Submitting a Digital Return

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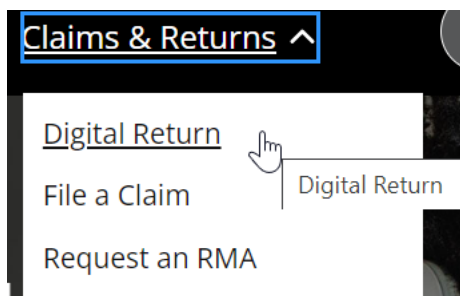
Overview

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.
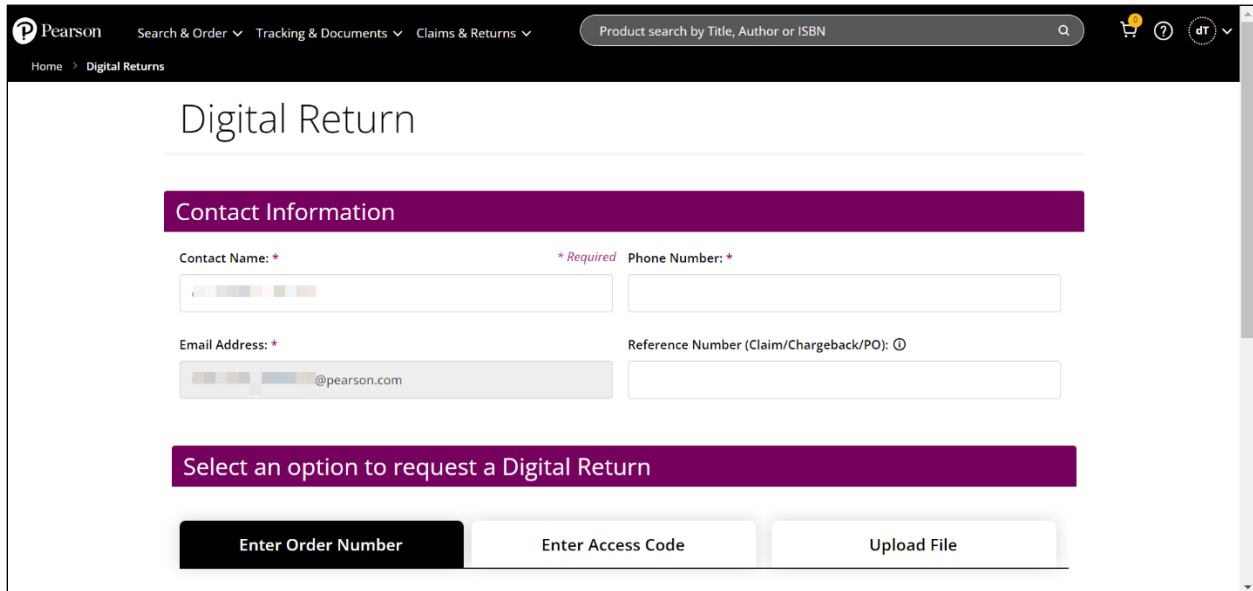
Submit your return

