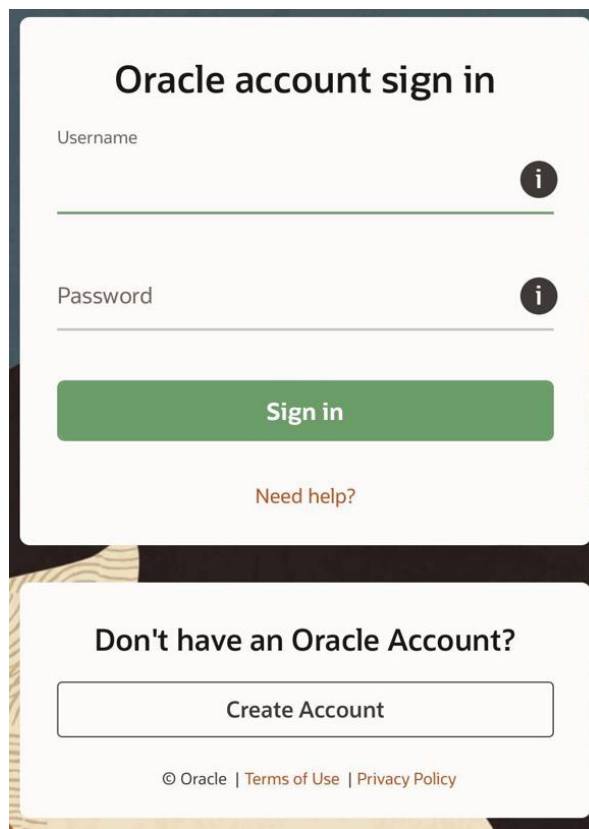


Returns Portal Registration and Return Request Process for e-Waste, Used EE, SRC, or E&O

****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 the Returns Portal-3 Steps

1. Log on to: https://global-ebusiness.oracle.com/OA_HTML/PortalVisitor.jsp. If you have an Oracle Single Sign On, enter it now.



If not, Click on 'Create Account' for a free Oracle Web account. Enter contact and company details and click Create. You will receive an email from Oracle, please verify the account.

Now you can login with the Oracle Single Sign On you created (your email address plus password). If there is any issue after the login, go back to the main sign in page and click on 'Need help?' link.

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

2. Is this an e-Waste return? If YES, go to Step #3. If NO, go to Step #5
3. 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 pickup 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*

4. Go to Step #6
5. Register to the ORMS by entering your company name, customer number and country.
6. Click Register.

Oracle Returns Portal Registration Process

Welcome GSIAU_UAT20@GMAIL.COM to Returns Portal Registration Process!

TIP Please provide the customer information - If you know your Customer Number, please enter it below otherwise please click on Don't know Customer Number to enter Details.

* Indicates required field

* Complete Customer Name - Please enter the legal name
 Alternate Name - Please use only Western Characters
 * Customer Number
 * Customer Country

Register

If you do not know your customer number, click on “Don’t know Customer Number?”, and submit additional information.

⚠ Log out of your browser completely and wait 30 minutes.

7. An e-mail will be sent to you. Follow the link to access the Returns Portal. Set up only needs to be done once. If the system asks you to register again, please don’t.

Now you can enter directly into the Returns Portal immediately going forward.

Entering a Pick up Request

8. Click on Enter Pick Up Request

Oracle Returns Portal

Manage Returns

Views

View: Go

Return Order	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.																	

- Use the pull down menu to choose the Returns Program you are returning against (eg. eWaste, Used EE, E&O and SRC). This will explode the appropriate template for the 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 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

* Sales Order

Earliest Collection Date

* Equipment Pick up Point

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

* Weight Unit of Measure

Pallet Jack On Site?

Lifts/Elevators Available?

Driver ID Required?

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"/>

Please attach any additional files here.

Step 1 of 3

Privacy Statement [Home](#) [Logout](#) [Preferences](#) [Help](#) Copyright (c) 2006, Oracle. All rights reserved.

- Upload the excel spreadsheet that contains the details of the hardware you are returning. The minimum requirements are quantity, part, description and serial. Browse and select the file
- Enter the unique identifier for the order you are requesting a pick up. (E&O=Disposition Number, Internal = Reference #, RTR=RTR Ref #, SRC=Quote #, UAP=Sales Order from your new Oracle Hardware or e-Waste=Ref #)
- For Earliest Collection Date, Select the date the shipment will be ready for pick up by clicking on the calendar icon. This date will either be confirmed or revised by the logistics company

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

- Select Dock-raised, Dock-ground, Lobby, Other for Equipment Pick Up Point
- Enter Total Shipment Weight
- Pull down for lbs or kgs for Weight Unit of Measure
- Select Yes or No for Pallet Jack
- Select Yes or No for Lifts/Elevators
- Select Yes or No for Driver ID Required
- Select Yes or No for Vehicle Details Prior to pickup
- Note any parking, vehicle, or security restrictions. It can be either free from or you can attach a file by saving a document to your computer and then selecting "Add Attachment" at the bottom of the page

21. In the Additional Details section, enter all the details for the shipping units.
22. Choose:
 - a. Loose, Non Palletized
 - b. Pallets
 - c. Units on Wheel
23. 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.
24. Add another Row as needed for additional units
25. Utilize the Add Attachment button if additional attachments are needed. Attachment title should reference the nature of the document, click on Add Attachment again
26. Click on Next at the bottom right of page to go to step 2

27. Under Pick Up Location section, if the “Use Pick Up Address on File” is correct, leave that option selected and go to Step #29.
28. Most likely the “Use Pick Up Address on File” will not be where the shipment is located, if so, Select “Enter New Pick Up Address”.
 - 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 the Address, City, State and Zip
29. For Contact Details, enter Primary and Secondary contact information.

30. 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.

31. Select next in the bottom right corner of the page

32. 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.

33. 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.

34. 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 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.

