



Customer Handoff RMA Creation Experience!



Steps to RMA Creation




Customer Received RMA Handoff Email

Arrange By: Conversations ▾ Newest on Top ▾

▼ TODAY

Cisco
● Action Required: Complete Your RMA Today
RMA: 87233369

Action Required: Complete Your RMA
Cisco (rma@cisco.com)
Sent: Wednesday, June 15, 2016 at 3:24 PM
To: me

 RMA: 87233369

Please complete your RMA


Your return is not complete until you provide additional information to Cisco.

[Complete Your RMA](#) **Step 2: Site Information**

No longer need the part? You can [cancel your order](#).

Parts

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

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Step 2: Site Information

Service Order:
8723369



Site Information

Shipping Address

Ship to "installed at" address

Company

1 We recommend using a standardized version of your address.

Original Address	Standardized Address
Acme Anvils 1234 Main St. Anytown, CA 91307-2328	Acme Anvils 1234 Main Ave. Anytown, CA 91307-2328

Address Line 4 (Optional)

Mail Stop (Optional)

Country

-- Select --

City State/Province

-- Select --

ZIP

Acknowledgement Contact

Full Name
Natalie Gomez

Phone

Same as Acknowledgement Contact

Full Name

Phone

+1-684

Alternate Phone (Optional)

Email

Step 3: Delivery Details

Service Order:
87233369



Delivery Details

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

Delivery Instructions (Optional) ⓘ

Special Order Instructions (Optional) ^ ⓘ

Adding special instructions may delay your order.

Next

Step 4: Review & Submit

Service Order:
87233369



Review & Submit

Part Information [Edit](#)

Serial Number	Product ID	Product Name	Contract	Service Level
FTX1041A0AV	VS-S720-10G-3C(=)	2851 Integrated Services Router	Not Covered	N/A

Contacts [Edit](#)

Originator	Justine Chu, Logistics Support Center (LSC) Agent - jchu@cisco.com
Customer Contact	natalie.gomez@acmeanvils.com
Acknowledgement Contact	Natalie Gomez +1 555-555-5555 natalie.gomez@acmeanvils.com
Additional Contacts	francois.bertrand@acmeanvils.com, tom.chu@acmepartner.com, gwen.oslo@acmepartner.com

Site Information [Edit](#)

Address	Acme Anvils, Inc. 1234 Main Street Anytown, CA 91307-2328
Ship To Contact	John Doe +1 555-555-5555 john.doe@acmeanvils.com
Acknowledgement Contact	Natalie Gomez +1 555-555-5555 natalie.gomez@acmeanvils.com
Additional Contacts	francois.bertrand@acmeanvils.com, tom.chu@acmepartner.com, gwen.oslo@acmepartner.com

Delivery Details [Edit](#)

[Submit](#)

Confirmation Page



Product Returns & Replacements (RMA)



RMA 87114859 Submitted

Next Steps

- The order is being processed by our facility.
- The customer will receive an email with shipment tracking information and next steps.

Part Information

Serial Number	Product ID	Product Name	Contract	Service Level
FTX1041A0AV	VS-S720-10G-3C(=)	2851 Integrated Services Router	Not Covered	N/A

Reminder Emails

Action Required: Complete Your RMA
Cisco (rma@cisco.com)
Sent: Wednesday, June 15, 2016 at 3:24 PM
To: me

Your Incomplete RMA Will Expire Soon
Cisco (rma@cisco.com)
Sent: Wednesday, June 15, 2016 at 3:24 PM
To: me

Your Incomplete RMA Has Expired
Cisco (rma@cisco.com)
Sent: Wednesday, June 15, 2016 at 3:24 PM
To: me

RMA: 87233369
Service Request Number: 635391617

Your incomplete RMA has expired
RMAs expire within 7 days if they are not completed.

Parts

Serial Number	Product ID	Product Name	Contract	Service Level
FTX1041A0AV	CISCO2851-SRST/K9	2851 Integrated Services Router	2326314	Premium Parts & Labor - 4 Hour

Field Engineer

Name	Phone	Task Number
N/A	N/A	N/A

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Thank you!

