

Customer Service InstantAccess for DoDDS and DDESS Schools

<http://instantaccess.harcourt.com>



To track your order using your purchase order number, click on the **Order Inquiry** button located on the left side of the <http://instantaccess.harcourt.com> home page.

Click on the **International Customers and customers with a shipping address outside the USA** button on the right side of the screen. (Use this button for DoDDS and DDESS schools.)

Using **Option 4 - PO Number**, enter your Contract/Purchase Order/Agreement Number and your Delivery Order/Call Number. (These numbers are located in box numbers 1 and 2 of your Order for Supplies or Services form - DD Form 1155, DEC 2001.)

Example: If you are Mark Twain Elementary School, you would enter the Contract/Purchase Order/Agreement Number HE125406D0002 plus the Delivery Order/Call No. 0134. When entered into Option 4, your PO Number should look like this: HE125406D00020134.

Remember: InstantAccess is case sensitive. Use upper case characters when entering the Contract Number HE125406D0002. Do not use any dashes or slashes. Do not leave a space between the Contract Number and the Delivery Order Number.

Next, for **Ship to Country** select **USA** from the drop down box. Click submit. The next page will provide you with the following information: all lines on order, ISBN, title, status, ship date, ship method, tracking information, and a link to the carrier's tracking page.

By clicking on the tracking number under the "Ship Method" column, you will link to the carrier's web page for shipment tracking information. (For Federal Express shipments, please add the warehouse prefix numbers "6759" to the beginning of the tracking number and click "Resubmit" on the FedEx web page.)

Example: For Mark Twain Elementary School, InstantAccess shows a Federal Express tracking number 34493304 on PO Number HE125406D00020134. Click on 34493304, and you will be linked to the Federal Express web site. Add the prefix numbers 6759 to the Federal Express tracking number and click "Resubmit". Tracking information will be displayed.

Questions: Call Customer Service at 407-345-4055