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Order status reports

A Order Status Report allows suppliers and CMOs to stay aligned with customer expectations, proactively communicate any delays or issues, and help ensure compliance with contractual and service-level commitments. This report serves as a vital tool in the order fulfillment process, enabling all stakeholders to access accurate, timely, and consistent updates throughout the lifecycle of a purchase order.

For more information about Order status reports guidelines, see Order status report transactions.

Create and submit order status reports

Perform this task to create and submit new order status report. Additionally, suppliers can begin work on a order status report and save it for completion at a later time.

Create and submit a new order status report

Perform this task to create new order status report and submit them to customers.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the

header.

4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Manufacturing - Supplier from the left menu.

   Partners must have the correct rolesroles assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Order Status Reports.
8. Select the New 

button.
9. On the New Order Status Report screen, fill in the following fields:
   i. Order Status Report Number field – A unique identifier assigned to a order status report.
   ii. Order Status Report Date field – The start date of order status report.
10. Select the Save 

button.

    The screen refreshes with the saved process order in the draft state and with the required sections populated.

11. Select the Edit 

button.
12. In the Transaction Information section, select Submitted from the Process Status drop drown.
13. In the Order Status Report Information section fill in the following fields:
    i. Order Status Report Number field – A unique identifier assigned to a order status report.
       This field auto populates the value entered on the New Order Status Report screen.
    ii. Order Status Report Date field – The start date of order status report.
       This field auto populates the value entered on the New Order Status

Report screen.

iii. Order Status Report Type drop-down – The type of the Order Status Report.

iv. Order Item Report Type drop-down – The type of status update being reported for an individual order line item.

v. Purchase Order Date field – The date on which the purchase order was issued by the buyer to the supplier.

vi. Promised For Shipment Date field – The date the supplier has committed to ship the ordered product to the customer.

vii. Delivery Date field – The date on which the product is expected to arrive at the customer's designated delivery location.

viii. Currency Code field – The 3-letter ISO code representing the currency.

ix. Exchange Rate field - The rate used to convert an amount from one currency to another.

x. Delivery Term Code drop-down – A standardized code that defines the delivery terms agreed upon between the buyer and supplier.

xi. Delivery Terms Condition Code field – A code that specifies additional conditions or qualifiers related to the agreed delivery terms.

xii. Inco Term Description field – Describe the terms of delivery.

14. In the Reference Transaction section, select the Add + icon and fill in the following fields in Reference Transaction Information section:

    i. Transaction Type drop-down - The type of transaction to reference.

    iii. Transaction Value type-ahead field – The unique identifier of the transaction.

    If the value does not match the available options, the value must be entered manually.

15. Transaction Date field - The date of the transaction being referenced.
16. Select Apply.

    A new reference transaction line is added.

1. In the Customer and Supplier section, fill in the following fields under Customer group:

i. Company type-ahead field – The name of the company sending order status report. This company is customer of goods. This field pulls from the Owner's company and location master data.

   The remaining Customer fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

ii. Address 1 field – The address of the particular location.
iii. Address 2 field – Any additional address information.
iv. Country drop-down – The two-letter country code with country name for this location.
v. State field – The state or region for this location.
vi. City field – The city for this location.
vii. Postal Code field – The postal code for this location's main address.
viii. Contact Telephone Number field – The company or location's phone number.
ix. Contact Fax Number field – The company or location's fax number
x. Party ID Type drop-down – The identifier type used for this company or location.
xi. Party ID Value field – The value associated with the identifier type.

2. In the Customer and Supplier section, fill in the following fields under Supplier group::

   i. Company type-ahead field – The name of the company receiving the order status report. This company is supplier of goods. This field pulls from the Owner's company and location master data.

      The remaining Supplier fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

ii. Address 1 field – The address of the particular location.
iii. Address 2 field – Any additional address information.
iv. Country drop-down – The two-letter country code with country name for this location.
v. State field – The state or region for this location.
vi. City field – The city for this location.
vii. Postal Code field – The postal code for this location's main address.
viii. Contact Telephone Number field – The company or location's phone number.
ix. Contact Fax Number field – The company or location's fax number
x. Party ID Type drop-down – The identifier type used for this company or location.
xi. Party ID Value field – The value associated with the identifier type.

3. In the Ship To Location and Carrier section, fill in the following fields under Ship to Location group::

i. Company type-ahead field – The name of the company receiving the order status report. This company is supplier of goods. This field pulls from the Owner's company and location master data.

The remaining Ship to Location fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

ii. Address 1 field – The address of the particular location.
iii. Address 2 field – Any additional address information.
iv. Country drop-down – The two-letter country code with country name for this

location.

v. State field – The state or region for this location.
vi. City field – The city for this location.
vii. Postal Code field – The postal code for this location's main address.
viii. Contact Telephone Number field – The company or location's phone number.
ix. Contact Fax Number field – The company or location's fax number
x. Party ID Type drop-down – The identifier type used for this company or location.
xi. Party ID Value field – The value associated with the identifier type.

