

**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.

The screenshot shows 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 links: Home, Profile, Contact Us, and Sign Out. Below the navigation bar, the main heading reads "Welcome to your Enesco Account". On the left side, there is a "Self Service Links" section with a list of links: Home, Payment Home, Packing Slip Lookup, Customers, Order Lookup (highlighted with a red box), Open Orders by Sold To, Open Orders by Bill To, Customer / Brand Sales Totals, and My Preferences. In the center, there are three main menu options: "Order Lookup" (highlighted with a red box) with the subtext "Inquire on Your Orders", "My Preferences" with the subtext "Modify your personal preferences", and "Packing Slip Lookup" with the subtext "View/Print Packing Slips". On the right side, there are three more menu options: "Open Orders by Sold To" with the subtext "List of all your outstanding orders by sold to account", "Open Orders by Bill To" with the subtext "List of all your outstanding orders by bill-to account", and "Customer / Brand Sales Totals" with the subtext "List of sales totals by Brand".

## Order Inquiry

- 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:
  - From and To Scheduled Ship Date
  - From and To Order Date
  - Order Status
  - Customer PO Number
  - Product Id

The screenshot displays the Enesco eBill Order Inquiry page. At the top, there is a navigation bar with the Enesco logo and a welcome message: "Welcome, Nancy Solis! Representing: ABC Gifts & Such". Below this are links for Home, Profile, Contact Us, and Sign Out. The main content area is titled "Order Inquiry" and shows the order number "151928" and the customer name "ABC Gifts & Such".

On the left side, there are "Self Service Links" including Home, Payment Home, Packing Slip Lookup, Customers, Order Lookup, Open Orders by SoldTo #, Open Orders by BillTo #, Customer / Brand Sales Totals, and My Preferences.

The search interface includes a "My Enesco Order #" field and a "Sales Order Detail" button (highlighted with a red circle). Below this are fields for "From Sched Ship Date", "To Sched Ship Date", "From Order Date", "To Order Date", and "Order Status".

At the bottom, there is a "View:" section with radio buttons for "All My Enesco Orders" (selected), "Orders for PO #", "Orders for B2B Order #", and "Orders for Product ID". To the right of these are input fields for "PO #", "B2B #", and "Prod ID", with an "Order Summary" button (highlighted with a blue circle) below them.

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

**Order Summary**

Sold To: 151928 ABC Gifts & Such      From Sched Ship Date: 01/01/2016      Order Status: To Sched Ship Date: 03/16/2016  
 From Order Date: To Order Date:

Order No	Order Date	Order Status	Order Group	PO #	Ship To	Bill To
1 <a href="#">EGV4240721</a>	02/09/2016	Closed	STD	E02102016	151928 ABC Gifts & Such	151928 ABC Gifts & Such
2 <a href="#">EGV4229206</a>	01/26/2016	Closed	STD		151928 ABC Gifts & Such	151928 ABC Gifts & Such
3 <a href="#">EGV4214812</a>	01/11/2016	Closed	STD	01112016 EDDIE	151928 ABC Gifts & Such	151928 ABC Gifts & Such
4 <a href="#">EGV4212266</a>	01/07/2016	Closed	STD	01072016 EDDIE	151928 ABC Gifts & Such	151928 ABC Gifts & Such
5 <a href="#">EGV4212522</a>	01/07/2016	Open	STD	5.1 4TH	151928 ABC Gifts & Such	151928 ABC Gifts & Such
6 <a href="#">EGV4211374</a>	01/05/2016	Open	STD	ANNIVERSARY PRE-PACK	151928 ABC Gifts & Such	151928 ABC Gifts & Such
7 <a href="#">EGV4211379</a>	01/05/2016	Closed	STD	VILLAGE CATALOGS	151928 ABC Gifts & Such	151928 ABC Gifts & Such
8 <a href="#">EGV4209463</a>	12/31/2015	Closed	STD	CT 2016	151928 ABC Gifts & Such	151928 ABC Gifts & Such
9 <a href="#">EGV4142944</a>	09/11/2015	Closed	STD	CHER 2016	151928 ABC Gifts & Such	151928 ABC Gifts & Such

- 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:

**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](#)
- [View Order Status](#)
- [View Tracking Information](#)
- [Email My Sales Order](#)

**Sales Order Detail**

Order Number: EGV3829575      Order Date: 06/20/2014      Cancel Date: 12/31/2014  
 Customer PO:      Ref Order #:

**Order Cost Information**

Gross Order Total:	\$10.80	Adjustments:	\$0.00	Net Order Total:	\$10.80
--------------------	---------	--------------	--------	------------------	---------

**Shipping Information**

Freight Terms: Prepaid & Add      Carrier Id: UPS Ground      Contract:

Sold To Customer	Bill To Customer	Ship To Customer
151928 ABC Gifts & Such Oak Mill Mall 7900 N Milwaukee Ave Niles IL 60714-3159	151928 ABC Gifts & Such Oak Mill Mall 7900 N Milwaukee Ave Niles IL 60714-3159	151928 ABC Gifts & Such Oak Mill Mall 7900 N Milwaukee Ave Niles IL 60714-3159

**Line Details**

1	Product ID:	E2301	GGGUG Fig Age 1 Blonde	UOM:	EA	Order Qty:	4.0000
	Scheduled Ship Date:	06/20/2014	Terms:	Net 30		Net Price:	\$2.70
	Ship From:	NDCIN	List Price:	\$3.00		Ext Price:	\$10.80

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