



OASIS

Upload Documents

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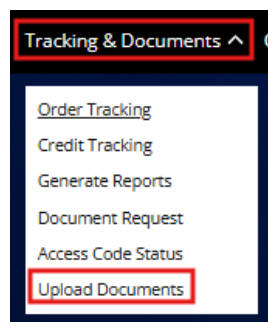
Overview

This OASIS (Order and Shipment Information System) Upload Documents User Guide details how you can easily upload documents to Pearson to support any queries or requests that have been made by you or Pearson.

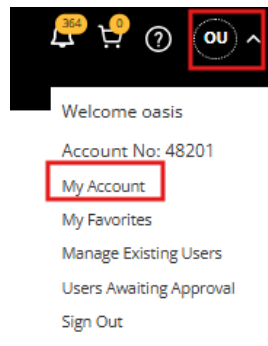
Upload Documents

You can access **Upload Documents** in two ways.

1. Go to **Tracking & Documents**
2. Select **Upload Documents**



3. Go to **My Account**



4. Select **Upload Documents**

My Account - Account Details

Account Details

Addresses

Organisation Details

Upload Documents

For further assistance with your account settings, please chat with us.

Personal Details

First Name * * Required

Last Name *

There are a number of document selections available for you to upload. These are:

- Sales Order Acknowledgement
- Invoices
- Credit Memos
- Return Merchandise Authorisation (RMA)
- Remittance Bank Receipt/Proof of Payment
- Other

If the document you would like to upload is not listed in the sections above, please use **Other**

You will need to make your selection based on the reason you are contacting us. If Pearson have contacted you requesting a document, please upload the document we have specified.

Each of the above options allows you to upload:

- a maximum of 2 files.
- File size of 7MB

The file types accepted are:

- PDF
- JPEG
- PNG
- TIFF
- DOC
- DOCX

Once we have submitted the request. You will receive a case number, and we will be in touch within the next 72 business hours.