

Using Bookseller.wiley.com

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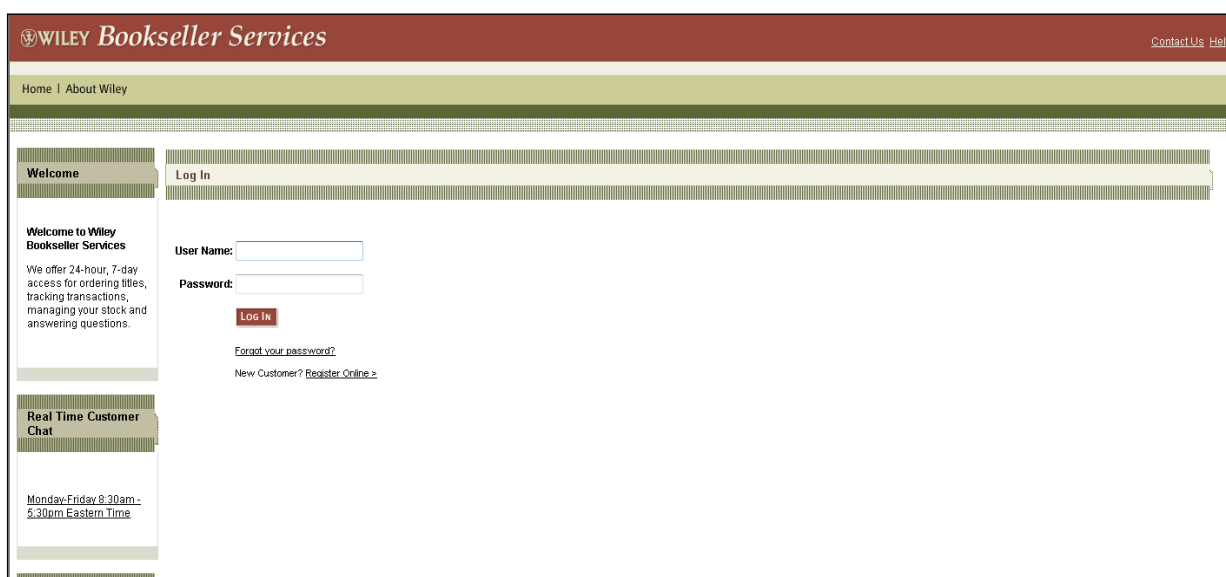
Bookseller.wiley.com

Bookseller.wiley.com is a self-service website that bookstores can use to place orders, view order history, track shipping, and create and view Return Materials Authorizations (RMAs).

Creating a Bookseller Account

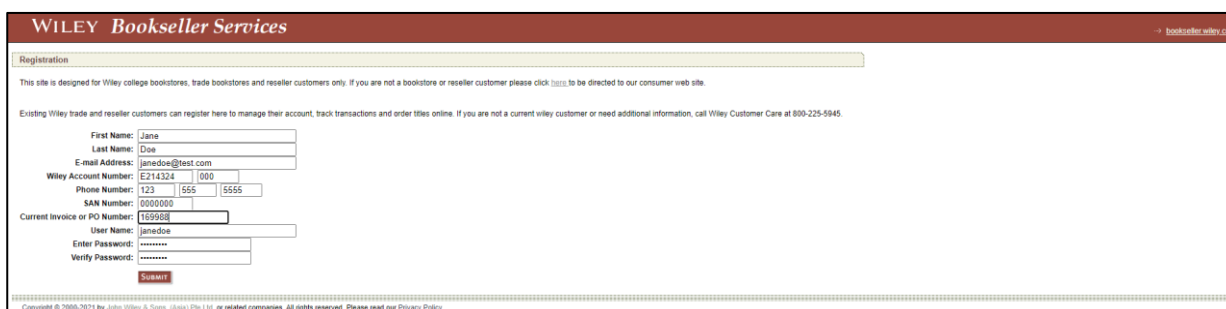
To access Bookseller.wiley.com, follow the steps below.

