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# How Do I Track My Purchase Order.



By: [Jared Hale](#)

In this article, we'll describe how you can check the progress of your order and track its delivery as it travels from our warehouse to your front door.



In a world obsessed with instant gratification, there's one sentence that can make even the most patient of people lose their minds.

*"Due to [insert random issue], we are experiencing lengthy delays on the delivery of your package. We apologize for any inconvenience caused."*

That random issue could be anything from [COVID cases shutting down Chinese ports](#), to a [tanker blocking the Suez Canal](#), or even something as simple as [leaves on a train line](#). Even worse than not getting your delivery on time is not knowing what is happening when delays inevitably occur. How can you track your OLG purchase order to ensure that you don't encounter any last-minute hold-ups?

At OLG, office furniture is only a small part of what we do. For over a decade, we've been fine-tuning the customer experience all the way from purchase to install, ensuring the entire process is fast, seamless, and with as few surprises as possible. Additionally, you can be sure that nothing gets lost in the post, thanks to our robust freight network and excellent delivery partners.

In this article, we'll describe how you can check the progress of your order and track its delivery as it travels from our warehouse to your front door.

## Method One: Connote Check

When you place an order, we will usually send you two emails within 24 hours.

We will send the first email as soon as we process your order in our system. This email will contain an attached invoice and any payment terms that we have agreed upon.

Next, we will send the second email (pictured on the right) as soon as we pick your items from the warehouse and log them for collection with the courier company.

If you place your order before 10am, we will likely send the tracking email on the same day. Otherwise we generally send tracking emails within 24 hours of receiving the order

We utilize a number of different couriers and delivery partners, as a result, many of these partners supply their own unique tracking number and link. To check on the progress of your delivery in real-time, click on the tracking link to be taken to the courier's website.

Good news! You are about to take your office space to the next level!

Your order is in safe hands and my team has been picking and packing it and it is about to be right on it's way!

For your peace of mind, please find updated details of your shipment below.

PS: I highlighted all the important bits for you!

**In order to assist us in delivering your order as soon as possible, please let us know if any details need updating!**



### Thank You For Your Support!

**Additional Note: Deliveries to Queensland, please allow an extra 3 days as the current floods in the South East require a longer route to most areas. Deliveries to Western Sydney may be also delayed due to road closures in the area.**

#### YOUR GOODS SHIPPED BY:

Pick Ticket #:	SPN
Sales Order #:	SO
Your PO#:	
Carrier Name:	BORDER EXP
Tracking Number:	OLGF14
Tracking Website:	<a href="http://www.smartfreight.com/tracking/">http://www.smartfreight.com/tracking/</a>
Dispatch Date:	17/11/2022

#### RECEIVER DETAILS

Name:	
Address:	
Delivery Contact Ph #:	
Email:	<a href="mailto:orders@olgooffice.com">orders@olgooffice.com</a>

#### SHIPMENT DETAILS

Packaging Type:	CARTON
Quantity:	1
Weight (kg):	3
Cubic (m3):	0.0018

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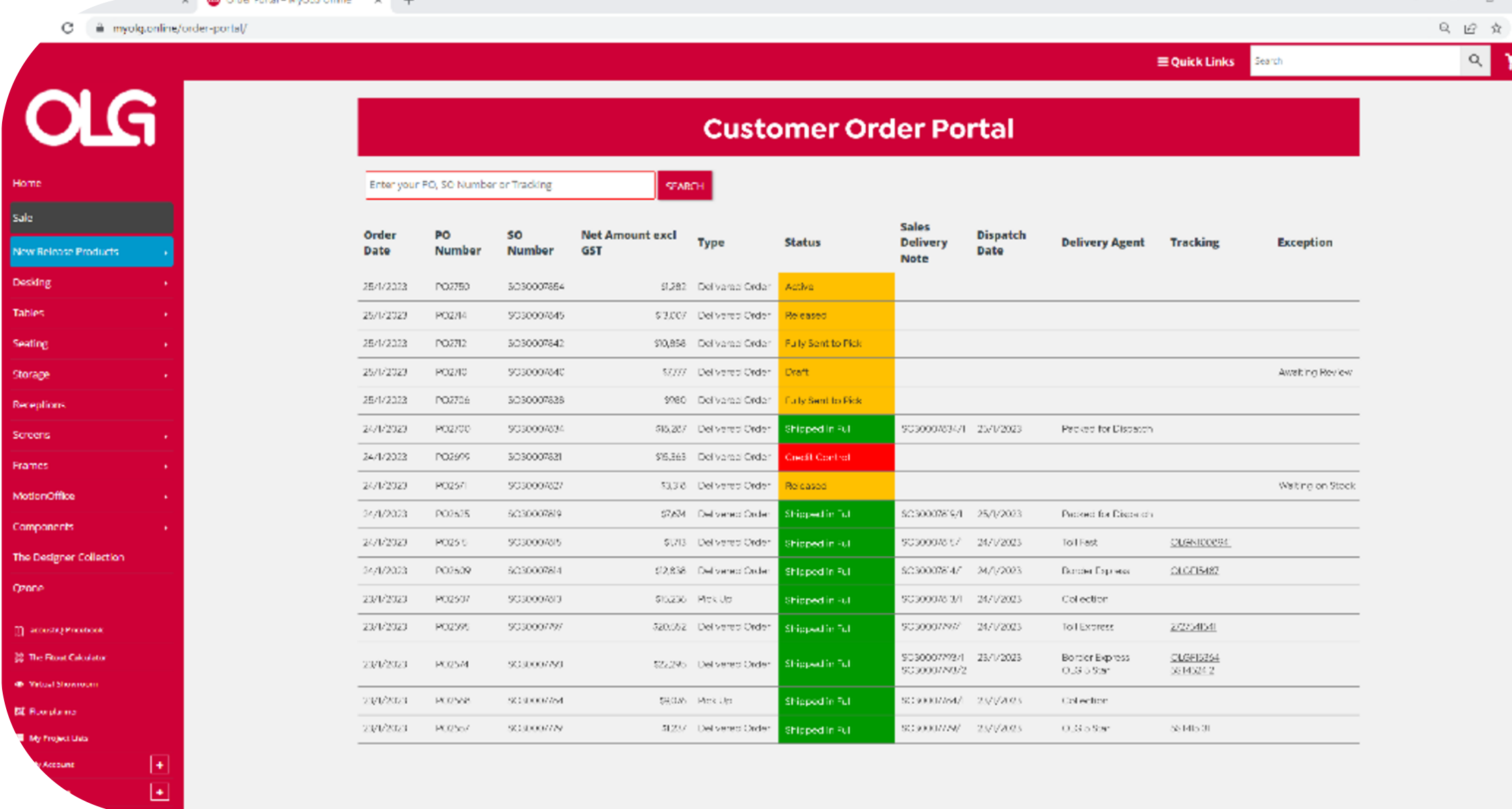
## Method Two: MyOLG Portal Check

