

Submitting a Digital Return

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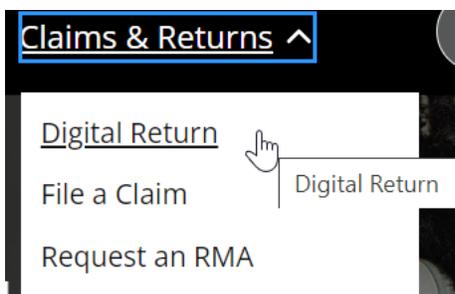
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Overview

This OASIS (Order and Shipment Information System) Submitting a Digital Return User Guide documents how to use order numbers and access codes to submit digital returns on the OASIS website. Refer to the sections below for more information.

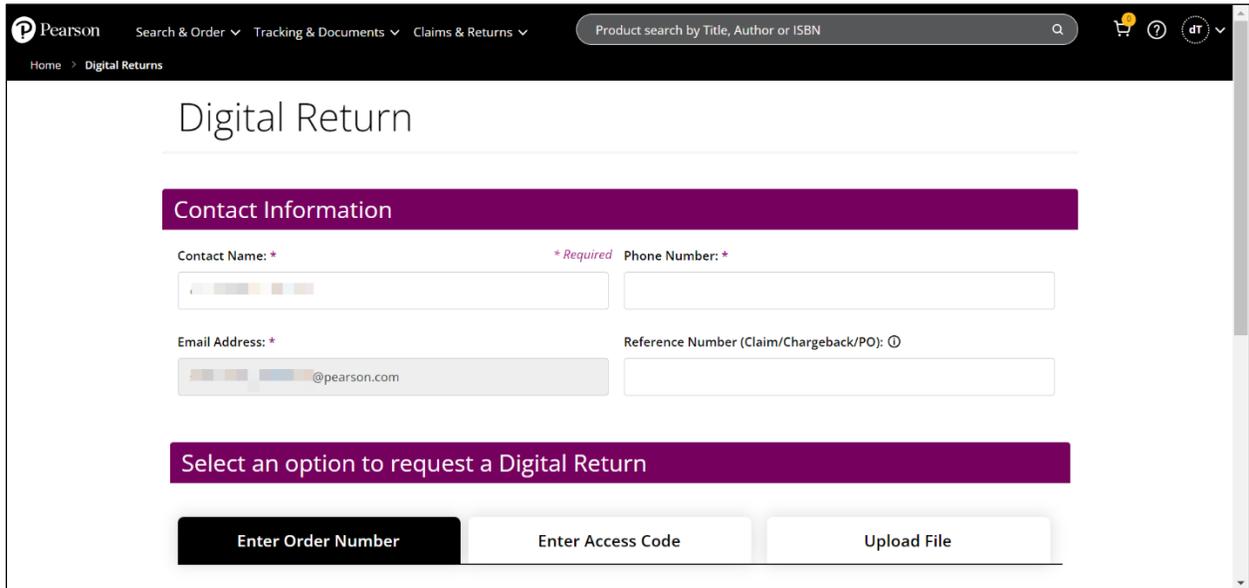
Submit your return

1. Click **Claims & Returns**.



2. Select **Digital Return**.

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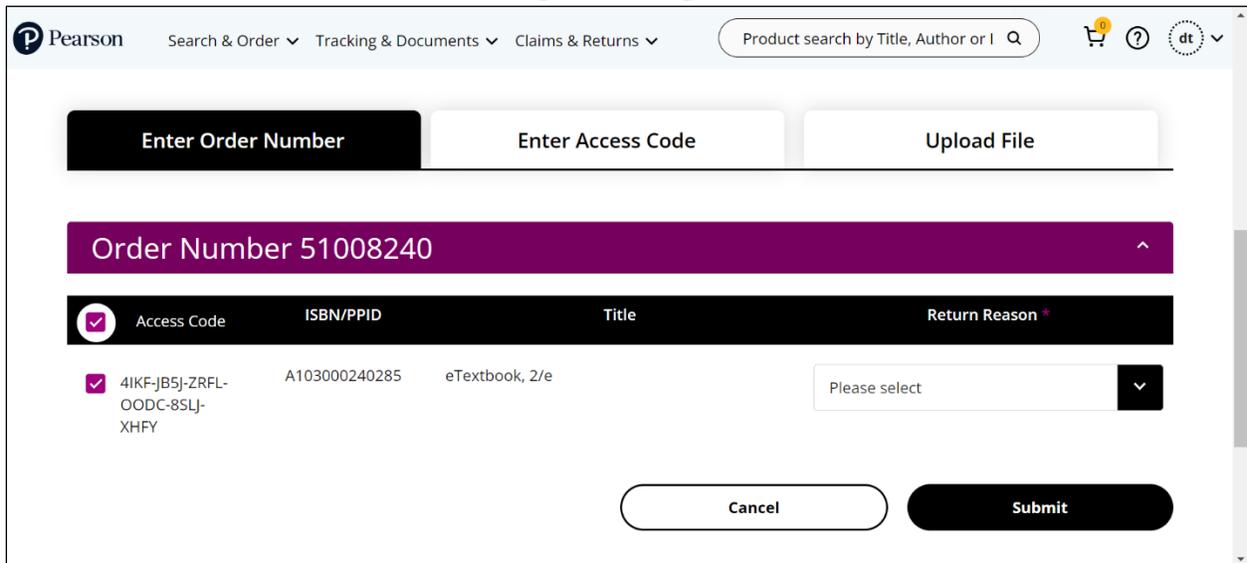
3. Enter your contact name, phone number, and email address.
