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Software Objective

eStatus provides the ability to conveniently check order status 24 hours a day, 7 days a week via the Internet. eStatus eliminates wait times that might occur during peak call times on Basco's 1-800 customer service lines. eStatus delivers real time access to your orders for easy tracking on a daily basis. Lost an invoice and need another copy? eStatus is able to search by a particular invoice number as well. The data is protected behind a user ID and password.

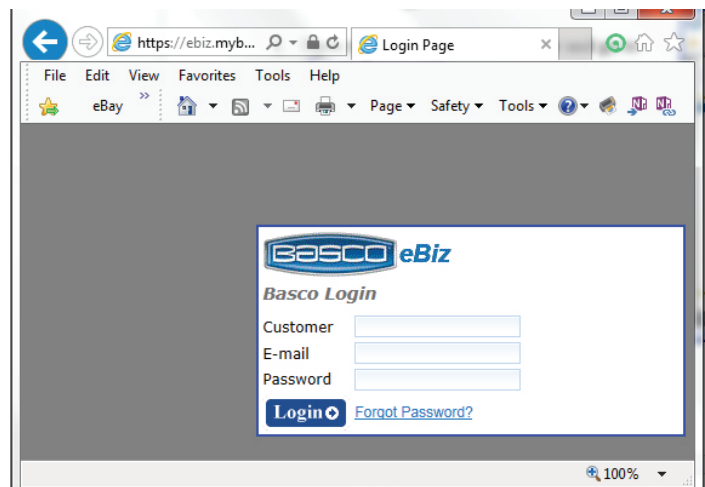
eStatus is one component of Basco's overall eBiz web portal. Over time we will make additional components available. The new website address for all components is ebiz.mybasco.com. The old eStatus.mybasco.com address will continue to work for the foreseeable future.

System Requirements

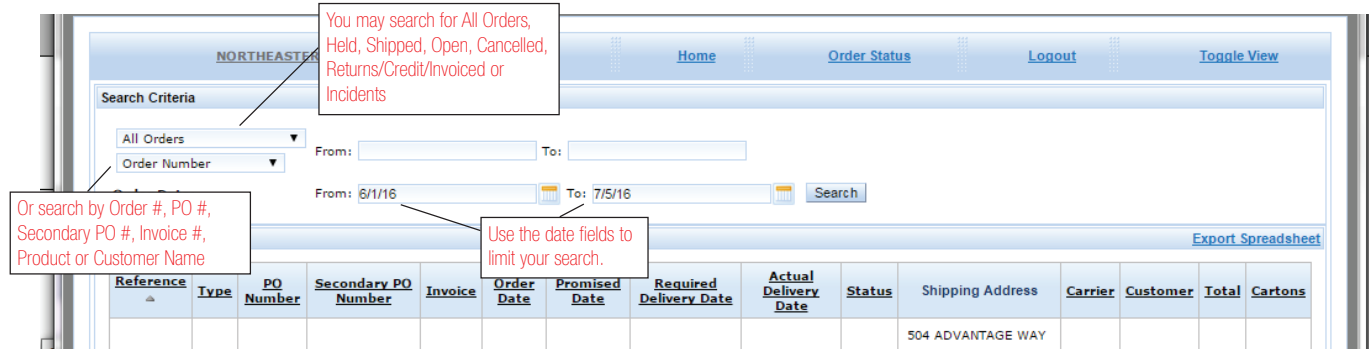
In order to use eStatus, you need a computer with access to the Internet and an updated internet browser.

