



Cisco Trade-In Accelerator  
Program (TAP) Period 9  
APAC



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**APAC Channel Programs**

# Agenda

- What is Trade-in Accelerator Program (TAP) and Why use TAP
- How to participate in TAP
  - Enrolment
  - Bookings
  - Returns
  - Exclusions and Long-Term Deals
- Who needs to understand TAP process
- Tips to help partners succeed and benefit from TAP
- Tools to use regularly: TAP Tool & Order Status Tool

# What is Trade-in Accelerator Program

- TAP is designed to provide **financial motivation** for **partners** to **migrate** their customer installed base of Cisco and competitive networking equipment to Cisco equipment
- Financial Motivation – Offers **10% payment** to qualifying partners, who achieve program requirements

# Why use TAP? - Objectives and Benefits

- Target huge installed base trade-in opportunity
- Provides financial reward to partners for driving network upgrades (increased profitability)
- Update customer's IT/network capabilities



# Partner Financial Impact of TAP

Improves Partner Gross Margin ~30% on Trade-Ins!

**Example Deal Assumes 30% Contract Discount, with 10% Trade-In Credit**

	Normal TMP Deal	TMP Deal with TAP
Deal Size: List Price	\$200K	Same
Partner Discount with CTMP	40%	Same
Customer Discount	35%	Same
Partner Resell Price	\$130K	Same
Partner Hardware Costs	\$120K	Same
Gross Margin	\$10K	Same
Payment 10% x 10% List Trade Credit	—	<b>\$2K</b> <b>(\$200K x 10% x 10%)</b>
Gross Margin Percentage	8.3% (10K/120)	<b>10%</b>

**And VIP payments Will Add Even More!**

Cisco reserves the right to change promotion rules at any time

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- **How to participate in TAP**

- Enrolment
- Bookings
- Returns
- Exclusions and Long-Term Deals

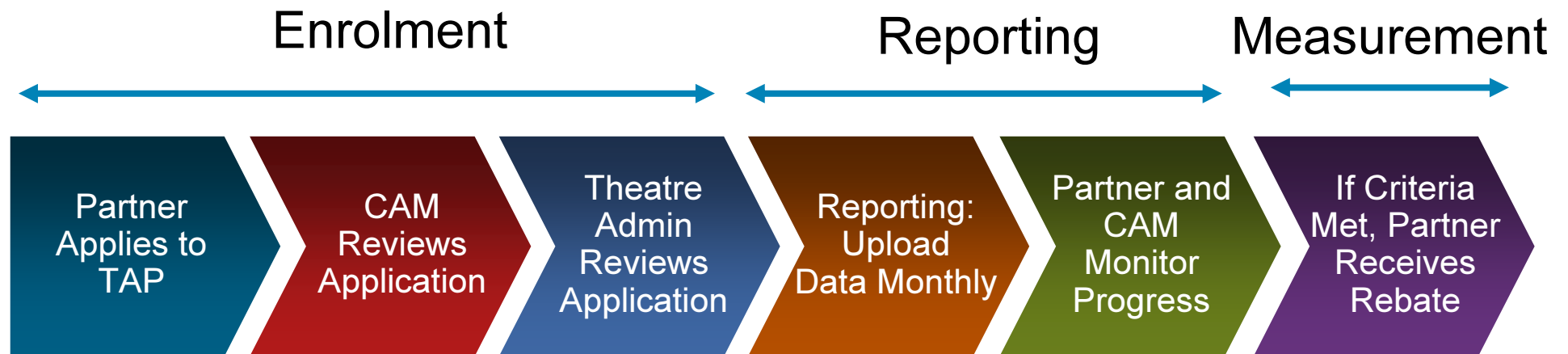
- Who needs to understand TAP process
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# TAP 9 Enrollment and Payout Criteria

TAP payment Qualifying Requirements for Partners	
Enrolment	To participate in TAP, Partners will need to enroll during the enrolment period.
Certification	Cisco Gold, Silver, Premier or Select certified throughout entire bookings period
Products Covered	<ul style="list-style-type: none"> <li>▪ All Cisco and competitive products through Cisco Technology Migration Program (TMP)</li> <li>▪ Resale transactions only - no internal purchases</li> </ul>
Payment Amount	Payment of 10% of total trade-in credits on qualified trade-in resale credits
Minimum Booked Trade-In Credits	\$25,000 in trade-in credits
Return Requirement	Must returned a minimum of 85% of the dollar value of the trade-in credits extended on eligible products booked and shipped through the TMP by the 2 return measurement dates
payment	2 payment runs

Cisco reserves the right to change promotion rules at any time

# TAP Process: How to Participate



- Partner enrolls via TAP Tool
- Application: process within 10 business days
- **1<sup>st</sup> Level approval**
- CAM logs into Tool to review and validate application
- **2<sup>nd</sup> Level approval**
- If Theatre Admin approves, the Partner is notified that they are now enrolled
- Theatre Admin uploads requirements, Trade-In bookings, Credits and Returns Reports to Tool
- Tracks Trade-In bookings and Returns information in TAP Tool and on Business Plan
- Reports run in Tool to see who meets exit criteria
- Payment given based on Trade-In Credits associated with equipment returned

# Ensure Proper Equipment Returns!

1. Arrange equipment pickup using Cisco POWR Tool; **free** pickup and shipping for customer and partner!
2. Label returns properly: With customer name, and RMA number → CTMP Quote numbers are **not** valid for product labeling
3. Do not intermingle multiple RMAs Equipment together during shipment
4. Allow a **minimum** of 4 weeks from pickup to account for transit and receiving times; ship equipment back early to ensure receipt by deadlines

# How Will You Manage Mid to Large Trade-Ins?...

- **US\$50,000 to <\$200,000 TMP credit deals:**

Deals of this size typically have the potential to affect your ability to return to 85% goal if:

Booking later in the TAP period

Slower installation plan with customer



- **≥ US\$200,000 TMP credit deals:**

Typically require longer installation cycles

May have contractual terms for completion of network installation and product return



**Many TAP Partners Promote Deals of Significant Size that Can Affect TAP Results If Not Managed Properly**

# Excluding Deals

- **Extra ~90 days to return gear**
  - Exclusion measurement at end of the 15<sup>th</sup> month of a program
- **Qualification Is Automatic Based on Two Criteria:**
  1. **Credit Size:**
    - **US\$50,000 to ≤US\$200,000 TMP credit** size of deal transactions booked within a period
    - Multiple orders are automatically grouped if same deal tracking number
  2. **RMA Due Date:**
    - **At or beyond** the final TAP Returns Measurement Date for that period
    - Extending RMAs is typically necessary to meet this requirement. Extension process is found [http://www.cisco.com/web/partners/pr11/incentive/tmp/rma\\_ext.html](http://www.cisco.com/web/partners/pr11/incentive/tmp/rma_ext.html)
    - RMA Extension Processing time: 2 or more weeks to process and show on [Order Status Tool](#)
- **Effect on base measurement negated**
  - Exclusions removed from base measurement and treated separately for measurement
  - Note: Exclusion payment **requires** that base measurement is achieved
  - Automation of the process, which saves you time

# Large Deal

- **Deadline to return gear is custom to the large deal**

RMA due dates affect the measurement → farthest is used for measure

Example: One deal with three RMAs and differing due dates

1. RMA 987654 Due date: 2/28/2009

2. RMA 918273 Due date: **12/31/2009** Farthest date on RMAs is used

**\*Need more time? Extend your RMA due date [here!](#)**

- **Qualification Is Automatic Based on One Criteria:**

1. **Credit Size:**

**US\$200,000 TMP credits** for transactions of a deal Booking across multiple periods starting in TAP7

Multiple orders are automatically grouped if same deal tracking number (same customer installation)

- **Effect on base measurement negated**

–Large deals removed **automatically** from base measurement and treated separately

