

OASIS Quick Reference Guide

Table of Contents

OASIS Quick Reference Guide	1
Introduction.....	1
Log in.....	1
Forget your password?	2
Log out.....	3
The Home Page.....	4
The toolbar	4
Quick access tiles.....	5
Footer	6
Perform a simple product search.....	6
Use My Favorites.....	7
View and edit your account.....	9
View User Guides	11
Get Support	11

Introduction

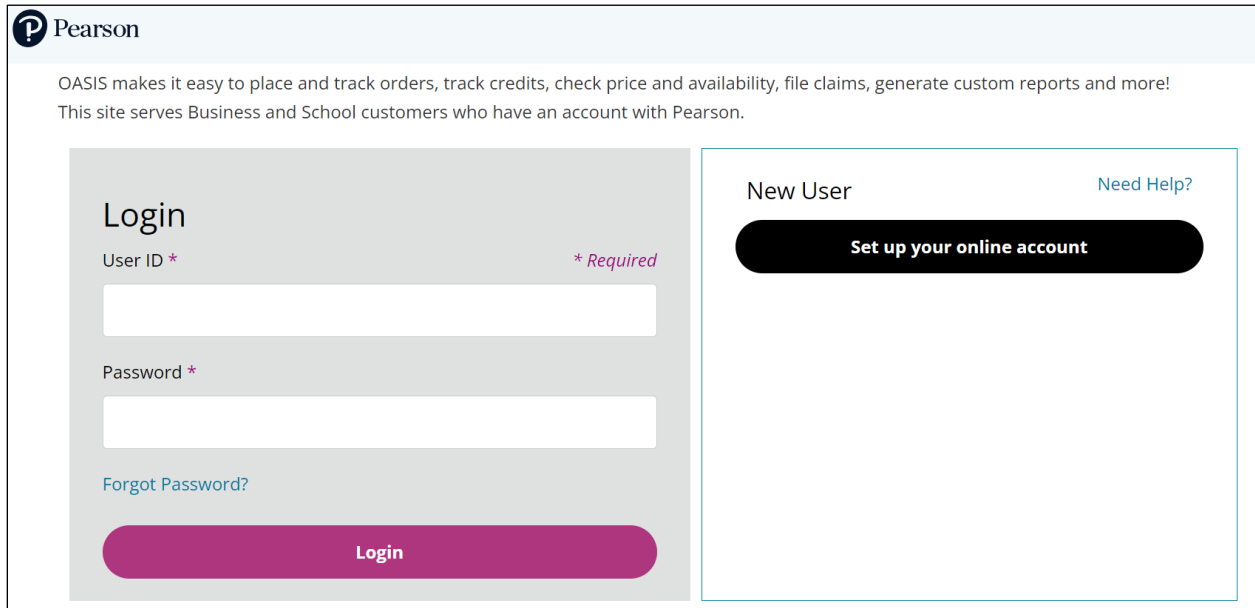
The Pearson OASIS (Order and Shipment Information System) Quick Reference Guide covers basic topics, including logging in, logging out, using the toolbar, technical support, and a basic overview of what you can do on the OASIS website.

Note: You must have an account before you can use Pearson OASIS. If you do not have an account, go to oasis-b2b.pearson.com and click **Set up your online account**.

