


Allow Users With Multiple Accounts to Track All Orders

Overview

Administrators can enable or disable the setting to control whether B2B users can track orders for ALL customer accounts they have access to, or just those of the account they are currently in. When a user logs into your website, they are taken to their default customer account. However, some users are associated with multiple customer accounts. They can switch to another account while logged in. When a user accesses Order Tracking from the Dashboard menu, you can decide whether they can see all orders from all accounts or just those for the account they are in.



This does not operate from the PRONTO Bill-To structure. Accounts MUST be set up in the CSS Multi Customer area against the user.

This allows for more flexibility in control over the accounts.

See [Drilling Down to a Sales Order from the Bill-To Account](#) for details on setting this up.

Step-by-step guide

To allow multiple account users to view all orders:

1. Login to your website and navigate to **Preferences System Preferences (/zPrefs.aspx)**.
2. Click the **Browse** tab.
3. In the **Order Search Options** section, tick the **Include all MultiAccount Customer Orders** checkbox.
If this is not ticked, the Order History/Track Orders page will only include orders for the account the user is currently in.
4. To save, click the **Update** button.

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 : ☐

Additional Information



This functionality is not available where Live order enquiries are made, due to speed considerations with the ERP query. Only sites using standard order tracking can enable this function.

Minimum Version Requirements	**.*.*
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Prerequisites	Does not operate from the PRONTO Bill-To structure. Accounts MUST be set up in the CSS Multi Customer area against the user.
Self Configurable	Yes
Business Function	Orders
BPD Only?	Yes
B2B/B2C/Both	B2B
Third Party Costs	n/a

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](#)