

Nokia Order and Invoice Status Tools Overview for Partners

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- 05/2020

Overview of the Customer Support Portal Order and Invoice Services

Nokia's Extranet Portal is an information extranet database for Nokia Customers, Nokia employees, and Business Partners to view Blue Planet order status and invoices status. (Based on customer contract and item sourcing)

Order /Invoice Status Tool

- Order Receipt Status
- Order Delivery Schedule/Status
(Products and Service)
- POD (Proof of Delivery) information for selected providers
- Invoice Services by
 - Invoice Date
 - Invoice Document Number

Requesting Access to Order and Invoice Status Tool

- First make sure you have completed your self registration for access to the Partner Portal
- To get access to these tools, please contact your Partner Sales Manager or Partner Relationship Manager and request access to Order and Invoice Status Tool
- Your partner sales manager or Partner Relationship Manager will request access through the Portal Access Management System

How to Access Order/Invoice Services Extranet for Non-US Customers

The Order/Invoice Services Status Tool for is supported by the SAP, Blue Planet ERP (Enterprise Resource Planning) and is updated via nightly batch cycle. The data is always one day old.



Request
Additional Resource



Log-in to Partner
Portal

Query Instructions

Select Order and Invoice Status (Global) Service Tile or from the Partner Portal

Service Page

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Support Products Services Libraries

 Order and Invoice Status (Global) Order and Invoice Status for former Alcatel-Lucent orders ➔	 Track Orders (US Only) Check the status of the US orders you have placed with us ➔	 Invoice Services (US Only) View, print and dispute your Nokia invoices (US Only) ➔	 View Pricing Information (US Only) View Pricing Information for Nokia products (US Only) ➔
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Partner Portal

LATEST ANNOUNCEMENTS

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Dashboard + Follow 🔔 Refresh

My Learning Dashboard (Dynamic)

As of Apr 30, 2020 2:15 PM Viewing as Lynette Goodson

My Certifications by St... ❄️ My Course Status per ... ❄️ My Completed Certific... ❄️

NOTE
If you do not have access to any of the tools below, you will receive an error when you click the link. If you would like to request access to a tool, please contact your Partner Sales Manager.

TOOLS

- USA Order
- USA Invoice
- USA Pricing
- Order & Invoice Status Tool
- FAQs

If you need assistance, please contact our GSS Team:

Order Status Query at the Customer Level

Allows partners to review order and item status for their customers. All internal or external end user's access is customer/partner specific.

Nokia Jun

Order/Invoice Search Help

Choose query selections below:

* By Customer:

Bill To:

Ship To:

* Document Type:

* Document Number:

Note: You can use the * as wildcard (e.g., SU71*) and the ? as a placeholder (e.g., TG723) for these searches.

Select Date Range Type:

Date Range: From To

Order Status:

Steps:

1. Select customer from drop down
2. Select Document Type
3. Enter wildcard information to pull multiple records. You must put the first three digits plus as * to pull all records for a given date range. (Nokia Order#, 1011*, Nokia Invoice# 140*)
4. Select Date Range Type
5. Select Date Range
6. Order Status select from the drop down. For best results choose "all".
7. Search

Global Partners Order/Invoice Status

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[SUS Administration](#) |

Support Search
[Advanced Search](#)

My Alcatel-Lucent | **Solutions** | **Products** | **Services** | **Innovation** | **Support** | **About Us**

Jump to Content Page

[Nokia](#) > [Search](#)

Order Summary

Showing 1-20 of 48 order(s)

Customer Purchase Order #	Nokia Order #	Order Date	Order Value	Delivery Status	Billing Status	Invoice Number	Invoice Amount
4504455674	1011910572	01-Feb-2020	CAD 8000.0	Closed	Close	1409392741	CAD 8000.0
4504455673	1011910573	01-Feb-2020	CAD 8000.0	Closed	Close	1409392576	CAD 8000.0
4504455675	1011910574	01-Feb-2020	CAD 8000.0	Closed	Close	1409392775	CAD 8000.0
4504455672	1011910575	01-Feb-2020	CAD 2129.0	Closed	Close	1409392384	CAD 2129.0
4504455670	1011910576	01-Feb-2020	CAD 142254.08	Closed	Close	1409392610	CAD 142254.08
4504455671	1011910577	01-Feb-2020	CAD 1560.0	Closed	Close	1409392148	CAD 1560.0

From the download, the user can either select Nokia Order number or Invoice number for more information by clicking on the field.

