Manual FLB Ongoing

This document will provide a simple introduction into how you, as goods owner, will find basic information about your product's balance, flow and order status in our system.

Innehåll

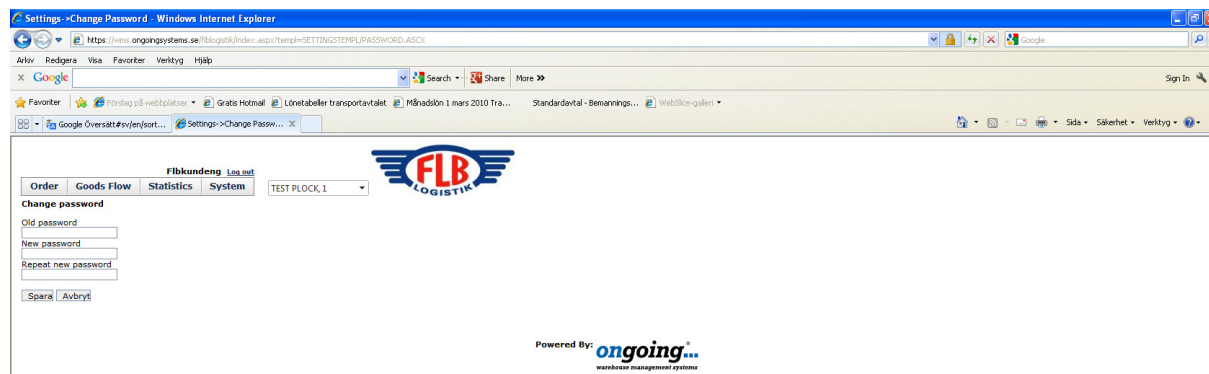## 1. LOGIN

Go to www.flb.se
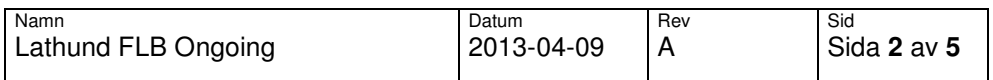Click on Customer login
Click on the link **FLB Ongoing**

Log in with your username and password. You will receive your username and password in a separate email from FLB Logistik. It is possible to change the password.

1.1 Change the password

Go to the menu **System →Change password**
Note that the password must be safe and contain at least one VERSAL, one common, one symbol (eg %, +, &), in total a minimum of twelve (12) positions.

2. MENU OVERVIEW

2.1 Order

Order
→Add To Order   Availability of articles (Number,
                                  Booked/Allocated/Locked/Available)
→Order list   List of all orders and their status

2.2 Goods flow

Goods Flow
→Received Goods   Transactions on received goods
→Goods In Stock   Balance on goods in stock, including inbound reference, cargo
                                      status etc.
→Delivered Goods   Transactions on goods delivered. Ability to select different views.
→Goods Transactions   All transactions in and out. Ability to select different views.

