

Tracking Credits

Table of Contents

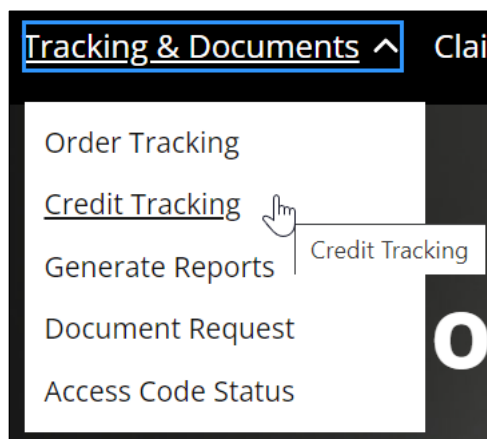
Tracking Credits	1
Overview	1
View your credit memos.....	1
Shipment details for physical products.....	4
Shipment details for digital products	6

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.

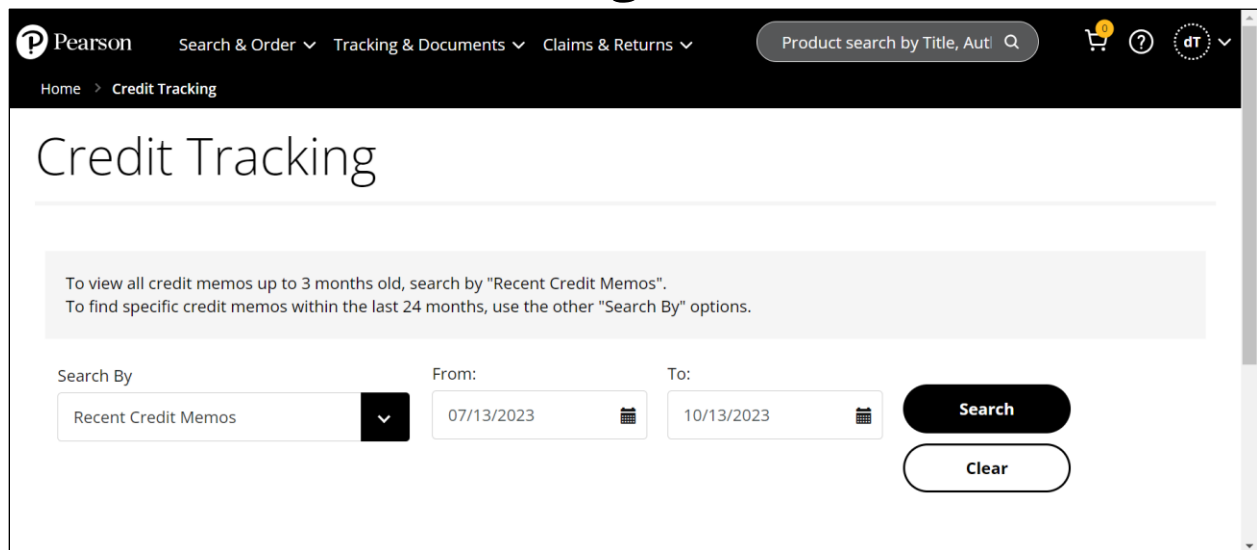
View your credit memos

1. Click **Tracking & Documents**.



2. Select **Credit Tracking**.

Tracking Credits



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 breadcrumb trail: Home > Credit Tracking. The main heading is "Credit Tracking". A grey box contains instructions: "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 pickers (showing 07/13/2023 and 10/13/2023), and "Search" and "Clear" buttons.

