

# Order Experience Platform

Give Time back to Sales.



Experience Innovation

Aditya Aggarwal

**DELL** Technologies

# OEP Vision

Make it easier & faster to search.

Provide visibility for an order, for a DPID, for a PO, for a Customer

Drive order intelligence & insights from order information

Quantify Experience

Detect orders that need intervention & assign them to accountable action centers.

Automate Order actions, proactively communicate with customers.



# Overall OEP Features

- **Order 360 View**

*Order Timeline, Order Communications, Lead times, holds, tracking links, order health, Stage health, Manifest view, Items-Skus-Parts, predictive delivery date and much more  
Differentiated Experience for 3PP orders, ISG-EMC orders, DTCP XaaS Orders.*

- **Generic Search**

- **Search by Direct order Attributes**  
*(Order Number, DPID, IRN, Gii Order Ref)*

- **Search by Indirect Order attributes**

*(Customer, Customer Affinity, Sales Affinity, Sales Rep, service tags, SI number, Quote number, PO number)*

- **Search Dashboard**

- Search Results Grid
- Save Your Searches
- Advanced Search (Reports)
- Save Your Reports
- Save & View Watchlists
- “My Orders” Dashboard

- **Microsites**

*(Setup your microsite, select search types, dashboard views, choose required order information and priority, Manager users and roles)*

- **Workflows**

*(Create GOV workflows from OEP)*

- **Action Centers (WIP)**

*(Create OEP action tickets , Create & Manage Action Centers, Manage Agent Groups, Create Action Tickets (Workflows), Respond and manage Action Tickets, View All Tickets on an order, Detect order distress and automate Action Tickets)*

- **User Training & Analytics**

*Take A Tour, Column descriptions, Rich Library of FAQs, Videos, Feature Documents, & Take A Tour option.  
Track user onboarding, user behavior on the site*

ies

# Order 360 View

Launched - May'2019  
(linked to [gov.dell.com](http://gov.dell.com))

495700824 | 2006750126471  
(11, US - United States)



SHIPPED  
(3 Days early)



DELIVERED  
(4 Days delay)

## ORDER SUMMARY

Current stage : Delivered (Track)

Age : 7 Day(s)

34  
Days

EDD  
Jul 05, 2019

-65  
Score



Dfs Funding | Dbc Dell Bs Credit Rev Acct-R

800-0000000 | dfs\_funding\_source\_links-  
\_us@dell.com

SDS-Order | NBD-Order | Rush-Order | Retail Order |  
GFI-Order | OEM/ODM-Order | Direct Ship Order

## ORDER INFORMATION

Order Created Date : Jun 12, 2019, 12:37:04 PM

PO Number : 10607

SI Number : ---

Quote Number : 3000039949640

Invoice Number : 10324346385

Order Segment : ---

Company Number : 08

Total Order Amount : USD 33121.73

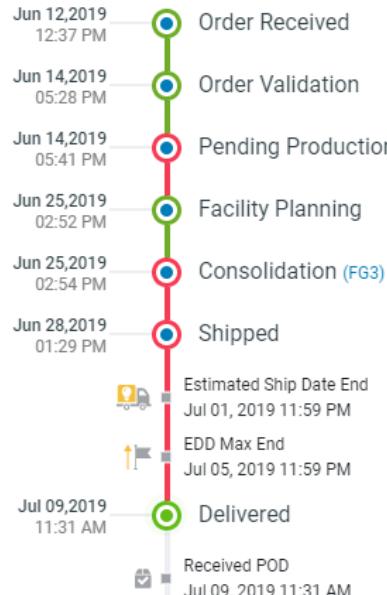
Payment Method : DFS DBC / Dell Business Credit

Ship Method : Ground

Shipping Location : PLEASANTON / California / United States

## ORDER STAGES

## ORDER STATUS



\* Time is being displayed in: CST

Items Information

Shipping Information

Vendor Details

Order Timeline

Order Lifecycle

Customer Information

Service Tag

Workflow Details

Order Siblings

Related Orders

Order Holds

Task Hold Details

Digital Fulfillment

Segment Information

Order Communications

Other Links

Lead Time Details

S

## Items – SKUs – Parts & Part Shortages

# Shipment Info

## WAYBILL AND SHIPPING DETAILS

126549197460

### WAYBILL DETAILS

Waybill Number : 126549197460

Manifest Waybill Number : 126549197460

Air Waybill Number : ---

SCAC : FEDX

Signature Text : L.PIEDIGROSSI

Carrier Name : Federal Express

Carrier Type : ---

Local Carrier Number : ---

Code Part Number : KP7HD

Part Description : ASSY,BASE,DIS,U3419W,DAO

Box Count Qty : 1

Box Weight : 35.264

Box X of Y : 1

Service Tag : 123V5T2

Box Type : ---

City : ---

### SHIPPING DETAILS

Carrier Name	SCAC	Status Date	Ship Code	Ship Description	Reason Code & Description	Remarks	City	State
Federal Express	FEDX	Oct 07,2019 12:28:00 PM	D1	-	-	-	-	-
Federal Express	FEDX	Oct 07,2019 07:56:00 AM	AJ	-	-	-	-	-
Federal Express	FEDX	Oct 04,2019 07:11:00 AM	X4	-	-	-	-	-
Federal Express	FEDX	Oct 03,2019 07:49:00 PM	AF	-	-	-	-	-
Federal Express	FEDX	Oct 03,2019 04:12:50 PM	ds	-	-	-	-	-

# Manifest View of the Order

Manifest View X Close

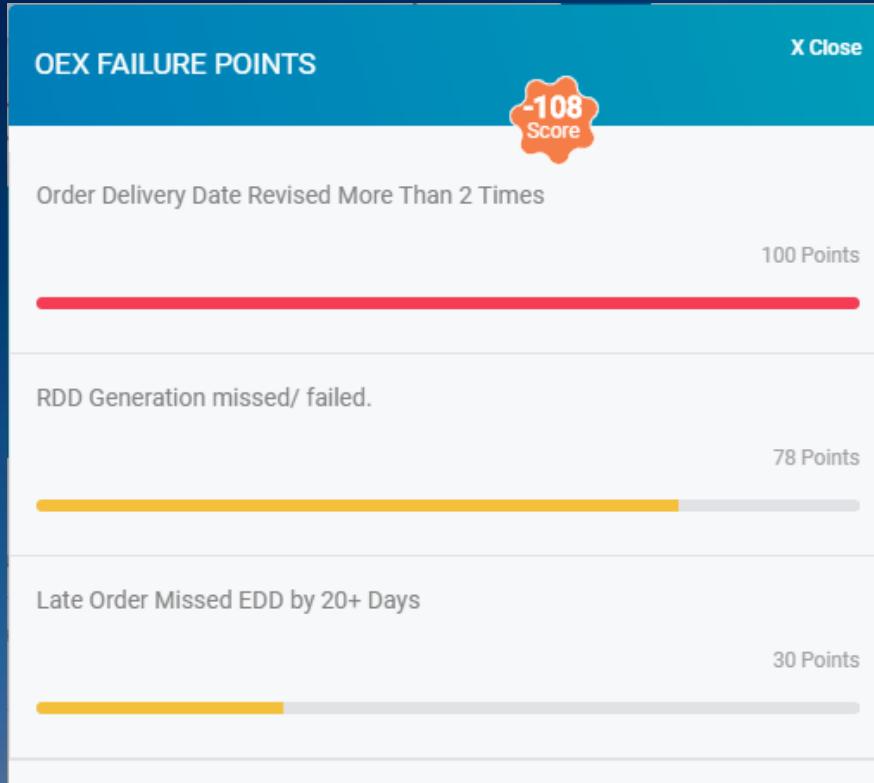
The map displays a flight path originating from a facility in Chengdu, China, indicated by a green dot and a callout box. The path curves across the Pacific Ocean towards North America, ending at a customer location in the United States. The map also shows the outlines of continents and major rivers.

