



## Cisco Technical Services

### Service Supply Chain – Frequently asked questions

#### What happens when a hardware failure is identified?

After a Cisco customer support engineer (CSE) determines you have experienced a hardware failure and are entitled to replacement part(s), he or she will issue you a Return Material Authorization (RMA) and provide you with information about your advance part replacement shipment.

Before the RMA issues, you must specify the part number and quantity of each part to be replaced.

Replacement hardware may be new or equivalent to new.

#### Where can I find the serial number on my equipment?

You can use the Cisco Product Identification Tool to help locate the serial numbers of Cisco products. Currently, this tool contains data on select Cisco chassis, cards and IP phones. It is regularly updated to include additional products.

Log on to <http://tools.cisco.com/Support/CPI/index.do> and use one of the following methods to locate your product:

- Search by product ID or model name
- Browse for Cisco model
- Copy and paste the output of show command to identify the product

#### Why do I still have to go through the Cisco TAC troubleshooting process when I know what the problem is with a particular part?

When a service request is logged with Cisco Technical Assistance Center (TAC) the CSE is required to troubleshoot the issue, as a faulty part may be a symptom of a larger problem. CSEs may be aware of other factors, such as software patches to address hardware issues, or bugs that cause intermittent failures.

Even though it may seem quicker and easier to just send a part, if the part arrives and still does not resolve your problem this only delays the resolution of your service request.

#### How can I track the status of my RMA?

If you have an open service request you can use the Service Order/RMA Status Tool at: [www.cisco.com/techsupport/rma](http://www.cisco.com/techsupport/rma)

Enter your service order/RMA number, purchase order number, Cisco TAC service request number, TAC task, or 'Ship to' ID.

#### What do I do if I am unhappy with the progress of my service request?

If you feel that the quality of service from Cisco is not satisfactory, Cisco encourages you to escalate your service request. You can do this by contacting Cisco TAC. Ask to speak to the TAC Duty Manager, who will take ownership of your issue and keep you updated. For TAC contact details visit:

<http://www.cisco.com/public/support/tac/contacts.shtml>

#### Will spare parts be available to support my needs?

Cisco has a comprehensive, automated logistics system that operates 365 days per year which helps Cisco stock spare parts to meet anticipated demand. To achieve this, Cisco synchronizes customer information from the Service Contract Center and performs an analysis to determine requirements. The system then automatically generates sparing requests for depots and creates orders for both items in stock and those that need replenishing.

#### Where are Cisco depots located?

To provide consistent and timely remote and onsite support, Cisco has more than 900 fulfilment depots globally.



#### How does Cisco know where to store parts?

Cisco is able to store parts in appropriate depots based on customer equipment inventories and site data taken from the Service Contract Center. By synchronizing this information with the logistics system, we are able to place parts orders for your listed equipment and send stock to the appropriate depot.

Important: To help ensure that Cisco has the right parts in the right place at the right time, it is essential that you update your details with the Service Contract Center. This is even more imperative in countries where Cisco can ship only to pre-validated addresses due to US Export Compliance law.

### **What are my responsibilities for advising Cisco when I move or change equipment?**

You must notify us promptly of the changes. After we have received your updated information, we can reallocate parts to the appropriate regional depot, helping you get the parts you need, when you need them. To update us, simply visit the Service Contract Center: [www.cisco.com/public/scc](http://www.cisco.com/public/scc)

If you have a large number of changes our service sales support team will update our records for you. Simply email details through to [cs-support@cisco.com](mailto:cs-support@cisco.com)

### **Why do parts take so long to arrive under a new contract?**

Technical support effectively starts from the time the service contract is entered into the Service Contract Center. However, for new contracts we require 30 days to deliver spare parts, as some parts take longer to arrive in stock than others. This is standard operating practice for the industry. In some cases, we can meet parts requirements in fewer than 30 days, if the inventory is already available in the local country depot because of the existing installed base.

### **Cisco should carry parts for all products. Why have I been advised that parts are not in the country?**

Cisco does not carry 1:1 spares for every customer. Sometimes parts are not immediately available; for example, stock levels may be unexpectedly depleted by high demand. You can help by making sure that you update the Service Contract Center with accurate details of your Cisco equipment so we can properly predict demand. Only then can we have the right parts, in the right place, at the right time to meet your needs.

### **How does Cisco know that the correct part is shipped?**

When depots receive a request to ship a part, the Cisco third party logistics suppliers follow best industry practices so that correct items are picked and validated against the order before shipment, which is then tracked to its destination.

### **Are security or other personnel at our site allowed to accept parts deliveries out of hours?**

To protect your security Cisco policy is to ship only to the contact identified in the service contract. The exception is with premium orders where you can include information such as 'Leave parts with Security'. Otherwise, all orders must be delivered to the site contact. For standard orders, deliveries are usually completed within normal business hours; however for exceptional situations deliveries can be supported on Saturdays and Next Flight Out (NFO), based on shipping warehouse capability and special approved exception situations.

