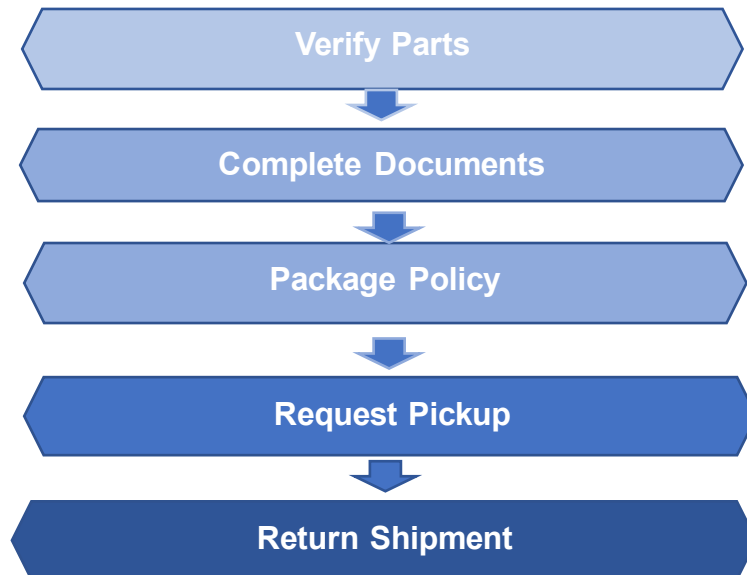# India Service RMA Return Procedures Guide

This guide is to assist in the standard steps required to return a service RMA part to Cisco from an India location using the **Cisco POWR Tool**: https://www.cisco-global-returns.com/rmalogin.do . For issues and exceptions, please use the Contact Asset Recovery form.

Verify Parts

↓

Complete Documents

↓

Package Policy

↓

Request Pickup

↓

Return Shipment

Verify Parts:

Check the Part ID & Serial Number of the physical unit being returned to confirm the information matches what is due, completed on following documents and submitted in the pickup request are in sync.
Note: Mismatches will prevent or delay the completion of the return process.

Complete Documents:

India requires 2 documents for transportation of Products: Delivery Challan and Tax Invoice. Document 1) Delivery Challan (**Mandatory**)

- Delivery Challan can be downloaded from the Cisco POWR tool.
- After downloading the Delivery Challan, the information should be verified and updated if needed.
- It should then be signed, dated, and stamped.
    - Delivery Challan can be downloaded from the Cisco POWR tool (Detailed steps are shared).
    - A digital copy should be saved as a file (**Word Format**) to be attached to the pickup request.

Document 2) Tax Invoice
A copy of the tax invoice was included with the replacement part. (Example shared)

- A physical copy should be included with the packed part during the return of faulty part.
- A digital copy should be attached while raising the pickup request.

Package Policy:

Parts should be packed as per Cisco's Packaging Guidelines to prevent damage during transport.

- Required documents should be attached
- RMA number should be written on the box
- Please see Cisco's Packaging Guidelines for full details.

Request Pickup:

Cisco's POWR tool should be used to initiate pickup requests for the return of defective parts.

1) Log into the **Cisco POWR Tool:** https://www.cisco-global-returns.com/rmalogin.do, accept Terms & Conditions.
   Two login methods are available: Sign in with Cisco Account (or) RMA # & Email address.

2) Update RMA# under "**Request Return Label & Pickup**" tab and click on "Request Return".

3) Set Pickup location
   - Input the pickup address & contact details
     Note: The carrier will be contacting the Primary Contact Person updated in the Pickup request before arriving at your site.
     Any Incorrect information updated in pickup request may delay the completion of the return process.
   - Select DTA/ STPI/ SEZ /EHTP / FTWZ as appropriate.
   - Input any special Site Instructions such as gate access requirements (If applicable)
   - Click "Next"

4) Select Parts
   - Select the Return lines and quantities to be picked up.
   - Click "Next"

5) Create Packages

RMAs with more than one Quantity require package alignment to indicate which part is being shipped back and in what quantities the parts will be packed.

- Select the parts being returned
- Select *"Return all Units in One Package"* or *"Return Each Unit in Separate Packages"*
- After Packages are set, click "Next" and "Continue"

6) Schedule Pickup
   - Verify if the correct Weight & Dimensions are set for each package
   - Select the Requested Pickup Date
   - Attach Delivery Challan with updated seal & signature in word format. Note: The document details must match the pickup request and parts
   - Click "Next"

7) Summary
   - An overview of Return Shipment will be displayed, verify the details before acknowledging and then submit the request.
   - You may add your email address to receive timely notifications regarding the Shipment.
   - Check the Acknowledge box before submitting the pickup request.

8) Click on Print label option or email and click on "Finish".

Return shipment:

The carrier team will contact the Primary Contact Person to confirm pickup details, document details, and site access before sending a driver to pick up the part.

