

» Pearson

OASIS

Tracking Credits

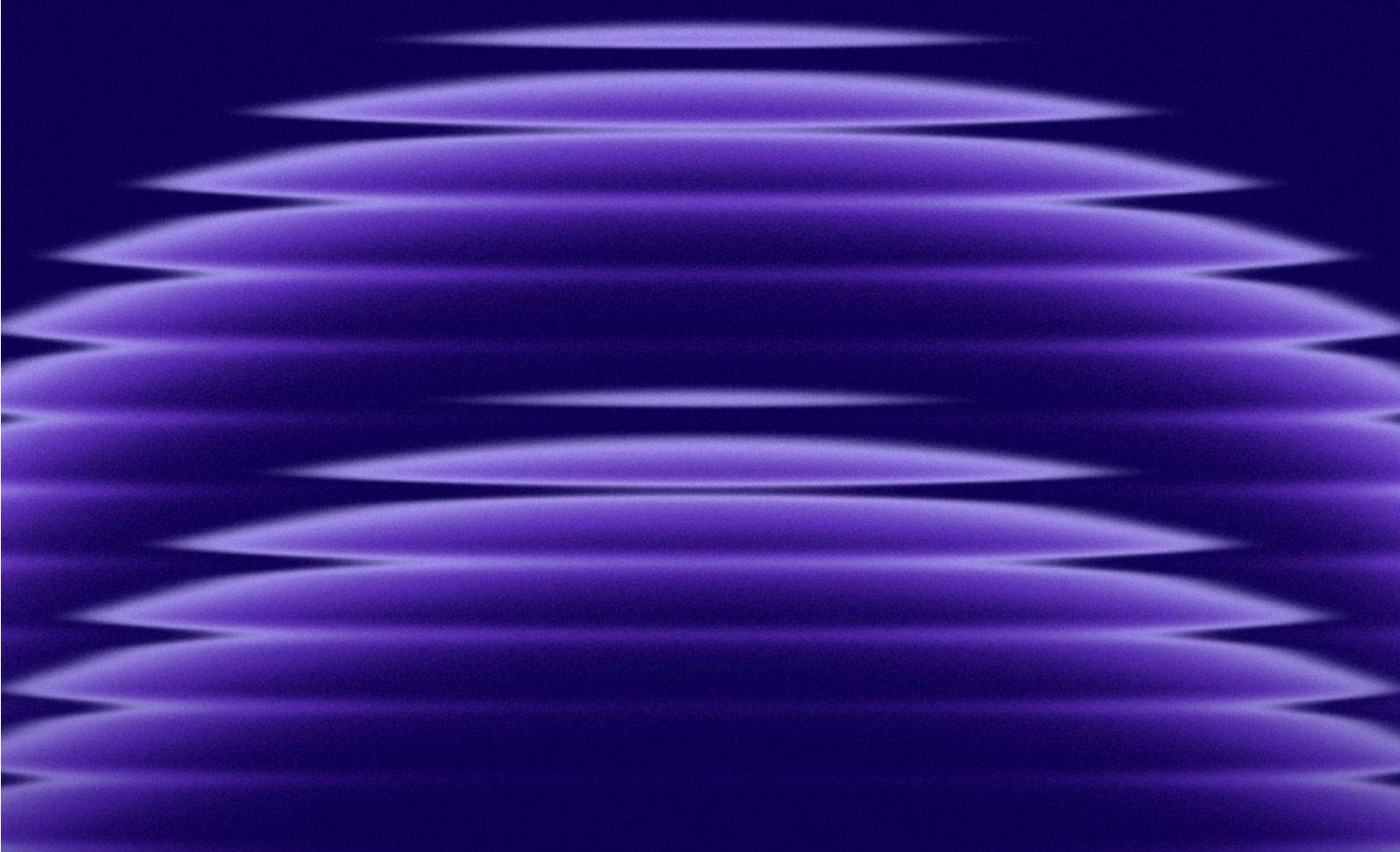


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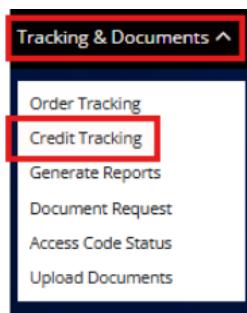
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Overview

