

Tracking Credits

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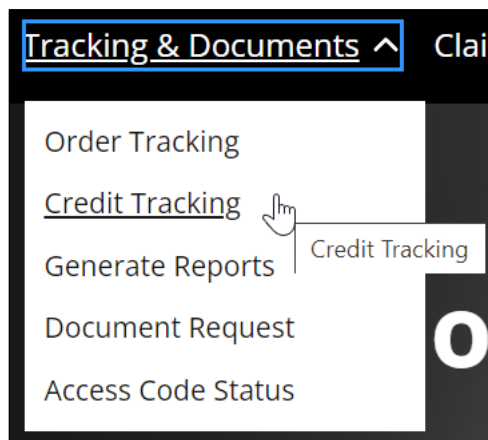
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Overview

This OASIS (Order and Shipment Information System) Tracking Credit User Guide documents how to search for and display credit memos for products on the OASIS website. Refer to the sections below for more information.

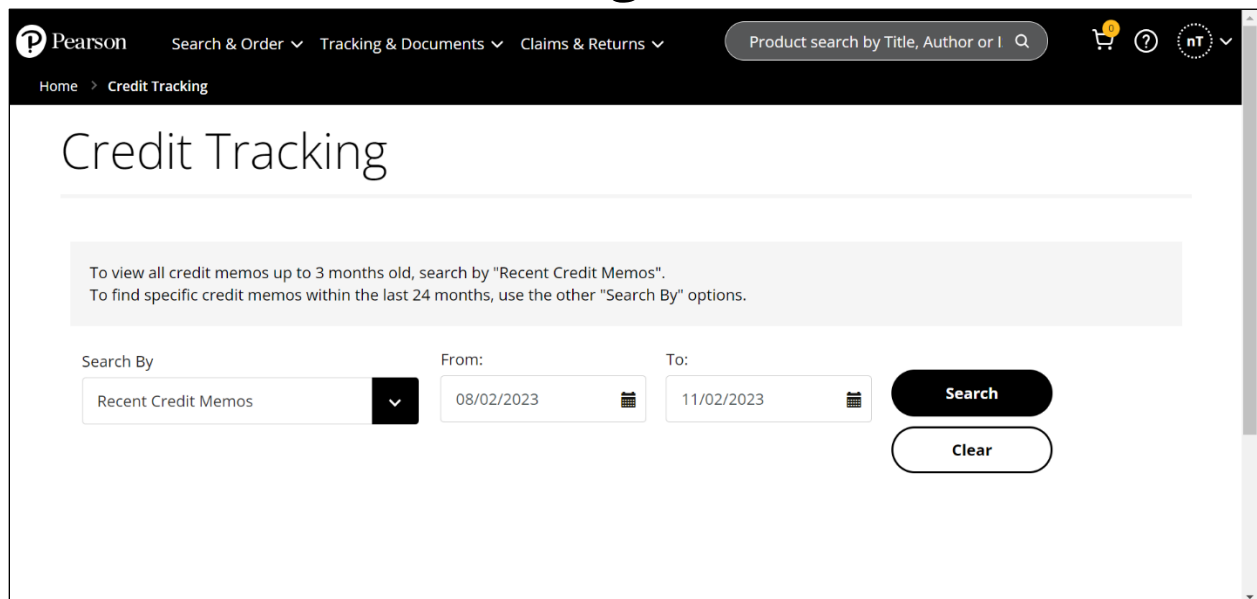
View your credit memos

1. Click **Tracking & Documents**.



2. Select **Credit Tracking**.

Tracking Credits



The screenshot shows the Pearson Credit Tracking interface. At the top is a navigation bar with links for Search & Order, Tracking & Documents, and Claims & Returns. Below this is a search bar and a shopping cart icon. The main heading is "Credit Tracking". A message box states: "To view all credit memos up to 3 months old, search by 'Recent Credit Memos'. To find specific credit memos within the last 24 months, use the other 'Search By' options." Below this is a search form with a "Search By" dropdown menu (currently set to "Recent Credit Memos"), "From:" and "To:" date fields (both set to 08/02/2023 and 11/02/2023 respectively), and "Search" and "Clear" buttons.

