

Tracking Orders

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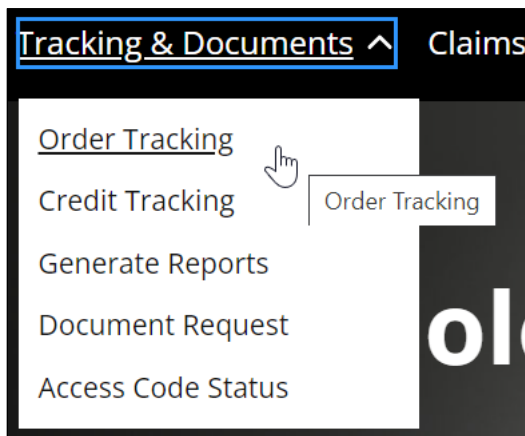
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Overview

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.

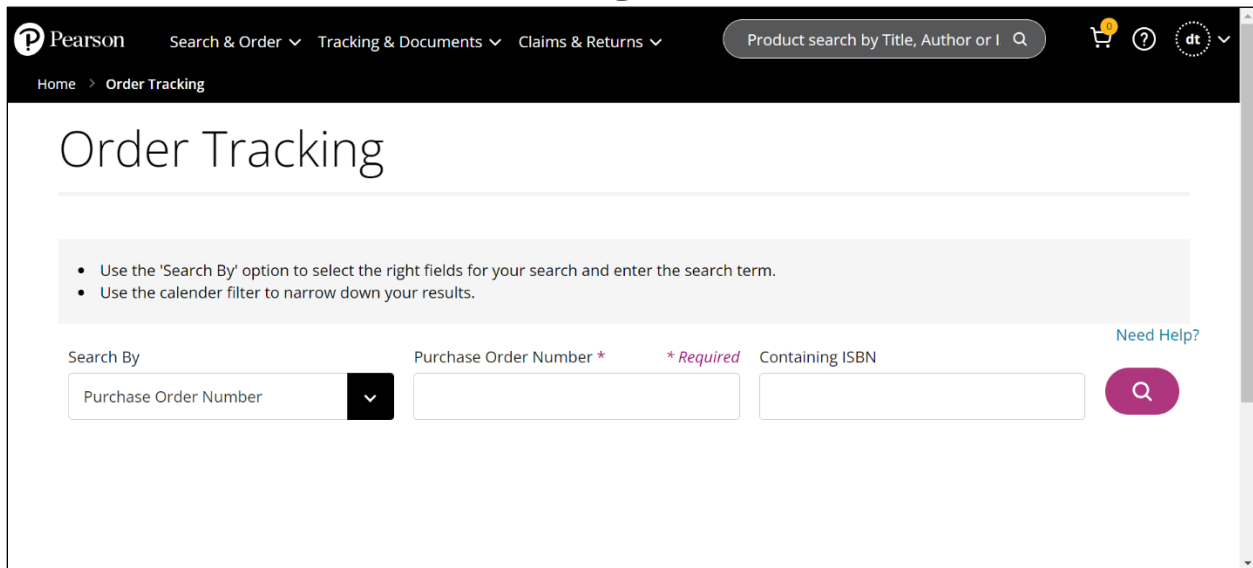
View your orders

1. Click **Tracking & Documents**.



2. Select **Order Tracking**.

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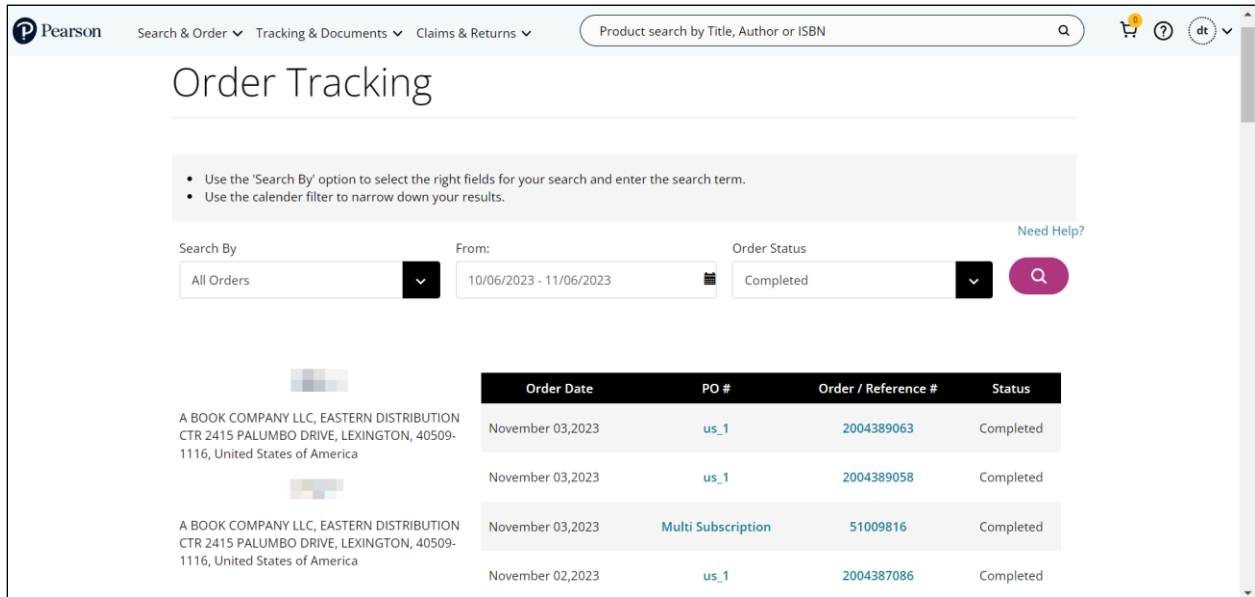


3. Select one of the following from the **Search By** dropdown:
 - Purchase Order Number
 - Invoice Number
 - Delivery Number
 - Order / Reference Number
 - Containing ISBN
 - All Orders
4. Depending on the option you selected above the optional fields will vary. See the table below for more information.

