

POTS: Parts Ordering & Tracking System

VENDOR 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**

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

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

Use this function if you are unable to fulfill the order. An email will automatically be sent to the originator of the request.

*If you are unable to fulfill because there is not enough detail on the order (ex: you need the color) **do not** use this as the reason for cancel. Submit an e-mail to fdsparts@macys.com and the information needed will be provided to you. Only use the cancel request function if you are unable to provide part due to merchandise is discontinued.*

Side 1

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Entering Shipping Information:

This step is required when you ship the parts.

- Select **Shipping 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 update
- Scroll to the bottom and enter:
 1. Quantity shipped of each part
 2. Actual ship date
 3. Estimated ship date for any parts on backorder
 4. Carrier (SCAC/Pickup) such as UPS
 5. Tracking #
- Click **Submit**
- An automatic email is sent to the originator

Contacts:

MACYSNet Help Desk (Technical Problems):

helpdesk@macysnet.com
(513) 782-1499 8:00-4:00 Eastern

Other Questions About Parts Ordering & Tracking

lisa.m.jackson@macys.com
(732) 225-5572 ext. 4617

Side 2