

## Service RMA Return Instructions from Colombia Free Trade Zone

The part(s) contained in this shipment are replacement parts provided under your Cisco Service Agreement. **The defective parts must be returned to Cisco within ten (10) days of receiving the replacement parts.** Replaced parts not returned to Cisco within contractual terms are liable to be billed at current Global List Price.

**Please follow these Instructions after you have initiated the return process via the POWR Tool.**

### Transfer of Rights Template



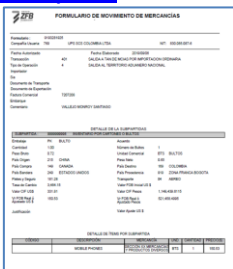
### Endorsement to UPS



### Chamber of Commerce Certificate Example



### Formulario de Salida Template



**The following procedure applies when there are parts on the free zone to be returned to CISCO in the United States:**

- Customer submits a Transfer or Rights (“[Cesion de Derechos](#)”) approval to the Free Zone to move the parts to UPS logistics partner’s warehouse located on the Bogota Free Zone.
  - Note:** Under normal circumstances, the approval process can take from 3 to 5 business days *if* there is no information that must be modified by the user of the Free Zone Authority after the Transfer of Rights is submitted to Free Zone Authority. *It may take longer if modifications are required.*
  - If the product that will be submitted to transfer is an internal part of a unit or equipment, a Repackaging (“Reempaque”) process must be performed to separate this part from the unit and individualize it.

### Documents required from the Warehouse:

The following documents are required from the Warehouse who will move the cargo to UPS:

- Original AWB from the cargo that arrived at the Free Zone, endorsed to UPS ([Template 2 – Endorsement](#)).
- Endorsement must be signed by the legal representative of the primary consignee and must accompany the original AWB. Please refer to [template 2](#) for instructions.
- Original Invoice where the units’ value to be transferred are specified. It is the invoice presented when the cargo arrived at the Free Zone.
- Original letter requesting the approval of the Free Zone Authority for transferring the cargo to UPS. It must be signed by the legal representative. This document must specify:
  - Entry AWB Number.
  - Quantity of packages that will be transferred.
  - Weight of the packages to be transferred.
  - Full name of the warehouse that transfers and of the one receives ([See attached Template 1](#)).
  - Reason for transfer
- Certificate of Chamber of Commerce issued no greater than 45 days ([See attached example](#)).

### Documents required from UPS:

Once the above documents are complete, UPS will sign a letter accepting the cargo to be transferred. Please send the request of this letter to CISCO CUSTOMER SERVICE EMAIL ADDRESS ([UPSFTZLATAM@ups.com](mailto:UPSFTZLATAM@ups.com)).

### Procedure:

Once the documentation is completed, the information must be submitted by the User on the Free Zone system by the completion of the “[Formulario de Salida](#)” form (Template 4). The User also must digitalize all the documentation gathered in the Free Zone system.

- Please send documentation and “Formulario de Salida” form to CISCO CUSTOMER SERVICE EMAIL ADDRESS ([UPSFTZLATAM@ups.com](mailto:UPSFTZLATAM@ups.com)).
- UPS will process the “Formulario de Ingreso” form (this is a UPS internal document) on the Free Trade Zone system.
- UPS will send back the “Formulario de Ingreso” number for the User to complete the [Transfer of Rights document](#) for final approval and verification of the transfer. When finally approved, the User can move the parts, along with approved documentation, to UPS Free Zone in Bogota. (Refer to [Return Instructions](#) on Cisco’s Returns Portal.)

[Return to Instructions](#)

Bogotá, D.C.

**Señores**

**ZONA FRANCA BOGOTA**

Atención: Sr. Carlos Diaz

Director Usuarios Comerciales

La Ciudad

Referencia: **CESION DE DERECHOS**

Respetados Señores:

Por medio de la presente me dirijo a Ustedes con el fin de solicitarles se sirvan autorizar la Cesión de Derechos que el Usuario **XXXXXX** calificado **XXXXXXXXXX** con **NIT XXXXXXXXXX** hacia el usuario comercial **UPS SCS COLOMBIA LTDA** con **NIT: 830.085.087-6**

Esta cesión se realizará para servicio logístico.

**Guía Aérea: XXXXX**

**Peso: XXXXX Kg.**

**Piezas: XXXXX Bultos**

**Descripción: XXXXX**

Atentamente,

**XXXXXXXXXXXXXXXXXX**

Representante Legal

**XXXXXXXXXXXXXXXXXX**

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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## ENDORSEMENT TO UPS

Behind the AWB the following text must be written/printed:  
Please make the changes accordingly.

Yo **NOMBRE DEL REPRESENTANTE LEGAL DE LA EMPRESA QUE OTORGA EL ENDOSO** identificado con DOCUMENTO DE IDENTIDAD: ##### confiero endoso en propiedad del presente documento con todas sus obligaciones de ley a los señores **UPS SCS COLOMBIA LTDA** con Nit: **830.085-087-6**

### OTORGA ENDOSO

**NOMBRE:**  
**DOCUMENTO:**  
**CARGO: REPRESENTANTE LEGAL**  
**FIRMA**

### ACEPTA ENDOSO

**NOMBRE:**  
**DOCUMENTO:**  
**CARGO: REPRESENTANTE LEGAL**  
**FIRMA**

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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CAMARA DE COMERCIO DE BOGOTA