4. As an option, enter Reference Number, which can be a claim, chargeback, or PO number or any other valid reference number up to 50 characters long.
5. Select one of the following options to request your RMA by clicking the corresponding tab. Click the links below to take you to the appropriate section.
 - [Enter Order Number](#)
 - [Enter Access Code](#)
 - [Upload File](#)

Enter an order number

Note: See the [Tracking Orders](#) User Guide for more information about accessing order numbers.

1. If you selected **Enter Order Number** above the following will be displayed.

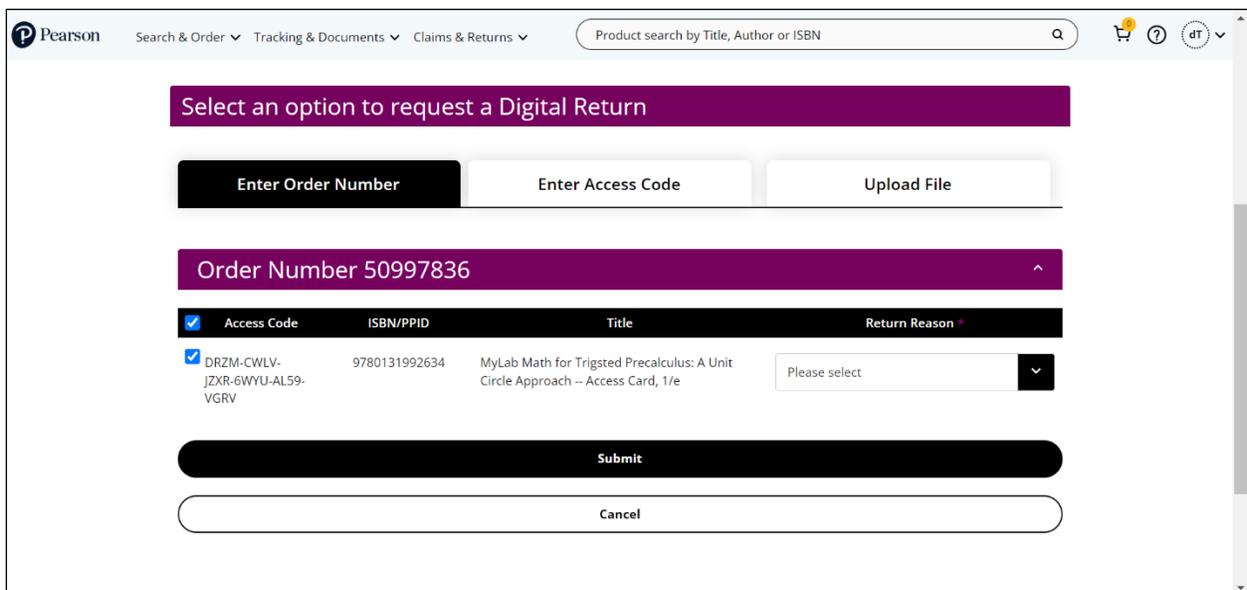
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Order Number 51008240

