Pearson internal system improvements

As part of our commitment to provide you with the best possible service, we are making a number of improvements to our internal systems. Due to this system upgrade, you'll notice several key changes from Pearson.

The below changes only apply to US Higher Education, Canada Higher Education, Canada K–12, and Pearson ERPI customers.

Key changes

1. Account numbers — You'll be assigned a new Pearson account number. This number will be available once the system upgrade is complete and will appear on the documents you receive from Pearson such as your invoice. Please be assured, this does not mean your existing Pearson account number will cease. You can continue to use your existing account number to order products, although we'd encourage you to update your records and activities with the new account number once it becomes available in early June.

2. Sales invoices — Your invoice will be sent to you via your preferred method, either email or mail. We will no longer be including a sales invoice in the box with shipped products.

3. New packing slip document — In place of the sales invoice in the box, you'll find a priced packing slip. This packing slip lists all confirmed items in your delivery and will provide you with additional information, including both the ship-to and bill-to addresses, ship date, freight type, and purchase order number.
4. Advanced returns process — Pearson will be moving to a proactive returns process which will enable us to process your returns more efficiently and credit your account faster. The new process will involve requesting a Return Materials Authorization (RMA) document from Pearson in advance and including this document with the product(s) you intend to return.

5. From early June, you can request an RMA by contacting Customer Service via phone, email or fax. Alternatively, an RMA form will be available on OASIS. The RMA will then be emailed, or mailed to you based on your preferred method.

6. While we recommend you follow the new process of requesting an RMA as it will help to process your return more efficiently, you may continue to return products (excluding digital) as you do today, without a Return Materials Authorization document. Please continue to ensure your return meets the terms outlined in Pearson’s Returns Policy.

7. New Sales Order Acknowledgement — We’ll be providing you with a new Sales Order Acknowledgment document each time an order is placed. This document will be sent via email only and will confirm each product within your order, including any items on backorder.

8. New document format and design — We’ll be making the documents you receive from Pearson clearer, more consistent, and easier to read with an updated format and design. Preview the updated format in our New documents guide.