



Send IT Back for Cisco Product Return – Everything You Need to Know

Cisco has created a fast-and-easy product return process called Send IT Back. The process is low touch and very intuitive, but the following detail is provided for interested users.

What's in this Write-up?

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2. Packaging
3. Submitting a pickup request
4. What happens next?

1. Quick Overview

Return requests are made using the Send IT Back mobile app.

- The mobile app is available for the [Apple iPhone](#) and [Android](#) smartphones. Go ahead. Download it now.
- Use Send IT Back only for the return of intact Cisco equipment
- Use Send IT Back for equipment located in any of the following countries.
 - United States
 - United Kingdom
 - [27 European Union](#) countries



Send IT Back

If you've already started a different return process, don't use Send IT Back for the same equipment. Cisco's other, used-product, return processes are:

- On our website: [TB&R](#)/Takeback & Recycle or [EPuP](#)/Exceptional Pickup Program
- In the [CCW](#)/Cisco Commerce Workspace sales tool: [MIP](#)/Migration Incentive Program used product return

Fast and easy pickup:

- Package your equipment ready for shipment.
- Use Send IT Back ([iPhone](#) or [Android](#)) to initiate a pickup request. Consolidate pickup requests whenever practical.

Tell us about the return experience via the Contact Us feature in the Send IT Back app (upper left menu).

2. Packaging

[Package](#) your used gear for typical commercial shipment.

- If you're installing new gear, use the new-equipment boxes to package the used gear you're returning.
- Stack the sealed boxes on pallets and shrink wrap. Boxes shouldn't overhang the pallet.

or

- Place the equipment on a pallet in even layers, with sufficient cardboard slip sheets (or flattened cardboard boxes) between each layer to provide protection. Then shrink wrap the pallet.
- Don't put loose material onto the pallet before shrink wrapping. Seal smaller equipment in a box and place on the pallet before shrink wrapping.
- Individual boxes, suitable packed and sealed for commercial shipment, can be used if you don't have a full pallet.

3. Submitting a Pickup Request

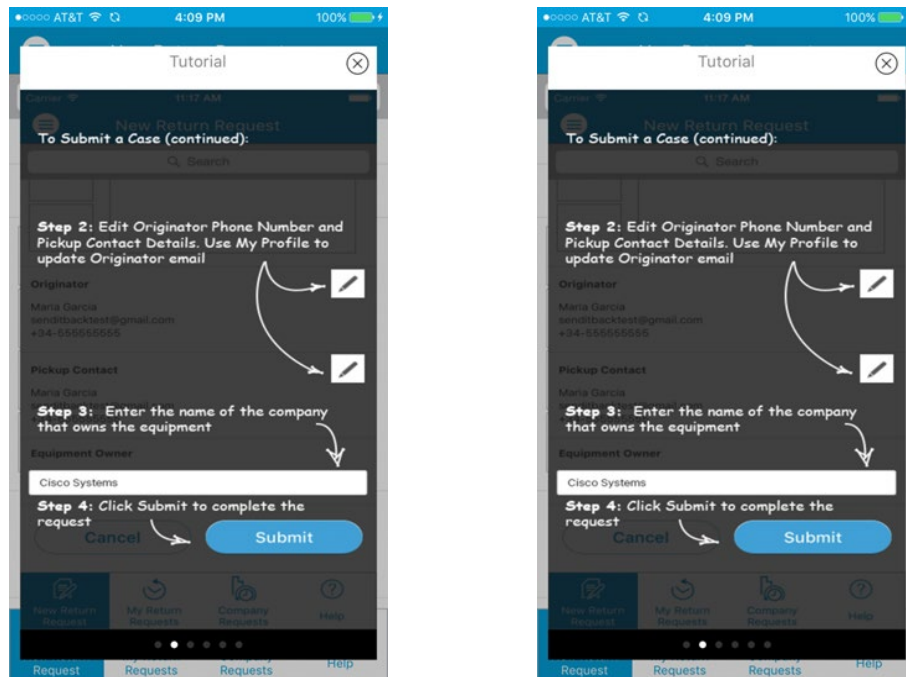
You need a [cisco.com](#) account to log into Send IT Back. Listen to this short WebEx [recording](#) to learn how to get a [cisco.com](#) account. The recording password is SendITBack2 (case sensitive).

The first time you use the app:

- A tutorial will pop up after your first log-in. The tutorial gives an overview of most app functionality.



- Per the tutorial, to submit a pickup request:
 - Take up to four pictures. The pictures should be of the sealed boxes or wrapped pallets ready to be picked up. **Do not** take pictures of the individual pieces of equipment. If one picture shows everything that needs to be picked up, that's all we need.
 - Confirm your phone number. Use the pencil icon on the right to edit.
 - Update the Pickup Contact information (default is you).
 - Fill in the Equipment Owner (customer or partner name).
 - Tap Submit.

Two screens from the tutorial related to submitting a pickup request are shown below.



The full tutorial can be accessed anytime from the app upper left menu.

4. What Happens Next?

- Once you press Submit, you and the Pickup Contact will get an email confirming the pickup request.
- The Pickup Contact will receive a phone call or email from the Transport Agent to schedule the pickup. The Transport Agent gets the same email you and the Pickup Contact do.
- The request Originator will get email confirming each step of the process. The Pickup Contact gets some of the email as shown below:
 - Submit (cc: Pickup Contact)
 - Pickup scheduled (cc: Pickup Contact)
 - Pickup actual
 - Delivery actual (to Cisco)
 - Processed
- After your shipment is Processed, you'll see a list  icon appear by your case in the mobile app. Tap the List icon to see a list of the equipment Cisco received. Use the My Requests or Company Requests tiles at bottom to see your or all your company's cases.
- You can email the Equipment List to yourself by choosing the mail  icon in the upper right of the Equipment List screen.

If you have any questions, please contact sitb_operations@cisco.com. We'll update this write-up based on your comments and questions.

The latest version of this write-up is available at: <http://cs.co/senditbackinfo>

Link to Send IT Back: Apple App Store: <https://itunes.apple.com/us/app/send-it-back/id1140287915>

Google Play: <https://play.google.com/store/apps/details?id=com.cisco.sitb>