Prisma For Sellers – Orders

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TABLE OF CONTENTS

1. Overview.....1
2. View an Order.....1
3. Filtering an Order.....1
4. Order details.....1
5. Respond to an order.....2
6. Order status.....2
7. Revising an order.....2
8. Order versioning.....3

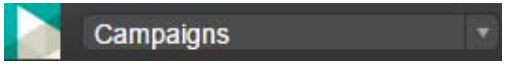
1. Overview

All orders you have access to are displayed in the Inbox.

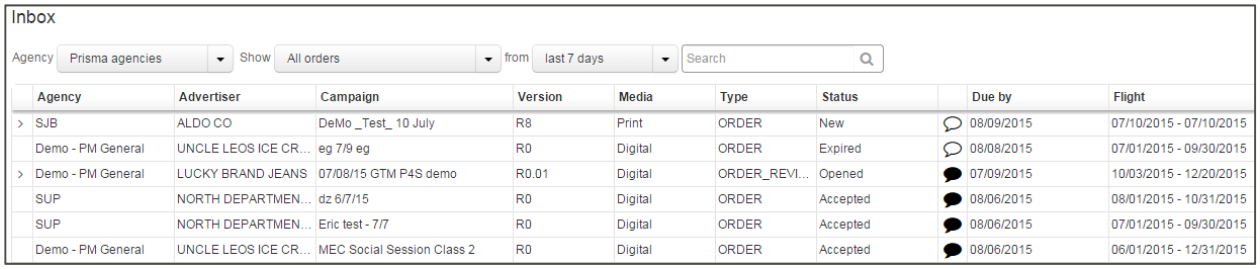
Once an order is received from a buyer, it is displayed in the Inbox. The status is updated each time an action affects it, such as when you respond to an order.

2. View an Order

1. Sign in to **Prisma for Sellers**.
2. Select **Campaigns** from the top-left drop-down list.



3. From the **Agency** dropdown list in the Inbox toolbar, select **All Agencies** or a specific agency to view.
4. Select **All orders** from the **Show** drop-down list to display all orders in the Inbox.

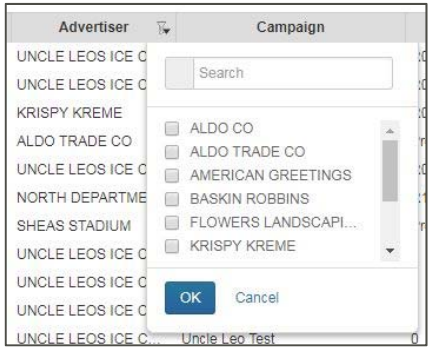


3. Filtering an Order

1. You are also able to filter these results. Hover over the right-hand corner of a column and the button will appear. Click the button for the filter drop-down menu.

✱ *If a filter button doesn't appear, the column cannot be filtered.*

2. The filter menu allows you to search specific terms or select from a preexisting menu.



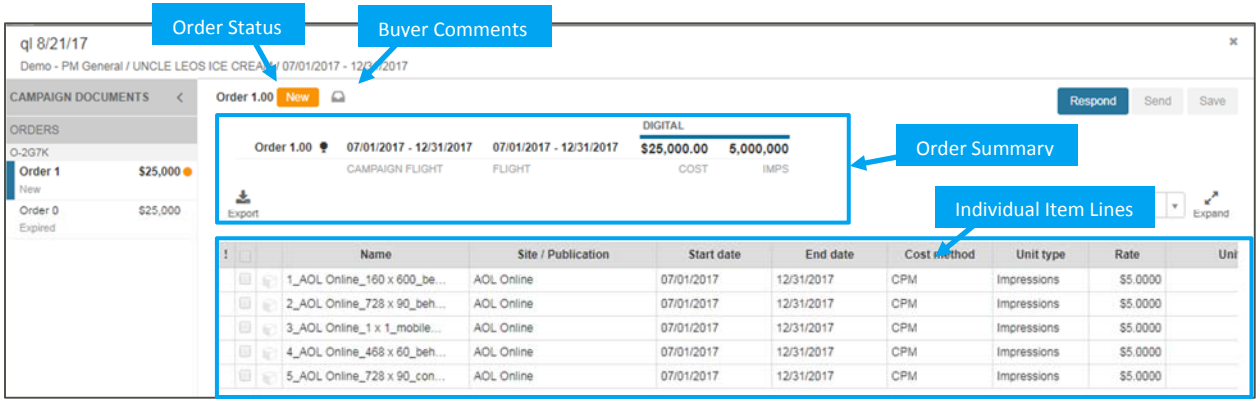
3. Click **OK** to view filtered results.
4. You can also click the heading of each column to sort alphabetically or numerically.

