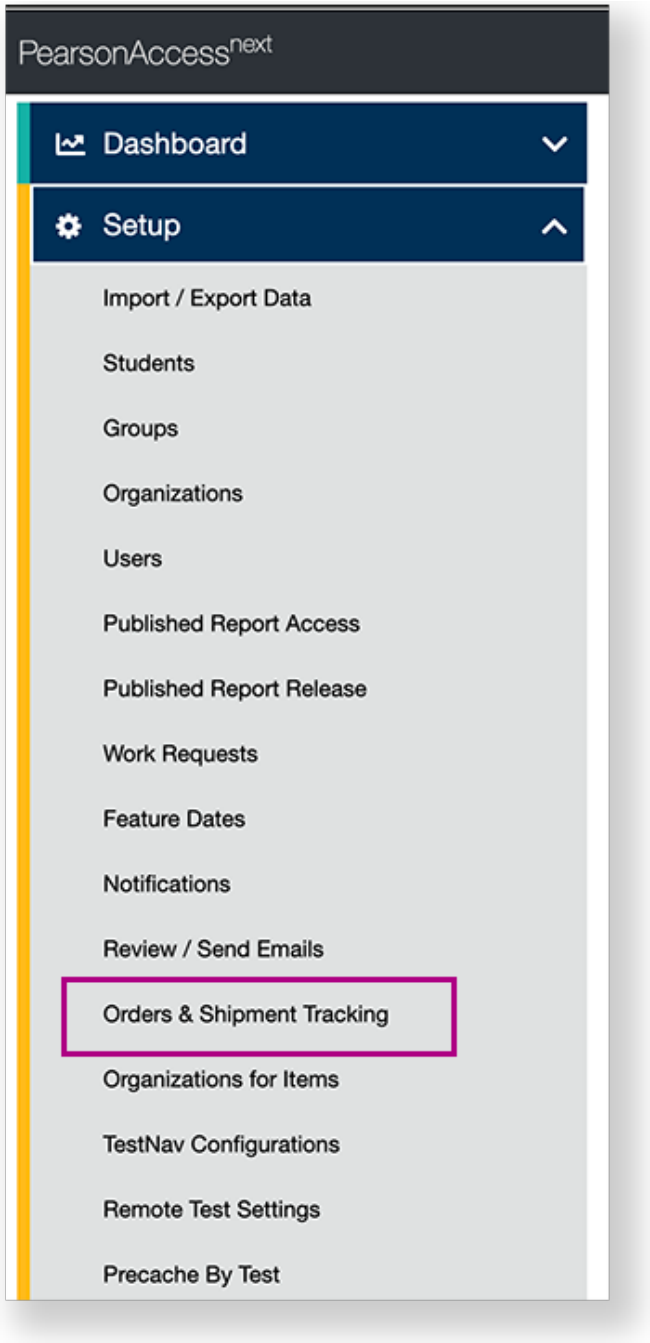
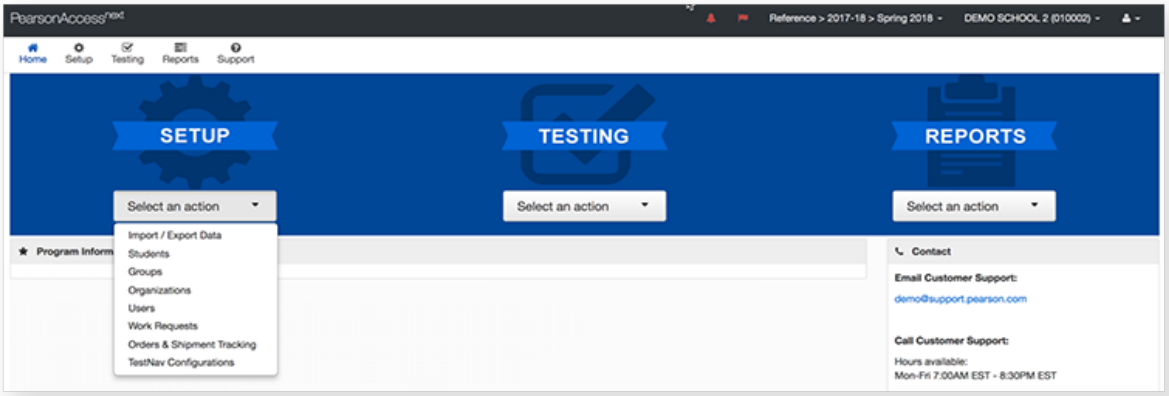
Track Material Shipments

