

# POWR 3.0 Quick Start Guide

## What would you like to do?

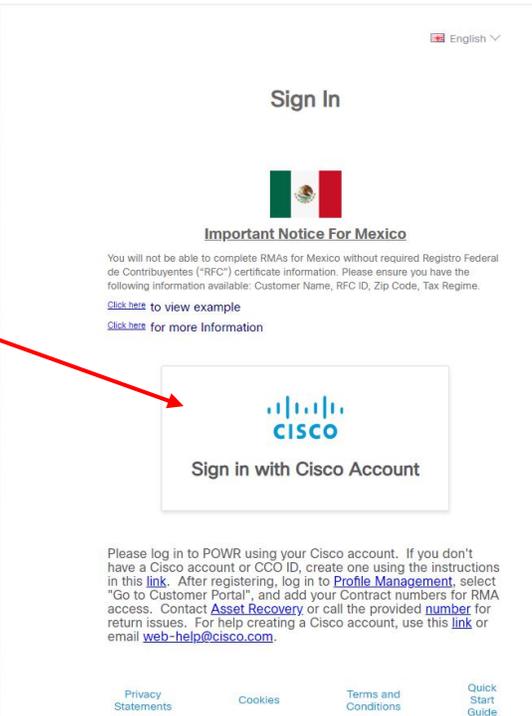
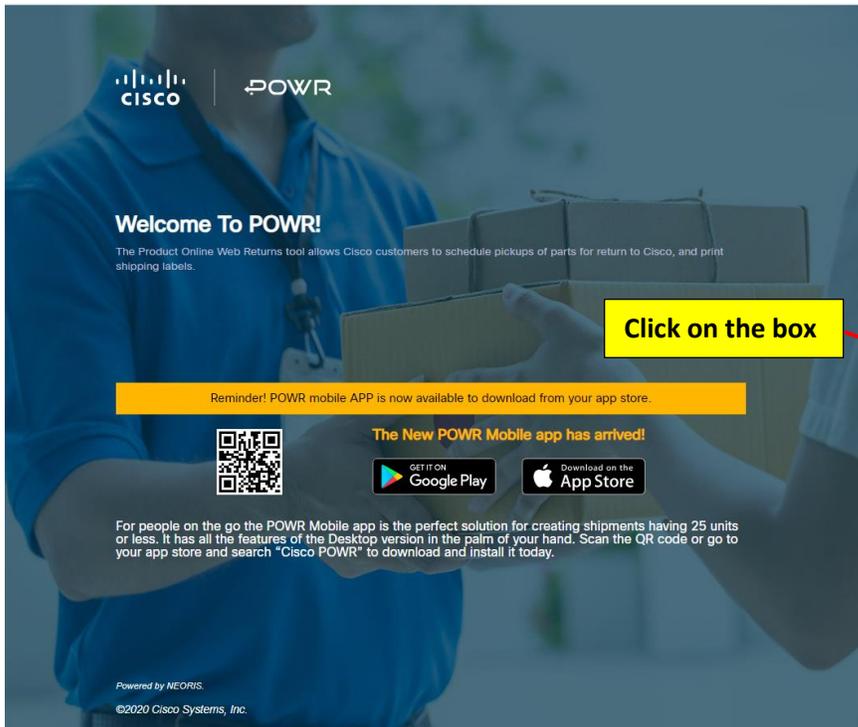
*Click on one of the following options to get a screen walk through.*

1. Request a Return Shipment to Cisco
  - 1.1. [RETURN one single RMA with one Part](#)
  - 1.2. [RETURN more than one RMA](#)
  
2. Download Shipping Labels - For existing shipment already created
  - 2.1. [Search by RMA #](#)
  - 2.2. [Search by Shipment ID, RMA or Tracking #](#)
  
3. [US and Canada Only - Request Pickup of Pre-printed Waybill that came with your Advance Replacement part](#)
  
4. [India only - Download Delivery Challan or Tax Invoice for an RMA](#)
  
5. [Mexico Shipments - Editing Pickup Location Address](#)
  
6. [Print Commercial Invoice](#)
  - 6.1 [Print Commercial Invoice when Submitting a Shipment](#)
  - 6.2 [Reprint Commercial Invoice](#)

# 1 Request a Return Shipment to Cisco

## 1.1. RETURN One Single RMA with One Part - Login with Cisco Account

### 1.1.1 Login



## 1.1.2 Home Page

Hello, Carol!

Use POWR to request pickup of parts for return to Cisco

### Request Return Label & Pickup

Enter the RMA you want to schedule for pickup

RMA  
800624320

For multiple RMAs, enter comma separated RMA

Request label only (US/Canada Only) ⓘ

**Enter an RMA #**  
**Click Request Return**

[Request Return](#)

ⓘ You don't know your RMA number? click here

### Search Shipments

Enter Shipment ID, RMA or [Search Shipments](#)

Shipment ID or RMA  
Shipment ID or RMA

[Search](#)

### Pre-printed Waybill (US/Canada Only)

If you have a pre-printed waybill, enter RMA number and click 'Schedule' to request pickup

RMA  
RMA

[Schedule](#)

### Download Labels

Enter RMA number and click 'Download' to reprint shipment labels

RMA  
RMA

[Download](#)

### Special Document Access (India Only)

Click 'Search' to download Delivery Challan or Tax Invoice for entered RMA

RMA  
RMA

[Search](#)

## 1.1.3 Set Pickup Location

cahoneyc@cisco.com Admin Settings My Address Book

[Set Pickup Location](#) > [Select Parts](#) > [Create Packages](#) > [Schedule Pickup](#) > [Summary](#)

### Set Pickup Location

Confirm address and contact information where the Carrier will pick up the parts.

#### Pickup Location

[Change address](#)

**CISCO SYSTEMS INTERNATIONAL** ...

CISCO SYSTEMS INTERNATIONAL  
SG1 - DHL SUPPLY CENTER  
UEN NO 199805868N  
SINGAPORE, SG, 5338

**Click the 3 dots to make any corrections to Pickup Location and Contact Info – all 4 boxes must be populated to proceed**

#### Requestor Contact Info

[Change information](#)

**Cisco Profile**

Carol Nigg  
cahoneyc@cisco.com  
0

**Phone is missing**

**Click Next**

#### Pickup Contact Info

[New Contact](#)

**Copy from Requestor Info**

**Carol Honeycutt**

Carol Honeycutt  
cahoneyc@cisco.com  
+1 919 392 7583

**RMA: 800624320**

**Return to Address**

EMEAR - HUG - Hungary  
C/O IVY TECHNOLOGY HUNGARY,  
VASARTER U. 1  
SZOMBATHELY, 9700 HU

**Additional Information**

Instructions sent to carrier. 35 character limit & no special characters allowed.

