

# Cisco Returns Program Quick User Guide

## About the Cisco Returns Program

The Cisco Returns Program (CRP) tool is to be used as part of Cisco's Takeback and Reuse Program.

The CRP portal is to be utilised when the stakeholder (Customer, Distributor, Internal Cisco User) has Cisco products they no longer have use for.

The stakeholder can engage Cisco to have their goods picked up free of charge and disposed of in the most efficient and sustainable method possible.

This program does not support warranty

or credit returns. It is only to be used for the return of end of use Cisco products.

## Useful Resources

- [Cisco Returns Program \(CRP\) Tool – CISCO Returns Program Tool](#)
- [Customer Return Packaging Guidelines for Service and Product RMAs](#)
- [FAQs](#)
- **Contact:** [ciscoproductreturns@external.cisco.com](mailto:ciscoproductreturns@external.cisco.com)

# Booking an RMA and Arranging Pick-up in CRP

## Step By Step Summary

### [CRP tool - CISCO Returns Program Tool](#)

*Used when end of use Cisco products are to be returned to Cisco*

1. Log into the Cisco CRP Tool
2. Select your Type of Request - Request Return
3. Select Return Reason - No Cost End-of-Use Takeback

Selecting other options will direct you to that particular service.

4. Answer the questions - Are your products physically damaged? & Can your products be turned on?

Based on your answers, you will either be redirected to use the Customer Recycling Solutions or given the option to choose a pickup country.

5. Add Products - through a serial number, part ID number or keyword. The option for Bulk Upload using Serial Number or Product ID (part ID) are available. A template is available for download.

6. Review request and add company name, original sales order, customer PO and request name.

***Only company name is a mandatory field.***

7. Request RMA or Save Request. Terms and Conditions will appear if you proceed and request an RMA

RMA number will be generated upon submission

8. ***When you have an RMA and want to arrange a pick-up:*** select Arrange Pick-up and enter your RMA. Shipping Terms and Conditions appear along with packaging guidelines.

9. Select type of request - Require Pickup

10. Fill in pickup location and special instructions

11. Fill in the Requestor and Pickup contact information

12. Select RMA and ensure line items being returned are selected

13. Select the packaging configuration

14. Ensure weight and dimensions match RMA (Select Special Equipment if needed)

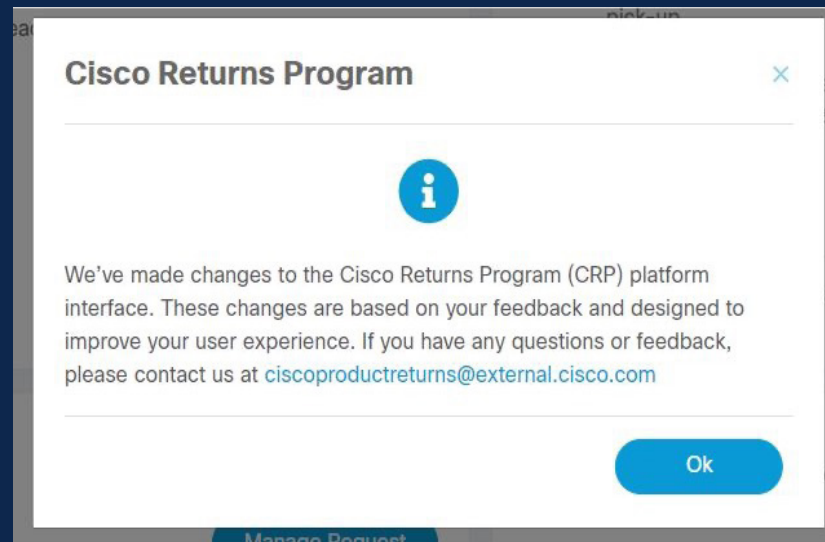
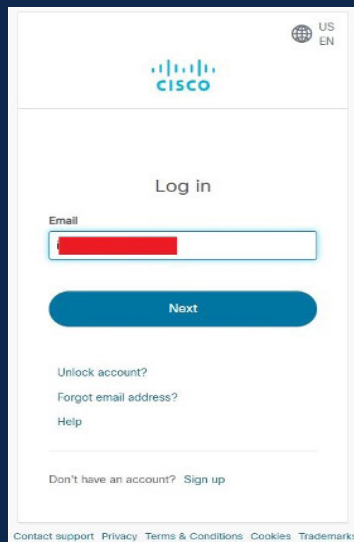
15. Select Carrier and Date and Time you would like RMA collected

16. Select the Acknowledgment Box and submit, e-mail notifications section is Optional

17. Success screen, click Finish (Page where you include email/s to be sent a copy of the label and download/print the labels).

# Log in to the CRP Tool

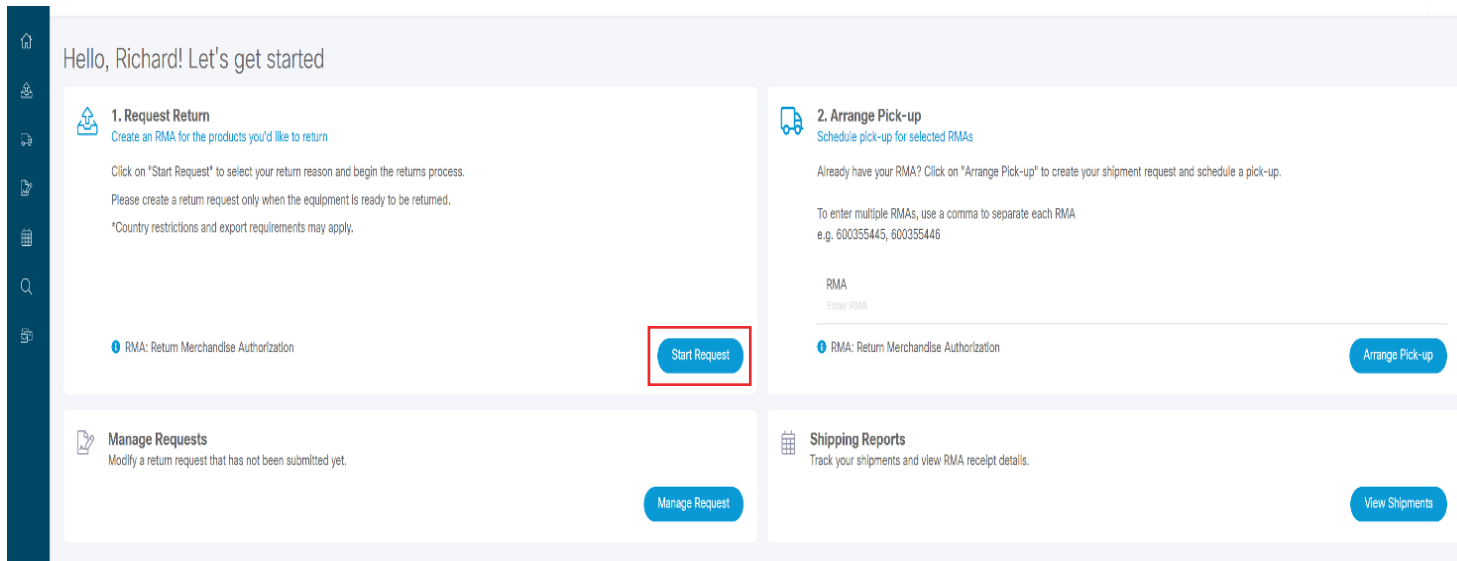
<https://www.cisco-global-returns.com/crp/gct/ad>



- Log into the CRP tool with your Cisco account email and password.
- If you do not have an account, click on the link at the bottom of the screen to create one.

Please confirm the notification straight after Sign In Page.