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	<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)

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

Tracking Orders



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: All Orders | From: 10/06/2023 - 11/06/2023 | Order Status: Completed

	Order Date	PO #	Order / Reference #	Status
A BOOK COMPANY LLC, EASTERN DISTRIBUTION CTR 2415 PALUMBO DRIVE, LEXINGTON, 40509-1116, United States of America	November 03,2023	us_1	2004389063	Completed
	November 03,2023	us_1	2004389058	Completed
A BOOK COMPANY LLC, EASTERN DISTRIBUTION CTR 2415 PALUMBO DRIVE, LEXINGTON, 40509-1116, United States of America	November 03,2023	Multi Subscription	51009816	Completed
	November 02,2023	us_1	2004387086	Completed

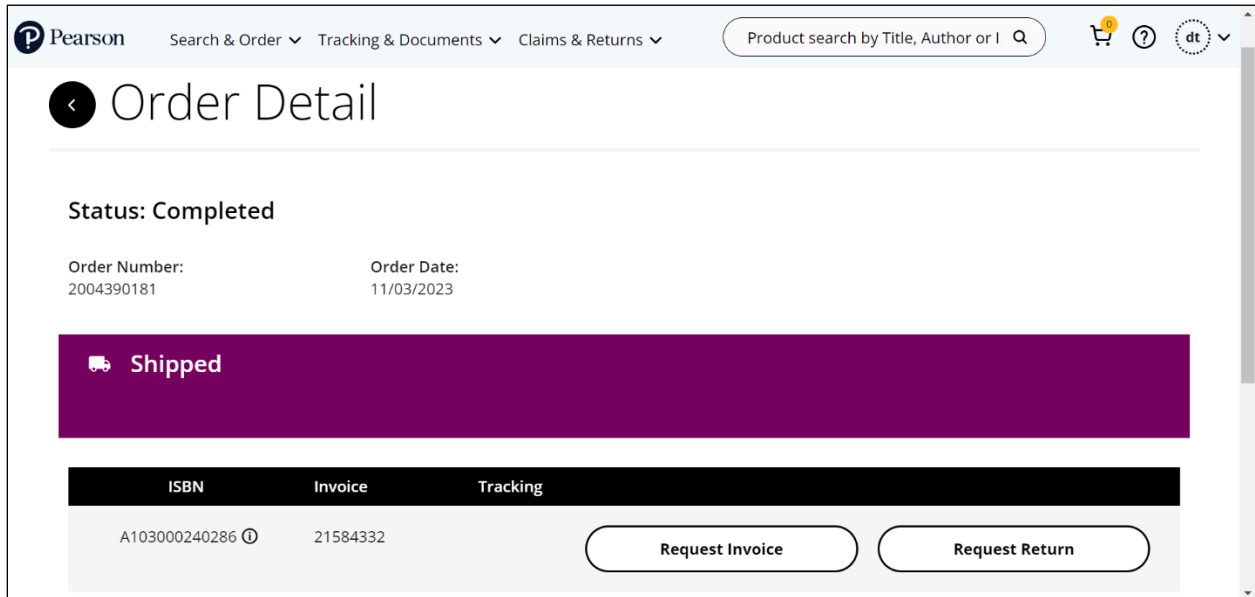
View order details for physical product orders