<input checked="" type="checkbox"/>	Access Code	ISBN/PPID	Title	Return Reason *
<input checked="" type="checkbox"/>	4IKF-JB5J-ZRFL- OODC-8SLJ- XHFY	A103000240285	eTextbook, 2/e	Please select

2. Enter the order number.
3. Click **Display Details**.



Select an option to request a Digital Return

Order Number 50997836

<input checked="" type="checkbox"/>	Access Code	ISBN/PPID	Title	Return Reason *
<input checked="" type="checkbox"/>	DRZM-CWL- JZXR-6WYU-AL59- VGRV	9780131992634	MyLab Math for Trigsted Precalculus: A Unit Circle Approach -- Access Card, 1/e	Please select

4. If needed, deselect access codes.
5. From the **Return Reason** dropdown select one of the following for each access code. If you have more than one access code, you can select one of the following for the first access code and then click **Use this Return Reason for all codes**.
 - Course Cancelled
 - Professor changed the required code

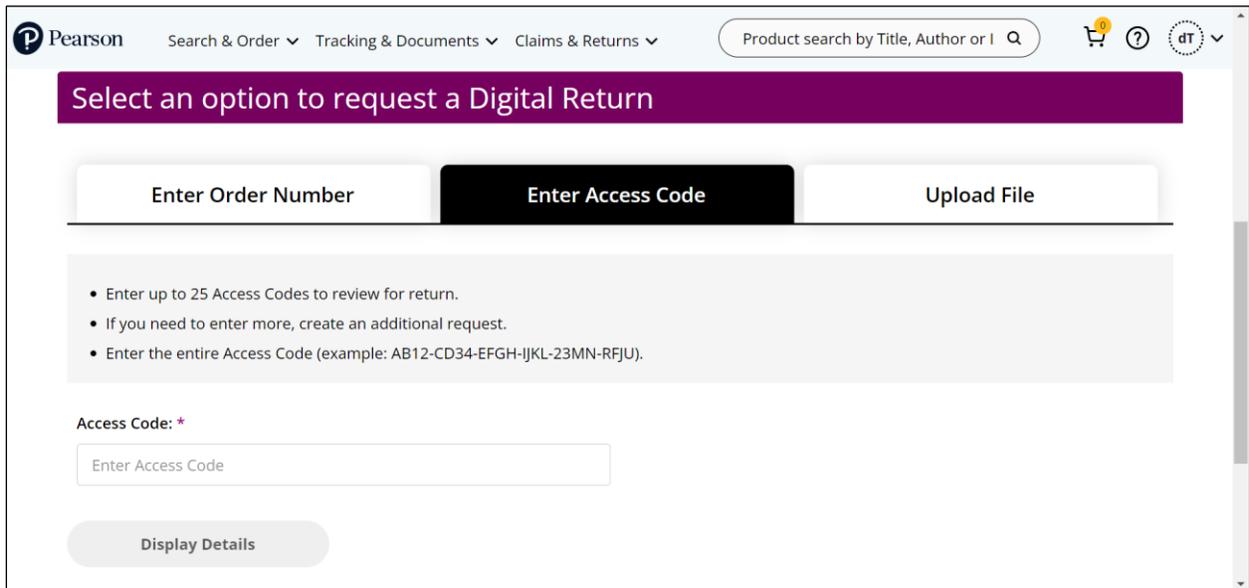
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- Purchased with a fraudulent card
 - Received code with the course/IA
 - Student already had the code
 - Student dropped the course
 - Student purchased the course twice
 - Student switched course
 - Student wants the physical book
 - Wrong code for the course
6. Click **Submit**. You will receive an email with additional information.

