ORDER WATCH®

EMPLOYEE USER GUIDE

Section 1: Introduction

1. Introduction

1.1 Overview

This user manual will give you the information needed to manage and track shipments and instruct you on the following topics.

- Entering and maintaining Purchase Orders
- Creating Shipping Orders
- Creating and Uploading Documents
- Vendor Compliance
- Reporting through saved views

The system provides end to end tracking and tracing across multiple transportation modes.

Customer profiles will be created by Order Watch Administration; locations and vendor information will be available by customer in the drop down windows.

Users must continue to use the customer Standard Operating Procedures for specific client requirements in regards to data entry requirements.

FGV

Mapping will be provided from Order Watch to Flex Global View (FGV) to maintain the visibility of shipments upon deployment.

Vendor Information

It is the intention for Order Watch to be interactive with vendors having some limited access to the application. Some but not all vendors will be trained on how and what data to enter into the system for "online booking" in the SO creation. Vendor participation will be based on client requirements, volumes shipped, and other criteria yet to be determined.

Version

Always use the online version of this document for the most up to date information.

1.2 System Requirements

Hardware Requirements:

Operating System**:** Windows 7 Professional, Windows 7 Enterprise, or Windows 7 Ultimate

GT Nexus recommends the hardware configuration given below:

- 1-gigahertz (GHz) 32-bit (x86) processor or 1-GHz 64-bit (x64) processor
- 2-4 GB of system memory
- 100-GB hard disk that has 15 GB of free hard disk space (the 15 GB of free space provides room for temporary file storage)
- Internet access capability
- Audio output capability

Software Requirements:

The GT Nexus platform runs on computer systems that support Microsoft Internet Explorer (IE). The browsers currently supported are:

- Internet Explorer version 8.0
- Internet Explorer version 9.0

Use the following link to download Internet Explorer or update to the most recent version:

http://www.microsoft.com/en-us/download/ie.aspx?q=internet+explorer

Section 2: System Access

2. System Access

2.1 Users and System Passwords

System access is granted by Supplier Management Order Watch System Administrators. Administrators will assign Login and identification credentials to individual Client Users.

The system will send a "Welcome" email to the newly assigned User. Upon receipt of the email, the user will have 48 hours to click the link and establish their password. The User can change their password at any time.

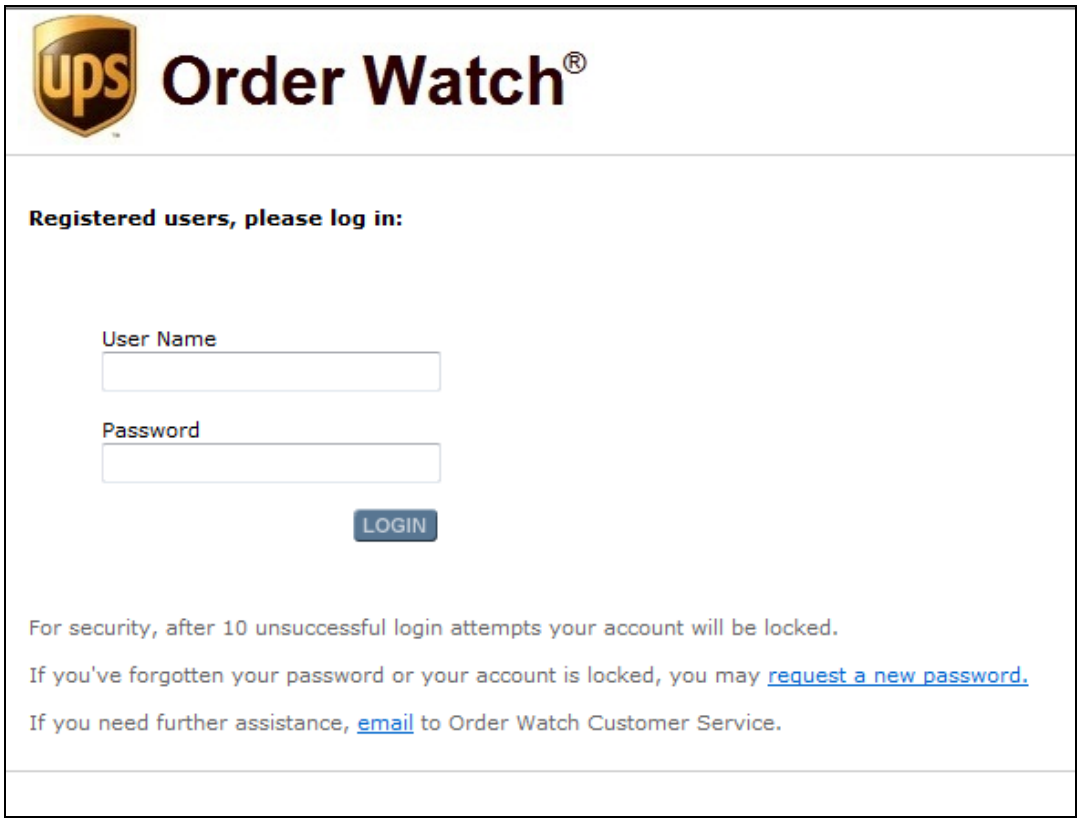
NOTE: UPS prohibits giving a password to others or exposing it to public view

