

SEARCH

The Search function in the navigation bar at the top of the page allows you to look up orders by last name or order number.

1. Click **Search**
2. Choose **Quick Search**
3. Enter the **Order Number** or **Customer Last Name**

If there are multiple results, they will show in a list. Click on the edit symbol to view the job details.

New Search Click the icon in the left most column to display details for the associated order.

S	Order Code	First Name	Last Name	Address	DeliveryCity	State	HomePhone	Store	ServiceType	DeliveryDate	Entered
	6 289258647-SRV	Liana	Sarnov	92 Heritage Dr	Howell	NJ		IKEAEL	IKEA Elizabeth Assem	05/30/2018	05/12/2018
	6 289258647	Liana	Sarnov	92 Heritage Dr	Howell	NJ		IKEAEL	IKEA Elizabeth Home	05/30/2018	05/12/2018

You may also search by the customer phone number:

1. Click **Search**
2. Choose **Advanced Search**
3. Choose **Phone Number** from the “Search By” drop down
4. Enter the phone number
5. Click **Search**

Quick Search	Advanced Search	Truck Search
Search By:	Phone Number	7165551234
Date Range:	9/26/2017	9/26/2018
Scope:	All	

Orders will be color-coded:

- Pink = Not out for delivery
- Blue = Acknowledged
- Teal = Failed
- Green = Complete

UNDERSTANDING ORDER NUMBERS

The order number can include letter or number combinations that can give you additional information about the order. These indicators will be separated from the main part of the order number by a hyphen (-).

- RST – An order that has been reset or failed. This will be linked to the original order.
- SRV – A service order. May be linked to a delivery order
- CCD – Online order
- 159 – Customer placed the order over the phone or online
- 508 – Customer placed the order at the store
- ND – Orders that come from the store where the customer is requesting service ASAP. The customer can pick their Time Frame.
- SD – Same Day delivery orders
- PRE – Online order that has not been shipped to the warehouse yet. Do not schedule.

READING AN ORDER

Order details can be viewed on the “Edit Delivery/Service Order” screen.

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ND 291710444 Job Number

IKEA - IKEA Paramus - xmlimport

Entered: 5/28/2018 12:20:03 PM EST

Scheduled **Job Status**

STK SCH CNF CAR OFD SGN INV

Order	Order Items	Service Items	Notes	Calls	Emails	Survey	Track	Error	IKEA Delivery Updates
From (Ctrl+1) IKEA Paramus Store Manager 100 IKEA Drive Paramus, NJ, 07652, US (844) 218-1762 Where the product is being picked up Edit		To (Ctrl+2) Lee Goddard 74 Augustine Rd Westchester N White Plains, NY, 10603, US h: (516) 524-5162, w: (516) 524-7925 m: (516) 524-7925 leegoddard87@gmail.com Address geocoded by Postal Code. Where the product is being delivered Edit		Signature (Ctrl+3) Customer Signoff No Signature Captured Edit					
Stock (Ctrl+4) Control No: Total Pieces: 1 Total Weight: 73.00 lb Total Vol: 0.46 yd Load Date: 05/28/2018 Stocked: 1 Drop Date: Unstocked: 0 Location(s): 08-B-05 Last Loc(s): 08-B-05 Return Code: RTV: <input type="checkbox"/> RTVC: <input type="checkbox"/> Product Availability Edit		Schedule (Ctrl+5) Service: Deliver Service Type: IKEA Paramus Home Delivery LCD Delivery Date: 06/02/2018 Time Frame: 12:00 AM - 12:00 AM Schedule date and time. Edit		Dispatch (Ctrl+6) Account: IKEA Paramus Home Delivery LCD Receiver Code: LCD-Create-HDN-409 Reference: 100102489032 Carrier: unassigned Zone Code: 2 Stop: 0 Time Zone: EST Distance: 0 Currency: USD Value: 0.00 Surcharge: Assigned Delivery Team Edit					

If there are any related order, such a service order or a reset order, you will see the order numbers at the top of the page. Click this order number to view the linked order.