1. Click **Claims & Returns**.

2. Select **Digital Return**.
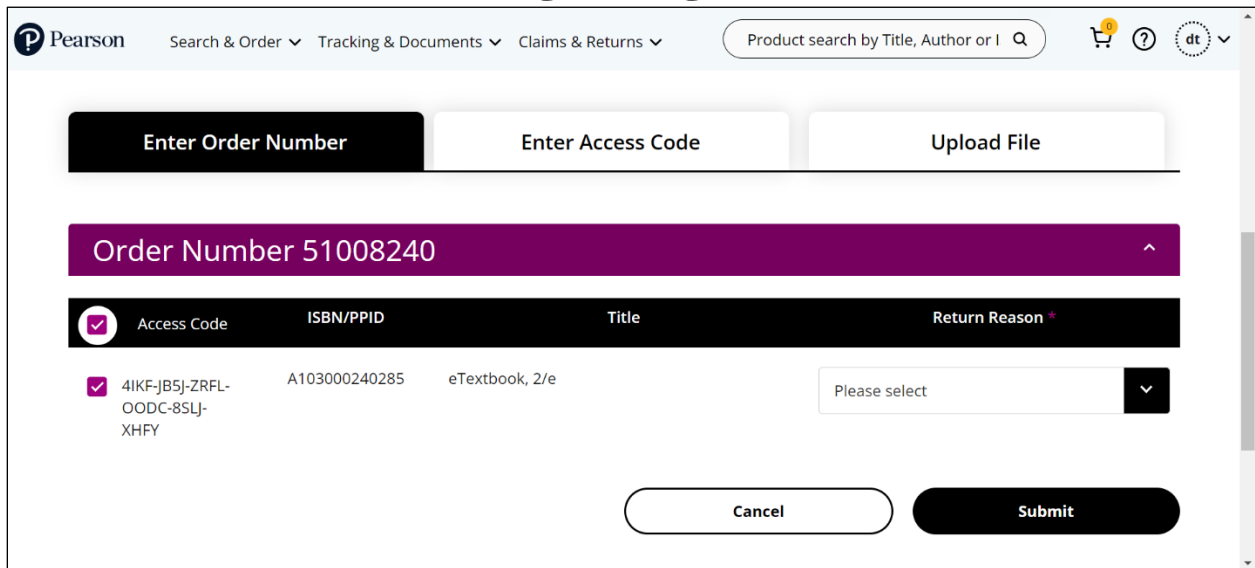
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3. Enter your contact name, phone number, and email address.
4. As an option, enter Reference Number, which can be a claim, chargeback, or PO number or any other valid reference number up to 50 characters long.
5. Select one of the following options 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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2. Enter the order number.
3. Click **Display Details**.

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
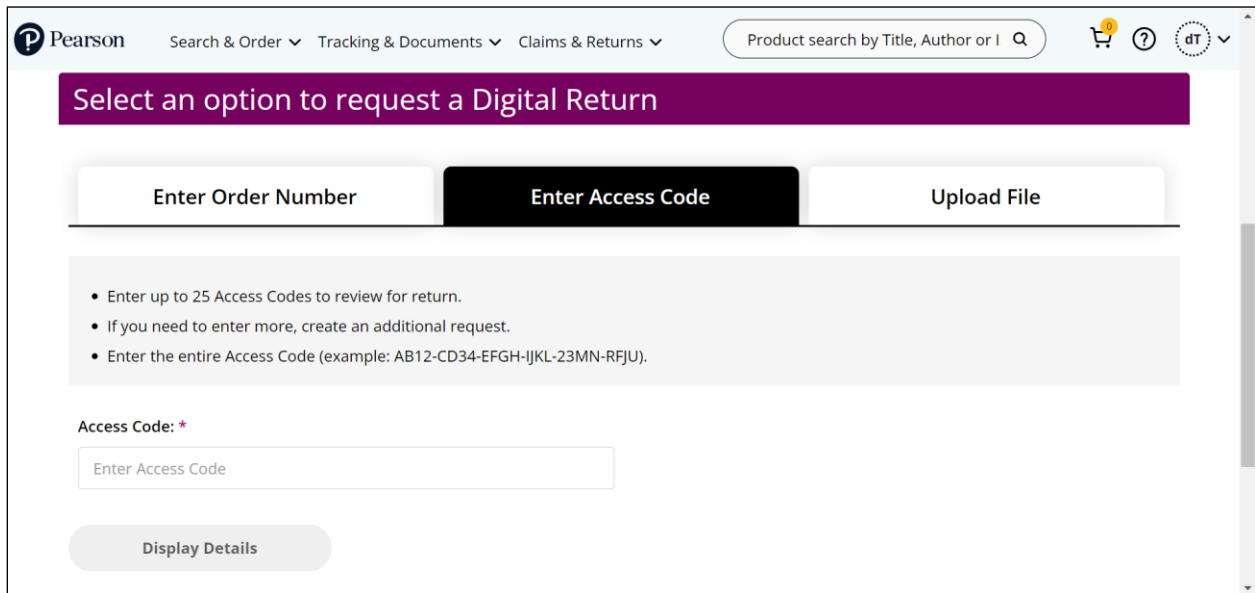   - Professor changed the required code

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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.

