

Web Order Tool

USER GUIDE (CUSTOMER VERSION)

WMG_Web Order Tool_CUSTOMER User Guide_US version 1.0 27th March 2019 Authors: Kerstin Palitzsch / Martin Green



Content

1.	Getting started	2
	Placing an Order	
	Order Status	
3.1	Using the Order Search Function based on 'Numbers'	9
3.2	Using the Order Search Function based on 'Order Status'	10
3.3	Search Result screen	10
3.3.	1 Search Result Details screen	12
3.3.	2 Order Positions screen	12
3.4	Order Status definitions	14
4.	Catalogue Download	15
5.	Product Details Screen	16



1. Getting started

The Web Order Tool is a web-based application linked to the MES system used by the Physical business of WMG.

It allows customers to place and track the status of their orders. It also acts as an information source for such things as searching for a product, checking a price, downloading the current catalogue and accessing product details for certain products. It replaces 'The Shop'.

Customers wishing to access the tool to must first be set up with a user account. This user account will grant certain rights within the Web Order Tool. Requests for a new account should be made via your WEA account manager.

Once an account is requested, approved and set-up, you will receive a User ID and password via automated email. The email will include instructions on what to do next when accessing the Web Order Tool - using the following link in your browser <u>http://warnermusic-weborder.arva.to/</u>.

When following this link, you will see the following login screen:

WARNER MUSIC		
\$	Please login first	
	Userid:	*
	Password:	
		forgot password?
		LOGIN

The first time you login with a new user account, you will need to enter your assigned User ID and password (supplied in the automated email). You will be prompted to enter a new password.

Once you have reset your password, on future occasions you will simply need to login with your User ID and new password.

Tip: If you ever forget your password, it can be reset by entering your User ID when in the login page, clicking on the 'forgot password' link and following the onscreen instructions.



2. Placing an Order

Searching for a Product

If you do not know the 13-digit GPID when you want to place an order, you are able to search by artist, title, barcode or release date when in the Order Positions screen. To do this, click on any search button next to the Product Reference Field (the buttons that have 'dots' in the bottom right - marked on the screenshot below).

Orders Coder setty Rearing entry Order states Catalogue Download Satilings Orange assessed Logand	Order entry ORDER HEADER ORDER POSITIONS Customer Customer number;	_	Customer ner	MAC WEA SALES	_	Custor	ner order ref:
	Choose excel file for uplend Order line uplend file:	ovse No file selected.				UPLOAD DOWNL	OND TEMPLATE
	Order positions - 20 terms						300 mit im 👃
	Product Reference Number ()	Invoice least ()	Available Stock ()	Order Quantity []	Unit Price ()	Line Value (PPD) ()	Actions
						, Ju	0
							0
							0
							0
							0
	Number of lines entered: O						<u> </u>
	Order summary - Order Quantity: 0, Order Value (PD): 0,00 USD					
						RESET	ADD SUBMIT

This will result in the pop-up search window being displayed.

Product Search screenshot

PRODUCT SEARCH	SEARCH RESULT	PRODUCT DETAIL	LS	
Criteria	_			
Artist:]	Title:	
Barcode:]	Configuration:	
Release date:		(MM/dd/yyyy)	Price code:	

You can now enter the artist name or title (or just part of the artist name or title) to search our catalogue. To search by UPC, a minimum of 6 digits need to be entered.

You can narrow your search by combining criteria and adding other filters – for example, 'CD' to the Configuration field or adding the Price Code. The more filters you add, the fewer the search results will be generated.

Once you have logged in, if you have user rights to enter orders, the Order Entry screen will be displayed as a default.



Order Entry Header screenshot

Orders Orders Returns entry Order status Catalogue Download Settings	Order entry ORDER HEADER ORDER POSITIONS			
Change password	Criteria			
Logout	Customer number:		Customer order ref:	
	Special delivery data:	(MM/dd/yyy)	Special remarks:	
	Customer delivery address			
	Customer name:	WEA SALES	Address:	WEA - WEST REGION
	Address suppl1:		Address suppL2:	
	Street	2280 WARD AVENUE	Region:	CA
	Zip code:	93065	City:	SIMI VALLEY
	Country:	USA 🗸		
				RESET NEXT

If you do not have assigned rights to place orders you will need to select from the menu available to you in the main left-hand menu.

WARNER MUSIC	
Order status	
Catalogue Download Settings Change password	Welcome! Please choose an option in the menu on the left side.
Logout	

Screenshot after log-in for accounts with no order entry rights

Items displayed on the left menu may differ for individual users depending on assigned rights, as not all items are relevant to all users. If one of the menu items is not displayed, you have not been assigned the relevant rights in your customer user account to access this feature of the Web Order Tool.

If you only have access rights to enter orders for a single account, the Order Entry screen will automatically select your account number and fill in details of the relevant account along with your associated Ship To address.

If you have access to multiple accounts for your company (for example, multiple 'ship to' accounts), then the system will default to the last account number you used. In this case, should you want to access another of your 'ship to' accounts, overwrite the account number in the corresponding field with the customer (account) number you wish to see and press the <u>tab</u> button. The account details will change to those of the account number you have entered.

