

POTS: Parts Ordering & Tracking System

SERVICE COMPANY QUICK REFERENCE CARD

Signing On:

- **www.macysnet.com**
- Click the **Log In** link
- Enter your User ID and password
- Scroll down the left side to **Parts Ordering & Tracking**

Entering a New Order:

- Select **New Request** from the left side under Activity, click **Go**
- Enter the following information on the Request Parts Entry screen:
 1. Repair Type (Customer or Fab Protection, do not use Stock)
 2. SalesCheck # (required)
 3. SKU # (required, if you have >1 on this order, enter the 1st one)
 4. Locator Tag # (leave blank, for Federated Stock orders only)
 5. Division (required)
 6. Reason (required)
- Click **Next**, requester info will fill automatically
- Make updates if needed and enter Work Order #, then click **Next**
- For first part needed, enter the following:
 1. Quantity of parts needed
 2. **Specific Description.** 255 characters available. Include SKU, style #, product ID, color, size, finish, location on item, etc.
 3. Cost (optional)
- Click **Add** and repeat for additional parts, click **Next** when complete
- Select who will receive parts under **Ship To**
- Make updates if needed then click Next
- Scroll to the bottom of the screen and enter Notes, include original delivery date so vendor knows if item is under warranty, and be as specific as possible as to why the part is needed.
- Click **Save Request** if you want to make changes/updates later
- Click **Submit For Approval** if order is complete
- The Macy's Workroom clerical will approve order and fulfill from 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

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Viewing an Order:

- Select **View 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 view
- You can add a Note at the bottom of the screen any time

Canceling an Order:

- Select **Cancel 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 cancel
- Scroll to the bottom and enter the reason
- Click **Cancel** to complete

Entering Receiving Information:

This step is required when you receive the parts.

- Select **Receiving Info** 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 receive
- Scroll to the bottom and enter:
 1. Quantity received of each part
 2. Date received
- Click **Submit**
- An automatic email is sent to the MCCS Customer Service

Contacts:

- MACYSNet Help Desk (Technical Problems):
helpdesk@fdsnet.com
(513) 782-1499 8:00-4:00 Eastern
- Other Questions About Parts Ordering & Tracking
lisa.m.jackson@macys.com

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