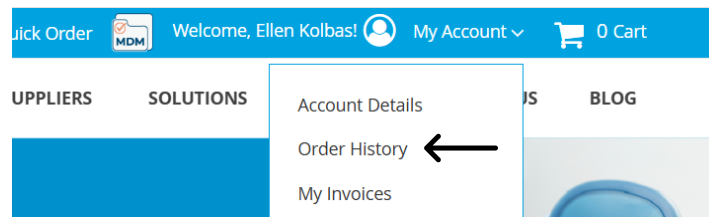


Order History: Quick Start Guide

The enhanced Order History page lets you reorder items, filter orders, and download orders and returns—all without contacting support. Follow the steps below to get started.

Step 1: Sign in and Navigate to Order History

- Sign in to your SureFit Online Account. If you do not have an online account, please visit surefitlab.com/customer/account/create/
- Hover over the **My Account** tab, then select **Order History**.



- You may also access Order History using the left side menu on your My Account page.

Step 2: Filtering

Use **Filter Orders & Returns** to search by PO #, SureFit Order #, SKU, Date, Dropship PO#, Patient ID/Notes, or Status. You can also filter the order list to show only orders placed under your email login.

A screenshot of the 'Filter Orders & Returns' form. The form has a title 'Filter Orders & Returns' and a hamburger menu icon. It contains several input fields: 'PO #', 'SureFit Order #', 'SKU', 'Order Date' (with a date range from 07/01/2026 to 07/04/2026 and a 'Reset Dates' link), 'Dropship PO #', 'Patient ID / Notes', and 'Order Status'. There is a checkbox for 'Only display orders I've placed'. At the bottom, there are 'Filter' and 'Reset All' buttons. Below the buttons, it says 'Filters applied:' followed by a pill that says 'Order Date: Between 07/01/2026 - 07/04/2026' with a close button (X). A black arrow points from a tip box to this pill.

Tip: Filter pills show you what filters are currently applied and let you remove individual filters without resetting the search.



Step 3: Review Orders

The **Orders** tab is where you can find orders associated with your account.

- **Sort Orders:** Click the column headers to sort and review orders.
- **Download orders:** Click the PDF icon next to any order to view the PDF. Select one or more of the check boxes and click “Download Selected” button located below the section to download as a combined PDF. PDFs are batched in groups of 10 for faster processing. There is no download limit.

Orders

Returns

Canceled

	Date	Order #	PO #	Order Total	Status	View
☐	03/21/2026	20384648	4/1-4/3	\$0.00	Canceled	 
☐	02/22/2026	20366883	3/15-3/16	\$0.00	Canceled	 

- **Expand order details:** Click the down arrow next to the PDF icon to expand the order and view additional information. In the expanded view, you can:
 - Click Reorder This Item to quickly add an item to your cart
 - See the tracking number associated with each product
 - For drop-shipped items: Search by the supplier-provided PO to locate the matching order

Date

Order #

PO #

Order Total

Status

View

07/15/2025

20233685

6/16-6/23 MC ONLY

\$22.90

Closed

Delivery Address:

Foot Clinic

123 Main Street

Atlanta

GA 31234 US

View Order (PDF)

Tracking Number: 12312312312

Adjust A Lift Large Leather Heel Lift

Supplier:

ALIMED

Item:

2970003761

Description:

Adjust A Lift Large Leather Leather Heel Lift + 2970003761

More info

Reorder This Item



Step 4: Review Returns

The **Returns** tab is where you can find returns associated with your account.

- **Sort Returns:** Just like with the Orders tab, you can click the columns to sort and review orders by Date, Order #, PO #, Order Total, and Status.
- **Download returns:** Click the PDF icon to view a return or select multiple returns and click 'Download Selected' to batch-download as a combined PDF.

Orders		Returns	Default view: All			
Date	Order #	PO #	Order Total	Status	View	
☐	09/25/2024	20033719	6/28-7/1	-\$79.67	Closed	 
☐	06/24/2025	20219904	4/21-4/28	-\$205.48	Closed	 

- **Expand return details:** Click the down arrow next to the PDF icon to expand return details. In the expanded view, you can view credit details and access a button to reorder the item. Selecting the Reorder This Item button will add the item to your cart.

OrdersReturns

All

Date	Order #	PO #	Order Total	Status	View	
☐	11/19/2025	20317686	11/3-11/7	-\$252.12	Closed	 

Delivery Address:

Foot Clinic
123 Main Street
Atlanta
GA 31234 US

 View Order (PDF)

¹ taxable item

Items without tracking



F5 Spiral AFO Velcro Closure XSmall Right

Status: Closed

Supplier: THRIVE ORTHOPEDICS LLC

Item: SXSRT

Description: F5 Spiral AFO Velcro Closure XSmall Right + SXSRT

[More Info](#)

Reorder This Item

Need assistance? Reach out to the SureFit Customer Service team by calling 1.800.298.6050 ext.1.



6530 Corporate Court | Alpharetta, GA 30005 | 800.298.6050 | SureFitLab.com