



RMA Creation Process



Login to... Product Returns & Replacements (RMA)

 Product Returns & Replacements (RMA)



'Know Me' – When you login, you will be presented with your RMA history within the last 30 days and given options to search for RMAs



'New RMA' – Ability to Create RMAs



'Search' – Ability to Search RMAs



'Draft RMAs' - RMAs you started but did not submit. If not submitted after 7 days, the RMA will expire.




'Recent RMAs' - RMAs you recently submitted with their current status

RMA



Advanced Options ▾

Create New RMA 

 We've simplified the RMA Creation process to save you time! Click [here](#) to learn more.

Draft

[^ Collapse](#)

RMA	Service Request Number	Products	Status
No items			

Recent

[^ Collapse](#)

RMA	Service Request Number	Customer	Product Name	Status
No items				



4-Step RMA Creation Process

1

Part Information

1. Systematic entitlement check

- Not required to manually check Entitlement

2. Recommend starting with Serial number

- Drive accurate Customer Install Base
- Create more automation during RMA Creation

2

Site Information

1. Shipping address will populate from serial number or contract used to create the RMA

2. Ability to modify site and contact information

3

Delivery Details

1. Ability to schedule orders

2. Add site access information, delivery and special instructions

4

Review & Submit

1. Ability to modify Steps 2-3 of the RMA Creation process



Product Returns & Replacements (RMA)

RMA Enter RMA

Advanced Options

Create New RMA

Serial Number

Start with Serial Number

Start with Contract Number

System

System: All chat agents are currently busy. Please try again later or call Cisco Support. <http://support.cisco.com>

Type here to send a message...



1

Part Information

2

Site Information

3

Delivery Details

4

Review & Submit

Part Information

Serial Number	Product ID	Product name	Contract	Service Level ⓘ	Return	Ship	Field Engineer
APR075001C6	PWR-C45-1C	Catalyst 4500 1000W AC Power Supply (Data Only)	1010152	Advance Replacement - Next Business Day	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No <input type="text"/> <input type="button" value="x"/>

[+ Add Part](#)

Failure Code

- HW Fail - Other
- Select Failure Code -**
- DOA - Manufacturing
- DOA - Service
- HW Fail - Con Port
- HW Fail - Ether Port
- HW Fail - Power
- HW Fail - Boot Up
- HW Fail - Disk
- HW Fail - Fan
- HW Fail - CPU
- HW Fail - Boot ROM
- HW Fail - Other
- Wrong Part Ordered

[Next](#)



Shipping Address

Ship to "installed at" address

Company
EVERSOURCE ENERGY PSNH

Attention (Optional)

Address line 1

Address Line 2 (Optional)

Address Line 3 (Optional)

Address Line 4 (Optional)

Mail Stop (Optional)

Country
[Select Country]

City State/Province
[Select]

Zip

Additional Email Contacts (Optional)

Separate email addresses with commas/semicolons.

Remaining: 240 characters

Customer Reference Number (Optional)

Next

Ship To Contact

Same as Acknowledgement Contact

Name
Alfred Bettencourt

Phone
18606653588

Alternate Phone (Optional)
18606653588

Email
alfred.bettencourt@eversource.com

Acknowledgement Contact

Name
Alfred Bettencourt

Phone
18606653588

Alternate Phone (Optional)
18606653588

Email
alfred.bettencourt@eversource.com





Delivery Details

Serial Number	Product ID	Product name	Contract	Service Level ⓘ	Return	Ship	Field Engineer
APR075001C6	PWR-C45-1C	Catalyst 4500 1000W AC Power Supply (Data Only)	1010152	Advance Replacement - Next Business Day	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No <input type="text"/> <input type="button" value="x"/>

Delivery Instructions (Optional) ⓘ

Special Instructions

Adding special instructions may delay your order. Use this space to share anything you require that is different from a standard delivery. This message will be read by our configuration and logistics teams.

Special Order Instructions (Optional) ⓘ

Adding special instructions may delay your order.

Special Order Instructions (Optional) ⓘ





Part Information [Edit](#)

Serial Number	Product ID	Product Name	Contract	Service Level
FTX1041A0AV	CISCO2851-SRST/K9	2851 Integrated Services Router	2326314	Advance Replacement - Next Business Day

Failure Code [Edit](#)

Failure Code	HW Fail - Other
Failure Description	Could not copy image to slot1: from TFTP server when upgrading software.

Instructions [Edit](#)

Delivery Instructions	There is an entry gate. Enter code 5608 and make a left, and you'll see our building.
Special Order Instructions	N/A

Site Information [Edit](#)

Ship To Address	Acme Anvils, Inc. 1234 Main Street Anytown, CA 91307-2328 United States
Ship To Contact	John Doe +1 555-555-5555 +1 555-555-5555 (Alternate Phone) john.doe@acmeanvils.com
Requester's Cisco ID	natalie.gomez@acmeanvils.com
Acknowledgement Contact	Natalie Gomez +1 555-555-5555 +1 555-555-5555 (Alternate Phone) natalie.gomez@acmeanvils.com
Additional Contacts	francois.bertrand@acmeanvils.com, tom.chu@acmepartner.com, gwen.oslo@acmepartner.com
Customer Reference Number	JH987-56329

Submit





Part Information



Site Information



Delivery Details



Review & Submit

RMA 87114859 Submitted

Next Steps

- Orders are being processed by our facility.
- You'll receive an email with shipment tracking information and next steps.