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



The screenshot shows the 'Order Detail' page in the OASIS system. At the top, there is a navigation bar with 'Pearson', 'Search & Order', 'Tracking & Documents', and 'Claims & Returns'. A search bar is also present. Below the navigation, the page title is 'Order Detail'. The status is 'Completed'. The order number is 2004390181 and the order date is 11/03/2023. A purple banner indicates the order is 'Shipped'. Below this, there is a table with columns for 'ISBN', 'Invoice', and 'Tracking'. The ISBN is A103000240286 and the Invoice number is 21584332. At the bottom of the table, there are two buttons: 'Request Invoice' and '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

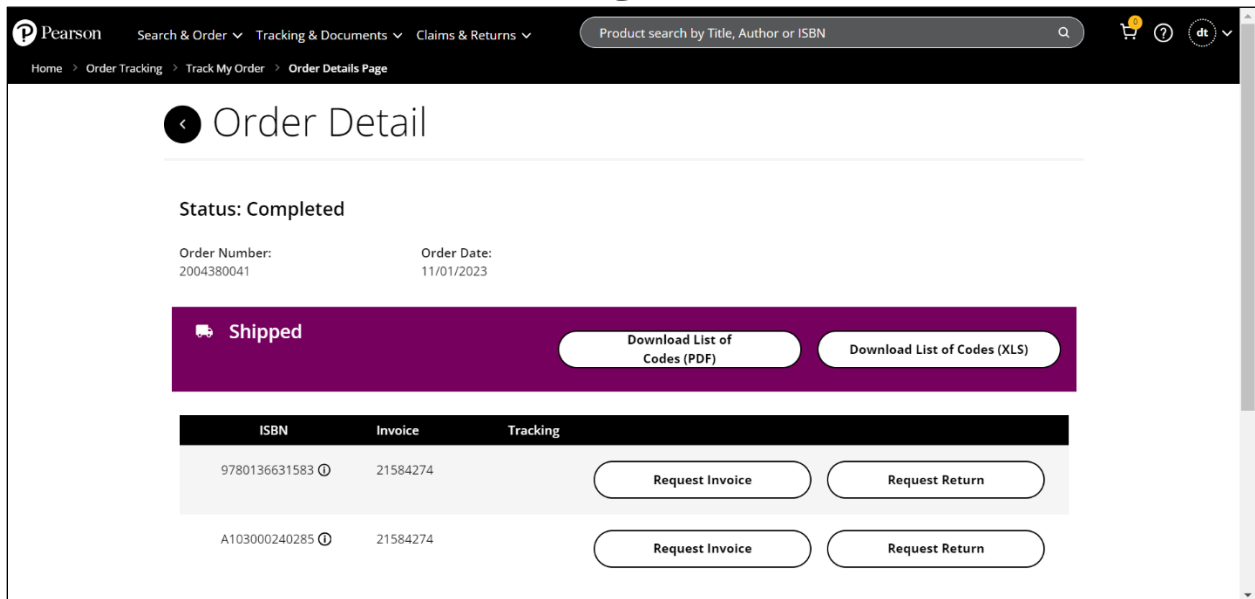
Click the PO # (purchase order number) or Order / Reference # to display details for the order.



The screenshot shows a horizontal bar representing an order status. It contains the date 'November 01, 2023', the text 'us_1', the text '51009026', and the status 'Completed'. The 'us_1' and '51009026' are circled in red, and a mouse cursor is pointing at '51009026'.

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

Tracking Orders



The screenshot shows the 'Order Detail' page for a completed order. The status is 'Completed' and the order date is 11/01/2023. The order number is 2004380041. 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 and invoice numbers. 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.