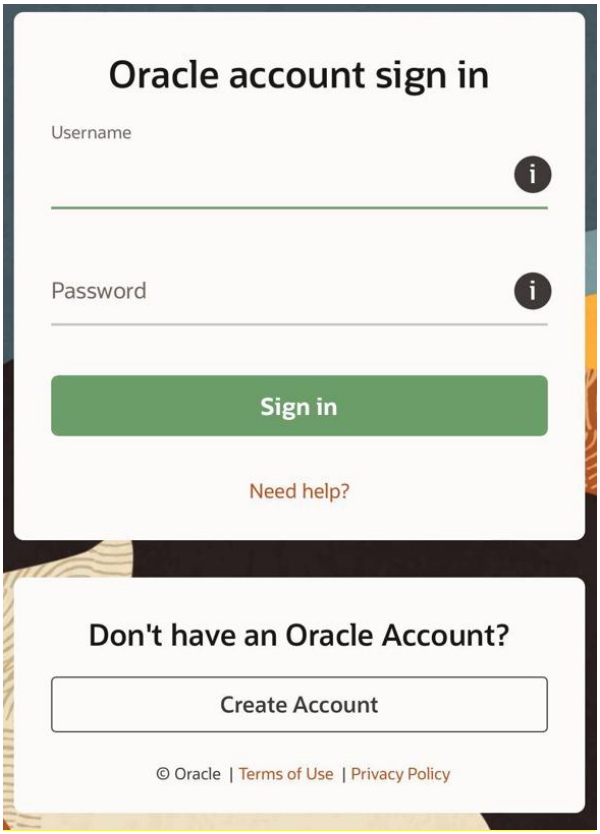
Returns Portal Registration and Return Request Process for e-Waste, Used EE, or E&O

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.

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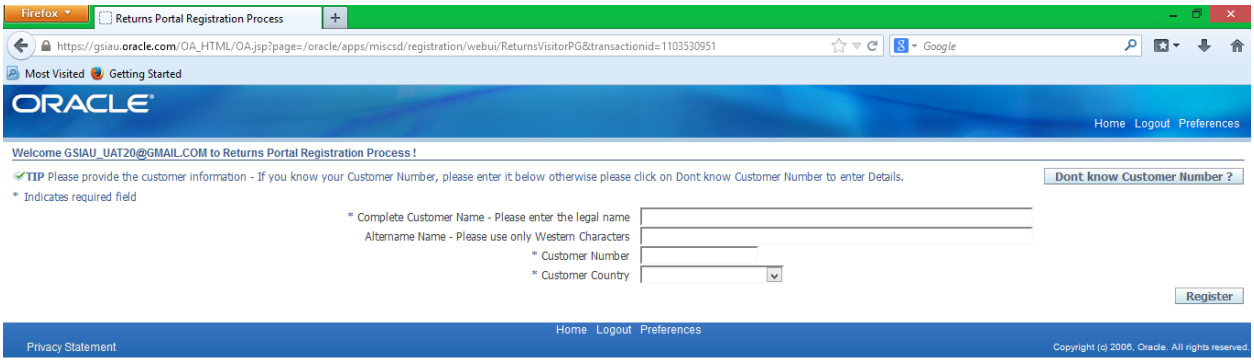
2. Is this an ***e-Waste*** return? If YES, go to Step #3. If NO, go to Step #5
3. Register to ORMS for eWaste returns only by entering Oracle Returns Management in the company name field. Enter **15930353** in the customer number field. Enter **US** in the country field.

