

OWS

How to Search Existing & Historical Returns



Viewing existing or historical returns will allow you to see shipping and other details. Example: when an item was shipped by Intel.

Important Notes:

- Before creating a 'Return', check if you still have available entitlements.
- Please ensure that you check your products for Customer Induced Damages ("CID") before returning to Intel for warranty support. CID are not covered under Intel's warranty policy. For more information visit www.intel.com/support.
- These Return processes appear separately in the training, however, you may create return orders with any mix of products (multiple returns).

Steps for creating a Return:

1 To begin a search, on the Product Support Links section, under the Search heading, click Returns

2 Search Options:

- Option 1 - Simple Search: From the Predefined Search menu, select a search
- Option 2: For Advanced Search: Leave the Predefined Search field blank and enter your own search criteria

3 Click Search

Product Support | Welcome, Tom TEST_B2B | Log Off

Product Support Links

- Product Support Home
- My Profile
- Help
- Create**
 - Returns
 - Service Ticket
- Search**
 - Returns
 - Service Ticket

Product Support Home

Welcome to the Online Channel Partner Technical Support tool. Select Ticket for technical troubleshooting requests under the Create menu c

Membership Information

Company : Hewlett Packard
Member ID : 301057740
Contact : Tom TEST_B2B
Address : 22 SJP road,
Bangalore, KA, , IN.
Phone : 9000000000
Email : test_b2b_New@hpc.com

Return Search

Search

Enter more information to narrow your search. Leave fields blank to search all returns.

Predefined Search : Returns For Which I Am The Contact For, Last 7 Days

Contact Name : Returns For Which I Am The Contact For, Last 7 Days
Returns For Which I Am The Contact For, Last 14 Days
Returns For Which I Am The Contact For, Last 30 Days
Returns Submitted For My Company In The Last 7 Days
Returns Submitted For My Company In The Last 14 Days
Returns Submitted For My Company In The Last 30 Days
All Returns For Which I Am The Contact For
Open Returns Reported For My Company

Customer Reference Number :

Order Number :

Order Type :

Date Created : (End Date)



Status : Pending In-Process Cancelled Rejected Closed

Max Records : 100

Search **Cancel**

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Click on the "+" icon next to the Order Number to view the Return and Replacement details and the status.

Results				
Order Number	Order Type	Customer Reference Number	Contact Name	Date Created
 7500001271	SWR-Standard Ship		EIM HP Contact,EIM HP Contact	15-Oct-2009
1	Return Item :	BX80536NC1600EJ	Return Item Description :	"BX80536NC1600EJ#CPU, CMP FCPGA2-1M CACHE (90NM)"
	Return Status :	Awaiting Return From Customer	Received Date :	
	Expected Serial Number :		Expected FPO :	Q746A576
	Replacement Item :	BX80536NC1600EJ	Replacement Item Description :	"BX80536NC1600EJ#CPU, CMP FCPGA2-1M CACHE (90NM)"
	Replacement Status :	In-Process	Shipped Date :	
	Carrier :		Tracking ID :	
	Delivered Date :			
 7500001272	SWR-Standard Ship		EIM HP Contact,EIM HP Contact	15-Oct-2009

Note:

Shipping and Tracking numbers are displayed when available.

For more detailed information, please utilize the resources listed below:

- The OWS Training
- OWS Job Aids
- Tool Demonstrations for an overview