Tip: A number of fields in the Web Order Tool have a pop-up displaying information about the relevant field. It can be accessed by hovering over the field.

There are a number of fields in the Order Entry header – including one that MUST be completed to be able to place your order.

Customer Reference is a MANDATORY field. You should enter your own customer reference when placing your order in the Web Order Tool (e.g. your PO Number). This reference will show up on your delivery note (packing slip) and invoice and can also be used by you to track the status of our order in the Web Order Tool. You must add it in the Order Header screen.



If you have any special requirements for your order, you can specify them in the Order Entry header screen:

- Special Delivery date: You can select to DELAY shipment of your order if you do not want it to be processed and shipped according to our standard leadtimes. You do this by specifying a 'Special delivery date' – either type in the date or use the button next to the field to select on the pop-up calendar. Leaving this blank will mean your order will be picked and shipped per agreed leadtimes where stock available.
- Special Remarks: If anything is entered in the Special Remarks box, this will cause your order to be <u>Stopped/Delayed/Held</u> for manual review and release by Customer Service in the main MES system. Please <u>only</u> add a special remark if this is really necessary to avoid any delay to your order.

Typically, you will leave Special Delivery Date and Special Remarks fields blank and move to the next screen to add the actual products you wish to order. You move to can do this either by clicking on the "ORDER POSITIONS" tab near the top of the display or by clicking the NEXT button on the bottom of the screen.

The following screen will then be displayed.

Orders Order antry Returns entry Order status Catalogue Download Settings	ORDER HEADER ORDER POSITIONS	I					
Change password	Customer						
Logout	Customer number:		Customer	name: WEA SALES		Custo	mer order ref.:
	Choose excel file for upload						_
		Browse No file selected.					
		bronse No me serected.				UPLOAD DOWN	LOAD TEMPLATE
	Order positions · 20 items						200 entries 🗸
	Product Reference Number 🖪	Invoice text 🖪	Available Stock 🛙	Order Quantity 🛛	Unit Price 🛙	Line Value (PPD) 8	Actions
						(10)	Û
			1				Ô
		Product Search button					面
							Ô
							面
							Ö
	Number of lines entered: 0 Order summary - Order Quantity: 0 , Order Val	ue (PPD): 0,00 USD					
						RESET	ADD SUBMIT

Order Entry Positions screenshot

Tip: If you want to remove an order line from your order – click on the Trashcan icon on the line you want to delete. You can also clear your entire order by clicking on the 'Reset' button at the bottom of the screen

Order lines can be entered in one of three ways:

- Adding each GPID (or UPC) and quantity of the product required one-by-one
- copy and paste from a separate Excel file (Excel 97-2003 (.xls)
- upload using the MES Web Order Tool template

Adding Order Lines to an Order manually

Order lines for product can be placed individually using one of two methods:

i. entering the UPC or 13-digit GPID in the 'Product Reference Number' field and the quantity required in the 'Order Quantity' field. The GPID is preferable but the UPC will work.



ii. By clicking on the GPID shown in the Search results displayed if you have done a Product search using the icon with the three dots (shown in the screenshot above and product search explained elsewhere in this guide). Clicking on the GPID you would like to order will add the line and all you need to do is then add the required quantity.

The details of the product will be displayed. Each separate product should be entered on a new line.

If you do not know the 13-digit GPID, you are able to search for it (see 'Tip' box earlier in this section of the guide).

Adding Order Lines to an Order – via copy and paste from an Excel file (Excel 97-2003 (.xls))

To enable copy and paste of order lines into the Web Order Tool, the Excel file (Excel 97-2003 (.xls)) should contain the GPID in the first column and the quantity required in the second column. The first column (GPID) must be formatted as TEXT. The second column (Quantity) must be formatted as NUMBER (no decimals). Each product required should be on a separate row.

To add all required lines to the order, select <u>both</u> columns and <u>all</u> rows required in one selection and copy and paste into the <u>first</u> 'Product Reference Number' field. The system will automatically populate the product details and the quantities from your spreadsheet.

Please note: If you want to paste more than 20 lines using this method, you will need to add more 'empty' order lines in the Web Order Tool screen by pressing the 'ADD' button on the bottom of the screen. Alternatively, for orders of this size, it may be easier to use the 'Upload' method below.

Upload Order Lines using the Excel 97-2003 (.xls) Template

This method allows even a large number of order lines to be added to your order in one go.

- 1. Click on "download template"
- 2. Enter (or copy/paste) the 13-digit GPIDs (formatted as TEXT) and quantities (formatted as NUMBER) required into the template document and save the document to a location on your computer.
- 3. Click on the "browse" box in the middle of the Order positions screen to find and select the completed template file you have just saved to your computer.
- 4. Click "upload".
- 5. The system will then perform a check that your GPIDs are correct and will highlight any products which are not recognised. You will need to edit (or remove) those lines in your Template file and save it before repeating the upload of your order (from step 3 above).

