

Getac OTS(Order Tracking System)

10-Feb-2022

Topics

- **OTS URL**
- **Login**
- **Forget Password**
- **Inquiry**
- **Notification Emails**

OTS URL

- **URL**

- <https://support.getac.com/Portal/Page/771>

Welcome to Getac Order Tracking System

✉ EMAIL

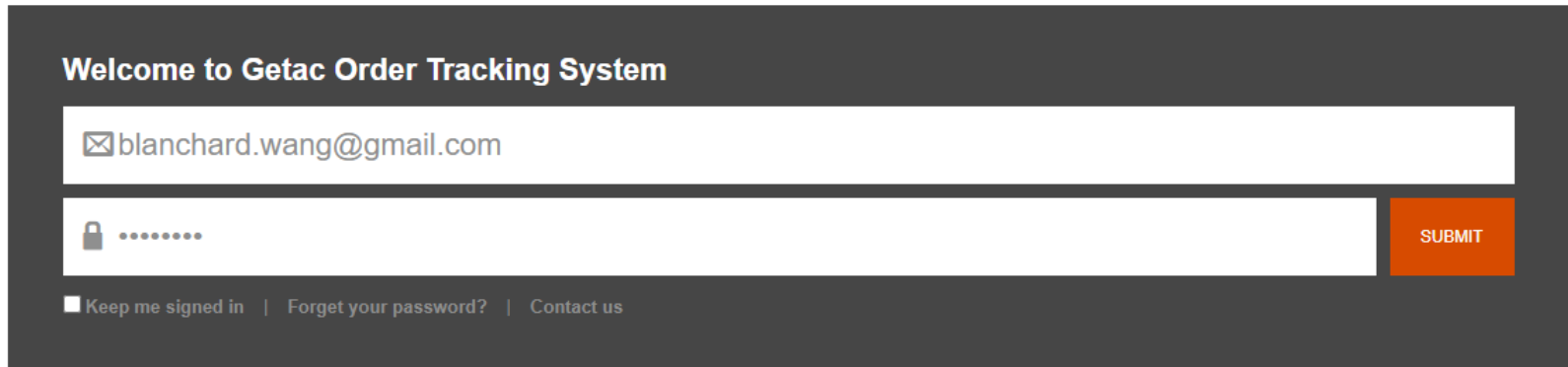
🔒 PASSWORD

Keep me signed in | [Forget your password?](#) | [Contact us](#)

SUBMIT

Login

- **Login via email address and password**
 - Enter email address and password, then click 'SUBMIT'



The screenshot shows a login form for the 'Getac Order Tracking System'. The form is set against a dark grey background. At the top left, the text 'Welcome to Getac Order Tracking System' is displayed in white. Below this, there are two input fields. The first field is for the email address, containing 'blanchard.wang@gmail.com' and a small envelope icon on the left. The second field is for the password, containing a lock icon and seven dots. To the right of the password field is an orange 'SUBMIT' button. At the bottom of the form, there are three links: 'Keep me signed in' with a checkbox, 'Forget your password?', and 'Contact us'.

Forgot Password – for External Users

- **Forgot your password**
 - Enter your email address and click 'SUBMIT'



The screenshot shows a dark grey interface for the 'Getac Order Tracking System'. At the top left, the text 'Getac Order Tracking System' is displayed in white. Below it, a red triangle icon precedes the text 'Resend Password'. A white search bar contains the email address 'blanchard.wang@gmail.com' with a magnifying glass icon on the left. To the right of the search bar is an orange button with the text 'SUBMIT' in white. At the bottom left of the form area, there are two links: 'Return to login page' and 'Contact us', separated by a vertical bar.

Simply enter your login email address above, and we'll send you a new password.

Inquiry

- **Purchase order number**
 - Customer PO number indicated in Sales Order 'Customer PO' field.
- **Order Tracking number**
 - A unique number generated by OTS as format of YYMMDD + 3 sequence(ex. G190920020) will be sent to authorized users by email.

blanchard.wang@gmail.com

Getac Order Tracking System



▶ Query Order

SUBMIT

[Change Password](#) | [Contact us](#)


Information in OTS – Sales Order Initiation

- **SKU ID** : SKU ID or internal part number.
- **QTY** : Quantity of sales order line. In case of partial shipments, multiple lines will display after shipments.
- **Estimated Ship Date** : Factory estimated ship date.
- **Actual Ship Date** : Ex-factory date.
- **Description** :
 - SKU ID description
 - Internal part number description
 - “Customization item !!” for no SKU ID mapped.


