



# Order Status Customer User Guide

October 2023

The Order Status capability allows customers to track orders throughout their end-to-end life cycle.

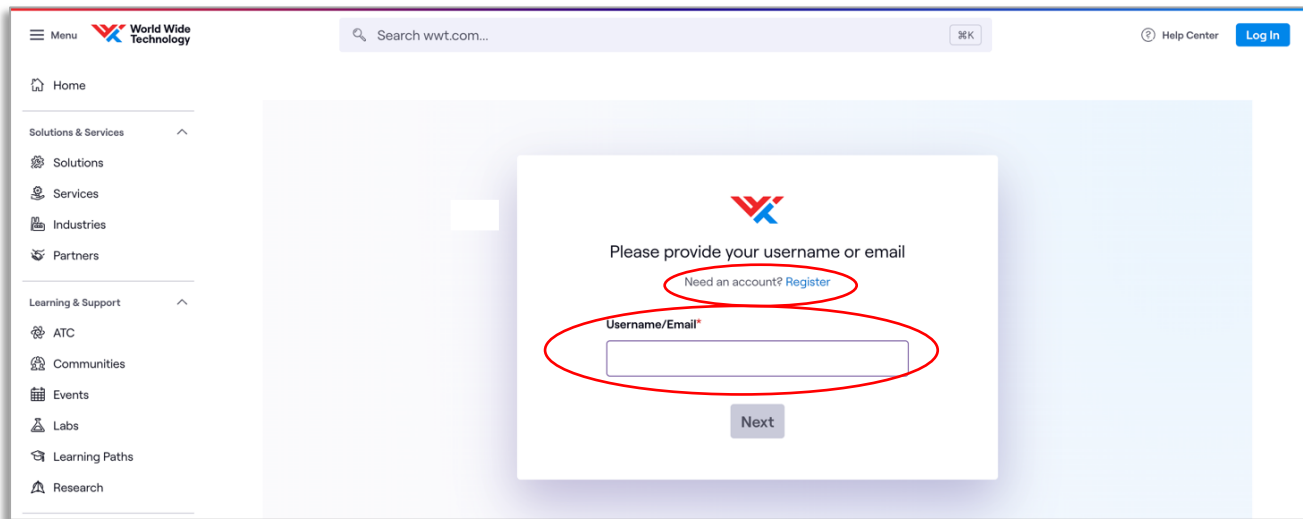
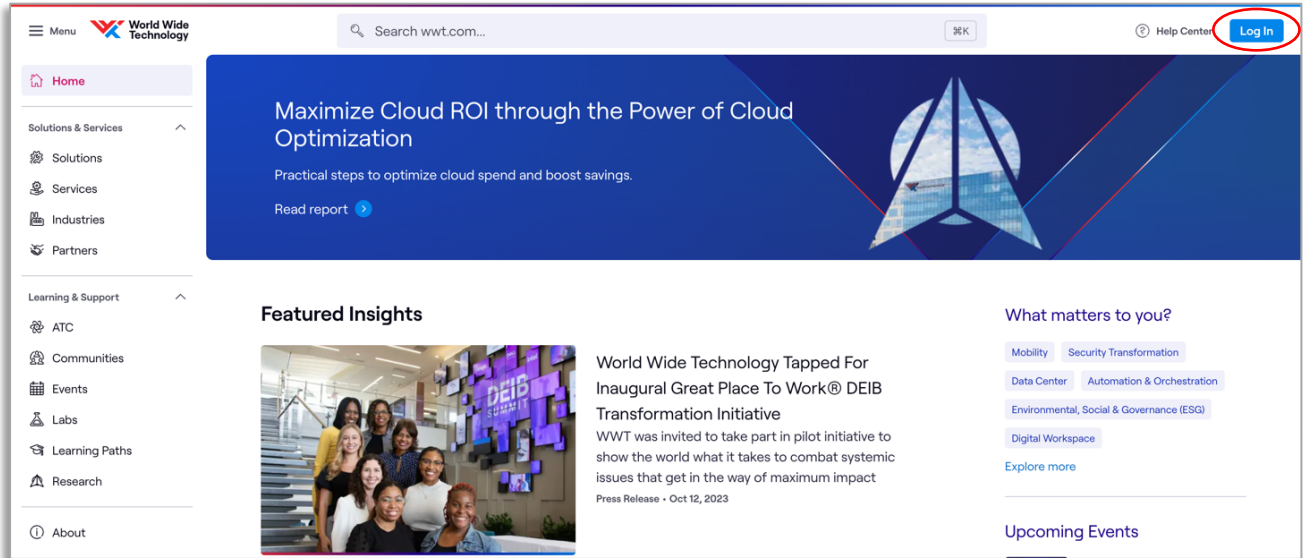
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# Logging In to WWT's Corporate Website

