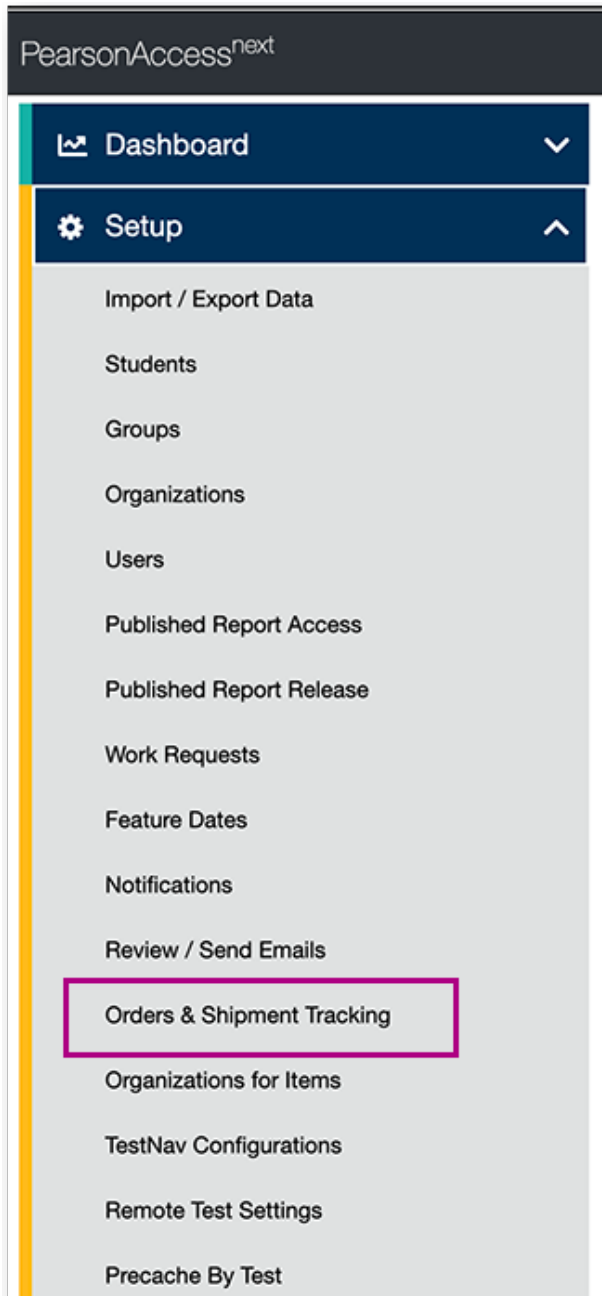


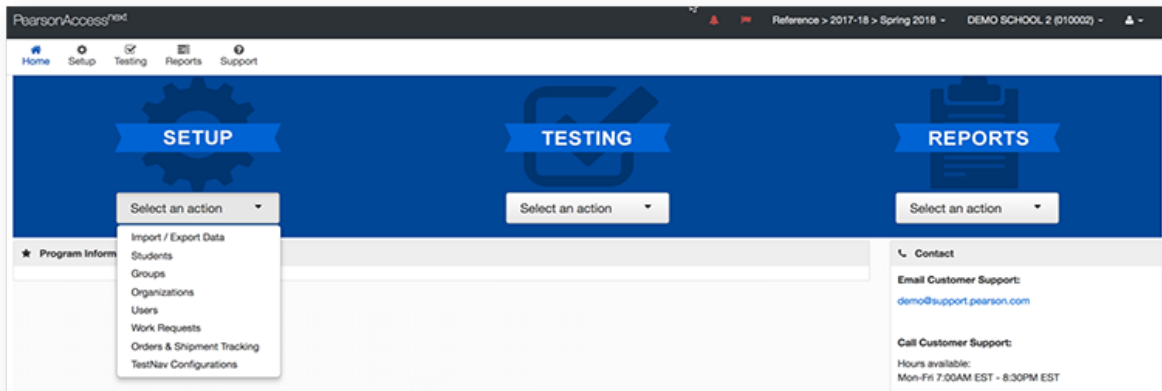
Track Material Shipments

You can track your [order status](#), and review and resolve shipping issues.

