

Tracking Credits

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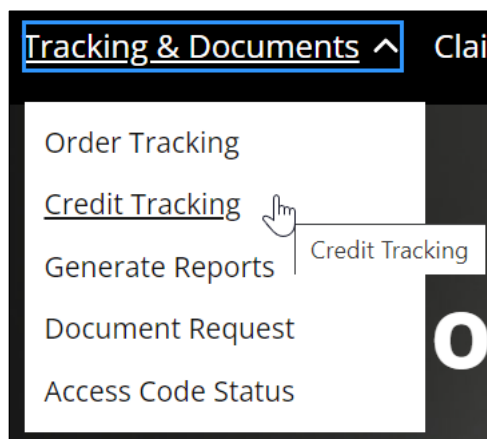
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Overview

This OASIS (Order and Shipment Information System) Tracking Credit User Guide documents how to search for and display credit memos for physical and digital products on the OASIS website. Refer to the sections below for more information.

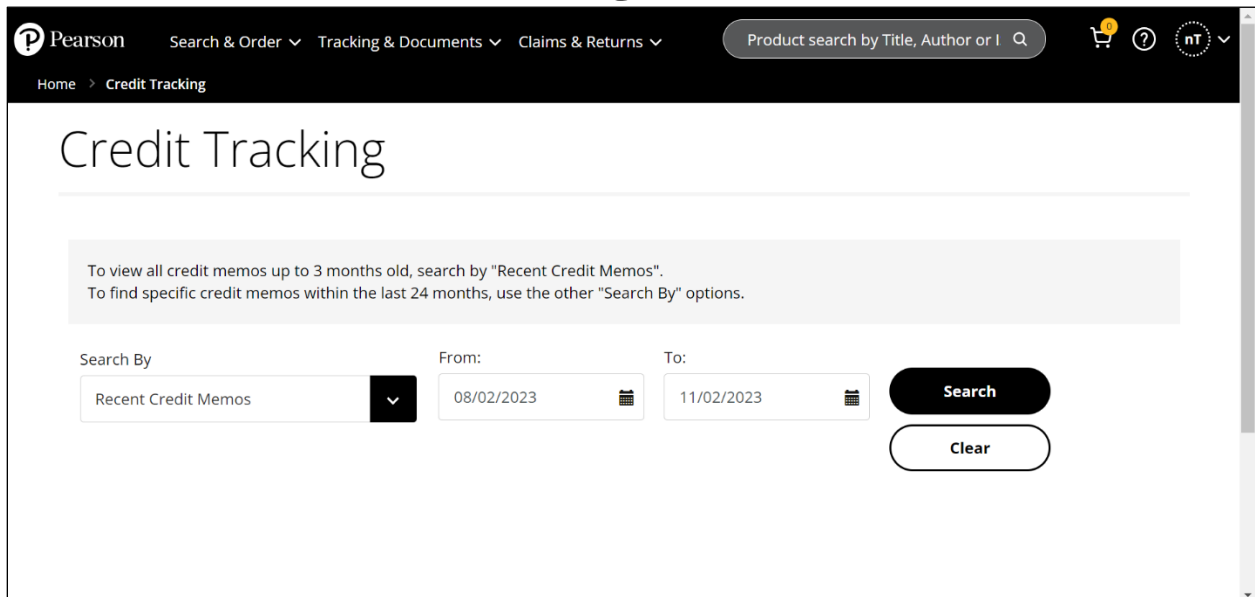
View your credit memos

1. Click **Tracking & Documents**.



2. Select **Credit Tracking**.

Tracking Credits



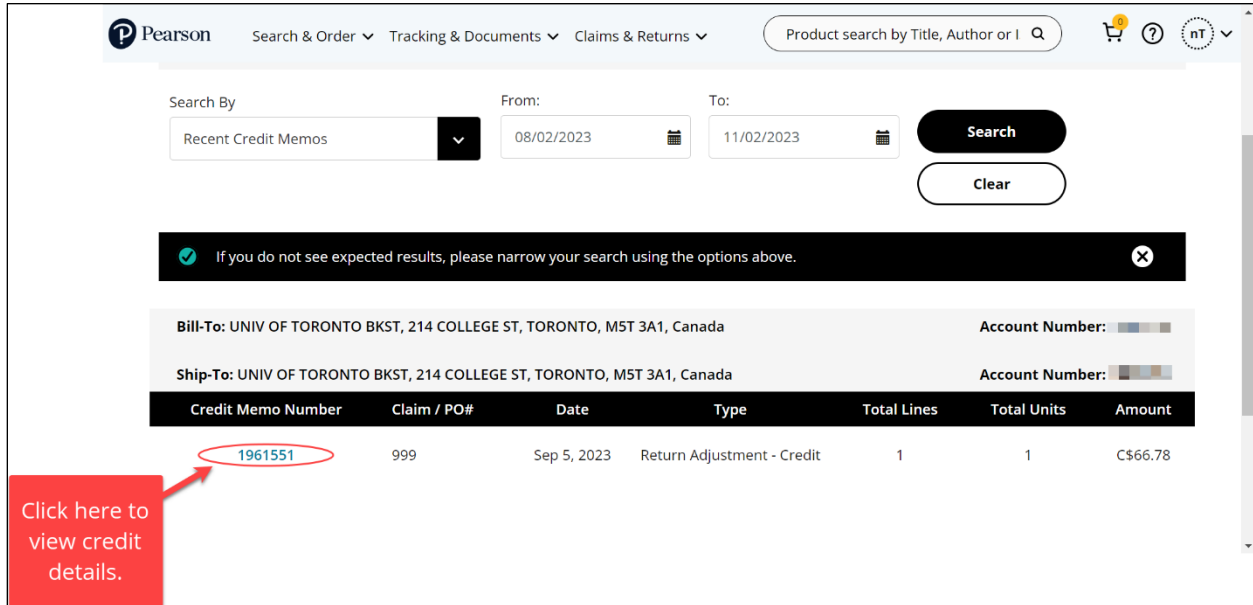
3. By default, the Credit Tracking page displays your credit memos for the last 30 days. To filter your data, perform Steps 3 through 6. Otherwise, if you accept the default of the last 30 days with no filtering proceed to [Step 6](#).
4. From the **Search By** dropdown select one of the following:
 - Recent Credit Memos
 - Claim/Chargeback Number
 - Credit Memo
 - Containing ISBN
 - Referencing Invoice Number
5. Depending on the option you selected above the required and optional fields will vary. See the table below for more information.

Note: You cannot configure a date range that starts more than 30 days ago.

Search By	Required Field	Optional Field(s)
Recent Credit Memos	None	From and To dates
Claim/Chargeback Number	Claim/Chargeback Number	Containing ISBN
Credit Memo	Credit Memo	Containing ISBN
Containing ISBN	Containing ISBN	From and To dates
Referencing Invoice Number	Referencing Invoice Number	From and To dates

Tracking Credits

6. Click **Search**.



Search By: Recent Credit Memos

From: 08/02/2023 To: 11/02/2023

Search

Clear

If you do not see expected results, please narrow your search using the options above.

