

Successnet Plus School Codes

For Pearson Employees Only!



School Codes for All Customer Organizations

About School Codes

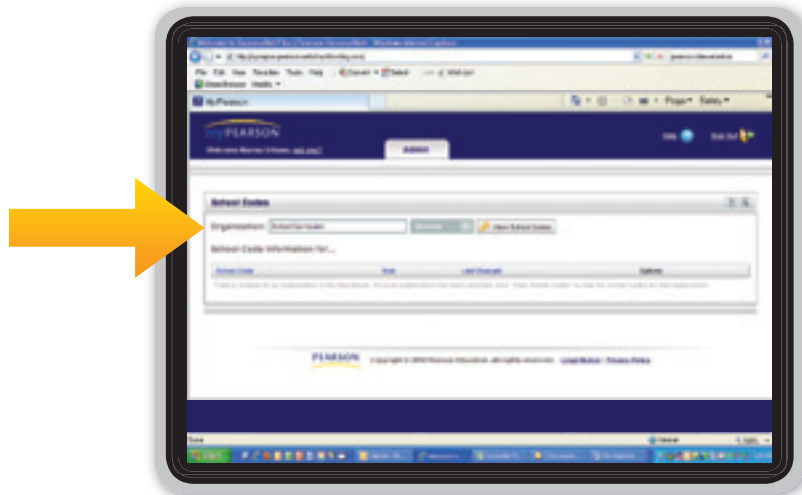
- Teachers will use the school code to complete their self-registration. At the beginning of the registration process, teachers can request one themselves and it will be immediately sent to the teacher by email
- However, if you wish to provide a customer with a school code, you may use this tool to locate the information
- School Codes provide a teacher with access to all programs their school purchases

About the Lookup Tool

- This tool is available for use by Pearson employees *only*
- Use this tool to identify the unique code assigned to a school or district
- You can then email or print the School Code to distribute to a customer

Steps for Using the Lookup Tool

1. Go to <http://prod.cg-mypearson.pearsoncmg.com>
2. Login using the following username and password information:
 - Northeast/MidWest Reps: NE-MW-Rep / Pearson1
 - Southeast Reps: SE-Rep / Pearson1
 - Southwest Reps: SW-Rep / Pearson1
 - Western Reps: W-Rep / Pearson1
3. Begin typing the school or district name in the "Organization" field, then select from the list



School Codes for Non-School Based Customers

Book Depositories

The Order Entry team will follow these steps for submitting orders from Book Depository customers and associating school codes with the correct participating sites:

1. Book Depositories provide a file (weekly or monthly depending on the state) with all sell-through information including the ultimate ship-to customer. **NOTE:**
 - Most depositories send transferrable, electronic files, but some fax hard copy files that require additional manual entry for each order
 - There may be a 1-2 week lag between when a depository order is sent and establishing a school code for the actual site due to the manual process of receiving and entering sell through data

- If a customer from depository state doesn't have a school code, inform the Customer Service rep that it is a depository order to help expedite the setup process

2. Depository locations are:

- West Virginia
- South Carolina
- Tennessee
- Florida
- Alabama
- Mississippi
- Louisiana
- Arkansas
- Oklahoma
- New Mexico
- Utah (services Clark County Nevada too)
- Oregon (services Washington State and Alaska too)

3. A data query is run on the 1st and 15th of each month identifying all customers that require a license based upon the Student Editions that were reported purchased
4. A no-charge order is entered for the appropriate ISBN which then flows through the normal processes to set up customer licenses and associate school codes

Booksellers for Private & Parochial School Customers

- The Pearson Curriculum Group has systems in place to support the booksellers, Follett and MBS, that serve our private and parochial school customers.
- The order entry process for these booksellers is the same as that described above for book depositories, whereby orders are sent to the Order Entry Team who manually set up organizations and associated school codes for the correct participating sites.
- As this new distribution model is proven out, the Curriculum Group plans to add additional distributors over time.

Individuals

Individual purchases will be handled as follows:

1. **Sales Representatives** – Rep orders will be cancelled and Reps will be instructed to access all products using the CG Sales School organization (Instructions are available on the intranet at <http://intranet.pearsonschool.com> Select Technical Services > Products > SuccessNet Plus.)
2. **Parents & Students** – Independent parent and students will be informed they currently do not have licensing options that allow them to access digital products on SuccessNet Plus. However, parents and students associated with private and parochial schools may be supported by working through the booksellers noted above.

Home Schools

Currently, Pearson's Curriculum Group, including SuccessNet Plus, does NOT support sales of digital products to Home School customers. *Plans are in place to do so in the future.*



Customer Service Processes for School Codes

Problems Finding School Codes

Customer Service is ready to help resolve customer difficulties locating a school code or ensuring one is created for a new organization, and will implement the following processes to resolve inquiries:

1. Confirm the customer is registering for a product supported by SuccessNet Plus
2. Use the Lookup Tool to search for that organization's School Code and distribute if found
3. If the customer's organization already exists but no School Code is located:
 - a. Search Administration services for any order entries that may be held up in an Exceptions status. Reasons may include:
 - i. Order payment has not been received or is invalid
 - ii. Order is incomplete and does not include an ISBN for a digital license
 - b. If the organization and order are found, expedite the order exception and complete school code setup. This process will be completed within 24 hours
 - c. Once complete, Customer Service representative will provide the code to the customer
4. If the customer's organization doesn't yet exist:
 - a. Customer Service will contact a Pearson administrator, providing details on the customer organization (school, district, city, state and zip) and product information, including ISBN
 - b. Inform the customer an update will be provided within 48 hours
 - c. Receive an email confirmation from the Pearson administrator once the order is completed and organization setup and provide that code to the customer

Resolving Order Issues

The Customer Service team reviews and remedies any order exceptions daily as follows:

1. If the product ISBN is not recognized, work directly with the Business Unit team to resolve
2. If the organization is not recognized, verify the following as needed:
 - a. The customer identification number matches in the system and on the order
 - b. The school belongs to and is associated with the correct district
 - c. The warehouse belongs to and is associated with the correct district

Preparing for In-Services with New Customers

Before arriving at in-service training event, Reps must check that a school code for that customer exists. If not, email cgpearson.admin@pearson.com and include the following:

- Name and address
- Date of in service
- Products ordered/licensed

Questions?

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