






## \*\*\* IMPORTANT NOTICE \*\*\* RMA RETURN INSTRUCTIONS

DATE: \_\_\_\_\_ CASE/RMA No. \_\_\_\_\_ / \_\_\_\_\_




Dear Valued Customer/ Partner,

The parts contained in this shipment are replacement parts provided under Cisco Systems Advance Replacement Service. Under the terms and conditions of Cisco Systems RMA policy **the replaced parts must be returned to Cisco Systems for analysis within ten (10) days** to allow Cisco Systems to continue to improve the quality and reliability of the product.

To return a product please follows the instructions below:

<b>Step1</b>  <b>Unpacking parts</b>	<ul style="list-style-type: none"><li>• Use disposable grounding wrist strap when unpacking and handling the enclosed electronic part(s).</li><li>• Reuse the original packaging materials to pack the returned unit to insure its arrival in good condition.</li></ul>
<b>Step 2</b>  <b>Pack materials for return</b>	<ul style="list-style-type: none"><li>• Please do NOT configure any other parts on each RMA part</li><li>• Each RMA part MUST be packed separately.</li><li>• For FA (Failure Analysis) case, please return to Cisco as soon as possible, and it should NOT be consolidated with other Non-FA returns.</li></ul>
<b>Step 3</b>  <b>Arranging for Pickup</b>	<ul style="list-style-type: none"><li>• Log onto the new POWR (Product Online Web Returns) tool via, <a href="http://www.cisco-global-returns.com/rmalogin.do">http://www.cisco-global-returns.com/rmalogin.do</a> to arrange collection of the RMA(s)</li><li>• <b>To ensure the defective equipment is registered on an ACTIVE Cisco contract, please make sure the defective equipment serial number is identical to the serial number details provided in the original Service Order (RMA)</b></li><li>• Once you have submitted an online pickup request via POWR, a pickup request receipt will be emailed to you, which can be printed out as a return label</li><li>• Remove or cover previous shipping labels from the outside of the box to minimize confusion to courier (eg. Con-notes, old addresses, Labels, AWB, Colored label, etc)</li><li>• Affix email label generated via POWR tool to the carton(s) to be collected. The RMA number in the label MUST correspond to the particular part within the carton.</li><li>• <b>DO NOT</b> complete any other manual consignment notes as the details submitted in POWR will be considered as an electronic booking to the courier</li></ul>

Exceptions:

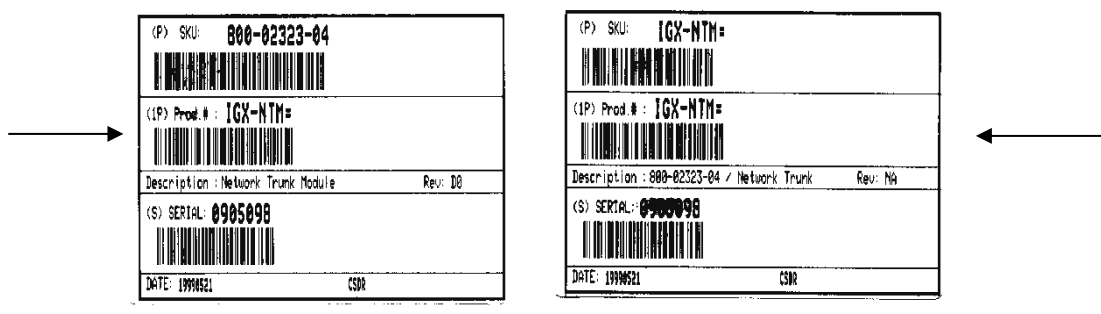
 <b>Cancellation</b>	If cancellation of a RMA(s) pending collection is required after using the POWR tool, please log onto the POWR tool by selecting under "Search Shipment" the RMA number, Shipment ID# or Tracking/Con Note number and clicking on the "Cancel Pickup" tab.
 <b>Extension of returns deadline</b>	If the parts cannot be returned within ten (10) days of receipt of the replacements parts, please contact Cisco Service Asset Recovery APAC team via a webform at <a href="#">Contact Asset Recovery</a> to request permission for an extension.
 <b>Technical Issues</b>	If you are unable to access the POWR tool to make an online booking, please use the webform or call the Cisco Service Asset Recovery APAC team at <a href="#">Toll free list</a> or international on +612 8446 7411

## NOTICE

### PRODUCT NUMBER IDENTIFICATION

Please use the product number to identify the part when completing ALL Shipping Documentation (proforma/customs invoice).