### **Why does the field engineer not take the faulty part and return it to Cisco?**

Cisco uses only approved partners to deliver service parts and labor to your site. In most cases the field engineer does not carry parts during a service call; parts are delivered by courier service. After the service call the field engineer prepares the return part for shipping and advises you of the Cisco RMA process.

### **What are my responsibilities as a customer for returning replaced parts?**

Returning parts to Cisco is a contractual and legal obligation. Cisco advances replacement parts to you because we know that these parts are needed for your mission-critical activities. After replacement these parts belong to Cisco and are tracked accordingly. Within 10 days after you receive the working part, the replaced part should be returned to Cisco to be repaired and returned to inventory.

If you are unable to return any part within 10 days, please contact Cisco's Asset Recovery team ([asset-recovery@cisco.com](mailto:asset-recovery@cisco.com)) to avoid being invoiced for a non-returned part at Cisco's current list price.

### **How do I know if Cisco has received parts I returned?**

If you have access to the SVO Tool (Service Order) you can enter your RMA number and check if the part has been received or email [asset-recovery@cisco.com](mailto:asset-recovery@cisco.com)

### **Are my advance replacement parts new?**

Provision of new or like new parts is at the sole discretion of Cisco and Cisco certifies the parts as functional at the same level as new. This is industry standard. In general, for newer products, Cisco is more likely to provide new parts. However, as products mature, Cisco establishes repair facilities to provide replacement parts.

### **Will my original part be returned to me?**

No. Cisco will replace your failed part with a fully refurbished and tested part. We do not return your original part to you, but rather a replacement with a different serial number. To help you receive quality parts, our repair centers run the same set of tests as our manufacturing process on all serviced parts before returning them to stock.

### **What quality processes does Cisco use for repairs?**

Cisco repairs only those parts that can be restored to a state functionally equivalent to new. Any part that does not meet this standard is automatically removed from inventory.

Cisco audited and approved service repair vendors conduct out-of-box audits on a statistical sampling plan to help compliance with our quality metrics. Several major product families are also subjected to 100% inspection before leaving the repair center. Data from these audits are reviewed weekly by service quality engineers.

After passing these reviews, the part is immediately packed with a quality seal on the box (and on the anti-static bag if applicable). If for some reason the seal is broken during transportation or at the storage site, the part is shipped back to the repair vendor for testing and/or repair. Parts are cycled through repair a maximum of three times, after which they are taken out of the service inventory. This lifecycle is shorter than the industry average.

### **When returned to Cisco, how many parts are found to be faulty and how many have 'no fault found'?**

Different product types have varying failure rates. Cisco uses a figure called 'mean time between failure' (MTBF) to indicate the suggested life span of each product, and publishes this information on our product marketing websites. Other factors that influence whether a fault is found include product families, product revisions, product life cycle (whether the product is still being manufactured versus end of manufacture) and RMA rate.

### **How does Cisco use information about parts failure?**

Returned parts are a key source of information on opportunities to improve our products. Understanding the root cause of failure enables us to:

- increase quality
- reduce your cost of ownership
- reduce cost of service
- improve customer satisfaction

Cisco analyzes more than 2000 failures per month. Over the last year, we've reduced the average cycle time for a failure analysis from about 45 days to less than ten, enabling us to reduce time to market for product improvements.

### **What happens to parts that Cisco takes out of service inventory?**

Parts that are taken out of service inventory are evaluated for alternative reuse opportunities. Cisco partners with certified waste management companies who specialize in processing, recovery, recycling and responsible disposal of electronic material in their geographic area. These partners provide all the information necessary to enable Cisco to comply with local and regional environmental waste management standards.

### **What is Cisco doing to protect the security of parts at its global depots?**

Cisco is a member of the Technology Asset Protection Association (TAPA). This body is made up of security professionals and business partners from technology companies who have come together to address emerging security threats in the technology industry.

Freight security requirements have been established to promote the safe and secure in-transit storage and warehousing of TAPA member assets throughout the world. These specify the minimum acceptable standards for security throughout the supply chain and the methods used in maintaining those standards.

Cisco uses only third party logistics providers who are TAPA certified.

### **More information?**

To learn more about Cisco Technical Services, talk to your Cisco representative or visit Cisco Technical Services at: [www.cisco.com/go/supportservices](http://www.cisco.com/go/supportservices)



**Corporate Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
www.cisco.com  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 526-4100

**European Headquarters**

Cisco Systems International BV  
Haarlerbergpark  
Haarlerbergweg 13-19  
1101 CH Amsterdam  
The Netherlands  
www-europe.cisco.com  
Tel: 31 0 20 357 1000  
Fax: 31 0 20 357 1100

**Americas Headquarters**

Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
www.cisco.com  
Tel: 408 526-7660  
Fax: 408 527-0883

**Asia Pacific Headquarters**

Cisco Systems, Inc.  
Capital Tower  
168 Robinson Road  
#26-01 to #29-01  
Singapore 068912  
www.cisco.com  
Tel: +65 6317 7777  
Fax: +65 6317 7799

**Cisco Systems has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the  
Cisco.com website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).**

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(0304R) 9661-1106/Cisco