



Takeback Incentive Quick Start Guide

As a Cisco Environmental Sustainability Specialized partner, leveraging the below talking points can aid you in the systems migration planning and conversation with your customer.



1

Introduce the topic of environmental sustainability and the importance of the circular economy to your customer.

View more information you can share with the customer around Cisco's sustainability efforts with the [Cisco Purpose Report](#).

Discuss your company's sustainability efforts and your role in the Circular Economy as an Environmental Sustainability Specialized Partner.

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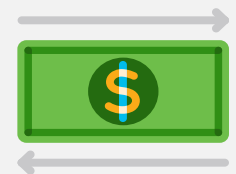
3

Share Cisco's pledge to take back 100% of used hardware. Contribute to the effort to keep an estimated \$2B of aging hardware out of landfills.

Explain the incremental discounts* available to the customer in exchange for an agreement to return the displaced hardware to Cisco for responsible disposal of the items.

*Takeback incentive discount available to Cisco Partners with Environmental Sustainability Specialization and located in countries where Cisco provides returns support. [View supported countries](#).

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Describe the country-specific process for product return shipment and disposal. Ensure both you and the customer understand the process for your specific country. [Review the country specific returns instructions](#).



Ask for permission to itemize the trade-in hardware as a return process requirement.

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Document the trade-in hardware that will be returned and obtain written agreement from the customer that the itemized hardware will be returned to Cisco once new hardware/software is installed and functional. ([Download this customer agreement template](#) that can be customized for your company) Below are some helpful tips:

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- For cross-border exports, make sure no Dual Use products are included in the trade-in. [Visit the Public Export Product Data \(PEPD\) site to check products.](#)
- Trade-in returns pick-up is not available for all countries. Check if the customer pick-up location is within the [Cisco returns supported countries.](#)

Note that Meraki hardware has a different returns process as it must be returned through Meraki recycling logistics for [End-of-Use Meraki Returns](#). Please do not include Meraki Trade-in hardware in CCW and ensure your customer is aware that any used Meraki hardware will be recycled. Request a Meraki RMA through the link above.

In [Cisco Commerce Workspace \(CCW\)](#), enter the agreed trade-in items, provide the shipping contact for the hardware pick-up, and acknowledge you have customer agreement for the returns prior to booking the deal.

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Once the new hardware/software is received and operational at the customer site, request shipping pick-up for agreed trade-in items by [submitting a POWR request](#).

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If you have any questions or problems with the RMA process, initiate a case by going to the [Customer Service Hub](#), search “RMA Return Support”, select “Open a case” and provide details.

Help ensure that hardware is packaged and ready to be shipped from your customer site. For packaging guidelines and more details please [go to the Trade-in Product Return Information page](#).

Thank your customer for helping to make a difference!

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More information on the Takeback Incentive available at cisco.com/go/takeback