SEDE SALITRE

CODIGO DE VERIFICACION: 051732010FCCCB

10 DE ENERO DE 2017 HORA 15:12:44

R051732010

PAGINA: 1 de 6

\* \* \* \* \*

\*\*\*\*\*  
 ESTE CERTIFICADO FUE GENERADO ELECTRONICAMENTE Y CUENTA CON UN CODIGO  
 DE VERIFICACION QUE LE PERMITE SER VALIDADO SOLO UNA VEZ, INGRESANDO A  
 WWW.CCB.ORG.CO  
 \*\*\*\*\*

RECUERDE QUE ESTE CERTIFICADO LO PUEDE ADQUIRIR DESDE SU CASA U  
 OFICINA DE FORMA FACIL, RAPIDA Y SEGURA EN WWW.CCB.ORG.CO  
 \*\*\*\*\*

PARA SU SEGURIDAD DEBE VERIFICAR LA VALIDEZ Y AUTENTICIDAD DE ESTE  
 CERTIFICADO SIN COSTO ALGUNO DE FORMA FÁCIL, RÁPIDA Y SEGURA EN  
 WWW.CCB.ORG.CO/CERTIFICADOSELECTRONICOS/  
 \*\*\*\*\*

CERTIFICADO DE EXISTENCIA Y REPRESENTACION LEGAL O INSCRIPCION DE  
 DOCUMENTOS.

LA CAMARA DE COMERCIO DE BOGOTA, CON FUNDAMENTO EN LAS MATRICULAS E  
 INSCRIPCIONES DEL REGISTRO MERCANTIL

CERTIFICA:

NOMBRE : AGENCIA DE ADUANAS UPS SCS COLOMBIA LTDA NIVEL 2

N.I.T. : 900027528-9 ADMINISTRACION : DIRECCION SECCIONAL DE IMPUESTOS  
DE BOGOTA, REGIMEN COMUN

DOMICILIO : BOGOTA D.C.

CERTIFICA:

MATRICULA NO: 01487233 DEL 9 DE JUNIO DE 2005

CERTIFICA:

RENOVACION DE LA MATRICULA : 31 DE MARZO DE 2016

ULTIMO AÑO RENOVADO : 2016

ACTIVO TOTAL : 10,731,652,000

TAMAÑO EMPRESA : MEDIANA

CERTIFICA:

DIRECCION DE NOTIFICACION JUDICIAL : AV. CENTENARIO NO. 108 - 85 BGA 4  
MZ 18 LOTE 119 - 120 CASILL.131

MUNICIPIO : BOGOTA D.C.

EMAIL DE NOTIFICACION JUDICIAL : CANGARITA@UPS.COM

DIRECCION COMERCIAL : AV. CENTENARIO NO. 108 - 85 BGA 4 MZ 18 LOTE 119  
- 120 CASILL.131

MUNICIPIO : BOGOTA D.C.

EMAIL COMERCIAL : doris.garibello@ups.com

CERTIFICA:

CONSTITUCION: QUE POR ESCRITURA PUBLICA NO. 0003074 DE NOTARIA 6 DE  
 BOGOTA D.C. DEL 7 DE JUNIO DE 2005, INSCRITA EL 9 DE JUNIO DE 2005  
 BAJO EL NUMERO 00995190 DEL LIBRO IX, SE CONSTITUYO LA SOCIEDAD  
 COMERCIAL DENOMINADA UPS SCS COLOMBIA S I A LTDA.

CERTIFICA:

QUE POR ESCRITURA PUBLICA NO. 1582 DE NOTARIA 41 DE BOGOTA D.C. DEL 1

Validez de Constancia  
 de la Cámara de Comercio  
 de Bogotá  
 Puntos  
 Trujillo

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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## FORMULARIO DE MOVIMIENTO DE MERCANCÍAS

Formulario : 9193281925  
 Compañía Usaria: 769 UPS SCS COLOMBIA LTDA NIT: 830.085.087-6

Fecha Autorizado Fecha Elaborado 2019/09/06  
 Transacción 401 SALIDA A TAN DE MCÍAS POR IMPORTACION ORDINARIA  
 Tipo de Operación 4 SALIDA AL TERRITORIO ADUANERO NACIONAL  
 Importador  
 Sia  
 Documento de Transporte  
 Documento de Exportación  
 Factura Comercial 7207208  
 Embarque  
 Comentario VALLEJO MONROY SANTIAGO

## DETALLE DE LA SUBPARTIDAS

SUBPARTIDA : 9999999998 INVENTARIO POR CARTONES O BULTOS					
Embalaje	PK	BULTO	Acuerdo		
Cantidad	1.00		Número de Bultos	1	
Peso Bruto	0.72		Unidad Comercial	BTS	BULTOS
País Origen	215	CHINA	Peso Neto	0.65	
País Compra	149	CANADA	País Destino	169	COLOMBIA
País Bandera	249	ESTADOS UNIDOS	País Procedencia	919	ZONA FRANCA BOGOTA
Fletes y Seguro	181.28		Transporte	04	AEREO
Tasa de Cambio	3,464.15		Valor FOB Inicial US \$		
Valor CIF US\$	331.81		Valor CIF Pesos	1,149,439.6115	
Vr FOB Real ó Ajustado US \$	150.53		Vr FOB Real ó Ajustado Pesos	521,458.4995	
Justificación			Valor Ajuste US \$		

## DETALLE DE ÍTEMS POR SUBPARTIDA

CÓDIGO	DESCRIPCIÓN	MERCANCÍA	UND.	CANTIDAD	PRECIO(\$)
	MOBILE PHONES	SECCIÓN XX MERCANCIAS Y PRODUCTOS DIVERSOS	BTS	1	150.53

Americas Headquarters  
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