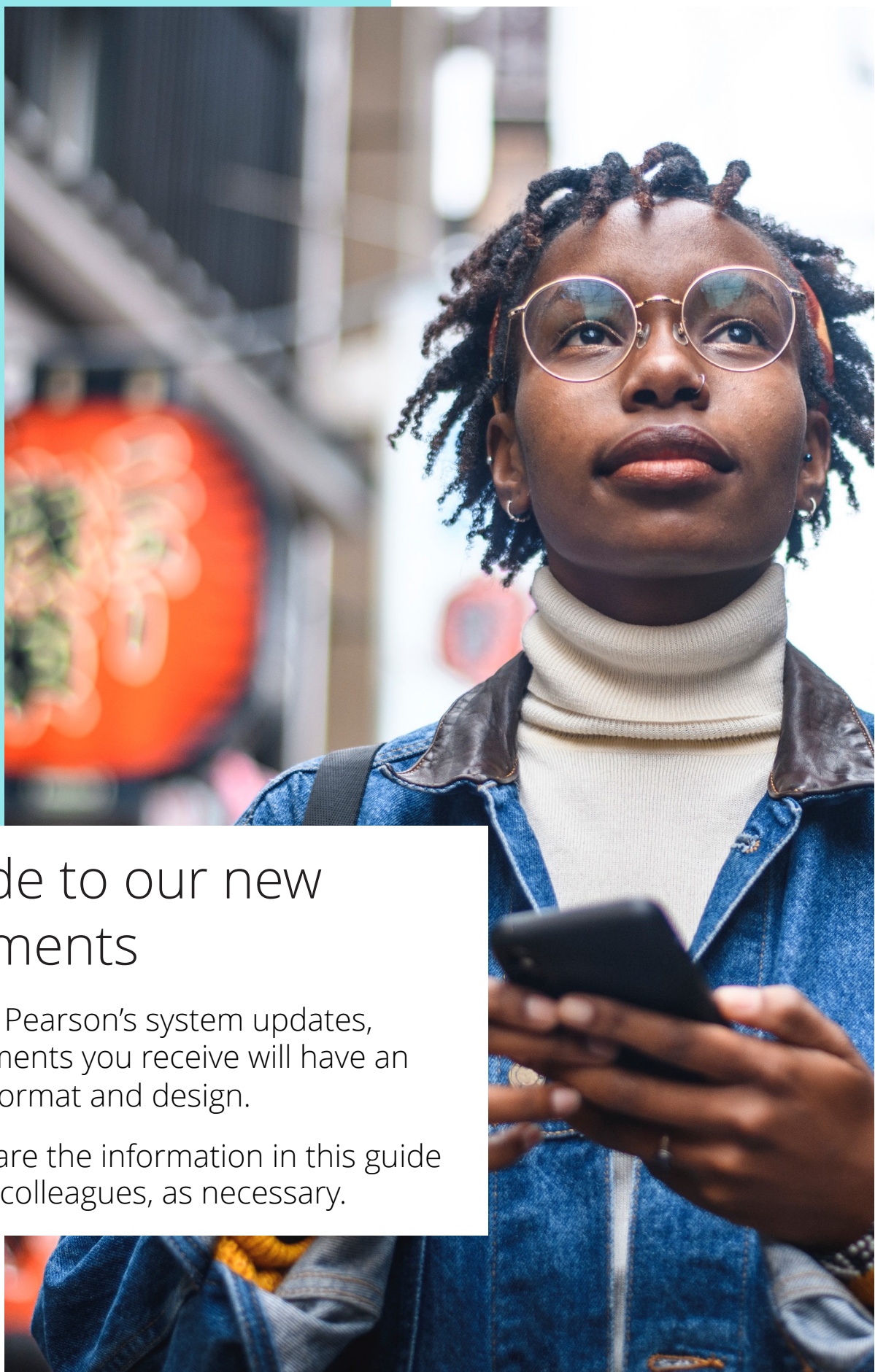




Pearson




## A guide to our new documents

As part of Pearson's system updates, the documents you receive will have an updated format and design.

