

PURPOSE: THIS QUICK REFERENCE GUIDE IS INTENDED TO PROVIDE INFORMATION ON HOW TO CHECK THE STATUS OF YOUR ORDER TO BETTER UNDERSTAND WHAT'S HAPPENING.

**PICK IT**

**CLICK IT**

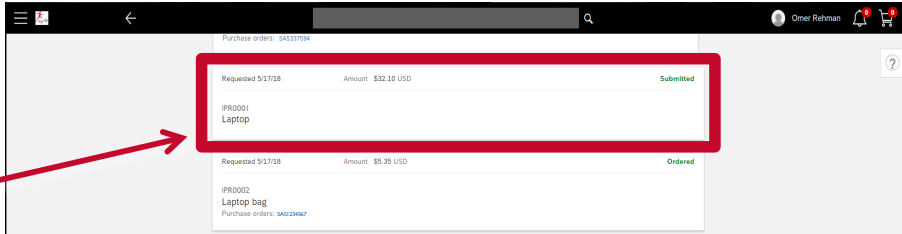
**SHIP IT**

1



On the MyScholarShop home page, click on "Your requests" in the left margin.

2



Locate and click on the order for which you would like to check the status.

### Summary of ordering statuses:

- **Composing:** The request is still pending and the items in the cart have not been submitted for purchase yet. To submit this order, access your cart and check out.
- **Submitted:** The request has been submitted and is still pending review by a Step Up For Students processor.
- **Approved:** Items that required review from a Step Up for Students approver have been approved and sent to the vendor(s) for them to fill the order.
- **Denied:** Items that required review from a Step Up for Students approver have been denied. The parent may resubmit the request, providing a valid reason.
- **Ordering:** A fully approved order is in the process of being generated. Once the order is fully generated, it will move to the "Ordered" state and sent to the vendor to fill the order.
- **Ordered:** All items associated with an order (or requisition) have been sent to the vendor to fill the order.
- **Canceling:** The parent canceled an order after it was placed. Once Step Up for Students confirms that the cancelation has been successfully received in our internal systems, the state will move to "Canceled".
- **Canceled:** The parent canceled an order after it went through the approval and ordering processes.
- **Receiving:** The ordered good have been shipped and are in the process of being delivered to the parent.
- **Received:** Ordered items have been shipped and fully received.

If you have questions about your order status, call 877-735-7837, then select Option 1