Log in

1. Go to oasis-b2b.pearson.com/login.

OASIS Quick Reference Guide



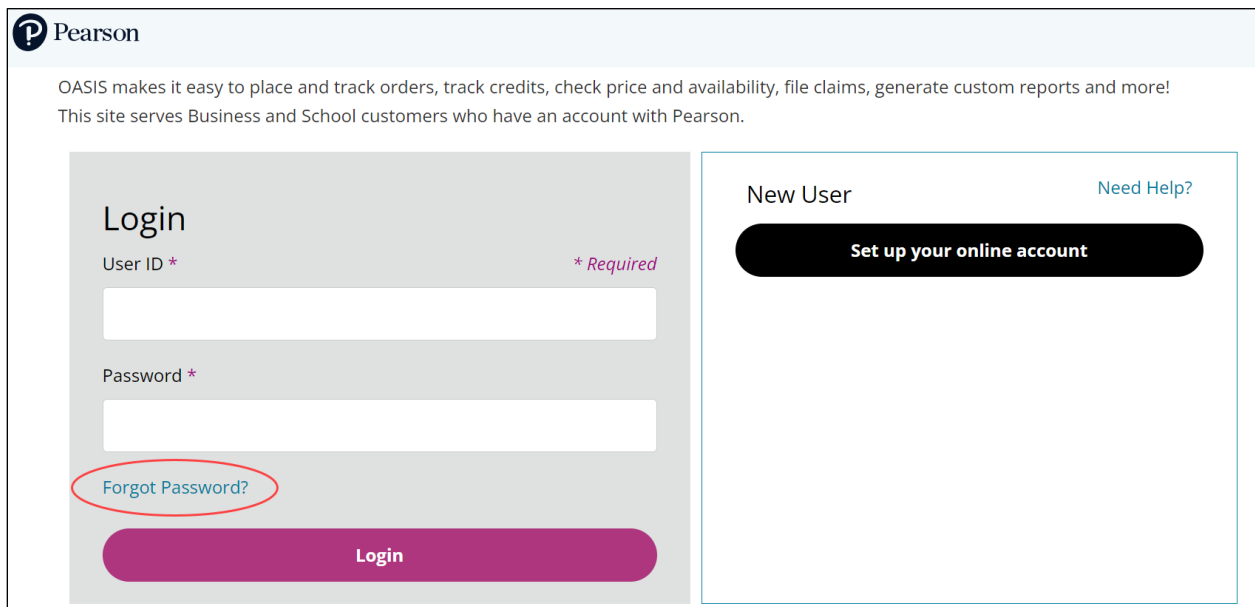
The screenshot shows the OASIS login interface. At the top left is the Pearson logo. Below it, a message states: "OASIS makes it easy to place and track orders, track credits, check price and availability, file claims, generate custom reports and more! This site serves Business and School customers who have an account with Pearson." The main content area is divided into two sections. On the left, the "Login" section contains a "User ID *" field with a red asterisk and "* Required" text, a "Password *" field with a red asterisk, a "Forgot Password?" link, and a purple "Login" button. On the right, the "New User" section includes a "Need Help?" link and a black button labeled "Set up your online account".

2. Enter your user ID and password.
3. Click **Login**.

Note: You will be automatically logged out after 30 minutes of inactivity.

Forget your password?

1. Go to oasis-b2b.pearson.com/login.



This screenshot is identical to the one above, showing the OASIS login page. However, the "Forgot Password?" link in the Login section is circled in red to highlight it.

OASIS Quick Reference Guide

2. On the login page click **Forget Password?** The following will be displayed.

Reset Password

Enter your OASIS User ID and click "RESET PASSWORD". Reset instructions will be sent to the email address provided on your OASIS registration.

User ID * ** Required*

Reset Password

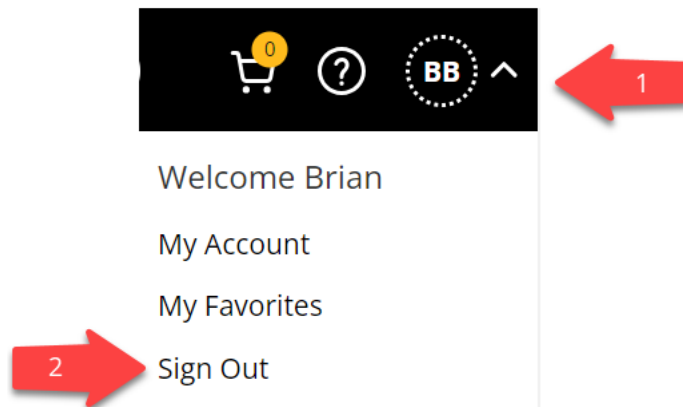
3. Enter your username.
4. Click **Reset Password**.

