Tracking Orders

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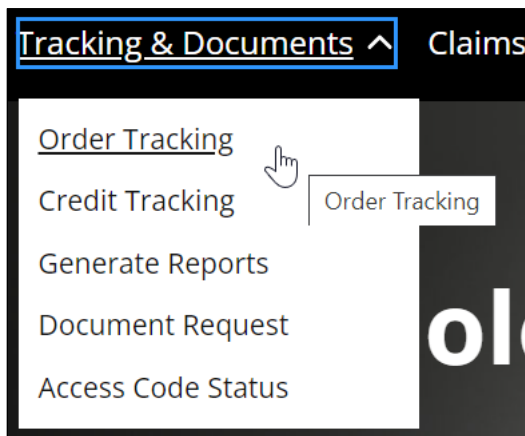
Overview

This OASIS (Order and Shipment Information) Placing Orders User Guide documents how to how to track your orders for higher education physical and digital products on the OASIS website. Click the links in the Table of Contents to learn more.
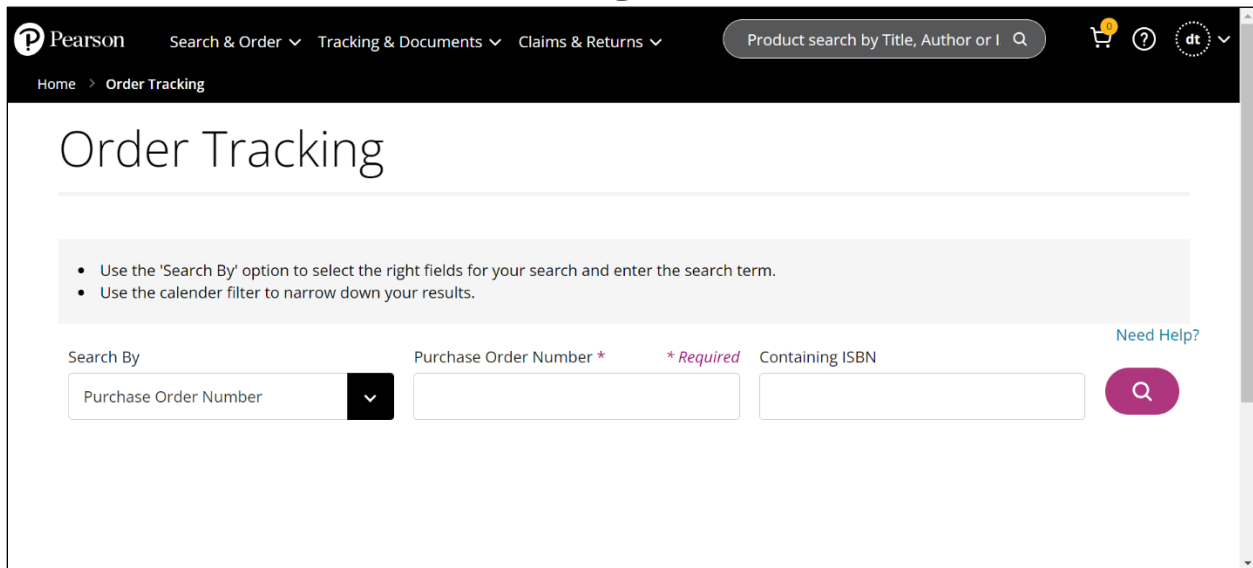
View your orders