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

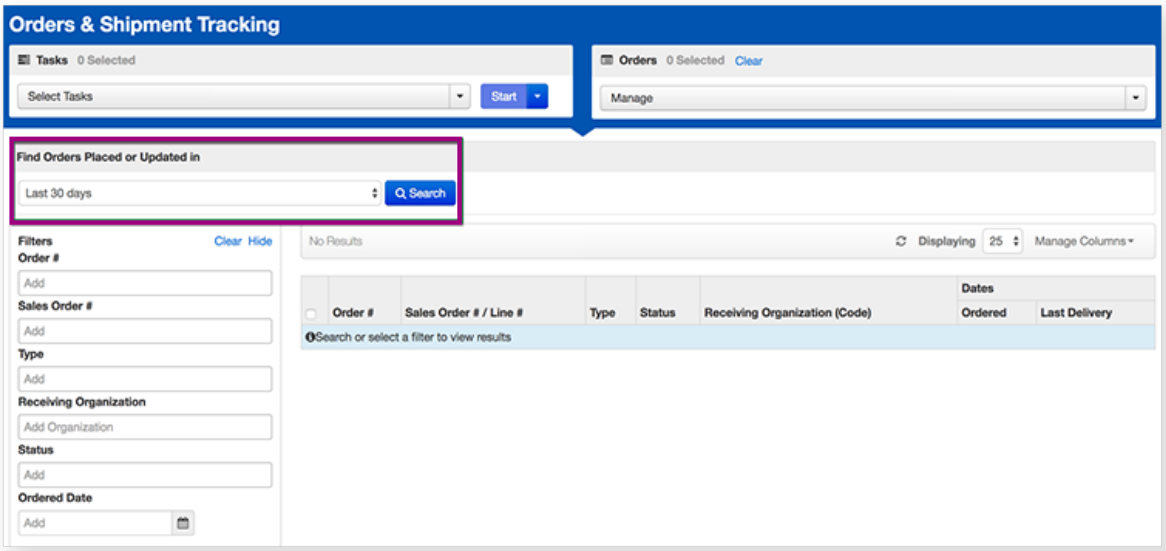
Step-by-Step

1. From **Setup**, go to **Orders & Shipment Tracking.**

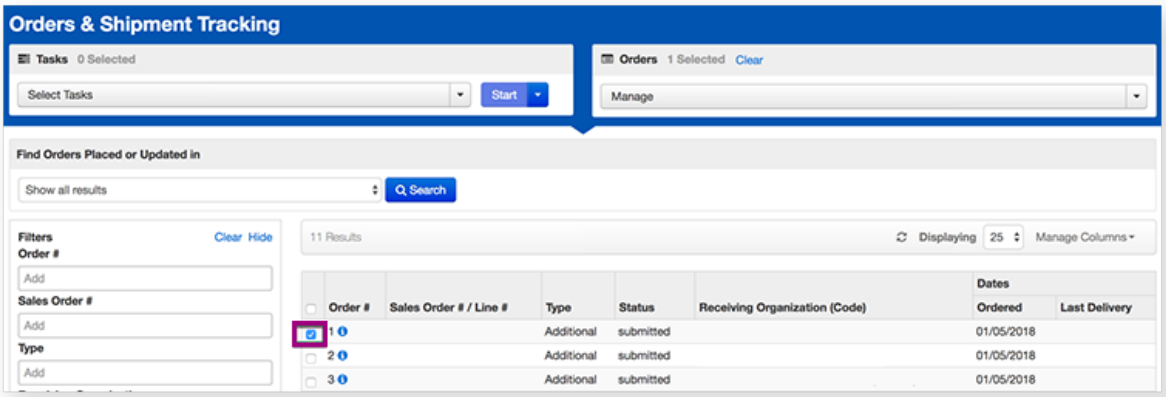




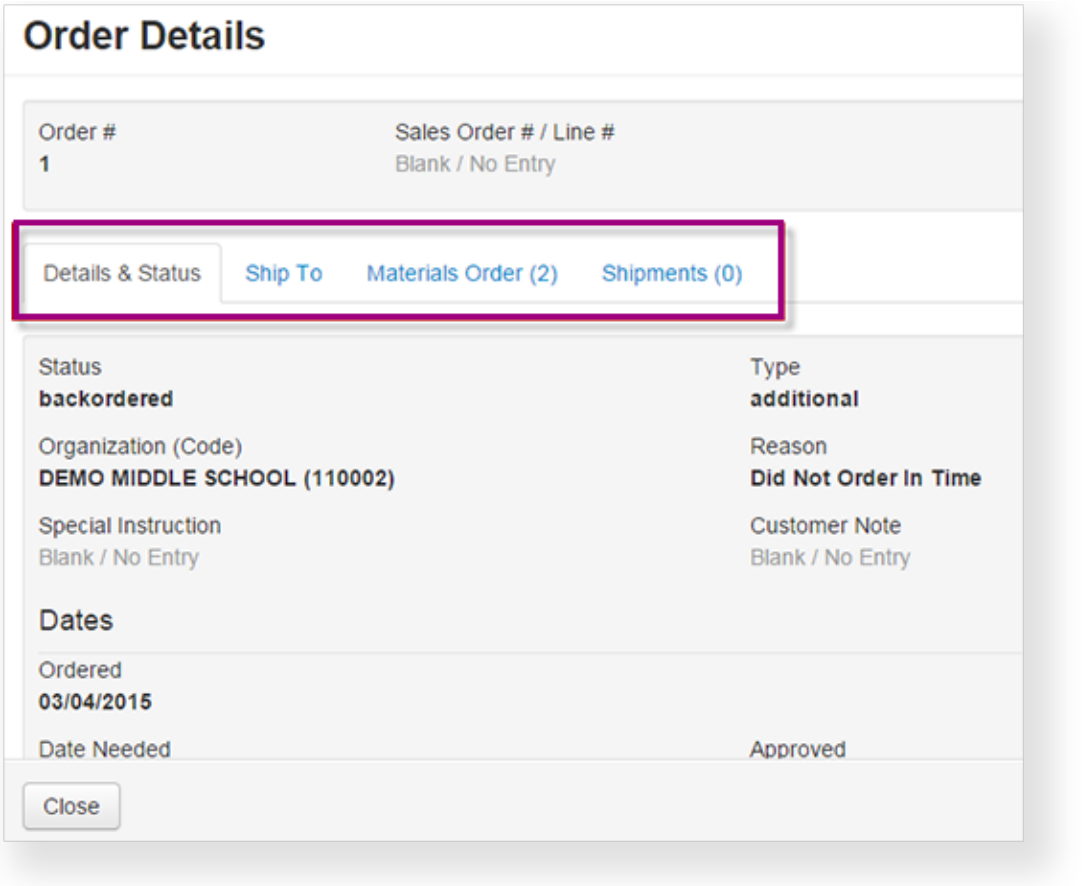