Enter access codes

Note: See the [Ordering Digital Products](#) User Guide for more information about retrieving digital access codes.

1. If you selected **Enter Access Code** above the following will be displayed.



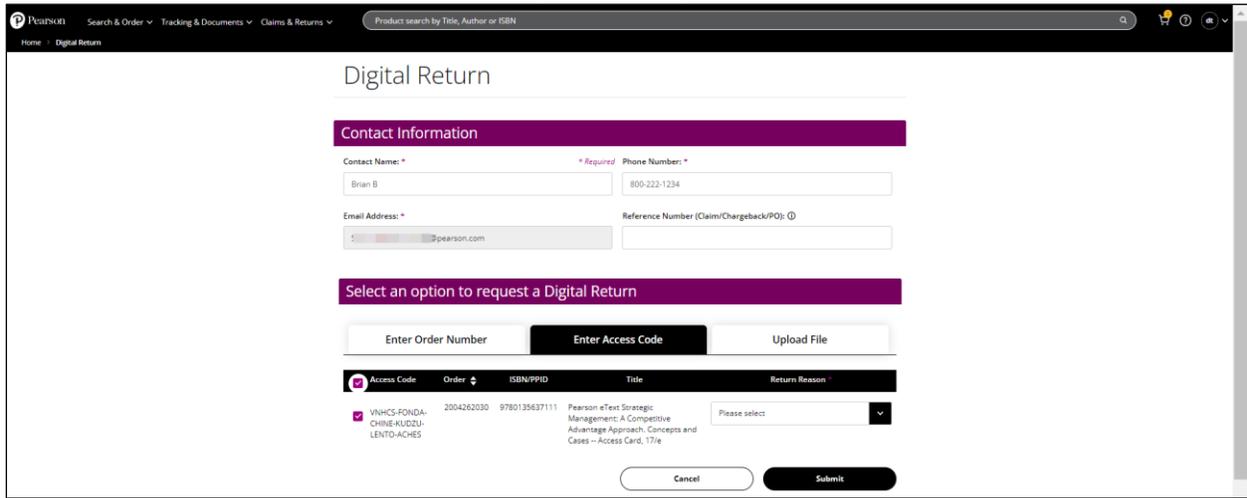
The screenshot shows the OASIS web interface for requesting a digital return. At the top, there is a navigation bar with the Pearson logo, search and order options, and a search box. Below the navigation bar is a purple header that reads "Select an option to request a Digital Return". Underneath this header are three buttons: "Enter Order Number", "Enter Access Code" (which is highlighted in black), and "Upload File". Below the buttons is a list of instructions: "Enter up to 25 Access Codes to review for return.", "If you need to enter more, create an additional request.", and "Enter the entire Access Code (example: AB12-CD34-EFGH-IJKL-23MN-RFJU)". Below the instructions is a text input field labeled "Access Code: *" with the placeholder text "Enter Access Code". At the bottom of the form is a button labeled "Display Details".

2. Enter up to 25 access codes. Do not enter an access code that has already been returned.

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

3. Click **Display Details**.

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Digital Return

Contact Information

Contact Name: * Phone Number: *

Email Address: * Reference Number (Claim/Chargeback/PO):

Select an option to request a Digital Return

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

Access Code	Order	ISBN/PPID	Title	Return Reason
 WINKS-FONDA-CHINE-KUZZU-LENTO-ACHES	2004262030	9780135637111	Pearson eText Strategic Management: A Competitive Advantage Approach, Concepts and Cases -- Access Card, Title	Please select