**Special Site Instructions**

**Optionally enter Special Site Instructions**

**Click Next**

[Cancel](#) [Next](#)

Save and Return

Powered by NEORIS. ©2020 Cisco Systems, Inc. | [FAQs](#) | [Customer service](#) | [Privacy Statements](#) | [Cookies](#)

## 1.1.4 Schedule Pickup (1 of 2)

Please enter weights and dimensions

### Schedule Pickup

Assign Weight and Dimensions of packages. [Change Unit of Measurement \(UOM\)](#)  
TIP: Now you can auto-fill using the [Fill Weights and Dimensions link](#)

Package ↑ Weight Dimensions (Length x Width x Height) Auto Fill Weight And Dimensions

RMA: 800624320

Package	Weight	Dimensions (Length x Width x Height)
01_001	0.00 lbs	16.00 x 10.25 x 2.75 in

Special Equipment

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

Pallets  
0

Verify Weight & Dimensions are populated correctly

- Optionally View Package to verify / correct SN
- Select Special Equipment and / or enter number of Pallets if applicable

Click Continue

Back Continue

## 1.1.5 Schedule Pickup (2 of 2)

cahoneyc@cisco.com Admin Settings My Address Book

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

### Schedule Pickup

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

Package ↑ Weight ↑ Dimensions (Length x Width x Height) ↑ Edit

RMA: 800624320

Package	Weight	Dimensions (Length x Width x Height)
01_001	10.00 lbs	16.00 x 10.25 x 2.75 in

Select Carrier, Date and Time of Pickup or accept default values

Shipment ID: DE10862206

Special Equipment [Edit](#)

N/A

Select carrier

Carrier [Clear](#)  
TNT Economy Express (TNT - 4)

Date  
19-Feb-2021

Time

- Anytime
- AM(8:00-12:00)
- PM(12:00-17:00)

Label Preference

- Carrier to bring pick-up time

Click Next

Back Next

Cancel and Return Save and Return

## 1.1.6 Summary

The screenshot shows the 'Summary' page in the Cisco interface. The breadcrumb trail includes: Set Pickup Location > Select Parts > Create Packages > Schedule Pickup > Summary. The main heading is 'Summary' with a sub-heading 'Overview of Return Shipment before acknowledge and submit request'. The page is divided into several sections: 'Pickup Information', 'Pickup Location', 'Requestor Contact Info', and 'Pickup Contact Info'. The 'Pickup Location' section shows details for 'CISCO SYSTEMS INTERNATIONAL' in Singapore. The 'Requestor Contact Info' section shows 'Cisco Profile' for Carol Nigg. The 'Pickup Contact Info' section shows 'Cisco Profile' for Carol Honeycutt. On the right side, there is a 'Return to Address' section with details for 'CISCO INTERNATIONAL LTD' in Hungary. Below this is an 'Optional' section for adding an email address. At the bottom right, there is an acknowledgment checkbox and 'Back' and 'Submit' buttons. Annotations include a yellow box at the top center saying 'Verify the Summary Page and make edits if required' with an 'Edit' link, a yellow box in the middle saying 'Check the Acknowledgement box' and 'Click Submit', and a blue box on the right saying 'Optionally add Email notification' with an arrow pointing to the email field.

**Verify the Summary Page and make edits if required** [Edit]

**Optionally add Email notification**

**Check the Acknowledgement box**

**Click Submit**

**Return to Address**

**CISCO INTERNATIONAL LTD**  
MAGYARORSZAGI FIOKTELEPE

CISCO INTERNATIONAL LTD  
MAGYARORSZAGI FIOKTELEPE  
C/O IVY TECHNOLOGY HUNGARY,  
VASARTER U. 1  
SZOMBATHELY, 9700 HU

**Optional**

Email  
Add email Address

+ Add new email

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

Back Submit

Cancel and Return Save and Return

Powered by NEORIS. ©2020 Cisco Systems, Inc. | FAQs | Customer service | Privacy Statements | Cookies

## 1.1.7 Print Labels / Finish

The screenshot displays the Cisco Return Management System interface. At the top, the Cisco logo and POWR logo are visible. The user's email address, `cahoneyc@cisco.com`, and navigation links for Admin, Settings, and My Account are in the top right. A central success message is highlighted with a green checkmark and a yellow box: "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, a yellow box instructs to "Verify the Success message". To the right, a blue box says "Optionally add Email notification for Labels", with an arrow pointing to the "Email Notification" section in the sidebar. This sidebar section includes a "Print Labels" button (highlighted with a yellow box) and an "Email" field with an "Add email Address" link. At the bottom right, a yellow box says "Click Finish", with an arrow pointing to a blue "Finish" button. The main content area shows shipment details: Carrier: DHL Express, Shipment ID: DE10862206, and Courier Dispatch Confirmation: 2626. A "Labeling Instructions" link is also present. Below this is a "Package" table with columns for RMA, Package, Tracking #, Weight, Dimensions, and Qty.

RMA ↓	Package ↓	Tracking # ↓	Weight ↓	Dimensions (Length x Width x Height)	Qty ↓
800624320	1	5115363201	10.00 lbs	16.00 x 2.75 x 10.25 in	1

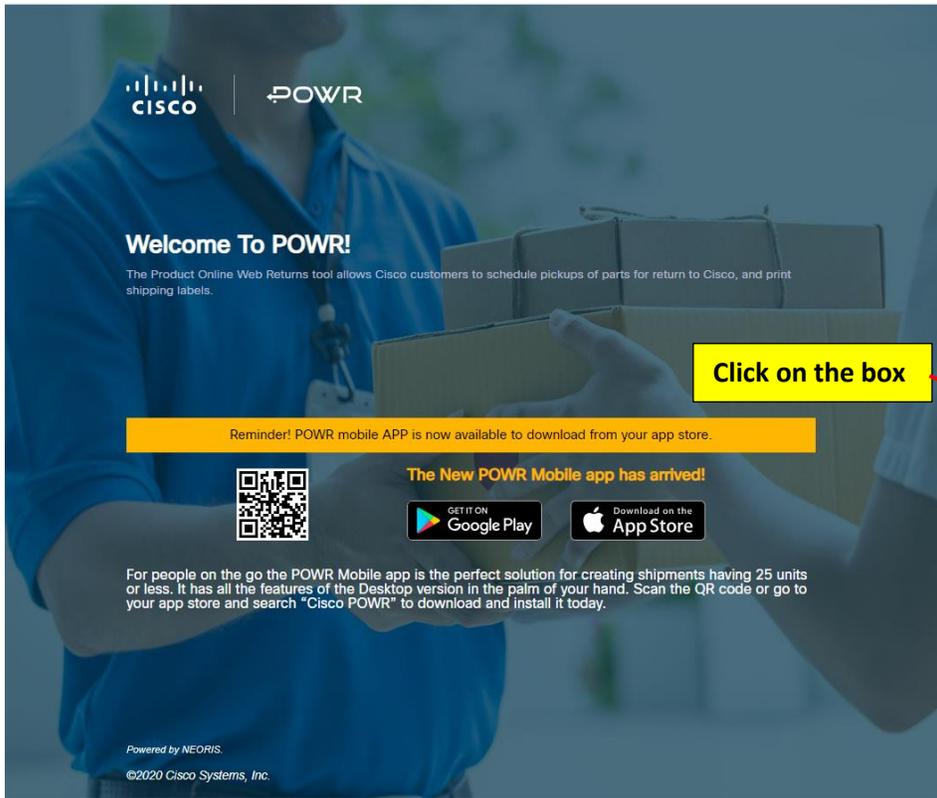
Carrier: DHL Express    Shipment ID: DE10862206    Courier Dispatch Confirmation: 2626    Labeling Instructions

Powered by NEORIS. ©2020 Cisco Systems, Inc.    |    FAQs    |    Customer service    |    Privacy Statements    |    Cookies

[Return to Menu](#)

## 1.2 RETURN More Than One RMA - Login with Cisco Account

### 1.2.1 Login



English

## Sign In



### Important Notice For Mexico

You will not be able to complete RMAs for Mexico without required Registro Federal de Contribuyentes ("RFC") certificate information. Please ensure you have the following information available: Customer Name, RFC ID, Zip Code, Tax Regime.