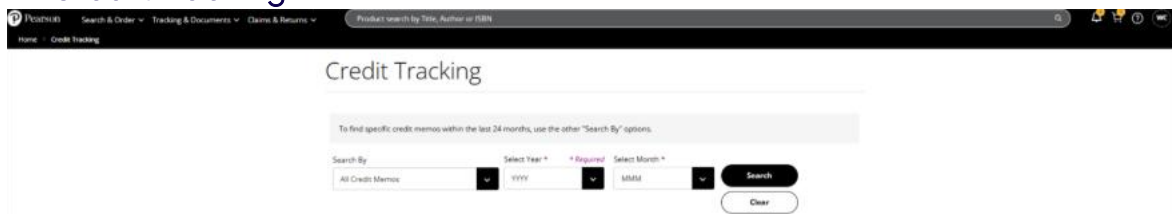
Pearson OASIS (Order and Shipment Information System) Tracking Credits User Guide documents how to search for and display credit memos for products on the OASIS website. Refer to the sections below for more information.

View your credit memos

1. From the toolbar click **Tracking & Documents**



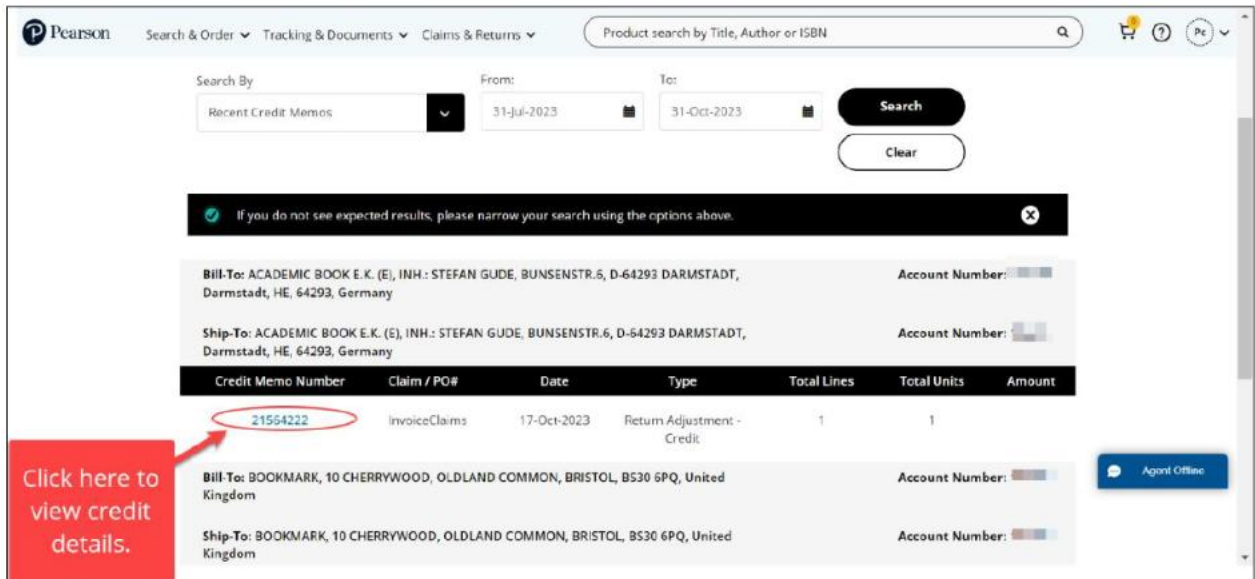
2. Select **Credit Tracking**



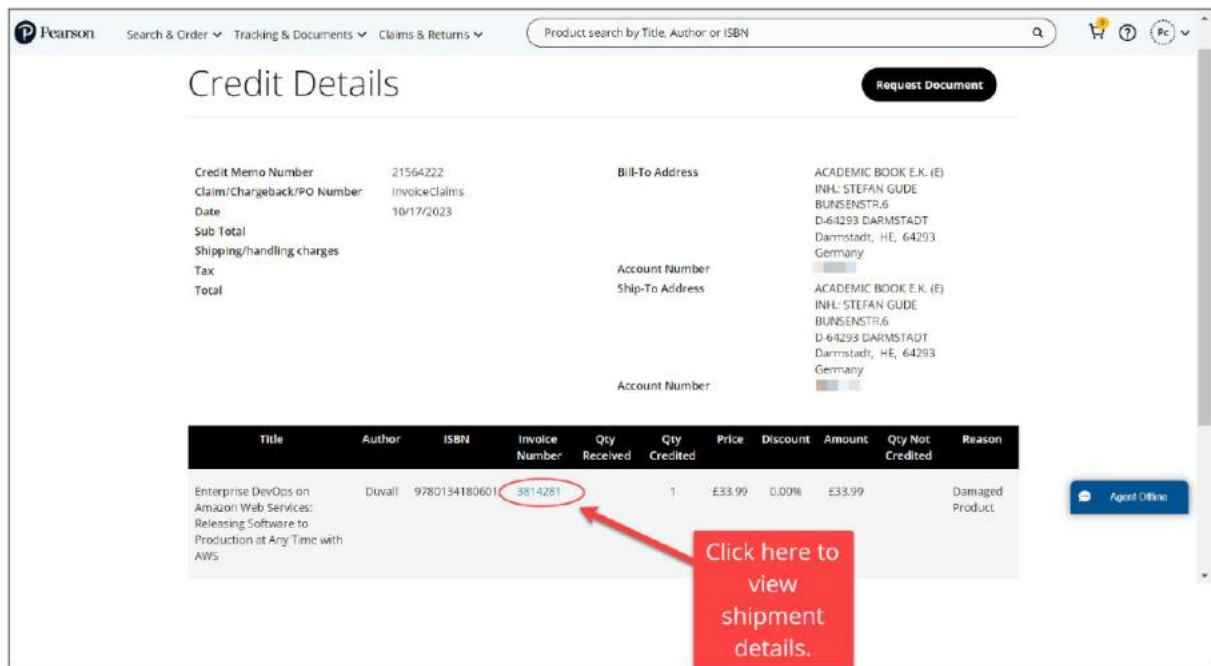
3. By default, the credit tracking page lands on all credit memos, whereby you need to select the year and month of the credit memo you would like to track
4. From the **Search by** dropdown select one of the following
 - a. All credit memos