2.3 Statistics

Statistics
→**Warehouse Turnover**
→**Article Statistics**
→**Warehouse statistics / Day**
→**Historical Stock**
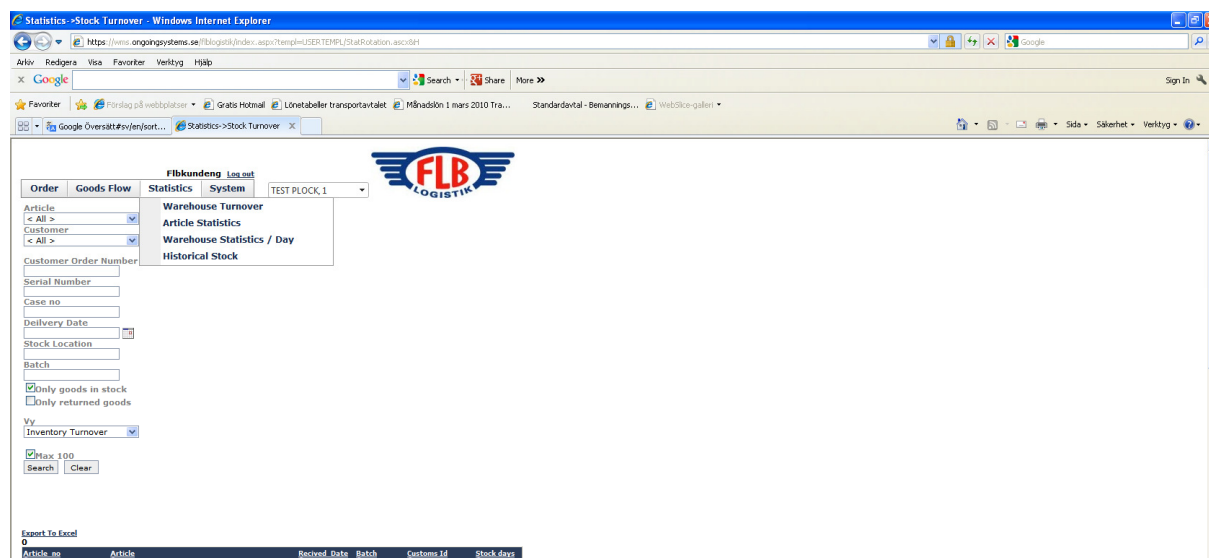
3. FREQUENTLY ASKED QUESTIONS

3.1 What balance do I have in a particular product?
The most overall image to easily and quickly see the balance of a product is by **Order** → **Add To Order**. You can also search on the article number, name, article group and category. There is also the opportunity to add search value or sort through the column headers, see the magnifying glass and the *from / to* symbols. ►◄

To see all articles, unmark the default choice *Max 100.*

If minimum level is applied, Do Order will come up in the column for *Do Order* if available balance is below the minimum level. A more detailed overview of balance is to be found at **Goods Flow->Goods in Stock**. It is specified at delivered batch. Click on the column header to sort the list according to your needs.

3.2 What is the status of my orders?
Go to **Order** → **Order List** to see the status of your order. There you find different views were you can se more or less details per order. You can also search by specific order number (Goodsowners order no).

Restad	The order is registered but all articles are not in stock. When the missing articles are received the order status will be changed to *Picking.* When articles are missing to complete the order it can also be set to *Delplockning*, see below, if it is agreed with our Customer Service & Support.
Plockning	The order is registered and released to be picked.

Delplockning	The order is registered and released to be partially picked. Backorder will be created.
Utskriven	The order is printed and ready to be picked / handled.
Plockad	The order is picked.
Hämtad	The order is retrieved and has left FLB.

Each status has its own color in the system so that it will be easier to follow. See the example below.
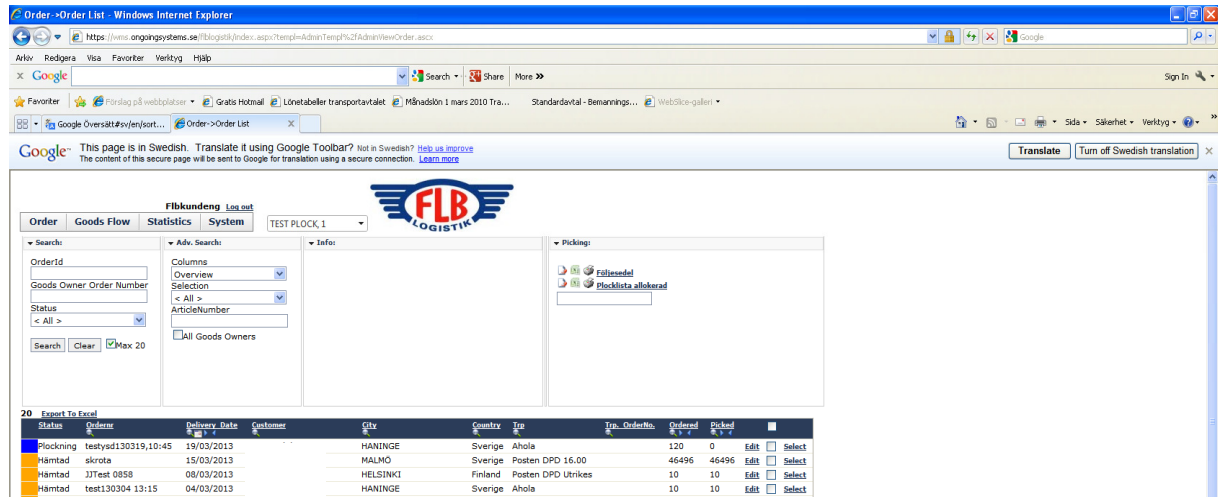

