Service RMA Return Procedures Guide

This guide is to assist in the standard steps required to return a service RMA part to Cisco using the Cisco POWR Tool. For issues and exceptions, please use the Contact Asset Recovery form. **Important:** This document does NOT apply to returns for India or Brazil. Please see the India Guide or Brazil Guide for details.

### Verify Parts:
Check the Part ID & Serial Number of the physical unit being returned to confirm the information matches what is due and submitted in the pickup request are in sync.

**Note:** Mismatches will prevent or delay the completion of the return process.

### Package Parts:
Parts should be packaged per Cisco’s Packaging Guidelines to prevent damage during transport.

- RMA number should be written on the box
- Please see Cisco’s Packaging Guidelines for full details.

### Request Pickup:
*<Click here for these steps with reference images>*
Cisco’s POWR tool should be used to initiate pickup requests for the return of defective parts.

1) Log into the Cisco POWR Tool
   Two login methods are available: Cisco.com account or RMA # & Email address.
2) Click “Request Return Label & Pickup”.
3) Enter RMA #
   - Input the RMA(s) to be returned
   - Place a comma after each RMA # when entering multiple.
   - Click “Next:
4) Enter Address & Contacts
   - Input the pickup address & contact details
   - **Note:** Incorrect information will prevent or delay the completion of the return process.
   - Input any special Site Instructions, such as site access requirements
• Click “Next”

5) Set Packages
• RMAs with only 1 part will skip this step
• RMAs with more than 1 part require package alignment to indicate which parts are being shipped back and in what quantities the parts will be packaged
  • Select the parts being returned
  • Click “Return In Single Package” or “Return in Separate Packages”
  • After Packages are set, click “Next”.

6) Set Pickup
• Verify Weight & Dimensions are set for each package
• If there are Pallets, please enter the number of Pallet
• Select the Requested Pickup Date
• Click Confirm

7) Save & Print the label created

**Pickup Package:**
The transportation carrier will collect part from the pickup address as indicated.

• After the package(s) have been handed over to the transportation carrier, the shipment status will be updated in the POWR tool to reflect that pickup was made.
• After delivery to the warehouse, parts must be verified to match what was due before the RMA will be closed. Discrepancies will cause delays in the resolution of the RMA return.
Steps with images

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     Note: Incorrect information will prevent or delay the completion of the return process.
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