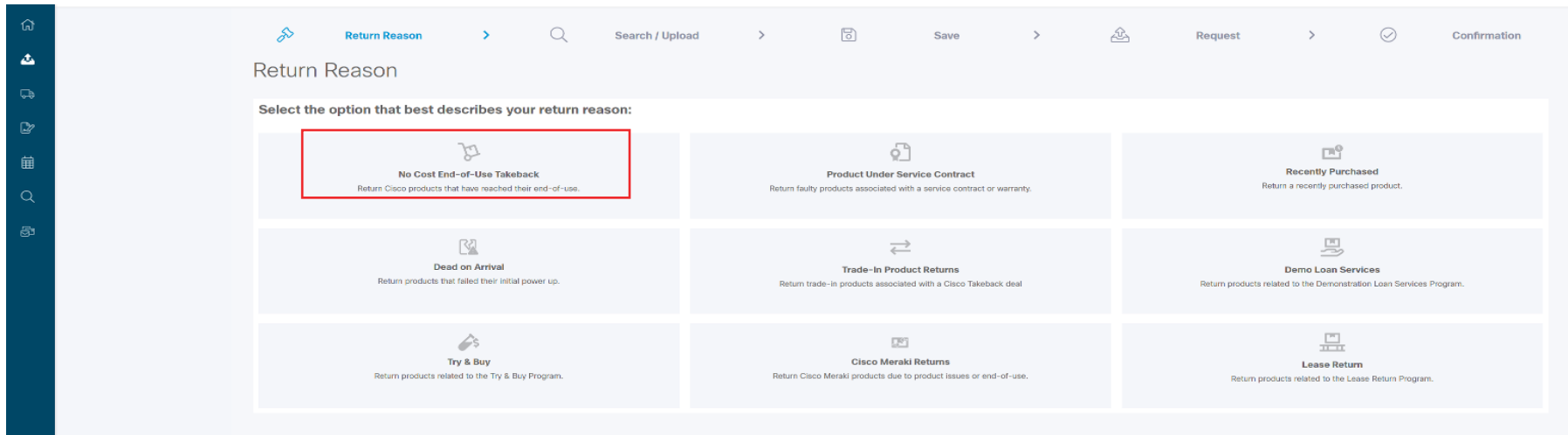
# Select your Type of Request – Request Return



The screenshot displays a user interface for the Request Return process. It features a dark blue sidebar on the left with navigation icons. The main content area is light blue and contains a greeting: "Hello, Richard! Let's get started". Below the greeting are four main sections:

- 1. Request Return**: "Create an RMA for the products you'd like to return". It includes instructions: "Click on 'Start Request' to select your return reason and begin the returns process. Please create a return request only when the equipment is ready to be returned. \*Country restrictions and export requirements may apply." Below this is a blue button labeled "Start Request" which is highlighted with a red rectangular box.
- 2. Arrange Pick-up**: "Schedule pick-up for selected RMAs". It includes instructions: "Already have your RMA? Click on 'Arrange Pick-up' to create your shipment request and schedule a pick-up. To enter multiple RMAs, use a comma to separate each RMA e.g. 600355445, 600355446". Below this is a text input field labeled "RMA" with the placeholder "Enter RMA" and a blue button labeled "Arrange Pick-up".
- Manage Requests**: "Modify a return request that has not been submitted yet." Below this is a blue button labeled "Manage Request".
- Shipping Reports**: "Track your shipments and view RMA receipt details." Below this is a blue button labeled "View Shipments".

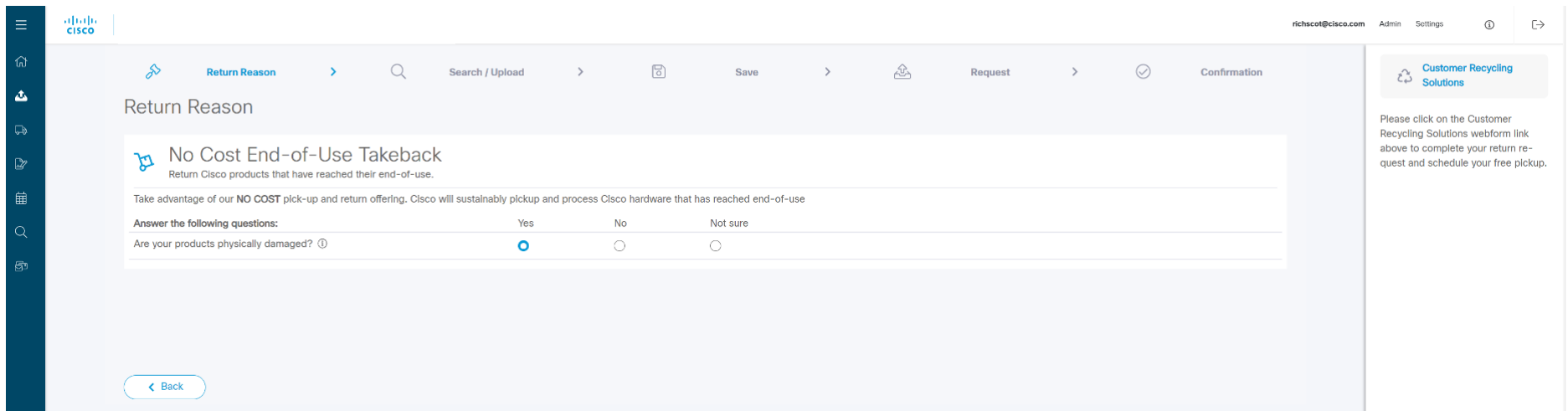
# Select Return Reason – No-Cost End of Use Takeback



The screenshot shows a web interface for selecting a return reason. At the top, there is a navigation bar with icons for Home, Back, Forward, and Search/Upload, followed by a breadcrumb trail: Return Reason > Search / Upload > Save > Request > Confirmation. The main heading is "Return Reason". Below it, a prompt asks the user to "Select the option that best describes your return reason:". There are nine options displayed in a grid:

- No Cost End-of-Use Takeback**: Return Cisco products that have reached their end-of-use. (This option is highlighted with a red border in the image.)
- Product Under Service Contract**: Return faulty products associated with a service contract or warranty.
- Recently Purchased**: Return a recently purchased product.
- Dead on Arrival**: Return products that failed their initial power up.
- Trade-In Product Returns**: Return trade-in products associated with a Cisco Takeback deal.
- Demo Loan Services**: Return products related to the Demonstration Loan Services Program.
- Try & Buy**: Return products related to the Try & Buy Program.
- Cisco Meraki Returns**: Return Cisco Meraki products due to product issues or end-of-use.
- Lease Return**: Return products related to the Lease Return Program.

Answer the questions - Are your products physically damaged? and Can your products be turned on? Based on your answers you will either be redirected to use the Customer Recycling Solutions or given the option to choose a Pickup



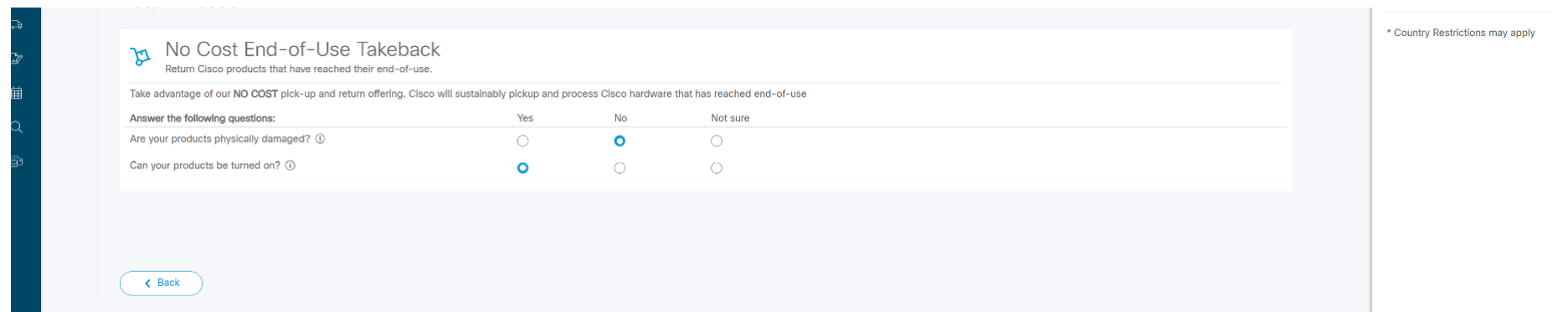
The screenshot shows the 'Return Reason' webform. The breadcrumb trail is: Return Reason > Search / Upload > Save > Request > Confirmation. The main heading is 'Return Reason'. Below it is a section titled 'No Cost End-of-Use Takeback' with the subtext 'Return Cisco products that have reached their end-of-use.' and a description: 'Take advantage of our NO COST pick-up and return offering. Cisco will sustainably pickup and process Cisco hardware that has reached end-of-use'. The question 'Are your products physically damaged?' is selected with the 'Yes' radio button.

