

Submitting a Return

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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

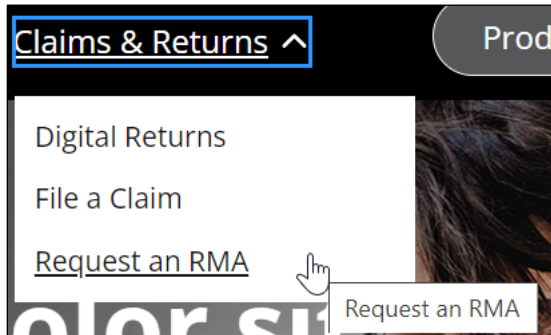
OASIS allows any invoice/ISBN combination except for the following cases:

- 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 [OASIS Technical Support](#) 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).

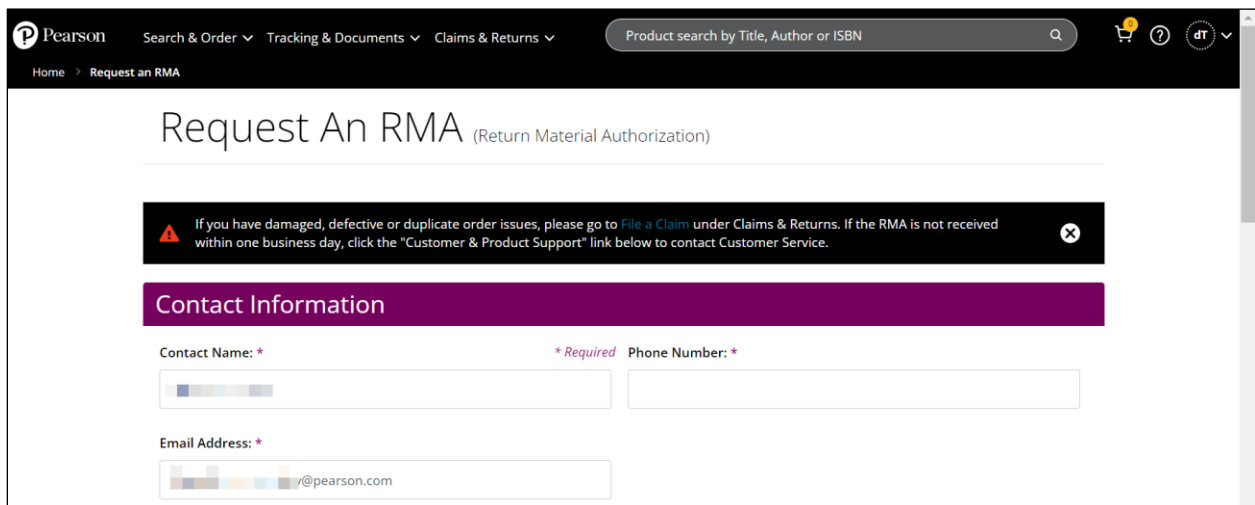
Submitting a Return

Submit your return

1. Click **Claims & Returns**.

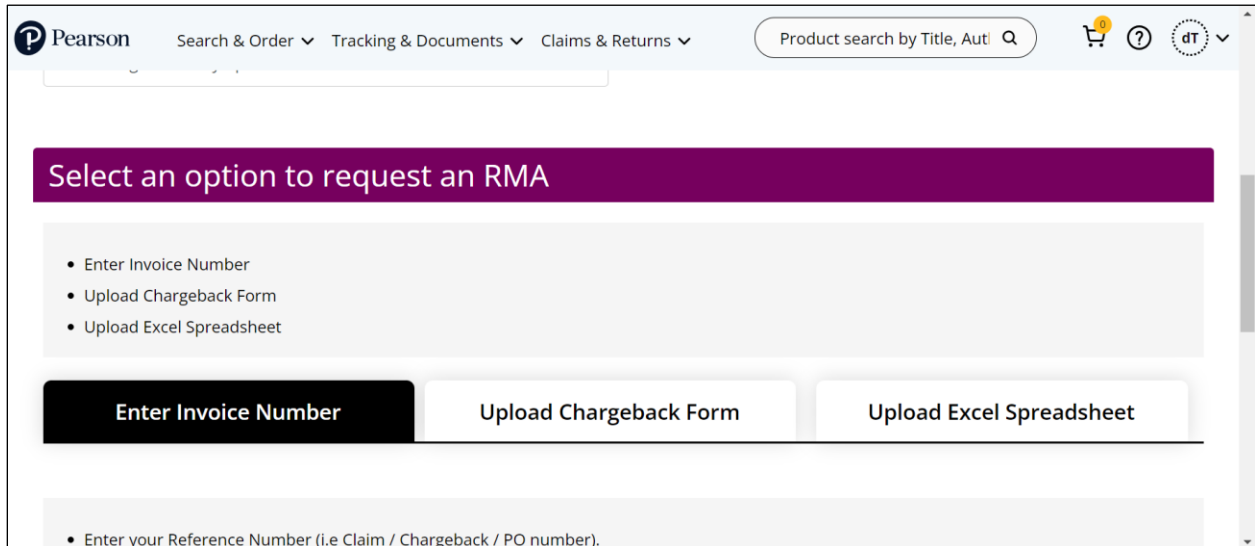


2. Click **Request an RMA**.

A screenshot of the 'Request An RMA' (Return Material Authorization) form in the OASIS web application. The form is titled 'Request An RMA (Return Material Authorization)' and includes a warning message: '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.' Below the warning is a purple header for 'Contact Information'. The form contains three input fields: 'Contact Name: *' (with a red asterisk indicating it is required), 'Phone Number: *' (with a red asterisk indicating it is required), and 'Email Address: *' (with a red asterisk indicating it is required). The 'Contact Name' field has a placeholder text 'Your Name Here', the 'Phone Number' field has a placeholder text 'Your Phone Number Here', and the 'Email Address' field has a placeholder text 'Your Email Address Here'.

