



EMEA Return Instructions

Cisco GRL, NL6

EMEA RL Team

Released: September 2016

EMEA Return Instructions Guide

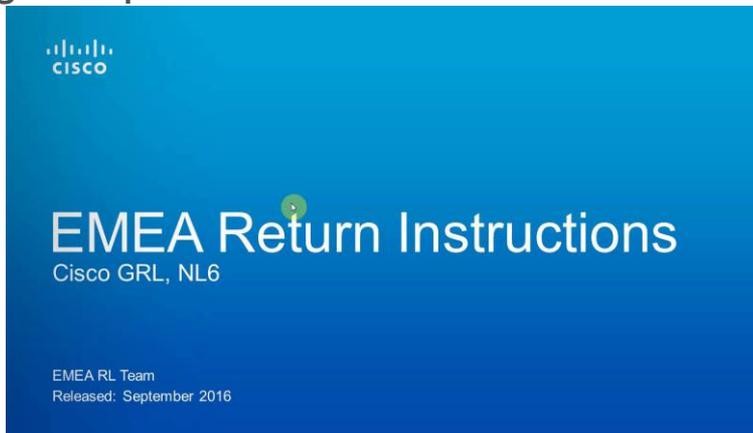
This guide will provide you all the information required to properly prepare your shipment to be sent to our Cisco warehouse.

Click below to start



Extra

Cisco advises you to follow the step by step guide by using the buttons on the bottom left or right, however if you want to re-read any specific topics you can use the [index](#) () . If you would like to see a small instruction video on how to navigate through the guide please see below.



***Please use the buttons to navigate through this guide**





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Country - documentation

Please select the country you are shipping from:

[Afghanistan](#)
[Albania](#)
[Algeria](#)
[Angola](#)
[Armenia](#)
[Austria](#)
[Azerbaijan](#)
[Bahrain](#)
[Belarus](#)
[Belgium](#)
[Benin](#)
[Bosnia and Herzegovina](#)
[Botswana](#)
[Bulgaria](#)
[Burkina Faso](#)
[Burundi](#)
[Cameroon](#)
[Cape Verde](#)
[Central African Republic](#)
[Chad](#)

[Comoros](#)
[Congo](#)
[Cote d'Ivoire](#)
[Croatia](#)
[Cyprus](#)
[Czech Republic](#)
[Denmark](#)
[Djibouti](#)
[Egypt](#)
[Equatorial Guinea](#)
[Eritrea](#)
[Estonia](#)
[Ethiopia](#)
[Finland](#)
[France](#)
[Gabon](#)
[Georgia](#)
[Germany](#)
[Ghana](#)
[Greece](#)
[Guinea](#)
[Guinea-Bissau](#)

[Hungary](#)
[Iceland](#)
[Iraq](#)
[Ireland](#)
[Israel](#)
[Italy](#)
[Jordan](#)
[Kazakhstan](#)
[Kenya](#)
[Kosovo](#)
[Kuwait](#)
[Kyrgyzstan](#)
[Latvia](#)
[Lebanon](#)
[Lesotho](#)
[Liberia](#)
[Libya](#)
[Lithuania](#)
[Luxembourg](#)
[Macedonia](#)
[Madagascar](#)
[Malawi](#)
[Mali](#)

[Malta](#)
[Mauritania](#)
[Mauritius](#)
[Mayotte](#)
[Moldova](#)
[Montenegro](#)
[Morocco](#)
[Mozambique](#)
[Namibia](#)
[Netherlands](#)
[Niger](#)
[Nigeria](#)
[Norway](#)
[Oman](#)
[Pakistan](#)
[Palestine](#)
[Poland](#)
[Portugal](#)
[Qatar](#)
[Reunion](#)
[Romania](#)
[Russia](#)
[Rwanda](#)

[Saint Helena](#)
[Sao Tome and Principe](#)
[Saudi Arabia](#)
[Senegal](#)
[Serbia](#)
[Seychelles](#)
[Sierra Leone](#)
[Slovakia](#)
[Slovenia](#)
[Somalia](#)
[South Africa](#)
[South Sudan](#)
[Spain](#)
[Sudan](#)
[Swaziland](#)
[Sweden](#)
[Switzerland](#)
[Syria](#)
[Tajikistan](#)
[Tanzania](#)
[The Gambia](#)
[Togo](#)

