

# ONLINE ORDERING SYSTEM



## Manual for Partners

# **Cradles to Crayons Online Ordering System**

## **Manual for Partners**

This is a manual for navigating the Cradles to Crayons online ordering system. You will find step-by-step instructions for registering as a partner, editing passwords and partner information, placing Orders (requesting items), and checking the status of Orders.

There are four parts to this manual:

<b>1. Registering as a Partner .....</b>	<b>Page 3</b>
<b>2. Editing Passwords and Partner Information .....</b>	<b>Page 7</b>
<b>3. Placing an Order .....</b>	<b>Page 10</b>
<b>4. Checking the Status of an Order or Batch .....</b>	<b>Page 18</b>

If this is your first time ordering online, you must register as a new partner. Each individual must register online, even if you were previously registered under the old system.

If you are already registered, skip “Registering as a Partner” and proceed to “Editing Passwords and Partner Information”, “Placing an Order”, or “Checking the Status of an Order or Batch”.

# 1.) Registering as a Partner:

**Please Note:** You will need to provide your Tax ID if your organization does not appear on the list when you get to step 4. If your organization is a state agency (e.g. DSS, DPH) you will not have a Tax ID. To help us identify these as state agencies, please type “123456789” in the Tax ID field.

**Step 1:** Access our online ordering system at <http://ordering.cradlestocrayons.org>

MY ACCOUNT	MY INFORMATION	ORDER HISTORY	LOGOUT
<h2>WELCOME TO THE ONLINE ORDERING SYSTEM</h2> <p>Cradles to Crayons is pleased to have you partner with us in helping thousands of needy children in Massachusetts. Together we make a difference.</p> <p>We provide children ages 0-12 years with everyday essentials like clothing, shoes, books, toys, arts &amp; crafts, school supplies, birthday presents and baby equipment.</p> <p>Our partners include large hospitals, community health centers, DSS workers, DPH workers, shelters and school systems, pre-school programs, parenting workshops and mentoring programs. Your participation is limited only by your ability to pick up orders in Quincy.</p> <p>If you have not previously registered using this online ordering system you must register as a new partner. <b>Your Tax ID number is required.</b> Partners new to our process must attend a brief orientation at our distribution facility prior to placing their first order.</p> <p>If you have any questions please send an email to <a href="mailto:ordering@cradlestocrayons.org">ordering@cradlestocrayons.org</a></p>			
<h3>RETURNING PARTNERS</h3> <p>Welcome back! To access your account, please enter your email address and password and click <b>Sign In</b></p> <p>Email: <input type="text"/></p> <p>Password: <input type="password"/></p> <p><input type="button" value="Sign In"/></p> <p>Forgot your Password? <a href="#">Click here</a></p>		<h3>NEW PARTNER</h3> <p>Welcome! Please click <b>Register</b> to create your personal online account.</p> <p><input type="button" value="Register Now"/></p>	

**Step 2:** Click on the “Register Now” button at the bottom right of the page, bringing you to the “DISTRIBUTION PARTNER PROFILE” page.

<a href="#">MY ACCOUNT</a>	<a href="#">MY INFORMATION</a>	<a href="#">ORDER HISTORY</a>	<a href="#">LOGOUT</a>
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## DISTRIBUTION PARTNER PROFILE

Please complete and submit the form below.

\* Indicates Required Field

\* First Name:

\* Last Name:

\* Email:

\* Phone:  ext:

Title:

How You Heard About Us:

\* Your Organization:

<div style="background-color: #e0e0e0; padding: 2px;">Bay Cove Early Intervention</div> <div style="padding: 2px;">Boston Health Care for the Homeless</div> <div style="padding: 2px;">Brockton Family and Community Resources</div> <div style="background-color: #e0e0e0; padding: 2px;">Cambridge Vineyard</div>	<input type="button" value="▲"/> <input type="button" value="&gt;"/> <input type="button" value="▼"/> <input type="button" value="&lt;"/>	<div style="text-align: center; font-weight: bold; font-size: small;">Organization Selected</div> <div style="height: 40px; border: 1px solid #ccc;"></div>
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If your organization is NOT listed, click [here](#)

