



OASIS

Submit a Return

Table of Contents

Overview	2
Before you submit your return	2
Submit your return	2
Enter Invoice number	3
Upload PDF File	6
Upload Excel spreadsheet	8

Overview

This OASIS (Order and Shipment Information System) Submitting a Return User Guide details how you can easily request an RMA (Return Material Authorisation) by submitting invoice numbers, a PDF file, or an Excel spreadsheet.

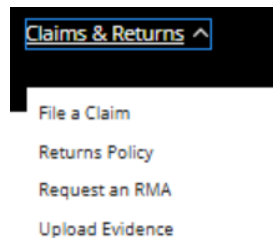
Before you submit your return

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

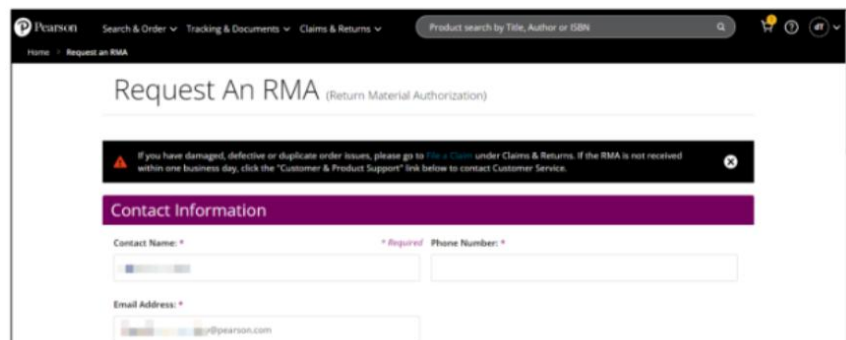
- The invoice is more than 12 months old
- The invoice is not associated with the account number on the OASIS registration (reach out to [OASIS Technical Support](#) for assistance)
- The return quantity entered is more than the returnable quantity
- The entire quantity for the ISBN has already been returned against the invoice number you are using (the 'returnable quantity' = 0)

Submit your return

1. Click **Claims & Returns**



2. Click **Request RMA**

A screenshot of a web browser displaying the 'Request An RMA' (Return Material Authorization) form. The page title is 'Request An RMA (Return Material Authorization)'. A warning message at the top states: '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.' The form has a purple header section labeled 'Contact Information'. Below this, there are 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 contains the text 'example@pearson.com'.

3. Check or enter your contact name

4. Check or enter your phone number

5. Check or enter your email address
6. Scroll down and click **Enter Invoice Number**, **Upload PDF File** or **Upload Excel Spreadsheet**

Select an option to request an RMA

Enter Invoice Number Upload PDF File Upload Excel Spreadsheet

- Enter your Reference Number (i.e Claim / PO number).
- Enter up to 25 invoice numbers on this request.
- If you need to enter more, please create a new request.

Reference Number: * ⓘ

Invoice Number: *

 ×

Display Details

7. The remaining steps vary depending on the option you selected to request an RMA.
 - a. Click the appropriate link below for the remaining steps:
 - b. [Enter Invoice Number](#)
 - c. [Upload PDF File](#)
 - d. [Upload Excel Spreadsheet](#)

Invoice Number

1. 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.
2. Enter the Invoice number (you can enter up to 25 invoice numbers)

Reference Number: * ⓘ

Invoice Number: *

 ×

Display Details

3. Click **Display Details**
4. For each ISBN enter the return quantity

Enter Invoice Number Upload PDF File Upload Excel Spreadsheet

Reference Number (Claim/PO): * ⓘ

Invoice Number 3842590

ISBN	Title	Price	Disc	Invoiced Qty	Returnable Qty	Return Qty	Return Reason
9780435912376	Rapid Maths: Stage 3 Home Maths	£4.19	List	1	1	<input type="text"/>	Select one

Cancel Submit

Note: Pearson may not need all items to be physically returned so to save you on the cost of postage and shipping we will advise if the item(s) can be destroyed by you.

For items to be destroyed you will need to upload evidence of destruction this could be a certificate of destruction from a licensed document destruction company or book recycling entity or photographic evidence showing the front cover of the book removed. Once this evidence is provided, we will process your credit.