Section 3: Login and Initial Setup

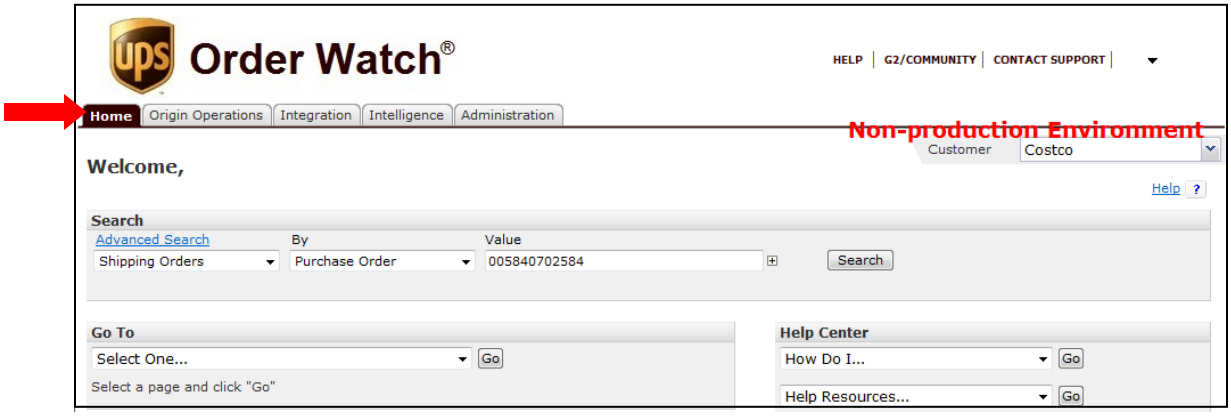
3. Login and Initial Setup

3.1 Logging in to Order Watch

To access the system, go to the site below and enter your username and password:
https://www.orderwatch.ups.com



After entering your user name and password, you will land on the Order Watch Home page.



