

Tracking Orders

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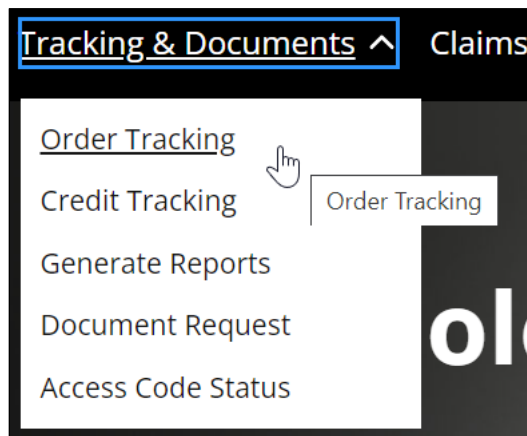
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Overview

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.

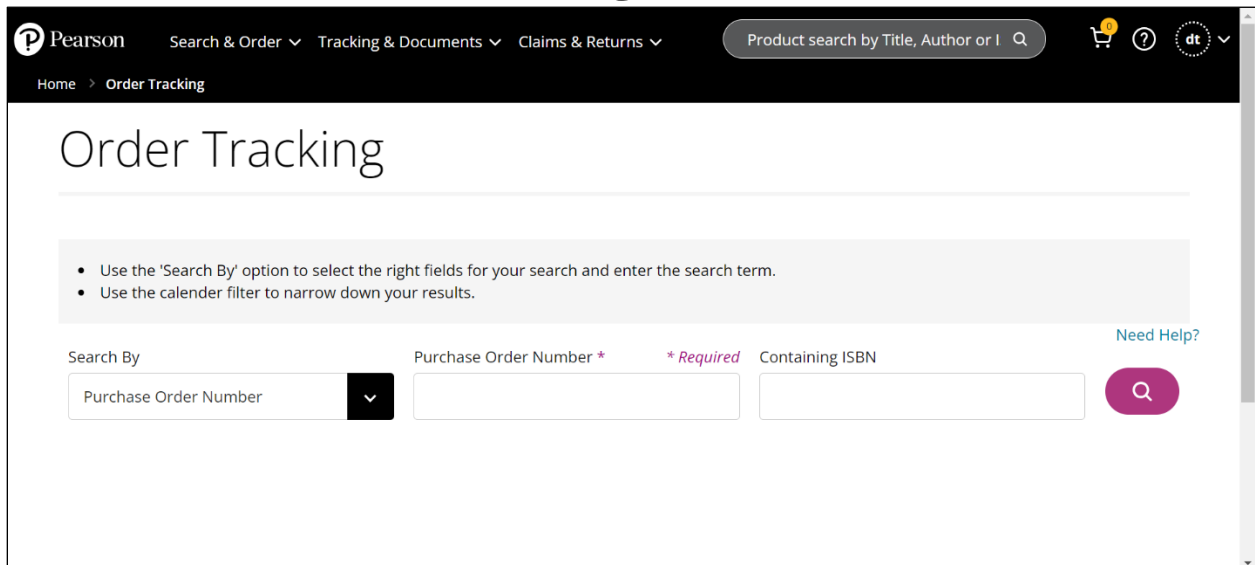
View your orders

1. Click **Tracking & Documents**.



2. Select **Order Tracking**.

Tracking Orders



Home > Order Tracking

Order Tracking

- Use the 'Search By' option to select the right fields for your search and enter the search term.
- Use the calendar filter to narrow down your results.