- After the package(s) have been handed over to the carrier team, the shipment status will be updated in the POWR tool to confirm that pickup was made.
- You can track the Shipment details via POWR Tool (Search Shipment) option
- After delivery to the warehouse, parts will be verified to match what was due before the RMA could be closed. Discrepancies will cause delays in the resolution of the RMA return.
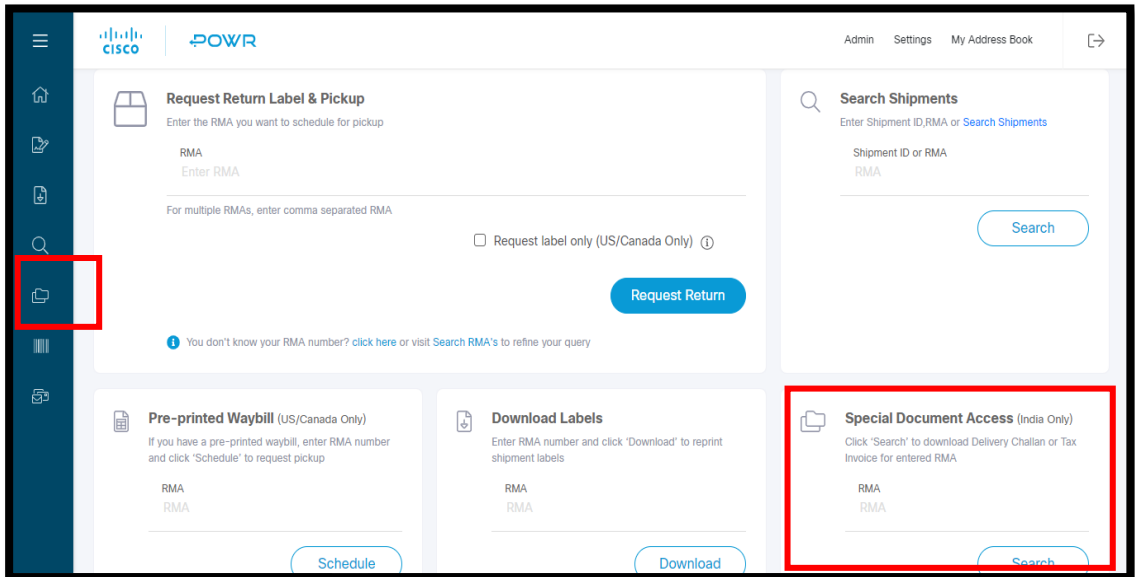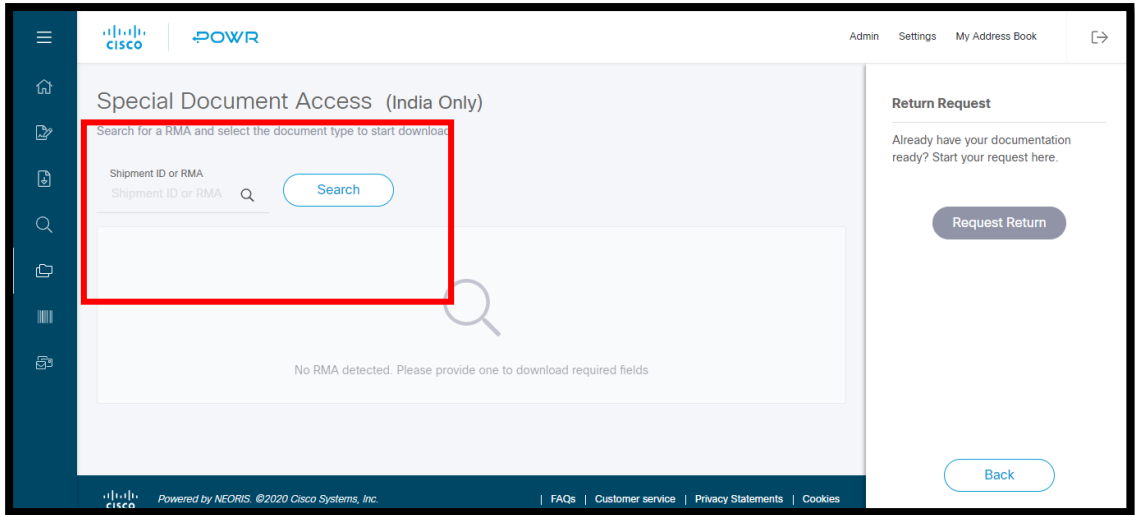
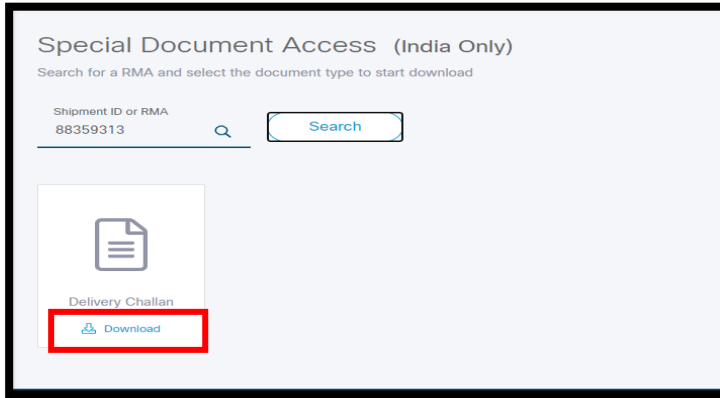# Appendix

