

## New Zealand Return Instructions



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

### **Return Requirements:**

#### **<via Self-route>**

- For the Non-DOA RMA, RMA items need to be shipped back to Reconext Hong Kong directly at shipper's cost, which is aligned with the return process of other APJC Type 4 countries.
- Before arranging any return shipment to Reconext Hong Kong, sending a pre-alert (Proforma invoice, Packing List & Export License) to [wwrl\\_apac\\_ior@reconext.com](mailto:wwrl_apac_ior@reconext.com) for import license verification is essential. This process is to avoid the controlled items, which import to Hong Kong without a valid import license
- **Any controlled items arriving in 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.
- Reconext will review the shipping details and apply Import License if required. Customer should hold for Shipment Release Approval from Reconext HK
- If Confirmation of Export license is required from the shipping point, please also attached all export compliant documents that required for export customs declaration by the local country.

#### **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

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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 indicate 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 HK Reconnect, below are the next steps to be taken:

**1. 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:

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

- Shipper's name and address: same as the one provided in Packing List
- Notify Party: Same as Consignee
- Freight Terms: Freight Prepaid (All cost absorbed by customer)
- Other charges: Origin and Destination Charges Prepaid by Shipper

**2. 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 (e.g. Box 1 of 3)
- Information required on each pallet
  - Copy of Proforma Invoice and Packing List
  - Mark Pallet no. Of the total number of pallets (e.g. 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

**<via DHL>**

- For the Non – DOA RMA return, customers also have an option to use their own freight company to ship the RMA items to DHL Supply Chain New Zealand (DSC NZ) by shipping terms of Delivered at Place (DAP)
- Customer should also send a pre-alert email with the following documents to Reverse Logistics team : [apj-wwrl\\_returns-logistics@cisco.com](mailto:apj-wwrl_returns-logistics@cisco.com) and DSC NZ [edgap-dsc-cisco-opsnz@dhl.com](mailto:edgap-dsc-cisco-opsnz@dhl.com) for shipment process. 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. The pre-alert should include the information about**
  - Packing List (see below requirement)
  - Commercial Invoice (NZ customers to provide)
  - Export License
- **Please note that DHL AKL acts solely as a centralized hub and forwarding agent responsible for shipping RMA products back to Hong Kong. All RMA credits will only be issued after Reconext Hong Kong inspects and confirms the return condition. The SLA for the return cycle time cannot be guaranteed.**

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 indicate 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:

## 1. 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
  - 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 (e.g. Box 1 of 3)
- Information required on each pallet
  - Copy of Proforma Invoice and Packing List
  - Mark Pallet no. Of the total number of pallets (e.g. 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

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### 3. 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

DOC 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>
Reconext Hong Kong	<a href="mailto:wwrl_apac_ior@reconext.com">wwrl_apac_ior@reconext.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>



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