



**OASIS**

**Submitting a Claim**

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## Overview

Pearson OASIS (Order and Shipment Information System) easily enables you to submit claims for:

- Damaged or Defective items
- Duplicate orders
- Price or Discount issues
- Shortage or Overage
- Transportation issues

We will promptly evaluate your claim and notify you of our decision.

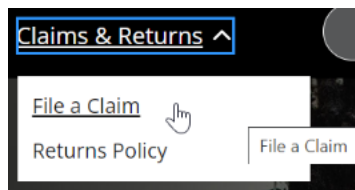
**Note:** Currently this feature is only available for UK, Middle East, South Africa and European customers.

## Damaged, defective, shortage or overage guidelines

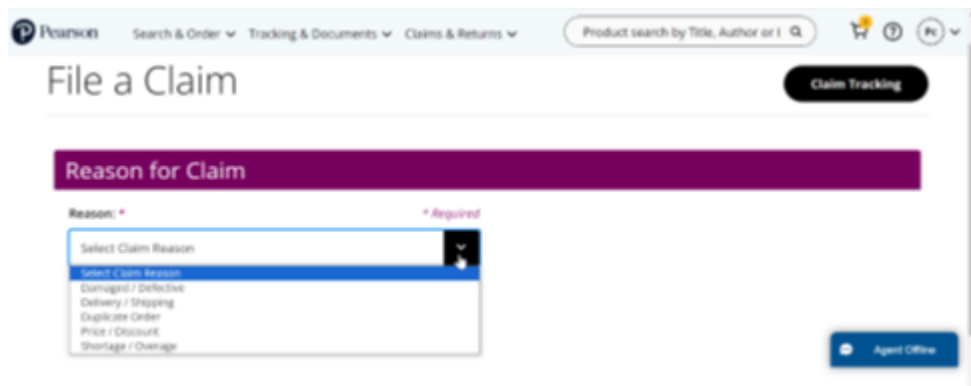
If you are submitting a damaged, defective, shortage or overage claim please refer to the [Damaged/Defective](#) or [Shortage/Overage](#) guidelines before you submit your claim. If you are filing any other type of claim, please proceed to submit your claim via OASIS.

## Submit your claim on OASIS

1. From the toolbar click **Claims & Returns**



2. Select **File a Claim**



3. Select one of the following from the dropdown.

Author:

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Version:

Approver:

Classification: DCL 1/DCL 2/DCL 3/DCL 4

Date:

- a. Damage/Defective
- b. Delivery/Shipping
- c. Duplicate Order
- d. Price/Discount
- e. Shortage/Overage

**Note:** If you selected **Damage/Defective** or **Shortage/Overage** you can click **Guidelines** for more information.

## File a Claim

Before submitting a claim, please review these [Guidelines](#)

### Reason for Claim

Reason: \* \* Required

Shortage / Overage

### Order Information

Invoice Number: \*

Enter Invoice Number

Display Details

4. Enter the invoice number

## Damaged / Defective Claim

### Order Information

Invoice Number: \* \* Required

21064701

Display Details

### Ship-To Account / Contact Information for this claim

Account Number: [REDACTED]

Account Name:

Address: Colorado, United States of America

Contact Name: \*

Phone Number: \*

Phone: [REDACTED]

5. Click **Display Details**

6. Complete the following fields for all claim types. These fields will be pre-populated based on your account information.

- a. Contact Name
- b. Phone Number
- c. Email Address

Author:

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Version:

Approver:

Classification: DCL 1/DCL 2/DCL 3/DCL 4

Date:

7. Enter the Claim, Chargeback, or Purchase Order (PO) number for all claim types.
8. Each claim type will have unique required fields and documents. See the table below for more information.

| Claim Type        | Field or Document  | Instructions   |
|-------------------|--|--|
| Price/Discount    | Price Quote or Contract Information PDF                            | Upload a PDF no larger than 2 MB to support your claim   |
| Shortage/Overage  | How many cartons did you receive with this shipment? Field         | Enter the number of cartons  |
|                   | ISBN and Quantity (QTY) fields                                     | If you received any ISBNs you did not order, enter the ISBN and quantity for each one.             |
|                   | How many cartons are being returned field                          | If you are requesting a return enter the number of shipping labels you need for each return carton |
| Delivery Shipping | Shipping quote from your carrier or other supporting documents PDF | Upload PDFs no larger than 2 MB to support your claim  |

9. For optional fields, such as comments, please complete as many as possible since this will help us to evaluate your claim. For example: If textbooks were damaged photographs will help us expedite your claim.

**Please provide details to support your claim**

For damaged products, please include photo of carton and the product.  
 File must be less than 7MB  
 Allowed File Type: PDF, JPEG, PNG, TIFF, DOC, DOCX

Select a file to upload:  
 Choose File  
 bad cover and carton.png

Comments  
 Maximum 250 characters allowed.

Submit Cancel

10. Click **Submit**

Home > File a Claim

## Damaged / Defective Claim

Thank You! Your claim has been submitted successfully.

For future reference, your CaseNumber is 46863148.

Please communicate with Customer Service if you have questions about this claim.

You will be notified by email when the case is closed.