



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.

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 HOMETOWN, OK 99555-1234 ACCOUNT NUMBER - 000054321		ABC ELEMENTARY SCHOOL 123 SCHOOL RD HOMETOWN, OK 99555-1234 ACCOUNT NUMBER - 000054321	



- The **Sold To**, **Bill To**, **Ship To**, and **Payer Customer Number** sections of your invoice.

		Page 1 of 1
Houghton Mifflin Harcourt 9205 Southpark Center Loop Orlando, FL 32819		Invoice 950503973
Bill To: 120496 ST JOHN THE BAPTIST PARISH SD PO BOX AL RESERVE LA 70084-0535	Ship To: 308034 OUR LADY OF GRACE SCHOOL 780 HIGHWAY 44 RESERVE LA 70084-5029	Sold To: 120496 ST JOHN THE BAPTIST PARISH SD PO BOX AL RESERVE LA 70084-0535
		Payment Information Purchase Order No. 20142897-00 Order No. / Date 8006792 06/18/2014 Invoice No. / Date 950503973 06/20/2014 Payer Customer Number 120496 Invoice Amount \$862.50 Incoterms SHIPPING POINT Payment Terms Within 30 days Due net <small>We assume no responsibility for safe delivery of shipments by mail unless insured. All claims for allowance for shortages, etc. must be made immediately upon receipt of goods and invoice.</small>
		REMIT TO: Houghton Mifflin Harcourt Publishing Co. 14046 Collections Center Drive Chicago IL 60693 Houghton Mifflin Harcourt Publishing Co. Exempt from backup withholding Federal ID # 04-1456030

- 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)

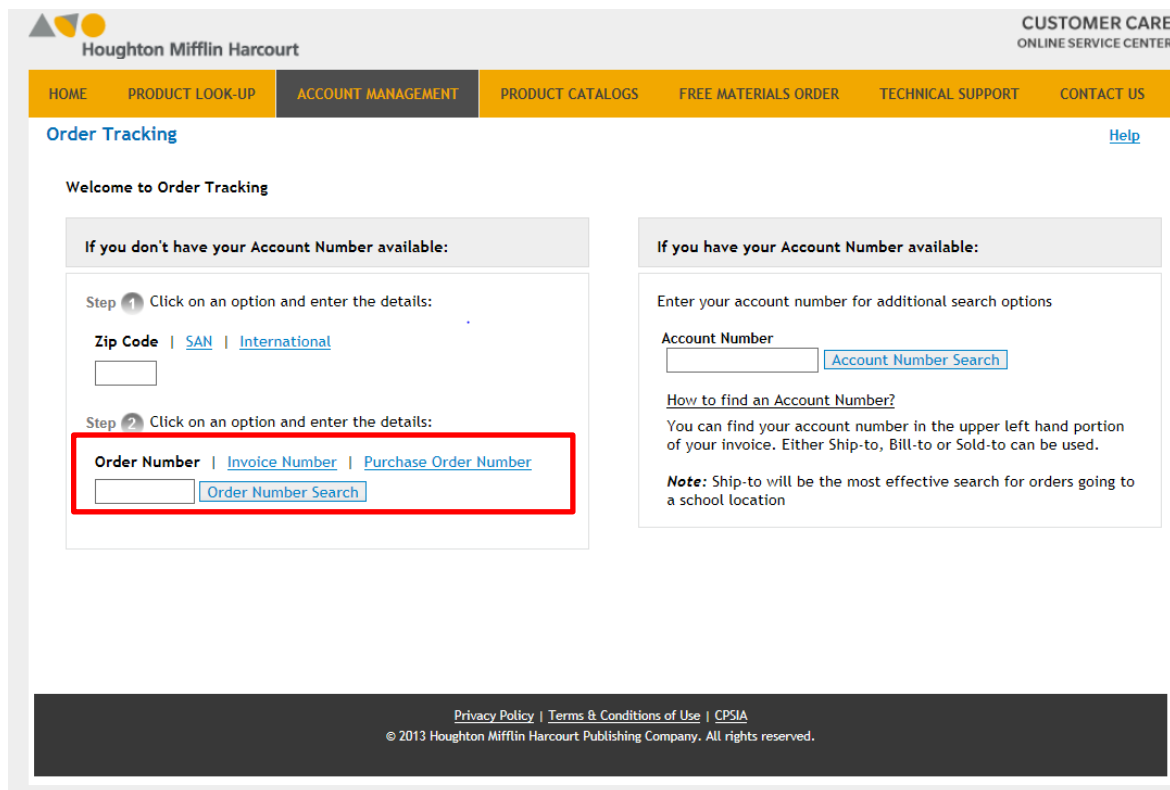
Note: The **Zip code** option is selected by default.

