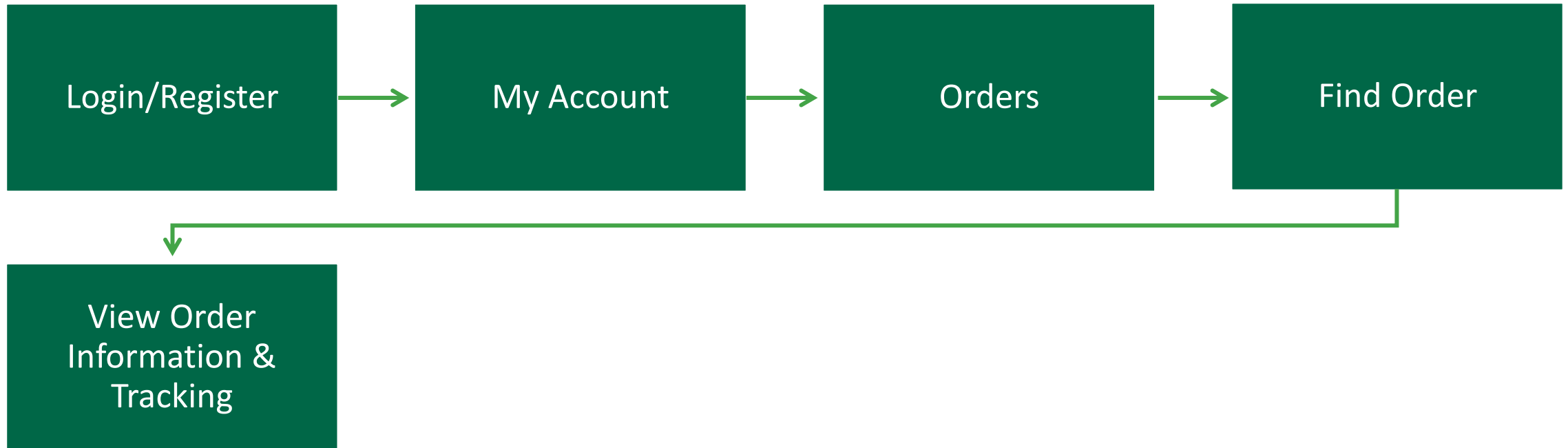


neogen.com

Order History

Order History

To view and track your online and offline orders, use our Order History feature under My Account.



Navigate to Order History

Our Order History feature is available to registered customers. You must log in or register your pre-existing Neogen account to view your orders.

1. Select the My Account user icon.
2. Log in or register to access your account.
3. From the My Account drop-down menu or page, select Orders.

**Features shown on this page may not be available in all countries and users may not have access to all options.*



My Account Icon

This screenshot shows the top navigation bar of the Neogen website. The navigation menu includes links for ABOUT, CAREERS, INVESTORS, SUPPORT, and CONTACT. On the right side, there are links for USD, TRANSLATE, and UNITED STATES. The Neogen logo is prominently displayed on the left. A search bar is located in the center, with the placeholder text "Search by keyword, description, or SKU no.". To the right of the search bar is a user icon (a person silhouette) and a shopping cart icon with "(0)" next to it. Below the navigation bar, there are links for Industries, Solutions, and Products, and Special Offers and Quick Order. The main content area is divided into two sections: "Login" and "New to Neogen.com?". The "Login" section contains input fields for Email and Password, a "Remember me" checkbox, and a "Forgot password?" link. A green "Login" button is at the bottom of this section. The "New to Neogen.com?" section lists benefits of registering, such as self-service ordering options, saving favorite items, and tracking order status. A green "Register" button is at the bottom of this section.

This screenshot shows the "My Account" page on the Neogen website. The navigation bar is identical to the previous screenshot. The main content area features a breadcrumb trail "Home / My Account" and a large heading "Orders" in red. Below the heading is a dark navigation bar with tabs for PROFILE, WALLET, ORDERS (which is highlighted with a red box), LISTS, and USERS. A message states: "Need help managing your account? Visit the help page for user guides and other resources." Below this is a section titled "Selected Account" with the following details: Account Name: [redacted], Account Number(s): [redacted], Country: United States, and Currency: USD.

Find Order

The Orders tab displays all online and offline orders for the account by order date.

Search

Use the search box to find the order you are looking for. You can search by:

- Order Number (e.g., 12345)
- PO Number
- Confirmation Number (e.g., W1234567)
- Invoice Number (e.g., 90012345)
- Item Number (e.g., 700001234)

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ABOUT | CAREERS | INVESTORS | SUPPORT | CONTACT USD TRANSLATE UNITED STATES

NEOGEN Search by keyword, description, or SKU no. (0)

Industries Solutions Products Special Offers Quick Order

Home / My Account

PROFILE WALLET **ORDERS** LISTS USERS HELP

Need help managing your account? Visit the [help page](#) for user guides and other resources.


