



SOP for the Order Inquiry System

October 2004

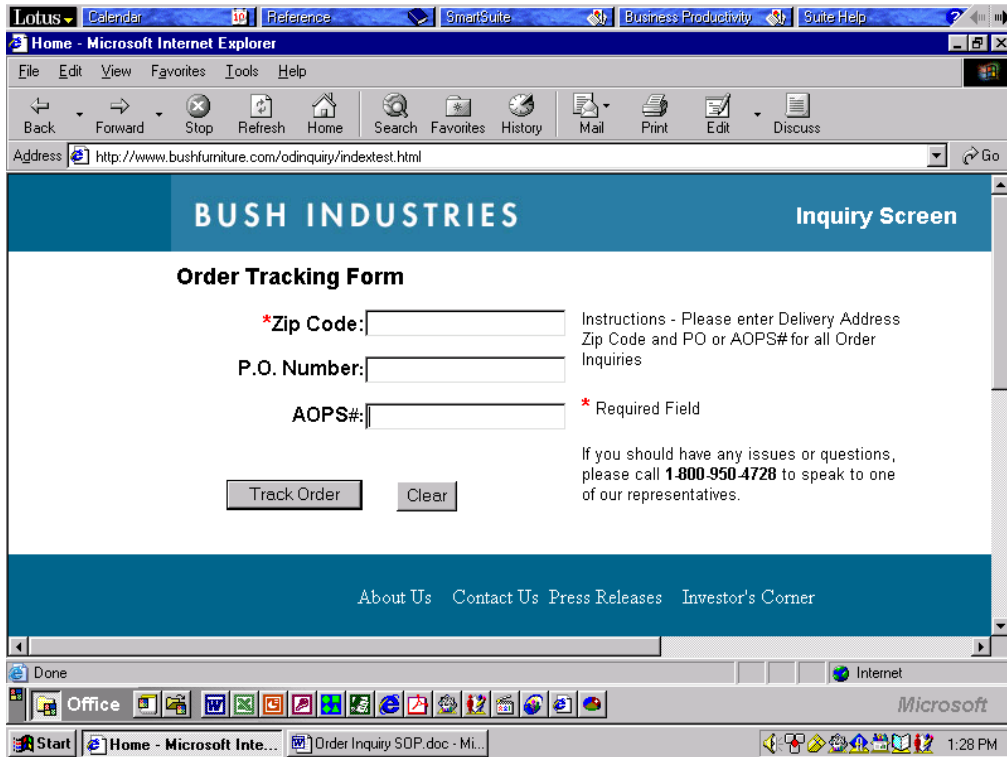
Overview:

The Order Inquiry system is a web-based order-tracking tool for Bush Industries. Inc. orders. This system will display limited amount of information regarding the order such as order date, products on the order, scheduled ship date, and shipping information. This system will also give the user the ability to contact the Bush Industries Consumer Service Department if they should have any questions regarding their order. The site has both the 1-800 number and an automatic email link.

If you should have any questions or request for enhancements, regarding this site, please send an email to directship@bushindustries.com. The web master will contact you within 24 hrs of your request.

Logging In:

To log into the Bush Order Inquiry system, connect through the following URL. www.bushfurniture.com/odinquiry. This will bring up the log in screen. For ease of use in the future, it is recommended that you add this URL to your favorites.



Enter the Zip code of the delivery address and either the Purchase Order Number or AOPS#. Press Track Order.

This will bring up the Order Inquiry Screen.

Order Inquiry Screen:

The inquiry screen will bring up detail of the order.

- 1) Order Ship to Information
- 2) Scheduled Ship Date
- 3) Product On the Order and Quantities
- 4) Actual Ship Date and Carrier Information.