Answer the following questions:	Yes	No	Not sure
Are your products physically damaged? ⓘ	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

< Back

 Customer Recycling Solutions

Please click on the Customer Recycling Solutions webform link above to complete your return request and schedule your free pickup.



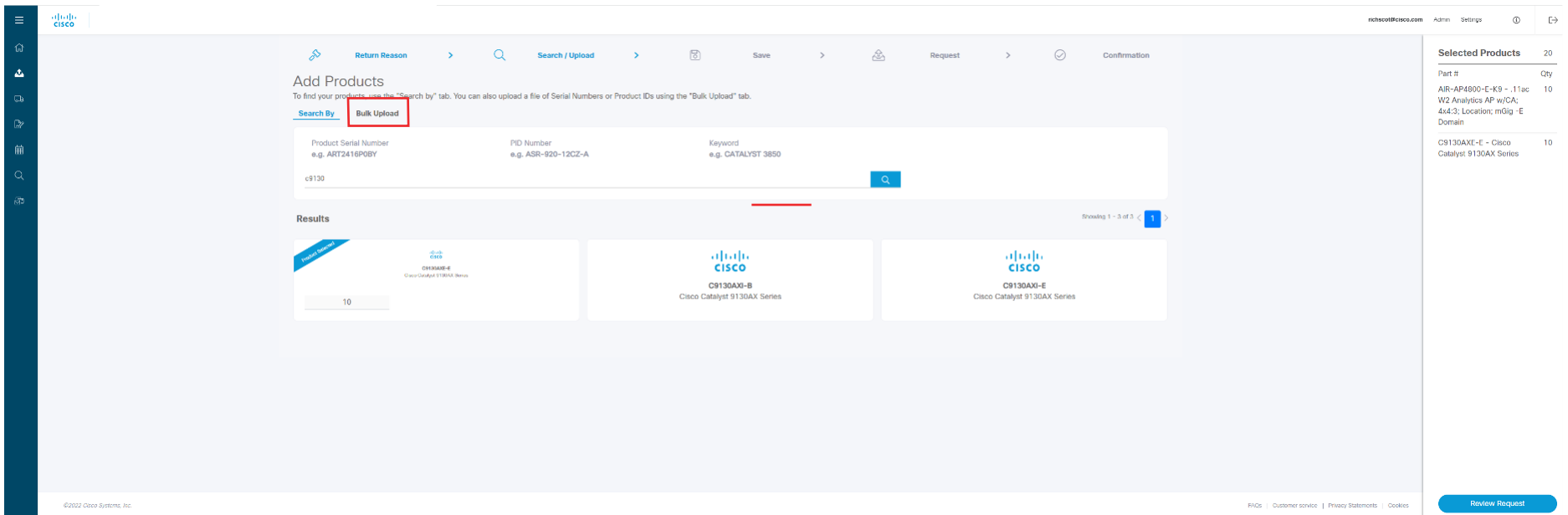
The screenshot shows the 'Return Reason' webform. The breadcrumb trail is: Return Reason > Search / Upload > Save > Request > Confirmation. The main heading is 'Return Reason'. Below it is a section titled 'No Cost End-of-Use Takeback' with the subtext 'Return Cisco products that have reached their end-of-use.' and a description: 'Take advantage of our NO COST pick-up and return offering. Cisco will sustainably pickup and process Cisco hardware that has reached end-of-use'. The question 'Can your products be turned on?' is selected with the 'Yes' radio button.

Answer the following questions:	Yes	No	Not sure
Are your products physically damaged? ⓘ	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Can your products be turned on? ⓘ	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

< Back

\* Country Restrictions may apply

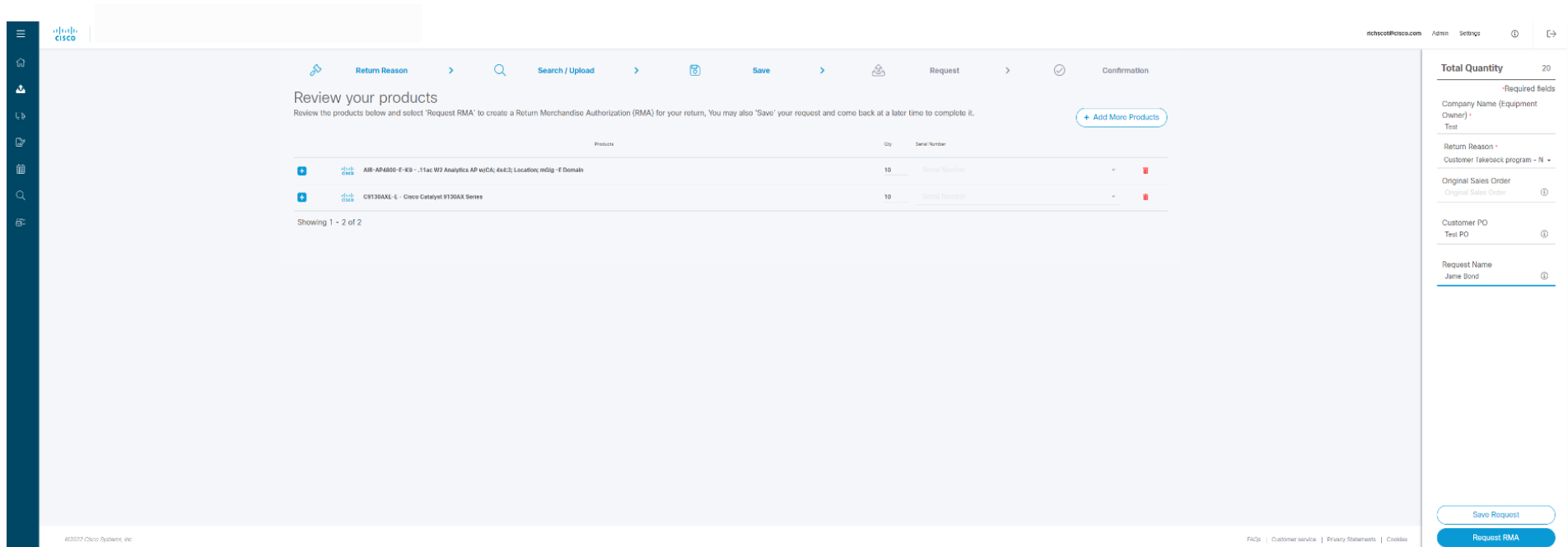
Add Products – through a serial number, part ID number or keyword. The option for Bulk Upload using Serial Number or Product ID (part ID) are available. A template is available for download.





The screenshot shows the Cisco 'Add Products' interface. At the top, there are navigation tabs: 'Return Reason', 'Search / Upload', 'Save', 'Request', and 'Confirmation'. The 'Search / Upload' tab is active. Below the tabs, there are two options: 'Search By' and 'Bulk Upload'. The 'Bulk Upload' option is highlighted with a red box. Below these options is a search form with three input fields: 'Product Serial Number' (with example 'e.g. ARTZ416POBY'), 'PID Number' (with example 'e.g. ASR-920-12CZ-A'), and 'Keyword' (with example 'e.g. CATALYST 3850'). The 'Product Serial Number' field contains the value 'c9130'. A search button is located to the right of the fields. Below the search form, there is a 'Results' section showing three product cards. The first card is partially visible and has a '10' in a box. The second card is for 'C9130AX-B Cisco Catalyst 9130AX Series'. The third card is for 'C9130AX-E Cisco Catalyst 9130AX Series'. On the right side of the interface, there is a 'Selected Products' table with columns 'Part #' and 'Qty'. The table contains three rows of product information. At the bottom right, there is a 'Review Request' button. The footer contains copyright information and links for FAQs, Customer service, Privacy Statements, and Cookies.

©2023 Cisco Systems, Inc. [FAQs](#) | [Customer service](#) | [Privacy Statements](#) | [Cookies](#)

Review Request and add Company Name, Original Sales Order, Customer PO and Request Name. Only Company name is a mandatory field.



