You can track the status of your orders on the Customer Care Online Service Center website at: http://customercare.hmhco.com/

You can search for orders by:

- Order Number
- Invoice Number
- PO Number
- Product Number
- Division or Date Range

You can search for samples or pilots by Order Number only.

You can also request a copy of an invoice.

**Note:** Orders can be tracked with or without your account number.

**Order Tracking Tips and Techniques**

This section lists a few tips and techniques that help when tracking an order using the Customer Care Online Service Center website.

- You can search for orders with an order number or invoice number to get specific search results.

- You can also use the date range search. If you get an error message you can search again by reducing the date range to a couple of months, then a single month, or weeks.

If you have your account number there are additional search options you can use to get accurate search results. You can note down the account number from:

- The Billing Information and Shipping Information sections of an order’s Order Details section.
- The Sold To, Bill To, Ship To, and Payer Customer Number sections of your invoice.

- If none of the search methods help you can call Customer Service.

Click the Contact Us hyperlink in the error message or on the top-right corner of the screen to view contact information of the Customer Service department.

The following screenshot displays the error message you may receive when you search for orders.

ATTENTION

The following items require attention before advancing to the next step.

- Your search is returning more information that can be displayed in a reasonable amount of time. If you are searching with a date range, reduce the number of days and try again; otherwise, contact us.

The error message appears because your search may include a single order with large number of line items or a large number of orders. The system may not be able to display the results within the specified time. Follow the tips listed in this section as a workaround.
Order Tracking Procedure

Following are the steps to track an order in the Customer Care Online Service Center website:

Step 1. On the Customer Care website home page, click the Go to the Order Tracking site link.

The Customer Care Online Service Center is here to assist you.

We value your business. And we realize your time is in short supply so we are building online service tools to help you get what you need when you need it.

To start, we have launched the Order Tracking site, Product Catalogs site and Free Materials Order Site. Find out more about what each site offers below.

Come back soon. More online service tools are on their way!

> Order Tracking

Monitor the progress of your orders and track your order after it ships.
Now with expanded ability to request order invoices which are delivered via e-mail.

> Go to the Order Tracking site
Step 2: Search without Account Number

a. Select one of the following search options and enter the details.
   - Zip code
   - SAN or Standard Address Number – (for Trade customers only)
   - Country (for international customers only)

   **Note:** The Zip code option is selected by default.

b. Select one of the following search options and enter the details.
   - Order Number
   - Invoice Number
   - Purchase Order Number - A date range is required when searching by Purchase Order Number. You can enter any date range but the range cannot exceed a 3 month period.

   **Note:** The Order Number tab is selected by default.
OR

Step 2: Search using Account Number

The **Account Number** search displays additional search options.

a. Locate your account number.

*Tip:* You can note down the account number from the **Billing Information** and **Shipping Information** sections of an order’s **Order Detail** section.

You can also note down the account number from the **Sold To, Bill To, Ship To**, and **Payer Customer Number** sections of your invoice.

Refer to the **Order Tracking Tips and Techniques** section for screenshots of order details, order, and packing list.

b. Enter the account number in the **Account Number** field and click the **Account Number Search** button.
Welcome to Order Tracking

If you don't have your Account Number available:

Step 1: Click on an option and enter the details:
- Zip Code
- International

Step 2: Click on an option and enter the details:
- Order Number
- Invoice Number
- Purchase Order Number
- Order Number Search

If you have your Account Number available:

Enter your account number for additional search options

Account Number

How to find an Account Number?
You can find your account number in the upper left hand portion of your invoice. Either Ship-to, Bill-to or Sold-to can be used.

Note: Ship-to will be the most effective search for orders going to a school location.
c. The account name is visible in the greeting. If the account name is incorrect or you want to search for a different account, click the Not? link and enter the correct account number or search without an account number.

Click here to enter the correct account number or search without an account number

<table>
<thead>
<tr>
<th>Order Tracking</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ANCHORAGE SCHOOL DISTRICT</strong>, welcome to the HMH Order Tracking site. (Not ANCHORAGE SCHOOL DISTRICT?)</td>
</tr>
<tr>
<td>If this is not you, please enter correct account number or search without an account number.</td>
</tr>
<tr>
<td><strong>Search By</strong></td>
</tr>
<tr>
<td><strong>Order Number</strong></td>
</tr>
<tr>
<td>------------------</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Order Number Search</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

d. Select one of the following search options and enter the details.

- **Order Number**
- **Invoice Number**
- **Purchase Order Number**
- **Product Number**
- **Division**

**Note:** Purchase Order Number, Product Number and Division searches require a date range.

- **Date Range** - The date range cannot exceed a 3 month period.

**Note:** The **Order Number** tab is selected by default.

<table>
<thead>
<tr>
<th>Search By</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Order Number</strong></td>
</tr>
<tr>
<td>------------</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Order Number Search</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Click here to enter the correct account number or search without an account number
Step 3. Click the **Search** button. The search results may display a single order or a list of orders. When searching by purchase order number, division or date ranges, a list of orders may be displayed as shown in the example.

- If the list contains more than 25 orders, you can modify the number of orders you want to display on the page by selecting a number from the **results per page** menu or by clicking the **View All** link. Click any column heading to sort the list.

- You can further refine your search results to include only those orders that contain a specific product. Enter the ISBN or Material Number in the search field and click the **Product Number Search** button.

- If the **Purchase Order Number**, **Division**, or **Date Range** search returns a single order then the search results are not displayed as a list. The details of the order are directly displayed. Refer to the **Order Details** section for more information on Order Details.