- 4	A	B	
1	Product Reference Number (13 digit number required)	Quantity	
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

Regardless of the method you use to enter your order lines, once the lines have loaded you will be able to see for each order line: stock availability, dealer price per unit and gross value by line and in total.



Screenshot of Entered Order Line showing basic line order line information

Order entry

Order entry

DER HEADER ORDER POS	SITIONS										
tomer											
Customer	number:		Customer name	c						Customer or	der ref.:
	bmitting your order if required by click rrect net price even if you do not use t			ou have entered you	r order lines. Thi	s is an optiona	I feature and t	here will be a	short delay each tim	e this function is us	sed. Yo
ose excel file for upload											
Order line up	oed file:		Durchsuc	hen							
									UPLOAD	DOWNLOAD TE	MPLA
er positions · 20 items										200	entries
duct Reference Number 🔒	Invoice text 🗄	Available Stock 🗄 🛛	Order Quantity 🗄	Camp. Code 🗄	Price Code 🗄	Unit Price (PPD)	Line Value (PPD) 🗄	Disc. % 🗄	Unit Price (Ne	et)⊟ Line Valu (Net)⊟	° A
81227966652	Talking Heads/Speaking In Tongues	100757	200			22,40	4,480,00				

After the entry of each line, or when you have entered **all** order lines, you have a choice simply to place your order by clicking the 'Submit' button, or you can elect to see the actual Net Price for each order line prior to placing your order.

If you do wish to see the net price that will be applied to an individual order line or all the order lines, you must click on 'Calculate Net Prices' and additional values like Price Code, Discount and Line Value (Net) will be calculated and displayed (see screenshot below). Again, once all order lines are entered, hit the 'Submit' button to place your order.

Screenshot of Entered Order Line showing additional displayed information after 'Calculate Net Prices' selected

Custom	ner number:		Customer name	0:						Customer ord	der ref.:
t prices can be displayed before sub piced at the correct net price even it	omitting your order if required by clicking o f you do not use this feature before submitt	n the 'Calculate Net Prices' ting your order.	button once you have er	ntered your order line	s. This is an optiona	i feature and th	ere will be a sho	ort delay each tim	ne this function is used. You	ur order will alwa	eys be
oose excel file for upload	·										
	upload file:		Durchsuchen								_
									UPLOAD D	OWNLOAD TE	EMPLAT
der positions · 20 items										25	entries N
roduct Reference Number 8	Invoice text 🗄	Available Stock B	Order Quantity	Camp. Code 🚦	Price Code 🗄	Unit Price (PPD)	Line Value (PPD) B	Disc. % B	Unit Price (Net) 🗄	Line Value (Net) B	Acti
081227966652	Talking Heads/Speaking In Tongues	100984	10	0	ABK04	22,40	224,00	0,00%	22,40	224,00	0
											0
											0
			<u> </u>								1
											0
			-								
											0
nber of lines entered: 1											

The price you will be charged will be the same whether you choose to calculate net prices or not before submitting your order.

Once your order is submitted, the main MES system will calculate the correct net price and apply it to the order line once received from the Web Order Tool - even if you have not chosen to calculate and display net prices before submitting the order. The 'Calculate Net Price' function is simply to allow you to see the price that will be applied to your order if you submitted it now (based on any deals or standard discounts currently active for you for that product). It may also be useful for you to check the net price of a product without submitting an order.



There will be some system delay while the net price is calculated – especially if there are many order lines in the order – which is why we have made it an optional feature prior to submitting an order.

PLEASE NOTE: Once an order is placed in the Web Order Tool it cannot be cancelled.



3. Order Status

After login, the Order Entry screen is displayed as a default. However, there is no need to enter your customer number on this main screen if all you intend to do is check on order status.

To check Order Status, click on 'Order Status' on the left-hand menu bar. The **Order Search** screen shown below will open. This screen will allow you to search for and view the status of your past and current orders/order lines.

		Order Status Sec	arch screenshot								
Orders Order entry Returns entry Order status	Order search										
Catalogue Download Settings	ORDER SEARCH SEARCH RESULT SEARCH R	ESULT DETAILS									
Change password	Criteria										
Logout	Product Reference Number:		Creation date from:	(MM/dd/yyyy)							
	Customer number:		Creation date to:								
	Heedquerter number:		Despatch date from:								
	Delivery number:		Despetch date to:								
	Order number:		Status: [~							
	Customer order reference:										
				RESET SEARCH							

3.1 Using the Order Search Function based on 'Numbers'

The Order Search function allows you to search your orders/order lines in a very flexible way by adding as many of the different search criteria and ranges to suit what it is you want to check. The more of the boxes you complete, the more the information on your orders will be filtered in the search – giving you the specific results you want to see. For example:

- Search details on **all orders you have placed*** –add your customer number to the relevant box, leave all other boxes clear and hit the 'Search' button
- Search details on **orders for a specific Catalogue item** add your customer number and the Product Reference (GPID) that you are interested in and hit the 'Search' button.
- Details on **orders placed in a certain period** add your customer number, add 'From' and/or 'To' date and hit the 'Search' button.

