

Oracle Returns Management System (ORMS) Registration and Return Request Process

Requesting Access to ORMS - 3 Steps

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

ORACLE

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 the ORMS by entering your company name, customer number and country. Click Register.

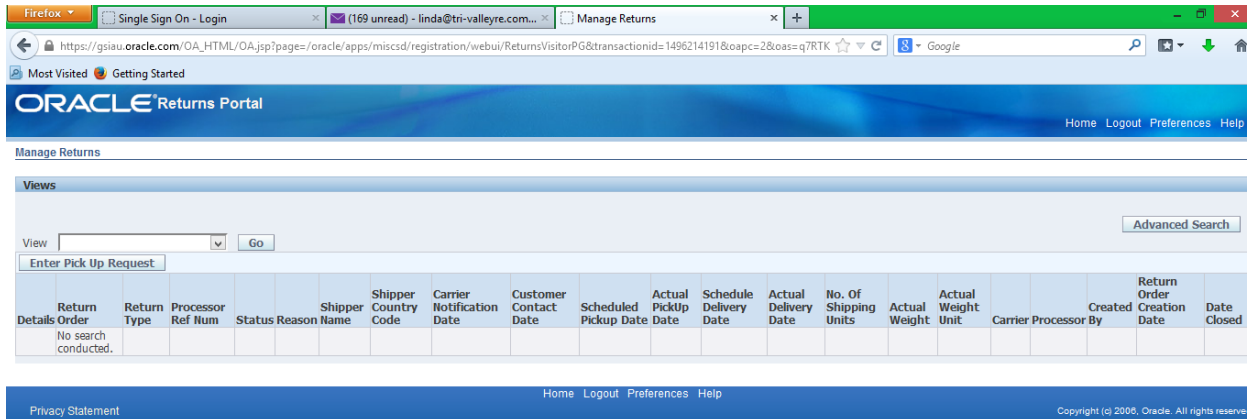
If you do not know your customer number, click on “Don’t know Customer Number?”, and submit additional information.

Log out of your browser completely.

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



- Use the pull down menu to choose the Returns Program you are returning against (Used EE, SRC, or E&O). 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: Used EE

Earliest Collection Date:

* Equipment Pick up Point:

* Total Shipment Weight:

* 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="button" value="Delete"/>

Please attach any additional files here:

- 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, SRC =Quote #.)
- 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

9. Select Yes or No for Pallet Jack
10. Select Yes or No for Lifts/Elevators
11. Select Yes or No for Driver ID Required
12. Select Yes or No for Vehicle Details Prior to pickup
13. 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
14. In the Additional Details section, enter all the details for the shipping units.
Choose:
 - a. Loose, Non Palletized
 - b. Pallets
 - c. Units on Wheel
15. 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.
16. Add another Row as needed for additional units
17. Utilize the Add Attachment button if additional attachments are needed. Attachment title should reference the nature of the document, click on Add Attachment again
18. Click on Next at the bottom right of page to go to step 2

19. Under Pick Up Location section, if the "Use Pick Up Address on File" is correct, leave that option selected and proceed to #20. 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
20. 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.
21. Select next in the bottom right corner of the page
22. 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.
23. 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 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.

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

https://gsiauu.oracle.com/OA_HTML/OA.jsp?page=/oracle/apps/miscsd/registration/webui>ReturnsVisitorPG&transactionid=1496214191&oapc=2&oaas=q7RTK

Most Visited Getting Started

ORACLE Returns Portal

Home Logout Preferences Help

Manage Returns

Views

View

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.																		

Home Logout Preferences Help

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Manage Returns

Views

View

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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Enter Pick Up Request

- 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