–Each large deal is unique and measured separately for RMA value and returns and TMP value

# Manual Requests for Exclusion or Large Deal Qualification

## Policy and Process

**On Occasion, Deal Tracking Numbers May Not Be Available in Cisco® Data;**

**This Unavailability Does Not Allow Automatic Identification of Deals that Should Be Grouped**

Partners Can Request to **Group** Transactions by Using a New Form and Submitting by a Deadline:

**1. Form:** Must prove transactions from the same deal using customer name (provided in data typically) or other sources of information

Partner **must** request through Partner Relationship Team at:

<http://www.cisco.com/go/taphelp>

using the “[TAP Exclusion and Large Deal Request/Recategorization Form](#)” (found on TAP website)

**2. Deadline:** Reminder to request before deadlines

# Don't Want an Exclusion or Large Deal Treatment?

Recategorization Policy and Process

**Partners May Wish to Move Transactions or Deals out of Large Deals into a Regular TAP Period or Exclusion Status or Exclusions Back into a Regular TAP Period**

Partners Can Request **Recategorization** by Using a New Form and Submitting by a Deadline:

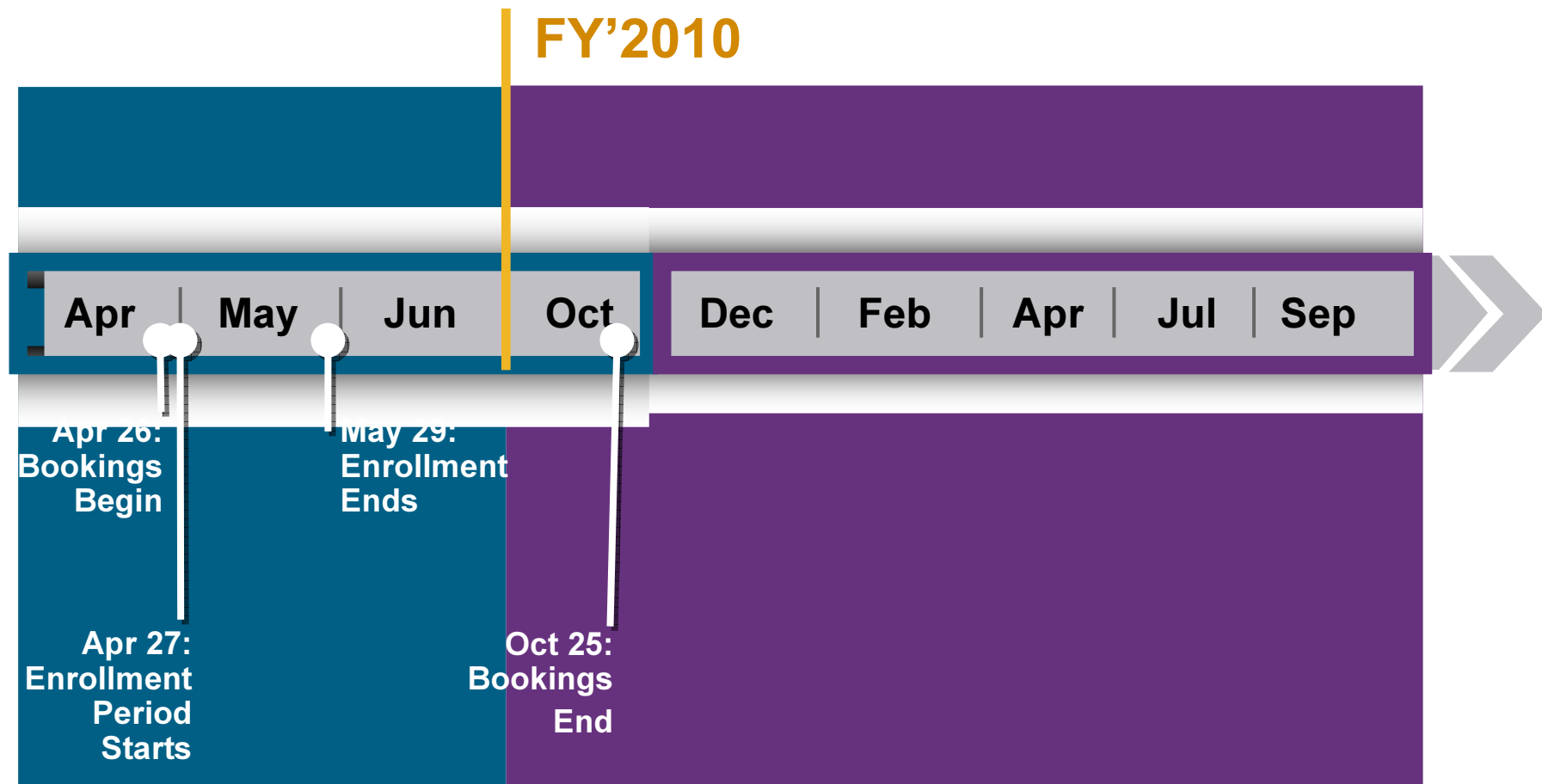
**1. Form:** Select the treatment desired

Partner **must** request through Partner Relationship Team at: <http://www.cisco.com/go/taphelp> using the "[TAP Exclusion and Large Deal Request/Recategorization Form](#)" (found on TAP website)

