MyCanon Business



QUICK START INSTRUCTIONS

HOW TO VIEW SUPPLY/PARTS ORDERS

Video tutorials available on Open Supply Orders, Closed Supply Orders, and Order Inquiry pages.

- Under the “Products & Supplies” tab, you may select “Open Supply Orders”, “Closed Supply Orders”, or “Order Inquiry” to view all orders for an account, whether entered through MyCanon Business Shop or by a Canon representative.
  - **Open Supply Orders** – Filtered by open supply orders only. Default setting displays the last 30 days.
  - **Closed Supply Orders** – Filtered by closed supply orders only. Default setting displays the last 30 days.
  - **Order Inquiry** – Search for Supply and Parts orders. Default setting displays the last 30 days.
- Using search criteria on the left, filter by Order Number, Serial Number, Model, PO Number, Created By, and/or Date.
- Once results have been retrieved, click on Order Details or Order Number to display full order details, including tracking information, if available. Tracking information can also be viewed by clicking the + sign on the main screen.
- For billable orders, invoices can be viewed from the “Closed Supply Orders” or “Order Inquiry” pages for users who have access to invoices.
- For orders entered through MyCanon Business Shop, the Order History will display orders entered in Shop for the specific user account that is logged in.
  - ***Please note:*** *You can export complete order information to Microsoft Excel from any of the order pages.*

If you need assistance with an order, please refer to our customer support page for Supplies - Media, Ink, and Toner. https://www.usa.canon.com/business/products/toner-supplies



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