



PUBLIC

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Guide for Internal Sales Representatives

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1 Introduction

About This Document

This documentation describes how to use the Track SO Fulfillment (TSOF) app.

→ Recommendation

Before you start working your way through this document, ensure you have the most recent version of this document that is available from:

<http://help.sap.com/gtt>

Target Audience

The target audience for this document are internal sales representatives.

Prerequisite

You are able to log on to SAP Business Network Global Track and Trace as an internal sales representative.

2 About the Track SO Fulfillment App

The Track SO Fulfillment (TSOF) app allows you to monitor the fulfillment status of sales orders from SAP S/4HANA. The app:

- displays a list of all the available sales orders
- monitors the OTIF delivery status, execution status and delay impact of sales orders
- monitors the milestone fulfillment process of sales order items
- supports navigation to the Track Shipments (TS) app to monitor the real-time execution status of the sales order's relevant LE-TRA shipments and freight documents.
- supports navigation to the Monitor Outbound Deliveries (MOD) app to check the outbound delivery details.

TSOF app is for version 2 of SAP Business Network Global Track and Trace.

i Note

For one sales order, you can only use either LE-TRA or SAP TM to manage its transportation. That means you cannot assign one delivery of this sales order to the LE-TRA shipment and then have another delivery created based on freight units.

2.1 In-app Help

When you launch the TSOF app, you can turn on in-app help that provides on-screen explanations of key fields and areas on the screen.

To turn on in-app help:

- On the top right on the screen, click the [?](#) button
- the [Help Topics](#) Panel appears on the right

Once in-app help is turned on, you can:

- search the displayed Help topics for text you type
- click hot spots or bubbles to see help text on that topic
- hide the [Help Topics](#) Panel by clicking the Hide ([>>](#)) button on the bottom right
- toggle Help off

2.2 Filters

You can apply one or more filters to reduce the number of sales orders displayed. By default, the following filters are shown:

- **Sales Order No.:** an identifier for the sales order from SAP ERP. Click in the field to display the [Define Conditions](#) popup where you can set the operators to specify a fuzzy search and/or multiple conditions.
- **Purchase Order No.:** an identifier for the corresponding purchase order from SAP ERP. Click in the field to display the [Define Conditions](#) popup where you can set the operators to specify a fuzzy search and/or multiple conditions.
- **Requested Delivery Date:** the date when the sales order is required to be delivered. Click in the field to display the [Time Period](#) popup where you can choose the date range that you want to filter.
- **Ship-to Party:** an identifier for the party who receives the sales orders. Click in the field to display a popup where you can filter the location by [External ID](#), [Location Description](#), [Logical System](#), [Object Type](#) and archived status. To filter the location by archived status, select one of the following values in the dropdown lists of the [Archived](#) filter:
 - **Yes:** only the archived locations are displayed in the result.
 - **No:** the default value. All locations, except the archived ones, are displayed in the result.
 - **Blank:** all locations, either archived or not, are displayed in the result.

. In the [Define Conditions](#) tab, you can search for sales orders using the external ID. You can set the operators to specify a fuzzy search and/or multiple conditions.

- **Sold-to Party:** an identifier for the party who places the sales orders. Click in the field to display a popup where you can filter the location by [External ID](#), [Location Description](#), [Logical System](#), [Object Type](#) and archived status. To filter the location by archived status, select one of the following values in the dropdown lists of the [Archived](#) filter:
 - **Yes:** only the archived locations are displayed in the result.
 - **No:** the default value. All locations, except the archived ones, are displayed in the result.
 - **Blank:** all locations, either archived or not, are displayed in the result.

. In the [Define Conditions](#) tab, you can search for sales orders using the external ID. You can set the operators to specify a fuzzy search and/or multiple conditions.

- **Material ID:** an identifier for the materials from SAP ERP. Click in the field to display the [Define Conditions](#) popup where you can set the operators to specify a fuzzy search and/or multiple conditions. Please note that you cannot apply the “Exclude” logic and the “empty” condition in the “Include” logic because they are not supported for item level search.
- **Material Description:** the description of materials from SAP ERP. Click in the field to display the [Define Conditions](#) popup where you can set the operators to specify a fuzzy search and/or multiple conditions. Please note that you cannot apply the “Exclude” logic and the “empty” condition in the “Include” logic because they are not supported for item level search.
- **Delivery No.:** an identifier for the outbound delivery from SAP ERP. Click in the field to display the [Define Conditions](#) popup where you can set the operators to specify a fuzzy search and/or multiple conditions. Please note that you cannot apply the “Exclude” logic and the “empty” condition in the “Include” logic because they are not supported for item level search.
- **Execution Status:** the execution progress of a sales order. Select in the dropdown list one or more of [Completed](#), [In Execution](#), and [Not Started](#).

