

Researching Orders in Desktop MIM

Guidelines

To ensure your Special Order customers always receive the best possible experience, it is very important every day to:

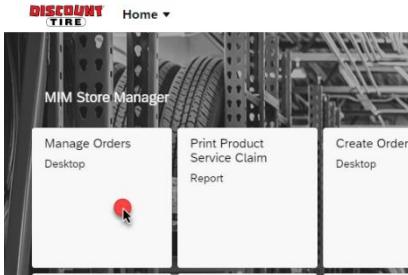
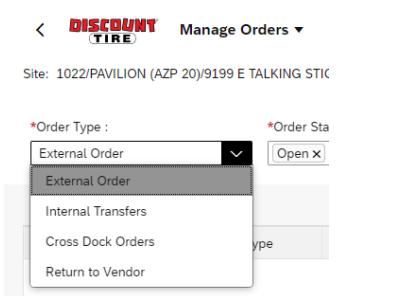
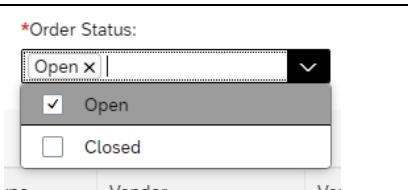
- Review open orders in Desktop MIM
- Follow up on overdue orders

Note: Only orders created in Desktop MIM will display. SHOP orders are shown in the **SHOP Order History**.

To schedule accordingly, you can check Cross Dock delivery dates, times, and order quantities weekly.

Researching Orders in Desktop MIM

Follow these steps to research orders in the Desktop MIM.

| Step | Action |
|------|---|
| 1 | <p>Log into the Desktop MIM, click the Manage Orders tile.</p>  |
| 2 | <p>Select the Order Type you wish to research:</p> <ul style="list-style-type: none"> • External Order – Misc. POs (<i>default</i>) • Internal Transfers – Transfers from stores, warehouses, DTD, Will Call Orders • Cross Dock Orders • Return to Vendor  |
| 3 | <p>Choose the Order Status you wish to research:</p> <ul style="list-style-type: none"> • Open (<i>default</i>) • Closed • Both (<i>slowest option</i>)  |
| 4 | <p>To speed up the search and narrow the search results, you may also use these options (these will change based on above selections):</p> <ul style="list-style-type: none"> • PO/OBD Number – for a specific PO or OBD • Document / Delivery Date – for a specific time range • Vendor Number / Supply Site – orders from a specific place • Article Number – for a specific product  |

**Researching
Orders in
Desktop MIM
(continued)**

| Step | Action |
|------|---|
| 5 | <p>After you have selected all the criteria, click the Go button to run this report.</p> <p>Note: The more specific the criteria you provide, the faster the report will run.</p> |
| 6 | <p>The report displays, sorted by PO/OBD number.</p> <p></p> <p>This example shows all open Cross Dock orders. Look for any OBDs that contain the delivery date that you normally receive your Cross Dock deliveries on and total them.</p> <p>Note: Delivery dates on OBDs will not take second- and third-day deliveries into account.</p> |
| 7 | <p>To view order details, click the > to the right of the desired line.</p> <p>Note: After you click the PO Number link, you can also print the details of the order. This can help you prepare for a large delivery.</p> |
| 8 | <p>To print this report,</p> <ol style="list-style-type: none"> 1) Use the print function built into Chrome 2) Click the 3 dots on the top right and select print 3) Confirm desired data on preview and click Print <p></p> |

Contact

If you have any questions or concerns, please contact the Service Desk.