**2. Deadline:** Reminder to request before deadlines

# Trade-In Accelerator Program 9 Timeline

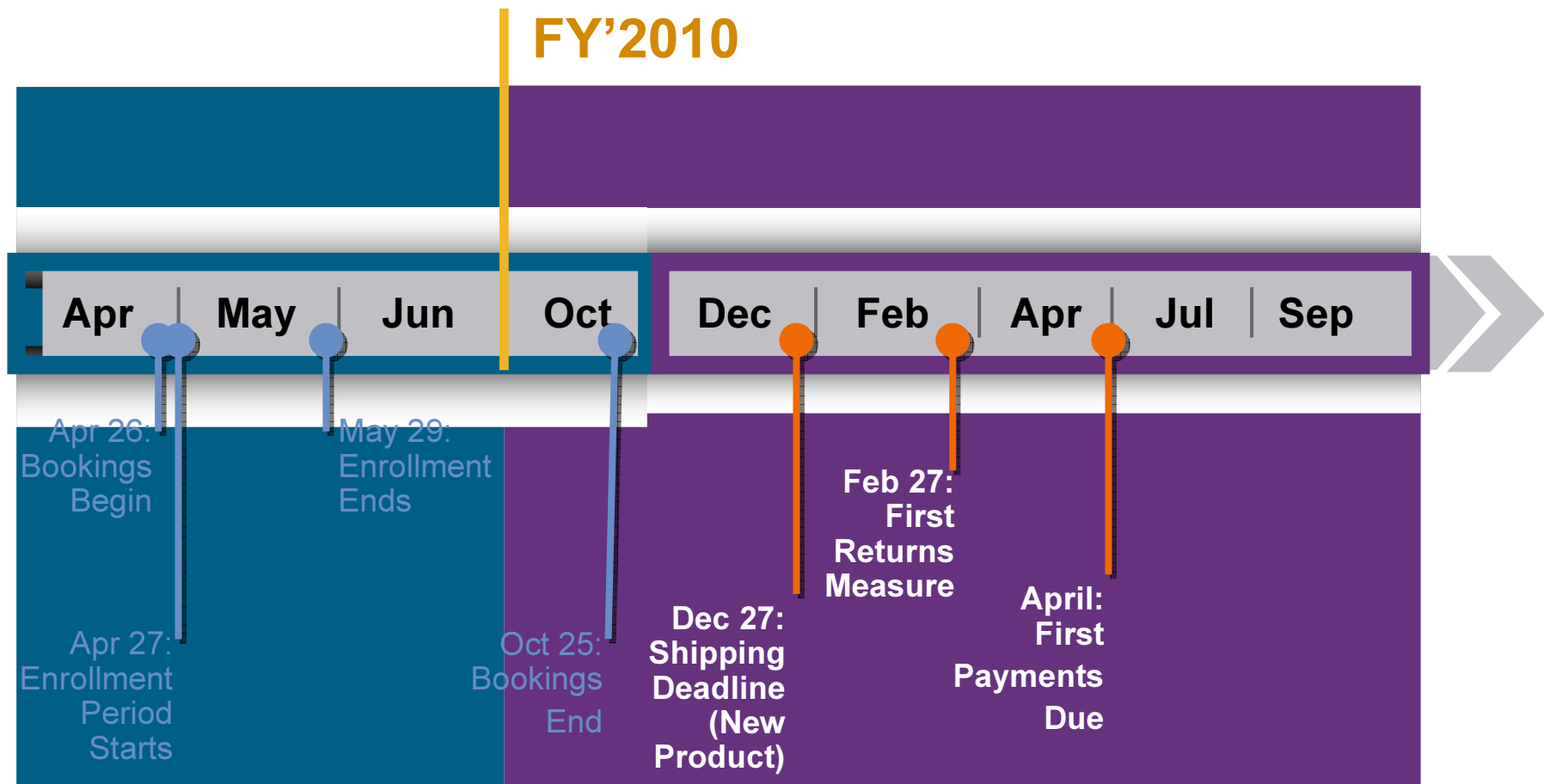
## Enrollment and Bookings Cycle



Cisco reserves the right to change program rules at any time

# Trade-In Accelerator Program 9 Timeline

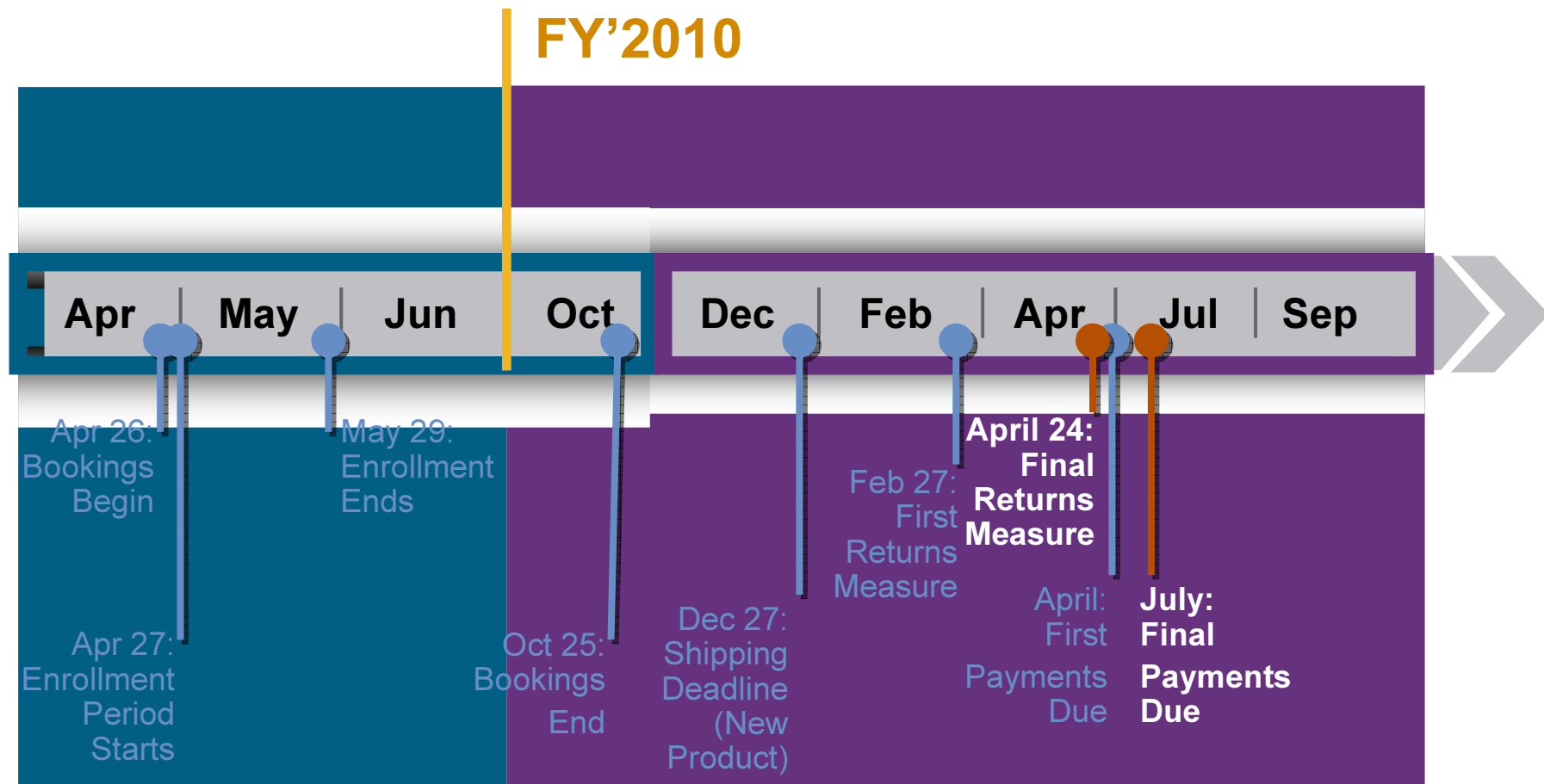
## First Measurement and Rebate Paid



Cisco reserves the right to change program rules at any time

# Trade-In Accelerator Program 9 Timeline

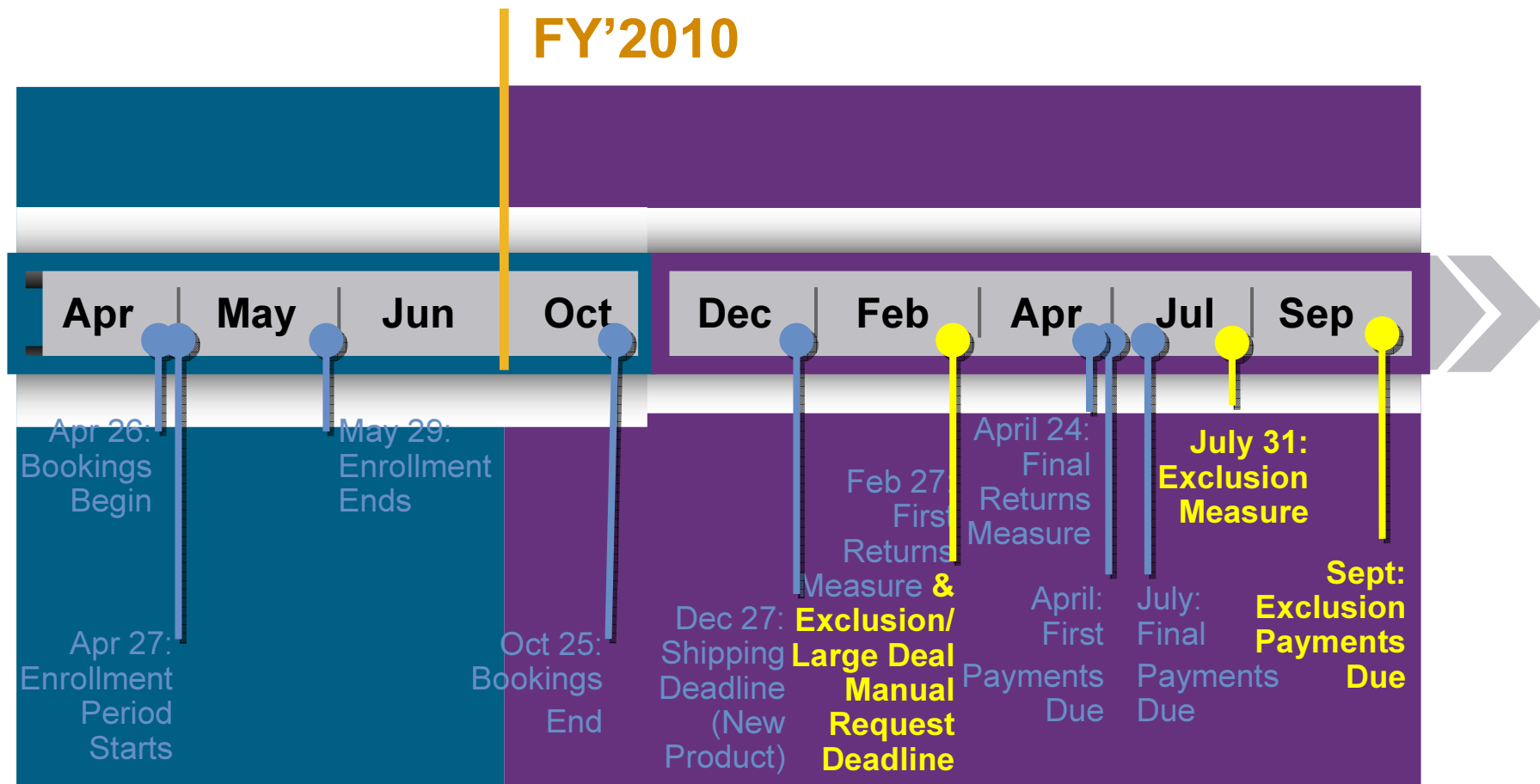
## Final Measurement and Rebates Paid



Cisco reserves the right to change program rules at any time

# Trade-In Accelerator Program 9 Timeline

## Exclusion Measurement and Rebate Paid



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# Partner's Perspective

## Enrollment Questions:

- Q1: How do I enroll for TAP?
- Q2: What if user wants to be the App Owner and another is assigned?
- Q3: How can I reassign initial Partner Application to new Partner contact?

# Q1: How can Partner enroll for TAP?

- **Step 1: Enroll via TAP Tool** [www.cisco.com/go/taptool](http://www.cisco.com/go/taptool)

**Partner company name and country will be displayed**

## Old TAP Application: Click **Re-enroll**

The screenshot shows the 'Trade-in Accelerator Program Tool' interface. The 'Application Summary' section contains a table with two entries. The second entry, for 'DATA PROCESSING SCIENCES CORPO' in the USA, has a status of 'Pending Re-Enrollment' and a 'Re-Enroll »' button next to it.

Company	Country	Certification	CAM	Status	Date of Application Submittal
FLUITSU SIEMENS COMPUTERS GMBH	GERMANY	SILVER	serdt@cisco.com	Submitted	Nov 30 2007 6:35AM
DATA PROCESSING SCIENCES CORPO	USA	SILVER	tomeredi@cisco.com	Pending Re-Enrollment	

## NEW application: Click **Enroll** and choose Country

The screenshot shows the 'Trade-in Accelerator Program Tool' interface. A red box highlights the 'APPLY' button in the left navigation menu, with an arrow pointing to it and the text 'Click on "APPLY" on left navigation menu'. Below the navigation menu, the 'Application Summary' section contains a table with one entry for 'Cisco Systems, Inc' in the USA, with a status of 'MyCam' and an 'Enroll >>' button next to it.

Company	Country	Certification	CAM	Status	Date of Application Submittal
Cisco Systems, Inc	USA	PREMIER	MyCam	Enroll >>	Oct 6 2005 12:44PM

# Q1: How can Partner enroll for TAP?

- Step 2: Partner must agree to the Terms and Conditions before they can proceed

**CISCO SYSTEMS**

## Trade-in Accelerator Program Tool

Menu: SUMMARY APPLY

### Apply - Terms and Conditions

Company Name: Cisco Systems, Inc.  
Country: USA

- The US TAP Period 3 program period is April 30, 2006 through October 28, 2006 for the Q4/Q1 period and July 30, 2006 through October 28, 2006 for the Q1 period.
- No other SKUs or product families are eligible for the rebate other than those SKUs valid in the Cisco TMP.
- Rebates will be paid only on net Cisco TMP trade-in credits booked within the program period and shipped prior to the measurement periods and on distributor claims received and approved by Cisco within the program period that meet the return rate requirement measurement. Products purchased for a partner's internal use are not eligible for program rebates.
- Upon a partner's written request, Cisco will exclude particular TMP transactions and associated RMAs from TAP Period 3 consideration where the transaction contains at least the following requirements: (i) the transaction must be of minimum US \$100,000 TMP credit value at time of booking; and, (ii) as of the date of the request the posted RMA due date on the RMA status tool must be beyond the last return date for TAP period 3. The formal request must be requested by the partner to the TAP-help@cisco.com alias by November 30, 2006 with the Cisco Sales Order number, RMA number, TMP quote number and RMA due date provided on the email. The US TAP Administrator must approve all accepted exclusions for sales orders and associated TMP credits and returns in writing by return e-mail. Cisco will provide a 15 percent rebate on those summed excluded orders where the Partner returns and Cisco posts receipt of 85 percent of the excluded summed RMA valued trade-in equipment by July 28th, 2007 for TAP3. In order to be eligible for a rebate on any such excluded orders a partner must first achieve the TAP 3 Period first or second rebate criteria (i.e. must meet minimum transaction level and return level within the program period).
