Global Order Management
Requesting Access to the PRR Tool
Product Returns and Replacement Tool

Global Order Management – Change Management & Training
January 2020 Rev 0

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PRR Main Landing Page & Overview

- Cisco's Global Order Management Team is responsible for maintaining and supporting the PRR, or Product Returns and Replacement Tool

- A link to the tool can be found [HERE](#)

  - The purpose of this tool is to allow internal Cisco employees, and external Cisco customer and partners, to create RMAs

  - There are multiple layers of validation that restrict RMA creation to only eligible and entitled users and associated Serial Numbers

  - External users are restricted to creating RMAs using a very limited means, namely using the Serial Number

  - Users "SVO" class will determine their access capabilities

  - Users SVO class is available in the CPR (Customer Profile Registry)

Feedback Tool and Requesting Access

- Users who do not have access to create RMAs directly in the tool will have an option to "Create New Service Request" (1)

  - This option forces requestors to create an "SR" with the TAC (Technical Assistance Center), which will assist the user through the process of troubleshooting and validating whether an RMA is required or not

- Users should scroll down on the PRR main landing page and locate the "Help With Order Tools" Option (2) and Select "Feedback Tool"
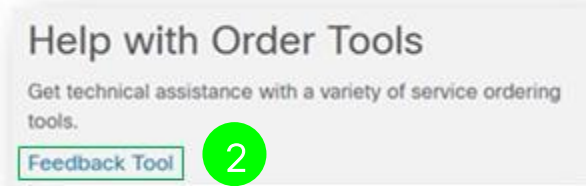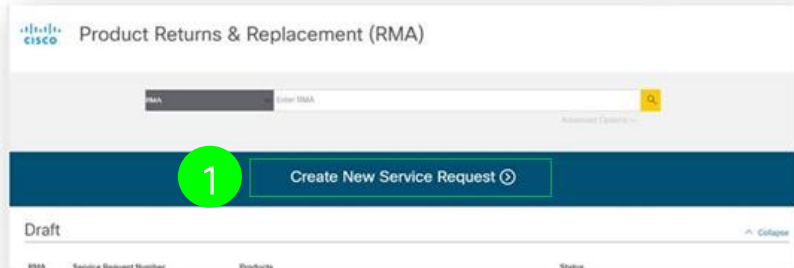
Feedback Tool and Requesting Access

- Within the Feedback Tool, users will need to provide basic information to get the request for access set into motion (1)

- Input the required information and select submit
  - The SLA (Service Level Agreement) to grant/deny access to PRR is;
    - 2 business days to accept the case
    - 10 business days to grant/deny access

1

Tool *
Product Return and Replacement (RMA)

Category
Access Request

Theater
None Selected

Please provide a detailed description of your question, concern, feedback, or what you need to have fixed.

Requesting access to PRR for RMA entry for this CCOID 1234XYZ.