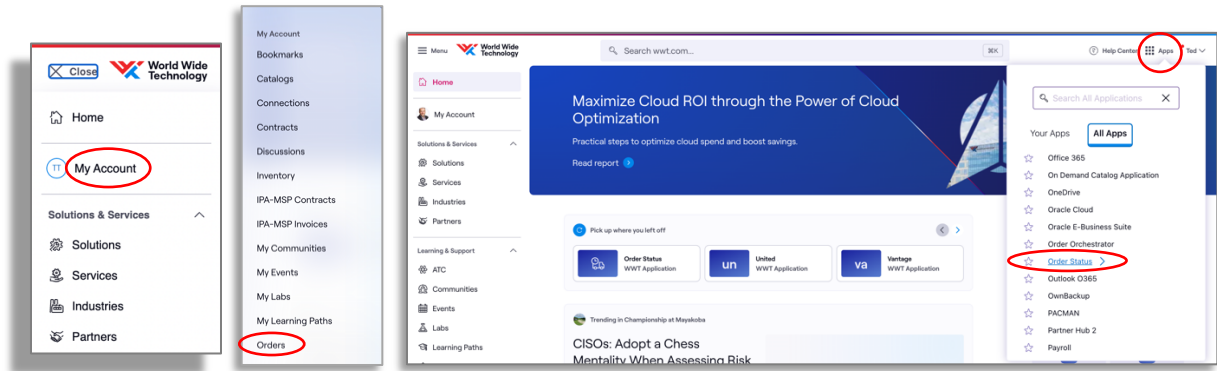
Customers may access Order Status by visiting our corporate website [www.wwt.com](http://www.wwt.com) and by selecting "Log In". Existing WWT users may enter their WWT User Login/Password or new WWT users may register for a WWT account.



(See "Reset Your Password" instructions in the appendix of this document.)

# Accessing Order Status

To navigate to Order Status to view orders, select “Menu” in the upper lefthand corner of the page and select “My Account”. Select “Orders” from the My Account menu. OR select the Apps switcher icon in the upper righthand corner of the page and select “Order Status”.



# Order Summary View

Once within Order Status, the summary view below will be displayed. This view can be sorted using the arrows ⇅ next to each column’s title.

Summary of Orders

SUBSCRIPTIONS		ALL ORDERS (10000)								
	Purchase Order ⇅	Type	Status	Order Number ⇅	Order Name ⇅	Customer Ref.# ⇅	Ordered By ⇅	Ordered Date ⇅	Request Date ⇅	Estima Date
<input type="checkbox"/>	4044227		Open	10322738	R-00699141 stocking	--	LYNN LINDSAY	Jun 09, 2022	Jun 01, 2023	--
<input type="checkbox"/>	4044220		Open	10322734	R-00699141 stocking	--	LYNN LINDSAY	Jun 09, 2022	May 01, 2023	--
<input type="checkbox"/>	4044216		Open	10322597	R-00699141 stocking	--	LYNN LINDSAY	Jun 09, 2022	May 01, 2023	--
<input type="checkbox"/>	4121641		Open	10662557	6291697.1 Stocking 22...	--	LYNN LINDSAY	Dec 08, 2022	May 01, 2023	--
<input type="checkbox"/>	N/A		Open	10756081	PS - Pixel Feb Staff Aug	--	DONOVAN HARD	Feb 08, 2023	Apr 30, 2023	--
<input type="checkbox"/>	70000467941		Open	10534201	Cisco/Arista Optics_S...	Networking	NOPPORN LIMDULPA...	Sep 27, 2022	Apr 07, 2023	--

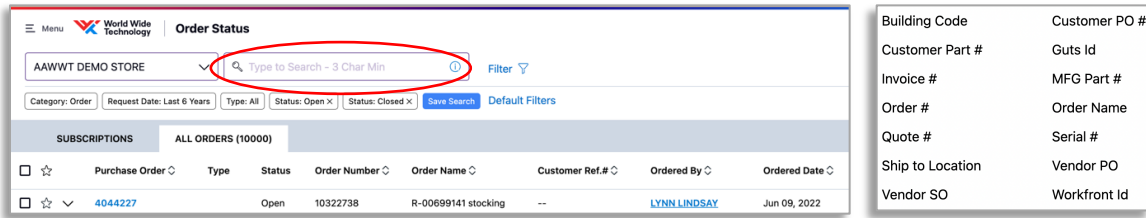
At the Order Summary level, primary order information is displayed in each order’s master level.

- Purchase Order
- Order “Type” (Lab, International)
- Status (Open, Closed, Cancelled)
- Order Number
- Ordered By
- Ordered Date
- Request Date
- Estimated Ship Date
- Estimated Arrival Date
- (Several additional configurable fields)

# Searching for Orders

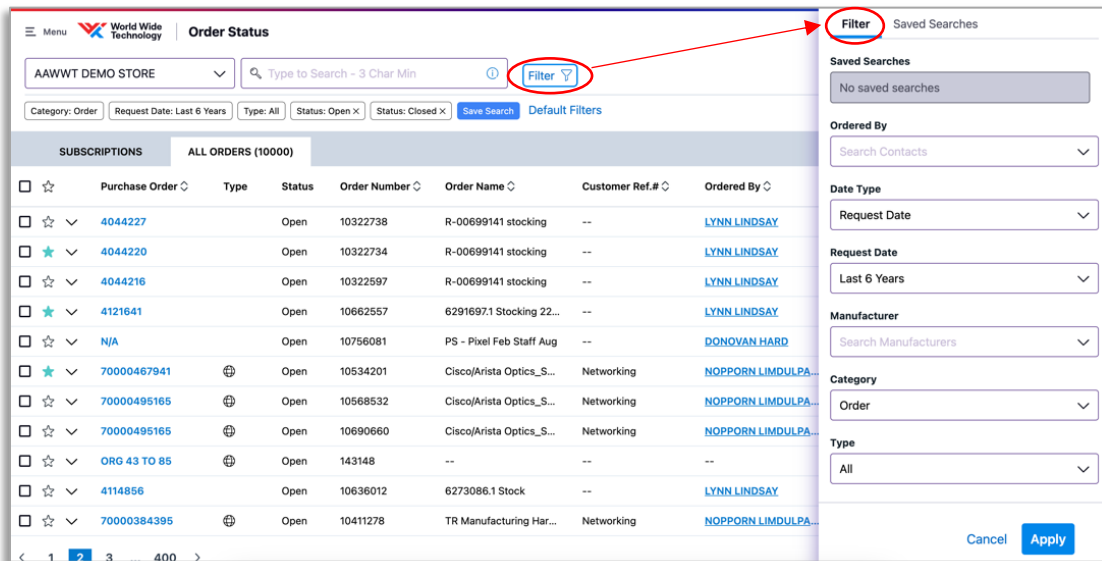
## Basic Search

Use the order search bar to search for an order using any of the criteria noted below.