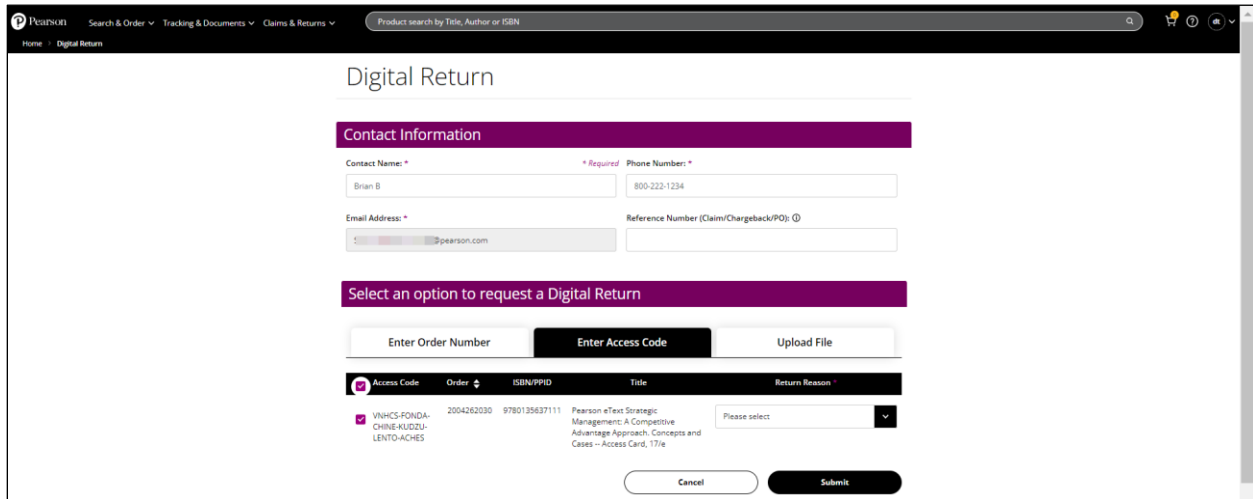1. If you selected **Enter Access Code** above the following will be displayed.