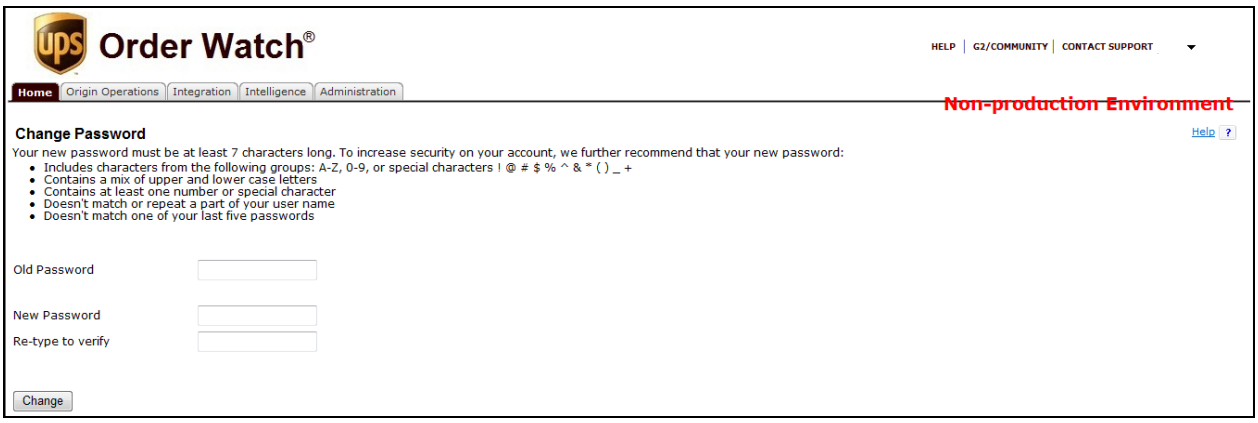
On this page you will see Major Tabs (the top bar) that are referenced throughout the user manual.

NOTE: If you ever get lost, select the Home Tab.

3.2 How to change a password

In order to change your password, choose the drop-down menu next to your name on the far right at the top of the screen, then select change password.

The next screen will prompt you to enter a new password. Create a new password that adheres to the requirements listed and select change.



Section 4: Navigation

4. Navigation

4.1 Major Tabs and Sub tabs

There are 5 Major Tabs within the Order Watch Application: Home, Origin Operations, Integration, Intelligence and Administration. Sub Tabs appear after selecting a specific tab. Sub Tabs will vary based on the tab you have selected.

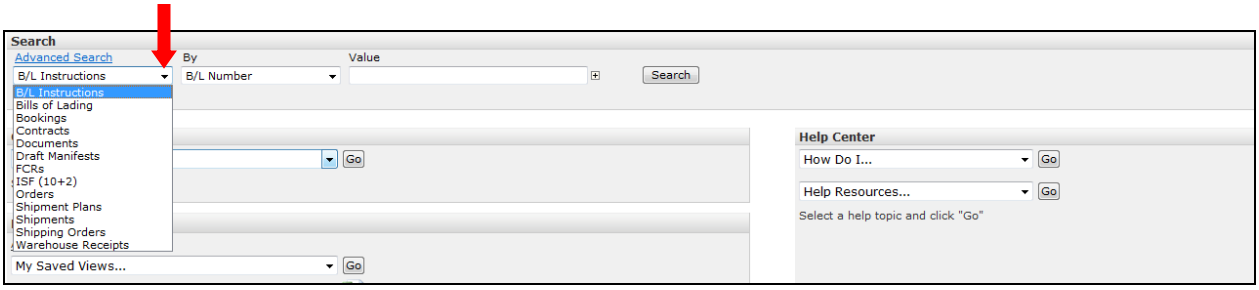
4.2 Quick Search

You will always land on the Customer that you last accessed before leaving Order Watch when you log on to the system.

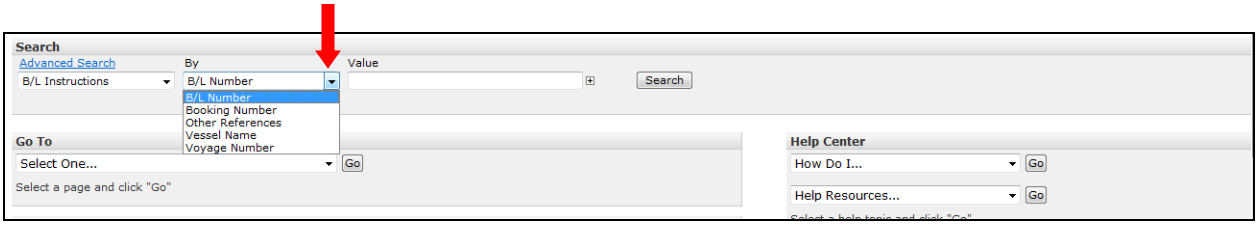
NOTE: Customers must be changed from the HOME tab

You can use the Search feature to find information related to an order. You must have a specific value to search for when you use quick search

On the Home page, under Search, select the first drop-down menu and choose a module.



