Montgomery County Alcohol Beverage Services
How to Look Up Invoice, Payment and Return Information in iStore

Once you have logged into iStore, click on the Track Orders tab at the top of your screen. In the blue field just below the tabs, you will see links for Invoices, Payments, and Returns. Click the link you want to search related information.
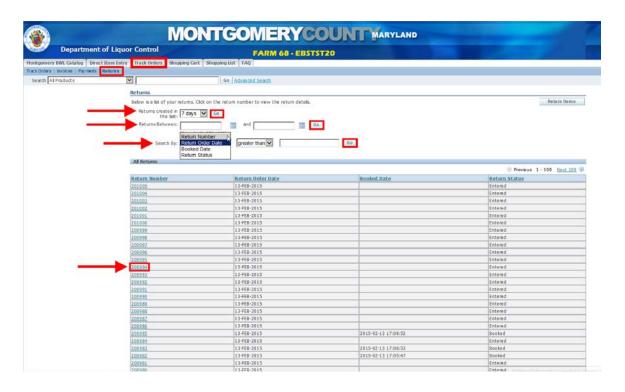
Payments

- Search payments processed in the last 7, 14, 30, 60 or 90 days. Make your selection from the drop-down menu and click Go.

- Search payments processed within a specific date range. For example, if you wanted to search payments that hit your bank account the second week of April, you could enter Payments between April 13 and April 17 and click Go. (note: clicking on the calendar icon to the right of the field will pull up a calendar that you can use to select the dates you want)

- Use the drop-down list to search for payments by Payment Number, Receipt Date and Payment Amount. For example, the ABS may process multiple orders and returns together, so the amount that hits your bank may not necessarily match up to any one order. You can select Payment Amount in the Search By field, and enter the exact amount of the debit that hit your bank and click Go. The payment information will include all invoices and returns that were included in that debit.

Returns

- Search returns processed in the last 7, 14, 30, 60 or 90 days. Make your selection from the drop-down menu and click Go.

- Search returns processed within a specific date range. Click Go.

- Use the drop-down menu to search returns by number, date or status

When your list of returns displays, click on a specific return number to see more detail about that return.

Clicking on a specific return number will show you what items were returned and the quantity, the amount of the return, and the original order number.

2

Montgomery County Government • Enterprise Resource Planning • Change Management
Alcohol Beverage Services • How to Look Up Invoice, Payment and Return Information in iStore (rev. 2/18/2015)

Invoices

- Search invoices processed in the last 7, 14, 30, 60 or 90 days. Make your selection from the drop-down menu and click Go.

- Search invoices processed within a specific date range. For example, if you wanted to see all invoices for the month of March, you could enter Orders between March 1 and March 31 and click Go (note: clicking on the calendar icon to the right of the field will pull up a calendar that you can use to select the dates you want).

- Search invoices by Order Number or other options by using the drop-down menu.