3.3 Have I received the latest delivery?
Go to **Goodsflow → Received Goods**. A list shows the latest goods received. You also have the option to search by article number, batch or from / to dates.

3.4 I need to search for an order that was placed more than a month ago
Go to **Order → Order list**. Search for order id, your order number or status. You also have the opportunity to search by adding a value and sort through the list's column headers. Keep in mind that there are different views to choose from in the order list, such as for example **Overview**.
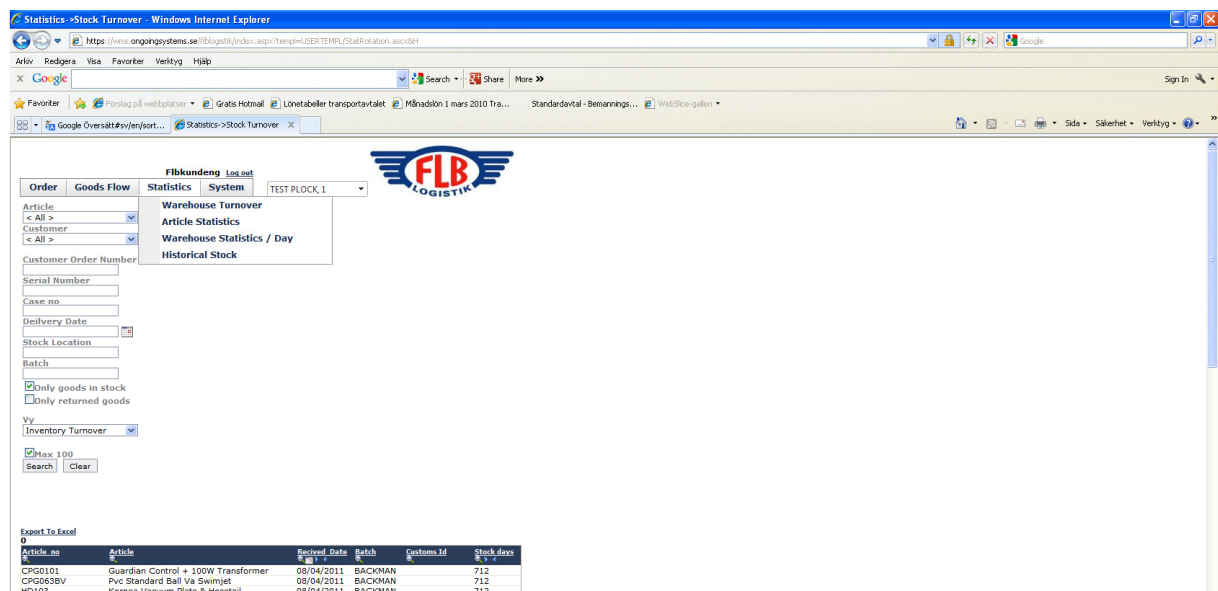
To see all orders, unmark the default choice *Max 20.*

3.5 I would like to see statistics for my products and flows

Go to the menu **Statistics** where you find a number of lists with information on **Warehouse Turnover**, **Articles Statistics**, **Warehouse Statistics/Day** and **Historical Stock**. It is also possible to obtain a detailed history from the menu **Goods Flow**. Customer Service & Support can also help you if you are in need of more specific information or compilation of data.

We provide Formal Stock Certificate separately.

3.6 I like to verify the invoice in terms of storage and handling

A brief summary of storage and handling will follow the invoice. Detailed data can be collected from the menu **Goods flow** and the menu **Statistics**. Customer Service & Support can also help you if you are in need of more specific information of compilation of data.

If it is agreed, more detailed information can be received with the invoice.