[Tunisia](#)
[Turkey](#)
[Turkmenistan](#)
[UAE](#)
[Uganda](#)
[UK](#)
[Ukraine](#)
[Uzbekistan](#)
[Western Sahara](#)
[Yemen](#)
[Zambia](#)
[Zimbabwe](#)



Documentation EU



Documentation - EU

- Packing list



Packing list

The packing list requires the following information:

1. Ship to address and contact person
2. Ship from address and contact person
3. Part number
4. Quantity
5. Dimensions, weight and total packages/pallets
6. Serial number (Optional)

Attached template:



**Microsoft Excel
Worksheet**

Packing list - Part number

- Cisco part numbers can also be found in the Cisco Commerce Workspace (CCW) (Please click [here](#) for instructions how to use (CCW)).

Items | History | Internal View

Expand All | Collapse All

Workflow Status Show All Holds Hide Active Holds Only Not Started In Progress On Hold 

Expand All | Collapse All

Hardware, Software and Service	Qty			Status
	Ordered	Cancelled	Active	
 4.0 WS-C3560-24PS-E	10	0	0	Return Receipt - Awaiting Return on 
 5.0 WS-C3560-48PS-E	5	0	0	Return Receipt - Awaiting Return on 

Batteries & Chemical Preparations

- Cisco does **not** accept RMA returns of used, spent, defective batteries or opened chemical preparations.
- For products with removable batteries, the battery should be removed from the battery compartment prior to returning the RMA product. The removed battery should be disposed of according to the hazardous waste handling regulations in your area. Check your local waste handling regulations for proper disposal.
- Batteries or chemical preparations in an unopened, original package may be returned via RMA. If a battery-handling label (see example below) is found on the product packaging, the shipper must prepare shipping documents according to the local freight forwarder and carrier's instruction regarding dangerous goods transportation. If the original packaging does not bear any battery-handling label, the package may be returned with the normal shipping process. If the shipper has a question regarding the contents of a product, please contact Cisco at environment@cisco.com for further information. You should have the original sales order number and RMA number in hand when you contact us.



Packaging – Step 1: The box

It is best to use the original Cisco box and packaging in which your equipment was delivered.
If the original box is missing or damaged, any box that is of suitable size and in good condition can be used.

Please never use a damaged box!

Below you see some good and bad examples:



Packaging – Step 2: Packing the equipment

Please make sure that the equipment is firmly packed within the box by using packaging foam or bubble wrap to ensure restriction in movement during transport. The preferred method for returning items is each in its individual box and wrapping. If you ship multiple items within the same box, be sure each part is protected in its own static bag and separated with packing foam or bubble wrap.

Below you see good and bad examples:



Packaging – Step 3: Sealing the box

Once the equipment has been placed in the box it is now time to seal it.

Please do not use masking or Scotch tape to secure or seal packaging but use appropriate transparent packaging tape. When you have the correct packaging tape please make sure the box is securely sealed.

Below you see some good and bad examples:



Packaging – Step 4: Securing your shipment to a pallet



Please be aware that all packing material that is being used to send back the equipment (for example pallets, wooden boxes, etc.) are considered to be no longer required by the shipper.

For large quantities, chassis or other large units, it is very important that the equipment is covered and securely strapped to a pallet. This is required since an unstrapped or loosely strapped item can easily tip during transit, causing expensive damage, repair costs and is a risk to the health and safety of the driver.





Packaging – Step 5: Labeling

Regardless if you are shipping a large chassis or a small item, it is very important that the RMA number is marked on every box being returned and has to be listed on the waybill.

Make sure the box/pallet has an address label with the shipping and receiving addresses (Cisco Return Address) listed.

You can find the return address by clicking on this link: [Cisco's Authorized Return Locations webpage](#)

Please be aware that mislabeled or unlabeled RMAs will have a delay in the receiving and crediting process and can result in credit not being issued.





(Air)waybill

When the carrier collects the goods the driver will ask our customer to sign the (air)waybill. Please always keep a signed copy of the (air)waybill as it proves that the goods have been collected from your premises.

Please never hand over a shipment without receiving a signed copy of the (air)waybill.