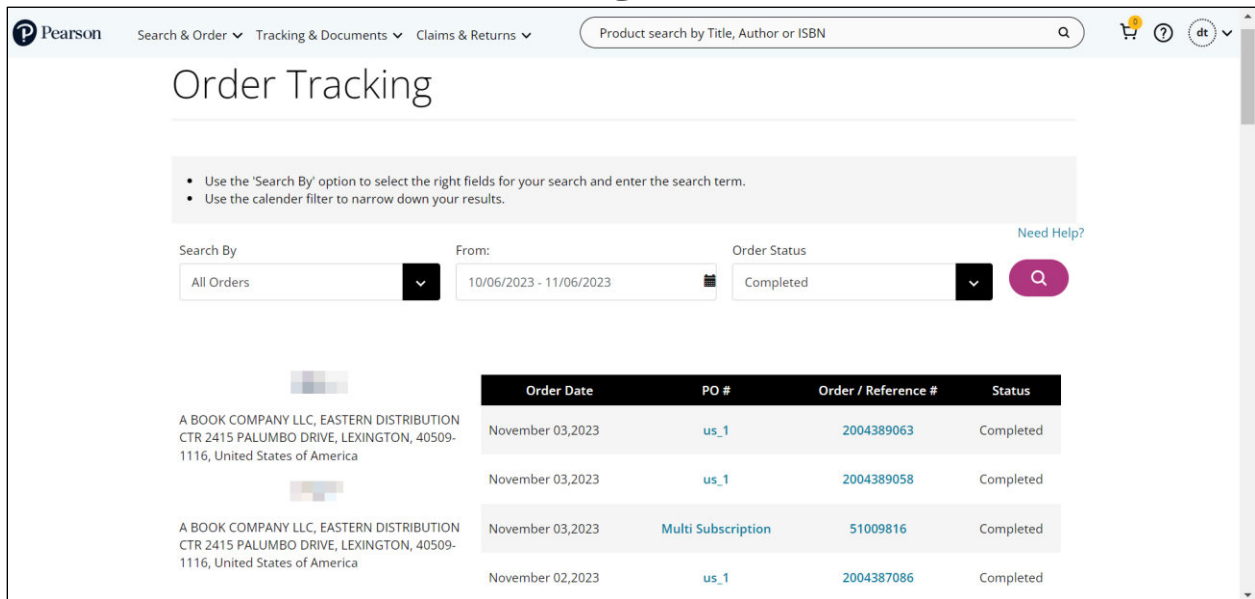
Search By: Purchase Order Number Purchase Order Number * * Required Containing ISBN Need Help?

- Select one of the following from the **Search By** dropdown:
 - Purchase Order Number
 - Invoice Number
 - Delivery Number
 - Order / Reference Number
 - Containing ISBN
 - All Orders
- 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	<ul style="list-style-type: none"> • From date • Order Status (All, Processing, Cancelled, and Completed)
All Orders	<ul style="list-style-type: none"> • From date • Order Status (All, Processing, Cancelled, and Completed)

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

Tracking Orders



The screenshot shows the Pearson OASIS Order Tracking interface. At the top, there's a navigation bar with links for Search & Order, Tracking & Documents, and Claims & Returns. A search bar is available for product search by Title, Author, or ISBN. Below this, the 'Order Tracking' section provides instructions on using the 'Search By' option and the calendar filter. The search filters are set to 'All Orders', 'From: 10/06/2023 - 11/06/2023', and 'Order Status: Completed'. A 'Need Help?' link is also present. The results are displayed in a table with columns for Order Date, PO #, Order / Reference #, and Status. The table lists four orders, all with a status of 'Completed'. The first two orders are for 'A BOOK COMPANY LLC, EASTERN DISTRIBUTION' and the last two are for 'A BOOK COMPANY LLC, EASTERN DISTRIBUTION CTR 2415 PALUMBO DRIVE, LEXINGTON, 40509-1116, United States of America'.

Order Date	PO #	Order / Reference #	Status
November 03, 2023	us_1	2004389063	Completed
November 03, 2023	us_1	2004389058	Completed
November 03, 2023	Multi Subscription	51009816	Completed
November 02, 2023	us_1	2004387086	Completed

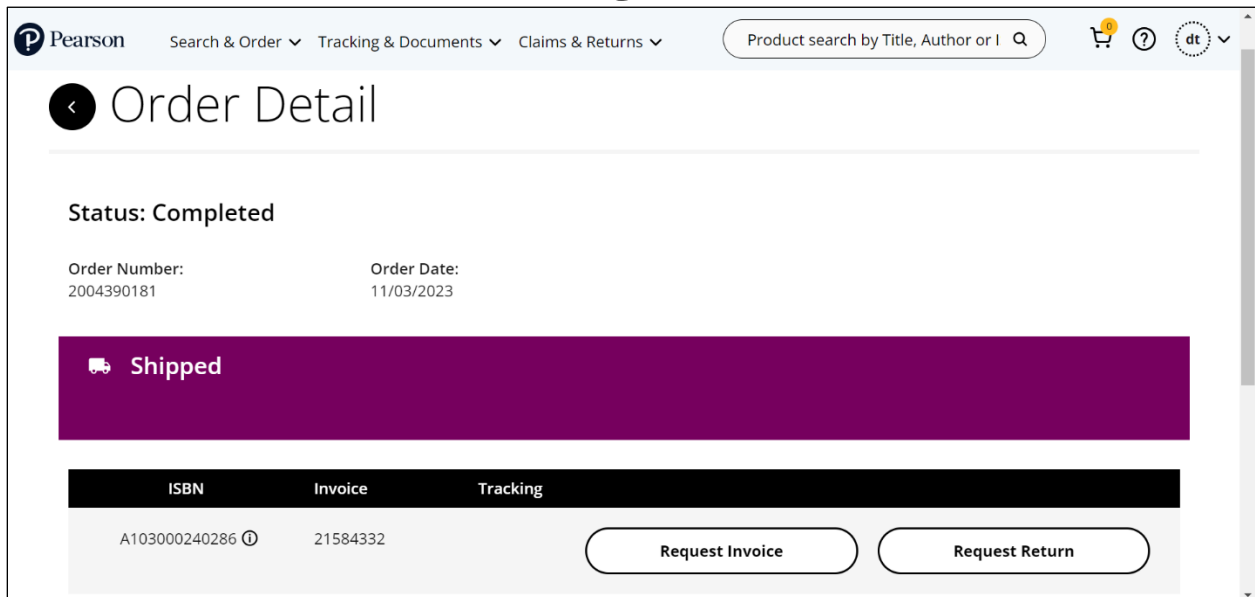
View order details for physical product orders

