



Branding Customer FAQs

You have heard the news that we are now, Savvas Learning Company. We are excited about this momentous transition for our company and want to make sure you, our valued customer, make the transition with us seamlessly.

You will find that there is no disruption in finding your learning platforms, support resources, or company contact information. As a customer utilizing Savvas products and services, you will just need to bookmark our new website URLs. This document includes a table of URL updates and phone numbers as well as FAQs to answer questions you may have about finding resources, implementing products, and contacting support services.

Below are questions that you may have related to finding your platforms and resources, implementing your Savvas Learning Company products, and placing and receiving orders.

The document consists of 4 sections:

- I. Finding Savvas Platforms and Resources** such as Realize and MyPearsonTraining
- II. Placing and Receiving Orders with Savvas**
- III. Implementing Savvas Products**
- IV. Processing Payment, POs, Invoices, and W-9**

I. Finding Savvas Platforms and Resources

Savvas Learning Company sites and resources are now live, and most have new URLs. However, the previous Pearson sites and links will remain live and will redirect you so you can bookmark the new Savvas URLs. Most phone numbers remain unchanged. See the details in the table below.

Previous URLs as Pearson	New URL as Savvas Learning Company	Will the previous Pearson site redirect me so I can bookmark the new URL?
Pearsonschool.com	Savvas.com	Yes
PearsonRealize.com	SavvasRealize.com	Yes
PearsonEasyBridge.com	SavvasEasyBridge.com	Yes
OASIS: k12oasis.pearson.com	Oasis.Savvas.com	Yes
MyPearsonTraining.com	MySavvasTraining.com	Yes
Pearson K12 Curriculum Support Site pearsonnacomunity.force.com/support/s/	Support.Savvas.com	Yes
Subscription Worktext Self-Service Portal k12pearson.com/worktext-subscription	k12.savvas.com/worktext-subscription	Yes
PearsonPrivateSchools.com	Savvas.com/privateschools	Yes
Phone Numbers	Did this number change?	New number if applicable
Customer Service (800) 848-9500	No - No change	All Phones numbers listed here will remain active, but you only need to call 800-848-9500 for all your Customer Service Needs.
Technical Support: 800-234-5832	No - No change	
SuccessMaker: 888-827-0772	No - No change	
Customer Service Fax 877-260-2530	No - No change	
Credit Dept 800-232-6556 (Option 4)	Yes - Beginning May 11	844-330-1119

II. Placing and Receiving Orders with Savvas

Q. How do I place my order now?

A. There is no change to how you place an order. You have the same options as before.

- **Order on OASIS** at Oasis.Savvas.com. Our previous URL will redirect you to Oasis.Savvas.com. Please don't forget to bookmark our new website address.
- **Use the Order Form** It is now the Savvas Order form located at Support.Savvas.com. Our previous URL will redirect you to the appropriate page at Support.Savvas.com. Please don't forget to bookmark our new website address.
- **Call Customer Service at (800) 848-9500.** This phone number will not change.
- **Fax your Order to 877-260-2530.** This fax number will not change.

Note: Temporary Process for Credit Card Orders: There is a temporary change in our credit card policy that will be in effect **through June 1st**. During this time, credit card purchases can only be made by contacting Customer Service.

- **If you would like to place a new order via OASIS or the Savvas web stores using a credit card please contact:**

Customer Service: 1-800-848-9500 - *Select Option 1 (Place Order or Check Status)*

- **If you would like to pay an outstanding balance on your invoice, please contact:**

Credit Department: 1-800-232-6556 - *Select Option 4 (Enter Billing Acct number, then #sign)*

Q. How do I now reach customer service and technical support?

A. Our phone number for customer service and technical support remains the same:

(800) 848-9500. However, if you prefer to contact us online, please note that our Customer Support website has changed to **Support.savvas.com**. Our previous URL will redirect you to Support.Savvas.com. Please don't forget to bookmark our new website address.

Q. How will I order my Consumable Texts?

A. There is no change to how you order Consumable Texts. You will continue to use the Subscription Worktext Self-Service Portal. The Savvas URL is k12.savvas.com/worktext-subscription. Our previous URL will redirect you to the Savvas URL. Please don't forget to bookmark our new website address.

Q. How do I track my orders with Savvas Learning Company?

A. There is no change to how you track customer orders. You can log on to our Oasis website to see the status of your order online, or call our Customer Support number at **(800) 848-9500**. Please note that the web address has changed to **Oasis.Savvas.com**. If you forget our new domain name or happen to log on to the previous URL, don't worry, the site will redirect you to Oasis.Savvas.com. Please don't forget to bookmark our new Oasis website address.

Q. If I make arrangements to pick up my order instead of delivery, what is the address?

A. For warehouse pick ups for Savvas K-12 products (not Pearson AP, Electives, or CTE products), the warehouse address is:

**5530 W 74th Street
Indianapolis, IN 46268**

Q. What if I have a question or need to report an issue about my order?

A. There is no change to how to ask questions or report an issue with your order.

You will still complete the Customer Service Webform or call Customer Service. Note that the webform URLs are updated and are posted on Support.Savvas.com. Our previous webform URL will redirect you to the webform URL, and our previous support site will redirect you to Support.savvas.com. Please don't forget to bookmark our new website addresses. You may also call Customer Service at the same phone number (800) 848-9500. This phone number will not change.

