

## New Zealand Return Instructions



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

### **Return Requirements:**

- For the **Non – DOA RMA** return, customer should use their appointed forwarder to ship the RMA items back to DHL Supply Chain New Zealand (DSC NZ) by shipping terms of **Delivered at Place (DAP)**
- For the **DOA RMA (RMA with Replacement)** return, customer has an option to ship the RMA items back to DSC NZ via Cisco appointed forwarder. Customer can use the Cisco [POWR tool](#) to raise a pickup request.
- Customer should also send email with the following documents to [Reverse Logistics team](#) and [DSC NZ](#) for shipment process.
  - a. Packing List (see below requirement)
  - Before arranging any return shipment to DSC NZ, sending a pre-alert (Proforma invoice copy) to [DSC NZ](#) is essential. This process is to give a heads up to DSC NZ to prepare resources in advance.
  - Any items arriving DSC NZ without shipment pre-alert will be rejected.

### **Documents must be complied with the following details:**

- The Packing List must be printed on customer's company letterhead with company logo and address and properly stamped and signed
  - Ship-to Address:  
**DHL SUPPLY CHAIN**  
HIGHBROOK SITE 1  
103 KERWYN AVENUE

EAST TAMAKI  
AUCKLAND

- 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, address and contact number.
  - Cisco part number for each item (to include configured part number) clearly indicated.
  - Serial number for each serialized product/item
  - Return quantity of each part item
  - Expected Delivery Date and Time
  - Number of cartons or Pallets
  - Weight of the shipment rounding up to the nearest kilogram
  - Volume of the shipment rounding up to the nearest cubic meter

Once the confirmation is received from DSC NZ, below are the next steps to be taken:

### **Prepare shipment and place booking with carrier**

Following documents are required at this stage:

- **Transport Bills or Consignment Note**
  - Showing the RMA number and RMA Type (Type=HWW, OBS etc) with total number of carton/pallets
  - Indicating the Consignee as:
    - **DHL SUPPLY CHAIN**  
HIGHBROOK SITE 1  
103 KERWYN AVENUE  
EAST TAMAKI  
AUCKLAND
  - Shipper's name and address: same as the one provided in Packing List
  - Notify Party: Same as Consignee
  - Freight Terms: Freight Prepaid, DAP (Delivered at Place)
  - Other charges: Origin and Destination Charges Prepaid by Shipper

### **Packaging**

- **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)
- **Information required on each pallet**
  - Copy of Packing List
  - Mark Pallet no. of the total number of pallets ( Pallet 1 of 3)
- **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 [DSC NZ](#) with following attachments:

- 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.

### Contact Information and Other Information

|                              |   |
|------------------------------|---|
| DSC NZ                       | <a href="mailto:edgap-dsc-cisco-opsnz@dhl.com">edgap-dsc-cisco-opsnz@dhl.com</a>  |
| Cisco Reverse Logistics team | <a href="mailto:apj-wwrl_returns-logistics@cisco.com">apj-wwrl_returns-logistics@cisco.com</a>  |
| POWR tool                    | <a href="http://www.cisco.com/web/ordering/cs_info/or3/o32/Return_a_Product/WebReturns/product_Online_web_returns.html">http://www.cisco.com/web/ordering/cs_info/or3/o32/Return_a_Product/WebReturns/product_Online_web_returns.html</a> |
| Packaging Guidelines         | <a href="http://www.cisco.com/web/ordering/cs_info/or3/o32/Return_a_Product/WebReturns/RMA_Packaging.pdf">http://www.cisco.com/web/ordering/cs_info/or3/o32/Return_a_Product/WebReturns/RMA_Packaging.pdf</a>                             |



**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

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)