

» Pearson

OASIS

Tracking Orders

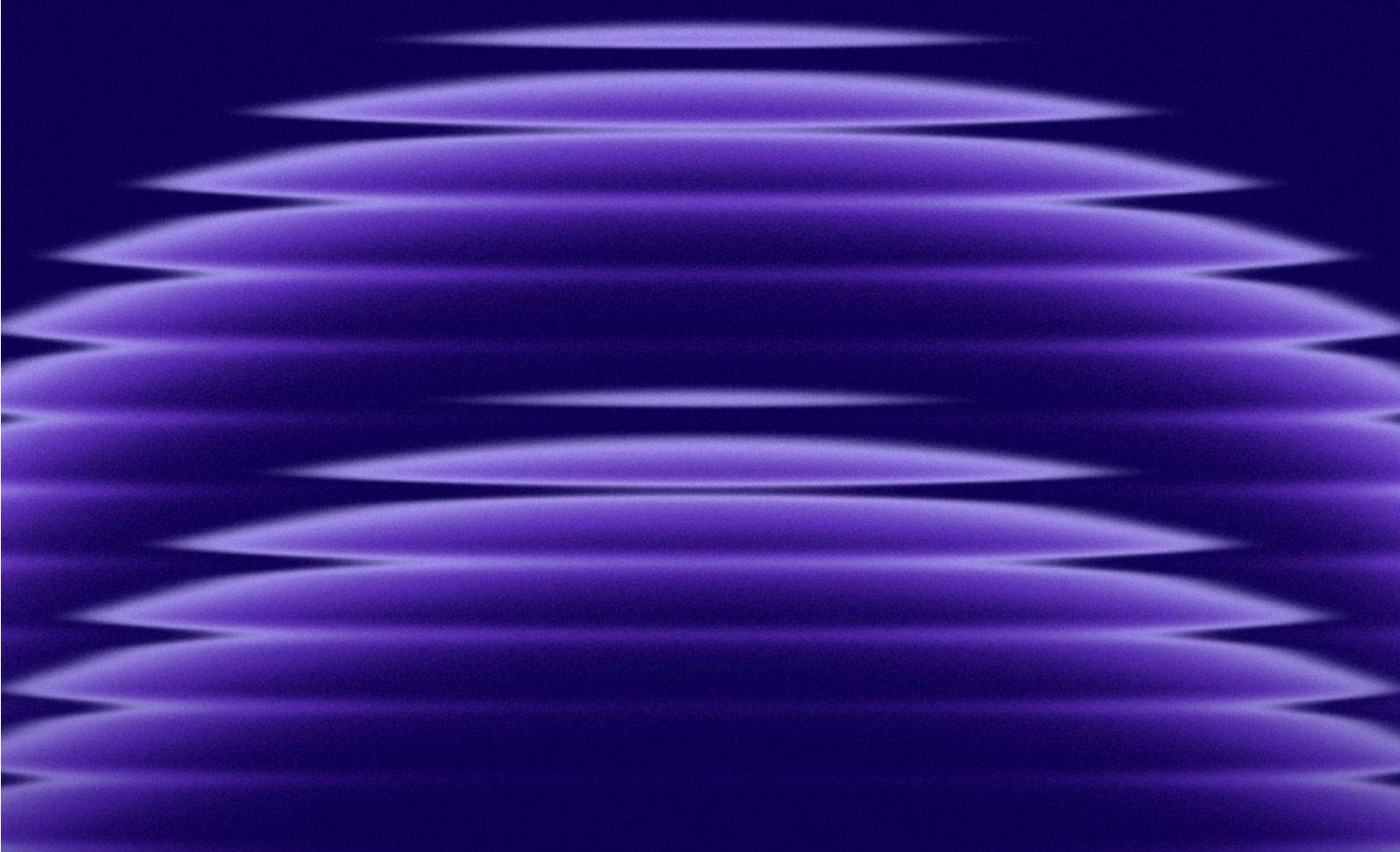


Table of Contents

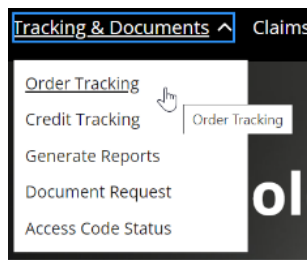
Overview	2
View your orders	2
View order details for physical product orders	3