The screenshot shows the Houghton Mifflin Harcourt Customer Care Online Service Center interface. The navigation bar includes 'HOME', 'PRODUCT LOOK-UP', 'ACCOUNT MANAGEMENT', 'PRODUCT CATALOGS', 'FREE MATERIALS ORDER', 'TECHNICAL SUPPORT', and 'CONTACT US'. The 'ACCOUNT MANAGEMENT' tab is active. The page title is 'Order Tracking' with a 'Help' link. The main content area is divided into two search options:

- 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

- 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.



Houghton Mifflin Harcourt

CUSTOMER CARE
ONLINE SERVICE CENTER

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

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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.

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

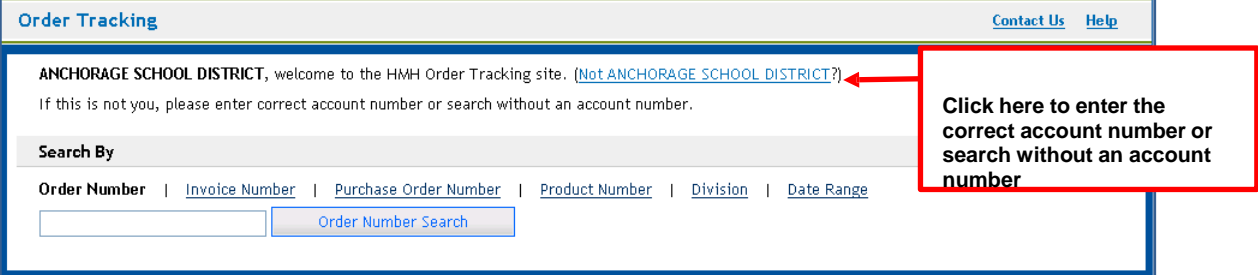
[Account Number Search](#)

[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.



Order Tracking [Contact Us](#) [Help](#)

ANCHORAGE SCHOOL DISTRICT, welcome to the HMH Order Tracking site. ([Not ANCHORAGE SCHOOL DISTRICT?](#))

If this is not you, please enter correct account number or search without an account number.

Search By

[Order Number](#) | [Invoice Number](#) | [Purchase Order Number](#) | [Product Number](#) | [Division](#) | [Date Range](#)

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

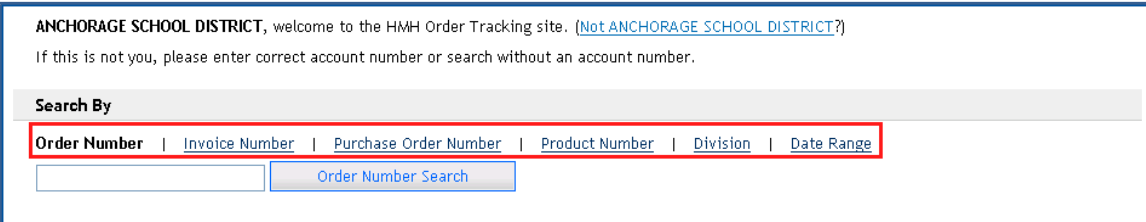
- d. Select **one** of the following search options and enter the details.

- **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.



ANCHORAGE SCHOOL DISTRICT, welcome to the HMH Order Tracking site. ([Not ANCHORAGE SCHOOL DISTRICT?](#))

If this is not you, please enter correct account number or search without an account number.