Cancel Submit

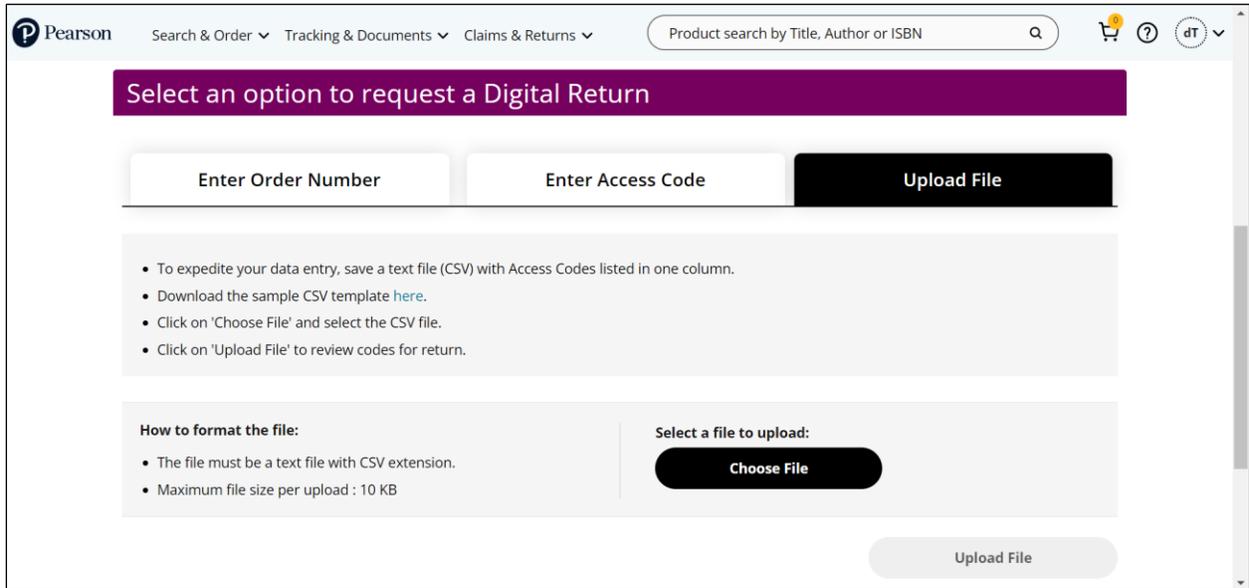
4. If needed, deselect access codes.
5. From the **Return Reason** dropdown select one of the following for each access code. If you have more than one access code, you can select one of the following for the first access code and then click **Use this Return Reason for all codes**.
 - Course Cancelled
 - Professor changed the required code
 - Purchased with a fraudulent card
 - Received code with the course/IA
 - Student already had the code
 - Student dropped the course
 - Student purchased the course twice
 - Student switched course
 - Student wants the physical book
 - Wrong code for the course
6. Click **Submit**. You will receive an email with additional information.

Upload a CSV file

Note: See the [Ordering Digital Products](#) User Guide for more information about retrieving digital access codes.

1. If you selected **Upload File** above the following will be displayed.

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2. Click [here](#) to download our CSV file template.
3. Enter one access code per line and save the CSV file. Do not enter an access code that has already been returned.