- **Delay Status:** shows if the sales order is delayed. In the dropdown list, select “Yes” to filter out the sales orders that are delayed, and “No” to filter out the sales orders that are not delayed. Sales orders with **Delayed** status are highlighted with a color-coded bar on the left for the entry in the worklist.
- **OTIF Delivery Status:** shows if the sales order is fully and timely delivered. Select in the dropdown list one or more of:
 - **Perfect:** the sales order is delivered on time and in full
 - **Late:** the sales order is delivered in full but late
 - **Partial:** the sales order is delivered on time but partially
 - **Late and Partial:** the sales order is delivered late and partially
 - **None:** the delivery of the sales order is not completed, or no relevant data is provided.

i Note

In the **Define Conditions** popup of filters, the case insensitive search is supported for the following conditions:

- “contains”
- “starts with”
- “ends with”.

You can change the default filters with the **Adapt Filters** button to display a popup. Here you can filter core, standard and user-defined fields that you defined in the tracked process “SalesOrder” of the GTT standard model.

2.3 Views


You can select a view, also called a variant. The view determines the filter and column settings. There are two types of view, either:

- Standard: unfiltered so displays all available sales orders or
- one of the customized variants, if any have been created. These include some filters that may reduce the number of sales orders displayed.

After you select your view, its name is displayed on-screen. Click **Go** to display the corresponding sales orders.

An asterisk (*) is displayed after the view name whenever any additional filter selection(s) is made. You can save your selection at this time to create your own view.

To create your own view:

- Click **Adapt Filters** and the Settings icon  to personalize your filter and table settings respectively. You can also adjust the column width by dragging the column border.
- Click the arrow to the right of the view
- Click **Save As** in the view selector
- Enter a name for your view (case sensitive)
- You can also choose:
 - **Set as Default:** Activate this if you want your view to be displayed by default when you enter the app


- **Public:** Activate this if you want your view to appear in other users' view selector
- Save your view

You can click [Manage](#) in the view selector to delete views and set the default view.

2.4 Save a Tile

You can save your personal settings on the worklist page as a tile on the home page of SAP Fiori Launchpad. When you click the tile, it brings you back to the same worklist you have filtered out when the tile was created, so you don't need to apply filters again.

To save your personal settings as a tile:

- Apply some filters to display the corresponding documents in the worklist. You can also click [Adapt Filters](#) to add or remove some filters and change the columns in the worklist with the Settings icon.
- Click the  icon on the upper right corner and choose [Save as Tile](#).
- In the popup, enter a title. Optionally, you can provide a subtitle and description and choose a group on which the tile is displayed on your launchpad.
- Click [Save](#)

To delete a saved tile, click the user icon in the upper-right corner of the home page and choose [Edit Home Page](#).

2.5 Sales Order Details Page

On the header of the [Sales Order Details](#) page, the sales order number is displayed. The execution status, delay status and OTIF delivery status of the sales order are highlighted in color-coded boxes beside the number.

Note

- For delay status, if one of the sales order items is delayed, it changes to [Delayed](#).
- For execution status, if all the sales order items are completed, it changes to [Completed](#). If one of the sales order items is in execution, it changes to [In Execution](#). The initial status is [Not Started](#).


Below the number are details of:



- [Sold-To Party](#)
- [Ship-To Party](#)
- [Requested Delivery Date](#)
- [Net Value](#)
- [Fulfillment Rate](#): the net value of all the completed sales order items
- [Delay Impact](#): the net value of all the delayed sales order items
- [Actual Delivery At](#).

A Refresh icon is displayed on the top right with the last refreshed time next to it. Click the icon to update the data shown.

The following tabs can be displayed:

1. **Information:** divided into the following selectable sections:
 - **Standard:** standard and core model fields information that is predefined in the "SalesOrder" tracked process of the GTT standard model. The fields are grouped into three categories: *Basic Information*, *Incoterms*, and *Administrative Information*.
 - **User Defined:** information that you defined in the "SalesOrder" tracked process of the GTT standard model. If you add a URL to these fields, you can click the corresponding field values to navigate to the linked external systems.
 - **User Defined Composition Fields:** table-type fields that you defined in the "SalesOrder" tracked process of the GTT standard model. You can change the default columns and sorting with the Settings icon. You can drill down further for more information. If you add a URL to the fields in the table, you can click the corresponding field values to navigate to the linked external systems.
 - **User Defined Association to Many Fields:** table-type fields that you defined in the "SalesOrder" tracked process of the GTT standard model. You can change the default columns and sorting with the Settings icon. You can drill down further for more information. If you add a URL to the user-defined fields in the associated tracked process, you can click the corresponding field values to navigate to the linked external systems.
2. **Sales Order Items:** the items of the sales order. You can drill down for more information.
3. **Events:** displays the events of the sales order and event information in a table. By default, it is not shown, so you must display it with the [flexible UI function](#). All the other event types can be displayed in the table except the following ones:
 - event types marked "For Internal Use Only"
 - "Delay" and "On Time" event types with reference to a planned event