Documentation Non-EU



Documentation - Non-EU

- Packing list
- Commercial invoice



Commercial invoice (CI)

The commercial invoice needs to have the following requirements:

- Shippers name, address, e-mail and phone number.
- Ship to address:

*Cisco International Limited
c/o Teleplan Communications B.V.
Werner von Siemensstraat 1, (Hal D3)
2712PN, Zoetermeer
The Netherlands*

- RMA number
- Cisco part numbers, as listed on the RMA with quantities.
- Description for each item.
 - If a part is an internal or intangible part, it's not required to be added to the commercial invoice.
- Values, make sure that there are values on each item per line and total value with currency mentioned. For example USD or EUR. (you can find the values in CCW)
- Country of Origins for each part. The country of origins can be found physically on the parts.
- Delivery terms, Cisco accept incoterms DAP and DDP. Failing to use the correct Inco terms, cargo will be refused at our warehouse and Shipper will be charged for all costs involved.

Attached Template:



**Microsoft Excel
Worksheet**

Commercial invoice - Country of Origin (COO)



The country of origin (COO) is not the country you are exporting the goods from but the country where the goods are manufactured. The country of origin can be determined by three different techniques. We will describe the two different techniques in this and the next slides:

- **Physically inspecting the goods**
On all the Cisco equipment there is a sticker that provides the details on what the COO is for that part. See the example: this sticker is located on the back of the equipment.



Commercial invoice - Country of Origin (COO)



- **Inspecting the Cisco label**
For new products the COO can be located on the Cisco label.



Commercial invoice – Value(s)

Values can be found by looking up the RMA number in the Cisco Commerce Workspace (CCW) (Please click [here](#) for instructions how to use CCW). Please note that the total value is shown for the total quantity.

- If a part has zero value and it's an internal part it's not required to be included on the commercial invoice.
- It is required that for each item a value is mentioned.
- Currency is required on the invoice, f.e. USD.

Items		History	Internal View				
Items Expand All Collapse All							
Hardware, Software and Service	Return Reason	Status	Date Received	Serial Number Received	Credit Memo	Qty	Extended Credit
+ 5.0 CISCO2621XM *Mid Perf Dual 10/100 Ethernet Router w/Cisco IOS IP,32F/128D Request Number -- Tangible Yes	TRIN-TRADE IN	Awaiting Return				Authorized 5 Cancelled 0 Received 0	 7446.6
+ 6.0 WIC-1T *1-Port Serial WAN Interface Card Request Number -- Tangible Yes	TRIN-TRADE IN	Awaiting Return				Authorized 1 Cancelled 0 Received 0	 80
Order Total							7.526,60 All prices shown in USD



Commercial invoice - Part number

For customs clearance purposes it is required that the correct Cisco part numbers are listed on the invoice.

- Cisco part numbers can also be found in the Cisco Commerce Workspace (CCW).

		Qty			Status
Hardware, Software and Service		Ordered	Cancelled	Active	
4.0	WS-C3560-24PS-E	10	0	0	Return Receipt - Awaiting Return on
5.0	WS-C3560-48PS-E	5	0	0	Return Receipt - Awaiting Return on

Packing list

The packing list requires the following information:

1. Ship to address and contact person
2. Ship from address and contact person
3. Part number
4. Quantity
5. Dimensions, weight and total packages/pallets
6. Serial number (Optional)

Attached template:



**Microsoft Excel
Worksheet**

Packing list - Part number

- Cisco part numbers can also be found in the Cisco Commerce Workspace (CCW).

Items | History | Internal View

Expand All | Collapse All

Workflow Status Show All Holds Hide Active Holds Only

Not Started In Progress On Hold

Expand All | Collapse All

Hardware, Software and Service	Qty			Status
	Ordered	Cancelled	Active	
 4.0 WS-C3560-24PS-E	10	0	0	Return Receipt - Awaiting Return on 
 5.0 WS-C3560-48PS-E	5	0	0	Return Receipt - Awaiting Return on 

Batteries & Chemical Preparations

- Cisco does **not** accept RMA returns of used, spent, defective batteries or opened chemical preparations.
- For products with removable batteries, the battery should be removed from the battery compartment prior to returning the RMA product. The removed battery should be disposed of according to the hazardous waste handling regulations in your area. Check your local waste handling regulations for proper disposal.
- Batteries or chemical preparations in an unopened, original package may be returned via RMA. If a battery-handling label (see example below) is found on the product packaging, the shipper must prepare shipping documents according to the local freight forwarder and carrier's instruction regarding dangerous goods transportation. If the original packaging does not bear any battery-handling label, the package may be returned with the normal shipping process. If the shipper has a question regarding the contents of a product, please contact Cisco at environment@cisco.com for further information. You should have the original sales order number and RMA number in hand when you contact us.