1. Click **Tracking & Documents**.

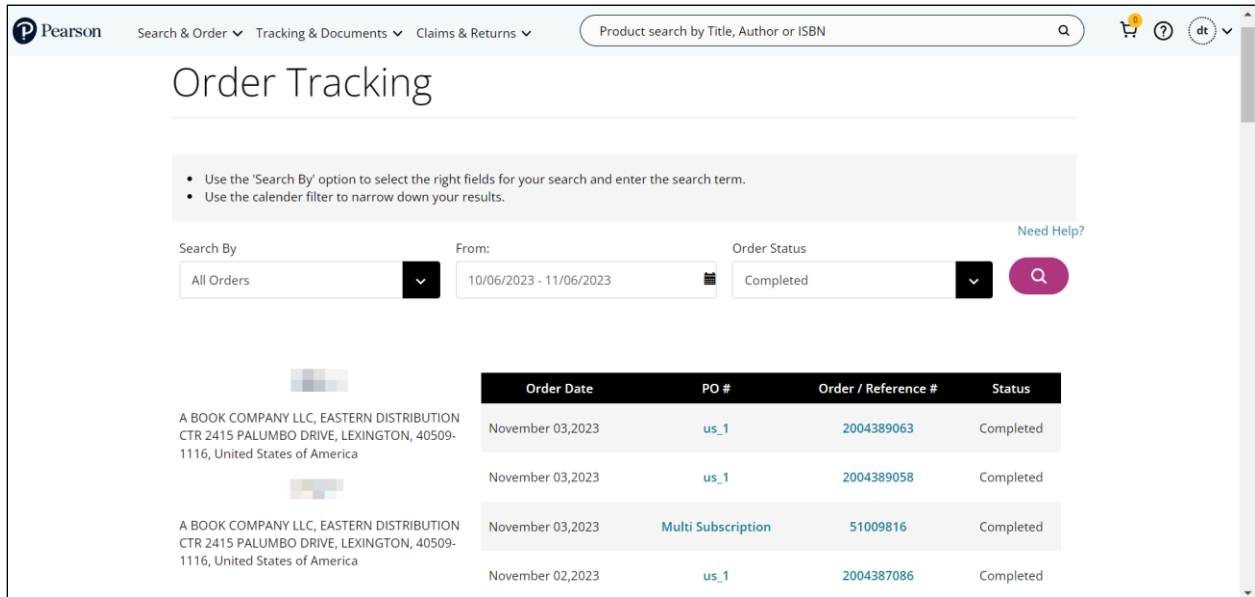2. Select **Order Tracking**.

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3. Select one of the following from the **Search By** dropdown:
   - Purchase Order Number
   - Invoice Number
   - Delivery Number
   - Order / Reference Number
   - Containing ISBN
   - All Orders

4. Depending on the option you selected above the optional fields will vary. See the table below for more information.

Search By	Optional Field(s)
Purchase Order Number	Containing ISBN
Invoice Number	Containing ISBN
Delivery Number	Containing ISBN
Order / Reference Number	Containing ISBN
Containing ISBN	• From date • Order Status (All, Processing, Cancelled, and Completed)
All Orders	• From date • Order Status (All, Processing, Cancelled, and Completed)

5. Click the search button ( ). The following shows an example for all orders.

Tracking Orders

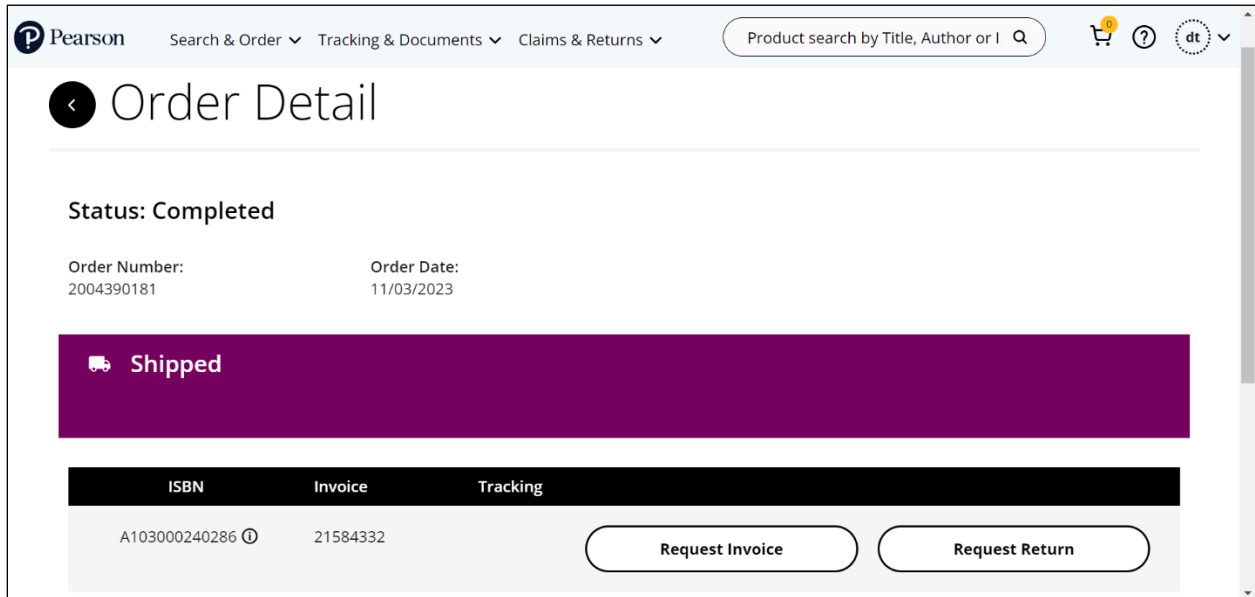## View order details for physical product orders

