# 3-2. Customer Order Status – A5000

**Summary:** Provides instructions for requesting order status information.

***Procedure:***

**What Customer Order Status Does**

This program enables you to request information on all orders for a customer or to select information by:

- ▽ Ship-to number
- ▽ Bill-to number
- ▽ Corporate Customer number

Within those options, you can choose from several ways to display customer order status.

These selections are explained on the following pages.

More

### To Start Customer Order Status

Select **CUSTOMER ORDER STATUS** from the Main Inquiry Menu as follows:

1. Press F3

   **or**

2. Press 3 and Return .

The **ORDERS** screen appears. *(See Figure 3-2.)*

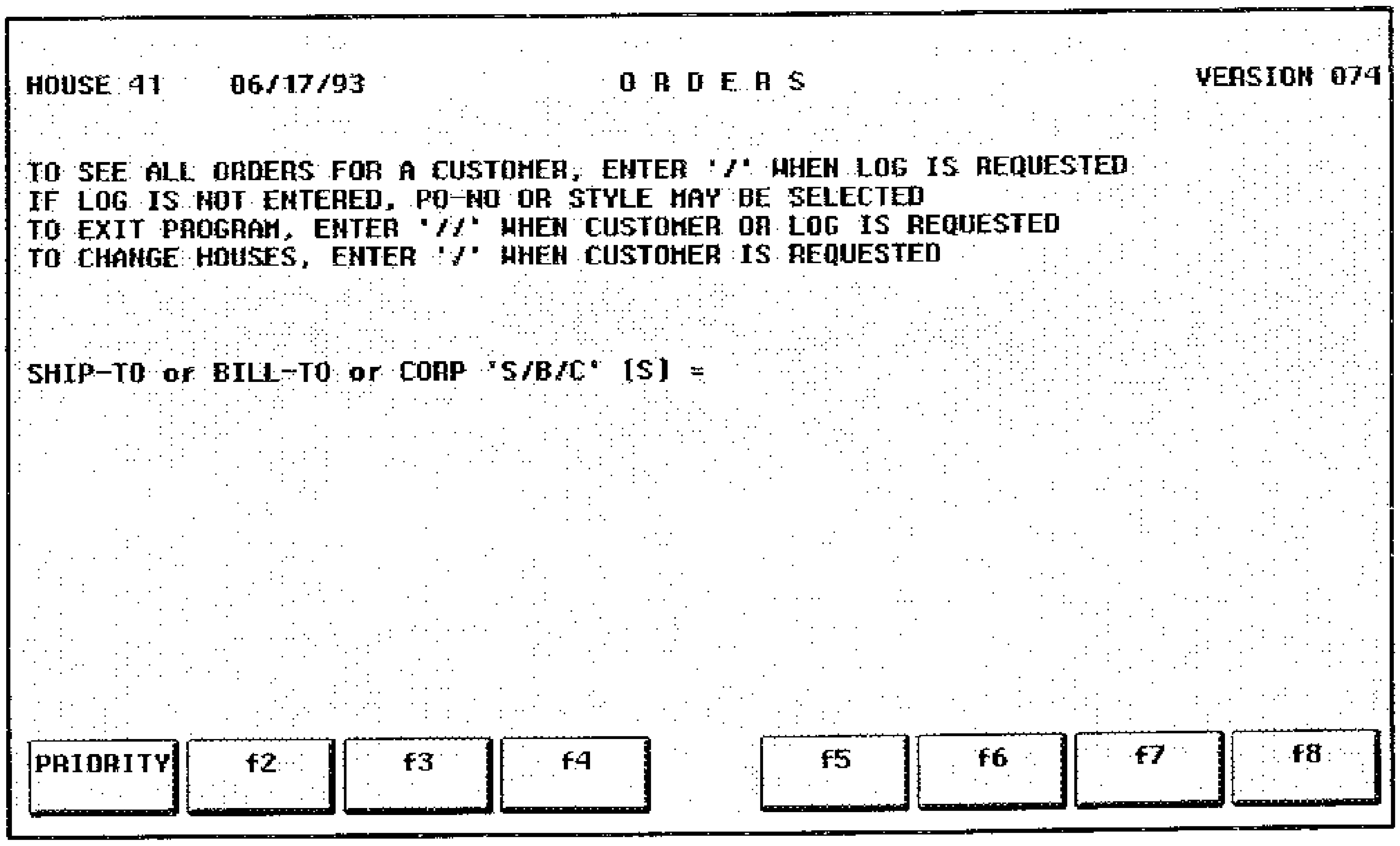


**Figure 3-2:** The initial Orders screen includes instructions for selecting orders to view.

### Selecting Orders to View

You can select whether to view information on many orders or details on one specific order.

