This tutorial will review how shoppers can find and view the history of orders and carts within Shop@UW. The following topics will be covered:

- Understanding the difference between carts and orders
- Searching for old carts and orders and managing the search results
- Using the “My Recent Orders” shortcut to quickly identify the past 90 days of orders.

Shoppers will find the link to search their shopping history on the Order icon fly out menu. The first option, Search All Orders, allows the user to review cart and order information.

Clicking the Search All Orders link opens the search page.

Please note: The cart and order information looks quite similar but, there is actually a difference that is important to understand before using the search. The next piece of the tutorial presents an overview of the cart checkout process to illustrate how the cart becomes an order.

A cart is what the shopper sees during the shopping experience in the Shop@UW storefront. Shoppers must proceed through the entire checkout process in the storefront and click the following buttons:

- Begin Checkout Process
- Continue Checkout Process

Once the “Continue Checkout Process” button is clicked in the storefront, the cart is routed to the Store Lobby.

At this point, the cart becomes a “My Recently Checked-Out Cart.”
While in the store lobby, shoppers must click through two additional screens:

- Final Cart Review (shown on this slide) and Shipping Information (shown on next slide).
- Click the “Continue to Shipping Info” button on the Final Cart Review.
  ➢ Remember, at this point, it is still a cart!
- The shopper goes to the “Shipping Information” screen.

The shopper must Click on the “Send Order” button.

The Final Cart Review in the Store Lobby turns into an order once the “Send Order” button on the Shipping Information screen is clicked.

The shopper is taken to the “Purchase Confirmation screen.

- Orders are given a unique number containing the MD number attached to a string beginning with PVX.
- The shopper will notice that items from multiple vendors are added to a cart but then the items for each vendor are turned into a unique order.
- For example, if items from both Staples and MDS Warehouse are in the cart, this cart becomes two separate orders, each with its own PVX number when purchased.

Return to the Shop@UW storefront and find the Orders icon; click on “All Orders”
- The order will also appear in the “My Recent Orders” section.
When the user clicks on the “All Orders” link at the Orders icon on the left navigation bar, a window opens with search options.

The quick search allows the user to define criteria for the search:

- Type of Order
  - Cart
  - Invoice
  - Order
- Keyword
- Created Date
- Add Filter

Orders created in the last 90 days are shown by default. Search results are also sorted by Creation Date/Time by default.

The “Results per page” dropdown option can be used to increase the number of items viewable on each screen.

Click the arrow found in the Column headers to sort by a different option.
This completes the tutorial for searching for cart and order history.

A number of other tutorials for important Shop@UW functions are available to review on the tutorial index web page found at https://shopuw.wisc.edu/training/.

Questions about Shop@UW can be forwarded to customer service at shopuw@bussvc.wisc.edu.