

Request an RMA (Return Material Authorization) on OASIS

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How to Request an RMA on OASIS

- File a Claim
- Request an RMA



In the navigation bar at the top, hover over “Claims & Returns” and select “Request an RMA”

There are 3 ways to enter the information:

Enter Invoice Number, Upload Chargeback Form, and Upload Excel Spreadsheet

Request An RMA (Return Material Authorization)

Contact Information

Contact Name: *

** Required* Phone #: *

Email Address: *

Select an option to request an RMA

- Enter Invoice Number
- Upload Chargeback Form
- Upload Excel Spreadsheet

Enter Invoice Number

Upload Chargeback Form

Upload Excel Spreadsheet

Enter Invoice Number

1. Enter up to 25 invoice numbers per request.
2. All ISBNs from the invoices are displayed.
3. Enter the return qty & reason and click “Submit”.

Enter Invoice Number | Upload Chargeback Form | Upload Excel Spreadsheet

- Enter your Reference Number (i.e Claim / Chargeback / PO number).
- Enter up to 25 invoice numbers on this request.
- If you need to enter more, please create a new request.

Reference Number: *

Invoice Number: **Required*

Display Details

Upload Chargeback Form

1. You may use your own chargeback/return order form or use our template.
2. Click “Choose File” and select the document (which must be PDF).
3. Click “Upload File”.
4. There is no review. The document is sent to be processed.

Enter Invoice Number **Upload Chargeback Form** Upload Excel Spreadsheet

Bill To: * *Required

Ship To: *

- Upload a chargeback/return order as a PDF file to expedite your return request.
- Most standard chargeback/return order formats will work. You can use this basic RMA Request [template](#).
- Download it, enter the returns information and save it as a PDF.

How to format the file:

- Enter all mandatory information.
- The file must be PDF.
- Maximum file size per upload: 2 MB

Select a file to upload:

Choose File

Upload File

Upload Excel Spreadsheet

1. Download the master Excel spreadsheet template and enter the invoices/ISBNs/return qtys/return reasons.
2. Click “Choose File” and select the document.
3. Click “Upload File”. Once uploaded, review the information and click “Submit”.
4. Info can be edited on the review screen, if needed.

Enter Invoice Number Upload Chargeback Form **Upload Excel Spreadsheet**

- Use this option to request an RMA by uploading data in an Excel spreadsheet.
- Download the Excel spreadsheet template [here](#).
- Fill out the fields in the template (all fields are mandatory) and save it.
- Click on 'Choose File' and select the updated spreadsheet to attach the file.
- Click on 'Upload File' to submit the request.
- When all information is valid, review details and click 'Submit'.

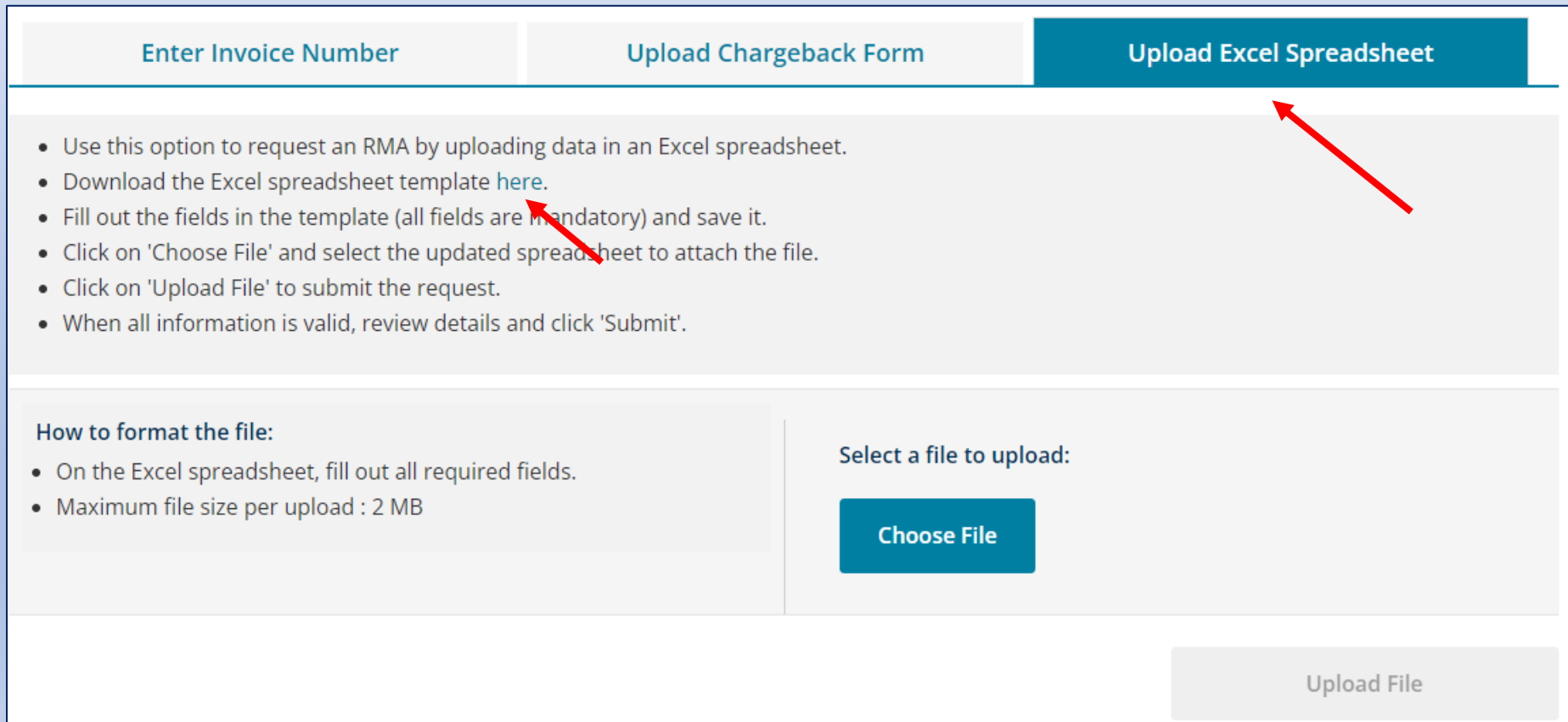
How to format the file:

- On the Excel spreadsheet, fill out all required fields.
- Maximum file size per upload : 2 MB

Select a file to upload:

Choose File

Upload File



After submission, a confirmation message and case number are displayed on the screen and emailed to the address on the request.

After the RMA is processed, it will be emailed separately to the same address.


OASIS will allow for the entry of any invoice/ISBN combination except in these cases

- The invoice is more than 12 months old
- The ISBN has been out of print for more than 120 days
- The invoice is not associated with the account # on the OASIS registration (reach out to OASIS Technical Support for assistance)
- The ISBN is non-returnable (such as a Custom product)
- The Return Qty entered is more than the Returnable Qty
- The entire qty for the ISBN has already been returned against that invoice (the “Returnable Qty” = 0)

Messages that may display on the review page when using “Enter Invoice Number” and “Upload Excel Spreadsheet”

The invoice is more than 12 months old or the ISBN has been out of print for more than 120 days

“Not eligible for return”



9780134032146	TechTown Game for Technology Concepts in Context, 1/e	\$34.99	Net	4	4	Not eligible for return	Select one	
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The invoice is not associated with the account # on the OASIS registration
(reach out to OASIS Technical Support for assistance)

 The Invoice # you have entered is not associated with your account. Please delete it or try again.

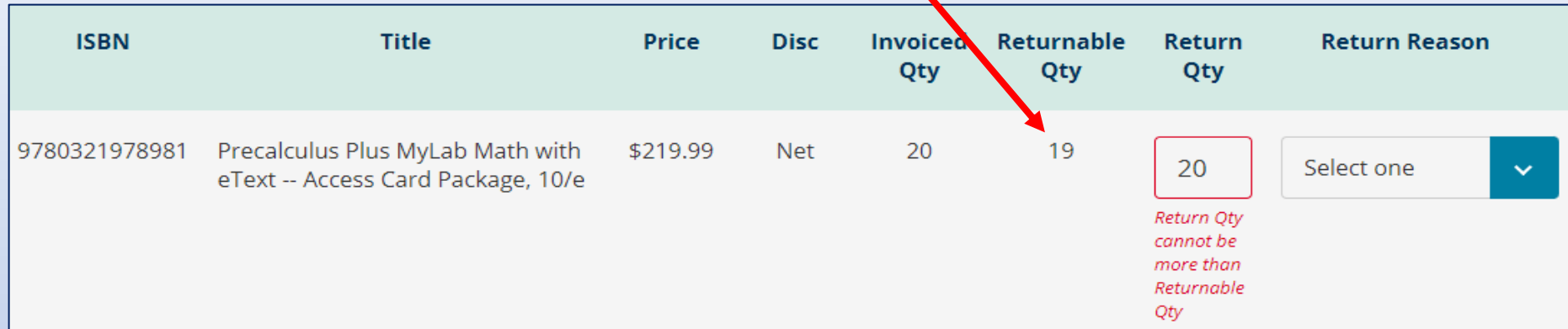
The ISBN is non-returnable (such as a Custom product)


“This product is non-returnable”

ISBN	Title	Price	Disc	Invoiced Qty	Returnable Qty	Return Qty	Return Reason	
9780134179599	12207-14 Control Valves, Actuators, and Positioners Trainee Guide, 5/e  This product is non-returnable.	\$99.99	Net	9	9	<input type="text"/>	Select one	

The Return Qty entered is more than the Returnable Qty

“Return Qty cannot be more than Returnable Qty”



ISBN	Title	Price	Disc	Invoiced Qty	Returnable Qty	Return Qty	Return Reason
9780321978981	Precalculus Plus MyLab Math with eText -- Access Card Package, 10/e	\$219.99	Net	20	19	<input type="text" value="20"/>	Select one 

Return Qty cannot be more than Returnable Qty

The entire qty for the ISBN has already been returned against that invoice - the “Returnable Qty” = 0. Nothing can be entered in the “Return Qty” field.



