



By: Jared Hale

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How Do I Track My Purchase Order.

“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. So, how do you track your OLG purchase order to make sure you aren't stung with 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, making sure that the entire process is fast, seamless and with as few surprises as possible. From [our robust freight network](#) to [our partner network](#), we can be sure that nothing gets lost in the post.

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 placing an order, there are two emails that you will receive within 24 hours.

The first email is automated and is sent as soon as the order is processed in our system. That email contains an attached invoice as well as any payment terms that have been agreed upon.

The second email (pictured right) is sent as soon as the items have been picked from the warehouse and logged for collection with the courier company.

If the order is placed before 10am, there's a good chance the tracking email will be sent on the same day. If not, tracking emails are generally sent within 24 hours of the order being placed.

We utilize a number of different couriers and delivery partners, the majority of which supply their 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.

Method Two: MyOLG Portal Check

OLG are in the process of rolling out new functionality to the [MyOLG customer portal](#). As part of this upgrade, connotes and tracking information will be automatically added to your order and visible online.

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.
- Any 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.

IF All Else Fails, We're Here to Help

If you're still struggling to find tracking information on your OLG order, we're more than happy to do some digging to find out what's happening.

Get in touch [here](#) or give us a call on **02 8188 2732** and we'll get to work.

Still not convinced? These are just some of the reasons OLG is the preferred office furniture supplier for so many Australian resellers. If you need help choosing the best furniture wholesaler for your business needs, feel free to drop us an email at info@olgooffice.com or give us a call on **(02) 8188 2732**.