

# 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

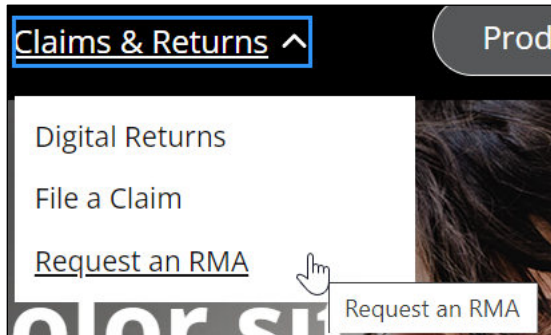
OASIS allows any invoice/ISBN combination except for the following cases:

- 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).

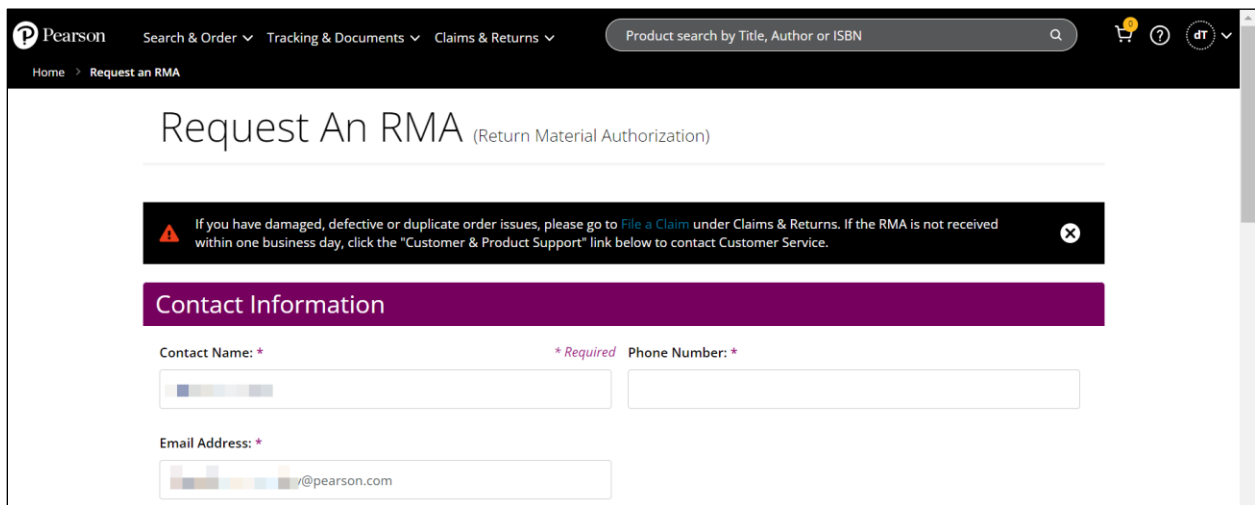
## Submitting a Return

Submit your return

1. Click **Claims & Returns**.

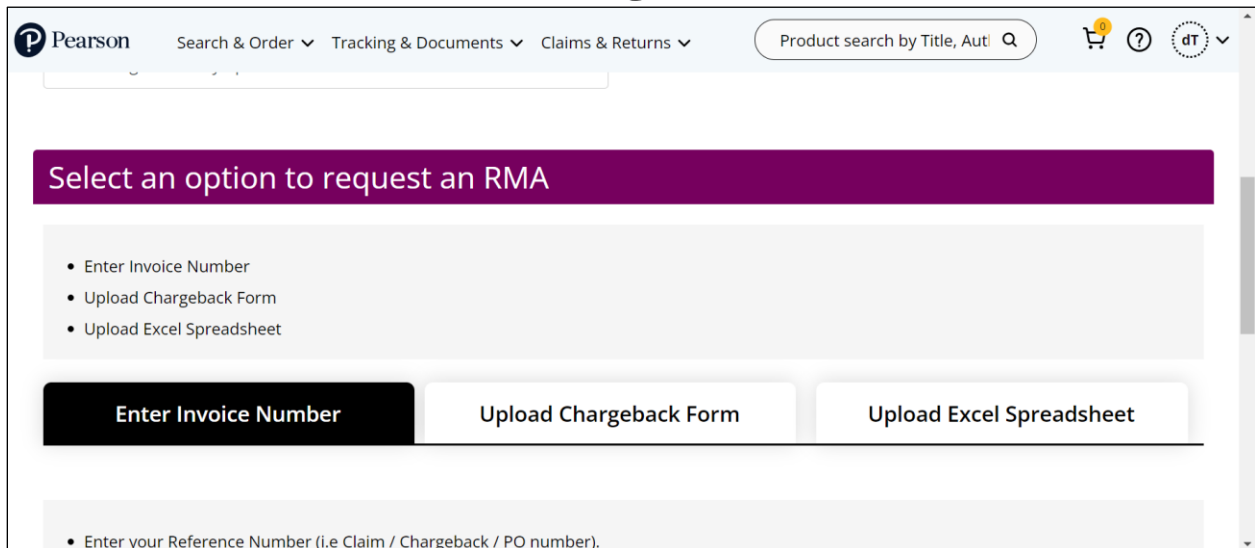


2. Click **Request an RMA**.

A screenshot of the 'Request An RMA' (Return Material Authorization) form in the OASIS system. The page title is 'Request An RMA (Return Material Authorization)'. Below the title is 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 and '\* Required' label), 'Phone Number: \*' (with a red asterisk and '\* Required' label), and 'Email Address: \*' (with a red asterisk and '\* Required' label). The email field has a placeholder text '@pearson.com'. The top navigation bar includes the Pearson logo, search and order options, and a search bar.