\* Your Program:

<div style="padding: 2px;">Bay Cove Early Intervention</div> <div style="padding: 2px;">Boston Health Care for the Homeless</div> <div style="padding: 2px;">Cambridge Vineyard</div> <div style="padding: 2px;">Crittenton Healthy Families</div>	<input type="button" value="▲"/> <input type="button" value="&gt;"/> <input type="button" value="▼"/> <input type="button" value="&lt;"/>	<div style="text-align: center; font-weight: bold; font-size: small;">Program Selected</div> <div style="height: 40px; border: 1px solid #ccc;"></div>
--	--	--

If your program is NOT listed, click [here](#).

**Step 3:** Enter your first name, last name, email, and phone number.

**Step 4:** Select your organization from the list by clicking on your organization name and then clicking on the arrow to move your selection to the “Organization Selected” box. If your organization is not listed, click on “If your organization is NOT listed, click here”.

## Organization Information Form:

* Organization Name	<input type="text"/>
* Organization Type:	<input type="text" value="Select an Organization Type.."/>
Organization Website:	<input type="text"/>
* Organization TaxID:	<input type="text"/>
* Organization Phone #:	<input type="text"/> ext: <input type="text"/>
* Director First Name:	<input type="text"/>
* Director Last Name:	<input type="text"/>
Assistant:	<input type="text"/>
* Director Email:	<input type="text"/>
* Street Address:	<input type="text"/> <input type="text"/>
* City:	<input type="text"/> State: <input type="text" value="Select a State.."/> Zip: <input type="text"/>

Complete the information about your organization. If your organization is a state agency (e.g. DSS, DPH) you will not have a Tax ID. To help us identify these as state agencies, please type "123456789" in the Tax ID field. (\*Indicates required field.)

**Step 5:** Select your program from the list by clicking on your program name and then clicking on the arrow to move your selection to the "Program Selected" box. If your program is not listed, click on "If your program is NOT listed, click here".

## Program Information Form:

* Program Name	<input type="text"/>
* Program Type:	<input type="text" value="Select a Program Type.."/>
Program Website:	<input type="text"/>
* Program Phone #:	<input type="text"/> ext: <input type="text"/>
Area Served:	<input type="text"/>
* # of Children Helped Per Month:	<input type="text" value="Pick # of Children.."/>
* Director First Name:	<input type="text"/>
* Director Last Name:	<input type="text"/>
Assistant:	<input type="text"/>
* Director Email:	<input type="text"/>
* Street Address:	<input type="text"/> <input type="text"/>
* City:	<input type="text"/> State: <input type="text" value="Select a State.."/> Zip: <input type="text"/>

Complete the information about your program. (\*Indicates required field.)

**Step 6:** Review all your information for accuracy, then click on the “Submit For Approval” button.

Within 3-5 days you will receive an email from us confirming your status as a partner. This email will contain your temporary system-generated password, which you will need in order to sign into the online ordering system. Please change this password to something you will easily remember (See “Editing Passwords and Partner Information”).

Partners who are new to our process are required to visit our distribution facility for an orientation before placing their first Order. You will receive an email with details on attending an orientation within 3-5 days of submitting your registration form.

## 2.) Editing Passwords and Partner Information:

**Step 1:** Access our online ordering system at <http://ordering.cradlestocrayons.org>

MY ACCOUNT	MY INFORMATION	ORDER HISTORY	LOGOUT
<b>WELCOME TO THE ONLINE ORDERING SYSTEM</b>			
<p>Cradles to Crayons is pleased to have you partner with us in helping thousands of needy children in Massachusetts. Together we make a difference.</p> <p>We provide children ages 0-12 years with everyday essentials like clothing, shoes, books, toys, arts &amp; crafts, school supplies, birthday presents and baby equipment.</p> <p>Our partners include large hospitals, community health centers, DSS workers, DPH workers, shelters and school systems, pre-school programs, parenting workshops and mentoring programs. Your participation is limited only by your ability to pick up orders in Quincy.</p> <p>If you have not previously registered using this online ordering system you must register as a new partner. <b>Your Tax ID number is required.</b> Partners new to our process must attend a brief orientation at our distribution facility prior to placing their first order.</p> <p>If you have any questions please send an email to <a href="mailto:ordering@cradlestocrayons.org">ordering@cradlestocrayons.org</a></p>			
<b>RETURNING PARTNERS</b>		<b>NEW PARTNER</b>	
<p>Welcome back! To access your account, please enter your email address and password and click <b>Sign In</b></p> <p>Email: <input type="text"/></p> <p>Password: <input type="password"/></p> <p><input type="button" value="Sign In"/></p> <p>Forgot your Password? <a href="#">Click here</a></p>		<p>Welcome! Please click <b>Register</b> to create your personal online account.</p> <p><input type="button" value="Register Now"/></p>	