Download Delivery Challan
1) Log into Cisco POWR
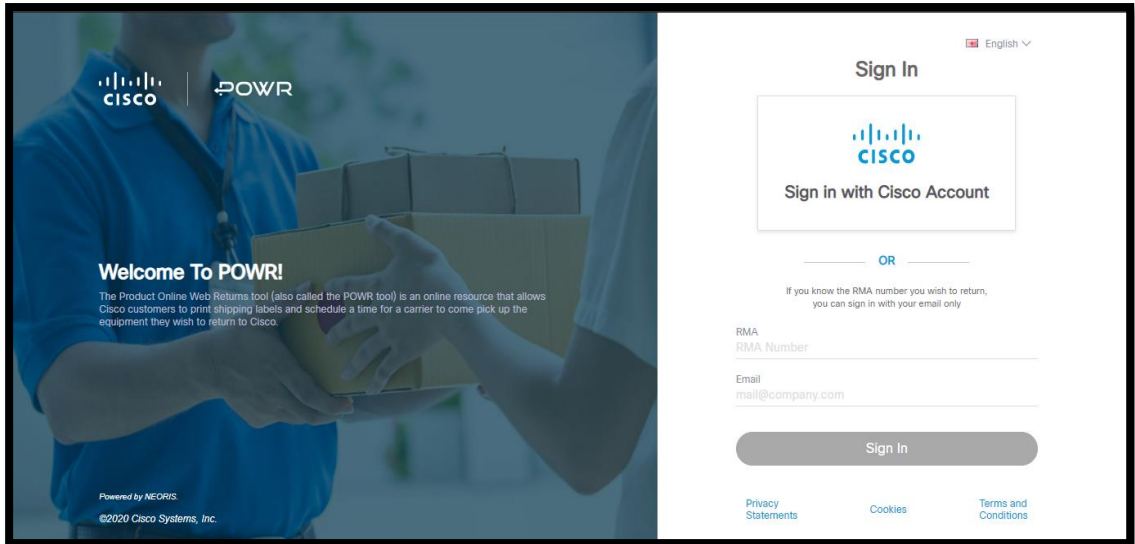
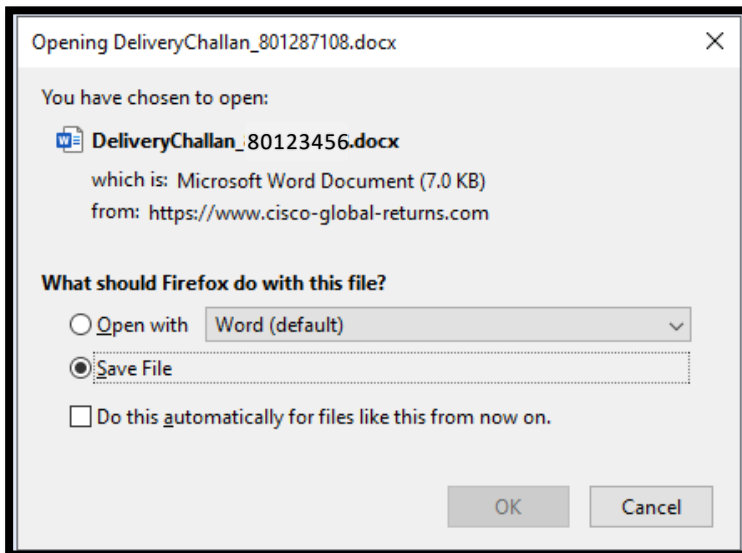2) After logging into the [Cisco POWR tool](#), click on "**Special Documentation Access (India Only)**"

3) Enter the RMA & Click "Search"

4) Click on "Download" option

5) Select Save File & Click "OK"

Example Delivery Challan

	Date: 19-Jan-21

Delivery Challan
Defective Return – GST NOT APPLICABLE

Consignor:

CISCO WARRANTY CUSTOMER
Address line 1:
Address line 2:
Pin code, State:

Address Classification: DTA/SEZ/STPI/EHTP/FTWZ

GSTN number:	Unregistered Person
Contact Person:	MANAN PATEL
Contact No:	998866554

Ship To:
ROLEX LOGISTICS PVT. LTD
C/o DHL Supply Chain India Pvt, Ltd
SY No.313/1, 46/8, 50, 51/4, 51/5, 313/2A, 313/2B
MAYASANDRA VILLAGE, Anekal- Attibele Road, Anekal