- These Cisco Trade-In Accelerator Program rules are for transactions in the United States only.
- Products that are procured from a distributor may only be purchased from a Cisco U.S. Authorized 2-Tier Distributor (Comstor, Ingram Micro, or Tech Data). All 2-Tier Cisco TMP transactions require a Deviation Authorization Request Tool (DART) code that starts with "CTMP-" (CTMP-12345AB, for example), "COMP", "REST", "PRSP", "DVAR", "CUST", "DSAF", "LOCL", "PROD", "PROG", or an associated RMA created at Cisco in order to be considered eligible for the Trade-In Accelerator Program TMP credits and returns.
- Partners are responsible for keeping their own sales and equipment returns information. Cisco will provide partner access to partner program results via the Trade-In Accelerator Program Tool and partners can access returns data via the Order Status Tool at [www.cisco.com/coll-bin/front\\_x/statusTool/actionA\\_loadOrderQueryScreen](http://www.cisco.com/coll-bin/front_x/statusTool/actionA_loadOrderQueryScreen) or with the Cisco Asset Recovery team. If a partner believes there are any discrepancies between Cisco published data and the partner's own records, the partner is responsible for identifying potential discrepancies to Cisco. Any discrepancies must be reported immediately. The deadline for submitting any Cisco TMP trade-in credits discrepancies from associated bookings to the TAP-help@cisco.com alias is November 30, 2006. Return rate requirement discrepancy cases must be submitted by June 29, 2007 to the TAP-help@cisco.com alias and the case number will be created and tracked for any changes to the RMA value or returns. PARTNERS SHOULD REFER TO THE TRADE-IN ACCELERATOR TOOL FOR THEIR OFFICIAL PROGRAM STATUS. INFORMATION OBTAINED FROM CISCO PERSONNEL OTHER THAN THE CISCO TRADE-IN ACCELERATOR PROGRAM TEAM (CAM, FOR EXAMPLE) WILL NOT TAKE PRECEDENCE OVER THE INFORMATION ON THE TRADE-IN ACCELERATOR TOOL AND WILL NOT BE HONORED IN ANY DISPUTES. IN ORDER TO CORRECT ANY ERROR IN THE TRADE-IN ACCELERATOR TOOL, PARTNERS MUST OPEN A CASE BY SENDING EMAIL TO THE TAP-help@cisco.com ALIAS AND PARTNERS WILL RECEIVE A CASE NUMBER TO CORRECT IT ON THE TRADE-IN ACCELERATOR TOOL IF CLAIM IS VALID.
- Sales that are eligible for the rebate under the Cisco Trade-In Accelerator Program are also eligible for the Value Incentive Program, Opportunity Incentive Program and Solutions Incentive Program rewards may not be combined with the Cisco TMP and the Trade-In Accelerator Program. Other Cisco programs and Programs may not be combined with the Cisco Trade-In Accelerator Program, unless otherwise stated in writing by Cisco.
- Cisco reserves the right to modify or cancel the program at its discretion without notice.
- Cisco reserves the right to refuse this offer to deals that do not comply with the intent of this program.
- Applications are subject to the approval and verification of enrollment criteria by Cisco at its sole discretion.
- Rebate is based on meeting all specified criteria.
- If the partner has an receivable statement with Cisco that is overdue by 15 days or more, the Cisco Trade-In Accelerator Program rebate will be withheld until the account is made current.
- Cisco reserves the right to add or remove product SKUs from the eligible product list for the Cisco TMP at any time.
- In addition to any of its other remedies, Cisco reserves the right to terminate a partner from participation in this program for the following reasons: (a) submission of false, misleading, or incomplete program information, including claims for sales made under the program; (b) other fraud or abuse of this or other Cisco marketing or sales programs; (c) the distribution of products purchased from any source other than Cisco or a Cisco Authorized Distributor; and (d) the sale of Cisco products to anyone other than an end user.