BUSH INDUSTRIES Inquiry Screen

Order Tracking Results [Contact Us](#)
1-800-950-4728

Office Depot P.O. # 4341523-5125

Order #:	332464	Ship To:	COMNAVSURSPAC
			.ABRAHAM GUTIERREZ, RM 211
			2841 RENDOVA RD, BLDG 11
			SAN DIEGO, CA 92155
			(619)437-2324
		Scheduled Ship Date:	10/04/2004

Model #:	WC14361	OFF.ADV.II 60"
		HUTCH (130#)
Product #:	0287353	Ordered: 2
		Shipped: 2
		Ship Date: 10-04-2004
		Carrier: FEDEX GROUND
		Tracking #: 014794900221094

With some of the carriers the site is hot linked to the carrier site for further tracking information. In this example, if the user were to click on the tracking number for this order, it will automatically launch the FedEx website and the status of the order through their system.

FedEx Express | Tracking | Results Detail - Microsoft Internet Explorer

United States Home | Information Center | Customer Support | Site Map

Package / Envelope Services | Office / Print Services | Freight Services | Expedited Services

Ship | **Track** | Manage My Account | International Tools

Track Shipments [Printable Version](#) [Quick Help](#)

Detailed Results

Tracking number	014794900221094	Reference number	332464 WC14361
Ship date	Oct 5, 2004		4341523-5125
Estimated delivery date	Oct 12, 2004	Delivered to	SAN DIEGO
		Delivery location	Ground-Domestic
		Service type	130.00 lbs.
		Weight	

Date/Time	Status	Location	Comments
Oct 12, 2004 8:25 am	On FedEx vehicle for delivery	SAN DIEGO, CA	
Oct 11, 2004 11:50 am	Weather/local holiday delay	SAN DIEGO, CA	
Oct 8, 2004 7:57 am	On FedEx vehicle for delivery	SAN DIEGO, CA	

You can also track:

- By Alternate Reference
- By Email
- TCN (Govt Shippers)

Track other FedEx services

- FedEx Custom Critical shipments
- FedEx Trade Networks shipments
- International Air Cargo

Contacting Bush:

From time to time the website will not provide all the information that is required. Please contact Bush should you have any further questions. We can be contacted via our 800 number or emailed from the web site. To contact us from the web site, click Contact Us from the top of the page (1). This will launch an email from your email account on your computer.

The screenshot shows a Microsoft Internet Explorer browser window displaying the Bush Industries Inquiry Screen. The page title is "BUSH INDUSTRIES Inquiry Screen". The main content area is titled "Order Tracking Results" and includes a "Contact Us" link with the phone number 1-800-950-4728. Below this, the "Office Depot P.O. # 4341523-5125" is listed. The tracking information is presented in a table format:

Order #:	332464	Ship To:	COMNAVSURSPAC
			.ABRAHAM GUTIERREZ, RM 211
			2841 RENDOVA RD, BLDG 11
			SAN DIEGO, CA 92155
			(619)437-2324
		Scheduled Ship Date:	10/04/2004
Model #:	WC14361	OFF.ADV.II 60"	
		HUTCH (130#)	
Product #:	0287353	Ordered: 2	Shipped: 2
		Ship Date:	10-04-2004
		Carrier:	FEDEX GROUND
		Tracking #:	014794900221094

The email will default to the Bush Customer Service email address as well as populate the subject line with the order number and AOPS# or PO#. The body of the email will have the contact name and phone number from the order.

The screenshot shows a Lotus Notes application window titled "New Memo - Lotus Notes". The memo is addressed to Theresa Franczak and is dated 10/12/04 01:53 PM. The recipient's email address is bushconsumersvc@bushindustries.com. The subject line is populated with "Order Number: 332464 AOPS#: 259861563001". The body of the memo contains the contact name and phone number: "Name: ABRAHAM GUTIERREZ, RM 211. Phone: (619)437-2324". The status bar at the bottom indicates the memo is in the "Office" folder.

To further expand the detail regarding the information that you are requesting on this order, the user can type below the contact name and phone number a message to the Bush Consumer Service department.

The typical requests that come across are, order status, report of damage of the unit, missing parts, or requests for return. If the consumer would like to be contacted via email, please include their email address on the cc: line and all responses will be sent to them.

