WARNER
MUSIC

Web Order Tool

USER GUIDE (CUSTOMER VERSION)
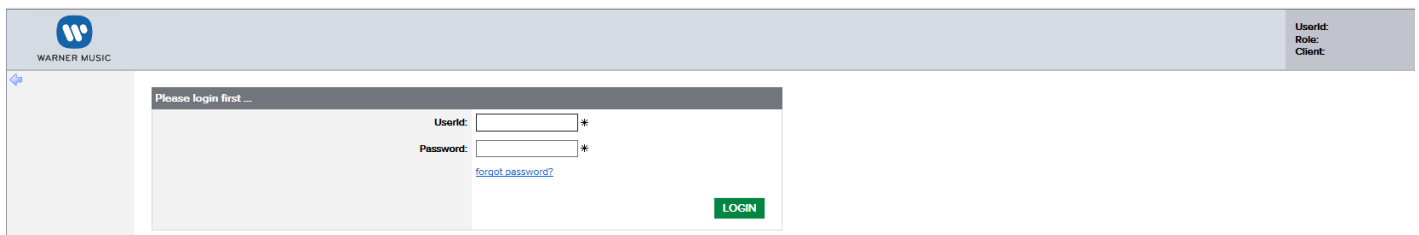
Content

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 http://warnermusic-weborder.arva.to/ .

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

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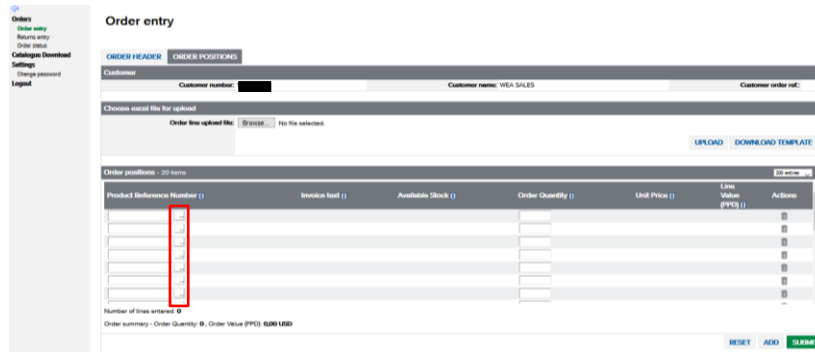
Once you have reset your password, on future occasions you will simply need to login with your User ID and new password.

> *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.*
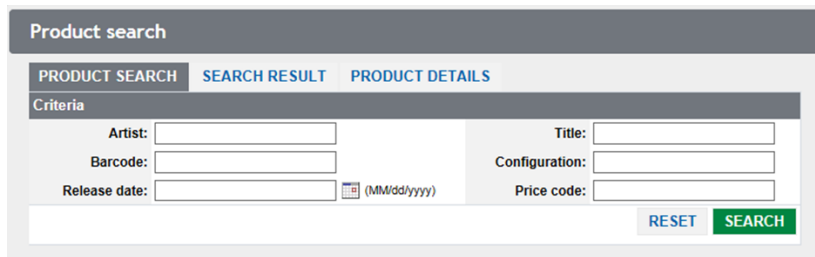
2.   Placing an Order

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).