1. Go to <http://bookseller.wiley.com> (DO NOT USE www prior to the URL).
2. New users will need to complete the “Register Online” form beneath the “Log In” button.



The screenshot shows the 'WILEY Bookseller Services' website. At the top, there is a navigation bar with 'Home | About Wiley' and links for 'Contact Us' and 'Help'. Below this is a 'Log In' section with a 'User Name' field, a 'Password' field, and a 'Log In' button. There are also links for 'Forgot your password?' and 'New Customer? Register Online >'. On the left side, there is a 'Welcome' section with a 'Real Time Customer Chat' button and a chat window showing 'Monday-Friday 8:30am - 5:30pm Eastern Time'.

3. Complete the online form. **NOTE:** To complete the online form, you must already have a Wiley account with the trailer set up. Bookstores and resellers need the seven-digit SAN (Standard Address Number) to be provided. The field will allow for seven zeroes to be entered if the SAN is not available.



The screenshot shows the 'WILEY Bookseller Services' website's registration form. The form is titled 'Registration' and includes a disclaimer: 'This site is designed for Wiley college bookstores, trade bookstores and reseller customers only. If you are not a bookstore or reseller customer please click [here](#) to be directed to our consumer web site.' Below this, it states: 'Existing Wiley trade and reseller customers can register here to manage their account, track transactions and order titles online. If you are not a current Wiley customer or need additional information, call Wiley Customer Care at 800-225-5945.' The form fields include: 'First Name' (Jane), 'Last Name' (Doe), 'E-mail Address' (janedoe@test.com), 'Wiley Account Number' (E214324), 'Phone Number' (123 555 5555), 'SAN Number' (0000000), 'Current Invoice or PO Number' (1000000), 'User Name' (janedoe), 'Enter Password' (*****), and 'Verify Password' (*****). There is a 'Submit' button at the bottom. The footer contains copyright information: 'Copyright © 2000-2021 by John Wiley & Sons, Inc. or related companies. All rights reserved. Please read our Privacy Policy.'

4. Once the form has been submitted, it will trigger an email to Wiley’s Customer Service team. The approval process can take up to 48 business hours to be completed.
5. You will receive an email once your Bookseller access has been approved. Click the link in the email to access Bookseller.

Dear JANE,

Your on-line Wiley Bookseller registration has been approved.

Your user name and password are:

User name: JANEDOE

Password : WILEY1

The link to the Wiley Bookseller site is below.

<http://bookseller.wiley.com>

If you experience any problems, contact us at 1-800-225-5945. Please do not respond to this email.

Thank You

John Wiley and Sons, Inc.

Logging into Your Bookseller Account

To log into Bookseller, navigate to <http://bookseller.wiley.com> and enter your User Name and Password in the relevant boxes.

The screenshot shows the Wiley Bookseller Services login page. At the top, there is a red header with the Wiley logo and the text "WILEY Bookseller Services". Below this is a green navigation bar with links for "Home" and "About Wiley". The main content area is divided into two columns. The left column contains a "Welcome" section with a message about 24-hour access and a "Real Time Customer Chat" section with operating hours. The right column contains a "Log In" section with input fields for "User Name" and "Password", a "Log In" button, and links for "Forgot your password?" and "New Customer? Register Online >".

WILEY Bookseller Services [Contact Us](#) [Help](#)

[Home](#) | [About Wiley](#)

Welcome

Welcome to Wiley Bookseller Services

We offer 24-hour, 7-day access for ordering titles, tracking transactions, managing your stock and answering questions.

Real Time Customer Chat

Monday-Friday 8:30am - 5:30pm Eastern Time

Log In

User Name:

Password:

[Forgot your password?](#)

New Customer? [Register Online >](#)

Editing Your Bookseller Account Details

To edit your username or password, click on Edit Your Account Profile in the center of the Home page.