< Back I agree >

Partner Agrees to Terms

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# Q1: How can Partner enroll for TAP?

## Step 4: Complete online application and attach business plan

**Business Plan**

I have completed the Approved [Business Plan](#) with my CAM. \*

Uploaded plan / other documents: (no files uploaded)

**CAUTION:**

- Uploading a new business plan will delete the prior version.
- If you have modified any fields on this page, please click *Save* before uploading or deleting files.

I have read and understand [the Tap Program Rules](#). \*

\*All fields marked with a red asterisk are required.

Partner Must Click Boxes and Upload Business Plan

Partner can save application for completion at a later date  
Saved applications are NOT considered Submitted

Submitting Completes Enrolment Application

- Upon successful Submittal, partner will receive confirmation email.
- Email notification is sent to identified CAM to review application
- Cisco review turnaround time: 10 business days from submission date.
  - Contact CAM if 10 days exceeded.
  - Escalate to Theater if CAM non-responsive.

## Q2: What if Partner wants to be the App Owner and another is assigned?

- If Application Already Exists for that Partner and country
  - Error message will be seen with current CCO id owner
  - New user must work with current owner to get access as owner.
  - Create a case with partner relationship team if current owner is not reachable.

# Q3: How can Partner reassign initial Application to new Partner contact?

- Initial Partner applicant has application ownership.
- Issue: Contact Leaves Company
- Create a case with partner relationship team and TAP PM or CAM will enter new contact CCO ID in the Change Applicant Field and selects, Save.
- Upon successful save, Partner contact information will be updated and old user will no longer have ownership to change applicants or modify application

The screenshot displays the 'Trade-in Accelerator Program Tool' interface. The main content area shows application details for 'Cisco Systems, Inc.' with the following information:

Application ID:	329
Company Name:	Cisco Systems, Inc
Country:	USA
Application Status:	Not submitted

Below this, there is a 'Contact Information' section with a link to 'Update your contact details'. A note states: 'If you update the contact details, it will not refresh in the current screen unless you click Refresh. However, this change will be reflected when the application is sent.'

The contact details listed are:

CCO of applicant:	cco@cisco.com
Name:	John Doe
Title:	CEO
Phone:	(919) 555-1212
E-Mail Address:	john.doe@cisco.com
Street Address:	1313 Mocking Bird Lane
City:	Greensboro
State:	NC
Country:	US
Postal/Zip Code:	27407-2145

At the bottom, there is a 'Change applicant to:' field with an input box and a '(enter CCO ID)' label. This field is highlighted with a red rectangular box.

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# How to succeed and benefit from TAP

## Tip 1: Executive Awareness

- Ensure payout potential is understood → don't miss out on payout

## Tip 2: TMP Bookings

- Ensure TMP quote is accurate—correct Trade-In List before booking order!
- Achieve the \$25,000 level minimum resale TMP trade in credits

## TIP 3: Returns Preparation

- Return 85% or more of trade-in credits
- Drive the customer to understand equipment listed on the TMP quote must be returned
- If quoted product will not be returned—understand any discrepancies in what **will** be returned and address with your Asset Recovery representative prior at [wwrl-apac-returns@cisco.com](mailto:wwrl-apac-returns@cisco.com)
- Request Exclusions prior to the deadline

# What's Your Next Step for TAP?

- Partners to enroll for TAP 9 (27 April – 29 May)
- Drive any trade-in deals through TMP
- Drive Equipment Return —TAP payments will not be paid if returns requirement is not met! Return at least 85% of the trade-in credits/gears by the return measurement date

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# TAP Tool: Credits Summary

[www.cisco.com/go/taptool](http://www.cisco.com/go/taptool)

Trade-in Accelerator Program Tool

Menu SUMMARY

Application Summary [View/Update Application](#) **Status Report** [Reports Log](#)

JMF SPECIAL PROJECTS USA(USA) Period: TAP 1

TAP Bookings Report (In US \$ except in Canada)

TAP Status	
Company	JMF SPECIAL PROJECTS USA
Country	USA
Participant Time	6
Rebate	\$9,000.00
	<b>Congratulations!</b>
Certification	NOT CERTIFIED

Last updated on May 8 2006

TMP Credits Booked Info		
Month	Year	TMP Credits Booked (\$)
April/May	2005	\$10,000.00
June	2005	\$10,000.00
July	2005	\$10,000.00
August	2005	\$10,000.00
September	2005	\$10,000.00
October	2005	\$10,000.00
TMP Credits to Date		\$60,000.00
TMP Credits Target		\$25,000.00
TMP Credits Required to Meet Target (calculated = Returns Target - Returns to Date)		\$0.00
TMP Credit Target Met	Yes	
Current Potential Rebate		\$9,000.00

Note: TMP Credits are based on TMP bookings and do not account for items shipped to

Status Report Tab then Select TAP Period

Total Credits Booked and Shipped by Month

TMP Target Credit/Met

payment Potential

# TAP Tool: Returns Summary

[www.cisco.com/go/taptool](http://www.cisco.com/go/taptool)

Returns Information		Last updated on Apr 28 2008
RMA Summary	RMA Details	Export RMA Data To Excel
Total Credits on RMAs**	\$99,600.00	
RMA Credits Received	\$49,800.00	
Returns Rate Required	85%	
Returns Rate Achieved	50%	
Returns Target Met	No	

View RMA Data

Total Credits on RMAs

Total Equipment Returned Value

Return Rate

\*\* See Note 2 below. Total Credits on RMAs shows the total summed credit value listed on the associated RMAs for both Shipped and Not Shipped transactions. Transactions not shipped by the shipping deadline will be removed. Please refer to the TAP rules for current shipping deadline. Select RMA Summary or RMA Details for detailed RMA data. If data is believed to be incorrect please open a case with details of the potential issue and the case will be assigned to Cisco TAP personnel for review; visit [www.cisco.com/go/taphelp](http://www.cisco.com/go/taphelp) to review FAQs and open a case if required.