   **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.



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

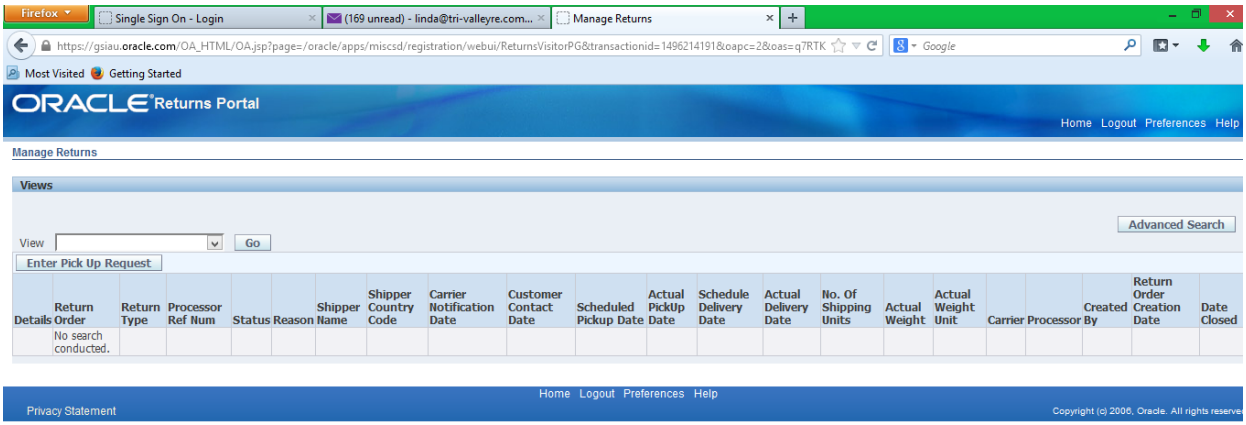
⚠ **Log out of your browser completely and wait 30 minutes**.

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



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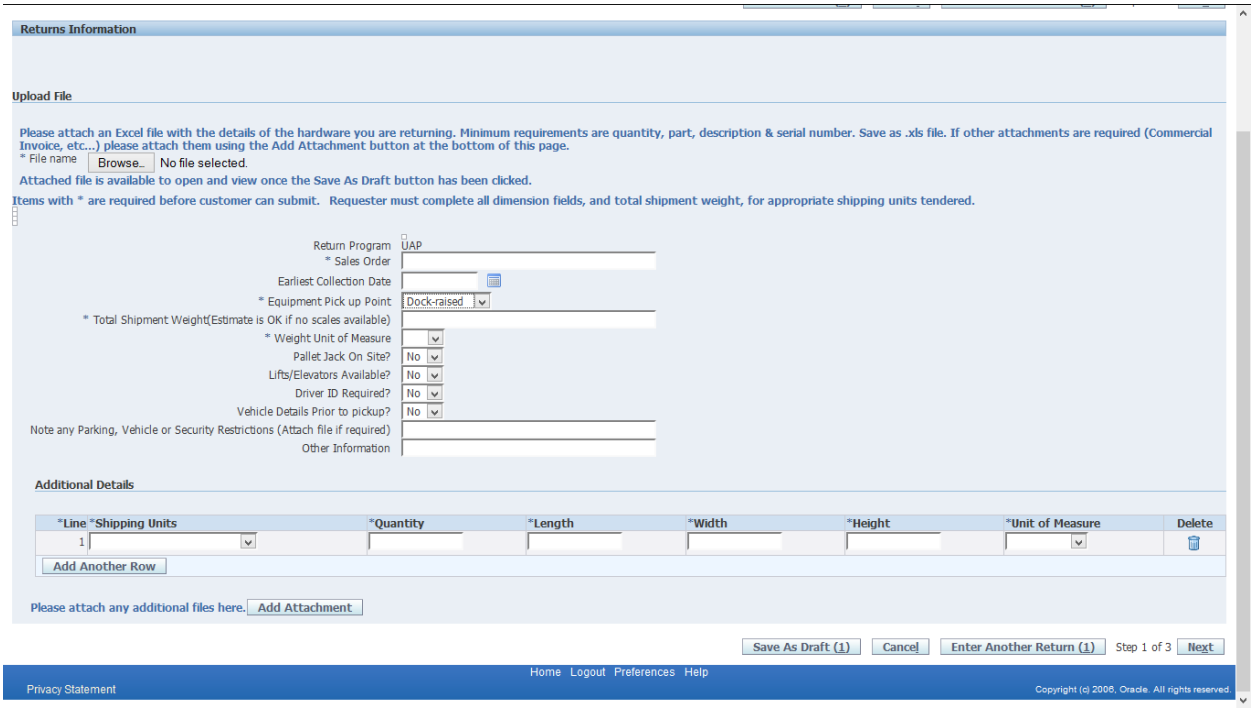
9. Use the pull down menu to choose the Returns Program you are returning against (eg. eWaste, Used EE, and E&O). This will explode the appropriate template for the take back program