WILEY Bookseller Services

Home | About Bookseller Services | Product Search [] By Title [v] Go

Welcome [Logout](#)

JANE DOE
9200 KEYSTONE XING
INDIANAPOLIS, IN 46240
1234567890
E214324-0000

Your Wiley Rep
STACY CORSO
850-494-8693

Announcements

Welcome to the Bookseller Services Website.

We have created this site with you, our customer, in mind. Wiley offers a range of online options to you. In addition to tracking your shipments and requesting copies of invoices, you can now place orders and receive real time stock and order confirmation.

It is our hope that this site will make your job as a bookseller easier. Please contact your [Wiley sales rep](#), or our [customer service](#) department with any feedback!

Search All Wiley Titles

Use our search feature to view product pricing and availability, and to order titles directly.

[] By Title [v] Go

Have your ISBNs ready? Use the [ISBN Quick Order Form](#) or the [ISBN Text Entry Form](#).

Manage Your Account

Edit Your Account Profile
Change your account password and e-mail address?

View Orders & Invoices
Review the details of pending and completed orders.

RMA Request

Create RMA Request
Create your return request

View your RMA status
Review the details your RMA request.

Resources for Retailers

Wiley Monthly Title Update and Image Download Site Go

Important Information for Tax Exempt Customers:
We are in the process of updating our customers' tax exemption certificates as part of a system upgrade that Wiley is undertaking. If you are a tax exempt customer, please email a copy of your current tax exempt certificate, along with your account number, to taxexempt@wiley.com in order to ensure that your organization's tax exempt status is retained. If you have any questions, please contact us at the email listed above. Thank you for your prompt attention to this matter.

Effective June 1, 2019, a 2% restocking fee will be applied to authorized returns.

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Click either Edit User Name or Edit Password. If other account details need to be changed, you will need to contact Wiley Customer Care at (877) 762-2974.

WILEY Bookseller Services

Home | About Bookseller Services | Product Search [] By Title [v] Go

Welcome [Logout](#)

JANE DOE
9200 KEYSTONE XING
INDIANAPOLIS, IN 46240
1234567890
E214324-0000

Your Wiley Rep
STACY CORSO
850-494-8693

My Account

[Account Profile](#)

[Orders & Invoices](#)

[Help](#)

[How to Order](#)

[Returns Policy](#)

[Orders & Invoices](#)

[Using Your Account](#)

Account Profile

If you would like to change your name, billing or store information, please contact your [sales rep](#), or our [Wiley Customer Care](#).

Customer: JANE DOE

E-mail Address: JANEDOE@TEST.COM

User Name: JANEDOE [EDIT USER NAME](#)

Password: xxxxxxxxxxxx [EDIT PASSWORD](#)

Bill To: JANE DOE
9200 KEYSTONE XING
UNITED STATES 46240

Placing Orders

You can place orders through Bookseller in three different ways:

- Single Item Entry
- ISBN Quick Order Form (up to 10 ISBNs)
- ISBN Text Entry Form (up to 25 ISBNs)

WILEY Bookseller Services [View Cart](#) [Contact Us](#) [Help](#)

Home | About Bookseller Services | Product Search By Title

Welcome [logout](#)

JANE DOE
9200 KEYSTONE XING
INDIANAPOLIS, IN 46240
1234567890
E214324-0000

Your Wiley Rep
STACY CORSO
850-494-8693

Announcements

Welcome to the Bookseller Services Website.

We have created this site with you, our customer, in mind. Wiley offers a range of online options to you. In addition to tracking your shipments and requesting copies of invoices, you can now place orders and receive real time stock and order confirmation.

It is our hope that this site will make your job as a bookseller easier. Please contact your [Wiley sales rep](#), or our [customer service](#) department with any feedback!

Search All Wiley Titles

Use our search feature to view product pricing and availability, and to order titles directly.

By Title

Have your ISBNs ready? Use the [ISBN Quick Order Form](#) or the [ISBN Text Entry Form](#).

Manage Your Account

Edit Your Account Profile
Change your account password and e-mail address?