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

November 03,2023	us_1	2004389058	Completed
November 03,2023	Multi Subscription	51009816	Completed
November 02,2023	us_1	2004387086	Completed

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

Tracking Orders



Order Detail

Status: Completed

Order Number: 2004390181 Order Date: 11/03/2023

Shipped

ISBN	Invoice	Tracking
A103000240286 ⓘ	21584332	

[Request Invoice](#) [Request Return](#)

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

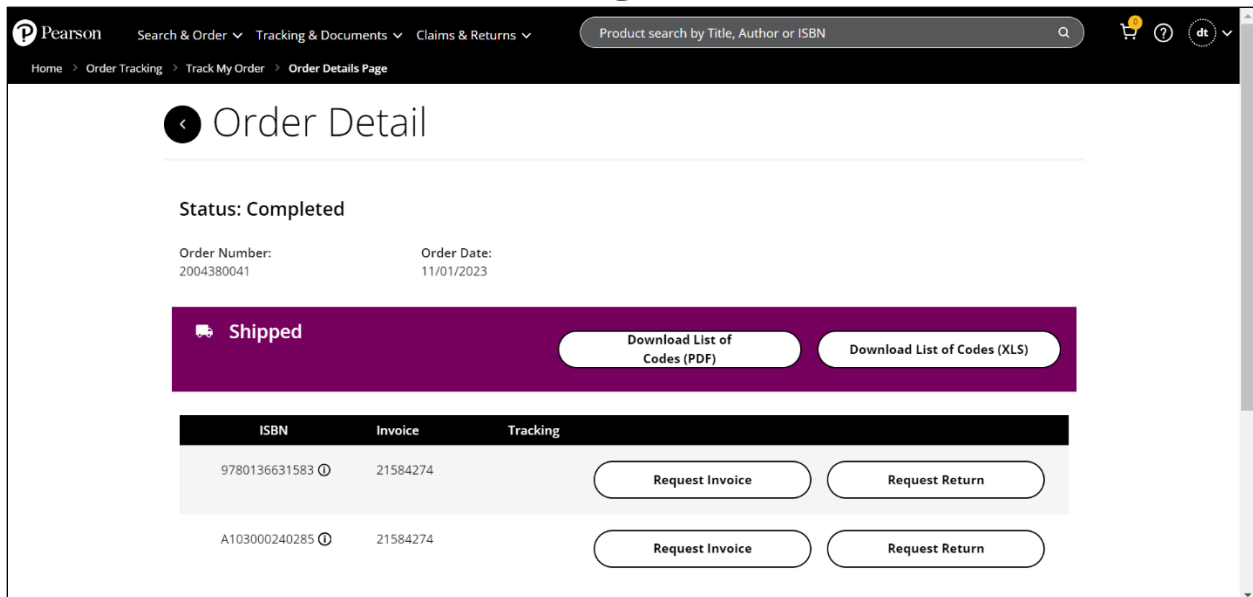
Click the PO # (purchase order number) or Order / Reference # to display details for the order.



November 01, 2023 [us_1](#) [51009026](#) Completed

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

Tracking Orders



The screenshot shows the 'Order Detail' page in the Pearson OASIS system. The status is 'Completed'. The order number is 2004380041 and the order date is 11/01/2023. A purple banner indicates the order is 'Shipped'. Below this, there are two buttons: 'Download List of Codes (PDF)' and 'Download List of Codes (XLS)'. A table lists two items with their ISBNs, invoice numbers, and tracking information. For each item, there are buttons for 'Request Invoice' and 'Request Return'.

ISBN	Invoice	Tracking
9780136631583 ⓘ	21584274	Request Invoice Request Return
A103000240285 ⓘ	21584274	Request Invoice Request Return

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.