

- 
- Digital Return
  - File a Claim
  - Request an RMA

# Returning Digital Products on OASIS

# Welcome to OASIS!

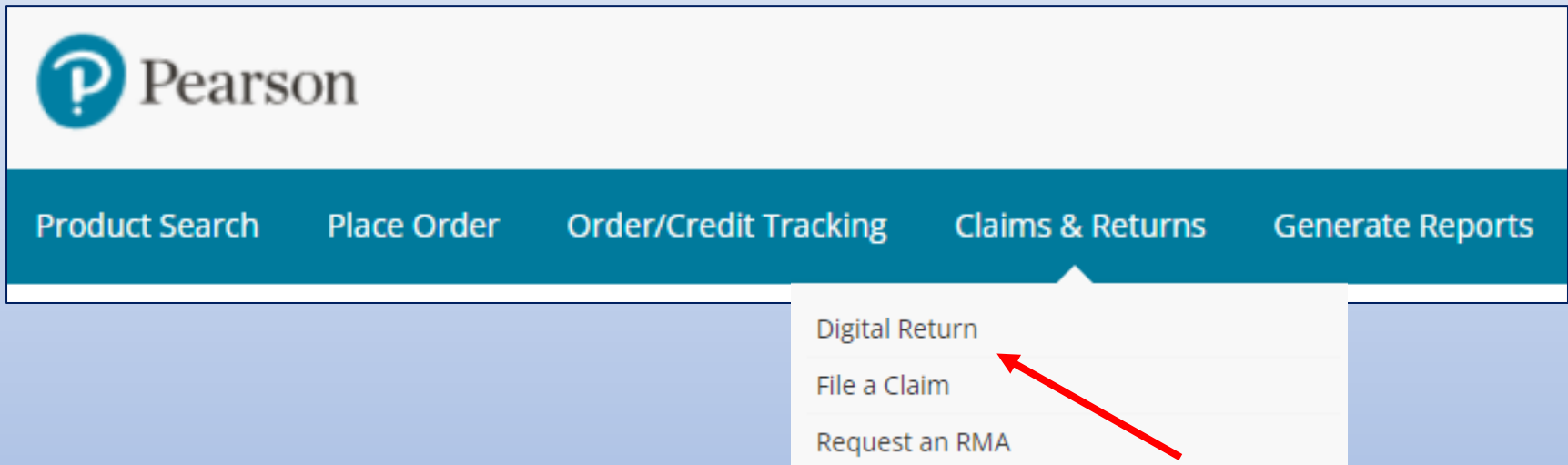
If you are a new user, go to [oasis-b2b.pearson.com](https://oasis-b2b.pearson.com) to request access to use OASIS


[New User](#) [Need Help?](#)  
[Set up your online account](#)

If you have OASIS access but need help using the website, click “OASIS User Guide” at the bottom of any page for detailed instructions

<a href="#">OASIS Benefits</a>	<a href="#">Customer &amp; Product Support</a>	<a href="#">Terms &amp; Conditions</a>
<a href="#">OASIS User Guide</a>	<a href="#">ISBN Converter</a>	<a href="#">Privacy Policy</a>
<a href="#">Pearson Support Website</a>	<a href="#">Resource Center</a>	

In the navigation menu, hover over  
“Claims & Returns” and click on “Digital Return”



At the top of the page, fill out the required information.  
Hover over the  icon to display the informational message.

# Digital Return

## Contact Information

Contact Name: \*

*\* Required*

Phone Number: \*

Email Address: \*

Reference Number (Claim/Chargeback/PO): 



Enter a Claim/Chargeback/PO number, or any desired reference number, up to 50 characters

## Select an option to request a Digital Return

- Enter Order Number
- Enter Access Code
- Upload File

## There are 3 ways to request a Digital Return.



Enter Order Number

Enter Access Code

Upload File

See the following slides for step-by-step instructions

1. Under the “**Enter Order Number**” tab, enter the order/reference (not invoice) number and click “Display Details”. All codes on that order will be displayed.
2. Under the “**Enter Access Code**” tab, enter up to 25 codes and click “Display Details”.
3. Under the “**Upload File**” tab, use the provided template to upload all codes at the same time.

Under the “**Enter Order Number**” tab, enter the order (not invoice) number and click “Display Details”. All codes on that order will be displayed.