You will receive an email with instructions to reset your password.

Log out

1. Click your user ID icon in the upper right-hand corner.
2. Select **Sign Out**.

OASIS Quick Reference Guide



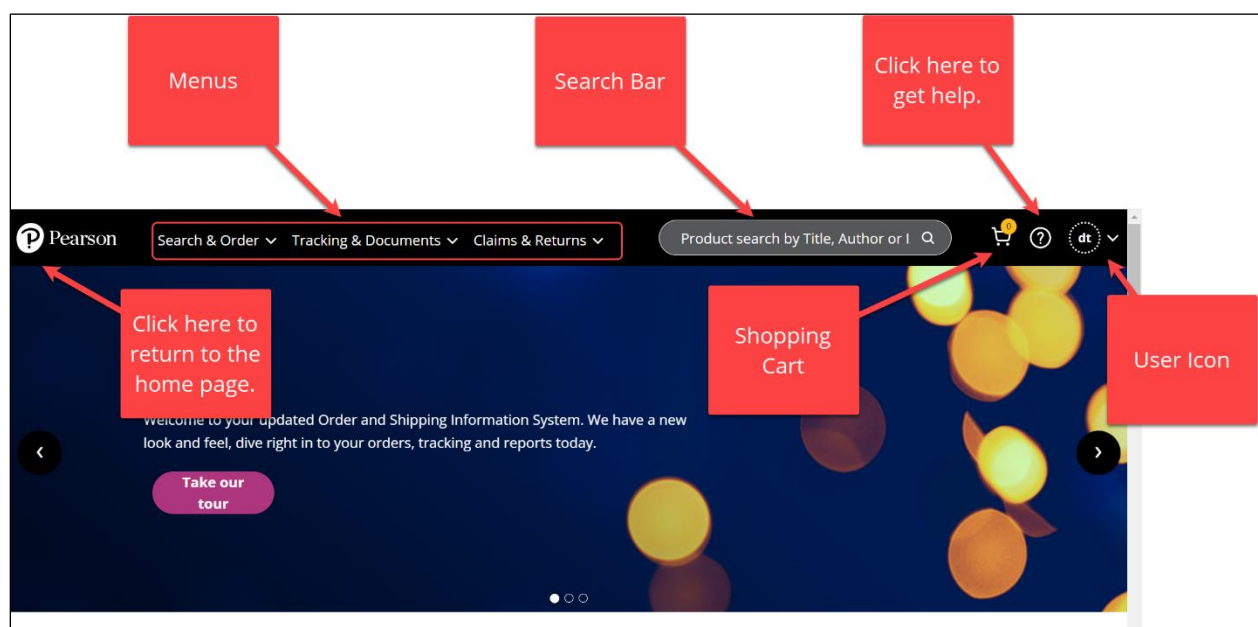
The Home Page

The OASIS home page displays after you log in. The home page is divided into three parts: a toolbar at the top, tiles for quick access in the middle, and a footer with helpful links.

The toolbar

The toolbar is always available when you are logged into OASIS. Its components are described below.

Note: Click the Pearson icon at any time to return to the home page.



OASIS Quick Reference Guide

Menus

From the toolbar you can

- Create, view, and track orders
- Track credits
- Search for products (see [Perform a simple product search](#) below)
- File claims
- Submit digital returns
- Create an RMA
- Retrieve documents
- Generate reports

Search Bar

You can search for products by title, author, or ISBN. Matching names will be displayed as you type.

Shopping Cart

The shopping cart icon shows how many items you currently have in your shopping cart.

Help Button

If you need help, click the help button in the toolbar, which will open the OASIS Support page in a new browser tab or window.