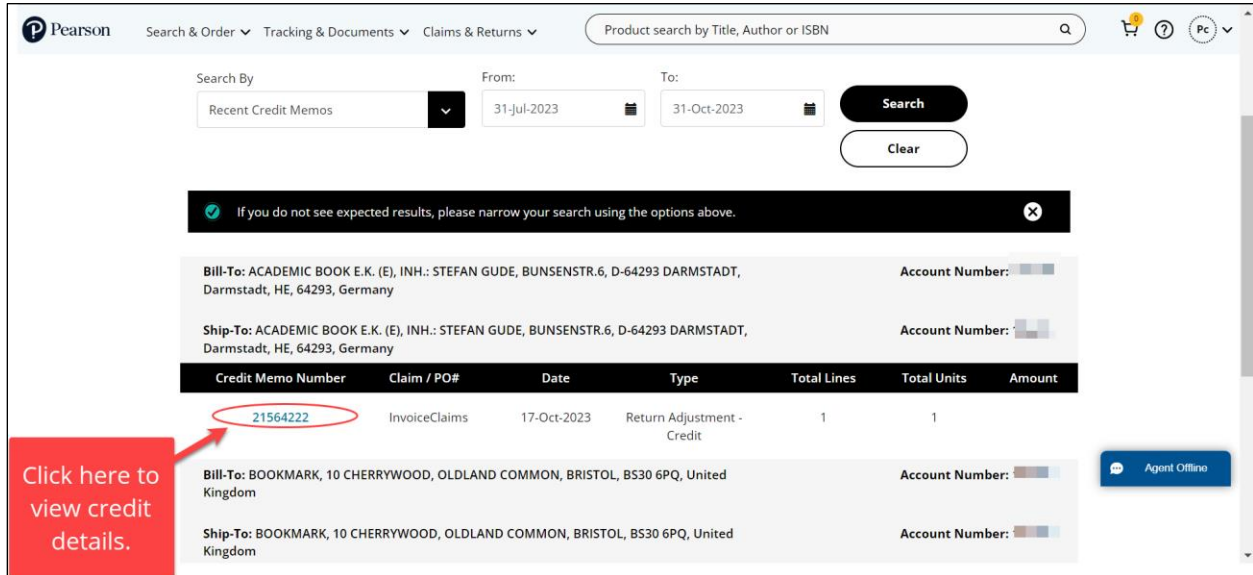
3. By default, the Credit Tracking page displays your credit memos for the last 30 days. To filter your data, perform Steps 3 through 6. Otherwise, if you accept the default of the last 30 days with no filtering proceed to [Step 6](#).
4. From the **Search By** dropdown select one of the following:
 - Recent Credit Memos
 - Claim/Chargeback Number
 - Credit Memo
 - Containing ISBN
 - Referencing Invoice Number
5. Depending on the option you selected above the required and optional fields will vary. See the table below for more information.

Note: You cannot configure a date range that starts more than 30 days ago.

Search By	Required Field	Optional Field(s)
Recent Credit Memos	None	From and To dates
Claim/Chargeback Number	Claim/Chargeback Number	Containing ISBN
Credit Memo	Credit Memo	Containing ISBN
Containing ISBN	Containing ISBN	From and To dates
Referencing Invoice Number	Referencing Invoice Number	From and To dates

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6. Click **Search**.



Search & Order Tracking & Documents Claims & Returns Product search by Title, Author or ISBN

Search By: Recent Credit Memos From: 31-Jul-2023 To: 31-Oct-2023 Search Clear

If you do not see expected results, please narrow your search using the options above.

