	Geoscience Australia Online Store: User Guide OM10
Australian Government Geoscience Australia	Track Orders

Quick Links:

These notes provide instructions on how to view the progress of orders placed by the user who is logged on to the GA Online Store application. It is intended for the use of Geoscience Australia's wholesale and retail distribution network. This includes the Defence Imagery and Geospatial Organisation.

Track Orders

Click on the 'Orders' icon.
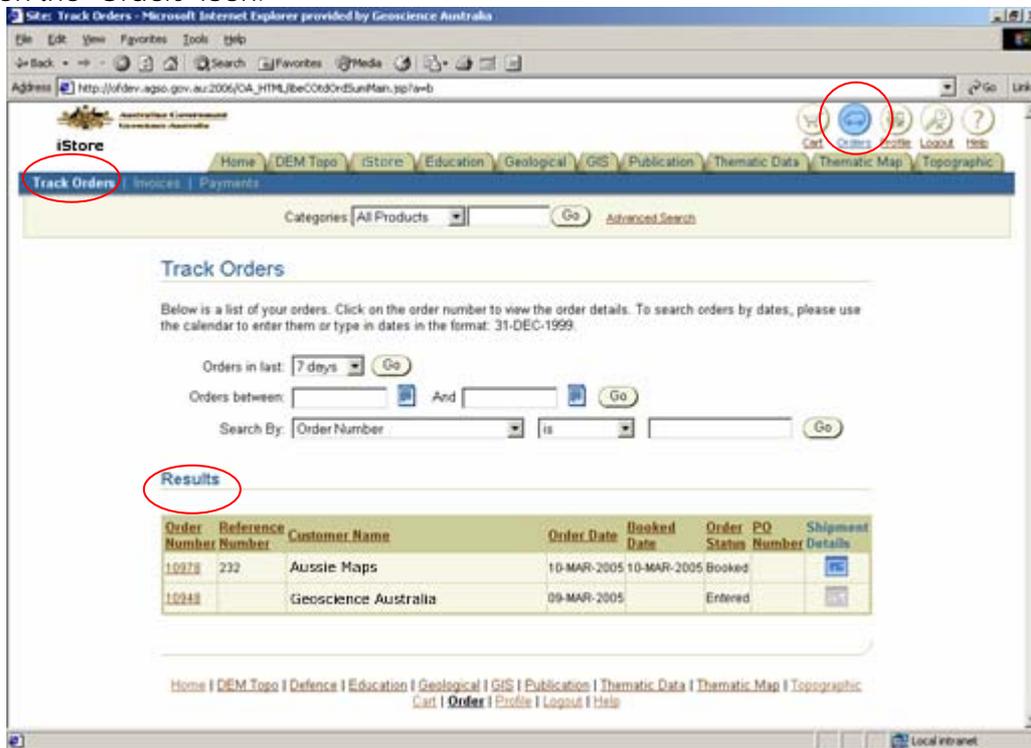
Your list of orders is shown in the 'Results' heading. If the list is large then it can be shortened by using one of the three types of selection criteria at the top of the page.

If the customer has enabled the option for Express Checkout, then the headings at the top will include the option for 'Pending Express Checkout'. To enable Express Checkout see *'Online Store User Guide OM09 - Enable Express Checkout'*.

Orders in the last number of days.

Select one of the day number options from the dropdown list, and **click** 'Go'.

Orders in a date range.

Enter a date range in the format 'dd-MMM-yyyy'. Alternatively **click** on the 'calendar' icon to the right of the date field. Use the arrows or the dropdown lists to select the month and year, and then **click** on the required day number. **Click** 'Go'.

Orders by other criteria.

Select a search object from the dropdown list. **Select** a verb from the dropdown list. **Enter** the value to search for and **click** 'Go'.

The results of the search will be displayed under the 'Results' heading.

Click on the heading links to order the results by that heading. Eg. To order the results by Order Number **click** on the 'Order Number' heading.

To view the order click on the order number under the 'Order Number' heading.

At this stage the order can be cancelled. To cancel the order **click** on the 'Cancel Order' button.

✱ This action is only available while the shipping status for the items is 'Awaiting Shipping'.

To view the individual item details click on the 'page' icon under the 'Item Details' heading.

To view the shipment details for an order **click** on the 'page' icon under the 'Shipment Details' heading.

