

Submitting a Digital Return

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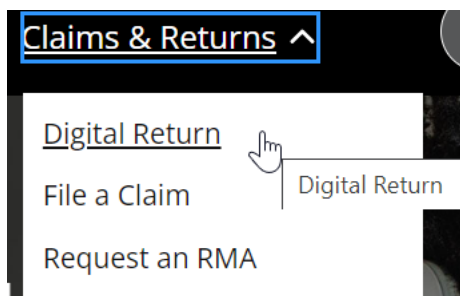
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Overview

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.

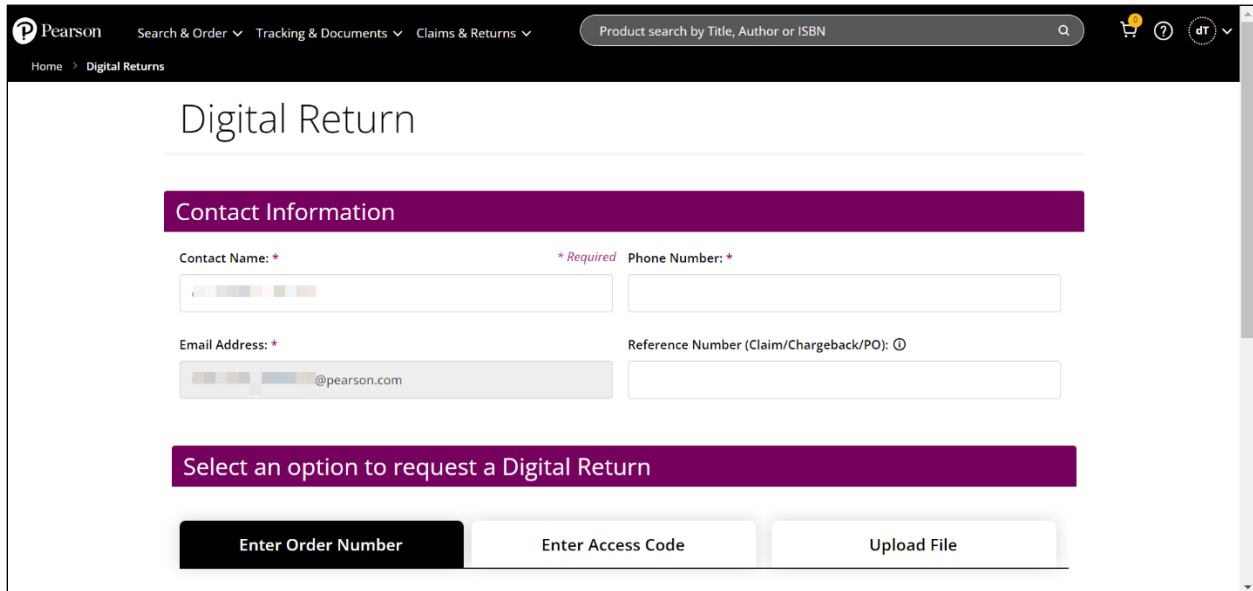
Submit your return

1. Click **Claims & Returns**.



2. Select **Digital Return**.

Submitting a Digital Return



The screenshot shows the 'Digital Return' page in the Pearson OASIS system. The page has a dark header with the Pearson logo, navigation links (Search & Order, Tracking & Documents, Claims & Returns), a search bar, and icons for shopping cart, help, and user profile. Below the header, the page title 'Digital Return' is displayed. A purple bar labeled 'Contact Information' contains four input fields: 'Contact Name: *' (marked as required), 'Phone Number: *' (marked as required), 'Email Address: *' (with a placeholder '@pearson.com'), and 'Reference Number (Claim/Chargeback/PO):'. Below this, another purple bar says 'Select an option to request a Digital Return'. At the bottom, there are three buttons: 'Enter Order Number' (highlighted in black), 'Enter Access Code', and 'Upload File'.

