

## 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:

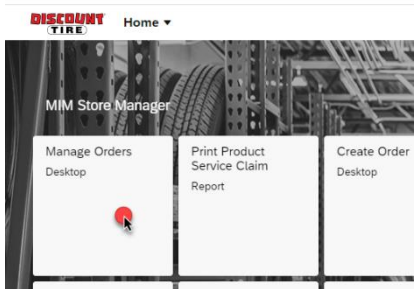
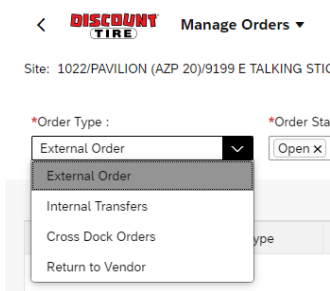
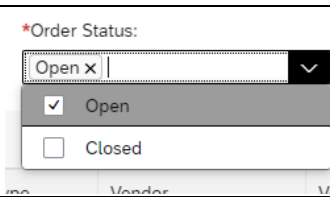
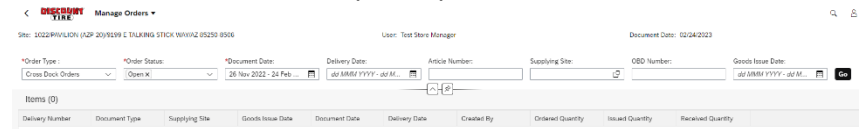
- Review open orders in Desktop MIM
- Follow up on overdue orders

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

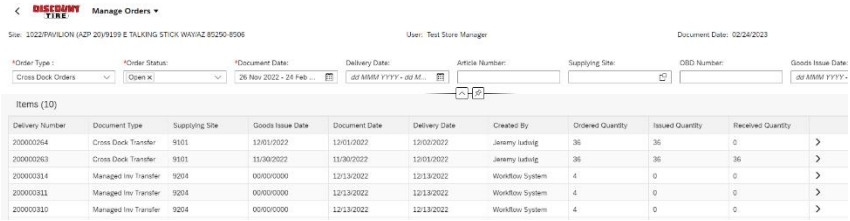
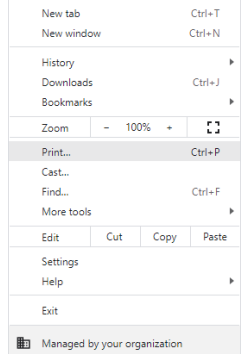
To schedule accordingly, you can check Cross Dock delivery dates, times, and order quantities weekly.

### 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 <b>Manage Orders</b> tile.</p> 
2	<p>Select the Order Type you wish to research:</p> <ul style="list-style-type: none"> <li>• <b>External Order</b> – Misc. POs (<i>default</i>)</li> <li>• <b>Internal Transfers</b> – Transfers from stores, warehouses, DTD, Will Call Orders</li> <li>• <b>Cross Dock Orders</b></li> <li>• <b>Return to Vendor</b></li> </ul> 
3	<p>Choose the Order Status you wish to research:</p> <ul style="list-style-type: none"> <li>• <b>Open</b> (<i>default</i>)</li> <li>• <b>Closed</b></li> <li>• <b>Both</b> (<i>slowest option</i>)</li> </ul> 
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"> <li>• <b>PO/OBD Number</b> – for a specific PO or OBD</li> <li>• <b>Document / Delivery Date</b> – for a specific time range</li> <li>• <b>Vendor Number / Supply Site</b> – orders from a specific place</li> <li>• <b>Article Number</b> – for a specific product</li> </ul> 

## Researching Orders in Desktop MIM (continued)

Step	Action
5	<p>After you have selected all the criteria, click the <b>Go</b> button to run this report.</p> <p><b>Note:</b> 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>This example shows all open Cross Dock orders.</p> <p>Look for any OBDs that contain the delivery date that you normally receive your Cross Dock deliveries on and total them.</p> <p><b>Note:</b> Delivery dates on OBDs will not take second- and third-day deliveries into account.</p>
7	<p>To view order details, click the <b>&gt;</b> to the right of the desired line.</p> <p><b>Note:</b> 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"> <li>1) Use the print function built into Chrome</li> <li>2) Click the 3 dots on the top right and select print</li> <li>3) Confirm desired data on preview and click <b>Print</b></li> </ol> 

## Contact

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