

Open Orders Reporting by Sold-to or Bill-to Account

Question: How can I review the order details for any open orders on my customer account?

On the main Order Management menu, there are 2 different options that allow viewing of your open orders: **Open Orders by Sold To** or **Open Orders by Bill To**.

If you have only one customer account, then these 2 reporting options will display the same information. On the other hand, if you have multiple accounts that are all tied to one bill-to account, you can view open order information for one sold-to account by selecting **Open Orders by Sold To**, or to view all your accounts' orders by selecting the **Open Orders by Bill To** report.

The screenshot displays the Enesco eBill account dashboard. At the top, there is a navigation bar with the Enesco logo on the left and a welcome message: "Welcome, Nancy Solis! Representing: ABC Gifts & Such". To the right of the welcome message are navigation icons for Home, Profile, Contact Us, and Sign Out. Below the navigation bar is a section titled "Welcome to your Enesco Account". On the left side, there is a "Self Service Links" menu with the following items: Home, Payment Home, Packing Slip Lookup, Customers, Order Lookup, Open Orders by Sold To (highlighted with a red box), Open Orders by Bill To (highlighted with a red box), Customer / Brand Sales Totals, and My Preferences. The main content area features six tiles: "Order Lookup" (Inquire on Your Orders), "Open Orders by Sold To" (List of all your outstanding orders by sold to account, highlighted with a red box), "My Preferences" (Modify your personal preferences), "Open Orders by Bill To" (List of all your outstanding orders by bill-to account, highlighted with a red box), "Packing Slip Lookup" (View/Print Packing Slips), and "Customer / Brand Sales Totals" (List of sales totals by Brand).

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Both reports display the same information:

- Order Number
- Customer PO Number
- Scheduled Ship Date
- Order Cancel Date
- Line Status
- Product Id
- Product Description
- UPC Code
- Quantity Ordered
- List Price
- Price Per Unit
- Total Price
- Ship-to Customer Number
- Customer Name

1. 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.
2. 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 below):
3. 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.

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Welcome, Nancy Solis! Representing: ABC Gifts & Such

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Self Service Links

- [Home](#)
- [Payment Home](#)
- [Packing Slip Lookup](#)
- [Customers](#)
- [Order Lookup](#)
- [Open Orders by SoldTo #](#)
- [Open Orders by BillTo #](#)
- [Customer / Brand Sales](#)
- [Totals](#)
- [My Preferences](#)

Open Orders by SoldTo #:
 *** Change the sort order by double clicking the column headings ***

Order No	Customer PO	Sched Ship Date	Cancel Date	Line Status	Product ID	Description	UPC Code	Order Qty	List Price	Price Per Unit	Total Price	Ship To Cust #
1	EGV4082316 PPKS JUNE 15	04/15/16	05/15/2016	Open	4052867RP	JS HWC PRP 16pc Patriotic	045544872379	1.0000	\$176.0000	\$158.4000	\$158.4000	151928
2	EGV4211370 VILLAGE MAIN PRE-PACK	05/01/16	06/30/2016	Open	4050899	PPKVL 2016 VILLAGE PREPACK	045544836197	1.0000	\$5669.5000	\$4819.0750	\$4819.0750	151928
3	EGV4211371 CP PRE-PACK	05/01/16	06/01/2016	Open	4050900	PPKVL 2016 VILLAGE CP PREPACK	045544836203	1.0000	\$1590.5000	\$1351.9250	\$1351.9250	151928
4	EGV4211372 CPH PRE-PACK	05/01/16	05/31/2016	Open	4050901	PPKVL 2016 VILLAGE CPH PREPACK	045544836210	1.0000	\$880.0000	\$748.0000	\$748.0000	151928
5	EGV4211374 ANNIVERSARY PRE-PACK	03/15/16	05/01/2016	Open	4050907	PPKVL 2016 VILLAGE 40TH PREPAC	045544836272	2.0000	\$1174.0000	\$997.9000	\$1995.8000	151928