Please share the information in this guide with your colleagues, as necessary.

## Sales Order Acknowledgment

A Sales Order Acknowledgement (SOA) will be sent, via email only, each time an order is placed. The SOA will confirm each product within your order.



**Pearson**

**SALES ORDER ACKNOWLEDGEMENT**

Thank you for your order. Your order details are shown below for your reference. Please note this is not an invoice.

**Customer Bill-to:**  
Customer Name  
Street Address  
City  
Country, Postcode

**Customer Ship-to:**  
Customer Name  
Street Address  
City  
Country, Postcode

**A** Report Date : 23-AUG-2021  
**B** Customer Account# : 12345678  
Order# : 4004305  
Order Date : 20-AUG-2021  
Customer PO : test12345  
FOB :  
Currency : AUD

Order#: 4004305								
LINE NUMBER	ITEM NUMBER	ITEM DESCRIPTION	QUANTITY	LINE STATUS	SCHEDULED SHIP DATE	UNIT PRICE	DISCOUNT	LINE TOTAL
1.1	9781488621802	ASMaths 2 Mentals	1	AWAITING_SHIPPING	23-AUG-21	14.50	*	14.50
<b>SALES ORDER TOTAL (Excludes Tax and Freight Charges)</b>								14.50

Terms And Conditions

Thank You for Being a Valued Customer!

Sample Only

Page 1 of 1

- A New account number
- B Order number
- C Line status  
*This relates to the status of each item. For example, if an item is on backorder.*
- D Schedule ship date

## Shipment Notification

This document is emailed to customers when goods are dispatched. Included in this email is a link to track consignments.

**Email Subject: Shipment notification Order: XXXXXX Delivery#: XXXXXX**

Hi CUSTOMER NAME

We are pleased to confirm order 43605300 has been dispatched. Please see below order, dispatch and tracking details.

**Item Dispatch details:**

Product name	ISBN	Quantity ordered	Quantity dispatched	Date dispatched	Scheduled ship date for items not yet dispatched	Tracking number	Shipped by	Link to tracking
Scientific Farm Animal Production: An Introduction to Animal Science	9780135187258	1	1	01-JUN-2021			BEST_WAY	
Understanding Animal Breeding	9780130964496	263	210	01-JUN-2021			BEST_WAY	
Principles of Animal Physiology	9780321838179	66	17	01-JUN-2021			BEST_WAY	
Animated Storytelling	9780135667859	155	155	01-JUN-2021			BEST_WAY	

84003-3574 United States 84003-3574 United States

**Account Number:** 12345678

**Order Number:** 43605300

**Ordered Date:** 27-MAY-21

PO Number: 987123

**Bill To Address:**

Address  
City, State  
Country, Postcode

**Ship To Address:**

Address  
City, State  
Country, Postcode

**Delivery Details**

**Delivery Number:** 478857053

Number of Parcels:

Total weight(LBS): 836.775

Freight Terms: Due

**Currency:** USD

Thank you for placing order with us!

For Higher ed customer service support please contact Email: [higheredcs@pearson.com](mailto:higheredcs@pearson.com)

Customer support for other orders,contact [here](#).

**\*\*This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.**

- A Table outlines all products, quantity ordered and quantity dispatched
- B Account number
- C Order number
- D Date products were ordered
- E Bill To and Ship To Addresses associated with the Account

## Tax Invoice

Invoices will no longer be included in the box with the product(s). This will be replaced by a shipping note. Invoices will be delivered to via your preferred method, either email or mail.