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

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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

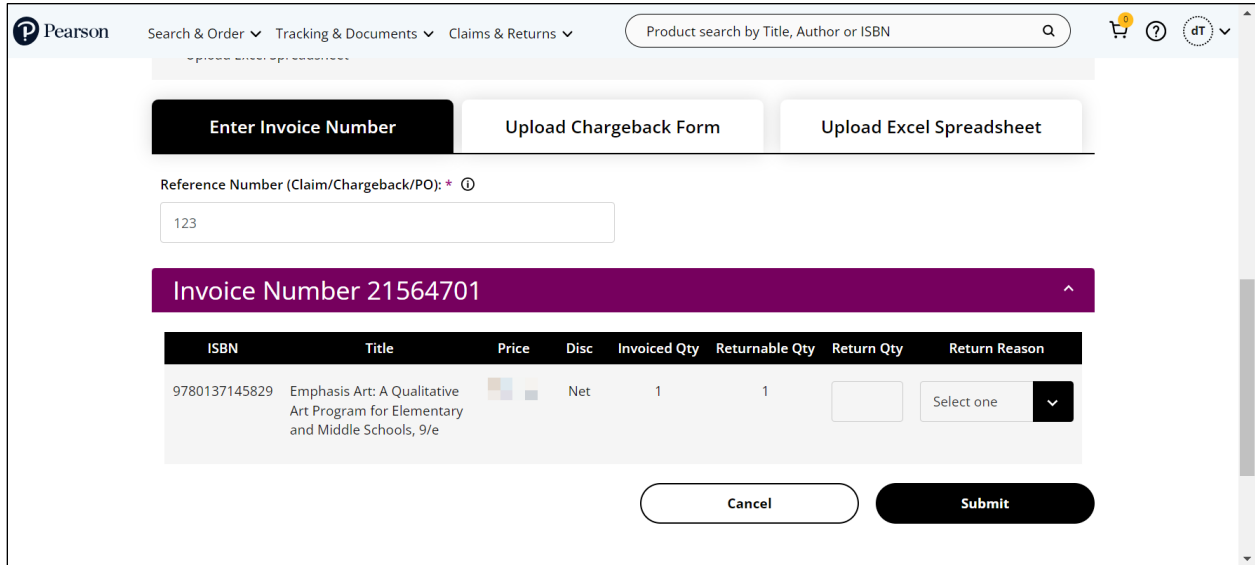
1. If you selected **Enter Invoice Number**, the following will be displayed.



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**.



Enter Invoice Number    Upload Chargeback Form    Upload Excel Spreadsheet

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

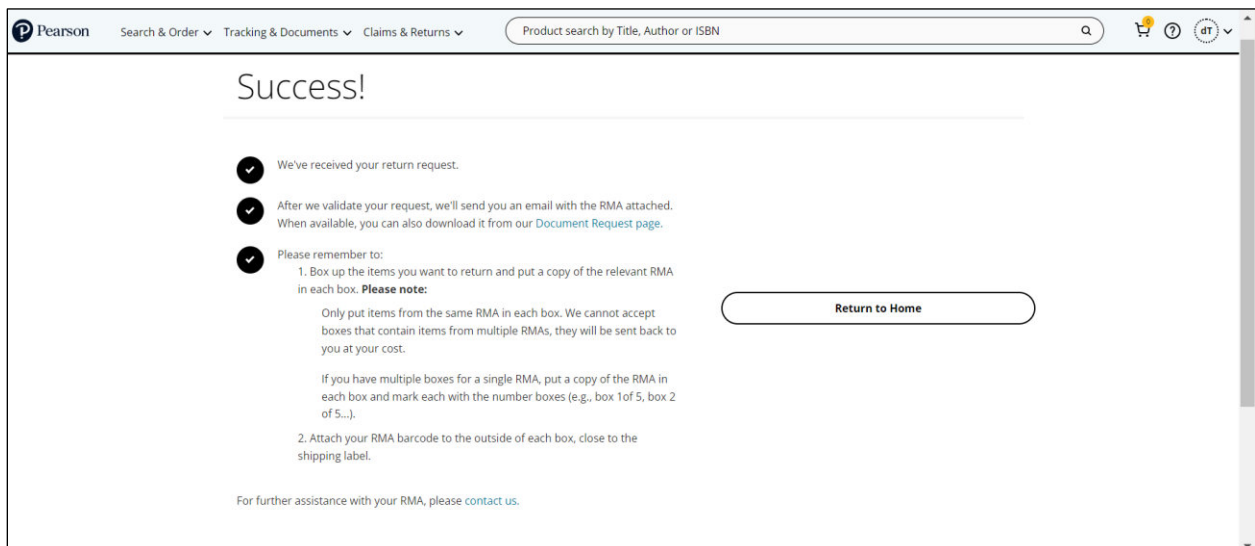
123

**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              | <input type="text"/> | Select one <input type="button" value="v"/> |

Cancel    **Submit**

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**.