User ID Icon





Click your user ID icon to

- [View and edit your account](#)
- [Use My Favorites](#)
- [Log out](#)

Quick access tiles

You can quickly access commonly used functions by clicking the home page tiles.

OASIS Quick Reference Guide

 <h3>Quick Orders</h3> <p>Start your order right away by entering one or more ISBNs.</p> <p>Enter ISBNs ></p>	 <h3>Orders & Invoices</h3> <p>View your recent orders, order tracking, invoice details and download purchased access codes.</p> <p>View orders now ></p>
 <h3>Claims & Returns</h3> <p>Quickly file a claim or submit a return for digital or physical products eligible for return.</p> <div>File a ClaimDigital Return</div> <div>Request an RMA</div>	 <h3>Documents & Reports</h3> <p>Request statements, invoices, credit memos, PODs and RMAs or generate standard and custom reports.</p> <div>Document RequestGenerate Reports</div>

Footer

From the footer you can quickly access our user guides, contact Support, contact a sales representative, and read more about Pearson OASIS.

Perform a simple product search


To perform a simple product search, enter the product's title, ISBN, or author in the search bar.



Matching names will be displayed as you type.

OASIS Quick Reference Guide

History ✕

 Social Welfare: A \$179.99
History of the
American Response
to Need, with
Enhanced Pearson
eText -- Access Card
Package, 9/e

LATIN AMERICAN & \$159.99
PEARSON WRITER SA
A/C 12MO, 10/e

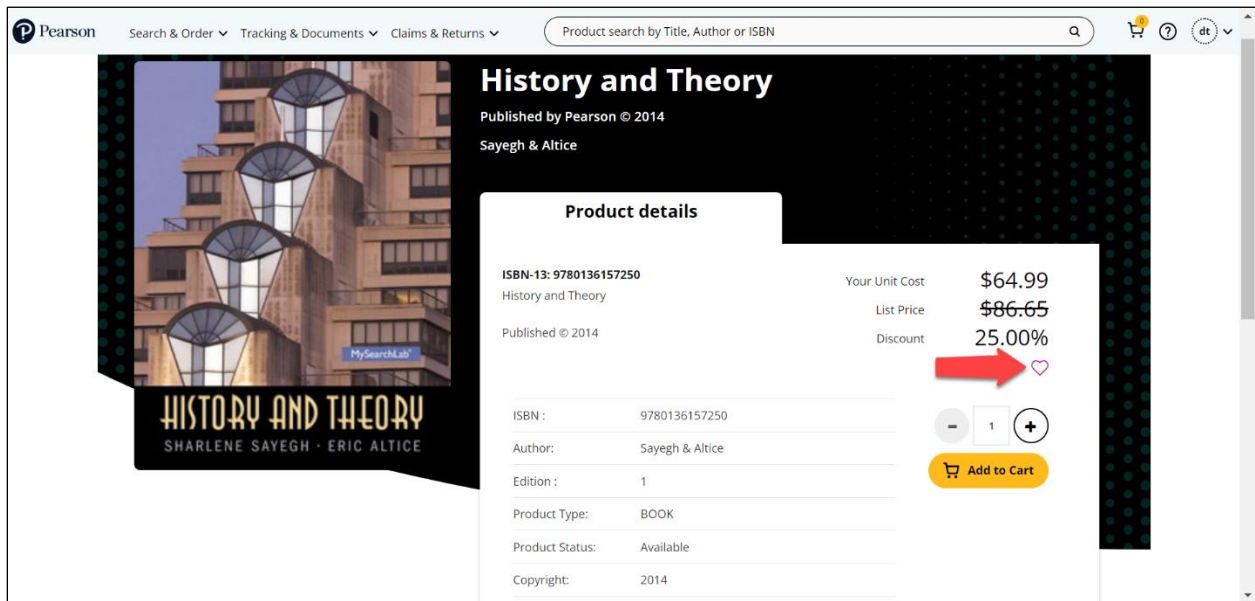
LATIN AMERICA ALC & \$106.65
SA ACC 12MO PKG,
10/e