# TAP Tool: Exclusions Summary

[www.cisco.com/go/taptool](http://www.cisco.com/go/taptool)

Excluded Information	
RMA Summary	RMA Details
<a href="#">Export RMA Data to Excel</a>	
TMP Credits Excluded	\$94,852.00
RMA Value Excluded	\$94,852.00
Excluded Returns Value Received	\$71,092.00
Excluded % Returns	75%
Potential Excluded Rebate	\$14,227.80

Note: See Note 5 below for information on Exclusions

- View RMA Data
- Total Dollar Credits on RMAs
- Excluded RMA Dollars
- Excluded Returns Dollars Received
- Excluded Return Rate Percent
- Potential Dollars Exclusion payment

# TAP Tool: Returns Details and Summary

## Valid TAP RMAs

End User Name	Shipped Status	Sales Order #	RMA #	TMP Quote #	Purchase Order #	Deal Tracking Number	Product ID	TMP Credit Value	Sum of To Be Returned Qty	Sum of Open Qty	Sum of to be Returned Value	Sum of Open Value	Important Note
CAR DEALERS CO	Shipped	97335050	9875642	01232008-87878787	11117777	8888888	CISCO2515	0.00	1.00	0.00	0.00	0.00	
CORP CALL	Shipped	97334786	6565656	01222008-11111111	11115151	8888888	WS-C1924-EN	249.00	1.00	1.00	249.00	249.00	
CORP CALL	Shipped	97334786	6565656	01222008-11111111	11115151	8888888	WS-C2950-24	175.00	1.00	1.00	175.00	175.00	
THE BANK CORPORATION	Shipped	97334820	5555555	01222008-44444444	19999999	8888888	WS-C2950SX-24	424.00	2.00	2.00	424.00	424.00	
THE CORPORATION	Shipped	97335052	6996699	01212008-33333333	11114411	8888888	WS-X4124-RJ45	75000.00	100.00	100.00	75000.00	75000.00	EP

Important Notes

EP—Potential Exclusion

## Pending TAP RMAs

Note: Transactions shown in this section are pending as product may not have shipped. Product shipments must occur before the current program shipping deadline in order to qualify for the TAP period. The Potential TMP Credits Booked Info, Returns Info and Excluded Info sections include pending transactions until the program shipping deadline has been reached. If the pending transaction has not shipped by the shipping deadline it will not qualify for TAP measurement and the TMP value and Returns value will be removed but you will see the Not Shipped transactions in this section for reference only. Any transactions in the Pending section that show an RMA Closed % other than zero likely show value due to cancellation of the RMA lines due to Sales Order Cancellation; any TMP value or Returns will not count towards TAP and will show zero after the shipping deadline has been applied. Refer to TAP Rules for details on qualifying TAP transactions.

End User Name	Shipped Status	Sales Order #	RMA #	TMP Quote #	Purchase Order #	Deal Tracking Number	Product ID	TMP Credit Value	Sum of To Be Returned Qty	Sum of Open Qty	Sum of to be Returned Value	Sum of Open Value	Important Note
THE COMPANY OF AMERICA	Not Shipped	97113353	2626226	10032007-44444455	11555555	9999999	IPVC-3544-CHAS	250000.00	1000.00	1000.00	250000.00	250000.00	LDP

LDP = Potential Large Deal, If Ships by Deadline Would Be a Large Deal

## Excluded RMA Transactions

End User Name	Shipped Status	Sales Order #	RMA #	TMP Quote #	Purchase Order #	Deal Tracking Number	Product ID	TMP Credit Value	Sum of To Be Returned Qty	Sum of Open Qty	Sum of to be Returned Value	Sum of Open Value	Important Note
THE INSURANCE CORP	Shipped	97335052	2787878	01212008-11835808	91114461	2888888	WS-C4006-S2	104440.00	20.00	0.00	104440.00	0.00	

# TAP Tool: Large Deals Summary

<http://www.cisco.com/go/taptool>

The screenshot shows the Cisco TAP Tool interface. At the top left is the Cisco logo. Below it is the title 'Trade-in Accelerator Program Tool'. A navigation menu includes 'PERIODS' and 'LARGE DEALS', with 'LARGE DEALS' highlighted. Below the menu are links for 'View/Update Application', 'Status Report', and 'Comments/Log'. The main content area is titled 'Large Deal Summary (In US \$ except in Canada)'. Under 'TAP Status', it shows 'Company', 'Country', 'Certification: GOLD', and 'Last Updated: 4/24/2008 4:00:45 PM'. A table displays deal tracking information with columns: Deal Tracking #, TMP Value, Rebate Potential, RMA Value, RMA Returned %, Large Deal Return Measure Date, and Rebate Achieved. Below the table are buttons for 'Deal Summary to Excel', 'Export RMA Data to Excel', 'RMA Summary', and 'RMA Details'. The text 'Last Updated 07/31/2008' is visible at the bottom right of the table area.

Large Deal Tab

Deal Tracking Numbers

Large Deal Measure Date

Deal, RMA Summary Details Information

# Order Status Tool: Looking Up RMA Information

[www.cisco.com/cgi-bin/front.x/status/tool/action/LoadOrderQueryScreen](http://www.cisco.com/cgi-bin/front.x/status/tool/action/LoadOrderQueryScreen)

The screenshot shows the Cisco Order Status Tool interface. At the top left is the Cisco Systems logo. Below it is a yellow banner with the text "Status Tool". Underneath is a "BASIC SEARCH" section with a yellow welcome message: "Welcome to the Status Tool". The "Search Parameters" section includes a "Type of Query" dropdown menu set to "Return Material Authorization (RMA)", a "Value" input field (highlighted with a red box), "Date Submitted" fields for "From" and "To" (both with calendar icons), and "Display With" checkboxes for "Show Carton ID", "Show Serial Number", and "Hide Zero Dollar Items". The "Show" section has radio buttons for "Orders" and "Returns" (selected). A note states: "\*Note: A 15-month archive of status information for completed orders is available. [Archive Tool](#)". The "User Delivery Information" section includes a "Deliver Via" dropdown set to "Screen", a "Name" field with "KEVIN MALEY", and an "Email Address" field with "kmaley@cisco.com". A "Search" button is located at the bottom left of the form.

Select Type RMA

Fill in RMA Number

Select Search

**Real-Time Data!**

# Order Status Tool:

Looking up RMA Information

<http://www.cisco.com/cgi-bin/front.x/status/tool/action/LoadOrderQueryScreen>

- Indicates line-by-line returns status
- Summary of total RMA value → TAP uses this value for calculating RMA % returned

Status: Closed      Billing Address:      Shipping Address:

RMA Number: RMA - \$0 Trade-In  
Purchase Order Number: AA282795  
Return Order Type:  
Request Number:  
Referenced Order:  
**Return To Cisco By: 22-OCT-05** ← **RMA Due Date**  
Case Number:  
Created Time: 22/Sep/2005 01:07:14 PDT

## Real-Time Data

Return Parts Information											
Line	Status	Part Number	Return Reason	Quantity Authorized	Quantity Cancelled	Credit Each	Extended Credit	Quantity Received	Serial # Received	Tracking #	Date Received at Cisco
Line 1											
1	Closed	NM-1E2V	TRIN- TRADE IN	1	0	USD 146.10	USD 146.10	1	(17215558)	2158815	24/Oct/2005
Line 2											
2	Closed	CISCO3660-MB-2FE=	TRIN- TRADE IN	1	0	USD 0.00	USD 0.00	1	(jab04350esu)	2158815	24/Oct/2005
Line 3											
3	Closed	CISCO3662-AC	TRIN- TRADE IN	1	0	USD 1,690.53	USD 1,690.53	1	(jab0437c0dx)	2158815	24/Oct/2005
Line 4 (expand)											
4	Closed	CISCO2620	TRIN- TRADE IN	3	1	USD 319.76	USD 959.28	3			
Line 5											
5	Closed	CISCO2621	TRIN- TRADE IN	1	0	USD 319.76	USD 319.76	1	(jmx0517ka6j)	2158815	31/Oct/2005
							<b>Total</b>	<b>USD 3,115.67</b>			

# Looking Up RMA Information

- Indicates line-by-line Returns status
- Summary of Total RMA Value → TAP uses this value for calculating RMA % Returned