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

Submitting a Return



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 your Reference Number (i.e Claim / Chargeback / PO number).

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: * ⓘ

Invoice Number: *

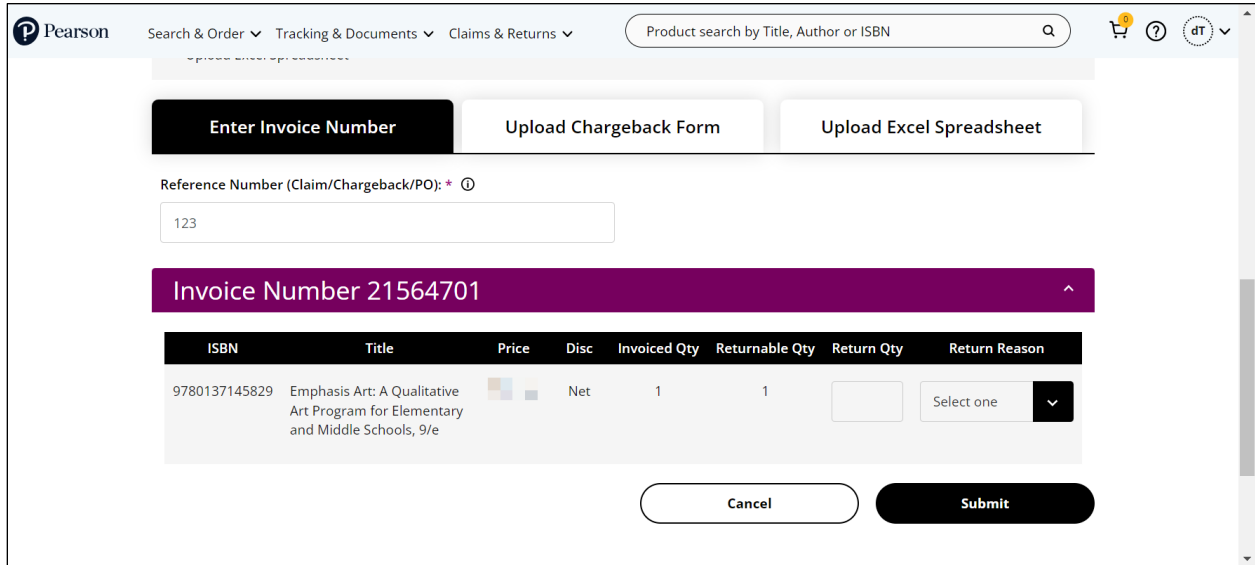
Enter Invoice Number X

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.

Submitting a Return

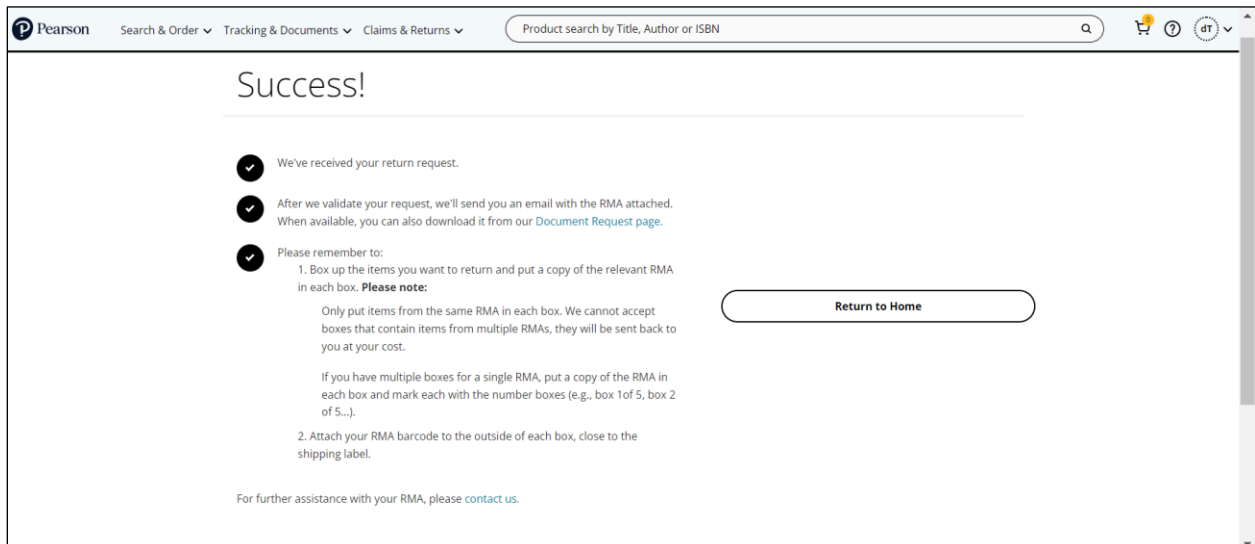
4. Click **Display Details**.