**Facility: WCD**  
Desc: Wistron - Chengdu  
Operations: KITTING,BOXING  
Location: Chengdu City | Sichuan | CN (China)

**Facility : FG3**  
Desc : CEVA Nashville Merge Center (BW2) – Options  
Operations : OVERPACK | SPAMS  
Location : My Juliet | TN | US (United States)

**Customer**  
Name : EMANUEL-VLAD MURESAN  
Location : CALGARY | AB | CA (Canada)

# Oex Score & Lead Time Details



Lead Time Details

* MLT (Manufacturing lead time)	:	11 days (includes XLT)
* XLT (Extended Lead time)	:	10 days
* SLT (Shuttle Lead time)	:	0 days
* LLT (Logistics Lead time)	:	3 days
* PLT (Payment Lead time)	:	0 days
* Payment Holidays	:	0 days
* Manufacturing Holidays	:	2 days
* Logistics Holidays	:	2 days
* ADD (Adder Lead Days)	:	3 days
* Max lead time SKU	:	338-BNWK_11

# Order Communications Visibility

Order Communications						
Order Communication	Other CFO Preference					
Order Communications						
CFO type / CFO Subtype	CFO Preference	Recipients	CFO Created Date	CFO Status	Order No	Download
OrderConfirmation / null	Yes	To: jcook7@wm.com CC: ;remedy_it_procurement@wm.com	Sep 18, 2019 10:17:28 PM	800 - Posting the CFO for delivery (DELIVERY_Q)	527154776, 527154743, 527154750, 527154768	
OrderShipped / null	Yes	To: jcook7@wm.com CC: ;remedy_it_procurement@wm.com	Sep 19, 2019 02:22:52 AM	800 - Posting the CFO for delivery (DELIVERY_Q)	527154743	
OrderShipped / null	Yes	To: jcook7@wm.com CC: ;remedy_it_procurement@wm.com	Sep 20, 2019 02:36:17 AM	800 - Posting the CFO for delivery (DELIVERY_Q)	527154750	
OrderShipped / null	Yes	To: jcook7@wm.com CC: ;remedy_it_procurement@wm.com	Sep 27, 2019 04:38:30 AM	800 - Posting the CFO for delivery (DELIVERY_Q)	527154776	
OrderShipped / null	Yes	To: jcook7@wm.com CC: ;remedy_it_procurement@wm.com	Oct 01, 2019 01:47:45 PM	800 - Posting the CFO for delivery (DELIVERY_Q)	527154768	

# Service Tags

## SERVICE TAG INFORMATION

Tie : 1 / LATITUDE 7490      Tie : 2 / DELL MONITOR P2219H      Tie : 3 / WD19TB

ORDER INFORMATION			
Region : AMER	BUID : 11	Order Number : 527154776	Tie Number : 1
Base Product Description : LATITUDE 7490		Customer # : 145825888	
Billing Customer Name : ACCOUNTS PAYABLE		Stage/Substage : DELIVER / DELIVER	

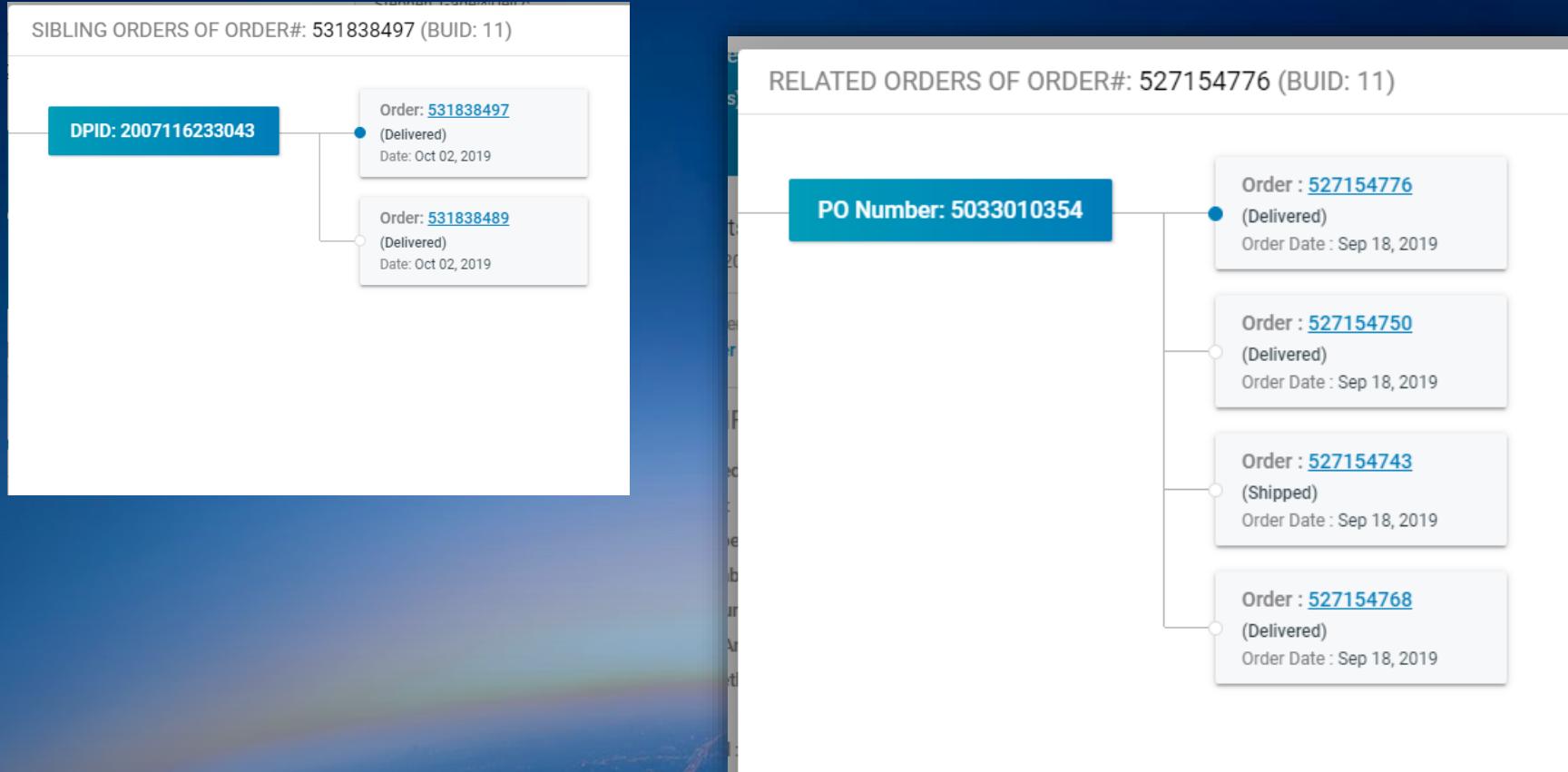
SERVICE TAGS			
Service Tag Number	PSNT	Sku Number	Created Date
JTJD0Z2	--	--	27-SEP-2019
F4CD0Z2	--	--	27-SEP-2019
1XBD0Z2	--	--	27-SEP-2019

Export

# Order Holds History

ORDER HOLD HISTORY								
Tie #	Hold Flag	Hold Source / Hold Group	Hold Type / Hold Desc	Hold Start Date	Hold Release Date	Virtual Message	Reason Code	Reason Desc
2	N	ODM /Part Shortage	PARTS_SHORTAGE /Material Shortage Build Hold	Sep 19,2019 08:13:58 PM	Sep 19,2019 09:57:51 PM	--	A11	PART-SHORT:9G326, HPH9G,6WXCN
2	N	ODM /Part Shortage	PARTS_SHORTAGE /Material Shortage Build Hold	Sep 19,2019 08:13:58 PM	Sep 19,2019 09:57:51 PM	--	A11	PART-SHORT:9G326, HPH9G,6WXCN
1	N	ODM /Part Shortage	PARTS_SHORTAGE /Material Shortage Build Hold	Sep 19,2019 08:13:58 PM	Sep 19,2019 09:57:51 PM	--	A11	PART-SHORT:9G326, HPH9G,6WXCN
1	N	ODM /Part Shortage	PARTS_SHORTAGE /Material Shortage Build Hold	Sep 19,2019 08:13:58 PM	Sep 19,2019 09:57:51 PM	--	A11	PART-SHORT:9G326, HPH9G,6WXCN
1	N	OFS /Dell Hold	T /Awaiting Time Bound Order Release	Sep 18,2019 11:48:48 AM	Sep 19,2019 03:43:26 PM	--	TIME	Global supply shortage on Kabylake-R CPUs; orders will be released FIFO; POC: Field Marketing Manager (FMM)
3	N	OFS /Dell Hold	T /Awaiting Time Bound Order Release	Sep 18,2019 11:48:48 AM	Sep 19,2019 03:43:26 PM	--	TIME	Global supply shortage on Kabylake-R CPUs; orders will be released FIFO; POC: Field Marketing Manager (FMM)

# Order Siblings (to DPID) & Related Orders (to PO)



# Customer Info

CUSTOMER INFORMATION		
Bill To Customer	Ship To Customer	Sold To Customer
<p><b>CUSTOMER INFORMATION</b></p> <p><b>DCN : 27144917</b></p> <p><b>E-Mail : CSMITH@HACRETAIL.COM</b></p> <p><b>Company Number : 08</b></p> <p><b>First Name : CHRIS</b></p> <p><b>Middle Name :</b></p> <p><b>Last Name : SMITH</b></p>		
<p><b>CONTACT INFORMATION</b></p> <p><b>Mobile : 405-2903000</b></p> <p><b>Work : 405-2903000</b></p> <p><b>Home : 405-2903000</b></p> <p><b>General : 405-2903000</b></p>		
<p><b>ADDRESS INFORMATION</b></p> <p><b>Address Line 1 : P O BOX 25008</b></p> <p><b>Address Line 2 : -</b></p> <p><b>Address Line 3 : -</b></p> <p><b>Address Line 4 : -</b></p> <p><b>City : OKLAHOMA CITY</b></p> <p><b>State : Oklahoma</b></p> <p><b>Country : United States</b></p> <p><b>Pincode/Zipcode : 73125</b></p>		

# GOV Workflow Audit Log

WORKFLOW DETAILS

Tags : Primary : 319035190

ORDER INFORMATION <

Order Number : ---  
Billing Customer Name : ---  
Stage/SubStage : ---  
Customer Requirement Date Type : ---  
Date Last Escalated : ---  
Current State : (NULL)  
Current Primary Group Assigned : ---  
Category : ---  
Distress Event : ---  
Escalated Reason : ---  
Customer Requirement Date : ---  
Resolution : ---