Reference Number (Claim/PO): * ⓘ
UKRMA

Invoice Number [redacted]

ISBN	Title	Price	Disc	Invoiced Qty	Returnable Qty	Return Qty	Return Reason
9780435966867	Heinemann IGCSE Extended Mathematics Student Book with Exam Café CD <small>This product requires a certificate of destruction for processing returns.</small>	£30.19	30.00%	10	10		Select one

- For each ISBN, please select **Damage, Defective, Duplicate, Overstock** or **Wrong Product** from the Return reason dropdown

Select an option to request an RMA

- Enter invoice Number
- Upload PDF file
- Upload Excel Spreadsheet

Reference Number (Claim/PO): * ⓘ
12540548

Invoice Number 3

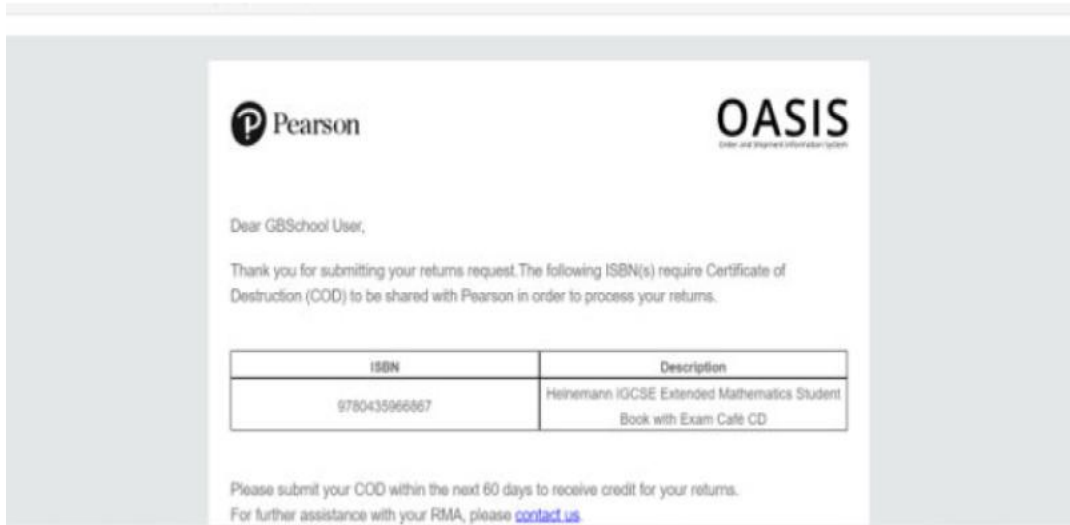
ISBN	Title	Price	Disc	Invoiced Qty	Returnable Qty	Return Qty	Return Reason
9780435912376	Rapid Maths: Stage 3 Home Maths	£4.19	List	1	1		Select one

Cancel

- Click **Submit**

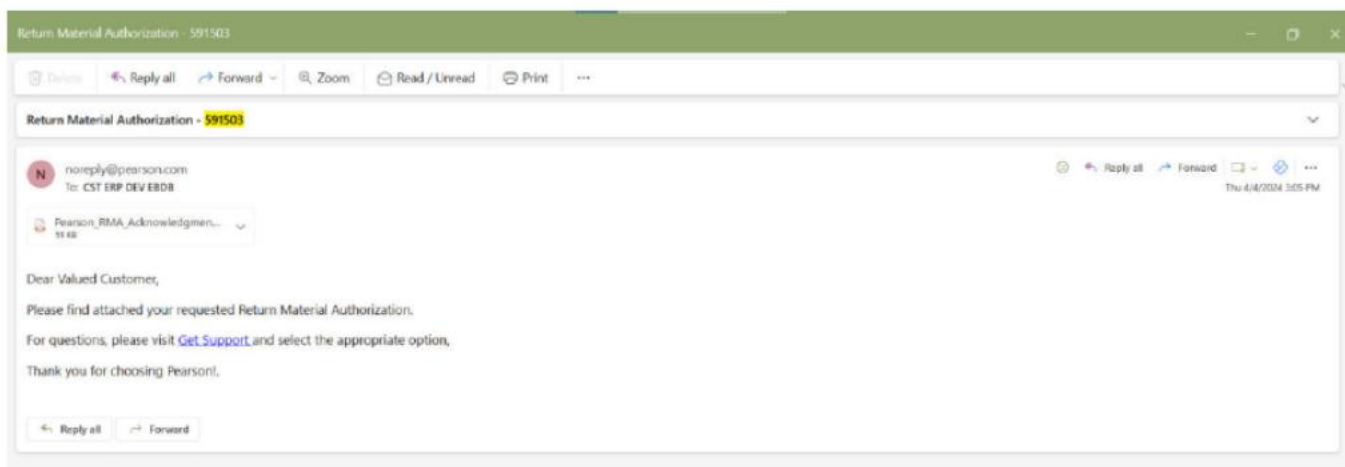
For those items that are returnable you will receive an email with a 'Return Material Authorisation' document attached, you must include a copy of this document in **all** boxes/packages that you are shipping back to us.