You can personalize the table settings by changing the default columns and sorting of the table, filtering, and grouping events with the  icon. Here you can also take the following actions:

- **Manage views:** After you personalize the table settings, you can save the customized view as a variant of the table for later selection and set the view as default. But this only applies to the current log-on user. You cannot set the view as public to make it appear in other users' view selector. For more information on how to create views, see [Views \[page 6\]](#).
- **Report events:** If you add the role "AppStandardTrackSOFulfillmentProcessTemplate" to your role collection, then a [Report](#) button is displayed on the upper right for you to report planned and unplanned events.
- **View attachments:** You can view attachments of the events by clicking the  icon in the [Actions](#) column. The following attachment file types are supported for preview: jpeg, jpg, gif, png, pdf. For files of other types, they will be downloaded directly upon clicking.
- **View reporting history / event details:** You can view reporting history or event details of the events by clicking the  icon in the [Actions](#) column.

→ Recommendation

When filtering events by event type in the table, it is recommended to apply the "contains" condition and enter the name (not the description) of the event type that you can find in the standard model.

This is because the backend system stores the combination of model namespace, tracked process, and event type (separated by full stops ".") as the value for event types in this table. For example, "com.lbngtapps.gtt.app.gttft1.Shipment.CheckIn" is the value for "Check In" event type in the

"Shipment" process of the "gttft1" model. If you apply the "equal to" condition, you must enter the complete combination of these three elements to get the desired results, which can be time-consuming. To simplify the process, we recommend applying the "contains" condition.

If you still need to apply the "equal to" condition, you can find the necessary information in the standard model "gttft1" of the Manage Models app:

- Model Namespace: you can find the namespace (example: com.lbngettapps.gtt.app.gttft1) on the model card.
- Tracked Process: you can find the name of each tracked process (example: Shipment) in the Tracked Process tab.
- Event Type: you can find the name of each event type (example: CheckIn) under the corresponding tracked process in the Event Type Pool tab.

i Note

The explanation for the following fields are provided for your understanding:

- Event Nature: the nature of an event is either "Planned" or "Unplanned".
- Actual/Planned Time (Used for Sorting): actual or planned business timestamp of events. For any event, the actual business timestamp is used as the value. If it doesn't have the actual business timestamp, then its planned business timestamp is used instead. The field is provided for sorting purpose.

4. **Tracking Timeline:** displays all the planned and unplanned events related to the sales order horizontally. The default sorting logic of events is as follows:

- Planned events are sorted by planned sequence in ascending order. The sequence is calculated by the system and decided by the configuration of the *Sort Planned Events By* setting of the *SalesOrder* tracked process in the GTT standard model.
- Unplanned events are sorted by the actual business timestamp in ascending order.
- Planned events are displayed before unplanned events.

i Note

Beside the following event types, all the other admissible event types of the "SalesOrder" tracked process in the standard model "gttft1" can be displayed in the timeline:

- "Location Update" event type
- "Technical Use" event type
- "Estimated Time Update" event type
- event types marked "For Internal Use Only"
- "Delay" and "On Time" event types with reference to a planned event
- GTT Tracking Request Error Event

For the meaning of each event type, you can refer to section 4.10 in *Guide for Model Administrators*.

Here you can view the following information relevant to an event:

- **Reporting History:** If a planned event is reported early, reported on time, reported late or delayed, a *Reporting History* button appears for you to check the details.
- **Event Details:** For planned events, you can click the event in the *Reporting History* dialog to navigate to the *Event Details* page. If an unplanned event is reported, a *Show Details* button appears for you to navigate to the *Event Details* page.

