



# Track an Order

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## Purpose of This Topic

This topic explains how to track orders on the U.S. Mint's Online Product Catalog.

## How You Can Track Orders

How you track your orders depends on whether you are a *member* or a *non-member*. If you have created an account with the U.S. Mint's Online Product Catalog, you are considered a member. If you do not have an account, you are considered a non-member.

You can track orders in either of the following ways:

- (*Non-members and Members*) By clicking on the **Track Order** link, visible on most of the U.S. Mint Online Product Catalog Web pages, or
- (*Members only*) By clicking on the **My Account** link and logging in to your account. Using this option, you can view your entire order history.



*If you want to take advantage of the U.S. Mint's special member services and privileges, including a complete order history, we recommend that you [create an account](#).*



# Track an Order

## Retrieve Order Information (Non-members)

### Steps for Tracking an Order

#### Retrieve Order Information (Non-members)

1. From virtually any page on the U.S. Mint's Online Product Catalog site, click the **Track Order** link, located just below the page banner (framed by a red box in Figure 1).

The **Track Order** page appears, as shown in Figure 2.

Figure 1. Track Order Link



Figure 2. Track Order Page



2. In the **Order Number** field, type the Order Number that you received with your Order Confirmation.



## Track an Order Retrieve Order Information (Non-members)

3. In the **Last Name** field, type your last name (or the last name of the person who placed the order).
4. Click **Submit**. The Track Order page refreshes and shows the following information:
  - Order number
  - Order date and time
  - Order status
  - **Billed To** and **Shipped To** information
  - Shipping method
  - Tracking number (if available)
  - Product summary (similar to the summary used in your Wish List and Shopping Cart).
5. At the bottom of the page, click one of the two buttons:
  - *If you want to return to the **Catalog Home** page, click **Continue Shopping**.*
  - *If you want to display the **Order Number** and **Last Name** fields and enter information for another order, click **Track Order**.*

### From Here...

- Go to the next section: [Retrieve Order Information \(Members\)](#)
- [View all topics related to tracking orders](#)
- [View the Main Topic page](#)



# Track an Order

## Retrieve Order Information (Members)

### Retrieve Order Information (Members)

If you have created an account on the U.S. Mint's Online Product Catalog site, you can track individual orders and view your entire order history. To view your order history, you must first log in to your account.

### Log In from the Catalog Home Page

1. On the right side of the Catalog Home page, locate the **My Account** section. See Figure 3.

Figure 3. My Account Section

**My Account**

**New Users**

Take advantage of additional services and privileges.

**User Name**

**Password**

**Sign In**

**Forgot User Name**

**Forgot Password**

2. Type your **User Name** and **Password** in their respective fields.
3. Click **Sign In**. A Welcome message is displayed as shown in Figure 4.

Figure 4. Welcome Message





# Track an Order

## Retrieve Order Information (Members)

### Track Your Order

1. Click the **Track Order** link, shown in Figure 5.

Figure 5. Track Order Link



The **Track Order** page appears. This page is shown in Figure 6.

Figure 6. Track Order Page





# Track an Order

## Retrieve Order Information (Members)

2. If you want to retrieve information for one order only, type your **Order Number** and **Last Name** in their respective fields, then click the **Submit** button. The **Track Order** page refreshes and shows the following information:

- Order number
- Order date and time
- Order status
- **Billed To** and **Shipped To** information
- Shipping method
- Tracking number (if available)
- Product summary (similar to the summary used in your Wish List and Shopping Cart)

3. If you want to view multiple orders, or if you do not remember your order number, click the **Order History** button. The **My Order History** page appears.

Figure 7 provides an illustration of the **My Order History** page. Table 1 describes the pointers in Figure 7.

Figure 7. My Order History Page

The screenshot shows the 'My Order History' page on the United States Mint Online Catalog. At the top, there is a navigation bar with links for 'Catalog Home', 'What's New', 'My Account', 'Track Order', and 'Shopping Cart'. Below this is a search bar with a 'GO' button. The main heading is 'My Order History'. A paragraph explains that the most current order appears at the top and that future purchases made by mail, phone, or fax may not be reflected. Below this is a search bar with 'All Orders' selected and a 'Go' button. A table lists orders with columns for 'Order Number' and 'Date'. A 'Continue Shopping' button is located at the bottom left. Red arrows labeled A, B, and C point to the search bar, the order list, and the Continue Shopping button respectively.

Order Number	Date
<a href="#">Order Number: 14651312</a>	<a href="#">Tuesday, April 20, 2004</a>
<a href="#">Order Number: 14155730</a>	<a href="#">Friday, February 13, 2004</a>
<a href="#">Order Number: 14081068</a>	<a href="#">Monday, December 29, 2003</a>
<a href="#">Order Number: 13644375</a>	<a href="#">Tuesday, October 14, 2003</a>
<a href="#">Order Number: 13580528</a>	<a href="#">Sunday, September 14, 2003</a>
<a href="#">Order Number: 13277529</a>	<a href="#">Thursday, August 14, 2003</a>
<a href="#">Order Number: 13082874</a>	<a href="#">Thursday, July 31, 2003</a>
<a href="#">Order Number: 12961480</a>	<a href="#">Wednesday, July 23, 2003</a>
<a href="#">Order Number: 12852906</a>	<a href="#">Thursday, July 10, 2003</a>



# Track an Order

## Retrieve Order Information (Members)

Table 1. My Order History Page Features

Pointer/Feature	Description
Pointer A: Dropdown list and <b>Go</b> button	<i>If you want to view your order history for the last three months,</i> <ol style="list-style-type: none"> <li>1. Click the dropdown arrow.</li> <li>2. Select <b>Recent Orders (3 Months)</b> from the list.</li> <li>3. Click the <b>Go</b> button to the right of the list.</li> </ol>
Pointer B: List of orders by number and date	Each order number is a link. Click a number to view the <b>Track Order</b> page for that order.
Pointer C: <b>Continue Shopping</b> button	Click this button to return to the <b>Catalog Home</b> page and continue shopping.

If you clicked an order number to view order details, the **Track Order** page appears. This page includes the information listed in Step 2, above. The product summary at the bottom of the page is illustrated in Figure 8.

Figure 8. Product Summary

Product Name	Quantity	Price (each)	Total Price	Item Status	Cancel
2000 VA OFFICIAL COIN COVER	1	19.95	19.95	In stock and reserved	<input type="checkbox"/>



Orders for in-stock collectibles are processed and shipped immediately and cannot be canceled. However, items with an expected-to-ship date can be canceled by checking the check box in the **Cancel** column (framed in red in Figure 8) and clicking **Cancel Item(s)**.

*If you do not see a check box, your order cannot be canceled.*



## Track an Order Retrieve Order Information (Members)

4. At the bottom of the page, click one of the three buttons:
  - *If you want to return to the **Catalog Home** page, click **Continue Shopping**.*
  - *If you want to view a list of all of your orders, click **Order History**.*
  - *If you want to cancel an item with a visible check box in the **Cancel** column,*
    - (a) Check the box in the **Cancel** column.
    - (b) Click **Cancel Item(s)**. When the **Cancel Order Items** confirmation page appears, click **Cancel Item(s)** again.

### From Here...

- [View all topics related to tracking orders](#)
- [View the Main Topic page](#)