

# Track Material Shipments

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You can track your order status, and review and resolve shipping issues.


## Step-by-Step





(Click  to view image)

1. From **Setup**, go to **Orders & Shipment Tracking**. 
2. Under **Find Orders Placed and Updated in**, select a period of time during which reports occurred, and click **Search**. 
3. Click the checkbox next to the order. 
4. Click the information icon  next to the order number.
5. To view order details, click one of the available tabs. 


### Effects

- ▼ To view shipment tracking reports...  
From **Reports**, select **Operational Reports > Orders & Shipment Tracking**.
- ▼ To view order details...  
Click the information icon  next to the order number. The status indicates where the order is in the delivery process. *To see more detailed order information, click **Show Order Details**.*

### What's Next? (Optional)

- ▼ If there are problems with a shipment...  
You can report the problems to Pearson for issue resolution:
  1. From **Setup**, select **Orders & Shipment Tracking**.
  2. Click the checkbox next to the order with issues to report. *Orders must have already been processed and shipped, with a **Transit** or **Delivered** status.*
  3. Click **Select Tasks**, select **Report / Resolve Issues**, and click **Start**. 
  4. Type/select the required details. 

5. Click **Save**.

After a user reports a shipping issue, an indicator icon displays next to the Shipment details. 

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