**Status** Closed  
**RMA Number**  
**Purchase Order Number**  
**Return Order Type** RMA - \$0 Trade-In  
**Request Number** AA282795  
**Referenced Order**  
**Return To Cisco By** 22-OCT-05  
**Case Number**  
**Created Time** 22/Sep/2005 01:07:14 PDT

**Billing Address**

**Shipping Address**

## Real-Time Data!

Return Parts Information											
Line	Status	Part Number	Return Reason	Quantity Authorized	Quantity Cancelled	Credit Each	Extended Credit	Quantity Received	Serial # Received	Tracking #	Date Received at Cisco
Line 1											
1	Closed	NM-1E2W	TRIN- TRADE IN	1	0	USD 146.10	USD 146.10	1	(17215558)	2158815	24/Oct/2005
Line 2											
2	Closed	CISCO3660-MB-2FE=	TRIN- TRADE IN	1	0	USD 0.00	USD 0.00	1	(jab04350esu)	2158815	24/Oct/2005
Line 3											
3	Closed	CISCO3662-AC	TRIN- TRADE IN	1	0	USD 1,690.53	USD 1,690.53	1	(jab0437c0dx)	2158815	24/Oct/2005
Line 4 (expand)											
4	Closed	CISCO2620	TRIN- TRADE IN	3	1	USD 319.76	USD 959.28	3			
Line 5											
5	Closed	CISCO2621	TRIN- TRADE IN	1	0	USD 319.76	USD 319.76	1	(jmx0517ka6j)	2158815	31/Oct/2005
<b>Total</b>							<b>USD 3,115.67</b>				

# TAP Issues or Questions?

[www.cisco.com/go/taphelp](http://www.cisco.com/go/taphelp)

1. Partners have TAP questions?  
Contact the taphelp site!
2. Use case to track the issue
3. Pay attention to TAP deadlines

# Q and A



# Appendix



# Additional Information – Key Links

## Useful Links:

- Trade-in Accelerator Program:

<http://www.cisco.com/go/ap/tap>

Enroll/Status Tool: [www.cisco.com/go/taptool](http://www.cisco.com/go/taptool)

- Cisco Technology Migration Program:

<http://www.cisco.com/go/ap/ctmp>

- Cisco Discovery:

<http://www.cisco.com/go/ap/discovery>

- RMA Process:

[http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/rma\\_web\\_based\\_returns.html](http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/rma_web_based_returns.html)

## Help :

- TAP Partner Relationship Team: [www.cisco.com/go/taphelp](http://www.cisco.com/go/taphelp)

- RMA: [asset-recovery-apac-tradein@cisco.com](mailto:asset-recovery-apac-tradein@cisco.com)

# Additional Information: Key Links for Returns

## Partner Returns Help

- **How to return RMA equipment:**

[www.cisco-returns.com/packaging/](http://www.cisco-returns.com/packaging/)

- **POWR Tool (Returns Process):**

[http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/rma\\_web\\_based\\_returns.html](http://www.cisco.com/warp/public/708/GPSTools/RMAWebReturns/rma_web_based_returns.html)

- **Packaging Guidelines:**

[www.cisco-returns.com/guidelines/index.htm](http://www.cisco-returns.com/guidelines/index.htm)

- **RMA Status Tool:**

[www.cisco.com/cgi-bin/front.x/status/tool/action/LoadReturnQueryScreen](http://www.cisco.com/cgi-bin/front.x/status/tool/action/LoadReturnQueryScreen)

- **Returns Aliases:**

[asset-recovery-apac-tradein@cisco.com](mailto:asset-recovery-apac-tradein@cisco.com)

# TMP/TAP Key Contacts

- ↪ APAC TAP Program Manager: Amelia Low  
([amlow@cisco.com](mailto:amlow@cisco.com))
- ↪ APAC TMP Program Manager: Elizabeth Xie  
([elxie@cisco.com](mailto:elxie@cisco.com))

**CISCO SYSTEMS** **POWR Tool** Returns Processing  
Product Online Web Returns

> **HELP ?**

**Log In**

RMA Number:  **Next**

By Selecting this box and the 'Next' button, I agree to these [Terms and Conditions](#).

**Enter your RMA number to begin**, if you are not certain of your RMA number, contact the asset recovery team. You may view a list of your open RMAs at RMA Service Order Tools

**Check the Terms & Conditions checkbox** in order to continue. You may review the Terms & Conditions by clicking on the live link displayed

**If you do not agree to the Terms & Conditions**, you will not have access to the POWR Tool but will be directed to contact the appropriate Cisco Asset Recovery Team.

**CISCO SYSTEMS** **POWR Tool** **Update Pickup Information**  
Product Online Web Returns Step 1 of 6

[> HELP ?](#)

Please complete and verify your pickup address information.

\* For privacy reasons Cisco does not share your personal contact information, please complete the required fields to continue your shipment.

Company:	Sony Corporation
Contact Name:	Akihiro Hanari
Phone:	03-3571-2614
E-Mail:	hanari@sony.net
Address:	6-7-35 Kitashinagawa Shinagawa-Ku
City:	Tokyo
State / Province:	
Postal Code:	141-0001
Country:	Japan

**Provide your name, phone number and email address** to create the shipping label and if requested schedule a driver pickup.

**Verify the address.** The address displayed is where Cisco shipped your outbound RMA. Please verify your pickup address. You may change this address to accurately reflect your location.

Click on [> HELP ?](#) Buttons located on every page for further assistance.

[Cancel](#) [Next](#)

[> HELP ?](#)

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# POWR Tool

Product Online Web Returns

## Return Part Information

Step 2 of 6

Please select how you are going to box your parts

Click on the checkbox next to parts being returned at the bottom of the page. To return multiple parts in a single box, choose the same box number. **REMINDER:** If returning multiple RMAs in this session,

**▶▶ RMA Number: 80191933 - 3 Parts**

<input checked="" type="checkbox"/>	Part Number	Box Number
<input checked="" type="checkbox"/>	WS-X5530-E2	Box 1 of RMA 80191933
<input checked="" type="checkbox"/>	RSP7000	Box 2 of RMA 80191933
<input checked="" type="checkbox"/>	WS-C3548-XL-EN	Box 2 of RMA 80191933

**▶▶ RMA Number: 80380434 - 2 Parts**

<input checked="" type="checkbox"/>	WS-X5530-E2	Box 1 of RMA 80380434
<input checked="" type="checkbox"/>	RSP7000	Box 2 of RMA 80380434

Tell us what parts and how you are boxing your return.

Select the part you are returning by checking the appropriate box or if all parts are being returned, click on the displayed check mark to auto check all boxes.

To return all the parts in 1 box, use the pull down and change to "Box 1 of XXX" for each part. You may box your RMA return using as many boxes as necessary.

Add another RMA for return in this session by clicking on the "Add Another RMA" button.



Add Another RMA

Cancel

Next

> **HELP ?**

# CISCO SYSTEMS POWR Tool

Product Online Web Returns

## Return Part Information

Step 2 of 6 1 2 3 4 5 6

Please select how you are going to box your parts

Click on the checkbox next to parts being returned at  
To return multiple parts in a single box, choose the same  
**REMINDER:** If returning multiple RMAs in this session

▶▶ RMA Number: 80191933 - 3 Parts

Part Number	Box Number
<input checked="" type="checkbox"/> WS-X5530-E2	Box 1 of RMA 80191933

### Shipment Consolidation

Do you wish to group (consolidate, combine or palletize) your boxes?


[▶ HELP ?](#)

**Tell us if you want to consolidate your return.**

You may return all of your RMAs and boxes in a single shipment.

Click "Yes" to generate a Master Packing List and Label.

Click "No" if you do not want this option.





# POWR Tool

Product Online Web Returns

## Box Configuration Review

Step 3 of 6

[HELP ?](#)

Please review your box configuration and verify it is correct.

