



Introduction to Cisco RMA

RMA Creation in the Product Return and Replacement Tool

Global Order Management - Change Management & Training
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PRR Key Features



'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

PRR 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
3. Ability to change RMA to Return Only

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. Ability to search from recent addresses or search by Site ID

3

Delivery Details

1. Ability to schedule orders
2. Add site access information, delivery and special instructions
3. Ability to upgrade or downgrade service level

4

Review & Submit

1. Ability to modify Step 1-4 of the RMA Creation process
2. Submit your RMA

Important note: Ability to Duplicate existing RMA

PRR Main Landing Page

1

Users will start the RMA process on the Product Returns and Replacement tool Main Landing Page (2).

The URL for PRR is:

<https://lbpm.cisco.com/rma/home/>

Users can either search for an existing RMA (3 - refer to the training resource for how to search for RMA's in PRR) OR users can initiate a new RMA - 4).

If the user sees the "Create Service Request" option and not the "Create New RMA" option, then this user does not have the capability of creating an RMA and must request access (5)

The screenshot shows the Cisco Product Returns & Replacement (RMA) Main Landing Page. At the top, there is a navigation bar with "English - Worldwide" and "Timothy Priest". The main heading is "Product Returns & Replacement (RMA)". Below the heading is a search bar with a dropdown menu set to "RMA" and a search icon. A "Create New RMA" button is prominently displayed. Below this button are two input fields: "Requester's Cisco ID" and "Start with Serial Number" (with a dropdown arrow). Below these fields is a "Next" button. At the bottom of the page, there is a "Help with Order Tools" section with a "Feedback Tool" link.

1: The main heading "Product Returns & Replacement (RMA)".

2: The search bar area.

3: The search bar dropdown menu.

4: The "Create New RMA" button.

5: The "Feedback Tool" link in the "Help with Order Tools" section.

PRR Part Information Screen

Users will start the RMA creation process on step 1 "Part Information" (2).

A Failure category and sub-category will need to be selected for each part.

Additional parts can be added (3) and the options to select a field engineer (if entitled) (4) and whether this is a 'return' and 'ship' order (4)

1

Depending on the user (internal to Cisco), the capability for "Customer Handoff" (5) is available. There are resources available for this feature, please contact Cisco Order Management for more details.

Users who see the Chat Icon (6) are able to initiate chats with the Logistics Service Center (LSC) agents, who can assist with RMA creation.

Users can initiate chats from any of the PRR pages.

The screenshot shows the 'Service Order (8911164)' interface. At the top, a progress bar indicates four steps: 1. Part Information (highlighted in blue), 2. Site Information, 3. Delivery Details, and 4. Review & Submit. Below the progress bar is a table with columns: Serial Number, Product ID, Product Description, Contract, Service Level, Return, Ship, and Field Engineer. The first row contains: FOC183213E3, UCS-FI-6296UP#, UCS 6296UP 2RU FI/D PSU/D Fan/D DC - SPARE FOR SERVICES ONLY, Premium Parts & Labor - 4 Hour, a checked 'Return' box, an unchecked 'Ship' box, and a dropdown menu for 'Field Engineer' (highlighted with a green circle 4). An 'Add Part' button is located at the bottom right of the table (highlighted with a green circle 3). Below the table is a 'Failure Code' dropdown menu (highlighted with a green circle 2) showing options like 'HW Fail - Other', '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', and 'Wrong Part Ordered'. At the bottom of the screen, there are two buttons: 'Complete RMA for the Customer' (highlighted with a green circle 5) and 'Send RMA to the Customer'. A chat icon (highlighted with a green circle 6) is located in the bottom right corner.

PRR Site Information Screen

1

You can use the address on file for the 'install at' address (2), or you can select to input a custom address (often referred to as a 'drop ship' address - 3).

