



# REAL TIME ORDER INFORMATION AT YOUR FINGERTIPS

## CUSTOMER SERVICE REPORTS

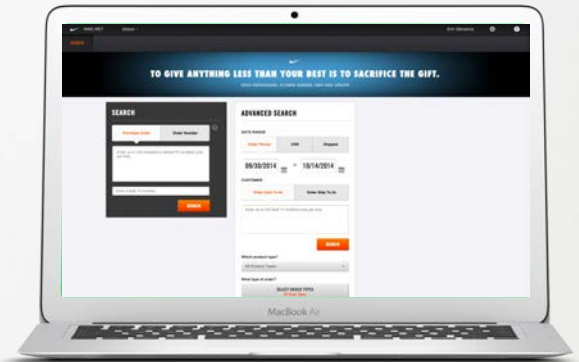
THOROUGH, ANNOTATED, CUSTOMIZED INFO

Order Number	Date	Status	Quantity	Product	Color	Price	Notes
1000000001	2014-01-01	Open	1	NIKE AIR MAX 270	Black/White	100.00	
1000000002	2014-01-02	Open	2	NIKE AIR MAX 270	Black/White	200.00	
1000000003	2014-01-03	Open	1	NIKE AIR MAX 270	Black/White	100.00	
1000000004	2014-01-04	Open	1	NIKE AIR MAX 270	Black/White	100.00	
1000000005	2014-01-05	Open	1	NIKE AIR MAX 270	Black/White	100.00	
1000000006	2014-01-06	Open	1	NIKE AIR MAX 270	Black/White	100.00	
1000000007	2014-01-07	Open	1	NIKE AIR MAX 270	Black/White	100.00	
1000000008	2014-01-08	Open	1	NIKE AIR MAX 270	Black/White	100.00	
1000000009	2014-01-09	Open	1	NIKE AIR MAX 270	Black/White	100.00	
1000000010	2014-01-10	Open	1	NIKE AIR MAX 270	Black/White	100.00	

- **THOROUGH, TIMELESS INFORMATION** — Contains complete order history from SAP
- **ANNOTATED REPORTS** — Contains comments from a CSR who can provide follow-up assistance
- **CUSTOMIZED SUPPORT** — Supported by CSR teams focused on providing data from coverage to delivery for special events, launches, annual sales, etc.

## NIKE.NET // ORDER // STATUS

QUICK, TIMELY, SPECIFIC ANSWERS



- **REAL TIME DATA** — Contains accurate, up-to-the-moment information, including EDI orders
- **PRODUCT IMAGE INTEGRATION** — Contains current thumbnail images of all styles and colors
- **TARGETED SEARCHES** — Results ideal for finding a single day of orders/shipments and specific POs or order numbers

## IDEAL FOR DIFFERENT INQUIRIES

- LONG TIME HORIZONS** – What did my account book this season? How are my season’s orders doing? Which of next month’s shipments will be delayed? What rejected last week?
- BOOKING AND BILLING** – What are my account’s billed shipping rates? Were my account’s discounts applied? Do I need to work with credit to clear this order?
- SPECIALIZED QUESTIONS** – Do I need to extend the cancel date on this order? How is my order covered?

- SHORT TIME HORIZONS** – What orders did my account place yesterday? What is the shipping status of all of my orders with an April 1 CRD?
- REAL TIME INFO MATTERS** – What orders did my buyer place this morning? What is the remaining balance on this contract?
- SPECIFIC ORDERS** – Which items on this PO have confirmed or been dropped? What is the shipping status of this PO? What is the net, wholesale or retail price of this style or items on this PO? What is the official launch date of this style?

### LIMITED BY

- Information delay – 24-hour delay on data
- Resource-dependent – Dependence on CSR

### LIMITED BY

- Search capacity –3,000 results maximum; order data unavailable 90-days post shipment
- Consolidation ability – does not consolidate individual product data across multiple orders

**LEARN MORE**

- *Watch the ORDER video*
- *Review the ORDER // Status Training Manual*