



ORDER STATUS

User Guide

ISIN REZİSTANS SAN. TİC. LTD. ŞTİ.

444 0 117

“Order Tracking” Basics:

- Our Order Tracking system makes it easy for customers to follow their orders one by one.
- Our Order Tracking system can be accessed through any computer or device which has access to the Internet.

Direct links to our Order Status web page:

www.isinrezistans.com/eng/siparis.asp

(For **English** Language)

www.isinrezistans.com.tr/eng/siparis.asp

(For **English** Language)

www.4440117.com/eng/siparis.asp

(For **English** Language)

www.isinrezistans.com/siparis.asp


(For **Turkish** Language)

www.isinrezistans.com.tr/siparis.asp

(For **Turkish** Language)

www.4440117.com/siparis.asp

(For **Turkish** Language)



ISIN[®]
Rezistans San. Tic. Ltd. Şti.

HOME ABOUT US ORDER STATUS CONTACT US ONLINE STORE

You can follow-up your orders online.

ORDER STATUS

ENTER YOUR CUSTOMER CODE :

PASSWORD :

Search

Page Preview

Notice: Order status page may not work properly with all browsers. We recommend you “Microsoft Internet Explorer” for our website.

How it works?

We make recipes for all of our products. Therefore it is known to us that how much time is necessary, which personnel will be needed, which machines or molds will be used for a production of a single product.

When a customer is in need of a product, as soon as their order is approved, calculations will be made and all the requirements will be determined.

Every shift, all these calculations will be refreshed, new orders will be added to the production list and new working papers will be collected by our production staff.

After this process, our Order Status page refreshes and customers will be able to see the last status of their orders. In our Order Status page, the current status is shown as in minutes. If production is completed; it is shown as "Production Completed", if production is completed and the products are already sent to the customer; it is shown as "Dispatched". In other cases, production may not be started; it is shown as "Pending". In that case, there are three possible meanings of this;

1. *Production is not started, because the previous productions are not finished yet, and the current product is waiting for it.*
2. *Production is not started, because the necessary machines or molds are not available/ready/operational for that product. Production will be started when all the problems have been dealt with.*
3. *Production is not started, because the next shift has not been started and therefore calculations have not been done, the requirements are not determined yet.*

ORDER STATUS

Order Nu.	Customer Nu.	Product Code	Product Details	Quantity	Status	Estimated Delivery Time
12-00244		MFD10000040020030001	10x40 200W/230V 0,3x250 CE	30	620 minutes left	20.08.2012
12-00243		MFD0800006001503000U	8x60 150W/230V 0,30x250 CE	24	482,8 minutes left	15.08.2012
12-00241		MSK0035015007003X	SR 35x150 700W/230V 0* 2x0,35x50 PAT	20	Pending	10.08.2012
12-00242		MFD04000070006060T0U	4x70 50W/24V 0,5x250 CE	24	Production completed	01.08.2012
12-00233		MSK0055003003003X	SR 55x30 300W/230V TG PAT 2x0,35x190	20	327,5 minutes left	05.08.2012
12-00232		MSK0030004002003X	SR 30x40 200W/230V PAT 2x0,35x50	50	795,75 minutes left	15.08.2012
12-00231		MFD08000110020030001	8x110 200W/230V 0,3x250 CE	50	923 minutes left	15.08.2012
12-00225		YMK3030002502354J18E	(KR30x25) ince 8ara J TT MTAJ 235W/240V	30	33 minutes left	30.07.2012
11-03938		MSK0055003003003X	SR 55x30 300W/230V TG PAT 2x0,35x190	10	3,2 minutes left	10.07.2012
11-03937		MSK0042003002003XM	SR 42x30 200W/230V 2x0,35x100 PAT0*	24	Production completed	15.07.2012
11-00176		DFR0202117010507300	(117) 5144 10,5x7x0,75 2D KT 7,5 MRK	2064	Pending	28.06.2012

Example Page Preview

Our order no. appears in this column

Customer order no. appears in this column

Our product code appears in this column

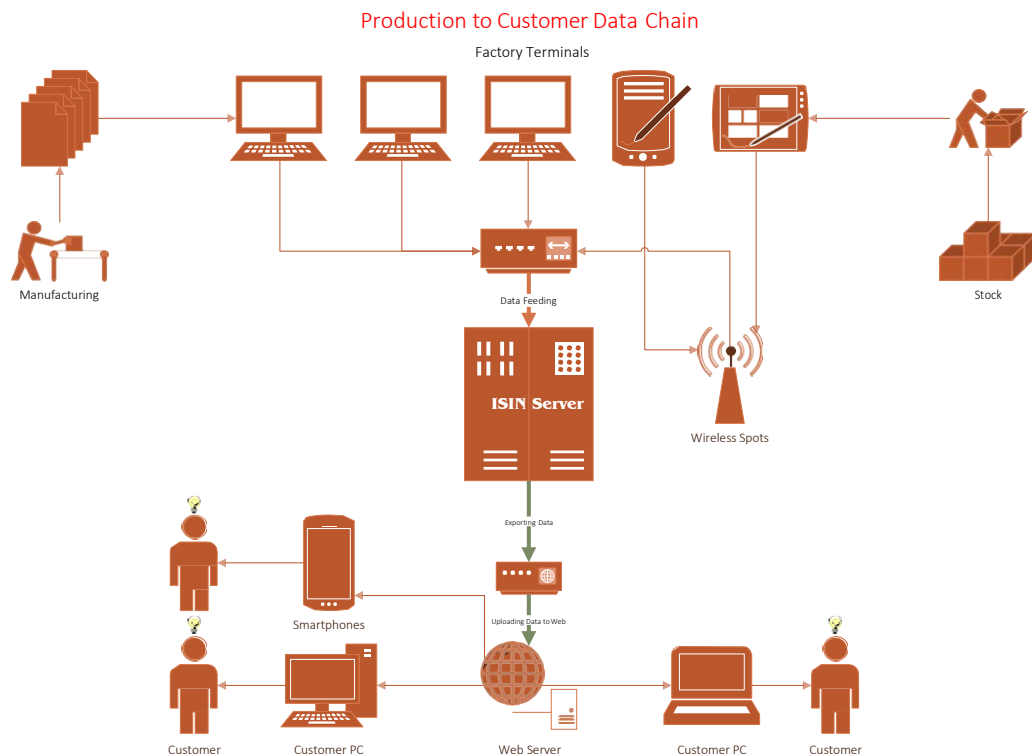
Our product description appears in this column (if you have provided your description, yours will be shown here instead of ours)

Ordered quantity of that product appears in this column

Current status appears in this column

Estimated date of delivery appears in this column

Conclusion



With this system, it is possible to track all your orders and all ordered products one by one and in a single window. It is also possible to see the past orders (For example: 6 month old order, which is already completed and dispatched). Therefore this helps you to find out which products you have bought in the past.

Orders which are older than a year are automatically deleted from this list, but it is possible to retrieve older orders by contacting us.

We store all the data from the beginning of our first contact with a customer.

Our system includes many complex processes and features but this Order Tracking application only includes the total values, therefore it is simplified enough for everybody to use.

The development of this system was started in the year of 2003. It is finished and released for use in the year of 2010. The continuous improvements from that point makes this system is more easy for our customers to gain knowledge about their orders.

Customer codes and passwords are unique to each customer and can be obtained from us.

You may use these details below to contact us and obtain your customer code and password:

sales@isinrezistans.com

(General sales department)

export@isinrezistans.com

(Export sales department only)