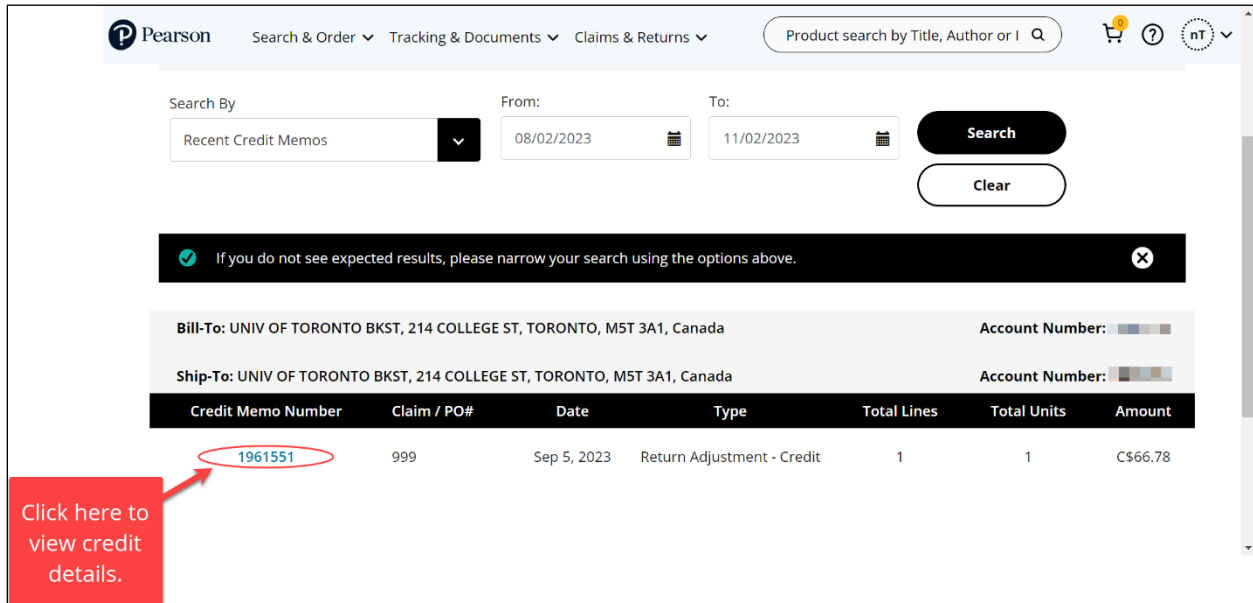
3. By default, the Credit Tracking page displays your credit memos for the last 30 days. To filter your data, perform Steps 3 through 6. Otherwise, if you accept the default of the last 30 days with no filtering proceed to [Step 6](#).
4. From the **Search By** dropdown select one of the following:
 - 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

6. Click **Search**.

Tracking Credits



Search By: Recent Credit Memos

From: 08/02/2023 To: 11/02/2023

Search

Clear

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

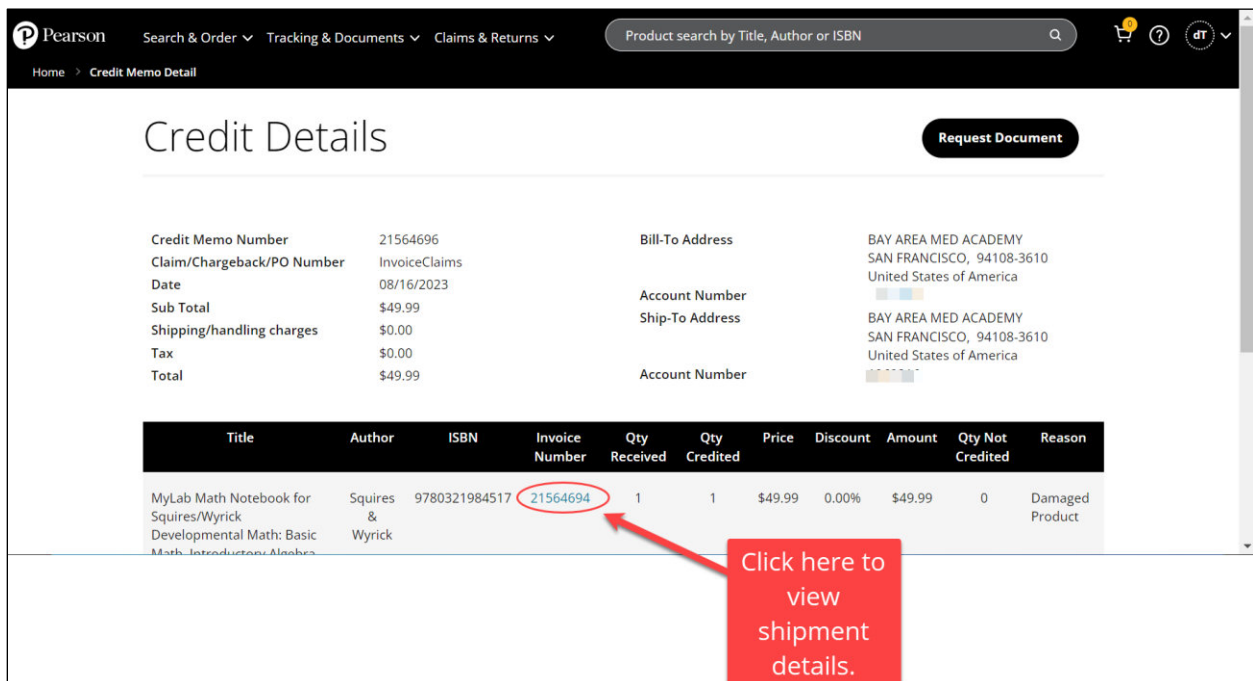
Bill-To: UNIV OF TORONTO BKST, 214 COLLEGE ST, TORONTO, M5T 3A1, Canada Account Number: [REDACTED]

