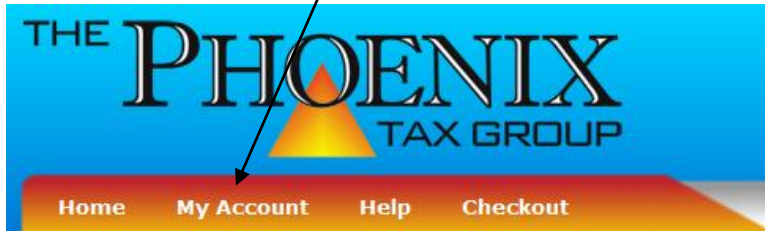


## Where is my order?

You can track your order by logging into your account on [www.PhoenixTax.com](http://www.PhoenixTax.com).

1. Go to [www.PhoenixTax.com](http://www.PhoenixTax.com)
2. Click on the My Account Link



3. Enter your **email address** and **password**. *The password is case sensitive*. This must be the same email address and password you used when you placed your order. If you don't remember your password, click on **Lost Password** and enter your email address to have your password emailed to you.

Log in to your Customer Account Area [Lost Password? Click Here](#)

Email:

Password:  (case sensitive)

4. Your order history shows the order Tracking ID. If your Tracking ID starts with 9, click the blue hyperlink that says “Track an ID that starts with 9”

Order History				
Order Number	10848			
	Downloads: <a href="#">Click blue link</a> » N/A			
Order Date	8/19/2009			
Pay Method	XXXX XXXX XXXX			
Bill Date	Not paid.			
Ship Method	PRIORITY			
Order Total	\$38.46			
Tracking ID(s)	9101805213907821214965			
<a href="#">Track an ID that starts with 1Z</a>	<a href="#">Track an ID that starts with 9</a>			
Product	SKU	QTY	Status	Ship Date
2009 Continuing Education Course for California Tax Preparers - Hardcopy	CE09	1	Shipped	8/20/2009

- You will be taken to the USPS Track and Confirm to view the status of your order.

The screenshot shows the USPS Track & Confirm interface. At the top, there is a navigation bar with 'Home', 'Help', and 'Sign In' links. Below this is a 'Track & Confirm' button and an 'FAQs' link. The main content area is titled 'Track & Confirm' and contains a 'Search Results' section. The search results display the following information:

- Label/Receipt Number: 9101 8052 1390 7821 2149 65
- Class: Priority Mail®
- Service(s): Delivery Confirmation™
- Status: Delivered

Below this, it states: "Your item was delivered at 1:38 PM on August 19, 2009 in SOUTH SAN FRANCISCO, CA 94080." A 'Track & Confirm' box on the right contains a text input field for 'Enter Label/Receipt Number.' and a 'Go >' button. Under 'Detailed Results', there is a list of events:

- Delivered, August 19, 2009, 1:38 pm, SOUTH SAN FRANCISCO, CA 94080
- Electronic Shipping Info Received, August 18, 2009
- Processed through Sort Facility, August 18, 2009, 6:13 pm, OAKLAND, CA 94615
- Arrival at Unit, August 18, 2009, 4:41 pm, SOUTH SAN FRANCISCO, CA 94080

At the bottom, there are 'Notification Options' including a link to 'Track & Confirm by email' and a 'Go >' button.

- If your tracking ID starts with 1Z, click on the blue hyperlink that says "Track an ID that starts with 1Z"

The screenshot shows an order summary page. At the top, there is a 'Downloads: Click blue link >> 10786P8P2Z1250178251' link. Below this is a table with order details:

<b>Order Number</b>	10786
<b>Order Date</b>	8/13/2009
<b>Bill Date</b>	8/17/2009
<b>Order Total</b>	\$19.48
<b>Pay Method</b>	XXXX XXXX XXXX
<b>Ship Method</b>	-No Shipping Used-
<b>Tracking ID(s)</b>	1Z2312560257850732

Below the table, there are two blue hyperlinks: "Track an ID that starts with 1Z" and "Track an ID that starts with 9". An arrow points from the "Track an ID that starts with 1Z" link to the tracking ID in the table above. Below the hyperlinks is a table of products:

Product	SKU	QTY	Status	Ship Date
2009 California Individual Income Tax Course	CII09	1	Shipped	8/13/2009

- You will be taken to the UPS website to view the status of your order.

The screenshot shows the UPS Track Shipments page. At the top, there are tabs for 'Track Packages & Freight', 'Quantum View', and 'Flex Global View'. The main content area is titled 'Tracking Detail' and contains the following information:

- Your package has been delivered. To view Proof of Delivery, please select the link.
- Tracking Number: 1Z2312560257850732
- Status: [Delivered](#) [Proof of Delivery](#)
- Delivered On: 08/20/2009 2:47 P.M.
- Location: FRONT DOOR
- Delivered To: SAN ANTONIO, TX, US
- Shipped/Billed On: 08/18/2009
- Type: Package
- Service: 2ND DAY AIR
- Weight: 6.80 Lbs

On the right side, there is a box titled 'Need to send e-mail notifications?' with the text: "Use UPS Quantum View Notify® to send delivery or exception notifications." and a link to 'E-mail Notifications'. At the bottom, there is a text box that says: "To view additional tracking information, please [log in](#) to My UPS." and a link to 'Show Package Progress'.

NOTICE: UPS authorizes you to use UPS tracking systems solely to track shipments tendered by or for you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited.

8. If there is no tracking ID, then the order hasn't been shipped yet. Please wait 24 hours and check your account again. If there is still no tracking number, email [support@phoenixtax.com](mailto:support@phoenixtax.com) with your First Name, Last Name, email address, and Order Number.
9. If you ordered SEE Cram software or a PDF Course, neither of these items will be shipped to you. There will be no tracking number. You must download SEE Cram software and PDF Courses. Just click on the blue alpha-numeric hyperlink and save your item to your PC.

Order Number		Downloads: Click blue link » <a href="#">10786P8P2Z1250178251</a>			
10786					
Order Date	8/13/2009	Pay Method	XXXX XXXX XXXX		
Bill Date	8/17/2009	Ship Method	-No Shipping Used-		
Order Total	\$19.48	Tracking ID(s)	1Z2312560257850732		
<a href="#">Track an ID that starts with 1Z</a>		<a href="#">Track an ID that starts with 9</a>			
Product		SKU	QTY	Status	Ship Date
2009 California Individual Income Tax Course		CII09	1	Shipped	8/13/2009