Frequently Asked Questions

- **How can I go back and view my order after it's been entered / placed?**
  Go to **MY ORDERS** located on the top right of the screen or click on **REVIEW MY ORDERS**. If you do not see your order use the filters located on the left side of the screen. We recommend entering the date parameters for the time period the order may have been entered. Lastly, change the **STATUS** (located near the bottom of the filters list) to **ALL** then click **APPLY**.

- **How do I find my order if I started it but didn't complete it?**
  Go to My Orders located on the top right of the screen or click on **REVIEW MY ORDERS**. If you do not see your order use the filters located on the left side of the screen. We recommend entering the date parameters for the time period the order may have been entered. Lastly, change the **STATUS** (located near the bottom of the filters list) to **DRAFT** then click **APPLY**.

- **How do I locate and look up inventory?**
  Go to **PRODUCTS** on the top right of the screen or click on **ORDER ENTRY** and search by product name or style number. Use the filters on the right to narrow down search results.

- **How do I filter for certain inventory items?**
  Do not make plural. The less letters the better. Example: pant vs pants. Enter **PAN**.

- **How do I ensure my order will be placed if I don't enter Credit Card info?**
  Once an order is received, you will receive an order confirmation. However, unless you have authorized a credit card on file with a customer success representative, you order will remain in que. If a credit card has been authorized. Your order will automatically process and you will receive an email confirmation reflecting a paid invoice.

- **Where do I enter Credit Card info?**
  RepSpark does not allow for payment information to be entered into the site. Credit card information can only be added to the account by a customer success representative. We look forward to serving you! Call **800.914.7774**.

- **What are shipping charges?**
  Shipping charges are reflected on the invoice. The Customer Success team can provide a quote before shipping.

- **How do I do a dropship, i don't want to ship to the address popping up?**
  Once you enter po#, etc, scroll to bottom of page. On bottom left there is an orange box with a plus sign, click there. Type in your drop ship address information. (The code for United States is USA). Go back to top right of page and **SAVE**.

- **How do I update my account details?**
  Email account number and changes needed to Customer Success at **customersuccess@ boxercraft.com**

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