Bill-To: ACADEMIC BOOK E.K. (E), INH.: STEFAN GUDE, BUNSENSTR.6, D-64293 DARMSTADT, Darmstadt, HE, 64293, Germany Account Number: [REDACTED]

Ship-To: ACADEMIC BOOK E.K. (E), INH.: STEFAN GUDE, BUNSENSTR.6, D-64293 DARMSTADT, Darmstadt, HE, 64293, Germany Account Number: [REDACTED]

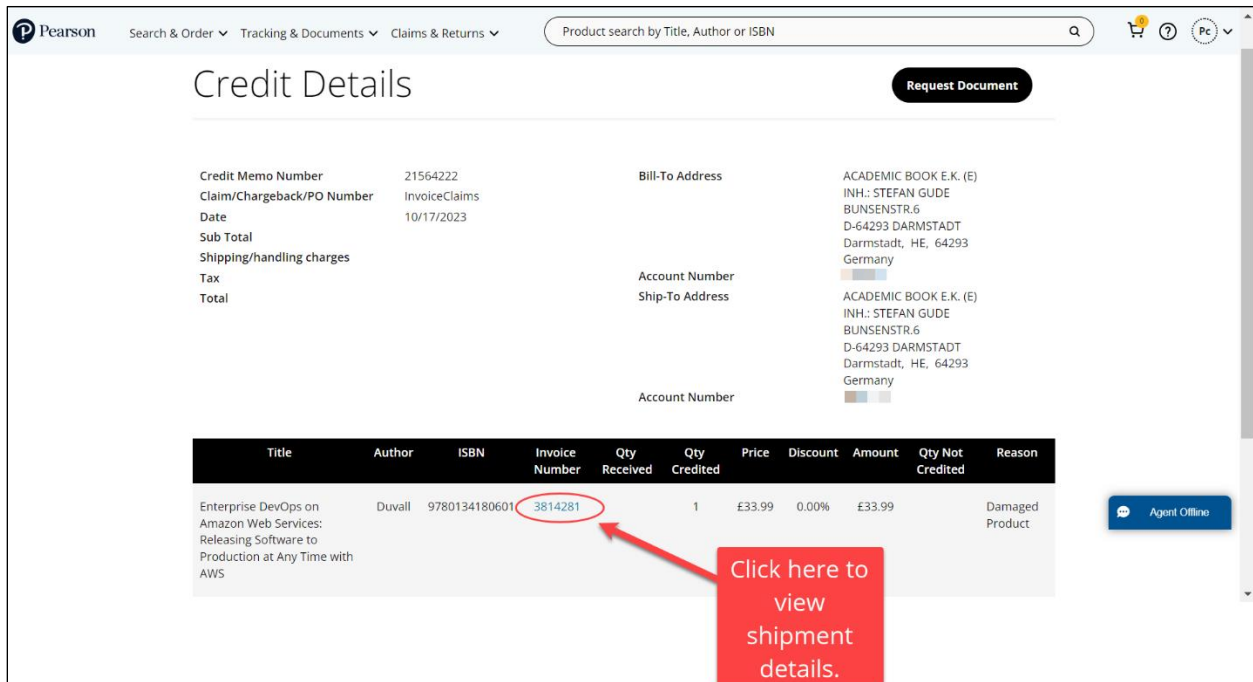
Credit Memo Number	Claim / PO#	Date	Type	Total Lines	Total Units	Amount
21564222	InvoiceClaims	17-Oct-2023	Return Adjustment - Credit	1	1	

Bill-To: BOOKMARK, 10 CHERRYWOOD, OLDLAND COMMON, BRISTOL, BS30 6PQ, United Kingdom Account Number: [REDACTED]

Ship-To: BOOKMARK, 10 CHERRYWOOD, OLDLAND COMMON, BRISTOL, BS30 6PQ, United Kingdom Account Number: [REDACTED]

Click here to view credit details.

Click the Credit Memo Number to display the Credit Details page.



Credit Details Request Document

Credit Memo Number: 21564222
Claim/Chargeback/PO Number: InvoiceClaims
Date: 10/17/2023
Sub Total
Shipping/handling charges
Tax
Total

Bill-To Address: ACADEMIC BOOK E.K. (E)
INH.: STEFAN GUDE
BUNSENSTR.6
D-64293 DARMSTADT
Darmstadt, HE, 64293
Germany
Account Number: [REDACTED]
Ship-To Address: ACADEMIC BOOK E.K. (E)
INH.: STEFAN GUDE
BUNSENSTR.6
D-64293 DARMSTADT
Darmstadt, HE, 64293
Germany
Account Number: [REDACTED]

