



# Cisco Certified Refurbished Equipment Quick Reference Guide Australia and New Zealand



## Quick Facts

- 2800+ current and end-of-sale (EOS) SKUs.
- Remanufactured and tested to "like-new."
- Same product ID as new but with "-RF" added.
- (Typically) 25% off new list price; discounting applies.
- Same warranty and Cisco® SMARTnet® support as new.
- Cisco IOS® Software based products include a current license.
- Engineering Change Orders (ECOs) incorporated.
- Financing available from Cisco Capital.<sup>SM</sup>
- Ships within 24 to 48 hours from multiple inventory locations.
- Inventory changes daily.
- Full sales recognition "same as per Cisco new product."

## End-Customer Benefits

- Peace of mind: Same Cisco quality, value, performance, and support as for new Cisco products.
- Maximize IT spending budget: Attractive pricing, no hidden costs, and financing available.
- Low risk: Same-as-new warranty with support through Cisco Technical Assistance Center (TAC).

## Engaging Cisco Capital Remarketing

- Identify ideal refurbished Cisco opportunities.
- Check Website for inventory availability.
- Check list pricing and obtain wholesale price through distributor.

## Ideal Refurbished Cisco Opportunities

- Customer in need of end-of-sale Cisco products.
- Immediate-delivery orders.
- Spares and network extension opportunities.
- Price sensitive and deep discounting situations.

## Check Inventory and Quantities on The Website

- Go to [www.cisco.com/go/remarketing](http://www.cisco.com/go/remarketing).
  - Click on View Inventory and log in using your Cisco.com ID.
  - When logged in, click on Search Inventory tab.
- Use the inventory search options:
- Click the Download Inventory button to download entire spreadsheet.
  - Or type the part number in the search box. Type in the entire part number, including -RF (for "refurbished"), or use the asterisk wildcard (for example, WS\*).
  - Click Check Standard Configuration to see what items and accessories are included.
  - Quantity shown is available for immediate shipment; contact remarketing team for other inventory currently in process.
  - The quantity shown is available for immediate shipment. Contact the remarketing team for other inventory currently in process.
  - Can't find the inventory or quantities needed? Contact the Cisco Capital Remarketing sales rep for your region.

## Ordering

- Confirm list pricing and availability through website ([www.cisco.com/go/remarketing](http://www.cisco.com/go/remarketing)).
- All one and two-tier resellers must order through distributors.
- Limited inventory "reservations", price deviations and restricted product requests are considered on a case-by-case basis; submit requests through your Cisco Capital Remarketing Sales Representative.
- Select products may have a lower-priced end-of-sale alternative. Please work with your sales rep to develop an ideal solution for your requirements.
- All sales are final; no returns or credits.

## Reseller Best Practices

- Engage Cisco Capital remarketing early in the sales cycle for capabilities, strategies, and options.
  - Propose refurbished products along with new products to enable the customer to meet budget or to afford more for the same budget.
  - Position end-of-sale products to support customer requirements during technology transitions.
- Differentiate against products from unauthorized channels.
- Focus on:
- Network protection (genuine Cisco).
  - Budget protection (no hidden costs - inspection and re-licensing fees).
  - Business protection (Cisco SMARTnet support for entire network).

**Cisco Certified**  
Refurbished Equipment



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Call the Cisco Capital Remarketing team for pre- and post-sales support. We are here to help you gain more business!

Region	Area Sales Manager	Responsibility	Email	Telephone
Asia Pacific and Japan	Ash Mathradas	General Manager, Asia Pacific & Japan	Amathrad@cisco.com	+65 9720 9358
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	DY Kim	Regional Account Manager, Korea, Japan	dykim@cisco.com	+81 3 6434 6746
	Leo Ho	Regional Account Manager, Hong Kong, Thailand Indonesia, Vietnam, Malaysia, Taiwan, China	leoho@cisco.com	+852 2934 4672
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	General E-mail		care-asia@cisco.com care-japan@cisco.com	
Other	Benson Chan	WW Business Development and Marketing	bensocha@cisco.com	+1 408 527-9134
Website URL	<a href="http://www.cisco.com/go/remarketing/">www.cisco.com/go/remarketing/</a> (Cisco Capital Remarketing) <a href="http://www.cisco.com/go/ciscocapital/">www.cisco.com/go/ciscocapital/</a> (Cisco Capital Leasing)			
Reseller resources	<a href="http://www.cisco.com/web/ordering/ciscocapital/refurbished/resellers/index.html">www.cisco.com/web/ordering/ciscocapital/refurbished/resellers/index.html</a> (CCO login required)			



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