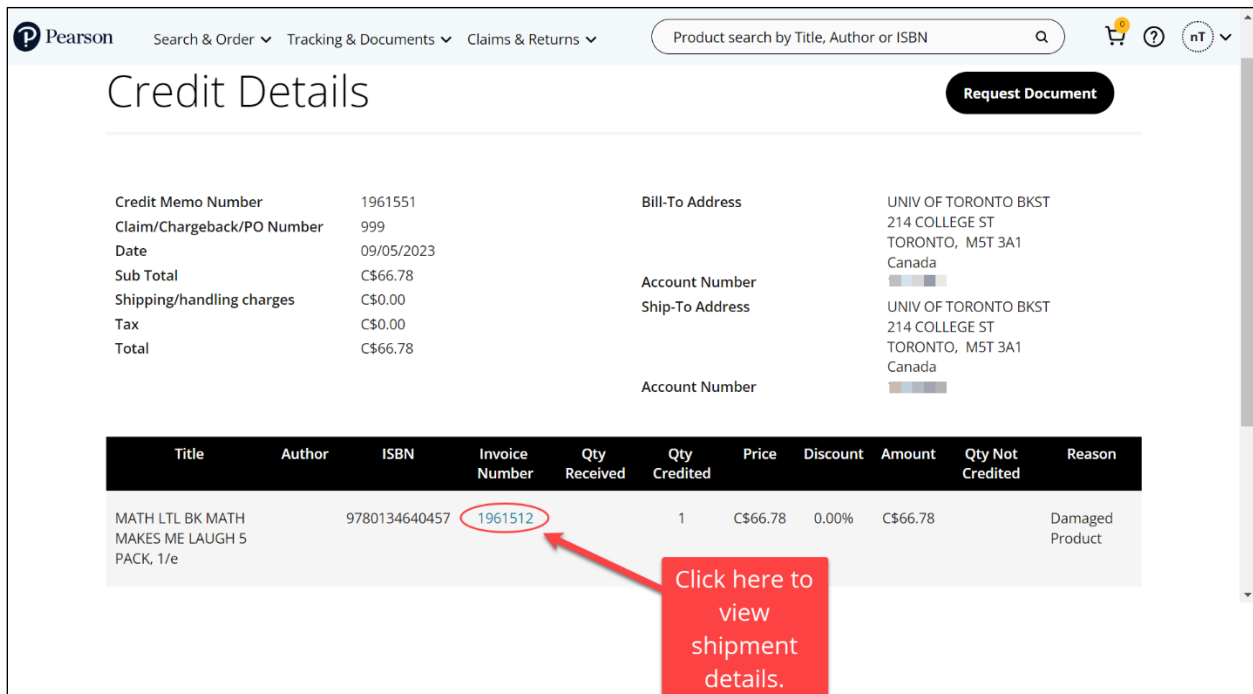
Bill-To: UNIV OF TORONTO BKST, 214 COLLEGE ST, TORONTO, M5T 3A1, Canada **Account Number:** [REDACTED]

Ship-To: UNIV OF TORONTO BKST, 214 COLLEGE ST, TORONTO, M5T 3A1, Canada **Account Number:** [REDACTED]

Credit Memo Number	Claim / PO#	Date	Type	Total Lines	Total Units	Amount
1961551	999	Sep 5, 2023	Return Adjustment - Credit	1	1	C\$66.78

Click here to view credit details.

Click the Credit Memo Number to display the Credit Details page.



Credit Details

Request Document

Credit Memo Number	1961551	Bill-To Address	UNIV OF TORONTO BKST 214 COLLEGE ST TORONTO, M5T 3A1 Canada
Claim/Chargeback/PO Number	999	Account Number	[REDACTED]
Date	09/05/2023	Ship-To Address	UNIV OF TORONTO BKST 214 COLLEGE ST TORONTO, M5T 3A1 Canada
Sub Total	C\$66.78	Account Number	[REDACTED]
Shipping/handling charges	C\$0.00		
Tax	C\$0.00		
Total	C\$66.78		

Title	Author	ISBN	Invoice Number	Qty Received	Qty Credited	Price	Discount	Amount	Qty Not Credited	Reason
MATH LTL BK MATH MAKES ME LAUGH 5 PACK, 1/e		9780134640457	1961512		1	C\$66.78	0.00%	C\$66.78		Damaged Product