5. For each ISBN enter the return quantity.

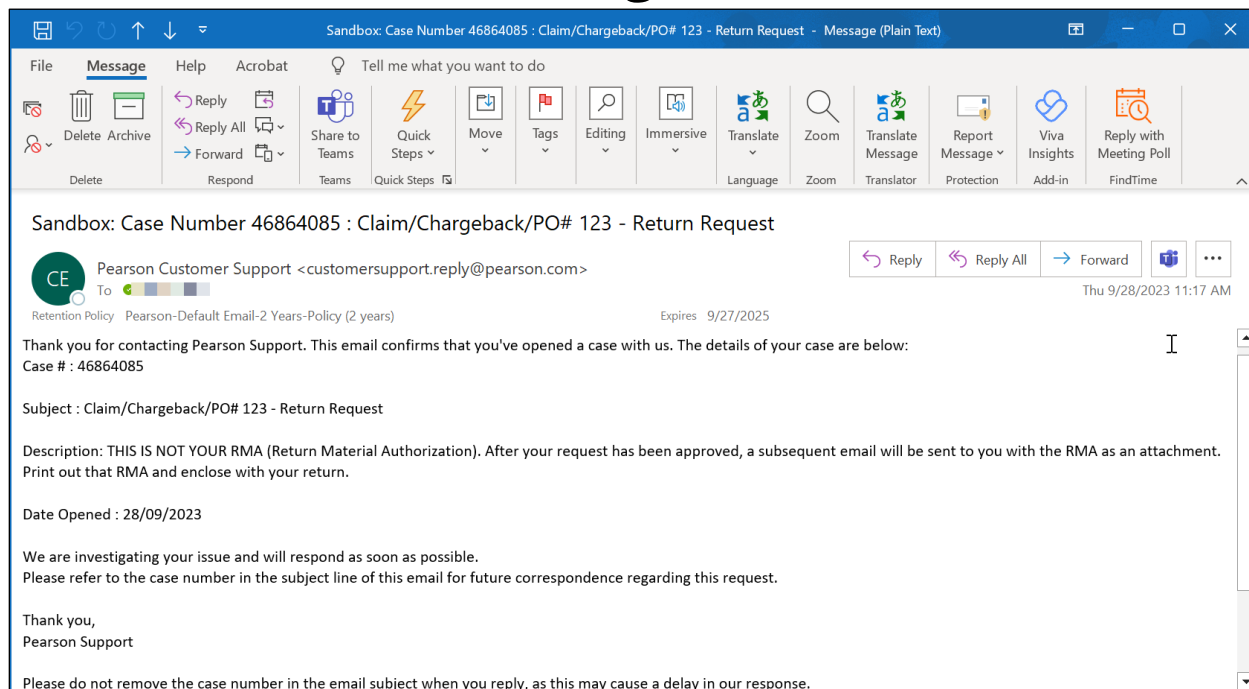
6. For each ISBN select **Damage**, **Defective**, **Duplicate**, **Overstock**, or **Wrong Product** from the Return Reason dropdown.

7. Click **Submit**.



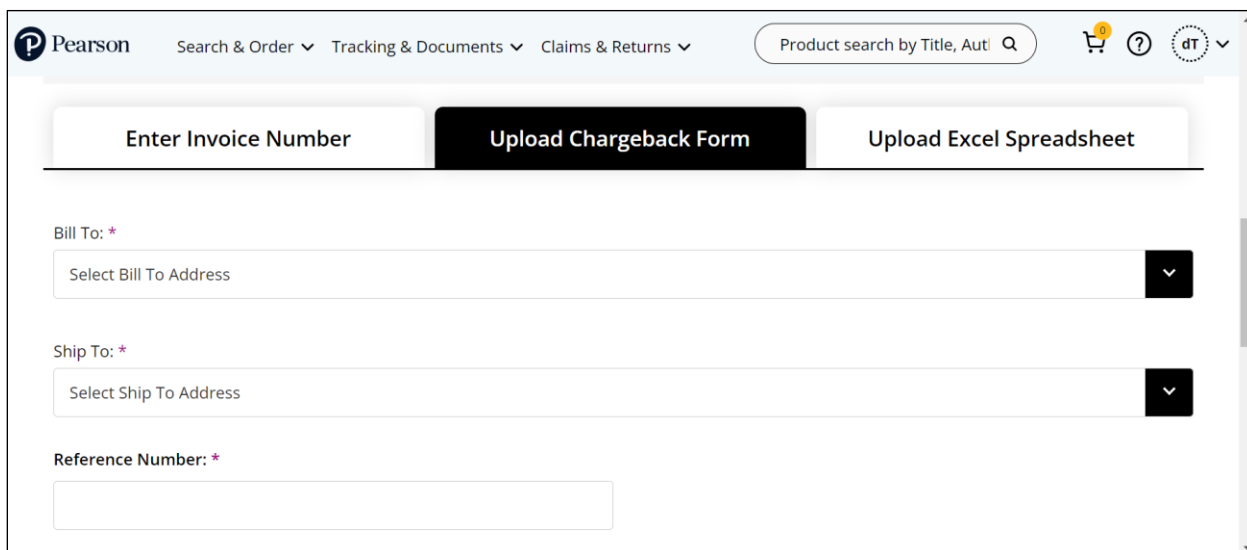
You will receive an email with additional details about your RMA.

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Upload chargeback form

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



The screenshot shows the Pearson OASIS interface with the "Upload Chargeback Form" button selected. The page has a header with the Pearson logo, navigation links, and a search bar. Below the header, there are three buttons: "Enter Invoice Number", "Upload Chargeback Form" (which is highlighted), and "Upload Excel Spreadsheet".







The main form area contains the following fields:

- Bill To:** A dropdown menu labeled "Select Bill To Address".
- Ship To:** A dropdown menu labeled "Select Ship To Address".
- Reference Number:** A text input field.

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

Submitting a Return

- 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.
- Create a chargeback form in PDF format up to 2 MB in size. Most standard chargeback/return order formats will work. Click [here](#) to download our RMA request chargeback form template. The following shows an example.

