

Changes to my account information FAQs - Frequently Asked Questions

This document aims to provide answers for EDI customers about changes to your payment and account arrangements. Please also go to: www.pearsonwbl.com/edi-welcome

Q: How will my invoice change?

A: You will notice a change in branding (invoices will now come from Pearson rather than EDI) and the layout of your invoice but all the important content and information will be retained.

Q: If I am concerned who do I speak to?

*A: Your first point of contact should be to speak to the Account Services Team. They can be reached on: **0844 576 0045** for our UK customers and **+44(0)1204 770 696** for our International customers. Your account now has a dedicated specialist working in Account Services, who are able to answer or to direct any enquiries, as necessary.*

Q: What bank details do I need to use?

A: With effect from 1 June 2013, please use the following details:

Bank: HSBC Bank Plc
City of London Corporate Office
Level 27
8 Canada Square
London
E14 5HQ

Account Name: Pearson
Sort Code: 40-02-50
Account Number: 51214012
V A T Registration Number: GB 278 5371 21
Company Registration Number: 4496750
IBAN: GB14MIDL40025051214012

Branch Identifier Code or Swift code: MIDLGB2110C

This information will also appear on your invoice.

Q: Where should I send cheque payments?

A: Cheques should be made payable to Pearson and sent to the following remittance address: Sales Ledger, Pearson Shared Services, Edinburgh Gate, Harlow, Essex, CM20 2JE. This information will also appear on your invoice.

Q: Can I pay by Credit Card?

A: Yes. All major credit cards are accepted except American Express. Card payments can be made over the phone by calling the Account Services Team on **0844 576 0045** for our UK customers and **+44(0)1204 770 696** for our International customers. You will be transferred to a member of staff who will be able to assist.

Q: Can I email a copy of the remittance advice?

A: Yes. Remittance advice can be emailed to: directs@pearson.com or posted to: **Sales Ledger, Pearson Shared Services, Edinburgh Gate, Harlow, Essex, CM20 2JE.**

Q: Will this affect my payment terms?

A: No, all existing payment terms will be transferred to Pearson.

Q: Will this affect the way we process our orders?

A: No, EDI qualifications will continue to be ordered through CAMPUS.