Ship-To: UNIV OF TORONTO BKST, 214 COLLEGE ST, TORONTO, M5T 3A1, Canada 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.



Credit Details

Request Document

Credit Memo Number: 21564696

Claim/Chargeback/PO Number: InvoiceClaims

Date: 08/16/2023

Sub Total: \$49.99

Shipping/handling charges: \$0.00

Tax: \$0.00

Total: \$49.99

Bill-To Address: BAY AREA MED ACADEMY, SAN FRANCISCO, 94108-3610, United States of America

Account Number: [REDACTED]

Ship-To Address: BAY AREA MED ACADEMY, SAN FRANCISCO, 94108-3610, United States of America

Account Number: [REDACTED]

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

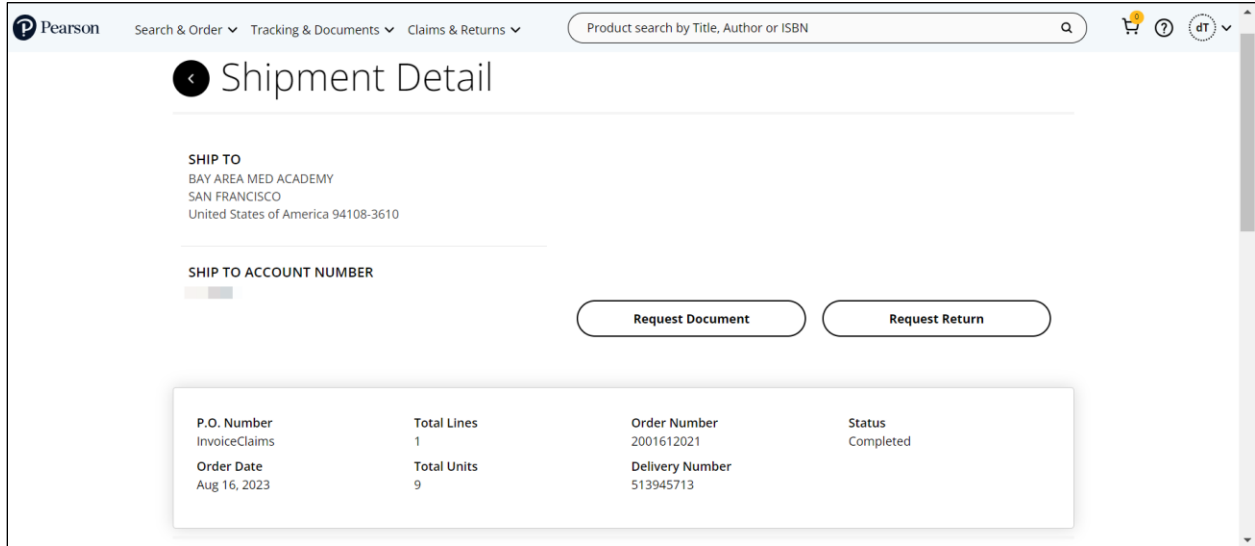
Click here to view shipment details.

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.

