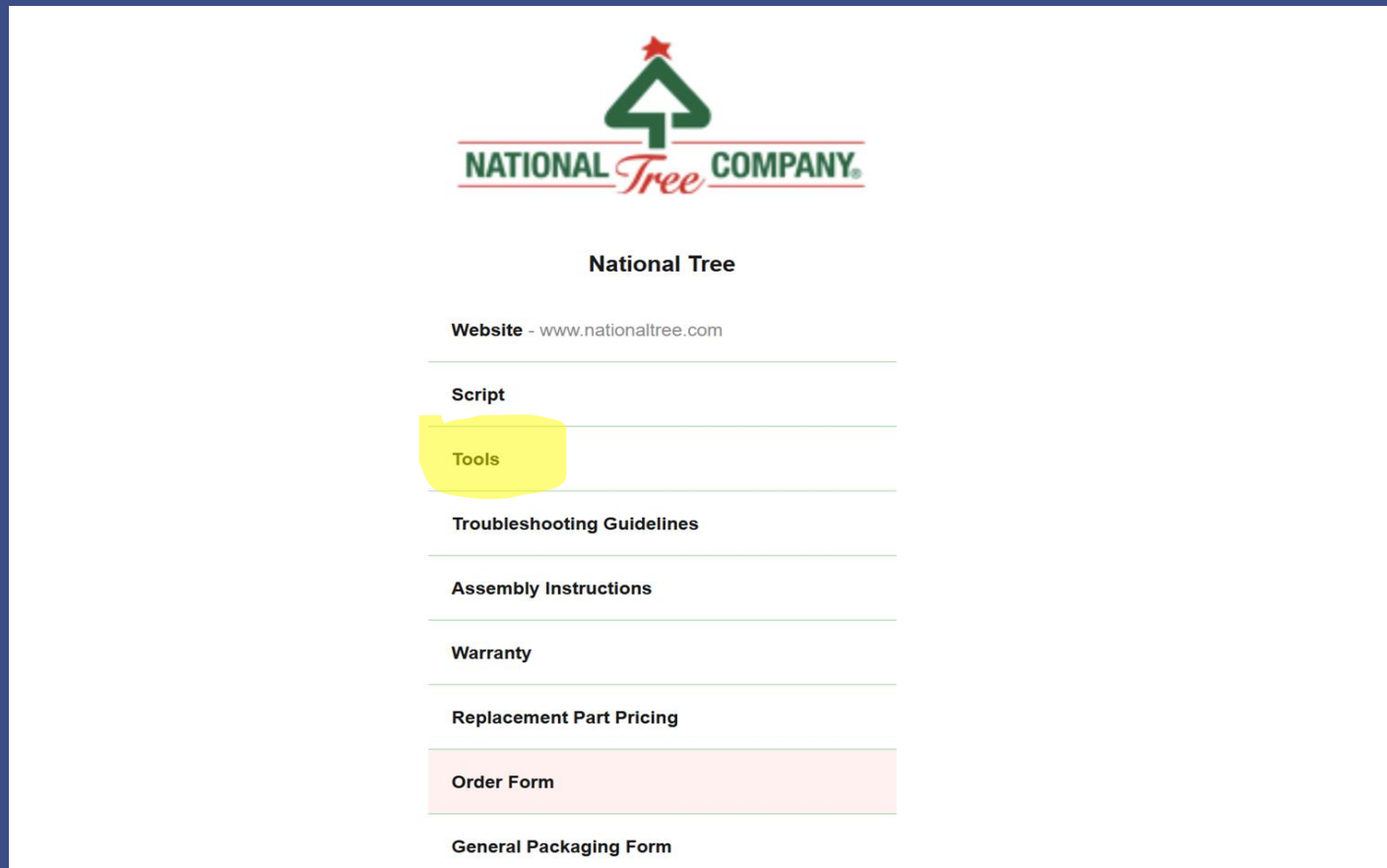


Locate Retail & Direct NTC Orders



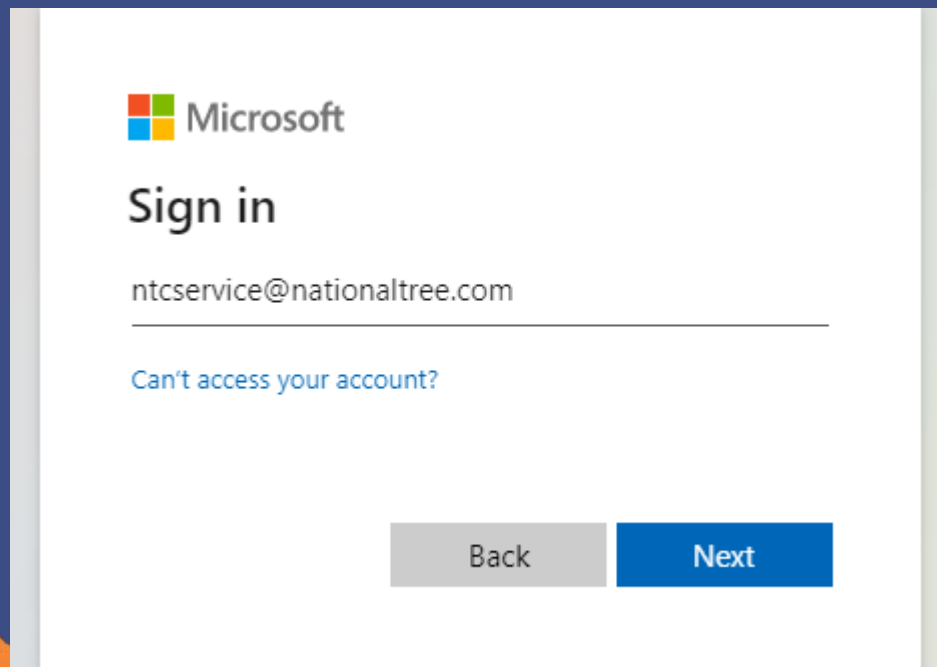
Locate Retail & Direct NTC Orders

1. National Tree Menu by OutPLEX
2. Under the “tools” category click on “Order Locater”

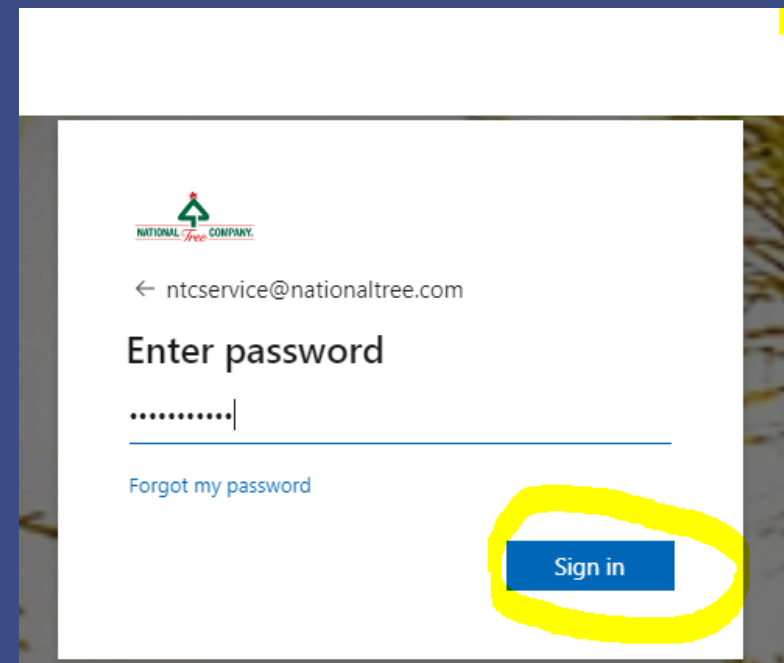


Locate Retail & Direct NTC Orders

1. Once you locate the “Order Locator” tool, you will need to enter the username and password below, then click “Sign in”



Microsoft
Sign in
ntcservice@nationaltree.com
[Can't access your account?](#)
Back Next