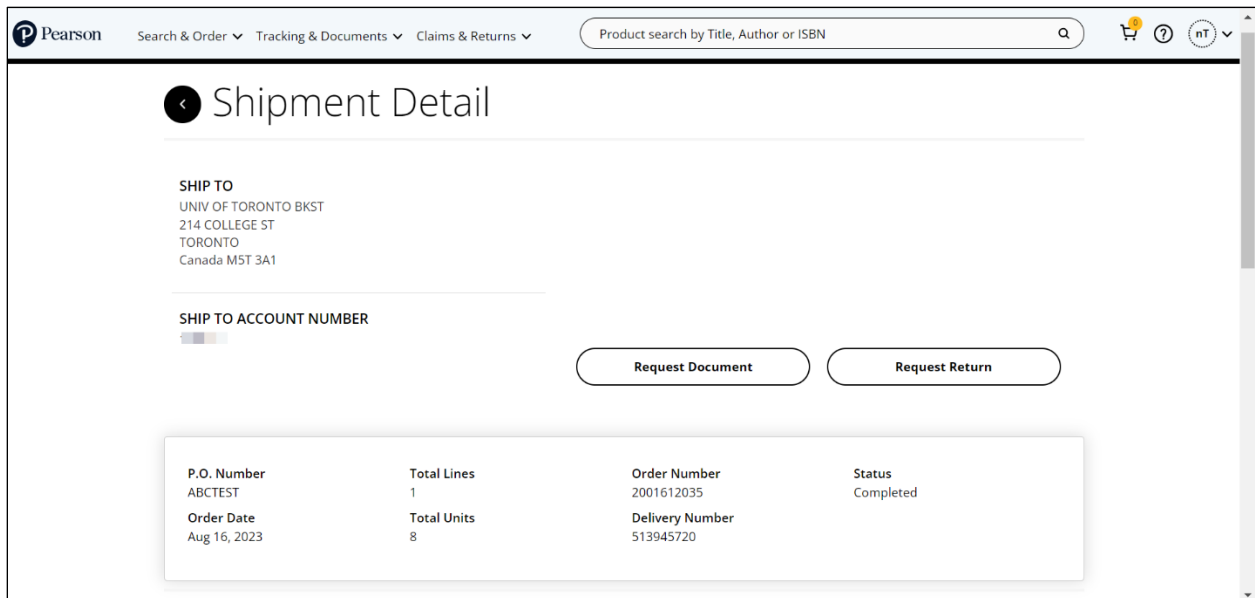
Click here to view shipment details.

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Click the Invoice Number to display the Shipment Detail page, which will vary depending on if the credit memo is for physical or digital products. See the [Shipment details for physical products](#) and [Shipment details for digital products](#) sections for more information.

Shipment details for physical products

The following shows an example of the Shipment Detail page for physical products.



The screenshot shows the 'Shipment Detail' page in the OASIS system. The page header includes the Pearson logo, navigation links (Search & Order, Tracking & Documents, Claims & Returns), a search bar (Product search by Title, Author or ISBN), and icons for shopping cart, help, and user profile. The main content area is titled 'Shipment Detail' and displays the following information:

SHIP TO
 UNIV OF TORONTO BKST
 214 COLLEGE ST
 TORONTO
 Canada M5T 3A1

SHIP TO ACCOUNT NUMBER
 [Redacted]

Two buttons are visible: **Request Document** and **Request Return**.

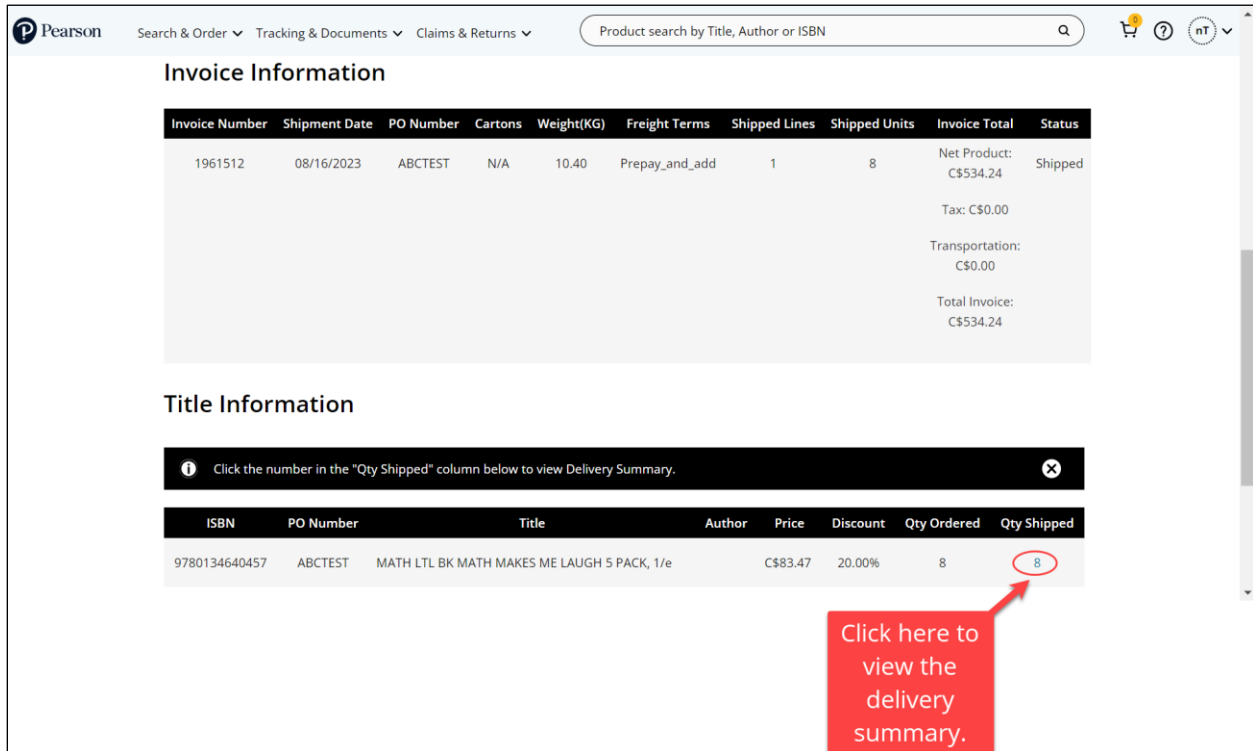
P.O. Number ABCTEST	Total Lines 1	Order Number 2001612035	Status Completed
Order Date Aug 16, 2023	Total Units 8	Delivery Number 513945720	