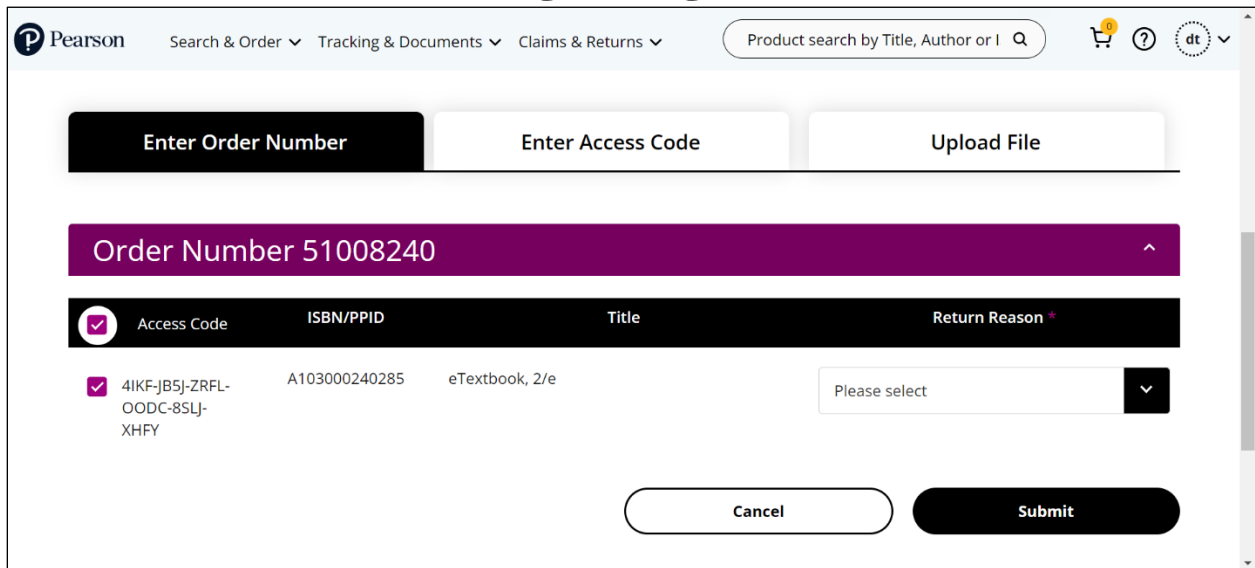
3. Enter your contact name, phone number, and email address.
4. As an option, enter Reference Number, which can be a claim, chargeback, or PO number or any other valid reference number up to 50 characters long.
5. Select one of the following options to request your RMA by clicking the corresponding tab. 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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Pearson Search & Order Tracking & Documents Claims & Returns Product search by Title, Author or I

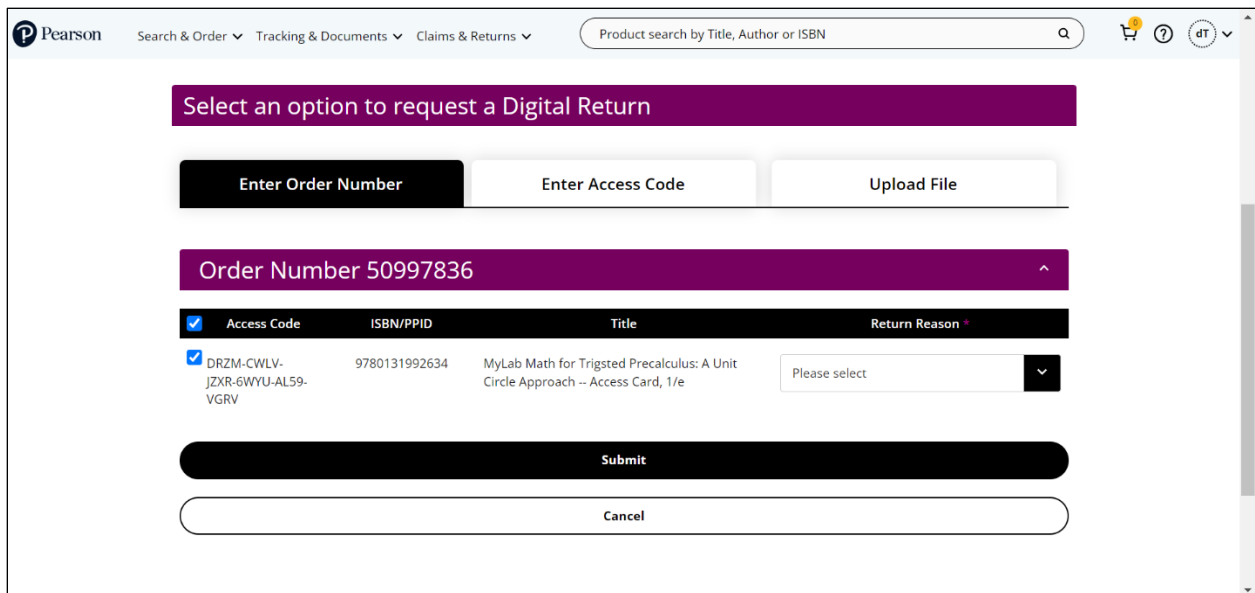
Enter Order Number Enter Access Code Upload File