To select a method for viewing order information, proceed as follows:

**Note:** The character in parentheses at the prompt is the default selection. To select the default, simply press Return .

1. At the prompt, **`SHIP-TO or BILL-TO or CORP 'S/B/C' (S) =`**, press:

   Return to select Ship-To

   **or**

   B and Return to select Bill-To

   **or**

   C and Return to select Corporate Customer

2. At the prompt, **`CUSTOMER =`**, type the six-position customer number and press Return .

**To See All Orders for a Customer**

Proceed as follows:

1. At the prompt, **LOG =**, type / (slash) and press Return.

2. At the prompt, **SHOW OPEN ORDERS ONLY? (N/Y) =**, press:

   N, to see information on all orders

   **or**

   Y, to see information only on open orders. If totally shipped or canceled, orders are not displayed.

   Then press Return.

3. At the prompt, **'BEGINNING' COMPLETION DATE =**, enter the first date on which orders were scheduled for completion and press Return.

   Use MMDDYY format. (Do not use slashes.)

4. At the prompt, **'ENDING' COMPLETION DATE =**, enter the last date on which orders were scheduled for completion and press Return.

### To See All Orders for a Customer (continued)

After you enter these selections, the screen resembles Figure 3-3.

```
HOUSE 41   06/07/93              O R D E R S                    VERSION 074

TO SEE ALL ORDERS FOR A CUSTOMER, ENTER '/' WHEN LOG IS REQUESTED
IF LOG IS NOT ENTERED, PO-NO OR STYLE MAY BE SELECTED
TO EXIT PROGRAM, ENTER '//' WHEN CUSTOMER OR LOG IS REQUESTED
TO CHANGE HOUSES, ENTER '/' WHEN CUSTOMER IS REQUESTED


SHIP-TO or BILL-TO or CORP 'S/B/C' [S] =
CUSTOMER = M03000
     LOG = /
SHOW OPEN ORDERS ONLY? (N/Y) = N
'BEGINNING' COMPLETION DATE = 033093
'ENDING' COMPLETION DATE = 063093



PRIORITY  f2  f3  f4      f5  f6  f7  f8
```

**Figure 3-3:** Orders screen with selections to see all orders for a customer.

5. Press Return, and the screen displays information on each order for the selected customer. *(See **Figure 3-4.**)*

```
CUST: M03000      NAME: MACY'S NOR
                         ORDER  COMP  --- ORIGINAL ---     -- SHIPPED --  -- CANCELLED -
 LOG    PO #              DATE  DATE    QTY    DOLLARS     QTY   DOLLARS   QTY  DOLLARS
400178 MCY410            10/16 03/31    338   28306.00                     338 28306.00
400312 MCEBAS2           12/11 03/31    629   30470.00                     629 30470.00
400313 MCEBAS3           12/11 04/30    996   43094.00                     996 43094.00
400353 MACYNE7           01/23 06/30   1630   96025.00                     367 25076.00
900353 MACYNE7A          01/28 06/30    132    7728.00                      30  2094.00
400352 MCYNE530          01/23 05/31    162    7138.00                     162  7138.00
900352 MCYNE530A         01/28 05/31     96    6366.00                      12   492.00
400345 MCYNE430          01/23 04/30    454   25972.00                     454 25972.00
900178 MCY410A           01/23 03/31    204   16512.00                     204 16512.00
900314 MCEBASFA          01/23 03/31     88    2120.00                      88  2120.00
900345 MCYNE430A         01/28 04/30    144    7404.00                     144  7404.00

TOTALS >>> ORIG = $   271,135.00; SHIP = $          .00; CANC = $   188,678.00

SHIP-TO or BILL-TO or CORP 'S/B/C' [S] =


STATUS  f2  f3  f4      f5  f6  f7  f8
```

**Figure 3-4:** All Orders For A Customer (Shipped To)

## To See All Orders for a Customer (continued)

The fields are described in the following table:

| Field | Description |
|---|---|
| CUST | Customer number |
| NAME | Customer name |
| LOG | Log number assigned to order when it is entered. |
| PO # | Purchase order number of each order |
| ORDER DATE | Date customer placed the order. |
| COMP DATE | Date on which customer specifies we must finish shipping the order. |
| ORIGINAL QTY | Original number of units ordered. |
| ORIGINAL DOLLARS | Original dollar value of order. |
| SHIPPED QUANTITY | Number of units from this order that Guess? shipped. |
| SHIPPED DOLLARS | Dollar value of garments that Guess? shipped. |
| CANCELED QUANTITY | Number of units from this order that customer canceled. |
| CANCELED DOLLARS | Dollar value of units from this order that customer canceled. |

Below these columns, the header screen displays total dollars for original, shipped, and cancelled.

Below the total dollars is a prompt to select Ship to, Bill to, or Corporate Customer.