In the by drop-down menu, select the type of data.



In the Value text box, enter the value of the data you are searching for.

When the user logs in to the portal again, the Value text box retains the last search value entered.

To search for a request using multiple values, click the "+" sign next to the Value text box.

You can search for a maximum of 3 parameters at the same time.

NOTE: For some types of data, you can search by entering a partial value along with a wildcard such as the percent sign Â€Â˜'%'Â□Â™ or asterisk 'Â□Â˜*'Â□Â™. You must enter a minimum of 3 characters followed by the wildcard. For example, in the **By** Â drop-down menu, select **Reference Number** and enter €˜**565***€™ to pull up all requests whose reference number starts with '€˜565'€™. To add multiple values, separate them with a semicolon.

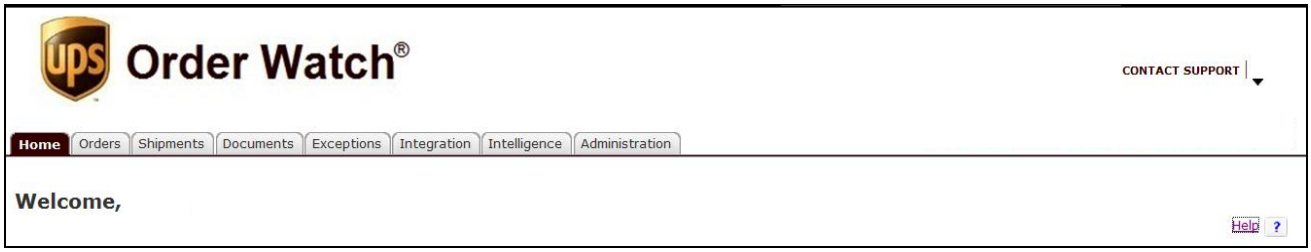
The Advanced Search link opens a new web page with additional search criteria which help narrow down the search results.

NOTE: It is important to first select the component before you perform an advanced search as the criteria displayed changes depending on the component you choose. This means that if orders is selected in the first drop-down box and then the Advanced Search link is clicked, the search criteria is specific to orders. Similarly, the search criteria that is displayed when another module like shipments is selected, is different.

4.3 Help Center

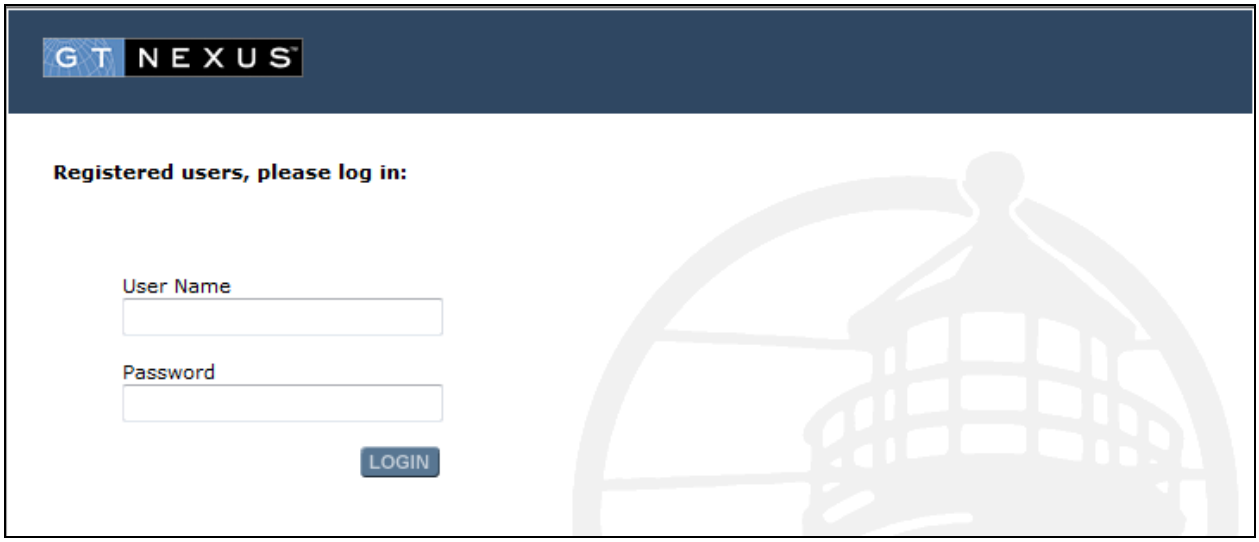
The Help Center link will take you out of Order Watch to the GTN user guide, that will give you technical help, but the instructions will not always match the layout of the UPS Order Watch screens, procedures, or information.