View Orders & Invoices
Review the details of pending and completed orders.

RMA Request

Create RMA Request
Create your return request

View your RMA status
Review the details your RMA request.

Resources for Retailers

Wiley Monthly Title Update and Image Download Site

Important Information for Tax Exempt Customers:
We are in the process of updating our customers' tax exemption certificates as part of a system upgrade that Wiley is undertaking. If you are a tax exempt customer, please email a copy of your current tax exempt certificate, along with your account number, to taxexempt@wiley.com in order to ensure that your organization's tax exempt status is retained. If you have any questions, please contact us at the email listed above. Thank you for your prompt attention to this matter.

Effective June 1, 2019, a 2% restocking fee will be applied to authorized returns.

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Single ISBN Order Entry

- For single ISBN order entry, make sure to select "By ISBN" from the drop down if that is the text to be entered.
- Type in the ISBN.
- Press Go.

Home | About Bookseller Services |

Welcome [logout](#)

JANE DOE
9200 KEYSTONE XING
INDIANAPOLIS, IN 46240
1234567890
E214324-0000

Your Wiley Rep
STACY CORSO
850-494-8693

Announcements

Search All Wiley Titles

Use our search feature to view product pricing and availability, and to order titles directly.

By ISBN

Have your ISBNs ready? Use the [ISBN Quick Order Form](#) or the [ISBN Text Entry Form](#).

Manage Your Account


Edit Your Account Profile
Change your account password and e-mail address?

- This allows you to see details on the title to be ordered.
 - Title
 - Author
 - ISBN
 - Format
 - Date Published
 - Status of Title
 - Carton Quantity
 - List Price

i. Discount


NOTE: Some customers will display as “Variable” when it comes to discount. When it says “Variable” this is a hyperlink and will allow you to click on it to display your discounts based on quantity.

j. Customer Cost

Search Results	
1 matches for ISBN "9781119278962"	
Sort Listing by: Pub Date A-Z Z-A Author ▼	
<u>The Leadership Challenge, Sixth Edition: How to Make Extraordinary Things Happen in Organizations</u> By Kouzes Management / Leadership ISBN: 9781119278962 Format: Cloth , 400 Pages Published: APR 2017 Copyright: 2017 Status: Currently Available Discount Group: 1T Carton Quantity: 16 Discount: Variable Price: \$ 35.00 Discount: Variable	
Enter Quantity: <input type="text"/>	 Add to Cart

5. Enter the quantity for the title displayed.

6. Select “Add to Cart.”

Search Results	
1 matches for ISBN "9781119278962"	
Sort Listing by: Pub Date A-Z Z-A Author ▼	
<u>The Leadership Challenge, Sixth Edition: How to Make Extraordinary Things Happen in Organizations</u> By Kouzes Management / Leadership ISBN: 9781119278962 Format: Cloth , 400 Pages Published: APR 2017 Copyright: 2017 Status: Currently Available Discount Group: 1T Carton Quantity: 16 Discount: Variable Price: \$ 35.00 Discount: Variable	
Enter Quantity: <input type="text" value="10"/>	 Add to Cart

7. The shopping cart screen displays next, this will provide a review of the item(s) ordered.

NOTE: This screen will not show your discounted price. You will need to select “Checkout Now” to view the actual discount.

Shopping Cart

Title	Price	Quantity	Sub-total
The Leadership Challenge, Sixth Edition: How to Make Extraordinary Things Happen in Organizations	\$ 35.00	10 UPDATE REMOVE	\$ 350.00
*If you change quantities remember to click "Update"			Current Total \$ 350.00

Discount Information

Enter your promotion code, then click the apply discount button to the right. Your discount will be applied to your purchase at checkout.

