

DEVICES & ASSURANCE

i2i Inventory

Serial-level stock control from purchase requisition to customer device

OVERVIEW

i2i Inventory is the inventory management area of the i2i platform. It follows physical equipment from purchase requisition through purchase order and goods receipt into warehouses, then to partners, technicians and customers, and records each movement in a ledger.

Devices such as routers and ONTs are tracked one by one by serial number, with a status and a history. The same area also manages logical stock: IP pools and addresses, and landline number batches. It is part of the i2i billing and CRM stack rather than a separate service, and it uses the same admin portal, partner portal and customer accounts.

THE CHALLENGE

An ISP buys thousands of small, expensive devices, hands them to partners and technicians and expects some to return faulty. Without serial-level records, stock counts drift, faulty units are re-issued and instalment charges lose their link to the device. Address blocks and telephone numbers need the same discipline. Operators need one record of each item, its location and its history, connected to customers and partners.

AT A GLANCE

- ✓ Every router and ONT tracked by serial number
- ✓ Requisition, purchase order and goods receipt in one flow
- ✓ Stock points for warehouse, partner and technician
- ✓ IP pools and landline numbers managed alongside devices

Capabilities

Item catalogue

Materials belong to material groups and have a type such as active equipment, passive, auxiliary or CPE. Each material is tracked by serial or not at all. Custom attribute definitions describe model-specific fields, and vendors are kept as records.

Procurement flow

A purchase requisition can be edited, approved and converted into a purchase order. A goods receipt is created from the order, can import device serials from CSV, and is posted or cancelled.

- Requisition approval
- Purchase order approve and cancel
- Sample CSV for serial import

Locations and stock points

Warehouses and partner warehouses hold stock. Stock points can be of five kinds: warehouse, partner, technician, customer and network node. Balances are held per stock point and material, with a summary dashboard.

CPE device records

Each serial has a device record with history, editable identity such as serial and MAC address, and a status. Batches group devices and give a summary of what is available in each.

Movement ledger

Each movement is recorded with a transaction type of in, out, move, adjust, consume, return, RMA out or RMA in, and a document type such as requisition, receipt, transfer, installation or adjustment. Stock movements can be searched and viewed.

Transfers, returns and assignment

Devices move between stock points, return with a pre-check and are assigned to a partner or to a customer service account. A device can also be removed from a service account.

Device payment plans

When devices go to a partner with a unit price and payment type, a payment plan can track equated monthly instalments. EMI summary, non-chargeable and one-time-charged reports export to Excel.

IP pools and numbers

IP pools and addresses support partner allocation, customer assignment, reserved addresses, lookup, audit log and bulk import. Landline number batches support CSV upload, partner assignment, state change and history.

Technical summary

SCOPE	Inventory area of the i2i billing and CRM platform; no separate service
INTERFACES	REST and JSON under the inventory and IP management paths of the billing backend
SCREENS	Inventory menu in the admin portal; partner portal subset
TRACKING	Serial-level records for materials set to serial tracking; batches
STATUSES	In stock, assigned, installed, faulty, RMA, scrapped, quarantined
IMPORT AND EXPORT	CSV import of device serials, landline numbers and IP pools; Excel export of EMI reports
INTEGRATIONS	i2i ACS reads device records by serial; customer accounts show associated devices
TENANCY	Organisation identifier passed to inventory services

Standards and interfaces

Data formats

- CSV import
- Excel export
- JSON over REST

Related modules

Modules operators often run alongside i2i Inventory. Each is a separate module; the integrations that exist are listed in the technical summary above.



Where it is used

Receiving a shipment of ONTs

A purchasing team raises a requisition, has it approved and converts it into a purchase order. When the delivery arrives, the store creates a goods receipt from that order, uploads the serial numbers from a CSV file and posts it, so every unit appears at the warehouse.

Stocking a partner

A distributor needs devices to sell on. The operator assigns serial-numbered devices to the partner with a unit price and a payment type. Where the partner pays in instalments, a device payment plan tracks each one and the EMI reports can be exported to Excel.

A faulty router comes back

A customer's router fails. The device is returned after a pre-check, marked faulty or sent for RMA, and can be moved to quarantine. Its record keeps the full history, so the operator can see where it was, who held it and when its status changed.

See i2i Inventory on your network

Talk to our team about your operator type, your network and where to start. We will show you the module and answer the technical questions.

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