RMA Request

Vendor
 Pearson Canada
 26 Prince Andrew Place
 North York, ON M3C 2H4

Details (all required)
 Date: 11/02/2023
 Chargeback / Return#: 123456
 Name:
 Phone Number:
 Email Address: @pearson.com

Bill-To Name:
 Address 1: 21 River Street
 Address 2:
 City/Town: North York
 State/Province: ON
 Zip/Postal Code: M3C 2H4

Ship-To Name:
 Address 1: 21 River Street
 Address 2:
 City/Town: North York
 State/Province: ON
 Zip/Postal Code: M3C 2H4
 Attention:

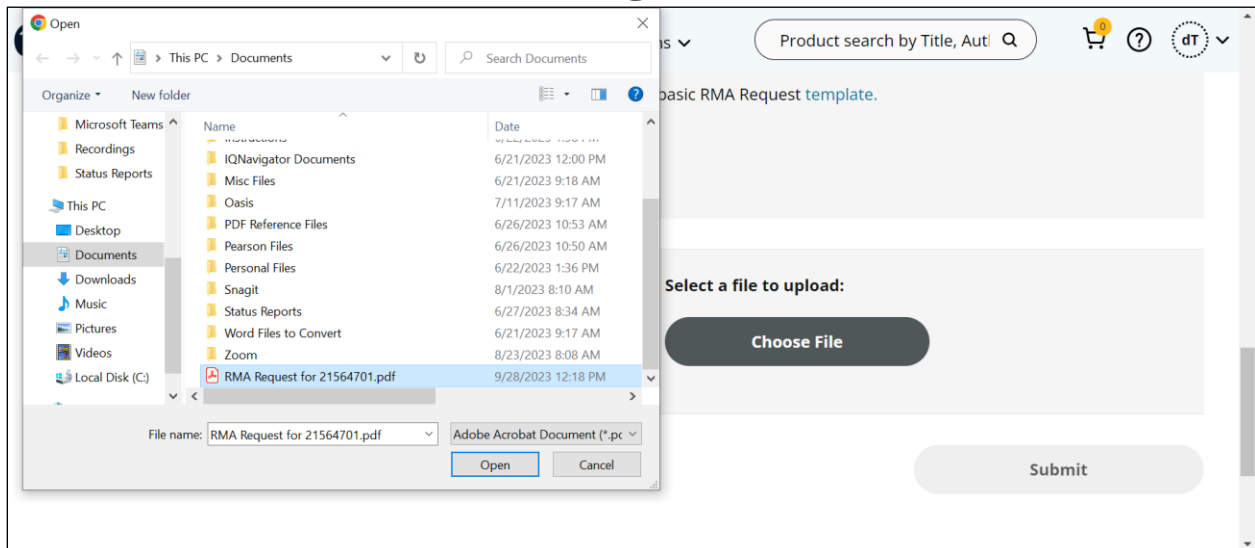
Instructions:

- 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.pearsoncanada.ca, select "Request an RMA" under "Claims & Returns" and follow the instructions to submit.

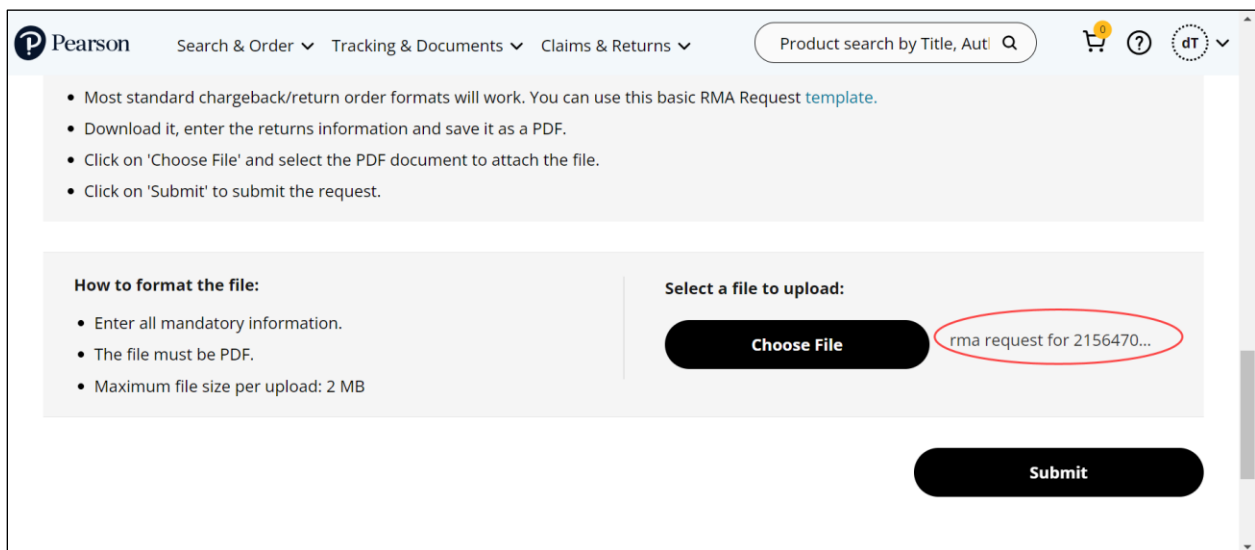
| Return Details (required *) | | |
|-----------------------------|-------------|------------|
| ISBN * | Invoice # * | Quantity * |
| 21564701 | 21564701 | 1 |
| | | |
| | | |
| | | |