NOTE: For best results, always access the Help Center from the Homepage of Order Watch.



NOTE: Please direct all system related questions to your Supplier Management Account Manager. They will work with the Order Watch team for resolution. Do not call or email or GTN directly.

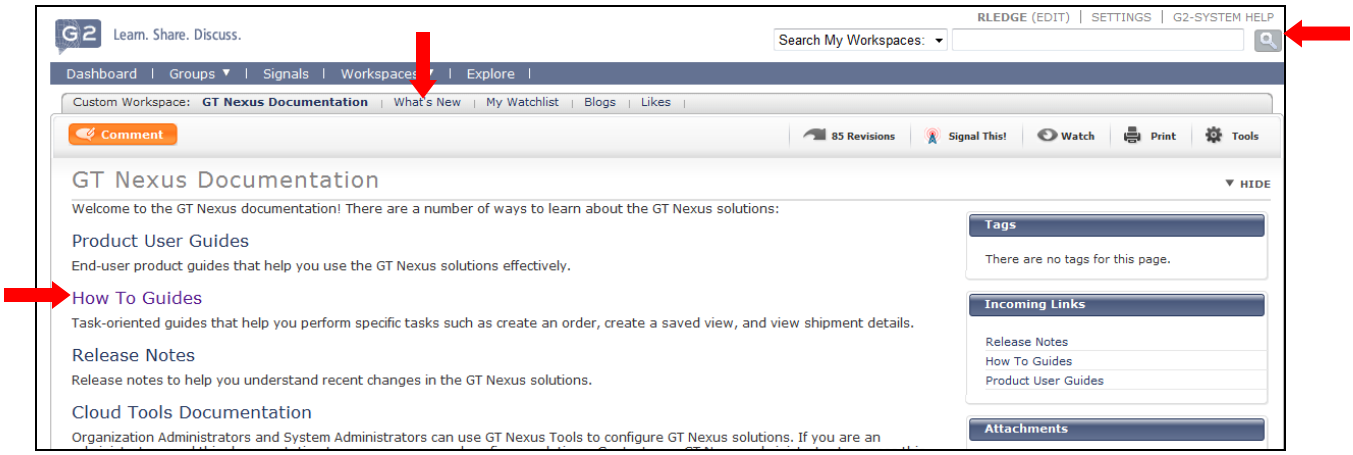
Enter your User Name and Password, and select the login button to access the Help Center.