**Pearson**

**TAX INVOICE**

**Customer Bill-to:**  
Customer Name  
Address  
City, State  
Country, Postcode  
**Attention:**  
Accounts Payable

**Customer Ship-to:**  
Customer Name  
Address  
City, State  
Country, Postcode

**Pearson Australia Group Pty Ltd**  
707 Collins Street  
Docklands, 3008  
Tel: 1800-395-350  
Email: anz.accountsreceivable@pearson.com  
Tax ID No:  
ABN 40 004 245 943

**A** Invoice Number : 6000043  
**B** Delivery Number : 478891936  
**C** Date : 06-JUL-2021  
**D** Due Date : 06-JUL-2021  
**E** Payment Terms : PREPAYMENT REQD  
**F** Customer Account : 12345678  
**G** Order Number : 4002114  
**H** Currency : AUD  
**I** Shipment Terms : Prepaid  
**J** Purchase Order Number : Test  
Number of Pages : Page 1 of 2

**F** Total Ordered Quantity (No. Of Items) : 1  
Net Amount : AUD 62.68  
Tax Total : AUD 6.27  
Invoice Total : AUD 68.95  
Amount Due : AUD 0.00

**REMITTANCE INFORMATION**

**Make Cheques Payable to:**  
Pearson Australia Group Pty Ltd  
707 Collins Street  
Docklands, VIC 3008

**Bank Wire to:**  
Bank Name : ANZ BANK  
Bank Address : 324 Queen Street,  
Brisbane, Queensland,  
4000  
BSB : 014002  
ABA Wire No :  
IBAN : ANZBAU3MXXX  
SWIFT Code : 775018396  
A/C No :  
Bank Account Name : Pearson Australia  
Group Pty Ltd

**Page 1 of 2**

**Pearson**

**Invoice Number:** 6000043 **H** **I** **J** **Page 2 of 2**

Order Number	PO Number	Item Number	Item Description	Quantity	List Price	Net Price	Tax	Line Total
4002114	Test	9780655702306	Ecco! Senior SB/EB	1	62.68	62.68	6.27	68.95
<b>Invoice Total</b>					<b>Subtotal</b> AUD 62.68	<b>Total Other Charges</b> AUD 0.00	<b>Total Tax</b> AUD 6.27	<b>Invoice Total</b> AUD 68.95

By placing your order, you hereby agree to the Terms and Conditions which govern your purchase: <https://www.pearson.com.au/customer-service/conditions-of-sale/>

**Page 2 of 2**

- A Invoice number
- B Delivery number
- C New account number
- D Sales order number
- E Purchase order number
- F Summary of order amount
- G Pearson remittance details
- H Item number
- I Item description
- J Tax per item

## Shipping Note

A shipping note will be included in the box with the product(s). This document will outline what you will receive in the delivery.

**Shipping Note**  
  
**SHIP TO**  
Customer Name  
Address  
City, State  
Country, Postcode

**A** Purchase Order Number: 234355  
Shipping reference: 86201303  
Date: 13/08/21  
Page: 1 of 1

ISBN	Title	Qty Despatched
9781488613715	Campbell Biology ANZ Version	2
9781292133454	Studio AQA GCSE French Higher	2

Delivery Number: 478940056
**C** # of cartons: 00001
Weight: .50 kg

You will receive an invoice - please use that invoice to pay for these goods rather than this Shipping Note

Need some help? Contact us at: <https://www.pearson.com/en-au/customer-service/contact-us/>

Claims for shortages and damages must be made in writing within 60 days of the date of invoice. Items delivered as a pack must be returned as a complete pack, pack breaks are non-returnable except where defective or otherwise incorrectly delivered. All returns are subject to the terms and conditions of sale.


USAYLGE  
86201303

- A Purchase Order Number
- B Quantity of each product included in delivery
- C Number of cartons in the delivery



## Return Material Authorisation (RMA)

The Returns Material Authorisation (RMA) will replace the previous Returns Authorisation (RA). Please continue to contact Pearson customer service if you want to return a product. You will need to include the RMA with the product being returned.