Packaging – Step 1: The box

It is best to use the original Cisco box and packaging in which your equipment was delivered.
If the original box is missing or damaged, any box that is of suitable size and in good condition can be used.

Please never use a damaged box!

Below you see some good and bad examples:



Packaging – Step 2: Packing the equipment

Please make sure that the equipment is firmly packed within the box by using packaging foam or bubble wrap to ensure restriction in movement during transport. The preferred method for returning items is each in its individual box and wrapping. If you ship multiple items within the same box, be sure each part is protected in its own static bag and separated with packing foam or bubble wrap.

Below you see good and bad examples:



Packaging – Step 3: Sealing the box

Once the equipment has been placed in the box it is now time to seal it.

Please do not use masking or Scotch tape to secure or seal packaging but use appropriate transparent packaging tape. When you have the correct packaging tape please make sure the box is securely sealed.

Below you see some good and bad examples:



Packaging – Step 4: Securing your shipment to a pallet



Please be aware that all packing material that is being used to send back the equipment (for example pallets, wooden boxes, etc.) are considered to be no longer required by the shipper.

For large quantities, chassis or other large units, it is very important that the equipment is covered and securely strapped to a pallet. This is required since an unstrapped or loosely strapped item can easily tip during transit, causing expensive damage, repair costs and is a risk to the health and safety of the driver.





Packaging – Step 5: Labeling

Regardless if you are shipping a large chassis or a small item, it is very important that the RMA number is marked on every box being returned and has to be listed on the waybill.

Make sure the box/pallet has an address label with the shipping and receiving addresses (Cisco Return Address) listed.

You can find the return address by clicking on this link: [Cisco's Authorized Return Locations webpage](#)

Please be aware that mislabeled or unlabeled RMAs will have a delay in the receiving and crediting process and can result in credit not being issued.





(Air)waybill

When the carrier collects the goods the driver will ask our customer to sign the (air)waybill. Please always keep a signed copy of the (air)waybill as it proves that the goods have been collected from your premises.

Please never hand over a shipment without receiving a signed copy of the (air)waybill.



Documentation Middle East and Africa

Documentation Middle East and Africa



- Packing list
- Commercial invoice
- Certificate of Origin
- Document from the chamber of commerce



Certificate Of Origin

- Please request this at the Chamber of Commerce within your country
- Please find an example below:



Adobe Acrobat
Document

Document of the Chamber of Commerce



- Please request this at the Chamber of Commerce



Commercial invoice (CI)

The commercial invoice needs to have the following requirements:

- Shippers name, address, e-mail and phone number.
- Ship to address:

*Cisco International Limited
c/o Teleplan Communications B.V.
Werner von Siemensstraat 1, (Hal D3)
2712PN, Zoetermeer
The Netherlands*

- RMA number
- Cisco part numbers, as listed on the RMA with quantities.
- Description for each item.
 - If a part is an internal or intangible part, it's not required to be added to the commercial invoice.
- Values, make sure that there are values on each item per line and total value with currency mentioned. For example USD or EUR. (you can find the values in CCW)
- Country of Origins for each part. The country of origins can be found physically on the parts.
- Delivery terms, Cisco accept incoterms DAP and DDP. Failing to use the correct Inco terms, cargo will be refused at our warehouse and Shipper will be charged for all costs involved.

Attached Template:



**Microsoft Excel
Worksheet**

Commercial invoice - Country of Origin (COO)



The country of origin (COO) is not the country you are exporting the goods from but the country where the goods are manufactured. The country of origin can be determined by two different techniques. We will describe the two different techniques in this and the next slide:

- **Physically inspecting the goods**
On all the Cisco equipment there is a sticker that provides the details on what the COO is for that part. See the example: this sticker is located on the back of the equipment.



Commercial invoice - Country of Origin (COO) New in box



- **Inspecting the Cisco label**
For new products the COO can be located on the Cisco label.





Commercial invoice – Value(s)

Values can be found by looking up the RMA number in the Cisco Commerce Workspace (CCW) (Please click [here](#) for instructions how to use CCW). Please note that the total value is shown for the total quantity.