Tracking Credits

Shipment details for physical products

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



SHIP TO
BAY AREA MED ACADEMY
SAN FRANCISCO
United States of America 94108-3610

SHIP TO ACCOUNT NUMBER

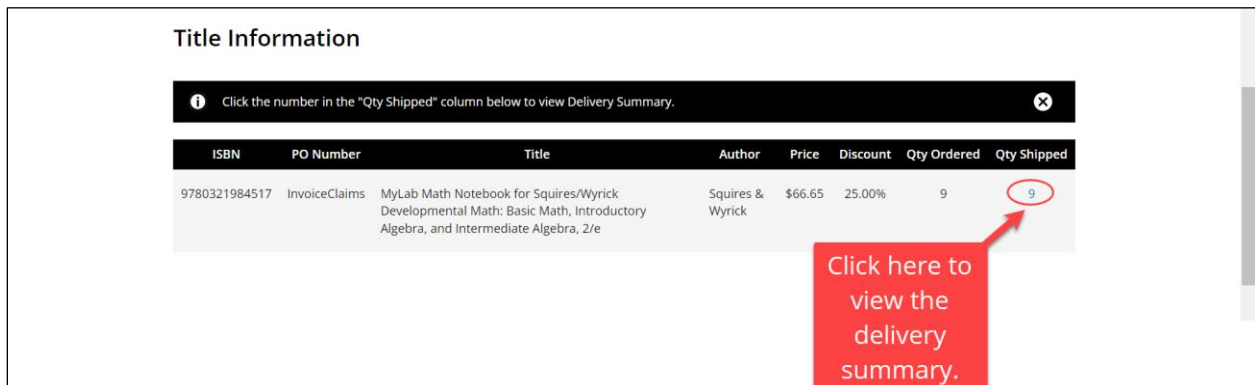
[Request Document](#) [Request Return](#)

P.O. Number InvoiceClaims	Total Lines 1	Order Number 2001612021	Status Completed
Order Date Aug 16, 2023	Total Units 9	Delivery Number 513945713	

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.



Title Information

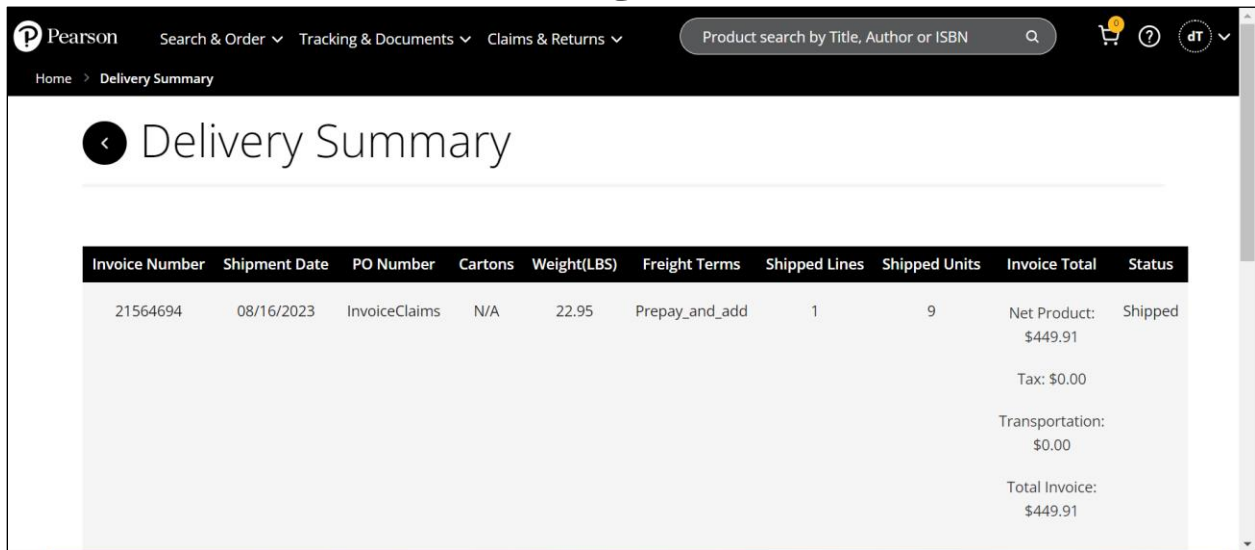
Click the number in the "Qty Shipped" column below to view Delivery Summary.

