

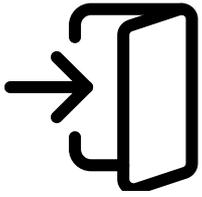
*Web-based self-service application
accessible to Cohu customers providing a
single point of contact for services and information.*

USER GUIDE

ORDER STATUS



*Use the assigned tracking number to identify
the status of Purchaes Orders created.*



Login

To access the Cohu Customer Portal please visit [insert hyperlink or location] or www.cohu.com/contact-help-center



Overview User Guide

To access a high-level overview of the features of the Customer Portal, including how to login, navigate and search, please visit [insert hyperlink or location]



Technical Support

If you require any technical support please contact us via email: customerportal@cohu.com



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ORDER STATUS



Use the assigned tracking number to identify the status of Purchase Orders created.

Search for Purchase Order

The Order Status subject area provides customers with the ability to search orders by Purchase Order number, item number and item description.

Track Status

When a Purchase Order has been identified, the Customer Portal will provide details on the status of the Order; Processing (order is being processed) or Closed (Order has shipped).

Track Shipping Information

The Customer Portal also features the ability to identify shipping, Tracking numbers, and hyperlink to the Third-Party website to track delivery information.

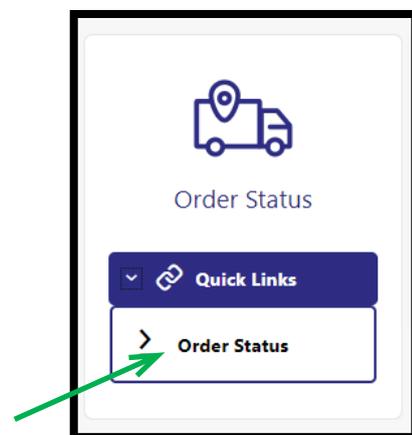
Order Status

.....

Step #1

Select Order Status

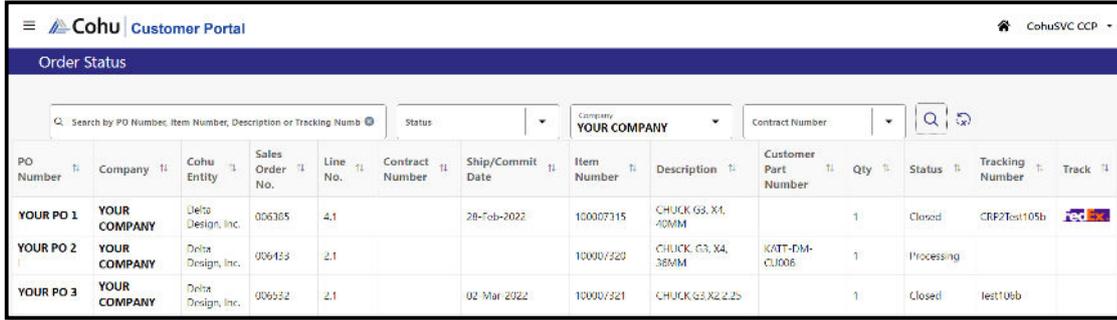
Click on Order Status. From the Quick Links, select Order Status or select Order Status from the Top-Right hand side of the Orders subject area.



Step #2

View Orders

Your orders will be displayed

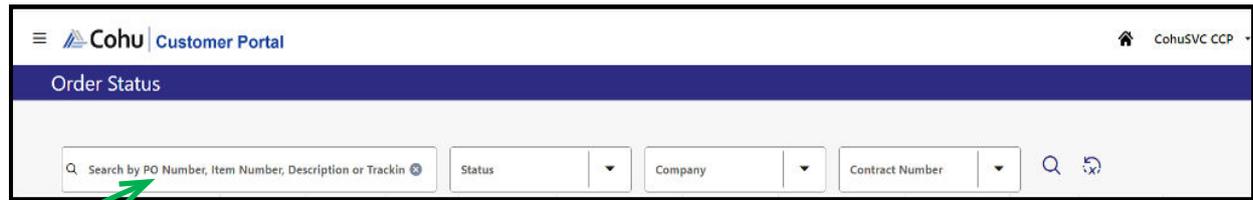


PO Number	Company	Cohu Entity	Sales Order No.	Line No.	Contract Number	Ship/Commit Date	Item Number	Description	Customer Part Number	Qty	Status	Tracking Number	Track
YOUR PO 1	YOUR COMPANY	Delta Design, Inc.	006365	4.1		28-Feb-2022	100007315	CHUCK G3, X1, 40MM		1	Closed	CRP2Test105b	
YOUR PO 2	YOUR COMPANY	Delta Design, Inc.	006433	2.1			100007320	CHUCK G3, X4, 36MM	KATT-DM-CL006	1	Processing		
YOUR PO 3	YOUR COMPANY	Delta Design, Inc.	006392	2.1		02-Mar-2022	100007321	CHUCK G3, X2, 2.25		1	Closed	test105b	

Step #3

Search for Order

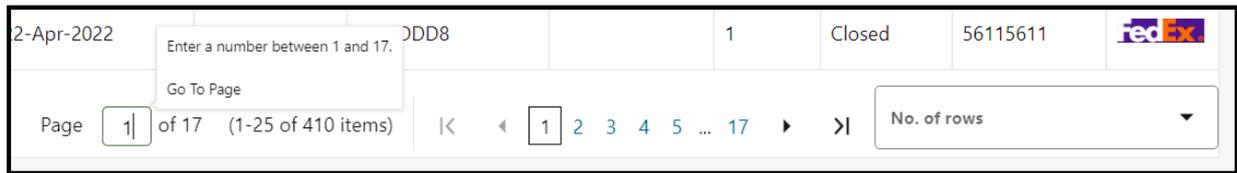
If your order is not visible on Page 1 of your Order View, use the Search Bar to enter search criteria and select the Search Icon OR use the Navigation Bar to scroll