***TIP:** If you don't have the order number or the order # you have isn't working, see next slide*

Enter Order Number

Enter Access Code

Upload File

- Enter the Order Number to review codes for return

Order Number: \*

2001071001

Display Details

*TIP: If you don't have the order number, go to Order Tracking and search for the order with the criteria that you do have. The order number is displayed on the Order Detail page.*

# Order Tracking

Search By

- Purchase Order Number
- Purchase Order Number
- Invoice Number
- Delivery Number
- Order / Reference Number
- Containing ISBN
- All Orders

Purchase Order Number \* *\*Required*

Containing ISBN

Search

Clear

**If this Order Number doesn't work on the Digital Return page, see next slide**

## Order Detail

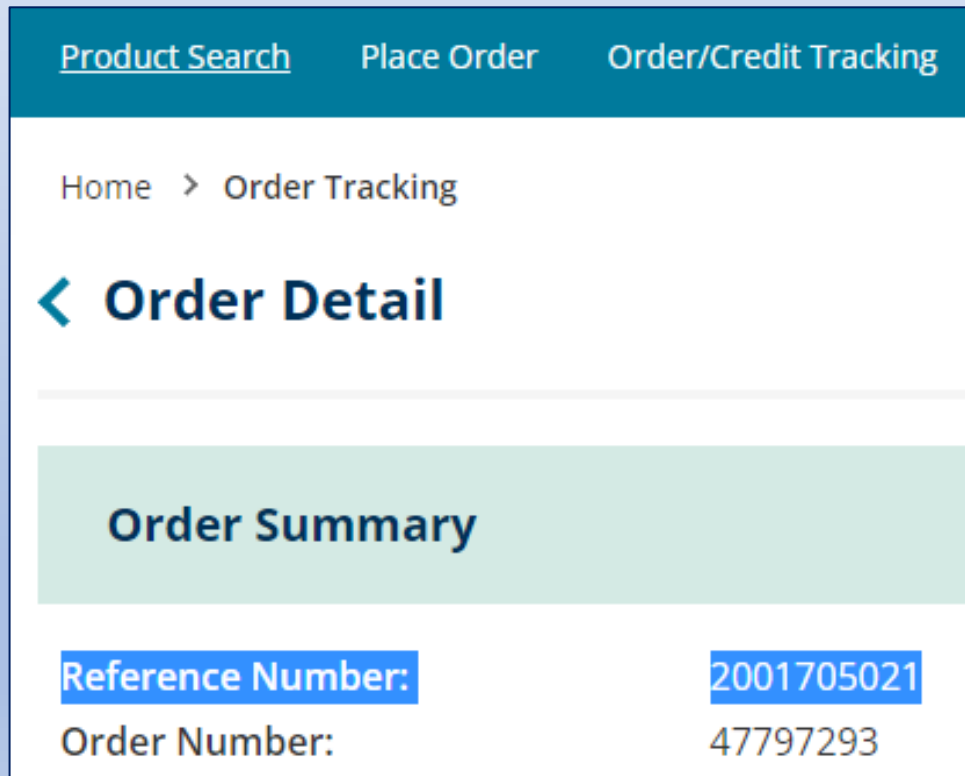
Order Summary

Reference Number: 0047358880

Order Number: 47358880



If the Order Number doesn't work on the Digital Return page,  
use the "Reference Number" instead



The screenshot shows a mobile application interface for 'Order Detail'. At the top, there are navigation links: 'Product Search', 'Place Order', and 'Order/Credit Tracking'. Below this is a breadcrumb trail: 'Home > Order Tracking'. The main heading is '< Order Detail'. A light green section titled 'Order Summary' contains two rows of information: 'Reference Number: 2001705021' and 'Order Number: 47797293'. A red arrow points to the 'Reference Number' label.

<a href="#">Product Search</a>	<a href="#">Place Order</a>	<a href="#">Order/Credit Tracking</a>
Home > Order Tracking		
< Order Detail		
Order Summary		
Reference Number:	2001705021	
Order Number:	47797293	



Check the box to the left of the codes to be returned, select a return reason and click "Submit".