Title	Author	ISBN	Invoice Number	Qty Received	Qty Credited	Price	Discount	Amount	Qty Not Credited	Reason
Enterprise DevOps on Amazon Web Services: Releasing Software to Production at Any Time with AWS	Duvall	9780134180601	3814281	1		£33.99	0.00%	£33.99		Damaged Product

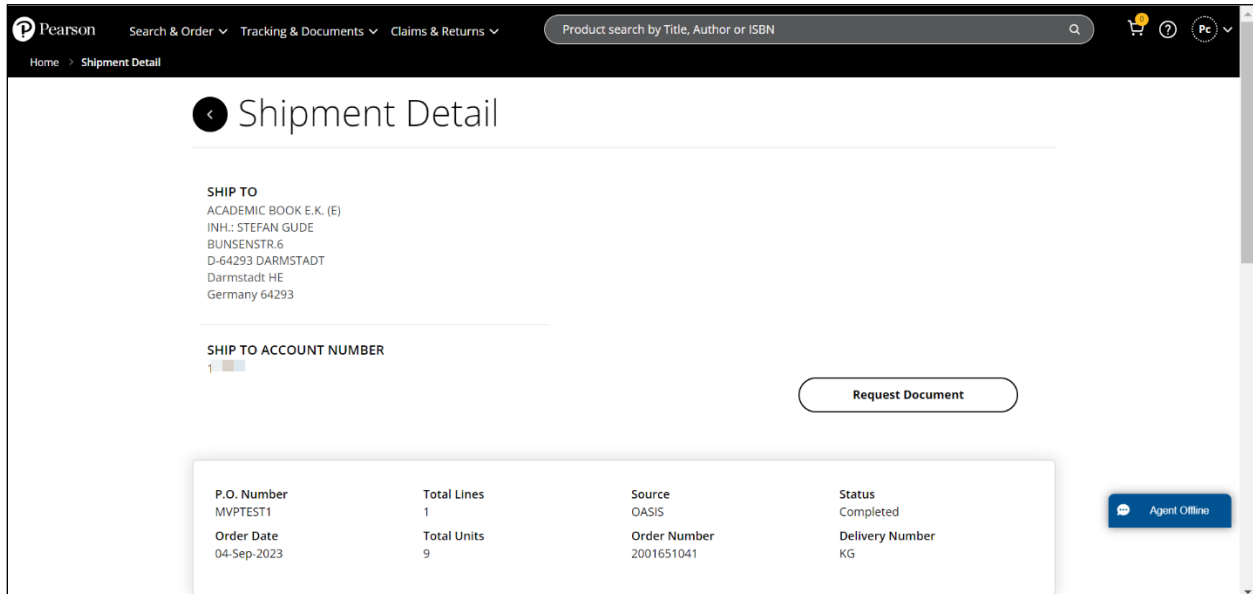
Click here to view shipment details.

Click the Invoice Number to display the Shipment Detail page. See the [Shipment details for physical products](#) below for more information.

Tracking Credits

Shipment details for physical products

The following shows an example of the Shipment Detail page for physical products.



The screenshot shows the 'Shipment Detail' page in the Pearson OASIS system. The page header includes the Pearson logo, navigation links (Search & Order, Tracking & Documents, Claims & Returns), a search bar, and user icons. The main content area is titled 'Shipment Detail' and displays the following information:

SHIP TO
 ACADEMIC BOOK E.K. (E)
 INH.: STEFAN GUDE
 BUNSENSTR.6
 D-64293 DARMSTADT
 Darmstadt HE
 Germany 64293

SHIP TO ACCOUNT NUMBER
 1

Request Document (button)

P.O. Number MVPTEST1	Total Lines 1	Source OASIS	Status Completed
Order Date 04-Sep-2023	Total Units 9	Order Number 2001651041	Delivery Number KG