The GT Nexus Help Center has many useful features for accessing the information you may seek in order to complete tasks. Three of the most useful features include:

- How to Guides

- What's New
- The Search Feature



Section 5: Notifications

5. Notifications

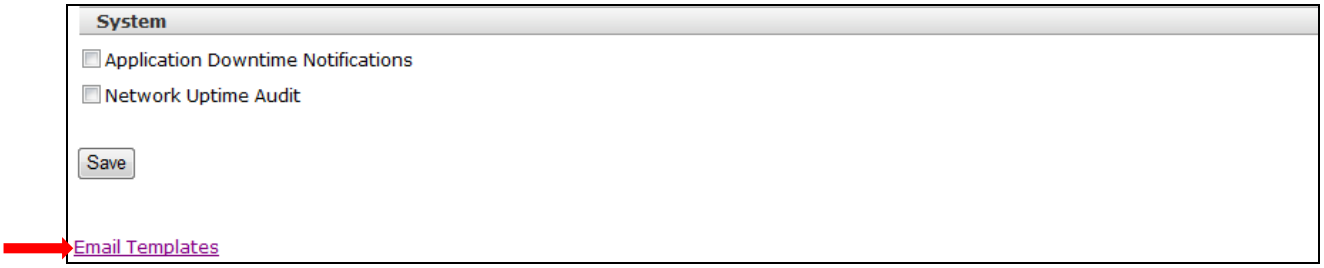
Email notifications are an alternate way to consume information, apart from saved views for certain triggers/conditions as listed below. In other words, these are outbound email notifications which utilize "push" technology so that the users do not have to go looking every now and then, for problems. For example, the email notifications come in handy in a situation where a user would like to get notified whenever a shipment is held in customs. In such cases, email notifications can be set up to trigger emails to pre-selected parties whenever such a situation arises.

There are three ways to consume exceptions: 1. saved views, 2. email notifications, 3. dashboard.

To utilize, click the Notifications link from the User drop-down menu. The Notification Preferences screen will appear.

5.1.1 Creating a Notification

Scroll to the bottom of the Notification Preferences screen and select the E-mail Templates link.



Once on the Email Templates screen, the system will display all notifications that have been created by the User or shared with the user.

To create a new notification, click the create button. Input the template name and select the notification type.

- Critical Date Exception and Informational Date Exception
  These two notification types work in sync with milestone models. While configuring models, you can setup exceptions based on certain tolerances. These milestone model exceptions trigger visual indicator (yellow and red flags) in the UI. However, if you need to be notified by email when these exceptions get triggered, you have to configure the corresponding email notification template.

- Milestone Actual – email notifications can be sent for milestone actuals, i.e. irrespective of exceptions regarding a certain milestone, users can opt to receive notifications if a certain milestone has been received. That allows users to use email notifications even if no models have been set up.

- Milestone Alerts – to get exceptions without models. It's at the user level. It's like a private model used to mimic a milestone model. Email notifications can be setup for Milestone Alerts. The user can configure a notification based on the relation between two milestones (from the list of available milestone events) and can also apply a date range. This is similar to Critical and Informational Exceptions.

- Order Acceptance Status – Not applicable to all customers.

A new screen will open up, allowing the user to set the notification rules, tolerance levels. Once the settings are entered, click the Save button to save the notification.

5.1.2 Editing a Notification

To edit a notification, click the edit button next to the Notification that you want to edit. The criteria screen will open up, allowing the user to change the settings and resave.

If a Notification was shared with you, you will not be able to edit it. You can create a copy of the Notification, then edit and resave under a new name.

NOTE: You can then ask the creator of the original Notification to remove you from the distribution list.

				Status Active
Milestones/Milestone Relations/Order Acceptance Status	Notification Types	Date Modified	Edit	Delete
S/W End Dt	Critical Date Exceptions	07/18/2012 03:06 PM PDT	Edit	Delete
Est. Depature from POL should occur no later than **7** days after **Carrier Booking Confirmed**	Milestone Alert	07/20/2012 01:34 PM PDT	Edit	Delete
Masterbill Assigned should occur no later than **2** days after **Shipped (ASN)**	Milestone Alert	07/19/2012 11:45 AM PDT		

5.1.3 Deleting a Notification

To delete a notification, click the delete button next to the Notification that you want to delete. The application will ask you if you are sure you want to delete. Click Ok and the Notification will be removed from the application.

If you shared the notification with someone else, they will no longer receive the notification.