ISBN	Title	Price	Disc	Invoiced Qty	Returnable Qty	Return Qty	Return Reason
9780205028801	Writing with Style: Conversations on the Art of Writing, 3/e	\$39.99	Net	5	0	<input type="text"/>	Select one 

When using “Upload Chargeback Form” to request an RMA, there is no review page before submitting the PDF document.






You will not know what is allowed (or not) until you receive the RMA.

The following is a quick way to check the return status for any Invoice/ISBN/Qty combination before submitting that document.

Under “Enter Invoice Number”, enter the invoice # and click “Display Details”. Check the “Returnable Qty” column for the maximum # that can be returned. Check for “Not eligible for return” or “This product is non-returnable” status.

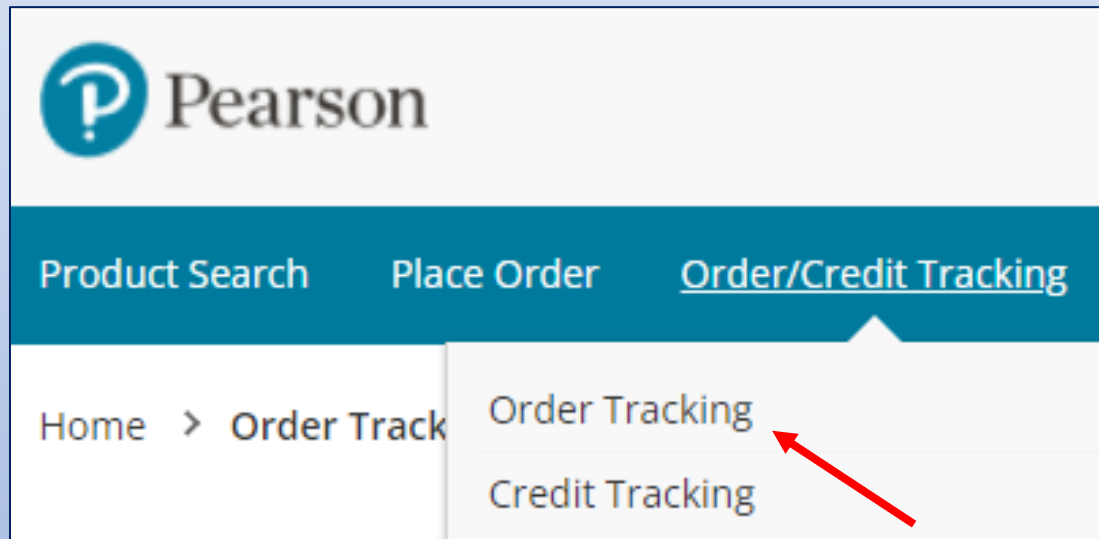
Make any necessary changes to your Chargeback form before submitting.

Enter Invoice Number

ISBN	Title	Price	Disc	Invoiced Qty	Returnable Qty	Return Qty	Return Reason
9780135936771	Mastering Chemistry New Design for Hill's Chemistry for Changing Times for University of South Florida -- Standalone Access Card, 1/e	\$61.20	Net	13	13	<input type="text"/>	Select one 
9780205028801	Writing with Style: Conversations on the Art of Writing, 3/e	\$39.99	Net	5	0	<input type="text"/>	Select one 
9780134032146	TechTown Game for Technology Concepts in Context, 1/e	\$34.99	Net	4	4	<i>Not eligible for return</i>	Select one 
9780134179599	12207-14 Control Valves, Actuators, and Positioners Trainee Guide, 5/e  This product is non-returnable.	\$99.99	Net	9	9	<input type="text"/>	Select one 

How to find invoices that contain a specific ISBN using “Order Tracking”

In the navigation bar at the top, hover over “Order/Credit Tracking”, select “Order Tracking”



In the “Search By” drop-down, select “Containing ISBN”

Order Tracking

Search By

Purchase Order Number ▼


- Purchase Order Number
- Invoice Number
- Delivery Number
- Order / Reference Number
- Containing ISBN**
- All Orders
- E-Access Codes

Purchase Order Number * **Required*

Containing ISBN

Search

Clear



Enter the ISBN, change the date range to the last 12 months and select “Filled” under “Order Status”.

