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:

- o The **Billing Information** and **Shipping Information** sections of an order's **Order Details** section.

Order Details			
Order Number	**P.O. Number**	**Order Type**	**Order Date**
0123456789	1A00000	Order	06/19/2009
Billing Information		**Shipping Information**	
ABC 123 SCHOOL DISTRICT		ABC ELEMENTARY SCHOOL	
HOMETOWN, OK 99555-1234		123 SCHOOL RD	
ACCOUNT NUMBER - 000054321		HOMETOWN, OK 99555-1234	
		ACCOUNT NUMBER - 000054321	

o 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.

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.

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)
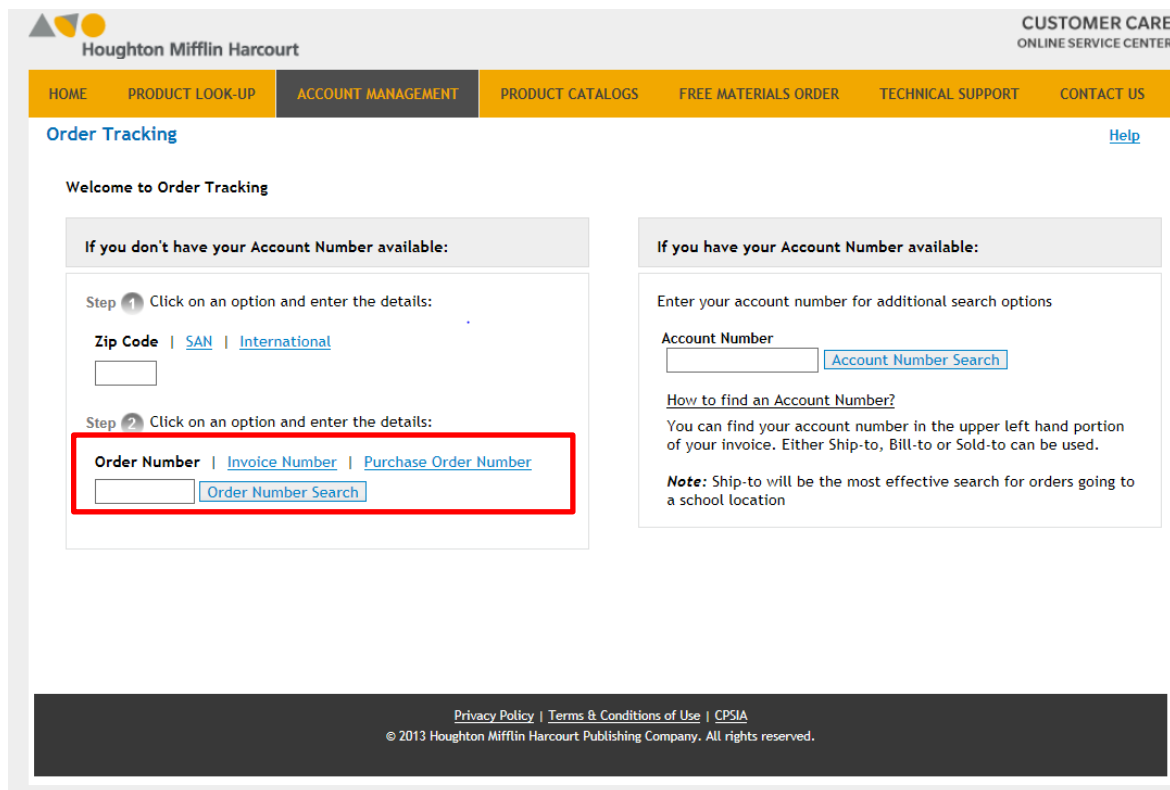- **Country** (for international customers only)

    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.

CUSTOMER CARE
ONLINE SERVICE CENTER

Houghton Mifflin Harcourt

| HOME | PRODUCT LOOK-UP | ACCOUNT MANAGEMENT | PRODUCT CATALOGS | FREE MATERIALS ORDER | TECHNICAL SUPPORT | CONTACT US |

Order Tracking

Help

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 | SAN | 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:

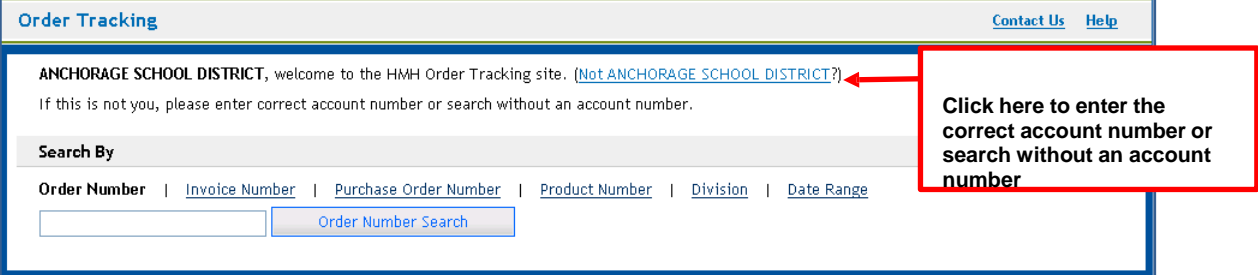Enter your account number for additional search options

Account Number

Account Number Search

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.
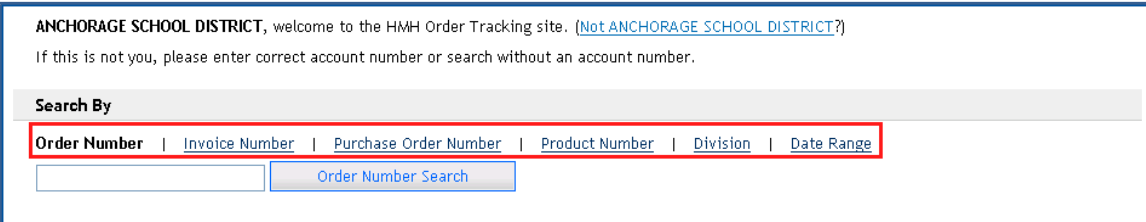

d. Select **one** of the following search options and enter the details.

- **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.

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.

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.

Invoice Request

Enter your **e-mail address** and the requested invoice will be e-mailed to you shortly.

E-mail Address

john.doe@school.org

Authentication

Please enter the words you see in the box, in order and separated by a space. Doing so helps prevent automated programs from abusing this service.

lavelle   tional   reCAPTCHA™
stop spam.
read books.

Submit

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.

SUCCESS The requested invoice will arrive shortly via e-mail.

Order Details

Order Number	P.O. Number		Order Type	Order Date
0001112222	A000000		Order	05/27/2009

Billing Information

ABC ELEMENTARY SCHOOL

123 SCHOOL RD, HOMETOWN, OK 99555-1234

ACCOUNT NUMBER - 000054321

Shipping Information

ABC 123 SCHOOL DISTRICT

HOMETOWN, OK 99555-1234

ACCOUNT NUMBER - 000054321

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.