- **Attachments:** If an attachment is uploaded when reporting an event, an [Attachments](#) button appears for you to view the attachment. The following attachment file types are supported for preview: jpeg, jpg, gif, png, pdf. For files of other types, they will be downloaded directly upon clicking.
- **Estimated Status:** You can view the following estimated status for the unreported planned events with both planned and estimated business timestamps:
 - [Running Early](#): the estimated time is earlier than the earliest planned business time
 - [Running On Time](#): the estimated time is between the earliest and the latest planned business time
 - [Running Late](#): the estimated time is later than the latest planned business time

Here you can also take the following actions:

Filter Events

In the [View Settings](#) popup, you can filter the events by [Event Status](#) and [Planned/Actual Event](#):

- For [Event Status](#), you can select one of the following statuses, and the filtered results are sorted according to the default logic:
 - [As Planned](#)
 - [Delayed](#)
 - [Overdue](#)
 - [Reported](#)
 - [Reported Early](#)
 - [Reported On Time](#)
 - [Reported Late](#).
- For [Planned/Actual Event](#), you can select:
 - [Planned Event](#): if you filter the events by planned event, the planned events are displayed and sorted by planned sequence in ascending order.
 - [Actual Event](#): if you filter the events by actual event, the actual events are displayed and sorted by the actual business timestamp in ascending order.
 - If you select both, the filtered results are sorted according to the default logic.

Sort Events

In the [View Settings](#) popup, you can sort events by the following fields in ascending or descending order: After you specify filters, you can save the customized view as a variant for later selection and set the view as default. But this only applies to the current log-on user. You cannot set the view as public to make it appear in other users' view selector.

- [Planned Sequence](#): It is the default setting.
- [Planned Time](#): the planned business timestamp of events. Events with an empty value are displayed in the front if sorted in ascending order or displayed at last if sorted in descending order.
- [Actual Time](#): the actual business timestamp of events. Events with an empty value are displayed in the front if sorted in ascending order or displayed at last if sorted in descending order.
- [Actual/Planned Time \(Using Actual Time First\)](#): actual or planned business timestamp of events. For any event, the actual business timestamp is used as the value. If it doesn't have the actual business timestamp, then its planned business timestamp is used instead. Events with an empty value are displayed in the front if sorted in ascending order or displayed at last if sorted in descending order.

Manage Views

After you specify filters, you can save the customized view as a variant for later selection and set the view as default. But this only applies to the current log-on user. You cannot set the view as public to make it appear in other users' view selector.

Report Events

If you add the role “AppStandardTrackSOFulfillmentProcessTemplate” to your role collection, then a [Report](#) button is displayed above the timeline for you to report the planned and unplanned events.

5. [Document Flow](#): a flow chart of the documents relevant to this sales order. It gives you an overview of how far the sale order progresses. You can manage the chart with the buttons on its upper right corner. The following document types are displayed from left to right, with each type in one group:
 - For the LE-TRA shipment scenario: sales order, sales order item, delivery item, shipment, and resource.
 - For the TM scenario: sales order, sales order item, delivery item, freight unit item, shipment, and resource.

For each group, you can view the group details, expand, or collapse the group with the buttons on its upper right corner.

For each document in a group, the document number and key information are displayed in a card with arrows to link it with its preceding and follow-on documents. You can click the document card to show the buttons on its right side for more actions.

The color of the document changes according to its execution status and delay status. If it is not started, it's gray. If it is in execution, it changes to blue. If it is completed, it changes to green. If it is delayed, it changes to red.

2.6 Sales Order Item Details Page

On the header of the [Sales Order Item Details](#) page, the sales order number and item number are displayed. The execution status and delay status of the sales order item are highlighted in color-coded boxes beside the numbers.

i Note

- For delay status, if one of the outbound delivery items is delayed, it changes to [Delayed](#).
- For execution status, if all the outbound delivery items are completed, it changes to [Completed](#). If one of the outbound delivery items is in execution, it changes to [In Execution](#). The initial status is [Not Started](#).

Below the numbers are details of:


- [Plant](#)
- [Ship-To Party](#)
- [Order Quantity](#)
- [Fulfillment Rate](#): the order quantity of all the completed outbound delivery items
- [Delay Impact](#): the order quantity of the delayed outbound delivery items
- [Actual Delivery At](#).



A Refresh icon is displayed on the top right with the last refreshed time next to it. Click the icon to update the data shown.

The following tabs can be displayed:

1. [Information](#): divided into the following selectable sections:

