

Step 1:

Login to Landis Web Portal using credentials provided in e-mail.

*If you do not have credentials please contact your account manager for assistance



Step 2:

Click on Orders, and under orders click on Order Inquiry



Step 3:

A pop-up opens, with a list of all the orders in the database.
You can find the order you are looking for 3 different ways.

The screenshot shows a 'Find Order' pop-up window. At the top, there is an 'ID Search String' field. Below it, the 'Search For:' section has five checkboxes: 'Order ID', 'Reference Number', 'Purchase Order Number', 'Pick Slip Number', and 'Campaign ID'. The 'Order ID' checkbox is selected. Below the search options are two expandable sections: 'Name & Address' and 'Status'. The main part of the window is a table listing 25 orders. The table has columns for Order ID, Order Date, Reference No., Purchase Order No., Ship To, Company, UID, and Status. The status for most orders is 'S C', but for Order ID 12, it is 'X C'. The bottom of the window shows 'Page 1 of 1' and 'Displaying Orders 1 - 25 of 25'.

Order ID	Order Date	Reference No.	Purchase Order No.	Ship To	Company	UID	Status
25	1/13/2017 3:25 PM		FBA4BPR9...	AMAZON			S C
24	1/13/2017 9:28 AM		FBA4BPWK...	AMAZON			S C
23	1/13/2017 9:18 AM		FBA4BPRY...	AMAZON			S C
22	12/20/2016 10:26 AM		FBA48MXB...	AMAZON			S C
21	12/9/2016 1:40 PM		FBA478L80...	AMAZON			S C
20	12/1/2016 2:10 PM		FBA46D6R...	AMAZON			S C
19	12/1/2016 2:08 PM		FBA46D6RZ...	AMAZON			S C
18	12/1/2016 2:07 PM		FBA46D6R...	AMAZON			S C
17	11/22/2016 9:47 AM		FBA45GXN...	AMAZON			S C
16	11/22/2016 9:45 AM		FBA45GWP...	AMAZON			S C
15	11/8/2016 10:06 AM	FBA43X0WN9		AMAZON			S C
14	11/7/2016 11:20 AM	FBA43R9B2B	FBA43R9B2B	AMAZON			S C
13	10/20/2016 10:33 AM		FBA41RVN...	AMAZON			S C
12	10/20/2016 10:22 AM		FBA41RVN...	ORDERS			X C
11	10/11/2016 4:27 PM	FBA40VNNPN	FBA40VNNPN	AMAZON			S C
10	10/11/2016 12:46 PM	FBA40VRGMT	FBA40VRGMT	AMAZON			S C
9	10/3/2016 8:57 AM		FBA400TG...	AMAZON			S C
8	10/3/2016 8:54 AM		FBA400TLX...	AMAZON			S C

Option 1:

If you know the specific Order number, Reference number or PO you can place the number in the search box
and the type of number it is (Order ID, Reference or PO)

In this example, we searched for Order ID number 10 and selected the box indicating it is an Order ID

This screenshot shows the same 'Find Order' pop-up window, but with the 'ID Search String' field containing the number '10'. The 'Search For:' section now has the 'Order ID' checkbox checked, while the others are unchecked. The table below shows only one result, for Order ID 10, with a status of 'S C'.

Order ID	Order Date	Reference No.	Purchase Order No.	Ship To	Company	UID	Status
10	10/11/2016 12:46 PM	FBA40VRGMT	FBA40VRGMT	AMAZON			S C

Option 2:

Just like in a numeral search, a search can be made on various aspects of the order like ship to or ordered by name, address, zip code, and country.

