

Tracking Credits

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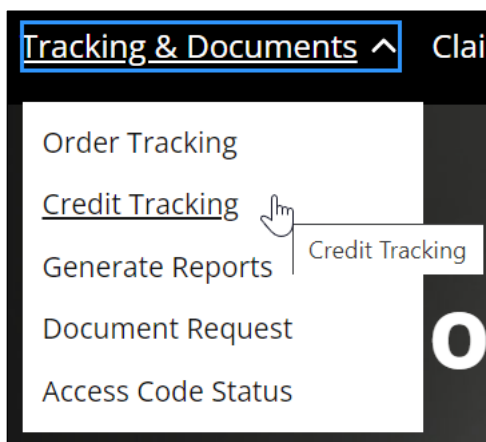
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Overview

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

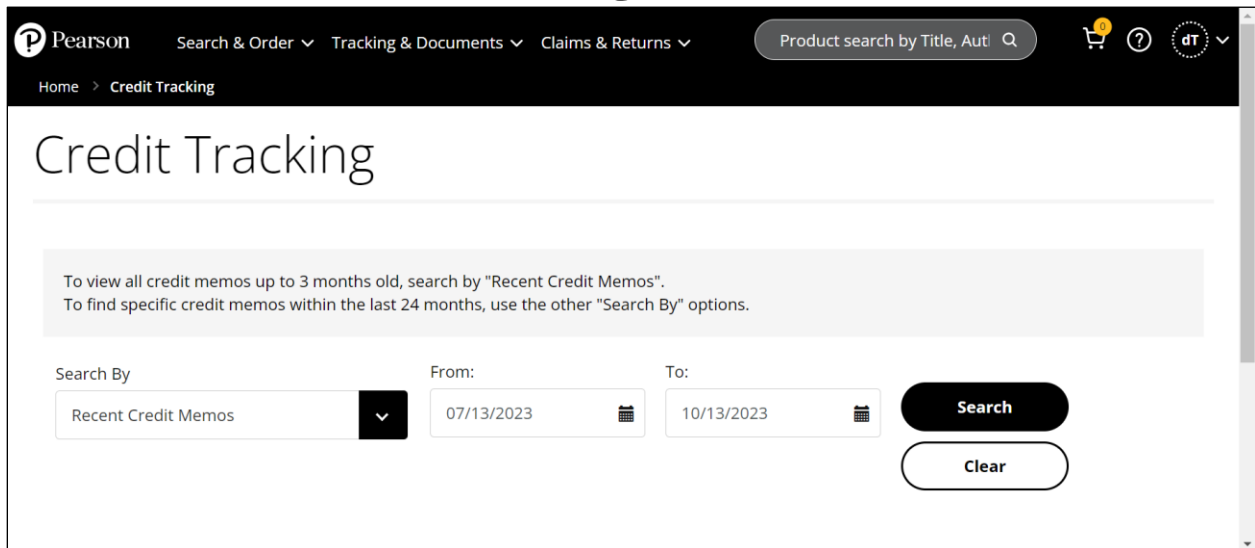
View your credit memos

1. Click **Tracking & Documents**.



2. Select **Credit Tracking**.

Tracking Credits



Home > Credit Tracking

Credit Tracking

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.

Search By: Recent Credit Memos (dropdown arrow)

From: 07/13/2023 (calendar icon)

To: 10/13/2023 (calendar icon)

Buttons: Search, Clear

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

6. Click **Search**.

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Search By: Recent Credit Memos | From: 08/02/2023 | To: 11/02/2023

Account Number: [REDACTED]

Credit Memo Number	Claim / PO#	Date	Type	Total Lines	Total Units	Amount
1961551	999	Sep 5, 2023	Return Adjustment - Credit	1	1	C\$66.78

Click here to view credit details.