A separate email will be sent with the titles to be destroyed.



Information on how to provide the evidence of destruction can be found [here](#).

Here is an example of the email and document you will receive from us for the return.



RETURN MATERIAL AUTHORIZATION

Your return details are shown below for your reference

Bill To Customer:

Originally Shipped To:

Document Date: 04-APR-2024
 Customer Account#:
 RMA#: 591503
 Authorization Expiration Date: 02-APR-2024
 Currency: GBP
 Customer Ref: 123

Original Invoice/ Sales Order	Item Number	Item Description	Return Reason	Quantity	Unit Price	Line Total
12548898	9781420649425	LAW Sunilata	Overstock Return	1	9.07	€9.07

Terms And Conditions

<https://www.pearsonassessments.com/tools/terms-of-sale--use.html>

Please include this RMA document when returning these goods. Goods must be received into warehouse prior to noted authorization expiration date. All items received, but not in saleable condition are immediately destroyed by the warehouse and cannot be returned to you. This return should be sent to the following address Pearson Ed. Returns at GB Pearson Main Stores, Rugby, CV23 0WB if you have any questions about this return, please contact

Thank You for Being a Valued Customer!

Upload PDF File

1. If you selected **Upload PDF File**, the following will be displayed

Select an option to request an RMA

Enter Invoice Number

Upload PDF File

Upload Excel Spreadsheet

Bill To: *

Ship To: *

Reference Number: *

- Upload a PDF file to expedite your return request.
- You can also use this basic RMA Request [template](#). Download it, enter the returns information and save it as a PDF.

How to format the file:

- Enter all mandatory information
- The file must be PDF
- Maximum file size per upload: 2 MB

Select a file to upload:

Choose File

Submit

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 number, or any relevant reference number up to 50 characters long
5. Create a chargeback form in PDF format up to 2MB in size. Most standard chargeback/return order formats will work. You can [download our RMA request chargeback form template](#)

RMA Request

Vendor

Pearson Education
80 The Strand
London, WC2R 0RL

Details (all required)

Date: 28/03/2024
Return#: 1234567890
Name: Joe Blogs
Phone Number: 07123456789
Email Address: joe.blogs@sample.UK

Bill-To Name: [Redacted]

Address 1: [Redacted]

Address 2: [Redacted]

City/Town: ROTHERHAM

State/Province: [Redacted]

Zip/Postal Code: [Redacted]

Ship-To Name: [Redacted]

Address 1: [Redacted]

Address 2: [Redacted]

City/Town: [Redacted]

State/Province: [Redacted]

Zip/Postal Code: [Redacted]

Attention: [Redacted]

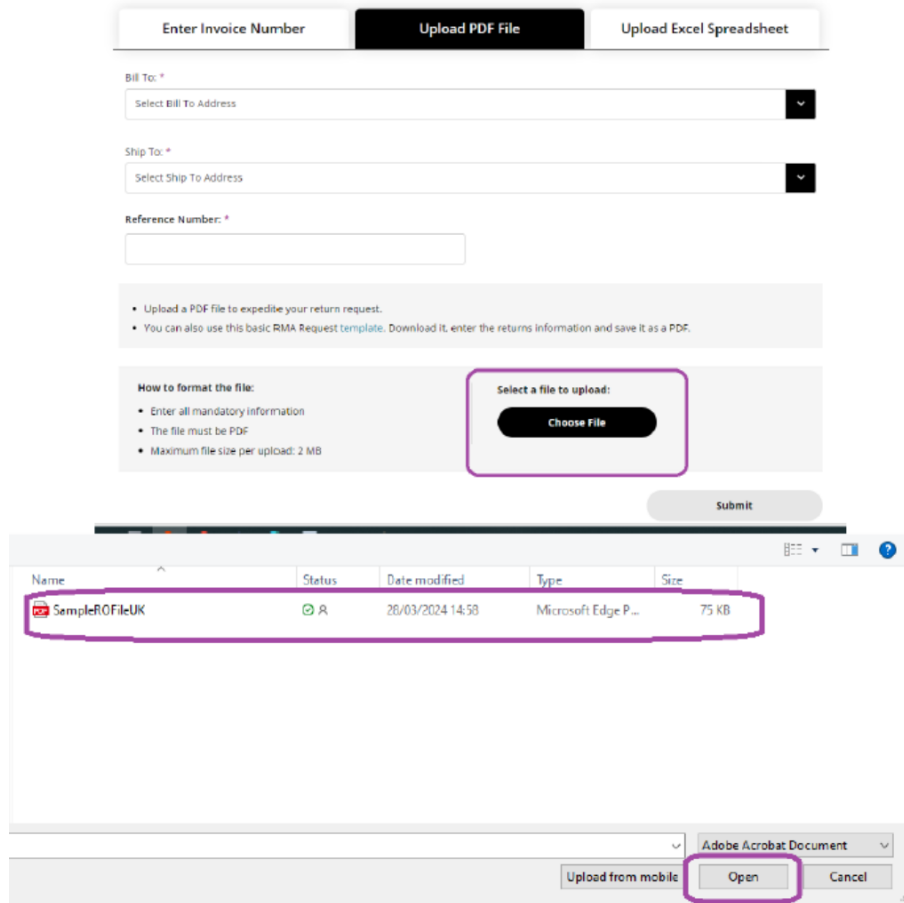
Instructions:

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 oasisuk.pearson.com, select "Request an RMA" under "Claims & Returns" and follow the instructions to submit.

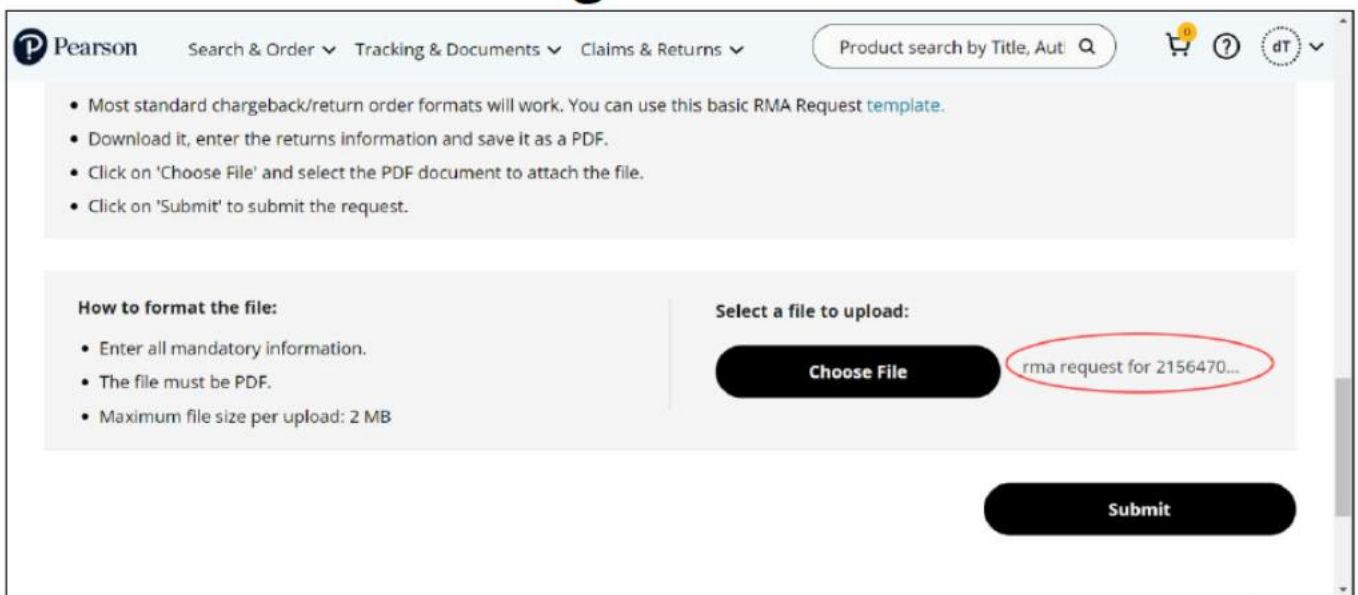
Return Details (required *)

ISBN *	Invoice# *	Quantity *
9781406615616	38485957	10
9781406615616	3845954	1

- Once completed save to your computer
- Scroll down and select **Choose File** navigate to the folder where you stored the file



- Select and click **Open**
- Click **Submit**



Note: Pearson may not need all items to be physically returned so to save you on the cost of postage and shipping we will advise if the item(s) can be destroyed by you.