2. Under **Find Orders Placed and Updated in**, select a period of time during which reports occurred, and click **Search.**



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

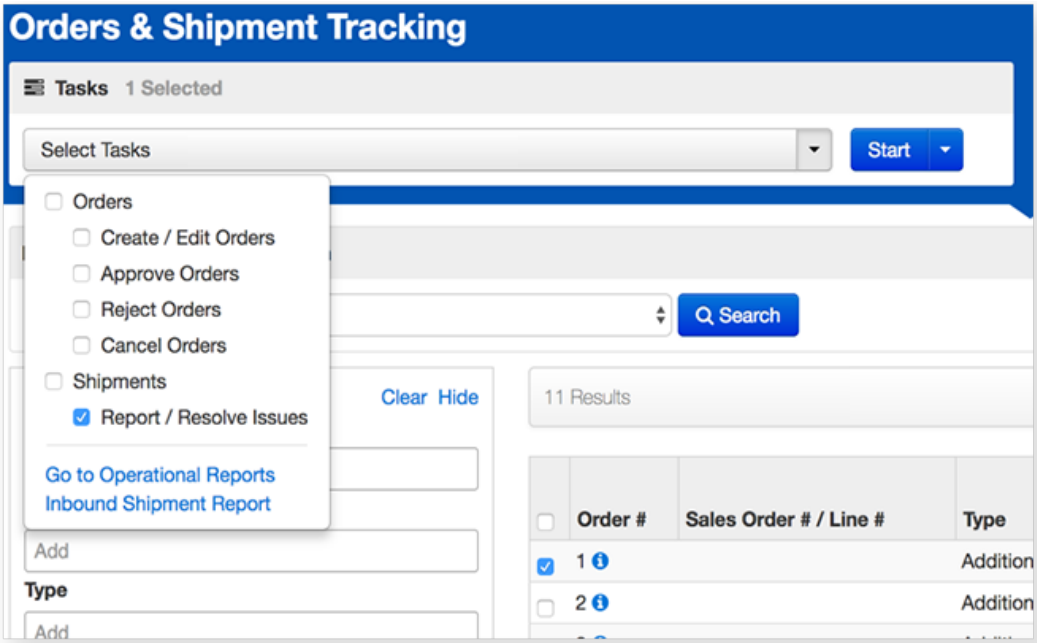
From **Reports,** select **Operational Reports** > **Orders & Shipment Tracking**.

