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Overview

With Pearson's OASIS (Order and Shipment Information System) you can easily request an RMA (Return Material Authorization) by submitting multiple invoice numbers, a PDF chargeback form, or an Excel spreadsheet.

Before you submit your return

OASIS allows any invoice/ISBN combination except for the following 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 number on the OASIS registration (reach out to <u>OASIS Technical Support</u> for assistance.
- The ISBN is non-returnable (such as a custom product)
- The return quantity entered is more than the returnable quantity.
- The entire quantity for the ISBN has already been returned against that invoice (the "Returnable Qty" = 0).





Submit your return

1. Click Claims & Returns.



2. Click Request an RMA.

Pearson s	Search & Order V Tracking & Documents V Claims & Returns V Product search by Title, Author or ISBN	٩	<u> </u>	• • •		
	Request An RMA (Return Material Authorization)					
	If you have damaged, defective or duplicate order issues, please go to File a Claim under Claims & Returns. If the RMA is not received within one business day, click the "Customer & Product Support" link below to contact Customer Service. Contact Information					
	Contact Name: * * Required Phone Number: *		•			
	Email Address: *					

- 3. Enter your contact name.
- 4. Enter your phone number.
- 5. Enter your email address.





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elect a	n option to reque	st an RMA		
• Enter Invo	ice Number			
Upload ChUpload Exercise	aargeback Form cel Spreadsheet			
		Unload Chargehook Form	Unload Event Spreadshi	

- 6. Scroll down and click Enter Invoice, Upload Chargeback Form, or Upload Excel Spreadsheet.
- 7. The remaining steps vary depending on the option you selected to request an RMA. Click the appropriate link below for the appropriate remaining steps.
- Enter invoice number
- Upload chargeback form
- Upload Excel spreadsheet

Enter invoice number

1. If you selected **Enter Invoice Number**, the following will be displayed.

Reference Number: *①	
Invoice Number: *	
Enter Invoice Number	X
Display Details	

- 2. Enter a reference number, which can be a claim number, chargeback number, PO (purchase order) number, or any relevant reference number up to 50 characters long.
- 3. Enter up to 25 invoice numbers.





4. Click Display Details.

Reference Number (Claim/Chargeback/PO): * ① 123 123 Invoice Number 21564701 Select one view ISBN Title Price Disc Invoiced Qty Returnable Qty Return Qty Return Reason 9780137145829 Emphasis Art: A Qualitative Art Program for Elementary and Middle Schools, 9/e \$154.99 Net 1 1 Select one v	Enter In	voice Number	Uploa	d Chai	rgeback For	m	Upload Exc	el Spreadsheet	
Invoice Number 21564701 ISBN Title Price Disc Invoiced Qty Returnable Qty Return Qty Return Reason 9780137145829 Emphasis Art: A Qualitative Art Program for Elementary and Middle Schools, 9/e \$154.99 Net 1 1 Select one	Reference Numbe	er (Claim/Chargeback/PO): * ①)						
9780137145829 Emphasis Art: A Qualitative \$154.99 Net 1 1 Art Program for Elementary and Middle Schools, 9/e	Invoice N	lumber 2156470	1						^
	ISBN	Title	Price	Disc	Invoiced Qty	Returnable Qty	Return Qty	Return Reason	

- 5. For each ISBN enter the return quantity.
- 6. For each ISBN select **Damage**, **Defective**, **Duplicate**, **Overstock**, or **Wrong Product** from the Return Reason dropdown.
- 7. Click Submit.

Pearson	Search & Order 🗸 Tracking & Documents 🗸 Claims & Returns 🗸 Product search by Title, Author or ISBN	٩	ਉਂ @ ⊕~_ੈ
Pearson	Search & Order V Tracking & Documents V Claims & Returns V Product search by Title, Author or ISBN Success! V We've received your return request. After we validate your request, we'll send you an email with the RMA attached. When available, you can also download it from our Document Request page. Please remember to: 1. Box up the items you want to return and put a copy of the relevant RMA in each box. Please note: Doly put items from the same RMA in each box. We cannot accept boxes that contain items from multiple RMAs, they will be sent back to	Q	<u><u>v</u> 0 () ~ ^</u>
	you at your cost. If you have multiple boxes for a single RMA, put a copy of the RMA in each box and mark each with the number boxes (e.g., box 10 5, box 2 of 5). 2. Attach your RMA barcode to the outside of each box, close to the shipping label. For further assistance with your RMA, please contact us.		

You will receive an email with additional details about your RMA.





