

APAC Return Instructions



Due to country regulations, the below instructions are required for all returns coming from this region.

- For a Non–DOA RMA return, customer should use their appointed forwarder to ship the RMA items back to Teleplan Hong Kong by shipping terms of Delivered At Place (DAP)
- For a DOA replacement order return, customer has the option to ship the RMA items back to Teleplan Hong Kong via Cisco's appointed forwarder by using the [POWR Tool](#).
- Customer should also send the following documents to Cisco's Reverse Logistics team and their forwarder at e-mail: wwrl-doa-pickup-apac@external.cisco.com for shipment process:
 - a. Shipment Release Approval from Teleplan HK for Import License Control Verification
 - b. Pro-forma Invoice and Packing List (see below requirement)
 - c. Confirmation of Export license if required from the shipping point, also attached all export compliant documents that required for export customs declaration by the local country
- Before arranging any return shipment to Teleplan Hong Kong, sending a pre-alert (Proforma invoice copy) to wwrl_apac_ior@reconext.com for import license verification is essential. This process is to avoid the controlled items, which import Hong Kong without a valid import license.
- Any controlled items arriving Hong Kong without shipment pre-alert will be rejected. Shipments contain controlled items shall remain in the airport or dock until the Retrospective Import License is issued. All additional charges during this application period will be subjected to shipper's account.
- For domestic delivery (within Hong Kong), pre-alert (proforma invoice copy) is also required. As per the regulation of Trade and Industry Department of Hong Kong, the controlled items must apply a certificate of "Approval on Resale" before they can transfer locally.

Shipment Release Approval and Import License Control Verification

To fulfill the local import license requirement from Hong Kong Government, there is a return requirement for the Customers to send the Proforma invoice detailing the parts to be returned for Teleplan to the email address: wwrl_apac_ior@reconext.com with the subject line: Proforma Invoice # to identify if controlled items are included in order to secure the relevant license from government before the shipment arrival

Documents must be complied with the following details:

- The Proforma invoice must be printed on customer's company letterhead with company logo and address and properly stamped and signed
- Ship-to Address:
Cisco Systems, Inc.
C/O Teleplan Service Solutions Asia B.V.
YKK Building
15th Floor, Phase 2
No. 2 San Lik Street
Tuen Mun, New Territories
Hong Kong
Attn: Teleplan Traffic Team
Tel. No.: (852) 3904 3850
- Clearly indicate the following information in the body of the invoice:
 - RMA number and RMA Type (Type= HWW, OBS etc.) clearly indicated
 - Shipper's name and address
 - Cisco part number and descriptions for each item (to include configured part number) clearly indicated
 - Serial number for each serialized product/item
 - Return quantity of each part item
 - Country of Origin for each part item
 - Export value of each part item

Once the confirmation is received from Teleplan Hong Kong, below are the next steps to be taken:

Prepare shipment and place booking with carrier

Following documents are required at this stage:

- **Packing List – Following details are to be complied**

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- a. RMA number and RMA Type (Type= HWW, OBS etc.)
 - b. Cisco part number for each item (to include configured part number) and descriptions
 - c. Serial number for each serialized product/item
 - d. Return quantity of each part item
 - e. Number of cartons or Pallets
 - f. Weight of the shipment rounding up to the nearest kilogram
 - g. Volume of the shipment rounding up to the nearest cubic meter
- **Transport Bills**
 - a. Showing the RMA number and RMA Type (Type=HWW, OBS etc.) with total number of carton/pallets
 - b. Indicating the Consignee as:

Cisco Systems, Inc.
C/O Teleplan Service Solutions Asia B.V.
YKK Building
15th Floor, Phase 2
No. 2 San Lik Street
Tuen Mun, New Territories,
Hong Kong
 - c. Shipper's name and address: same as the one provided in Proforma invoice
 - d. Notify Party: Same as Consignee
 - e. Freight Terms: Freight Prepaid, DAP (Delivered At Place)
 - f. Other charges: Origin and Destination Charges Prepaid by Shipper

Packaging

- a. Information required on the outside of each box:
 - RMA number, Part Number and Packed Quantity
 - Country of Origin. If no origin is on the pack-out label, customer is required to affix a label reading "Made in _____" and add the origin of the product.
 - Mark Box no. Of the total number of boxes (Box 1 of 3)
- b. Information required on each pallet
 - Copy of Proforma Invoice and Packing List

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- Mark Pallet no. Of the total number of pallets (Pallet 1 of 3)

c. Other Packaging Requirement:

- Products must be packaged securely to prevent shipping damage
- If feasible, use Cisco original packaging to repack the product for return
- If multiple parts are packed in one box, the part must be protected using packaging foam, bubble wrap or a static bag
- Customer shall refer to "[Cisco Pallet-Container Packaging Guideline](#)" for detailed packaging requirement

Advance Shipment Notice and Proof of Delivery

Send e-mail to: wwrl_apac_ior@reconext.com with following attachments:

- Copy of Proforma invoice
- Copy of Packing List
- Copy of the transport bill detailing:
 - Ocean shipment: HBOL#, Vessel name & Voyage No., Departure Date
 - Air Shipment: HAWB#, flight # and flight date
 - Courier Consignment Note: Courier Consignment Note # and dispatch Date

Note: It is recommended customer to obtain the Proof of Delivery (POD) from your own freight forwarder to verify if the shipment has been cleared and delivered

Remark:

For the controlled shipment that without pre-alert sending to Teleplan for license verification which incurs customs related issue in Hong Kong, shipper shall be responsible for all the storage fee, freight costs and other additional costs for the return, and tangible and intangible impact to Cisco or Teleplan if there is any.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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