WORKFLOW TYPE : PRIMARY | WORKFLOW SEQUENCE ID : 319035190 | APPLICATION : GOV

Date/Time	Action	State	Performed By	Comments	Assigned To
May 15,2019 03:54:31 PM	Message	(--)	AMERICAS\RUI_GaACP	Auto-generated update: Order is short for part # R126K (KIT,SPKR,1.2W,AX210CR,NMB,V Tentative ETA for limited supply is 2019-05-15. Once the shortage hold has been removed, the factory will prioritize out of lead orders. ETA is subject to change, and incoming supply may not cover this order. Only use this information in conjunction with the stated Estimated Ship / Delivery Dates to set appropriate expectations.	
May 13,2019 04:14:50 PM	Message	(--)	AMERICAS\RUI_GaACP	Auto-generated update: Order is short for part # R126K (KIT,SPKR,1.2W,AX210CR,NMB,V Tentative ETA for limited supply is 2019-05-13. Once the shortage hold has been removed, the factory will prioritize out of lead orders. ETA is subject to change, and incoming supply may not cover this order. Only use this information in conjunction	

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DELL Technologies

# Direct Order Shipment Tracking Link

The screenshot shows the Dell OEP Single Order View in Beta Version. The main page displays an order summary for item 490729992, which is currently delivered. A modal window titled "TRACKING DETAILS" is open, showing tracking information for two shipments. The first shipment has a Waybill Number of 733851885770 and was carried by FEDX. The second shipment has a Waybill Number of 1z1837030319331078 and was carried by UPSN. Both "Track" buttons in the modal are highlighted with red boxes and yellow arrows pointing to them from the top.

You are Viewing OEP's Single Order View in Beta Version. For any Feedback, Write to [oep.devteam@dell.com](mailto:oep.devteam@dell.com) directly.

BETA

490729992 | 2006741154236  
(11, United States)

SHIPPED  
(6 Days delay)

ORDER SUMMARY

Current status : **Delivered (Track)**

Age : 143 Day(s)

14 Day  
EDD  
Jun 11, 2019

26 Score

Accounts Payable | Dfs Dpa Revolving Credit - R  
800-0000000 | [dfs\\_funding\\_source\\_links\\_us@dell.com](mailto:dfs_funding_source_links_us@dell.com)

SDS-Order | NBD-Order | Rush-Order | Retail-Order | GFI-Order |  
OEM/ODM-Order | Direct-Ship-Order

ORDER INFORMATION

Order Created Date : May 30, 2019, 4:56:03 PM  
PO Number : ---  
Quote Number : 3000029628708

06:17 PM  
Jun 03, 2019  
11:25 AM

Shipped  
Delivered

TRACKING DETAILS

Waybill Number : 733851885770  
Carrier : FEDX

Waybill Number : 1z1837030319331078  
Carrier : UPSN

Items Information

Vendor Details

Order Lifecycle

Service Tag

Order Siblings

Order Holds

# Differentiated Order 360 Experience

Launched – Jan 2020

539329085 | 2007130814844  
(11, US - United States)

## SNP-3PP Order

### ORDER SUMMARY

Current status : **Available**

Age : 98 Day(s)

**108**  
Days

EDD  
Nov 11, 2019

-65  
Score



Chris Smith | Homeland Acquisition Corp  
405-2903000 | csmith@hacretail.com

SDS-Order | XaaS-Order | **NBD Order** | Rush-Order | Retail-Order |  
CFI-Order | OEM/ODM-Order | Direct-Ship-Order | SLA-Order

### ORDER INFORMATION

Order Created Date : Oct 21, 2019, 3:40:08 PM

PO Number : 0365

SI Number :

Quote Number : 3000048596643

Invoice Number : ---

Company Number : 08 ( BSD Relationship )

Total Order Amount : USD 98.8

Payment Method : 30 Days Inv. / Due 30 Days From The Invoice Date

Ship Method : Ground

Shipping Location : OKLAHOMA CITY / Oklahoma / United States

Order Source : OMAR

Current Facility : ---

Item : ---

Salesrep Name : KAYDEN\_ORTIZ

Salesrep Email : Kayden.Ortiz@DellTeam.Com

Order Build Type : CUSTORDER

Flight Log ID : 10000000000000000000000000000000

### ORDER STAGES

### ORDER STATUS

- Oct 21, 2019 03:40 PM ● Order Received
- Oct 21, 2019 03:42 PM ● Processing
- Oct 21, 2019 03:42 PM ● Confirmed
- Oct 31, 2019 05:41 AM ○ Available

- Estimated Ship Date End Nov 04, 2019 11:59 PM
- EDD Max End Nov 11, 2019 11:59 PM
- Predictive Delivery Date Feb 06, 2020 11:59 PM

All milestones are displayed in: **CST**

### SnP Summary



- Shipped
- Cancelled

[View All Details](#)

Items Information

Shipping Information

Vendor Details

Order Timeline

Order Lifecycle

Customer Information

Service Tag

Audit Trail ( Workflows )

Related Orders

Order Holds

Task Hold Details

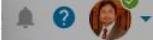
Digital Fulfillment

Segment Information

Order Communications

Other Links





5393290

(11, US -

## ORDER

Current s

Age : 98

Chris

405-2

SDS

GFI

## ORDER

Order C

PO Num

SI Numb

Quote N

Invoice I

Compar

Total On

Paymen

Ship Me

Shipping Loc

OKLAHOMA CITY / Oklahoma / United States

Order Source : OMAR

Current Facility : ---

Item : ---

Salesrep Name : KAYDEN\_ORTIZ

Salesrep Email : Kayden.Ortiz@DellTeam.Com

Order Build Type : CUSTORDER

Fiscal Year : 2019

## VPO DETAILS



Status: Cancelled

Description: One or more items you ordered have been cancelled. To place a new order please visit [www.dell.com](http://www.dell.com) or call your sales representative.

Vendor PO ID: 1091658288

Vendor PO Num: 5393290855828801

Vendor Name: Microsoft 0365

Source System Ship By Date:

Estimated Ship Date: Nov 4, 2019

Date Shipped:

Route Sequence:

Carrier:

Sales Man: KAYDEN\_ORTIZ

Serial Numbers:

Tracking:

## SKU DETAILS



SKU	SKU Type	MFG Pin	Description	Quantity	Price
A8759005	10		CSP - Office 365 Enterprise E3 - NON-SPECIFIC	8	17.1

## ACTION DETAILS



Action	Action Date
Order cancel request accepted by OMEGA (Reason Code: 1 - Cancel - but will re-enter with changes)	2019/10/28 09:36:45 CDT
Order cancelled by AMERICAS\Megan_Labella (Reason Code: 1 - Cancel - but will re-enter with changes)	2019/10/28 09:36:41 CDT
A request to cancel was submitted by AMERICAS\Megan_Labella (Reason Code: 1 - Cancel - but will re-enter with changes)	2019/10/28 09:36:41 CDT
Order rejected by O365 Reason: INSUFFICIENT STOCK (2000) Order Validation Error: The order cannot be placed: Resource Standard Support in service plan Office 365 + Standard Support (Monthly) conflicts with resource Basic Support in subscription #1001001 Office 365 + Support Only (Monthly). Error Code:	2019/10/21 15:45:08 CDT

Segment Information

Order Communications

Other Links



View All Details

Information

Online

Information

Workflow (Workflows)

Fields

Fulfillment

482125683 | 392513176 (Gii)  
(8270, China)

## ISG – EMC Order

### ORDER SUMMARY

Current stage : Shipped

Age : 7 Day(s)  
SLA : 26 Days 0 Hrs



EDD  
Mar 02, 2020



姜艾伶 | 爱思开希恩希系统（北京）有限公司无锡分公司

0512-69997106 | [jiangailing@skccchina.com](mailto:jiangailing@skccchina.com)



SDS-Order | XaaS-Order | NBD-Order | Rush-Order | Retail-Order |  
CFI-Order | OEM/ODM-Order | Direct-Ship-Order | SLA-Order

### ORDER INFORMATION

Order Created Date : Jan 23, 2020, 9:25:06 AM

PO Number : MS1134058

Quote Number : 122113530

Invoice Number : ---

Company Number : 20557 ( GCP Internet East)

Total Order Amount : CNY 0

Payment Method : Prepaid / Prepaid With Cash

Ship Method : Default

Shipping Location : 无锡 / 江苏 / China

Order Source : OMAR

Current Facility : ---

Item : Dell EMC UnityF 升级

Salesrep Name : ANDY\_LIU5

Salesrep Email : Andy\_Liu5@Dell.Com

Finished Good Assembly : N

Order Type : CN Post Production Eval

EMC Order Number : 0320227153

Source Application Name : GDAS\_GII

### ORDER STAGES

### ORDER STATUS

Jan 23, 2020 09:25 AM	Order Received <a href="#">?</a>
Jan 23, 2020 09:28 AM	Order Validation <a href="#">?</a>
Jan 23, 2020 09:28 AM	Order Validation <a href="#">?</a>
Jan 23, 2020 04:30 PM	Pending Production <a href="#">?</a>
Jan 24, 2020 04:55 PM	Facility Planning <a href="#">(SAP)</a>
Jan 24, 2020 05:07 PM	In Production <a href="#">(SAP)</a>
Jan 31, 2020 12:58 AM	Shipped <a href="#">?</a>
	Revised Ship Date End Feb 05, 2020 11:59 PM
	Estimated Ship Date End Feb 05, 2020 11:59 PM
	ORDER - 482125683 Feb 06, 2020 08:46:47 PM
	EDD Max End Mar 02, 2020 11:59 PM

