

Aged Order Log

Description:

How to manage tracking information for aged orders

Guidelines:

You will need the following programs open:

- [Aged Order Log](#)
- [FedEx Tracking](#)

Key: When looking at the log:

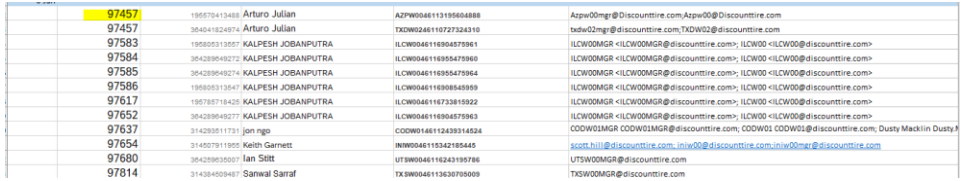
Green = Shipping confirmed

Red = Not shipped (needs follow up)

White = Tracking not verified

Orange = Shipping Exception

Process:

STEP	ACTION
1	<p>Use the order number on log to look up order in FSA</p> 
2	<p>Go to the notes section in FSA and the tracking numbers will be under the "Agent Notes" tab</p> <p>Agent Notes:</p> <p>Aged Tire Tracking : 772359719782</p> <p>Aged Tire Tracking : 772359806811</p>
3	<p>Look up each tracking number in Fed Ex tracking to see if there has been any scans</p>

	<div> Tracking Number Track by Reference Track by TCN Obtain Proof of Delivery </div> <p>Enter up to 30 of your FedEx tracking, door tag, or FedEx Office order numbers (one per line).</p> <div> <input type="text"/> </div> <p>NEED HELP? TRACK</p>
4	<p>If Tracking shows in transit highlight order in log green</p> <div> <div> <p>UPDATED DELIVERY</p> <p>Monday</p> <p>6/12/2023 by end of day</p> <p><i>Initially expected Monday, 6/12/2023</i></p> <p>EARLY</p> <p>Want updates on this shipment? Enter your email and we will do the rest!</p> <div> <input type="text"/> <input type="submit" value="SUBMIT"/> </div> <p>MORE OPTIONS</p> <p>Manage Delivery</p> </div> <div> <p>DELIVERY STATUS</p> <p>In Transit</p> </div> <div> <p>TRACKING ID</p> <p>772359719782</p> <p>FROM Phoenix, AZ US Label Created 6/6/2023 9:59 AM</p> <p>PACKAGE RECEIVED BY FEDEX PHOENIX, AZ 6/6/2023 3:02 PM</p> <p>IN TRANSIT WAYNESVILLE, MO 6/8/2023 11:22 AM</p> <p>OUT FOR DELIVERY</p> </div> <div> <p>322 97457 198570413489 Arturo Julian AZPW0048113195054888 Azpw00mg@Discounttire.comAzpw00@Discounttire.com</p> </div> </div>
5	<p>If Tracking shows no scans and still says “Label Created” highlight order in Red</p> <div> <div> <p>ESTIMATED DELIVERY DATE</p> <p>Tuesday</p> <p>6/13/2023 by end of day</p> <p>The delivery date may be updated when FedEx receives the package.</p> <p>Want updates on this shipment? Enter your email and we will do the rest!</p> <div> <input type="text"/> <input type="submit" value="SUBMIT"/> </div> <p>MORE OPTIONS</p> <p>Manage Delivery</p> </div> <div> <p>DELIVERY STATUS</p> <p>Label Created</p> <p>↓ Shipment is 1 of 2 pieces</p> </div> <div> <p>TRACKING ID</p> <p>772388251089</p> <p>FROM Phoenix, AZ US Label Created 6/8/2023 10:39 AM</p> <p>PACKAGE RECEIVED BY FEDEX</p> <p>IN TRANSIT</p> <p>OUT FOR DELIVERY</p> </div> <div> <p>344 99047 0000000000 Brian Bader 76666666110881233333 trow00mg@Discounttire.comtrow00@Discounttire.com</p> </div> </div>
Note:	<p>If order has been at this status for more than 2 days send an email to the warehouse asking for update on order</p>
6	<p>Sometimes there will be tracking numbers that have an exception. Scroll down on tracking to see the “Travel History”. If there hasn’t been any updates in 3 days, add order to the WISMO log and notes in FSA for CC to contact Fed Ex</p>

	<div><div>Travel history</div><div><div>SORT BY DATE/TIME Ascending</div><div>TIME ZONE Local Scan Time</div></div><div><div>Thursday, 6/8/2023 10:39 AM ⓘ Shipment information sent to FedEx</div><div>↑ Back to top</div></div></div>
7	<div><div>Highlight the order in Orange on the log</div><div><div>97457</div><div>3245013220474 Arturo Julian</div><div>7XDW024611619727324316</div><div>artur02mg@discounttire.com,7XDW024611619727324316@discounttire.com</div></div></div>

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