To get to this inquiry about the order, click on the drop down arrow next to Name & Address

Order ID	Order Date	Reference No.	Purchase Order No.	Ship To	Company	UID	Status
25	1/13/2017 3:25 PM		FBA4BPR9...	AMAZON			S C
24	1/13/2017 9:28 AM		FBA4BPWK...	AMAZON			S C
23	1/13/2017 9:18 AM		FBA4BPRY...	AMAZON			S C
22	12/20/2016 10:26 AM		FBA48MXB...	AMAZON			S C
21	12/9/2016 1:40 PM		FBA478L80...	AMAZON			S C
20	12/1/2016 2:10 PM		FBA46D6R...	AMAZON			S C
19	12/1/2016 2:08 PM		FBA46D6RZ...	AMAZON			S C
18	12/1/2016 2:07 PM		FBA46D6R...	AMAZON			S C
17	11/22/2016 9:47 AM		FBA45GXN...	AMAZON			S C
16	11/22/2016 9:45 AM		FBA45GWP...	AMAZON			S C
15	11/8/2016 10:06 AM	FBA43X0WN9		AMAZON			S C
14	11/7/2016 11:20 AM	FBA43R9B2B	FBA43R9B2B	AMAZON			S C
13	10/20/2016 10:33 AM		FBA41RVN...	AMAZON			S C
12	10/20/2016 10:22 AM		FBA41RVN...	ORDERS			X C
11	10/11/2016 4:27 PM	FBA40VNNPN	FBA40VNNPN	AMAZON			S C
10	10/11/2016 12:46 PM	FBA40VRGMT	FBA40VRGMT	AMAZON			S C
9	10/3/2016 8:57 AM		FBA400TG...	AMAZON			S C
8	10/3/2016 8:54 AM		FBA400TLY...	AMAZON			S C

Once the Name & Address drop down, you can search name or address or both. The box in blue is a name search, and the box in orange is an address search.

Only enter the information that is specific for that order—otherwise all orders with the name or address will appear making your search too broad. In contrast if you are too specific the search will not populate any results.

Optional Search String:

Search For: ☐ Last Name ☐ Company ☐ Phone Number
☐ Mailer Unique ID ☐ Pre-Registered User Login

City: State:
Zip: Country:

Name Type: ☒ Ordered By ☒ Ship To ☒ Bill To
Display: ☐ Order By ☒ Ship To

Order ID	Order Date	Reference No.	Purchase Order No.	Ship To	Company	UID	Status
25	1/13/2017 3:25 PM		FBA4BPR9...	AMAZON			S C
24	1/13/2017 9:28 AM		FBA4BPWK...	AMAZON			S C

Option 3:

If you do not know the Order ID, Reference number or PO you can do a blind search.

Each header within the pop-up inquiry box can be sorted in ascending or descending order. In this example I sorted ascending by Order ID

Sometimes it may be helpful to sort by Status. If you know an order is backorder and sort ascending by alphabet, it will show a B as status instead of ship complete, SC, status.

Order ID ▲	Order Date	Reference No.	Purchase Order No.	Ship To	Company	UID	Status
1	8/12/2016 10:52 AM			AMAZON			S C
2	8/12/2016 11:28 AM			AMAZON			S C
3	8/12/2016 11:29 AM			AMAZON			S C
4	8/12/2016 11:30 AM			AMAZON			S C
5	8/29/2016 9:25 AM			AMAZON			S C
6	9/6/2016 10:48 AM			ORDERS			S X C
7	10/3/2016 8:38 AM		FBA400SX7...	AMAZON			S C
8	10/3/2016 8:54 AM		FBA400TLX...	AMAZON			S C
9	10/3/2016 8:57 AM		FBA400TG...	AMAZON			S C
10	10/11/2016 12:46 PM	FBA40VRGMT	FBA40VRGMT	AMAZON			S C
11	10/11/2016 4:27 PM	FBA40VNNPN	FBA40VNNPN	AMAZON			S C
12	10/20/2016 10:22 AM		FBA41RVN...	ORDERS			X C
13	10/20/2016 10:33 AM		FBA41RVN...	AMAZON			S C
14	11/7/2016 11:20 AM	FBA43R9B2B	FBA43R9B2B	AMAZON			S C
15	11/8/2016 10:06 AM	FBA43X0WN9		AMAZON			S C
16	11/22/2016 9:45 AM		FBA45GWP...	AMAZON			S C
17	11/23/2016 8:47 AM		FBA45GXN...	AMAZON			S C

Page 1 of 1

Displaying Orders 1 - 25 of 25

In a blind search sometimes the result may not be on the 1st page. To look through multiple pages of order, the arrows will be illuminated indicating page __ of __.

