

# Submitting a Claim

## Table of Contents

Submitting a Claim .....	1
Overview .....	1
Damaged/Defective and Shortage/Overage guidelines .....	1
Submit your claim on OASIS .....	1

## Overview

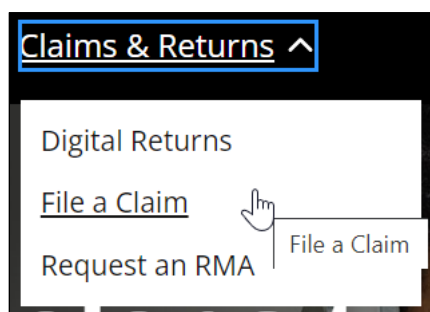
With Pearson's OASIS (Order and Shipment Information System) you can easily submit claims for damaged/defective, duplicate order, price/discount, sales tax, shortage/overage, and transportation issues. We will promptly evaluate your claim and notify you of our decision.

## Damaged/Defective and Shortage/Overage guidelines

If you are submitting a Damaged/Defective or Shortage/Overage claim please refer to [Damaged/Defective Claim Guidelines](#) and [Shortage/Overage Claim Guidelines](#), respectively, before you submit your claim. If you are filing any other type of claim, please proceed to [Submit your claim on OASIS](#) below.

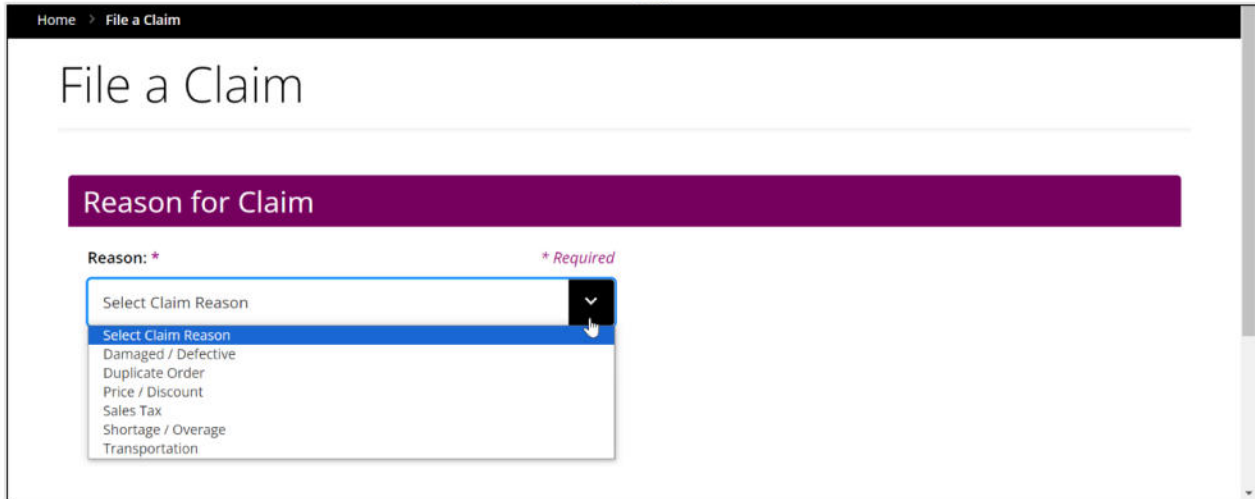
## Submit your claim on OASIS

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



2. Select **File a Claim**.

## Submitting a Claim



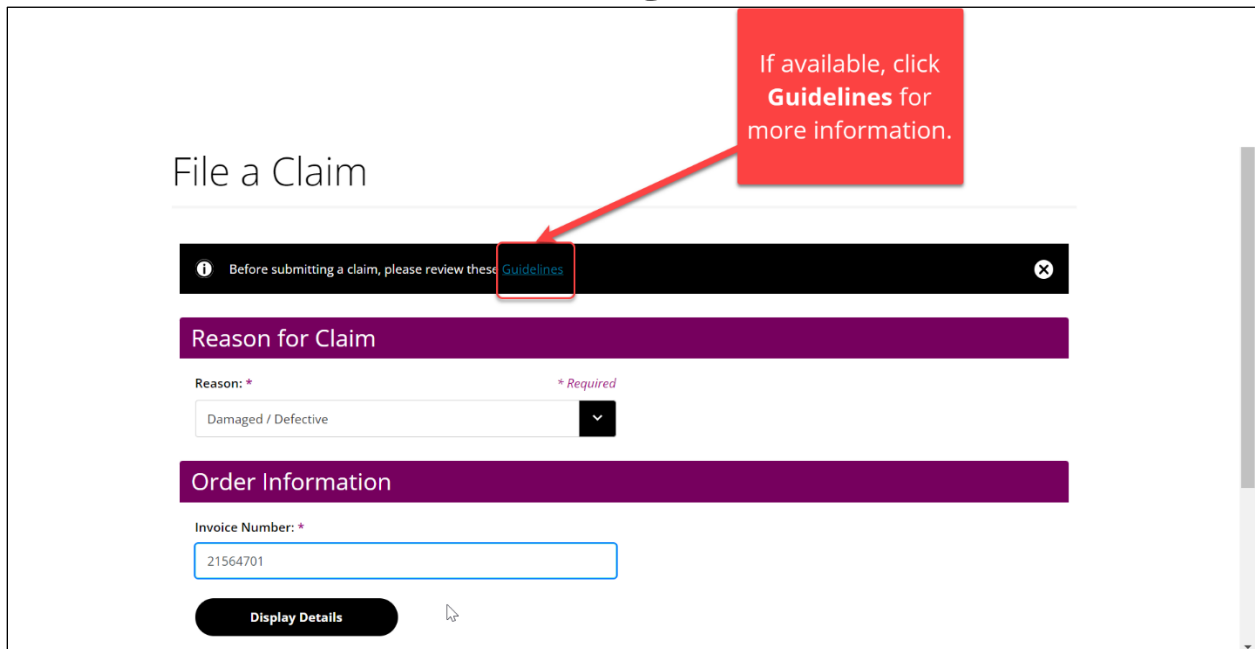
3. Select one of the following from the dropdown:

- Damaged / Defective
- Duplicate Order
- Price / Discount
- Sales Tax
- Shortage / Overage
- Transportation

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

4. Enter the invoice number. If you selected **Sales Tax**, you can enter up to 25 invoice numbers.

## Submitting a Claim



File a Claim

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

**Reason for Claim**

Reason: \* \* Required

Damaged / Defective

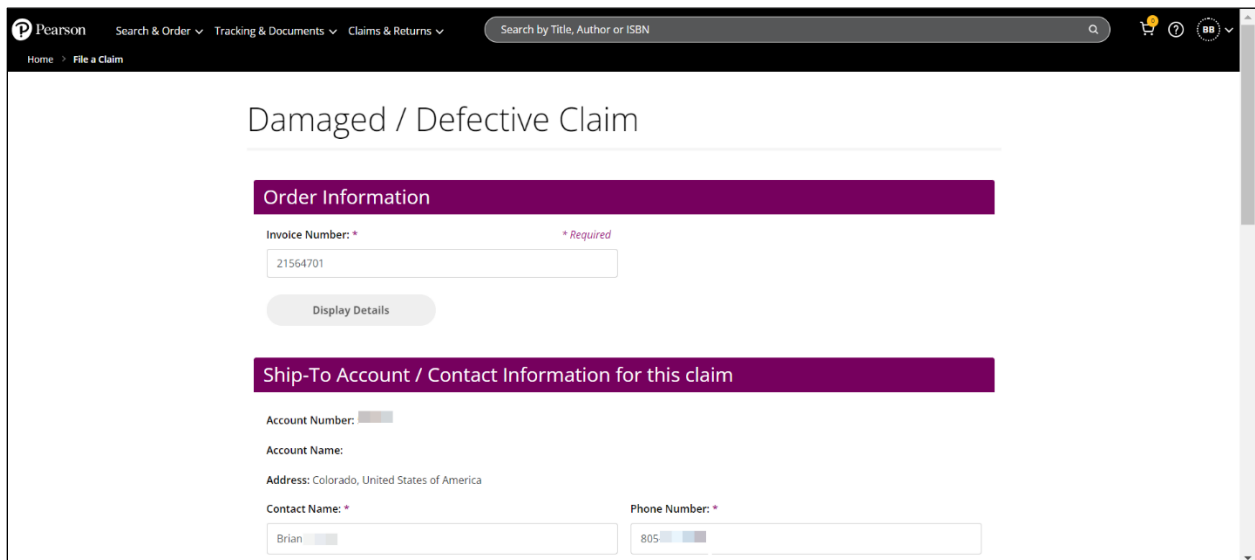
**Order Information**

Invoice Number: \*

21564701

**Display Details**

5. Click **Display Details**.



Damaged / Defective Claim

**Order Information**

Invoice Number: \* \* Required

21564701

**Display Details**

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

Account Number:

Account Name:

Address: Colorado, United States of America

Contact Name: \*

Phone Number: \*

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

- Contact Name
- Phone Number
- Email Address

7. Enter the Claim, Chargeback, or Purchase Order (PO) number for all claim types.

## Submitting a Claim

8. Several claim types 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.
Sales Tax	Valid Tax Exempt Certificate PDF	Upload a PDF no larger than 2 MB of the tax exempt certificate.
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.
Transportation	Shipping quote from your carrier or other supporting document PDFs	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.

## Submitting a 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

**Comments**  
Maximum 250 characters allowed.

Select a file to upload:

Choose File

bad cover and carton.png

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.