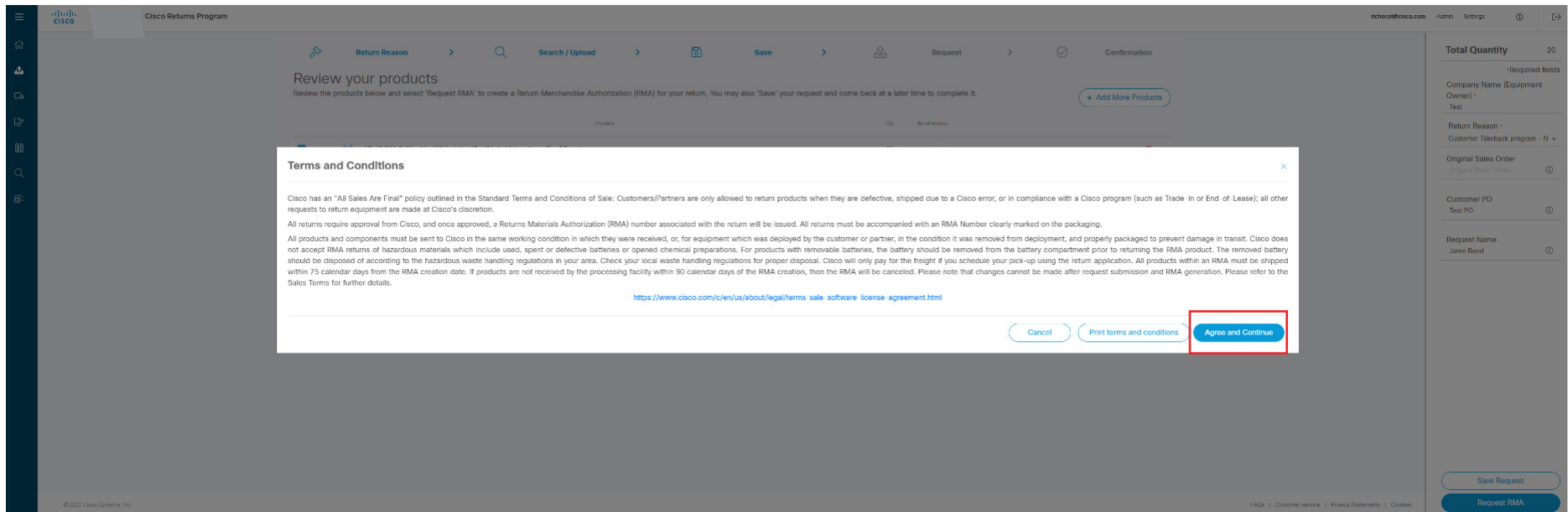
The screenshot shows the 'Review your products' page in the Cisco RMA system. The page is divided into a main content area and a right-hand sidebar. The main content area has a breadcrumb trail: Return Reason > Search / Upload > Save > Request > Confirmation. Below the breadcrumb, there is a heading 'Review your products' and a sub-heading 'Review the products below and select 'Request RMA' to create a Return Merchandise Authorization (RMA) for your return, You may also 'Save' your request and come back at a later time to complete it.' A '+ Add More Products' button is located to the right of the sub-heading. Below this is a table with two columns: 'Products' and 'Qty'. The table contains two rows of product information:

Products	Qty	Serial Number
 AIR-AR4880-F-K9 - 11ac W3 Analytics AP w/ICL 4x4E3; LocalFox; mClig - 4 Domain	10	Serial Number
 CR130AXL-E - Cisco Catalyst 9130AX Series	10	Serial Number

Below the table, it says 'Showing 1 - 2 of 2'. The right-hand sidebar contains a 'Total Quantity' section with a value of 20. Below this are several form fields for required information: 'Company Name (Equipment Owner)' with a dropdown menu showing 'Test', 'Return Reason' with a dropdown menu showing 'Customer Takeback program - N', 'Original Sales Order' with a text input field containing 'Original Sales Order', 'Customer PO' with a text input field containing 'Test PO', and 'Request Name' with a text input field containing 'Jame Bond'. At the bottom of the sidebar, there are two buttons: 'Save Request' and 'Request RMA'. The footer of the page contains the text '© 2023 Cisco Systems, Inc.' and 'FAQs | Customer service | Privacy statements | Cookies'.



# Request RMA or Save Request. Terms and Conditions will appear if you proceed and request an RMA



The screenshot displays the Cisco Returns Program web interface. At the top, the navigation bar includes 'Return Reason', 'Search / Upload', 'Save', 'Request', and 'Confirmation'. The main content area is titled 'Review your products' and contains a table with columns for 'Product', 'Qty', and 'Serial Number'. A modal dialog box titled 'Terms and Conditions' is open in the center, displaying the following text:

Cisco has an "All Sales Are Final" policy outlined in the Standard Terms and Conditions of Sale. Customers/Partners are only allowed to return products when they are defective, shipped due to a Cisco error, or in compliance with a Cisco program (such as Trade-In or End-of-Lease); all other requests to return equipment are made at Cisco's discretion.

All returns require approval from Cisco, and once approved, a Returns Materials Authorization (RMA) number associated with the return will be issued. All returns must be accompanied with an RMA Number clearly marked on the packaging.

All products and components must be sent to Cisco in the same working condition in which they were received, or, for equipment which was deployed by the customer or partner, in the condition it was removed from deployment, and properly packaged to prevent damage in transit. Cisco does not accept RMA returns of hazardous materials which include used, spent or defective batteries or opened chemical preparations. For products with removable batteries, the battery should be removed from the battery compartment prior to returning the RMA product. The removed battery should be disposed of according to the hazardous waste handling regulations in your area. Check your local waste handling regulations for proper disposal. Cisco will only pay for the freight if you schedule your pick-up using the return application. All products within an RMA must be shipped within 75 calendar days from the RMA creation date. If products are not received by the processing facility within 90 calendar days of the RMA creation, then the RMA will be canceled. Please note that changes cannot be made after request submission and RMA generation. Please refer to the Sales Terms for further details.

[https://www.cisco.com/c/en/us/about/legal/terms\\_sale\\_software\\_license\\_agreement.html](https://www.cisco.com/c/en/us/about/legal/terms_sale_software_license_agreement.html)

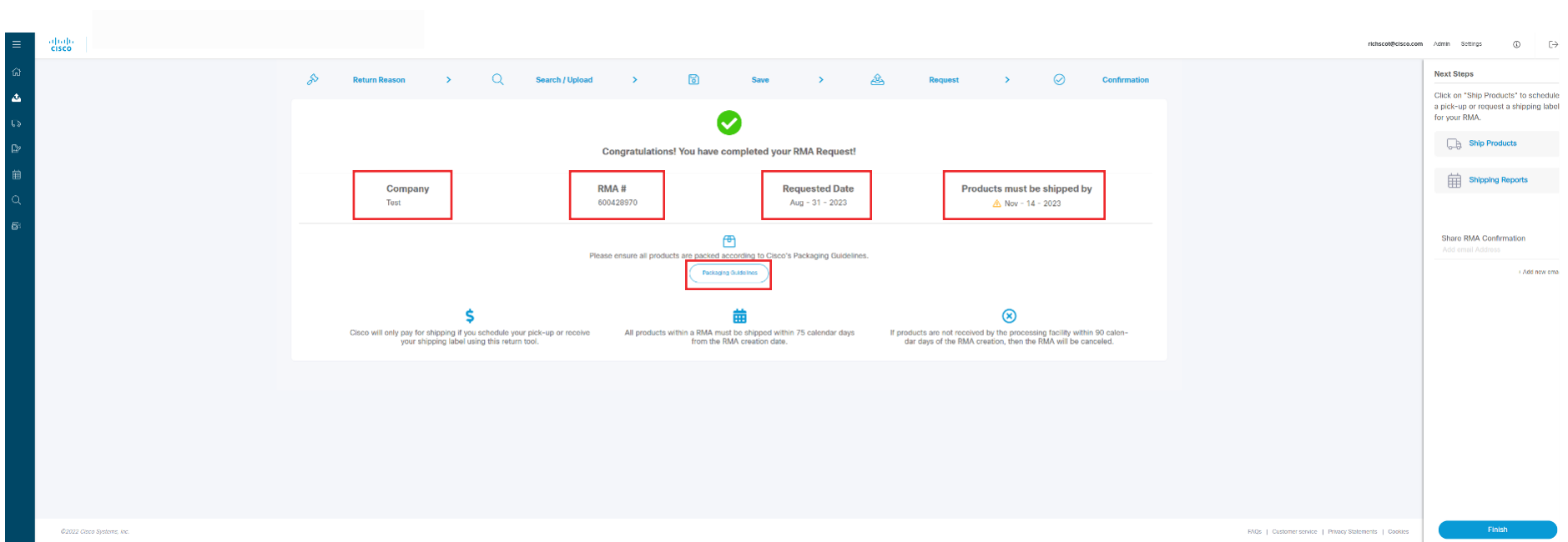
The modal dialog box has three buttons at the bottom: 'Cancel', 'Print terms and conditions', and 'Agree and Continue'. The 'Agree and Continue' button is highlighted with a red box.

