

## Meritor Parts Xpress

# HOW TO USE MY ORDERS - ORDER HISTORY

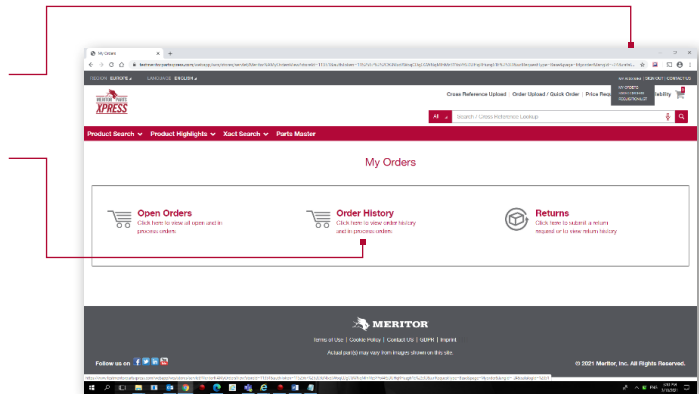
## Order History - Available in MPX

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.

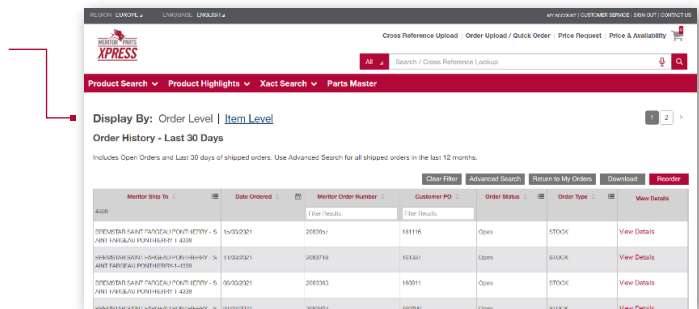
### How To:

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

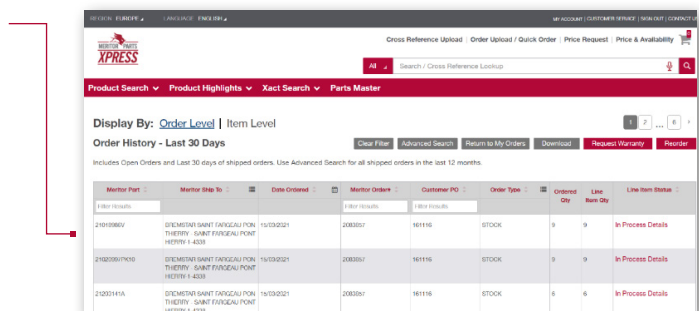
Click on the **Order History** tab to see an overview of your **shipped orders**. Select the relevant ship to address which you want to view and you will be directed to the Order History Page.



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



3. **Item level** shows all line items individually.



## How To:

- 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 **advanced search** to change search preferences and set date parameters.

Request a **warranty return** and **reorder** directly from your order history. **Download** an excel version of your **Order History**.

Display By: [Order Level](#) | Item Level

Order History - Last 30 Days

Includes Open Orders and Last 30 days of shipped orders. Use Advanced Search for all shipped orders in the last 12 months.

Meritor Part	Meritor Ship To	Date Ordered	Meritor Order#	Customer PO	Order Type	Ordered Qty	Line Item Qty	Line Item Status
21018986V	BREMSTAR SAINT FARGEAU PONT THIERRY - SAINT FARGEAU PONT HIERRY-1-4338	15/03/2021	2083857	161116	STOCK	9	9	In Process Details
21020997PK10	BREMSTAR SAINT FARGEAU PONT THIERRY - SAINT FARGEAU PONT HIERRY-1-4338	15/03/2021	2083857	161116	STOCK	9	9	In Process Details
21203141A	BREMSTAR SAINT FARGEAU PONT THIERRY - SAINT FARGEAU PONT HIERRY-1-4338	15/03/2021	2083857	161116	STOCK	6	6	In Process Details
21220668	BREMSTAR SAINT FARGEAU PONT THIERRY - SAINT FARGEAU PONT HIERRY-1-4338	15/03/2021	2083857	161116	STOCK	200	200	In Process Details
21221195S	BREMSTAR SAINT FARGEAU PONT THIERRY - SAINT FARGEAU PONT HIERRY-1-4338	15/03/2021	2083857	161116	STOCK	2	2	In Process Details
21222231PK10	BREMSTAR SAINT FARGEAU PONT THIERRY - SAINT FARGEAU PONT	15/03/2021	2083857	161116	STOCK	3	3	In Process Details