**Success!**

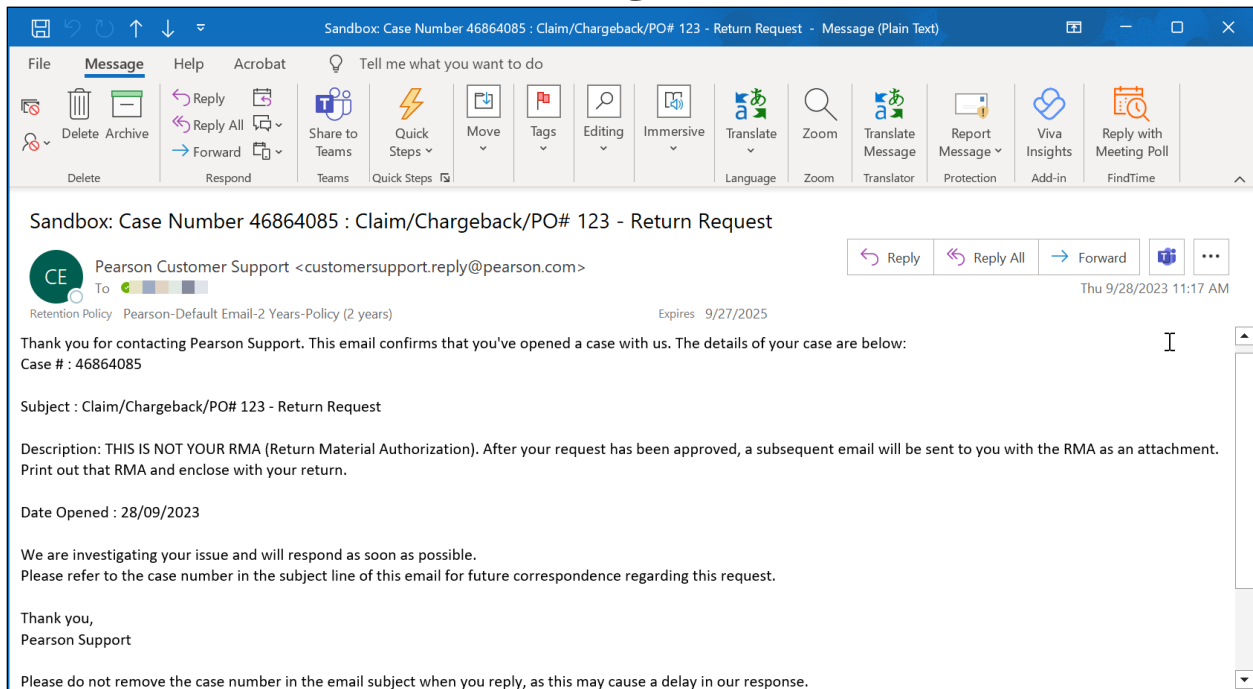
- ✓ We've received your return request.
- ✓ After we validate your request, we'll send you an email with the RMA attached. When available, you can also download it from our [Document Request page](#).
- ✓ Please remember to:
  1. Box up the items you want to return and put a copy of the relevant RMA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

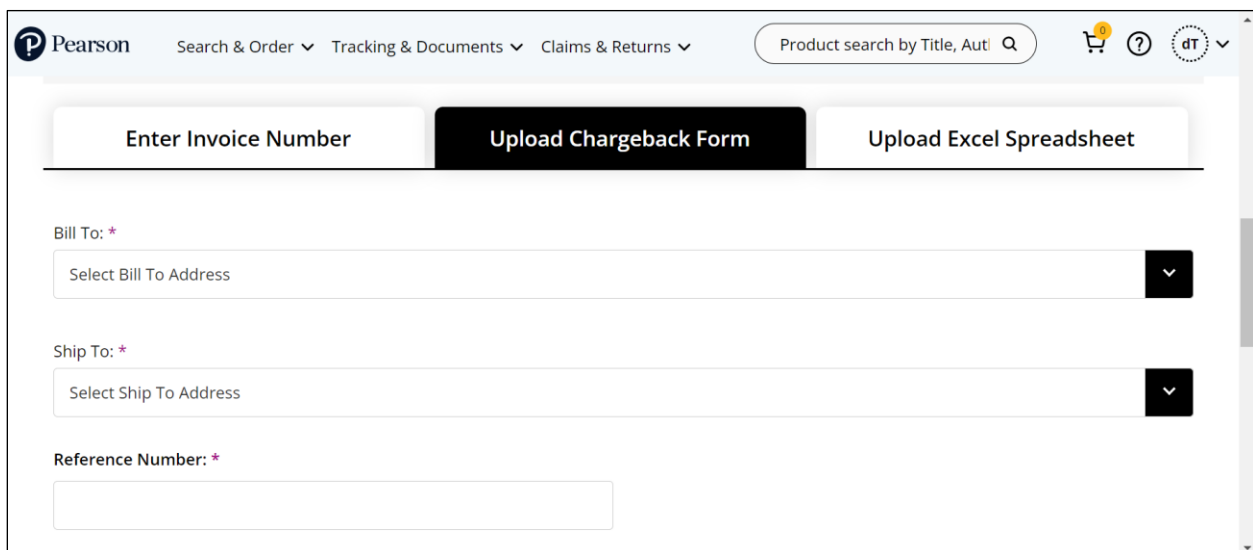
You will receive an email with additional details about your RMA.