(* System will display previous order history of at least 12 months)

Similar searches on dispatch (ship) dates, against specific delivery numbers, against your customer order reference and against the system-assigned order number can also be performed.

The Order Search using Headquarter (Bill To) account number would give you as a result the orders/order lines for all respective branches/stores if the Headquarter (Bill To) account number is entered.

Please note: in the 'number' search fields, you are able to search for more than one item in the same search. To do this, enter each Product reference (GPIDs) and/or order number and/or customer account number separated by a comma.



3.2 Using the Order Search Function based on 'Order Status'

A particularly useful search can be performed against orders/order lines that are at a specific processing status.

For example, if you want to know what order lines you currently have in 'Back order', you simply enter your customer number in the search screen then click on the drop-down arrow next to the Status box and select 'Back order' from the drop-down menu which will pre-fill the field. Then hit the 'Search' button.

Order Search table showing dropdown box of options for searching against a specific 'status'

Order search		
ORDER SEARCH SEARCH RESULT SEARCH RESULT DETAILS Criteria		
Product Reference Number.	 Creation date from:	(MM/dd/yyyy)
Customer number:	 Creation date to:	
Headquarter number:	Despatch date from:	
Delivery number:	Despatch date to:	
Order number:	Status:	B/O cancelled-product deleted
Customer order reference:		Back order Deleted by Customer Services Order registered
		Product not available/deleted Out of stock. Please re-order Packed
		Picked Shipped Warehouse processing Undeliverable

Combinations of the search criteria can be used to customise the results you see. Some further examples are:

- Customer Number + Product reference Number (GPID) + Status *Shipped* = all orders for a specific product that you have ordered that have been shipped
- Customer Number + From To dates + Status Back order = all order lines in the defined period that remain in Back order

If your search delivers no results, you will see an information message. You may want to change/widen your search criteria as needed.

No Search results screenshot

(=	
Orders	Order search
Order entry	
Returns entry	
Order status	Information
Catalogue Download	The search result is empty.
Settings	
Change password	
Logout	ORDER SEARCH SEARCH RESULT DETAILS
	Criteria

The 'Reset' button can be used to clear all fields in the search table before starting a new search.

3.3 Search Result screen

Once you have hit the 'Search' button, the results of your search are displayed at <u>order</u> level in the 'Search result' screen which displays:

- the relevant customer number
- the system-assigned (our) order number
- your customer order reference (as added on the order header screen by you when you placed the order)



- the total number of order lines on the order
- the total quantity across all order lines on the order
- the date and time the order was created
- the date you requested delivery (only if a 'delayed' date was added by you when placing the order)
- the total quantity of items from your order that have been dispatched (shipped) up to the date of your search (this could be across several order lines)
- the overall status of the complete order.

	Order sear	rch						
load	ORDER SEARCH	SEARCH RESULT	SEARCH RESULT DETAILS					
	Order • 1 to 25 of 41						$\boldsymbol{\mathcal{C}}$	25 entries 🧹 🔣 📢
	1000041	00414	023010	1	UL	03/19/2019 13:31:03		Order registered
	1055041	56416	623013	28	2385	03/19/2019 13:31:04		Order registered
	1055041	56417	623142	1	90	03/19/2019 13:31:04		Order registered
	1055041	56418	622629	1	300	03/19/2019 13:31:04		Order registered
	1055041	56439	623375	1	240	03/19/2019 15:45:41		Order registered
	1055041	56733	623489	57	2355	03/20/2019 11:16:07		Order registered
	1055041	56940	623539	2	60	03/20/2019 13:00:54		Order registered
	1055041	56951	623589	5	460	03/20/2019 15:15:56		Order registered
	1055041	57052	623547	3	125	03/21/2019 12:15:50		Order registered
	1055041	57092	623785	5	5550	03/21/2019 16:00:58		Order registered
	1036947	58862	NR5	2	1230	03/21/2019 19:38:46	1230	Warehouse processin
	1055041	58876	623847	3	150	03/22/2019 09:15:56		Order registered
	1011545	58884	600507	1	2	03/22/2019 11:45:31		Back order
	1055041	58888	623746	121	791	03/22/2019 12:00:35		Order registered
	1055041	58889	623747	273	593	03/22/2019 12:00:38		Order registered
	1055041	58928	623958	1	120	03/22/2019 16:45:55		Order registered

The following can be used to customise the results displayed, navigate through the results or download your search results into an Excel file (Excel 97-2003 (.xls)). They are highlighted in the screenshot above.



select how many entries are displayed on the screen

use to move through the search results

DOWNLOAD

use to generate an Excel file (Excel 97-2003 (.xls)) with all results from your current search

(not just the entries you are able to view at one time on the screen).

The Order status column on the Search result screen will only show a single 'status' if <u>all</u> quantities of <u>all</u> order lines in the order are at the same status (e.g. all items *Shipped*).

If <u>any</u> of the order lines on a particular order are at a different status to the others, the status of that order on this search result summary screen will show *Various, see line details*.