Once you find your order regardless of searching double click on the order

For this example we'll be working with order number 10

Step 4:

Once the order is open there are two different sections of the order.

The blue box has tabs that will show different information relevant to that tab.

The orange box does not change from screen to screen. We will review the orange box first

Find Order

Order Inquiry

Order ID: 10

Order Date: 10/11/2016 12:46 PM

User: Egoodwin

Reference #: FBA40VRGMT

PO #: FBA40VRGMT

Status: Processed Shipped Complete

Complete: 10/12/2016 10:51 AM

Stream ID: Default Order Stream

View: Default

Ordered By

Ship To

C/O LANDIS LOGISTICS
2525 N 12TH STREET
BLD # 30 UNIT 2700
READING, PA 19605

AMAZON
550 OAK RIDGE RD
HAZELTON, PA 18202

Order Summary

Bill of Materials

Categorization

Shipping Information

Shipping Orders

Order History

Offer Id	Description	Qty Ordered
B01DX3BG76	GREY - CARTON OF 4	8
B01DX3904C	WHITE - CARTON OF 4	12

Tax: \$0.00

TOTAL: \$0.00

Printer Friendly Version

Generate PDF

Step 5: (starting from top left to bottom)

Order ID: This number is assigned by the system unless you have an API connected with Landis to import a specific Order ID

User: Who entered the order

Reference # and PO #: Are specific to your order—in this example the reference and PO were the same number, but they can be different or you may not have one at all. See the [step-by-step](#) guide on How to Enter and Order if you have questions.

Status: shows where in the warehouse/shipping process your order is. If looking for a historical order, the order will have a processed, shipped, complete status. The order was processed, picked, shipped and is not complete.

If you chose to ship what is in stock and backorder the rest it will have a status of processed, backordered, shipped.

Stream ID and View: Are only relevant for Landis

Order Date: This is the date the order was placed, not the date it was shipped or partially shipped.

Order Inquiry

Order ID: 10

Order Date: 10/11/2016 12:46 PM

User: Egoodwin

Reference #: FBA40VRGMT

PO #: FBA40VRGMT

Status: Processed Shipped Complete

Complete: 10/12/2016 10:51 AM

Stream ID: Default Order Stream

View: Default

Step 6:

The box in blue has multiple tabs with additional information about your order. We'll review each tab and it's information next.

The screenshot shows the 'Order Inquiry' page. At the top, there's a 'Find Order' button. Below it, the 'Order Inquiry' section displays order details: Order ID: 10, User: Egoodwin, Reference #: FBA40VRGMT, PO #: FBA40VRGMT, Status: Processed Shipped Complete, Stream ID: Default Order Stream, and View: Default. The Order Date is 10/11/2016 12:46 PM. Below this, there are two sections: 'Ordered By' (C/O LANDIS LOGISTICS, 2525 N 12TH STREET, BLD # 30 UNIT 2700, READING, PA 19605) and 'Ship To' (AMAZON, 550 OAK RIDGE RD, HAZELTON, PA 18202). At the bottom, there are tabs for 'Order Summary', 'Bill of Materials', 'Categorization', 'Shipping Information', 'Shipping Orders', and 'Order History'. The 'Order Summary' tab is selected, showing a table with columns 'Offer Id', 'Description', and 'Qty Ordered'. The table lists two items: B01DX3BG76 (GREY - CARTON OF 4, Qty 8) and B01DX3904C (WHITE - CARTON OF 4, Qty 12). Below the table, it shows 'Tax: \$0.00' and 'TOTAL: \$0.00'. At the bottom right, there are buttons for 'Printer Friendly Version' and 'Generate PDF'.