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## Upload chargeback form


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





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


## Submitting a Return


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 [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: [Redacted]

Phone Number: [Redacted]

Email Address: [Redacted]@pearson.com

**Bill-To Name:** [Redacted]

Address 1: 21 River Street

Address 2: [Redacted]

City/Town: North York

State/Province: ON

Zip/Postal Code: M3C 2H4

**Ship-To Name:** [Redacted]

Address 1: 21 River Street

Address 2: [Redacted]

City/Town: North York

State/Province: ON

Zip/Postal Code: M3C 2H4

Attention: [Redacted]

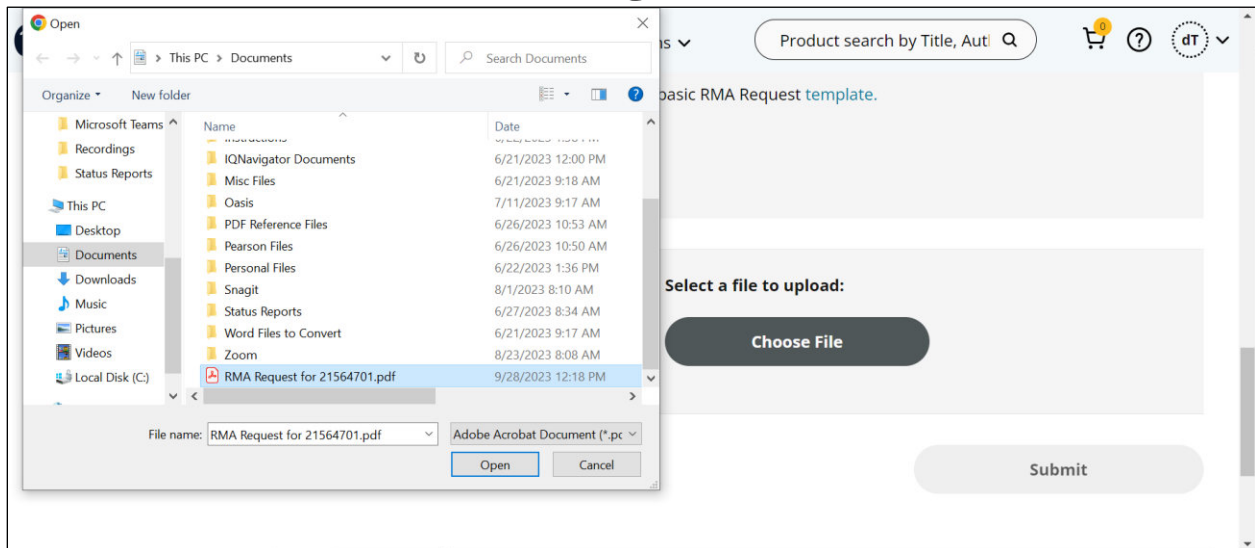
**Instructions:**

1. ISBN should be 10 or 13 digits without dashes or spaces.
2. Quantity should be a whole number (e.g. 10, 15).
3. Add more lines if needed.
4. Fill out this document and save it as a PDF.
5. Login to OASIS at [oasis-b2b.pearsoncanada.ca](https://oasis-b2b.pearsoncanada.ca), select "Request an RMA" under "Claims & Returns" and follow the instructions to submit.

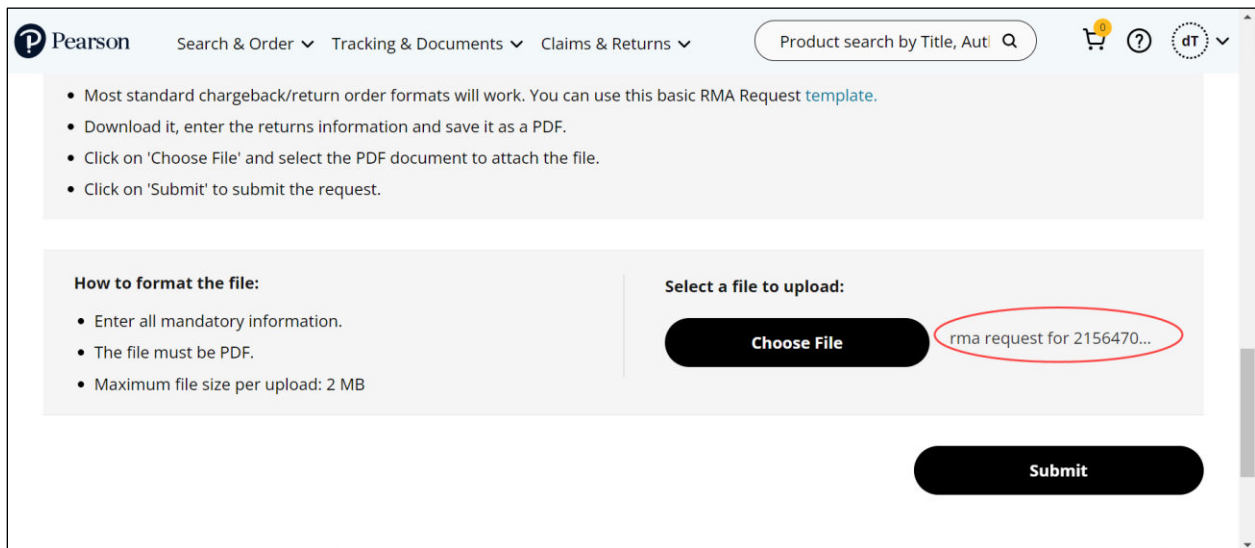
| Return Details (required *) |             |            |
|-----------------------------|-------------|------------|
| ISBN *                      | Invoice # * | Quantity * |
| 21564701                    | 21564701    | 1          |
|                             |             |            |
|    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