[APPLY DISCOUNT](#)

[CONTINUE SHOPPING](#) [CHECKOUT NOW](#)

8. You have the option to enter in a promotion code on this screen next to the Apply Discount button.
9. If you would like to add more titles, click Continue Shopping to do so. If you are ready to move on, click Checkout Now.
10. The shipping address can be changed by clicking the "Change Shipping Address" button.
NOTE: This option will only change the shipping address on this order.

WILEY Bookseller Services

Review Your Information

Billing Address JANE DOE
9200 KEYSTONE XING
INDIANAPOLIS, IN 462407785
UNITED STATES

Shipping Address JANE DOE
9200 KEYSTONE XING
INDIANAPOLIS, IN 46240
UNITED STATES [CHANGE SHIPPING ADDRESS](#)

Attention:

Shipping If you make any changes below please remember to click "Update".
 Select a shipping priority for this order: [UPDATE](#)

If you want this shipped later, select a date (optional):
 MM: DD: YYYY:

☐ Request different routing instructions or shipping method other than the ones associated with this priority (order will be placed on hold until you call Customer Care and change is processed).

Review Your Order

To change items, return to your [Shopping Cart](#).

Title	Quantity	Price	Discount	Amount
The Leadership Challenge, Sixth Edition: How to Make Extraordinary Things Happen in Organizations - 97811119278962	10	\$ 35.00	40.00%	\$ 210.00
			Sub Total:	\$ 210.00
			Ground Shipping:	\$ 0.00
			Grand Total:	\$ 224.70

11. The shipping method can also be selected from the dropdown box.
 - a. Ground
 - b. 1 Day Air
 - c. 2 Day Air
 - d. 3 Day Air
12. If you would like to have another shipping method not displayed here, you can click the box that says, "Request different routing instructions or shipping method other than the ones associated with this priority (order will be placed on hold until you call Customer Care and change is processed)".

Shipping If you make any changes below please remember to click "Update".

Select a shipping priority for this order:

If you want this shipped later, select a date (optional):
MM: DD: YYYY:

☒ Request different routing instructions or shipping method other than the ones associated with this priority (order will be placed on hold until you call Customer Care and change is processed).

UPDATE

13. The bottom portion of the checkout screen provides the items purchased including the actual discount that will be applied to the order.

14. You need to enter Contact information for the order.

15. You can choose between two payment types: Credit Card or Purchase Order.

- a. If "Pay by Credit Card" is selected, the "Enter Payment Details" button needs to be selected.

Payment Information

Contact Information
Name: Phone:

Payment Type
☒ Pay by Credit Card
☐ Purchase Order Number

Your order is not complete until you fill up Credit Card details or click "Submit Your Order".
This may take a few moments, please only click once.

Enter Payment Details

- i. You will then be prompted to enter your credit card details and click Make Payment.

Payment Card Details

Payment Card Number

Expiration Date
01 (Jan) 2014

Security Code

Cancel **Make Payment**

- b. If you select Purchase Order Number as your payment method, you will be prompted to enter your Purchase Order Number in the box. You should still include the Contact Name as above.

Payment Information

Contact Information
Name: Jane Doe Phone: 1234567890

Payment Type
☐ Pay by Credit Card
☒ Purchase Order Number Enter Purchase Order #: 149284756

Your order is not complete until you fill up Credit Card details or click "Submit Your Order". This may take a few moments; please only click once.

SUBMIT YOUR ORDER

16. Once the required fields are completed, click the "Submit Your Order" button.
17. The final screen will provide the order confirmation number in red. You should copy this and save it for your records.

Confirmation: Order Received and Placed on Hold Pending Changes

Thank you for submitting your order.

You have indicated that you would like to request change(s) to the shipping method and/or routing information. To do so, please call Customer Care at 1-800-225-5945 between the hours of 8 am and 5:30 pm, Eastern Time, except weekends and holidays. Your order will not be released until you have spoken with a Wiley representative and the information has been applied to your account.