Order Number 51008240

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

Cancel Submit

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



Pearson Search & Order Tracking & Documents Claims & Returns Product search by Title, Author or ISBN

Select an option to request a Digital Return

Enter Order Number Enter Access Code Upload File

Order Number 50997836

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

Submit Cancel

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

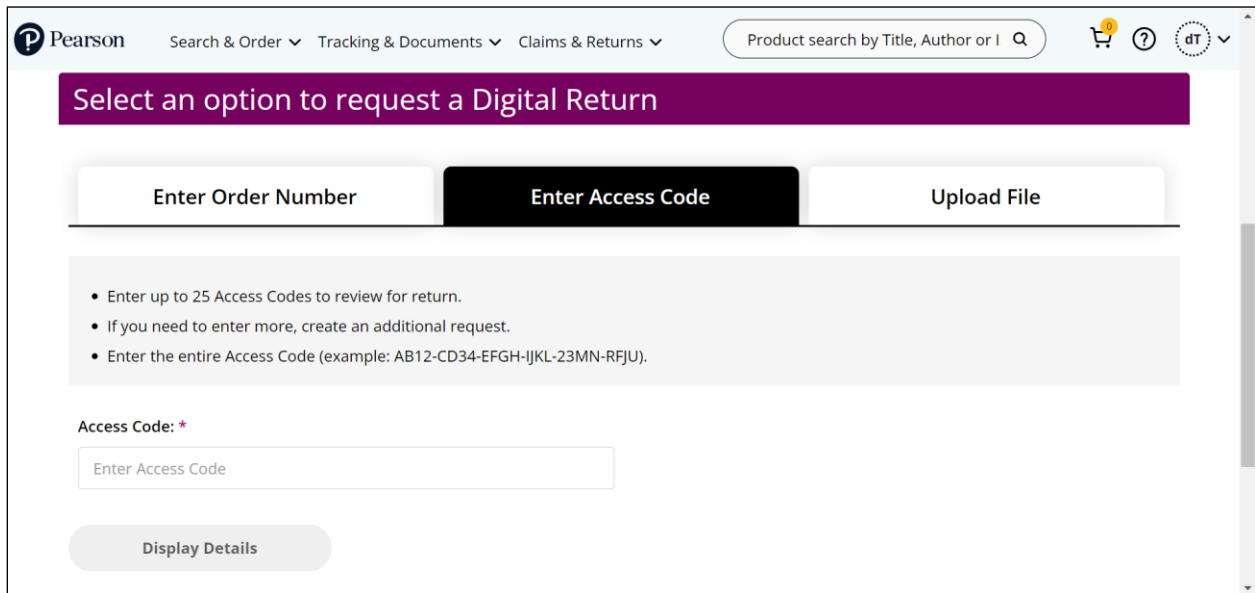
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- Purchased with a fraudulent card
 - Received code with the course/IA
 - Student already had the code
 - Student dropped the course
 - Student purchased the course twice
 - Student switched course
 - Student wants the physical book
 - Wrong code for 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.