To see further detail related to the actual order lines in a specific order, you can progress from this screen in one of two ways:

- a. either to the 'Search result details' screen to view the order line detail related to <u>all</u> orders from your particular search
- b. or to the 'Order Positions' screen to view the order line detail related only to a **<u>particular</u>** order from your search results.

These two screens and how to access them are explained below.



3.3.1 Search Result Details screen

The 'Search result details' screen is accessed by clicking on the tab at the top of the results. It displays the results of every order in your search at order line level and provides the following information:

- the relevant customer (account) number
- our order number
- your customer order reference (as added on the order header screen by you when you placed the order)
- the Product Reference Number (GPID)
- the artist and title
- the unit price
- the total quantity ordered
- the quantity shipped to date
- the quantity remaining in back order
- the date and time when the order was transferred to the Warehouse
- the expected dispatch (shipping) date (updated to actual date once shipped) plus the delivery note (packing slip) number once shipped
- the invoice date and invoice number on which the order line will appear (once goods shipped)
- the status of the order line.

orders Order entry Returns entry Order status	Order	searc	:h					
atalogue Download	ORDER SE	ARCH :	SEARCH RESULT	SEARCH RESULT DET	AILS			
ttings Change password	Order • 1 to 2	25 of 1281						Z etries 🗸 🔣 🔣 12131415 () 🕨
jout					4Ever			
	1011545	56076	600332	0857561005834	Migos Yung Rich Nation	9,17	1	Order registered
	1011545	56076	600332	0093624902706	Neil Young Dead Man: A Film By Jim Jarmus	9,16	1	Order registered
	1011545	56076	600332	0811408031813	Westkust Westkust	12,85	2	Order registered
	1011545	56076	600332	0081227988555	Misfits Walk Among Us	11,43	1	Order registered
	1011545	56076	600332	0801390029912	Alex Turner Submarine [Original Songs]	10,00	1	Order registered
	1011545	56076	600332	0081227938758	Keith Sweat An Introduction To	3,00	1	Order registered
	1011545	56076	600332	0744861117926	Snail Mail Lush	10,00	1	Order registered
	1011545	56076	600332	0075678989537	Musiq Soulchild onmyradio	7,50	1	Order registered
	1011545	56076	600332	0075678203527	Troop Attitude	10,50	1	Order registered
					Yo La Tengo			v
								DOWNLOAD

Again, you can use the drop-down menu at the top of the table to select how many entries are displayed on the screen and use the page number buttons or 'forward arrow' and 'back arrow' buttons to move through the search results.

A **Download** button is also provided at the bottom of the 'Search result details' screen. This will generate an Excel file (Excel 97-2003 (.xls)) with all results from your current search. All results of the specific search will be included in the downloaded file, not just the entries you are able to view at one time on the screen.

3.3.2 Order Positions screen

The 'Order Positions' screen displays the same information, including status, at individual order line level that is available on the 'Search result details' screen but only for order lines <u>for the specific order selected</u>.

It can be accessed by clicking on a specific order number in column two (*Our order number*) when in either the initial 'Search Result' screen or when in the 'Search Result Details' screen.

Drder • 1 to 25 of 41							25 er	ntries 🧹 🔣 📢 🚺	20
Customer number 🚦	Our order number	Customer order reference	Total order lines 🖸	Total quantity 🚦	Order creation date	Requested delivery date 🖪	Total delivered quantity to date 🚦	Order status 🚦	
1011545	56068	600358	1	2	03/18/2019 13:00:53			Undeliverable	
1011545	56076	600332	52	57	03/18/2019 15:45:58			Order registered	
1055041	56405	622613	2	300	03/19/2019 13:30:59			Order registered	
1055041	56406	622619	2	75	03/19/2019 13:30:59			Order registered	
1055041	56407	622438	88	149	03/19/2019 13:31:00			Order registered	
1055041	56408	622440	200	250	03/19/2019 13:31:02			Order registered	
1055041	56409	622689	1	90	03/19/2019 13:31:03			Order registered	
1055041	56410	622696	1	60	03/19/2019 13:31:03			Order registered	
1055041	56411	622964	3	50	03/19/2019 13:31:03			Order registered	
1055041	56414	623015	1	10	03/19/2019 13:31:03			Order registered	
055041	56416	623013	28	2385	03/19/2019 13:31:04			Order registered	
1055041	56417	623142	1	90	03/19/2019 13:31:04			Order registered	
1055041	56418	622629	1	300	03/19/2019 13:31:04			Order registered	
1055041	56439	623375	1	240	03/19/2019 15:45:41			Order registered	
0550/1	56700	622400	57	2255	02/20/2010 11-16-07			Order registered	

The 'Order Positions' screen will display a header table giving details of the order and display information and the status of all order lines in that particular order.