You will want to validate the 'Ship to Contact' and 'Acknowledgement Contact' (4), as well as 'Additional Email Contacts' and 'Customer Reference Number' (both of those are optional - 5)

The screenshot shows a 'Service Order (88911184)' form with a progress bar at the top containing four steps: 1. Part Information, 2. Site Information, 3. Delivery Details, and 4. Review & Submit. The 'Site Information' step is active. The form is divided into several sections:

- Shipping Address:** A search bar and a checkbox labeled 'Ship to "installed at" address' are highlighted with a green box and a '2' callout.
- Address Fields:** A large green box highlights the 'Company', 'Attention (Optional)', 'Address line 1', 'Address Line 2 (Optional)', 'Address Line 3 (Optional)', and 'Address Line 4 (Optional)' fields. A '3' callout is placed over the 'Address Line 3' field.
- Contact Information:** A large green box highlights the 'Ship to Contact' and 'Acknowledgement Contact' sections. The 'Ship to Contact' section includes a checked checkbox 'Same as Acknowledgement Contact', 'Name', 'Phone', 'Alternate Phone (Optional)', and 'Email' fields. The 'Acknowledgement Contact' section includes 'Name', 'Phone', 'Alternate Phone (Optional)', and 'Email' fields. A '4' callout is placed over the 'Email' field in the 'Ship to Contact' section.
- Optional Fields:** A large green box highlights the 'Additional Email Contacts (Optional)' and 'Customer Reference Number (Optional)' sections. A '5' callout is placed over the 'Additional Email Contacts' section.

A blue 'Next' button is located at the bottom of the form.

PRR Delivery Details Screen

1

Any changes to the service level (2), delivery instructions (3) or special order instructions (4) can be made here.

You will not be able to upgrade the service level in some cases, depending on the contract.

Service Order (88911164)

Progress: Part Information (✓) | Site Information (✓) | **3 Delivery Details** | 4 Review & Submit

Product ID	Product Description	Contract	Service Level	Return	Ship	Field Engineer
UCS-FI-6296UP=	UCS 6296UP 2RU FI/0 PSU/0 Fan/0 DC - SPARE FOR SERVICES ONLY		Advance Replacement - 10th Business Day	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No
			Service Level Variance Reason			
			Downgrade Based on Product Entitlement			

2

3 Delivery Instructions (Optional)

Special Instructions (Optional) ⓘ

Adding special instructions may delay your order.

4

Next

- Premium Parts & Labor - Next Business Day (Downgrade)
- Premium Parts Only - 2 Hour (Downgrade)
- Premium Parts & Labor - Next Calendar Day OnSite (Downgrade)
- Premium Parts Only - 4 Hour (Downgrade)
- Spares on Site - 4 Hour (Downgrade)
- Spares on Site - Next Business Day (Downgrade)
- Advance Replacement - Next Business Day (Downgrade)
- Advance Replacement - Next Calendar Day (Downgrade)**
- Advance Replacement - Same Day Ship (Downgrade)
- Advance Replacement - Same Day Ship Regional (Downgrade)
- Advance Replacement - 8th Business Day (Downgrade)
- Advance Replacement - 10th Business Day (Downgrade)
- Return & Replace - 10th Business Day (Downgrade)
- Return & Replace - 15th Business Day (Downgrade)
- Return & Replace - 45th Business Day (Downgrade)

PRR Review and Submit Screen

1

The Review and Submit screen allows you to verify the contents of the order before submitting and creating an RMA.

You are able to 'edit' (2) the data as necessary, prior to submittal.