Home	Apps	Search	Reports	Profile	Help	Log Out	Logged in mquery
Edit Delivery Order						Order Code <input type="text"/>	
LNK 292338419		292338419-SRV Linked order number					
IKEA - IKEA Elizabeth - xmlimport						Entered: 6/1/2018 4:24:08 PM EST	
Failed						STK SCH CNF CAR OFD FLD INV	

NOTES

The Notes tab is used to document all calls and actions on an order. All You can also view past notations from this tab. You can search for past entries using the fields at the top of each column.

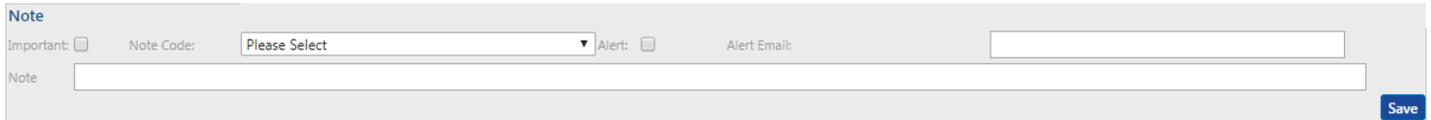
Order	Order Items	Service Items	Notes	Calls	Emails	Survey	Track	Error	IKEA Delivery Updates
Add Note									
Note	Type	Note	User	Entered	#				
1	Delivery	MERGED_WITH_ORDER - - NO -	xmlimport	06/06/2018 23:33					
2	Delivery	UI Update Info SL 20 Middle	dtharrington	06/07/2018 20:40					

1. Click **Add Note** to enter a new notation
2. Note Code – **UI (Update Info)**
3. Note – Type your notation here.

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4. Click **Save** to enter your note.
5. Disregard the other fields, they will be filled in by the system as necessary.

You must use a “.” Or a “-“in your dates. LMP removes all “/” from the notes, making dates hard to read.



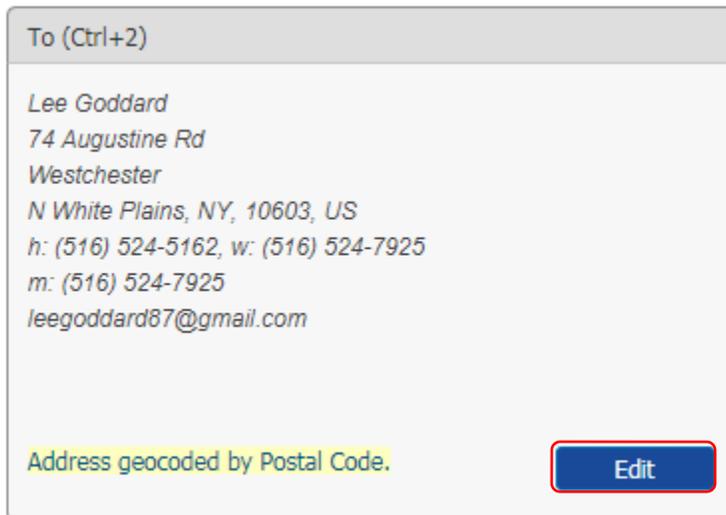
The screenshot shows a form titled "Note". It contains the following fields and controls:

- Important:** A checkbox.
- Note Code:** A dropdown menu with "Please Select" as the current selection.
- Alert:** A checkbox.
- Alert Email:** An empty text input field.
- Note:** A large empty text area for entering the note.
- Save:** A blue button located at the bottom right of the form.

EDIT CUSTOMER INFORMATION

The **From** and **To** sections on the “Edit Delivery/Service Order” page are the pick and delivery locations. On delivery or service orders, the customer address will be in the To field. For Return/Exchange orders, the customer’s address will be in the From field, as that is where the product is being picked up at.

You can update the customer’s contact and address information by clicking on **Edit**.



The screenshot shows a popup window titled "To (Ctrl+2)". It displays the following customer information:

- Lee Goddard*
- 74 Augustine Rd*
- Westchester*
- N White Plains, NY, 10603, US*
- h: (516) 524-5162, w: (516) 524-7925*
- m: (516) 524-7925*
- leegoddard87@gmail.com*

At the bottom left, there is a text label: "Address geocoded by Postal Code." At the bottom right, there is a blue button with a red border labeled "Edit".

Update the customer’s information and then click **Save**.