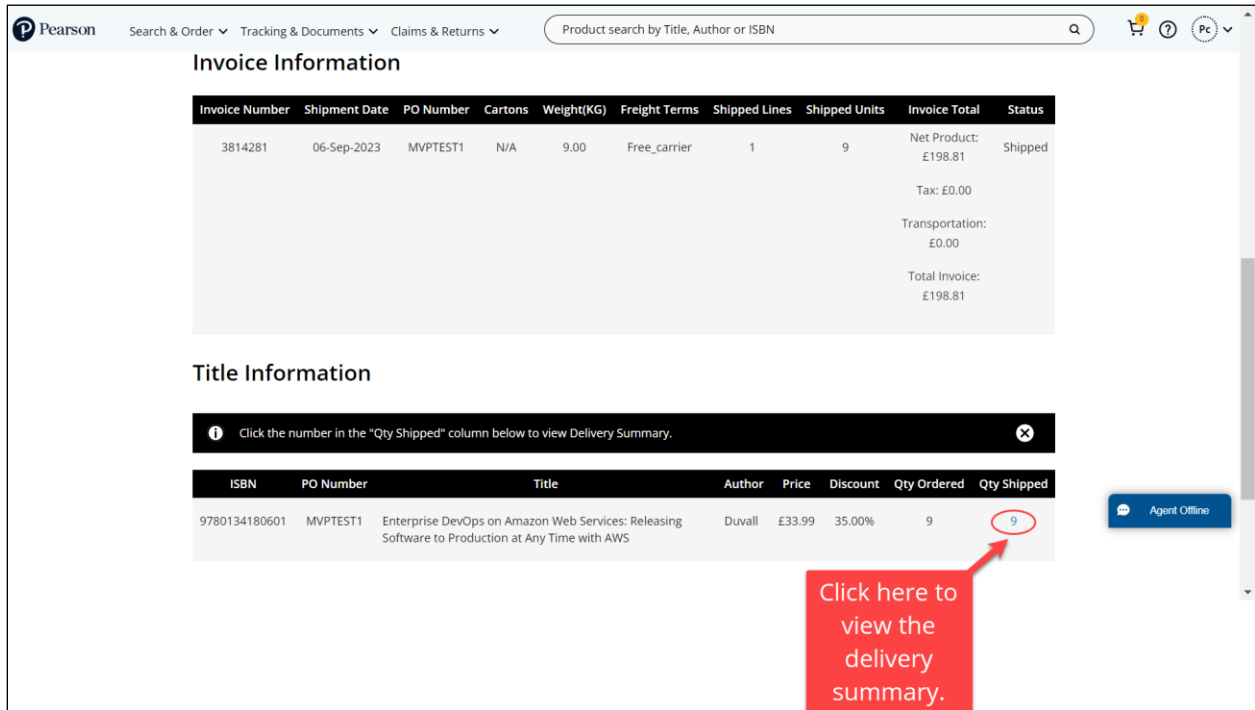
Agent Online (button)

On this page you can click the following buttons:

- **Request Document**, which will open the OASIS Document Request page. See the [Retrieving Documents](#) user guide for more information.

This page also displays invoice and title information for the shipment.

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Invoice Information

Invoice Number	Shipment Date	PO Number	Cartons	Weight(KG)	Freight Terms	Shipped Lines	Shipped Units	Invoice Total	Status
3814281	06-Sep-2023	MVPTST1	N/A	9.00	Free_carrier	1	9	Net Product: £198.81 Tax: £0.00 Transportation: £0.00 Total Invoice: £198.81	Shipped

