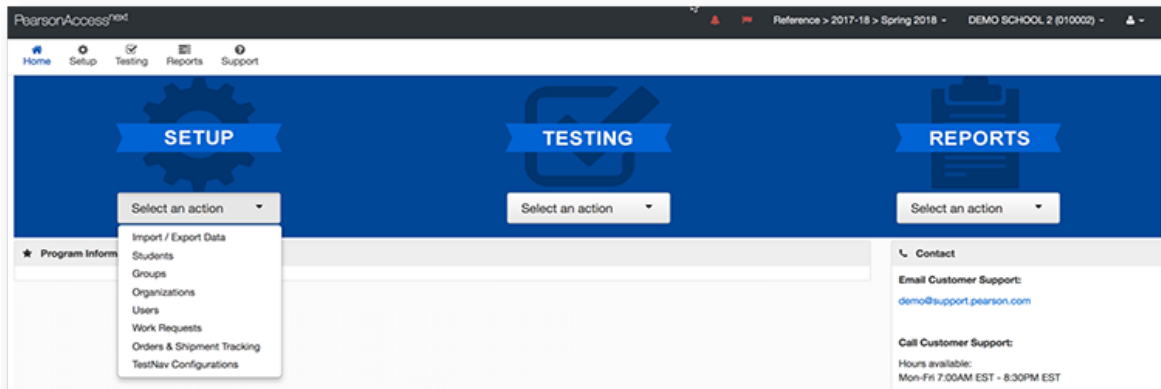


Track Material Shipments

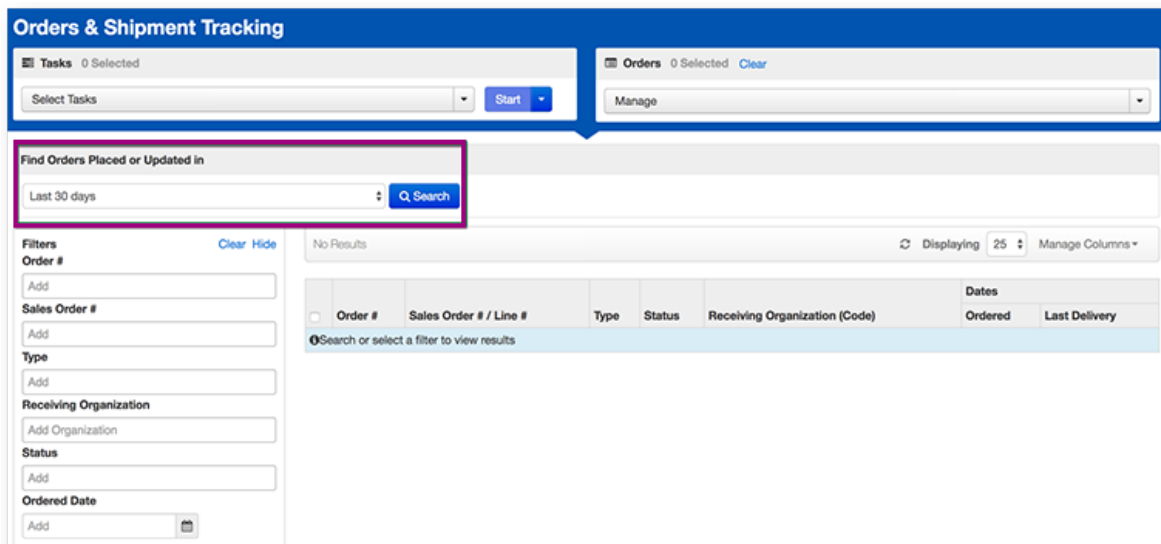
You can track your order status, and review and resolve shipping issues.

Step-by-Step

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.

Orders & Shipment Tracking




Tasks 0 Selected | Orders 1 Selected [Clear](#)

Select Tasks [v] Start [v] | Manage [v]

Find Orders Placed or Updated in

Show all results [v] [Q Search]

Filters [Clear Hide](#) | 11 Results | Displaying 25 | Manage Columns [v]

Order #	Sales Order # / Line #	Type	Status	Receiving Organization (Code)	Dates
					Ordered Last Delivery
<input checked="" type="checkbox"/> 1 		Additional	submitted		01/05/2018
<input type="checkbox"/> 2 		Additional	submitted		01/05/2018
<input type="checkbox"/> 3 		Additional	submitted		01/05/2018

- Click the information icon  next to the order number.
- To view order details, click one of the available tabs.