Order	position	IS											
Base data													
		Custom	er number:					•	Dur order number :	56076			
		Custo	mer name:	COMPANY				0	rder creation date:	03/18/2019	÷		
		Customer order	reference:										
Line data · 11	to 25 of 52										25	antries 🗸	II II 213 D
Cust. No. 🚦	Ord. No. 🗗	Cust. Ord. Ref. 🚦	Prod.Ref.No. 🗗	Artist Title 🚦	Unit Price (Net) 🚦	Order Qty. 🚦	Del. Qty. 🚦	во 🗄	Transf. to Warehou		Desp. Date Del. No.	Inv. Date Inv. No.	Order status 🚦
1011545	56076	600332	0803020160811	The Lumineers The Lumineers	12,15	1							Order registered
1011545	56076	600332	0081227964337	Led Zeppelin Led Zeppelin IV	25,63	1							Order registered
1011545	56076	600332	0744861140818	boygenius boygenius	11,45	1							Order registered
1011545	56076	600332	0075679886606	The Greatest Showman (Original The Greatest Showman (Original	10,00	1							Order registered
1011545	56076	600332	0744861086710	Mission Of Burma Signals, Calls & Marches (THE	10,00	1							Order registered
1011545	56076	600332	0075678656132	Death Cab for Cutie Thank You for Today	9,17	1							Order registered

A **Download** button is also provided at the bottom of the 'Order Positions' screen. This will generate an Excel file (Excel 97-2003 (.xls) with all the search results for the order (Line Data only). All order lines for this order will be included in the downloaded file, not just the entries you are able to view at one time on the screen.



3.4 Order Status definitions

The following table shows the common status messages you will see for your order/order lines and their meaning. You are able to search your orders/order lines for ones with a particular status by selecting that status on the 'Order Search' screen (see earlier).

Status	Description
Order registered	Order/Order line entered into the system, but so far no further processing
	results available.
Warehouse processing	Order/Order line has begun processing by warehouse, but so far no further
	processing details are available.
Picked	Order/Order line now confirmed by warehouse as picked.
Packed	Order/Order line now confirmed by warehouse as packed.
Shipped	Warehouse has sent a dispatch (shipment) advice confirming complete
	quantity of an order/order line now complete and shipped/available for
	collection (no remaining back order quantity).
Partly shipped	Warehouse has sent dispatch (shipment) advice confirming part of the
	quantity of an order/order line has been shipped/is available for collection
	(remaining quantity in back order).
Back order	Entire quantity on order/order line has gone into back order awaiting stock.
Undeliverable	No delivery is possible for one of several business reasons. No back order is
	raised for items with status Undeliverable. Please contact Customer Service if
	you need further information related to one of your order lines with this
	status and they will be investigate as required to confirm the reason.
Deleted by customer	Order line was deleted by Customer Service. Please contact Customer Service
service	if you have any queries regarding any deleted order line.

A further message (*Various, see line details*) will also often be shown as a status message on the 'Search Result' screen <u>only</u>. This screen is providing status at whole order level and the status of individual order lines may be different. When they are, this status message appears.

You can easily see the status of each particular order line by using the 'Search Result Detail' or 'Order Positions' screens as explained earlier.

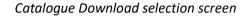
The only other status message that could be displayed for an order/order line is 'System Error'. Please contact Customer Service immediately. This message must be resolved in order to finalize the processing of your order.



4. Catalogue Download

The Web Order Tool has a function that allows you to download into Excel (Excel 97-2003 (.xls) a full list of the catalogue available to you to order.

To access this function, click on 'Catalogue Download' in the main left-hand menu. Then use the 'down arrow' icon next to the customer field to select the relevant account/customer. For most users, there will only be a single account to select.



entry ns entry status	Download
	r catalogue download
ge password Custome	r WMGUS10 V
	DOWNLOAD
	r. WMGUS10 V

Click on DOWNLOAD. There will be a short delay whilst an Excel file (Excel 97-2003 (.xls) is prepared and made available for viewing and/or saving to your computer.