All fields in blue can be selected for more information.

What if customer orders are missing?
[Contact your Nokia PSM to question why you are not seeing an order that was expected to be on the order status results.](#)

Global Partners Order/Invoice Status

Order Status Query Prompts: Download Summary Report

4504455678	1011910588	01-Feb-2020	CAD 8000.0	Closed	Close	1409392935	CAD 8000.0
4504455679	1011910589	01-Feb-2020	CAD 34560.0	Closed	Close	1409392774	CAD 34560.0
4504456697	1011911168	04-Feb-2020	CAD 223776.0	Closed	Partial		
4504456696	1011911172	04-Feb-2020	CAD 223776.0	Closed	Partial		

1 2 3 >

Create a report of all orders and Download to Excel

Modify Search

Download Order Summary

	A	B	C	D	E	F	G	H
1	Customer Purchase Order #	Nokia Order #	Order Date	Order Value	Delivery Status	Billing Status	Invoice Number	Invoice Amount
2	4504455674	1011910572	01-Feb-2020	CAD 8000.0	Closed	Close	1409392741	CAD 8000.0
3	4504455673	1011910573	01-Feb-2020	CAD 8000.0	Closed	Close	1409392576	CAD 8000.0
4	4504455675	1011910574	01-Feb-2020	CAD 8000.0	Closed	Close	1409392775	CAD 8000.0
5	4504455672	1011910575	01-Feb-2020	CAD 2129.0	Closed	Close	1409392384	CAD 2129.0
6	4504455670	1011910576	01-Feb-2020	CAD 142254.08	Closed	Close	1409392610	CAD 142254.08
7	4504455671	1011910577	01-Feb-2020	CAD 1560.0	Closed	Close	1409392148	CAD 1560.0
8	4504455685	1011910578	01-Feb-2020	CAD 4800.0	Closed	Close	1409392936	CAD 4800.0
9	4504455687	1011910579	01-Feb-2020	CAD 8390.4	Closed	Close	1409392250	CAD 8390.4

Global Partners Order/Invoice Status

Order/Item Status Results

Nokia > Order Summary

Order Detail

Customer Name / - (1000019087)

Customer Purchase Order # 4504455674 Order Date 01-Feb-2020
Nokia Order # 1011910572 Delivery Status Closed
Bill to party TELUS COMMUNICATIONS
INC
Bill to contact
Bill to 0000317698 Ship to contact
EDMONTON T5J 2P2 Ship to 0004587194
CA CALGARY T2E 8Z9
CA CA

Showing 1-1 Items of 1

Order Item #	Product ID	Product Description	Quantity Ordered	Quantity Shipped	Available Date	Sales Price	Item Status
000100	IAB076760073	CABLE ASSY*ROUND*2.5m-IEC320 C13*3- NEMA	2000.0	2000.0	20-Mar-2020	CAD 8000.0	Closed

Download Order Detail View Order Delivery Back

From this screen the user can drill down at the item level by clicking on the item number.

All fields in blue can be selected for more information

Partners Order/Invoice Status Order/Item Status Results Screen

Actual transportation data is provided for further analysis on logistic's provider websites if applicable.

Order Item Shipment Status

Order Item Number: 000100
Product Number: 1AB076760073
Product Description: CABLE ASSY*ROUND*2.5m-IEC320 C13*3-NEMA

Schedule Information:

Ordered Quantity	Confirmed Quantity	Expected Delivery Date	Confirmed Delivery Date	Available Date	Expected Ship Date	Confirmed Ship Date
2000.0	2000.0	06-Apr-2020	06-Apr-2020	20-Mar-2020	26-Mar-2020	26-Mar-2020

Shipment Information:

Container Number/ Freight Number	Container Size/ Freight Equipment Size (H x W x D)	Container Weight/ Freight Weight	Delivery Number	Quantity Shipped	Ship To Location	Ship From Country	Carrier Name	Date Shipped	Tracking Number Delivery/ Container/ Shipment	Shipping Method
ALLU10003583636	46.0x40.0x48.0IN	750.0LB	0093405360	2000.0	CALGARY 0004587194 T2E 8Z9, CA	US	LINKEX	26-Mar-2020	Delivery: SO152512 Shipment: SO152512	