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

## Submitting a Return

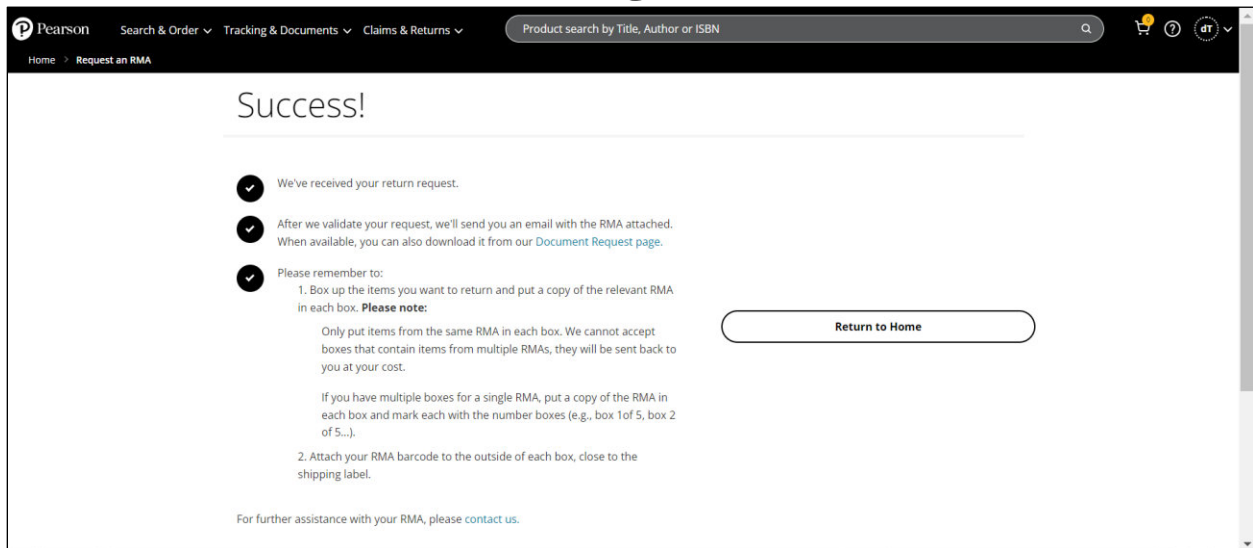


7. Click **Open**.

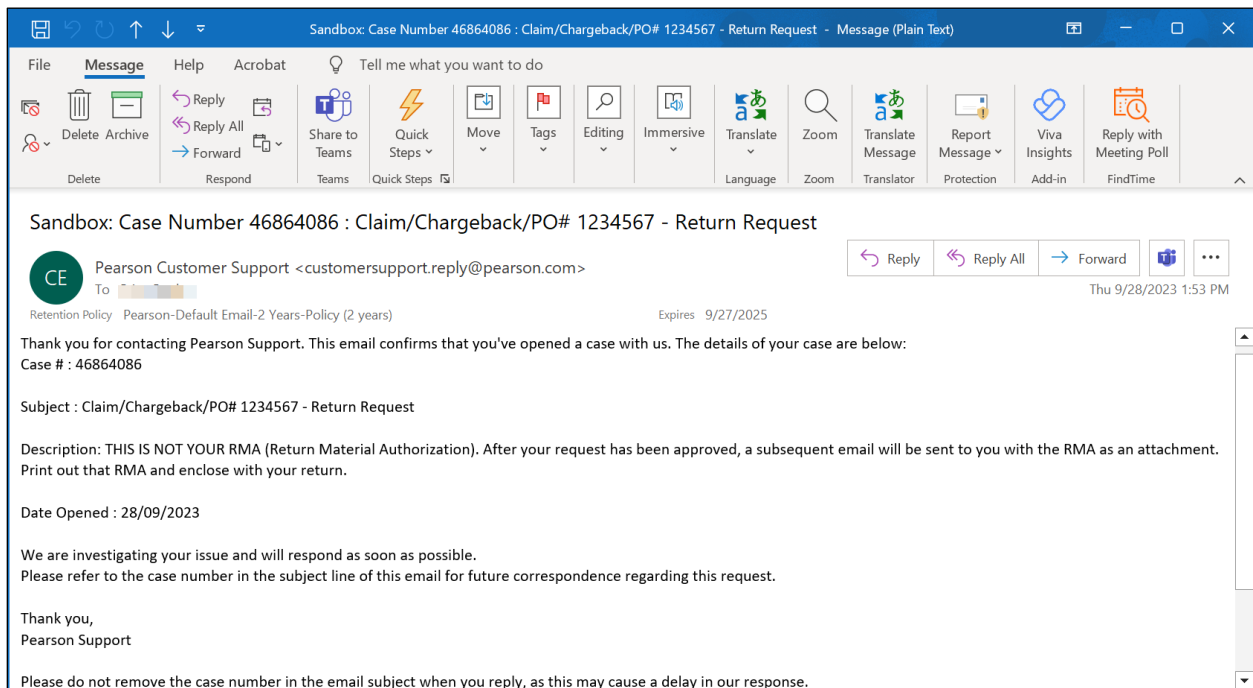


8. Click **Submit**.

# Submitting a Return



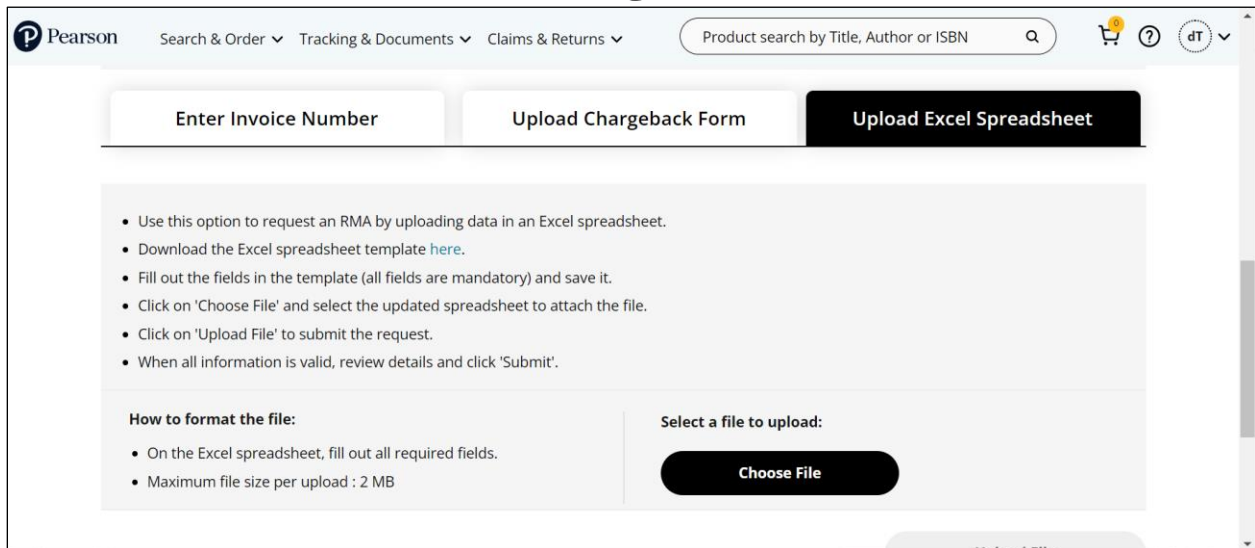
You will receive an email with additional details about your RMA.



## Upload Excel spreadsheet

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