To view the shipping information for individual items click on the 'Shipment Number' link.

Shipment Details for Order Number 10978

Ordered Date: 10-MAR-2005
Order Total: $0.00
Order Status Booked

Part Number	Item	UOM	Quantity Shipped	Shipment Number	Status	Ship Method	Tracking Number
45558FO	1447 Inscription Topographic Map 100K scale- folded	Each	1	1180231	Awaiting Shipping		
45559	1544 Pepper Topographic Map 100K scale	Each	1	1180231	Awaiting Shipping		
45560FO	1545 Edel Topographic Map 100K scale- folded	Each	1	1180231	Awaiting Shipping		
45561	1546 Denham Topographic Map 100K scale	Each	1	1180231	Awaiting Shipping		

Shipment Details for Order Number 11013

Ordered Date: 17-MAR-2005
Order Total: $805.48
Order Status Booked

Part Number	Item	UOM	Quantity Shipped	Shipment Number	Status	Ship Method	Tracking Number
42276	Kakadu National Park Thematic Map Tourist	Each	100	1180356	Awaiting Shipping	AU - Off Peak	
42276	Kakadu National Park Thematic Map Tourist	Each	45	1180356	Awaiting Shipping	AU - Off Peak	

If the order is 'Awaiting Shipping' then only the order summary information is shown.

If the order has been shipped the Shipping details are shown. If an invoice has been raised the invoice link will also be displayed.

Shipment Details for Shipment Number 1180232

Shipment Number: 1180232
Shipment Status: Closed
Ship To: 1 Sydney Road
MELBOURNE
VIC
3000
AUSTRALIA

Waybill:
Freight Terms:
Weight:
Ship Date: 10-MAR-2005
Ship Method: AU - Off Peak

Part Number	Item	Order Number	UOM	Quantity	Tracking Number	Invoices
45561	1546 Denham Topographic Map 100K scale	10980	Each	1		
45560	1545 Edel Topographic Map 100K scale	10980	Each	5		
45559	1544 Pepper Topographic Map 100K scale	10980	Each	5		
45558FO	1447 Inscription Topographic Map 100K scale- folded	10980	Each	5		
45558	1447 Inscription Topographic Map 100K scale	10980	Each	5		15128

Pending Express Checkout

If Express Checkout has been enabled for the customer the 'Pending Express Checkout' heading will be displayed. To view your Pending Express Checkout orders **click** on the 'Pending Express Checkout' heading.
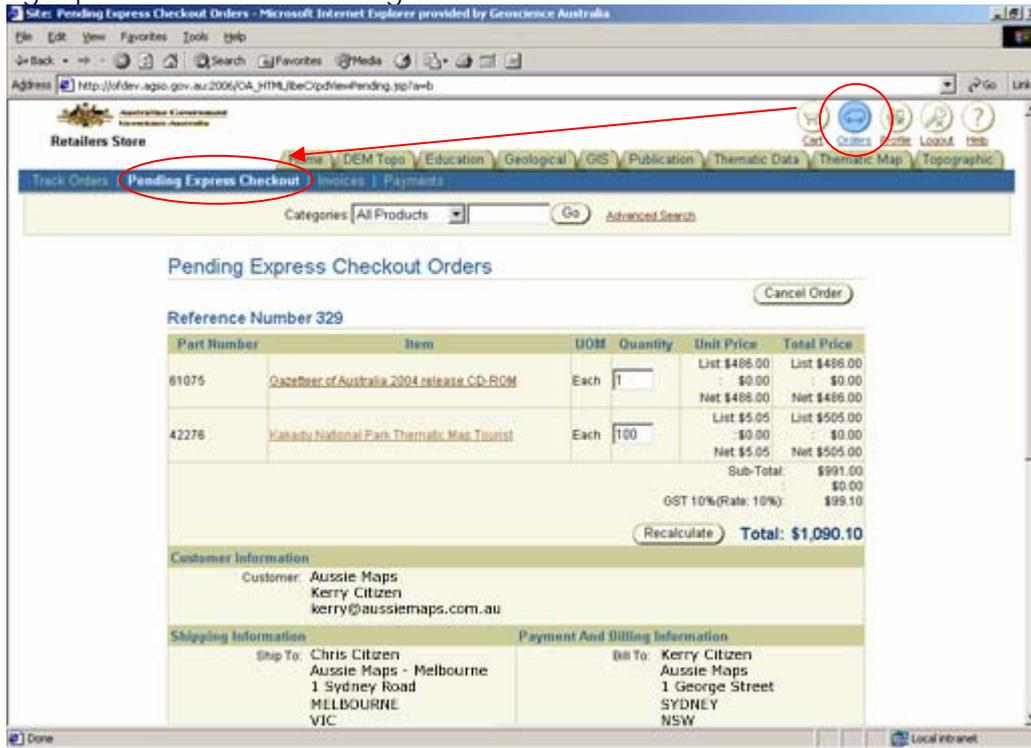
If items have been requested for Express Checkout then the items will be shown. The shopping cart, now a pending order, is ready to be created as an order in the GA Financials ordering system. A process is run regularly to collect the completed shopping carts and process them further. Until this point the pending order can be cancelled. To cancel the pending order, **click** on the 'Cancel Order' button.