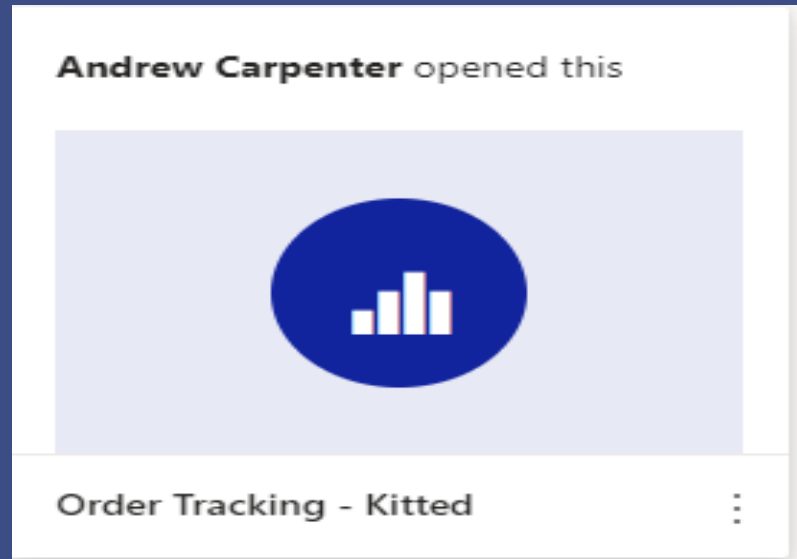


NATIONAL TREE COMPANY
← ntcservice@nationaltree.com
Enter password
.....|
[Forgot my password](#)
Sign in

Username: ntcservice@nationaltree.com
Password: ntree**99

Locate Retail & Direct NTC Orders

To search large orders (shipping 2 or more boxes; for example 12ft trees) you would click on "Order Tracking – Kitted"



Locate Retail & Direct NTC Orders


To search for all other orders (1 box shipment) click on “Order Tracking – Kitted & Non Kitted)



Locate Retail & Direct NTC Orders

Once you click on the order tracking, you can search for the order by multiple search criteria.

- Order #
- Customer Name
- Tracking Number
- Invoice Number



Order Tracking - Kitted Items

Report Refresh Date: 11/30/2022 4:18:57 PM

Order#	Total Kitted Customers	Total Kitted Orders	Total Kitted Containers
All	1	1	2

Sort by Master Tracking Number to group individual tracking numbers

ITEM #	Customer	Warehouse	Invoice #	OMS Order #	Shipment ID	Ship Date	Master Tracking Number	Tracking Numbers	Carrier
PM DUH3-D31-120	Lowes.com	W7	000092036	221333712	NTC-080590	Wednesday, September 07, 2022	277675050738	277675050738	FDX
PM DUH3-D31-120	Lowes.com	W7	000092036	221333712	NTC-080590	Wednesday, September 07, 2022	277675050738	277675050749	FDX

Order#	Customer	ITEM #	Account #	Warehouse	Tracking#	Carrier
All	All	All	All	All	All	All

Shipment ID	OMS Order #	Order Status	Invoice #	Ship Date
All	221333712	All	All	All

Locate Retail & Direct NTC Orders

- Once you searched for the customer order, the details will appear.
- Example, below shows that this (1) order will arrive in 2 separate boxes.

Order Tracking - Kitted Items										Report Refresh Date
Total Kitted Customers			Total Kitted Orders			Total Kitted Containers				11/30/2022 4:18:57 PM
1			1			2				
<i>Sort by Master Tracking Number to group individual tracking numbers</i>										
ITEM #	Customer	Warehouse	Invoice #	OMS Order #	Shipment ID	Ship Date	Master Tracking Number	Tracking Numbers	Carrier	
PM DUH3-D31-120	Lowes.com	W7	000092036	221333712	NTC-080590	Wednesday, September 07, 2022	277675050738	277675050738	FDX	
PM DUH3-D31-120	Lowes.com	W7	000092036	221333712	NTC-080590	Wednesday, September 07, 2022	277675050738	277675050749	FDX	

Locate Retail & Direct NTC Orders

- Things to Know

1. This tool is a read ONLY. NO changes can be made.
2. This tool refreshes every 24 hours. If you don't see an order, ask the customer when they purchase. If within the last 24 hours, ask them to contact us back.