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

Submitting a Return

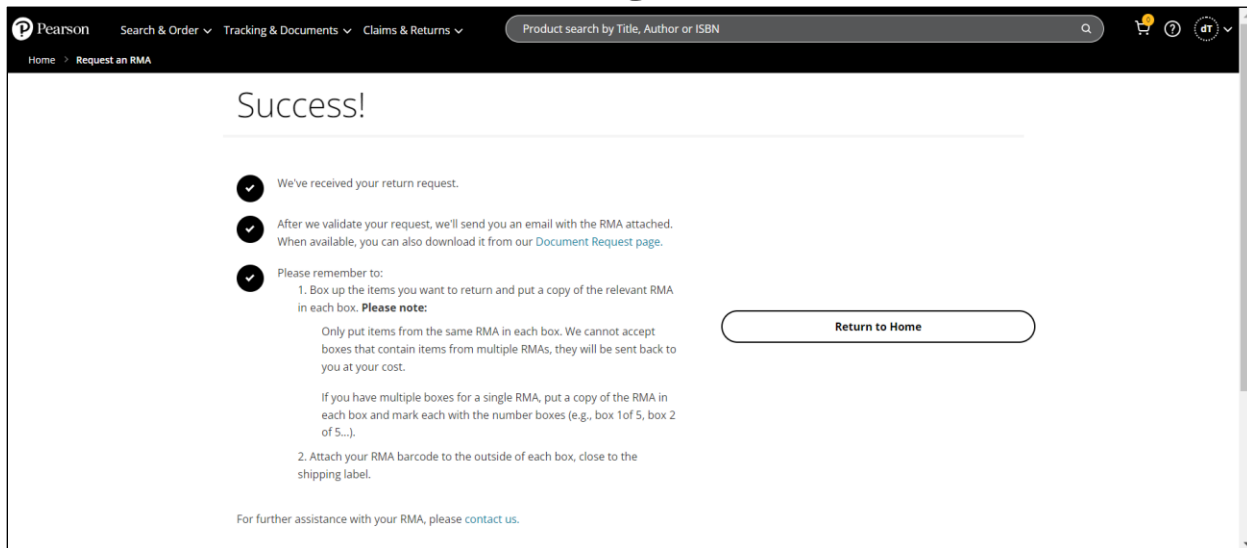


7. Click **Open**.



8. Click **Submit**.

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Success!

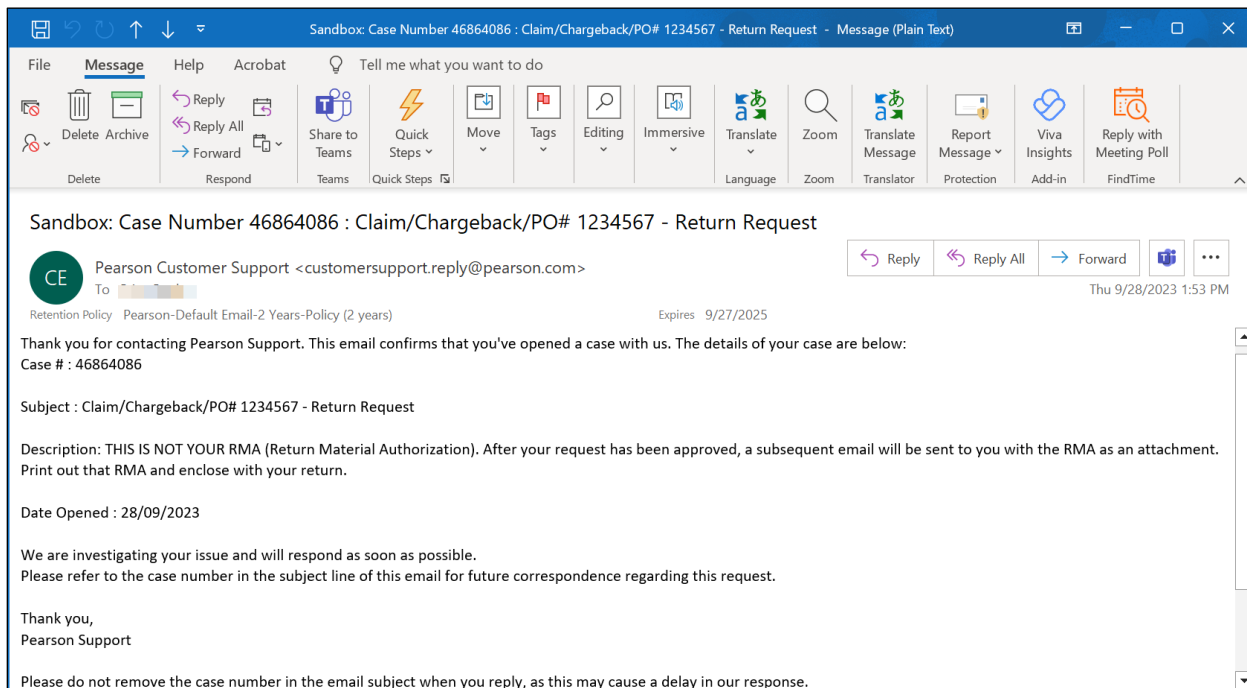
- ✓ We've received your return request.
- ✓ After we validate your request, we'll send you an email with the RMA attached. When available, you can also download it from our [Document Request page](#).
- ✓ Please remember to:
 1. Box up the items you want to return and put a copy of the relevant RMA in 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 1 of 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](#).

[Return to Home](#)

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



Sandbox: Case Number 46864086 : Claim/Chargeback/PO# 1234567 - Return Request - Message (Plain Text)

File Message Help Acrobat Tell me what you want to do

Delete Archive Reply Reply All Forward Share to Teams Quick Steps Move Tags Editing Immersive Translate Zoom Translate Message Report Message Viva Insights Reply with Meeting Poll

Sandbox: Case Number 46864086 : Claim/Chargeback/PO# 1234567 - Return Request

CE Pearson Customer Support <customersupport.reply@pearson.com>

To: [Redacted] Retention Policy: Pearson-Default Email-2 Years-Policy (2 years) Expires: 9/27/2025 Thu 9/28/2023 1:53 PM

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 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.