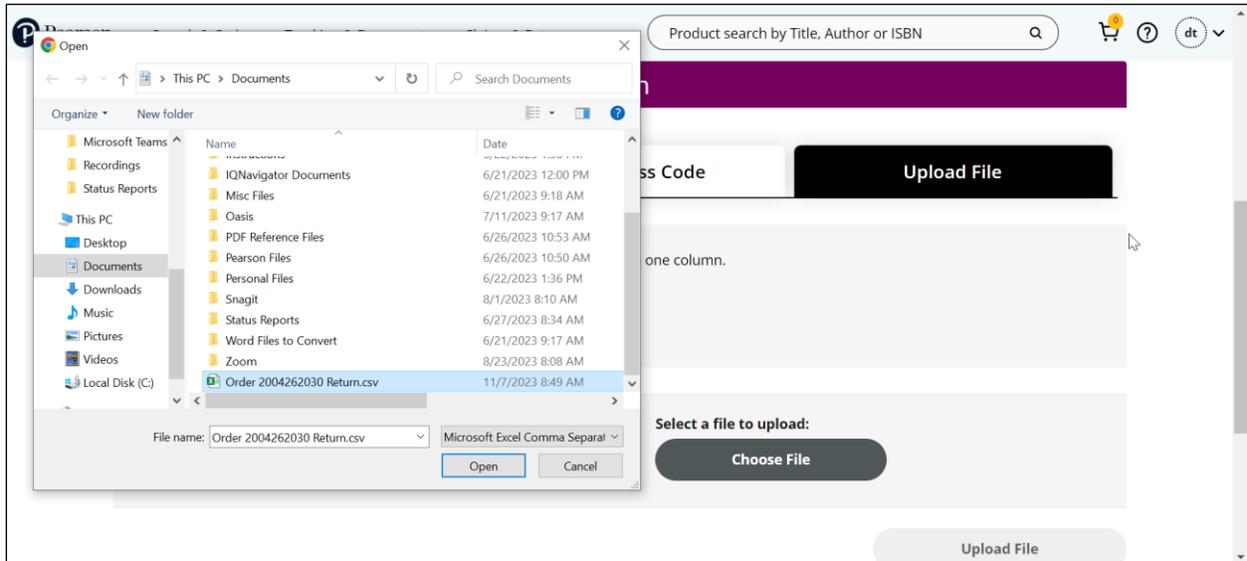
Tip: The codes do not have to be from the same order.



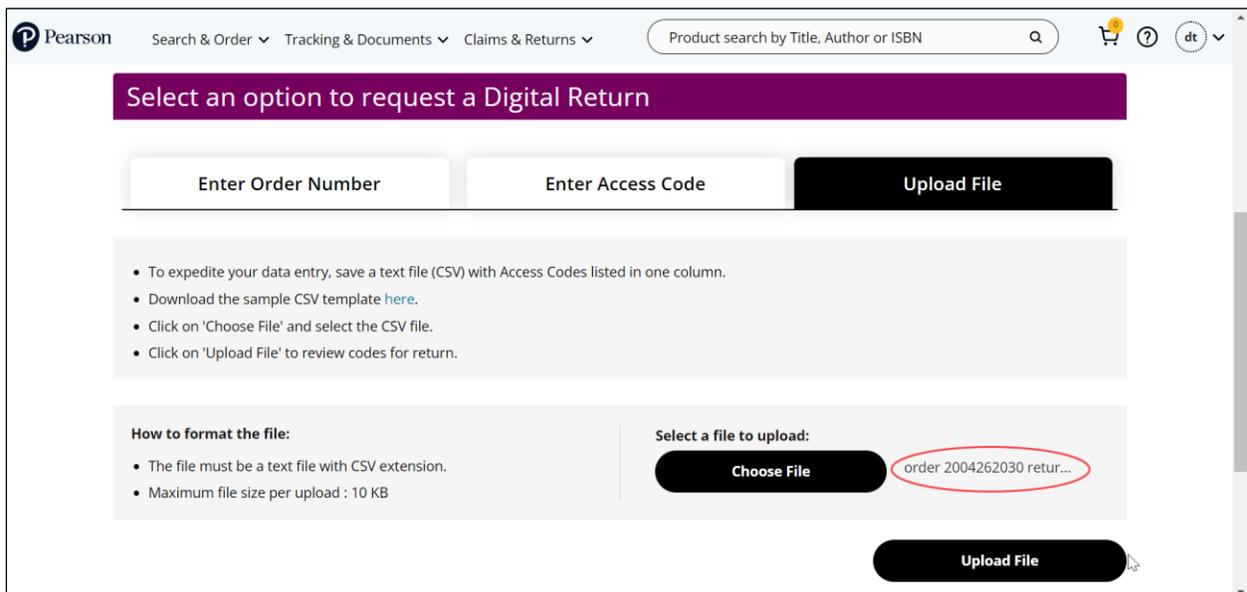
```
Order 2004262030 Return.csv - Notepad
File Edit Format View Help
Access Codes
VNHCS-FONDA-CHINE-KUDZU-LENTO-ACHES
```

