Ingenico Customer Order Status

The Customer Order Status application allows Customers to look up the order information with Scheduled Ship Date. Once the order has shipped or partially shipped, the Actual Ship Date will also display. **The Tracking Information may take 1-2 business days to display.**

The dropdown box shows all of the customers the user is allowed to see.
1. Select a company
2. Enter search by PO or leave the PO box empty
    a. PO is not required.
    b. By default, if the PO is left blank, the results will show all POs in the last 6 months.

Ingenico Sales Order Status Default View

Message displays the currently selected Company and PO.

"Select Customer" displays all customers they can see.

A PO is not required. The search returns all POs for the last six months.

Advanced Search

The **Advanced Search** button opens a new Advanced Search Panel.

1. Start Date – the start of the date range for when the order was possibly first placed
2. End Date - the end of the date range for when the order was possibly placed
3. PO Number - a list of PO numbers to choose from
   a. This list shows all POs if no date range is selected
   b. If a date range is selected, this list only shows POs within the range
4. SO Number - a list of SO numbers to choose from
   a. This list shows all SOs if no date range is selected
   b. If a date range is selected, this list only shows SOs within the range
5. Clear button resets the search criteria and results grid
6. Get Results button gets the result of the search criteria

Advanced Search Button Opens an Advanced Search Panel

A PO is not required. The search returns all POs for the last six months unless a **date range** is selected

Search Results

Sales Order	PO Number	Scheduled Ship Date	Actual Ship Date	Item #	Material Number	Description	Order Qty	Shipped Qty	Tracking Information	Additional Information
0021078555	2624527	8/11/2020	8/6/2020	000010	LAN800-USBBY02A	PRH326 Lane8000 Best Buy Test Key	3.000	3.000	GROUND 1ZR573V00358815674	
0021078555	2624527	8/11/2020	8/6/2020	000130	PRH3261040JA	LAN80AX-512+512CLETXXWB-M31-FKSG-OO-SA	3.000	3.000	GROUND 1ZR573V00358815674	Serials: 3

Ingenico Sales Order

Scheduled Ship Date is estimated by Ingenico

Actual Ship Date is blank until shipped

Ingenico Item Number

Ingenico Part/Material Number

Ingenico Part/Material Description

Tracking Information will display 1-2 business days after shipment

Displays a list of Serial Numbers of the Part is Serialized

	A	B
1	Serial Number List	
2	Customer: 10021270 BEST BUY CO. INC.	
3	Sales Order: 0021078555	
4	PO Number: 2624527	
5	Shipping: GROUND 1ZR573V00358815674	
6		
7	732010914465534	
8	732010914465761	
9	732011414465670	
10		
11		
12		
13		
14		
15		
16		

10021270 B

Ready   100%