All milestones are displayed in: MYT

### Items Information



### Shipping Information



### Vendor Details



### Order Timeline



### Order Lifecycle



### Customer Information



### Service Tag



### Audit Trail ( Workflows )



### Related Orders



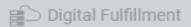
### Order Holds



### Task Hold Details



### Digital Fulfillment



### Segment Information



### Order Communications



### DELL EMC SAP Order Info



### Other Links



### Lead Time Details



482125683 | 392513176 (Gu)  
( 8270, China )

## ORDER SUMMARY

Current stage :  Shipped

Age : 7 Day(s)  
SLA : 26 Days 0 Hrs

 姜艾伶 | 爱思开希恩希系统

0512-69997106 | [jiangailing@...](mailto:jiangailing@...)

 SDS-Order |  XaaS-Order |  NBD-Order  
 CFI-Order | OEM/ODM-Order | Direct

## ORDER INFORMATION

Order Created Date : Jan 23, 2020,

PO Number : MS1134058

Quote Number : 122113530

Invoice Number : --

Company Number : 20557 ( GCP Internet East)

Total Order Amount : CNY 0

Payment Method : Prepaid / Prepaid With Cash

Ship Method : Default

Shipping Location : 无锡 / 江苏 / China

Order Source : OMAR

Current Facility : --

Item : Dell EMC UnityF 升级

Salesrep Name : ANDY\_LIU5

Salesrep Email : [Andy\\_Liu5@dell.com](mailto:Andy_Liu5@dell.com)

Finished Good Assembly : N

Order Type : CN Post Production Eval

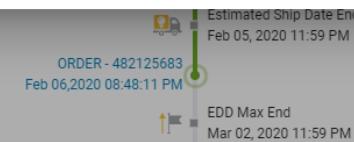
EMC Order Number : 0320227153

Source Application Name : GDAS\_GII

SAP ORDER: 0320227153

Header Order Status	 Order Shipped	Order Reason	DELL booked EMC fulfilled
Blocked	No	Order Reason Code	ZDF
Sales Order Type	ZOR	Sales Order Type Description	EMC Std. Sales Order
Quality Notification Flag	No		
Material Constraint Flag	No		
Material Allocation Hold Flag	No		
ROHS Flag	Non-ROHS		
Overall processing status of document	Order Shipped		
Total goods movement status	Not Relevant		
Shipping Condition	4 - 6 Day Air - MIT		
Special Shipping Notes Flag	--		
Foreign Trade Hold	--		
Document Date	2020-01-23T00:00:00		
Federal Flag	No		
Merge Center	--		
GBMG Revenue	REV		
System Order Source	--		

[More Details](#)



All milestones are displayed in: MYT

 Segment Information

 DELL EMC SAP Order Info

 Other Links

 Lead Time Details



116789685 | 2001516758188  
(11, US - United States)

## DTCP – XaaS order

[Workflow Action](#)
[WatchList](#)
[Export](#)

### ORDER SUMMARY

Current status : **Available**

Age : 6 Day(s)

7  
Days

EDD  
Mar 23, 2020

47  
Score



Bob Falfa | American Graffiti Hs

636-8675309 | dcpctestteam@dell.com

SDS-Order | **XaaS Order** | NBD-Order | Rush-Order | Retail-Order |  
CFI-Order | OEM/ODM-Order | Direct Ship Order | SLA-Order

### ORDER INFORMATION

Order Created Date : Jan 30, 2020, 7:55:55 AM

PO Number : ---

SI Number :

Quote Number : 3001013972010/1

Invoice Number : ---

Company Number : 08 ( BSD Relationship )

Total Order Amount : USD 777,564.14

Payment Method : No Charge / No Charge To Be Used With Free Of Charge  
Orders

Ship Method : Ground

Shipping Location : CHICAGO / Illinois / United States

Order Source : OMAR

Current Facility : VIS

Item : Dummy Base

### ORDER STAGES

### ORDER STATUS

Jan 30, 2020 07:55 AM	Order Received
Jan 30, 2020 08:22 AM	Processing
Jan 30, 2020 08:32 AM	Confirmed
Jan 30, 2020 09:12 AM	Shipped
Jan 31, 2020 12:52 AM	Available

Estimated Ship Date End  
Mar 20, 2020 11:59 PM  
 EDD Max End  
Mar 23, 2020 11:59 PM

All milestones are displayed in: CST

Items Information

Shipping Information

Vendor Details

Order Timeline

Order Lifecycle

Customer Information

Service Tag

Audit Trail ( Workflows )

Related Orders

Order Holds

Task Hold Details

Digital Fulfillment

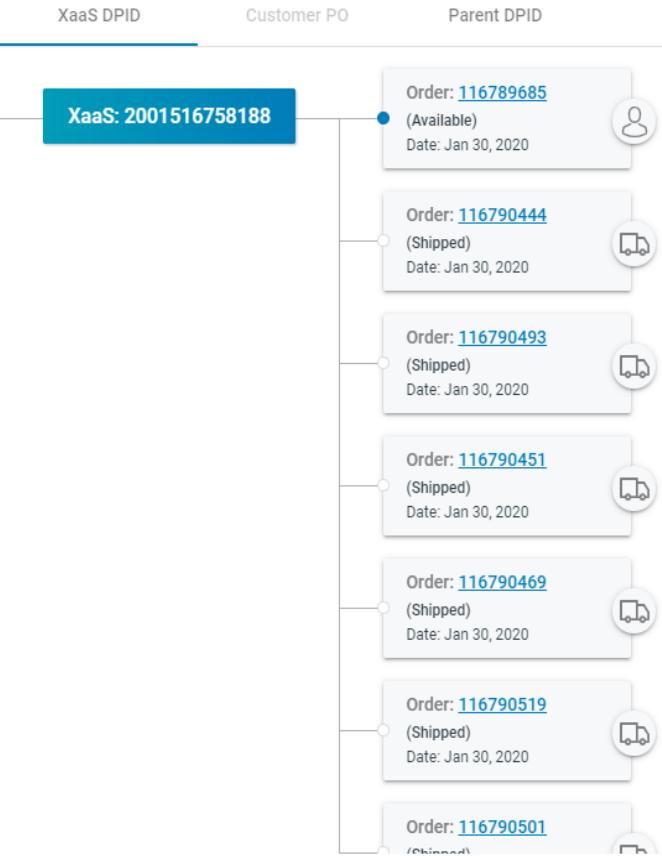
Segment Information

Order Communications

Other Links

Lead Time Details

## RELATED ORDERS OF ORDER#: 116789685 (BUID: 11)



Export

# OEP Timeline is now in DSA

sales.dell.com/#/order/details/OrderNumber/115770173

Dell Sales Application | Env-sit-G4 | UNITED STATES

ASSEMBLY, CALIFORNIA : ASHWINI 04PROFILETEST  
540000209656 [08 - MB]

Order # 115770173-500 Copy Order

Shipment tracking info is unavailable.

Solution Name :	DTCP Solution	Ship to Customer	Install At Customer
Order Status:	Shipped (500)	ASSEMBLY CALIFORNIA	ASSEMBLY CALIFORNIA
Order Status Date:			209656
Order Type:			
Order Processing Status:			
Invoice Number:			

**ORDER STATUS**

Jan 10, 2020 01:13 AM Order Received

Jan 10, 2020 01:53 AM Confirmed

Jan 12, 2020 12:02 PM Shipped

ORDER-115770173 Jan 16, 2020 06:17:39 AM

Estimated Ship Date End Mar 07, 2020 11:59 PM

EDD Max End Mar 12, 2020 11:59 PM

**Items**

▶ 1.DTCP\_3110\_Test

Quantity: 1

All milestones are displayed in: CST

OEP

Selling Price: \$345,940.85

Total Amount: USD\$371,021.56

Expand All

You are Viewing OEP's Single Order View in Beta Version. For any feedback, please contact us at [feedback@oep.dell.com](mailto:feedback@oep.dell.com).

