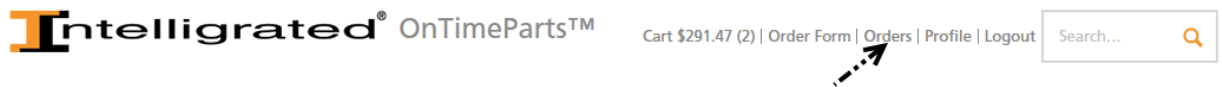


OnTimeParts.com Tutorial: Accessing Order and Invoice History

The Order and Invoice History function allows customers to access orders placed in the past for all sites associated with a particular account, even if the order was placed by phone or email and not placed online.

To Search Orders:

- To search the status of an order, look for past orders or to search for invoices that have been issued, click on the “Orders” link found in the header.



- After clicking on this link you will be taken to the Track Orders page.

Track Orders

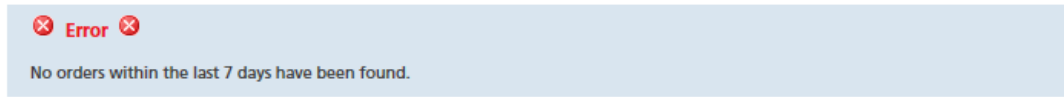
Search

Orders created in the last:

Orders between: and
(Example: 31-DEC-1999)

Search By:

- An automatic search is conducted for orders placed within the last 7 days. If you have no orders for the past 7 days, you will see an “Error” message at the top of the page, saying “No orders within the last 7 days have been found.” Please do not be alarmed by this error message.



Track Orders

Search

Orders created in the last:

Orders between: and
(Example: 31-DEC-1999)

Search By:

There are three ways to search order history. You can search by:

- “Orders created in the last XX days” drop down
- Date range
- “Search by” drop down menu

Use each of these search methods separately or use a combination of two or three to return more specific results.

To search order history using the 'Orders created in the last XX days' dropdown:

Track Orders

Search

Orders created in the last:

Orders between: and

Search By:

- Move your cursor in the text box next to the text that reads, "Orders created in the last:". Select the appropriate date range from the drop down menu and then click "Go".

Track Orders

Search

Orders created in the last:

Orders between: and

(Example: 31-DEC-1999)

Search By:



If your search yielded any results, you will see them posted below in the “Results” field.

Results

Below is a list of your orders. Click on the order number to view the order details.

Order Number	Date Ordered	Booked Date	Order Status	PO Number	Ship to Zip Code	Shipment Details
6202607	18-DEC-2014		Entered	FEDEX	50312-5218	
6199867	17-NOV-2014	17-NOV-2014	Booked	15-B-0071	50111-4975	
6199841	16-NOV-2014	16-NOV-2014	Closed	CC15-KOD0053	50111-4975	
6198642	06-NOV-2014	06-NOV-2014	Booked	USP012019427	50111-4975	

- If you don’t find the order you are looking for within the first ten listed, go to the next page of results by clicking on “Next 10”. (if applicable)
- You may also click on any of the column headers to sort any of the data in ascending or descending order.

To search order history using the date range option:

Track Orders

Search

Orders created in the last:

Orders between: and
 (Example: 31-DEC-1999)

Search By: is

- Enter a date range using the format given (DA-MON-YEAR, i.e “31-DEC-2014”). You can also use the calendar option next to each text field to choose the beginning and end date range.

- Once you've done this for both date fields, click the "Go" button.

Track Orders

Search

Orders created in the last:

Orders between: and
(Example: 31-DEC-1999)

Search By:

- If your search didn't yield any results, you will receive an error message, letting you know there were no results from the selected criteria.
- If your search yielded any results, you will see them posted below in the "Results" field:

To search order history by using the "Search By" drop down menu:

Track Orders

Search

Orders created in the last:

Orders between: and
(Example: 31-DEC-1999)

Search By:

- To search orders using the "Search By" function, you must choose an option from the two orange drop down menus, as well as provide characters for which to search in the open text field.



- Click your cursor over the first orange text box next to the words “Search By” and choose an option from the drop down menu. There are several options from which to choose from:
 - PO Number:
 - Order Number
 - Date Ordered
 - Order Status
 - Last 4 digits of credit card
 - Ship to Zip Code
- In addition, you must choose a command phrase in the second orange text box that lets you have flexibility with the retrieved records based on the characters entered in the open text box. The choices in the drop down menu include:
 - is: use this command when you are looking for an exact match with the text you enter
 - contains: use this command when you only have partial information in which to match your orders
 - starts with: use this command when you know only the beginning characters
 - less than: use this command when you want the result returned to be less than the characters entered in the text field
 - is not: use this command when you want all results returned except for the text given in the text box
 - greater than: use this command when you want the results returned to be greater than the characters entered in the text box
 - ends with: Use this command when you only know the ending characters

Track Orders

Search

Orders created in the last:

Orders between: and

Search By: is

- Order Number
- Date Ordered
- Order Status
- PO Number**
- Last 4 digits of Credit Card Number
- Ship to Zip Code

- Once that has been selected, use the second dropdown to choose the most appropriate criteria related to your first selection:

Track Orders

Search

Orders created in the last:

Orders between: and
(Example: 31-DEC-1999)

Search By:

- is
- contains
- starts with
- less than
- is not
- greater than
- ends with

Results

Below is a list of your orders. Click on the order number to view the order details.

