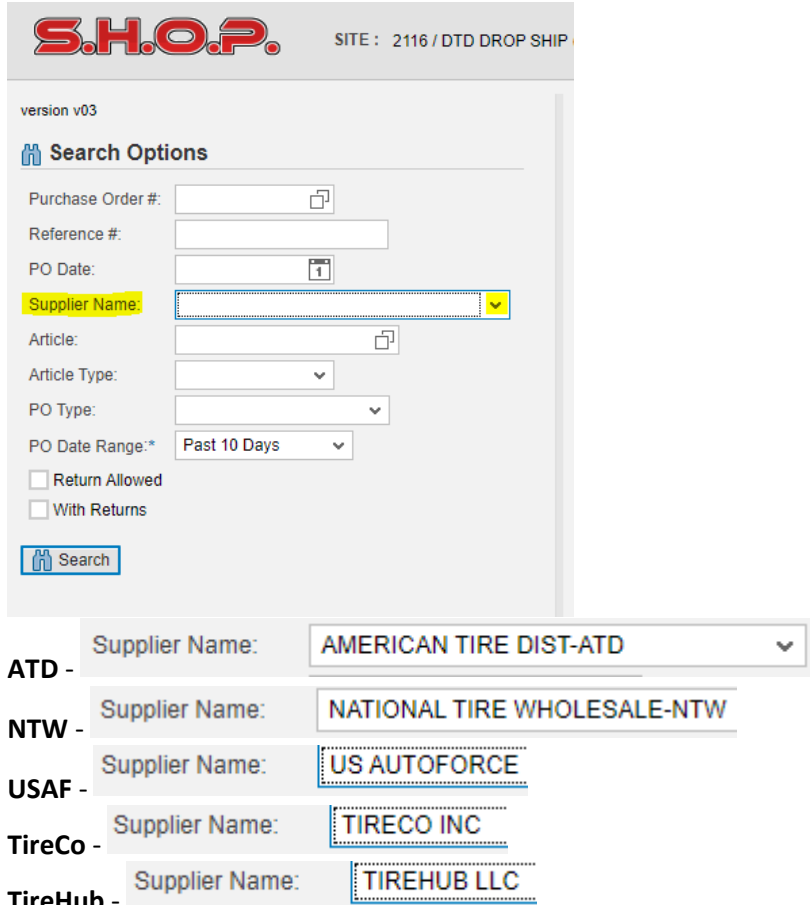# <u>Open Orders</u>

Description:

This process is to follow up with the vendors on Drop Ship orders that we didn't receive tracking for, in the 48hour timeframe.
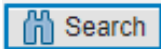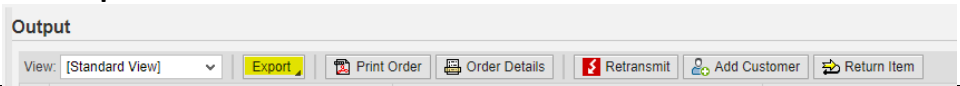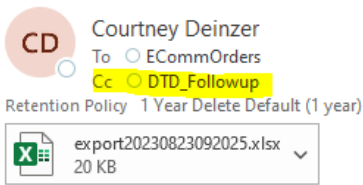
Guidelines:

You will need the following systems:

- SHOP – *personal SAP login needed*
- Outlook

Process:

STEP	ACTION
1	Log into SHOP and select the Drop Ship vendor (one at a time) from the "Supplier Name" drop down. See the vendor names below

2	Once you have selected the supplier click **Search** 🔍 Search
3	Click **Export** to excel Output View: [Standard View] ▾ | Export | 📄 Print Order | 🖨 Order Details | 💲 Retransmit | 👤 Add Customer | 🔄 Return Item
4	In excel, turn on filters for the entire sheet. In the "Order Data" column A, filter for "Delivered" and **delete** all rows. *The only orders left should be "Processing"*
5	Scroll over to filter the "Date Info" in column E, for all dates that are 48 hours and older. *There may be only 1 order sometimes* **If you're doing this on a Monday, be sure to account for the weekend**
6	Email this to the vendor by clicking **File** > **Share** > **Send a copy**
7	CC – DTD_Followup Subject Line – Please Provide Tracking Body – Hello, Can you please provide tracking for the following order(s)? ==Please Provide Tracking== CD Courtney Deinzer To ◯ ECommOrders ==Cc ◯ DTD_Followup== Retention Policy 1 Year Delete Default (1 year) 📄 export20230823092025.xlsx ▾ 20 KB ==Hello,== ==Can you please provide tracking for the following orders?== Courtney Deinzer Support Agent _____ Discount Tire Direct ☐ PHONE: 602.735.1867 ☐ PHONE: 800.707.8473 ext. 51867 ☐ EMAIL: courtney.deinzer@discounttire.com
Vendor email addresses:	**ATD** - ecommorders@atd-us.com **NTW** - Russell.Lind@NTW.com, order_management_support@TBCCORP.com **USAF** - dl-etailer@usventure.com **TireCo** - Jasmine.Penaloza@tireco.com, grp.tncsr@tireco.com **TireHub** - Kim.Buswell@tirehub.com, Marc.Mehagan@tirehub.com, marcus.white@tirehub.com
Note:	*Tire Co & Tire Hub are good about sending tracking info. Others may take longer to get back to us*

8	When the <u>vendor responds with tracking</u>, pull up the order in FSA and go to the Tracking tab to make sure the tracking is attached to the order. If it's not, go to the Notes tab and leave a note to add the tracking #
9	If the <u>vendor responds saying they are reaching out to their warehouse</u> or <u>waiting on tracking</u>, go to the Notes tab in FSA and add a note saying *"Waiting on response from vendor with tracking"*
10	If the <u>vendor said they don't have the order in their system</u>, check stock and place a new order OR email DTD_PendingOrders Order #5010173397 PO #4727536351 **CD** Courtney Deinzer To ○ DTD PendingOrders Retention Policy 1 Year Delete Default (1 year) Expires 8/22/2024 Hello, I reached out to Kuhmo for tracking and they informed me that this PO isn't in their system. Can you please reorder? Courtney Deinzer Support Agent _____ Discount Tire Direct ☐ PHONE: 602.735.1867 ☐ PHONE: 800.707.8473 ext. 51867 ☐ EMAIL: courtney.deinzer@discounttire.com
11	Repeat the previous steps with each vendor

Contact:
Courtney Deinzer - courtney.deinzer@discounttire.com
Annette Alexander - annette.alexander@discounttire.com