BANGALORE	562107
KA	IN
GSTN number:	29AACCR5131Q1ZW
Contact Person:	INDIA Asset Recovery
Contact No:	toll-free number 000-800-100-1364(>Option4>option2)

| Consignor DC No : | 190121-146511 | | Replacement Particulars : | Return of Defective |

Sl.No	RMA	HSN	Part ID	Serial	Qty	Unit Part Value (INR)	Extended Part Value (INR)
1	801271182	85176290	SG350-28-K9-EU		1	10403.64	10403.64
				Total	1		10403.64

Description: Defective Networking Parts

Declaration
To whomsoever it may concern

- The part(s) which is / are returned as above is / are defective only.
- The replacement received through The document indicated above was against our warranty claim & RMA No Indicated above
- This return of defective is against free replacement obligation against a good part/s delivered to us already Vide consignee's/Consignee branches DC No. referred as above.
- However The consignee/consignee branches raise a Tax Invoice with applicable taxes and discharges The liability by himself in order to avoid any problem in enroute even though the transaction does not warrant levying taxes and payment.
- The value declared for defective part/s is/are just for transit insurance cover & not of commercial nature.
  ** No Consideration is payable.
- **PLEASE NOTE THAT THIS IS NOT A SUPPLY FOR GST PURPOSES**

Name: ....   Seal: ....

Signature: ....   Date: ....

Reference: POWR

Annotations (left margin):

- Validate pickup address.
- Validate GSTN Number.
- Confirm RMA Number.
- Confirm Serial Number.
- Sign, Date & Stamp.

Example of a Tax Invoice

Tax invoice table (Triplicate for Supplier):

SUPPLIER:	Rolex Logistics Private Limited					TAX INVOICE											
	C/O DHL Supply Chain India Private Limited, Survey No 79/80, Paras Complex, Kolkhe Village, Mumbai Goa Road, Taluka Panvel, Dist. Raigad					NO CONSIDERATION INVOLVED. VALUE FOR TAX INVOICE PURPOSE ONLY											
GSTIN:	PANVEL 410206 27AACCR5131Q1Z0	MAHARASHTRA State Code: 27				AWB Number 3546312 Transporter IDS PVT LTD		Mode of Shipment: AIR Ship Type: NBD									

Invoice Number	MHIN3-021044467	BILL TO:	DELIVER TO:
Invoice Date	16-Oct-2018	Cisco Systems International BV	CISCO SYSTEMS INTERNATIONAL BV
RMA or SO Number	89309388	Haarlerbergpark	
Order Number	1113377243	Haarlerbergweg 13-19	
Contact Person	Nishant Jain	Amsterdam, The Netherlands 1101 CH	
Contact Number	919873935911	GSTIN: State Code:	GSTIN: URP State Code 09

S.No	Part No.	Description	HSN Code	Serial Number	Qty	Unit	Rate	Total	Discount	Taxable value	CGST		SGST		IGST	
											Rate	Amount	Rate	Amount	Rate	Amount
1	A03-D600GA2=	^600GB 6Gb SAS 10K RPM SFF HDD/hot plug/drive sled mounted	84717020	6620A06ZFNED	1	EACH	34425.52	34425.52	0.00	34425.52					18%	6196.59
		TOTAL			1			34425.52	0.00	34425.52		0.00		0.00		6196.59

Amount in Words:	Rupees Forty Thousand Six Hundred Twenty Two and Eleven Paisa Only	CURRENCY (INR)	GRAND TOTAL	40622.11
PLACE OF SUPPLY	UTTAR PRADESH	For Rolex Logistics Private Limited		
SPECIAL INSTRUCTIONS:	NO PAYMENT REQUIRED, SUBJECT TO DEFECTIVE REPLACEMENT PART RETURN	RAJU SHETTY Digitally signed by RAJU SHETTY Date: 2018.10.22 10:40:09 +05'30' Authorised Signatory		
REGISTERED ADDRESS:	ROLEX LOGISTICS PVT. LTD., NO. 85, 5TH MAIN, 1ST CROSS, DOMLUR II STAGE, BANGALORE, PIN-560071, KARNATAKA			

Request Pickup (Detailed):

Cisco's POWR tool portal to return the defective parts.

1) Log into the **Cisco POWR Tool:** https://www.cisco-global-returns.com/rmalogin.do , accept Terms & Conditions.
   Two login methods are available: Sign in with Cisco Account (or) RMA # & Email address.