On the right side of the interface, there is a sidebar with the following information:

- Total Quantity: 20
- Required fields
- Company Name (Equipment Owner): Test
- Return Reason: Customer Takeback program - NI
- Original Sales Order: Original Sales Order
- Customer PO: Test PO
- Request Name: Jamie Bond

At the bottom right, there are two buttons: 'Save Request' and 'Request RMA'.

# Success screen and additional details



The screenshot displays the 'Confirmation' step of an RMA request process. The main content area features a green checkmark icon and the text 'Congratulations! You have completed your RMA Request!'. Below this, four key details are presented in a table-like format, each enclosed in a red box:

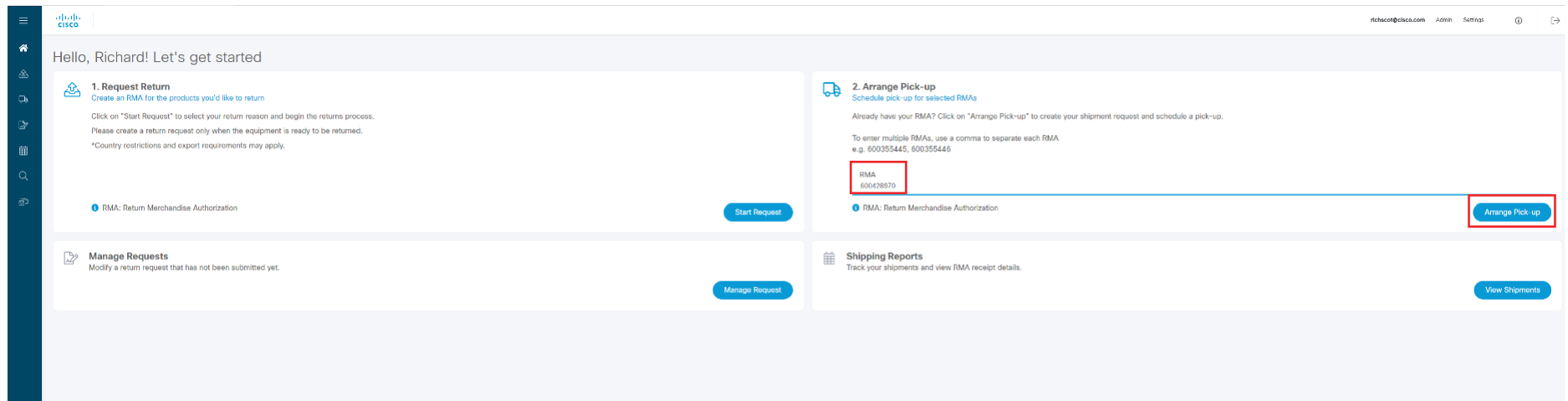
Company	RMA #	Requested Date	Products must be shipped by
Test	600428970	Aug - 31 - 2023	Nov - 14 - 2023

Below the table, a note states: 'Please ensure all products are packed according to Cisco's Packaging Guidelines.' A link labeled 'Packaging Guidelines' is provided. Three additional instructions are listed at the bottom:

- Cisco will only pay for shipping if you schedule your pick-up or receive your shipping label using this return tool.
- All products within a RMA must be shipped within 75 calendar days from the RMA creation date.
- If products are not received by the processing facility within 50 calendar days of the RMA creation, then the RMA will be canceled.

The interface includes a top navigation bar with steps: Return Reason, Search / Upload, Save, Request, and Confirmation. A right-hand sidebar contains 'Next Steps' (Ship Products, Shipping Reports) and 'Share RMA Confirmation' (Add Email Address). A 'Finish' button is located at the bottom right. The footer contains copyright information: © 2022 Cisco Systems, Inc.

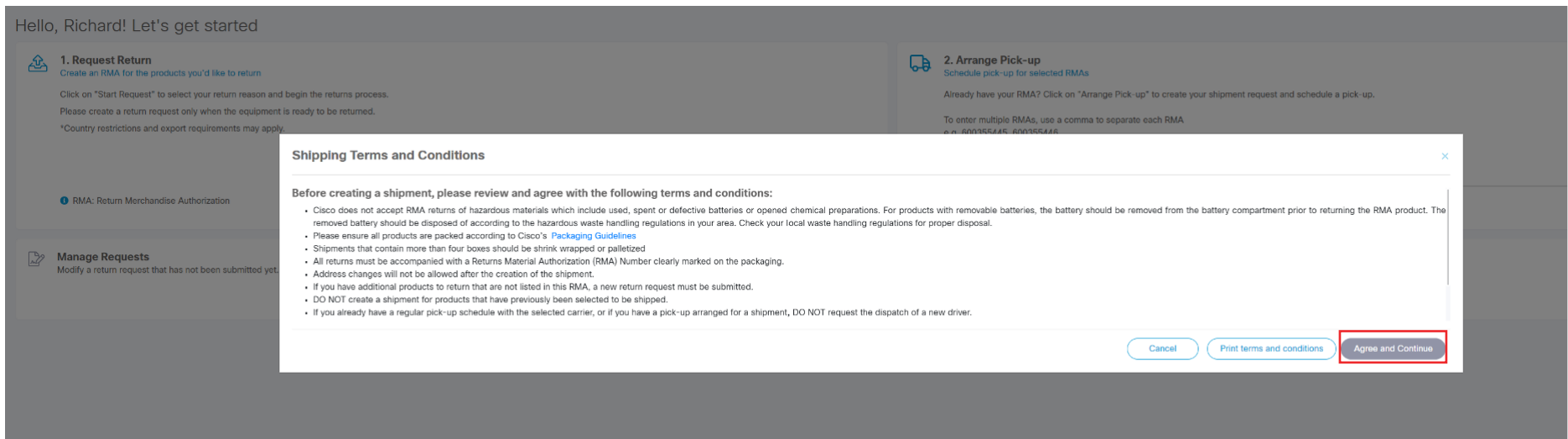
# When you have an RMA and want to arrange a pick-up



The screenshot displays the Cisco CRP user interface. At the top, it says "Hello, Richard! Let's get started". The interface is divided into four main sections:

- 1. Request Return:** "Create an RMA for the products you'd like to return". It includes instructions to click on "Start Request" and a "Start Request" button.
- 2. Arrange Pick-up:** "Schedule pick-up for selected RMAs". It includes instructions to click on "Arrange Pick-up" and a text input field containing "RMA: 600355445, 600355446". A red box highlights the input field, and another red box highlights the "Arrange Pick-up" button.
- Manage Requests:** "Modify a return request that has not been submitted yet." with a "Manage Request" button.
- Shipping Reports:** "Track your shipments and view RMA receipt details." with a "View Shipments" button.

Select Arrange Pick-up and enter your RMA. Shipping Terms and Conditions appear. You will not be allowed to proceed unless you scroll to the bottom of the text and click on Agree and Continue



Hello, Richard! Let's get started

**1. Request Return**  
Create an RMA for the products you'd like to return  
Click on "Start Request" to select your return reason and begin the returns process.  
Please create a return request only when the equipment is ready to be returned.  
\*Country restrictions and export requirements may apply.

**2. Arrange Pick-up**  
Schedule pick-up for selected RMAs  
Already have your RMA? Click on "Arrange Pick-up" to create your shipment request and schedule a pick-up.  
To enter multiple RMAs, use a comma to separate each RMA  
e.g. 6203562426, 6203562426

**Shipping Terms and Conditions**

Before creating a shipment, please review and agree with the following terms and conditions:

- Cisco does not accept RMA returns of hazardous materials which include used, spent or defective batteries or opened chemical preparations. For products with removable batteries, the battery should be removed from the battery compartment prior to returning the RMA product. The removed battery should be disposed of according to the hazardous waste handling regulations in your area. Check your local waste handling regulations for proper disposal.
- Please ensure all products are packed according to Cisco's [Packaging Guidelines](#)
- Shipments that contain more than four boxes should be shrink wrapped or palletized
- All returns must be accompanied with a Returns Material Authorization (RMA) Number clearly marked on the packaging.
- Address changes will not be allowed after the creation of the shipment.
- If you have additional products to return that are not listed in this RMA, a new return request must be submitted.
- DO NOT create a shipment for products that have previously been selected to be shipped.
- If you already have a regular pick-up schedule with the selected carrier, or if you have a pick-up arranged for a shipment, DO NOT request the dispatch of a new driver.