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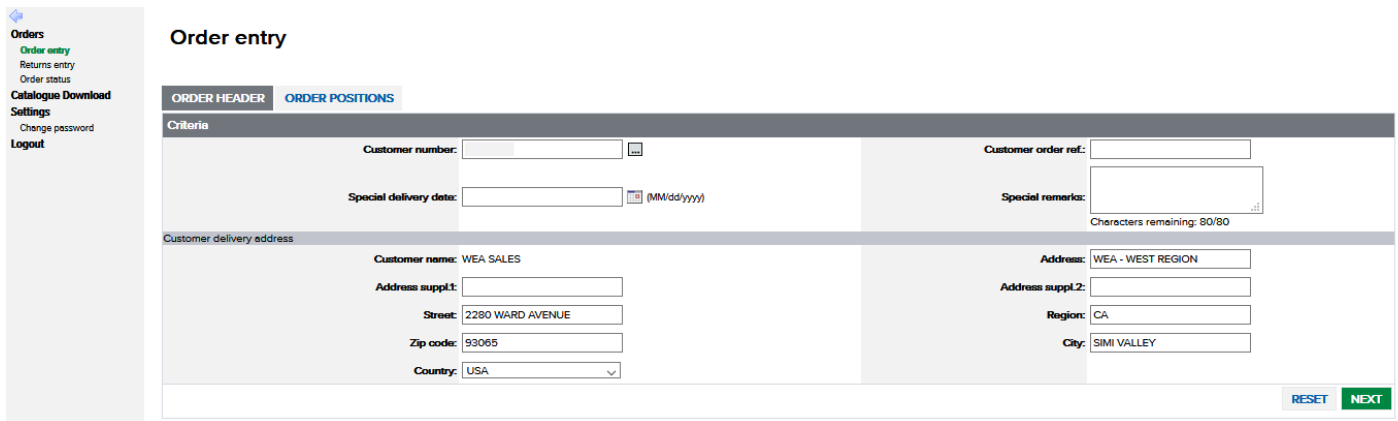
Product Search screenshot

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

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.

Screenshot after log-in for accounts with no order entry rights
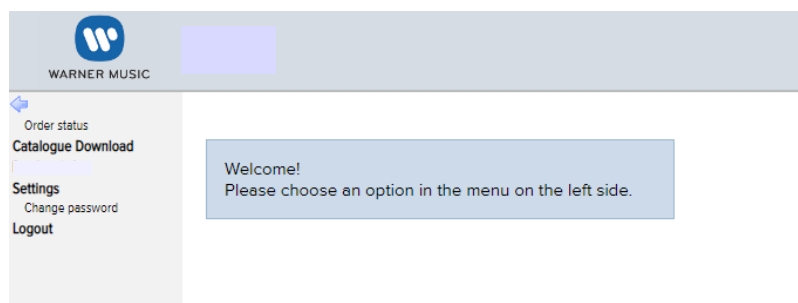
Items displayed on the left menu may differ for individual users depending on assigned rights, as not all items are relevant to all users. If one of the menu items is not displayed, you have not been assigned the relevant rights in your customer user account to access this feature of the Web Order Tool.

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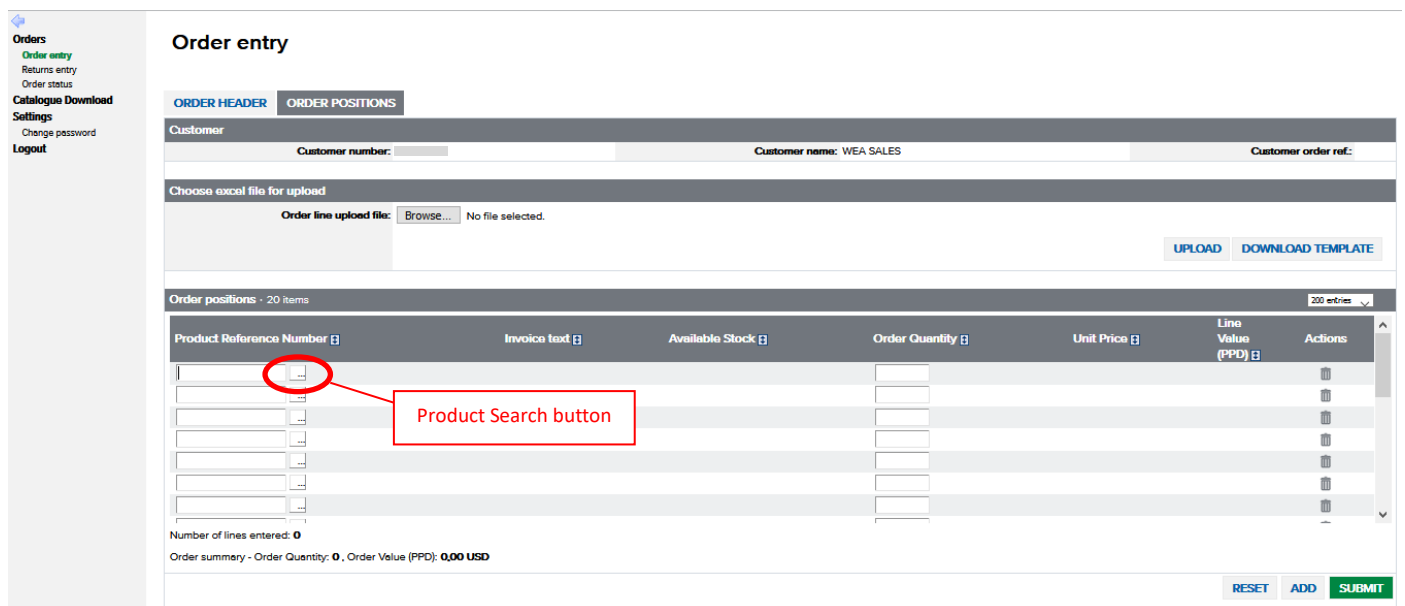
If you have any special requirements for your order, you can specify them in the Order Entry header screen:

- **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 Stopped/Delayed/Held for manual review and release by Customer Service in the main MES system.** Please **only** 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.

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).

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

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

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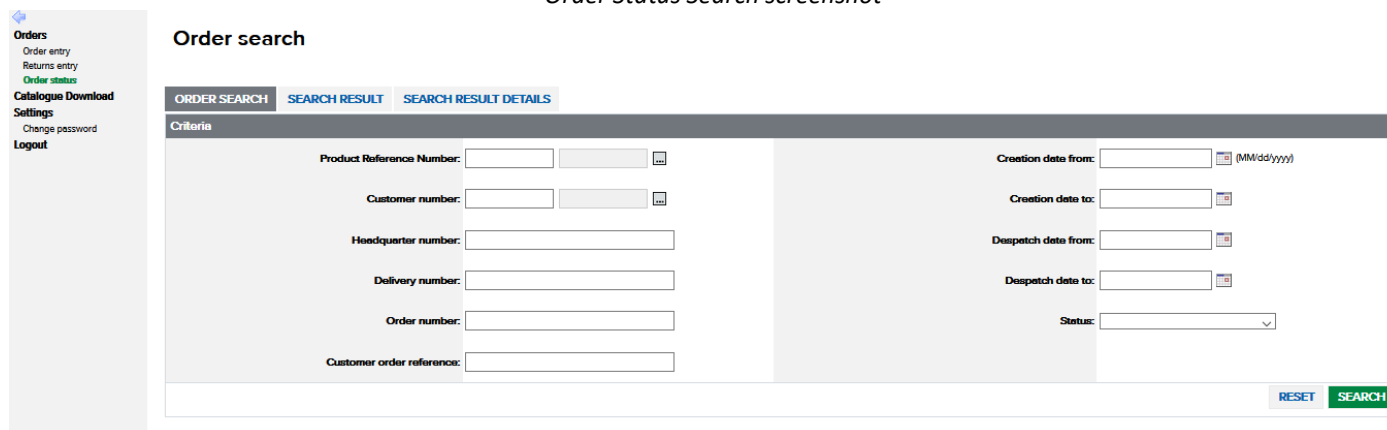
PLEASE NOTE: Once an order is placed in the Web Order Tool it cannot be cancelled.

