



OASIS

Document Request

Table of Contents

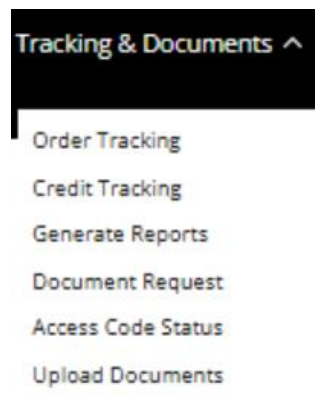
Overview	2
Request Invoices and Credit Memos	2
Request billing account statements	5

Overview

This OASIS (Order and Shipment Information System) Document Request User Guide details how to request billing account statements (only available to UK, Europe, Africa and Middle East customers), invoices and credit memos.

Request Invoices and Credit Memos

1. Click **Tracking & Documents**



2. Select **Document Request**
3. Select **Invoice and Credit Memos**

Document Request

Statement (available for billing account only)

- Select Account, Month & Year and click "Submit".
- The document will open in a new window to view, print or save.
- NOTE: If you need statements for the previous years (Pre-July 2025), please reach out to our Accounts Receivables team for assistance. [Click here.](#)

Statement For Select Month and Year

Note: To request commercial invoices please contact Customer Support(via Chat)

Invoices and Credit Memos

- Enter search criteria below and click "Show Matches".
- Click the document Number link in the results.
- The document will open in a new window to view, print or save.

Bill To: * * Required

Ship To:

Document Type: * **Purchase Order Number**

Date Range (up to 18 months)

From To

Order Number

Invoice Number

4. Select the **Bill to** address from the dropdown
5. If needed, select the **Ship To** address from the dropdown
6. As an option, select 'All shipping accounts) from the dropdown this will display all addresses associated with the selected **Bill To** address (which will include one time ship-to addresses) to your search

Note: To request commercial invoices please contact Customer Support(via Chat)

Invoices and Credit Memos

- Enter search criteria below and click "Show Matches".
- Click the document Number link in the results.
- The document will open in a new window to view, print or save.

Bill To: * * Required

Ship To:

Document Type: * Purchase Order Number

Please select

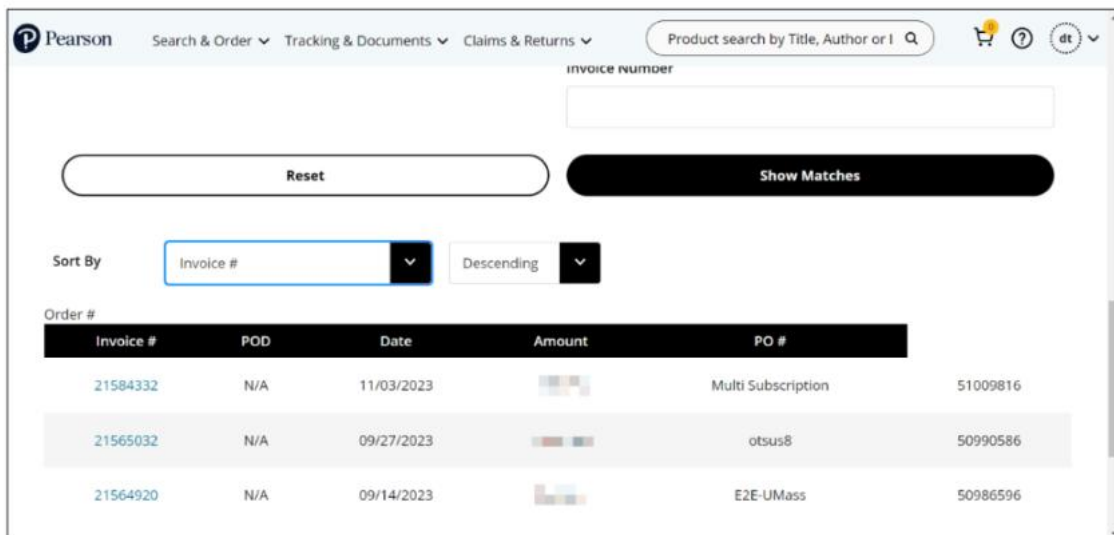
Date Range (up to 18 months)