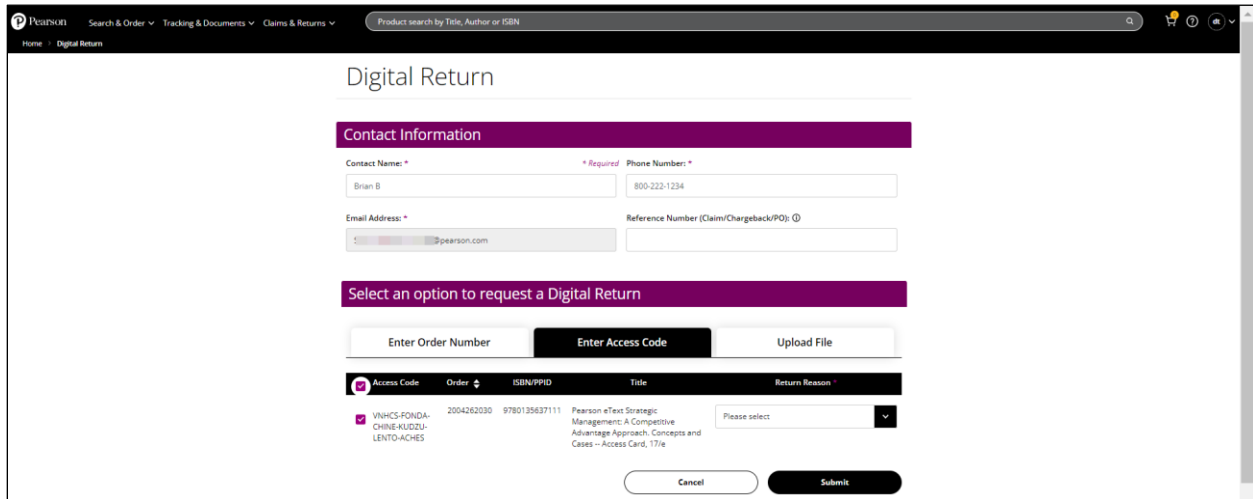
The screenshot shows the Pearson OASIS interface for requesting a digital return. At the top, there is a navigation bar with the Pearson logo, links for 'Search & Order', 'Tracking & Documents', and 'Claims & Returns', and a search bar. Below the navigation bar is a purple header with the text 'Select 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 light gray box containing three bullet points: '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 this box is a label 'Access Code: *' followed by a text input field 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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The screenshot shows the 'Digital Return' form in the OASIS system. The form is titled 'Digital Return' and has a navigation bar at the top with links for 'Home', 'Digital Return', 'Search & Order', 'Tracking & Documents', 'Claims & Returns', and 'Product search by Title, Author or ISBN'. The form is divided into several sections:

- Contact Information:** This section contains fields for 'Contact Name' (with a required asterisk), 'Phone Number' (with a required asterisk), 'Email Address' (with a required asterisk), and 'Reference Number (Claim/Chargeback/PO):'. The 'Contact Name' field is filled with 'Brian B', 'Phone Number' with '800-222-1234', and 'Email Address' with 'brian.b@pearson.com'.
- Select an option to request a Digital Return:** This section has three buttons: 'Enter Order Number', 'Enter Access Code' (which is highlighted), and 'Upload File'.
- Table:** Below the buttons is a table with columns: 'Access Code', 'Order', 'ISBN/PPID', 'Title', and 'Return Reason'. The table contains one row with the following data:

Access Code	Order	ISBN/PPID	Title	Return Reason
VNVC5-FONDA-CHINE-KUZZU-LENTO-ACHES	2004262030	9780135637111	Pearson eText Strategic Management: A Competitive Advantage Approach, Concepts and Cases -- Access Card, 17th	Please select
- Buttons:** At the bottom of the form are two buttons: 'Cancel' and 'Submit'.

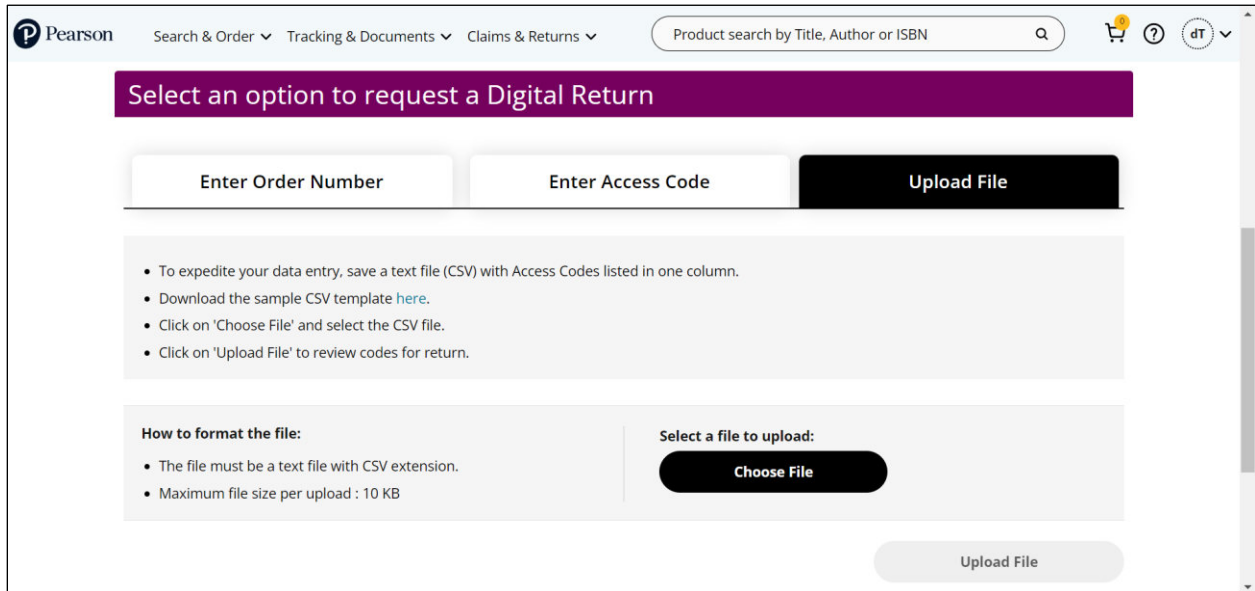
4. If needed, deselect access codes.
5. From the **Return Reason** dropdown select one of the following for each access code. If you have more than one access code, you can select one of the following for the first access code and then click **Use this Return Reason for all codes**.
 - Course Cancelled
 - 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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Select an option to request a Digital Return