 - b. Claim/chargeback number/ PO number
 - c. Credit memo
 - d. Containing ISBN
 - e. Referencing invoice number
5. Depending on the option selected, the required and optional fields will vary. See the table below for more information

Search By	Required Field	Optional Field(s)
All Credit Memos	None	Year and Month
Claim/Chargeback/Po Number	Claim/Chargeback/Po Number	Containing ISBN
Credit Memo	Credit Memo	Containing ISBN
Containing ISBN	Containing ISBN, Year and Month	None
Referencing Invoice Number	Referencing Invoice Number	Containing ISBN

6. Click Search



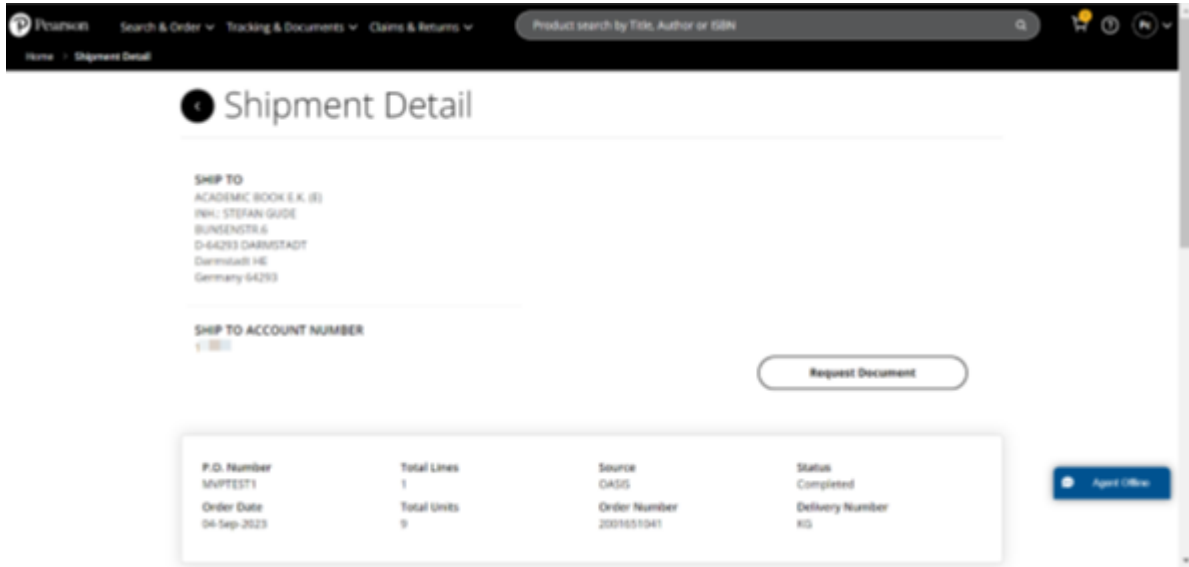
7. Click the Credit memo number to display the credit details page



