

Meritor Parts Xpress

HOW TO USE MY ORDERS -ORDER HISTORY

Order History - Available in MPX

Commitment to our customers is a top priority. We want to make it easy to do business with Meritor®. Registered users of **MeritorPartsXpress.com/eu** can now easily check the status of their shipped orders.

How To:

1. Sign in to MeritorPartsXpress.com/eu and select My Orders under the My Account menu.

Click on the **Order History** tab to see an overview of your **shipped orders**. Select the relevant ship to address which you want to view and you will be directed to the Order History Page.

2. The default setting is **Order Level**, providing a view of **shipped orders**, but this can be changed by choosing **item level**.



My Orders

Click terr loss

Order History

3. Item level shows all line items individually.

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Includes Open Orde	rs and Last 30 days of shipped o	rders. Use Advanced Se	earch for all shipped ord	lers in the last 12 mont	ths.			
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Open Order

How To:

4. Below is a view from Item level and an overview of the various functions available:

Search for a specific part number/ order number/PO number.		Select chan and s	ct advanced se ge search prefe set date parame	Request a warranty return and reorder directly from your order history. Downloa an excel version of your Order History .				
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Display By: Order History Includes Open Orde	Order Level Item Lo - Last 30 Days rs and Last 30 days of shipped or Meritor Ship To	evel rders. Use Advanced Sear Date Ordered @ 2000	Clear Filter Ad	dvanced Search Returns in the last 12 monther	irri to My Orders Do	ownload	Reque	1 2 6 st Warranty Reor
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21018986V	BREMSTAR SAINT FARGEAU PON THIERRY - SAINT FARGEAU PONT HIERRY-1-4338	15/03/2021	2083857	161116	STOCK	9	9	In Process Details
21020997PK10	BREMSTAR SAINT FARGEAU PON THIERRY - SAINT FARGEAU PONT HIERRY-1-4338	15/03/2021	2083857	161116	STOCK	9	9	In Process Details
21203141A	BREMSTAR SAINT FARGEAU PON THIERRY - SAINT FARGEAU PONT HIERRY-1-4338	15/03/2021	2083857	161116	STOCK	6	6	In Process Details
21220668	BREMSTAR SAINT FARGEAU PON THIERRY - SAINT FARGEAU PONT HIERRY-1-4338	15/03/2021	2083857	161116	STOCK	200	200	In Process Details
212211958	BREMSTAR SAINT FARGEAU PON THIERRY - SAINT FARGEAU PONT	15/03/2021	2083857	161116	STOCK	2	2	In Process Details
	HIERRY-1-4338							

Ordered Qty: the full quantity ordered.

Line Item Qty: the quantity shipped.

5. Click on In **Process Details** to see the **status of the line** and **view tracking details** (only available for shipped orders).



How To:

6. Select advanced search to change preferences and set date parameters.



 Request a warranty return directly from your order history by selecting Request Warranty. A hyperlink will then appear next to each line.

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8. Select warranty request for the order or line required.

ncludes Open Orc	udes Open Orders and Last 30 days of shipped orders. Use Advanced Search for all shipped orders in the last 12 months.													
				Clear Filter Adv	n to My O	rders	Download Request	Request Warranty						
Meritor Part 0	Meritor Ship To 🗧 🔳	Date Ordered 0 🛗	Meritor Order# 0	Customer PO 0	Order Type 🗧 🔳	Ordered	Line	Line Item Status	Warranty					
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21018986V	BREMSTAR SAINT FARGEAU P ONTHERRY - SAINT FARGEAU PONTHERRY-1-1338	16/03/2021	2083867	161116	STOCK	9	9	In Process Details	Warranty Bequest					
2102099719(10	DEEMSTNE SANT FARGEAU P ONTHETRY - SANT FARGEAU PONTHETRY 1-4338	15/03/2021	2083857	161116	STOCK	9	9	In Process Details	Warranty Request					
21203141A	RREMISTAR SAINT FARGEAU P ONTHERRY - SAINT FARGEAU PONTHERRY - 1-4208	15403429021	2083857	161116	STOCK	6	6	In Process Details	Warranty Besuest					
21220968	BREMSTAR SAINT FARGEAU P ONTHERRY - SAINT FARGEAU PONTHERRY-1-1338	16/03/2021	2083857	161116	STOCK	200	200	In Process Details	Warranty Bequest					
212211958	DREMSTAR SAINT FARCEAU P ONTERCHTY SAINT FARCEAU	15/03/2021	2083857	161116	втоск	2	2	in Process Details	Warranty Bepuest					

How To:

9. This will open the Warranty claim form. See the 'How to Guide' for Returns on www.meritorpartsxpress.com/eu





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