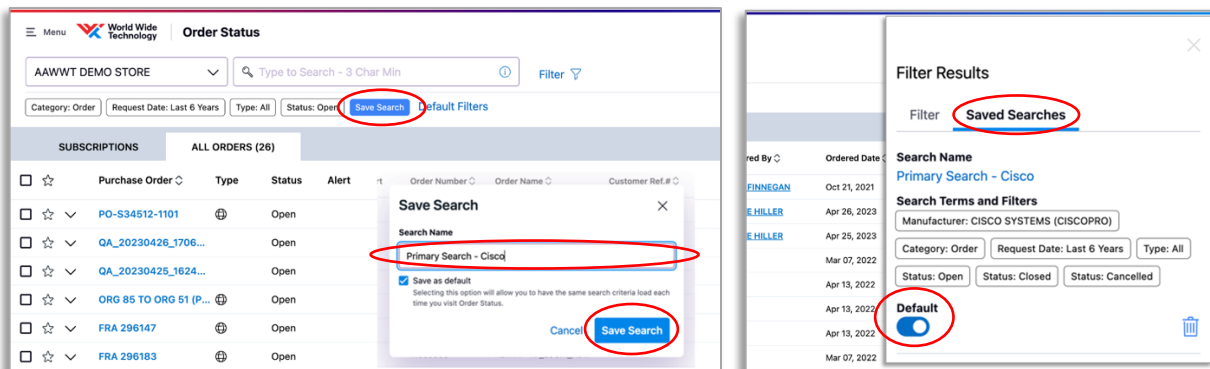
## Search Filters

The Order Status tool's search filters [Filter](#) help narrow down a search.



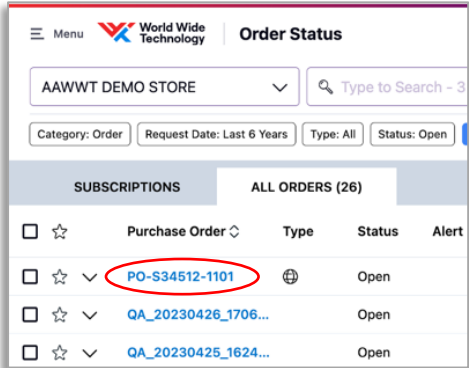
## Saved Searches

After applying the desired search filters, users may also save searches [Save Search](#) for future use. AND a Saved Search can be set as a preferred "Default" so that the preferred order search results are returned to the Order Summary view each time a user returns to Order Status.