[Click here](#) to view example  
[Click here](#) for more information



**Sign in with Cisco Account**

Please log in to POWR using your Cisco account. If you don't have a Cisco account or CCO ID, create one using the instructions in this [link](#). After registering, log in to [Profile Management](#), select "Go to Customer Portal", and add your Contract numbers for RMA access. Contact [Asset Recovery](#) or call the provided [number](#) for return issues. For help creating a Cisco account, use this [link](#) or email [web-help@cisco.com](mailto:web-help@cisco.com).

[Privacy Statements](#)    [Cookies](#)    [Terms and Conditions](#)    [Quick Start Guide](#)

## 1.2.2 Home Page

cahoneyc@cisco.com    Admin    Settings    My Address Book    ↗

Hello, Caro!

Use POWR to request pickup of parts for return to Cisco

### Request Return Label & Pickup

Enter the RMA you want to schedule for pickup

RMA

For multiple RMAs, enter comma separated RMA

Request label only (US/Canada Only) ⓘ

**Request Return**

ⓘ You don't know your RMA number? [click here](#) or visit [Search RMA's](#) to refine your query

### Search Shipments

Enter Shipment ID, RMA or [Search Shipments](#)

Shipment ID or RMA

**Search**

### Pre-printed Waybill (US/Canada Only)

If you have a pre-printed waybill, enter RMA number and click 'Schedule' to request pickup

RMA

**Schedule**

### Download Labels

Enter RMA number and click 'Download' to reprint shipment labels

RMA

**Download**

### Special Document Access (India Only)

Click 'Search' to download Delivery Challan or Tax Invoice for entered RMA

RMA

**Search**

### 1.2.3 Set Pickup Location

**Click the 3 dots to make any corrections to Pickup Location and Contact Info – all 4 boxes must be populated to proceed**

**Optionally enter Special Site Instructions**

**Click Next**

Cancel Next

Save and Return

### 1.2.4 Select Parts

**Click the check box next to "Line" or "RMA" to select all parts or check each part individually**

**Verify the selections are displayed in the right panel**

**Qty to be Picked up can be edited**

**Click Next**

Back Next

Cancel and Return Save and Return

## 1.2.5 Create Packages

**Create Packages**

**Select the preferred Packaging option which will populate values in the Package/Box column**

**Verify Packaging Configuration Created**

**Click Next**

RMA: 900154086, 900175551

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 2

Part #	Qty	Package/Box
SFP-10G-LR= 1.1	(3)	01_001
A9K-MPA-20X1GE= 2.2	(3)	01_001
SFP-10G-LR= 15.2	(3)	02_001
SFP-10G-LR= 16.1	(2)	02_001
SFP-10G-LR= 17.1	(3)	02_001

Back Next

Cancel and Return Save and Return

Powered by NEORIS. ©2020 Cisco Systems, Inc. | FAQs | Customer service | Privacy Statements | Cookies

## 1.2.6 Schedule Pickup (1 of 2)

**Schedule Pickup**

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

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

**Verify Weight & Dimensions are populated correctly**

**Auto Fill Weight And Dimensions**

**Optionally View Package to verify/correct SN**

**Select Special Equipment and/or enter # of Pallets, if applicable**

**Click Continue**

Shipment ID: ZA10863534

Special Equipment

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

Pallets 0

Back Continue

Cancel and Return Save and Return

Powered by NEORIS. ©2020 Cisco Systems, Inc. | FAQs | Customer service | Privacy Statements | Cookies

## 1.2.7 Schedule Pickup (2 of 2)

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

### Schedule Pickup

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

Package	Weight	Dimensions (Length x Width x Height)	
<b>RMA: 900154086</b>			<b>Select Carrier, Date and Time of Pickup or accept default values</b>
01_001	12.00 lbs	18.00 x 16.00	
<b>RMA: 900175551</b>			
02_001	12.00 lbs	18.00 x 16.00 x 24.00 in	

**Shipment ID: ZA10862341**

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

**Select carrier**

Carrier [Clear](#)  
Expeditors International (EXP - EI)

Date  
22-Feb-2021

**Time**

Anytime  
 AM(8:00-12:00)  
 PM(12:00-17:00)

**Click Next**

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

## 1.2.8 Summary

**Verify the Summary Page and make edits if required**

**CISCO SYSTEMS INTERNATIONAL**  
CISCO SYSTEMS INTERNATIONAL BV  
SG1 - DHL SUPPLY CHAIN (S) PTE LTD  
UEN NO 199805868N  
SINGAPORE, SG, 533865 SG

**CISCO SYSTEMS INC.**  
CISCO SYSTEMS INC  
C/O FLEXTRONICS AMERICA LLC  
9500 METRIC BLVD  
SUITE 200  
AUSTIN, TX, 78758 US

cahoneyc@cisco.com Admin Settings My Address Book

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

### Summary

Overview of Return Shipment before acknowledge and submit request

### Pickup Information

#### Pickup Location

**IBM**  
IBM  
BEHLERTSTR. 3 A  
IS ENERGY GMBH  
POTSDAM, 14467 DE

Special Site Instruction  
Special Site Instruction

#### Requestor Contact Info

**Cisco Profile**  
Carol Nigg  
cahoneyc@cisco.com  
222-333-5555

**Return to Address**

**CISCO INTERNATIONAL LTD  
MAGYARORSZAGI FIOKTELEPE**

CISCO INTERNATIONAL LTD  
MAGYARORSZAGI FIOKTELEPE  
C/O IVY TECHNOLOGY HUNGARY,  
VASARTER U. 1  
SZOMBATHELY, 9700 HU

**Email Notification**

**Standard**  
powr\_2\_test\_event\_notification@external.cisco.com

**Optional**  
Email  
Add email Address

+ Add new email

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

[Back](#) [Submit](#)

[Cancel and Return](#) [Save and Return](#)

**Optionally add Email notification**

- Check the Acknowledgement box
- Click Submit

## 1.2.9 Print Labels / Finish

cahoneyc@cisco.com Admin Settings

✔

**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.

**Optionally add Email notification for Labels**

**Verify the Success message**

**Print Labels**

**Click Finish**

Carrier: Expeditors International    Shipment ID: ZA10863533    Courier Dispatch Confirmation: -    [Labeling Instructions](#)

#### Package

RMA ↓	Package ↓	Tracking # ↓	Weight ↓	Dimensions (Length x Width x Height)	Qty ↓
900154086	1		12.00 lbs	18.00 x 12.00 x 24.00 in	1
900175551	2		10.00 lbs	18.00 x 12.00 x 24.00 in	1

[Print Labels](#)

**Email Notification**

**Labels**  
Email  
Add email Address

+ Add new email

[Finish](#)

