


# Credit Tracking on OASIS

In the navigation links at the top, hover over  
“Order/Credit Tracking” and click “Credit Tracking

My Account Sign Out Cart  0



Product Search Place Order Order/Credit Tracking Claims &Returns Generate Reports Document Request Access Code Status Sales Rep Locator

Order Tracking

Credit Tracking

Recent Credit Memos” from the last 3 months  
is the default search option.  
Click “Search” to view the list.

## Credit Tracking

To view all credit memos up to 3 months old, search by “Recent Credit Memos”.  
To find specific credit memos within the last 24 months, use the other “Search By” options.

Search By

Recent Credit Memos

From:

10/04/2021

To:

01/04/2022

Search

Clear

All credits from the last 3 months will be displayed.  
Click on the Credit Memo # to view the details.

Bill-To: F  
America  
Ship-To:  
AVENUE

Account #:

Account #:

Credit Memo #	Claim / PO#	Date	Type	Total Lines	Total Units	Amount
<a href="#">16568168</a>	2094-8820	Dec 22, 2021	Return Adjustment - Credit	5	128	\$6,963.92
<a href="#">16418089</a>	2094-8415	Nov 5, 2021	Return Adjustment - Credit	4	39	\$2,486.40
<a href="#">16418116</a>	2094-8415	Nov 5, 2021	Return Adjustment - Credit	2	26	\$1,798.96
<a href="#">16414521</a>	2094-8414	Nov 4, 2021	Return Adjustment - Credit	2	11	\$413.39
<a href="#">16414623</a>	2094-8414	Nov 4, 2021	Return Adjustment - Credit	6	29	\$2,664.71

To find a specific credit memo, you can search by one of the options below.

Search By

Recent Credit Memos

From: 10/04/2021

To: 01/04/2022

Search

Clear

Recent Credit Memos

Claim/Chargeback Number

Credit Memo

Containing ISBN

Referencing Invoice Number

- Recent Credit Memos
- Claim/Chargeback Number
- Credit Memo
- Containing ISBN
- Referencing Invoice Number

Top of the Credit Details page  
Click the “Request Document” button  
to get a copy of the credit memo.

## Credit Details

Request Document

Memo#	16496554
Claim/Chargeback/PO#	403
# Cartons	0
# Pallets	0
Returned Via	
Date	
Reason	NA
Subtotal	\$4,624.73
Shipping/handling charges	\$0.00
Tax	\$0.00
Total	\$4,624.73

Bill-To Address

Account#

Ship-To Address

Account#




## Bottom of the Credit Details page.

Click the Invoice Number to view the original invoice information.

Units Claimed		Units Received		Units Credited		Units Forwarded		Units Denied	
27		27		27		0		0	

Seq Number	Title	Author	ISBN	Invoice Number	Qty Received	Qty Credited	Price	Discount	Amount	Qty Not Credited	Reason
1	Evolutionary Analysis, 5/e	Herron & Freeman	9780321616678	<a href="#">1482829</a>	2	2	134.99	0.00%	269.98	0	
2	THINK Communication, 3/e	Engleberg & Wynn	9780205944507	<a href="#">1482829</a>	2	2	134.99	0.00%	269.98	0	
3	Introduction to Data Mining, 2/e	Tan & Karpatne	9780133128901	<a href="#">1482829</a>	2	2	134.99	0.00%	269.98	0	



# Need help?

Do you need help using OASIS?  
On the Home Page, click the “OASIS Technical Support”  
link to submit your questions.

## OASIS User Guide & Technical Support

- **New!** You can now place orders by uploading your Purchase Order.
- OASIS step-by-step instructions [↗](#)
- OASIS User Guide & Video Tutorial
- [OASIS Technical Support](#)

Thank you for  
using OASIS!