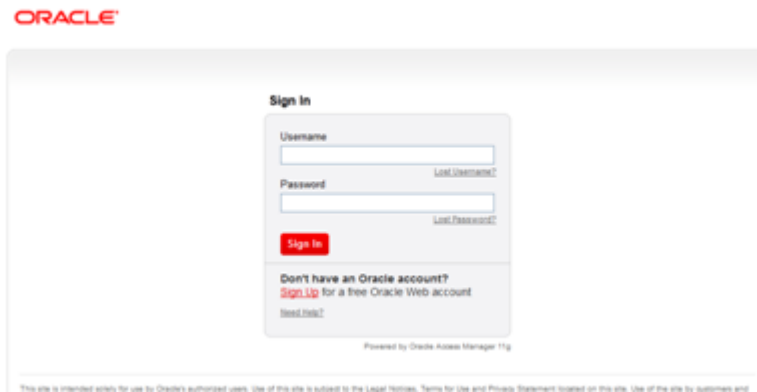


# Oracle Returns Management System (ORMS) Registration and Return Request Process - for eWaste and Used EE Returns Only

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.

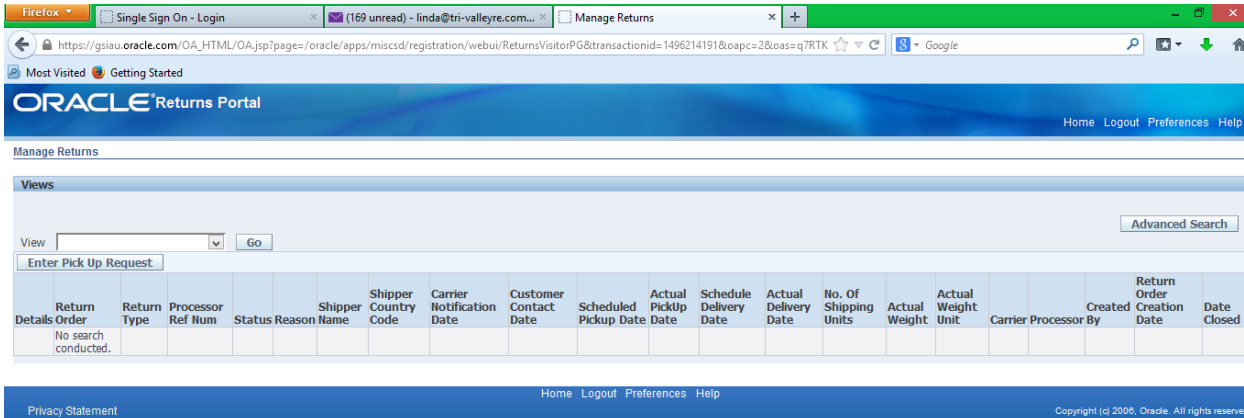
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**Log out of your browser completely.**

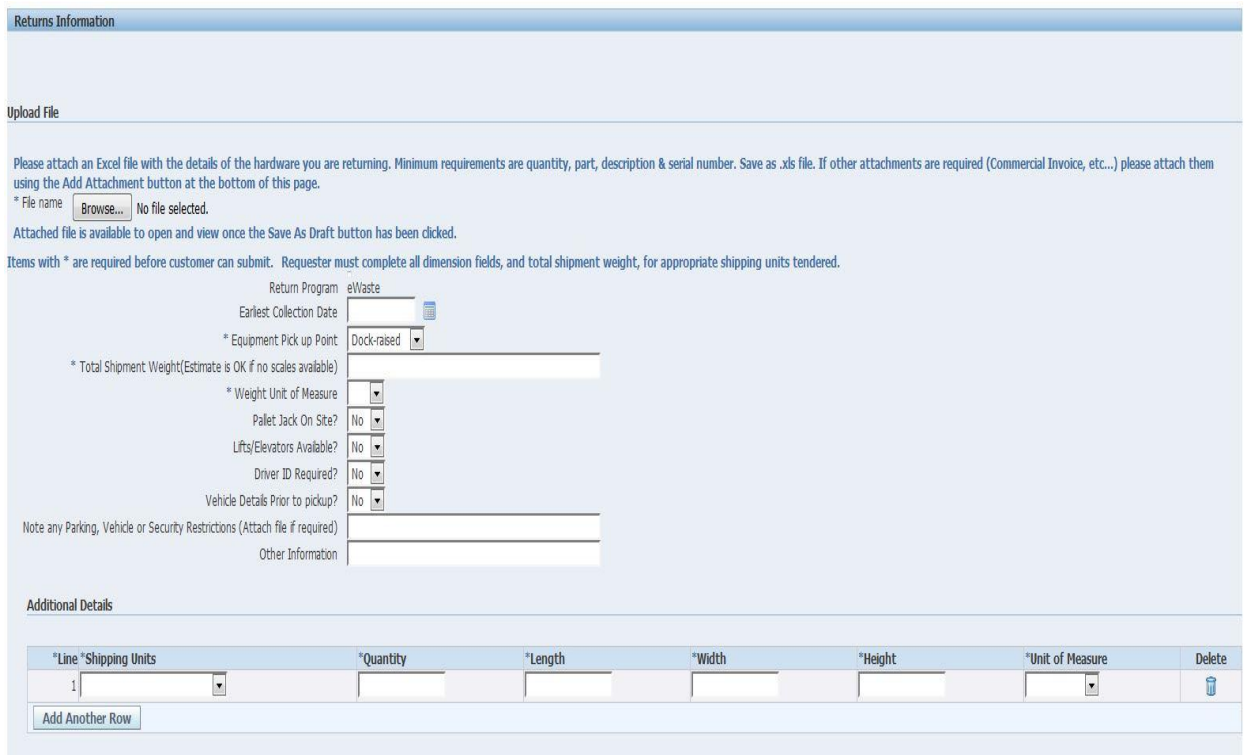
- 3. An e-mail will be sent to you, follow the link to access the ORMS Portal. Set up only needs to be done once, you can enter directly into ORMS immediately going forward.

**Entering a Pick up Request**

- 1. Click on Enter Pick Up Request



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



- 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

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.

The screenshot shows the Oracle Returns Portal interface. At the top, there's a navigation bar with 'ORACLE Returns Portal' and links for 'Home', 'Logout', 'Preferences', and 'Help'. Below this is a 'Manage Returns' section. A 'Views' dropdown menu is set to 'Enter Pick Up Request'. A search bar contains the text 'No search conducted.' Below the search bar is a table with the following columns: Return Order, 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 By, Return Order Creation Date, and Date Closed. The table is currently empty. At the bottom, there's a footer with 'Privacy Statement', 'Home Logout Preferences Help', and 'Copyright (c) 2008, Oracle. All rights reserved.'

This screenshot is similar to the one above, but the 'View' dropdown menu is open, showing a list of order types. The list includes: 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, and All My Open UAP Orders. The rest of the interface, including the search bar and table, remains the same as in the previous screenshot.