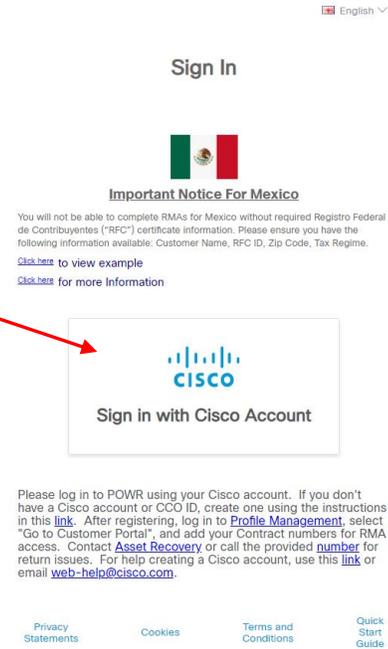
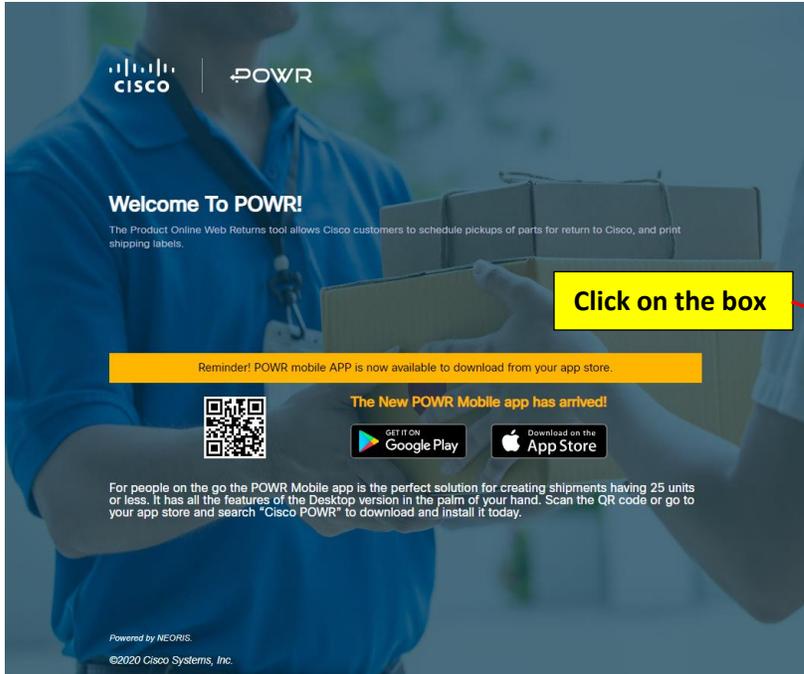
www.cisco.com/c/en/us/hw/product-online-wah-returns/powr-faq-h | FAQs | Customer service | Privacy Statements | Cookies

[Return to Menu](#)

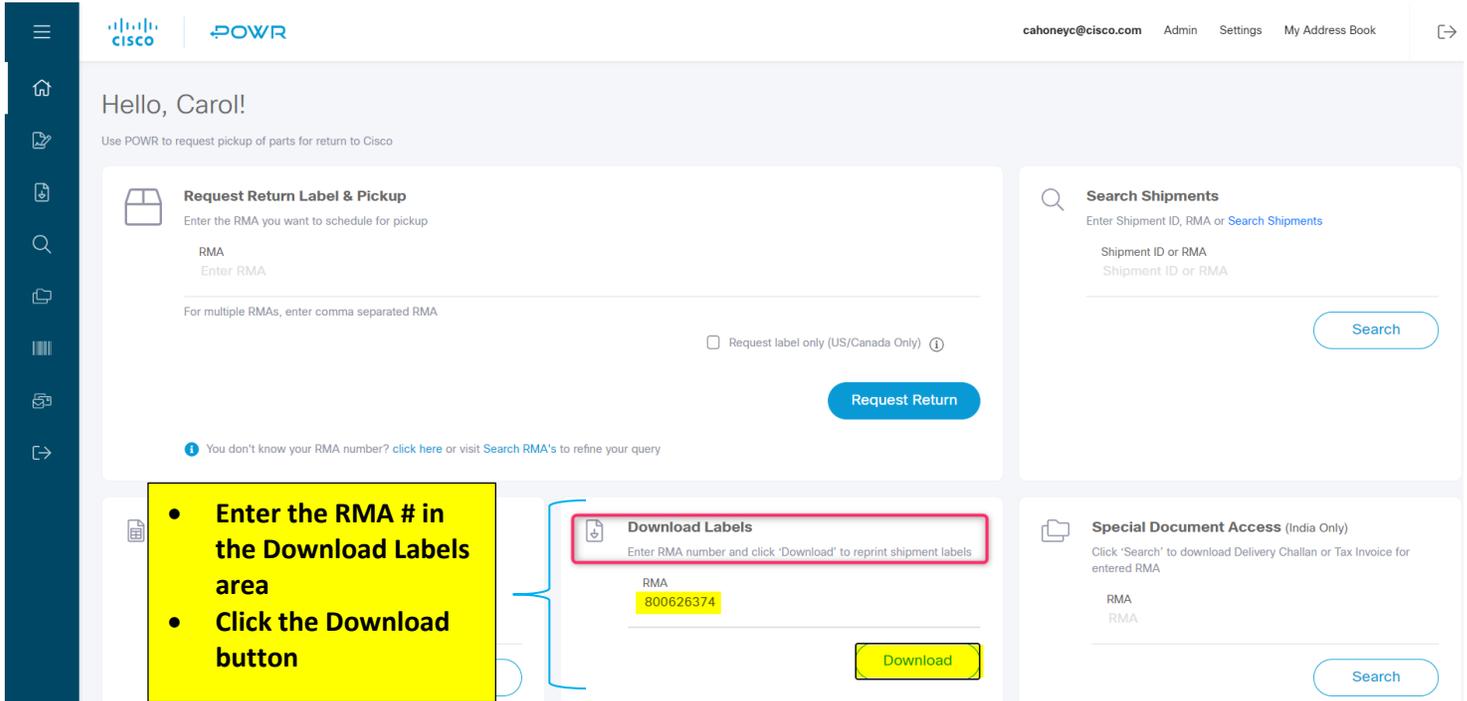
## 2 Download Shipping Labels - For Existing Shipment Already Created

### 2.1 Search by RMA #

#### 2.1.1 Login



#### 2.1.2 Home Page



## 2.1.3 Label

The screenshot shows a web browser window with the URL <https://www.cisco-returns-test.com/label?shipId=10863532>. The page displays a "POWR Shipment - Label" for a Cisco Systems, Inc. shipment. A yellow callout box highlights the text "The label will open in PDF format." The label details include:

Package Label 1 of 1	
Reference #:	CN10864639
RMA Number	801496843
Carrier/Tracking numbers	
Company Name	Cisco Systems, Inc.
Pickup Street Address	9500 Metric Boulevard Suite 200
Pickup City	Austin
Pickup State/Province	TX
Pickup Postal Code	78758
Package weight	5.44 kg
Dimensions	L 30.48 cm W 30.48 cm H 45.72 cm
No. of pallets included	0
Return Location address	Cisco Systems, Inc. C/O Flextronics America LLC 9500 Metric Boulevard Suite 200 Austin TX 78758

Additional label information:

- RMA Number: 801496843
- Reference #: CN10864639
- Carrier: TNT-CHINA-EMAIL
- Scheduled Date: 17-May-2021
- Scheduled Time: Anytime (09:00 AM - 05:00 PM)
- Pickup Created Date: 12-May-2021 13:35 GMT

Below the label, there is a "Request Return" button and a "Search Shipments" section with a search bar and a "Search" button. A "Special Document Access" section is also visible with a "Download" button.

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

Package Contents  
RMA #: 800626374  
Package 1 of 1

[Return to Menu](#)

## 2.2 Search by Shipment ID, RMA or Tracking Number

### 2.2.1 Login

**Welcome To POWR!**  
The Product Online Web Returns tool allows Cisco customers to schedule pickups of parts for return to Cisco, and print shipping labels.

Reminder! POWR mobile APP is now available to download from your app store.