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**.*

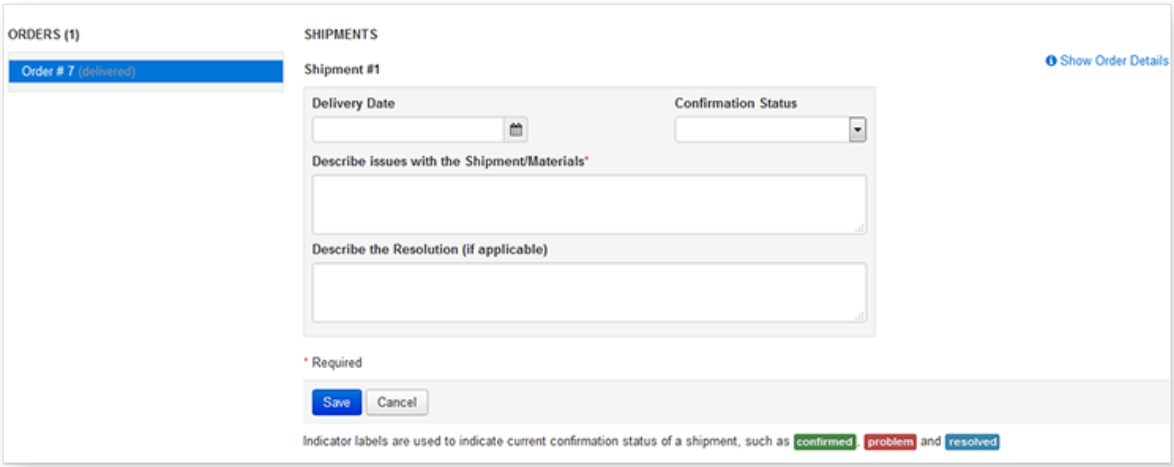
What's Next? (Optional)

You can report the problems to Pearson for issue resolution:

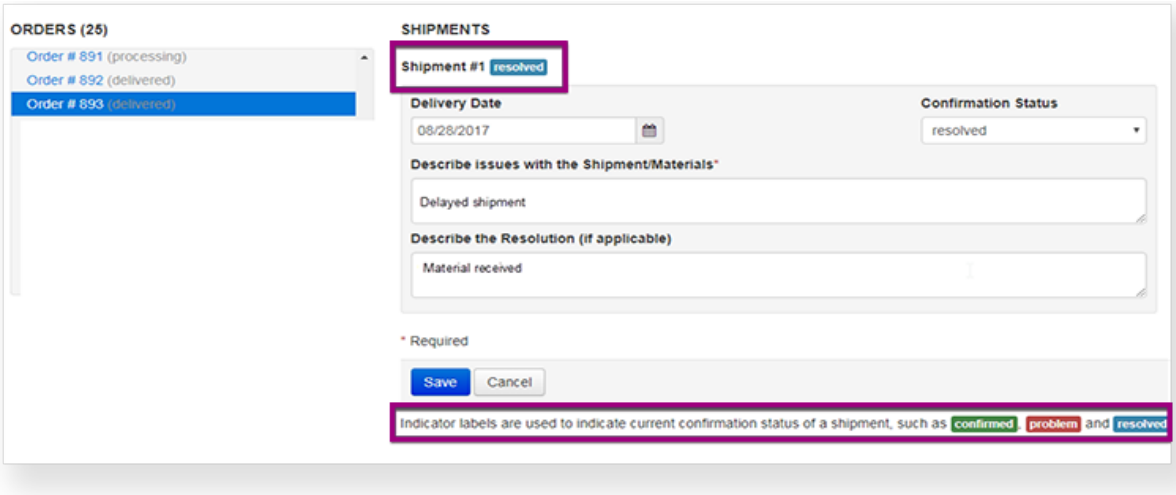
1. From **Setup**, select **Orders & Shipment Tracking.**
2. Click the checkbox next to the order with issues to report. *Orders must have already been processed and shipped, with a **Transit** or **Delivered** status.*
3. Click **Select Tasks**, select **Report / Resolve Issues**, and click **Start**.



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