If the process has run or no items are awaiting express order then the list will be empty.

If a number of orders have been created the list of pending express checkout orders will be displayed at the bottom of the screen.

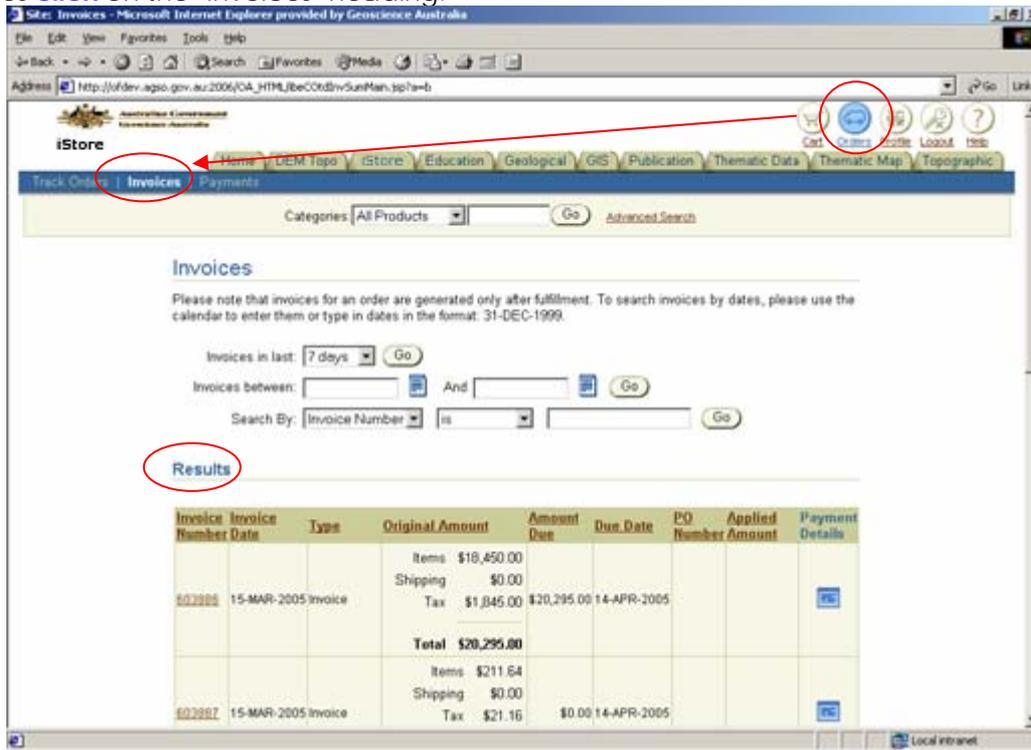To view a different express order click on the 'Reference Number' link.

Invoices

Once the order has been entered and booked an invoice is created. To view your order invoices **click** on the 'Invoices' heading.

Your list of invoices is shown in the 'Results' heading. If the list is large then it can be shortened by using the similar criteria described earlier.

As with the orders screen the results can be ordered by clicking on the headings.

To view an Invoice Number **click** on the required invoice number link.

To view the payment details for an invoice **click** on the 'page' icon under the 'Payment Details' heading.

If there have been payments processed for this invoice the information will be displayed.

Payments

To view payments made for your invoices **click** on the 'Payments' heading.

Your list of payments is shown in the 'Results' heading. If the list is large then it can be shortened by using the similar criteria described earlier. As with the orders screen the results can be ordered by clicking on the headings.