4. Order details

1. To view order details, click on an order within the Inbox.
2. The Order page is used to view the order's details, respond to an order, and send an order revision request.

Prisma For Sellers – Orders

3. You can also see a summary of the order, comments from the buyer, and the individual details within the order.



5. Respond to an order

1. You can send your response to a buyer's order with a message. On the Order page, click Respond and the response window will load.

✱ *You can only respond to orders that have been sent to you. If **Respond** isn't shown, the order is not assigned for your response.*

2. Select **Accept Order** or **Reject Order** from the **Respond** drop-down list and provide the needed information. Boxes highlighted in blue require a response.

3. When finished, click **Submit**. The order response is sent to the buyer and its status is updated in your inbox.

6. Order status

The table shows the possible statuses of an order:

STATUS	ORDER HAS BEEN
NEW	…received.
PENDING	…revision requested.
OPENED	…opened and a response created.
ACCEPTED	…accepted by you.
REJECTED	…rejected by you.
EXPIRED	…past response due date & cannot be actioned.
PAST DUE	…expired because the supplier didn't respond by the due date. A proposal can still be sent for an RFP with this status.

7. Revising an order

You can revise an order that you have responded to by accepting or rejecting it and then returning it to the buyer. The revision can be initiated by yourself or through a revision request from the buyer.

On the Orders page, click **Revise** to make the order editable and the **Send** and **Save** buttons available:

1. Make the required changes. Your amendments will be highlighted in purple as well as the summary section.
2. Once your changes are complete, click **Send**. The **Send** order dialogue will display.
3. Enter your message in the dialogue and click **Submit** to send the revision. The order revision will be sent and its status updated in your inbox.

Prisma For Sellers – Orders

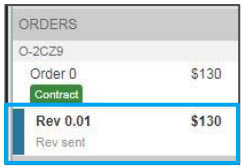
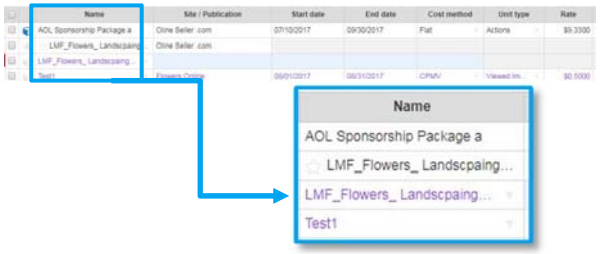
Revised orders may have the following statuses:

STATUS	DESCRIPTION
ACCEPTED (WITH FLAG)	Accepted order has a buyer requested revision.
REJECTED (WITH FLAG)	Rejected order has a buyer requested revision.
REV PENDING	Your revised order has been saved, but not submitted.
REV RETURNED	Buyer has returned with a comment.
REV SENT	Your revised order has been sent.
REVISION OPENED	Your revised order has been opened.

8. Order versioning

1. As part of the negotiation process with the buyer, each change sent from the buyer creates a new major version of the order.
2. The order's major version number identifies the order for each campaign. Every time you create a new revision for an order, the order's minor version is updated.
   - For example, *R0.01, R0.02,* and then *R0.03*.

3. Within the order details, revisions are listed as Rev 0.01, Rev 0.02, etc.



- You can only see the most recent order version. Any changed data will be highlighted in purple.