10. 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
11. Enter the unique identifier for the order you are requesting a pick up. (E&O=Disposition Number, Internal = Reference #, RTR=RTR Ref #, or e-Waste=Ref #)
12. 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.

13. Select Dock-raised, Dock-ground, Lobby, Other for Equipment Pick Up Point
14. Enter Total Shipment Weight
15. Pull down for lbs or kgs for Weight Unit of Measure
16. Select Yes or No for Pallet Jack
17. Select Yes or No for Lifts/Elevators
18. Select Yes or No for Driver ID Required
19. Select Yes or No for Vehicle Details Prior to pickup
20. 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

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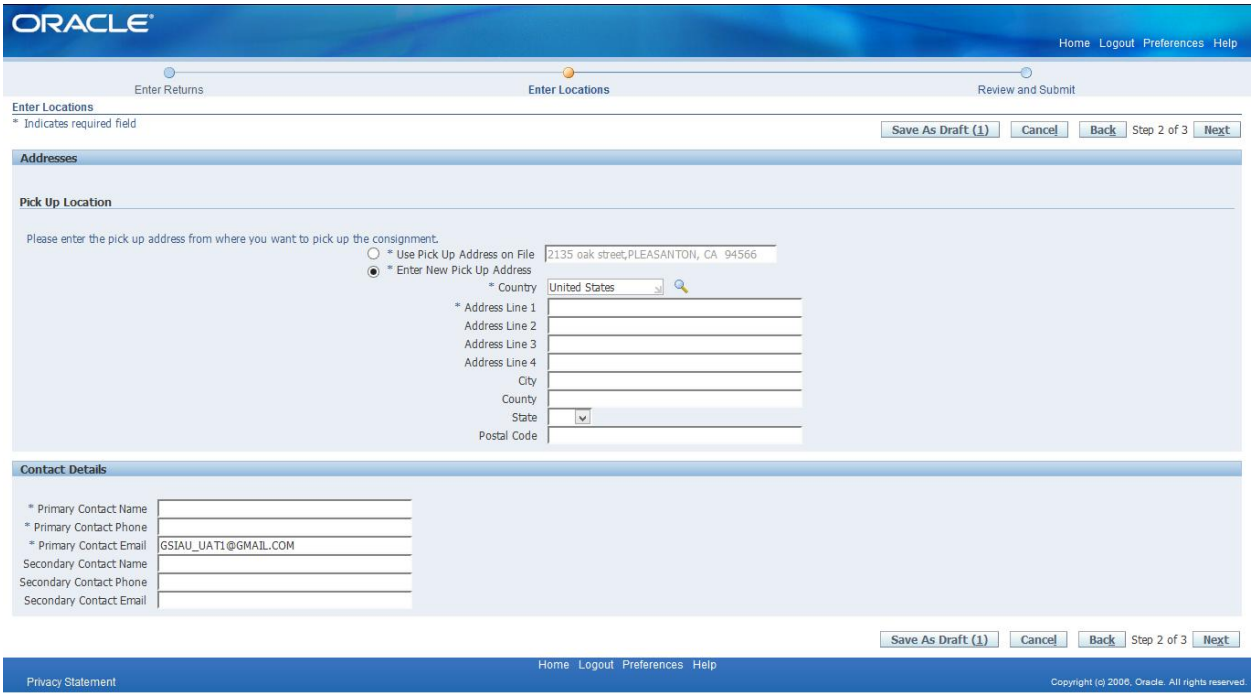
21. In the Additional Details section, enter all the details for the shipping units.
22. Choose:
    a. Loose, Non Palletized
    b. Pallets
    c. Units on Wheel
23. Enter Quantity, Length, Width, Height and pull down the Unit of Measure. If details are the same for the LxWxH for multiple units, please 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.

