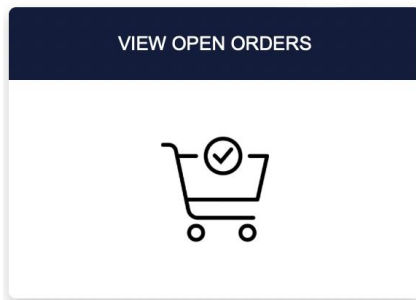# View Open Orders

View Open Orders reports allows customers and agency representatives to view information on orders that have not shipped all items that were ordered. The report includes shipping address information, products purchased, date of purchase, material number, ordered quantities, open quantities, and value of items ordered.

1. There are two methods to navigate to the View Open Orders reports:

   From the ADP Inside home screen click on the "View Open Orders" box.

   Or click on the dropdown arrow on the navigation bar and select "View Open Orders".
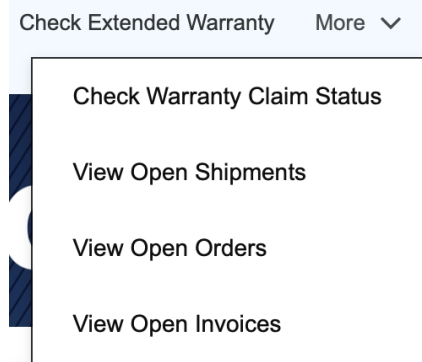
2. Select the customer's name from the Customer box. If the person logged in is the customer, then there will be only one option. If the person logged in is an agency representative, then

there will be multiple options.

Select Information To View Open Orders

* Customer

FERGUSON ENTERPRISES - 65275

3. Enter the date range that you want to search for. The To Date can be no more than one year after the From Date.

* From Date

Apr 27, 2022

* To Date

Apr 27, 2023

4. Click on the "Search" button.

Q Search

5. A new screen will appear with the Open Orders reports.

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Reset Filter | ▼ | Export selected order(s) to Excel | View Selected Order(s) as PDF

	Ship-t... ∨	Ship-t... ∨	Ship-t... ∨	Purch... ∨	Order... ∨	Sal... ↑ ∨	Line It... ∨	Materi... ∨	Materi... ∨	Order... ∨	Ship ... ∨	Open ... ∨	Value ... ∨
☐	FERGUSON ENTERPRIS ES	HAMPTON	VA	TEST_INCO TERMS_FE RGU	Aug 02, 20...	33759780	10	65036000	AHEFN05A-1 ELEMENT PLATE KIT	1		1	$110.71
☐	FERGUSON ENTERPRIS ES	HAMPTON	VA	TEST_INCO TERMS_FE RGU	Aug 02, 20...	33759780	20	65036100	AHEFN07A-1 ELEMENT PLATE KIT	1		1	$110.71
☐	FERGUSON ENTERPRIS ES	HAMPTON	VA	TEST_INCO TERMS_FE RGU	Aug 02, 20...	33759780	30	65036200	AHEFN10A-1 ELEMENT PLATE KIT	1		1	$110.71

6. Click on the checkbox next to each Open Order that you wish to view.

	Ship-t... ⌄	Ship-t... ⌄	Ship-t... ⌄
☑	FERGUSON ENTERPRISES	HAMPTON	VA
☑	FERGUSON ENTERPRISES	HAMPTON	VA

7. Click on the "Export Selected Order(s) to Excel" button to download an Excel file with the selected Open Order reports.

8. A CSV file will download onto your device. The name will be Open Orders Data. It will contain the Ship-to information, model information, quantity of items, and value of the items.

ADP Customer Order Report

Date :	04/27/2023										
Sold-To	FERGUSON ENTERPRISES										
Ship-to Name	Ship-to City	Ship-to State	Purchase Order	Order Date	Sales Order	Line Item	Material ID	Material Description	Order Qty	Ship Qty	Open Qty	Value of Open Qty
FERGUSON ENTERPRISES	HAMPTON	VA	TEST_INCOTERMS_FERGU	8/2/2022	33759780	10	65036000	AHEFN05A-1 ELEMENT PLATE KIT	1		1	$110.71
FERGUSON ENTERPRISES	HAMPTON	VA	TEST_INCOTERMS_FERGU	8/2/2022	33759780	20	65036100	AHEFN07A-1 ELEMENT PLATE KIT	1		1	$110.71

9. Click on the "View Selected Order(s) as PDF" button to download a PDF view of the Open Order reports.

10. A PDF file will download to your device. The name will be Open Orders.

Open Order Report — FERGUSON ENTERPRISES Apr 27, 2023

Ship-to Name	Ship-to City	Ship-to State	Purchase Order	Order Date	Sales Order	Line Item	Material ID	Material Description	Order Qty	Ship Qty	Open Qty	Value of Open Qty
FERGUSON ENTERPRISES	HAMPTON	VA	TEST_INCOTERMS_FERGU	Aug 02, 2022	33759780	10	65036000	AHEFN05A-1 ELEMENT PLATE KIT	1		1	$110.71
FERGUSON ENTERPRISES	HAMPTON	VA	TEST_INCOTERMS_FERGU	Aug 02, 2022	33759780	20	65036100	AHEFN07A-1 ELEMENT PLATE KIT	1		1	$110.71

Filter Open Order Report

1. Click on the filter icon.

2. A pop up window will appear.

3. Select the arrows on the right to see the drop-down menu for Columns to filter by and criteria. Make your filter selections.

4. Enter the value you want to filter by and select the "Apply Filter" button.

Use a filter to pare down your report results

*Column you would like to filter by

Line Item ▼

*Select Criteria

Equals ▼

*Value

70

[Apply Filter] [Cancel]

5. To clear the filter click on the "Reset Filter" button.

[Reset Filter]

Error Messages

Incorrect information

1. If the Customer Name and the date range do not return any results then you will receive the error message below.

> **No Open Orders were found for the values you entered. Please verify the information and try again.**
>
> If you feel this message is an error, please contact ADP at Support@adpnow.com

    a. To resolve this issue, select a different 12-month period to search for the order.
2. If the date range is insufficient, you will receive the error message below.

The From date cannot be greater than the To date, and the date range cannot be longer than a year.

    a. To resolve this error, ensure that the dates are no more than 1 year apart and that the "To Date" is greater than the "From Date".

Incorrect Selection

On the report screen there are two options to view the individual reports in either Excel or PDF format.

1. If no boxes are checked when the "Export Selected Order(s) to Excel" or "View Selected Order(s) as PDF" button is clicked on, then you will receive the error below.

⊘ **Error**
Please select a claim.   ✕

   1. To resolve this error, select at least one report to view before clicking on either import button.