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 Search screenshot

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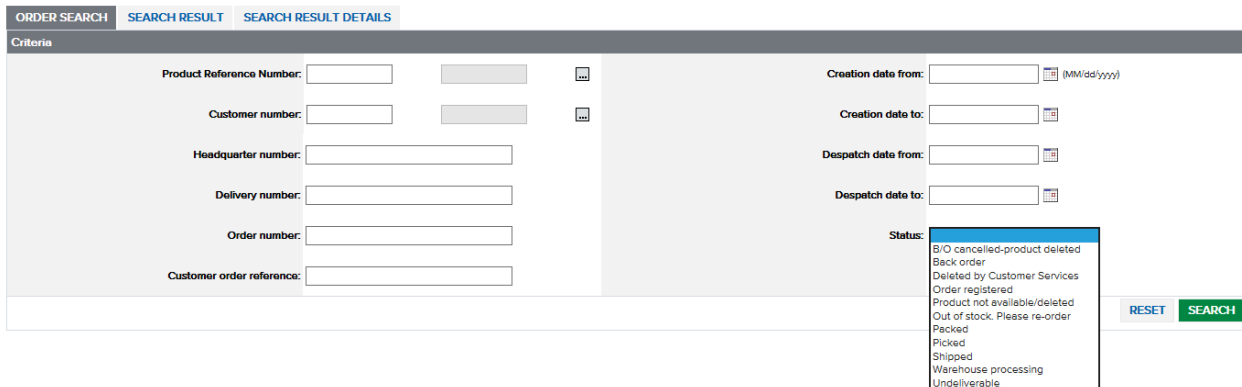
3.2 Using the Order Search Function based on 'Order Status'

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'

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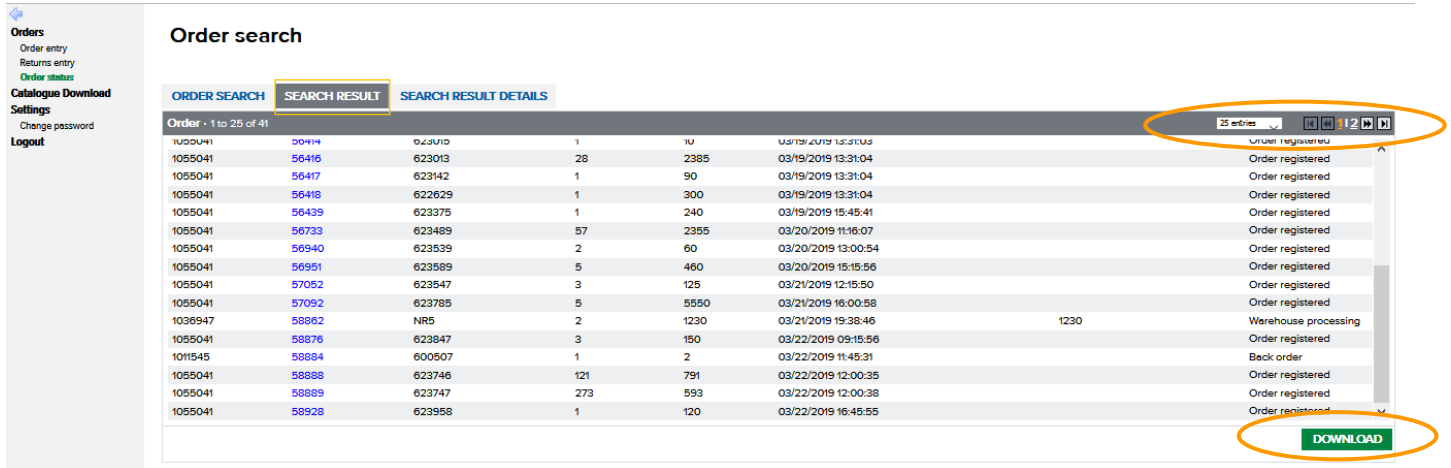
The 'Reset' button can be used to clear all fields in the search table before starting a new search.

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 **overa**ll status of the **complete** order.

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.
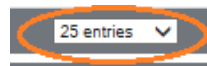
select how many entries are displayed on the screen

use to move through the search results

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 **all** quantities of **all** order lines in the order are at the same status (e.g. all items *Shipped*).