Order Tracking No :	G200120001	Primary PO Number :	100243/110011082		
Addition PO Ref. :	/				
SKU ID :	XJ6STFCNBDXL	QTY :	4		
Estimated Ship Date :	Mar 27, 2020	Actual Ship Date :	Mar 25, 2020		
Carrier :	By Air	Tracking No :			
Description :	X500G3, Intel Core i7-7820HQ vPro Processor 2.9GHz, 15.6" with DVD Super-Multi, Microsoft Windows 10 Pro x64 with 16GB RAM, 512GB SSD, Sunlight Readable LCD, FDNS KBD+EU power cord, Membrane Backlit KBD, Wifi+BT, , TPM2.0,				
» ORDER PROCESSED		» STARTING BUILD	» PREPARING TO SHIP	» SHIPPED FROM FACTORY	 

Information in OTS – Sales Order Closed

- **Actual Ship Date** : Ex-factory date.
- **Carrier / Tracking No** : Click Tracking No of Carrier to hyperlink to respective website for online shipment tracking.
- **Status Bar** : Status of 'SHIPPED FROM FACTORY'
- **Product information download** : SN / IMEI / COA / MAC download

Order Tracking No :	G191121036	Primary PO Number :	26531420
Addition PO Ref. :	0068 / 0068		
SKU ID :	OVBXXXXXAXX1	QTY :	1
Estimated Ship Date :	Jan 10, 2020	Actual Ship Date :	Dec 30, 2019
Carrier :	FED	Tracking No :	7772 2426 0600
Description :			
<p>▶▶ ORDER PROCESSED ▶▶ STARTING BUILD ▶▶ PREPARING TO SHIP ▶▶ SHIPPED FROM FACTORY</p>			
			
			SN/IMEI/COA/MAC

Tracking No. Redirects to Carrier's website

Order Tracking No :	G190322032	Primary PO Number :	6100002471
Addition PO Ref. :	/ 81020		
SKU ID :	GDVPG6	QTY :	11
Estimated Ship Date :	Mar 26, 2019	Actual Ship Date :	Mar 25, 2019
Carrier :	FED	Tracking No :	 296299200387997
Description :	B300 -Vehicle Dock & Replication Plus (11-16V, 22-32V) car charger internal with Pass Through		




▶ ORDER PROCESSED ▶ STARTING BUILD ▶ PREPARING TO SHIP

FedEx Shipping Tracking Printing Services Locations Support Sign In

[TRACK ANOTHER SHIPMENT](#)

296299200387997

Delivered
Friday 3/29/2019 at 11:28 am



DELIVERED
Signed for by: SCHULTU

[GET STATUS UPDATES](#)
[OBTAIN PROOF OF DELIVERY](#)

FROM
OLIVE BRANCH, MS US

TO
SAN JOSE, CA US

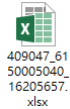
[Travel History](#) [Shipment Facts](#)



Information in OTS – SN Information download

- **Product information :** SN / IMEI / COA / MAC of product provided to download after shipment.

- **Icon :** 

- **File Example :**



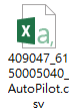
Order Tracking No :	G191121036	Primary PO Number :	26531420
Addition PO Ref. :	0068 / 0068		
SKU ID :	OVBXXXXXAXX1	QTY :	1
Estimated Ship Date :	Jan 10, 2020	Actual Ship Date :	Dec 30, 2019
Carrier :	FED	Tracking No :	 7772 2426 0600
Description :			
<p>▶ ORDER PROCESSED ▶ STARTING BUILD ▶ PREPARING TO SHIP ▶ SHIPPED FROM FACTORY</p>			
			
			SN/IMEI/COA/MAC



Information in OTS – Microsoft Autopilot required order download

- **Additional icon indicates Microsoft Autopilot required orders for associated product ID and Hardware ID download.**

- **Icon :** 

- **File Example :**



SKU ID :	FG21ZCKI1DHX	QTY :	7		
Estimated Ship Date :	Nov 06, 2019	Actual Ship Date :	Oct 31, 2019		
Carrier :	Others	Tracking No :			
Description :	F110G4, Intel Core i5-7200U Processor 2.5GHZ, 11.6" With Webcam, Microsoft Windows 10 Pro x64 with 8GB RAM, 128GB SSD, Sunlight Readable LCD + TouchScreen + Hard Tip stylus, AC Adapter + EU & UK Power Cord, Rear Camera, WiFi + BT, Barcode Reader,				
▶▶ ORDER PROCESSED		▶▶ STARTING BUILD	▶▶ PREPARING TO SHIP	▶▶ SHIPPED FROM FACTORY	 

