

# UK Schools – Who to Contact



## Digital Support

- Login support
- Password reset
- Cohort roll-up
- Pupil account maintenance
- Technical difficulties

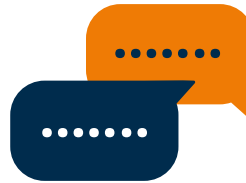


Support



## Digital Queries

- Digital invoice issues
- Changing of subscription owner
- Processing trials



Support



## Digital Orders

- Digital pricing queries
- New subscription orders



Support



## Customer Solutions/ Customer Services

- Physical item returns
- Delivery invoice queries
- Delivery queries for physical items



Support



## UK Invoicing Team/Credit Control

- Invoice query
- Generating invoices
- Disputed invoices



Support



## Customer Success

- Account Management
- Renewal queries
- Top up orders (Print and Digital)



Support