**RETURN MATERIAL AUTHORIZATION**

**Your return details are shown below for your reference**

**Bill To Customer:**

Customer Name  
Address  
City, Postcode  
Country

**Originally Shipped To:**

Customer Name  
Address  
City, Postcode  
Country

**A** Document Date: 20-AUG-2021

**B** Customer Account#: 1234567

**C** RMA#: 400352

**D** Authorization Expiration Date: 25-SEP-2021

Currency: AUD

Customer Ref: testppidRMA

Original Invoice/ Sales Order	Item Number	Item Description	Return Reason	Quantity	Unit Price	Line Total
4003054	A101708639123		Product Return	1	14.50	14.50

Terms And Conditions

**E** AU: <https://www.pearson.com.au/customer-service/conditions-of-sale/> NZ: <https://www.pearsoned.co.nz/customer-service/conditions-of-sale/>

Please include this RMA document when returning these goods. Goods must be received into warehouse prior to noted authorization expiration date. All items received, but not in saleable condition are immediately destroyed by the warehouse and cannot be returned to you. This return should be sent to the following address: Pearson Australia Group Pty Ltd. Returns at United Book Distributors, 30 Center Rd, Scoresby VIC, Melbourne, 3179.


Thank You for Being a Valued Customer!

Sample Only

Page 1 of 1

- A New account number
- B Return Material Authorisation (RMA) number
- C Authorisation expiration date
- D Return reason
- E Return and RMA instructions

## Credit Memo

 **Pearson**

**Consolidated Credit Memo**

**Customer Bill-to:**  
Customer Name  
Address  
City, State  
Country, Postcode

**Customer Ship-to:**  
Customer Name  
Address  
City, State  
Country, Postcode

**Pearson Australia Group Pty Ltd**  
707 Collins Street  
Docklands  
Melbourne, 3008  
Tel: 1800-395-350  
Email: anz.accountsreceivable@pearson.com  
Tax ID No: ABN 40 004 245 943

**A** Return Order Number : 400337  
Return Date : 06-JUL-2021  
Due Date : 06-JUL-2021  
Payment Terms :  
**B** Charge Back Number : Test  
**C** Customer Account : 12345678  
Currency : AUD  
Number of Pages : Page 1 of 2

**D**

<b>Total Ordered Quantity (No. Of Items)</b> :	1
<b>Net Amount</b> :	AUD -125.36
<b>Tax Total</b> :	AUD -12.54
<b>Credit Memo Total</b> :	AUD -137.90


**REMITTANCE INFORMATION**

**Make Cheques Payable to:**  
Pearson Australia Group Pty Ltd  
707 Collins Street  
Docklands  
Melbourne, VIC 3008

**Bank Wire to:**  
Bank Name : ANZ BANK  
BSB : 014002  
ABA Wire No :  
SWIFT Code : ANZBAU3MXXX  
A/C No : 775018396  
Bank Account Name : Pearson Australia Group Pty Ltd

Do not send additional payment for this invoice

**Page 1 of 2**

 **Pearson**

**Sample Only**

Return Order Number: 400337

Sales Order Number	Invoice Number	PO Number	Credit Memo #	Date	Item Number	Item Description	Quantity	Unit Price	Discount	Tax Amount	Line Total
4002114	6000043	Test	6000045	06-JUL-2021	9780655702306	Ecco! Senior SB/EB Return reason: Defective Product	-1	62.68	*	-6.27	-68.95

	Subtotal	Total Other Charges	Total Tax	Invoice Total
Consolidated Credit Memo Totals	AUD -62.68	AUD 0.00	AUD -6.27	AUD -68.95

By placing your order, you hereby agree to the Terms and Conditions which govern your purchase: <https://www.pearsonassessments.com/footer/terms-of-sale---use.html>

**Page 2 of 2**

- A Return Order Number
- B Charge Back Number
- C New account number
- D Summary of credit amount
- E Item Number previously referred to as ISBN
- F Item Description previously referred to as Title