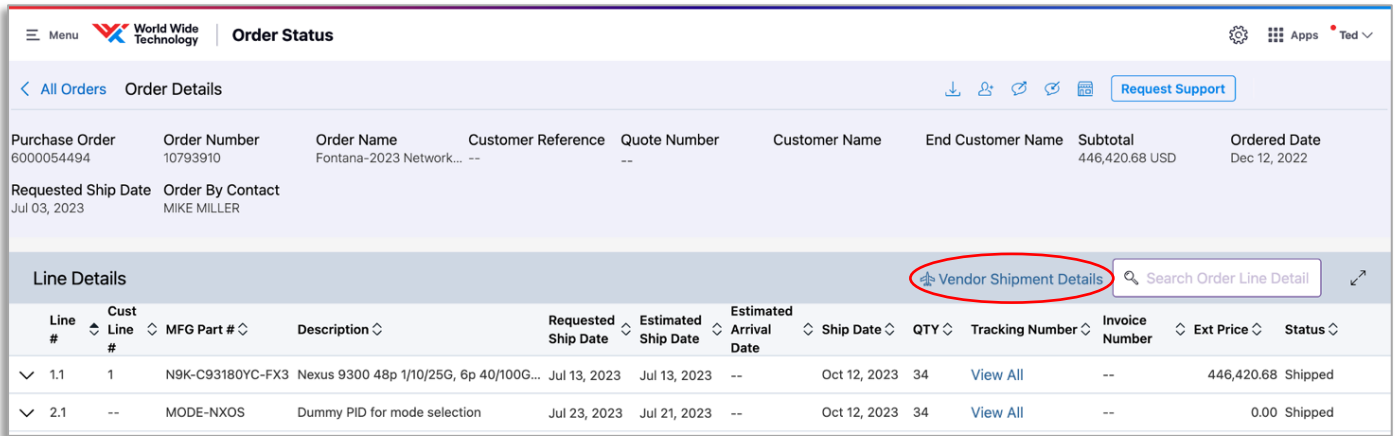


## Order Details View

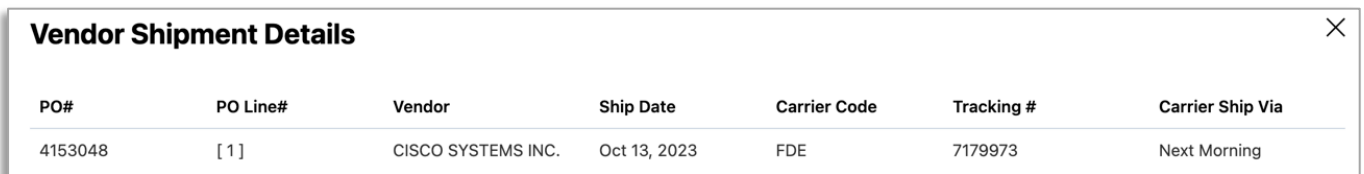
By clicking on a Purchase Order link within the 1st column of the order summary view, “Order Details” will be displayed sharing additional information about the order.




“Vendor Shipment Details” can be accessed to view shipment information directly from the OEM or distributor to the ship to location.



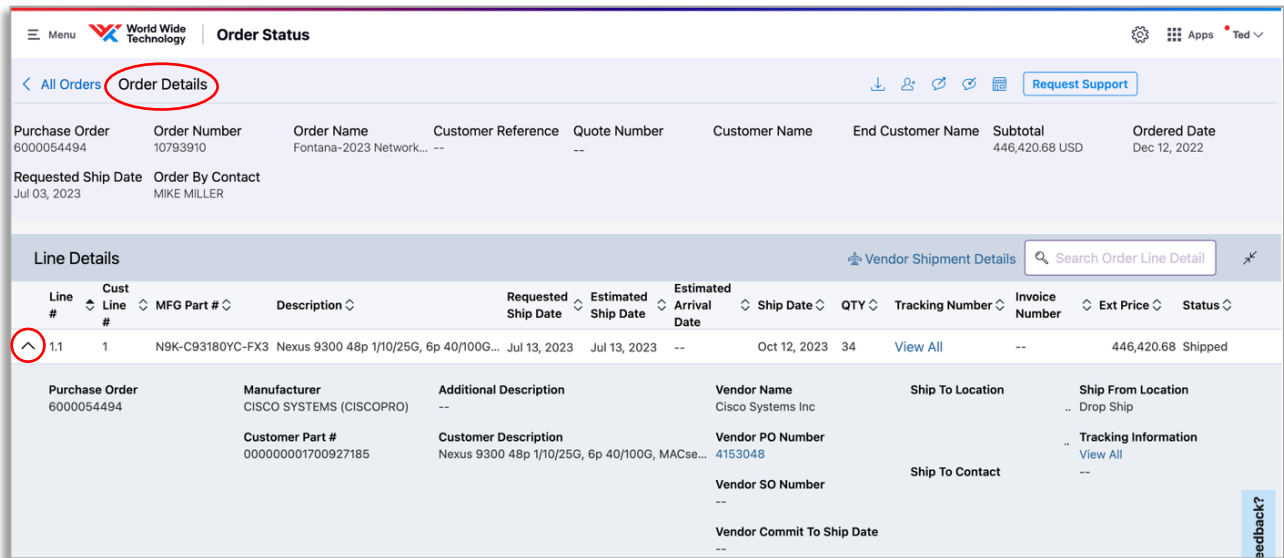
Note: For non-drop ship orders, the Vendor Shipment Details displayed represent shipment information from the OEM or distributor to our warehouse. Finalized shipment and tracking details will be displayed on the Order Status details page following shipment.



Selecting the down arrow on a specific order line , the order's "Line Details" view will expand to share additional information for an individual order line. This details information includes the following:

- Manufacturer
- Customer Part #
- Descriptions
- Vendor Name\*
- Vendor PO # (WWT)\*
- Vendor SO #\*
- Vendor Commit to Ship Date\*
- Ship To Location
- Ship From Location
- Carrier
- Tracking Information
- Proof of Delivery Status
- Signed Date
- Signed By

\* = Optional/configurable fields



## Status Descriptors at Order Line Level

The various status types and descriptors assigned to order lines are defined below.