2) In the home tab update RMA# under "**Request Return Label & Pickup**" tab and click on "Request Return".
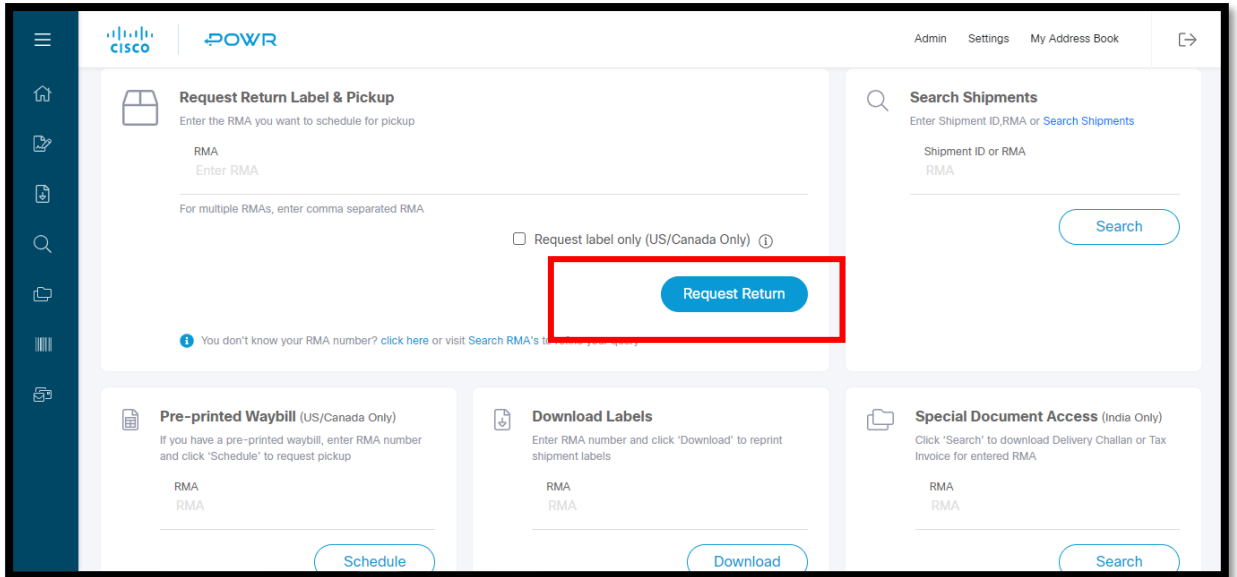
3) Set Pickup location
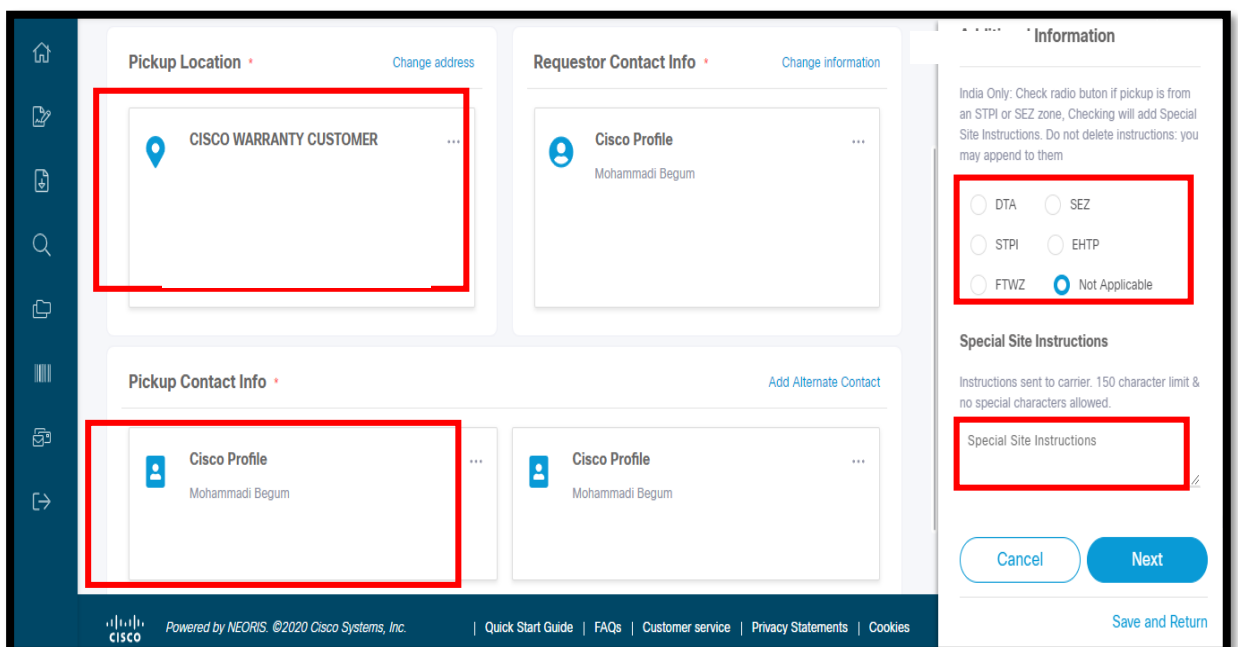   a. Input the pickup address & contact details
   Note: The carrier will be contacting the Primary Contact Person updated in the Pickup request before arriving at your site.
   Any Incorrect information updated in pickup request may delay the completion of the return process.