ISBN	PO Number	Title	Author	Price	Discount	Qty Ordered	Qty Shipped
9780321984517	InvoiceClaims	MyLab Math Notebook for Squires/Wyrick Developmental Math: Basic Math, Introductory Algebra, and Intermediate Algebra, 2/e	Squires & Wyrick	\$66.65	25.00%	9	9

Click here to view the delivery summary.

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

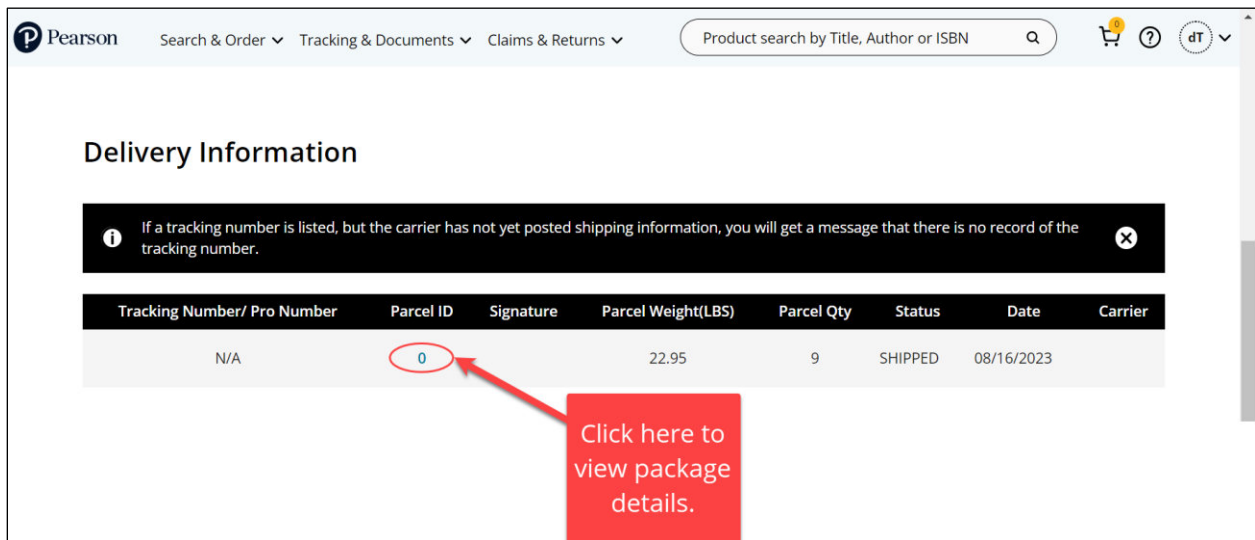
Tracking Credits



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	Shipped
								Tax: \$0.00	
								Transportation: \$0.00	
								Total Invoice: \$449.91	

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



Delivery Information

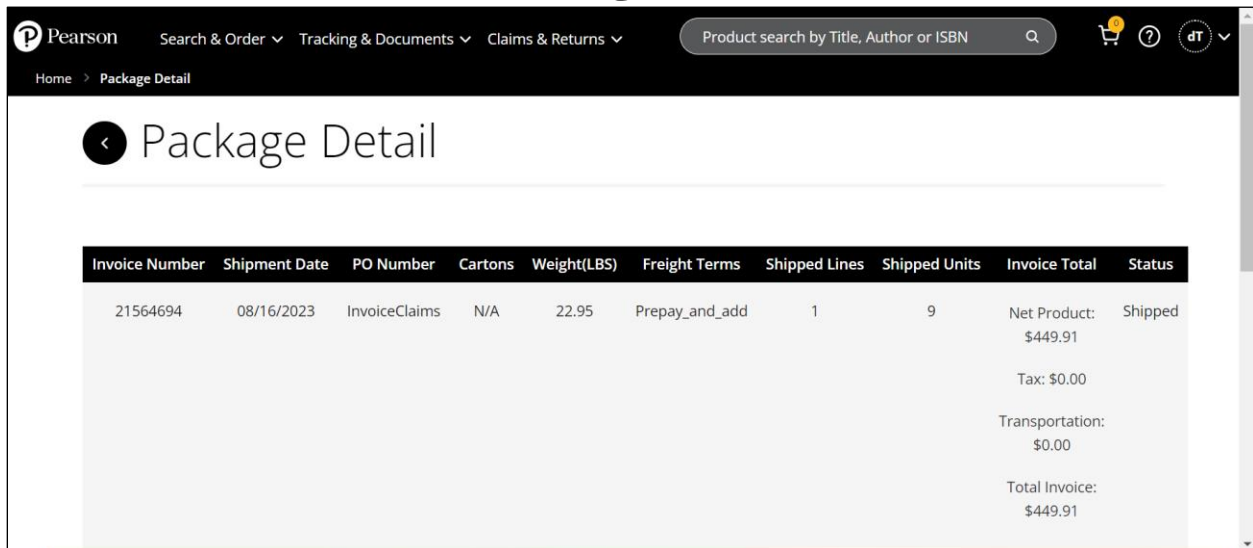
If a tracking number is listed, but the carrier has not yet posted shipping information, you will get a message that there is no record of the tracking number.