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

Home > Credit Memo Detail

Credit Details

Request Document

Credit Memo Number	21564696	Bill-To Address	BAY AREA MED ACADEMY SAN FRANCISCO, 94108-3610 United States of America
Claim/Chargeback/PO Number	InvoiceClaims	Account Number	[REDACTED]
Date	08/16/2023	Ship-To Address	BAY AREA MED ACADEMY SAN FRANCISCO, 94108-3610 United States of America
Sub Total	\$49.99	Account Number	[REDACTED]
Shipping/handling charges	\$0.00		
Tax	\$0.00		
Total	\$49.99		

Title	Author	ISBN	Invoice Number	Qty Received	Qty Credited	Price	Discount	Amount	Qty Not Credited	Reason
MyLab Math Notebook for Squires/Wyrick	Squires & Wyrick	9780321984517	21564694	1	1	\$49.99	0.00%	\$49.99	0	Damaged Product

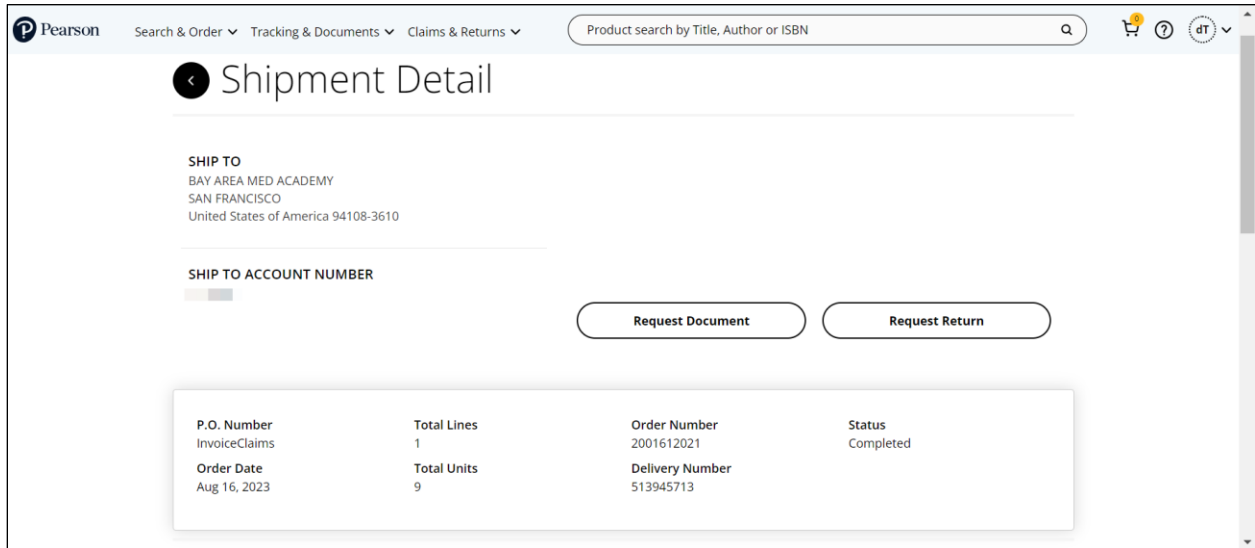
Click here to view shipment details.

Click the Invoice Number to display the Shipment Detail page, which will vary depending on if the credit memo is for physical or digital products. See the [Shipment details for physical products](#) and [Shipment details for digital products](#) sections for more information.

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Shipment details for physical products

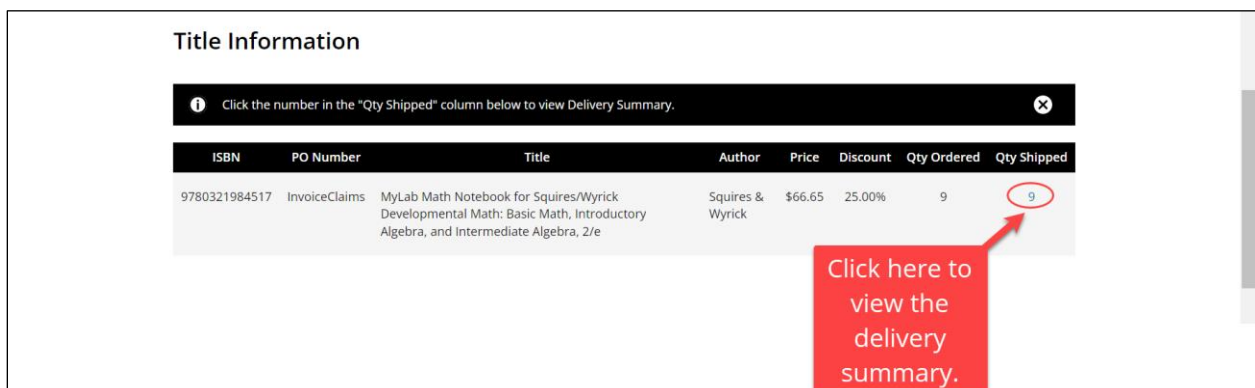
The following shows an example of the Shipment Detail page for physical products.