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

- To expedite your data entry, save a text file (CSV) with Access Codes listed in one column.
- Download the sample CSV template [here](#).
- Click on 'Choose File' and select the CSV file.
- Click on 'Upload File' to review codes for return.

How to format the file:

- The file must be a text file with CSV extension.
- Maximum file size per upload : 10 KB

Select a file to upload:

Choose File

Upload File

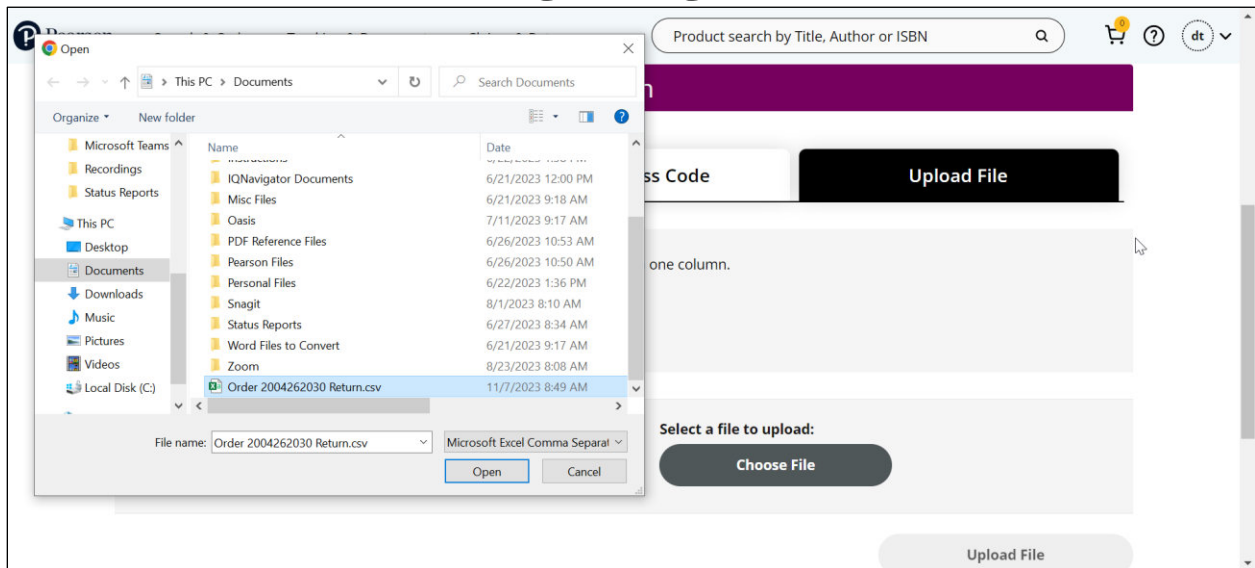
- Click [here](#) to download our CSV file template.
- Enter one access code per line and save the CSV file. Do not enter an access code that has already been returned.