**The New POWR Mobile app has arrived!**

For people on the go the POWR Mobile app is the perfect solution for creating shipments having 25 units or less. It has all the features of the Desktop version in the palm of your hand. Scan the QR code or go to your app store and search "Cisco POWR" to download and install it today.

Powered by NEORIS.  
©2020 Cisco Systems, Inc.

Click on the box

English

## Sign In

**Important Notice For Mexico**

You will not be able to complete RMAs for Mexico without required Registro Federal de Contribuyentes ("RFC") certificate information. Please ensure you have the following information available: Customer Name, RFC ID, Zip Code, Tax Regime.

[Click here](#) to view example  
[Click here](#) for more Information

Sign in with Cisco Account

Please log in to POWR using your Cisco account. If you don't have a Cisco account or CCO ID, create one using the instructions in this [link](#). After registering, log in to [Profile Management](#), select "Go to Customer Portal", and add your Contract numbers for RMA access. Contact [Asset Recovery](#) or call the provided [number](#) for return issues. For help creating a Cisco account, use this [link](#) or email [web-help@cisco.com](mailto:web-help@cisco.com).

[Privacy Statements](#)   [Cookies](#)   [Terms and Conditions](#)   [Quick Start Guide](#)

## 2.2.2 Home Page

cahoneyc@cisco.com   Admin   Settings   My Address Book

Hello, Carol!

Use POWR to request pickup of parts for return to Cisco

**Download Center**

Everything you need to download or print for any existing shipment

**Label & Pickup**

Request label only (US/Canada Only)

**Request Return**

You don't know your RMA number? [click here](#) or visit [Search RMA's](#) to refine your query

**Pre-printed Waybill (US/Canada Only)**

If you have a pre-printed waybill, enter RMA number and click 'Schedule' to request pickup

RMA

**Schedule**

**Download Labels**

Enter RMA number and click 'Download' to reprint shipment labels

RMA

**Download**

**Special Document Access (India Only)**

Click 'Search' to download Delivery Challan or Tax Invoice for entered RMA

RMA

**Search**

Click on the Download Center icon in the panel on the left

## 2.2.3 Download Center

The screenshot shows the Cisco Download Center interface. At the top, the user is logged in as 'cahoneyc@cisco.com'. The main content area displays 'Download Center' with a search filter for 'Shipment ID' set to 'CN10863532'. A 'Carrier Label' icon is highlighted with a red box and an arrow pointing to a yellow callout box. The callout box contains the following instructions:

- Enter a value in one of the three Search Filters - hit Enter or click Search
- Click on the Carrier Label icon to open the label in PDF format

The resulting PDF label is titled 'POWR Shipment - Label' and contains the following information:

Package Label 1 of 1	
Reference #:	CN10864639
RMA Number:	801496843
Carrier Tracking numbers:	
Company Name:	Cisco Systems, Inc.
Pickup Street Address:	9500 Metric Boulevard Suite 200
Pickup City:	Austin
Pickup State/Province:	TX
Pickup Postal Code:	78758
Package weight:	5.44 kg

Additional information on the label includes: RMA Number: 801496843, Reference #: CN10864639, and Carrier: TNT-CHINA-EMAIL. A 'Search' button is visible at the bottom right of the interface.

[Return to Menu](#)

## 3 US and Canada Only - Request Pickup of Pre-printed Waybill That Came with Your Advance Replacement Part

### 3.1 Login



### 3.3 Set Pickup Location

### 3.4 Select Carrier (1 of 2)

### 3.5 Select Carrier (2 of 2)

**cahoneyc@cisco.com** Admin Settings My Address Book

Set Pickup Location > Select Parts > Create Packages > **Select Carrier** > Summary

## Select Carrier

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

Package ↑	Weight ↑	Dimensions (Length x Width x Height) ↑	<b>Select a Carrier</b> <a href="#">Edit</a>
<b>RMA: 800624162</b>			
01_001	15.00 lbs	15.00 x 10.25 x 2.75 in	

Special Equipment [Edit](#)

N/A

**Generate Label only**

Carrier [Clear](#)

UPS Standard (UPS - 11)

**Click Next**

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

[Cancel and Return](#) [Save and Return](#)

Powered by NEORIS. ©2020 Cisco Systems, Inc. | [FAQs](#) | [Customer service](#) | [Privacy Statements](#) | [Cookies](#)

### 3.6 Summary

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

**Pickup Information**

**Pickup Location**

CISCO SYSTEMS INTERNATIONAL  
CISCO SYSTEMS INTERNATIONAL BV  
SQ1 - DHL SUPPLY CHAIN (S) PTE LTD  
UEN NO 198055868V  
SINGAPORE, SG, 533865 SG

Special Site Instruction  
Ring bell for assistance

**Requestor Contact Info**

Cisco Profile  
Carol Nigg  
cahoneyc@cisco.com  
222-333-5555

**Pickup Contact Info**

Cisco Profile  
Carol Nigg

Carol Honeycutt  
Carol Honeycutt

**Return to Address**

UPS Logistics  
UPS Logistics  
C/O Cisco Systems, Inc.  
7315 David Hunting Drive  
MISSISSAUGA, ON, L5S 1W3 CA

**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

Cancel and Return Save and Return

**Annotations:**

- Check the Acknowledgement box
- Click Submit
- Optional add Email notification

### 3.7 Print Labels / Finish

**Success! Your return request was completed correctly.**  
You are now ready to print and prepare your package(s) for shipment.

Carrier: UPS Standard Shipment ID: CA10862253 Courier Dispatch Confirmation: -

**Package**

RMA	Package	Tracking #	Weight	Dimensions (Length x Width x Height)	Qty
800624162	1	1ZE1343F9198957324	15.00 lbs	16.00 x 2.75 x 10.25 in	1

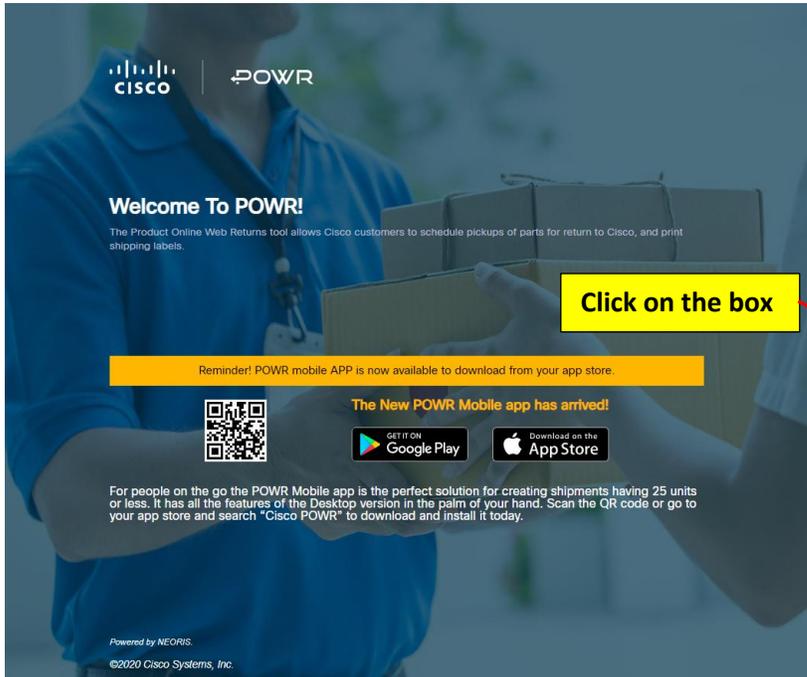
**Annotations:**

- Verify the Success message
- Optional add Email notification for Labels
- Print Labels
- Click Finish