4. In the Ship To Location and Carrier section, fill in the following fields under Carrier group::

    i. Company type-ahead field – The name of the company receiving the order status report. This company is supplier of goods. This field pulls from the Owner's company and location master data.

        The remaining Carrier fields are auto populated with the values from the company or location's master data entry. If the name of the company is not present in the Owners master data, the company name must be entered manually.

    ii. Address 1 field – The address of the particular location.
    iii. Address 2 field – Any additional address information.
    iv. Country drop-down – The two-letter country code with country name for this location.
    v. State field – The state or region for this location.
    vi. City field – The city for this location.
    vii. Postal Code field – The postal code for this location's main address.
    viii. Contact Telephone Number field – The company or location's phone number.
    ix. Contact Fax Number field – The company or location's fax number

x. Party ID Type drop-down – The identifier type used for this company or location.
xi. Party ID Value field – The value associated with the identifier type.

5. In the Order Status Line Item section:

    a. Select the Add + icon and fill in the following fields in Order Status Line Item Information section:
        i. Order Line Item field – The number to identify the line item by (e.g. 50).
        ii. Action drop-down – A brief description stating the purpose of the transaction.
        iii. Item field – The name of the product. If the user enters an item code instead, the field automatically displays the corresponding item name. The Item Type and Item Value fields are auto populated with the values from the Owner's product master data entry for the product. If the product name is not present in the Owner's product master data then the product name must be entered manually.
        iv. Item Code Type drop-down – The product code type (e.g. IN-Product Code).
        v. Item Code Value field – The product code.
        vi. Lot Number field - The lot number of the line number.
        vii. Lot Origination Date field - The date the lot was first created.
        viii. Lot Expiration Date field - The date the lot was first created.
        ix. Order Status Code drop-down – A standardized code that indicates the current status of a purchase order or order line item.
        x. Order Status Reason Code drop-down – A code that provides additional context or explanation for the current order status.
        xi. Order Status Date field – The date when the current order status was assigned to the order line item.
        xii. Item Quantity drop-down – The total number of units of a specific item included in the transaction, event, or record.
        xiii. Item Quantity Unit of Measure drop-down – The unit in which the item

quantity is measured.

xiv. Order Update Date field – The date the order was last modified.
xv. Line Item Update Date field – The date a specific line item on an order was last modified.
xvi. Batch Planned Start Date field – The scheduled start date and time when production for the batch begins.
xvii. Batch Planed Completion Date field – The scheduled date and time when production for the batch is expected to be completed.
xviii. Quality Approval Date field – The date when the batch or product received final quality assurance approval.
xix. Packing Start Date field – The date and time when the physical packaging process for a batch or product begins.
xx. Packing Completion Date field – The date and time when the physical packaging process for a batch or product is finished.
xxi. Actual Completion Date field – The date and time when production for the batch or process was actually completed.
xxii. Transfer to Plan Warehouse Start Date field – The date and time when the movement of goods to the planned warehouse location begins.
xxiii. Transfer To Plant Warehouse Completion Date field – The date and time when the movement of goods to the plant warehouse is completed.
xxiv. Notes field – Additional information about the line item being added.

b. Select Apply.

   A new order status line item Information line is added.

c. Select a order status line item Information row and then select the branch icon and fill in the following fields under Reference Transaction Information section:

   i. Transaction Type drop-down - The type of transaction to reference.
   iii. Transaction Value type-ahead field – The unique identifier of the transaction.

   If the value does not match the available options, the value must be entered manually.

   d. Transaction Date field - The date of the transaction being referenced.

6. Select Apply.
   A new reference transaction line is added.
7. Select the order status line item information line row drop down to view the reference transaction information in a table.
8. In the Summary section, select the Add + icon and fill in the following fields in Line Item Information section:

   i. Summary Type drop-down – The description of the order status report.
   ii. Summary Value field – The value of the order status report.
   iii. Summary Value Unit field – The unit value of order status report.

9. Select Apply.
   A new summary information is added.
10. In the Notes section, select the Add + icon to enter any additional comments or instructions.
11. To submit the order status report:
    To save the order status report in a Draft state and finish it later, ensure the Move To button is not selected and then select the Save button in the draft state.

    a. Select the Move To button at the top of the screen.

       The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

    b. Select the Save button.

       The order status report is submitted.

Tips

- Select the Add + icon, to add a new line item, where available.

- Select the Delete − icon, to remove an individual line item, where available.
- Select the branch icon, to add a new line item in the inserted table, where available.
- New order status reports can also be created by selecting the New [+ New] button on the Order Status Reports Details screen for an existing order status report.

Submit a draft order status report

Complete and submit a saved order status report in the draft state.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Manufacturing - Supplier from the left menu.
   Partners must have the correct rolesroles assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Order Status Reports.
8. Select the Filter [Filter] button to find order status reports in Draft state.
9. Select the Order Status Report Number link in the results table.
10. Select the Edit [Edit] button.
11. In the Transaction Information section, select Submitted from the Process

Status drop drown.

