

TenderSystem Catalogue Quick Guide



Catalogue is a **quick, convenient and cost free** way to **replace cellphones and tablets**.

No fee is levied when replacing items through catalogue.
Suppliers may only replace OEM or network stock to prevent blacklisted phones.

This manual will guide you through the process and do not hesitate to contact ValueCard Support on support@valuecard.co.za or **0218525420**.

1 Log-in

Log-in with your username and password at www.valuecard.co.za

2 Catalogue search

Select **Catalogue** and then **Search** from the top menu

Catalogue ▾
Search

3 Make and model

Insert the **brand** that the claimant had – note that it is interactive as you type

Brand
Samsung

Insert the **model** of the phone or tablet and when done click **Search**

Model
Galaxy S6
Search

4 Replacement model

Select the replacement item (if applicable) that you want to award from either **Available** (stock still available but replaced by newer model) or from **Current** (latest model)

5 Best supplier

This will bring up a profile including a photo with technical information about the cellphone or tablet and quotes from the various suppliers

Click **Award** next to the supplier to whom you want to award the replacement

6 Claim & Client information

- Insert the **Claim number** and **Reference** (usually policy number)
- Select the claimant's **Area** and **Title** and insert the **Surname**, **Phone** number and **Email** address (if available) and delivery **Address**
- Select if a SMS or email **Notification** must be sent to the claimant
- Insert the **Excess** applicable and **Reason** why awarded to supplier
- Insert anything that must be pointed out to the supplier in the **Comment** field
- Check if **Salvage** must be collected and include any email address(es) into the CC list that needs to be included in all communication for the claim
- Click the **Submit** button when the above has been complete
- A purchase order will be generated and we will manage the rest of the process to ensure that the client receives the best possible service