   b. Select DTA/ STPI/ SEZ/ EHTP/ FTWZ as appropriate. (The details will be auto populated according to PRR RMA details, if customers wants to change it, they can select the appropriate)

   c. Input any special Site Instructions such as gate access requirements (If applicable)

   d. Click "Next"

4) Select Parts
   - Select the lines and quantities to be picked up.
   - Click "Next"

5) Create Packages

   RMAs with more than one Quantity require package alignment to indicate which part is being shipped back and in what quantities the parts will be packed
      i.   Select the parts being returned
      ii. Select "Return all Units in One Package" or "Return Each Unit in Separate Packages"
      iii. After Packages are set, click "Next" and "Continue"

6) Schedule Pickup

    a. Verify if the correct Weight & Dimensions are set for each package.

    b. Select the Requested Pickup Date
Attach Delivery Challan with updated seal & signature
Note: The document details must match the pickup request and parts

    c. Click "Next"
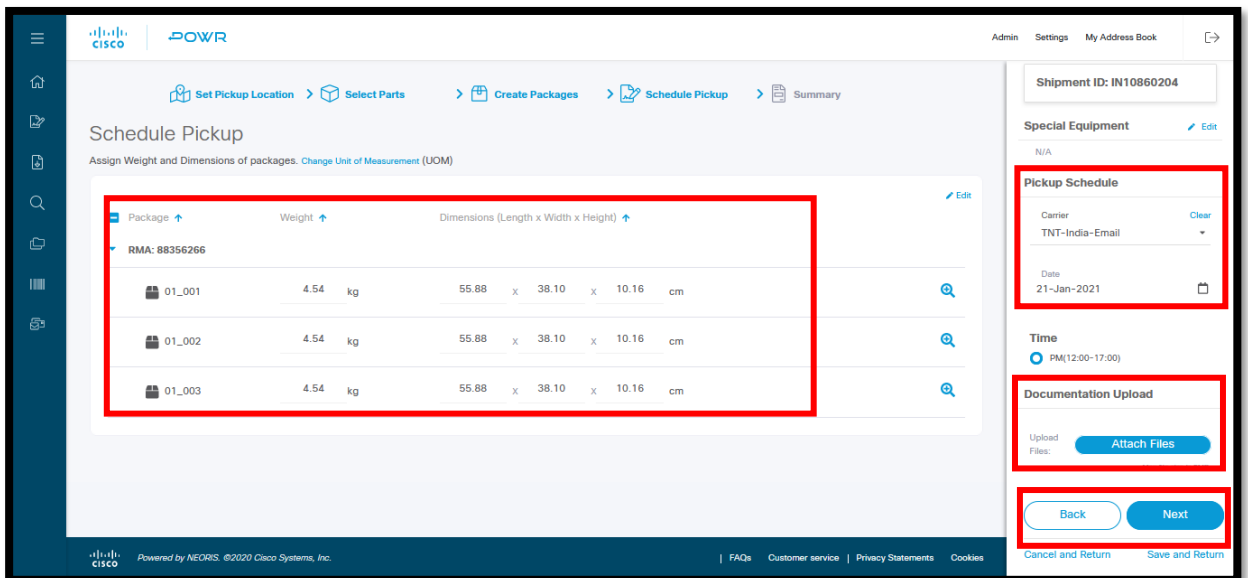
7) Summary

- An overview of Return Shipment will be displayed, verify the details before acknowledging and then submit the request.