**Order Experience Platform**

223251175 | 222586476 (Gii)  
(2828, BE - Belgium)

SHIPPED  
(1 Days delay)

DELIVERED  
(1 Days delay)

**ORDER SUMMARY**

Current status : Delivered (Track)  
Age : 27 Day(s)

42 Days EDD Jun 05, 2019

88 Score

Geap | Hcl Belgium N.V./S.A.  
geoap@hcl.com

SDS-Order | NBD-Order | Rush-Order | Retail-Order |  
CFI-Order | GEM/GDM-Order | Direct-Ship-Order

**ORDER INFORMATION**

Order Created Date : May 22, 2019, 10:09:39 AM  
PO Number : 00000000000000000000  
SI Number : ---  
Quote Number : 23834331/5  
Invoice Number : 1401157604  
Order Segment : ---  
Company Number : BE\_ICG  
Total Order Amount : EUR 27126.87  
Payment Method : 60 Days Inv. / Due 60 Days From The  
Invoice Date  
Ship Method : WALSH WESTERN INT  
Shipping Location : QLEN / --- / Belgium  
Order Source : OMAR  
Current Facility : ---  
Salesrep Name : THIJS NIEUWENHUIZEN  
Salesrep Email : Thijs\_Nieuwenhuizen@Dell.Com  
Order Build Type : ---  
Merge Type : ---  
Finished Good Assembly : N  
Order Type : BE\_REL Order  
RDD Count : ---

\* Time is being displayed in: GMT

**ORDER STAGES**

May 22, 2019 10:08 AM Order  
May 22, 2019 10:19 AM Processed  
May 22, 2019 10:19 AM BKD  
May 22, 2019 10:31 AM Configured  
May 22, 2019 10:31 AM EXP  
May 22, 2019 10:31 AM S100 (PP)  
May 22, 2019 10:37 AM S200 (IP)  
May 22, 2019 06:03 PM May 25, 2019 09:15 AM Built  
May 25, 2019 09:15 AM S300 (SC)  
May 25, 2019 09:15 AM EDD Min End May 27, 2019 11:59 PM  
May 28, 2019 11:00 PM Shipped  
May 28, 2019 11:00 PM Actual Ship Date  
May 29, 2019 09:55 AM S400 (MN)  
May 29, 2019 09:55 AM S500 (TG)  
May 29, 2019 09:55 AM Closed  
May 29, 2019 09:58 AM EDD Max End Jun 05, 2019 01:00 AM  
Jun 06, 2019 01:00 AM Delivered  
Actual Delivery Date Jun 06, 2019 01:00 AM

"I love the new OEP layout !!! Awesome WORK! Like finally has the tabular link to important info rather than the long winded info on the main page. kudos to the team who did the improvement! More to come pls. ." — Yeap, Kelly

"I think this is a wonderfully intuitive tool and I would love to learn more about it so I can share the goodness with my sales teams" - Lange, Natasha

"My This is AMAZING! Why hasn't anyone told the sales team about the new GOV? I love it!! - Christman, Rachel

"So I don't know how I got to see/use the new platform but love the look and feel so far. !" - Barela, Severeen

"This page is awesome! I love the layout visually and how it is simple to interact with..." – Suddeth, Trey

You are Viewing OEP's Single Order View in Beta Version. For any Feedback, Write to [oop.devteam@dell.com](mailto:oop.devteam@dell.com) directly.

SEARCH Action Center Reports OE Auditor Rule Manager

223251175 | 222586476 (Gii)  
(2828, BE - Belgium)

SHIPPED (1 Days delay) DELIVERED (1 Days delay)

ORDER SUMMARY  
Current status : Delivered (Track)  
Age : 27 Day(s)  
42 Days EDD Jun 05, 2019  
88 Score

Geap | Hcl Belgium N.V./S.A.  
geoap@hcl.com

SDS-Order | NBD-Order | Rush-Order | Retail-Order |  
CFI-Order | GEM/GDM-Order | Direct-Ship-Order

ORDER INFORMATION  
Order Created Date : May 22, 2019, 10:09:39 AM  
PO Number : 00000000000000000000000000000000  
SI Number : ---  
Quote Number : 23834331/5  
Invoice Number : 1401157604  
Order Segment : ---  
Company Number : BE\_ICG  
Total Order Amount : EUR 27126.87  
Payment Method : 60 Days Inv. / Due 60 Days From The  
Invoice Date  
Ship Method : WALSH WESTERN INT  
Shipping Location : QLEN / --- / Belgium  
Order Source : OMAR  
Current Facility : ---  
Salesrep Name : THIJS NIEUWENHUIZEN  
Salesrep Email : Thijs\_Nieuwenhuizen@Dell.Com  
Order Build Type : ---  
Merge Type : ---  
Finished Good Assembly : N  
Order Type : BE REL Order  
RDD Count : ---

ORDER STAGES

May 22, 2019 10:08 AM Order  
May 22, 2019 10:19 AM Pre-BKD  
May 22, 2019 10:19 AM BKD  
May 22, 2019 10:31 AM Co-  
EXP May 22, 2019 10:31 AM  
\$100 (PP) May 22, 2019 10:37 AM  
\$200 (IP) May 22, 2019 06:03 PM  
May 25, 2019 09:15 AM Bu-  
\$300 (GC) May 25, 2019 09:15 AM  
EDD May 25, 2019 09:15 AM  
Estim May 25, 2019 09:15 AM  
Actual Ship Date May 28, 2019 11:00 PM  
\$400 (MN) May 29, 2019 09:55 AM  
\$500 (TG) May 29, 2019 09:55 AM  
Closed May 29, 2019 09:58 AM  
EDD Jun 06, 2019 01:00 AM  
Actual Delivery Date Jun 06, 2019 01:00 AM  
Deliver

Now Showing order status of orders associated to same PO

Related Orders

"Hi team,  
Just wanted to let you know I found this tool by accident and I've been using it for multiple orders now. I love what I'm seeing to be honest. This works much better than our GOV tool and provides a **way** better overview. Thanks a lot! " – *Blancquaert, Cindy*

"it's great. I can see the information which wasn't available before. It also gives me idea of different stages which I haven't even thought of before.  
" – *Khurshid, Asif*

". OEP is great. it is an amazing tool. we want OEP to be used instead of GOV by all care users  
..." – *Buffa, Jozef*

\* Time is being displayed in: GMT

DELL Technologies

# Search, Reports & Dashboards

Go Live Feb'2019

# Search & Filters

Search for Orders or Ask me a question?

ALL

Order Number/DPID/IRN  
PO Number  
Quote Number  
Sales Rep Id  
GII Booking Reference  
SI Number  
Bill To Customer  
Customer Affinity Id  
Service Tag Number  
PSNT  
Sales Affinity Id

Enter any single order ID or keyword - DPID/ Order number/ IRN/ Sales Rep/ Customer

Filter

Search

ALL

Region Filter by Region BUID Filter by BUID  
LOB Filter by LOB Order Health Filter by Order Health  
Order Stage Filter by Order Stage Order Status Filter by Order Status  
Order Tags Filter by Order Tags Select Date Order Date Range x  
From Today To Last 7 days Last 2 Weeks Custom  
9/24/2019 10/24/2019

Order Amount ≥ Enter an amount... Any

Cancel Search

# Custom Reports

Generate Report

Execute

Selected Filters

Save Report

Order Date Range: From : 2019-10-10 | To : 2019-10-24 x

more>>

Reset



Commonly Used Filters



Region

Filter by Region ▾

Order Status

Filter by Order Status ▾

Date Range

Order Date Range x ▾

BUID

Filter by BUID ▾

Order Stage

Filter by Order Stages ▾

Select a range:

Today

Last 7 days

Last 2 Weeks

Custom

LOB

Filter by LOB ▾

OM Status

Filter by OM Status ▾

Order Tags

SDS Order    NBD Order  
 Retail Order    CFI Order

Order Type

Filter by Order Type ▾



Order Health

Green Yellow Red

Order Amount

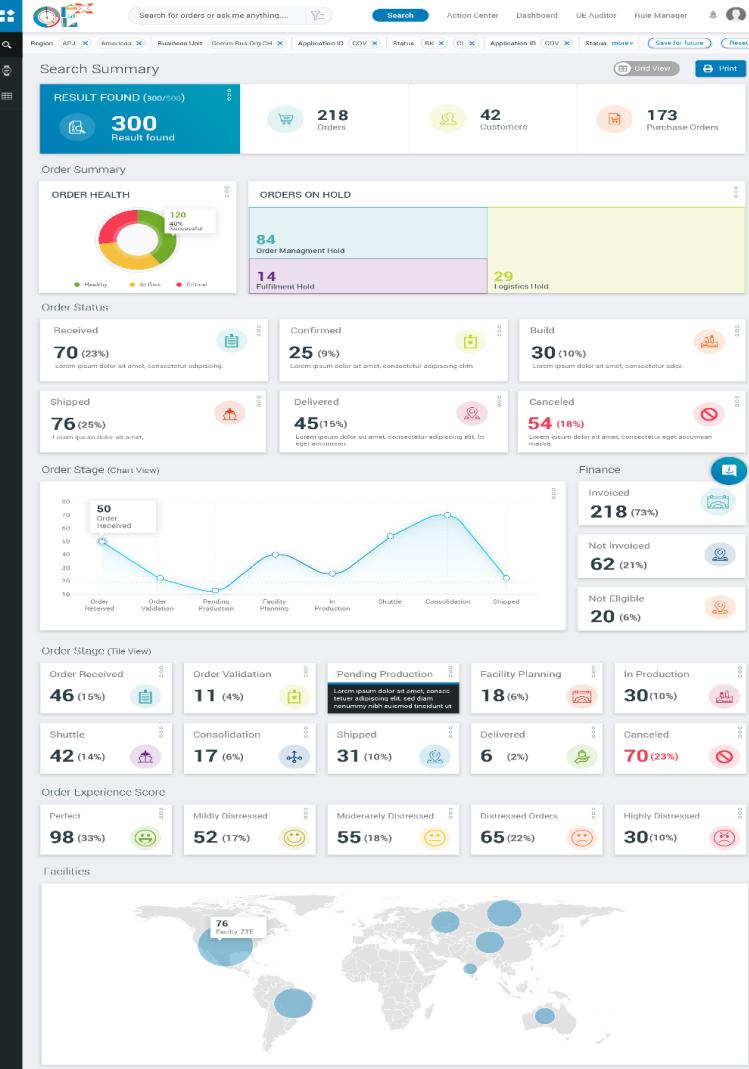
≥ Enter an amount... Any

Order Dimensions

Select an option ▾



# Multi Order Dashboard



# Search Summary, Order Health, Order Holds, Order Status Summary

Search Summary

RESULT(S) FOUND  
 **327,371**  
Result Found

Grid View

 **172,332**  
DPID  
Click to view pipelined orders

 **100,867**  
Customers

 **145,535**  
Purchase Orders

Order Summary

ORDER HEALTH



At Risk  
Critical  
Healthy

ORDERS ON HOLD (43241)



