

Fulfilment SLAs



These Service Level Agreements (SLAs) relate to the supply of content for requests placed with the Product Asset Management (PAM) team.

If you request more than 10 products, or the PAM team need to try to source content not readily available in the archive, you should expect the delivery time to be longer than stated below. The stated times assume that authorisation for release, where appropriate, has already been sought and agreed.

Non-Audit

Please refer to the [The Non-Audit Content Request Guide](#).

Region	End Use		SLA
ALL	All request types or end use, apart from those stated below		5 working days
Region	End Use	Description	SLA
ALL	New Edition – Design / Vendor	Complete copy of the original product to allow for development of the new edition	3 working days
ALL	Product Correction / Reprint	To be used by Correction and Manufacturing/SSC teams only	3 working days
UK	New Edition – Author Word	Word conversions (for new editions with more than 20% change) low extent titles may be supplied more quickly	3 - 4 weeks
		Math / Accountancy Textbooks	up to 6 weeks
		Products already created in Word	5 working days
NA	New Edition – Author Word	Text Extraction / Word Conversions, depending on complexity	2 - 3 weeks
		Products already created in Word	5 working days
Australia & UK	eBook – uPDF / ePub / MOBI / Kindle	Conversion and distribution depending on format, complexity, and volume	1 - 2 weeks
Australia, Asia, ELL, Clinical Assessment & Canada Schools	For requests with the End Use of Adaptation, Custom Title, International Reprint or Translation		10 working days plus, time required for business approval following audit
	<i>Note: SLA includes contract and third-party rights checking, receipt of an audit report for your approval, and the issue of your re-use license and the release of product files</i>		

Rights Audit

Please refer to the following Rights Audit guides:

- [The Rights Audit Content Request Guide](#)
- [The Custom P&L to Custom Manufacturing Request Guide](#)

Region	End Use	SLA
NA & UK Higher Education, UK & Global Schools	For requests with the End Use of Adaptation, Custom Title, International Reprint or Translation	10 working days plus, time required for business approval following audit
	<i>Note: SLA includes contract and third-party rights checking, receipt of an audit report for your approval, and the issue of your re-use license and the release of product files</i>	

Note: where ALL is stated, it refers to Asia*, Australia, North America, and United Kingdom originated products only.

**Singapore, Malaysia, Indonesia, Japan, Myanmar, Philippines, South Korea, Thailand, Vietnam*

Help

Asset Management

Visit the [Asset Management Website](#) for job aids and information on:

- Fonts and the Pearson Font Policy.
- Pre-press creation guidelines including configuration for your computer and certification.
- Author Support.
- File and folder naming standards, including an online Archive Folder Creator Tool.
- Product Asset Management (PAM) Archiving and Fulfilment.
- Digital Asset Management (DAM) Asset Library and Asset Licensing Portal (ALP).
- Corrections.

Product Asset Management (PAM)

For support and information about archiving or content requests, please contact the PAM team:

- Australian products - PAM.Australia@pearson.com
- Asia* and Indian products - PAM.India@pearson.com
- North American products - PAM.NorthAmerica@pearson.com
- The United Kingdom, Global and Italian products - PAM@pearson.com

**Singapore, Malaysia, Indonesia, Japan, Myanmar, Philippines, South Korea, Thailand, Vietnam*

To place content requests for Asia*, Australia, North America, and United Kingdom products, please refer to the following user guides:

- [The Non-Audit Content Request Guide](#)
- [The Rights Audit Content Request Guide](#)
- [The Custom P&L \(Profit & Loss\) to Custom Manufacturing Request Guide](#)

Asset Management Data Hub (AMDH)

Visit myStore to [request AMDH access](#) or raise a [myHelp ticket](#) for additional support.

Asset Management Correction Team

For support and information about corrections, please refer to the [Correction Request Submission Guide](#) or contact the relevant Correction Manager:

- Laura.Ross@pearson.com - Higher Education (US, UK, and Australia) / English Language Learning / Schools (UK, Global, and Australia)
- Jim.Linehan@pearson.com - Higher Education eText 2.0 / REVEL (NA and Canada) / Schools (Canada)

Digital Asset Management (DAM)

For information about Asset Library or the Asset Licensing Portal (ALP), please contact the DAM team at assetlibrarysupport@pearson.com.