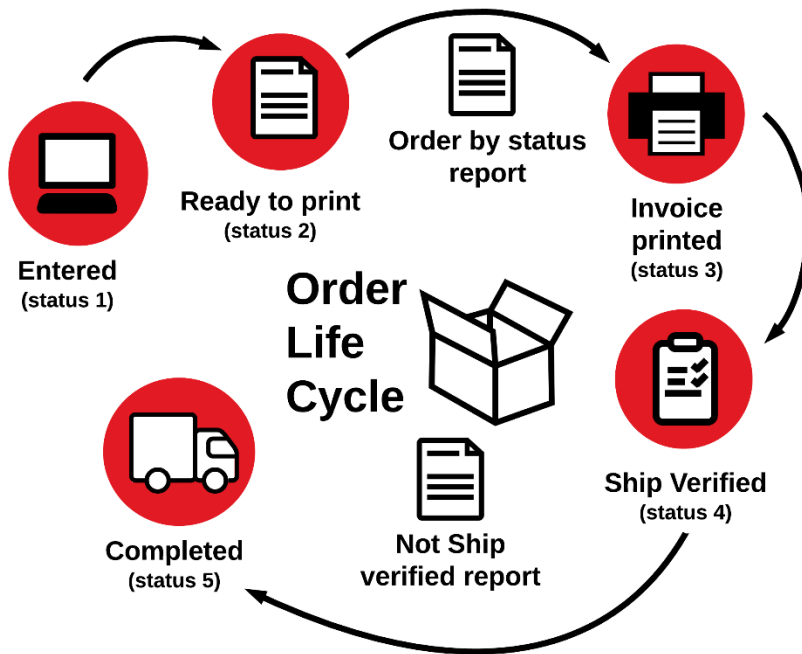


Order statuses

From the distributor's first selection of product to the final delivery, an order goes through a process that we call the order life cycle. There are certain checkpoints throughout the order life cycle where you can check on the status of an order in DataTrax. Here's more information about order statuses in DataTrax.



Entered status

The Entered status (status 1) in DataTrax indicates that the order was just entered, either by an operator or by a distributor who entered the order online, such as using Evo. Payment is collected and processed during the Entered status.



Order by status report

Orders entered usually move from the entered status to the ready to print status automatically. However, there may be problems that keep an order from advancing. To spot these problems, you need to run the Order by status report daily.

Problems that may appear on the report are failed orders from autoship templates and payment issues, such as a declined credit card.



Ready to print status

When the order's payment is validated, the order moves to the Ready to print status (status 2). This prepares the order's invoice to be batch printed for the warehouse. If there are problems, such as insufficient funds or an exceeded credit card limit, someone from your company must intervene to resolve the problem. The operator may need to create a contact tracking record to help resolve the problem.



Printed status

After payment is confirmed for the order, the invoice (or picking document) prints at the warehouse. This is the Printed status (status 3). Workers on the picking line pack the product in boxes and create the shipment.

Your warehouse workers must check the items in the boxes against the invoice (or picking document) for accuracy. You should designate someone to compare the shipping manifest against the Shipment Log report generated by DataTrax as the shipments are loaded onto the shipping carrier's truck. For more information about the Shipment Log report, see the DataTrax User Guide.



Ship verified status

All orders must be moved to the Ship verified status (status 4) before shipping the orders.

There are two scenarios for moving an order to ship verified status (status 4). First, after your warehouse workers have checked the items in the boxes against the invoice (or picking document) for accuracy, they indicate that the order is ship verified in DataTrax.

An order can also be marked ship verified if the order is pending shipment. Backorders often keep an order from shipping. For example, if you account for 9 of 10 items in a shipment and one item is backordered, the order remains at a ship verified status into stock is received to fill the backorder.



Not Ship verified report

At the end of the day, you should run the Not ship verified report. This report displays all orders that are still at the Printed status and that are not ready for shipping. The goal is to see no orders on this report at the end of the day. If there are orders on this report, make sure you can account for them and have a plan of action to remove them.



Completed status

The order moves to the completed status when the shipment is posted to the system.