- After selecting the criteria for the two dropdowns, enter your keyword or numerical characters in the open text field, then click the "Go" button.


Track Orders

Search

Orders created in the last:

Orders between: and
(Example: 31-DEC-1999)


Search By:



- If your search yielded any results, you will see them posted below in the Results field. If your search didn't yield any results, you will receive an error message, letting you know there were no results from the selected criteria.

Results


Below is a list of your orders. Click on the order number to view the order details.

Order Number	Date Ordered	Booked Date	Order Status	PO Number	Ship to Zip Code	Shipment Details
6202607	18-DEC-2014		Entered	FEDEX	50312-5218	

- Once you've found the order you wish to look at, click on the orange order number to view the order details:

Results






Below is a list of your orders. Click on the order number to view the order details.

Order Number	Date Ordered	Booked Date	Order Status	PO Number	Ship to Zip Code	Shipment Details
6202607	18-DEC-2014		Entered	FEDEX	50312-5218	

- The Order Details page will be displayed.


Order Details

The following table displays the order details.

Order Information							
Order Number: 6194030				Order Date: 21-NOV-2014			
Order Status: Entered							
Customer Information							
Customer Name: XYZ Packaging & Distribution							
Luke Hankins							
lhankins@intelligrated.com							
Shipping Information				Billing and Payment information			
Ship To: Luke Hankins XYZ Packaging & Distribution 321 S. Front Ave Memphis, TN 37501 UNITED STATES				Bill To: Luke Hankins XYZ Packaging & Distribution 804 Park Drive Miami Beach, FL 33140 UNITED STATES			
Shipping Method: UPS GRD				Payment Type:			
Requested Delivery Date: 18-DEC-2014				Payment Terms: Net 45			
Shipping Instructions:				PO Number: demo #2			
Packing Instructions:							
Freight Terms: Prepaid							
Shipments:							
Part Number	Part Description	UOM	Ordered	Shipped	Status	Price	Item Details
9231261	LEFT HAND BUMP TURNER, GRAY	Each	3		Entered	\$5840.43	
140038160	MDRTR197-I-16BF SST 32.5IR---TR16.00	Each	2		Entered	\$62.44	
51021301	510 PAD DRIVER W/WEAR IND	Foot	100		Entered	\$563.00	
CL18367/000	FOOT SWITCH, OPER FT/PLM SW 1NO1NC	Each	100		Entered	\$18318.00	
FREIGHT CHARGES	Freight Charges	Each	1		Entered	\$47.54	
Sub-Total:						\$24831.41	
Shipping and Handling						\$0.00	
Tax:						\$0.00	
Total:						\$24831.41	



- If you have questions regarding the part information, you need to click on the Items Details icon associated with the part in question. By clicking on the icon, the part information and shipping information will appear associated with that order.

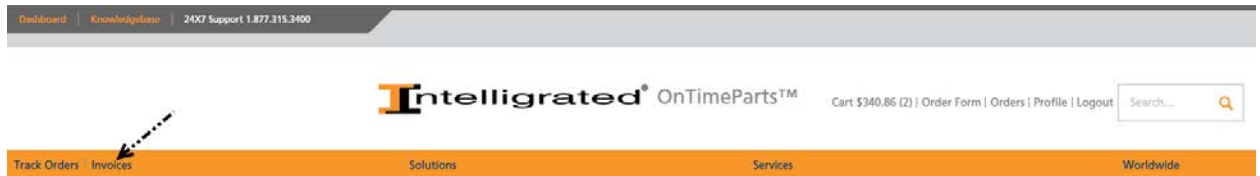
Part Number	Part Description	UOM	Ordered	Shipped	Status	Price	Item Details
0185571	Bearing 2 Bolt 1.000 #PEER FHSFD205-16	Each	5		Entered	\$67.55	
FREIGHT CHARGES	Freight Charges	Each	1		Entered	\$129.70	