See Example Below:



### SAMPLE SHIPPING LABEL FROM POWR

Please Affix email label generated via POWR tool to the carton(s) to be collected.



## APAC Service RMA Return Procedures Guide

This guide is to assist in the standard steps required to return a service RMA part to Cisco from APAC location using the [Cisco POWR Tool](#). For issues and exceptions, please use the [Contact Asset Recovery](#) form.

**Important:** This document does NOT apply to returns for India. Please see the [India Guide](#) for details.



### Verify Parts:

Check the Part ID & Serial Number of the physical unit being returned to confirm the information matches what is due and submitted in the pickup request are in sync.

**Note:** Mismatches will prevent or delay the completion of the return process.

### Package Parts:

Parts should be packaged per Cisco's Packaging Guidelines to prevent damage during transport.

- RMA number should be written on the box
- Please see Cisco's [Packaging Guidelines](#) for full details.

### Request Pickup:

Cisco's POWR tool should be used to initiate pickup requests for the return of defective parts.

- 1) Log into the [Cisco POWR Tool](#)

Two login methods are available: Cisco.com account or RMA # & Email address.

- 2) Click "Request Return Label & Pickup".

- 3) Enter RMA #

- Input the RMA(s) to be returned
- Place a comma after each RMA # when entering multiple.
- Click "Next:"

- 4) Enter Address & Contacts

- Input the pickup address & contact details

**Note:** Incorrect information will prevent or delay the completion of the return process.

- Input any special Site Instructions, such as site access requirements
- Click "Next"

## 5) Set Packages

- RMAs with only 1 part will skip this step
- RMAs with more than 1 part require package alignment to indicate which parts are being shipped back and in what quantities the parts will be packaged
  - Select the parts being returned
  - Click “Return In Single Package” or “Return in Separate Packages”
  - After Packages are set, click “Next”.

## 6) Set Pickup

- Verify Weight & Dimensions are set for each package
- If there are Pallets, please enter the number of Pallet
- Select the Requested Pickup Date
- Click Confirm

## 7) Save & Print the label created

## Pickup Package:

The transportation carrier will collect part from the pickup address as indicated.

- After the package(s) have been handed over to the transportation carrier, the shipment status will be updated in the POWR tool to reflect that pickup was made.
- After delivery to the warehouse, parts must be verified to match what was due before the RMA will be closed. Discrepancies will cause delays in the resolution of the RMA return.

## Appendix

### Request Pickup (Detailed):

Cisco’s POWR tool should be used to initiate pickup requests for the return of defective parts.

#### 1) Log into the [Cisco POWR Tool](#)

Two login methods are available: Cisco.com account or RMA # & Email address.

POWR  
Ver 2.0

**CISCO RMA Return Pick Up Tool, Please login to continue**

- **For INDIA Returns: The Delivery Challan must be downloaded & included**  
- **For BRAZIL Returns: The Nota Fiscal must be included with the request**

[View POWR Terms and Conditions](#)  
☐ Accept Terms\*

Language: English

[Click here to login with Cisco Account](#)

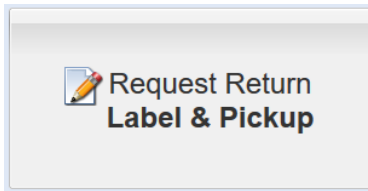
[Sign Up for Cisco.com account](#)

[Click here to login with RMA & Email](#)

[User Guide](#)  
[Getting Started](#)

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2) Click “Request Return Label & Pickup”.



3) Enter RMA #

- Input the RMA(s) to be returned
- Place a comma after each RMA # when entering multiple.
- Click “Next”:

The "Create Shipment Wizard" screen, step 1: "Choose RMA". It has three tabs: "Choose RMA" (active), "Set Pickup Location", and "Create Packages". Below the tabs are "Back" and "Switch to Advanced Search" buttons. The "Simple Search" section has a label "RMAs/TradeIn Quotes (multiple RMAs returnable)\*:" followed by a text input field. At the bottom are "Save", "Reset", "< Back", "Next >", and "Cancel" buttons. The "Next >" button is highlighted with a red box.