## Statement of Account

**Pearson**

Page: 1 of 3

Statement of Account

**A** Statement Date: 05/31/2021  
**B** Account Number: 12345678  
**C** Account Balance: AUD 11,211.25

Customer Name  
 Address  
 City, State  
 Country, Postcode

Invoice Date	Trans Type	Your PO / Ref	Trans Ref	CCY	Original Amount	Amount Due	Due Date	Days Late	Disputes
03/16/2021	Payment		H0746640 2	AUD	(1,811.25)		03/16/2021		
03/20/2020	Payment		H0723472 9	AUD	(55.00)		03/20/2020		
03/25/2020	Payment		H0723644 7	AUD	(621.24)		03/25/2020		
05/11/2021	Payment		H0751092 8	AUD	(1,369.00)	(5,942.49)	05/11/2021		
06/18/2020	Payment		H0726077 1	AUD	(516.00)		06/18/2020		
08/01/2019	Payment		H0715217 8	AUD	(155.00)		08/01/2019		
09/03/2020	Payment		H0731805 3	AUD	(1,065.00)		09/03/2020		
09/22/2020	Payment		H0732463 3	AUD	(350.00)		09/22/2020		
02/28/2019	Invoice		A8154564 2	AUD	(530.00)	(530.00)	04/30/2019	762	
03/25/2019	Invoice		A8171534 3	AUD	(874.00)	(874.00)	04/30/2019	762	
05/30/2019	Invoice		A2353603 6	AUD	(27.50)	(27.50)	06/30/2019	701	
05/28/2019	Invoice		A2026973 2	AUD	263.00	263.00	06/30/2019	701	
07/18/2019	Credit Memo		B2362424 8	AUD	(893.33)	(893.33)	07/18/2019	683	
07/31/2019	Credit Memo		B2364994 0	AUD	44.00	44.00	07/31/2019	670	
07/17/2019	Invoice		A8233340 9	AUD	(412.00)	(412.00)	08/31/2019	639	
09/02/2019	Credit Memo		B2371935 0	AUD	(1,420.00)	(1,420.00)	09/02/2019	637	
09/24/2019	Invoice		A8272300 5	AUD	618.00	618.00	10/30/2019	579	
09/26/2019	Invoice		A8273775 1	AUD	(408.12)	(408.12)	10/30/2019	579	
12/11/2019	Credit Memo		B2391554 8	AUD	(72.00)	(72.00)	12/11/2019	537	
05/01/2020	Invoice		A8391939 5	AUD	182.60	182.60	06/30/2020	335	
06/18/2020	Invoice		H0726077 1	AUD	(1,173.05)	(1,173.05)	07/18/2020	317	
06/03/2020	Invoice		A2422953 1	AUD	1,065.00	1,065.00	07/30/2020	305	
07/08/2020	Invoice		A8426218 9	AUD	235.00	235.00	08/31/2020	273	
10/21/2020	Invoice		A2459574 9	AUD	770.00	770.00	10/21/2020	222	
09/11/2020	Invoice		A2449243 9	AUD	1,065.00	1,065.00	10/30/2020	213	

Pearson Australia Group Pty Ltd, 707 Collins Street, Melbourne, 3008  
 VAT Reg Num: 40004245943