- **User Defined:** standard and core model fields information that is predefined in the “SalesOrderItem” tracked process of the GTT standard model. If you add a URL to these fields, you can click the corresponding field values to navigate to the linked external systems.
 - **User Defined Composition Fields:** table-type fields that you defined in the “SalesOrderItem” tracked process of the GTT standard model. You can change the default columns and sorting with the Settings icon. You can drill down further for more information. If you add a URL to the fields in the table, you can click the corresponding field values to navigate to the linked external systems.
 - **User Defined Association-to-Many Fields:** table-type fields that you defined in the “SalesOrderItem” tracked process of the GTT standard model. You can change the default columns and sorting with the Settings icon. You can drill down further for more information. If you add a URL to the user-defined fields in the associated tracked process, you can click the corresponding field values to navigate to the linked external systems.
2. **Milestone Fulfillment Process:** a flow diagram that displays the milestone information of the sales order item. The flow starts from the left and involves some of the following stages:
 - *Sales Order Item Created*
 - *Sales Order Item Rejected*
 - *Sales Order Item Confirmed*
 - *Delivery Created*
 - *Delivery Goods Issued*
 - *Delivery Completed*
 3. **Delivery Items:** the outbound delivery items of the sales order item. You can drill down for more information.
 4. **Events:** displays the events of the outbound delivery and event information in a table. By default, it is not shown, so you must display it with the [flexible UI function](#). All the other event types can be displayed in the table except the following ones:
 - event types marked “For Internal Use Only”
 - “Delay” and “On Time” event types with reference to a planned event

You can personalize the table settings by changing the default columns and sorting of the table, filtering, and grouping events with the  icon. Here you can also take the following actions:

- **Manage views:** After you personalize the table settings, you can save the customized view as a variant of the table for later selection and set the view as default. But this only applies to the current log-on user. You cannot set the view as public to make it appear in other users' view selector. For more information on how to create views, see [Views \[page 6\]](#).
- **Report events:** If you add the role “AppStandardTrackOutboundDeliveriesProcessTemplate” to your role collection, then a [Report](#) button is displayed on the upper right for you to report planned and unplanned events.
- **View attachments:** You can view attachments of the events by clicking the  icon in the [Actions](#) column. The following attachment file types are supported for preview: jpeg, jpg, gif, png, pdf. For files of other types, they will be downloaded directly upon clicking.
- **View reporting history / event details:** You can view reporting history or event details of the events by clicking the  icon in the [Actions](#) column.

→ Recommendation

When filtering events by event type in the table, it is recommended to apply the “contains” condition and enter the name (not the description) of the event type that you can find in the standard model.

This is because the backend system stores the combination of model namespace, tracked process, and event type (separated by full stops ".") as the value for event types in this table. For example, "com.lbngttapps.gtt.app.gttft1.Shipment.CheckIn" is the value for "Check In" event type in the "Shipment" process of the "gttft1" model. If you apply the "equal to" condition, you must enter the complete combination of these three elements to get the desired results, which can be time-consuming. To simplify the process, we recommend applying the "contains" condition.

If you still need to apply the "equal to" condition, you can find the necessary information in the standard model "gttft1" of the Manage Models app:

- Model Namespace: you can find the namespace (example: com.lbngttapps.gtt.app.gttft1) on the model card.
- Tracked Process: you can find the name of each tracked process (example: Shipment) in the Tracked Process tab.
- Event Type: you can find the name of each event type (example: CheckIn) under the corresponding tracked process in the Event Type Pool tab.

i Note

The explanation for the following fields are provided for your understanding:

- Event Nature: the nature of an event is either "Planned" or "Unplanned".
- Actual/Planned Time (Used for Sorting): actual or planned business timestamp of events. For any event, the actual business timestamp is used as the value. If it doesn't have the actual business timestamp, then its planned business timestamp is used instead. The field is provided for sorting purpose.

5. **Tracking Timeline**: displays all the planned and unplanned events related to the sales order item horizontally. The default sorting logic of events is as follows:

- Planned events are sorted by planned sequence in ascending order. The sequence is calculated by the system and decided by the configuration of the *Sort Planned Events By* setting of the *SalesOrderItem* tracked process in the GTT standard model.
- Unplanned events are sorted by the actual business timestamp in ascending order.
- Planned events are displayed before unplanned events.

i Note

Beside the following event types, all the other admissible event types of the "SalesOrderItem" tracked process in the standard model "gttft1" can be displayed in the timeline:

- "Location Update" event type
- "Technical Use" event type
- "Estimated Time Update" event type
- event types marked "For Internal Use Only"
- "Delay" and "On Time" event types with reference to a planned event
- GTT Tracking Request Error Event

For the meaning of each event type, you can refer to section 4.10 in *Guide for Model Administrators*.

Here you can view the following information relevant to an event:

- **Reporting History**: If a planned event is reported early, reported on time, reported late or delayed, a *Reporting History* button appears for you to check the details.

