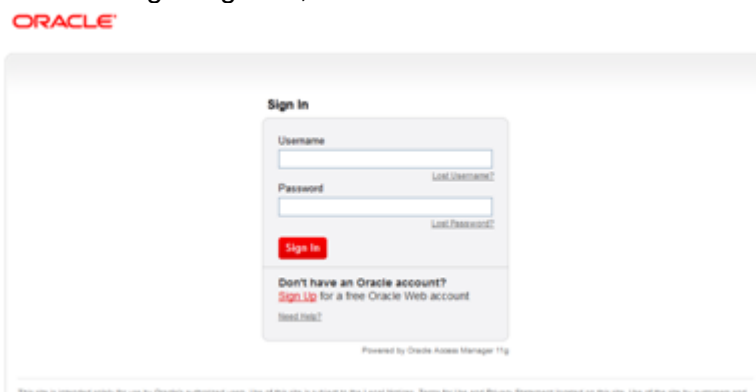


# Oracle Returns Management System (ORMS) Registration and Return Request Process - for eWaste and Used EE Returns Only

If you are working with your Oracle Account Manager or Field Service support around deinstalling your excess equipment, please inquire about having them enter your return request on your behalf. Otherwise, follow the instructions below to register & get access to enter your return request yourself.

## Requesting Access to ORMS - 3 Steps

1. Log on to: [http://global-ebusiness.oracle.com/OA\\_HTML/PortalVisitor.jsp](http://global-ebusiness.oracle.com/OA_HTML/PortalVisitor.jsp). If you have an Oracle Single Sign On, enter it now.

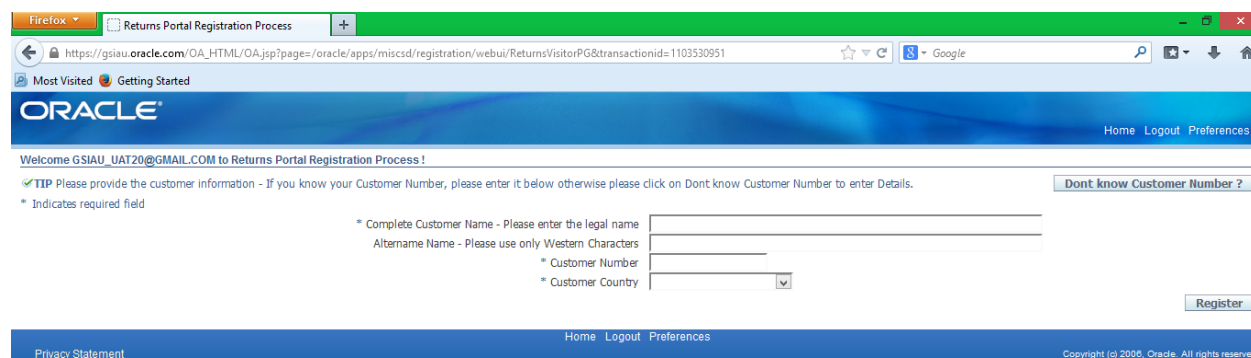


If not, Click on [Sign Up](#) for a free Oracle Web account. Enter contact and company details and click Create. Click continue on the success message to complete your registration. Now you can login with the single sign on you created (your email address plus password).

Once you are signed in with your Oracle Single Sign On, you can request access to the ORMS Tool.

2. Register to ORMS for eWaste returns only by entering **Oracle Returns Management** in the company name field. Enter **15930353** in the customer number field. Enter **US** in the country field. **Note:** If you are returning equipment from other countries, you will be able to select the correct country when you fill out the pick up address in the ORMS tool as you create a return request. You will also be able to enter your actual company name and address when you create return requests.

Click Register.



### Log out of your browser completely.

3. An e-mail will be sent to you, follow the link to access the ORMS Portal. Set up only needs to be done once, you can enter directly into ORMS immediately going forward.

## **Entering a Pick up Request**

1. Click on Enter Pick Up Request

Oracle Returns Portal

Manage Returns

Views

View  Go

Advanced Search

Enter Pick Up Request

Return Order Details	Return Type	Processor Ref Num	Status Reason Name	Shipper Country Code	Carrier Notification Date	Customer Contact Date	Scheduled Pickup Date	Actual Pickup Date	Schedule Delivery Date	Actual Delivery Date	No. Of Shipping Units	Actual Weight	Carrier Processor By	Return Order Creation Date	Date Closed
No search conducted.															

Privacy Statement

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2. Use the pull down menu to choose the Returns Program you are returning against (eWaste or Used EE). This will explode the appropriate template for the selected take back program

Returns Information

Upload File

Please attach an Excel file with the details of the hardware you are returning. Minimum requirements are quantity, part, description & serial number. Save as .xls file. If other attachments are required (Commercial Invoice, etc...) please attach them using the Add Attachment button at the bottom of this page.

\* File name  Browse... No file selected.

Attached file is available to open and view once the Save As Draft button has been clicked.

Items with \* are required before customer can submit. Requester must complete all dimension fields, and total shipment weight, for appropriate shipping units tendered.

Return Program  UAP

\* Sales Order

Earliest Collection Date

\* Equipment Pick up Point  Dock-raised

\* Total Shipment Weight (Estimate is OK if no scales available)

\* Weight Unit of Measure

Pallet Jack On Site?  No

Lifts/Elevators Available?  No

Driver ID Required?  No

Vehicle Details Prior to pickup?