Cancel Print terms and conditions **Agree and Continue**



# Fill in Pick-up Location and Special Instructions

richscot@cisco.com Admin Settings

Set Pickup Location > Select Parts > Create Packages > Schedule Pickup > Summary

### Set Pickup Location

Enter the contact information and pickup address for this shipment request.

**Pickup Location**

Company \*  
test

Address Line 1 \*  
Haarlembergweg 13-15

Address Line 2  
Apartment, suite, unit, floor and etc.

Address Line 3

Address Line 4

Country / Region \*  
NETHERLANDS (NL)

Province / State \*  
Noord-Holland

Suburb / city \*  
Amsterdam

Postal Code \*  
1101CH

Site ID  
Enter Site ID

Special Instructions  
Provide details on building description, landmarks or any other instructions.

RMA: 600428970

Return to Address

CISCO SYSTEMS INTERNATIONAL BV  
C/O TELEPLAN COMMUNICATIONS B.V.  
WERNER VON SIEMENSSTRAAT 1, HALL D3  
ZOOETERMEER, ZH, 2712 PN NL

richscot@cisco.com Admin Settings

### Requestor Contact Info

First Name \*  
Richard

Last Name \*  
Scott

Phone Number \*  
20 357 0001

Email \*  
richscot@cisco.com

[Copy From Requestor Contact Info](#)

### Pickup Contact Info

First Name \*  
James

Last Name \*  
Bond

Phone Number \*  
20 357 0007

Email \*  
richscot@cisco.com

[Copy From Pickup Contact](#)

### Alternate Contact Info

First Name \*  
Miss

Last Name \*  
Mowerypeny

Phone Number \*  
20 397 0006

Email \*  
richscot@cisco.com

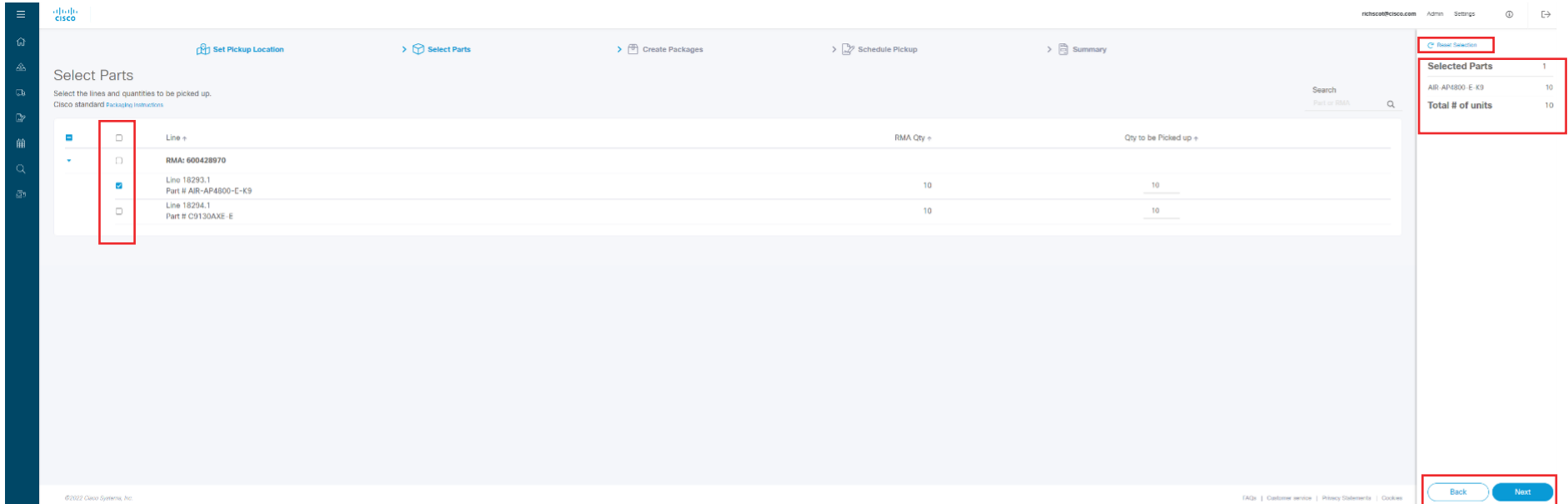
RMA: 600428970

Return to Address

CISCO SYSTEMS INTERNATIONAL BV  
C/O TELEPLAN COMMUNICATIONS B.V.  
WERNER VON SIEMENSSTRAAT 1, HALL D3  
ZOOETERMEER, ZH, 2712 PN NL

Next

# Select RMA and ensure line items being returned are selected



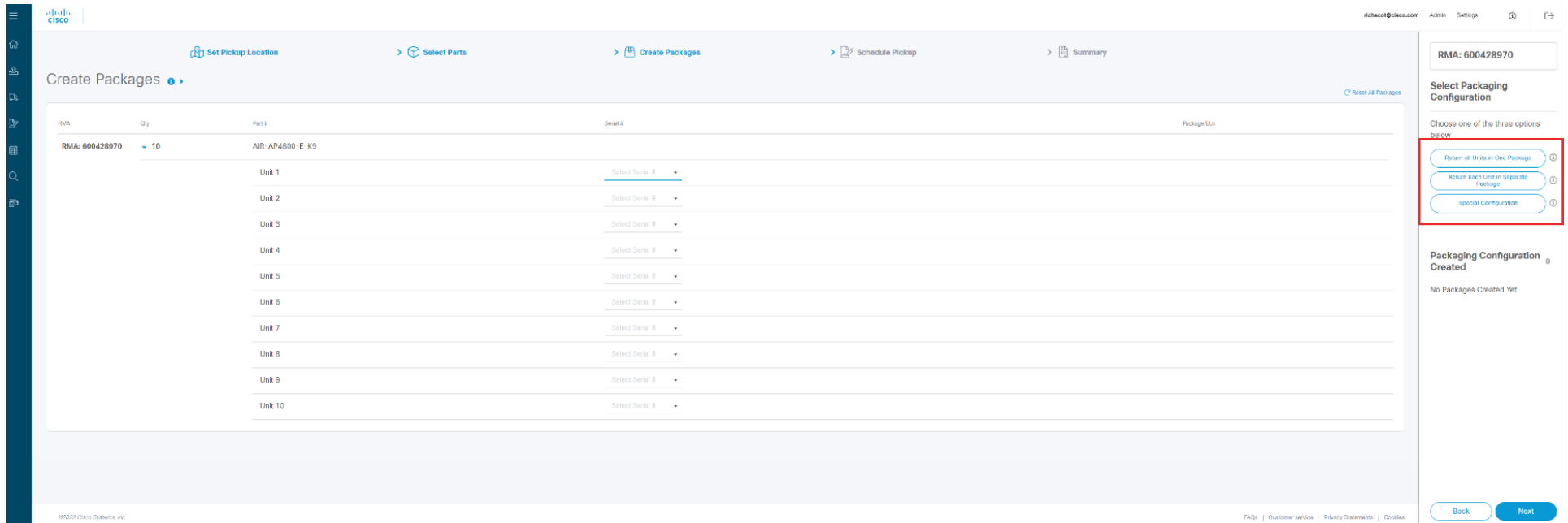
The screenshot shows the 'Select Parts' interface in the Cisco CRP system. The main table lists RMA items with columns for 'Line #', 'RMA Qty', and 'Qty to be Picked up'. The second row is selected, and its sub-items are also selected. A summary table on the right shows the total units for the selected parts.