Q. How will I order AP, Honors, and Electives products published by Pearson?

A. There is no change to ordering Pearson AP, Honors, and Electives products. K12 customers in the United States will continue to purchase AP, Electives, and CTE products from Savvas. Savvas will also provide support for our K12 customers purchasing these products.

III. Implementing Savvas Products

Q. Will Savvas Learning Company continue to provide the same programs we use now under Pearson K12 Learning?

A. Yes. As Savvas we will continue to provide the same great learning solutions that we delivered as Pearson K12 Learning, and we will continue to offer the most complete selection of educational resources among anyone in our industry. Our learning solutions span all K-12 grades and disciplines, and include core curriculum, supplemental content, and intervention programs.

Q. Are there changes to how teachers and students log in to online curriculum on Realize?

A. The URL has changed, but your username and password remain the same.

PearsonRealize.com, the online hub where customers access their digital content, assessment, and data, is now **SavvasRealize.com**. Your current username and password will stay the same. If you forget the new domain name or happen to log on to PearsonRealize.com, don't worry, the site will redirect you. Please note: users who log in via EasyBridge or their district's portal will continue to do so.

Q. How will we log in to EasyBridge now?

A. The way you access and use EasyBridge will not change. Your login will not change. Teacher registration and class rostering process will not change. The URL to access EasyBridge is now SavvasEasyBridge.com. Our previous URL will redirect you to the appropriate page at SavvasEasyBridge.com. Please don't forget to bookmark our new website address.

Q. Will Savvas still provide the same Professional Development services and Program Activation product orientation sessions for teachers and faculty?

A. Yes, Savvas Professional Development and Product Activation Services have not changed.

Q. Where can I find Savvas training materials?

A. You can access all your training materials by logging onto MySavvasTraining.com. If you forget the new domain name or happen to log on to MyPearsonTraining.com, don't worry, the site will redirect you. Please don't forget to bookmark our new MySavvasTraining.com website address.

Q. What If I need access or registration support for my AP, Honors and Electives products?

A. Support for AP, Honors and Electives products has not changed. You will use the same resources for assistance with access and registration. Visit the customer support site, previously Pearsonnacomunity.force.com/support, now Support.Savvas.com. You may also contact Technical Support at 800-848-9500.

Q. What if I need technical assistance for my AP, Honors and Electives products?

A. Technical assistance for AP, Honors and Electives products has not changed. For MyLabs or Mastering technical support, go to the Pearson support website support.pearson.com/getsupport/s/.

IV. Processing Payments, POs, Invoices, and W-9s

Q. My invoice says Savvas, how do I pay it?

A. Set Savvas up in your purchasing system using the information below. If you are unable to do this right away, you can still send your payment using Pearson K12 Learning, LLC. Be sure to set up Savvas in your payment system as soon as you can in preparation for future orders.

Set up Savvas as a vendor in your purchasing system.

Company Information	Orders, POs	Payments
Savvas Learning Company LLC Address: 15 East Midland Ave, Suite 502 Paramus, NJ 07652 Phone: 800-848-9500 Fax: 877-260-2530 Email: k12customerservice@savvas.com	Submit Purchase Orders to: 3075 W Ray Rd Chandler, AZ 85226 PO Box 6820 Chandler, AZ 85246	Send Payments, Checks to: Savvas Learning Company LLC PO Box 409496 Atlanta GA 30384-9496

Q. We need the Savvas Learning Company W-9 for our documentation and systems. How do we obtain a copy of the Savvas W-9?

A. You may download a copy of the W-9 on Support.Savvas.com or ask your Sales Representative.

Q. We have an order in progress, and our RFP and PO are already made out to Pearson K12 Learning LLC, will you accept it?

A. Yes, we will continue to accept Purchase Orders made out to Pearson for the products we sell for an interim period time. Please make out all future RFPs and POs to Savvas Learning Company LLC to avoid any processing delays. All the information you need to set up Savvas Learning Company in your system is in the table above. If you need a copy of the Savvas Learning Company LLC W-9, you may download it from Support.Savvas.com or ask your Sales Representative for a copy.

Below are guidelines for customers to follow during the transition.

My Quote is from	My PO is made out to	My Invoice is from	What steps must I follow to send payment?
Pearson	Pearson	Pearson	There is nothing to do for this purchase, you may send your payment to Pearson K12 Learning, LLC. For all future purchases, your quote and Invoice will be from Savvas Learning Company. In preparation, please set up Savvas Learning Company as a vendor in your purchasing system.
Pearson	Pearson	Savvas	We will continue to accept payment made out to Pearson K12 Learning, LLC for the products we sell. In preparation, please set up Savvas Learning Company as a vendor in your purchasing system.
Savvas	Pearson	Savvas	Please set up Savvas as a vendor in your system to make payment. If you are unable to do this before making payment for this order, we will continue to accept Purchase Orders made out to Pearson K12 Learning, LLC for the products we sell. In preparation for future orders, please set up Savvas Learning Company as a vendor in your purchasing system.
Savvas	Savvas	Savvas	You are all set! We look forward to our continued relationship with you as our valued Savvas Learning Company customer.

Q. If we have additional questions, how can we contact Savvas Learning Company?

A. Our Customer Support Site remains the same, and we have posted information regarding Savvas Learning Company Rebranding on the site. If you prefer to contact us online, please note that our Customer Service website is now **Support.Savvas.com**. Our previous URL will redirect you to the appropriate page at Support.Savvas.com where you will find additional information. Please bookmark our new support website address. **In addition, our phone number for Customer Service remains the same: (800) 848-9500.**