Introduction to Theatre \$53.32
History: Hidden
Histories, 1/e

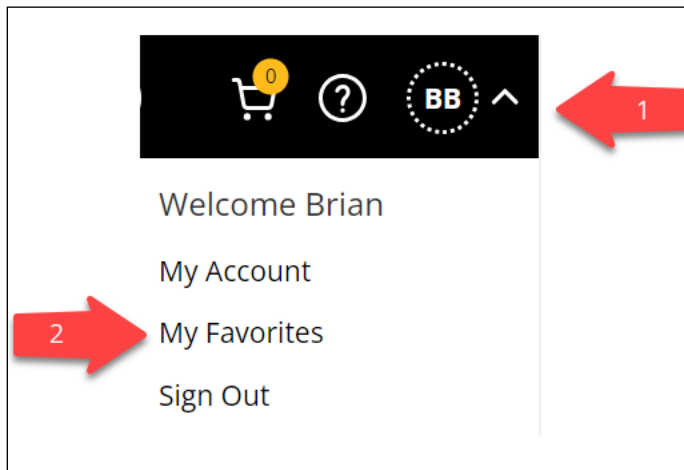
Use My Favorites

Use the My Favorites tool to conveniently save your search items for later use. To save a product to your My Favorites page, search for the product and then click the heart icon. To remove it from your favorites, click the heart icon again.

OASIS Quick Reference Guide

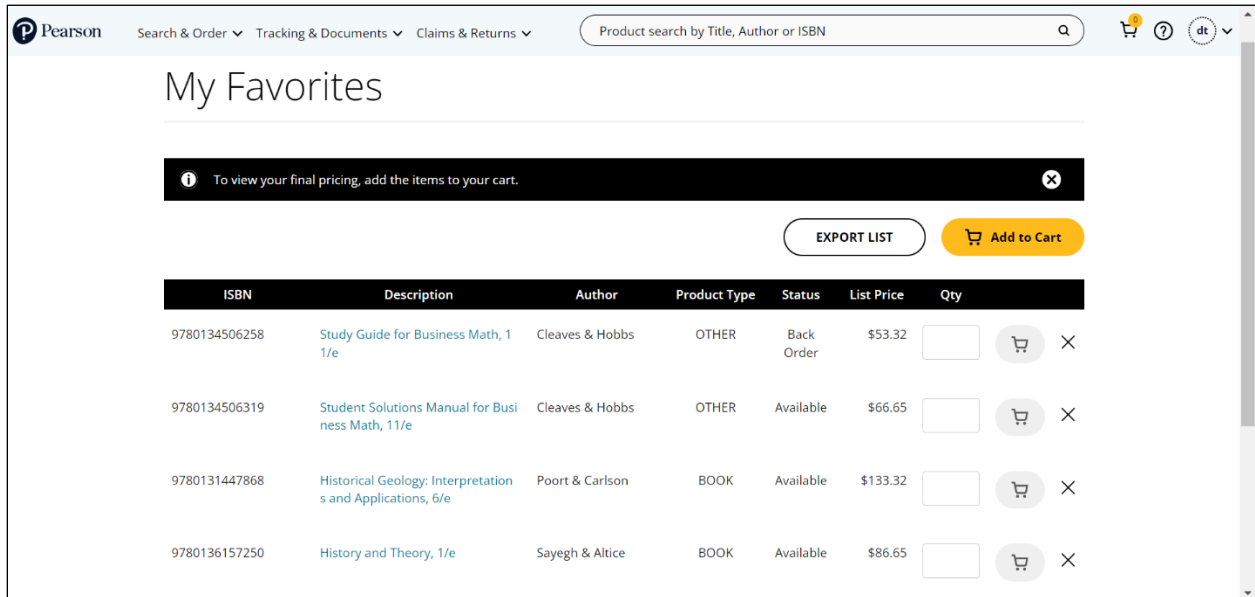


To view your favorites, click your user ID icon and then select **My Favorites**.