4. Click **Choose File**.

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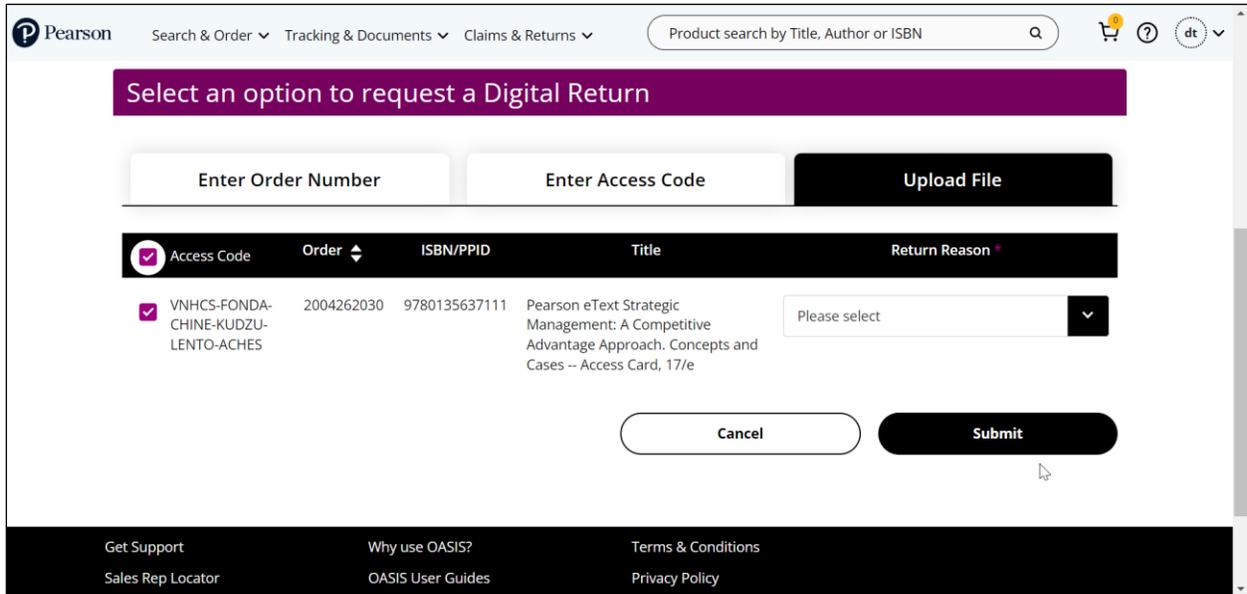


5. Click **Open**. It may take OASIS a few minutes to process your CSV file.



6. Click **Upload File**.

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Select an option to request a Digital Return

Enter Order Number Enter Access Code Upload File

<input checked="" type="checkbox"/> Access Code	Order	ISBN/PPID	Title	Return Reason *
<input checked="" type="checkbox"/> VNHCS-FONDA-CHINE-KUDZU-LENTO-ACHES	2004262030	9780135637111	Pearson eText Strategic Management: A Competitive Advantage Approach, Concepts and Cases -- Access Card, 17/e	Please select

Cancel Submit

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7. If needed, deselect access codes.
8. From the **Return Reason** dropdown select one of the following for each access code. If you have more than one access code, you can select one of the following for the first access code and then click **Use this Return Reason for all codes**.
 - Course Cancelled
 - Professor changed the required code
 - Purchased with a fraudulent card
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 - Student purchased the course twice
 - Student switched course
 - Student wants the physical book
 - Wrong code for the course
9. Click **Submit**. You will receive an email with additional information.