

## **RUNNING WHIRLPOOL PORTAL REPORTS**

## Purpose

Use this Quick Reference Guide to view the steps to run the following inquiries and reports:

- Order Inquiry Displays orders placed by your account
- Credit Memo Inquiry Displays credit memos applied to your account
- Delivery Inquiry Displays deliveries associated with your account
- Invoice Inquiry Displays invoices associated with your account
- Return Status Report Displays return claims associated with your account

## **Steps**

1. Start on the Whirlpool Portal **Home** page. Click **Reports & Resources**, and then select the appropriate report/resource. The selected resource displays.





2. Use the following table to identify the appropriate report/resource to run depending on the required information.

If you want to view	Then run	You will see
Orders that have been	Order Inquiry	Order Number – click to view order
placed by your		details
account		PO Number
		Order Date
		<ul> <li>Requested Delivery Date</li> </ul>
		Order Status
Credit memos applied	Credit Memo Inquiry	Credit Memo Number – click to view
to your account		credit memo details
		• Date
		Amount
Deliveries associated	Delivery Inquiry	<ul> <li>Delivery Number – click to view delivery</li> </ul>
with your account		details
		<ul> <li>Delivery Document Date</li> </ul>
		<ul> <li>Targeted Delivery Date</li> </ul>
		<ul> <li>Total Item Quantity</li> </ul>
		Order Number
		<ul> <li>Actions – click to view serial numbers</li> </ul>
		connected to this delivery
Invoices associated	Invoice Inquiry	Invoice Number
with your account		Invoice Date
		Amount
		Customer PO
		Note: From this page, you can also
		download the results to Excel and print
		selected invoices.
Return claims	Return Status Report	Complaint Number
associated with your		Complaint Status
account		Complaint Date
		Return Number
		Return Status
		• Serial
		Note: From this name, you can also
		download the results to Excel and print
		selected invoices

**Note:** Please reference the **Pending Deliveries** and **Order Status** report Quick Reference Guides for information contained in these reports.