

Orders and Order Statuses

Orders specify the quantity of testing-related materials Pearson (or your selected vendor) ships. Customers often base high-quantity testing-material orders on [student testing-volume estimates](#) at each given location.

You can [create other material orders](#) through PearsonAccess UI data fields. Customers can manually order materials to:

- Expedite the shipment of extra, previously shipped materials.
- Request items needed in smaller volumes (such as braille and large print booklets).
- Order miscellaneous materials necessary to support to the testing process (like administrator manuals or calculators).

Authorized users must *approve orders* and *verify shipping and contact information* before they are filled.

Track Order Status

You can [track your order status](#) for shipped materials and resolve related issues.

| Status | Description |
|-------------|--|
| Submitted | Order was created and is waiting for Approval, Rejection or Cancellation. |
| Pending | Order was approved and sent to Pearson. <i>At this stage the status of the order cannot be changed in the system.</i> |
| Processing | Order was received and Pearson is processing it. |
| Transit | Order was processed, and the system received the shipment information. |
| Delivered | Order was processed and delivered. |
| Rejected | Order was denied. |
| Backordered | Order was processed, and Pearson will deliver available ordered materials. <i>Pearson ships the remainder of ordered materials as they become available.</i> |

An email notification is sent when an order status changes to Rejected, Approved, or Shipped.