Click “Search”.

The screenshot shows a search interface with the following elements:

- Search By:** A dropdown menu currently set to "Containing ISBN".
- Containing ISBN *:** A text input field containing "9780134093413". A red arrow points to this field.
- *Required:** A label in pink text next to the ISBN field.
- From:** A date picker showing "12/07/2020". A red arrow points to this field.
- To:** A date picker showing "12/06/2021". A red arrow points to this field.
- Order Status:** A dropdown menu currently set to "Filled". A red arrow points to this field.
- Search:** A teal button on the right side.
- Clear:** A white button with a black border on the right side.

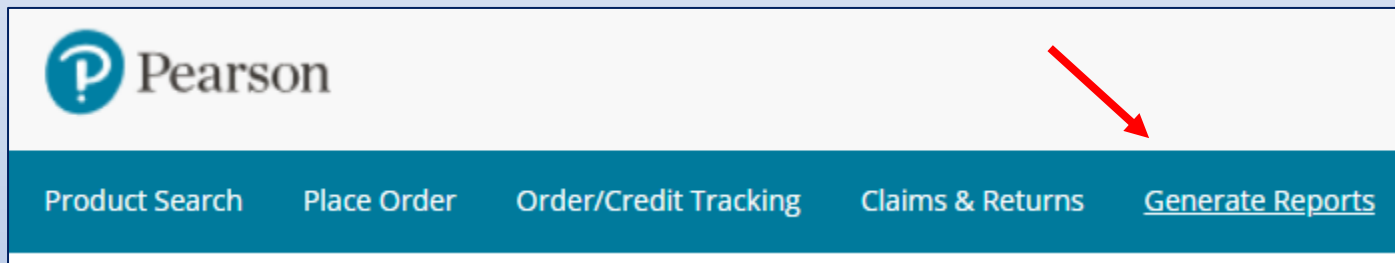
Three red arrows are overlaid on the form, pointing to the ISBN field, the "From" date field, and the "Order Status" dropdown menu.

All orders in the search results contain the ISBN. Click the PO # or Order/Reference # for invoice information.

PO #	Order Date	Order Method	Total Items	Total Units	Order / Reference #	Status
01469-0002540	November 03,2021	Online	2	11	45771452	FILLED
01469-0002526	November 03,2021	EDI	5	14	45772701	FILLED
01469-0002510	October 04,2021	EDI	4	22	45605388	FILLED
01469-0002504	October 01,2021	Online	3	18	45587701	FILLED

How to find invoices that contain a specific ISBN using “Generate Reports”

In the navigation bar, click “Generate Reports”



Under the “Standard Reports” column on the left, select “Order Status Report - Detail” or “Tracking” (either will provide invoice numbers).
On the right, uncheck “All ISBNs” and enter the ISBN.

Generate Reports

Standard Reports Custom Reports

- New Editions & Substitutions
- Supplements Report
- Out of Print Lists
- Unshipped Orders Report
- Order Status Report - Summary
- Order Status Report - Detail**
This report contains the status of your orders. The Detail version includes information such as due date, invoice number and ship date (if applicable).
- Order Status Report - Tracking
- Invoice Report - Summary
- Invoice Report - Details

Select Report Criteria

Option 1- Search for specific ISBNs and / or Purchase Order #s (enter one per line) [Learn More...](#)

All ISBNs: All POs:


ISBN(s): Enter PO Number(s):



9780133506976 All POs

Option 2- Enter up to 50 Purchase Order #s & ISBNs separated by a slash (/) into the text box so that there is only one PO/ISBN combination per line (example - TXT12345/9780134093413) [Learn More...](#)

Change the Date Range to
“Last 12 months”.
Click “Go” to run the report.


Order Entry Date

Select Date Range 

Select From Calendar From  To 

Delivery Method

Display on Screen
 Email Attachment



Type of file 

Email

Save as a Custom Report

Report Name

Report Description



The report will display all invoice numbers that contain that ISBN from the last 12 months




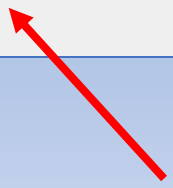
PO Number	ISBN	Author	Title	Order Date	Order #	Ordered Quantity	Invoice Number	Status	Quantity
PO-030398TX-1	9780133506976	Barringer & Barringer	Preparing Effective Business Plans: An Entrepreneurial Approach, 2/e	12/01/2021	2001135122	3	16506717	Shipped	3

Need help?

Do you need help using OASIS?
On the Home Page, click the “OASIS Technical Support” link to submit your questions.

OASIS User Guide & Technical Support

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- OASIS User Guide & Video Tutorial
- **OASIS Technical Support**



Thank you for using OASIS!