Offer Id	Description	Qty Ordered
B01DX3BG76	GREY - CARTON OF 4	8
B01DX3904C	WHITE - CARTON OF 4	12

Tax: \$0.00
TOTAL: \$0.00

Tab 1: Order Summary

Order Summary is what the customer ordered.

If the customer ordered a kit or offer with multiple parts, the kit or offer ordered will appear on this tab and the quantity of the kit.

The screenshot shows the 'Order Summary' tab selected. It displays a table with columns 'Offer Id', 'Description', and 'Qty Ordered'. The table lists two items: B01DX3BG76 (GREY - CARTON OF 4, Qty 8) and B01DX3904C (WHITE - CARTON OF 4, Qty 12). Below the table, it shows 'Tax: \$0.00' and 'TOTAL: \$0.00'.

Offer Id	Description	Qty Ordered
B01DX3BG76	GREY - CARTON OF 4	8
B01DX3904C	WHITE - CARTON OF 4	12

Tax: \$0.00
TOTAL: \$0.00

Tab 2: Bill of Materials

The Bill of Materials will be the breakdown of the multi-lined kit or offer. The Bill of Materials is the list from pick with pick/packers fulfill your orders. The Bill of Materials has headers including the *product ID* and *description*.

Order Summary Bill of Materials Categorization Shipping Information Shipping Orders Order History										
Product Id	Description	Available	Order Quantity	Reserved Quantity	Marked Quantity	Pulled Quantity	Backorder Quantity	Cancelled Quantity	Returned Quantity	
B01DX3904C	WHITE - CARTON OF 4	4	12	0	0	12	0	0	0	0
B01DX3BG...	GREY - CARTON OF 4	4	8	0	0	8	0	0	0	0

NOTE: Click on a product line to review details

The *available quantity* will adjust every time there are changes to the product coming in or out.

The *ordered quantity* will stay stagnant as initially ordered.

Reserved Quantity is when the product is allocated to the order, but the product is still on the shelf waiting to be picked.

Marked Quantity is when the product has been picked from the shelf and prepared to be packed.

Pulled Quantity is when the product has been placed through the shipping station and prepared for pickup by the carrier.

Backordered Quantity will show if any or all pieces of a product are backordered. Ex. customer could order 2, but only 1 is on backorder.

Canceled Quantity like backorders will show if one or more pieces were canceled. Canceling part or all of the product does not affect the “ordered quantity” from column 2

Returned Quantity would only show a quantity if Landis provides reverse logistics services for your company.

Any product line can be clicked on and a pop-up will appear and take you to the product inquiry screen for further details. Please see Step-by-Step guide for Product details for questions.

Find Product

Product Inquiry

Product ID:

B01DX3904C

Build Type:

Product

Description:

WHITE - CARTON OF 4

Lead Days:

Owner:

Cost Center:

Comments:

History Detail:

Use Owner Default

Warehouse Parameters

Physical Characteristics

Serial Numbers

Shipping Characteristics

On Order

Display

Valuation & Pricing

Billing Factors

UPCs

Sort Groups

Versioning

Variable Info

Offer

Inventory

History

Offer List

Kits

Change History

Purchase Orders

Graphs

Spoilage

Billing Containers

On Hand:

4

Expected:

0

Reserved:

0

On Order:

2

Unavailable:

0

Back Ordered:

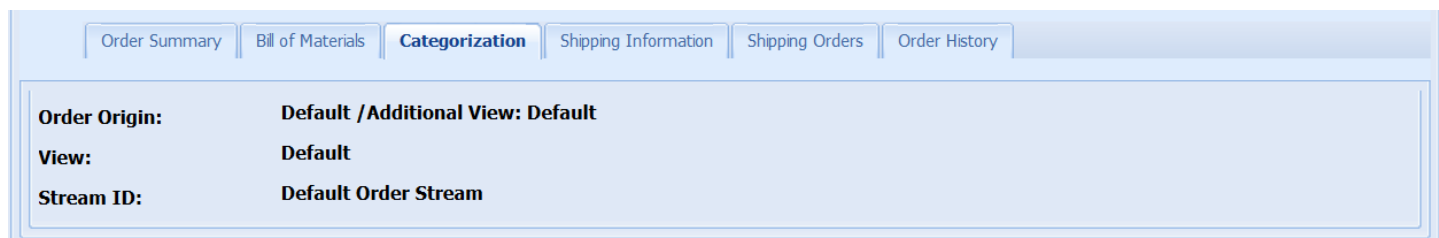
0

Available:

4

Tab 3: Categorization

This is a tab for Landis purposes and can be ignored unless otherwise alerted to you by your account manager.

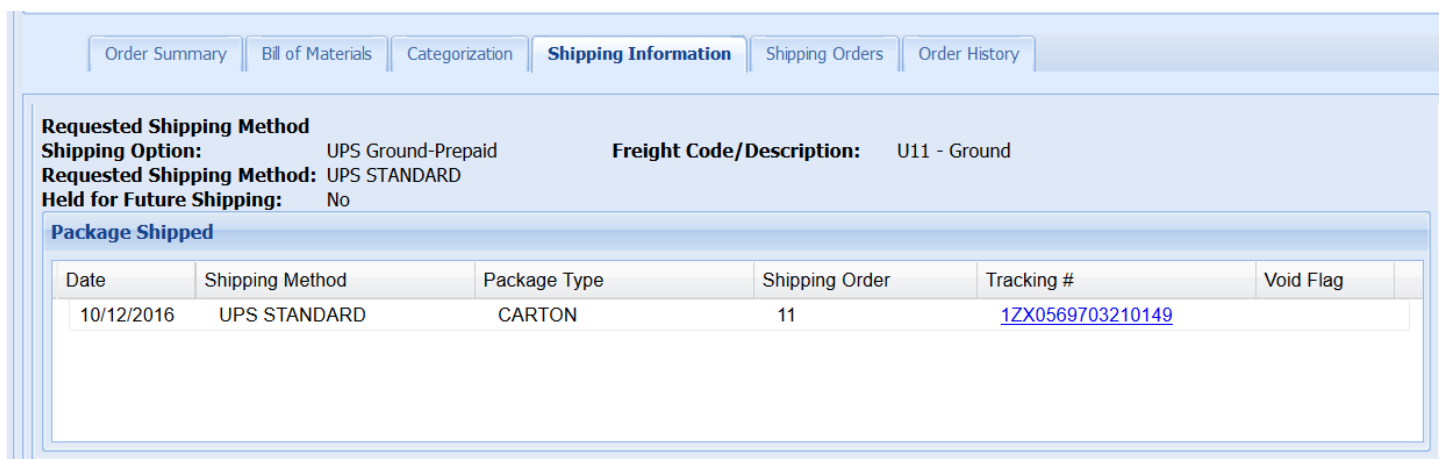


The screenshot shows a software interface with a tabbed menu at the top. The tabs are: Order Summary, Bill of Materials, **Categorization**, Shipping Information, Shipping Orders, and Order History. The 'Categorization' tab is selected. Below the tabs, there is a light blue box containing the following information:

Order Origin:	Default /Additional View: Default
View:	Default
Stream ID:	Default Order Stream

Tab 4: Shipping Information

The header within the tab are details entered at the time of the order. It is the primary information shipping is given, and if any information is incorrect in the header please contact your account manager to alert the shipper or the account manager may make changes to the shipping options on your behalf.