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**.
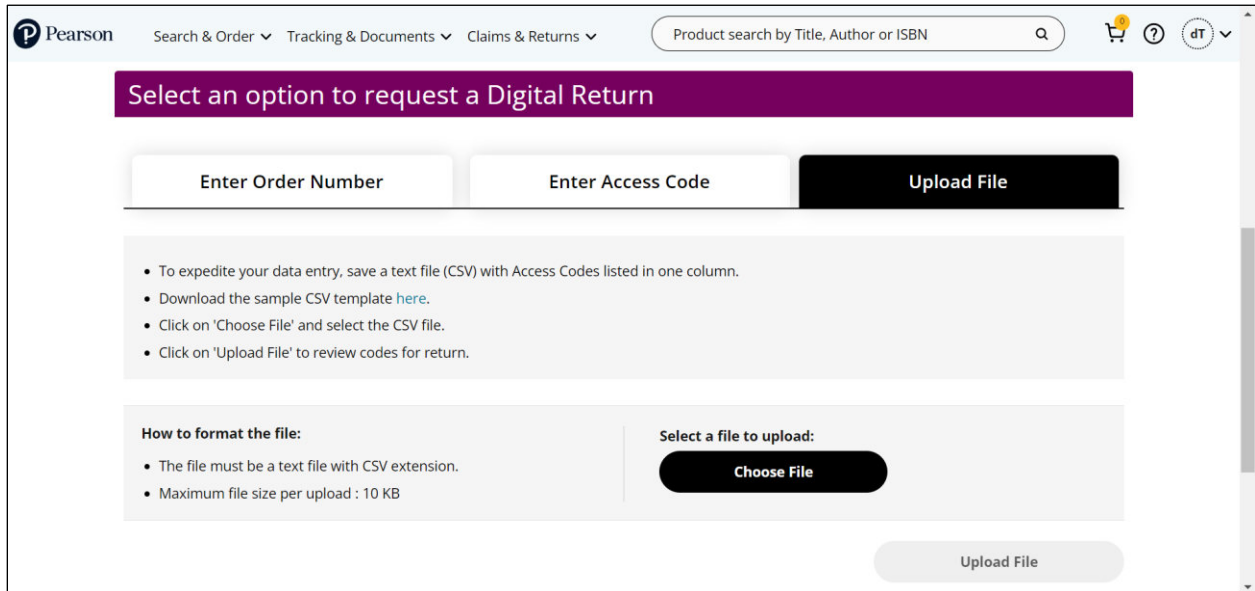
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4. If needed, deselect access codes.
5. From the **Return Reason** dropdown select one of the following for each access code. If you have more than one access code, you can select one of the following for the first access code and then click **Use 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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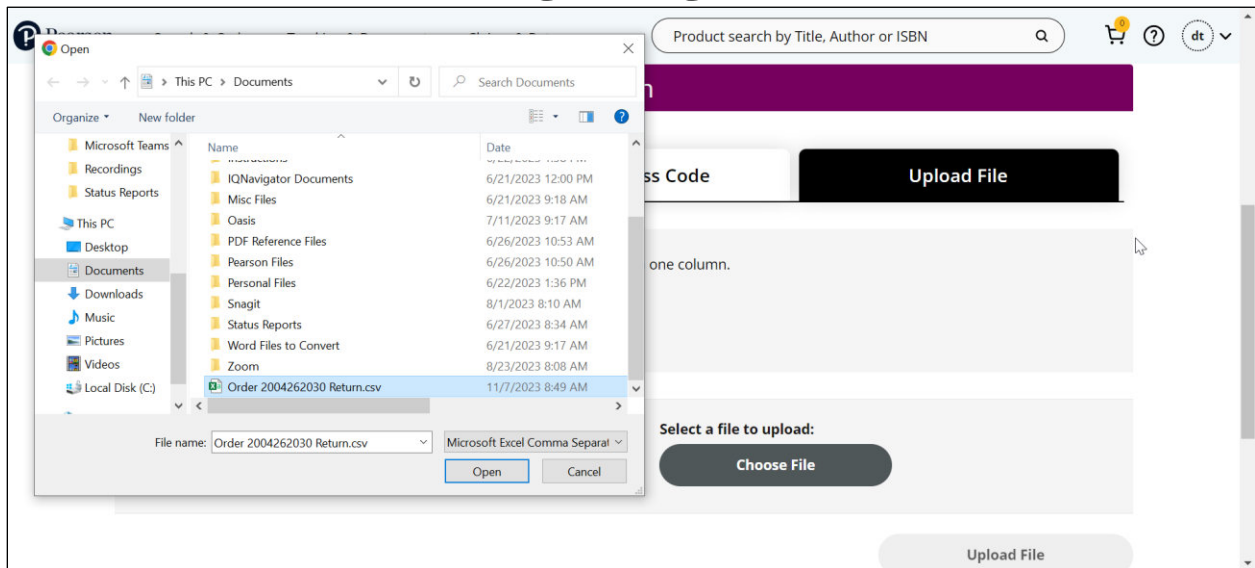2. Click here to download our CSV file template.
3. Enter one access code per line and save the CSV file. Do not enter an access code that has already been returned.