The filtered list is displayed. To view order details, click any **Order Number**.

**Note:** To return to this list from the order detail page, click the **Back** button on your Internet browser.
# Order Details

Information about your order is displayed. The product list contains shipped status and Invoice and Shipment numbers for each line item. If the Shipment details are not visible on the screen, click the **Shipment Number** to jump to the Shipment Details section or scroll down the page.

**Note:** The Account Number is displayed in the **Billing Information** and **Shipping Information** sections.

## Product List

<table>
<thead>
<tr>
<th>#</th>
<th>Product</th>
<th>ISBN/UPC</th>
<th>Material Number</th>
<th>Quantity Ordered</th>
<th>Status</th>
<th>Estimated Delivery Date</th>
<th>Invoice Number</th>
<th>Shipment Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>TX SE WTH LAB MANUAL ALGEBRA 1 2007</td>
<td>9781013056769</td>
<td>1158082</td>
<td>2</td>
<td>Shipped</td>
<td>9441112129</td>
<td>89073561</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>TX SE ALG 1 2007</td>
<td>9781013016983</td>
<td>1112792</td>
<td>2</td>
<td>Shipped</td>
<td>9441112129</td>
<td>89073561</td>
<td></td>
</tr>
<tr>
<td>30</td>
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<td>9781013017038</td>
<td>1195257</td>
<td>2</td>
<td>Shipped</td>
<td>9441112129</td>
<td>89073561</td>
<td></td>
</tr>
<tr>
<td>40</td>
<td>PE HOLT PHYSICS 2002</td>
<td>9781013065441</td>
<td>1130455</td>
<td>2</td>
<td>Shipped</td>
<td>9441113241</td>
<td>89074452</td>
<td></td>
</tr>
<tr>
<td>50</td>
<td>TX SE WTH LAB MANUAL ALGEBRA 2 2007</td>
<td>9781013016983</td>
<td>1158082</td>
<td>2</td>
<td>Shipped</td>
<td>9441112129</td>
<td>89073561</td>
<td></td>
</tr>
<tr>
<td>60</td>
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<td>9781013041644</td>
<td>1112793</td>
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<td>Shipped</td>
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<td>89073561</td>
<td></td>
</tr>
<tr>
<td>70</td>
<td>TX LAB MANUAL ALGEBRA 2 2007</td>
<td>9781013016983</td>
<td>1158082</td>
<td>2</td>
<td>Shipped</td>
<td>9441112129</td>
<td>89073561</td>
<td></td>
</tr>
<tr>
<td>80</td>
<td>TX SE WTH LAB MANUAL GEOMETRY 2007</td>
<td>9781013016983</td>
<td>1158082</td>
<td>2</td>
<td>Shipped</td>
<td>9441112129</td>
<td>89073561</td>
<td></td>
</tr>
<tr>
<td>90</td>
<td>TX SE GEOMETRY 2007</td>
<td>9781013041620</td>
<td>1112797</td>
<td>2</td>
<td>Shipped</td>
<td>9441112129</td>
<td>89073561</td>
<td></td>
</tr>
<tr>
<td>90X</td>
<td>TX LAB MANUAL GEOMETRY 2007</td>
<td>9781013016983</td>
<td>1158082</td>
<td>2</td>
<td>Shipped</td>
<td>9441112129</td>
<td>89073561</td>
<td></td>
</tr>
<tr>
<td>119</td>
<td>022541 LARSON CALCULUS AP TX COMPE</td>
<td>9780618291716</td>
<td>1068728</td>
<td>1</td>
<td>Shipped</td>
<td>9441113241</td>
<td>89073561</td>
<td></td>
</tr>
<tr>
<td>120</td>
<td>VIDEO CD PE TX</td>
<td>9780618040212</td>
<td>200412</td>
<td>1</td>
<td>Shipped</td>
<td>9441112129</td>
<td>89073561</td>
<td></td>
</tr>
<tr>
<td>120X</td>
<td>P01 WHITT 05 SE SURVEY TX</td>
<td>9780618295351</td>
<td>20130</td>
<td>2</td>
<td>Shipped</td>
<td>9441112129</td>
<td>89073561</td>
<td></td>
</tr>
</tbody>
</table>

## Shipment Details

<table>
<thead>
<tr>
<th>Shipment Number</th>
<th>Ship Date</th>
<th>Carrier</th>
<th>Tracking Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1190292000</td>
<td>06/21/2009</td>
<td>UPS</td>
<td>11749000000000000</td>
</tr>
<tr>
<td>1190144486</td>
<td>06/21/2009</td>
<td>UPS</td>
<td>11771130013304796</td>
</tr>
<tr>
<td>1190144486</td>
<td>06/21/2009</td>
<td>UPS</td>
<td>11771130013304796</td>
</tr>
</tbody>
</table>

> Back to Order Items
> Return to Search Results

Start New Search
**Step 4.** To request a copy of an invoice, click any Invoice Number.

On the Invoice Request page enter your e-mail address and authentication values and click the **Submit** button.

**Note:** If you are a Trade customer, the email address that you have entered must match with the email address available in our system. If you want to update your phone number, call Customer Service. Click the [Contact Us](#) hyperlink on the top-right corner of the screen to view contact information of Customer Service.

When an Invoice request has been successfully submitted, the Order details page re-appears. The “Success” message displays at the top of the page and you will receive the requested invoice in your Inbox.

**Step 5.** To clear all previous searches and search for another order, scroll to the bottom of the page and click the **Start New Search** button.