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**Pearson**

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Invoice Date	Trans Type	Your PO / Ref	Trans Ref	CCY	Original Amount	Amount Due	Due Date	Days Late	Disputes
09/01/2020	Invoice		A2446029 4	AUD	1,065.00	1,065.00	10/30/2020	213	
11/03/2020	Credit Memo		B2463239 8	AUD	(1,065.00)	(1,065.00)	11/03/2020	209	
10/29/2020	Invoice		A2462100 9	AUD	39.60	39.60	11/30/2020	182	
10/29/2020	Invoice		A2461699 2	AUD	55.00	55.00	11/30/2020	182	
10/20/2020	Invoice		A2459055 7	AUD	(0.90)	(0.90)	11/30/2020	182	
11/17/2020	Invoice		A8517355 4	AUD	394.75	394.75	12/30/2020	152	
11/23/2020	Invoice		A2468209 2	AUD	107.80	107.80	12/30/2020	152	
11/23/2020	Invoice		A2468218 4	AUD	361.90	361.90	12/30/2020	152	
12/21/2020	Invoice		A2475478 1	AUD	22.00	22.00	01/31/2021	120	
12/21/2020	Invoice		A2475477 9	AUD	225.50	225.50	01/31/2021	120	
12/18/2020	Invoice		A8540261 9	AUD	713.80	713.80	01/31/2021	120	
12/11/2020	Invoice		A8534989 7	AUD	1,190.00	1,190.00	01/31/2021	120	
03/19/2021	Credit Memo		B2499378 0	AUD	(602.00)	(602.00)	03/19/2021	73	
02/24/2021	Invoice		A2490530 2	AUD	17.60	17.60	03/28/2021	64	
03/16/2021	Invoice		H0746640 2	AUD	1,661.25	1,661.25	04/15/2021	46	
03/26/2021	Invoice		A2500949 6	AUD	137.50	137.50	04/30/2021	31	
03/26/2021	Invoice		A2500941 2	AUD	194.70	194.70	04/30/2021	31	
03/26/2021	Invoice		A2500949 8	AUD	66.00	66.00	04/30/2021	31	
04/30/2021	Invoice		A2508394 2	AUD	7,130.60	7,130.60	05/30/2021	1	
04/29/2021	Invoice		A2507948 4	AUD	60.50	60.50	05/30/2021	1	
04/29/2021	Invoice		A2507948 8	AUD	31.90	31.90	05/30/2021	1	
04/29/2021	Invoice		A2507948 6	AUD	77.00	77.00	05/30/2021	1	
04/15/2021	Invoice		A8614123 0	AUD	150.00	150.00	05/30/2021	1	
03/29/2021	Invoice		A8605594 2	AUD	713.80	713.80	05/30/2021	1	
04/15/2021	Invoice		A8614635 5	AUD	19.98	19.98	05/30/2021	1	
04/15/2021	Invoice		A8614114 6	AUD	97.00	97.00	05/30/2021	1	
05/26/2021	Invoice		A2513486 2	AUD	71.50	71.50	06/30/2021	0	
05/13/2021	Invoice		A8631137 8	AUD	(79.68)	(79.68)	06/30/2021	0	
05/10/2021	Invoice		A8628261 7	AUD	168.78	168.78	06/30/2021	0	
05/19/2021	Invoice		A8634377 7	AUD	1,257.00	1,257.00	06/30/2021	0	
05/04/2021	Invoice		A2508844 2	AUD	340.20	340.20	06/30/2021	0	
05/14/2021	Invoice		A2511595 5	AUD	142.06	142.06	06/30/2021	0	
05/06/2021	Invoice		A2509528 1	AUD	710.00	710.00	06/30/2021	0	
05/26/2021	Invoice		A8637143 1	AUD	2,745.00	2,745.00	06/30/2021	0	
05/12/2021	Invoice		A8630163 7	AUD	1,369.00	1,369.00	06/30/2021	0	

Pearson Australia Group Pty Ltd, 707 Collins Street, Melbourne, 3008  
 VAT Reg Num: 40004245943

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**Pearson**

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Invoice Date	Trans Type	Your PO / Ref	Trans Ref	CCY	Original Amount	Amount Due	Due Date	Days Late	Disputes
05/12/2021	Invoice		A8623478 8	AUD	110.00	110.00	06/30/2021	0	
07/23/2019	Credit Memo		B2363208 3	AUD	(760.00)	(760.00)	07/23/2019	0	
					Total	11,429.25	11,429.25		

**C**

ACCOUNT AGING - ALL BALANCES IN AUD				
Current	1-30 Days	31-60 Days	61-90 Days	Over 90 days
6,833.86	6,911.78	2,059.45	(2,395.65)	(2,198.19)
Total Due 11,211.25				

Please make payments in AUD to the following account  
 Account Number: 775018396  
 BSB: 014002  
 Swift Code: ANZBAU3MXXX  
 Iban :

Page 3 of 3

- A New Account Number
- B Account Balance
- C Summary of activity