**Ordered Qty:** the full quantity ordered.

**Line Item Qty:** the quantity shipped.

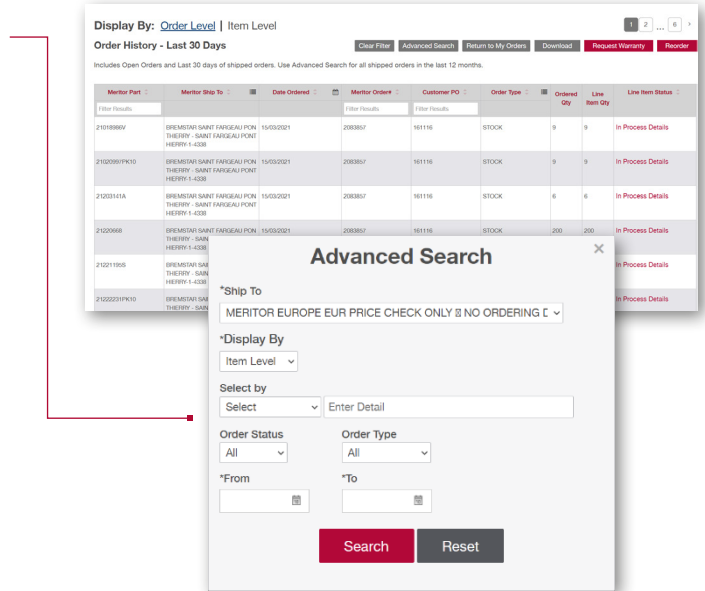
- Click on **In Process Details** to see the **status of the line** and **view tracking details** (only available for shipped orders).

Line Item Status

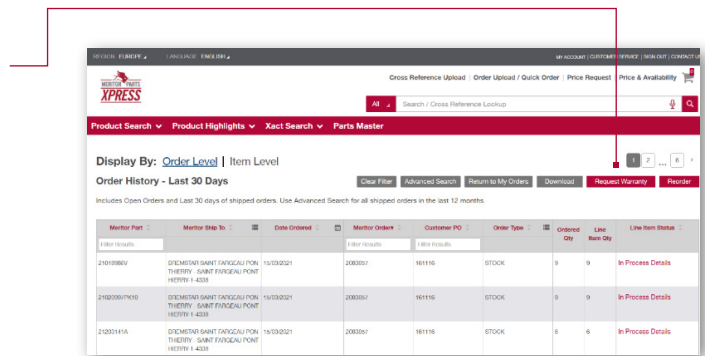
Process Date:  
Ship From: EUW

## How To:

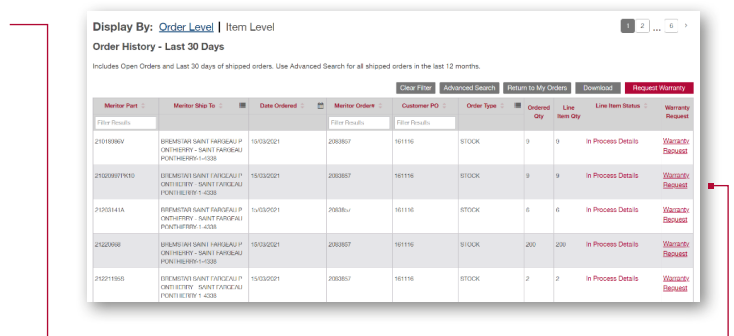
6. Select advanced search to change preferences and set date parameters.



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

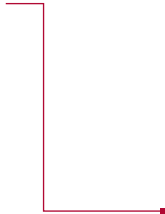


8. Select **warranty request** for the order or line required.



## How To:

9. This will open the **Warranty claim** form. See the '**How to Guide**' for Returns on [www.meritorpartsxpress.com/eu](http://www.meritorpartsxpress.com/eu)

A screenshot of a web form titled 'MERITOR PARTS XPRESS'. The form is divided into four sections: 'CUSTOMER DETAILS' with fields for 'Customer Claim Number' and 'Account#: 4338'; 'REQUESTOR DETAILS' with fields for 'First Name', 'Last Name', 'Phone Number', and 'Email'; 'COLLECTION ADDRESS' with fields for 'First Name', 'Last Name', 'Phone Number', 'Email', 'Address', 'City', 'Postcode', and 'Country'; and 'CLAIM DETAILS' with fields for 'Part#: 21018986V' and 'Quantity: 1'. The form has a red border and a drop shadow.