

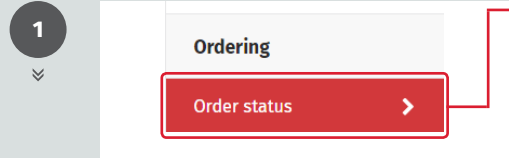
Tracking the status of your order

Why? You can check the status of all your orders, whether they are ordered in branch or online without the hassle of phone calls or emails.



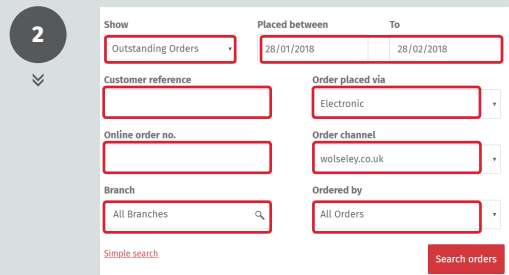
Top tips

Available on mobile



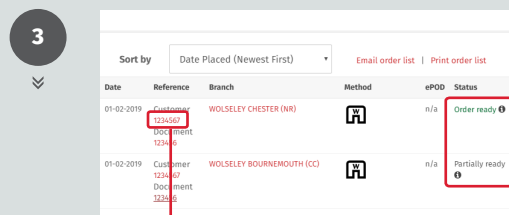
Click on 'My Account' then select 'Order status'

The page will show your most recent outstanding orders



You can search for a specific order using the filters:

- Date
- Status
- Customer reference
- Branch
- Online order no.
- Order channel
- Orders placed by (branch, electronic, customer support centre)

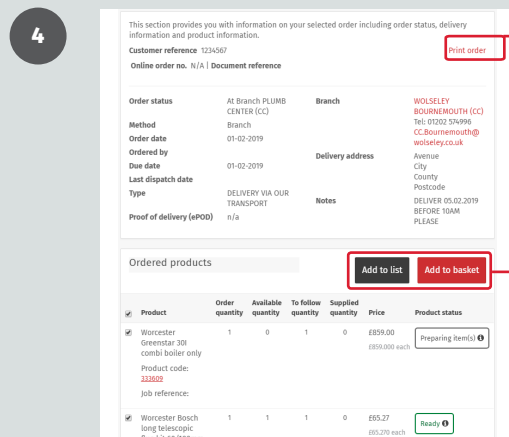


You can view the status of your orders:

- Order received
- Being processed
- Preparing order
- Order ready
- Partially ready
- Completed
- Cancelled

You can also view your ePODs, if there is one associated to your order

Email or print your order list




You can click here to print the order details

Save the order to a list or add straight to basket for easy re-ordering



If you have any questions, need any help, or have feedback, please call our Online Support team, or email us

 onlinesupportteam@wolsley.co.uk

 **0344 891 0196**

 wolsley.co.uk/benefits/order-status

Work smarter, not harder at **wolsley.co.uk** and let us do the legwork for you