- If a part has zero value and it's an internal part it's not required to be included on the commercial invoice.
- It is required that for each item a value is mentioned.
- Currency is required on the invoice, f.e. USD.

Items		History	Internal View				
Items Expand All Collapse All							
Hardware, Software and Service	Return Reason	Status	Date Received	Serial Number Received	Credit Memo	Qty	Extended Credit
+ 5.0 CISCO2621XM *Mid Perf Dual 10/100 Ethernet Router w/Cisco IOS IP,32F/128D Request Number -- Tangible Yes	TRIN-TRADE IN	Awaiting Return				Authorized 5 Cancelled 0 Received 0	7446.6
+ 6.0 WIC-1T *1-Port Serial WAN Interface Card Request Number -- Tangible Yes	TRIN-TRADE IN	Awaiting Return				Authorized 1 Cancelled 0 Received 0	80
Order Total							7.526,60 All prices shown in USD





Commercial invoice - Part number

For customs clearance purposes it is required that the correct Cisco part numbers are listed on the invoice.

- Cisco part numbers can also be found in the Cisco Commerce Workspace (CCW).

Items		History	Internal View					
Hardware, Software and Service		Qty		Status				
		Ordered	Cancelled	Active				
⊕ 4.0	WS-C3560-24PS-E	10	0	0	Return Receipt - Awaiting Return on			
⊕ 5.0	WS-C3560-48PS-E	5	0	0	Return Receipt - Awaiting Return on			

Packing list

The packing list requires the following information:

1. Ship to address and contact person
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4. Quantity
5. Dimensions, weight and total packages/pallets
6. Serial number (Optional)

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**Microsoft Excel
Worksheet**

Packing list - Part number

- Cisco part numbers can also be found in the Cisco Commerce Workspace (CCW).

Items | History | Internal View

Expand All | Collapse All

Workflow Status Show All Holds Hide Active Holds Only Not Started In Progress On Hold 

Expand All | Collapse All

	Hardware, Software and Service	Qty			Status
		Ordered	Cancelled	Active	
 4.0	WS-C3560-24PS-E	10	0	0	Return Receipt - Awaiting Return on 
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Batteries & Chemical Preparations

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- Batteries or chemical preparations in an unopened, original package may be returned via RMA. If a battery-handling label (see example below) is found on the product packaging, the shipper must prepare shipping documents according to the local freight forwarder and carrier's instruction regarding dangerous goods transportation. If the original packaging does not bear any battery-handling label, the package may be returned with the normal shipping process. If the shipper has a question regarding the contents of a product, please contact Cisco at environment@cisco.com for further information. You should have the original sales order number and RMA number in hand when you contact us.



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It is best to use the original Cisco box and packaging in which your equipment was delivered.
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Packaging – Step 3: Sealing the box

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Packaging – Step 4: Securing your shipment to a pallet



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Packaging – Step 5: Labeling

Regardless if you are shipping a large chassis or a small item, it is very important that the RMA number is marked on every box being returned and has to be listed on the waybill.

Make sure the box/pallet has an address label with the shipping and receiving addresses (Cisco Return Address) listed.

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(Air)waybill

When the carrier collects the goods the driver will ask our customer to sign the (air)waybill. Please always keep a signed copy of the (air)waybill as it proves that the goods have been collected from your premises.

Please never hand over a shipment without receiving a signed copy of the (air)waybill.



Documentation South Africa



Documentation

- Packing list
- Commercial invoice
- Shipper letter of instruction





Shippers letter of Instruction

Please request a copy of the shippers letter of instruction from the carrier.

The shipper's letter of instruction must contain the following:

- Collection address be printed on shipper/Exporter column with reference, e-mail address and also contact person details.
- Please enter the exporter's customs code and also the declared value (The value needs to be the same as the commercial invoice).
- Enter the name of your bank.
- Please enter the cargo details with values and currency.
- Please ensure that the shipper's letter of instruction is available when the courier comes to collect the shipment.



Commercial invoice (CI)

The commercial invoice needs to have the following requirements:

- Shippers name, address, e-mail and phone number.
- Ship to address:

*Cisco International Limited
c/o Teleplan Communications B.V.
Werner von Siemensstraat 1, (Hal D3)
2712PN, Zoetermeer
The Netherlands*

- RMA number
- Cisco part numbers, as listed on the RMA with quantities.
- Description for each item.

If a part is an internal or intangible part, it's not required to be added to the commercial invoice.