On this page you can click the following buttons:

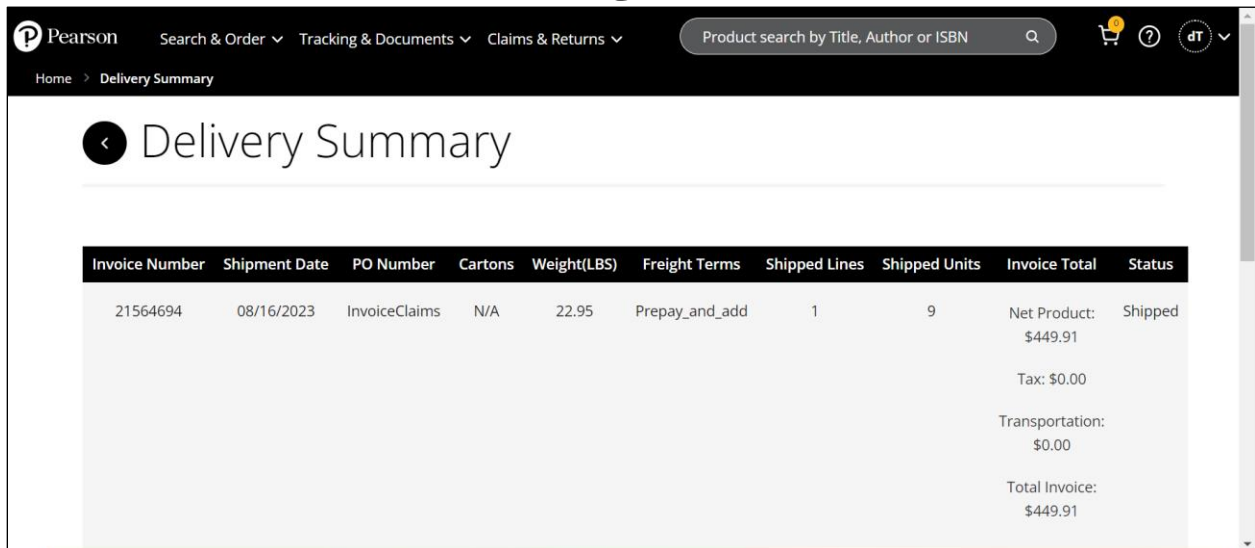
- **Request Document**, which will open the OASIS Document Request page. See the [Retrieving Documents](#) user guide for more information.
- **Request Return**, which will open the OASIS Request an RMA page. See the [Submitting a Return](#) User Guide for more information.