Line #	RMA Qty	Qty to be Picked up
Line 18293.1 Part # AIR-AP4800-E-K9	10	10
Line 18294.1 Part # C9130AXE-E	10	10

Selected Parts	
AIR-AP4800-E-K9	10
<b>Total # of units</b>	<b>10</b>

Select the packaging Configuration – you have the option to return all units in one package, return each unit in its own separate package or take advantage of a special configuration



600428970

Admin Settings

Set Pickup Location Select Parts Create Packages Schedule Pickup Summary

### Create Packages

Reset All Packages

RMA	Qty	Part #	Serial #	Package ID
RMA: 600428970	10	AIR-AP4800-E-K9		
		Unit 1	Select Serial #	
		Unit 2	Select Serial #	
		Unit 3	Select Serial #	
		Unit 4	Select Serial #	
		Unit 5	Select Serial #	
		Unit 6	Select Serial #	
		Unit 7	Select Serial #	
		Unit 8	Select Serial #	
		Unit 9	Select Serial #	
		Unit 10	Select Serial #	

RMA: 600428970

#### Select Packaging Configuration

Choose one of the three options below:

- Return all Units in One Package
- Return Each Unit in Separate Package
- Special Configuration

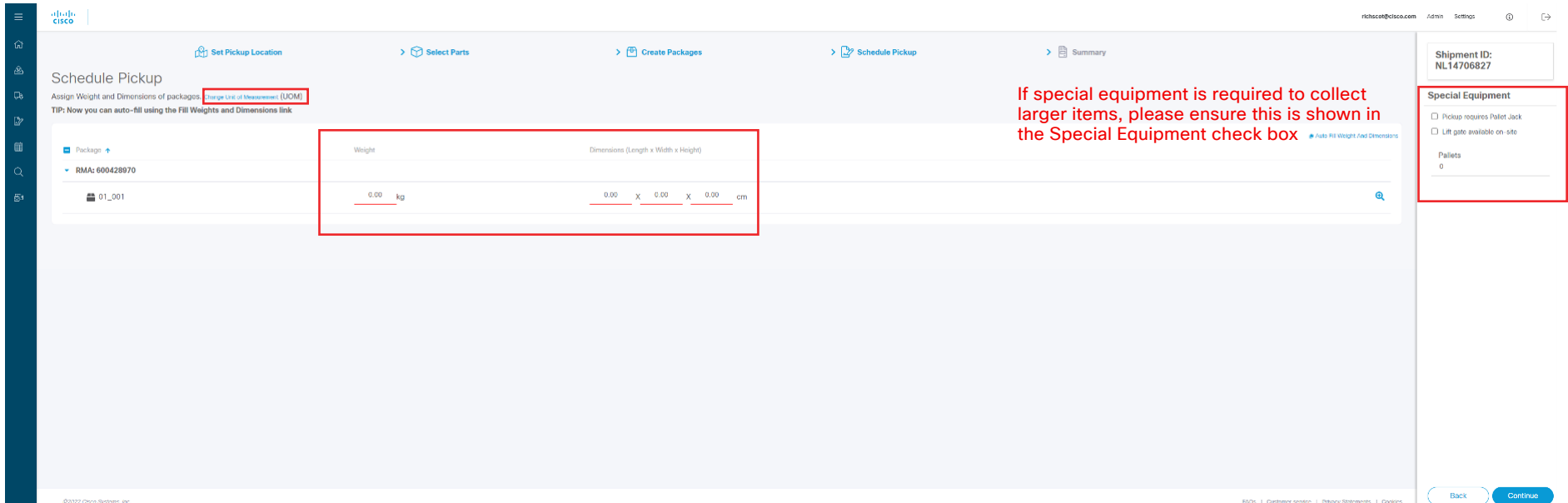
#### Packaging Configuration Created

No Packages Created Yet

Back Next

© 2022 Cisco Systems, Inc. FAQs | Customer service | Privacy Statements | Cookies

# Ensure the weight and dimension match the weight and dimensions of the packages (select Special Equipment if needed)



Schedule Pickup

Assign Weight and Dimensions of packages. [Usage List of Measurement \(UOM\)](#)

TIP: Now you can auto-fill using the Fill Weights and Dimensions link

Package	Weight	Dimensions (Length x Width x Height)
RMA: 600428970 01_001	0.00 kg	0.00 x 0.00 x 0.00 cm

If special equipment is required to collect larger items, please ensure this is shown in the Special Equipment check box

Shipment ID: NL14706827

**Special Equipment**

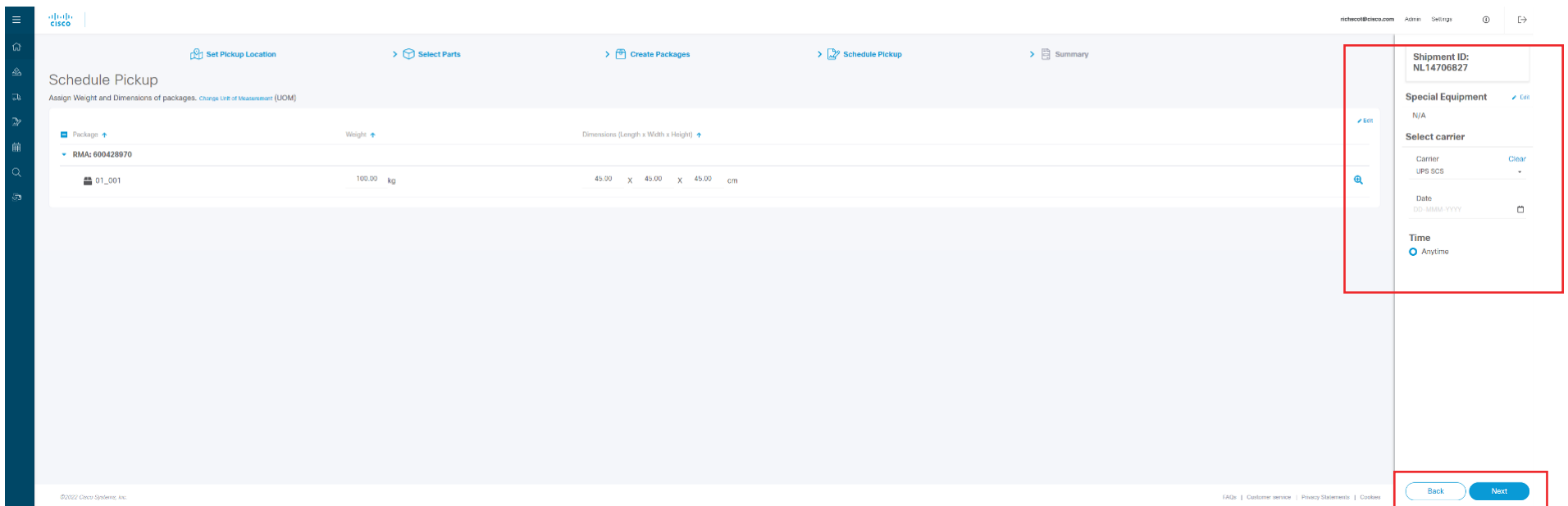
- Pickup requires Pallet Jack
- Lift gate available on-site

Pallets: 0

Back Continue



# Select carrier, date and time you would like the RMA collected



**Schedule Pickup**

Assign Weight and Dimensions of packages. [Change Unit of Measurement \(UOM\)](#)

Package	Weight	Dimensions (Length x Width x Height)
<b>RMA: 600428970</b>		
01_001	100.00 kg	45.00 x 45.00 x 45.00 cm