Click the PO # (purchase order number) or Order / Reference # to display details for the order.

The status of the order will be displayed as shown below.

Tracking Orders

If the order has shipped, you can click the following buttons:

- **Request Invoice**, 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.
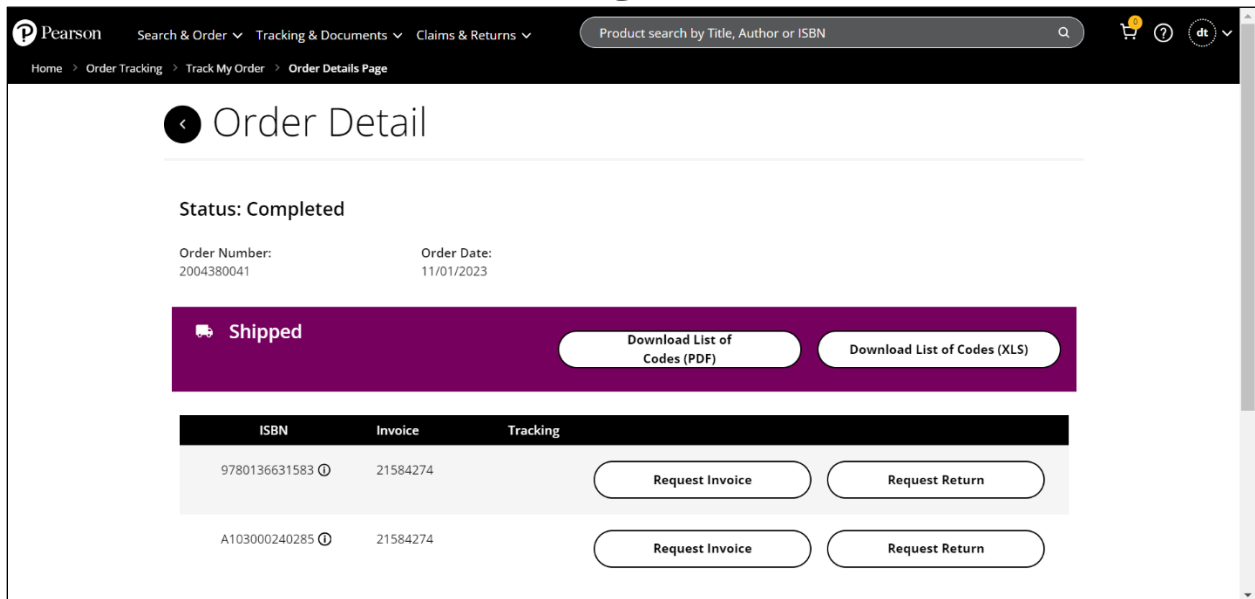
View order details for digital products

Click the PO # (purchase order number) or Order / Reference # to display details for the order.

The status of the order will be displayed as shown below.

Tracking Orders

If the order has shipped, you can click the following buttons:

- **Download List of 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 OASIS Request an RMA page. See the Submitting a Return User Guide for more information.