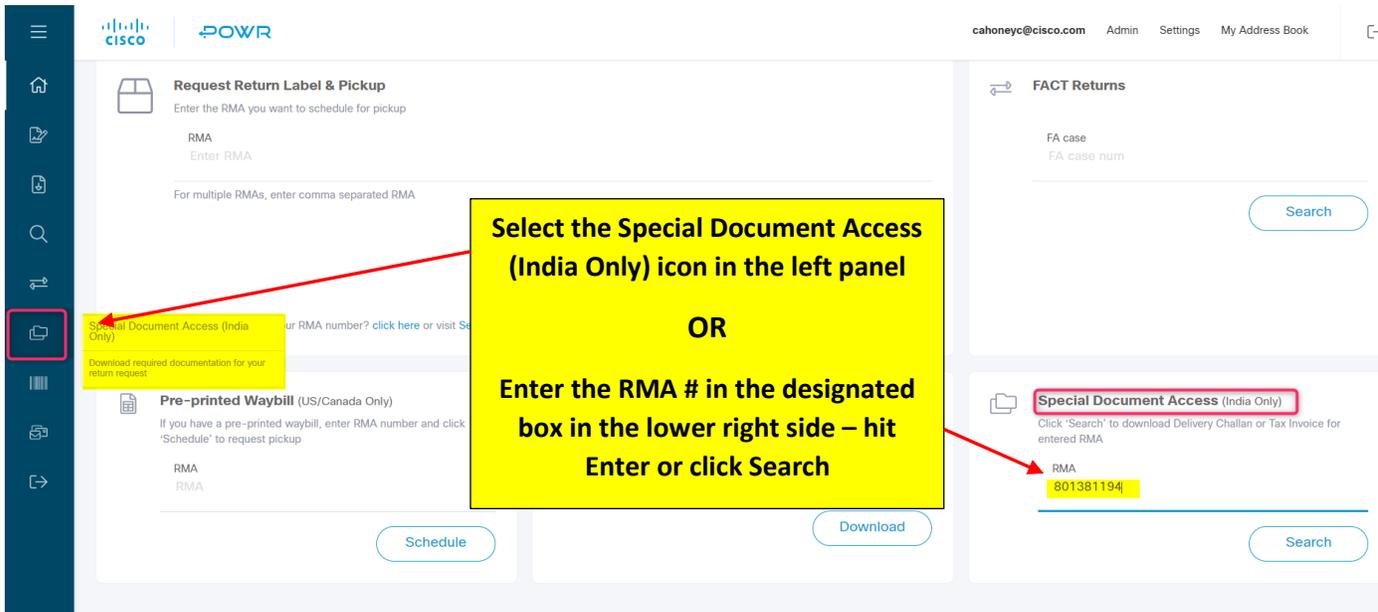
[Return to Menu](#)

## 4 India only - Download Delivery Challan or Tax Invoice for an RMA

### 4.1 Login



### 4.2 Home Page



### 4.3 Special Document Access

**Special Document Access (India Only)**  
Search for a RMA and select the document type to start download

RMA  
801381194

Search

Delivery Challan

Download

**If navigating using the icon in the left panel, enter the RMA# here - hit Enter or click Search**

**Click Download and follow browser prompts to View File**

Delivery Challan							Date: 17-May-21
Defective Return - GST NOT APPLICABLE							
<b>Consignor:</b> EXAMPLE CO LTD LONDON TOWERS, BLOCK Z, OFFICE PREMISES # 007 ANYPLACE, HYDERABAD 500016 HYDERABAD, TS 500016				<b>Ship To:</b> 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			
<b>Address Classification:</b> NA				BANGALORE 562107			
<b>GSTN number:</b> 12345678910ABC				<b>KA</b> IN			
<b>Contact Person:</b> Mr. CISCO CUSTOMER				<b>GSTN number:</b> 12ABC34567DEF89			
<b>Contact No:</b> 999888777666				<b>Contact Person:</b> INDIA Asset Recovery			
<b>Contact No:</b> 999888777666				<b>Contact No:</b> toll-free number 000-800-100-1364(>Option4>option2)			
<b>Consignor DC No :</b> 170521-165730				<b>Replacement Particulars :</b> Return of Defective			
Sl.No.	RMA	HSN	Part ID	Serial	Qty	Unit Part Value (INR)	Extended Part Value (INR)
1	801549912	85176290	WS-C2960X-48FPS-L	JIN221610F2	1	89644.35	89644.35
<b>Total</b>					<b>1</b>		<b>89644.35</b>
<b>Description: Defective Networking Parts</b>							
<b>Declaration To whomsoever it may concern</b>							

## 5 Mexico Shipments – Editing Pickup Location Address

5.1 The default pickup location for an RMA is also populated in the SAT Registered Address box located in the right panel of the **Set Pickup Location** screen. Certain changes made in the Pickup Location box will impact the SAT Registered Address behavior.

**\*\*\*Beginning 01-Jan-2024, the SAT Registered Address information will be required to proceed with the pickup request.**

As of Dec 31st 2023, an RFC# will be required to proceed with your pickup request.

### Set Pickup Location

Confirm address and contact information where the Carrier will pick up the parts.

**Pickup Location** Edit current Location

MICRONET DE MEXICO DE SA DE CV  
MICRONET DE MEXICO DE SA DE CV  
OFICINA IKUSHI-MNTE DF  
ALVARO OBREGON, CDMX, 01030 MX  
RFC: MME000601M17

**Requestor Contact Info** Change information

Cisco Profile  
Carol Nigg  
carnhoney@cisco.com  
Phone is missing

**Pickup Contact Info** New Contact

Copy from Requestor Info

Carol Honeycutt  
carnhoney@cisco.com  
+1 919 392 7583

**SAT Registered Address**

RFC: MME000601M17  
Postal Code: 01030  
Company Name: MICRONET DE MEXICO DE SA DE CV  
Street Address: OFICINA IKUSHI-MNTE DF  
External Number:  
Internal Number:  
Neighborhood:  
Suburb / City: ALVARO OBREGON  
Province / State: CDMX

Cancel Next

Save and Return

## 5.2 Modifying the Pickup Location Address

### 5.2.1 Edit Current Location Option (preferred method)

### Set Pickup Location

Confirm address and contact information where the Carrier will pick up the parts.

**Pickup Location** Edit current Location

MICRONET DE MEXICO DE SA DE CV  
MICRONET DE MEXICO DE SA DE CV  
OFICINA IKUSHI-MNTE DF  
ALVARO OBREGON, CDMX, 01030 MX  
RFC: MME000601M17

- By selecting the Edit Current Location option, the default pickup location address will be available to make edits.

- **Do Not Change the Address Name** unless you would like to save a new address to your Address Book. Simply make the necessary Address edits and click Apply.

Edit Pickup Location

Address Name: MICRONET DE MEXICO DE SA DE CV

Company: MICRONET DE MEXICO DE SA DE CV

Address Line 1: OFICINA IKUSI-MNTE DF

Address Line 2:

Address Line 3:

Address Line 4:

Cancel Apply Save to Address Book

Pickup Location Edit current Location

MICRONET DE MEXICO DE SA DE CV

MICRONET DE MEXICO DE SA DE CV  
OFICINA IKUSI-MNTE DF 12345  
Alvaro Obregon, CDMX, 015030 MX

Requestor Contact Info Change information

Cisco Profile

Carol Nigg  
cahoneyc@cisco.com

Phone is missing

Pickup Contact Info New Contact

Copy from Requestor Info

Carol Honeycutt

Carol Honeycutt  
cahoneyc@cisco.com  
+1 919 392 7583

CISCO SYSTEMS SA DE CV, S.A. DE CV.  
ATTN: RMA RECEIVING  
C/O FH LOGISTICA S.A. DE C.V.  
AVE. CULTURA GREGA #10, COLONIA MEXICO, CDMX, 02120 MX

Special Site Instructions

Instructions sent to carrier, 255 character limit & no special characters allowed.