Service Order (88911164)

Part Information Site Information Delivery Details Review & Submit

Part Information [Edit](#)

Serial Number	Product ID	Product Description	Contract	Service Level
F0C183213E3	UCS-FI4296UP+	UCS 6296UP 2RU F10 PSU0 Fan0 DC - SPARE FOR SERVICES ONLY		Advance Replacement - 10th Business Day (Downgrade) Service Level Variance Reason Downgrade Based on Product Entitlement

Service Request Number

Service Request Number: N/A

Failure Code [Edit](#)

Failure Code	HW Fail - Other
Failure Description	DI

Instructions [Edit](#)

Delivery Instructions	N/A
Special Order Instructions	N/A

Site Information [Edit](#)

Address	
Ship To Contact	
Requester's Cisco ID	
Acknowledgement Contact	
Additional Contacts	N/A
Customer Reference Number	N/A
Mail Stop	N/A

Submit

PRR Submission Screen

1

Once your RMA is submitted, you will see the RMA # (2), and details of the next steps in the process (3).

The screenshot displays the PRR Submission Screen with a progress bar at the top. The progress bar has four steps: Part Information, Site Information, Delivery Details, and Review & Submit. The 'Submitted' status is highlighted with a green box and a green circle containing the number 2. The RMA number 88943537 is also highlighted with a green box and a green circle containing the number 2. The 'Next steps' section contains two bullet points: 'Orders are being processed by our facility.' and 'You'll receive an email with shipment tracking information and next steps.' A green circle containing the number 3 is positioned next to these steps. The 'Part Information' section contains a table with columns: Serial Number, Product ID, Product Description, Contract, and Service Level. The 'Service Request Number' section contains a table with columns: Service Request Number and N/A. The 'Failure Code' section contains a table with columns: Failure Code and HW Fail - Other, and Failure Description and 1st. The 'Instructions' section contains a table with columns: Delivery Instructions and N/A, and Special Order Instructions and N/A. The 'Site Information' section contains a table with columns: Address, Ship To Contact, Requester's Cisco ID, Acknowledgement Contact, Additional Contacts, Customer Reference Number, and Mail Stop, with N/A values for the last four columns.

Progress Bar: Part Information, Site Information, Delivery Details, Review & Submit

RMA # 88943537 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 Description	Contract	Service Level
FOC183213E3	UCS-F1-6296UP+	UCS 6296UP 2RU F10 PSU0 Fan0 DC - SERVICE FOR SERVICES ONLY		Advance Replacement - 10th Business Day (Downgrade) Service Level Variance Reason Downgrade Based on Product Entitlement

Service Request Number

Service Request Number	N/A

Failure Code

Failure Code	HW Fail - Other

Failure Description

Failure Description	1st

Instructions

Delivery Instructions	N/A

Special Order Instructions

Special Order Instructions	N/A

Site Information

Address	

Ship To Contact

Ship To Contact	

Requester's Cisco ID

Requester's Cisco ID	

Acknowledgement Contact

Acknowledgement Contact	

Additional Contacts

Additional Contacts	N/A

Customer Reference Number

Customer Reference Number	N/A

Mail Stop

Mail Stop	N/A

PRR Duplicate RMA Feature

1

In some cases, it may be more efficient to copy, or 'duplicate' an existing RMA to create a new RMA. To do so, on the order summary page, you can choose to 'Duplicate' (2) the RMA.

Users will then be asked to verify if they want to duplicate or not (3), and can proceed with the process.

RMA 88970840 [Duplicate](#)

Overview Order Replacement Parts Return Parts Notes

Time Zone (GMT +5.5)

Order Progress

- Order Cancelled
684337199
May 03, 2018 09:13
- Estimated Arrival:
SG95-24-AS ETA Unknown
- Order Created
684337199
May 01, 2018 00:14

Cancelled

Type
Part
Return

Ship To Contact

Review RMA Information

Duplicate of RMA 88970840 will be created.

Part Information

Product ID	Product name	Contract	Service Level
SG95-24-AS	SG95-24 Compact 24-Port Gigabit Switch		Return & Replace - 10th Business Day

Don't Duplicate RMA Next

Review RMA Information

Duplicate of RMA 88970840 will be created.

Acknowledgement Contact

30199
(cc)

Don't Duplicate RMA Create Duplicate RMA