[Back](#)

Expected Delivery Date =
Customer Requested Delivery

Confirmed Delivery=Nokia
Promise date

Expected Ship = Promise date
with factored transportation
interval

Confirmed Ship date=Actual
Ship Date if applicable

Data is direct from processing
database

Order Status Query

Request status for a specific customer order

Order/Invoice Search

[Help](#)

Choose query selections below:

* By Customer:

Bill To:

Ship To:

* Document Type:

* Document Number:

Note: You can use the * as wildcard (e.g., SU71*) and the ? as a placeholder (e.g., TG7?23) for these searches.

Select Date Range Type

Date Range

From To

Order Status

1. Select customer from pull down menu
2. Select document type
3. Enter document type number
4. Search

Order Status Query

Request status for a specific customer order-Results

Nokia > Search Jump to Content Page

Order Summary

1
Showing 1-1 of 1 order(s)

Customer Purchase Order #	Nokia Order #	Order Date	Order Value	Delivery Status	Billing Status	Invoice Number	Invoice Amount
4504455673	1011910573	01-Feb-2020	CAD 8000.0	Closed	Close	1409392576	CAD 8000.0

1

[Modify Search](#) [Download Order Summary](#)

The user can either drill down on the Nokia Order Number as seen on slides 8-12 or the invoice number as seen on next slide.

Order Status Query

Request status for a specific customer order-Results

Order Summary

Showing 1-1 of 1 order(s)

Customer Purchase Order #	Nokia Order #	Order Date	Order Value	Delivery Status	Billing Status	Invoice Number	Invoice Amount
4504455673	1011910573	01-Feb-2020	CAD 8000.0	Closed	Close	1409392576	CAD 8000.0

1

[Modify Search](#) [Download Order Summary](#)

Click on the invoice number to drill down

[Nokia](#) > [Order Summary](#)

Order Invoice

Bill To	/ - (1000019087)
Invoice Number	1409392576
Invoice Date	24-Mar-2020
Invoice Amount	CAD 8400.0
Payment Due Date	23-Apr-2020

[View Invoice](#) [Print Invoice](#) [Back](#)

Select view invoice

Order Status/Invoice Status Query

Request status for a specific customer order/invoice-Results

NOKIA

Nokia Canada Inc.
P.O. Box 13600
OTTAWA, ONTARIO K2K 2E6
CANADA
Tel: 1-888-662-3425
Fax: 1-613-593-3632

GST Registration No: 10386 1068 RT0001
GST Registration No: 1011953206-TQ-0002

Sales Invoice
Copy

Document No.: 1409392576
Document Date: 24.03.2020
Page: 1 / 2

Bill-to:

Ship-to:

Payer Cust.Ref.: 1000019087
Our Order Ref. / Date: 1011910573 / 01.02.2020
Your Ref. / Date: 4504455673 / 31.01.2020

Packing List/Delivery No.:
Shipping / Perf. Date: 24.03.2020
Sold to: 1000019087

Print Invoice Back

Invoice Status Tool

Invoice Status Query for a specific invoice document number

The screenshot displays the Nokia support portal interface. At the top left is the Nokia logo and user information: "Welcome Tammy Mason" and "My Profile | Contact Us | Log Out". A navigation menu includes "My Alcatel-Lucent", "Solutions", "Products", "Services", "Innovation", "Support", and "About Us". A search bar at the top right contains "Support Search" and a "Search" button. Below the navigation is a "Jump to Content Page" dropdown menu. The main content area is titled "Order/Invoice Search" with a "Help" link. A section labeled "Choose query selections below:" contains several filters: "Bill To:" and "Ship To:" both set to "Any"; "Document Type:" set to "Invoice Number"; "Document Number:" set to "1409383339"; "Select Date Range Type:" set to "Invoice Date"; "Date Range:" from "Apr 02, 2018" to "Apr 20, 2018"; and "Order Status:" set to "All". At the bottom are "Search", "Clear", and "Cancel" buttons.

1. Select customer from pull down menu
2. Select document type
3. Enter document type number
4. Search
5. Follow previous slides for review of results

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