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

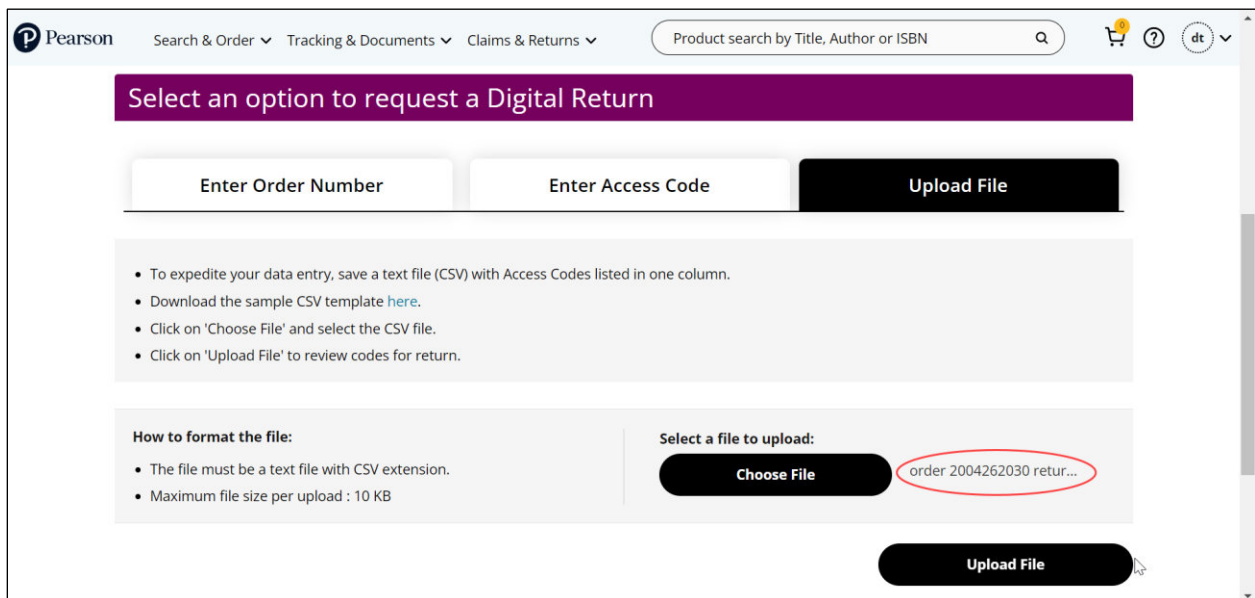


- Click **Choose File**.

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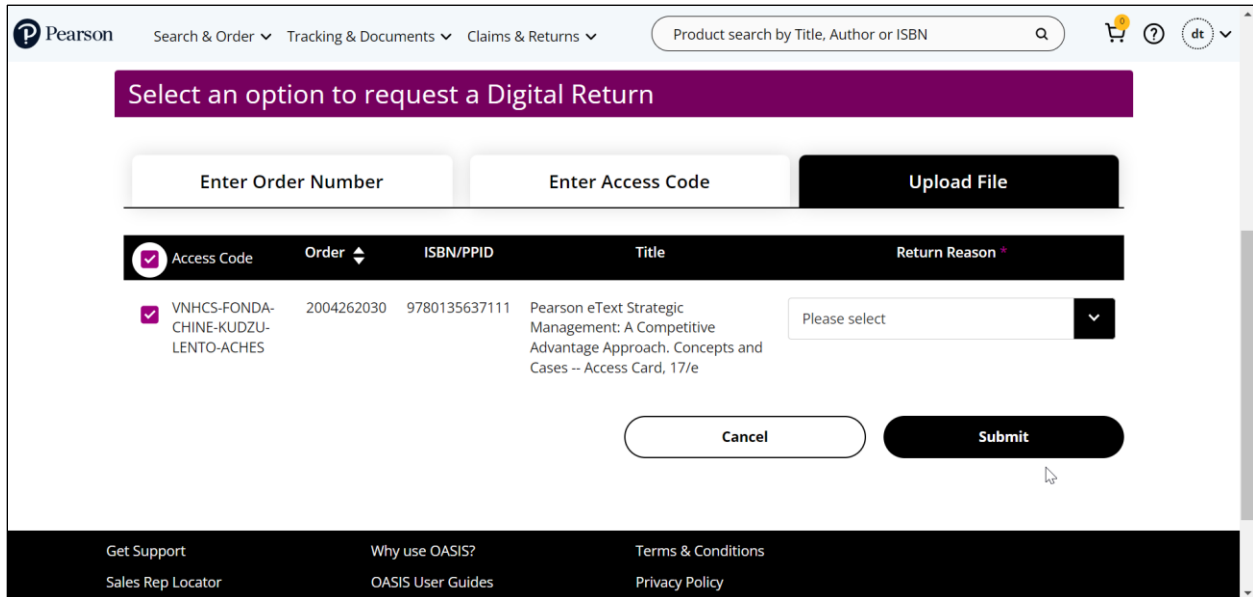


5. Click **Open**. It may take OASIS a few minutes to process your CSV file.



6. Click **Upload File**.

Submitting a Digital Return



Select an option to request a Digital Return

Enter Order Number Enter Access Code Upload File

Access Code	Order	ISBN/PPID	Title	Return Reason *
<input checked="" type="checkbox"/> VNHC5-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
 - 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.