**Step 2:** Enter your email and password. Click on “Sign In”, bringing you to the “MY ACCOUNT” page.

MY ACCOUNT	MY INFORMATION	ORDER HISTORY	HELP A CHILD	LOGOUT
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Home > My Account

MY ACCOUNT HOME

MY INFORMATION

ORDER HISTORY

CONTACT US

LOGOUT

### MY ACCOUNT

**Welcome Back!**

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My Information	Edit your password, change your business address, subscribe/unsubscribe to newsletter.
Order History	Review all orders placed with us.
Help A Child	Place orders to help children served by your program
Log Out	Sign out of your account

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#### RECENT CHILDREN HELPED

Order #	Order Date	Child	Status

#### MESSAGE

**Welcome to our new system**

[Click Here](#) For Directions to Our Distribution Center

The “MY ACCOUNT” page is the main page for your account. In the “MESSAGE” box on the bottom right of the screen you can find important announcements from C2C as well as some helpful links.

**Step 3:** Click on “My Information”.

<a href="#">MY ACCOUNT</a>	<a href="#">MY INFORMATION</a>	<a href="#">ORDER HISTORY</a>	<a href="#">HELP A CHILD</a>	<a href="#">LOGOUT</a>
----------------------------	--------------------------------	-------------------------------	------------------------------	------------------------

Home > [My Account](#) > My Information

[MY ACCOUNT HOME](#)  
[MY INFORMATION](#)  
[ORDER HISTORY](#)  
[CONTACT US](#)  
[LOGOUT](#)

### MY INFORMATION

\* Indicates a required field

#### EMAIL ADDRESS & PASSWORD

The following is the email we have on file for your account. If you would like to change your Email address please call 617- 471-8417 ext: 102. If you would like to change your password, write the new password in the spaces below.

\*Your email address:

\*Your new password:

\*Please re-enter your new password:

#### NAME & PHONE NUMBER

The following is the information we have on file for your account. If you would like to make any changes, do so below.

Title	First Name	MI	*Last Name

\*Phone Number [XXX-XXX-XXXX]

[Continue >](#)

**Step 4:** To change your password, type the new password in the boxes marked “Your new password” and “Please re-enter your new password”.

**Step 5:** To edit your name, title, or phone number, make changes in the boxes.

**Step 6:** Click on “Continue” at the bottom of the page.

Your changes should now be in place. If you need to change your email address, you must call 617-471-8417 ext: 102.

### 3.) Placing Orders:

**Please Note:** Under this ordering system, each child you request items for is considered an “Order”. Multiple Orders submitted by the same partner between Monday and Friday of a given week are processed as a “Batch”.