On this page you can click the following buttons:

- **Request Document**, which will open the OASIS Document Request page. See the [Retrieving Documents](#) user guide for more information.
- **Request Return**, which will open the OASIS Request an RMA page. See the [Submitting a Return](#) User Guide for more information.

This page also displays invoice and title information for the shipment.

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Invoice Information

Invoice Number	Shipment Date	PO Number	Cartons	Weight(KG)	Freight Terms	Shipped Lines	Shipped Units	Invoice Total	Status
1961512	08/16/2023	ABCTEST	N/A	10.40	Prepay_and_add	1	8	Net Product: C\$534.24 Tax: C\$0.00 Transportation: C\$0.00 Total Invoice: C\$534.24	Shipped

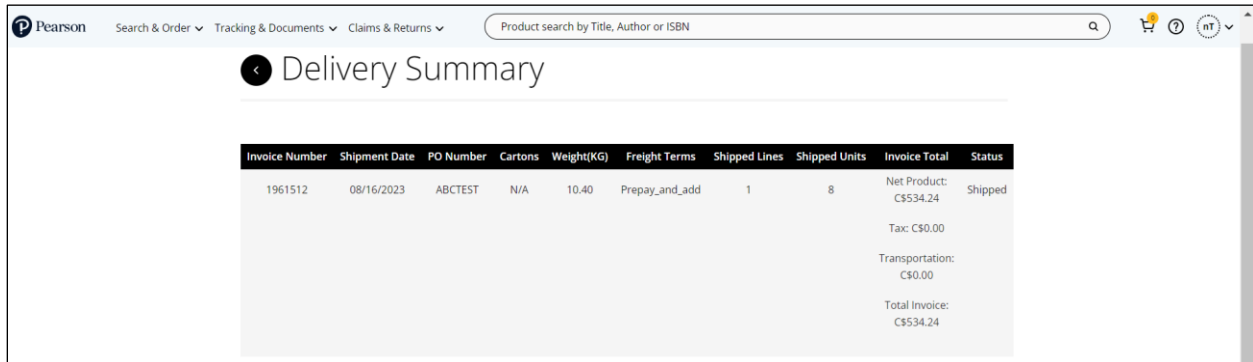
Title Information

Click the number in the "Qty Shipped" column below to view Delivery Summary.

ISBN	PO Number	Title	Author	Price	Discount	Qty Ordered	Qty Shipped
9780134640457	ABCTEST	MATH LTL BK MATH MAKES ME LAUGH 5 PACK, 1/e		C\$83.47	20.00%	8	8

Click here to view the delivery summary.

Click the Qty Shipped number to display the Delivery Summary page.



Delivery Summary

Invoice Number	Shipment Date	PO Number	Cartons	Weight(KG)	Freight Terms	Shipped Lines	Shipped Units	Invoice Total	Status
1961512	08/16/2023	ABCTEST	N/A	10.40	Prepay_and_add	1	8	Net Product: C\$534.24 Tax: C\$0.00 Transportation: C\$0.00 Total Invoice: C\$534.24	Shipped

Scroll down and click the Parcel ID to display the Package Detail page.