Orders

Search Export

| Order Number | Order Status | Order Date | Purchase Order | Order Total | Placed | Ship To | View Receipt | Reorder |
|--------------|--------------|--------------|----------------|-------------|------------|-----------|--------------|---------|
| 123456789 | Submitted | May 29, 2024 | PO12345678 | \$1,524.03 | Online - W | 123456789 | | |


Requested Future Shipping Date: Wednesday, June 5
*Availability is subject to change between today and your requested future shipping date.

Shipment 1 of 2

| Item | Qty | Unit Price | Subtotal | Reorder Item |
|---|-----|------------|------------|--------------|
|  Potato Dextrose Agar - 5 kg SKU No. 700003017 | 2 | \$762.01 | \$1,524.03 | Reorder Item |

Shipment 2 of 2
Shipped Wednesday, May 29

View Invoice View Packing List Track Shipment

| Item | Qty | Unit Price | Subtotal | Reorder Item |
|---|-----|------------|------------|--------------|
|  Universal Pre-enrichment Broth - 10 kg SKU No. 700003079 | 1 | \$1,524.03 | \$1,524.03 | Reorder Item |

View Order Information

Order Information

In the order header you can find the order number, order status, order date, purchase order, order total, placed (online or offline), ship-to address and a link to view the receipt.

Shipment Information

Below the order header, each shipment is displayed with the items contained in the shipment.

If a future shipping date was requested on the order, it will display above the shipments.

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The screenshot displays the NEOGEN website interface. At the top, there is a navigation bar with links for ABOUT, CAREERS, INVESTORS, SUPPORT, and CONTACT. The user is logged in as 'USD TRANSLATE' and 'UNITED STATES'. A search bar is present with the text 'Search by keyword, description, or SKU no.' and a shopping cart icon showing '(0)'. Below the navigation bar, there are links for 'Industries', 'Solutions', and 'Products', along with 'Special Offers' and 'Quick Order'. The main content area is titled 'Home / My Account' and features a dark navigation bar with 'PROFILE', 'WALLET', 'ORDERS', 'LISTS', 'USERS', and 'HELP'. A message states: 'Need help managing your account? Visit the help page for user guides and other resources.' The 'Orders' section includes a search bar and an 'Export' button. A table of orders is shown, with one order highlighted in a red box. The order details are as follows:

| Order Number | Order Status | Order Date | Purchase Order | Order Total | Placed | Ship To | View Receipt | Reorder |
|--------------|--------------|--------------|----------------|-------------|------------|------------|--------------|---------|
| 1000000001 | Submitted | May 29, 2024 | 1000000001 | \$1,524.03 | Online - W | 1000000001 | View Receipt | Reorder |

Below the table, a message indicates: 'Requested Future Shipping Date: Wednesday, June 5. *Availability is subject to change between today and your requested future shipping date.' The shipment details are as follows:

| Item | Qty | Unit Price | Subtotal | Reorder Item |
|--|-----|------------|------------|--------------|
| Potato Dextrose Agar - 5 kg SKU No. 700003017 | 2 | \$762.01 | \$1,524.03 | Reorder Item |

Shipment 2 of 2 is shown as 'Shipped Wednesday, May 29'. It includes links for 'View Invoice', 'View Packing List', and 'Track Shipment'. The shipment details are as follows:

| Item | Qty | Unit Price | Subtotal | Reorder Item |
|---|-----|------------|------------|--------------|
| Universal Pre-enrichment Broth - 10 kg SKU No. 700003079 | 1 | \$1,524.03 | \$1,524.03 | Reorder Item |

View Order Tracking

Order Tracking

When a shipment ships your order history will update with a shipped date, invoice, packing list and carrier tracking link.

Select the View Invoice or View Packing List icons to open the documents in a new tab. In the new tab you have the options to download or print the document.

Select the Track Package icon to be directed to the carrier's website to check the status of your shipment.

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The screenshot shows the NEOGEN website's 'My Account' page. At the top, there is a navigation bar with links for ABOUT, CAREERS, INVESTORS, SUPPORT, and CONTACT. The user is logged in as 'USD' and 'UNITED STATES'. A search bar is present with the text 'Search by keyword, description, or SKU no.' and a shopping cart icon showing '(0)'. Below the navigation bar, there are links for 'Industries', 'Solutions', and 'Products', along with 'Special Offers' and 'Quick Order'. The main content area has a breadcrumb trail 'Home / My Account' and a dark navigation bar with 'PROFILE', 'WALLET', 'ORDERS', 'LISTS', 'USERS', and 'HELP'. A message states: 'Need help managing your account? Visit the help page for user guides and other resources.' The 'Orders' section includes a search box and an 'Export' button. A table lists order details:




| Order Number | Order Status | Order Date | Purchase Order | Order Total | Placed | Ship To | View Receipt | Reorder |
|--------------|--------------|--------------|----------------|-------------|------------|------------|--------------|---------|
| 1000000000 | Submitted | May 29, 2024 | 1000000000 | \$1,524.03 | Online - W | 1000000000 | | |