Order #	Title	Quantity	Price	Discount	Amount
310189604	The Leadership Challenge, Sixth Edition: How to Make Extraordinary Things Happen in Organizations - 9781119278962	10	\$35.00	40.00%	\$210.00
					Sub Total: \$ 210.00
					Ground Shipping: \$ 0.00
					Total: \$ 224.70

Multiple ISBN Order Entry—Up to 10 ISBNs


The other options in bookseller.wiley.com for ordering allow you to order multiple ISBNs at a time.

The “ISBN Quick Order” form will allow up to 10 ISBNs to be entered at a time.

1. From the Home page, click ISBN Quick Order Form.

Search All Wiley Titles

Use our search feature to view product pricing and availability, and to order titles directly.

By Title 


Have your ISBNs ready? Use the [ISBN Quick Order Form](#) or the [ISBN Text Entry Form](#).

2. Enter the ISBNs and quantities you want to order. Click “Go.”

ISBN Quick Order: Entry

You can order a group of items by entering their ISBN number(s) below.
No hyphens required but they are acceptable. Select "Go" to view title and availability.

ISBN#	Quantity
<input type="text" value="9781119278962"/>	<input type="text" value="10"/>
<input type="text" value="9781119397564"/>	<input type="text" value="5"/>
<input type="text" value="9781119597483"/>	<input type="text" value="10"/>
<input type="text" value="9781119374244"/>	<input type="text" value="15"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>



3. The titles will display for each ISBN, and the Status of each item will appear on the far right.
NOTE: You cannot order a title that is marked as “Not Available” through Bookseller. If you would like to backorder that title, you will need to contact Customer Care.

ISBN Quick Order: Confirmation			Status
Please confirm your entries and press "Add to Cart".			
ISBN#	Quantity	Title	
9781119278962	10	The Leadership Challenge, Sixth Edition: How to Make Extraordinary Things Happen in Organizations	Currently Available
9781119397564	5	The Leadership Challenge Workbook, 3rd Edition, Revised	Currently Available
9781119597483	10	The Career of the Century: How Students of the Future Can Prepare for Jobs That Don't Exist Yet	Not Available Due in: Please Call
9781119374244	15	Astronomy For Dummies, 4th Edition	Currently Available
Add to Cart			

4. At this point, you can select "Add to Cart" to continue with the order. The rest of the purchasing process will be the same as steps 9-20 of [Single ISBN Order Entry](#).

Multiple ISBN Order Entry—Up to 25 ISBNs

The last order entry option through bookseller.wiley.com is the "ISBN Text Entry Form." This will allow up to 25 ISBNs to be entered.

1. From the Home page, click ISBN Text Entry Form.

Search All Wiley Titles

Use our search feature to view product pricing and availability, and to order titles directly.

By Title
Go

Have your ISBNs ready? Use the [ISBN Quick Order Form](#) or the [ISBN Text Entry Form](#).

2. In the textbox, enter up to 25 ISBNs.

ISBN Text Entry Form

Paste the text containing the ISBN numbers into the box below. Please note that only the first 25 ISBNs will be used.

ISBN Numbers

9781119278962
9781119397564
9781119597483
9781119700296
9781118411568
9781119374244

Go

3. Press Go when all ISBNs have been entered.

- [illegible]

- Search All Wiley Titles**

Use our search feature to view product pricing and availability, and to order titles directly.

By Title ▼

Go

Have your ISBNs ready? Use the [ISBN Quick Order Form](#) or the [ISBN Text Entry Form](#).

Manage Your Account

Edit Your Account Profile
Change your account password and e-mail address?

View Orders & Invoices
Review the details of pending and completed orders.

- 12

NOTE: You must be on the correct account/trailer number to be able to view the orders and invoices. If you need to change the account/trailer simply click the “Change Account” option on the left and locate the correct one.

- Click on an order number to view an invoice/credit. **NOTE:** Only orders that have shipped from the warehouse will have an available invoice. Orders that have not shipped will have a status of “In Process.”