Tracking Number/ Pro Number	Parcel ID	Signature	Parcel Weight(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.

Tracking Credits

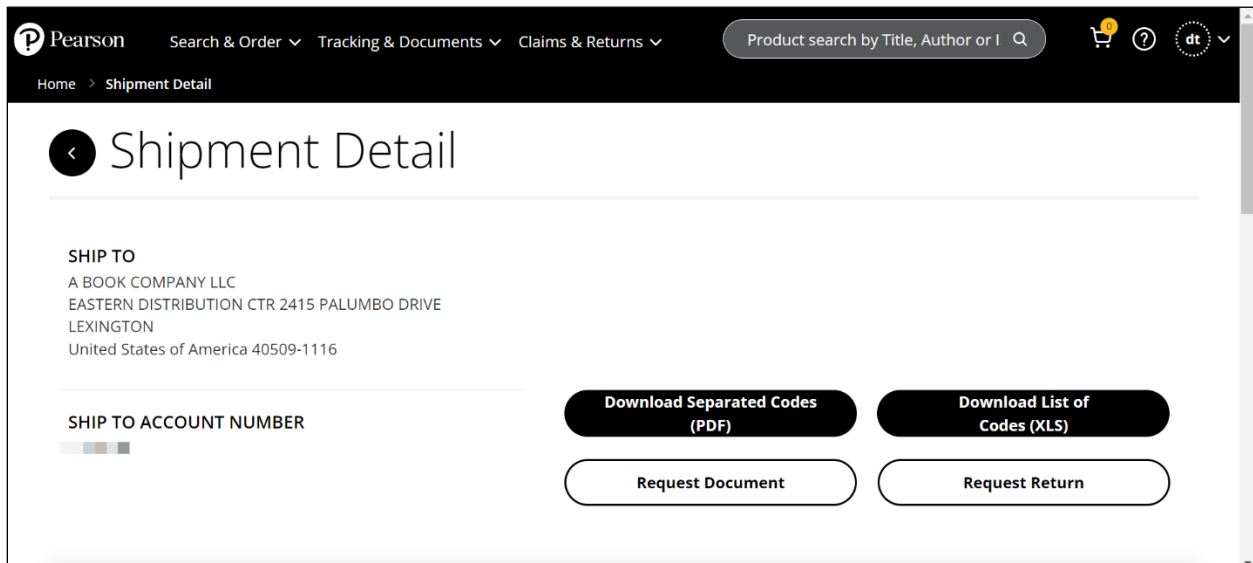


The screenshot shows the 'Package Detail' page. At the top, there's a navigation bar with 'Pearson' logo, 'Search & Order', 'Tracking & Documents', and 'Claims & Returns' dropdowns. A search bar is on the right. Below the navigation bar, the page title 'Package Detail' is displayed with a back arrow. The main content area contains a table with shipment details.

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.



The screenshot shows the 'Shipment Detail' page. The navigation bar is similar to the previous page. The page title 'Shipment Detail' is displayed with a back arrow. Below the title, the 'SHIP TO' information is listed: A BOOK COMPANY LLC, EASTERN DISTRIBUTION CTR 2415 PALUMBO DRIVE, LEXINGTON, United States of America 40509-1116. Below this, there's a 'SHIP TO ACCOUNT NUMBER' field with a small icon. To the right, there are four buttons: 'Download Separated Codes (PDF)', 'Download List of Codes (XLS)', 'Request Document', and '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.