We've recently added new functionality to our [customer order portal](#).

MyOLG Online now lists all of your orders live, regardless of how you placed it. This makes it even easier to track your purchase order.

Some other exciting functionality upgrades include:

- Ability to search via your PO number, SO number or a tracking number
- Full 60 days of history and any open orders showing.
- Tracking hyperlinks linked directly to individual carrier websites.
- Notifications of orders with payment issues so you can see them immediately.
- Any exceptions such as backorders are immediately visible.



The screenshot shows the MyOLG Customer Order Portal interface. It features a search bar at the top with the text "Enter your PO, SO Number or Tracking" and a "SEARCH" button. Below the search bar is a table of orders with the following columns: Order Date, PO Number, SO Number, Net Amount excl GST, Type, Status, Sales Delivery Note, Dispatch Date, Delivery Agent, Tracking, and Exception. The table contains 15 rows of data, with various status indicators such as "Active", "Released", "Fully Sent to PUK", "Shipped in Full", "Cancel Confirmed", and "Waiting on Stock".

Order Date	PO Number	SO Number	Net Amount excl GST	Type	Status	Sales Delivery Note	Dispatch Date	Delivery Agent	Tracking	Exception
25/12/2023	PO2750	SO30007854	\$2,282	Delivered Order	Active					
25/12/2023	PO2746	SO30007849	\$2,007	Delivered Order	Released					
25/12/2023	PO2752	SO30007842	\$9,858	Delivered Order	Fully Sent to PUK					
25/12/2023	PO2747	SO30007840	\$2,777	Delivered Order	Shipped					Awaiting Review
25/12/2023	PO2756	SO30007838	\$980	Delivered Order	Fully Sent to PUK					
24/12/2023	PO2750	SO30007831	\$6,267	Delivered Order	Shipped in Full	SO30007831	23/12/2023	Project for Dispatch		
24/12/2023	PO2695	SO30007828	\$5,363	Delivered Order	Cancel Confirmed					
24/12/2023	PO2697	SO30007827	\$3,320	Delivered Order	Backorder					Waiting on Stock
24/12/2023	PO2675	SO30007819	\$7,804	Delivered Order	Shipped in Full	SO30007819	23/12/2023	Project for Dispatch		
24/12/2023	PO2675	SO30007825	\$6,113	Delivered Order	Shipped in Full	SO30007817	21/12/2023	Full Rest	OLG6100221	
24/12/2023	PO2629	SO30007814	\$2,838	Delivered Order	Shipped in Full	SO30007817	24/12/2023	Business Express	OLG025482	
23/12/2023	PO2597	SO30007813	\$1,620	Pre-Order	Shipped in Full	SO30007810	21/12/2023	Collector		
23/12/2023	PO2595	SO30007797	\$20,562	Delivered Order	Shipped in Full	SO30007797	21/12/2023	Full Express	OLG224021	
23/12/2023	PO2594	SO30007793	\$5,296	Delivered Order	Shipped in Full	SO30007793	23/12/2023	Business Express	OLG610254	
23/12/2023	PO2594	SO30007794	\$4,506	Pre-Order	Shipped in Full	SO30007794	21/12/2023	Collector		
23/12/2023	PO2597	SO30007792	\$1,257	Delivered Order	Shipped in Full	SO30007792	21/12/2023	Collector	OLG610254	

## Why Haven't I Received My Tracking Email?

There are a few scenarios where no tracking information will be provided. These include:

- Any order with same day delivery.
- An order with same day delivery plus install.
- The courier company selected has not providing tracking information to us.

In most of these cases, we'll communicate when you should expect your delivery and proactively let you know of any changes to the courier's schedule.



## We're Here to Help.

As one of Australia's leading office furniture wholesalers, we do everything in our power to support [project managers](#) and [resellers](#). For a full list of everything we can do, check out [How OLG Can Win You a Deal](#).

Stuck for ideas? Or maybe you just want an office furniture wholesaler that you can rely on. Get in touch with us [here](#) or give us a call on **02 8188 2732** so we can discuss some options.

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