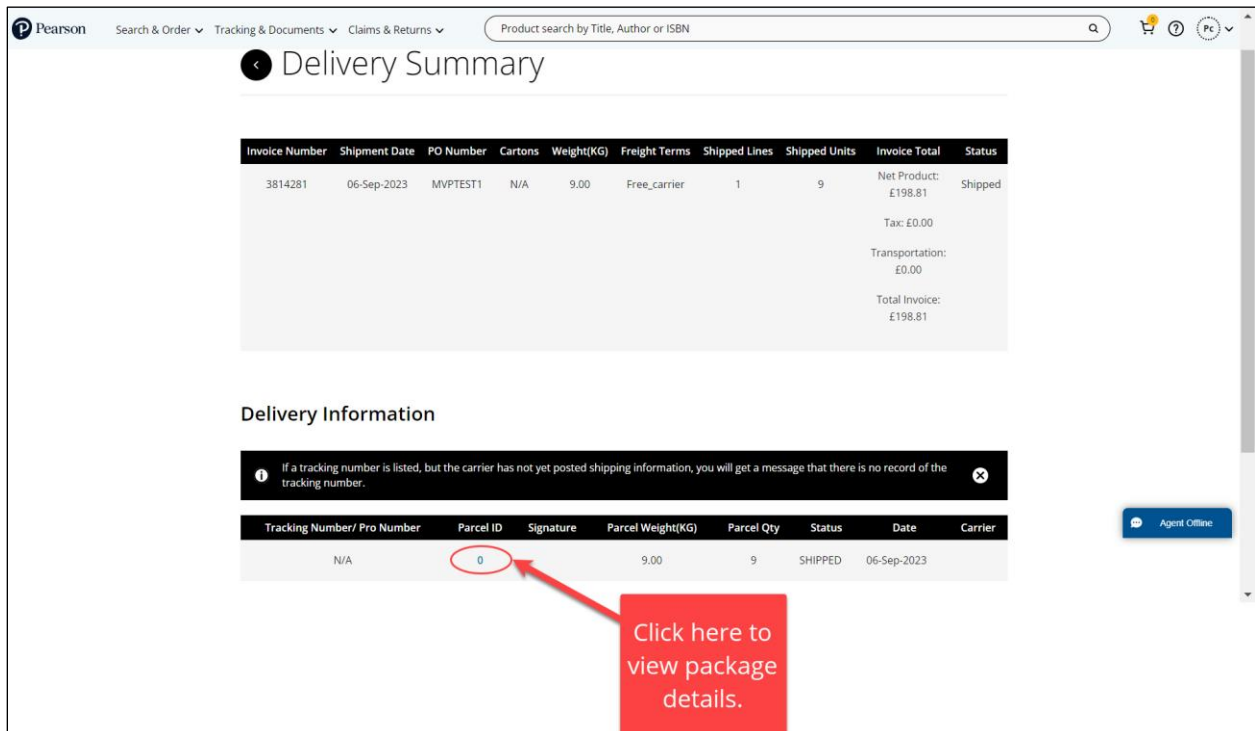
Title Information

Click the number in the "Qty Shipped" column below to view Delivery Summary.

ISBN	PO Number	Title	Author	Price	Discount	Qty Ordered	Qty Shipped
9780134180601	MVPTST1	Enterprise DevOps on Amazon Web Services: Releasing Software to Production at Any Time with AWS	Duvall	£33.99	35.00%	9	9

Click here to view the delivery summary.

Click the Qty Shipped number to display the Delivery Summary page.



Delivery Summary

Invoice Number	Shipment Date	PO Number	Cartons	Weight(KG)	Freight Terms	Shipped Lines	Shipped Units	Invoice Total	Status
3814281	06-Sep-2023	MVPTST1	N/A	9.00	Free_carrier	1	9	Net Product: £198.81 Tax: £0.00 Transportation: £0.00 Total Invoice: £198.81	Shipped

Delivery Information


If a tracking number is listed, but the carrier has not yet posted shipping information, you will get a message that there is no record of the tracking number.

Tracking Number/ Pro Number	Parcel ID	Signature	Parcel Weight(KG)	Parcel Qty	Status	Date	Carrier
N/A	0		9.00	9	SHIPPED	06-Sep-2023	

Click here to view package details.

Tracking Credits

Click the Parcel ID to display the Package Detail page.


Search & Order
Tracking & Documents
Claims & Returns

<

Package Detail

Invoice Number	Shipment Date	PO Number	Cartons	Weight(KG)	Freight Terms	Shipped Lines	Shipped Units	Invoice Total	Status
3814281	06-Sep-2023	MVPTST1	N/A	9.00	Free_carrier	1	9	Net Product: £198.81 Tax: £0.00 Transportation: £0.00 Total Invoice: £198.81	Shipped

Package Contents

Parcel Number 0

ISBN	Title	Author	Order Qty	Parcel Qty
9780134180601	Enterprise DevOps on Amazon Web Services: Releasing Software to Production at Any Time with AWS	Duvall	9	9