CREDIT HOLD 611  
CREDIT 126  
OVERDUE 121  
COMPLIANCE 88  
EPAYMENT 57

OTHER  
CUSTOMER REQUEST  
EXCEPTION HOLD

Customer Communicable Status

RECEIVED BY DELL <b>20,166 (7%)</b> 	CONFIRMED <b>44,489 (14%)</b> 	INPRODUCTION <b>52,736 (17%)</b> 	BUILD COMPLETE <b>9,319 (3%)</b> 
SHIPPED <b>114,221 (35%)</b> 	DELIVERED <b>38,918 (12%)</b> 	AVAILABLE <b>39,697 (13%)</b> 	CANCELLED <b>7,740 (3%)</b> 

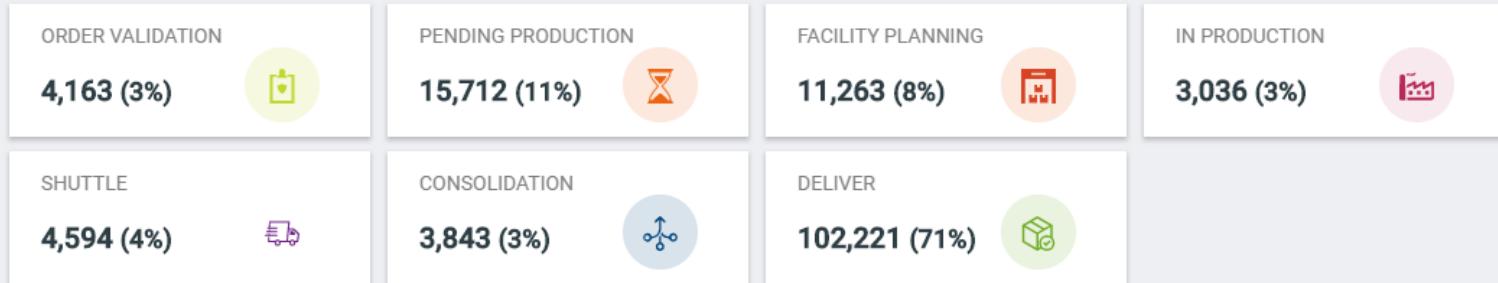
31 of Y

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# Order Stages, Invoice Summary

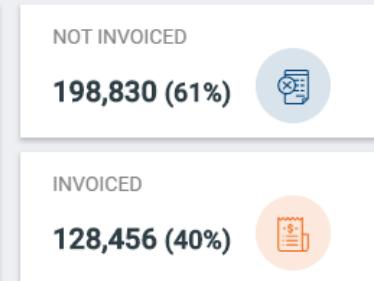
## Order Stage (Tile View)



## Order Stage (Chart View)



## Invoice Summary



# Current Facility Summary, Order Experience Summary

## Facilities



## Order Experience Score Summary

### PERFECT ORDERS

**209,884 (65%)**



### MODERATELY DISTRESSED ORDERS

**85,342 (27%)**



### DISTRESSED ORDERS

**13,862 (5%)**



### HIGHLY DISTRESSED ORDERS

**18,179 (6%)**



# Delivery & Shipment Accuracy & Precision

## EDD Accuracy & Precision Summary

Ontime/Early **28395** 98.96%



■ 1-2 days ■ 3-5 days ■ 6-10 days ■ 11-19 days ■ 20+ days

Late **298** 1.04%



■ 1-2 days ■ 3-5 days

## ESD Accuracy & Precision Summary

Ontime/Early **122469** 96.16%



■ 1-2 days ■ 3-5 days ■ 6-10 days ■ 11-19 days ■ 20+ days

Late **4886** 3.84%



■ 1-2 days ■ 3-5 days ■ 6-10 days

# Customer Dashboard

Order Date Range: From : 2019-10-17 | To : 2019-10-24 x

My Orders Search Reports Admin ? 

more>> Save as Report Reset

Showing 4 customers

Customer #: 33958387 Score: -27

Name: ACCOUNTS PAYABLE Phone: 987-6545678

E-Mail: DELLPRINTCFO@DELL.COM Location: ROUND ROCK, Texas, US

Customer #: 33967266 Score: -6

Name: ACCOUNTS PAYABLE Phone: 800-4242923

Customer #: 33967178 Score: -3

Name: DFS FUNDING Phone: 512-1212128

Customer #: 33958793 Score: 1

Name: DFS FUNDING Phone: 512-7770066

**RESULT(S) FOUND**  
6,847 Result Found

**4,790** DPID

**1** Purchase Orders

Order Summary

ORDER HEALTH



At Risk      Healthy  
Critical

ORDERS ON HOLD (10)



CREDIT HOLD 10

Customer Communicable Status

RECEIVED BY DELL <b>12 (1%)</b>	CONFIRMED <b>196 (3%)</b>	INPRODUCTION <b>1,123 (17%)</b>	BUILD COMPLETE <b>246 (4%)</b>
SHIPPED <b>2,301 (34%)</b>	DELIVERED <b>2,235 (33%)</b>	AVAILABLE <b>572 (9%)</b>	CANCELLED <b>161 (3%)</b>

Technologies

# Save Searches & Reports

You are Viewing OEP's Single Order View in Beta Version. For any Feedback, Write to [opepdevteam@dell.com](mailto:opepdevteam@dell.com) directly.

BETA

The screenshot shows the Dell OEP Single Order View interface in Beta. The top navigation bar includes the OEP Visitor logo, user ID 9999, a search bar, and links for My Orders, Action Center, Reports, OE Auditor, Admin, and a user profile icon. A sidebar on the left features icons for Home, Search, Filter, and Order History. The main content area is titled "Saved Search Manager (Showing Saved Searches)". It displays five saved search cards:

- HCL Orders**  
SELECTED OPTION:  
SEARCH TERM :  
My Orders
- Salesrep 12345**  
SELECTED OPTION:  
SEARCH TERM :  
My Orders
- Po Uat71521**  
SELECTED OPTION: PO Number  
SEARCH TERM : UAT71521  
My Orders
- My Orders Sales 12345**  
SELECTED OPTION: Sales Rep Id  
SEARCH TERM : 12345  
My Orders
- Sales 9999**  
SELECTED OPTION: Sales Rep Id  
SEARCH TERM : 9999  
My Orders

# Search Results Grid

Go Live Feb'2019

# Search Results Grid

Search Option: Sales Rep Id
Search Term: 9999
Order Date Range: From : 2019-10-01 | To : 2019-10-16
more>>
Save for future
Reset

Quick Action ▾
Filter
Export
WatchList
Dashboard

Search Result  
(Showing Results for 7173 Orders)

Order Number (BUID, Description)	DPID	Amount	Currency Code	Service Tags	Company Num	Payment Term	MIN RDD	
532134631 (11 , United States) <span>More</span>	2007117362106	83.41	USD	--	29	DFS DPA	Oct 8, 2019	
532114096 (11 , United States) <span>More</span>	2007116565840	115.52	USD	--	29	DFS DPA	Oct 4, 2019	
532204756 (11 , United States) <span>More</span>	2007117529183	318.74	USD	--	29	DFS DPA	Oct 8, 2019	
601321664 (7878 , Colombia) <span>More</span>	---	4691482.42	COP	--	02	AT	Dec 13, 2019	
601321185 (4747 , Argentina AMF) <span>More</span>	---	174197.65	ARS	--	05	PD	Dec 18, 2019	
532351797 (11 , United States) <span>More</span>	2007117742182	128.82	USD	--	29	PayPal	Oct 4, 2019	
601349483 (4747 , Argentina AMF) <span>More</span>	---	29834.98	USD	--	05	60	Oct 31, 2019	
601095201 (4747 , Argentina AMF)								