- You may add your email address to receive timely notifications regarding the Shipment.
- Check the Acknowledge box before submitting the pickup request.
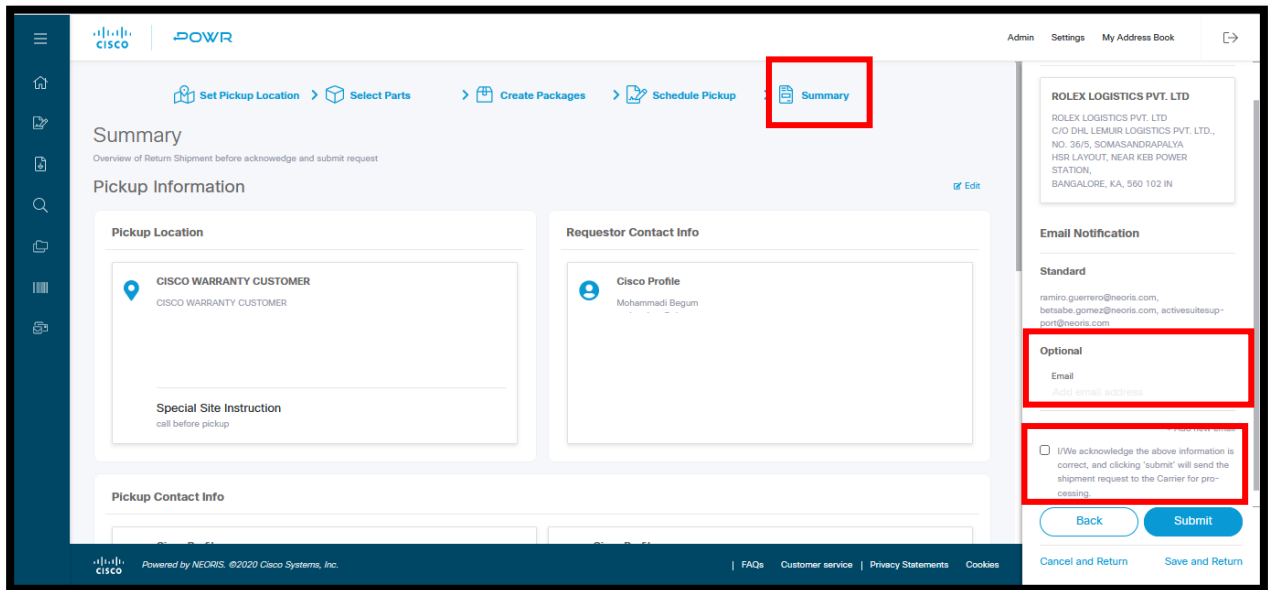
8) Click on Print label option or email and click on "Finish".
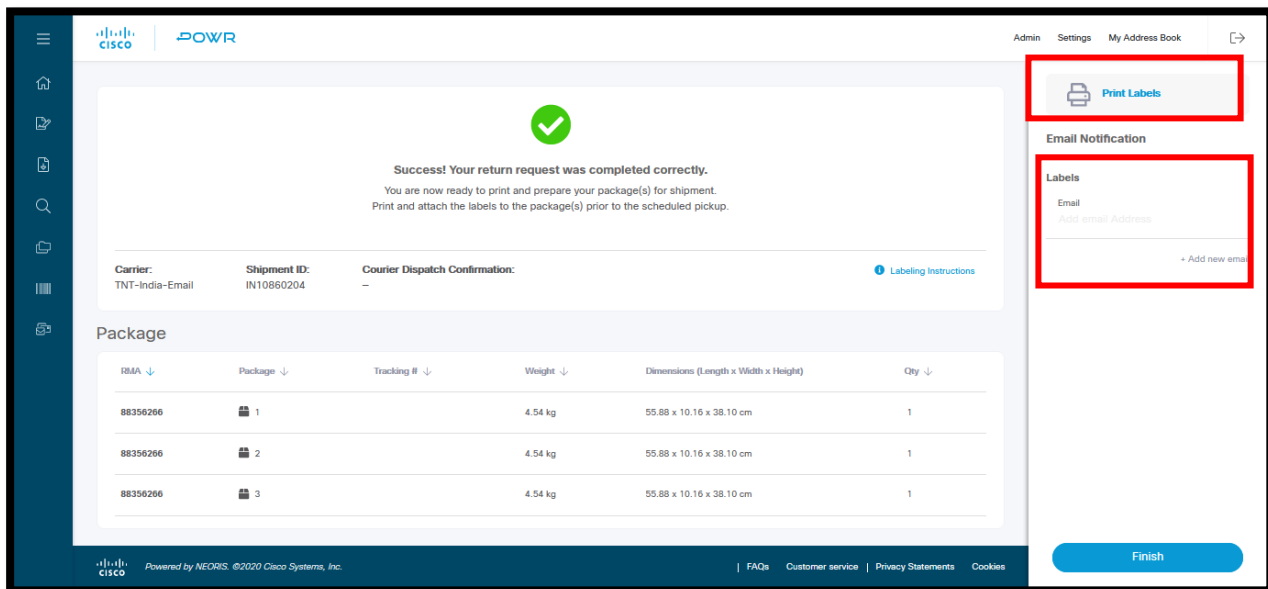
Read Me Letter:

*** IMPORTANT NOTICE *** RMA RETURN INSTRUCTIONS

DATE: _____ CASE/RMA No. _____/_____

Dear Valued Customer/ Partner,

The parts contained in this shipment are replacement parts provided under Cisco Systems Advance Replacement Service. Under the terms and conditions of Cisco Systems RMA policy **the replaced parts must be returned to Cisco Systems for analysis within ten (10) days** to allow Cisco Systems to continue to improve the quality and reliability of the product.

