

## Web Link Help File: Incomplete Orders

## Abstract

> This help file will illustrate how to view incomplete orders resulting from lost sales, saved orders or exceeded credit.

## Procedure

- 1) Sign into the site as website administrator user.
- 2) Select "Incomplete Orders" from the Order Status menu. (fig. 1)



- 3) Choose one of the three available reports. (fig.2)
  - Lost Sales: Presents a list of all sales lost due to out of stock items
  - Saved Orders: Provides a list of all orders saved by customers
  - Credit Exceed: Lists all orders on hold due to exceeded customer credit.



4) The Lost Sales report displays a list of all parts that were reported as out of stock by a customer. Once the part is becomes available the customer can be notified by clicking on their email address. An email notification, which can be viewed and edited from the Email Templates page, is sent automatically to the email address listed. (fig. 3)

Part#	Line Code	Quantity	Customer Number	Customer Name	Phone	City	Date	Email	Select	fig
51515	DOR	1	DEFAULT	Anonymous Anonymous	1234567891	test	8/25/2011	test@test.com 🗲 🗕		

5) The Saved Orders page allows the administrator user to search for all currently saved orders or only orders saved within a selected date range. Once the "view all orders" button has been selected or a date range has been set and the "find" button has been selected, a list of saved orders is presented complete with customer account numbers, dates the orders were created and order totals.(fig.4)

	Orders							
ption Type	Saved Orders							
	/01/2012		Тс	10/31/2012				
(mn	n/dd/yyyy)			(mm/dd/yyyy)				
Fi	ind View All Or	ders						
						Export 7	o Exce	el / Print
		Orders be	etween 02/0	1/2012 and 10/31/2012		Export 1	o Exce	el / Print
Customer	Shopping Cart		etween 02/0 Date		#Item			
Customer Number	Shopping Cart Name		-	1/2012 and 10/31/2012 Email	#Item	Export T Order Total		
			Date		#Item 1	Order Total		
Number	Name My Shopping		Date Created	Email		Order Total	View <u>View</u>	Delete

6) Clicking on the email address will open the default email program installed on the administrator's computer allowing them to contact the customer about the order. Clicking on the "view" link will load the invoice for the order allowing the administrator to view the parts saved within the order. (fig. 5 and 6).

Customer Number	Shopping Cart Name	PO Number	Date Created	Email	#Item	Order Total	View	Delete
DEFAULT	My Shopping Cart		10/30/2012	support@weblinkcorp.com	1	\$5.75	View	KÛ.
DEFAULT	My Shopping Cart		10/13/2012	support@weblinkcorp.com	2	\$10.77	<u>View</u>	Û
DEFAULT	My Shopping Cart	12345	2/22/2012	test123@weblinkcorp.com	1	\$37.17	<u>View</u>	ŵ

.5

	eauto.com/r		der Details.asp	ox?ShoppingCartID1=100				<u> </u>
SPEC					Date : 10/30/2012 6: Customer PC		Web Process# : 0 Customer No.	
WebWare O	nline						DEFAULT	
TEst test, CA 908	305							
11111111111								
С	ustomer C	Comments	ShipVia	Order Placed By	Order	Date	Order Status	
	-			Admin (AdminUser)	10/30	/2012	Saved	
	suppor	rt@weblinkcorp.com		support@weblinkcorp.				E
Part Numbe	LineCode	Brand	D4		.com Extended Cor Price Prio		Notes	=
	LineCode	Brand	Part Description	Quantity List Your E	Extended Cor Price Pric			
Numbe	r LineCode	Brand	Part Description	Quantity List Your E Price Price	Extended Cor Price Pric	e Location		55.75
Numbe	r LineCode	Brand	Part Description	Quantity List Your E Price Price	Extended Cor Price Pric	ce Location 0.00 Warehouse	Sub Total \$ s Tax @ 0.00% \$	0.00
Numbe 85040	<mark>r LineCode</mark> CFI	Brand I CARQUEST/WIX C	Part Description	Quantity List Your E Price Price	Extended Cor Price Pric	ce Location 0.00 Warehouse	s Sub Total \$	0.00
Numbe 85040 Thank you fo	F LineCode CFI	Brand ( CARQUEST/WIX C Ware Online	Part Description	Quantity List Your E Price Price	Extended Cor Price Pric	ce Location 0.00 Warehouse	Sub Total \$ s Tax @ 0.00% \$	0.00
Numbe 85040 Thank you fo	F LineCode CFI	Brand ( CARQUEST/WIX ( Ware Online his order is 0	Part Description	Quantity List Your E Price Price	Extended Cor Price Pric	ce Location 0.00 Warehouse	Sub Total \$ s Tax @ 0.00% \$	0.00

7) The Credit Exceed option loads all of the outstanding orders within a selected date range that are placed on hold due to exceeded credit limits. Once the accounts have been reconciled the order can be placed by clicking on the "retry" link.

complete (	Orders						
ception Type:	Credit Exceed 💌						
	11/2012 (dd/yyyy)		10/18/2012 mm/dd/yyyy)				
Vie	w Orders						
Vie	w Orders					Export To Exce	l / Prin
Customer Number	Gateway Confirmation ≠	Web Confirmation#	Status	Order Total	Items	Export To Exce Status Last Updated	/ Prin Retry
Customer	Gateway	Web Confirmation≇ 0	Status Persisted		Items 1		Retry
Customer Number	Gateway			Total		Status Last Updated	Retry Retry