Special Site Instructions

SAT Registered Address

RFC: MME000601MI7  
Postal Code: 01030  
Company Name: MICRONET DE MEXICO DE SA DE CV  
Street Address: OFICINA IKUSI-MNTE DF  
External Number:  
Internal Number:  
Neighborhood:  
Suburb / City: ALVARO OBREGON  
Province / State: CDMX

Cancel Next

- **Changing the Company Name will remove all pre-populated information in the SAT Registered Address box, including the RFC #** and will require the user to re-enter the information before being allowed to proceed with the pickup request.

Pickup Location Edit current Location

MICRONET DE MEXICO DE SA DE CV

My Test Company  
OFICINA IKUSI-MNTE DF 12345  
Alvaro Obregon, CDMX, 015030 MX

Requestor Contact Info Change information

Cisco Profile

Carol Nigg  
cahoneyc@cisco.com

Phone is missing

Pickup Contact Info New Contact

Copy from Requestor Info

Carol Honeycutt

Carol Honeycutt  
cahoneyc@cisco.com  
+1 919 392 7583

DE C.V.  
ATTN: RMA RECEIVING  
C/O FH LOGISTICA S.A. DE C.V.  
AVE. CULTURA GREGA #10, COLONIA MEXICO, CDMX, 02120 MX

Special Site Instructions

Instructions sent to carrier, 255 character limit & no special characters allowed.

Special Site Instructions

SAT Registered Address

RFC:  
Postal Code:  
Company Name:  
Street Address:  
External Number:  
Internal Number:  
Neighborhood:  
Suburb / City:  
Province / State:

Cancel Next

## 5.2.2 Add New Pickup Location Option (not recommended)

# Set Pickup Location

Confirm address and contact information where the Carrier will pick up the parts.

**Pickup Location** Edit current Location

**MICRONET DE MEXICO DE SA DE CV**

My Test Company  
OFICINA IKUSI-MNTE DF 12345  
Alvaro Obregon, CDMX, 015030 MX

- Add New Pickup Location
- Delete
- Save in Address Book

The Add New Pickup Location option is designed to allow users to:

- Change the address of **this** pickup by selecting a different one which has been saved in their personal Address Book.
- Create a new address to save to their Address Book and use for **this and future** pickups.



**IMPORTANT NOTE:** Using this feature will completely remove all the data previously populated in the SAT Registered Address box.

New Pickup Location

Address Name

Company \*

Address Line 1 \*

Address Line 2

Address Line 3

Address Line 4

Cancel Apply Save As

## Set Pickup Location

Confirm address and contact information where the Carrier will pick up the parts.

**Pickup Location** Edit current Location

**The Best Company**

Spruce Street  
Alvaro Obregon, cdmx, 11111 MX

**Requestor Contact Info** Change information

**Cisco Profile**

Carol Nigg  
cahoneyc@cisco.com

Phone is missing

**Pickup Contact Info** New Contact

Copy from Requestor Info

**Carol Honeycutt**

Carol Honeycutt  
cahoneyc@cisco.com  
+1 919 392 7583

**Return to Address**

CISCO SYSTEMS DE MEXICO, S. DE R.L.  
DE C.V.  
ATTN: RMA RECEIVING  
C/O FH LOGISTICA S.A. DE C.V.  
AVE. CULTURA GRIEGA #10, COLONIA  
MEXICO, CDMX, 02120 MX

**Special Site Instructions**

Instructions sent to carrier. 255 character limit & no special characters allowed.

Special Site Instructions

**SAT Registered Address**

REC:

Postal Code:

Company Name:

Street Address:

External Number:

Internal Number:

Neighborhood:

Suburb / City:

Province / State:

Cancel Next

Save and Return

## 6 Print Commercial Invoice

### 6.1 Print Commercial Invoice when Submitting a Shipment

cahoneyc@cisco.com Admin Settings My Address Book

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

### Schedule Pickup

Assign Weight and Dimensions of packages. Change Unit of Measurement (UOM)

Package: RMA: 803301662

01\_001 4.00 lbs 9.00 x 14.00 x 3.00 in

Special carrier: DHL Express (DHL - W)

Date: 20-Jan-2025

Time: Anytime (selected), AM(8:00-12:00), PM(12:00-17:00)

**Commercial Invoice** (checked and highlighted)

Label Preference: Carrier to bring shipping label at pick-up time

Buttons: Back, **Next** (highlighted), Cancel and Return, Save and Return

The "Generate Commercial Invoice" option is displayed on the Schedule Pickup screen only for shipments where a Commercial Invoice is required as per tables in the POWR tool. No special action is needed. Click the Next button.

Review the Summary page, check the acknowledgement box then click Submit to trigger the Commercial Invoice.

cahoneyc@cisco.com Admin Settings My Address Book

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

### Summary

Overview of Return Shipment before acknowledge and submit request

#### Pickup Information

Pickup Location: Joe's Diner, 1234 Greasy Spoon Ave, MADRID, MADRID, 51001 ES

Requestor Contact Info: Cisco Profile - NEW, Carol Nigg, cahoneyc@cisco.com, 919 392 7583

Pickup Contact Info: Cisco Profile - NEW, Carol Nigg, cahoneyc@cisco.com, 919 392 7583; Carol Honeycutt, cahoneyc@cisco.com, +1 919 392 7583

Shipment ID: ES10906934

Return to Address: CISCO INTERNATIONAL LTD, MAGYARORSZAGI FOKTELEPE, CISCO INTERNATIONAL LTD, MAGYARORSZAGI FOKTELEPE, C/O IVY TECHNOLOGY HUNGARY, VASARTER U. 1, SZOMBATHELY, 9700 HU

Email Notification (Optional): [checked] I/We acknowledge the above information is correct, and clicking "submit" will send the shipment request to the Carrier for processing.

Buttons: Back, **Submit** (highlighted), Cancel and Return, Save and Return

commercialInvoice - Work - Microsoft Edge

https://www.cisco-returns-test.com/commercialInvoice?shipId=10906936

cahoneyc@cisco.com Admin Settings My Address Book

Print Labels

Print Commercial Invoice (highlighted)

Email Notification: [checked] I/We acknowledge the above information is correct, and clicking "submit" will send the shipment request to the Carrier for processing.

Labels: Email, Add email Address

Completed correctly. package(s) for shipment for the scheduled pickup.