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



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

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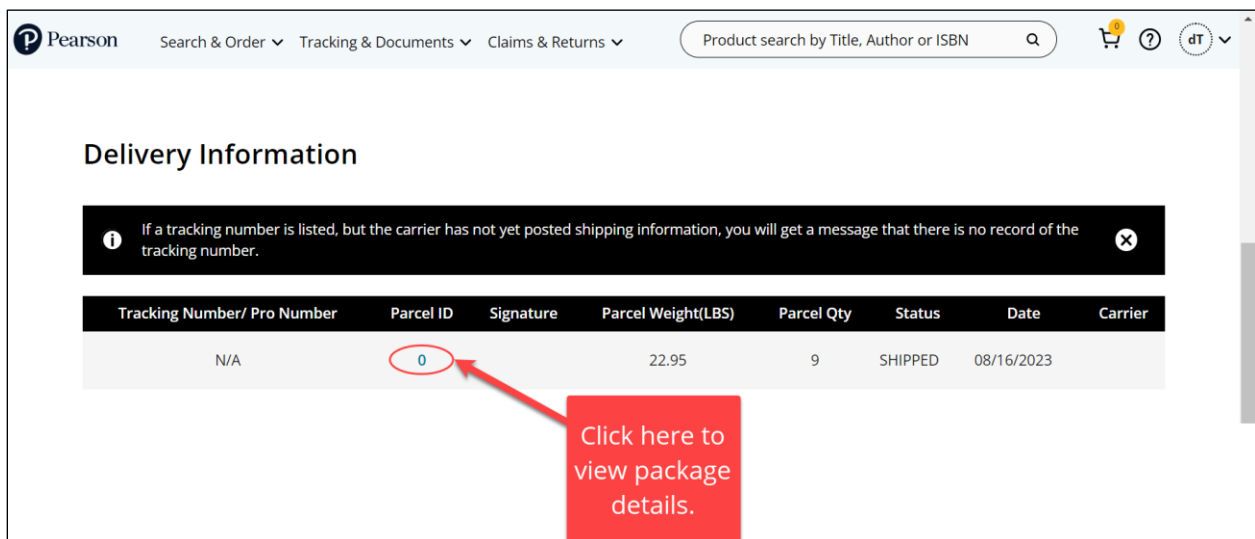


Home > Delivery Summary

Delivery Summary

Invoice Number	Shipment Date	PO Number	Cartons	Weight(LBS)	Freight Terms	Shipped Lines	Shipped Units	Invoice Total	Status
21564694	08/16/2023	InvoiceClaims	N/A	22.95	Prepay_and_add	1	9	Net Product: \$449.91 Tax: \$0.00 Transportation: \$0.00 Total Invoice: \$449.91	Shipped

Scroll down and click the Parcel ID to display the Package Detail page.



Delivery Information

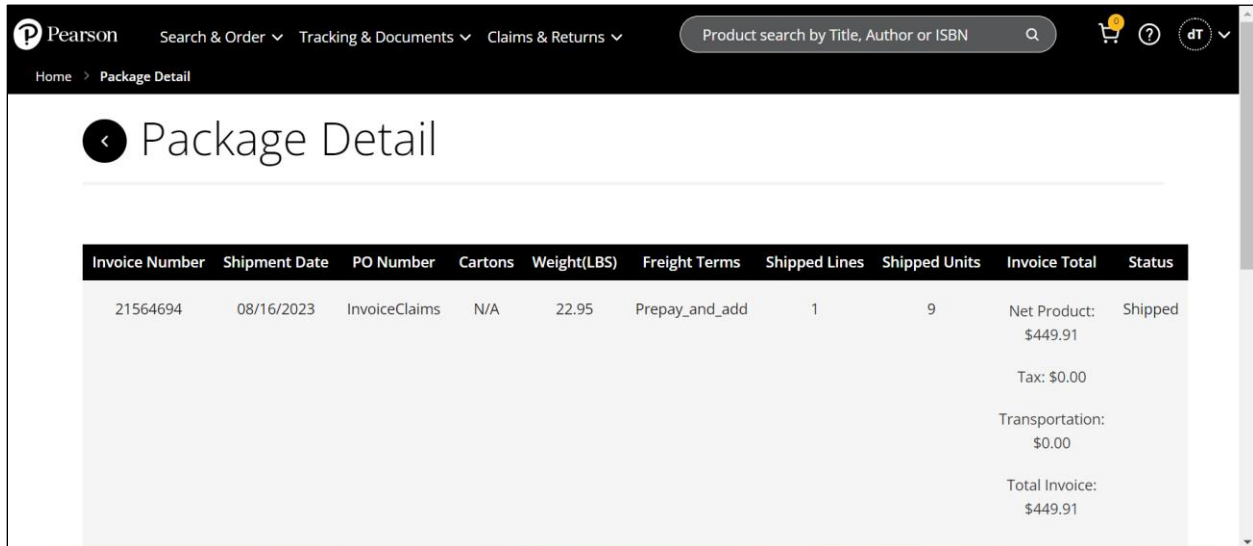
i If a tracking number is listed, but the carrier has not yet posted shipping information, you will get a message that there is no record of the tracking number. **x**

Tracking Number/ Pro Number	Parcel ID	Signature	Parcel Weight(LBS)	Parcel Qty	Status	Date	Carrier
N/A	0		22.95	9	SHIPPED	08/16/2023	

Click here to view package details.

