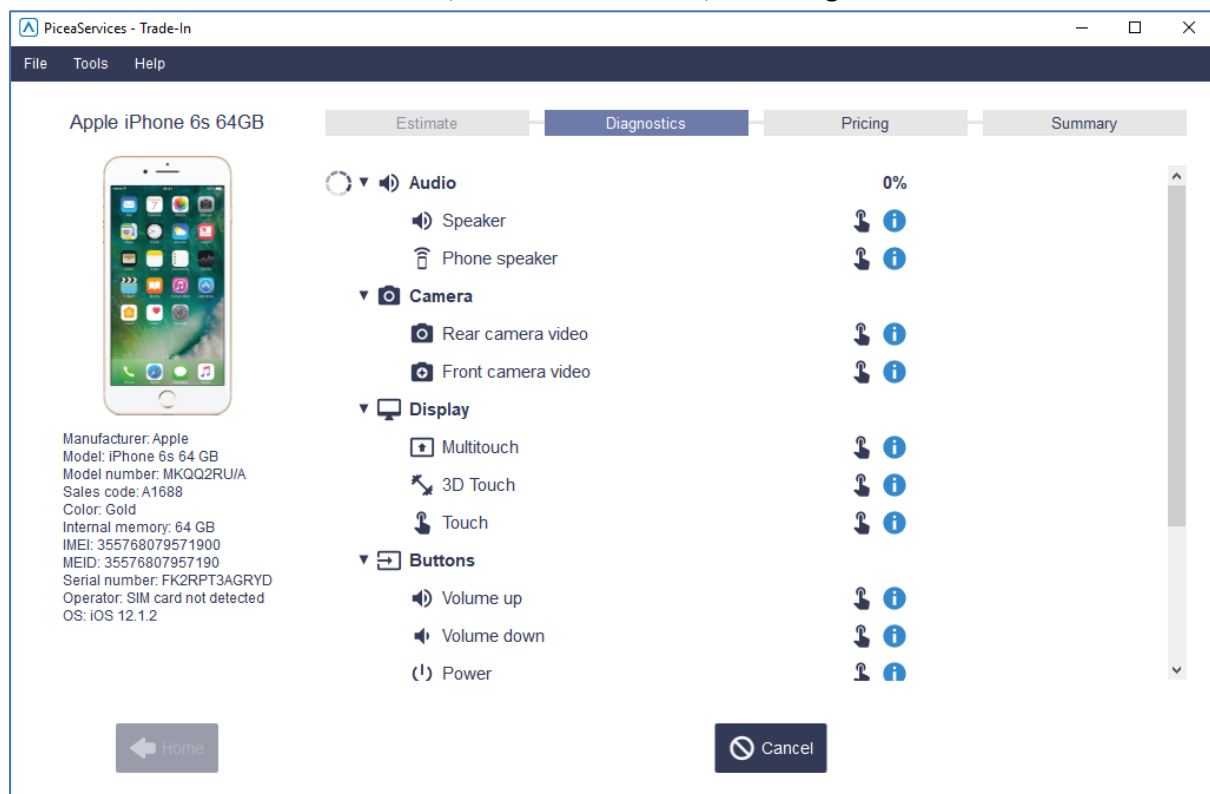


The Highest price, defined in chapter [4.2 Catalogues, Prices](#) section is displayed. In the next steps Diagnostics test cases and Verify checks will be performed. If the device passes the test cases and checks without issues, the value will remain unchanged.

5.2 Diagnostics

Diagnostics test cases, if they were defined in Profiles – see chapter [4.1 Profiles](#), will be performed.

In the screenshot below test cases, selected in **Profiles**, are being run:



After the test cases are completed the next step, Pricing is displayed.

5.3 Pricing

After the test cases are completed the 3rd step in the Trade-In process is displayed.

In the screenshot below we can see:

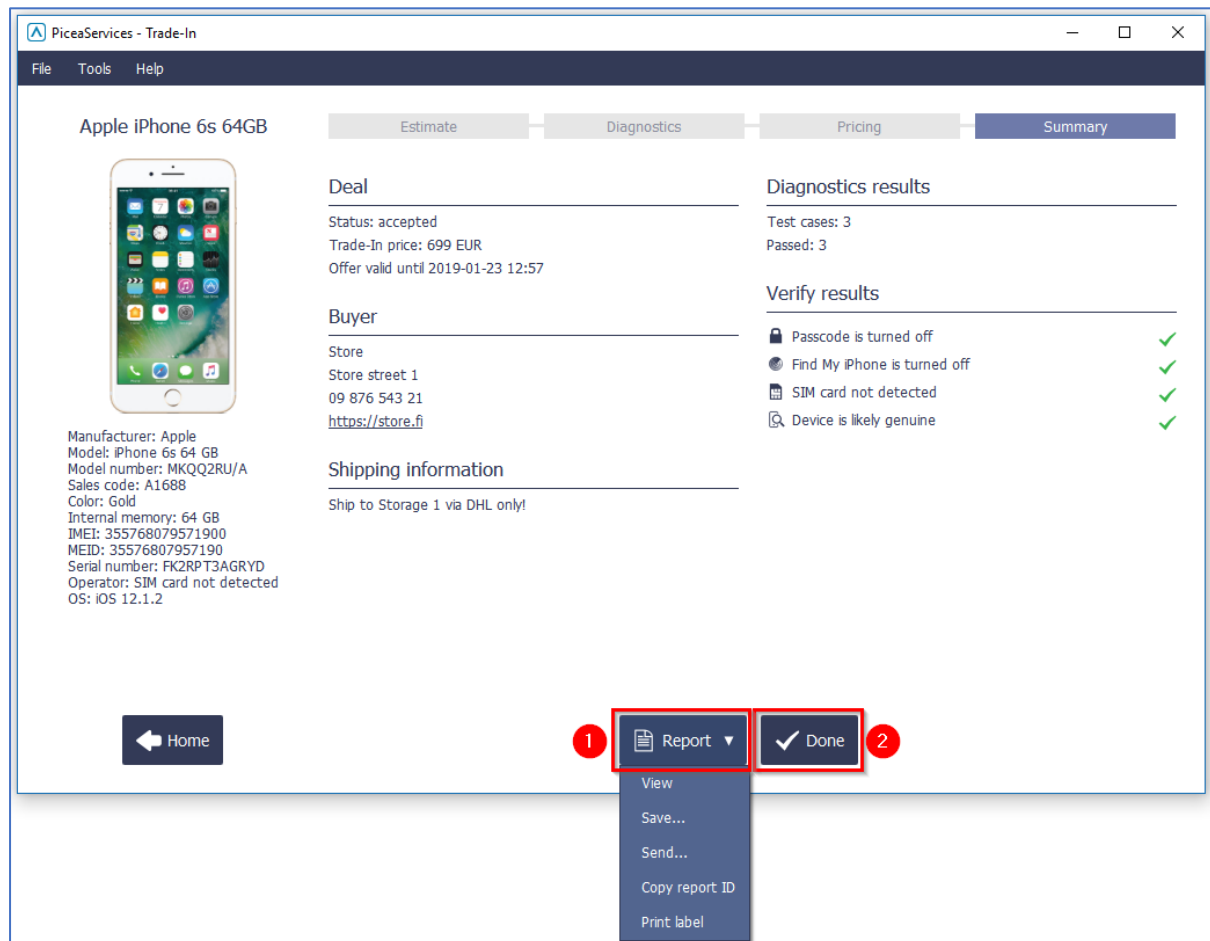
- 1 – **Diagnostics** results: all 3 cases were passed and there are no reasons for price reduction. The highest Trade-In price (same as in chapter 5) is offered.
- 2 – If **Verify** is selected (see chapter 4.1 Profiles) the applicable checks will be performed. In iPhone case, Passcode status must be manually verified.
- 3 – Tick the checkbox **I have read and accept the terms and conditions** before proceeding.

The Vendor details are shown as defined in chapter 4.2 Catalogues, Vendor details section.

Press the **Accept** (4) button to continue.

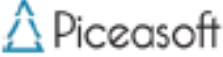
5.4 Summary

The last step of Trade-In process is **Summary**. In this step the most common actions are viewing **Report** as well as printing **Labels** (1). To complete the trading press the **Done** (2) button.



6 Report

Report includes the following sections: **Report details**, **Device details**, **Trading details**, **Buyer**, **Shipping information**, and **Devices checks**:



Trade-in report

Report details

Device details

Trading details

Result	Successful
Duration	00:47:12
Created	2019-01-16 15:17:09
Price	699 EUR
Deal accepted	Yes
Valid until	2019-01-23 14:57:34

Buyer

Name	Store
Address	Store street 1
Web address	https://store.fi
Phone number	09 876 543 21

Shipping information

Shipping instructions	Ship to Storage 1 via DHL only!
-----------------------	---------------------------------

Device checks

Passcode	Passcode is turned off
Find My iPhone	Find My iPhone is turned off
SIM card	SIM card not detected
Device genuineness	Device is likely genuine

7 Troubleshooting and setup

Most common errors related to Trade-In process are:

1. Device is not supported

When device is connected the note **This device type is not supported** is displayed:



Trade-In supports **Android** and **iOS** devices.

2. Device is not added to Catalogue

When device is selected, the note **No trade-in value has been provided for this device** is displayed:

No trade-in value has been provided for this device

Solution: add a device to the Catalogue.

3. Detailed device information in the Catalogue

The more details you set up in the Catalogue, the more precise the Trade-In process will be.

Added devices				
Manufacturer	Model name	Memory internal	Color	
Apple	5 iPhone 6s	64	Gold	Remove
Apple	4 iPhone 6s	64		Remove
Apple	3 iPhone 6s			Remove
Apple	2			Remove
*	1			Remove

Catalogue can contain:

- ① – All devices (all manufacturers)
- ② – Only devices from one manufacturer
- ③ – Only manufacturer and specific device model(s)
- ④ – Only manufacturer, specific device model(s), and internal memory size
- ⑤ – All of the above plus color

If your catalogue contains only item **1**, all the traded devices will be offered the same price and same test cases will be run.

If your catalogue has only item **4**, the iPhone 6S regardless of color will be offered the same price and same test cases will be run. All other devices (all Android and other than iPhone 6S with different memory size than 64 GB) cannot be traded.

8 Additional information

For more information visit our website and check the promotional video:

<https://www.piceasoft.com/products/trade-in/>

All the feedback is welcome. In case of support requests, please write to

support@piceasoft.com.