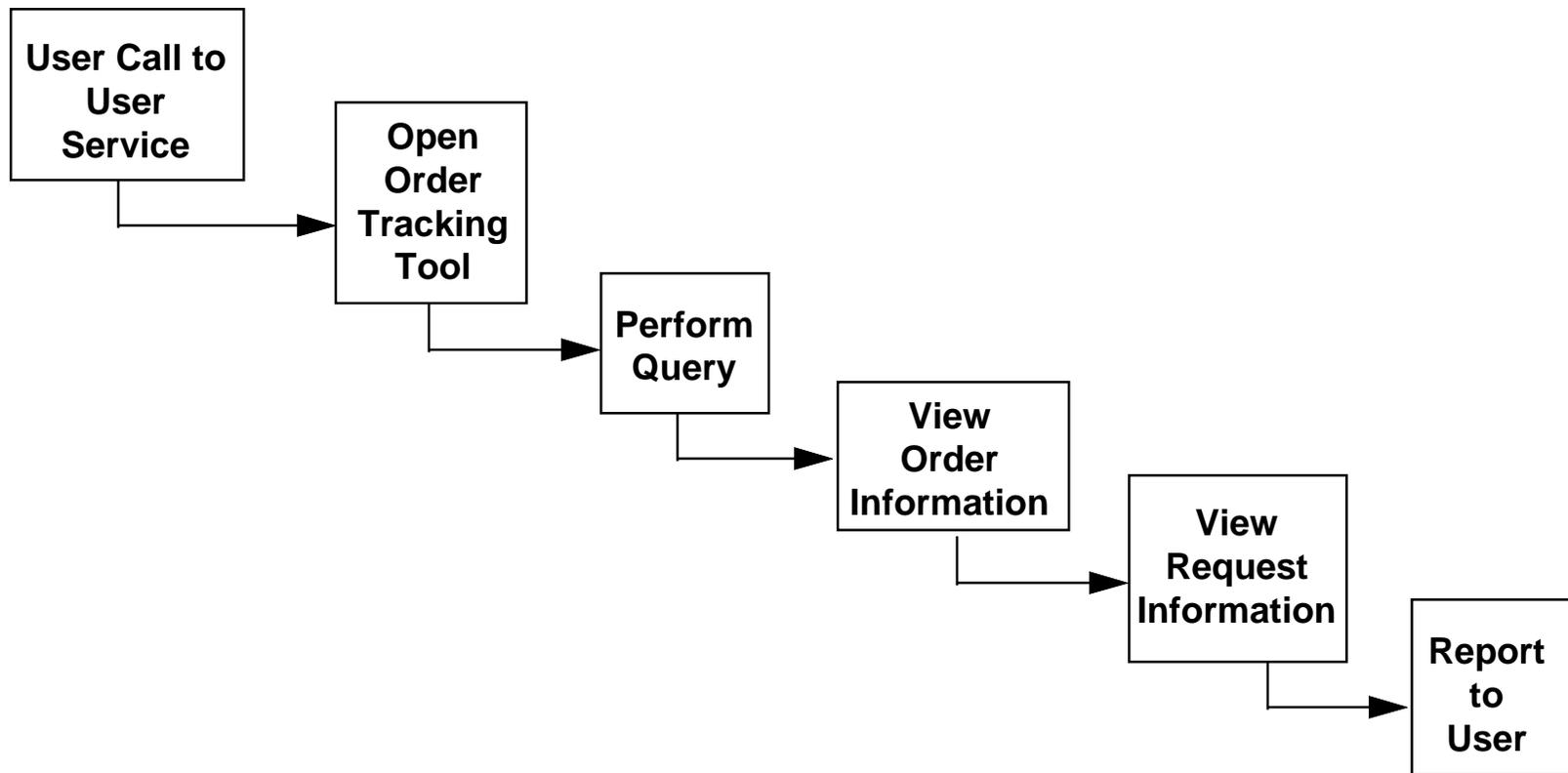


ECS Order Tracking

- **Summary:** This script highlights the GUIs used to track the status of orders and their associated requests in response to end user inquiries at a Release A DAAC. These GUIs are intended for User Services staff to use in response to end user inquiries for order/request status.
- **Context**
 - ◇ From the desktop, invoke the order tracking icon
 - ◇ Query orders submitted through the desktop
 - ◇ View order information to identify associated requests
 - ◇ View request information to identify parent order
 - ◇ View request characteristics and determine processing status
 - ◇ Sort results to organize orders/requests logically

ECS Order Tracking



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Preconditions:

1. End user has inquired on the status of their recently-submitted order.
2. DAAC User Services staff is logged into DAAC server. Identification validated.
3. Order Tracking Tool is running and iconified.

ECS Order Tracking

Steps:

| STEP # | TIME | PLAYER | ACTIVITY | GUI |
|--------|------|--------------------------|---|--|
| 1 | < 1 | DAAC User Services Staff | User Services Representative starts up the Management Subsystem GUIs(Desktop). | Displays the order/request tracking icon |
| 2 | < 1 | User Services | User Services Representative selects order/request tracking icon. | Displays Order/Request Tracking screen. |
| 3 | < 1 | User Services | User Services Representative enters order id or user id/user name. | Invokes <u>Order Tracking query</u> . |
| 4 | < 1 | User Services | User Services Representative browses order information, including order_id, Order date, status, and brief description. | Displays summary order information for a specific order, or all orders for the user. |
| 5 | < 1 | User Services | User Services Representative selects a specific order from the orders listed. | Highlights selected order. |
| 6 | < 1 | User Services | User Services Representative selects request tracking screen. | Invokes <u>Request query</u> for selected order. |
| 7 | < 1 | User Services | User Services Representative browses request information, including status, # of files, volume, media, format and shipped date. | Displays Request information for selected order. |
| 8 | < 1 | User Services | User Services Representative communicates request status information to user. | |

ECS Order Tracking

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|----|-----|---------------|---|---|
| | | | | |
| 9 | < 1 | User Services | User Services Representative selects Shipping Details screen. | Invokes <u>User Information query</u> for the selected order. |
| 10 | < 1 | User Services | User Services Representative browses shipping information including shipping address, billing address, shipping method. | Displays shipping information for selected order. |
| 11 | < 1 | User Services | User Services Representative communicates shipping information to user. | |
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