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 * Enter the order number Email Address or ZIP Code * Enter 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.

× How to find your order number The order number can be found at the top of your order confirmation email. To confirm that it is your order, you will be asked to enter the email address used to place the order or the ZIP code used for billing or shipping. If you can't find the order information, please [contact us].

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.

(ORDER STATUS)			
	NEW SEARCH				
	Order # 122852				
	PROCESSING			Ordered on 10/25/2021	
	Item	Quantity	Status	Summary	^
	Tablet Backpack SKU: 0U5131_438 Total: \$119.99	1	Processing	Subtotal Shipping Total TOTAL	\$119.99 \$5.00 \$124.99
				Payment Information	~
	NEW SEARCH				

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 My Account	History						
OVERVIEW		Purchase History					
PURCHASES	^	Open All					
Purchase History		From	to	巤		1 ↓ Sort By Dat	ie 🗸
Returns		Purchase No.	Date	Amount	Status	Т	rack Items
Reorder Items							
Quotes		122852	10/25/2021	\$124.99	Pending Approval		N/A
WISHLIST	~						
BILLING	~						
SETTINGS	~						
CASES	~						