Orders and Invoices						
You have 12 transactions.						
Select:	All	Search transactions for:			All	Go
Sort By:	Date	Order#	Type	Invoice/Credit#	Purchase Order	Status
	5/13/2021	310189604	ORDER	----	149284756	IN PROCESS
	5/10/2021	310188258	ORDER	----	00000001	IN PROCESS
	5/07/2021	310188073	ORDER	----	00000001	IN PROCESS
	4/21/2021	310186283	ORDER	----	QA BOOKSELLER 4	IN PROCESS
	4/21/2021	310186283	INVOICE	171701	QA BOOKSELLER 4	SHIPPED
	4/21/2021	310186282	ORDER	----	QA BOOKSELLER 3	IN PROCESS
	4/21/2021	310186282	INVOICE	171700	QA BOOKSELLER 3	SHIPPED
	4/21/2021	310186281	ORDER	----	QA BOOKSELLER 2	IN PROCESS
	4/21/2021	310186280	ORDER	----	QA BOOKSELLER 2	IN PROCESS
	4/21/2021	310186279	ORDER	----	QA BOOKSELLER 2	IN PROCESS
	4/21/2021	310186279	INVOICE	169988	QA BOOKSELLER 2	SHIPPED
	4/21/2021	310186278	ORDER	----	QA BOOKSELLER 1	IN PROCESS

- Once on the invoice or credit's page, you can view the following information: Purchase Order Number, Invoice Date, Bill-To and Ship-To addresses, Ship Method, the items ordered with their quantities and prices, and Tracking Numbers.

Details for Invoice# 171701				
Purchase Order: QA BOOKSELLER 4				
Invoice Date: 21 APR 2021				
Bill To: JANE DOE				
8000 KEYSTONE XING				
INDIANAPOLIS, IN 46240				
Ship To: JANE DOE				
8000 KEYSTONE XING				
INDIANAPOLIS, IN 46240				
Email Invoice Copy				
Create RMA Request				
Shipped On 22 APR 2021				
Shipping Method: UPS Ground				
ISBN#	Title(s)	Quantity	Price	Amount
9780470889189	Exam 98-364 Database Administration Fundamentals	20	\$ 65.00	\$ 1300.00
9780470901823	Exam 98-365 Windows Server Administration Fundamentals	10	\$ 65.00	\$ 650.00
9781119334675	Precalculus: A Prelude to Calculus 3E Loose-Leaf Print Companion WileyPlus with WileyPlus Card Set	10	\$ 108.00	\$ 1080.00
Tracking Number: 1ZABT2690370576915				
Sub Total				\$ 3030.00
Shipping				\$ 34.54
Tax				\$ 212.10
Grand Total:				\$ 3276.64

Checking Tracking Information

- Click on the Tracking Number to track the order's shipping.

Emailing an Invoice

- To email a copy of your order's invoice, click "Email Invoice Copy" under the Ship-To address.

Details for Invoice# 171701

Purchase Order: QA BOOKSELLER 4
 Invoice Date: 21 APR 2021
 Bill To: JANE DOE
 9200 KEYSTONE XING
 INDIANAPOLIS, IN 46240
 Ship To: JANE DOE
 9200 KEYSTONE XING
 INDIANAPOLIS, IN 46240

[Email Invoice Copy](#)

Shipped On 22 APR 2021

Shipping Method: UPS Ground

ISBN#	Title(s)	Quantity	Price	Discount	Amount
9780470889169	Exam 98-304 Database Administration Fundamentals	20	\$ 65.00	0.00%	\$ 1300.00
Tracking Number: 1ZA8T2690370676915					
9780470991623	Exam 98-365 Windows Server Administration Fundamentals	10	\$ 65.00	0.00%	\$ 650.00
Tracking Number: 1ZA8T2690370676924					
9781119334675	Precalculus: A Prelude to Calculus 3E Loose-Leaf Print Companion WileyPlus with WileyPlus Card Set	10	\$ 108.00	0.00%	\$ 1080.00
Tracking Number: 1ZA8T2690370676915					
Sub Total					\$ 3030.00
Shipping					\$ 34.54
Tax					\$ 212.10
Grand Total:					\$ 3276.64

- A pop-up box will appear. You can leave the email address as-is or can change the email address in the textbox.

