



Order Tracking System

User Manual

1 Introduction

The Online Order Tracking System (OTS) is a web-based system built to replace manually updating and reporting production schedule status to customers.

The OTS provides customers real time and detailed progress of the orders with FBV Inc. If a customer has placed an order with FBV Inc., an account will be provided, if not already, and can be used for future orders. With this single account which can be used to access other services FBV Inc. offers, customers can login and view all the orders with FBV Inc.

With the information provided by the system, the customer can plan ahead and take early actions for their client and thus increase customer satisfaction.

2 Access

To access the OTS, simply visit <http://ots.fbvalve.com>. See Figure 1.



Figure 1

You will be required to login with the account provided. See Figure 2.

A screenshot of a login form titled "Sign in to FBV". It features two input fields: "Username" and "Password". Below the fields are two orange buttons: "Login" and "Cancel". At the bottom, there is a link: "Don't have an ID? [Sign up](#) for free."

Figure 2

3 Use

- a) Once you have logged in, you will see a list of all your orders, providing the dates and overall progress. The orders are categorized by status: In Progress and Completed, simply click each tab to view your orders. The numbers of orders are displayed in the title of the tab. See Figure 3.

You are here: Home » OTS

All Order (6) Completed (6) In Progress (0) Search: Find

Click to collapse or expand details.

No.	PO Number	Reference	Qty	Date Added	Sch. Ship Date	Progress
1	D1004	F12P12294	376	02-Mar-2012	24-Apr-2012	100%
2	D1003	F11P12211	150	26-Sep-2011	24-Nov-2011	100%
3	D1002	F11P12201	500	22-Sep-2011	18-Nov-2011	100%
4	90PO-013	F11P12189	6	25-Aug-2011	01-Oct-2011	100%
5	11187A	F11P12161	2	19-Aug-2011	25-Sep-2011	100%
6	89PO-013	F10P0965	2207	10-Aug-2011	30-Nov-2011	100%

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Figure 3

- b) To view the detailed information of a specific order, click the PO Number or Reference and it will redirect you to the detailed page, see Figure 4.

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Order Tracking Information

Company Name	Welding S.A.	Reference	F11P12211	Date Added	26-Sep-2011
PO Number	D1003	Total Qty	150	PO Date	19-Sep-2011
Order Progress	100%	Sch. Ship Date	24-Nov-2011		

Notes

Production Status

Click to collapse or expand details

No.	Description	Qty	Start	Finish	Progress	Current Status
1	CHECK VALVE 2" CLASS 800 NPT-F A105	150	23-Sep-2011	23-Nov-2011	100%	Packing

Shipping Status

Final Destination	Vessel Date	Port of Loading
	Bill of Lading	Port of Discharge
	Container Number	Arrival Date

Figure 4

- c) To view the detailed progress of the manufacturing steps, click the plus sign on the left of each item. See Figure 5.

Production Status

Click to collapse or expand details

No.	Description	Qty	Start	Finish	Progress	Current Status
1	CHECK VALVE 2" CLASS 800 NPT-F A105	150	23-Sep-2011	23-Nov-2011	100%	Packing

Legend: ● Ahead of schedule ● On schedule ▲ Delay occurred ■ Note available, click for more info

Step	Start	Finish	Status	Progress	Note
Forging	23-Sep-2011	08-Oct-2011	●	100%	
Machining	09-Oct-2011	29-Oct-2011	●	100%	
Assembly	30-Oct-2011	16-Nov-2011	●	100%	
Testing	17-Nov-2011	20-Nov-2011	●	100%	
Packing	21-Nov-2011	23-Nov-2011	●	100%	

Figure 5

- d) If there is any delay, the caution icon will be displayed in Status column and a note icon will be provided with explanation of causes, click the note icon to see the details. See Figure 6.

Production Status						
No.	Description	Qty	Start	Finish	Progress	Current Status
1	AN01 GLOBE NPS 1 CL 800 A105	2	15-Jun-2011	30-Nov-2011	<div style="width: 100%;"><div style="width: 100%;"></div></div>	100% Packing
Legend: 🟢 Ahead of schedule 🟡 On schedule 🔴 Delay occurred 📄 Note available, click for more info						
Step	Start	Finish	Status	Progress	Note	
Forging	15-Jun-2011	31-Jul-2011	🟡	<div style="width: 100%;"><div style="width: 100%;"></div></div>		
Machining	01-Aug-2011	31-Oct-2011	🟡	<div style="width: 100%;"><div style="width: 100%;"></div></div>	📄	
Assembly	01-Nov-2011	16-Nov-2011	🟡	<div style="width: 100%;"><div style="width: 100%;"></div></div>		
Testing	17-Nov-2011	25-Nov-2011	🟡	<div style="width: 100%;"><div style="width: 100%;"></div></div>		
Packing	26-Nov-2011	30-Nov-2011	🟡	<div style="width: 100%;"><div style="width: 100%;"></div></div>		

Figure 6

e) The OTS also provides the information of shipping, see Figure 7.

Shipping Status		
Final Destination	Vessel Date	Port of Loading
	Bill of Lading	Port of Discharge
	Container Number	Arrival Date

Figure 7