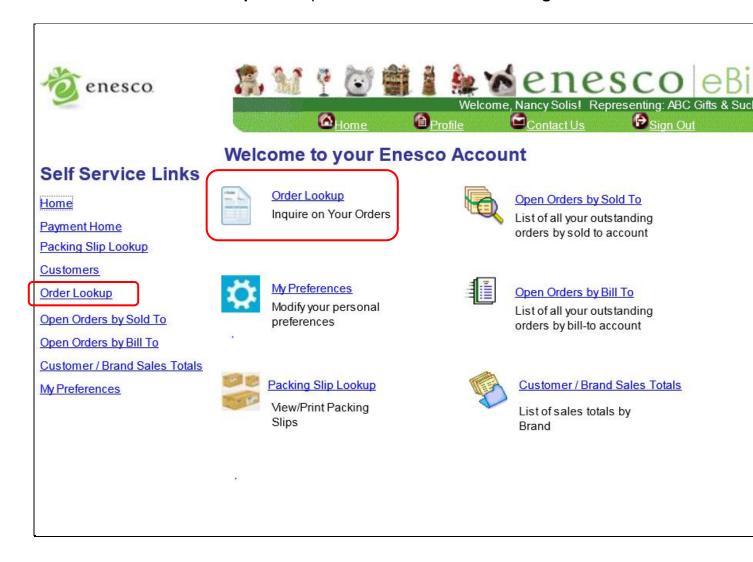


Question: How can I review order history and details related to my customer account?

• Choose the Order Lookup menu option from the main Order Management menu.





- You can chose to search for one specific order by entering the order number at the top of the search page (including the "EGV" portion of the order number), and then clicking on the Sales Order Detail button (see red circle below)....
- Or, you can also view a group of orders based on the search criteria you enter on the bottom portion of the search page, and then click on **Order Summary** button (see blue circle below). You can enter any combination of search values including:
  - a. From and To Scheduled Ship Date
  - b. From and To Order Date
  - c. Order Status
  - d. Customer PO Number
  - e. Product Id





The information displayed on the order inquiry page includes the following columns:

- Order Number
- Order Date
- Order Status
- Order Group
- Customer PO Number
- ShipTo Customer Number and Name
- BillTo Customer Number and Name



- You have the ability to sort the data on the page in a variety of ways by clicking the heading of the column you want to use as your sort field.
- You also have the ability to download the data on the page into Excel by clicking on the download icon in the heading section of the chart (see red arrow above).



• All grids displayed in Ebill have additional features available to aid in managing the data. Including:

(Show Next Row or Show Previous Row) Click to display the next

or previous row of data.

View All Click to display the maximum number of rows available to be

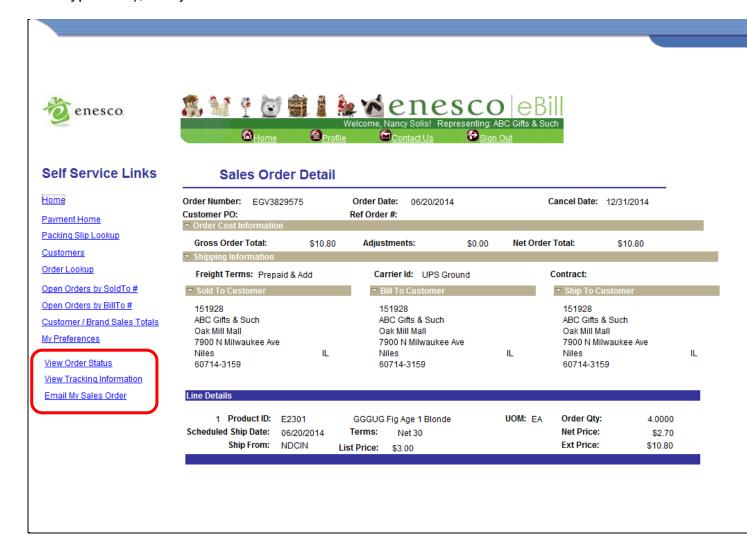
viewed at once on the page.

**Find** Click to find a row of data containing a specified search string.

**First/Last** Click to access the first or last row of data.



From the previous **Order Summary** page, you can click on a specific order number (the blue hyperlinks), and you will then see all the order details:



The **Sales Order Detail** page also has 3 additional hyperlinks displayed on the left-hand side of the page to provide you with even more order detail:

- View Order Status
- View Tracking Information
- Email My Sales Order