- Values, make sure that there are values on each item per line and total value with currency mentioned. For example USD or EUR. (you can find the values in CCW)
- Country of Origins for each part. The country of origins can be found physically on the parts.
- Delivery terms, Cisco accept incoterms DAP and DDP. Failing to use the correct Inco terms, cargo will be refused at our warehouse and Shipper will be charged for all costs involved.

Attached Template:



**Microsoft Excel
Worksheet**

Commercial invoice - Country of Origin (COO)



The country of origin (COO) is not the country you are exporting the goods from but the country where the goods are manufactured. The country of origin can be determined by three different techniques. We will describe the two different techniques in this and the next slides:

- **Physically inspecting the goods**
On all the Cisco equipment there is a sticker that provides the details on what the COO is for that part. See the example: this sticker is located on the back of the equipment.

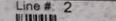
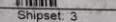


Commercial invoice - Country of Origin (COO)



- **Inspecting the Cisco label**
For new products the COO can be located on the Cisco label.



	Cisco Systems, Inc. and its affiliates 170 West Tasman Drive San Jose, CA 95134 USA www.cisco.com/go/contacts	 8 82658 38884 2
(3S) PKG ID: CSCO+1072724532 		
(K) Cust PO#: CN-T0727NVG 		
(P) Cust Part #:		
Model #:		
(7P) CLEI Part #:		
(1P) Prod #: AIR-CAP1552E-R-K9 		
(30P) Base P/N: AIR-CAP1552E-R-K9 		
(S) Serial#: FCZ1739H00U 		(31P)V04 
(4L) Made in China 		
(13S) Sea#: B02TUP1004 		
(Q) Qty. 1 		
Notes: EEA REACH Regulation Article 33 information available at: www.cisco.com/go/reach		
S.O.#: 13095509 		16154323 N-G190 A8 E 
Line # 2 	NB-Date: 9-Oct-13	SSD: 9-Oct-13 
Shipset: 3 	CSCO	
S.O.SS# 		Carton# 1072724532 FCZ15P8201302288



Commercial invoice – Value(s)

Values can be found by looking up the RMA number in the Cisco Commerce Workspace (CCW) (Please click [here](#) for instructions how to use CCW). Please note that the total value is shown for the total quantity.

- If a part has zero value and it's an internal part it's not required to be included on the commercial invoice.
- It is required that for each item a value is mentioned.
- Currency is required on the invoice, f.e. USD.

Items	History	Internal View					
Items Expand All Collapse All							
Hardware, Software and Service	Return Reason	Status	Date Received	Serial Number Received	Credit Memo	Qty	Extended Credit
+ 5.0 CISCO2621XM *Mid Perf Dual 10/100 Ethernet Router w/Cisco IOS IP,32F/128D Request Number -- Tangible Yes	TRIN-TRADE IN	Awaiting Return				Authorized 5 Cancelled 0 Received 0	7446.6
+ 6.0 WIC-1T *1-Port Serial WAN Interface Card Request Number -- Tangible Yes	TRIN-TRADE IN	Awaiting Return				Authorized 1 Cancelled 0 Received 0	80
Order Total							7.526,60 All prices shown in USD





Commercial invoice - Part number

For customs clearance purposes it is required that the correct Cisco part numbers are listed on the invoice.

- Cisco part numbers can also be found in the Cisco Commerce Workspace (CCW).

Items		History	Internal View	
Expand All Collapse All				
Workflow Status		Show All Holds	Hide Active Holds Only	
		Not Started	In Progress On Hold	
Expand All Collapse All				
Hardware, Software and Service	Qty			Status
	Ordered	Cancelled	Active	
4.0 WS-C3560-24PS-E	10	0	0	Return Receipt - Awaiting Return on
5.0 WS-C3560-48PS-E	5	0	0	Return Receipt - Awaiting Return on

Packing list

The packing list requires the following information:

1. Ship to address and contact person
2. Ship from address and contact person
3. Part number
4. Quantity
5. Dimensions, weight and total packages/pallets
6. Serial number (Optional)

Attached template:



**Microsoft Excel
Worksheet**

Packing list - Part number

- Cisco part numbers can also be found in the Cisco Commerce Workspace (CCW).