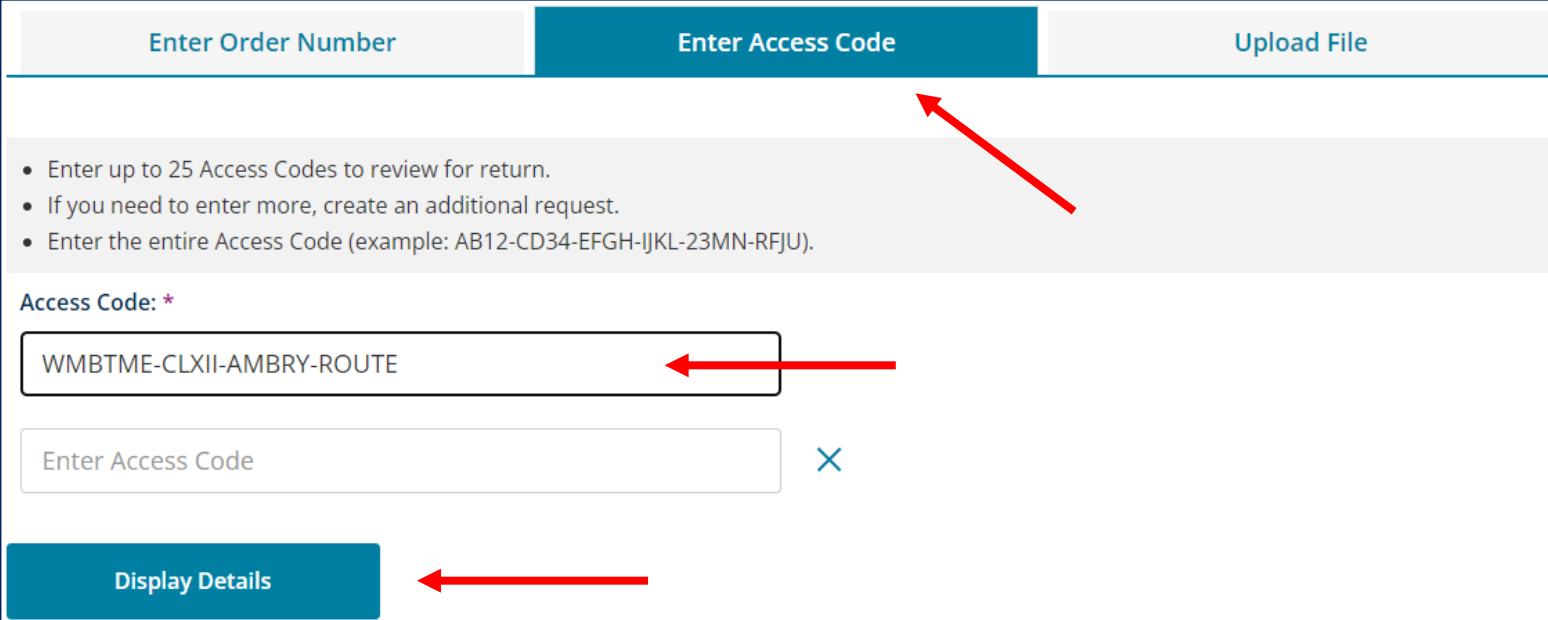
**(Do not choose an access code that has already been returned)**

*TIP: Check the box to the left of "Access Code" to select all codes.*

<input type="checkbox"/> Access Code	ISBN/PPID	Title	Return Reason *
<input checked="" type="checkbox"/> ACEDD-BEGAD-BEERY-GROAN-	9780135696835	Mastering Engineering Revision with Pearson eText -- Access Card -- for Engineering Mechanics: Dynamics, 14/e	Please select
<input type="checkbox"/> ACEDD-BAEDA-BEERY-GROAN-5	9780135696835	Mastering Engineering Revision with Pearson eText -- Access Card -- for Engineering Mechanics: Dynamics, 14/e	Please select
<input checked="" type="checkbox"/> ACEDD-SNAPK-BEERY-GROAN-	9780135696835	Mastering Engineering Revision with Pearson eText -- Access Card -- for Engineering Mechanics: Dynamics, 14/e	Please select

Under the **“Enter Access Code”** tab,  
enter up to 25 codes and click **“Display Details”**.  
**(Do not enter an access code that has already been returned)**

*TIP: The codes do not have to be from the same order.*



Enter Order Number   **Enter Access Code**   Upload File

- Enter up to 25 Access Codes to review for return.
- If you need to enter more, create an additional request.
- Enter the entire Access Code (example: AB12-CD34-EFGH-IJKL-23MN-RFJU).

Access Code: \*

WMBTME-CLXII-AMBRY-ROUTE

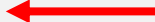

Enter Access Code ×

Display Details

All the codes will be selected automatically.  
 A different return reason can be entered for each code.  
 If the reason is the same for all codes, select the reason on the  
 first line and then click "Use this Return Reason for all codes".  
 Click "Submit".

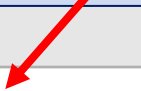
Enter Order Number		Enter Access Code			Upload File
<input checked="" type="checkbox"/>	Access Code	Order	ISBN/PPID	Title	Return Reason *
<input checked="" type="checkbox"/>	EIFNA-DRAFF-BEERY-GROAN-	2001071010	9780135307298	MLM MyLab Spanish with Pearson eText for Mosaicos: Spanish as a World Language -- Access Card (Multi-Semester), 7/e	Please select <a href="#">Use this Return Reason for all codes</a>
<input checked="" type="checkbox"/>	EIFNA-FONDA-BEERY-GROAN-	2001071010	9780135307298	MLM MyLab Spanish with Pearson eText for Mosaicos: Spanish as a World Language -- Access Card (Multi-Semester), 7/e	Please select
<input checked="" type="checkbox"/>	ABCDH-GIGLI-BEERY-GROAN-	2001071013	9780135698969	Mastering Engineering Revision with Pearson eText -- Access Card -- for Engineering Mechanics: Statics & Dynamics, 14/e	Please select

Under the **“Upload File”** tab, download the sample CSV template.