From: 24-Jun-2025 To: 24-Sep-2025

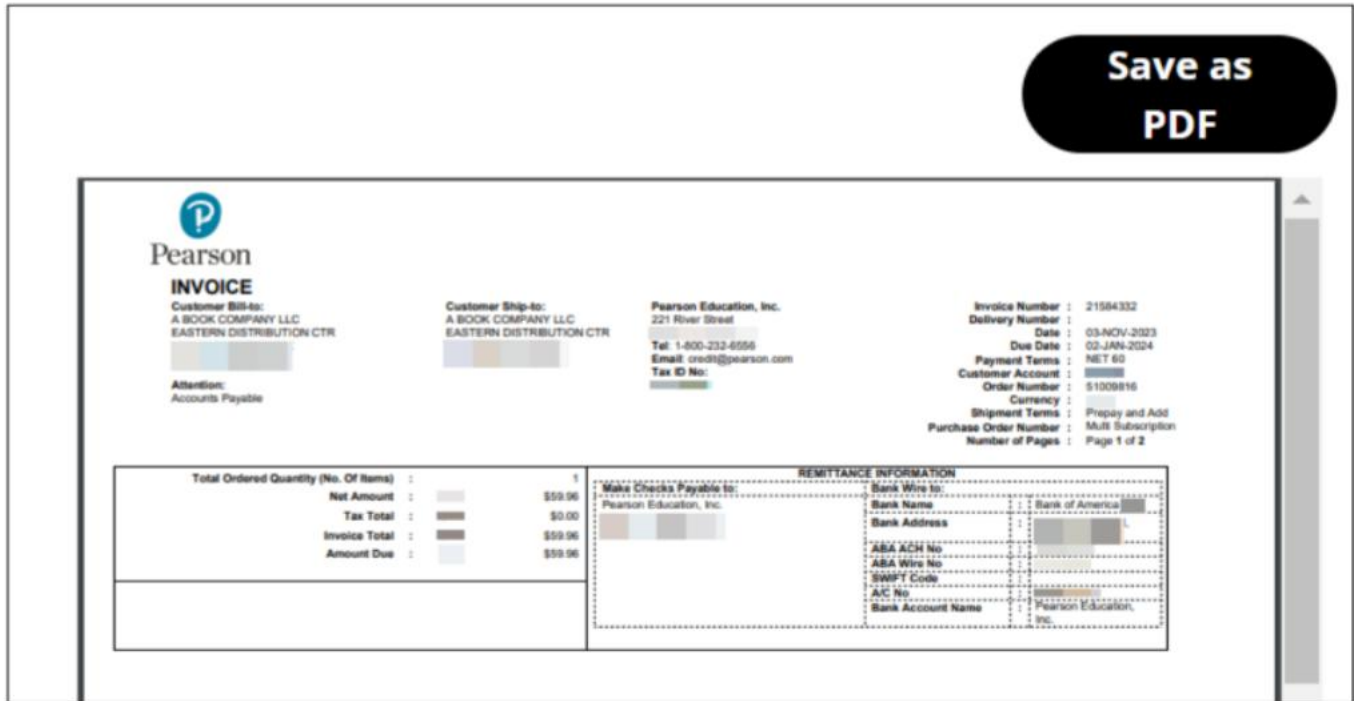
Order Number

Invoice Number

7. Select one of the following from the **Document Type** dropdown
 - a. Invoices
 - b. Credit Memos
8. Complete optional fields, such as date ranges and invoice numbers, to filter your results
9. Click **Show Matches**



10. Click the blue hyperlink field (for example: an invoice number) to display the document and a popup window showing the document will be displayed

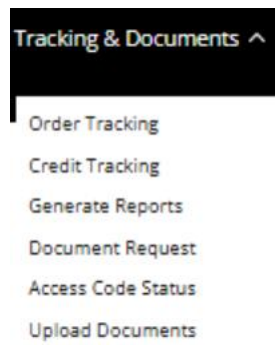


11. Click **Save as PDF** to save the document on your computer

Request billing account statement (only available to UK, Europe, Africa and Middle East customers)