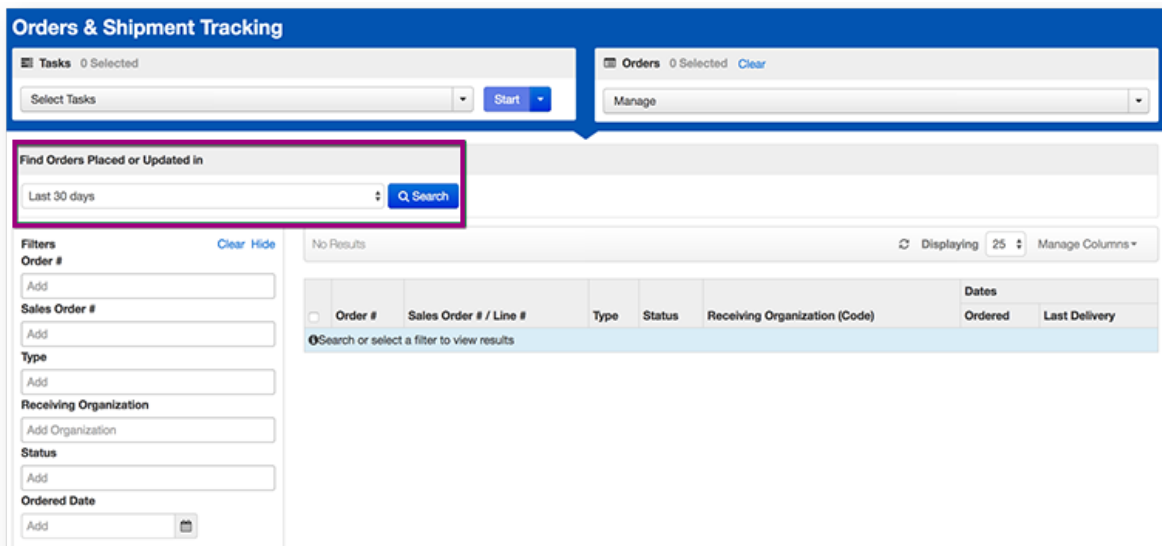
Step-by-Step

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

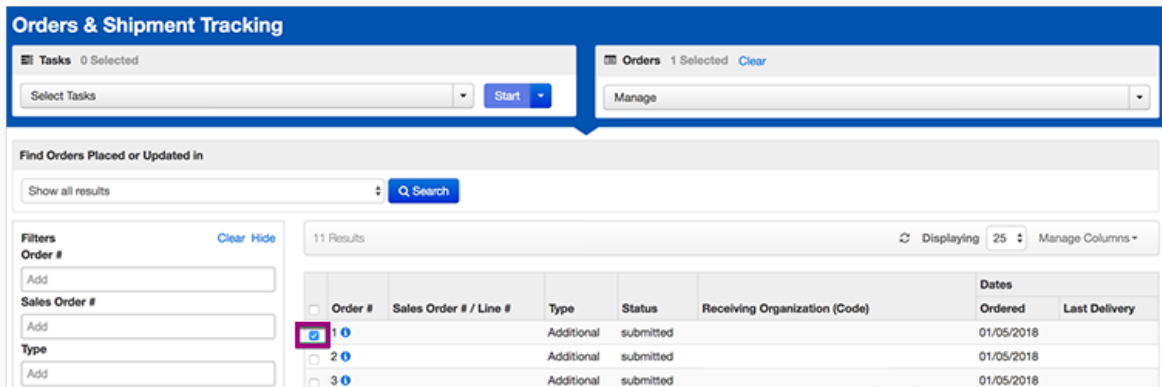




- Under **Find Orders Placed and Updated in**, select a period of time during which reports occurred, and click **Search**.



- Click the checkbox next to the order.



- 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
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Details & Status

Ship To

Materials Order (2)

Shipments (0)

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

Close

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**.

Orders & Shipment Tracking

Tasks 1 Selected

Select Tasks Start

- ☐ Orders
 - ☐ Create / Edit Orders
 - ☐ Approve Orders
 - ☐ Reject Orders
 - ☐ Cancel Orders
- ☐ Shipments
 - ☒ Report / Resolve Issues

[Go to Operational Reports](#)
[Inbound Shipment Report](#)

Add

Type

Add

Clear Hide

11 Results

☐	Order #	Sales Order # / Line #	Type
☒	1		Addition
☐	2		Addition

4. Type/select the required details.

ORDERS (1)

Order # 7 (delivered)

SHIPMENTS

Shipment #1

Delivery Date

Confirmation Status

Describe issues with the Shipment/Materials*

Describe the Resolution (if applicable)

* Required

Save Cancel

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

[Show Order 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**