⊟90↑↓ ⊽	Sandbox: Case Number 468640	85 : Claim/Chargeba	ick/PO# 123 -	Return Reques	st - Messa	ige (Plain Tex	rt)	E	— C	x c
File Message Help Acrobat	Q Tell me what you want to	o do								
Image: Second secon	Share to Teams Quick Steps * Teams Quick Steps \$	Tags Editing	Immersive *	Translate	Zoom Zoom	Translate Message Translator	Report Message ~ Protection	Viva Insights Add-in	Reply with Meeting Poll FindTime	~
Sandbox: Case Number 46864	085 : Claim/Chargebac	k/PO# 123 -	Return Re	equest						
CE Pearson Customer Support <	customersupport.reply@pea	rson.com>				← Reply	≪ Reply /	All \rightarrow F	orward 🗊	•••
Retention Policy Pearson-Default Email-2 Years	-Policy (2 years)		Expires 9	/27/2025				Т	hu 9/28/2023 1	1:17 AM
Thank you for contacting Pearson Support Case # : 46864085	. This email confirms that you've	e opened a case w	ith us. The d	etails of you	r case are	below:			I	
Subject : Claim/Chargeback/PO# 123 - Ret	urn Request									
Description: THIS IS NOT YOUR RMA (Return Material Authorization). After your request has been approved, a subsequent email will be sent to you with the RMA as an attachment. Print out that RMA and enclose with your return.										
Date Opened : 28/09/2023										
We are investigating your issue and will respond as soon as possible. Please refer to the case number in the subject line of this email for future correspondence regarding this request.										
Thank you, Pearson Support										
Please do not remove the case number in	the email subject when you rep	ly, as this may cau	ıse a delay in	our respons	se.					•

Upload chargeback form

1. If you selected **Upload Chargeback Form**, the following will be displayed.

Pearson	Search & Order 🗸 Tracking & D	Documents V Claims & Returns V Prode	uct search by Title, Auti Q 🕂 🧐 🕥
Ente	r Invoice Number	Upload Chargeback Form	Upload Excel Spreadsheet
Bill To: *			
Select Bill To A	Address		×
Ship To: * Select Ship To	Address		~
Reference Num	ıber: *		

- 2. Select your bill to address.
- 3. Select your ship to address.





- 4. Enter the reference number, which can be a claim number, chargeback number, PO (purchase order) number, or any relevant reference number up to 50 characters long.
- 5. Create a chargeback form in PDF format up to 2 MB in size. Most standard chargeback/return order formats will work. Click <u>here</u> to download our RMA request chargeback form template. The following shows an example.

	RMA Request						
æ	Vendor		Details (all required)				
	Pearson Education		Date:	10/17/2023			
1	21 River Street		Chargeback / Return#:	123456			
-	Hoboken, NJ 07030		Name:				
C_			Phone Number:				
			Email Address:	/@pearson.com			
iAi							
	Bill-To Name:		Ship-To Name:				
Ch.	Address 1:	21 River Street	Address 1:	21 River Street			
	Address 2:		Address 2:				
	City/Town:	Hoboken	City/Town:	Hoboken			
	State/Province:	NJ	State/Province:	NJ			
	Zip/Postal Code:	07030	Zip/Postal Code:	07030			
			Attention:				
	 Instructions: ISBN should be 10 or 13 digits without dashes or spaces. Quantity should be a whole number (e.g. 10, 15). Add more lines if needed. Fill out this document and save it as a PDF. Login to OASIS at oasis-b2b.pearson.com, select "Request an RMA" under "Claims & Returns" and follow the instructions to submit. 						
	Return Details (required *)						
	ISBN *	21564701	Invoice # *	Quantity *			
	21564701	21564701					

6. Scroll down and select **Choose File**.



OASIS Order and Shipment Information System

Submitting a return

Organize • New folder		II • 🔳	asic RMA Request template.
Microsoft Teams ^ Recordings Status Reports This PC Documents Downloads Music Pictures Videos	Name I IONavigator Documents Misc Files Oasis PDF Reference Files Pearson Files Pearsonal Files Snagit Status Reports Word Files to Convert Zoom	Date Date 6/21/2023 12:00 PM 6/21/2023 9:18 AM 7/11/2023 9:17 AM 6/26/2023 10:50 AM 6/26/2023 10:50 AM 6/26/2023 10:50 AM 6/22/2023 13:50 PM 8/1/2023 8:10 AM 6/22/2023 13:57 PM 8/1/2023 8:10 AM 6/22/2023 10:50 AM 6/22/2023 10:50 AM 6/22/2023 10:50 AM 6/22/2023 10:50 AM 6/22/2023 10:50 AM 6/22/2023 8:04 AM 6/21/2023 8:04 AM 6/21/2023 9:17 AM	Select a file to upload:
Local Disk (C:)	RMA Request for 21564701.pdf	9/28/2023 12:18 PM	~
File nam	RMA Request for 21564701.pdf	Adobe Acrobat Document (*.pc	
		Open Cancel	Submit