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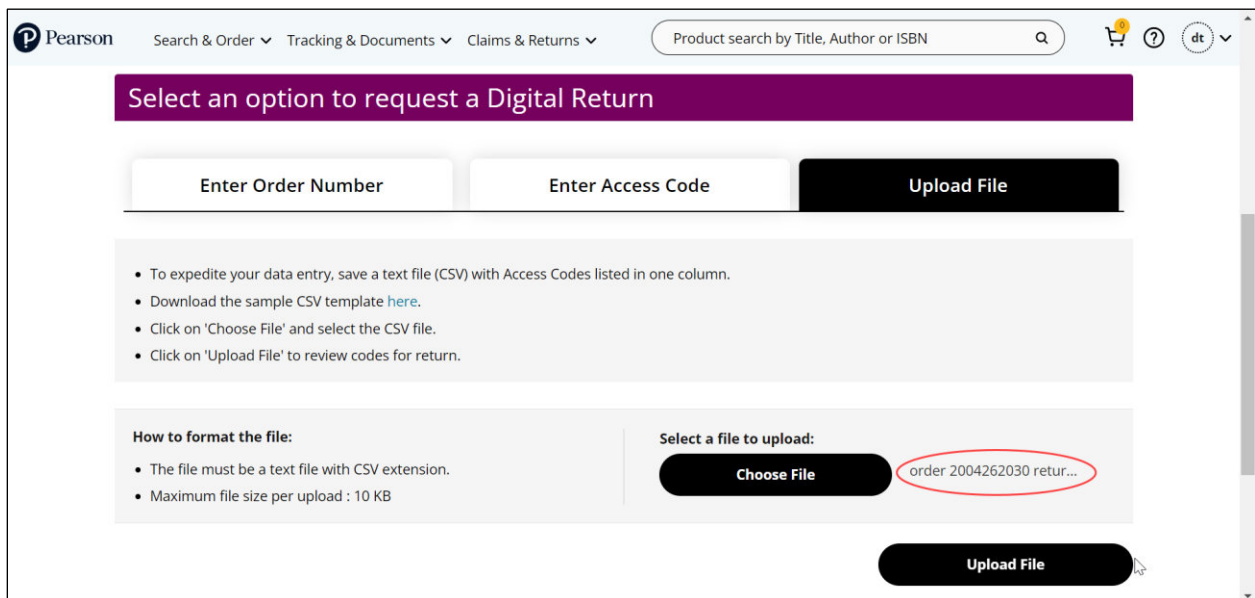

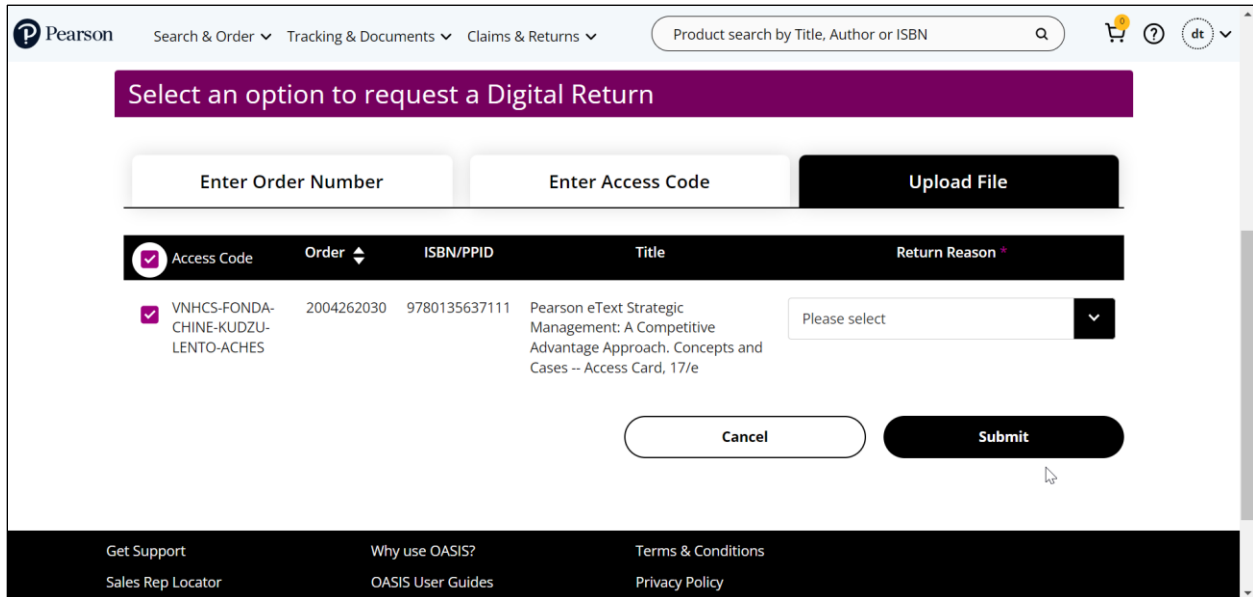4. Click **Choose File**.

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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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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
   - 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
9. Click **Submit**. You will receive an email with additional information.