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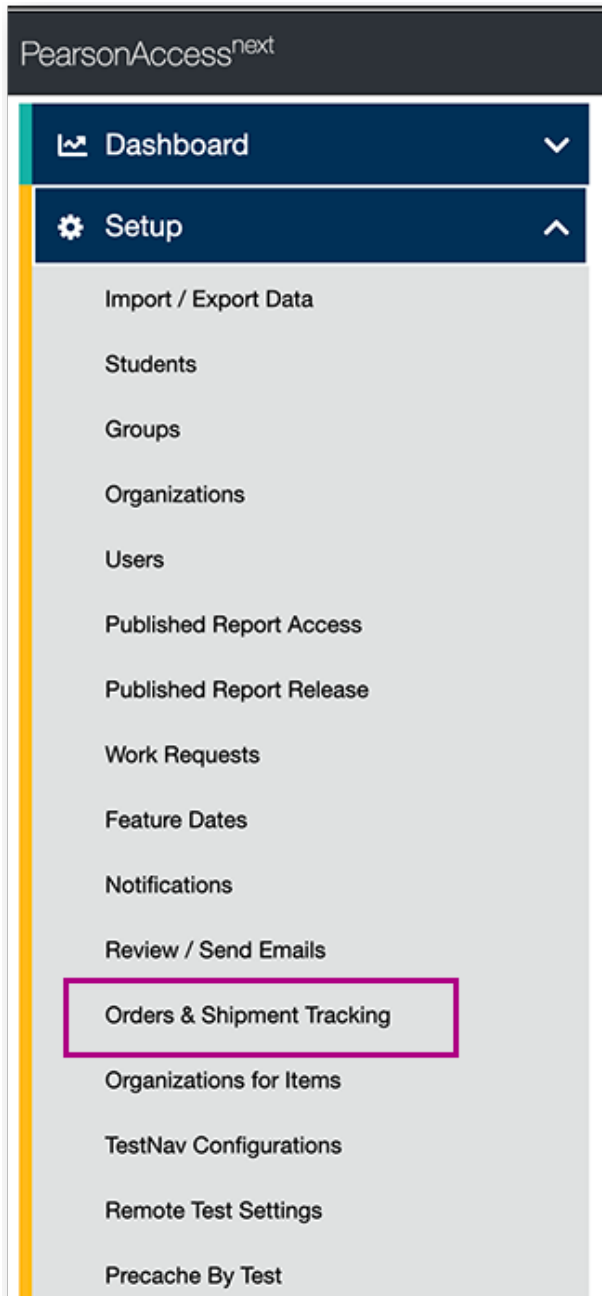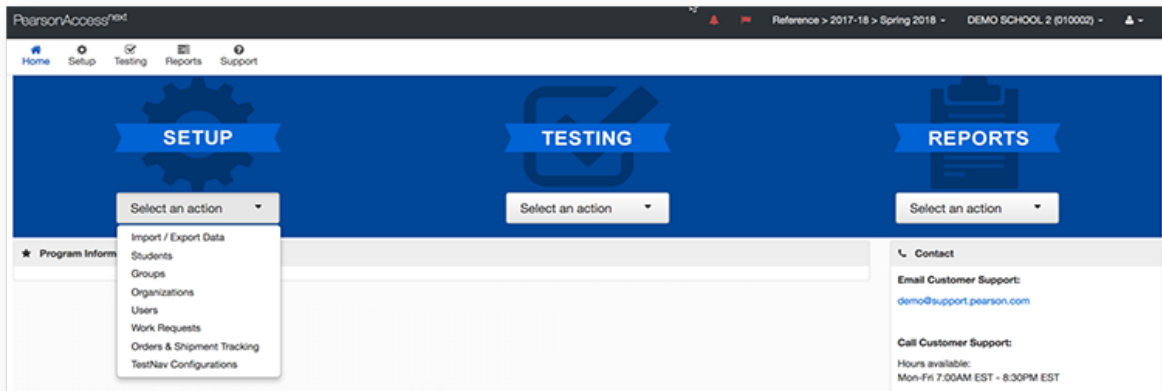
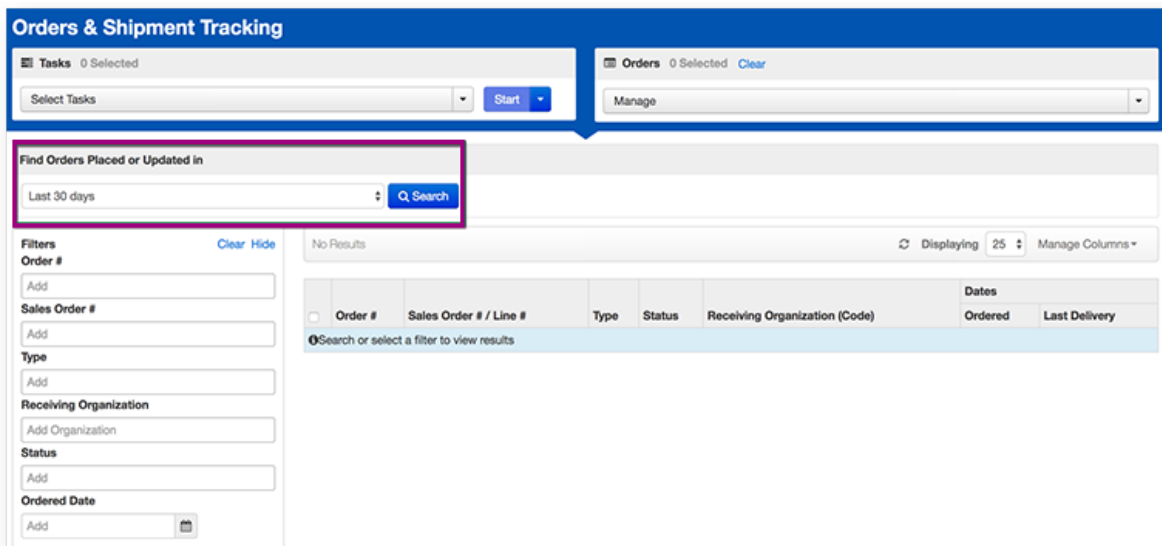You can track your order status, and review and resolve shipping issues.