- **Event Details:** For planned events, you can click the event in the [Reporting History](#) dialog to navigate to the [Event Details](#) page. If an unplanned event is reported, a [Show Details](#) button appears for you to navigate to the [Event Details](#) page.
- **Attachments:** If an attachment is uploaded when reporting an event, an [Attachments](#) button appears for you to view the attachment. The following attachment file types are supported for preview: jpeg, jpg, gif, png, pdf. For files of other types, they will be downloaded directly upon clicking.
- **Estimated Status:** You can view the following estimated status for the unreported planned events with both planned and estimated business timestamps:
 - [Running Early](#): the estimated time is earlier than the earliest planned business time
 - [Running On Time](#): the estimated time is between the earliest and the latest planned business time
 - [Running Late](#): the estimated time is later than the latest planned business time

Here you can also take the following actions:

Filter Events

In the [View Settings](#) popup, you can filter the events by [Event Status](#) and [Planned/Actual Event](#):

- For [Event Status](#), you can select one of the following statuses, and the filtered results are sorted according to the default logic:
 - [As Planned](#)
 - [Delayed](#)
 - [Overdue](#)
 - [Reported](#)
 - [Reported Early](#)
 - [Reported On Time](#)
 - [Reported Late](#).
- For [Planned/Actual Event](#), you can select:
 - [Planned Event](#): if you filter the events by planned event, the planned events are displayed and sorted by planned sequence in ascending order.
 - [Actual Event](#): if you filter the events by actual event, the actual events are displayed and sorted by the actual business timestamp in ascending order.
 - If you select both, the filtered results are sorted according to the default logic.

Sort Events

In the [View Settings](#) popup, you can sort events by the following fields in ascending or descending order: After you specify filters, you can save the customized view as a variant for later selection and set the view as default. But this only applies to the current log-on user. You cannot set the view as public to make it appear in other users' view selector.

- [Planned Sequence](#): It is the default setting.
- [Planned Time](#): the planned business timestamp of events. Events with an empty value are displayed in the front if sorted in ascending order or displayed at last if sorted in descending order.
- [Actual Time](#): the actual business timestamp of events. Events with an empty value are displayed in the front if sorted in ascending order or displayed at last if sorted in descending order.
- [Actual/Planned Time \(Using Actual Time First\)](#): actual or planned business timestamp of events. For any event, the actual business timestamp is used as the value. If it doesn't have the actual business timestamp, then its planned business timestamp is used instead. Events with an empty value are displayed in the front if sorted in ascending order or displayed at last if sorted in descending order.

Manage Views

After you specify filters, you can save the customized view as a variant for later selection and set the view as default. But this only applies to the current log-on user. You cannot set the view as public to make it appear in other users' view selector.

Report Events

If you add the role “AppStandardTrackSOFulfillmentProcessTemplate” to your role collection, then a [Report](#) button is displayed above the timeline for you to report the planned and unplanned events.

2.7 Event Details Page

On the header of the [Event Details](#) page, the event type of this actual event is displayed. Below it are details of the tracked process, the tracking ID, [Actual Business Time](#) and [Location](#).

The following tabs are displayed:

1. [Information](#): divided into the following sections:
 - [Standard](#): core and standard model fields information that is predefined in the GTT standard model. It is divided further into the following groups: [Locations](#), [Transportation](#), and [Administration](#).
 - [User Defined](#): information you defined in the GTT standard model. If you add a URL to these fields, you can click the corresponding field values to navigate to the linked external systems.
 - [User-defined Composition Names](#): table-type fields you defined in the GTT standard model. You can change the default columns and sorting with the Settings icon. You can drill down further for composition details. If you add a URL to the fields in the table, you can click the corresponding field values to navigate to the linked external systems.
2. [Estimated Time](#): displays the estimated timestamps of other planned events.
3. [Tracked Objects](#): the tracked resource of the event such as flight number, license plate, container ID.
4. [Attachments](#): displays the files of the current actual event you uploaded when reporting the event. You can click the file names to have a preview of them. The following attachment file types are supported for preview: jpeg, jpg, gif, png, pdf. For files of other types, they will be downloaded directly upon clicking.

3 View Sales Orders Worklist

Context

To view the sales orders worklist, do the following:

Procedure

1. Launch the TSOF app.
2. The worklist page displays a table of sales orders with high-level information about each. The list contains up to 20 sales orders. The sales order count is displayed at the bottom. For example: (20/64) indicates that 20 sales orders are displayed of a total of 64.
3. If there are more than 20 sales orders, click [More](#) to see the next 20.
4. As previously explained, you can set one or more filters or apply a view to reduce the number of sales orders displayed.

Results

By default, the following columns are shown:

- Sales Order No.
- Sold-To Party
- Ship-To Party
- Net Value
- Requested Delivery Date
- Fulfillment Rate
- Actual Delivery At
- Execution Status
- Delay Impact
- OTIF Delivery Status.

If you add the location information in the Manage Locations app, you can click the fields of [Sold-To Party](#) and [Ship-To Party](#) to see the location details.