Author:

Page 7 of 11

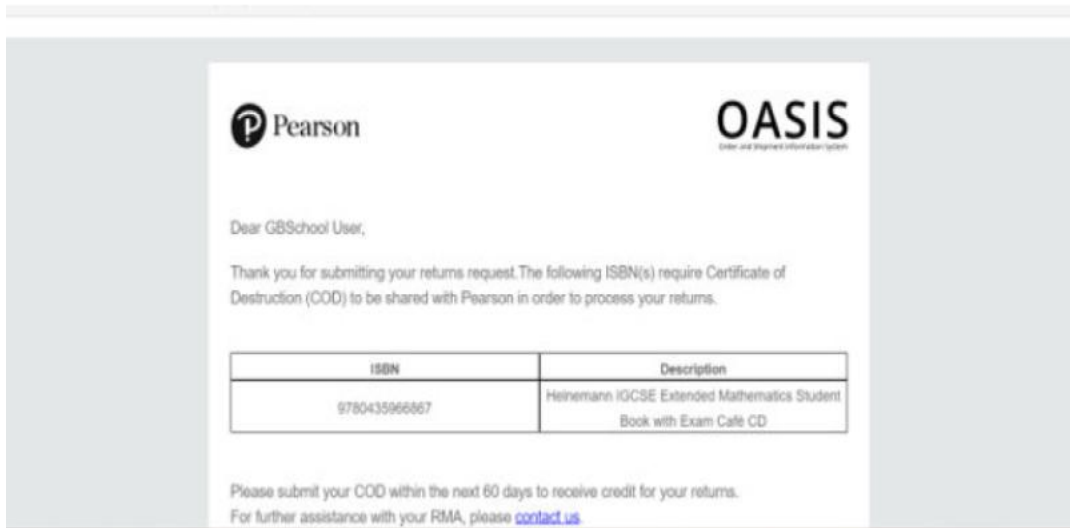
Version:

Approver:

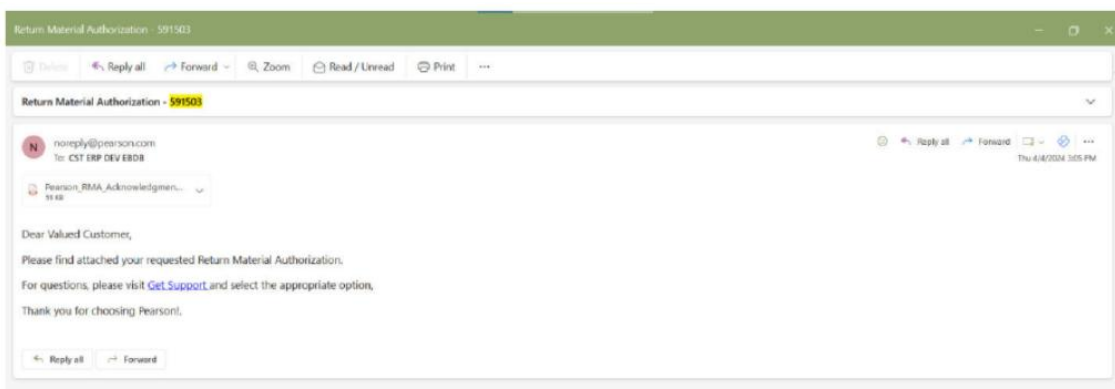
Classification: DCL 1/DCL 2/DCL 3/DCL 4

Date:

For items to be destroyed you will need to upload evidence of destruction this could be a certificate of destruction from a licensed document destruction company or book recycling entity or photographic evidence showing the front cover of the book removed. Once this evidence is provided, we will process your credit.



For those items that are returnable you will receive an email with a 'Return Materials Authorisation' document attached. You must include a copy of this document in **all** boxes/packages that you are shipping back to us.



Upload Excel Spreadsheet

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

Author:

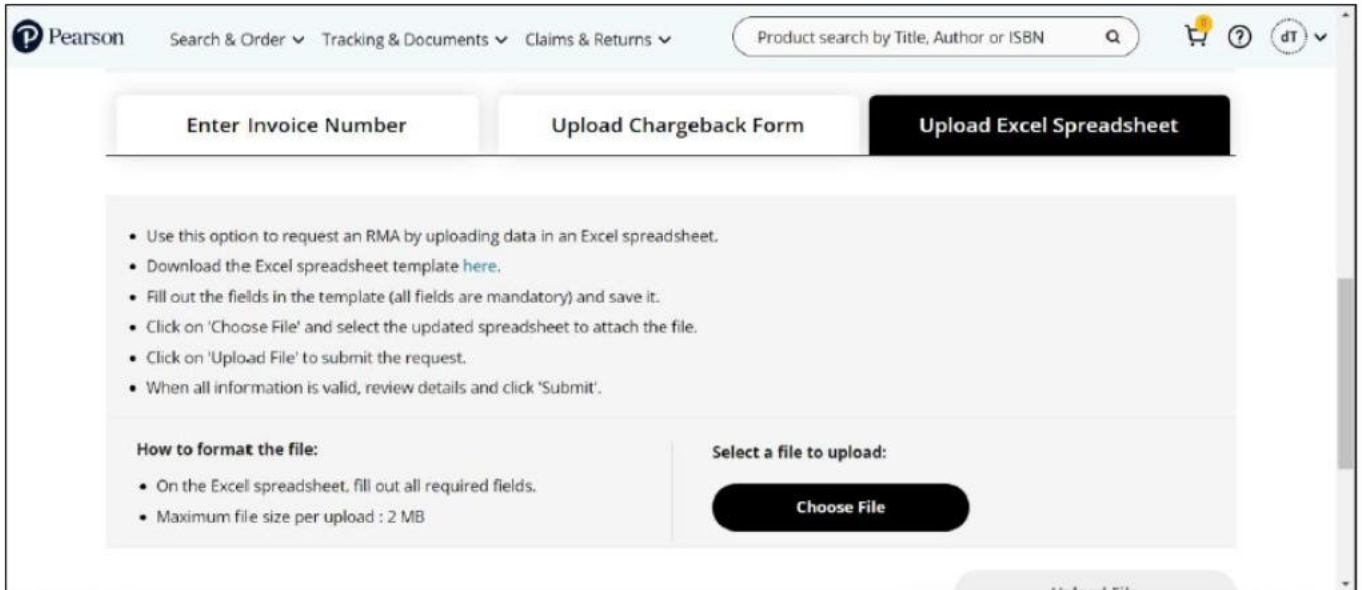
Page 8 of 11

Version:

Approver:

Classification: DCL 1/DCL 2/DCL 3/DCL 4

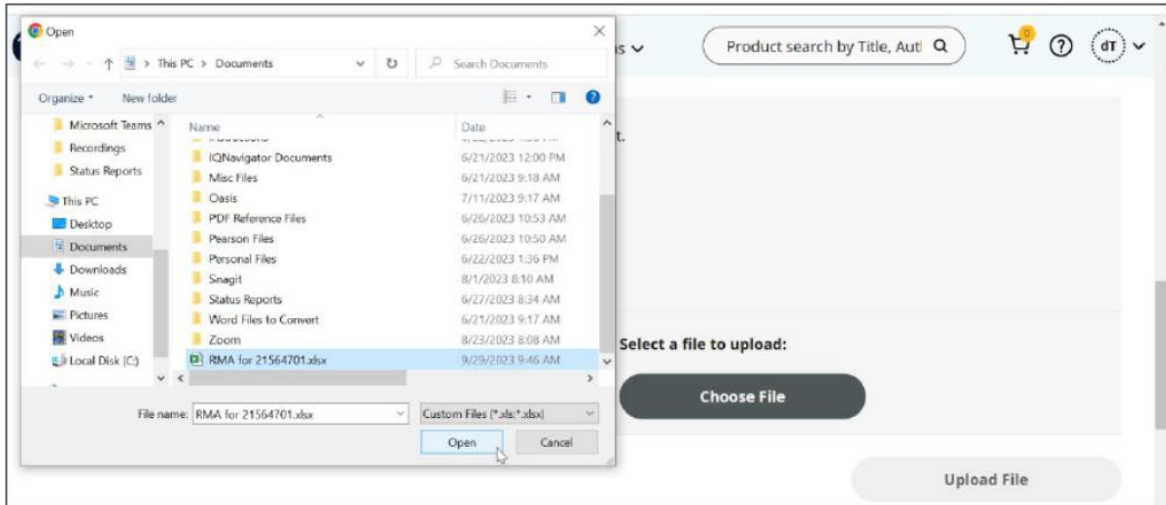
Date:



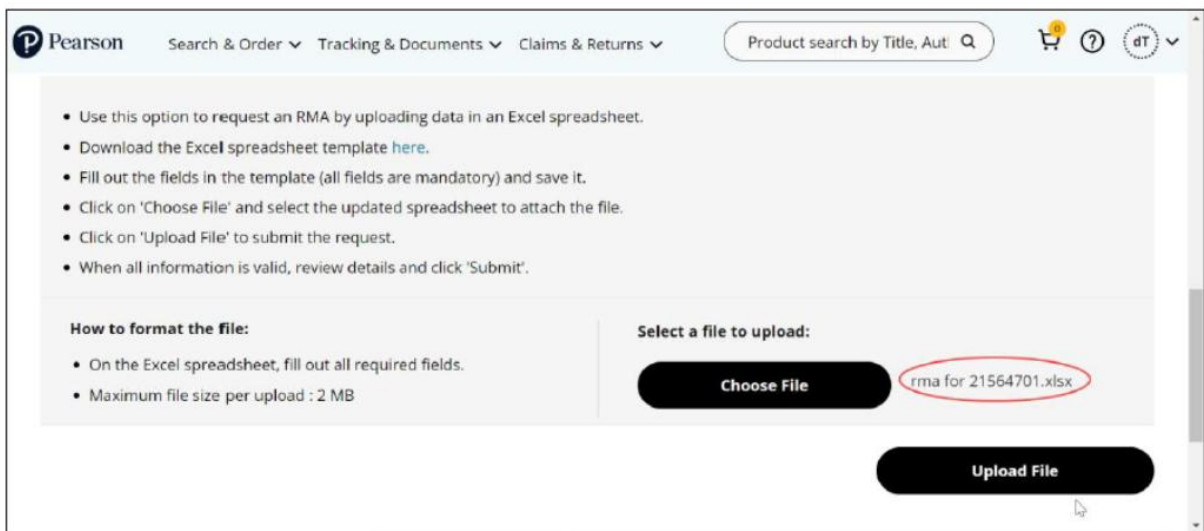
2. [Download our Excel Spreadsheet template](#)
3. Create an RMA request spreadsheet with the template above and complete the following fields:
 - a. Enter the invoice number
 - b. Enter all ISBNs associated with the Invoice Number
 - c. Enter the return quantity
 - d. Select **Damage, Defective, Duplicate, Overstock** or **Wrong Product** from the return reason dropdown

Reference # (Claim/PO): *(Max 50 characters)		1234567890	
(Use a Claim/PO # or any number as reference.)			
Invoice # *	ISBN # * (No dashes or spaces)	Return Quantity * (Whole numbers only)	Return Reason * (Damaged, Defective, Duplicate, Overstock, Wrong Product)
3846040	9781406615616	1	Damaged
3845979	9781406615616	2	Defective
3845980	9781406615616	1	Duplicate
3845960	9781406615616	1	Overstock
3845969	9781406615616	1	Wrong Product
			Select one
			Damaged
			Defective
			Duplicate
			Overstock
			Wrong Product

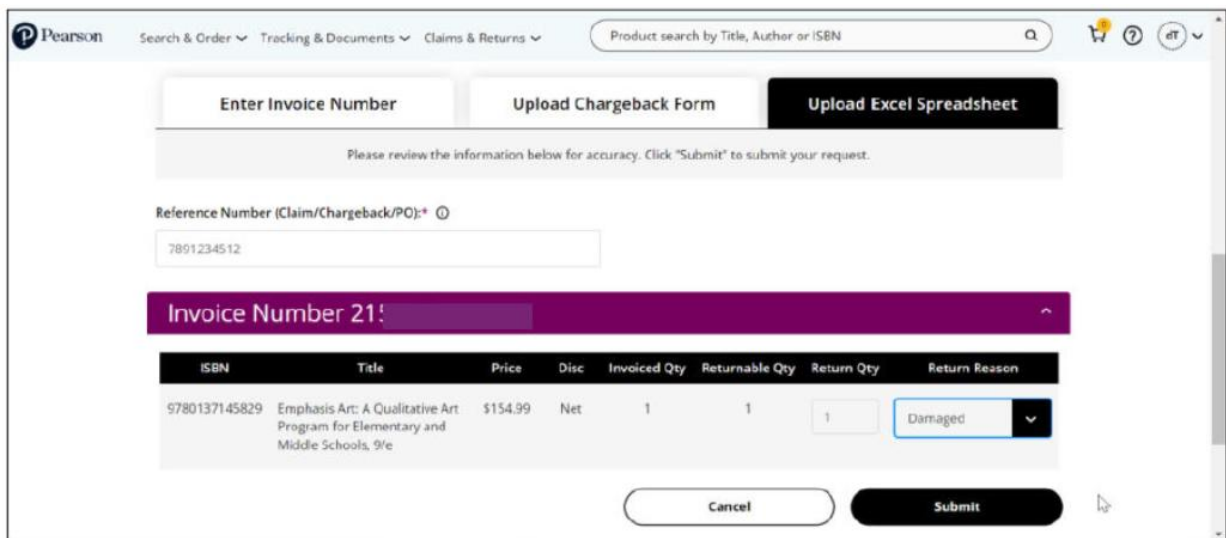
4. Scroll down and select **Choose File**