Note any Parking, Vehicle or Security Restrictions (Attach file if required)

Other Information

Additional Details

*Line	*Shipping Units	*Quantity	*Length	*Width	*Height	*Unit of Measure	Delete
1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Add Another Row

Please attach any additional files here.  Add Attachment

Save As Draft (1) Cancel Enter Another Return (1) Step 1 of 3 Next

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3. Upload a .xl format spreadsheet that contains the details of the equipment you are returning. The minimum requirements are quantity and model/product description. Browse and select the file.
4. For Earliest Collection Date, select the date the shipment will be ready for pick up by clicking on the calendar icon. This is only the date the shipment will be ready, actual pick up date will be confirmed between the customer and Oracle's transportation carrier.

The remaining details should be input/selected based on the specifics of your location/return.

5. Select Dock-raised, Dock-ground, Lobby, Other for Equipment Pick Up Point
6. Enter Total Shipment Weight
7. Pull down for lbs or kgs for Weight Unit of Measure
8. Select Yes or No for Pallet Jack
9. Select Yes or No for Lifts/Elevators
10. Select Yes or No for Driver ID Required
11. Select Yes or No for Vehicle Details Prior to pickup
12. Note any parking, vehicle, or security restrictions. It can be either free form or you can attach a file by saving a document to your computer and then selecting "Add Attachment" at the bottom of the page
13. In the Additional Details section, enter all the details for the shipping units.  
Choose:
  - a. Loose, Non Palletized
  - b. Pallets
  - c. Units on Wheel
14. Enter Quantity, Length, Width, Height and pull down the Unit of Measure. If details are the same for the LXWXH for multiple units, please enter the quantity to reflect the correct number of units shipping.
15. Add another Row as needed for additional units
16. Utilize the Add Attachment button if additional attachments are needed. Attachment title should reference the nature of the document, click on Add Attachment again
17. Click on Next at the bottom right of page to go to step 2

**ORACLE** Home Logout Preferences Help

Enter Returns Enter Locations Review and Submit

Enter Locations  
\* Indicates required field

Save As Draft (1) Cancel Back Step 2 of 3 Next

**Addresses**

**Pick Up Location**

Please enter the pick up address from where you want to pick up the consignment.

☐ \* Use Pick Up Address on File 2135 oak street, PLEASANTON, CA 94566

☒ \* Enter New Pick Up Address

\* Country United States

\* Address Line 1

Address Line 2

Address Line 3

Address Line 4

City

County

State

Postal Code

**Contact Details**

\* Primary Contact Name

\* Primary Contact Phone

\* Primary Contact Email GSIAU\_UAT1@GMAIL.COM

Secondary Contact Name

Secondary Contact Phone

Secondary Contact Email

Save As Draft (1) Cancel Back Step 2 of 3 Next

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18. Under Pick Up Location section, the pick up location will show a default Oracle address (e.g. 500 Oracle Parkway, Redwood City, CA 94065). Select "Enter New Pick Up Address" to open the fields to supply the correct pick up location.
    - a. Click on the spy glass to enter Country information. Enter all or part of the country name. Use a wild card (%), if needed and click Go (Example: United%)
    - b. Select the appropriate Country in the Select Column then choose Select again in the bottom right of page
    - c. Enter your Company Name, Address, City, State and Zip
  19. For Contact Details, enter Primary and Secondary contact information.

Note: Secondary contact information is not mandatory.

Note: As the requestor, tied to your SSO, your email address will be populated in "Contact Details", update with the correct email for the contact identified.
  20. Select next in the bottom right corner of the page
  21. Review details of order. If anything needs to be updated, go back to the previous screen by clicking on the back icon on the bottom right corner. DO NOT click on back on the Browser. Choose Accept and Submit if all is correct.
  22. You should receive a success message at the top of your screen, the Return Order number is provided in the top left corner. You can print the confirmation by choosing Print Confirmation in the top right of page and save as a PDF.
- The logistics company will contact you within 48 hours of receiving a complete pick up request. If additional details are needed for pick up, Oracle or Oracle's carrier will contact you.

### **Post Pick Up Request Activities**

To search on your pick up requests, use the View pull down, choose which orders you would like to see and select Go.

Single Sign On - Login
(169 unread) - linda@tri-valleyre.com...
Manage Returns

https://gsiauu.oracle.com/OA\_HTML/OA.jsp?page=/oracle/apps/misbsd/registration/webui/ReturnsVisitorPG&transactionid=1496214191&oapc=2&oas=q7RTK

Most Visited
Getting Started

ORACLE Returns Portal
Home Logout Preferences Help

Manage Returns

Views

View
Go
Advanced Search

Enter Pick Up Request

Return Order Details	Return Type	Processor Ref Num	Status Reason	Shipper Name	Shipper Country Code	Carrier Notification Date	Customer Contact Date	Scheduled Pickup Date	Actual Pickup Date	Schedule Delivery Date	Actual Delivery Date	No. Of Shipping Units	Actual Weight	Actual Weight Unit	Carrier Processor	Created By	Return Order Creation Date	Date Closed
No search conducted.																		

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ORACLE Returns Portal
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Manage Returns

Views

View
Go
Advanced Search

Enter

Details

Status Reason
Shipper Name
Shipper Country Code
Carrier Notification Date
Customer Contact Date
Scheduled Pickup Date
Actual Pickup Date
Schedule Delivery Date
Actual Delivery Date
No. Of Shipping Units
Actual Weight
Actual Weight Unit
Carrier Processor
Created By
Return Order Creation Date
Date Closed

All My Closed EO Orders
All My Closed eWaste Orders
All My Closed Internal Orders
All My Closed RTR Orders
All My Closed SRC Orders
All My Closed UAP Orders
All My Open EO Orders
All My Open eWaste Orders
All My Open Internal Orders
All My Open RTR Orders
All My Open SRC Orders
All My Open UAP Orders

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