Order Details

Order # 1 | Sales Order # / Line # Blank / No Entry

Details & Status | [Ship To](#) | [Materials Order \(2\)](#) | [Shipments \(0\)](#)

Status	Type
backordered	additional
Organization (Code)	Reason
DEMO MIDDLE SCHOOL (110002)	Did Not Order In Time
Special Instruction	Customer Note
Blank / No Entry	Blank / No Entry
Dates	
Ordered	
03/04/2015	
Date Needed	Approved


[Close](#)

Effects

- ✓ [To view shipment tracking reports...](#)

From **Reports**, select **Operational Reports** > **Orders & Shipment Tracking**.

- ✓ [To view order details...](#)

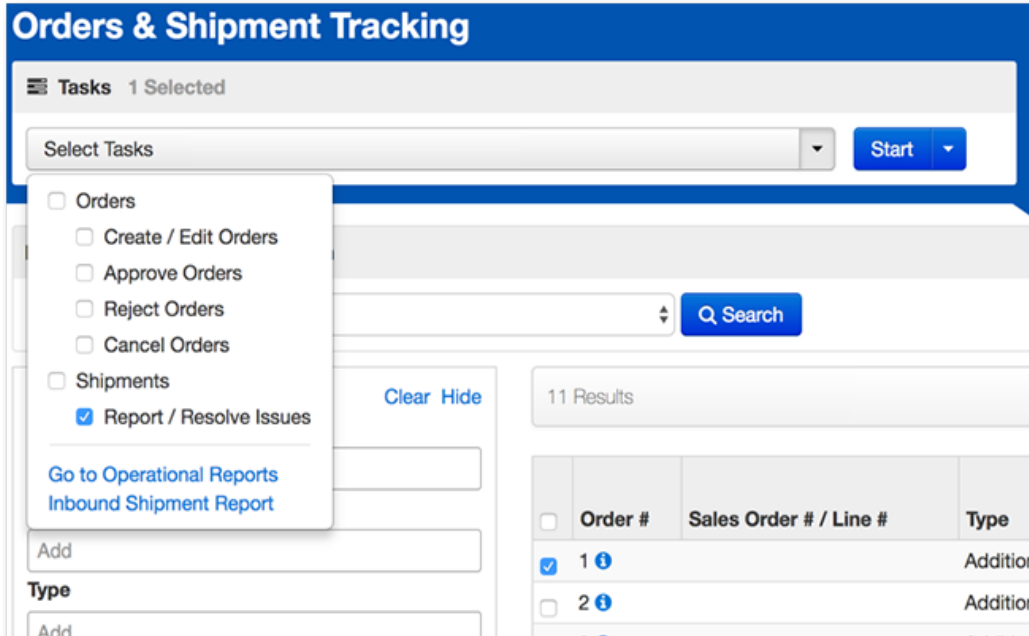
Click the information icon  next to the order number. The **status** indicates where the order is in the delivery process. *To see more detailed order information, click **Show Order Details**.*

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.

The screenshot shows the 'SHIPMENTS' form for 'Order #7 (Delivered)'. The form has a 'SHIPMENTS' section with 'Shipment #1'. It includes a 'Delivery Date' field with a calendar icon, a 'Confirmation Status' dropdown menu, and two text areas: 'Describe issues with the Shipment/Materials*' and 'Describe the Resolution (if applicable)'. There are 'Save' and 'Cancel' buttons at the bottom. A note at the bottom states: '* Required' and 'Indicator labels are used to indicate current confirmation status of a shipment, such as confirmed, problem and resolved'.

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

ORDERS (25)

- Order # 891 (processing)
- Order # 892 (delivered)
- Order # 893 (delivered)

SHIPMENTS

Shipment #1 resolved

Delivery Date

08/28/2017

Confirmation Status

resolved

Describe issues with the Shipment/Materials*

Delayed shipment

Describe the Resolution (if applicable)

Material received

* Required

Save Cancel

Indicator labels are used to indicate current confirmation status of a shipment, such as confirmed, problem and resolved