Select one or more products, enter their quantities, and then click the shopping cart icon to add them to your shopping cart.

OASIS Quick Reference Guide



My Favorites

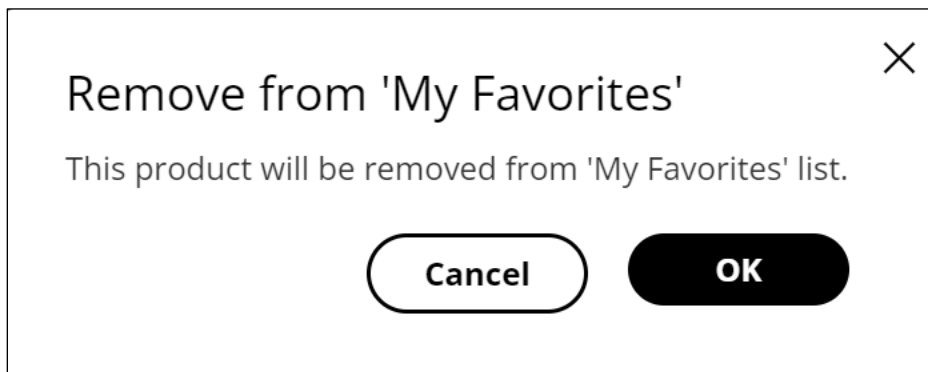
To view your final pricing, add the items to your cart.

EXPORT LIST **Add to Cart**

ISBN	Description	Author	Product Type	Status	List Price	Qty
9780134506258	Study Guide for Business Math, 11/e	Cleaves & Hobbs	OTHER	Back Order	\$53.32	<input type="text"/>
9780134506319	Student Solutions Manual for Business Math, 11/e	Cleaves & Hobbs	OTHER	Available	\$66.65	<input type="text"/>
9780131447868	Historical Geology: Interpretations and Applications, 6/e	Poort & Carlson	BOOK	Available	\$133.32	<input type="text"/>
9780136157250	History and Theory, 1/e	Sayegh & Altice	BOOK	Available	\$86.65	<input type="text"/>

Click **Export List** to save your favorites as a CSV file. To add products to your shopping cart, enter the quantity for each product and then click **Add to Shopping Cart** to add all of the products to your shopping cart or click the shopping cart icon in a product's row to add a single product.

To remove a product from your favorites, click the **X** in its row.



Remove from 'My Favorites'

This product will be removed from 'My Favorites' list.

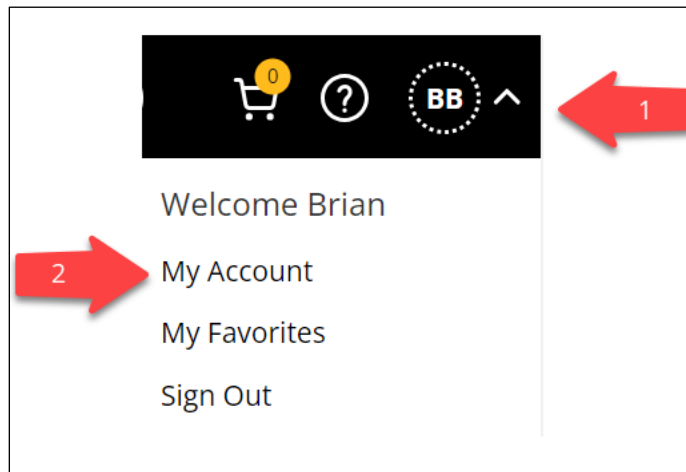
Cancel **OK**

Click **OK** to continue.