12. Confirm the order status report details and select the Edit icon associated with that line item to modify the fields if required.

13. Select the Move To button at the top of the screen.

    The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

14. Select the Save button.

    The order status report is submitted.

Tips

- Select the order status report number row and then select the Delete icon on the top of the Search Order Status Report screen, to delete a order status report in a draft state.

A deleted transaction cannot be retrieved.

Search and view order status reports

Search for and view order status reports

Perform this task to search for and view the details of the order status reports sent or received by suppliers or customers. Viewing the details of a order status reports enables suppliers or customers to quickly access order status report information (e.g. the quantity for each line item in an order) in TraceLink without having to search through the actual B2B message.

1. Select the Main Menu icon.

2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Manufacturing - Customer or Manufacturing - Supplier from the left menu.

   Partners must have the correct rolesroles assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Order Status Reports.
8. Select the Filter 

button.
9. In the Filters panel, fill in one or more of the following fields to filter the results:
   i. Order Status Report Number field – A unique identifier assigned to a order status report.
   ii. Order Status Report Date drop-down – The start date of order status report.
   iii. Order Status Report Type drop-down – The type of the Order Status Report.
   iv. State drop-down – The state of the order status report:
      - Draft – The transaction is in the draft state.
      - Submit – The transaction has been created.
      - Processing – The application is getting ready to handle incoming transactions by doing some initial tasks, such as copying the files it receives.
      - Processed – The application changes the standard information into a format that is easy to use and specific to your transaction.
      - Preparing to Send – The application is getting ready to send out a

transaction and is doing some initial tasks, like copying the necessary information for the process.
    - Sending –The application sends out business transactions to the buyer or supplier.
    - Sent – The transaction is successfully completed and shared with the receiving party.

v. Customer type-ahead – Displays only if the menu item is Sent Order Status Reports in Manufacturing - Supplier. The name of the company the order status report was sent to.

   If the name of the company is not present in the Owners master data then the company's name must be entered manually.

vi. Supplier type-ahead – Displays only if the menu item is Received Order Status Reports in Manufacturing - Customer. The name of the company the order status report was received from.

   If the name of the company is not present in the Owner's master data then the company's name must be entered manually.

vii. Last Modified drop-down – The period of time in which the order status report was last updated:
    - Today – The transaction was modified within the last few hours.
    - Yesterday – The transaction was updated within the past 24 hours.
    - Last Week – The transaction was modified in the last 7 days.
    - Last Month – The transaction was modified in the last 30 days.
    - Last 3 Months – The transaction was modified in the last 90 days.
    - Last 6 Months – The transaction was modified in the last 180 days.
    - Custom Range – Select a specific period of time that the transaction was modified in from the calendar.

10. Select Apply.

    A list of order status reports displays based on the filter results.

11. Select the link for the order status report from the results table.

    The View Order Status Reports screen displays.

12. To view all fields for each line item, select the View icon on the Order Status Reports Details screen.

Reprocess and resubmit order status reports

Reprocess order status reports

After the order status report is submitted, the user might encounter an error and the processed status will be set to Paused With Error. Use the following procedure to resolve any error messages encountered while submitting a order status report.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Manufacturing - Supplier from the left menu.
   Partners must have the correct rolesroles assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Order Status Reports.
8. Select the Filter Filter button to find order status reports in Processing, Processed, Preparing to Send, or Sending state.
9. Select Order Status Report Number link in the results table.
10. View the following fields for error in the Transaction Information section:
    - Process Status - Displays the status of the submitted transaction.
    - Last Transaction Error - Displays the error message.

11. Select the Edit Edit button..
12. In the Transaction Information section, select Submitted from the Process Status drop drown.
13. Select the Save Save button.
    The order status reports request is moved from Processing state to Sending state indicating that the order status report is submitted successfully.

⚠ Do not select the Move To button, as it will cause the transaction to skip a workflow state, preventing successful delivery.

Resubmit order status reports

If a transaction is successfully sent to a partner but an issue occurs on the partner's side (e.g. in their ERP system), the sender can avoid re-entering all the details by rolling back to a previous workflow state and resending the transaction, thus saving time and effort for both parties.

1. Select the Main Menu icon.
2. Select My Networks in the header.
3. Select a [MPL Network] from the Select your Network drop-down in the header.
4. Select a Partner or Location (e.g. your entire company or a Link to a specific Partner or internal location) in the header.
5. Select the Go button.
6. Select Manufacturing - Supplier from the left menu.
   Partners must have the correct rolesroles assigned if using the Owner's instance of Multienterprise Information Network Tower.
7. Select Order Status Reports.
8. Select a Order Status Report Number in Sent state.
9. Select the Edit Edit button.

The state of the order status report is automatically moved to Sending state.

10. Select the Move To button at the top of the screen.

    The submit status indicator circle is filled in with green to indicate the desired action upon selecting save.

11. Select the Save Save button.

    The order status report is submitted.

The statues of the order status report moves to Sent state.

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Select the Help Center icon in the header to access the one-stop-shop help center for everything related to the network you are currently within (e.g.

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