Search By

[Order Number](#) | [Invoice Number](#) | [Purchase Order Number](#) | [Product Number](#) | [Division](#) | [Date Range](#)



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.

Search Results					
25 results per page View All		Search within results Product Number – ISBN 13, ISBN 10 or Material Number <input type="text" value="0123456789"/> <input type="button" value="Product Number Search"/>			
Creation Date	Order Number	P.O. Number	Status	Type	Ship To
03/18/2010	0004336312	1P20707	Shipped	Order	ANCHORAGE SCHOOL DISTRICT 4919 VAN BUREN STREET ANCHORAGE, AK 99517
03/17/2010	0004332838	1P20752	Shipped	Order	ANCHORAGE SCHOOL DISTRICT 4919 VAN BUREN STREET ANCHORAGE, AK 99517
03/15/2010	0004327207	0P29523	Shipped	Order	ANCHORAGE SCHOOL DISTRICT 4919 VAN BUREN STREET ANCHORAGE, AK 99517
03/15/2010	0004327200	1P20708	Shipped	Order	ANCHORAGE SCHOOL DISTRICT 4919 VAN BUREN STREET ANCHORAGE, AK 99517
03/12/2010	0004321144	0P29477	In Process	Order	ANCHORAGE SCHOOL DISTRICT 4919 VAN BUREN STREET WAREHOUSE - RECEIVING ANCHORAGE, AK 99517

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.

Order Header

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

Billing Information		Shipping Information	
ABC ELEMENTARY SCHOOL	ABC 123 SCHOOL DISTRICT	123 SCHOOL RD, HOMETOWN, OK 99555-1234	HOMETOWN, OK 99555-1234
ACCOUNT NUMBER - 000054321	ACCOUNT NUMBER - 000054321		

Product List

#	Product	ISBN	Material Number	Quantity Ordered	Status	Estimated Delivery	Invoice Number	Shipment Number
10	TX SE W/TX LAB MANUAL ALGEBRA 1 2007	9780030930676	1158082	2	Shipped		944171239	85074561
20	TX SE ALG 1 2007	9780030416583	1117872 Kit Component	2	Shipped		944171239	85074561
30	TX LAB MANUAL ALGEBRA 1 2007	9780030927058	1157257 Kit Component	2	Shipped		944171239	85074561
40	PE HOLT PHYSICS 2002	9780030565441	1130455	2	Shipped		944171241	85074476
50	TX SE W/TX LAB MANUAL ALGEBRA 2 2007	9780030930690	1158088	2	Shipped		944171239	85074561
60	TX SE ALGEBRA 2 2007	9780030416644	1117883 Kit Component	2	Shipped		944171239	85074561
70	TX LAB MANUAL ALGEBRA 2 2007	9780030930355	1157985 Kit Component	2	Shipped		944171239	85074561
80	TX SE W/TX LAB MANUAL GEOMETRY 2007	9780030930683	1158085	2	Shipped		944171239	85074561
90	TX SE GEOMETRY 2007	9780030416620	1117877 Kit Component	2	Shipped		944171239	85074561
100	TX LAB MANUAL GEOMETRY 2007	9780030930331	1157979 Kit Component	2	Shipped		944171239	85074561
110	332541 LARSON PCALC/LIMITS AP TX CORE PE	9780618751716	1068728	1	Shipped		944171240	85072880
120	WGEO 03 PE TX	9780618184248	200412	1	Shipped		944171239	85074561
130	POI WHIST 03 PE SURVEY TX	9780618183531	201380	2	Shipped		944171239	85074561

Shipment Details

Shipment	Ship Date	Carrier	Tracking Number
85072880	06/02/2009	UPS	1Z78V26W0381044320
85074476	06/02/2009	UPS	1Z0715720393659768
85074561	06/01/2009	UPS	1Z74X30003033357986

[> Back to Order Items](#)
[> Return to Search Results](#)

Click a column heading to sort the product list

Reference numbers indicate which Invoice or shipment the item was included in

Click any tracking number to view delivery details from the carrier website



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

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.

stop spam. read books.

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.