Email Invoice Copy - Google Chrome

Not secure | booksellerq.wiley.com/CGI-BIN/LANSAWEB?WEBEVENT+R16847A3C7B74...

Email address:

[Cancel](#)

- To complete the process, hit Submit.

Creating a Return Materials Authorization (RMA)

You can create an RMA from the Home page by clicking Create RMA Request, but the easiest way to do so is from the invoice itself.

- From the invoice, click Create RMA Request.

Details for Invoice# 169988

Purchase Order: QA BOOKSELLER 2
 Invoice Date: 21 APR 2021
 Bill To: JANE DOE
 9200 KEYSTONE XING
 INDIANAPOLIS, IN 46240
 Ship To: JANE DOE
 9200 KEYSTONE XING
 INDIANAPOLIS, IN 46240

[Email Invoice Copy](#)
[Create RMA Request](#)

Shipped On 22 APR 2021

Shipping Method: UPS Ground

ISBN#	Title(s)	Quantity	Price	Discount	Amount
978119576327	Salesforce.com For Dummies, 7th Edition	100	\$ 29.99	46.00%	\$ 1619.46
Tracking Number: 1ZA8T2690370676700					
Tracking Number: 1ZA8T2690370676719					
Tracking Number: 1ZA8T2690370676728					
Tracking Number: 1ZA8T2690370676737					
Tracking Number: 1ZA8T2690370676746					
Sub Total					\$ 1619.46
Shipping					\$ 87.05
Tax					\$ 113.36
Grand Total:					\$ 1819.87

2. On the RMA Entry Screen, enter your Chargeback Number and confirm the quantity you would like to return.

RMA Entry Screen

3 Chargeback already exist for the account.

You can return a group of items by entering their ISBN number(s), Invoice number(s) and the quantity to be returned below. Select "Submit" to process your return

Please Enter Your Chargeback Number

ISBN#	Invoice#	Quantity
<input type="text" value="9781119576327"/>	<input type="text" value="169988"/>	<input type="text" value="100"/>

[Click for more rows](#)

3. Click Submit.
4. On the RMA Entry Summary screen, double-check all the information and then click Confirm.

RMA Entry Summary

Please confirm your RMA details. Once you hit confirm, you cannot cancel. If you need to edit your RMA after confirming, you will need to reach out to Customer Service at 877.762.2974 M-F 8AM-8PM or email RMA@wiley.com.

Chargeback Number : 153348

ISBN#	Invoice#	Quantity
9781119576327	169988	100

5. The confirmation screen will appear. You will receive a confirmation email soon.

RMA Entry Summary

Your request for the return of the below titles is in process. You will receive a confirmation email soon.

Chargeback Number : 153348

ISBN#	Invoice#	Quantity
9781119576327	169988	100


Viewing an RMA

To view an RMA request,

1. Click View your RMA status on the Home page.

Search All Wiley Titles

Use our search feature to view product pricing and availability, and to order titles directly.

By Title 

Have your ISBNs ready? Use the [ISBN Quick Order Form](#) or the [ISBN Text Entry Form](#).

Manage Your Account

Edit Your Account Profile
Change your account password and e-mail address?


View Orders & Invoices
Review the details of pending and completed orders.

RMA Request

Create RMA Request
Create your return request

View your RMA status
Review the details your RMA request.

2. On the View RMA screen, search for the RMA you wish to view either by scrolling through the list or by searching by RMA Number. The status of each RMA can be seen in the far right column.

View RMA Screen			
Search RMA #: <input type="text"/> 			
Chargeback Number	Date Requested	RMA Number	RMA Status
123456789	5/07/2021	27856	RGA entry complete
153348	5/14/2021	27858	RGA entry complete
269748	5/10/2021	27857	RGA entry complete