

Order Tracking for Child Accounts

A system flag controls whether users can see all orders for all accounts they have access to or only the current account they are on.

Step-by-step guide

1. Login as administrator
2. Go to **Preferences --> System Preferences**
3. Go to Browse
4. In the "**Order Search Options**", the "Include all MultiAccount Customer Orders" can be ticked to include all orders on one screen. If this is not ticked, the order track page will only include those orders for the current customer. To see how to set up users to be attached to multiple accounts, see [Why can't a user drill down to a sales order from the bill-to account?](#)

Order Search Options

Use APN instead of Product Code : ☐

Remove Price information : ☐

Show Nett Price for Line Items : ☐

Include all MultiAccount Customers Orders : ☒

Restrict Order search to Warehouse :

Show Warehouse Code : ☒

Enable ERP Invoice Reprint : ☒

Include User Id On OrderTrack : ☐

Include Approver Email For Approvals On OrderTrack : ☐



This does not work off the PRONTO Bill To structure. The accounts MUST be set up in the Multi Customer area against a user. This allows for more flexibility in control over the accounts. See [Why can't a user drill down to a sales order from the bill-to account?](#) for details on setting this up.

Related help

- [Ordering Functions](#)
- [Order Tracking / Order History](#)
- [Carrier Track and Trace links](#)
- [Allow Users With Multiple Accounts to Track All Orders](#)
- [Order Shipped emails](#)