

Monitoring Orders

Introduction

Our goal is for orders to go out the same day they come in. Throughout the day, and especially toward the end of day:

- Check the DC Processing dashboard to ensure there are no orders left open. If there are open orders, find out why and follow up.
- Look for Exceptions in SRS Inventory Manager and follow up on any orders that can't be shipped. Examples of exceptions include: lost product and mislabeled product.

Checking the DC dashboard

Follow these steps to monitor POS orders:

| Step | Action |
|------|---|
| 1 | In the POS, select Modules tab, then select DC Processing . |
| 2 | Select your DC from the dropdown list, then log in. The password is "dcproc". |
| 3 | This displays all open orders. Review them to ensure that orders are being handled appropriately. |
| 4 | Follow up on old orders and resolve any issues. |

Following up on exceptions

Follow these steps to identify and follow up on exceptions:

| Step | Action |
|------|--|
| 1 | Open SRS Inventory Manager. |
| 2 | Select Paperless Shipping . |
| 3 | Select the magnifying glass icon. |
| 4 | Select the Show Exceptions button. If there are exceptions, they will display. |
| 5 | Select View Line Items . Article, quantity, and description display. Investigate and resolve, the same as you do for the Sync report process. If you can't ship, contact DTD Pending (for store orders) or DC Inquiries (for customer orders). |
| 6 | After your investigation is complete: <ol style="list-style-type: none"> 1) In the Exception Reason field, replace the initial comments with actual reason and your initials. 2) Right-click to bring up the menu. <ul style="list-style-type: none"> • If product is found, select Move back into picking queue. • If product is not found, email DTD Pending for STO's, DC Inquiries for Fleet and Retail. (STO's will need to be manually closed on DC Processing page). This documents that the work has been done. |



Contact

Please see your manager if you have additional questions.