Customer Login

1. Open your Internet Web Browser and go to ebiz.mybasco.com
2. At the Basco eBiz login page, key the following:
 - a. Customer ID#
 - b. Email Address = Address provided by you for login
 - c. Password = Password provided for you at set-up (case sensitive)
3. Click *Login* (or press the ENTER key)



Search for Orders



The screenshot shows the 'Search for Orders' interface. At the top, there are navigation links: Home, Order Status, Logout, and Toggle View. Below these is a 'Search Criteria' section with a dropdown menu set to 'All Orders' and another dropdown for 'Order Number'. There are 'From:' and 'To:' date fields, with the 'From' field containing '6/1/16' and the 'To' field containing '7/5/16'. A 'Search' button is located to the right of the 'To' field. Below the search fields is an 'Export Spreadsheet' link. At the bottom, a table header is visible with columns: Reference, Type, PO Number, Secondary PO Number, Invoice, Order Date, Promised Date, Required Delivery Date, Actual Delivery Date, Status, Shipping Address, Carrier, Customer, Total, and Cartons. A partial row is shown with '504 ADVANTAGE WAY' in the Shipping Address column.

Callouts in the image provide additional information:

- You may search for All Orders, Held, Shipped, Open, Cancelled, Returns/Credit/Invoiced or Incidents** (pointing to the search criteria dropdown).
- Or search by Order #, PO #, Secondary PO #, Invoice #, Product or Customer Name** (pointing to the 'Order Number' dropdown).
- Use the date fields to limit your search.** (pointing to the 'From' and 'To' date fields).

Whether searching for just one customer # or over all ship-to's for a bill-to login, the search features work the same. Use the top section of the page to select the criteria for your search. You can mix and match criteria to narrow the search. Each time you return to this search page, your previous search criteria are displayed. If you don't need to make changes, simply click the **Search** button (located next to the second date field).

If searching by **order status**, click the drop-down under customer name that defaults to "All Orders" and select the desired status.

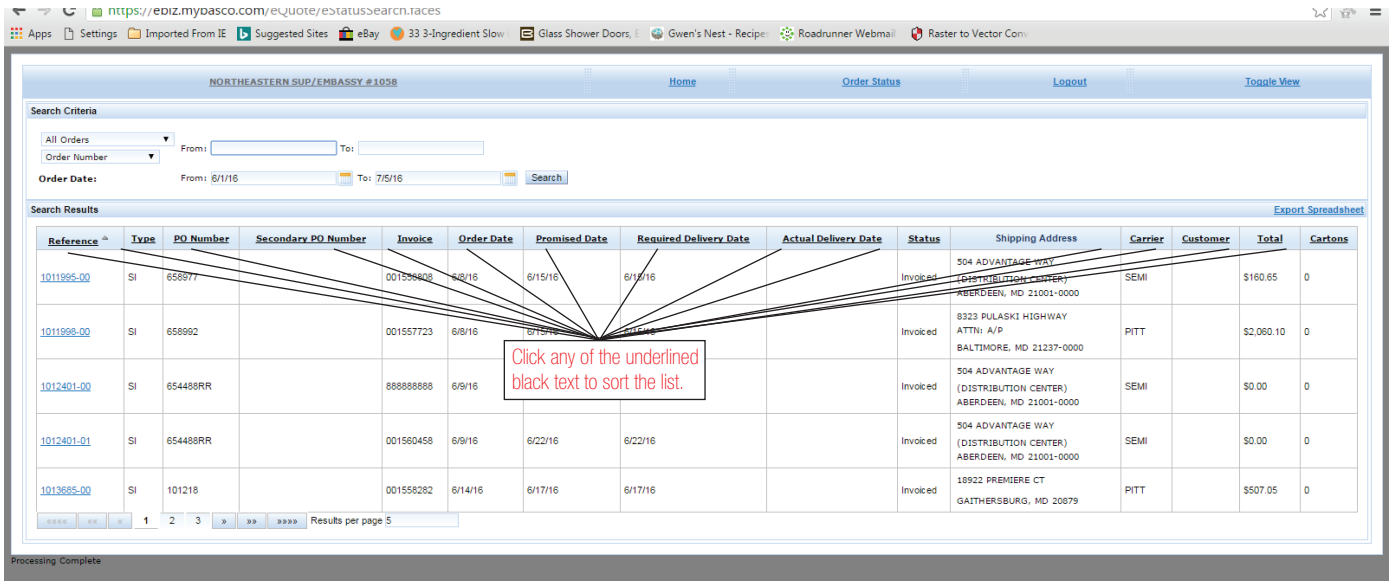
Date Range can be typed or click on the calendar icon to select a date. Dates must be keyed in mm/dd/yy format (including the slashes).

