

RUNNING WHIRLPOOL PORTAL REPORTS

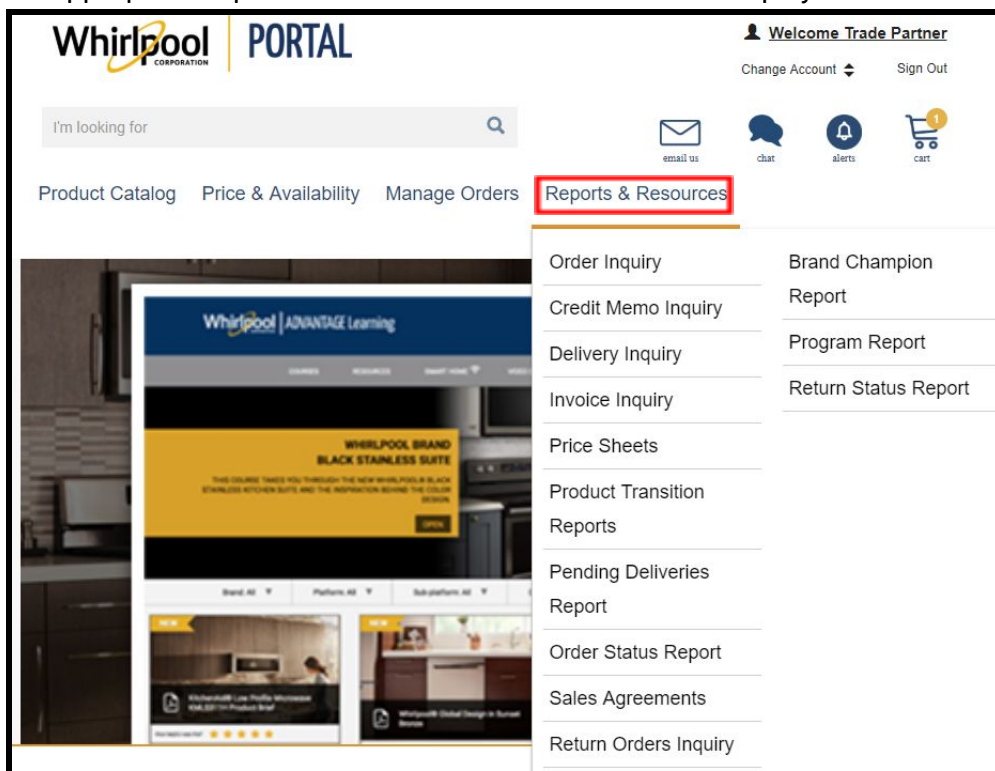
Purpose

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 placed by your account	Order Inquiry	<ul style="list-style-type: none"> • Order Number – click to view order details • PO Number • Order Date • Requested Delivery Date • Order Status
Credit memos applied to your account	Credit Memo Inquiry	<ul style="list-style-type: none"> • Credit Memo Number – click to view credit memo details • Date • Amount
Deliveries associated with your account	Delivery Inquiry	<ul style="list-style-type: none"> • Delivery Number – click to view delivery details • Delivery Document Date • Targeted Delivery Date • Total Item Quantity • Order Number • Actions – click to view serial numbers connected to this delivery
Invoices associated with your account	Invoice Inquiry	<ul style="list-style-type: none"> • Invoice Number • Invoice Date • Amount • Customer PO <p>Note: From this page, you can also download the results to Excel and print selected invoices.</p>
Return claims associated with your account	Return Status Report	<ul style="list-style-type: none"> • Complaint Number • Complaint Status • Complaint Date • Return Number • Return Status • Model • Serial • Credit Amount <p>Note: From this page, you can also download the results to Excel and print selected invoices.</p>

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