Items | History | Internal View

Expand All | Collapse All

Workflow Status | Show All Holds | Hide Active Holds Only

Not Started | In Progress | On Hold

Expand All | Collapse All

	Hardware, Software and Service	Qty			Status
		Ordered	Cancelled	Active	
 4.0	WS-C3560-24PS-E	10	0	0	Return Receipt - Awaiting Return on 
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Batteries & Chemical Preparations

- Cisco does **not** accept RMA returns of used, spent, defective batteries or opened chemical preparations.
- For products with removable batteries, the battery should be removed from the battery compartment prior to returning the RMA product. The removed battery should be disposed of according to the hazardous waste handling regulations in your area. Check your local waste handling regulations for proper disposal.
- Batteries or chemical preparations in an unopened, original package may be returned via RMA. If a battery-handling label (see example below) is found on the product packaging, the shipper must prepare shipping documents according to the local freight forwarder and carrier's instruction regarding dangerous goods transportation. If the original packaging does not bear any battery-handling label, the package may be returned with the normal shipping process. If the shipper has a question regarding the contents of a product, please contact Cisco at environment@cisco.com for further information. You should have the original sales order number and RMA number in hand when you contact us.



Packaging – Step 1: The box

It is best to use the original Cisco box and packaging in which your equipment was delivered.
If the original box is missing or damaged, any box that is of suitable size and in good condition can be used.

Please never use a damaged box!

Below you see some good and bad examples:



Packaging – Step 2: Packing the equipment

Please make sure that the equipment is firmly packed within the box by using packaging foam, bubble wrap to ensure restriction in movement during transport. The preferred method for returning items is each in its individual box and wrapping. If you ship multiple items within the same box, be sure each part is protected in its own static bag and separated with packing foam or bubble wrap.

Below you see good and bad examples:



Packaging – Step 3: Sealing the box

Once the equipment has been placed in the box it is now time to seal it.

Please do not use masking or Scotch tape to secure or seal packaging but use appropriate transparent packaging tape. When you have the correct packaging tape please make sure the box is securely sealed.

Below you see some good and bad examples:



Packaging – Step 4: Securing your shipment to a pallet



Please be aware that all packing material that is being used to send back the equipment (for example pallets, wooden boxes, etc.) are considered to be no longer required by the shipper.

For large quantities, chassis or other large units, it is very important that the equipment is covered and securely strapped to a pallet. This is required since an unstrapped or loosely strapped item can easily tip during transit, causing expensive damage, repair costs and is a risk to the health and safety of the driver.





Packaging – Step 5: Labeling

Regardless if you are shipping a large chassis or a small item, it is very important that the RMA number is marked on every box being returned and has to be listed on the waybill.

Make sure the box/pallet has an address label with the shipping and receiving addresses (Cisco Return Address) listed.

You can find the return address by clicking on this link: [Cisco's Authorized Return Locations webpage](#)

Please be aware that mislabeled or unlabeled RMAs will have a delay in the receiving and crediting process and can result in credit not being issued.





(Air)waybill

When the carrier collects the goods the driver will ask our customer to sign the (air)waybill. Please always keep a signed copy of the (air)waybill as it proves that the goods have been collected from your premises.

Please never hand over a shipment without receiving a signed copy of the (air)waybill.



Documentation Other



Documentation Other

- Packing list
- Commercial invoice

Please check with your local regulations and carrier to see what additional documentation might be required.



Commercial invoice (CI)

The commercial invoice needs to have the following requirements:

- Shippers name, address, e-mail and phone number.
- Ship to address:

*Cisco International Limited
c/o Teleplan Communications B.V.
Werner von Siemensstraat 1, (Hal D3)
2712PN, Zoetermeer
The Netherlands*

- RMA number
- Cisco part numbers, as listed on the RMA with quantities.
- Description for each item.

If a part is an internal or intangible part, it's not required to be added to the commercial invoice.

- Values, make sure that there are values on each item per line and total value with currency mentioned. For example USD or EUR. (you can find the values in CCW)
- Country of Origins for each part. The country of origins can be found physically on the parts.
- Delivery terms, Cisco accept incoterms DAP and DDP. Failing to use the correct Inco terms, cargo will be refused at our warehouse and Shipper will be charged for all costs involved.

Attached Template:



**Microsoft Excel
Worksheet**

Commercial invoice - Country of Origin (COO)



The country of origin (COO) is not the country you are exporting the goods from but the country where the goods are manufactured. The country of origin can be determined by three different techniques. We will describe the two different techniques in this and the next slides:

- **Physically inspecting the goods**
On all the Cisco equipment there is a sticker that provides the details on what the COO is for that part. See the example: this sticker is located on the back of the equipment.