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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

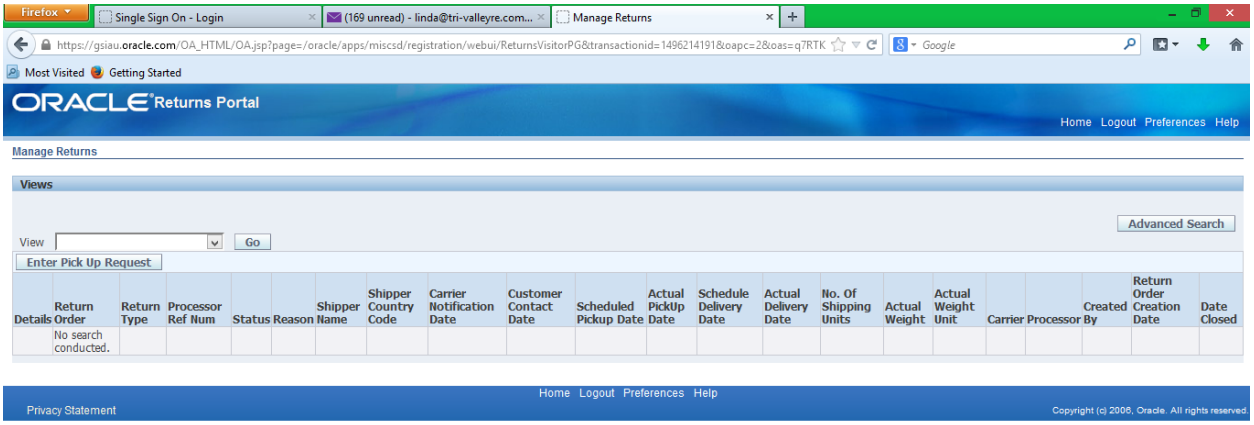
32. Review details of order. If anything needs to be updated, go back to the previous screen by clicking on the back icon on the bottom right corner. DO NOT click on back on the Browser. Choose Accept and Submit if all is correct.

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.



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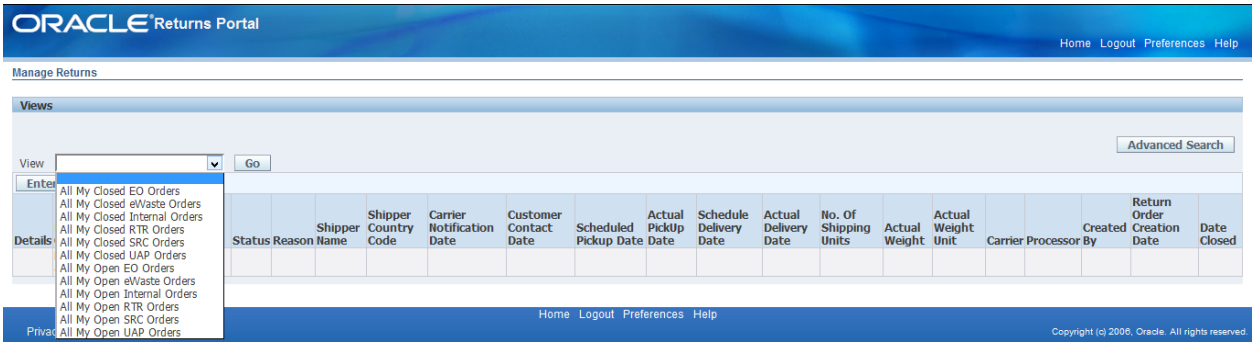

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