The following will be displayed.

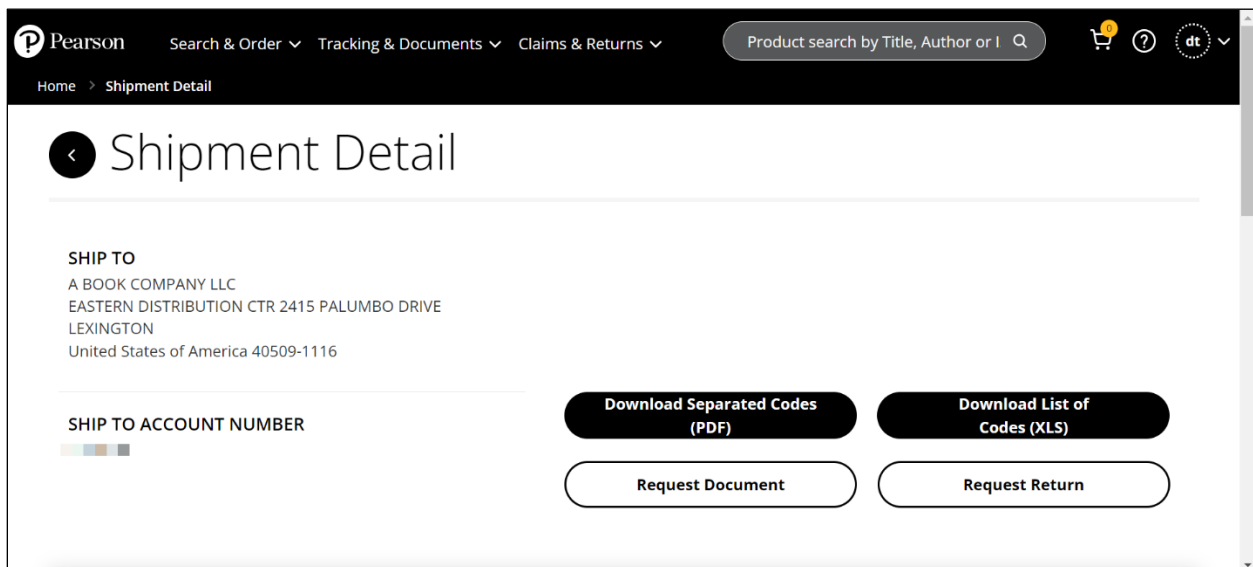
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Invoice Number	Shipment Date	PO Number	Cartons	Weight(LBS)	Freight Terms	Shipped Lines	Shipped Units	Invoice Total	Status
21564694	08/16/2023	InvoiceClaims	N/A	22.95	Prepay_and_add	1	9	Net Product: \$449.91 Tax: \$0.00 Transportation: \$0.00 Total Invoice: \$449.91	Shipped

Shipment details for digital products

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



SHIP TO
 A BOOK COMPANY LLC
 EASTERN DISTRIBUTION CTR 2415 PALUMBO DRIVE
 LEXINGTON
 United States of America 40509-1116

SHIP TO ACCOUNT NUMBER
 [REDACTED]

[Download Separated Codes \(PDF\)](#)
[Download List of Codes \(XLS\)](#)
[Request Document](#)
[Request Return](#)

On this page you can click the following buttons:

- **Download Separated Codes (PDF)**, which will download a PDF that includes instructions and the ISBN, product description, and access code for each digital product.

Tracking Credits

- **Download List of Codes (XLS)**, which download an Excel file that includes instructions and the ISBN, product description, and access code for each digital product.
- **Request Document**, which will open the OASIS Document Request page. See the [Retrieving Documents](#) user guide for more information.
- **Request Return**, which will open the Digital Return page. See the [Submitting a Digital Return](#) User Guide for more information.

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