Example snapshot of a downloaded catalogue file from the Wed Order Tool

Product Reference Number	Artist	Title	Pop-Classic Indica	Local Marketing Company	LSO	Units per Configuration	Componen Re	lease date	Deletion date	Price code	Unit PPD	Currency	Available Stock
000000000031	Crimson Glory	Crimson Glory	Pop	Rhino Custom Products	1	0.00	1	25.05.2018		FA07	9,64	USD	85658
000000006927	Alice Coltrane	Spiritual Eternal-The Complete	Pop	Rhino Custom Products		0 CD	2	07.09.2018		FADE	10,75	USD	0
000000007139	Booker T. & The MG's	In The Christmas Spirit	Pop	Rhino Custom Products		0 00	1	22.08.2014		FAOS	10,75	USD	0
000000056748	Carnivore	Carnivore	Pop	Roadrunner Records		0 CD	1	19.05.2017		FA07	9,64	USD	C
000000056755	Carnivore	Retaliation	Pop	Roadrunner Records		0 CD	1	27.04.2018		FA07	9,64	USD	0
0000000056779	Crimson Glory	Transcendence	Pop	Roadrunner Records		0 00	1	19.05.2017		FA07	9,64	USD	0
000000072496	The Modern Jazz Quartet	The Complete Atlantic Studio R	Pop	Rhino Custom Products		0 CD	7	01.03.2011		FA27	76,35	USD	0
0000000602952	Don Felder	Airborne	Pop	Rhino Custom Products		0 CD	1	01.06.2017		FA07	9,64	USD	0
0000000603591	Timothy B. Schmit	Playin'It Cool	Pop	Rhino Custom Products		0 CD	1	07.01.2018		FA07	9,64	USD	0
0000000614023	Randy Meisner	Randy Meisner	Pop	Rhino Custom Products		0 CD	1	01.06.2017		FA07	9,64	USD	0
0000000710060	The Souther-Hillman-Furay	The Souther-Hillman-Furay Band	Pop	Rhino Custom Products		0 CD	2	30.03.2018		FAOE	10,75	USD	0
0000000711074	The Bernie Leadon - Michae	Natural Progressions	Pop	Rhino Custom Products		0 CD	1	01.06.2017		FA07	9,64	USD	0
0000000724227	Daryl Hall & John Oates	Whole Oats/War Babies	Pop	Rhino Custom Products		0 CD	2	01 11 2016		FADS	10,75	USD	0
0000004003885	Texas Tornados	A Little Bit Is Better Than Na	Pop	Rhino Custom Products		0 00	2	04.09.2015		FA11	14,09	USD	0
0010467410823	The Art Of Noise	The Best Of Art Of Noise	Pop	East West Records UK Ltd		25 CD	1	10.01.1997		OW03	10,50	USD	0
0010912161126	Chuck E. Weiss	The Other Side Of Town	Pop	Select Records		0 CD	1	09.10.2007		AFA029	10,31	USD	0
0010912161423	UTFO	UTFO	Pop	Select Records		0 CD	1	01.02.2001		AFA029	10,31	USD	0
0010912161621	UTFO	Skeezer Pleezer	Pop	Select Records		0 CD	1	01.02.2001		AFA029	10,31	USD	0
0010912162420	Chubb Rock With Howie Tee	Chubb Rock Featuring Hitman Ho	Pop	Select Records		0 CD	1	01.02.2001		AFAX25	9,16	USD	0
0010912162826	Kid 'n Play	2 Hype	Pop	Select Records		0 00	1	01.02.2001		AFAX25	9,16	USD	0
0010912163625	The Awesome 2	HISTORY OF RAP VOL 1	Pop	Select Records		0 CD	1	01.02.2001		AFAX25	9,16	USD	0
0010912164028	Chubb Rock	The One	Pop	Select Records		O Maxi CD	1	01 02 2001		AFAX75	9.16	1150	0

Detailed information is downloaded for every product. The 'Available Stock' column is only included in downloads rights have been assigned to see actual current stock.

The Catalogue Download cannot be filtered by any criteria prior to download. This will need to be done by the user in the resulting Excel file (Excel 97-2003 (.xls).



5. Product Details Screen

When you are in the Order Entry > Order Positions screen, you are able to search for a Product by Artist, Title UPC etc (described earlier).

PRODUCT SEARC	H SEARCH R	ESULT PROD	UCT DETAI	LS							
Title search · 15 iten	ns										25 entries
Product Reference Number 🖬	Configuration	Config. description 🕃	Available Stock 🖸	Unit Price (PPD) 🖬	Release date 🕃	Deletion date 🕃	Cover 日	Artist 🛙	Title 日	Price code 🖸	Component units 🖸
0016861770426	FPCD	CD	0	15,00	08/30/2011			Lenny Kravitz	Black and White America	OW06	1
0016861770457	FPCD	CD	0	0,00	08/30/2011	09/12/2011	🚺 n.a.	Lenny Kravitz	Black and White America		2
DJ016861770426	FPCD	CD	0	0,00	08/30/2011		🗶 n.a.	Lenny Kravitz	Black and White America		1
PRDV177044	FPD5	DVD 5	0	0,00	08/30/2011		🚺 n.a.	Lenny Kravitz	Black and White America		1
0016861770464	FPDX	Mixed product	0	0,00	08/30/2011	02/06/2017	🛛 n.a.	Lenny Kravitz	Black and White America		2
0016861770419	FPLP	LP VINYL	0	0,00	08/26/2011	04/16/2013	🗶 n.a.	Lenny Kravitz	Black and White America		2
4050538397345	FPCD	CD	0	10,31	09/07/2018			Lenny Kravitz	Raise Vibration	AFA029	1
4050538397543	FPCD	CD	0	12,85	09/07/2018			Lenny Kravitz	Raise Vibration	AFA042	1
							-				

When your search results are generated, a Cover image will be displayed where available.

Clicking on a visible Cover image in the Search Results Screen will open a Product Details screen where additional Marketing Data is displayed. The information available in the Product Details screen includes a Product description and Track listing/Playtime.