\* Dimensions are required when weight is greater than 10.1

### RMA #1: 80191933

**Box 1 of 80191933** Group # 1

WS-X5530-E2

Weight:	10.1
Length:*	<input type="text"/>
Width:*	<input type="text"/>
Height:*	<input type="text"/>

**Box 2 of 80191933** Group # 1

RSP7000  
WS-C3548-XL-EN

Weight:	21
Length:*	<input type="text"/>
Width:*	<input type="text"/>
Height:*	<input type="text"/>

**Verify how many groups, boxes and the part contents.**

Select "Yes" to proceed to the next page.

Select "No" to return to the previous page and make any changes

**Box 2 of 80380434** Group # 1

RSP7000

Weight:	7
Length:*	<input type="text"/>
Width:*	<input type="text"/>
Height:*	<input type="text"/>

Is the box and part distribution correct?

[HELP ?](#)



**CISCO SYSTEMS** **POWR** **Shipping Information**

Please specify your destination

Carrier:

**Group #1**

**RMA #1: 8019193**  
BOX 1 - 1 Part(s)  
BOX 2 - 2 Part(s)  
NOTE: At Step 5 you will need to print shipping label per

**RMA #2: 8038044**  
BOX 1 - 1 Part(s)  
BOX 2 - 1 Part(s)  
NOTE: At Step 5 you will need to print shipping label per

**Tell the carrier:**

**Your Ship Date:** The date you are requesting your shipment to be picked up. If it is late in the day, schedule your shipment for pick up to the next business day.

**Yes Driver:** This means that you do NOT have a regularly scheduled pick-up and you need the carrier to dispatch a driver to your location to pickup your shipment.

**No Driver Dispatch:** This means that you do not need to schedule a pick-up of your shipment and that you are going to use either your pre-arranged scheduled pick-up or are going to drop your shipment off at an authorized drop-point.

**To schedule a pickup,** you must specify the following information:

- Package Ready Time
- Latest Pick-Up Time

**Weights and Dimensions:** If your shipment is over 99 lbs, please provide the dimensions. You may change the weights if you believe the shipment is significantly heavier than displayed, however the carrier will make the adjustment upon shipment.

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**CISCO SYSTEMS**

**POWR**  
Product Online W

Please display and print your

**NOTE:** After clicking the *Dis*

**Group # 1**

**RMA #1: 801**

**Box #1**

Box Weight

**Box #2**

Box Weight

**RMA #2: 803**

**Box #1**

Box Weight

**Box #2 - Packing**

Box Weight: 7 lbs. Pa

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Click here to print this label.

FROM: JDC 57838464 (312) 474-4743  
C CEE UNPOSTED  
225 WESTWAY BLVD.  
SUITE 200  
ZENITH, TX 76086

TO: CISCO SYSTEMS, INC. (408) 555-1212  
C/O RETURNS  
170 WEST TASMAN DR.  
SAN JOSE, CA 95134

NET CO POLY USE LABELS TO SHIPPING LABELS



Print your shipping label by clicking on the animated printer icon.

**Print Label**

f 6 1 2 3 4 5

**> HELP ?**

pop-up screen.

**Display Label**

Display List

Display List

Display List

Display List

Display List

**Next**

**> HELP ?**

**Generate your shipping label** by clicking on "Display Label". Your carrier compliant shipping label with tracking number will display.

**Print your shipping label** by clicking on the animated printer icon.

You will not be allowed to move to the next step until you have displayed every label.

\* If you have pop-up blockers enabled, you may need to disable in order to retrieve your labels.



# POWR Tool

Product Online Web Returns

## RMA Shipment Detail

Step 6 of 6 1 2 3 4 5 6

> HELP ?

### RMA #: Multiple RMA Return

#### Pick-Up Location:

Akihiro Hanari  
Sony Corporation - 03-3571-2614  
6-7-35 Kitashinagawa Shinagawa-ku  
Tokyo, Japan 141-0001

#### Pick-Up

APGA17

For your records, a shipment confirmation email will be sent to the email entered at Step 1.

Send shipment confirmation to others by entering additional addresses here.

The lower portion of the page offers instructions on what to do if you need to make any changes or reprint your shipping label(s).



#### Group # 1 - Summary Carrier: DHL Tracking

#### RMA #1: 80191933

Box #1: 1 part(s) - 10.1 lbs.  
Part(s): WS-X5530-E2

#### RMA #2: 80380434

Box #1: 1 part(s) - 10.1 lbs.  
Part(s): WS-X5530-E2

Box #2: 1 part(s) - 7 lbs.  
Part(s): RSP7000

hanari@sony.net will receive a shipment confirmation via email automatically. If you would like to send these shipment details to others, input their E-Mail addresses and use a semi-colon(;) to separate.

Send Email

> HELP ?

# APPENDIX 1: USE OF THE SVO TOOL

SVO tool provides trade in equipment receiving status. The tool can be accessed at <http://tools.cisco.com/serviceordertools/svostatus/query.do>

**-Status:** “Closed” status indicates trade in equipment were returned and received into the C3 system. “Awaiting Return” status indicates equipment were not yet received into the C3 system. Equipment could be outstanding or were in-transit or were in the process of being audited.

**-Received Serial Id:** This column records serial numbers of received products.

**-Qty Rcvd:** This column records received quantities.

**- Date Received:**

Return Parts									
Line	Line Ref	Status	Line Transaction Type	Part Number	Qty Auth	Received Serial Id	Return to Cisco by	Qty Rcvd	Date Received
1.1		Closed	RMA - \$0 Trade-In-US-L	CISCO2501	3	250441413, 251460852, 25856799	19-FEB-2005	3	05-JAN-2005
1.2		Closed	RMA - \$0 Trade-In-US-L	CISCO2501	33		19-FEB-2005	33	11-JAN-2005
1.3		Closed	RMA - \$0 Trade-In-US-L	CISCO2501	1		19-FEB-2005	1	12-JAN-2005
1.4		Closed	RMA - \$0 Trade-In-US-L	CISCO2501	1		19-FEB-2005	1	18-JAN-2005
1.5		Closed	RMA - \$0 Trade-In-US-L	CISCO2501	1		29-NOV-2004	1	08-FEB-2005
1.6		Closed	RMA - \$0 Trade-In-US-L	CISCO2501	1		29-NOV-2004	1	07-MAR-2005
1.7		Awaiting Return	RMA - \$0 Trade-In-US-L	CISCO2501	17		29-NOV-2004	0	
2.1		Closed	RMA - \$0 Trade-In-US-L	CISCO2514	11		19-FEB-2005	11	11-JAN-2005
2.2		Closed	RMA - \$0 Trade-In-US-L	CISCO2514	1		29-NOV-2004	1	07-MAR-2005
4.1		Closed	RMA - \$0 Trade-In-US-L	CISCO2503	1		19-FEB-2005	1	05-JAN-2005
4.2		Closed	RMA - \$0 Trade-In-US-L	CISCO2503	1		19-FEB-2005	1	11-JAN-2005
4.3		Awaiting Return	RMA - \$0 Trade-In-US-L	CISCO2503	10		29-NOV-2004	0	
5.1		Cancelled	RMA - \$0 Trade-In-US-L	CISCO2522	0		29-NOV-2004	0	
7.1		Closed	RMA - \$0 Trade-In-US-L	CISCO2509	1	25431627	19-FEB-2005	1	11-JAN-2005
8.1		Closed	RMA - \$0 Trade-In-US-L	WIC-1DSU-T1=	4	06999069, 10249107, 25578566, 27146475	19-FEB-2005	4	11-JAN-2005
8.2		Closed	RMA - \$0 Trade-In-US-L	WIC-1DSU-T1=	1	06998859	29-NOV-2004	1	08-FEB-2005