The screenshot shows a software interface with a tabbed menu at the top. The tabs are: Order Summary, Bill of Materials, Categorization, **Shipping Information**, Shipping Orders, and Order History. The 'Shipping Information' tab is selected. Below the tabs, there is a light blue box containing the following information:

Requested Shipping Method
Shipping Option: UPS Ground-Prepaid
Requested Shipping Method: UPS STANDARD
Held for Future Shipping: No

Freight Code/Description: U11 - Ground

Package Shipped

Date	Shipping Method	Package Type	Shipping Order	Tracking #	Void Flag
10/12/2016	UPS STANDARD	CARTON	11	1ZX0569703210149	

The “Package Shipped” portion of the tab will be blank and have no details until the end of day confirmations are complete. Once Veracore runs these confirmations you will see all the shipping details and available tracking. If no link is provided when you click on the tracking number please let your account manager know.

ID	Type	Warehouse	Date Created	Production Due Date	Status	Pieces To Ship	Pick Slip ID
11	Initial Shipment	LLWHSE	10/11/2016 12:47 PM		Complete	20	72045

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Displaying Shipping Orders 1 - 1 of 1

NOTE: Click on a request line to review details

Tab 5: Shipping Orders

The Shipping Orders tab is a tab that reflects production changes. Production changes could include an account manager intercepting and order to put special comments on it, or add or subtract more pieces. Each line within the Shipping Orders tab can be double clicked on and a pop-up will take you to the production shipping order inquiry.

The shipping order inquiry will tell you when the order was created, transmitted, marked, picked, packed and shipped/completed. It will also show you which products were placed in each box, if it is a multi box shipment.

Shipping Order:11

Pick Slip ID:72045

Ship To

AMAZON
 550 OAK RIDGE RD
 HAZELTON, PA 18202

Shipping Order History

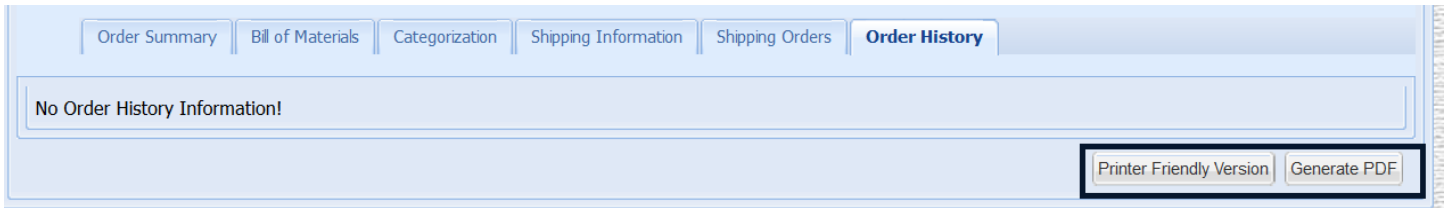
Transaction Type	Transaction Date/Time
Created	10/11/2016 12:47 PM
Transmitted	10/11/2016 12:47 PM
Marked	10/11/2016 12:48 PM
Picked	10/12/2016 10:50 AM

Products to Ship

Part Number	Description	Revision	Revision Date	Pieces to Ship
B01DX3BG76	GREY - CARTON OF 4			8
B01DX3904C	WHITE - CARTON OF 4			12

Packages

Package Type	Date Packed	Date Shipped	Shipping Info
CARTON		10/12/2016 10:51 AM	Shipped Via: UPS STANDARD Tracking #: 1ZX056970321014965



Order Summary Bill of Materials Categorization Shipping Information Shipping Orders **Order History**

No Order History Information!

Printer Friendly Version Generate PDF

Tab 6: Order History

The last tab shows you any manual changes to the order after order submission. This particular order did not have any changes to it, so there is no order history. Not having an order history does not mean the order is outstanding! Please refer to the Shipping Orders in Tab 5, if you have inquires about an orders status within the warehouse.

If you have any questions about using this tool or an particular order, please contact customerservice@landislogistics.com.