Part Details

Part Information	
Part Number: 9231261	Order Number: 6194030
Part Description: LEFT HAND BUMP TURNER, GRAY	Part Status: Entered
Ordered: 3	UOM: Each
Customer Information	
Customer Name: Luke Hankins lhankins@intelligrated.com	Agreement:
Shipping Information	Billing and Payment Information
Ship To: Luke Hankins XYZ Packaging&Distribution 321 S. Front Ave Memphis, TN 37501 UNITED STATES	Bill To: Luke Hankins XYZ Packaging&Distribution 804 Park Drive Miami Beach, FL 33140 UNITED STATES
Shipping Method: UPS GRD	Invoice Number:
Requested Delivery Date: 18-DEC-2014	Payment Terms: Net 45
Scheduled Delivery Date: 22-DEC-2014	PO Number: demo #2
Shipment Priority: Ship Complete	Commitment Name:
Shipping Instructions:	
Packing Instructions:	
Freight Terms: Prepaid	

To search invoices:

- Choose the “Invoices” link in the left hand header. You will then be taken to the “Invoices” page. Please note that Invoices are generated after fulfillment.



Invoices

Please note that invoices for an order are generated only after fulfillment.

Search

Invoices in last:

Invoices between: and
(Example: 31-DEC-1999)

Search By:

- Here you will have the options to again search by “Invoices in the last XX days”, date range and the “Search By” options. The only difference you’ll notice has to do with the Search By dropdown options.
 - The first orange drop down menu contains:
 - Invoice Number
 - Invoice Date
 - Type
 - PO Number

- The second orange drop down menu contains:
 - is: use this command when you are looking for an exact match with the text you enter
 - contains: use this command when you only have partial information in which to match your orders
 - starts with: use this command when you know only the beginning characters
 - less than: use this command when you want the result returned to be less than the characters entered in the text field
 - is not: use this command when you want all results returned except for the text given in the text box
 - greater than: use this command when you want the results returned to be greater than the characters entered in the text box
 - ends with: Use this command when you only know the ending characters

Search

Invoices in last:

Invoices between: and

(Example: 31-DEC-1999)

Search By:

- After your search has yielded results, choose the order you wish to view by clicking on the orange Invoice Number:

Results

◀ Previous 1 - 10 Next 10 ▶

Invoice Number	Invoice Date	Type	Original Amount	Amount Due	Due Date	PO Number	Applied Amount	Payment Details
9194346	11-NOV-2014	Invoice	Items \$336.14 Shipping \$0.00 Tax \$0.00 <hr/> Total \$336.14	\$336.14	26-DEC-2014	strawberry apple		
9193837	01-OCT-2014	Invoice	Items \$576.02 Shipping \$0.00 Tax \$0.00 <hr/> Total \$576.02	\$576.02	15-NOV-2014	H021582957		
9193871	01-OCT-2014	Invoice	Items \$34.20 Shipping \$0.00 Tax \$0.00 <hr/> Total \$34.20	\$34.20	15-NOV-2014	120175017		



- You will be taken to the Invoice Details page for the invoice chosen:

Invoice Details for Invoice Number 9193837

Invoice Information					
Invoice Number: 9193837			Amount Due: \$576.02		
Invoice Date: 01-OCT-2014			Due Date: 15-NOV-2014		
Invoice Total: \$576.02			PO Number: H021582957		
Line Number	Description	Quantity	Selling Price	Total	Type
1	RLR2511P W48.00AY GR STD	1	\$101.72	\$101.72	Line+
1				\$0.00	Tax
2	RLR2511P W81.00BY 50STD SPN	1	\$177.39	\$177.39	Line+
2				\$0.00	Tax
3	RLR2511P W48.00AY 50STD STD	1	\$95.38	\$95.38	Line+
3				\$0.00	Tax
4	RLR W40 FROST ASSY	1	\$201.53	\$201.53	Line+
4				\$0.00	Tax

[Back to Invoice Summary](#)



- Once you've found the information you are looking for, you can either click on the "Back to Invoice Summary" link to return to the Invoice search page or use the back arrow of your web browser if you have more invoices to review.

Invoice Details for Invoice Number 9193837

Invoice Information					
Invoice Number: 9193837		Amount Due: \$576.02			
Invoice Date: 01-OCT-2014		Due Date: 15-NOV-2014			
Invoice Total: \$576.02		PO Number: H021582957			
Line Number	Description	Quantity	Selling Price	Total	Type
1	RLR2511P W48.00AY GR STD	1	\$101.72	\$101.72	Line+
1				\$0.00	Tax
2	RLR2511P W81.00BY 50STD SPN	1	\$177.39	\$177.39	Line+
2				\$0.00	Tax
3	RLR2511P W48.00AY 50STD STD	1	\$95.38	\$95.38	Line+
3				\$0.00	Tax
4	RLR W40 FROST ASSY	1	\$201.53	\$201.53	Line+
4				\$0.00	Tax

 [Back to Invoice Summary](#)