When using the secondary search option (Order #, PO #, Secondary PO#, Invoice #, Product or Customer Name), the following apply and the "From" (first date field) must be filled in. "To" (second date field) is optional.

- Order – Basco's assigned order number
- PO Number – Customer's PO number (Note: you can key a PO with an asterisk * at the end as a wildcard if you aren't sure of the PO or are searching for PO's that may have replacement parts issued in which case Basco adds and 'R' to the end of the customer PO)
- Invoice – Basco's assigned invoice number
- Product – Basco's part number for ordered products (Note: you can key a product number with an asterisk * at the end as a wildcard e.g. 6150*)

When you have filled in any and all search options, click the **Search** button to execute the search. Depending on the number of orders placed during the date range, the search may take longer. If you don't find the order you are looking for, verify or reduce the search parameters and click the **Search** button again.

Search results are presented in a listing similar to this one:



The screenshot shows the following search criteria and results table:

Search Criteria:
 All Orders (dropdown)
 Order Number (dropdown)
 Order Date: From: 6/1/16 To: 7/5/16
 Search

Search Results Table:

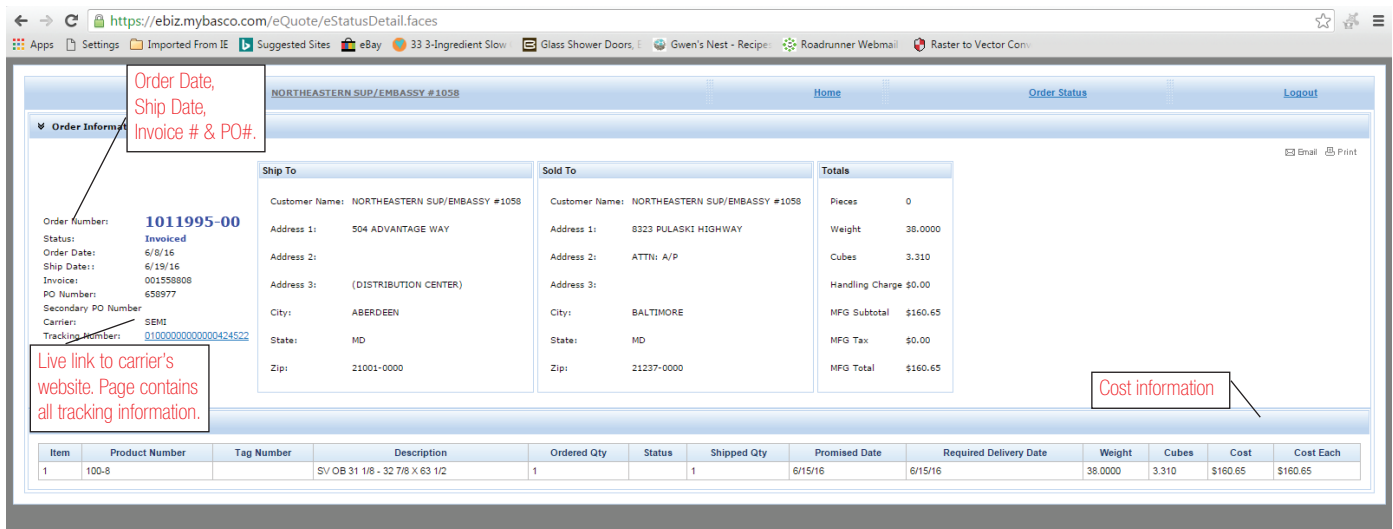
Reference	Type	PO Number	Secondary PO Number	Invoice	Order Date	Promised Date	Required Delivery Date	Actual Delivery Date	Status	Shipping Address	Carrier	Customer	Total	Cartons
1011995-00	SI	658977		001596802	6/8/16	6/15/16	6/15/16		Invoked	504 ADVANTAGE WAY (DISTRIBUTION CENTER) ABERDEEN, MD 21001-0000	SEMI		\$160.65	0
1011998-00	SI	658992		001557723	6/8/16	6/15/16	6/15/16		Invoked	8323 PULASKI HIGHWAY ATTN: A/P BALTIMORE, MD 21237-0000	PITT		\$2,060.10	0
1012401-00	SI	65448RR		888888888	6/9/16				Invoked	504 ADVANTAGE WAY (DISTRIBUTION CENTER) ABERDEEN, MD 21001-0000	SEMI		\$0.00	0
1012401-01	SI	65448RR		001560458	6/9/16	6/22/16	6/22/16		Invoked	504 ADVANTAGE WAY (DISTRIBUTION CENTER) ABERDEEN, MD 21001-0000	SEMI		\$0.00	0
1013685-00	SI	101218		001558282	6/14/16	6/17/16	6/17/16		Invoked	16922 PREMIERE CT GAITHERSBURG, MD 20879	PITT		\$507.05	0

