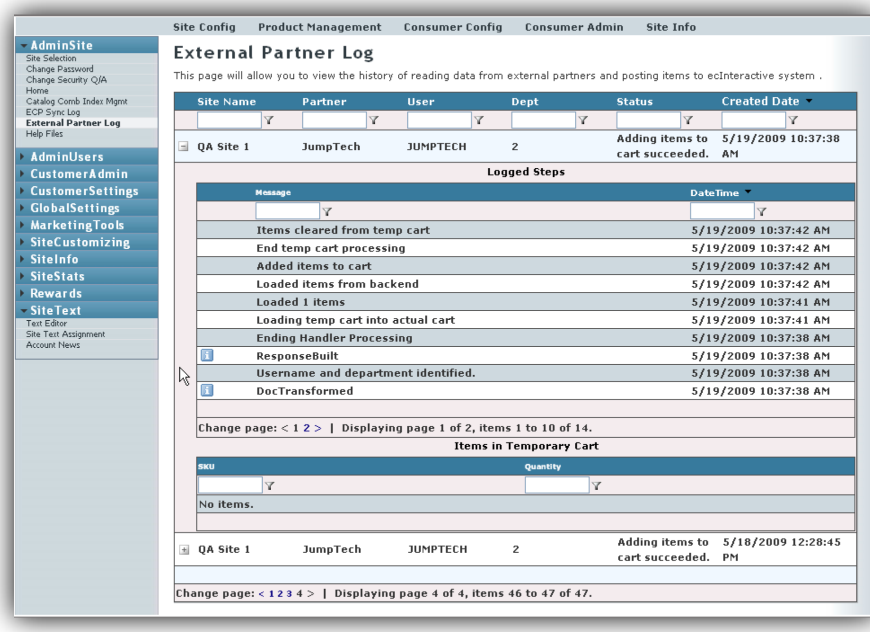
Troubleshooting Punchout and Microsite Orders



The External Partner Log (formerly known as Punchout Log) is a grid that shows item and posting detail for XML ordering and procurement systems, including (but not limited to) JumpTech, with Mead, Hewlett-Packard, ARIBA, and more to be announced.

You can easily identify the chain of actions involved in a single process.

You can also see items currently being stored in a temporary cart that have not posted to your backend system.

Viewing External Partner Log

1. From the left side menu, click **Admin Site** and select **External Partner Log**. Or, from the top menu, click **SiteInfo** and select **External Partner Log**.

Filtering Columns

2. Since this page can become cluttered with information, you can set limits using each of the following columns. Click the box for the column by which you wish to limit and enter relevant information:

   - **Site Name:** The name of the site to which the punchout items have been added (*some dealers may have multiple sites*).
   - **Partner:** The name of the punchout partner where the items originated (*JumpTech is the first punchout partner; more partnerships are being developed*).
   - **User:** The name of user who loaded the punchout items to the system. This user should have a valid user name and password to log into the system.
   - **Status:** The status of the process. Possible statuses include: Adding Items to Temp Cart Failed, Adding Items to Temp Cart Succeeded, Adding Items to Cart Failed, and Adding Items to Cart Succeeded.
   - **Dept:** The department information to which the items have been posted.
   - **Created Date:** The date and time when the process began.

3. To complete the filter, click the (down arrow) to the right of the box and select the limit. The list refreshes, containing only the information specified.

   - For example, you can limit to a **User** to find a particular order. You would click the User box, type your customer's login name, click and select the Contains filter.
   - As another example, you could also use the Created Date box, type an order date, click and select the Contains filter.
   - For more information on using filters, see online help on Filtering Information.

Viewing the Detailed Sequence of a Transaction

4. To view additional log detail, click to the left of the transaction to view. All the steps logged for a single transaction appear. This includes the following detail:

   - **Message:** The detailed text describing each step logged during the process.
   - **DateTime:** The date and time when the step was logged.
   - Click , if available, to view the full XML text saved for the transaction.
   - Click to hide the full XML text when finished viewing.

Viewing Unposted Items

5. To look up items that have not been posted to the system, look under the Items in Temporary Cart heading. If items are not being stored in a temporary cart, the text No Items displays. You can view the following information for temporary cart items:

   - **SKU:** The item's SKU.
   - **Quantity:** The quantity ordered of each item.