NOTE: You will need to ask the creator of the Notification to remove you from the distribution list.

Section 6: Origin Operations

6. Origin Operations

6.1 Purchase Orders

The Purchase Order platform in Order Watch is used to enter and maintain orders. Purchase Orders are often referred to as POA Purchase Order consists of two parts: headers and details. The PO header displays information that is applicable to the entire PO as well as some additional information about the Purchase Order.

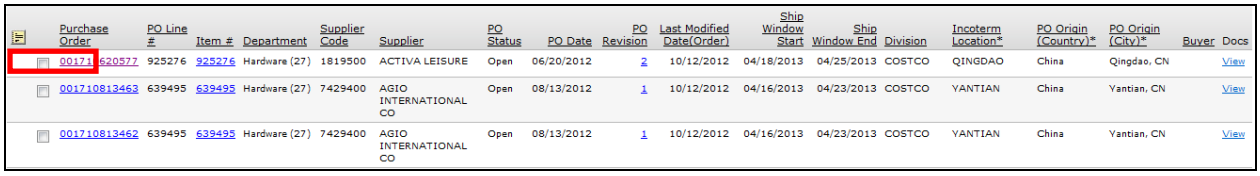
6.1.1 Creating a Purchase Order- Manual Data Entry

6.1.2 Creating a Purchase Order- Spreadsheet Upload

6.1.3 Accessing an existing Purchase Order

There are 2 ways to access an existing Purchase Order; use the Quick Search feature (See Section 4.2) or select the View Orders Sub Tab. The next screen will display a list of existing purchase orders.

Select the purchase order number to view the purchase order in detail.

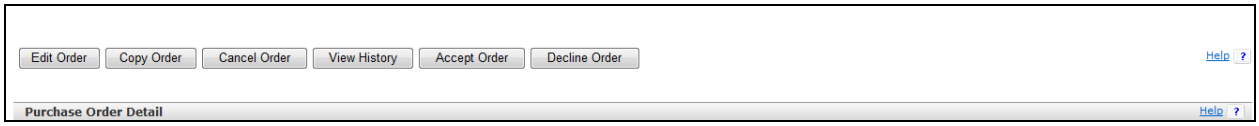


Purchase Order	PO Line #	Item #	Department	Supplier Code	Supplier	PO Status	PO Date	PO Revision	Last Modified Date(Order)	Ship Window Start	Ship Window End	Division	Incoterm Location*	PO Origin (Country)*	PO Origin (City)*	Buyer	Docs
00171 620577	925276	925276	Hardware (27)	1819500	ACTIVA LEISURE	Open	06/20/2012	2	10/12/2012	04/18/2013	04/25/2013	COSTCO	QINGDAO	China	Qingdao, CN		View
001710813463	639495	639495	Hardware (27)	7429400	AGIO INTERNATIONAL CO	Open	08/13/2012	1	10/12/2012	04/16/2013	04/23/2013	COSTCO	YANTIAN	China	Yantian, CN		View
001710813462	639495	639495	Hardware (27)	7429400	AGIO INTERNATIONAL CO	Open	08/13/2012	1	10/12/2012	04/16/2013	04/23/2013	COSTCO	YANTIAN	China	Yantian, CN		View

6.1.4 Delete/Cancel a Purchase Order

6.1.5 Editing a Purchase Order

Purchase orders can be edited once the purchase order has been opened, scroll down the purchase order page and select Edit Order.



6.1.6 Adding Comments to a Purchase Order

Comments can be added to the purchase order once the purchase order has been opened, scroll to the bottom of the purchase order page. Place your cursor inside the box and click within the white space. Enter your comments and select save comment. There is also an option to email them to a recipient.

6.1.7 View Purchase Order History

The history of a Purchase Order can be viewed when the Purchase Order is open. Scroll down the purchase order page and select View History.

6.1.8 Attaching Documents to a Purchase Order

Documents with a file size of up to 10MB can be attached to Purchase Orders.