**Line Created** – Sales order line created in system

**Pending w/ Vendor** – PO placed w/ vendor and is pending vendor shipment

**Partially Received** – Some material has been received from the vendor

**Fully Received** – All material has been received from the vendor

**Order in Process** – Material and technology services are being prepared

**Material in Lab** – Services are being performed on material in technology center

**Lab Work Completed** – Lab work has been completed and the order line is awaiting release for shipment

**Shipment in Process** – Order line has been picked at our distribution center and is awaiting shipment

**Shipped** – Material has been shipped

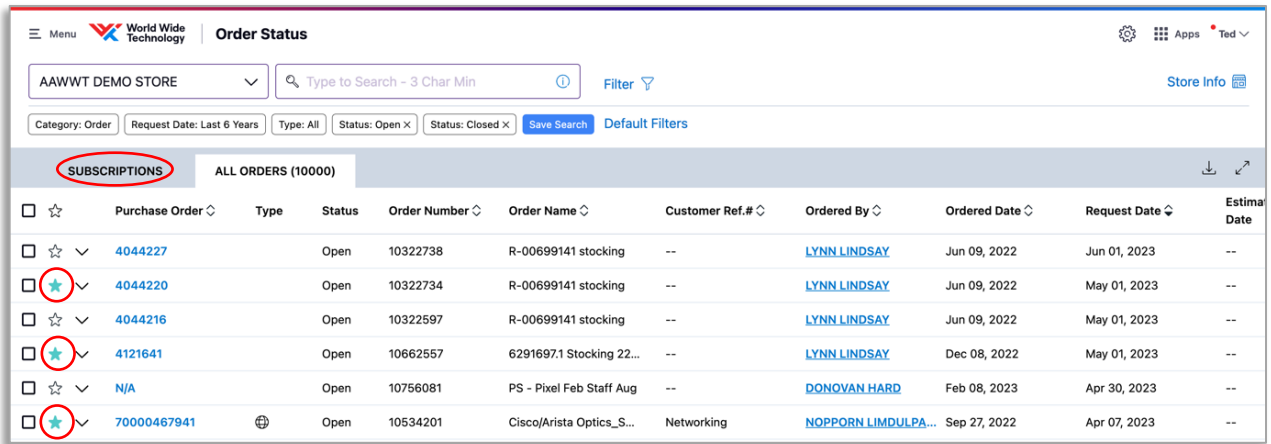
**Material Delivered** – Materials have shipped and have been delivered to customer location


**Invoiced** – Order line has been invoiced

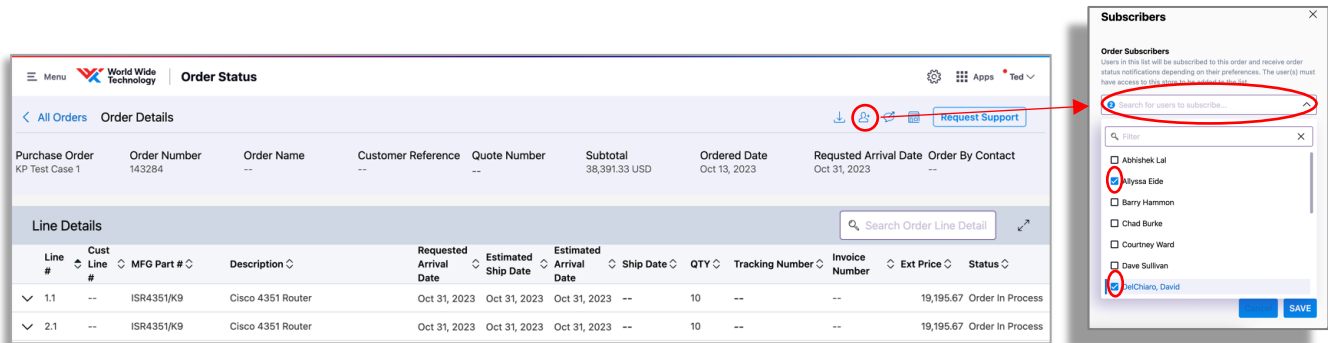
# Subscribing to Order Status Notifications

To subscribe to order alerts/notifications in-app and via email, simply click the star icon ★ next to each order’s checkbox.

Note: An additional benefit of subscribing to orders is that all orders subscribed to are then saved in the SUBSCRIPTIONS tab for quick and easy access.



Order notification subscribers may also be added by selecting the ‘add subscribers’ icon  in the upper right corner of the Order Details view. Once selected, you may search for individual subscribers to add and select “Save”. (Individuals must be authorized users for the store to be eligible for notifications.)

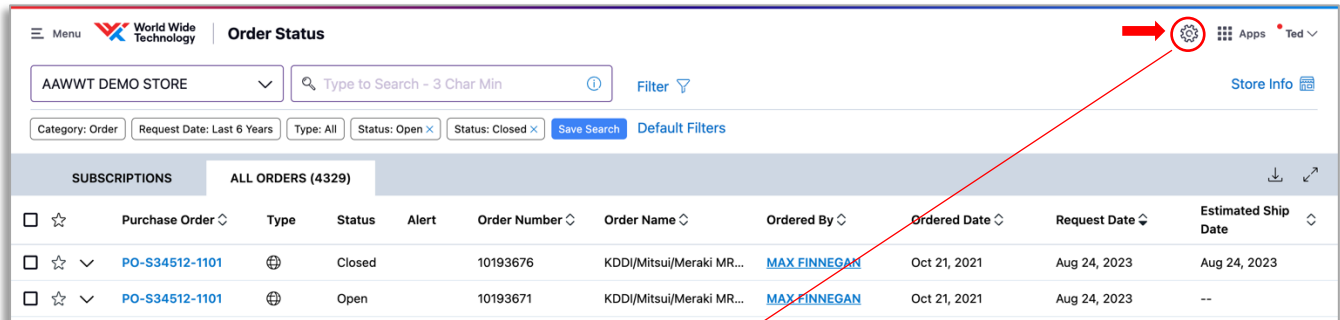




## Status Notifications Preferences

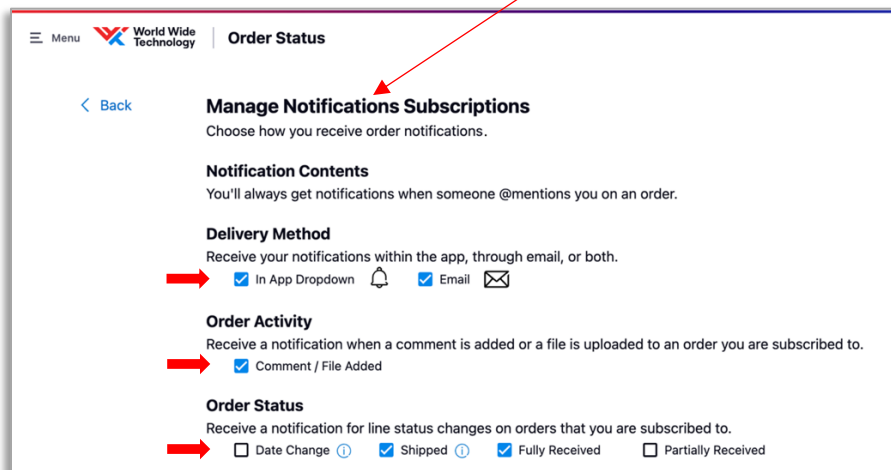
To manage your preferences for order status notifications, select the gear icon in the upper right corner of the page. Update your delivery method, order activity, and the type of events to include for how and when to be notified.