4) Enter Address & Contacts

- Input the pickup address & contact details
- **Note:** Incorrect information will prevent or delay the completion of the return process.
- Input any special Site Instructions, such as gate access requirements
- Click “Next”

The "Create Shipment Wizard" screen, step 2: "Set Pickup Location". It has five tabs: "Choose RMA", "Set Pickup Location" (active), "Create Packages", "Schedule Pickup", and "Print Labels". The "Pickup Location Info" section is highlighted with a red box and contains fields for Address Book, Company, Address1-4, Suburb/City, Province/State, Postal Code, Country, and Site ID. The "Return to Address" section contains text for DHL Supply Chain (Singapore) Pte Ltd. The "Special Site Instructions" section is a large text area. The "Requestor Contact Info" section contains fields for Address Book, First Name, Last Name, Phone, and Email. The "Pickup Contact Info" and "Alternate Pickup Contact Info" sections are also highlighted with red boxes and contain similar fields. At the bottom are "Save", "< Back", "Next >", and "Cancel" buttons. The "Next >" button is highlighted with a red box.

## 5) Set Packages

- RMAs with only 1 part will skip this step
- RMAs with more than 1 part require package alignment to indicate which parts are being shipped back and in what quantities the parts will be packaged
  - Select the parts being returned
  - Click “Return In Single Package” or “Return in Separate Packages”
  - After Packages are set, click “Next”

**Create Shipment Wizard**

✓ Choose RMA    ✓ Set Pickup Location    ✓ **Create Packages**    ⚙ Schedule Pickup    🖨 Print Labels

To ensure accurate processing related to your account, please ensure Product ID and Serial Number you select/enter in the grid below matches the Product ID and Serial Number on the actual part(s) returned. Cisco will verify the returned Product ID and Serial Number upon receipt; any inconsistencies may lead to a delay in updating your Service Contract with respect to this return

12345678

Package Instructions

Line	Replacement Line#	Replacement Part#	Status	Qty Auth	Pickup Qty	Serial#	Package *
Line: 2.1 - Part# UCSC-MRAID12G= (Cisco 12G SAS Modular Raid Controller) All Items Select Items Assign Qty							
Total: 1				1	0		
Line: 4.1 - Part# UCSC-MRAID12G-4GB= (Cisco 12Gbps SAS 4GB FBWC Cache module (Raid 0/1/5/6)) All Items Select Items Assign Qty							
Total: 1				1	0		

Return Selected In One Package    Return Selected In Separate Packages    ✗ Reset Selected Packages    Expand All

Selected: 0, Packaged: 0

Save    < Back    **Next >**    Cancel

## 6) Set Pickup

- Verify Weight & Dimensions are set for each package
- If there are Pallets, please enter the number of Pallet
- Set the Requested Pickup Date
- Click Confirm

**Create Shipment Wizard**

✓ Choose RMA    ✓ Set Pickup Location    ✓ Create Packages    ✓ **Schedule Pickup**    🖨 Print Labels

Package	RMA	Serial#	Weight (kg)	Length - longest dim (cm)	Width (cm)	Height (cm)
Shipment ID: SG12577792						
01_001	12345678		1.34	78.74	60.96	25.40
Total: 1 Package			1.34 (kg)			

**Pickup**

Pickup Address: Company: Cisco Systems, Address1: 123 First Street, Address2: , Address3: , Address4: , Suburb/City: SINGAPORE, Province/State: SINGAPORE, Postal Code: 486035, Country: SG

Pickup Schedule: Request a Pickup, Carrier: DHL-SC-Email, Date: 27 Nov-2018, Time: Anytime (08:00-17:00)

Pallets: Total number of Pallets in this shipment: 0

Special Equipment: Pickup requires Pallet Jack, Lift gate available on-site

Special Site Instructions

Email Notifications: Standard: Shipping notifications will be automatically sent to: , Optional: Enter additional email addresses for shipping notifications:

Save    < Back    **Confirm**    Cancel

## 7) Save & Print the label created

POWER

Anthony (actanbur) | Log Out | Admin | RLSF Editor | Dashboard | My Account | About | Help

Create Shipment Wizard

✓ Choose RMA

✓ Set Pickup Location

✓ Create Packages

✓ Schedule Pickup

✓ Print Labels

**SUCCESS!**  
Carrier: "TN1-India-Email"  
Shipment ID: "TN12467975"  
Please print and attach labels securely to each of your packages  
[Labeling Instructions](#)

Package	Tracking#Shipping#	RMA	Weight (kg)	Length - longest dim (cm)	Width (cm)	Height (cm)
01_001		87776143	5.90	74.30	32.39	16.51

Refresh

Print All Labels

Email Labels

☐ Email Labels

Save

< Back

Finish

Cancel