Notification Emails

- **Notification mails send from OTS**
 - Sales order initiation
 - Order shipped
- **Customer information in notification mails**
 - Customer name
 - Opportunity / quote

Notification Emails – Sales Order Initiation

這封郵件以高重要性傳送。

寄件者: GetacSysAdmin <GetacSysAdmin@getac.com.tw>

郵件日期: 2020/1/4 (週六) 上午 03:5

收件者: josephine (王聖芬 - Getac)

副本:

主旨: (GTC)Getac Order Number-New G200102075

Getac Order Tracking System

Dear Customer,

Thank you for ordering from Getac. Below you will find your order tracking number. Please use this to check our website for information and status relating to your order.

Order Tracking Number: G200102075

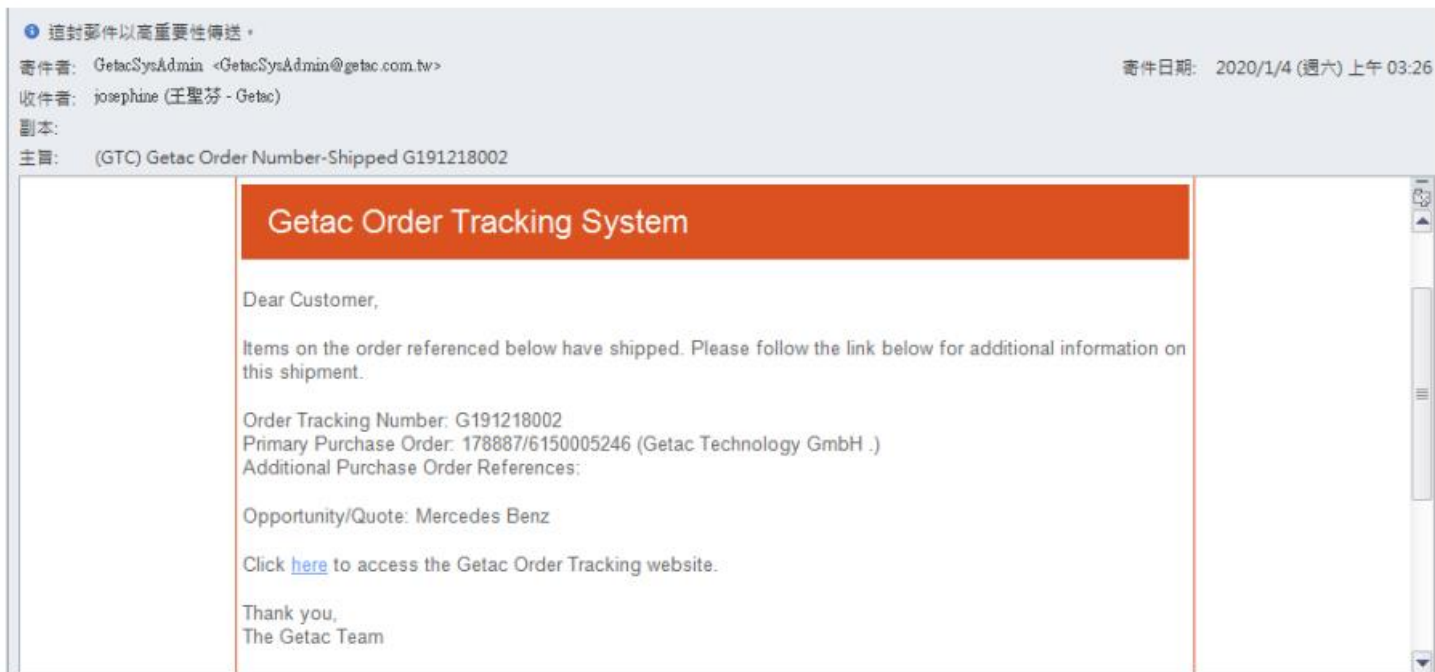
Primary Purchase Order: 412885/6150005268 (Getac Technology GmbH.)

Additional Purchase Order References:

Opportunity/Quote: Jarltech Run Rate

Click [here](#) to access the Getac Order Tracking website.

Notification Emails – Order Shipped





THANK YOU