Note: A user must be subscribed to at least one order's status notifications before being able to set notifications preferences.



The screenshot shows the 'Order Status' page with a search bar, filters, and a table of orders. A red arrow points to a gear icon in the top right corner of the page.

	Purchase Order	Type	Status	Alert	Order Number	Order Name	Ordered By	Ordered Date	Request Date	Estimated Ship Date
<input type="checkbox"/>	PO-S34512-1101	🌐	Closed		10193676	KDDI/Mitsui/Meraki MR...	MAX FINNEGAN	Oct 21, 2021	Aug 24, 2023	Aug 24, 2023
<input type="checkbox"/>	PO-S34512-1101	🌐	Open		10193671	KDDI/Mitsui/Meraki MR...	MAX FINNEGAN	Oct 21, 2021	Aug 24, 2023	--



The screenshot shows the 'Manage Notifications Subscriptions' page with a back button and several sections for configuring notifications. Red arrows point to the 'In App Dropdown', 'Comment / File Added', and 'Date Change' options.

### Manage Notifications Subscriptions

Choose how you receive order notifications.

**Notification Contents**  
You'll always get notifications when someone @mentions you on an order.

**Delivery Method**  
Receive your notifications within the app, through email, or both.

- In App Dropdown
- Email


**Order Activity**  
Receive a notification when a comment is added or a file is uploaded to an order you are subscribed to.

- Comment / File Added

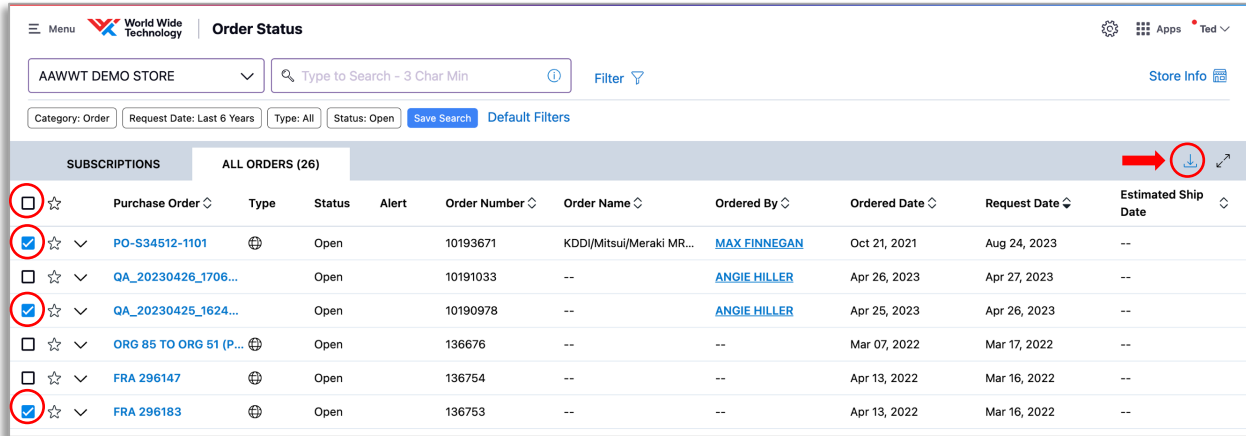
**Order Status**  
Receive a notification for line status changes on orders that you are subscribed to.

- Date Change
- Shipped
- Fully Received
- Partially Received

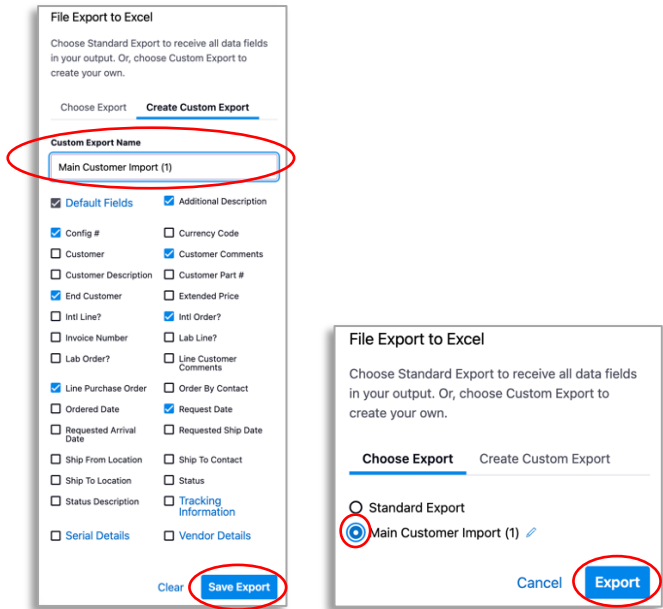
# Exporting Orders to Microsoft Excel

The Export function  allows users to download an Excel spreadsheet of order information at the summary (multiple orders) or details level (individual order).