**Step 1:** Access our online ordering system at <http://ordering.cradlestocrayons.org>

MY ACCOUNT	MY INFORMATION	ORDER HISTORY	LOGOUT
<b>WELCOME TO THE ONLINE ORDERING SYSTEM</b>			
<p>Cradles to Crayons is pleased to have you partner with us in helping thousands of needy children in Massachusetts. Together we make a difference.</p> <p>We provide children ages 0-12 years with everyday essentials like clothing, shoes, books, toys, arts &amp; crafts, school supplies, birthday presents and baby equipment.</p> <p>Our partners include large hospitals, community health centers, DSS workers, DPH workers, shelters and school systems, pre-school programs, parenting workshops and mentoring programs. Your participation is limited only by your ability to pick up orders in Quincy.</p> <p>If you have not previously registered using this online ordering system you must register as a new partner. <b>Your Tax ID number is required.</b> Partners new to our process must attend a brief orientation at our distribution facility prior to placing their first order.</p> <p>If you have any questions please send an email to <a href="mailto:ordering@cradlestocrayons.org">ordering@cradlestocrayons.org</a></p>			
<b>RETURNING PARTNERS</b>		<b>NEW PARTNER</b>	
<p>Welcome back! To access your account, please enter your email address and password and click <b>Sign In</b></p> <p>Email: <input type="text"/></p> <p>Password: <input type="password"/></p> <p><input type="button" value="Sign In"/></p> <p><a href="#">Forgot your Password? Click here</a></p>		<p>Welcome! Please click <b>Register</b> to create your personal online account.</p> <p><input type="button" value="Register Now"/></p>	

**Step 2:** Type in your email and password under “RETURNING PARTNERS”. Click on “Sign In”, bringing you to the “My ACCOUNT” page.

MY ACCOUNT	MY INFORMATION	ORDER HISTORY	HELP A CHILD	LOGOUT
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Home > My Account

MY ACCOUNT HOME

MY INFORMATION

ORDER HISTORY

CONTACT US

LOGOUT

### MY ACCOUNT

**Welcome Back!**

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My Information	Edit your password, change your business address, subscribe/unsubscribe to newsletter.
Order History	Review all orders placed with us.
Help A Child	Place orders to help children served by your program
Log Out	Sign out of your account

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RECENT CHILDREN HELPED	MESSAGE																				
<table border="1"> <thead> <tr> <th>Order #</th> <th>Order Date</th> <th>Child</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>10092</td> <td>Feb 10, 2006</td> <td>Kaia</td> <td>Processing</td> </tr> <tr> <td>! 10091</td> <td>Feb 02, 2006</td> <td>Mei</td> <td>Ready for Pickup</td> </tr> <tr> <td>10072</td> <td>Feb 02, 2006</td> <td>Orlian</td> <td>Picked Up</td> </tr> <tr> <td>10049</td> <td>Jan 27, 2006</td> <td>Rin</td> <td>Picked Up</td> </tr> </tbody> </table>	Order #	Order Date	Child	Status	10092	Feb 10, 2006	Kaia	Processing	! 10091	Feb 02, 2006	Mei	Ready for Pickup	10072	Feb 02, 2006	Orlian	Picked Up	10049	Jan 27, 2006	Rin	Picked Up	<p><b>Welcome to our new system</b></p> <p>Click <a href="#">Here</a> For Directions to Our Distribution Center</p>
Order #	Order Date	Child	Status																		
10092	Feb 10, 2006	Kaia	Processing																		
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10072	Feb 02, 2006	Orlian	Picked Up																		
10049	Jan 27, 2006	Rin	Picked Up																		

**Step 3:** Click on “Help A Child”, bringing you to the “CHILD INFO” page.

[MY ACCOUNT](#)    [MY INFORMATION](#)    [ORDER HISTORY](#)    [HELP A CHILD](#)    [LOGOUT](#)

1 **Child Info**    2 Standard Items    3 Equipment    4 Review

## CHILD INFO

**Place orders to help children served by your program.**

\* Indicates a required field

\*Child First Name ONLY:

\*Age:  Under 2  2 & Over

Please select child's age

\*Gender:

Please select child's gender

\*Zip Code:

\*Caregiver's First Name ONLY:

Case Worker:

\*Child Served Before:  Yes  No

Please tell us about the child's circumstances and dreams

(250 Characters Max)

[Next](#)

**Step 4:** Enter the information for the child. For age, choose either “Under 2” or “2 & Over”, then, specify the age by choosing an option from the dropdown box located next to your age selection.

*\*Note:* Age and gender determine item options for the child. For example, a 5 year old girl’s clothing options will only include girl’s sizes within the range appropriate for that age.

After entering the child’s information, click on “Next”, bringing you to the “STANDARD ITEMS” page.

