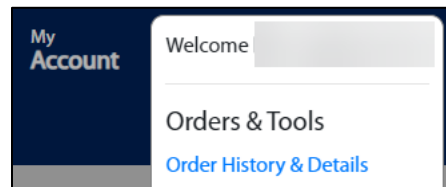


GSS CUSTOMER DASHBOARD

The GSS Customer Dashboard is accessible through the GSS Marketplace and allows you to track your orders from start-to-finish and review your past purchase history.

Navigating to the Customer Dashboard

The Dashboard feature can be found in your GSS Marketplace. After logging in, click on **My Account** next to the search bar at the top of the screen. A small menu will appear. Click on **Order History & Details** to access the Customer Dashboard.



Searching for Orders

Once in the Order History screen, our search functionality offers several ways to review and find your orders. You can use the search bar to search by GSS Order number, Web Order number, Customer PO number or the order's contact's name. The From/To Date fields, Order By and Show features allow you to quickly sift through your orders and view them according to what elements you find most important.

50 Orders	From:	<input type="text" value="09/11/2023"/>	To:	<input type="text" value="03/11/2024"/>	Status:	<input type="text" value="All"/>	
<input type="text" value="Search by GSS Order #, Web Order #, Customer PO, or Contact Name..."/>						<input type="button" value="SEARCH"/>	<input type="button" value="CLEAR"/>
Order By:	<input checked="" type="radio"/> Newest	<input type="radio"/> Oldest	<input type="radio"/> Total Amount (Highest)	<input type="radio"/> Total Amount (Lowest)			
Show:	<input checked="" type="radio"/> All	<input type="radio"/> Orders with New Delivery Dates					

The Status feature allows you to filter your orders according to four different statuses: "Received," "Confirmed - In Progress," "All Items Shipped," "Canceled."

- ❖ Received: GSS has received the order and is working on confirming it with our supplier(s).
- ❖ Confirmed - In Progress: GSS has confirmed the order with our supplier(s) and/or is preparing your order in one of our warehouses. In this status, estimated delivery dates and shipping information will be visible once the information has been made available to GSS.
- ❖ All Items Shipped: All of the items on the order have shipped and delivered.
- ❖ Canceled: All of the items on the order have been cancelled.

However you choose to find your order, once it appears in the results list, click on **Details** to view more information.

GSS CUSTOMER DASHBOARD

Order Date	Customer PO #	Contact Name	GSS Order #	Web Order #	Status	
3/11/2024	EXAMPLEPO123	ACCOUNTS PAYABLE	S1735766		Received	Details

Viewing Order Details

The Order Details page includes details specific to the order, like when the order was placed, where it is shipping, and a summary of the order total.

Order Details		
Client Details:	Shipping Details:	Order Summary:
Order Date: 3/11/2024		Payment Method/Term: NET30
GSS Order#: S1735766		Item Subtotal: \$1,052.19
Customer PO #: EXAMPLEPO123		Estimated Shipping: \$0.00
Web Order #:		Order Status: Received
Contact Name: ACCOUNTS PAYABLE		Order Total: \$1,052.19

In addition to these important details, the page also displays each line item ordered. When it is available, delivery dates and shipping information will appear at the line level.

Line Item: 1	UOM	Quantity	Shipped	Unit Price	Est. Delivery Date	Extended Price
Part No: 1200000-250MG Product Name: Digoxin Supplier: Sigma Aldrich	EA	1	0	\$470.19	3/25/2024	\$470.19

If an item's delivery date changes, the **New Delivery Date** will display under the Part/Supplier information:

Line Item: 1	UOM	Quantity	Shipped	Unit Price	Est. Delivery Date	Extended Price
Part No: 1200000-250MG Product Name: Digoxin Supplier: Sigma Aldrich	EA	1	0	\$470.19	3/25/2024	\$470.19
New Delivery Date:		1			4/30/2024	

If GSS receives **tracking information** when an item ships, it will display under the Part/Supplier information section. If there is a hyperlink, you can click on it to be directed to the carrier's website to view shipping updates:

GSS CUSTOMER DASHBOARD

Line Item: 1	UOM	Quantity	Shipped	Unit Price	Est. Delivery Date	Extended Price
Part No: 1200000-250MG Product Name: Digoxin Supplier: Sigma Aldrich	EA	1	0	\$470.19	3/25/2024	\$470.19
FEDEX Tracking #: 7213456876233			1			

If the item is canceled, the line will read **Canceled** under the Part/Supplier information:

Line Item: 1	UOM	Quantity	Shipped	Unit Price	Est. Delivery Date	Extended Price
Part No: 1200000-250MG Product Name: Digoxin Supplier: Sigma Aldrich	EA	0	0	\$470.19	3/25/2024	\$0.00
Canceled						

Please contact your Customer Service/Sales team, or customerservice@govsci.com, with any questions or if you need assistance.