Search by PO Number, Item Number, Description or Tracking Number

Status: [Dropdown] Company: YOUR COMPANY [Dropdown] Contract Number: [Dropdown]

[Search Icon] [Refresh Icon]



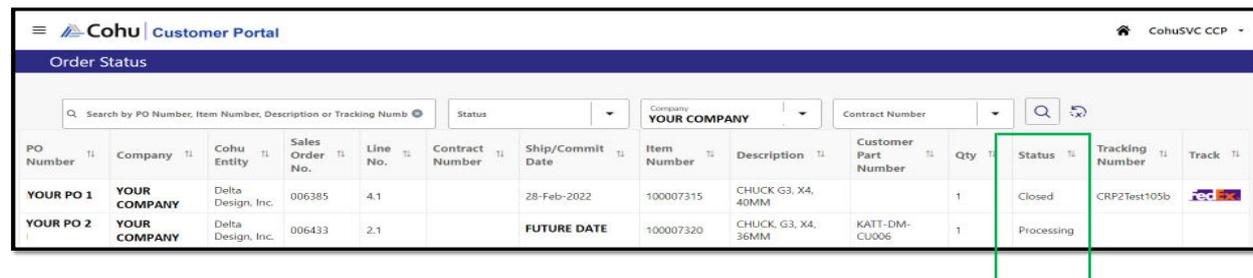
2-Apr-2022 [Dropdown] 1 of 17 (1-25 of 410 items) [Navigation Icons] No. of rows [Dropdown]

Step #4

View Status

The Order status will be displayed in the Status Column

- Closed - Order has shipped. Ship Date and Tracking Information will be visible
- Processing - Order is in-process. Under Ship/Commit Date column Future Date will be displayed



PO Number	Company	Cohu Entity	Sales Order No.	Line No.	Contract Number	Ship/Commit Date	Item Number	Description	Customer Part Number	Qty	Status	Tracking Number	Track
YOUR PO 1	YOUR COMPANY	Delta Design, Inc.	006385	4.1		28-Feb-2022	100007315	CHUCK G3, X4, 40MM		1	Closed	CRP2Test105b	
YOUR PO 2	YOUR COMPANY	Delta Design, Inc.	006433	2.1		FUTURE DATE	100007320	CHUCK G3, X4, 36MM	KATT-DM-CL006	1	Processing		

Step #5

Identify Shipping Information

- Third-Party Logistics information will be displayed under Tracking Number and Track
- Hyperlink can be selected and will lead to the Third-Party Freight Forwarder website

PO Number	Company	Cohu Entity	Sales Order No.	Line No.	Contract Number	Ship/Commit Date	Item Number	Description	Customer Part Number	Qty	Status	Tracking Number	Track
YOUR PO 1	YOUR COMPANY	Delta Design, Inc.	006385	4.1		28-Feb-2022	100007315	CHUCK G3, X4, 40MM		1	Closed	CRP2Test105b	
YOUR PO 2	YOUR COMPANY	Delta Design, Inc.	006433	2.1		FUTURE DATE	100007320	CHUCK, G3, X4, 36MM	KATT-DM-CU006	1	Processing	KATT-DM-CU006	

Step #6

Track Shipping Information

- Shipping and delivery information will be displayed at the respective Third-Party Freight Forwarder

FedEx Tracking

776938200203

ADD NICKNAME

YOU TRACKING NUMBER (ON TIME)

Scheduled delivery date
Monday, 05/30/2022 before 18:00

IN TRANSIT
Departed FedEx location
COUNTRY LOCATION
GET STATUS UPDATES

FROM MELAKA, MY TO YOUR COMPANY LOCATION

1. What parameters can be used to search?

- *Item Number*
- *PO Number*
- *Description*
- *Tracking Number*

2. What is a Closed status?

Closed status denotes the orders that are already shipped. It provides a tracking number that directs you to the carrier portal to view the status of the waybill.

3. What is the Processing status?

The processing status referred to the order determines that the order line is not yet shipped.

4. What is the Actual Ship Date?

The actual ship date refers to the line that has already shipped.

5. What is the Sales Commit date?

Sales commit date refers to the expected ship date for the defined order line.

6. Is the freight forwarders webpage accessible from the portal?

Yes, a link is provided to the freight forwarders webpage in the portal

7. What should I do if I am unable to access the freight forwarders webpage?

If you are unable to access the freight forwarders webpage it is because they have not provided the link to Cohu, please contact the Cohu team.

8. What is the line number on the order status page?

The line number refers to the fulfillment line number in Cohu's ERP system (Oracle).

9. What is the historical data?

The historical data refers to all the open and closed orders shipped six months from the system date.

10. What is the order status if only a partial quantity is shipped?

If only the partial quantity is shipped, the quantities will be split into closed and Processing status. The Shipped orders will be displayed as closed, and the remaining orders will be displayed as processing.

11. What does the contract number search criteria on the Order status subject area refer to?

The contract number search criteria on the order status helps us list the OEM call-off list on the portal.

12. Will the Customer part numbers be visible along with the contracts?

Yes, the customer part numbers will be visible along with the orders if they have been provided the information to Cohu.