## Submitting a Return

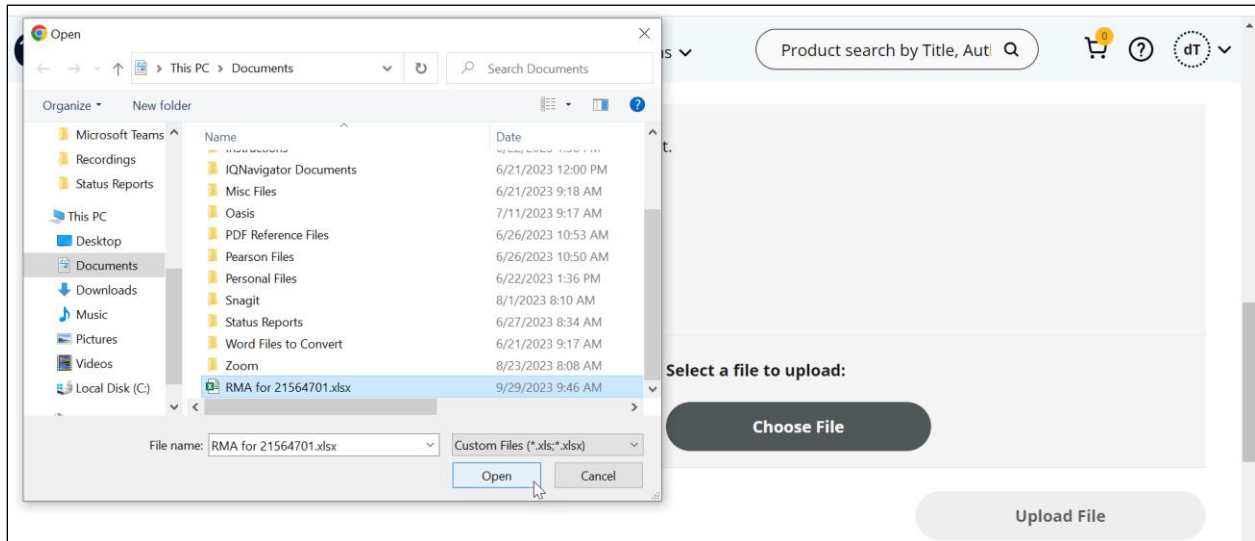


2. Click [here](#) to download our Excel spreadsheet template.
3. Create an RMA request spreadsheet with the template and complete the following fields:
  - Enter the reference number, which can be a claim number, chargeback number, PO (purchase order) number, or any relevant reference number up to 50 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.