Step-by-Step

1. From **Setup**, go to **Orders & Shipment Tracking.**
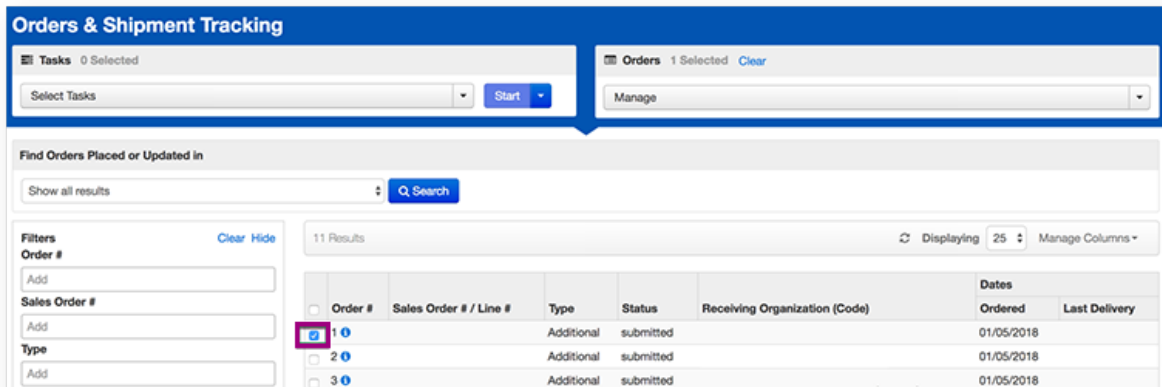
2. Under **Find Orders Placed and Updated in**, select a period of time during which reports occurred, and click **Search.**

3. Click the checkbox next to the order.

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

Effects

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

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)

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.

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

ORDERS (25)

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SHIPMENTS

Shipment #1 resolved

Delivery Date

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Confirmation Status

resolved ▼