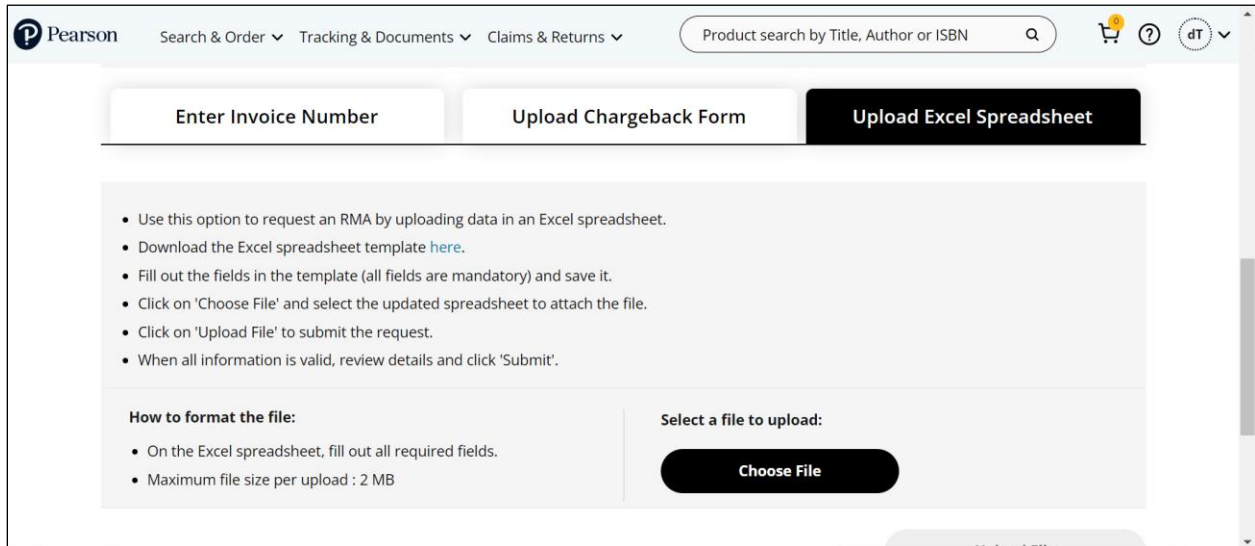
Thank you,
Pearson Support

Please do not remove the case number in the email subject when you 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.

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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:

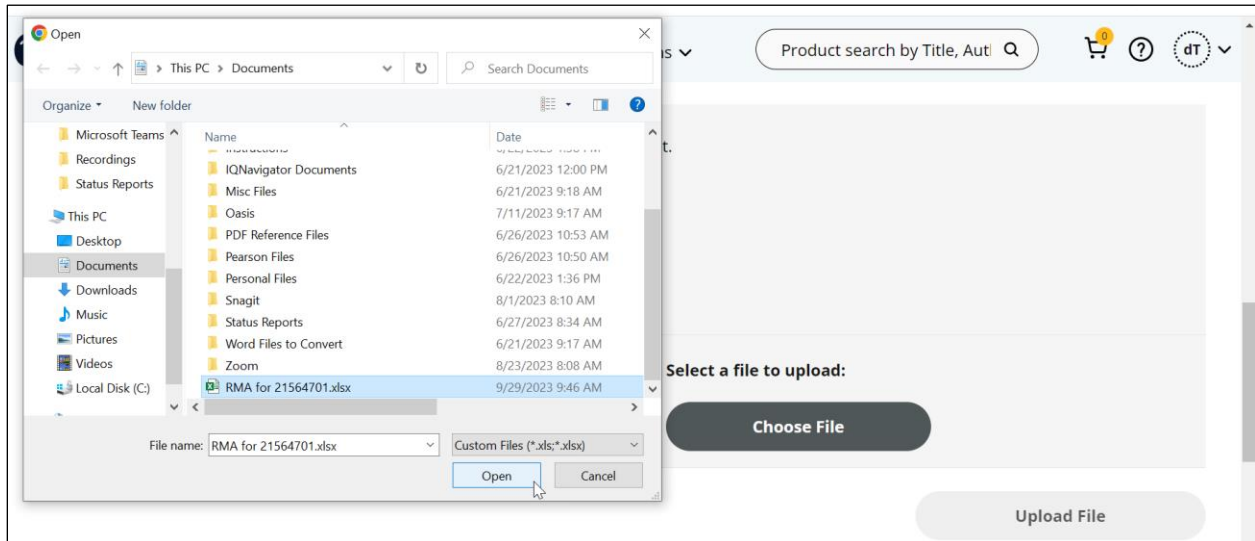
Choose File

- Click [here](#) to download our Excel spreadsheet template.
- 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.

