


## ORDER SEARCH / TRACK AND TRACE

You have to log onto the Ingram Micro Imonline site to search for your order detail.

1. To search for orders you can:
  - a. Click on My Account>Order List or
  - b. Click on Order List in Quick Links or
  - c. Use Quick Order Search enter your PO number or IM sales order number

The screenshot shows the Ingram Micro Imonline website interface. At the top, there is a navigation bar with links for Products, Vendors, Cloud Services, Services & Support, News & Events, Contact Us, and My Account. The 'My Account' link is highlighted with a red box. Below the navigation bar is a search bar with the text 'Search by Keyword(s), VPN or IM SKU'. To the right of the search bar is a 'Quick Order Search' section with a dropdown menu for 'Reseller PO Number' and a search button. Below the search bar is a 'Quick Links' section with buttons for Saved Searches, Quick Order Entry, Order List (highlighted with a red box), Backorders, Invoice list/Account statement, RMA list, Create user, Vendor / Product Manager Info, My Profile, and Google Search. The main content area is titled 'My Account' and contains several sections: My Profile, User Administration, Baskets, Order List (highlighted with a red box), Account Statements, Returns Management, Saved Searches, and Favourite Products. On the right side, there are promotional banners for 'IM ACTION' (MAY 2012) and 'Website User Guides'.

2. You have multiple search options:
  - a. Your PO number
  - b. IM Sales Order number
  - c. From to date order create date
  - d. From to ship date
  - e. Order status
  - f. SKU number
  - g. VPN number

Once you've entered the search option click on  to search

**Quick Report** i

- Estimated Deliveries Today
- Estimated Deliveries Tomorrow
- Deliveries Yesterday
- Backorder Report
- Orders with Discontinued Products

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**Number**

IM Order Number v  
26270037 p

**Order Create Date**

From:  📅  
To:  📅 p

**Ship Date**

From:  📅  
To:  📅 p

**Order Status**

- All Orders
- On Hold
- Open
- Back Order
- Processed p

**SKU**


p

**VPN**

p





Order List					1 result(s) Found
1 - 1 of 1		Per page: 10			1 <span>Clear Search</span>
P.O. Number	IM Number	Order Date	Header Status	Total (incl.Tax)	
<span>+</span> 60702326	26270037	24/04/2013	Processed	\$ 460.00	
1 - 1 of 1		Per page: 10			1 <span>Clear Search</span>





## ORDER DETAIL


3. To check the order detail expand the order by clicking on  note Header status


Order List					1 result(s) Found
1 - 1 of 1		Per page: 10			1 <span>Clear Search</span>
P.O. Number	IM Number	Order Date	Header Status	Total (incl.Tax)	
<span>+</span> 60702326	26270037	24/04/2013	Processed	\$ 460.00	
1 - 1 of 1		Per page: 10			1 <span>Clear Search</span>

a. Depending on the status you can

- i. Click on  for serial number.
- ii. Click on  to request order status (only if the order is open) and complete the requested detail.
- iii. Click on  to repeat the order (will add the same content to a new basket)
- iv. Click on  to get the shipping detail.

Order List					1 result(s) Found			
1 - 1 of 1		Per page: 10			1	Clear Search		
P.O. Number	IM Number	Order Date	Header Status	Total (incl.Tax)				
60702326	26270037	24/04/2013	Processed	\$ 460.00				
Ship To Attn: Gian Ayson Ingram Micro Staff account , APOLLO DR C/- INGRAM MICRO (NZ) LTD, AUCKLAND, 06 32					  			
Line	SKU	VPN	Description	Ord. Qty	Line Price	Ships From	Line Status	
10	2321225	N670GTX-PM2D2G D5	MSI MSI GTX 670 2GB GDDR 5 PCIE-30 256Bit	1	\$ 400.00	NZ01	Shipped	
1 - 1 of 1		Per page: 10			1	Clear Search		

v. When you click on  you can check the delivery information

Delivery Information				
Qty	Carrier & Tracking	Shipped Date	Invoice #	
1	Courier Post 00194219021008861884	15/05/2013	0094564225	

vi. Click on the tracking number to get Courier Post tracking information (note there is no direct link for bulk freight)

TRACKING NUMBER

STATUS

SERVICE

00154219021008861884

DELIVERED

8.31am on 16 May 2013 E



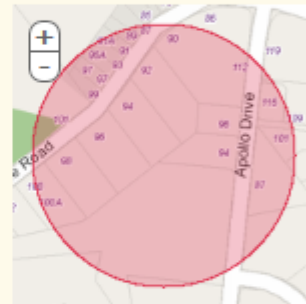
**CURRENT STATUS:**

Your item was delivered by our courier based at Malrangl Bay and signed for by "FIONA JENKINS ". Thank you for using CourierPost

**HISTORY:**

DATE	DESCRIPTION
6.55am on 16 May 2013	Your item was processed for delivery.
11.50pm on 15 May 2013	Your item was processed at the CourierPost Auckland Operations Centre.
5.33pm on 15 May 2013	Your item was picked up by our courier based at Wiri.
10.15pm on 14 May 2013	A tracking label was created.

**DELIVERY LOCATION**



**SERVICE TYPE:**

Economy: Delivery target is 2-3 working days. This is available only for deliveries between the North and South Islands.

**SIGNED BY:**

FIONA JENKINS



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