Results per page 5

You can **sort** the list by clicking on any of the underlined column headings in the blue area. Click again to change between ascending/descending.

Displaying the Order Detail Page

From the Reference column, click on the sales order number you wish to view. A page similar to the one below is displayed.



Order Information:

- Order Number: **1011995-00**
- Status: **Invoiced**
- Order Date: 6/8/16
- Ship Date: 6/19/16
- Invoice: 001558808
- PO Number: 658977
- Secondary PO Number:
- Carrier: SEKI
- Tracking Number: [010000000000424522](#)

Ship To:

Customer Name: NORTHEASTERN SUP/EMBASSY #1058
 Address 1: 504 ADVANTAGE WAY
 Address 2:
 Address 3: (DISTRIBUTION CENTER)
 City: ABERDEEN
 State: MD
 Zip: 21001-0000

Sold To:

Customer Name: NORTHEASTERN SUP/EMBASSY #1058
 Address 1: 8323 PULASKI HIGHWAY
 Address 2: ATTN: A/P
 Address 3:
 City: BALTIMORE
 State: MD
 Zip: 21237-0000

Totals:

Pieces	0
Weight	38.0000
Cubes	3.310
Handling Charge	\$0.00
MFG Subtotal	\$160.65
MFG Tax	\$0.00
MFG Total	\$160.65

Item List:

Item	Product Number	Tag Number	Description	Ordered Qty	Status	Shipped Qty	Promised Date	Required Delivery Date	Weight	Cubes	Cost	Cost Each
1	100-8		SV OB 31 1/8 - 32 7/8 X 83 1/2	1		1	6/15/16	6/15/16	38.0000	3.310	\$160.65	\$160.65

The following is further clarification of information found on the order summary screen:

1. Order Date is the date entered into Basco's order entry system.
2. Tracking Number (Only shipped or invoiced orders have this option)
 - a. For LTL carriers, this is the tracking number used to track package delivery and proof of delivery. For a majority of LTL carriers, you can simply click on the tracking number link and a new browser window will open to the package tracking details.
 - b. For Basco trucks, the truck route and stop number are provided. There isn't an online tracking option.

To print a "clean" copy without the search section at the top, click on the print icon at the top right of the page. Uncheck any columns of detail you do not want included in the print out.

Click on "Search Results" to go back to the listing of orders, or make changes to the search parameters and click "Search".

Logout

When finished, click the Log Out link at the top right of the page.

Who to contact for eStatus assistance

For a Login ID and Password or for assistance using eStatus, please contact Basco Customer Service at inquiry@basco showerdoor.com or 1-800-45-BASCO (800-452-2726).