Overview

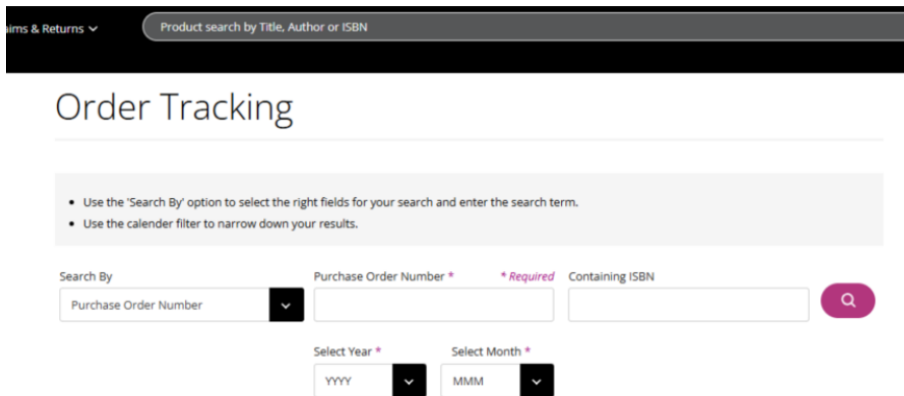
This OASIS (Order and Shipment Information System) Tracking Orders User Guide explains how to track your orders.

View your order

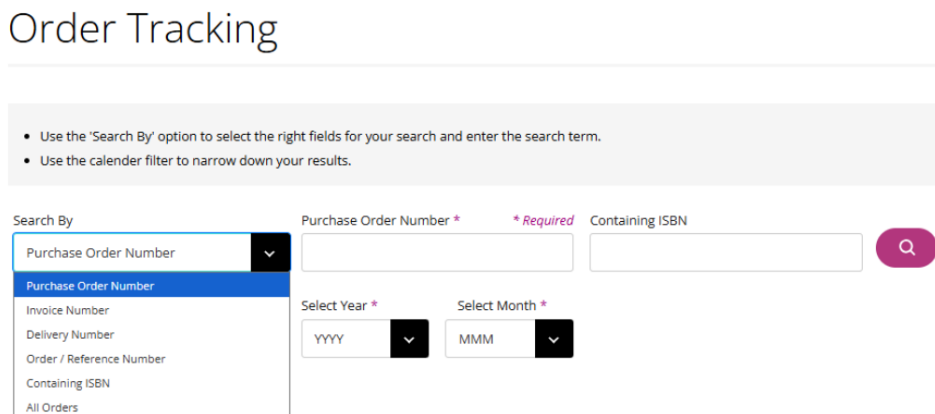
1. Click **Tracking & Documents**



2. Select **Order Tracking** from the dropdown menu



3. In the **Search By** dropdown, choose one of the following options



- Purchase Order Number
- Invoice Number
- Delivery Number
- Order / Reference Number
- Containing ISBN (International Standard Book Number)
- All orders

4. Based on your selection, you may be asked to provide additional information. Use the table below for guidance



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 . You will see a list of matching 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 Select Year * * Required 2023 Select Month * Mar Order Status All Q

	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

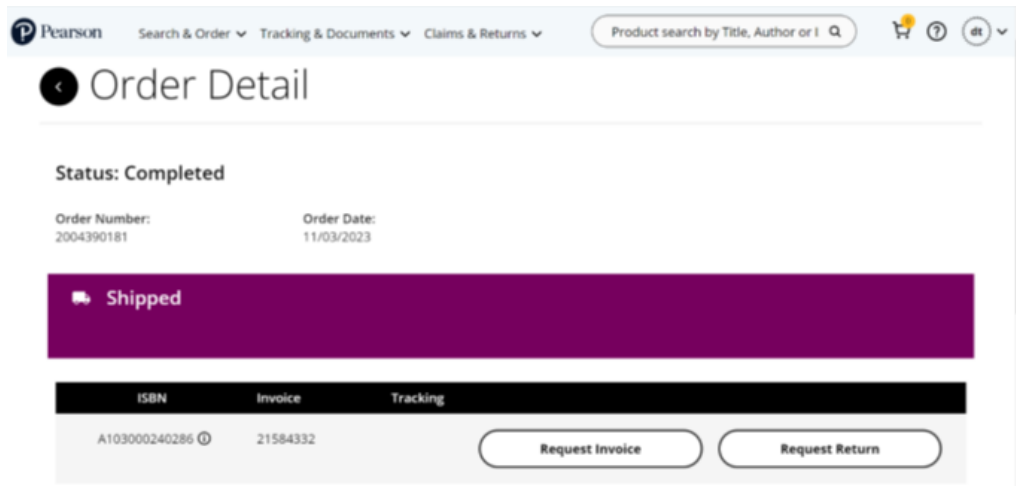
View order details for physical product orders

To see more information about a physical product order.

1. Click the **PO #** (Purchase order number) or the **Order / Reference Number**

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

2. The full order details and current status will be displayed



If the order has already shipped, you will see the following options:

- **Request Invoice**
 - This opens the OASIS document request page. For more information, refer to the [Retrieving Documents](#) user guide.
- **Request Return**
 - This opens the OASIS Return Request (RMA) page. For detailed instructions see the [Submitting a return](#) user guide