<a href="#">MY ACCOUNT</a>	<a href="#">MY INFORMATION</a>	<a href="#">ORDER HISTORY</a>	<a href="#">HELP A CHILD</a>	<a href="#">LOGOUT</a>
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1 Child Info
2 **Standard Items**
3 Equipment
4 Review

## STANDARD ITEMS

Please select the items the child needs. Enter any notes about the item requested that we should be aware of in the comments box.

	Special Notes for Specific Item (Max 40 Chars)
Clothing: <input type="text" value="-- Select One --"/>	<input type="text"/>
Shoes: <input type="text" value="-- Select One --"/>	<input type="text"/>
Books: <input type="checkbox"/> <a href="#">(Learn More)</a>	<input type="text"/>
Arts & Crafts: <input type="checkbox"/> <a href="#">(Learn More)</a>	<input type="text"/>
Toys: <input type="checkbox"/> <a href="#">(Learn More)</a>	<input type="text"/>
Winter Coats: <input type="text" value="-- Select One --"/>	<input type="text"/>
Birthday Gift: <input type="checkbox"/> <a href="#">(Learn More)</a>	<input type="text"/>

[Next](#)

**Step 5:** Choose which standard items you want for the child. Standard items include clothing, shoes, books, arts & crafts, toys, winter coats, and birthday gifts.

- Clothing:** Indicate that you want a clothing pre-pack (a seasonal bag of outfits) by selecting a size from the dropdown box for clothing.
- Shoes:** Indicate that you want shoes by selecting a size from the dropdown box for shoes.
- Books:** We automatically give each child a pack of age-appropriate books. Indicate that you do NOT want books by clicking on the “Books” checkbox so that it is unchecked. Please note if the child’s reading level is different from the child’s age or if second language books are needed.
- Arts & Crafts:** Indicate that you want arts & crafts by clicking the checkbox for arts & crafts. This item is only available for ages 3 – 12.
- Toys:** Indicate that you want toys by clicking on the checkbox for toys.
- Winter Coats:** Indicate that you want a winter coat by selecting a size from the dropdown box for winter coats. This item is only available during the winter season.

7. **Birthday Gift:** Instead of holiday presents, Cradles to Crayons gives out birthday gifts. To indicate that you want a wrapped birthday gift and a new book for the child, click on the checkbox for a birthday gift. Please note if you would like party supplies and, if so, for how many children. We recommend submitting birthday orders at least 2-3 weeks before the birthday.

For a description of the various items, click on "Learn More". Use the boxes on the right side of the page to make any notes or specifications.

When you are finished selecting items, click on "Next", bringing you to the "EQUIPMENT" page.

## EQUIPMENT

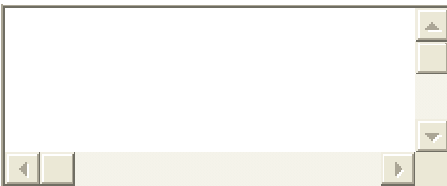
Equipment requests are filled on a first come, first serve basis when you pick up your orders. Due to limited supply and heavy demand, we cannot guarantee that the items you select will be here when you arrive. Thank you for understanding. If your equipment order is unavailable, you may resubmit an order for that item.

**\*NOTE: On this page, please select the equipment the child needs. Enter any additional equipment or order comments in the box below.**

## BEDS

Bassinet ( <a href="#">Learn More</a> )	<input type="checkbox"/>
Crib ( <a href="#">Learn More</a> )	<input type="checkbox"/>
Mattress ( <a href="#">Learn More</a> )	<input type="checkbox"/>
Portable Pack 'n Play ( <a href="#">Learn More</a> )	<input type="checkbox"/>
Portable Crib ( <a href="#">Learn More</a> )	<input type="checkbox"/>

## ADDITIONAL EQUIPMENT REQUESTS OR ORDER COMMENTS:

[Next](#)

**Step 6:** Select any equipment you want for this child by clicking on the checkbox corresponding to the desired item.

Select only one item from the BEDS, BEDDING, CAR SEATS, and STROLLERS sections. If we do not have the item you selected in stock at the time of pickup, we will substitute a like item, as available (e.g. a Bassinet instead of a Crib).

\*Note: Only equipment items appropriate for the child's age will appear in the list.