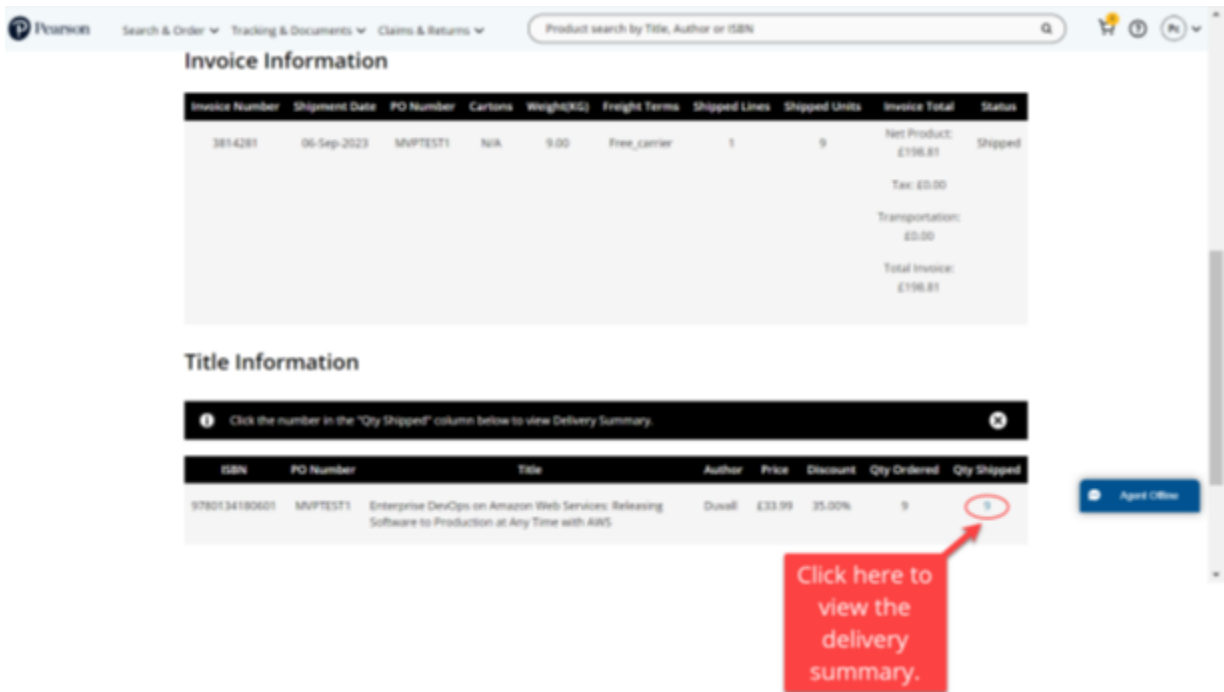
8. Click the invoice number to display the shipment detail page. See the shipment details for physical products below for more information.

Shipment details for physical products

The following shows an example of the shipment detail page for physical products.



On this page you can request the shipment details document. Clicking this option will open the OASIS document request page. For more information see the **Retrieving Documents User Guide**. This page also displays invoice and title information for the shipment.



Click the qty shipped number to display the delivery summary page.

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

Delivery Summary

Invoice Number	Shipment Date	PO Number	Cartons	Weight(KG)	Freight Terms	Shipped Lines	Shipped Units	Invoice Total	Status
3814281	06-Sep-2023	MFPTE371	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 / PO 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.

Click the **Parcel ID** to display the package details page.

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

Package Detail

Invoice Number	Shipment Date	PO Number	Cartons	Weight(KG)	Freight Terms	Shipped Lines	Shipped Units	Invoice Total	Status
3814281	06-Sep-2023	MFPTE371	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	Dowd	9	9