At the Order Summary level, check the 1<sup>st</sup> checkbox to select “all orders” OR check individual checkboxes next to the orders to be included in the export. Select the download icon in the upper right corner of the table.



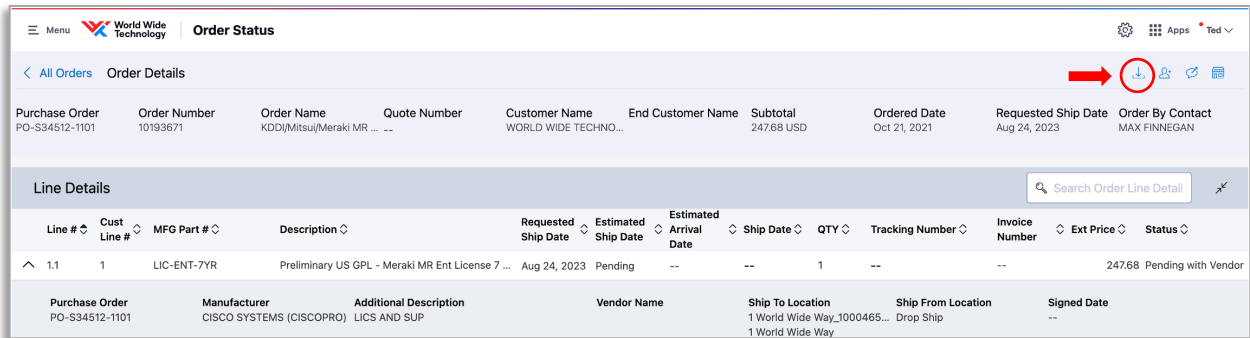
A standard export file can be chosen OR a custom export with specific fields to include in the export can be created AND saved for future use.



## MS Excel Export:

Purchase Order	Order Number	End Customer	Order Name	Quote Number	Request Date	Intl Order?	Line #	Customer Line #	Line Purchase Order	Manufacturer	MFG Part #	Qty	Description	Additional Description	Estimated Ship Date	Estimated
PO-S34512-1101	10193671	MITSUI & CO.	KDDI/Mitsui/Meraki MR...	6021527	Apr 26, 2023	Y	1.1	1	PO-S34512-1101	CISCO SYSTEMS (CISCO)	LIC-ENT-7YR	1	Preliminary U LICs AND SUP		Pending	
QA_20230425_162423_STORE248	10190978				Apr 26, 2023	N	1.1		QA_20230425_162423	CISCO SYSTEMS (CISCO)	AIR-AP3802I	1	802.11ac W2 10 AP w/CA, 4x4-3SS, Int An		Pending	
FRA 296183	136753				Mar 9, 2022	Y	1.1		FRA 296183	BOYD CORPORATION	FFHGV-RAW 130	51	LBLP4000,GPU,CVR,AVIGILON - DEL44	Contact Rep	Contact Re	
Org 43 to Org 51	136656				Mar 9, 2022	N	1.1		Org 43 to Org 51	CISCO SYSTEMS (CISCO)	N9K-C9232C	1	Cisco - N9K-C9232C - Nexus 9K Fixed wlt	Contact Rep	Contact Re	
Org 43 to Org 51	136656				Mar 9, 2022	N	2.1		Org 43 to Org 51	CISCO SYSTEMS (CISCO)	NXA-PAC-651	1	Nexus NEBs AC 650W PSU - Port Side Inta	Contact Rep	Contact Re	
FRA 295957	136751				Mar 8, 2022	Y	1.1		FRA 295957	SOLARFLARE	JH2NG-RAW	52	06-055-CRD,NTWK,DR,X2542+,100Q,LP,2	Contact Rep	Contact Re	
FRA 295957	136751				Mar 8, 2022	Y	2.1		FRA 295957	SYNNEX CORPORATION	D64WK-RAN	40	06-055-CRD,NTWK,SUFR,LP,25G,3P,528	Contact Rep	Contact Re	

At the Order Details level, select the download icon in the upper right corner of the details view.

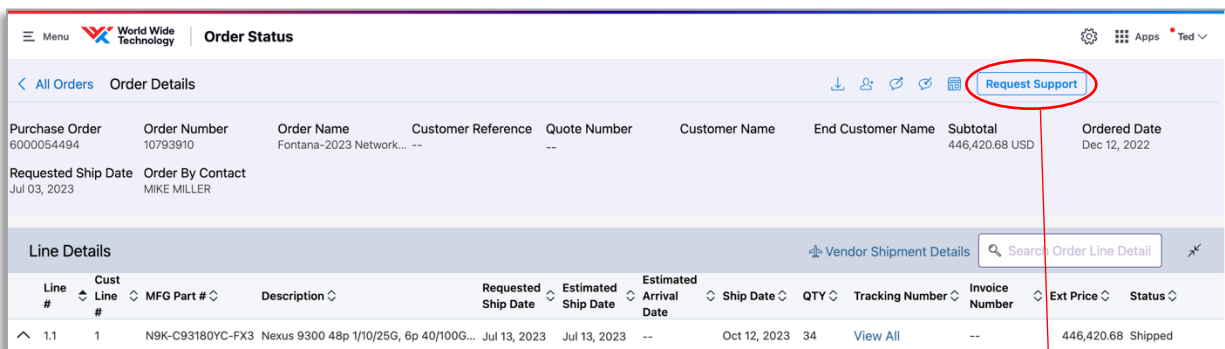


MS Excel Export:

A	B	C	D	G	H	J	K	L	M	N	O	P	Q	R
Purchase Order	Order Number	End Customer	Order Name: Request Date	Intl Order?	Line #	Customer Line #	Line Purchase Order	Manufacturer	MFG Part #	Qty	Description	Additional Description	Estimated Ship Date	
PO-S34512-1101	10193671	MITSUMI & CO.	KDDI/Mitsui/ Aug 24, 2023	Y	1.1	1	PO-S34512-1101	CISCO SYSTEM	LIC-ENT-7YR	1	Preliminary U: LIC AND SUP		Pending	

## Requesting Support

Customers may need support for a specific order. This support can be requested by selecting the “Request Support” button and completing the form that slides out from the right of the page.



**Request Support**

Please choose a request type and create a case using the form below.

**Case Type \***

Order Status Inquiry

**Email \***

Demo-user@wwt.com

**Order Number \***

10793910

**Description \***

Please provide as much information as possible (line numbers, invoice number, serial numbers, etc.) to help expedite your request.

0 / 32000

Cancel
Submit

**Note:** Providing specific details and references around the inquiry within the “Description” field will help provide the best opportunity for a prompt response.

Following the submission of a support request, a support representative will contact the user via email to follow up and/or provide the necessary support.

# User Experience Feedback

We strive to ensure that Order Status provides our customers with an optimal user experience.

Please share any feedback you may have with your account or program team.

Additionally, you may share feedback directly through the Order Status application by selecting the “Feedback?” tab located in the bottom right of any Order Status page visited.

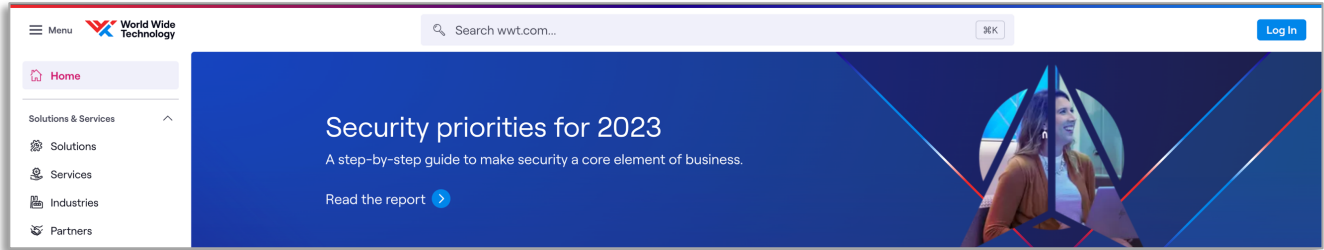
The screenshot shows the 'Order Status' application interface. At the top, there is a navigation bar with 'Menu', 'World Wide Technology', and 'Order Status'. Below this is a search bar with 'AAWWT DEMO STORE' and a search icon. There are also filter buttons for 'Category: Order', 'Request Date: Last 6 Years', 'Type: All', 'Status: Open', and 'Status: Closed'. A 'Save Search' button and 'Default Filters' are also visible. The main content area is a table with columns: Purchase Order, Type, Status, Order Number, Order Name, Customer Ref.#, Ordered By, Ordered Date, Request Date, and Estimated Date. The table contains several rows of order data. In the bottom right corner of the table, there is a vertical button labeled 'Feedback?' which is circled in red. Below the table, there is a pagination bar showing '1 2 3 ... 400 >' and a 'Results Per Page' dropdown set to '25'.

The 'Submit Feedback' form is a modal window with a close button (X) in the top right corner. The title is 'Submit Feedback' and the question is 'How would you rate your experience?'. Below the question are three rating icons: a happy face (smiley), a neutral face (neutral), and a sad face (frowny). Below the rating icons is a text input field with the placeholder text 'What can we improve?'. Below the text input field is a larger text area with the placeholder text 'Your feedback is a valued component to improve User Experience.' and a character count '0 / 500'. At the bottom of the form is a 'SUBMIT' button.

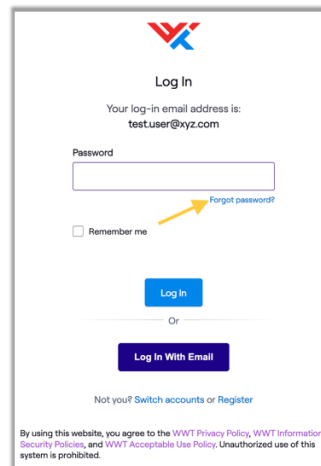
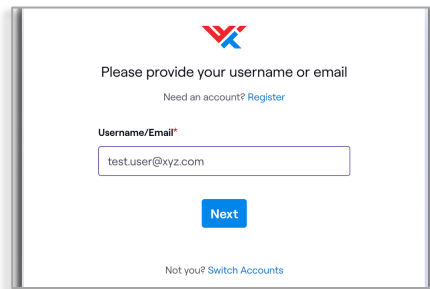
# Appendix

## Reset Your Password

To reset your WWT password or login with our passwordless authentication, click Log In at the top right of your screen.



From here, enter your email address associated with your wwt.com account. You can choose to reset your password by clicking "Forgot Password" or you can log in using a one-time passcode via email *Log In With Email*.



Forgot password will send a reset link to your email. Follow the link to set a new password. Make sure your password fulfills all the requirements.