To return a product, please follow the instructions below:

Step 1	Is part(s) used?	• **If part(s) not used,** do not open the box, and arrange to return the unused parts to Cisco in its original packaging • If unused part**(s)** box are**/is** open**,** and if part with ESD bag do not open the ESD bag seal and arrange to return the unused parts to Cisco in its original packaging
Step 2	Unpacking part(s)	• Use disposable grounding wrist strap when unpacking and handling the enclosed electronic part(s) • Reuse the original packaging materials to pack the return unit to ensure its arrival in good condition • If there are unused parts, please do not open the box and arrange to return the unused part(s) to Cisco in its original packaging
Step 3	Pack material(s) for return	• Please only return part as per the shipped/replaced part of the RMA • Do NOT include any cables, accessories or documentations in your return • Do NOT un assemble or reconfigure the faulty part(s) to be sent back to Cisco • Please use the Advance Replacement packaging material to protect the part(s) • Each RMA part MUST be packed separately.
Step 4	Arranging for Pickup	• Log onto the POWR (Product Online Web Returns) tool via, http://www.cisco-global-returns.com/rmalogin.do to arrange collection of the RMA(s) • Once you have submitted an online pickup request via POWR, a pickup request receipt will be emailed to you, which can be printed out as a return label

	• Remove or cover previous shipping labels from the outside of the box to minimize confusion to courier (eg. Con-notes, old addresses, Labels, AWB, etc)	
	• Affix email label generated via POWR tool to the carton(s) to be collected. The RMA number in the label MUST correspond to the particular part within the carton.	
	• Fill in a Defective Declaration on your letterhead (see sample on reverse side)	
	• Built in parts must be mentioned separately in the Return Delivery Challan/Declaration	

Exceptions:

|		
CANCELLED	**Cancellation**	If cancellation of a RMA(s) pending collection is required after using the POWR tool, please log onto the POWR tool by selecting under "Search Shipment" the RMA number, Shipment ID# or Tracking/Con Note number and clicking on the "Cancel Pickup" tab.
DEADLINE	**Extension of returns deadline**	If the parts cannot be returned within ten (10) days of receipt of the replacements parts, please contact Cisco Service Asset Recovery APAC team via a webform at Contact Asset Recovery to request permission for an extension.
Support	**Technical Issues**	If you are unable to access the POWR tool to make an online booking, please use the webform or call the Cisco Service Asset Recovery INDIA team at 000-800-100-1364

IMPORTANT PRODUCT IDENTIFICATION INFORMATION ON REVERSE SIDE

NOTICE

PRODUCT NUMBER IDENTIFICATION

Please use the product number to identify the part when completing ALL Shipping Documentation (proforma/customs invoice).

See below example:
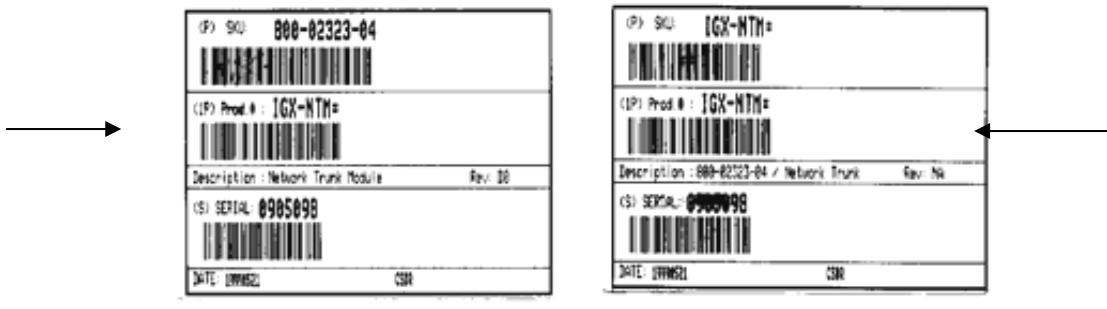
SAMPLE SHIPPING LABEL FROM POWR

Please affix email label generated via POWR tool to the carton(s) to be collected

See below example:

Package Label 1 of 1	
Reference #	IN12695210
RMA Number	89309388
Carrier Tracking numbers	
Company Name	CISCO SYSTEMS INTERNATIONAL BV
Pickup Street Address	A-1, UDHYOG MARG INDIAN OIL BHAWAN SECTOR-1
Pickup City	NOIDA
Pickup State/Province	UP
Pickup Postal Code	201301
Package weight	0.50 kg
Dimensions	L 0.23 m W 0.20 m H 0.08 m
GSTIN	Un-Registered Person
No. of pallets included	0
Return Location address	ROLEX LOGISTICS PVT. LTD C/O DHL Supply Chain India Private Limited, SY No.313/1, 46/8, 50, 51/4, 51/5, 313/2A, 313/2B, MAYASANDRA VILLAGE BANGALORE, KA 562107 IN GSTIN: 29AACCR5131Q1ZW

Fold so that the package label portion is visible and attach to the package

Package Contents

RMA #:   89309388

Package   1 of 1

Part Number	Description	Quantity	Customer Requested FA	serial number (if supplied)
A03-D600GA2=	^600GB 6Gb SAS 10K RPM SFF HDD/hot plug/drive sled mounted	1		

Asset Recovery Team (India):

You may reach out to us on our Toll-Free Number# 000-800-100-1364 (Option 4 and then 2) for any queries or via Contact Asset Recovery form.