# Ability to Configure Search Results Grid at user level

## Choose Fields For Order Information Grid

### Step 1 : Select Desired Fields

Search

Field Category	Count	Action
All	37	Clear All
<input checked="" type="checkbox"/> Order Info(37)	37	Clear ▾
<input checked="" type="checkbox"/> Sales Info(21)	21	Clear ▾
<input checked="" type="checkbox"/> Timeline(23)	23	Clear ▾
<input checked="" type="checkbox"/> Product Info(7)	7	Clear ▾
<input checked="" type="checkbox"/> Order Status(21)	21	Clear ▾
<input checked="" type="checkbox"/> Fulfillment Info(17)	17	Clear ▾
<input checked="" type="checkbox"/> Shipment Info(6)	6	Clear ▾
<input checked="" type="checkbox"/> Customer Info(28)	28	Clear ▾
<input checked="" type="checkbox"/> Shipment info(1)	1	Clear ▾
<input type="checkbox"/> Tie Info(2)	2	Clear ▾

- ( ) — Order Info
- ( ) — Sales Info
- ( ) — Timeline
- ( ) — Product Info
- ( ) — Order Status
- ( ) — Fulfillment Info
- ( ) — Shipment Info
- ( ) — Customer Info
- ( ) — Shipment info
- ( ) — Tie Info

# Ability to Prioritize Search Grid Columns at user level

Choose Fields For Order Information Grid

Step 2: Arrange the selected fields

BUID	Initial EDD	Ship To City
Part Short	Min EDD	Ship To City
Order Health	Fixed Delivery Date	Bill To Customer Num
Estimated Production Date	Min RDD	Bill To Customer Name
MABD	PP Date	Bill To City
Order Number	IP Time	Bill To Address
BUID Description	MN Date	Bill To Postal Code
Quantity	Ship By Date	Ship To Customer Num
Tie Num	Item Desc	Ship To Customer Name
LOB	Rollup Unit Price	Ship To Address
LOB	Item Number	Ship To Postal Code
Sku Num	Family Parent Description	Ship To Postal Code

# Orders In Pipeline

Search Action Center Dashboard OE Auditor Rule Manager Export

## Pipeline Orders

191 FulD (100 DPID)

50 In Work | 10 Available | 11 Order Release | 3 To Be Cancelled | 15 Cancelled | 15 Hold

(\* All the counts are w.r.t. FulD)

### Holds

50 Customer Hold	50 Digital OM Order Hold	29 Credit	28 Payment Hold	25 Financial Check	22 Flex Billing Hold
		18 Credit Hold	10 Fraud Hold	14 Lead Time Hold	12 OCI Hold
					17 Overdue

### Order Details

DPID/IRN (BUID, Description)	Status	Order Creation Date	Amount	Hold Type	Estimated Ship Date	Estimated Delivery Date	Bill to Customer Name
2001511172542 (6969 , South Africa) FulD #1 (d7899bb1-880e-42b7-852a-4b7ec1de8564)	Hold	13 Mar, 2018	\$123.00	Lease Documents	13 Mar, 2018	18 Mar, 2018	18 Mar, 2018
2001511172542 (6969 , South Africa) FulD #2 (d7899bb1-880e-42b7-852a-4b7ec1de8564)	To Be Cancelled	29 Feb, 2018	\$456.45	NA	29 Feb, 2018	16 Feb, 2018	16 Feb, 2018
2001511172542 (6969 , South Africa) FulD #3 (d7899bb1-880e-42b7-852a-4b7ec1de8564)	Hold	04 Aug, 2018	\$789.12	Logistics Hold	04 Aug, 2018	05 Aug, 2018	05 Aug, 2018
2005396807023 (6161 , Italy) FulD #1 (d7899bb1-880e-42b7-852a-4b7ec1de8564)	In Work	12 Sep, 2018	\$159.45	NA	12 Sep, 2018	19 Sep, 2018	19 Sep, 2018
2005396807023 (6161 , Italy) FulD #2 (d7899bb1-880e-42b7-852a-4b7ec1de8564)	Hold	24 Dec, 2108	\$7,123.12	CSC	24 Dec, 2108	12 Dec, 2108	12 Dec, 2108
2001587972542 (11 , United States) FulD #1 (d7899bb1-880e-42b7-852a-4b7ec1de8564)	Available	12 Sep, 2018	\$78.12	NA	—	—	—

Show 10 < 1 2 3 4 >

# Watchlists

Go Live Feb'2019

# Watchlist

**OEP VISITOR**

9999  My Orders  Reports Admin  

credit hold orders  

Order Status 100 Orders	Shipment Status 20 Orders Shipped	Delivery Status 37 Orders Delivered	Hold Status 100 Orders in Hold			
Order Number (BUID, Description)	Bill to Customer	Order Status	Shipment Precision	Delivery Precision	Estimated Ship Date	
538917435 (11 , United States) Hold :---	Oct 21, 2019 (Delivered)	ACCOUNTS PAYABLE 	Delivered 	SHIPPED (1 Days-Early) 	DELIVERED (1 Days-Early) 	Oct 22, 2019
539011394 (11 , United States) Hold :---	Oct 21, 2019 (2 Days)	DFS FUNDING 	InProduction (1 Days ago) 	PENDING SHIPMENT (11 Days remaining) 	PENDING DELIVERY (14 Days remaining) 	Nov 4, 2019
539002948 (11 , United States) Hold :---	Oct 21, 2019 (Delivered)	ACCOUNTS PAYABLE 	Delivered 	SHIPPED (1 Days-Early) 	DELIVERED (2 Days-Early) 	Oct 22, 2019
539010230 (11 , United States) Hold :---	Oct 21, 2019 (2 Days)	DFS FUNDING 	Build Complete (1 Days ago) 	PENDING SHIPMENT (7 Days remaining) 	PENDING DELIVERY (12 Days remaining) 	Oct 31, 2019
539060409 (11 , United States) Hold :---	Oct 21, 2019 (Delivered)	DFS FUNDING 	Delivered 	SHIPPED (1 Days-Early) 	DELIVERED (3 Days-Early) 	Oct 22, 2019
538917799 (11 , United States) Hold :---	Oct 21, 2019 (2 Days)	ACCOUNTS PAYABLE 	InProduction (1 Days ago) 	PENDING SHIPMENT (11 Days remaining) 	PENDING DELIVERY (13 Days remaining) 	Nov 4, 2019
539047604 (11 , United States) Hold :---	Oct 21, 2019 (2 Days)	ACCOUNTS PAYABLE 	InProduction (1 Days ago) 	PENDING SHIPMENT (11 Days remaining) 	PENDING DELIVERY (14 Days remaining) 	Nov 4, 2019
539047059 (11 , United States) Hold :---	Oct 21, 2019 (2 Days)	ACCOUNTS PAYABLE 	Shipped (1 Days ago) 	SHIPPED (On-Time) 	PENDING DELIVERY (0 Days remaining) 	Oct 22, 2019

# Saved Watchlists

The screenshot shows a software application titled "Saved Watchlists". On the left, a vertical sidebar features icons for Home, Search, Watchlist Manager (highlighted in blue), and Reports. The main content area is titled "Watch List Manager" and displays three watchlists:

- credit hold orders**  
Description : Orders on credit hold on 21st October  
Created Date : Oct 21, 2019 12:46:18 PM  
Modified Date : Oct 24, 2019 02:20:22 AM
- Demo Orders**  
Description : Demo orders  
Created Date : Oct 23, 2019 10:09:43 AM  
Modified Date : Oct 24, 2019 02:20:33 AM
- PROD - Epayment hold orders**  
Description :  
Created Date : Oct 18, 2019 09:10:07 AM  
Modified Date : Oct 18, 2019 09:10:07 AM

Each watchlist entry includes three circular icons at the bottom: a pencil for edit, an eye for view, and a trash can for delete.

# Sales Microsite

Go Live Feb'2019

# Configure Your Own Microsite

**Microsite Basic details and accessibility**

Provide a name and personalized URL for the microsite.

