

Decora Order Updates Service

Decora Order Updates is a free service that Decora can offer to all customers to help keep them up to date with order progress and tracking information. The information is delivered by email just after midnight each day after transactions for the current day are complete. It is delivered in Excel format, documentation on the contents of each field are detailed below:

- **AccountNo** – Your customer account number with Decora.
- **OrderNo** – This is Decora's internal order number for your orders.
- **PostCode** – The PostCode of the delivery address for the order.
- **Type** – This field contains details of the order type, there are the two options.
 - **Made To Measure** - The order is a manufactured product and will be despatched from the factory.
 - **Wholesale** - The order is a wholesale product and will be despatched direct from the warehouse.
- **DateOrdered** – This field contains the date that the order was placed.
- **DatePromised** - Refers to the date that any out of stock orders will be despatched.
- **DateRequired** – This is the date the order is required to be despatched by. This is generated by our production scheduling system.
- **DespatchMethod** – This field contains details of the courier that your order will be despatched with.
- **DateDespatched** – This is the date that the order was marked as despatched on our system.
- **OrderStatus** – The current status of the order. The different stages are as follows:
 - **Order Entered** – Order has been placed on the system but has not yet entered production.
 - **Works Order Printed** – First stage in production, work instructions printed on factory floor.
 - **Work in Progress** – Work on production of the blinds has commenced in the factory.
 - **Order Manufactured** – Once the final blind on the order is complete, the status will update to Order Manufactured.
 - **Despatched** - The order has been flagged as despatched and labelled for courier collection.
 - **Invoice Posted** - Final stage in the process, invoices are raised the working day after despatch.
- **CustomerOrderReference** – This is the reference that the customer has supplied for the order.
- **ConsignmentNumber** – This is the consignment number that is returned from the courier after despatch and is used for order tracking (where applicable). The format of this data can vary from courier to courier, where multiple references are given the order can be traced with all. Note that we do not always get this information back from the courier at the exact point of despatch, but usually by the end of the despatch day.
- **OutOfStock** - Indication that the order has been flagged with an out of stock issue. If this occurs, the customer services team will be in touch with additional information.
- **DatePromised** - This date relates to out of stock scenarios and records when customer services have promised that the order will be back in stock again.
- **ItemCode** – Decora Item code from catalogue.
- **ItemDesc** – Decora Item description from catalogue.
- **Fabric/Colour** – Made to Measure only, refers to the selected colour or fabric of the blind.
- **Width** – The blind's width in mm, relates to Made to Measure orders only.
- **Drop** - The blind's drop/length in mm, relates to Made to Measure orders only.
- **Quantity** – Number of items on each order line.
- **Remake** – Indication that the order is a 'remake' order for made to measure, or a 'replacement' order for wholesale.
- **Repair** – Indication that the order is a 'repair' order for made to measure.
- **TrackingLink** – Where possible, a direct tracking link is provided to the couriers online tracking system. Note that this option is not available with all couriers and is also dependent on order status.