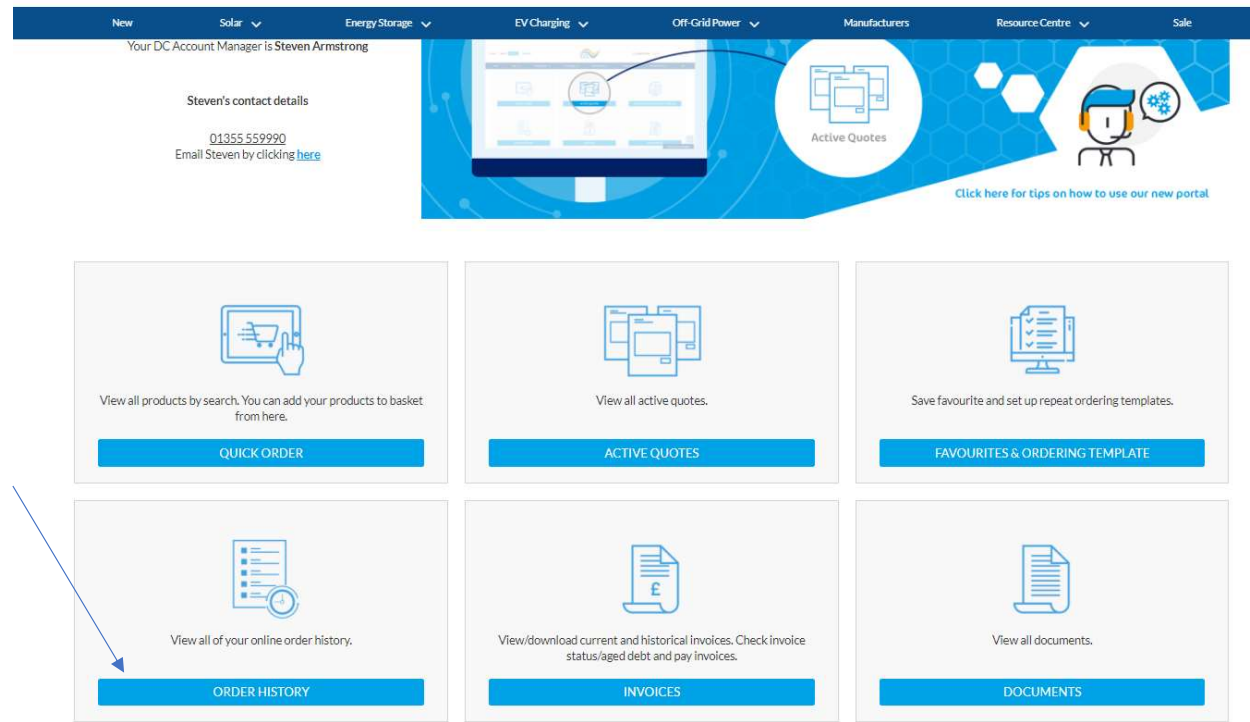




HOW TO USE ORDER HISTORY

www.cclcomponents.com | sales@cclcomponents.com | 01355 599990

Log in to your Account



- Login to your account and you will see your account dashboard with various tiles.
- Click on 'Order History'

Functionality

Home > Order History

My Order History

Below is the history of your website orders. On this page you can view, download and repeat previous orders.

From Date: To Date: [Search](#)

| ORDER ID | PLACED BY | AUTHORISED BY | ORDER DATE | TYPE | ORDER STATUS | TOTAL | ACTIONS |
|----------|-----------------|---------------|-------------|-------|--------------|-------|---|
| 46 | Natasha Roberts | N/A | 10-Nov-2020 | Order | Warehouse | £ | RETURNS REQUEST VIEW/PRINT ORDER REPEAT ORDER DOWNLOAD ORDER |

- In this area you will see all the orders you have generated; You can see who placed the order along with the ability to View/Print/Download your order as well as repeat an order and request a return.
- If you prefer to view the order on screen you can click on the + and expand the order and view everything within that order.


Repeat Order

| ORDER ID | PLACED BY | AUTHORISED BY | ORDER DATE | TYPE | ORDER STATUS | TOTAL | ACTIONS |
|----------|-----------------|---------------|-------------|-------|--------------|-------|---|
| 46 | Natasha Roberts | N/A | 10-Nov-2020 | Order | Warehouse | £ | RETURNS REQUEST VIEW/PRINT ORDER REPEAT ORDER DOWNLOAD ORDER |

Home > [View Basket](#)

Your Shopping Basket

[Save To Order Template](#) [Proceed to checkout](#)

| Product Code | Item Description | Unit Price | Unit of Sale | UoS Qty | QTY | Sub Total | Delete |
|---------------------------------|--|------------|--------------|---------|--|-----------|---------------------------------------|
| Solis-15K-DC-LV |  Solis 15kW Low Voltage Solar Inverter - Three Phase with DC | £ | Each | 1 | <input type="text" value="1"/> <input type="button" value="-"/> <input type="button" value="+"/> <input type="button" value="update"/> | £ | <input type="button" value="Delete"/> |

[Continue Shopping](#) [Clear your basket](#)

SUB TOTAL
TOTAL(EX VAT)
VAT
TOTAL(INC. VAT)

[Proceed to checkout >](#)

- Click on 'Repeat Order'
- This will take you to your shopping basket with all the goods added.
- You can proceed to checkout from here.

Returns Request

| ORDER ID | PLACED BY | AUTHORISED BY | ORDER DATE | TYPE | ORDER STATUS | TOTAL | ACTIONS |
|----------|-----------------|---------------|-------------|-------|--------------|-------|---|
| 46 | Natasha Roberts | N/A | 10-Nov-2020 | Order | Warehouse | f | RETURNS REQUEST VIEW/PRINT ORDER REPEAT ORDER DOWNLOAD ORDER |

RETURN REQUEST

Return Request Number: RET46
Request Date: 10/11/2020
Originating Order Number: 46

Chosse the line item and QTY from the order you wish to return

| LINE ITEM RMA REF | PRODUCT CODE | PRODUCT SKU | QUANTITY | UNIT OF SALE | UNIT OF SALE QTY | RETURN |
|-------------------|-----------------|-----------------|----------|--------------|------------------|--------------------------|
| RET46-1 | Solis-15K-DC-LV | Solis-15K-DC-LV | 1 | Each | 1 | <input type="checkbox"/> |

Reason for Return

[Submit](#)

- Click on 'Returns Request'
- This will take you to a form to fill in, you will need to tick what products you wish to return and amend the qty to suit your request.
- A reason must be provided, the return will then be reviewed by your account manager who will be in touch to authorise the return. Goods will not be accepted back into our warehouse without prior approval.