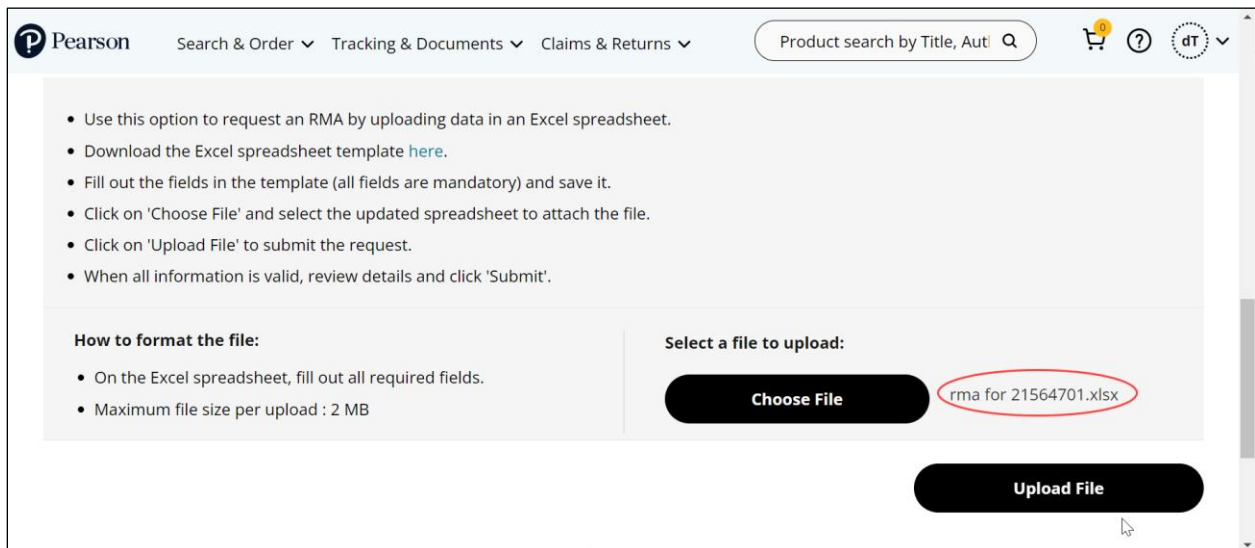
| | A | B | C | D | E | F | G | H | I | J |
|---|------------------------------------|-----------------------|----------------------|---|---|---|---|---|---|---|
| 1 | Reference # (Claim/Chargeback/PO): | | | 7891234512 | | | | | | |
| 2 | *(Max 50 characters) | | | (Use a Claim/Chargeback/PO # or any number as reference.) | | | | | | |
| 3 | Invoice # * | ISBN # * | Return Quantity * | Damaged | | | | | | |
| | (No dashes or spaces) | (No dashes or spaces) | (Whole numbers only) | | | | | | | |
| 4 | 21564701 | 9780137145829 | 1 | Select one | | | | | | |
| 5 | | | | Damaged | | | | | | |
| 6 | | | | Defective | | | | | | |
| 7 | | | | Duplicate | | | | | | |
| 8 | | | | Overstock | | | | | | |
| 9 | | | | Wrong Product | | | | | | |

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

Submitting a Return

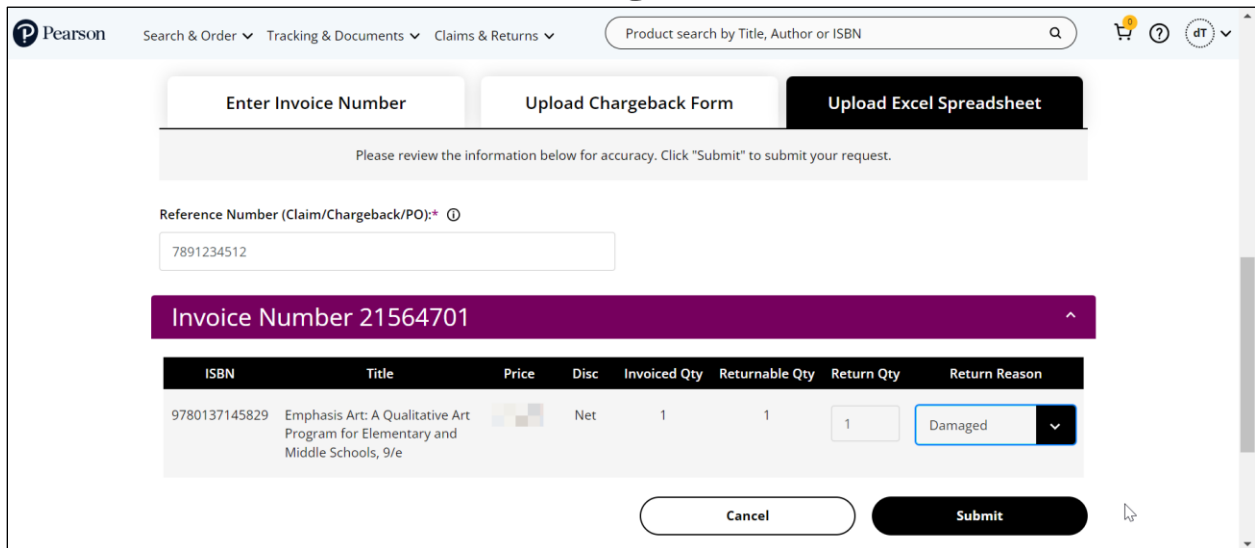


5. Click **Open**.



6. Click **Upload File**.

Submitting a Return



Enter Invoice Number Upload Chargeback Form Upload Excel Spreadsheet

Please review the information below for accuracy. Click "Submit" to submit your request.

