

India Return Instructions – FTWZ Orders



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

According to India government law, all the shipment needs to apply the NOC (No Objection Certificate) before returning to DB Schenker India- FTWZ warehouse. Customers should raise case to CS team to validate the shipment and wait for NOC released. All return shipment arriving in DB Schenker India - FTWZ warehouse without NOC released will be rejected.

CS team: <https://customerservice.cloudapps.cisco.com/>

- For the Normal RMA (Non-DOA) return, customer should raise case to CS for NOC. Once NOC released, customer use their appointed forwarder to ship the RMA items back to DB Schenker India - FTWZ warehouse at Chennai by shipping terms of Delivered at Place (DAP)
- For the DOA RMA return, customer should raise case to CS for NOC. Once NOC released, customer has an option to ship the RMA items back to DB Schenker India FTWZ Warehouse - Chennai via Cisco appointed forwarder. Customer can use the POWR 2 to raise pickup request.
POWR 2: <http://www.cisco-global-returns.com/rmalogin.do?jsessionId=070D958EE10D860F712800D952508E2F>
- Customer should also send the following documents to Reverse Logistics team and their forwarder at email: 98i-ftwz-dbsrlops@external.cisco.com for shipment process.
 - a) RMA Invoice & Packing list
 - b) SEZ/STPI/FTWZ Zone Permission
 - c) E-waybill as applicable
- Before arranging any return shipment to DB Schenker – FTWZ Warehouse Chennai, India, sending a pre-alert is essential.
DB Schenker: 98i-ftwz-dbsrlops@external.cisco.com

Documents must be complied with the following details:

- The RMA Invoice must be printed on customer's company letterhead with company logo and address and properly stamped and signed
- Ship-to Address:
Schenker India Private Limited – FTWZ
A/c: Cisco Commerce India Private Ltd.
C/o J Matadee Free Trade Zone Mannur, Unit No.27-28
Valarpuram Village Perambakkam Road Sriperumbudur
Kanchipuram, 602105 Tamilnadu India
Contact Name: DBS Cisco FTWZ Reverse Logistics Team
Contact Number : +91-9994586568
- Clearly indicate the following information in the body of the RMA Invoice
 - a) RMA number and RMA Type (Type= HWW, OBS etc) clearly indicated
 - b) Shipper's name and address
 - c) Cisco part number and descriptions for each item (to include configured part number) clearly indicated
 - d) Serial number for each serialized product/item
 - e) Return quantity of each part item
 - f) Country of Origin for each part item
 - g) Export value of each part item

Once the confirmation is received from DB Schenker India, below are the next steps to be taken:

Prepare shipment and place booking with carrier

Documents:

- Transport Bills
 - a) Showing the RMA number and RMA Type (Type=HWW, OBS etc) with total number of carton/pallets
 - b) Shipper's name and address: same as the one provided in RMA Invoice
 - c) Notify Party: Same as Consignee
 - d) Freight Terms: Freight Prepaid, DAP (Delivered at Place)
 - e) Other charges: Origin and Destination Charges Prepaid by Shipper
- RMA Invoice & packing list– Following details are to be complied
 - a) Custom approved RMA Invoice & PL
 - b) RMA number and RMA Type (Type= HWW, OBS etc)
 - c) Cisco part number for each item (to include configured part number) and descriptions
 - d) Serial number for each serialized product/item
 - e) Return quantity of each part item
 - f) Number of cartons or Pallets
 - g) Weight of the shipment rounding up to the nearest kilogram

- h) Volume of the shipment rounding up to the nearest cubic meter

Packaging

- Information required on the outside of each box:
 - a) RMA number, Part Number and Packed Quantity
 - b) 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.
 - c) Mark Box no. of the total number of boxes (Box 1 of 3)
- Information required on each pallet
 - a) Copy of RMA Invoice and Packing List
 - b) Mark Pallet no. of the total number of pallets (Pallet 1 of 3)
- Other Packaging Requirement:
 - a) Products must be packaged securely to prevent shipping damage
 - b) If feasible, use Cisco original packaging to repack the product for return
 - c) If multiple parts are packed in one box, the part must be protected using packaging foam, bubble wrap or a static bag
 - d) Customer shall refer to “Cisco Pallet-Container Packaging Guideline” for detailed packaging requirement

Advance Shipment Notice and Proof of Delivery

- Send e-mail to DB Schenker India (98i-ftwz-dbsrlops@external.cisco.com) with following attachments:
 - a) Copy of RMA Invoice
 - b) Copy of Packing List
 - c) Copy of SEZ/STPI/FTWZ Zone Permission
 - d) Copy of the transport bill detailing:
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

Warehouse Working hours (Material receiving)

Monday – Saturday 10:00 AM – 6:00 PM (Excluding public holiday's)

Cisco transport partner pick-up schedule (DOA)

Monday – Saturday 10:00 AM – 6:00 PM (Excluding public holiday's)



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