POTS: Parts Ordering & Tracking System	POTS: Parts Ordering & Tracking System
SERVICE COMPANY QUICK REFERENCE CARD	SERVICE COMPANY QUICK REFERENCE CARD
Signing On:	Viewing an Order:
- www.macysnet.com	- Select View Request from the left side under Activity, click Go
- Click the Log In link	- Enter Request ID (PO) # at the top, or enter other search information
- Enter your User ID and password	- Click Search at the bottom of the screen
- Scroll down the left side to Parts Ordering & Tracking	- Click the Parts Request ID of the order to view
Entering a New Order:	- You can add a Note at the bottom of the screen any time
- Select New Request from the left side under Activity, click Go	Canceling an Order:
- Enter the following information on the Request Parts Entry screen:	- Select Cancel Request from the left side under Activity, click Go
1. Repair Type (Customer or Fab Protection, do not use Stock)	- Enter Request ID (PO) # at the top, or enter other search information
2. SalesCheck # (required)	- Click Search at the bottom of the screen
3. SKU # (required, if you have >1 on this order, enter the 1st one)	- Click the Parts Request ID of the order to cancel
4. Locator Tag # (leave blank, for Federated Stock orders only)	- Scroll to the bottom and enter the reason
5. Division (required)	- Click Cancel to complete
6. Reason (required)	Entering Receiving Information:
- Click Next, requester info will fill automatically	This step is required when you receive the parts.
- Make updates if needed and enter Work Order #, then click Next	- Select Receiving Info from the left side under Activity, click Go
- For first part needed, enter the following:	- Enter Request ID (PO) # at the top, or enter other search information
1. Quantity of parts needed	- Click Search at the bottom of the screen
2. Specific Description. 255 characters available. Include SKU,	- Click the Parts Request ID of the order to receive
style #, product ID, color, size, finish, location on item, etc.	- Scroll to the bottom and enter:
3. Cost (optional)	1. Quantity received of each part
- Click Add and repeat for additional parts, click Next when complete	2. Date received
- Select who will receive parts under Ship To	- Click Submit
- Make updates if needed then click Next	- An automatic email is sent to the MCCS Customer Service
- Scroll to the bottom of the screen and enter Notes, include original	Contacts:
delivery date so vendor knows if item is under warranty, and be as	- MACYSNet Help Desk (Technical Problems):
specific as possible as to why the part is needed.	helpdesk@fdsnet.com
- Click Save Request if you want to make changes/updates later	(513) 782-1499 8:00-4:00 Eastern
- Click Submit For Approval if order is complete	- Other Questions About Parts Ordering & Tracking
- The Macy's Workroom clerical will approve order and fulfill from	lisa.m.jackson@macys.com
their stock, or will forward to the manufacturer to fulfill	
Editing an Order	
- Select Edit Request from the left side under Activity, click Go	
- Enter Request ID (PO) # at the top, or enter other search information	
- Click Search at the bottom of the screen	
- Click the Parts Request ID of the order to Edit	
- Make necessary updates, click Next to move through each screen	

Side 1

Side 2