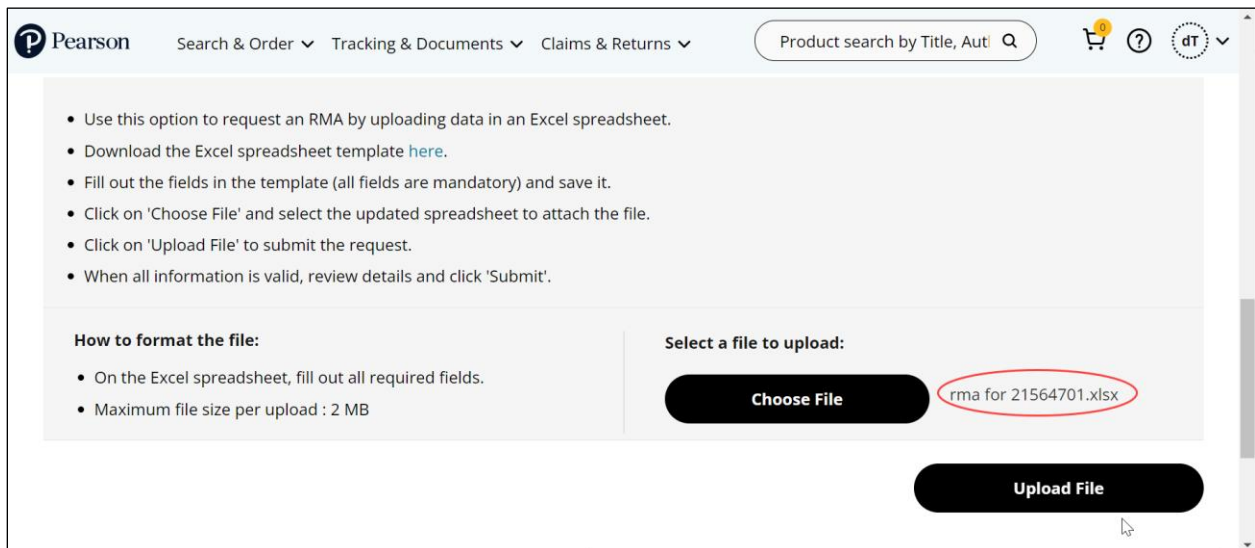
| A | B   | C  | D  | E   | F | G | H | I | J |
|---|---|--|--|---|---|---|---|---|---|
| 1 | Reference # (Claim/Chargeback/PO):<br><small>*(Max 50 characters)</small> |  | 7891234512   |   |   |   |   |   |   |
| 2 | (Use a Claim/Chargeback/PO # or any number as reference.)                 |  |  | 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

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

## Submitting a Return

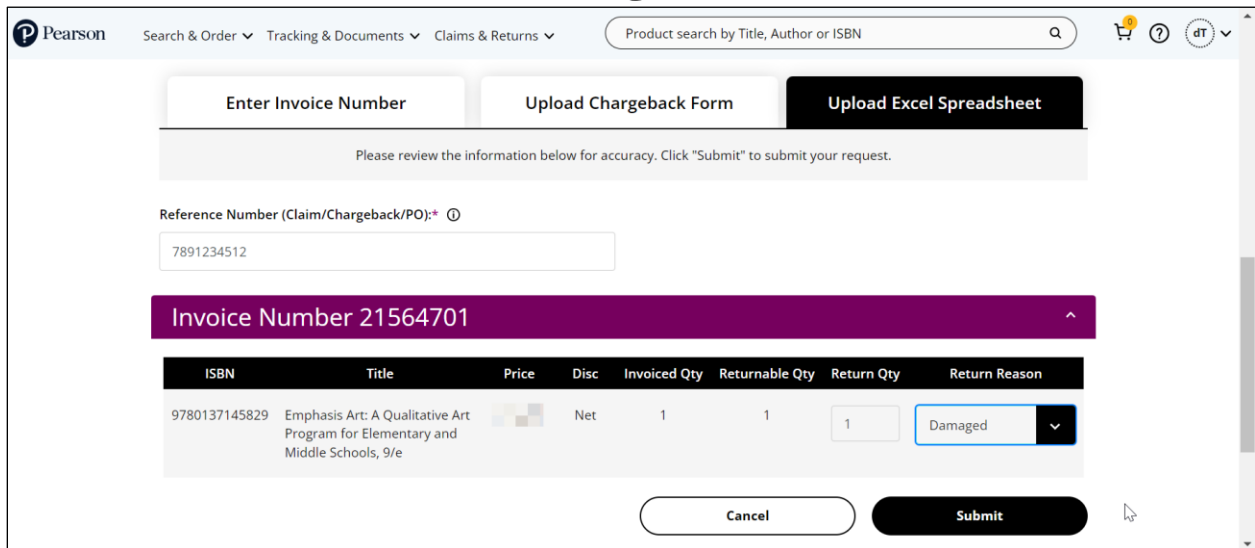


5. Click **Open**.



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.