If you do not need any equipment, leave the page blank. Make any notes or specifications in the comments box at the bottom of the page.

Click on “Next”, bringing you to the “REVIEW ORDER” page.

MY ACCOUNT	MY INFORMATION	ORDER HISTORY	HELP A CHILD	LOGOUT
<a href="#">1 Child Info</a> <a href="#">2 Standard Items</a> <a href="#">3 Equipment</a> <a href="#">4 Review</a>				
<b>REVIEW ORDER</b>				
Please ensure the following information is correct.				
<b>CHILD INFO</b>		<b>EMERGENCY &amp; COMMENTS</b>		
Name: Harry Age: 1-3 Mo. Gender: B Zip: 02143 Caregiver's Name: Petunia Case Worker:		<input type="checkbox"/> Emergency Order <a href="#">Learn More</a> Reason: <input type="text"/> Comments:		
<b>ITEM</b>	<b>COMMENTS</b>	<b>QTY</b>		
Boys Clothes Pack (size 0-6 months)		1		
Bassinet		1		
<a href="#">Edit Order</a>				<a href="#">Submit Order</a>
<b>*NOTE: You will receive an email notification when your order is ready for pickup, generally 14 days after the order is placed.</b>				

**Step 7:** Review your order to make sure all the information is correct. If you wish to make a change, click on “Edit Order”.

**Step 8:** If this is an emergency order—an order that requires immediate attention due to special circumstances—mark the checkbox next to “Emergency Order” and type an explanation in the “Reason” box.

**Step 9:** Click on “Submit Order”. This takes you to a confirmation page that includes the Order # for this child.

Your order was successfully submitted for this child.

The order number is #10111. Use this number to track the order status in the My Account/Order History section.

To order for other children, click on Help Another Child.

[Help Another Child](#)

[Return to My Account](#)

Thank you for partnering with Cradles to Crayons to help children-in-need.

**\*NOTE: Orders are fulfilled and generally ready for pickup 14 days after they are placed. You will receive an email notification when your order is ready for pickup.**

**Step 10:** To order for another child, click on “Help Another Child”. To return to your main “Account” page, click on “Return to My Account”.

You will receive an email notification when your Batch is ready for pickup. Our goal is to fill Batches within 14 days.

If you wish to cancel or make changes to an Order after it has been submitted, send an email with your name, your program name, the Order #, and the changes you wish to make to that Order to [ordering@cradlestocrayons.org](mailto:ordering@cradlestocrayons.org)

## 4.) Checking the Status of an Order or Batch:

**Step 1:** Access our online ordering system at <http://ordering.cradlestocrayons.org>

MY ACCOUNT	MY INFORMATION	ORDER HISTORY	LOGOUT
<b>WELCOME TO THE ONLINE ORDERING SYSTEM</b>			
<p>Cradles to Crayons is pleased to have you partner with us in helping thousands of needy children in Massachusetts. Together we make a difference.</p> <p>We provide children ages 0-12 years with everyday essentials like clothing, shoes, books, toys, arts &amp; crafts, school supplies, birthday presents and baby equipment.</p> <p>Our partners include large hospitals, community health centers, DSS workers, DPH workers, shelters and school systems, pre-school programs, parenting workshops and mentoring programs. Your participation is limited only by your ability to pick up orders in Quincy.</p> <p>If you have not previously registered using this online ordering system you must register as a new partner. <b>Your Tax ID number is required.</b> Partners new to our process must attend a brief orientation at our distribution facility prior to placing their first order.</p> <p>If you have any questions please send an email to <a href="mailto:ordering@cradlestocrayons.org">ordering@cradlestocrayons.org</a></p>			
<b>RETURNING PARTNERS</b>		<b>NEW PARTNER</b>	
<p>Welcome back! To access your account, please enter your email address and password and click <b>Sign In</b></p> <p>Email: <input type="text"/></p> <p>Password: <input type="password"/></p> <p><input type="button" value="Sign In"/></p> <p><a href="#">Forgot your Password? Click here</a></p>		<p>Welcome! Please click <b>Register</b> to create your personal online account.</p> <p><input type="button" value="Register Now"/></p>	

**Step 2:** Enter your email and password. Click on “Sign In”, bringing you to the “MY ACCOUNT” page.

MY ACCOUNT	MY INFORMATION	ORDER HISTORY	HELP A CHILD	LOGOUT
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Home > My Account

MY ACCOUNT HOME

MY INFORMATION

ORDER HISTORY

CONTACT US

LOGOUT

### MY ACCOUNT

**Welcome Back!**

---

My Information	Edit your password, change your business address, subscribe/unsubscribe to newsletter.
Order History	Review all orders placed with us.