7. Click Open.

Pearson	Search & Order 🗸	Tracking & Documents 🗸	Claims & Returns 🗸	Product search I	by Title, Aut Q	<mark>분</mark> ③	ল শ
 Most stan Download Click on 'C Click on 'S 	dard chargeback/retu d it, enter the returns i Choose File' and select Submit' to submit the r	rn order formats will work. nformation and save it as a the PDF document to attact request.	You can use this basic Ri PDF. h the file.	MA Request template.			
How to for • Enter all • The file r • Maximum	r mat the file: mandatory information must be PDF. m file size per upload:	on. 2 MB	Select	a file to upload: Choose File	rma request for	or 2156470	>
					Sub	mit	

8. Click **Submit**.





Pearson Search & Order ~ Home > Request an RMA	Tracking & Documents v Claims & Returns v Product search by Title, Author or ISBN	٩	<mark>ਏ</mark> 0 ਗ_~ _
	Success!		
	 We've received your return request. After we validate your request, we'll send you an email with the RMA attached. 		
	When available, you can also download it from our Document Request page. Please remember to: 1. Box up the items you want to return and put a copy of the relevant RMA in each box. Please note: Only put items from the same RMA in each box. We cannot accept boxes that contain items from multiple RMAs, they will be sent back to you at your cost.)	
	If you have multiple boxes for a single RMA, put a copy of the RMA in each box and mark each with the number boxes (e.g., box 1of 5, box 2 of 5).		
	2. Attach your RMA barcode to the outside of each box, close to the shipping label.		
	та такина азлачна, тот учи пину решие сописсия.		-

You will receive an email with additional details about your RMA.

🖫 🖓 🔿 ↑ 🤳 🗢 Sandbox: Case Number 46864086 : Claim/Chargeback/PO# 1234567 - Return Request - Message (Plain Text) 🖪 🚽 🗆											o x	
File Message Help Acrobat Q Tell me what you want to do												
Image: Constraint of the ply in the plane in the pla									Report Message Y	Viva Insights	Reply with Meeting Poll	
Delete	Respond	Teams Quick Steps	1			Language	Zoom	Translator	Protection	Add-in	FindTime	~
Sandbox: Case	Number 46864	4086 : Claim/Cha	rgeback/PO#	ŧ 12345	67 - Reti	ırn Requ	iest					
Pearson Customer Support <customersupport.reply@pearson.com> \bigcirc Reply \bigotimes Reply All \rightarrow Forward i</customersupport.reply@pearson.com>									;			
											Thu 9/28/202	3 1:53 PM
Retention Policy Pearson-Default Email-2 Years-Policy (2 years) Expires 9/27/2025												
Thank you for contacting Pearson Support. This email confirms that you've opened a case with us. The details of your case are below: Case # : 46864086												
Subject : Claim/Chargeback/PO# 1234567 - Return Request												
Description: THIS IS N		urn Material Authorizat	ion) After your re	aquest has	been annro	ved a subs	equent e	mail will be	sent to you w	ith the RM	1A as an attac	hment
Print out that RMA an	nd enclose with your	return.	ionj. Alter your re	squest nas	been appio	veu, a 5055	equenter	nan win be	sent to you w			innerit.
Date Opened : 28/09/2023												
We are investigating your issue and will respond as soon as possible. Please refer to the case number in the subject line of this email for future correspondence regarding this request.												
Thank you,	Thank vou.											
Pearson Support												
Please do not remove the case number in the email subject when you reply, as this may cause a delay in our response.											-	

Upload Excel spreadsheet

1. If you selected **Upload Excel Spreadsheet**, the following will be displayed.





Pearson	Search & Order 🗸 Tracking & Documents 🗸	Claims & Returns V Product search	by Title, Author or ISBN Q	? ⊕ ∽						
- 1	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. 									
	How to format the file:On the Excel spreadsheet, fill out all required fieMaximum file size per upload : 2 MB	Select a file to uploa elds. Choose Fi	nd: Le							
			Unlead File							

- 2. Click <u>here</u> to download our Excel spreadsheet template.
- 3. Create an RMA request spreadsheet with the template and complete the following fields:
- Enter the reference number, which can be a claim number, chargeback number, PO (purchase order) number, or any relevant reference number up to 50 characters long.
- Enter the invoice number.
- Enter all ISBNs associated with the invoice number.
- Enter the return quantity.
- Select **Damage**, **Defective**, **Duplicate**, **Overstock**, or **Wrong Product** from the Return Reason dropdown.