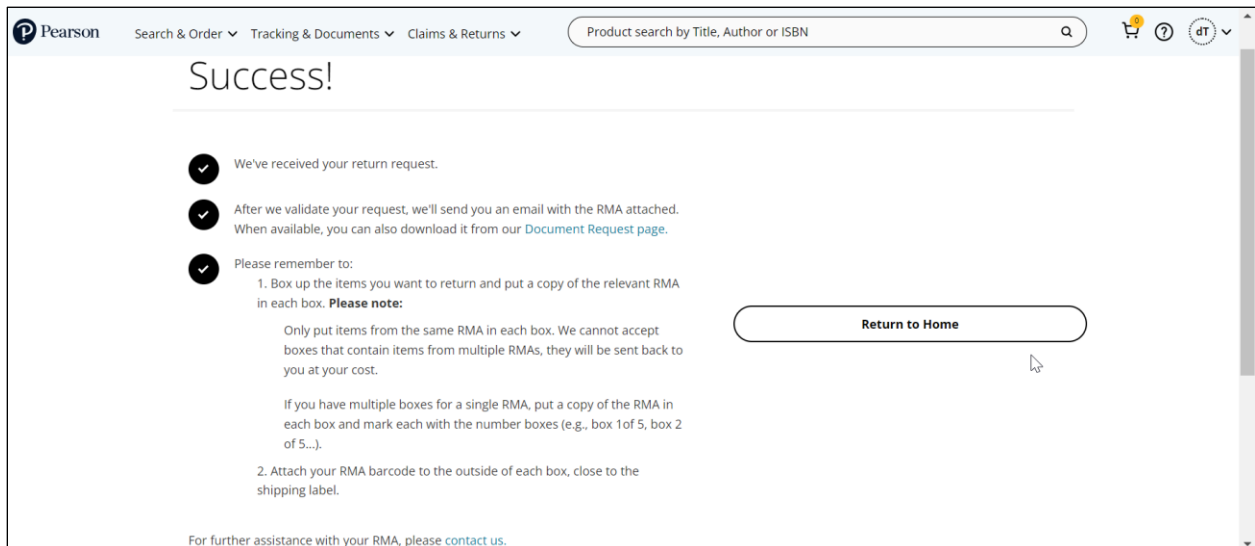
Reference Number (Claim/Chargeback/PO):* ⓘ
7891234512

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 | | Net | 1 | 1 | 1 | Damaged |

Cancel Submit

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



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.

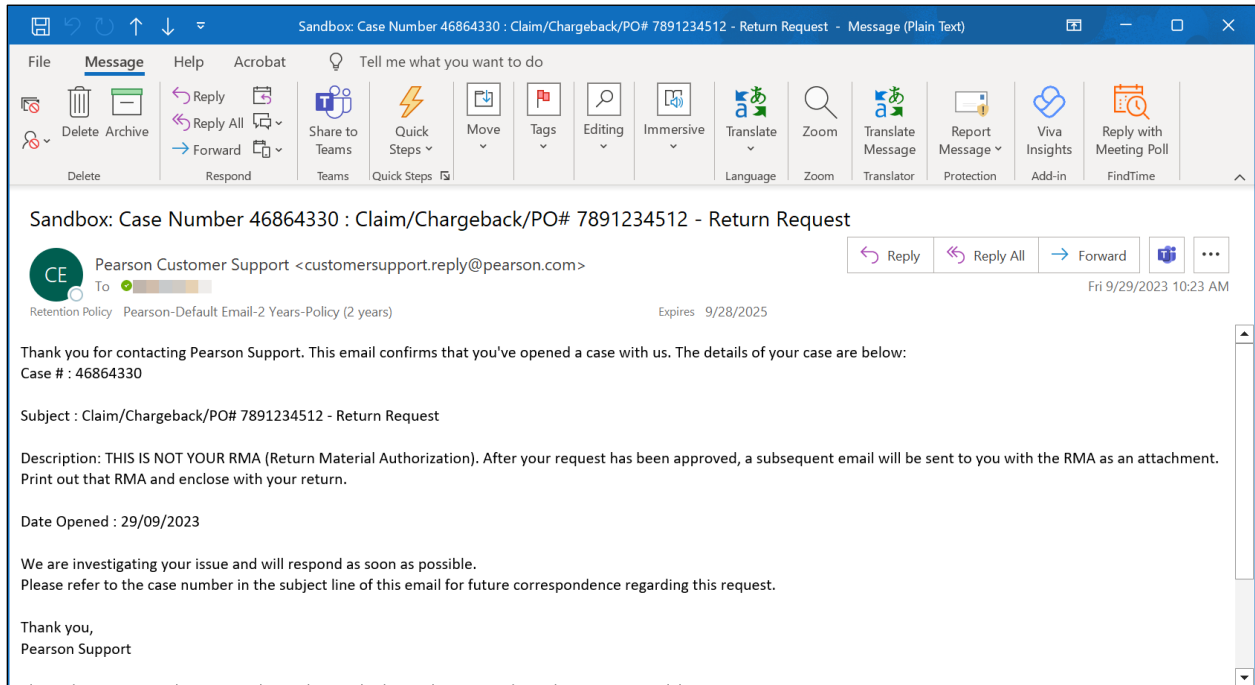
If you have multiple boxes for a single RMA, put a copy of the RMA in each box and mark each with the number boxes (e.g., box 1 of 5, box 2 of 5...).
 2. Attach your RMA barcode to the outside of each box, close to the shipping label.

[Return to Home](#)

For further assistance with your RMA, please [contact us](#).

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

Submitting a Return



Sandbox: Case Number 46864330 : Claim/Chargeback/PO# 7891234512 - Return Request - Message (Plain Text)

File Message Help Acrobat Tell me what you want to do

Delete Archive Reply Reply All Forward Share to Teams Quick Steps Move Tags Editing Immersive Translate Zoom Translate Message Report Message Viva Insights Reply with Meeting Poll

Sandbox: Case Number 46864330 : Claim/Chargeback/PO# 7891234512 - Return Request

CE Pearson Customer Support <customersupport.reply@pearson.com>

Retention Policy Pearson-Default Email-2 Years-Policy (2 years) Expires 9/28/2025

Fri 9/29/2023 10:23 AM

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 out that RMA and enclose with your return.

Date Opened : 29/09/2023

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