If **any** 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:
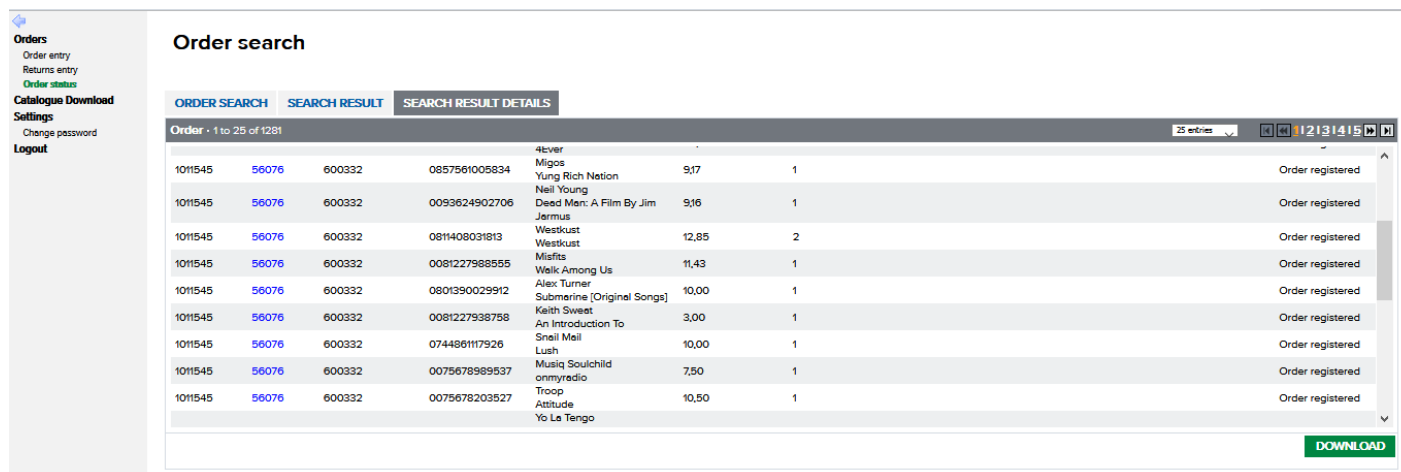
a. either to the 'Search result details' screen to view the order line detail related to **all** orders from your particular search

b. or to the 'Order Positions' screen to view the order line detail related only to a **particular** 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.

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 for the specific order selected.

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.

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.

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 service	Order line was deleted by Customer Service. Please contact Customer 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 only. 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.

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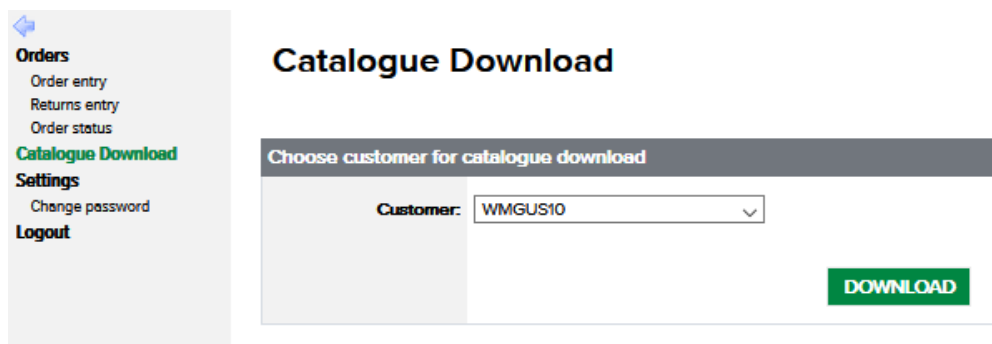
Click on DOWNLOAD. There will be a short delay whilst an Excel file (Excel 97-2003 (.xls) is prepared and made available for viewing and/or saving to your computer.

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

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).

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)