HOW TO USE ORDER LIST AND STATUS
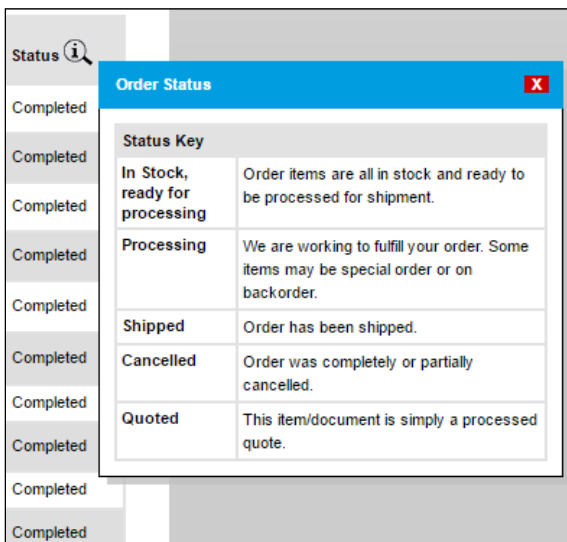
The Order List and Status page is the place you go to view your past orders and to lookup the current status of recently placed orders. There's a lot of great information to be found on this page and to interact with it.

The Order List and Status page has two main parts... the filter criteria at the top and the order list at the bottom. When you first visit the page, it defaults to showing you the last three months of your order history. Order history is shown for orders placed through the website, phone calls to customer service, and faxed or emailed orders. The page also shows returns, credits, and quotes.

Order #'s Beginning	Type of Document
B	Website Order
10	Customer Service Order
400	Quote
500	Credit / Return

The first page of the Order List and Status page shows you information at the order level. Orders are listed with the most recent order shown first followed by the rest of the orders.

Each order is listed with one of the following statuses:

Click this button, **PLAY VIDEO HELP WITH THIS PAGE** , to see a short video overview of the Order List and Status page.

Using the Filter

After logging into the website and navigating through the **Order Status** link on the charcoal gray bar, you come to the Order List and Status page.

The filter criteria allows you to sort the Order List by a number of different criteria:

- Dates – Select a date range from one date to the next.

- Order Status – Per the table on the previous page, you may select orders to view based on Completed or In Process.

- Document Type – Allows you to select just Orders or Credit/Return documents or a combination of document types.

- Order # - Find one specific order #.

- Purchase Order (PO) # - This dropdown list gets pre-loaded with all of your PO numbers.

- Job Name – This dropdown gets pre-loaded with your Job names

Simply select the different criteria you want and the list automatically updates.

View Item Level Order Status

1. Find an order to view in the Order List.

2. Click the red order number on that line of the list.
    The Order Detail screen appears.

All of the order items are displayed in the Order Detail screen and each item has its own status information.

As we see above, the dates each of the items was shipped and by which method... in this case, UPS Ground. Sometimes, we see items that are backordered and that information is displayed at this level as well.

View Your Tracking Information

To view tracking information on a UPS (United Parcel Service) shipment or other carrier shipment, follow these steps:

1. Find an order to view in the Order List.

2. Click the red order number on that line of the list.

   The Order Detail screen appears.

Order Detail

Order Number:	B753■■			Bill To: ■■■		Ship To:
Order Date:	January 18, 2017 12:00 AM					
PO #:						
Job Name:					US	
Ordered By:				( ) (Bus.)		
Contact Email:	@yahoo.com					
Coupon Code:						
Req. Ship Method:	Use my default delivery type					
Ship Instructions:						

Click any of the shipment ids below to see detailed order status and tracking numbers, if applicable.

8018940304 (01/19/2017)

8018940982 (01/18/2017)

Select Item(s)	Item	Item # / Description	Ship from	Job Name	Coupon Code	UoM	Order Qty	Qty	Status/additional Info	Unit Price	Extended Price
☐		DSPRO100-12 DRAWER SLIDES, ZINC FULL EXT. 12"	Vernon Hills,IL			ST	10	10	Completed 01/19/17 UPS Ground	$■■■ per ST $■■■ for 10	$■■■
☐		NJ9002-2889-48 048X096 BRUSHED NICKEL, .028, BRUSHED	Vernon Hills,IL			SH	2	2	Completed 01/19/17 UPS Ground	$6■■■	$■■■
☐		DSPRO100BK-16 16" BLACK 100LB BALL BEARING SLIDE	Guilderland Center,NY			PR	20	20	Completed 01/19/17 UPS Ground	$■■■ per PR $■■■ for 10	$1■■■
☐		FAP916HM25 FASTCAP, HARDROCK MAPLE PVC (265)	Vernon Hills,IL			BX	2	2	Completed 01/19/17 UPS Ground	$■■■	$■■■
									Sub-total:		$282.11
									Sales Tax:		$0.00
									Shipping:		$0.00
									Box Charge:		$8.00
									Order Total:		$290.11

> Add to cart　　　　　　　　　　　　　　　　　　　　　　　　> Print

Type a name to create a new Proposal for these items or add to an existing one: [▾] > Save

Add these items to an existing Shopping list or enter a name to create a new list: [▾] > Save

3. As we can see in this order, the entire order was sent in two separate shipments. Clicking on a shipment id takes us to the Order Shipment Information screen.

Order Shipment Information

Your shipping information below:

Ship Id :	8018940304
Shipper:	UPS Ground
Tracking #:	1Z1157560~~~~~~~~~~~
	1Z1157560~~~~~~~~~~~
Date :	January 19, 2017 12:00 AM

Item #	Description	Qty Shipped	Unit Price
DSPRO100BK-16	16" BLACK 100LB BALL BEARING SLIDE	20	$0.00

> Back

4. Clicking on either of the **Tracking #'s** will search the UPS site and give you tracking data in a new window.

Order from a Past Order

The Würth Baer Supply website allows you to reorder some or all items from a past order.

1. Use the filter criteria to find a past order to replicate.

2. Click the red order number on that line of the list.

The Order Detail screen appears.

3. Select 1 or more items to add to a new order by clicking the checkboxes next to the items on the Order Detail screen.

4. Click the **> Add to cart** button below the order.

5. Process the order through the Shopping Cart as you normally would.