---

Help A Child	Place orders to help children served by your program
Log Out	Sign out of your account

#### RECENT CHILDREN HELPED

Order #	Order Date	Child	Status
10111	Feb 15, 2006	Harry	Submitted
10092	Feb 10, 2006	Kaia	Processing
! 10091	Feb 02, 2006	Mei	Ready for Pickup
10072	Feb 02, 2006	Orlian	Ready for Pickup
10049	Jan 27, 2006	Rin	Picked Up

#### MESSAGE

**Welcome to our new system**

Click [Here](#) For Directions to Our Distribution Center

**Step 3:** Click on "Order History".

MY ACCOUNT	MY INFORMATION	ORDER HISTORY	HELP A CHILD	LOGOUT
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Home > My Account > Order History

MY ACCOUNT HOME

MY INFORMATION

ORDER HISTORY

CONTACT US

LOGOUT

### ORDER HISTORY

Click on any order number to view the details of that order.

#### STANDARD ORDERS

Order #	Order Date	Child	Batch Id	Status
10111	Feb 15, 2006	Harry		Submitted
10092	Feb 10, 2006	Kaia	02-13-2006 10:12 AID_1003	Processing
<span style="color: red;">!</span> 10091	Feb 02, 2006	Mei	02-05-2006 10:06 AID_1003	Ready for Pickup
10072	Feb 02, 2006	Orlian	02-05-2006 10:06 AID_1003	Ready for Pickup
10049	Jan 27, 2006	Rin	01-29-2006 10:15 AID_1003	Picked Up

**Step 4:** Orders are listed by Order #. On this page you can view the date the Order was submitted, the child's first name, the Batch ID, and the Order status. The Order status indicates which one of these stages the Order is in:

1. **Submitted:** Indicates that the Order has been submitted, but is not yet filled.
2. **Processing:** Indicates that the Order is in progress, but is not yet filled.
3. **Ready for Pickup:** Indicates that the Order has been filled and is ready to be picked up.
4. **Picked Up:** Indicates that the Order has already been picked up.
5. **Out of Stock:** Indicates that none of the items in the Order are in stock and the Order is closed. You may reorder these items.
6. **Cancelled:** Indicates that the Order was cancelled, per your request, and will not be filled.
7. **Abandoned:** Indicates that the Order was filled but was never picked up. The Order has been broken down.

\*An exclamation point (!) next to an Order # indicates that the Order has at least one item Out of Stock.

To view an Order in detail, click on the number of the Order that you wish to view.

MY ACCOUNT	MY INFORMATION	ORDER HISTORY	HELP A CHILD	LOGOUT
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Home > My Account > Order History > Order Detail

### ORDER DETAIL

OrderID: 10111  
 Order Date: February 15, 2006  
 Status: Submitted  
 Partner Name:

Emergency Order Reason: Orphaned child was left on caregiver's doorstep.

Comments:

### CHILD INFO

Name: Harry  
 Age: 1-3 Mo.  
 Gender: B  
 Zip: 02143  
 Caregiver's Name: Petunia

ITEM	COMMENTS	QTY	OUT OF STOCK	CANCELLED
Boys Clothes Pack (size 0-6 months)		1		
Bassinet		1		

The ORDER DETAIL lists the child info and the various items that you selected for the child. In the item listing, a mark under "OUT OF STOCK" means that the item is out of stock. (You may reorder out of stock items). A mark under "CANCELLED" means the item was cancelled, per your request.

If you have any further questions about the online ordering system, email [ordering@cradlestocrayons.org](mailto:ordering@cradlestocrayons.org)