

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 style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Tracking Number Track by Reference Track by TCN Obtain Proof of Delivery</p> <p>Enter up to 30 of your FedEx tracking, door tag, or FedEx Office order numbers (one per line).</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> TRACKING NUMBER <small>NEED HELP?</small> </div> <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> TRACK </div> </div>
4	<p>If Tracking shows in transit highlight order in log green</p> <div style="border: 1px solid #ccc; padding: 10px; text-align: center;"> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="flex: 1;"> <p>UPDATED DELIVERY Monday 6/12/2023 by end of day <small>Initially expected: Monday, 6/12/2023</small></p> <p>DELIVERY STATUS In Transit</p> <p>YOUR EMAIL <input type="text"/> SUBMIT</p> <p>MORE OPTIONS</p> <p>Manage Delivery</p> </div> <div style="flex: 1; border-left: 1px solid #ccc; padding-left: 10px;"> <p>TRACKING ID 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 198570413488 Arturo Julian AZPW0048113196048888 Azpw0mgr@discounttire.com Azpw00@discounttire.com</p> </div>
5	<p>If Tracking shows no scans and still says "Label Created" highlight order in Red</p> <div style="border: 1px solid #ccc; padding: 10px; text-align: center;"> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="flex: 1;"> <p>ESTIMATED DELIVERY DATE Tuesday 6/13/2023 by end of day <small>The delivery date may be updated when FedEx receives the package.</small></p> <p>DELIVERY STATUS Label Created</p> <p><small>↓ Shipment is 1 of 2 pieces</small></p> <p>YOUR EMAIL <input type="text"/> SUBMIT</p> <p>MORE OPTIONS</p> <p>Manage Delivery</p> </div> <div style="flex: 1; border-left: 1px solid #ccc; padding-left: 10px;"> <p>TRACKING ID 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 98047 364296810000 Brian Bader TNW00481116801255983 Tnnw0mgr@discounttire.com Tnnw00@discounttire.com</p> </div>
Note:	If order has been at this status for more than 2 days send an email to the warehouse asking for update on order
6	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>Travel history</p> <p>Thursday, 6/8/2023 10:39 AM ⓘ Shipment information sent to FedEx</p> <p>↑ Back to top</p>
7	Highlight the order in Orange on the log

Contact:

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