Product Details screenshot (example)

Product Detail	ls			
			Ar	tist Lenny Kravitz
EX Co	- China		т	tle: Black and White America
WHE A			Product Num	or 0016861770426
25				
	Tar		Configurat	on: FPCD
			Release D	ate: 08/30/2011
			Album Artw	Full Color JPG
Product Descri	iption			
				ry spirit of Black And White America came from the locations in which the music was ma
Paris. And out o	of his experiences a	as a true citizen of the	e planet, his first new songs in three y	ears became the most personal and diverse collection of his career. "No doubt, my enviro
				ain optimistic, even in the face of negativity and destruction."
			25 entries 💙	an opplinistic, even in the roce of negativity and desiration.
	ns Playtime 🖸	Track Title 🕄	25 entries 💙	an opponistic, even in the roce of negativity and desiraction.
Track No 🚹 1		Track Title 🖸 Black And White		an opanisaa, even in mendee of negativity and desiration.
Track No 🚹 1 2	Playtime			an opunisiu, even in the face of negativity and desiration.
Track No 🚹 1 2	Playtime 🖬 000:04:36	Black And White		an opunisiu, even in the fole of negativity and desiration.
Track No 1 1 2 3	Playtime 000:04:36 000:04:26	Black And White Come On Get It		an opanisac, even in the race of negativity and desiraction.
Track No 1 1 2 3 4	Playtime 2 000:04:36 000:04:26 000:03:25	Black And White A Come On Get It In The Black Liquid Jesus Rock Star City Life	America	an opanisac, even in the role of negativity and desiration.
Track No 1 1 2 3 4 5	Playtime 2 000:04:36 000:04:26 000:03:25 000:03:28	Black And White A Come On Get It In The Black Liquid Jesus Rock Star City Life	America	an opanisac, even in the foce of negativity and desiraction.
Track No 1 1 2 3 4 5 6	Playtime 2 000:04:36 000:04:26 000:03:25 000:03:28 000:03:24	Black And White A Come On Get It In The Black Liquid Jesus Rock Star City Life	America	
Track No 1 1 2 3 4 5 6 7	Playtime 2 000:04:36 000:04:26 000:03:25 000:03:28 000:03:24 000:03:50	Black And White A Come On Get It In The Black Liquid Jesus Rock Star City Life Boongie Drop (fee	America	
Track No 1 1 2 3 4 5 6 7 8	Playtime 2 000:04:36 000:04:26 000:03:25 000:03:28 000:03:24 000:03:50 000:03:20	Black And White , Come On Get It In The Black Liquid Jesus Rock Star City Lift Boongie Drop (fee Stand	America	
Track No 1 1 2 3 4 5 5 6 7 8 9	Playtime E 000:04:36 000:04:26 000:03:25 000:03:28 000:03:24 000:03:50 000:03:20 000:03:30	Black And White / Come On Get It In The Black Liquid Jesus Rock Star City Lift Boongie Drop (fee Stand Superlove	America e at. JAY Z & DJ Military)	
Treck No 1 1 2 3 4 5 6 6 7 8 9 9 10	Ptaytime E 000:04:36 000:04:26 000:03:25 000:03:28 000:03:24 000:03:50 000:03:20 000:03:30 000:03:40	Black And White Come On Get It In The Black Liquid Jesus Rock Star City Lift Boongie Drop (fei Stand Superlove Everything	America e at. JAY Z & DJ Military) t You	
Treck No 1 1 2 3 4 5 6 7 8 9 10 10 11	Playtime E 000:04:36 000:03:25 000:03:28 000:03:24 000:03:50 000:03:20 000:03:40 000:03:40 000:04:50	Black And White A Come On Get It In The Black Liquid Jesus Rock Star City Lift Boongie Drop (fer Stand Superiove Everything I Can't Be Withou Looking Back On	America e at. JAY Z & DJ Military) t You	
Track No 1 1 2 3 4 5 6 6 7 8 9 9 10 11 12	Playtime B 000:04:36 000:04:26 000:03:25 000:03:28 000:03:20 000:03:20 000:03:20 000:03:30 000:03:40 000:04:50 000:05:37	Black And White A Come On Get It In The Black Liquid Jesus Rock Star City Lift Boongie Drop (fer Stand Superiove Everything I Can't Be Withou Looking Back On	America e at. JAY Z & DJ Military) t You Love en Better Than it Is Now	
Track No 1 1 2 3 4 5 5 6 7 7 8 9 10 10 11 12 13	Playtime E 000:04:36 000:04:26 000:03:25 000:03:28 000:03:24 000:03:20 000:03:20 000:03:30 000:03:40 000:04:57 000:04:17	Black And White Come On Get It In The Black Liquid Jesus Rock Star City Lift Boongle Drop (fer Stand Superlove Everything I Can't Be Withou Looking Back On Life Ain't Ever Ber	America e at. JAY Z & DJ Military) t You Love en Better Than It Is Now iild	
Tracks • 16 iten Track No 1 1 2 3 4 5 5 6 7 8 9 10 11 12 13 14 15	Playtime 12 000:04:36 000:04:26 000:03:25 000:03:28 000:03:24 000:03:20 000:03:20 000:03:20 000:03:30 000:03:40 000:04:50 000:05:37 000:04:17 000:04:06	Black And White Come On Get It In The Black Liquid Jesus Rock Star City Lift Boongie Drop (fer Stand Superiove Everything I Can't Be Withou Looking Back On Life Ain't Ever Bet The Faith Of A Cf	America e at. JAY Z & DJ Military) t You Love en Better Than It Is Now iild	