5. Click **Open**

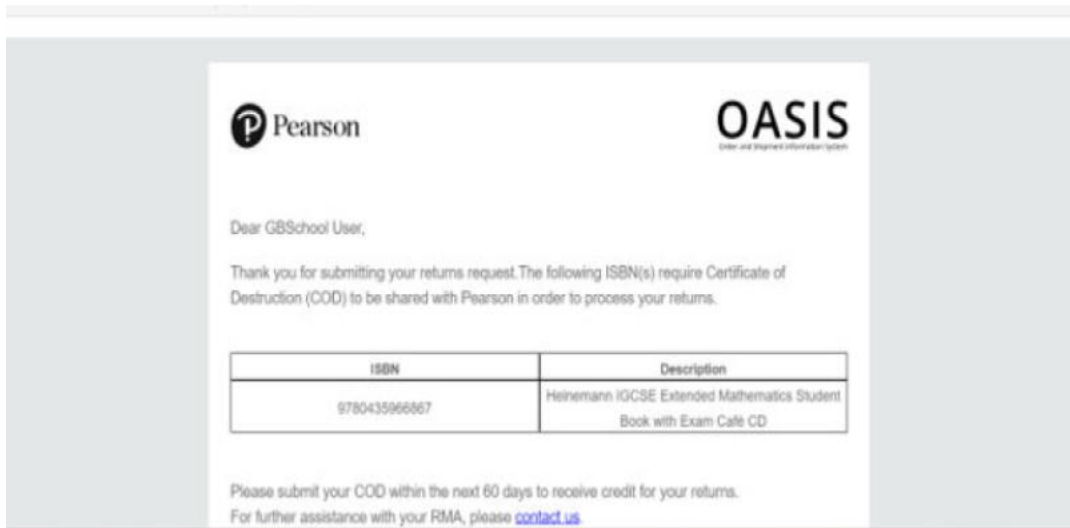


6. Click **Upload File**



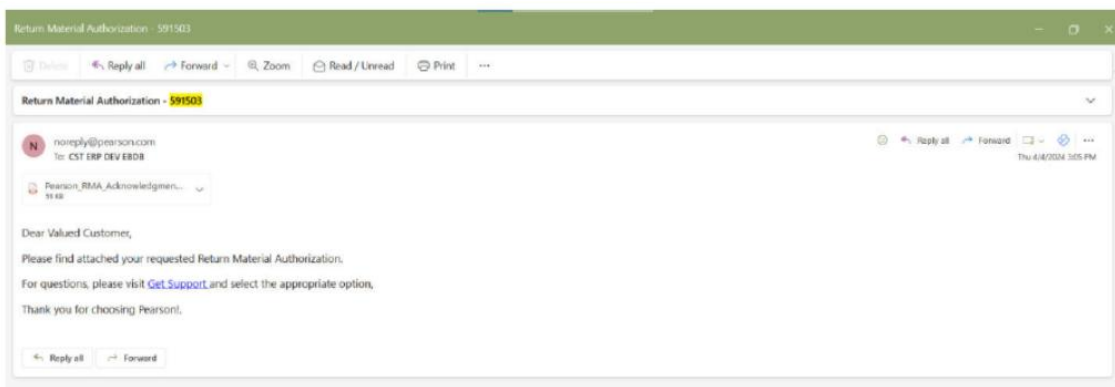
Note: Pearson may not need all items to be physically returned so to save you on the cost of postage and shipping we will advise if the item(s) can be destroyed by you.

For items to be destroyed you will need to upload evidence of destruction this could be a certificate of destruction from a licensed document destruction company or book recycling entity or photographic evidence showing the front cover of the book removed. Once this evidence is provided, we will process your credit.



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

For those items that are returnable you will receive an email with a 'Return Materials Authorisation' document attached. You must include a copy of this document in **all** boxes/packages that you are shipping back to us.



RETURN MATERIAL AUTHORIZATION

Your return details are shown below for your reference

Bill To Customer:	Originally Shipped To:	Document Date: 04-APR-2024
		Customer Account#: RMA#: 591503
		Authorization Expiration Date: 02-APR-2024
		Currency: GBP
		Customer Ref: 123

Original Invoice/ Sales Order	Item Number	Item Description	Return Reason	Quantity	Unit Price	Line Total
12345678	9781420849425	LAVI Studenta	Overstock Return	1	9.07	£9.07

Terms And Conditions
<https://www.pearsonassessments.com/footer/terms-of-sale---use.html>

Please include this RMA document when returning these goods. Goods must be received into warehouse prior to noted authorization expiration date. All items received, but not in saleable condition are immediately destroyed by the warehouse and cannot be returned to you. This return should be sent to the following address: Pearson Ed. Returns at GB Pearson Main Stores, Rugby, CV23 0WB. If you have any questions about this return, please contact [Customer Support](#).

Thank You for Being a Valued Customer!