

Tracking Orders

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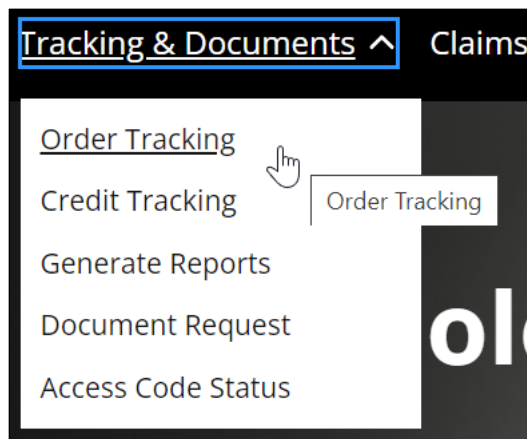
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Overview

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

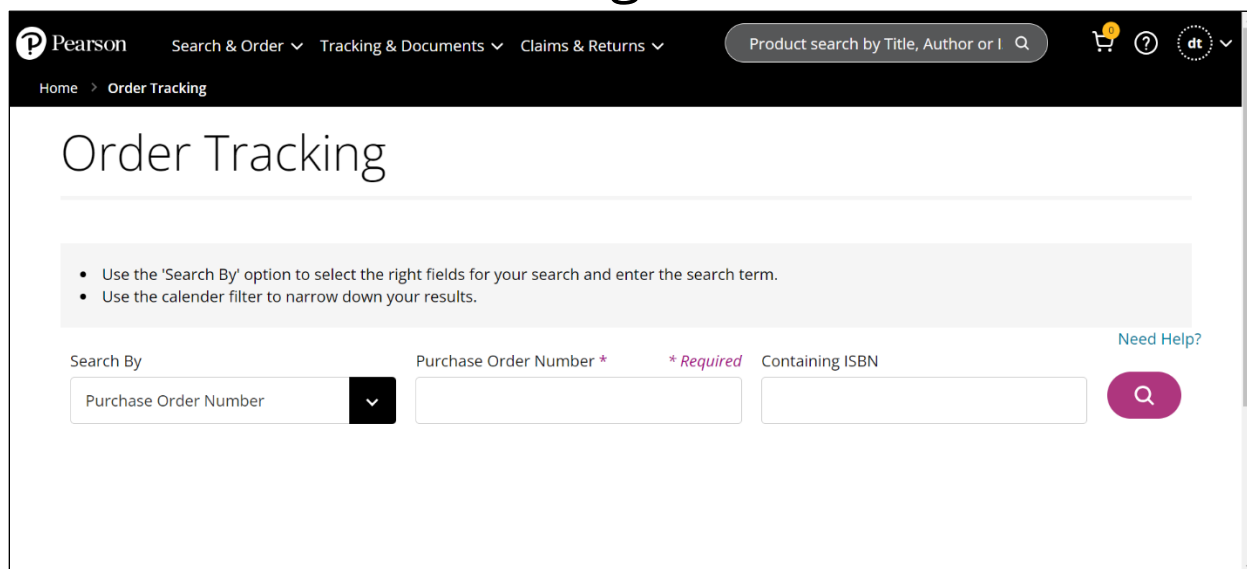
View your orders

1. Click **Tracking & Documents**.



2. Select **Order Tracking**.

Tracking Orders

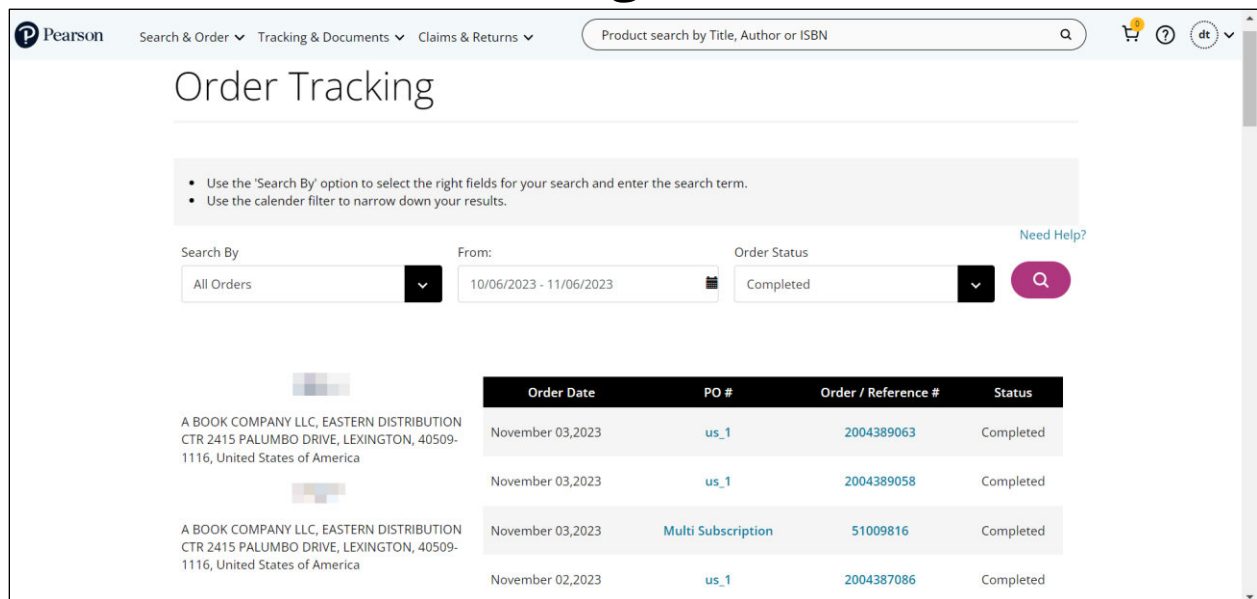


3. Select one of the following from the **Search By** dropdown:
 - Purchase Order Number
 - Invoice Number
 - Delivery Number
 - Order / Reference Number
 - Containing ISBN
 - All Orders
4. Depending on the option you selected above the optional fields will vary. See the table below for more information.

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

Need Help?

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

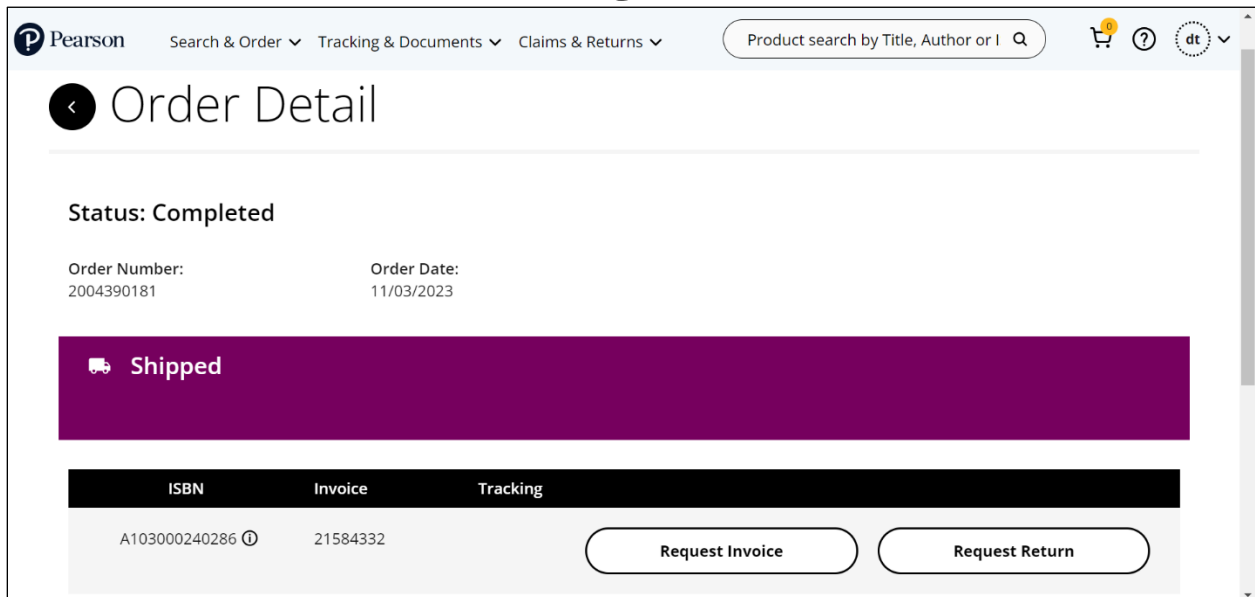
View order details for physical product orders

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



The screenshot shows the 'Order Detail' page in the Pearson OASIS system. The page header includes the Pearson logo, navigation links for 'Search & Order', 'Tracking & Documents', and 'Claims & Returns', and a search bar. The main content area shows the order status as 'Completed'. Below this, the order number '2004390181' and order date '11/03/2023' are displayed. A large purple banner with a truck icon and the word 'Shipped' indicates the order has been shipped. At the bottom, there is a table with columns for 'ISBN', 'Invoice', and 'Tracking'. The table contains one row with the ISBN 'A103000240286', the invoice number '21584332', and two buttons: 'Request Invoice' and 'Request Return'.

ISBN	Invoice	Tracking
A103000240286 ⓘ	21584332	<button>Request Invoice</button> <button>Request Return</button>

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.