Labeling Instructions

Dimensions (Length x Width x Height): 8.00 x 10.00 x 12.00 in

Quantity: 1

Commercial Invoice Details:

SHIPPER: JOE'S DINER, 1234 GREASY SPOON AVE, MADRID, MADRID, 51001 ES

SHIP TO: CISCO INTERNATIONAL LTD, MAGYARORSZAGI FOKTELEPE, C/O IVY TECHNOLOGY HUNGARY, VASARTER U. 1, SZOMBATHELY 9700 HU

BILL TO: CISCO INTERNATIONAL LTD, MAGYARORSZAGI FOKTELEPE, C/O IVY TECHNOLOGY HUNGARY, VASARTER U. 1, SZOMBATHELY 9700 HU

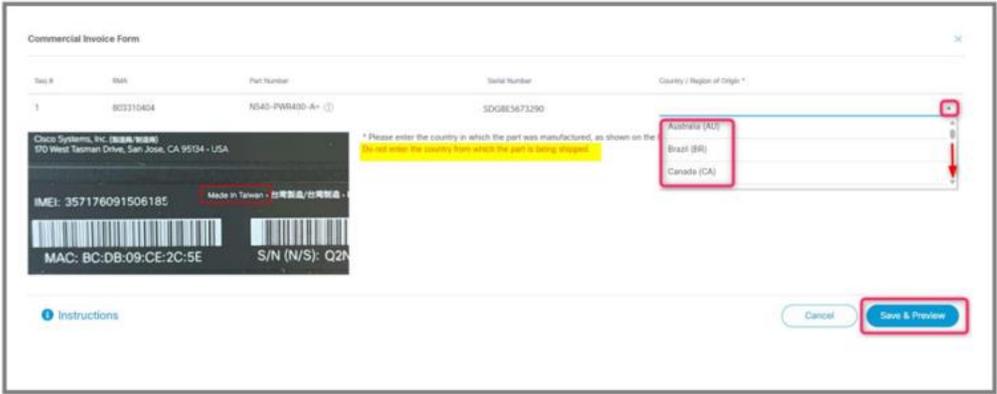
SHIP METHOD	SHIP DATE	SHIP METHOD	SHIP DATE
DHL	14 Feb 25	FCM	14 Feb 25

LINE NO.	PART NUMBER	PART DESCRIPTION	SERIAL NUMBER	QUANTITY	COUNTRY ORIGIN	UNIT PRICE	TOTAL PRICE
1	SFP-10G-SR+	10GBASE-SR SFP Module	FNS2K3X2VY	1	Malaysia	0.66	0.66
2	SFP-10G-SR+	10GBASE-SR SFP Module	FNS17296LR	1	Albania	0.66	0.66

INVOICE TOTAL USD: 13.32

If the system obtains complete information, the Commercial Invoice will be displayed within a few seconds.

Click the 3 dots above the document to view the menu options to Save/Print, etc.



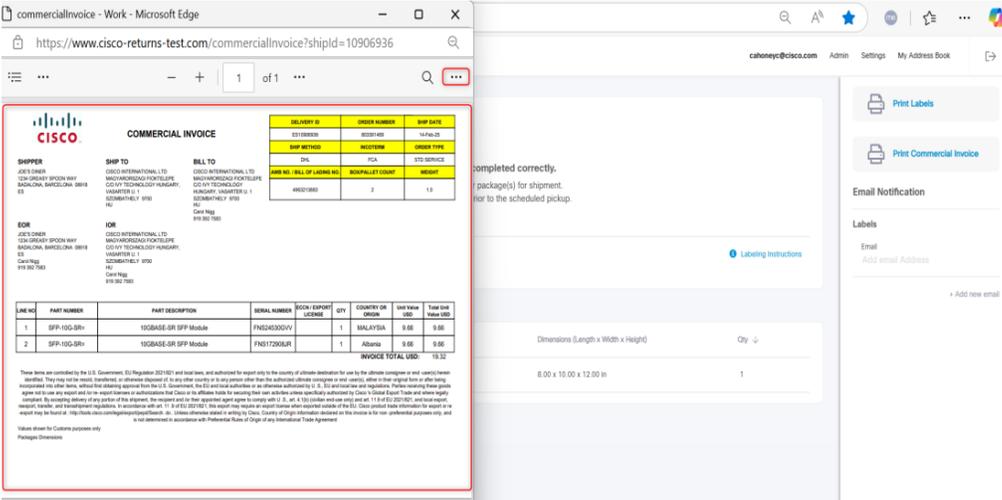
The “Commercial Invoice Form” popup window will appear only if the Country of Origin of the returned parts is missing. Select the country in which the part was manufactured (found on the label) from the dropdown list provided.

If there is more than one part on the shipment this popup window will appear:



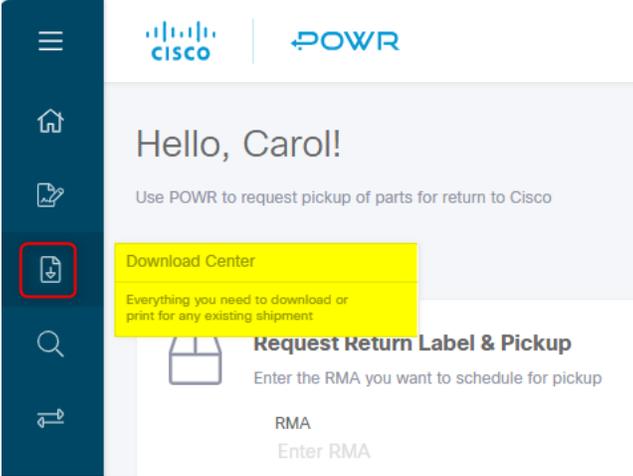
Click Continue to apply the same country to all parts, if appropriate. Otherwise, choose Cancel. Click Save & Preview to trigger the Commercial Invoice.

Click the 3 dots above the document to view the menu options to Save/Print, etc.



[Return to Menu](#)

6.2 Reprint Commercial Invoice



From the POWER Home Page, Select the  icon from menu in the left panel to open the Download Center.

# Download Center

ES10907169 - RMAs: 802518100

 Carrier Label

 Commercial Invoice

User Uploaded Documents

## Search Filters

Shipment ID  
ES10907169

RMA  
RMA

Tracking #  
Tracking #

commercialinvoice - Work - Microsoft Edge  
https://www.cisco-returns-test.com/commercialInvoice?shipId=10906936



### COMMERCIAL INVOICE

DELIVERY ID	ORDER NUMBER	SHIP DATE
ES10907169	802518100	14-Feb-23
SHIP TO	SHIP FROM	SHIP TO
091	091	091
NAME NO. BILL OF LADING NO.	CONSIGNEE	WEIGHT
40021080	J	1.8

SHIP TO	SHIP FROM	BILL TO
CISCO INTERNATIONAL LTD SINGAPORE SINGAPORE	CISCO INTERNATIONAL LTD SINGAPORE SINGAPORE	CISCO INTERNATIONAL LTD SINGAPORE SINGAPORE

SHIP TO	SHIP FROM	BILL TO
CISCO INTERNATIONAL LTD SINGAPORE SINGAPORE	CISCO INTERNATIONAL LTD SINGAPORE SINGAPORE	CISCO INTERNATIONAL LTD SINGAPORE SINGAPORE

LINE NO.	PART NUMBER	PART DESCRIPTION	SERIAL NUMBER	TECH. EXTENT	QTY	COUNTRY OR ORIGIN	UNIT PRICE USD	Total Price USD
1	9500-1050-001	9500-1050-001	9500-1050-001	1	1	MALAYSIA	0.00	0.00
2	9500-1050-001	9500-1050-001	9500-1050-001	1	1	Malaysia	0.00	0.00

**INVOICE TOTAL USD: 12.32**

- Enter a value in one of the three Search Filters - hit Enter or click Search
- Click on the Commercial Invoice icon to open it in PDF format

[Quick Start Guide](#) | [FAQs](#) | [Customer service](#) | [Privacy Statements](#) | [Cookies](#)

[Return to Menu](#)