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Delivery Information

i If a tracking number is listed, but the carrier has not yet posted shipping information, you will get a message that there is no record of the tracking number. **x**

Tracking Number/ Pro Number	Parcel ID	Signature	Parcel Weight(KG)	Parcel Qty	Status	Date	Carrier
N/A	0		10.40	8	SHIPPED	08/16/2023	

Click here to view package details.

The following will be displayed.

Search & Order ▾ Tracking & Documents ▾ Claims & Returns ▾

Product search by Title, Author or ISBN

Package Detail

Invoice Number	Shipment Date	PO Number	Cartons	Weight(KG)	Freight Terms	Shipped Lines	Shipped Units	Invoice Total	Status
1961512	08/16/2023	ABCTEST	N/A	10.40	Prepay_and_add	1	8	Net Product: C\$534.24 Tax: C\$0.00 Transportation: C\$0.00 Total Invoice: C\$534.24	Shipped

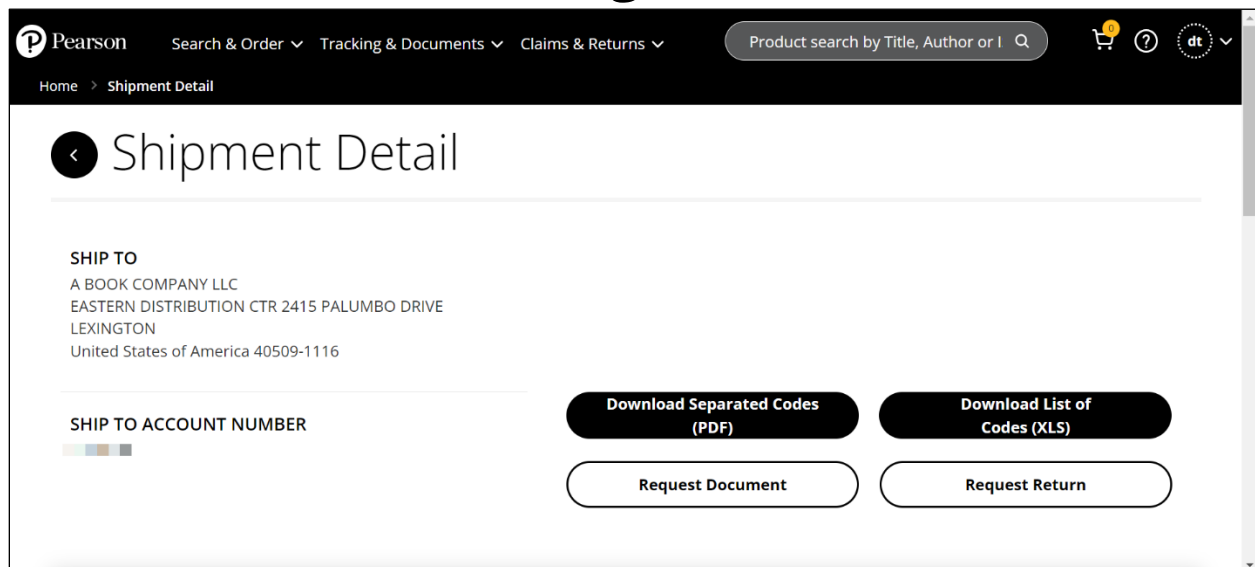
Package Contents
Parcel Number 0

ISBN	Title	Author	Order Qty	Parcel Qty
9780134640457	MATH LTL BK MATH MAKES ME LAUGH 5 PACK, 1/e		8	8

Shipment details for digital products

The following shows an example of the Shipment Detail page for digital products.

Tracking Credits



On this page you can click the following buttons:

- **Download Separated Codes (PDF)**, which will download a PDF that includes instructions and the ISBN, product description, and access code for each digital product.
- **Download List of Codes (XLS)**, which download an Excel file that includes instructions and the ISBN, product description, and access code for each digital product.
- **Request Document**, which will open the OASIS Document Request page. See the [Retrieving Documents](#) user guide for more information.
- **Request Return**, which will open the Digital Return page. See the [Submitting a Digital Return](#) User Guide for more information.

This page also displays invoice and title information for the shipment.