If you add user-defined fields in the standard tracked process “SalesOrder” of the GTT standard model, the fields are displayed as columns here except the composition, Association to Many and attachment field types. If you add a URL to these fields, you can click the corresponding field values to navigate to the linked external systems.

You can change the default columns with the Settings icon to display the [View Settings](#) popup.

Sort Order

The list is sorted by the date and time when the sales order is last changed, with the latest sales order shown first.

4 View Sales Order Details

Context

To view the details of a sales order, do the following:

Procedure

1. Launch the TSOF app.
2. From the worklist page, click one of the sales orders displayed to drill down for more information. The [Sales Order Details](#) page appears.

Results


There are four tabs on the [Sales Order Details Page \[page 7\]](#): *Information*, *Sales Order Items*, *Tracking Timeline* and *Document Flow*.

5 View Sales Order Item Details

Context

To view the details of a sales order item, do the following:

Procedure

1. Launch the TSOF app.
2. From the worklist page, click one of the sales orders displayed to drill down for more information. The [Sales Order Details](#) page appears.
3. Now you have two options:
 - In the [Sales Order Items](#) tab, click one of the items to drill down for more information
 - In the [Document Flow](#) tab, click the one of the sales order item document cards to show the buttons on its right side, then click the button  to drill down for more information. The [Sales Order Item Details](#) page appears.

Results

There are four tabs on the [Sales Order Item Details Page \[page 11\]](#): *Information*, *Milestone Fulfillment Process*, *Delivery Items*, and *Tracking Timeline*.

6 View Tracking Timeline

6.1 View Tracking Timeline of a Sales Order

Context

To view the tracking timeline of a sales order, do the following:

Procedure

1. Launch the TSOF app.
2. From the worklist page, click one of the sales orders displayed to drill down for more information. The [Sales Order Details](#) page appears.
3. Click the [Tracking Timeline](#) tab. You can see a timeline of planned and unplanned events of the sales order.

Related Information


[Sales Order Details Page \[page 7\]](#)

6.2 View Tracking Timeline of a Sales Order Item

Context

To view the tracking timeline of a sales order item, do the following:

Procedure

1. Launch the TSOF app.
2. From the worklist page, click one of the sales orders displayed to drill down for more information. The [Sales Order Details](#) page appears.
3. Now you have two options:
 - In the [Sales Order Items](#) tab, click one of the items to drill down for more information
 - In the [Document Flow](#) tab, click the one of the sales order item document cards to show the buttons on its right side, then click the button  to drill down for more information. The [Sales Order Item Details](#) page appears.
4. Click the [Tracking Timeline](#) tab. You can see a timeline of planned and unplanned events of the sales order item.

Related Information

[Sales Order Item Details Page \[page 11\]](#)

7 View Actual Event Details

7.1 View Actual Event Details of a Sales Order

Context

To view actual event details of a sales order, do the following:

Procedure

1. Launch the TSOF app.
2. From the worklist page, click one of the sales orders displayed to drill down for more information. The [Sales Order Details](#) page appears.
3. In the [Tracking Timeline](#) tab, there is a timeline of all the planned and unplanned events of the sales order. You can click the [Reporting History](#) button or the [Show Details](#) button to navigate to the [Event Details](#) page to view the actual event details:
 - For planned events, click the [Reporting History](#) button. In the [Reporting History](#) table, click one of the actual events.
 - For unplanned events, click the [Show Details](#) button.

On the [Event Details](#) page, you can click the items in the table under the user-defined composition sections to drill down for more details.

Related Information


[Event Details Page \[page 15\]](#)

7.2 View Actual Event Details of a Sales Order Item

Context

To view actual event details of a sales order item, do the following:

Procedure

1. Launch the TSOF app.
2. From the worklist page, click one of the sales orders displayed to drill down for more information. The [Sales Order Details](#) page appears.
3. Now you have two options:
 - In the [Sales Order Items](#) tab, click one of the items to drill down for more information
 - In the [Document Flow](#) tab, click the one of the sales order item document cards to show the buttons on its right side, then click the button  to drill down for more information. The [Sales Order Item Details](#) page appears.
4. In the [Tracking Timeline](#) tab, there is a timeline of all the planned and unplanned events of the sales order item. You can click the [Reporting History](#) button or the [Show Details](#) button to navigate to the [Event Details](#) page to view the actual event details:
 - For planned events, click the [Reporting History](#) button. In the [Reporting History](#) table, click one of the actual events.
 - For unplanned events, click the [Show Details](#) button.

On the [Event Details](#) page, you can click the items in the table under the user-defined composition sections to drill down for more details.