Note: Statements are only available for billing accounts

1. Click **Tracking & Documents**



2. Select **Document Request**

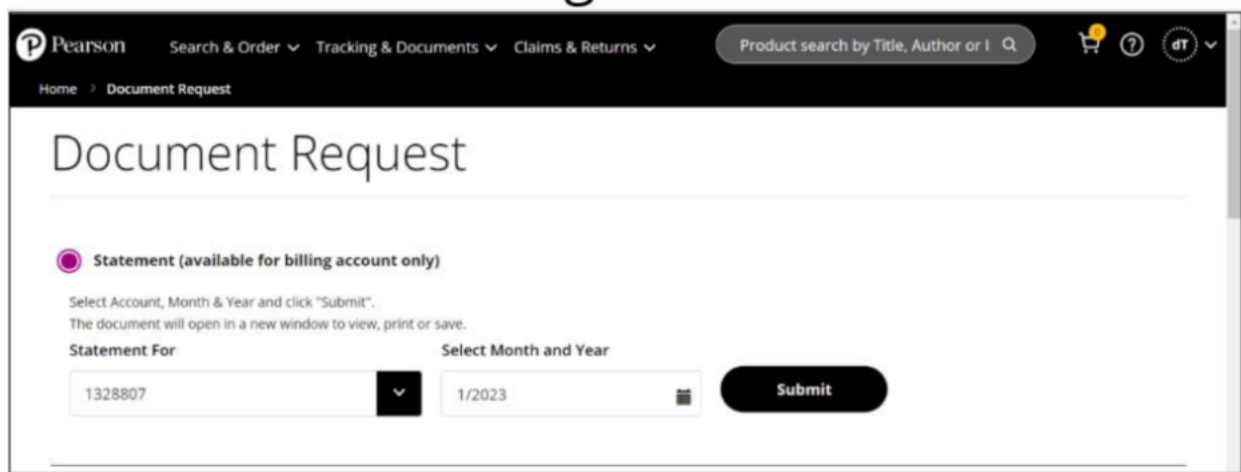
Document Request

Statement (available for billing account only)

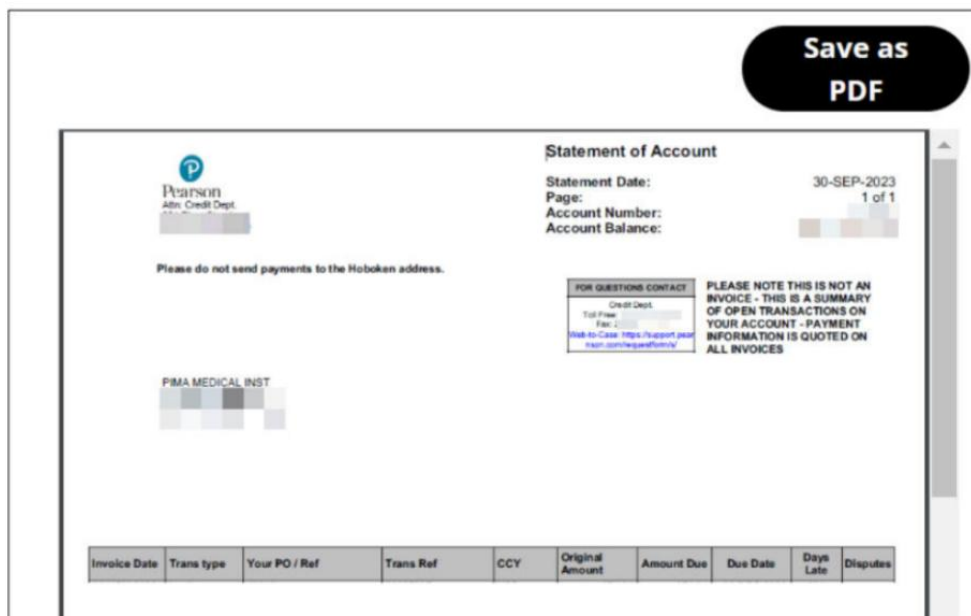
- Select Account, Month & Year and click "Submit".
- The document will open in a new window to view, print or save.
- NOTE: If you need statements for the previous years (Pre-July 2025), please reach out to our Accounts Receivables team for assistance. [Click here.](#)

Statement For Select Month and Year

3. Select **Statement** (available for billing account only)
4. Select the account number from the **Statement for** dropdown
5. Click the calendar icon and select the month and year



6. Click **Submit**



7. Click **Save as a PDF** to save the document to your computer