

ORDER STATUS – How to Guide

After providing an order number and email address or Zip Code, both guests and registered customers can view the following:

- Order fulfillment progress
- Payment summary
- Shipping details, including tracking numbers

To see their full purchase history, registered customers can log in and visit the My Account area without requiring the Order Status extension.

My Account Page Overview

After making a purchase, customers receive a Sales Order by email with the order number, order summary and a link for registered customers to check on the Order Status. Using the order number, customers can view their order status.

The following screenshot shows the initial appearance of the **Order Status** page.

Home - Order Status

ORDER STATUS

Check the status of your order.
[How to find your order number](#)

Order Number *

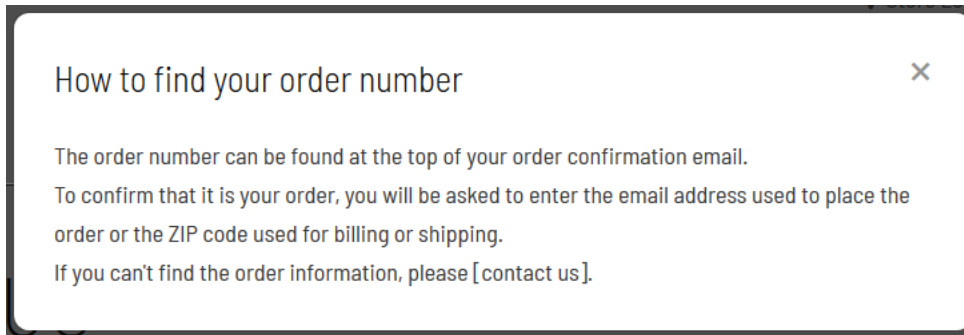
Email Address or ZIP Code *

CONTINUE

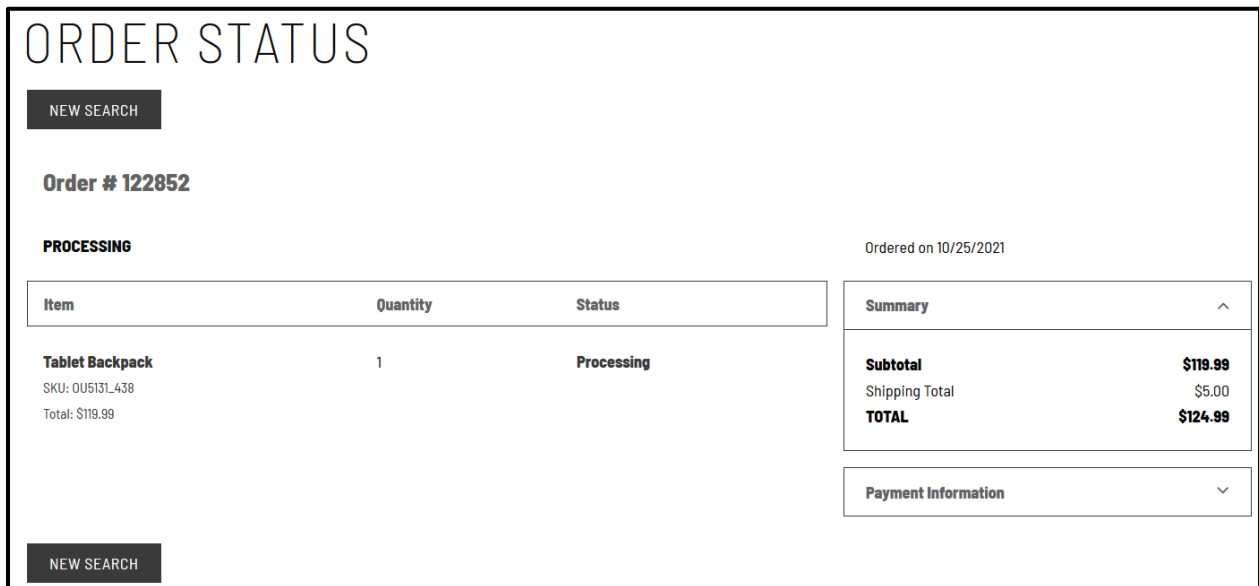
or View full order history

Login

The initial Order Status page includes a link to a popup window with information on how customers can find their order number. The following screenshot shows the appearance of the popup window.



After entering their order number and email, users can see the current status of their order. The following screenshot shows an example of an Order Status page.



Registered customers can also see the order status on their Purchase History page. The following screenshot shows the appearance of a Purchase History page.



Home - My Account - Purchase History

My Account

- OVERVIEW
- PURCHASES ^
- Purchase History**
- Returns
- Reorder Items
- Quotes
- WISHLIST ∨
- BILLING ∨
- SETTINGS ∨
- CASES ∨

Purchase History

Open All

From  to  Sort By Date ∨

Purchase No.	Date	Amount	Status	Track Items
122852	10/25/2021	\$124.99	Pending Approval	N/A