Below the table, it indicates 'Requested Future Shipping Date: Wednesday, June 5' and '*Availability is subject to change between today and your requested future shipping date.' The order is split into two shipments:

Shipment 1 of 2

| Item | Qty | Unit Price | Subtotal | Reorder Item |
|---|-----|------------|----------|--------------|
|  Potato Dextrose Agar - 5 kg SKU No. 700003017 | 2 | | | |

Shipment 2 of 2
Shipped Wednesday, May 29

View Invoice  View Packing List  Track Shipment 

| Item | Qty | Unit Price | Subtotal | Reorder Item |
|---|-----|------------|----------|--------------|
|  Universal Pre-enrichment Broth - 10 kg SKU No. 700003079 | 1 | | | |

Export Order History

Filter and Export

Use the order placed in date filter and export tool to download a report of your order history by line item.

When you select the custom date range option, you can choose a start and end date.

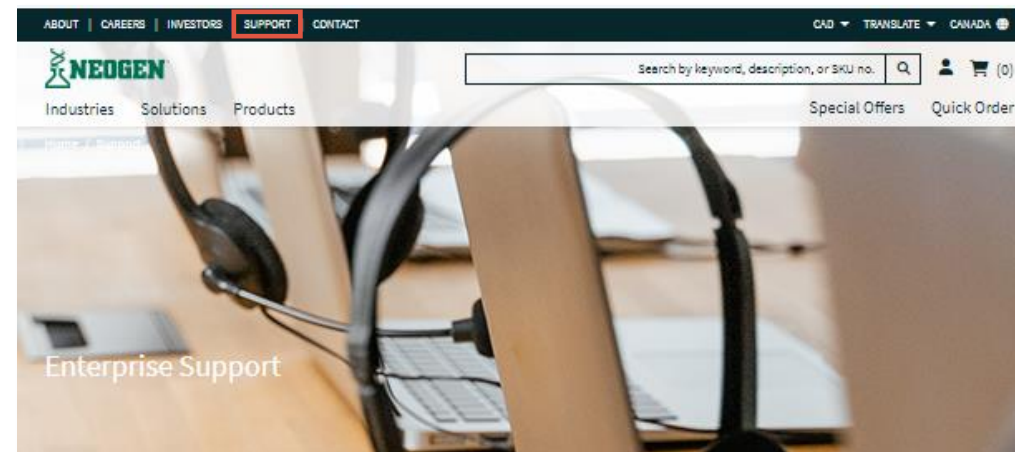
The screenshot shows the Neogen account interface. At the top, there is a navigation bar with links for ABOUT, CAREERS, INVESTORS, SUPPORT, and CONTACT. The user is logged in as 'UNITED STATES'. The main header includes the Neogen logo, a search bar, and a shopping cart icon with '(0)' items. Below the header, there are links for Industries, Solutions, and Products, along with Special Offers and Quick Order. The user's account path is 'Home / My Account'. A secondary navigation bar contains PROFILE, WALLET, ORDERS (selected), LISTS, USERS, and HELP. A message states: 'Need help managing your account? Visit the help page for user guides and other resources.' The 'Orders' section features a search bar and a dropdown menu for 'Orders Placed In'. The dropdown is open, showing options: Last 3 Months (selected), Last 30 Days, Last 3 Months, Last 6 Months, Last 12 Months, and Custom Date Range. An 'Export' button is visible to the right of the dropdown. Below the dropdown is a table of orders with columns: Order Number, Order Status, Order Date, Order Total, Placed, Ship To, View Receipt, and Reorder. The first row shows a 'Submitted' order from 'Jun 5, 2024' with a total of '0.00' and status 'Offline'. Below the table, a shipment detail for 'Shipment 1 of 1' is shown, listing an item: 'Petrifilm® Staph Express Count Plates - 500 plates' (SKU No. 700002231) with a quantity of 1. A 'Reorder Item' button is located to the right of the item details.

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Support

We are always happy to help! Visit our support page by selecting “Support” in our website header or footer to find customer resources and get connected to our team.

- Hardware Support
- Software Support
- Document Search
- Customer Support



Streamlining support

Explore the many ways our expert teams can help—no matter what challenge you're facing.



Hardware Support

Request a hardware repair or calibration from our service center experts.

[Learn More](#)



Software Support

Download software for the first time or troubleshoot your existing software.

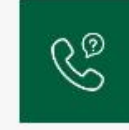
[Learn More](#)



Document Search

From user manuals to product inserts, get product information you need.

[Learn More](#)



Customer Support

Our team is on hand for any questions or requests. We look forward to hearing how we can help.

[Learn More](#)