Name of microsite  
sales

Microsite web address  
<https://oep-ge4.ausvdc02.pcf.dell.com/sales>

Choose Site component for Sales

Search Order 360

Choose Search Type:

<input type="checkbox"/> Bill_To_Customer	<input type="checkbox"/> Customer_Affinity_Id	<input checked="" type="checkbox"/> Gil_Booking_Reference
<input checked="" type="checkbox"/> Order_Number/DPID/IRN	<input checked="" type="checkbox"/> PO_Number	<input type="checkbox"/> PSNT
<input checked="" type="checkbox"/> Quote_Number	<input type="checkbox"/> SI_Number	<input checked="" type="checkbox"/> Sales_Rep_Id
<input type="checkbox"/> Service_Tag_Number	<input type="checkbox"/> Ship_to_Customer	

Search Filters

- ALL
- LOB
- Order
- Search S
- Enab
- Custo
- Facili
- Order
- RDD

Choose Site component for Sales

Search Order 360

Order Timeline:  Order\_Stages  Order\_Status  Both

Set default as Order\_Status

Order\_Stages  Order\_Status

Order Tiles

<input checked="" type="checkbox"/> Customer_Information	<input type="checkbox"/> Digital_Fulfillment	<input checked="" type="checkbox"/> Items_Information
<input checked="" type="checkbox"/> Lead_Time_Details	<input type="checkbox"/> Order_Communication	<input checked="" type="checkbox"/> Order_Holds
<input type="checkbox"/> Order_Lifecycle	<input checked="" type="checkbox"/> Order_Siblings	<input type="checkbox"/> Order_Timeline
<input checked="" type="checkbox"/> Other_Links	<input checked="" type="checkbox"/> Related_Orders	<input checked="" type="checkbox"/> Segment_Information
<input type="checkbox"/> Service_Tag	<input checked="" type="checkbox"/> Shipping_Information	<input type="checkbox"/> Task_Hold_Details
<input type="checkbox"/> Vendor_Details	<input checked="" type="checkbox"/> Workflow_Details	

Preview of Selected Components

Search

- Bill\_To\_Customer : Disabled
- Customer\_Affinity\_Id : Disabled
- Gil\_Booking\_Reference : Enabled
- Order\_Number/DPID/IRN : Enabled
- PO\_Number : Enabled
- PSNT : Disabled
- Quote\_Number : Enabled
- SI\_Number : Disabled
- Sales\_Rep\_Id : Enabled
- Service\_Tag\_Number : Disabled
- Ship\_to\_Customer : Disabled
- ALL : Enabled
- BUID : Disabled
- Date\_Range : Enabled

Order 360

- Order\_Stages : Enabled
- Order\_Status : Enabled
- Default : Order\_Status
- Customer\_Information : Enabled
- Digital\_Fulfillment : Disabled
- Items\_Information : Enabled
- Lead\_Time\_Details : Enabled
- Order\_Communication : Disabled
- Order\_Holds : Enabled
- Order\_Lifecycle : Disabled
- Order\_Siblings : Enabled
- Order\_Timeline : Disabled
- Other\_Links : Enabled
- Related\_Orders : Enabled
- Segment\_Information : Enabled
- Service\_Tag : Disabled
- Shipping\_Information : Enabled
- Task\_Hold\_Details : Disabled
- Vendor\_Details : Disabled
- Workflow\_Details : Enabled

# Choose Required Order Information and Priority

Choose Site component for sales

[← Back to Result](#)

[Abort Setup](#)

**Save & Continue Setup**

 [Preview](#)

## Select Desired Fields

Search

All [Clear All](#)

Order Info(26) [Clear](#) ▾

Sales Info(3) [Clear](#) ▾

Shipment Info(1) [Clear](#) ▾

Location(1) [Clear](#) ▾

Fulfillment Info(1) [Clear](#) ▾

Timeline(7) [Clear](#) ▾

Order Status(1) [Clear](#) ▾

Product Info(1) [Clear](#) ▾

Customer Info(3) [Clear](#) ▾

- Order Info
- Sales Info
- Shipment Info
- Location
- Fulfillment Info
- Timeline
- Order Status
- Product Info
- Customer Info

## Arrange Selected Fields

 Order Health	1	 Sales Rep Email	16	 Invoice Date	31
 Dpid	2	 Company Num	17	 Invoice Number	32
 Irm	3	 Status Date Time	18	 Lead Time Sku	33
 Oex Score	4	 Estimated Delivery Date At Ship	19	 Merge Type	34
 Psnt	5	 Estimated Delivery Date	20	 Payment Term	35
 Esd Accuracy	6	 Promised Delivery Date	21	 Qty	36
 Esd Precision	7	 Edd Accuracy	22	 Retail	37
 Edd Precision	9	 Amount	23	 Revised Estimated Delivery Count	38
 Mn Date	10	 Base Customer Name	24	 Revised Estimated Ship Date	39
 Lob	11	 Bill Country Code	25	 Rush Flag	40
 Lob	12	 Bill To Customer Phone	26	 Ship To State	41
 Lob	13	 Bill To State	27	 Shipped Date	42

# Manage Microsite Users & Roles



9999



My Orders

Search

Action Center

Reports

OE Auditor

Admin



Setup Roles &amp; Users for visitor

[Back to Result](#)**USER LIST**[Assign Role](#)

Search User



mohd\_imran\_rizvi

Role: visitor



rebecca\_lehlbach

Role: Advanced

Visitor



processfslabmanager

Role: visitor



smita\_p

Role: admin



mayur\_upadhyay

Role: visitor



kavitha\_sekhar

Role: visitor

[Add new user in microsite](#)[Add User](#)**ROLE LIST**[Create New](#)**Role Name****Details****Mode**

admin

Preferences : Order\_Stages : true Order\_Status : true Default : Order\_Stages ... [View All](#)

visitor

Preferences : Order\_Stages : true Order\_Status : true Default : Order\_Stages ... [View All](#)

Tester

Preferences : Order\_Stages : true Order\_Status : true Default : Order\_Stages ... [View All](#)

Managers

Preferences : Order\_Stages : true Order\_Status : true Default : Order\_Stages ... [View All](#)Advanced Visitor Preferences : Order\_Stages : true Order\_Status : true Default : Order\_Stages ... [View All](#)**FIND NEW USER**[X Close](#)**User**

Stephen\_G

AMERICAS//STEPHEN\_GAGE

EUROPE//STEPHEN\_GATER

AMERICAS//STEPHEN\_GEREI

**Role List**

admin

[Cancel](#)[Assign](#)

# Initiate GOV Workflows

Go Live Feb'2019


**Dell Technologies**

 **OE**

My Orders  Action Center Reports OE Auditor Admin   

527154776 | 2006831563791  
 ( 11, United States )

 SHIPPED (8 Days early)  DELIVERED (9 Days early)

[Create Action Ticket](#) 

**ORDER SUMMARY** 

Current stage :  Age : 23 Day(s)

 Accounts Pay  
 713-2651205 | 

 SDS-Order |  CFI Order |  GEM

**ORDER INFORMATION**

Order Created Date : Sep 30, 2019  
 PO Number : 5033010  
 Quote Number : 10229  
 Invoice Number : 1034  
 Company Number : 42  
 Total Order Amount : US \$ 45.00  
 Payment Method : 451  
 Ship Method : Ground  
 Shipping Location : HOUSTON / Texas / United States  
 Order Source : OMAR  
 Current Facility : CET  
 Salesrep Name : ROBIN THOMAS  
 Salesrep Email : Robin.thomas@Dell.com  
 Order Build Type : CUSTOMER  
 Merge Type : HARD\_MERGE  
 Finished Good Assembly : N  
 Order Type : US Order

**Create Action Ticket**

Step 1 Choose Ticket Type Step 2 Ticket Details

Action Type : Escalate

Assign to Action Center/Group : GOV Order Management

[Cancel](#) [Save and Continue](#)

Sep 30, 2019 11:00 AM

 Delivered   
 Predictive Delivery Date Oct 01, 2019  
 Estimated Ship Date End Oct 04, 2019 11:59 PM  
 EDD Max End Oct 09, 2019 11:59 PM

Digital Fulfillment   
 Order Communications   
 Other Links   
 Lead Time Details 

### Create Action Ticket

1 Step      2 Step

Choose Ticket Type      Ticket Details

**Escalate Type**

Select Escalate Type

**Escalate Reason**

Select Escalate Reason

**Distress Event**

Select Distress Event

**Category**

Select Escalate Type

**Customer Requirement Type**

Deliver by date

**Customer Requirement Date**

From      To

Public Viewable       Yes       No

Send Notification to the following dell email accounts

aditya\_aggarwal@dell.com

Comment

Cancel      Submit

Oct 09, 2019 11:59 PM      Lead Time Details

# Workflow Modernization – OEP Action Tickets

Go Live April'2019

**Ticket Information**

**Tie Number:** --- 746389  
**Billing Customer Name:** --- Christopher Lauer  
**Date Last Escalated:** --- 15 Oct 2019  
**Category:** ---  
**Distress Event:** Order Escalation  
**Escalated Reason:** --- Customer Request  
**Customer Requirement Date Type :** ---  
**Customer Requirement Date:** ---  
**Resolution:** Other

**Ticket: AT1234567**  
By Saxon, Robert On 28 Dec, 2017  
Request Type: Inquire

**Closed**

**Open** (15 Mar, 2018) **Saxon, Robert**  
SR  
Lorem ipsum dolor sit amet, consectetur adipiscing In et tortor vehicula, pharetra mi nec, faucibus tellus. Morbi quis interdum mi, in tincidunt eros. Curabitur nis nisi, gravida in vehicula sed, tempus ac ante. Praesent iaculis ligula sit amet ipsum facilisis, vel ultrices magna malesuada. Sed non quam purus. Sed lobortis aliquet velit, vitae viverra enim scelerisque sed elit. Integer dignissim diam.

**Dillow, Mark** (15 Mar, 2018) **Assigned**  
DM  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer dignissim diam.

**Dillow, Mark** (15 Mar, 2018) **In Progress**  
DM  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer dignissim diam.

**Dillow, Mark** (15 Mar, 2018) **Closed**  
DM  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Integer dignissim diam.

**Send**



The background of the image is a wide-angle aerial photograph of a dense urban area, likely a major city like New York City, during dusk or dawn. The city lights are visible in the lower half, and a vibrant, horizontal rainbow arches across the upper half of the frame, set against a dark blue sky.

**DELL** Technologies