**Shipment ID:** NL14706827

**Special Equipment** [Edit](#)  
N/A

**Select carrier**

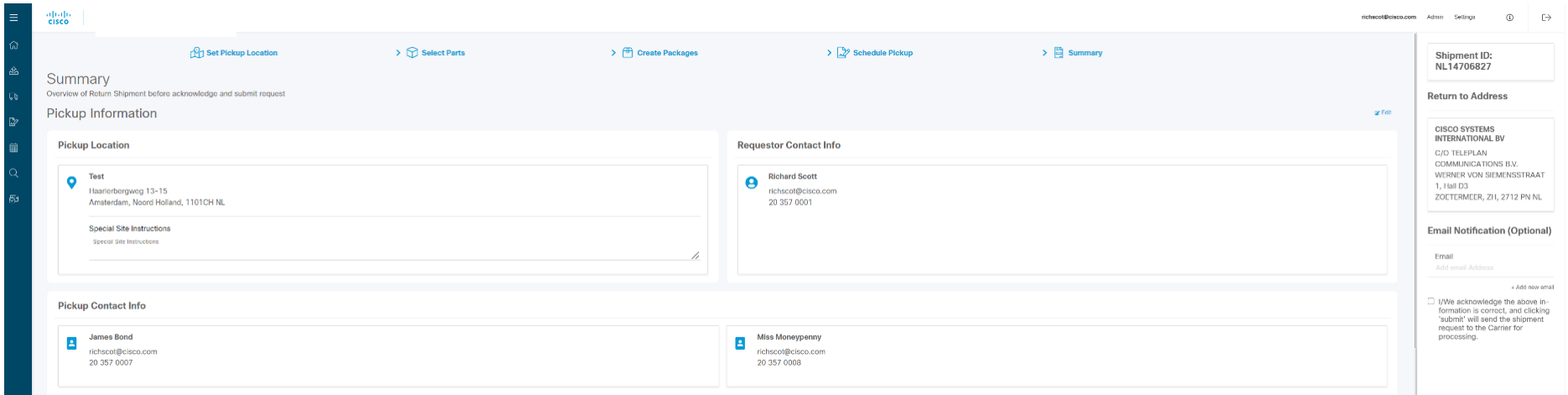
Carrier: UPS SCS [Clear](#)

Date: DD-MMM-YYYY

**Time**  
 Anytime

[Back](#) [Next](#)

Summary screen, overviewing all details added until this moment. Select the Acknowledgement box and submit (email notifications section is optional)



**Summary**  
Overview of Return Shipment before acknowledge and submit request

**Pickup Information**

**Pickup Location**

Test  
Haarlerbergweg 13-15  
Amsterdam, Noord Holland, 1101CH NL

Special Site Instructions  
Special site instructions

**Requestor Contact Info**

Richard Scott  
richscot@cisco.com  
20 357 0001

**Pickup Contact Info**

James Bond  
richscot@cisco.com  
20 357 0007

Miss Money Penny  
richscot@cisco.com  
20 357 0008

**Shipment ID:**  
NL14706827

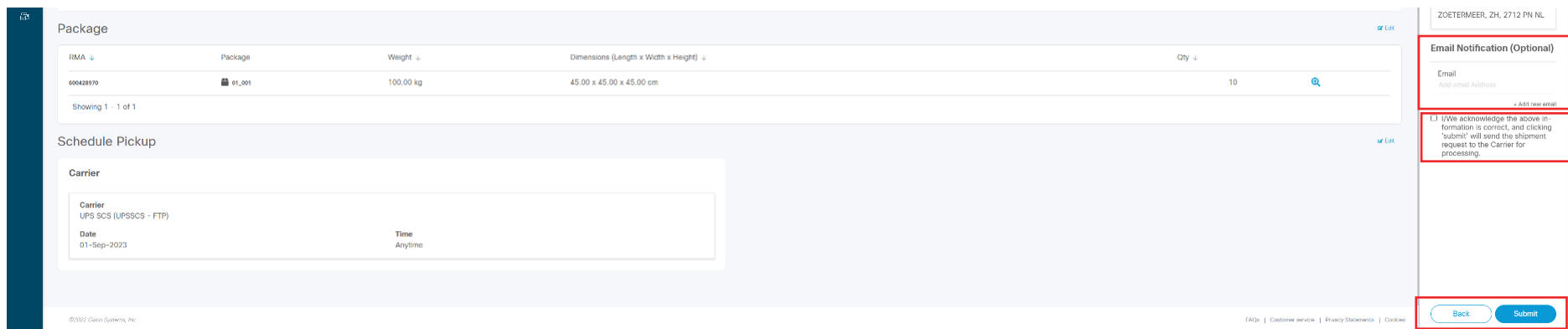
**Return to Address**

CISCO SYSTEMS INTERNATIONAL BV  
C/O TELEPLAN COMMUNICATIONS B.V.  
WERNER VON SIEMENSSTRAAT 1, Hal D3  
ZOETERMEER, ZH, 2712 PN NL

**Email Notification (Optional)**

Email  
Add email Address

I/We acknowledge the above information is correct, and clicking 'submit' will send the shipment request to the Carrier for processing.



**Package**

RMA	Package	Weight	Dimensions (Length x Width x Height)	Qty
600428970	01_001	100,00 kg	45,00 x 45,00 x 45,00 cm	10

Showing 1 - 1 of 1

**Schedule Pickup**

**Carrier**

Carrier  
UPS SCS (UPSSCS - FTP)

Date  
01-Sep-2023

Time  
Anytime

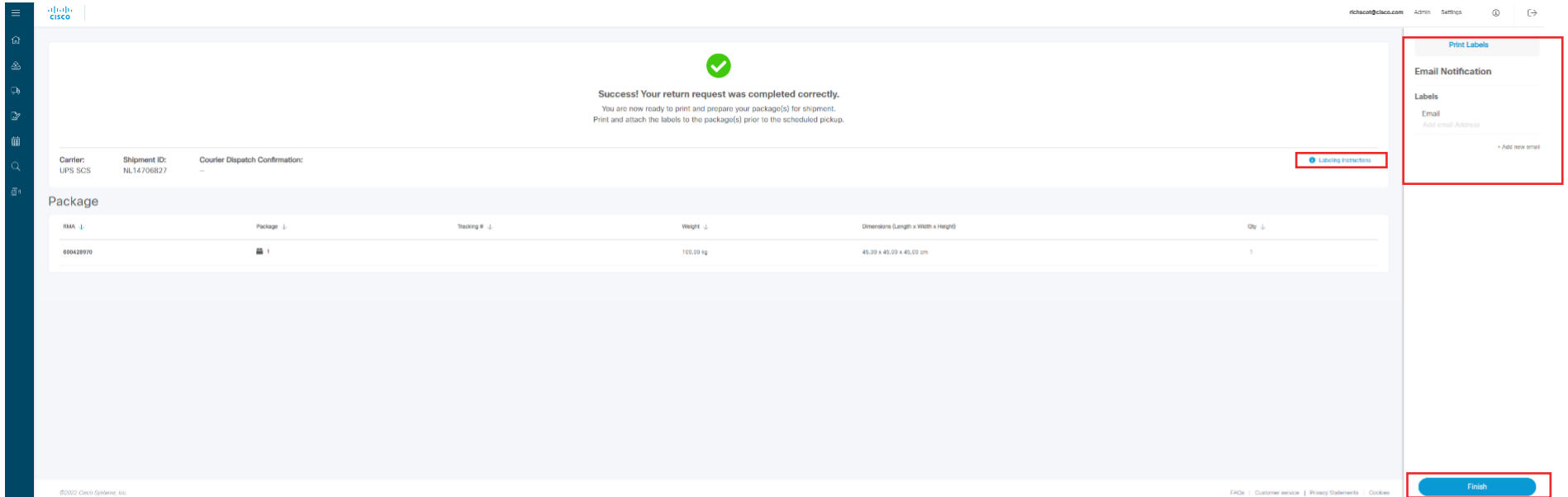
**Email Notification (Optional)**

Email  
Add email Address

I/We acknowledge the above information is correct, and clicking 'submit' will send the shipment request to the Carrier for processing.

Back Submit

Success screen :click Finish (Page where you include email/s to be sent a copy of the label and download/print the labels)



The screenshot shows a web interface with a success message: "Success! Your return request was completed correctly. You are now ready to print and prepare your package(s) for shipment. Print and attach the labels to the package(s) prior to the scheduled pickup." Below this, there are fields for "Carrier: UPS SCS", "Shipment ID: NL14706827", and "Courier Dispatch Confirmation: -". A "Labeling Instructions" link is highlighted with a red box. A "Package" table lists one item with RMA # 600428970, Package # 1, Weight 100.00 kg, and Dimensions 45.00 x 45.00 x 45.00 cm. On the right, an "Email Notification" sidebar is highlighted with a red box, containing a "Labels" section and an "Email" section with an "Add email Address" field and an "Add new email" button. At the bottom right, a "Finish" button is highlighted with a red box. The footer includes "©2022 Cisco Systems, Inc." and "FAQs | Customer service | Privacy Statements | Cookies".

RMA #	Package #	Tracking #	Weight	Dimensions (Length x Width x Height)	Qty
600428970	1		100.00 kg	45.00 x 45.00 x 45.00 cm	1