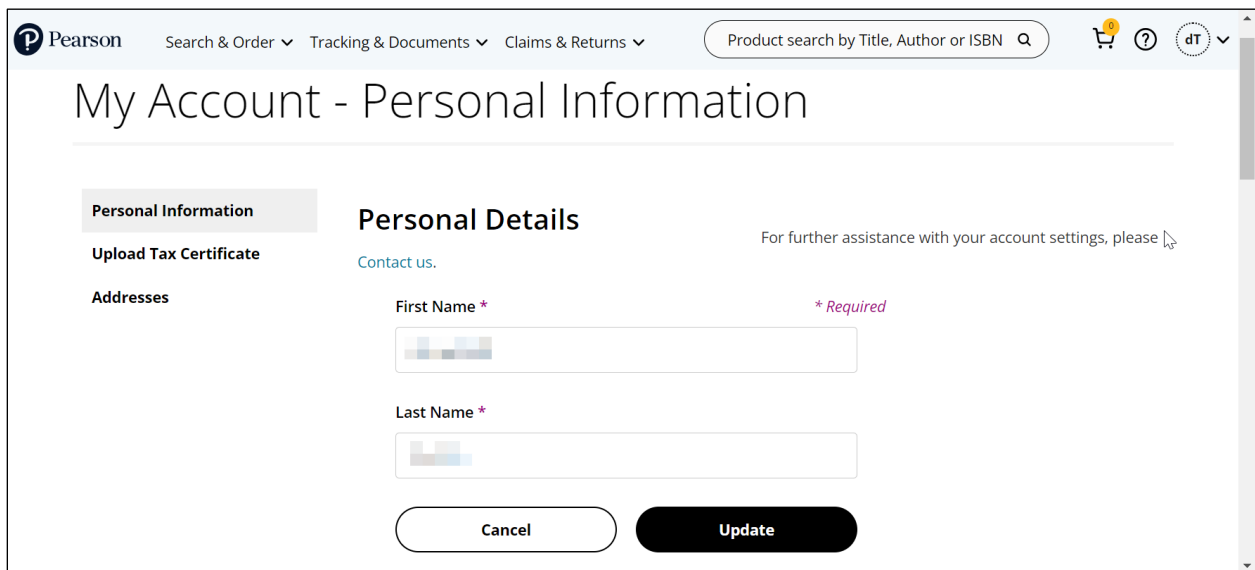
View and edit your account

Click your user account ID and then select **My Account**.

OASIS Quick Reference Guide



From here you can view and edit your account and change your password.



A screenshot of the 'My Account - Personal Information' page. The page has a header with the Pearson logo, navigation links (Search & Order, Tracking & Documents, Claims & Returns), a search bar, and user icons. The main content area is titled 'My Account - Personal Information'. On the left, there are three tabs: 'Personal Information' (selected), 'Upload Tax Certificate', and 'Addresses'. The 'Personal Information' tab shows 'Personal Details' with fields for 'First Name *' and 'Last Name *', both marked as '* Required'. There are 'Cancel' and 'Update' buttons at the bottom. A link 'Contact us.' and a note 'For further assistance with your account settings, please' are also visible.

Click **Personal Information** to view and edit your user ID, email address, and password; click **Upload Tax Certificate** to upload a tax certificate; or click **Addresses** to view and edit your billing and shipping addresses.

OASIS Quick Reference Guide

View User Guides

Visit our [User Guide page](#) to learn more about using OASIS. You can also access our user guides from OASIS by clicking [OASIS User Guides](#) or in the footer or visiting our Support page and clicking [Find OASIS Guides](#). Click the links below to directly open a user guide.

- [Ordering Digital Products](#)
- [Using Price Quotes](#)
- [Placing Orders](#)
- [Tracking Orders](#)
- [Submitting a Claim](#)
- [Submitting a Return](#)
- [Submitting a Digital Return](#)
- [Tracking Credits](#)
- [Retrieving Documents](#)
- [Generating Reports](#)

Get Support

If you need help using OASIS visit our Support page at oasis-b2b.pearson.com/contact-us. From here you can view support topics, access our user guides, and submit questions to Support.

