

Use Operational Reports to Track Shipments and Orders

i Some features are only available to some user accounts. Each user account has a user role(s) and permissions associated with it. These permissions control the data the user can view and actions the user can perform. If you do not see a specific feature, your account is not configured to access it. See [Manage Users](#) for more information.

Your testing program will provide information identifying user roles and what each is permitted to do and see.

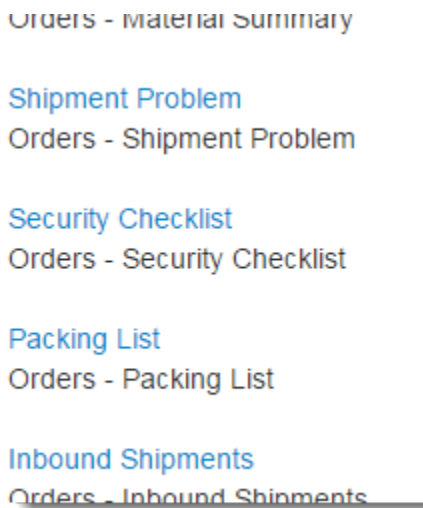
If you are looking for information about orders and shipments, such as *inbound shipments*, you can find them using a set of reports called *operational reports*. Operational reports include a set of standard reports and may also include some reports that are custom for your testing program.

To use reports to find orders and track shipments, follow these steps:

1. From **Reports > Operational Reports**, select **Orders and Shipment Tracking**.



2. You will be shown a list of available reports. Click the title of the report you want to view. *This list is different for each testing program, based on the testing contract details.*



3. Some reports display information on the screen and also provide a download option. Other reports create a file that you can download. For the second type, if a report is not yet available or if you want a new one to be created, click **Request Report Refresh** and click **Refresh Report**.
4. When a report is available for download, a download option will be listed on the page. Click to download a file with the requested information.

Reports are provided in CSV format and can be viewed using a spreadsheet program, such as Microsoft Excel.