Part Information

Serial Number	Product ID	Product Name	Contract	Service Level
FTX1041ADAV	CISCO2851-SRSTK9	2851 Integrated Services Router	2326314	Advance Replacement - Next Business Day

Failure Code

Failure Code	HW Fail - Other
Failure Description	Could not copy image to slot1: from TFTP server when upgrading software.

Instructions

Delivery Instructions	There is an entry gate. Enter code 5608 and make a left, and you'll see our building.
Special Order Instructions	N/A

Site Information

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Requester's Cisco ID	natalie.gomez@acmeanvils.com
Acknowledgement Contact	Natalie Gomez +1 555-555-5555 +1 555-555-5555 (Alternate Phone) natalie.gomez@acmeanvils.com
Additional Contacts	francois.bertrand@acmeanvils.com, tom.chu@acmepartner.com, gwen.oslo@acmepartner.com
Customer Reference Number	JH987-56329





Product Returns & Replacements (RMA)

RMA Enter RMA

Advanced Options

Create New RMA

Serial Number

Start with Serial Number

Start with Contract Number

System

System: All chat agents are currently busy. Please try again later or call Cisco Support. <http://support.cisco.com>

Type here to send a message...



1

Part Information

2

Site Information

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Delivery Details

4

Review & Submit

Part Information

Serial Number	Product ID	Product name	Contract	Service Level	Return	Ship	Field Engineer
<input type="text" value="FTX1812506Y"/>	<input type="text" value="UCS-MR-1X"/>	16GB DDR3-1600-MHz RDIMM/PC3-12800/dual rank/1.35v	91890072	Premium Parts & Labor - Next Business Day	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<div style="border: 1px solid #ccc; padding: 2px;"> Yes <ul style="list-style-type: none"> -- Select -- Yes No Field Engineer Only </div>

[Add Part](#)

Failure Code

HW Fail - Other

- Select Failure Code --
- DOA - Manufacturing
- DOA - Service
- HW Fail - Con Port
- HW Fail - Ether Port
- HW Fail - Power
- HW Fail - Boot Up
- HW Fail - Disk
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- Wrong Part Ordered





Shipping Address

Ship to "installed at" address

Company

EVERSOURCE ENERGY PSNH

Attention (Optional)

Address line 1

Address Line 2 (Optional)

Address Line 3 (Optional)

Address Line 4 (Optional)

Mail Stop (Optional)

Country

[Select Country]

City

[Select]

State/Province

[Select]

Zip

Additional Email Contacts (Optional)

Separate email addresses with commas/semicolons.

Remaining: 240 characters

Customer Reference Number (Optional)

[Empty field]

Next

Ship To Contact

Same as Acknowledgement Contact

Name

Alfred Bettencourt

Phone

[Area Code] 18606653588

Alternate Phone (Optional)

[Area Code] 18606653588

Email

alfred.bettencourt@eversource.com

Acknowledgement Contact

Name

Alfred Bettencourt

Phone

[Area Code] 18606653588

Alternate Phone (Optional)

[Area Code] 18606653588

Email

alfred.bettencourt@eversource.com





Delivery Details

Product ID	Product name	Contract	Service Level	Return	Ship	Field Engineer
UCS-MR-1X162RY-A=	16GB DDR3-1600-MHz RDIMM/PC3-12800/dual rank/1.35v	91890072	Premium Parts & Labor - Next Business Day	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<div style="border: 1px solid #ccc; padding: 2px;"> Yes ⚙️ Options -- Select -- Yes No Field Engineer Only </div>

Delivery Instructions (Optional) ?

Special Order Instructions (Optional) ?

Access

Site Type

Data Center ▼

[Select]

Data Center

Other Commercial

Residential

Field Engineer (Manned Site)

Field Engineer (Unmanned Site)

Security

Site Contact

[-Select-] ▼

[-Select-] ▼

Accessible 24 hours

Next

Lockbox Code (Optional)

Security Clearance Level (Optional)

General ID ▼

None

Baseline Personnel Security Standard

Counter Terrorist Check

Customer Issued Security

Driver's License

Employee ID

General ID

Passport as an ID, not passport number

Plan De Prevention

Red Card

Security Check

Last 4 digits of Social Security Number

Top Secret/SCI Clearance

TTP/PDA





Part Information

[Edit](#)

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[Edit](#)

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[Edit](#)

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Customer Reference Number	JH987-56329





Part Information



Site Information



Delivery Details



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Additional Contacts	francois.bertrand@acmeanvilis.com, tom.chu@acmepartner.com, gwen.oslo@acmepartner.com
Customer Reference Number	JH987-56329





For support, please contact:
rma_help_external_customers@external.cisco.com