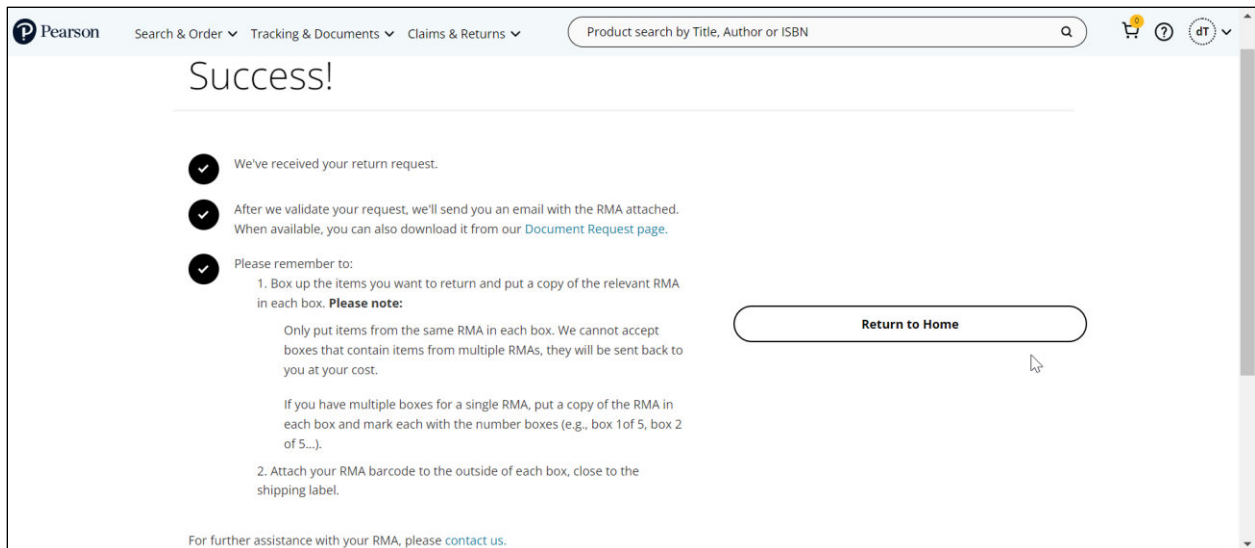
Reference Number (Claim/Chargeback/PO):\*

**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       |

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:**

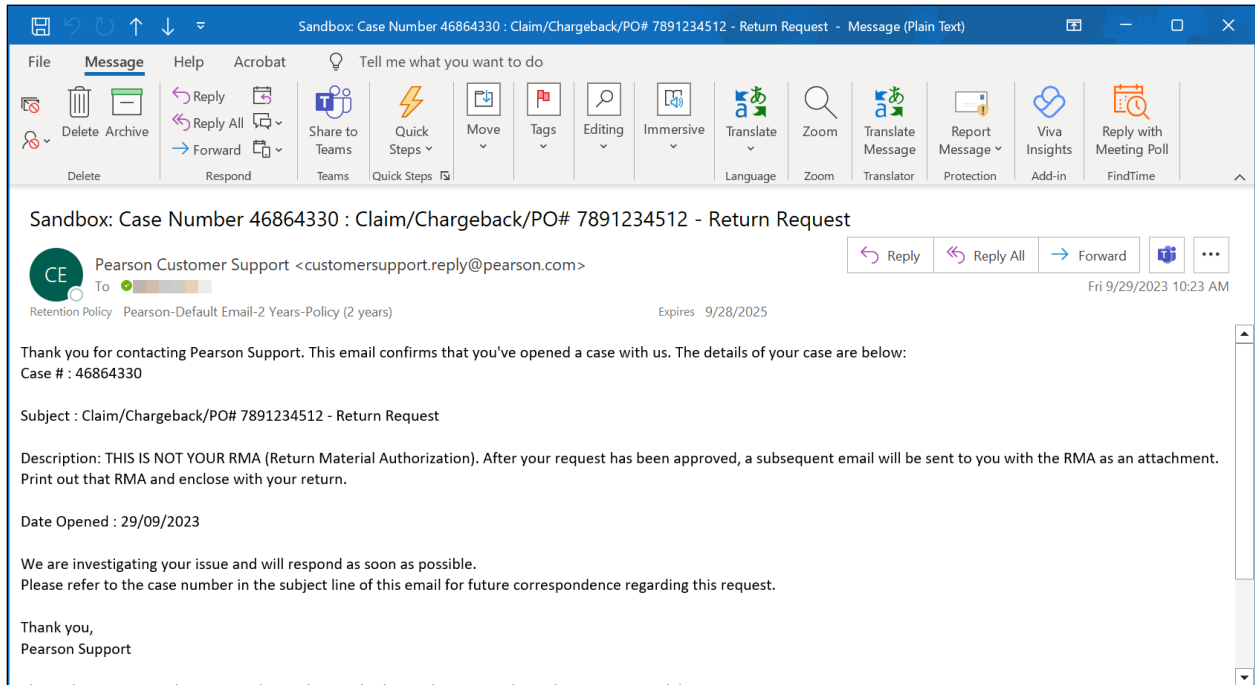
Only put items from the same RMA in each box. We cannot accept boxes that contain items from multiple RMAs, they will be sent back to you at your cost.

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.

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> Fri 9/29/2023 10:23 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 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