Related Information

[Event Details Page \[page 15\]](#)

8 Report Planned or Unplanned Events

8.1 Report Planned or Unplanned Events for a Sales Order

Context

To view report planned or unplanned events for a sales order, do the following:

Procedure

1. Launch the TSOF app.
2. From the worklist page, click one of the sales orders displayed to drill down for more information. The [Sales Order Details](#) page appears.
3. In the [Events](#) tab or [Tracking Timeline](#) tab, click the [Report](#) button. Then choose [Report Planned Event](#) or [Report Unplanned Event](#) to display their popups where you can select a planned or an unplanned event in the list:
 - Corresponding user-defined fields are shown based on your selected event type.
 - You can also add [Estimated Time](#) information for certain planned or unplanned event.
 - When you report a standard admissible planned or unplanned event, you can upload attachments in the [Attachments](#) tab.
 - When you report a planned or an unplanned event, if you created a user model field with its type as [Attachments](#) for this event type in the GTT standard model, you can have a user-defined attachment tab to upload attachments.

i Note


- Supported attachment file types are: jpeg, jpg, gif, png, pdf, doc, docx, xls, and xlsx.
- The total size of attachments cannot exceed 10MB.

8.2 Report Planned or Unplanned Events for a Sales Order Item

Context

To view report planned or unplanned events for a sales order item, do the following:

Procedure

1. Launch the TSOF app.
2. From the worklist page, click one of the sales orders displayed to drill down for more information. The [Sales Order Details](#) page appears.
3. Now you have two options:
 - In the [Sales Order Items](#) tab, click one of the items to drill down for more information
 - In the [Document Flow](#) tab, click the one of the sales order item document cards to show the buttons on its right side, then click the button  to drill down for more information. The [Sales Order Item Details](#) page appears.
4. In the [Events](#) tab or [Tracking Timeline](#) tab, click the [Report](#) button. Then choose [Report Planned Event](#) or [Report Unplanned Event](#) to display their popups where you can select a planned or an unplanned event in the list:
 - Corresponding user-defined fields are shown based on your selected event type.
 - You can also add [Estimated Time](#) information for certain planned or unplanned event.
 - When you report a standard admissible planned or unplanned event, you can upload attachments in the [Attachments](#) tab.
 - When you report a planned or an unplanned event, if you created a user model field with its type as [Attachments](#) for this event type in the GTT standard model, you can have a user-defined attachment tab to upload attachments.

i Note

- Supported attachment file types are: jpeg, jpg, gif, png, pdf, doc, docx, xls, and xlsx.
- The total size of attachments cannot exceed 10MB.

9 View Document Flow

Context

To view the document flow of a sales order, do the following:

Procedure

1. Launch the TSOF app.
2. From the worklist page, click one of the sales orders displayed to drill down for more information. The [Sales Order Details](#) page appears.
3. Click the [Document Flow](#) tab. the [Document Flow](#) chart appears.

Related Information


[Sales Order Details Page \[page 7\]](#)

10 View Milestone Fulfillment Process

Context

To view the milestone fulfillment status of a sales order item, do the following:

Procedure

1. Launch the TSOF app.
2. From the worklist page, click one of the sales orders displayed to drill down for more information. The [Sales Order Details](#) page appears.
3. Now you have two options:
 - In the [Sales Order Item](#) tab, click one of the items to drill down for more information
 - In the [Document Flow](#) tab, click the one of the sales order item document cards to show the buttons on its right side, then click the button  to drill down for more information. The [Sales Order Item Details](#) page appears.
4. Click the [Milestone Fulfillment Process](#) tab to show the flow chart.

Related Information


[Sales Order Item Details Page \[page 11\]](#)

11 Navigate to the TS App

Context

To navigate to the TS app, do the following:

Procedure


1. Launch the TSOF app.
2. From the worklist page, click one of the sales orders displayed to drill down for more information. The [Sales Order Details](#) page appears.
3. In the [Document Flow](#) tab, click one of the shipment cards to show the buttons on its right side, then click the button  to navigate to the TS app.

12 Navigate to the MOD App

Context

To navigate to the MOD app, do the following:

Procedure



1. Launch the TSOF app.
2. From the worklist page, click one of the sales orders displayed to drill down for more information. The [Sales Order Details](#) page appears.
3. Now you can navigate to the MOD app by two ways:
 - In the [Document Flow](#) tab, click one of the delivery item cards to show the buttons on its right side, then click the button  to navigate to the MOD app.
 - Click one of the sales order items to go to the [Sales Order Item Details](#) page. In the [Delivery Items](#) table, click a delivery number to navigate to the [Monitor Outbound Deliveries](#) app.

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