	Α	В	С	D	E	F	G	Н	J	
	Reference # (Claim/Chargeback/PO):			7891234512						
1	*(Max 50 chara	acters)								
2			(Use a Clair	n/Chargeback/PO # or any number as reference.)						
	Invoice # *	ISBN # *	Return Quantity *	Damaged						
3		(No dashes or spaces)	(Whole numbers only)		*					
4	21564701	9780137145829	1	Select one	12					
5				Damaged						
5				Defective						-
6				Duplicate						
7				Overstock						
8				Wrong Product						
9										-

4. Scroll down and select Choose File.





rganize • New folder		0	
Microsoft Teams Name Recordings IQNavigator Document Status Reports IQNavigator Document This PC Oasis Destop PDF Reference Files Documents Personal Files Music Status Reports Music Status Reports Music Videos Uvideos Word Files to Convert Local Disk (C:) RMA for 21564701.xbsx	s 6/21/2023 12:00 PM 6/21/2023 12:00 PM 6/21/2023 9:18 AM 7/11/2023 9:17 AM 6/26/2023 10:53 AM 6/26/2023 10:50 AM 6/22/2023 1:36 PM 8/1/2023 8:10 AM 6/27/2023 8:34 AM 6/21/2023 9:17 AM 8/23/2023 8:08 AM 9/29/2023 9:46 AM	↑ t. Select a file to upload:	
File name: RMA for 21564701.xlsx	 Custom Files (*.xls;*.xlsx) 	Choose File	

5. Click **Open**.

Pearson	Search & Order 👻 Tracking & Documents 👻 C	laims & Returns 🗸	Product search	by Title, Aut Q	<mark>₽</mark> 0	<u>م</u> ^
 Use this o Download Fill out the Click on 'C Click on 'L When all i 	pption to request an RMA by uploading data in an Exe d the Excel spreadsheet template here. e fields in the template (all fields are mandatory) and Choose File' and select the updated spreadsheet to a Jpload File' to submit the request. information is valid, review details and click 'Submit'.	cel spreadsheet. d save it. ittach the file.				
How to for • On the E • Maximum	r mat the file: Excel spreadsheet, fill out all required fields. m file size per upload : 2 MB	Select a	file to upload: Choose File	rma for 215647	701.xlsx	
				Uploa	d File	

6. Click Upload File.





'Submit" to submit your request.
,
v Returnable Otv. Return Otv. Return Reason
1 1 Damaged V

- 8. Modify the return quantity or the return reason, if needed.
- 9. Click Submit.

Pearson	Search & Order Tracking & Documents Claims & Returns Product search by Title, Author or ISBN	٩	ਉਂ 🗇 🐨 🖕
	Success!		
	We've received your return request.		
	After we validate your request, we'll send you an email with the RMA attached. When available, you can also download it from our Document Request page.		
	Please remember to: 1. Box up the items you want to return and put a copy of the relevant RMA in each box. Please note:		
	Only put items from the same RMA in each box. We cannot accept Return to Home boxes that contain items from multiple RMAs, they will be sent back to you at your cost.		
	If you have multiple boxes for a single RMA, put a copy of the RMA in each box and mark each with the number boxes (e.g., box 1of 5, box 2 of 5).		
	2. Attach your RMA barcode to the outside of each box, close to the shipping label.		
	For further assistance with your RMA, please contact us.		•

You will receive an email with additional details about your RMA.





	୨ ଅ ↑	↓ -	Sandbox: C	ase Number 46	864330 : (Claim/Cha	rgeback/P	O# 78912345	12 - Return R	lequest -	Message (Pla	in Text)	Ē			×	
File	Message	Help Acrobat	р т	ell me what y	ou want t	to do											
Image: Second																	
	Delete	Respond	Teams	Quick Steps 🗳					Language	Zoom	Translator	Protection	Add-in	FindTin	ne	,	^
San	Sandbox: Case Number 46864330 : Claim/Chargeback/PO# 7891234512 - Return Request																
	Pearson	Customer Support	<custome< td=""><td>rsupport.rep</td><td>oly@pea</td><td>rson.com</td><td>1></td><td></td><td></td><td></td><td>← Reply</td><td>🤲 Reply /</td><td></td><td>Forward</td><td>1</td><td>•••</td><td></td></custome<>	rsupport.rep	oly@pea	rson.com	1>				← Reply	🤲 Reply /		Forward	1	•••	
	O To O													Fri 9/29/2	023 10:2	23 AM	
Retention Policy Pearson-Default Email-2 Years-Policy (2 years) Expires 9/28/2025																	
Thank you for contacting Pearson Support. This email confirms that you've opened a case with us. The details of your case are below: Case # : 46864330												_					
Subject : Claim/Chargeback/PO# 7891234512 - Return Request																	
Description: THIS IS NOT YOUR RMA (Return Material Authorization). After your request has been approved, a subsequent email will be sent to you with the RMA as an attachment.																	
Print o	out that RMA a	nd enclose with you	r return.														
Date Opened : 29/09/2023																	
We are investigating your issue and will respond as soon as possible.																	
Please	refer to the ca	ase number in the su	bject line c	f this email f	or future	correspo	ndence r	egarding this	s request.								
Thank Boarse	you,																
rearso	in support															ſ	•