Commercial invoice - Country of Origin (COO)



- **Inspecting the Cisco label**
For new products the COO can be located on the Cisco label.



	Cisco Systems, Inc. and its affiliates 170 West Tasman Drive San Jose, CA 95134 USA www.cisco.com/go/contacts	 8 82658 38884 2
(3S) PKG ID: CSCO+1072724532		
(K) Cust PO#: CN-T0727NVG		
(P) Cust Part #:		
Model #:		
(7P) CLEI Part #:		
(1P) Prod #: AIR-CAP1552E-R-K9		
(30P) Base P/N: AIR-CAP1552E-R-K9		
(S) Serial#: FCZ1739H00U		(31P)V04
(4L) Made in China		
(13S) Sea#: B02TUP1004		
(Q) Qty. 1		
Notes: EEA REACH Regulation Article 33 information available at: www.cisco.com/go/reach		
S.O.#: 13095509		16154323
Line # 2	NB-Date: 9-Oct-13	N-G190
Shipset: 3	CSCO	A8
S.O.SS#		E
		 SSD: 9-Oct-13 Carton# 1072724532

Commercial invoice – Value(s)

Values can be found by looking up the RMA number in the Cisco Commerce Workspace (CCW) (Please click [here](#) for instructions how to use CCW). Please note that the total value is shown for the total quantity.

- If a part has zero value and it's an internal part it's not required to be included on the commercial invoice.
- It is required that for each item a value is mentioned.
- Currency is required on the invoice, f.e. USD.

Items		History	Internal View				
Items Expand All Collapse All							
Hardware, Software and Service	Return Reason	Status	Date Received	Serial Number Received	Credit Memo	Qty	Extended Credit
+ 5.0 CISCO2621XM *Mid Perf Dual 10/100 Ethernet Router w/Cisco IOS IP,32F/128D Request Number -- Tangible Yes	TRIN-TRADE IN	Awaiting Return				Authorized 5 Cancelled 0 Received 0	 7446.6
+ 6.0 WIC-1T *1-Port Serial WAN Interface Card Request Number -- Tangible Yes	TRIN-TRADE IN	Awaiting Return				Authorized 1 Cancelled 0 Received 0	 80
Order Total							7.526,60 All prices shown in USD



Commercial invoice - Part number

For customs clearance purposes it is required that the correct Cisco part numbers are listed on the invoice.

- Cisco part numbers can also be found in the Cisco Commerce Workspace (CCW).

Items		History	Internal View					
Hardware, Software and Service		Qty		Status				
		Ordered	Cancelled	Active				
⊕ 4.0	WS-C3560-24PS-E	10	0	0	Return Receipt - Awaiting Return on			
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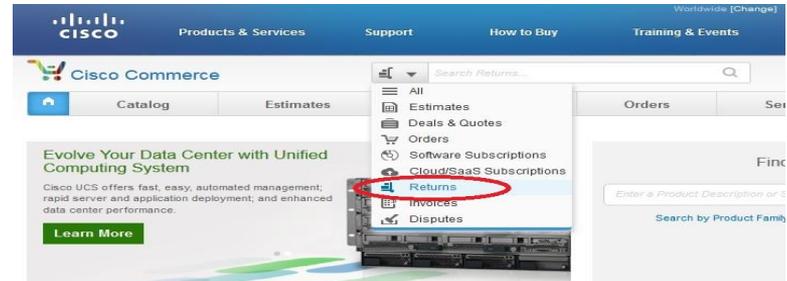
Cisco Commerce Workspace (CCW)



The Cisco Commerce Workspace tool will help you to find RMA details, f.e. part numbers, values, return address etc.

Please note that a CEC account is required to use the CCW tool.

1. Open the link in your browser Cisco Commerce Workspace.
2. Login with your CEC account.
3. Enter the RMA number and click on Returns.
4. Click on the RMA number below Sales order.



Export Print Add Tag Edit View

	AA/AAR No.	Sales order No.	AA/AAR Status	Ref. Sales Order No.
<input type="checkbox"/>	AAR6257774	600082402	CLOSED	900043081

View 10 Items Per Page Page 1 of 1 << < Previous 1 Next >>