Enter Order Number	Enter Access Code	Upload File
<ul style="list-style-type: none"> <li>To expedite your data entry, save a text file (CSV) with Access Codes listed in one column.</li> <li>Download the sample CSV template <a href="#">here</a>. </li> <li>Click on 'Choose File' and select the CSV file.</li> <li>Click on 'Upload File' to review codes for return. </li> </ul>		
<p><b>How to format the file:</b></p> <ul style="list-style-type: none"> <li>The file must be a text file with CSV extension.</li> <li>Maximum file size per upload : 10 KB</li> </ul>	<p>Select a file to upload:</p> <p><b>Choose File</b></p>	
<p style="text-align: right;"><b>Upload File</b></p>		

On the template, enter the codes to be returned and save the file as CSV.  
**(Do not enter an access code that has already been returned)**

*TIP: The codes do not have to be from the same order.*



	A	B	C	D
1	Access Codes			
2	MYMAGT-BLUFF-AMBRY-ROU1			
3	HSCCBN-SNAPK-CLARY-SIRET-F			
4	HSCTEE-CTTTT-FAIRY-SNUBS-C			
5	MYMAGT-PRINK-AMBRY-ROU1			
6	HSCTEE-QUAIL-FAIRY-SNUBS-N			
7	MYMAGT-NEUSS-AMBRY-ROU1			
8	WMLHMA-QUIPU-SWINE-IGFE			
9	MYMAGT-FLAIL-AMBRY-ROUT			
10	WMLHMA-CHUBB-SWINE-IGFE			
11	WMLESP-PRANK-AMBRY-ROU1			

Click “Choose File”, select the CSV file and click “Upload File”

Enter Order Number	Enter Access Code	Upload File
<ul style="list-style-type: none"> <li>• To expedite your data entry, save a text file (CSV) with Access Codes listed in one column.</li> <li>• Download the sample CSV template <a href="#">here</a>.</li> <li>• Click on 'Choose File' and select the CSV file.</li> <li>• Click on 'Upload File' to review codes for return.</li> </ul>		
<p><b>How to format the file:</b></p> <ul style="list-style-type: none"> <li>• The file must be a text file with CSV extension.</li> <li>• Maximum file size per upload : 10 KB</li> </ul>	<p>Select a file to upload:</p> <div style="border: 1px solid #ccc; padding: 5px; display: inline-block;"> <span style="background-color: #00728f; color: white; padding: 5px 15px; border-radius: 3px;">Choose File</span> <span style="margin-left: 5px; font-size: small;">sampleaccesscodereturn...</span> </div>	
		<div style="background-color: #00728f; color: white; padding: 10px 20px; border-radius: 3px; display: inline-block;">Upload File</div>

All the codes will be selected automatically.  
A different return reason can be entered for each code.  
If the reason is the same for all codes, select the reason on the first line and then click "Use this Return Reason for all codes".  
Click "Submit".

Enter Order Number		Enter Access Code		Upload File
<input checked="" type="checkbox"/> Access Code	Order	ISBN/PPID	Title	Return Reason *
<input checked="" type="checkbox"/> WMTESF-QUAIL-AMBRY-ROUTE-	2001430067	9780136803386	MyLab Statistics with Pearson eText -- Access Card -- for Elementary Statistics (24 Months), 14/e	<input type="text" value="Student dropped the course"/> <a href="#">Use this Return Reason for all codes</a>
<input checked="" type="checkbox"/> HSENG-SLUNK-AMBRY-ROUTE-	2001430057	9780134707938	Revel for Harris Reference Guide for Writers -- Access Card, 10/e	<input type="text" value="Student dropped the course"/>
<input checked="" type="checkbox"/> WSCMMC-SMELL-SORRY-AGLET-	2001430040	9780321199911	MyLab Math -- Standalone Access Card, 4/e	<input type="text" value="Student dropped the course"/>

After submitting, a case # is displayed.  
This information is also emailed to the address on the request.  
Once the return has been approved, a notification will be emailed.

## Digital Returns

Thank You! Your return request has been submitted and will be reviewed for approval.

The Case # is 40004967. This information has been emailed to you for future reference.

For further assistance, please contact Customer Service at [HigherEdCS@pearson.com](mailto:HigherEdCS@pearson.com)




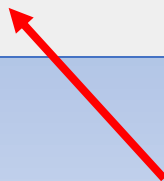
# Need help?

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

## OASIS User Guide & Technical Support

---

- **New!** You can now place orders by uploading your Purchase Order.
- [OASIS step-by-step instructions](#) 
- [OASIS User Guide & Video Tutorial](#)
- [OASIS Technical Support](#)



# Thank you for using OASIS!