



# Cisco Certified Refurbished Equipment Order Management Tool



## Enhanced Functionality Overview

# Learn about New Tool Functionality and System Enhancements...

- View short pre-recorded WebEx trainings to learn how to:
  - [Create an Order](#)
  - [Convert a Quote](#)
  - [Search Inventory](#)
  - [Set Default Ordering Parameters, Email Alerts, etc.](#)
- Explore functionality overview on remaining pages of this Presentation
- Contact [Customer Service](#) for questions or further assistance



Click on links to access trainings

# New Landing Page

- Inventory Searches
- Subscription Settings
- Historical Searches



Solutions Products & Services Ordering Support Tr

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 Refurbished Equipment Ordering Tool  
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## Cisco Certified Refurbished Equipment Refurbished Equipment Ordering Tool

Orders Product Inventory Preferences Reports

Summary | Quotes Received | Reserved Inventory | Submitted Orders | Closed Orders

### Quotes Received - Next 5 To Expire

Quote ID	Sub Total	Date Submitted	Expiry Date	Expires In
Q0001570	9618.77	25-Feb-2009	27-Mar-2009	28 Days

[View All \(1 Total\)](#)

### Reserved Inventory - Next 5 To Expire

Reserved Inventory ID	Sub Total	Expiry Date	Expires In	Cancel	Convert
C000156	6966.00	04-Mar-2009	In 5 Days	<a href="#">Cancel</a>	<a href="#">Submit</a>

[View All \(1 Total\)](#)

### Submitted Orders - Last 10 Updated

Sales Number	PO Number	Expected Ship Date	Status	Status Updated
O000900	45678	28-Feb-2009	Open	2 Days Ago

[View All \(1 Total\)](#)

**Start a New Order**

Select User:

Enter a Ship to Country:

Enter a Part Number:

Or Enter:

**Contact Us**

US & Canada Customers

**Remarketing Sales**  
 ciscoremarketingsales@cisco.com

**Remarketing Customer Service**  
 remarketing@external.cisco.com or  
 1-800-861-2535

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**Convert a Quotation**

**Convert a Short-term Inventory Reservations**

**Review Recent Orders**

# Order Creation

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Cisco Certified Refurbished Equipment  
**Refurbished Equipment Ordering Tool**

Orders | **Product Inventory** | Preferences | Reports

Summary | Quotes Received | Reserved Inventory | Submitted Orders | Closed Orders

Quotes Received - Next 5 To Expire

Quote ID	Sub Total	Date Submitted	Expiry Date	Expires In
G001570	9618.77	25-Feb-2009	27-Mar-2009	24 Days

View All (1 Total)

Reserved Inventory - Next 5 To Expire

Reserved Inventory ID	Sub Total	Expiry Date	Expires In	Cancel	Convert
C000156	6966.00	04-Mar-2009	1 Day	<a href="#">Cancel</a>	<a href="#">Submit</a>

View All (1 Total)

Submitted Orders - Last 10 Updated

Sales Number	PO Number	Expected Ship Date	Status	Status Updated
0000900	45678	28-Feb-2009	Open	5 Days Ago

View All (1 Total)

**Start a New Order**

Enter a Ship to Country:  
United States

Enter a Part Number:  
CP-7960G

Or Enter:

**Contact Us**

US & Canada Customers

**Remarketing Sales**  
ciscoremarketingsales@cisco.com

**Remarketing Customer Service**  
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**Begin the order process by choosing the Ship to Country and searching for the desired product.**

**Searches by:**

- The Cisco Certified Refurbished Part Number
- The New Cisco Part Number
- Single or Multiple Part Numbers

# Multiple Part Search

Type or paste Cisco or Cisco Remarketing part numbers below. Format with Quantity followed by Part Number. Multiple parts may be entered with a space or return but do not return after last part is entered. ie. 2 WS-C6509-RF 3 WS-G5484-RF etc.

List Part Numbers:

```
4 CISCO1721VPN/K9-RF
6 CISCO1751-RF
2 CISCO1751-V-RF
3 CISCO1760-RF
8 CISCO1760-VPNK9-RF
4 CISCO1760-V-RF
1 CISCO1801/K9-RF
```

Limit of 50 Products

Or Upload File

Upload a file compatible with Microsoft Excel 2003 or equivalent.

[Download a file with sample formatting.](#)

**Cut and Paste and file upload options are supported**

# Inventory Search

The screenshot shows the Cisco Inventory Search interface. At the top, there is a navigation bar with links for Solutions, Products & Services, Ordering, Support, Training & Events, and Partner Central. Below this is a sidebar with various links including HOME, REFURBISHED EQUIPMENT, and Program Overview. The main content area is titled 'Cisco Certified Refurbished Equipment' and contains a 'Product Inventory' section with tabs for Orders, Product Inventory, Preferences, and Reports. A 'Cart Summary' shows 'no items' with a 'View Cart' button. Below this is a table with columns for Order Qty., Qty. Avail., Part Number, Lead Time, List, Net, and Auth. Buy. The table contains one row with the following data: Order Qty. 23, Qty. Avail. 935, Part Number CP-7960G-RF, Lead Time 3 days, List USD 438.00, Net USD 328.50, and Auth. Buy USD 328.50. To the right of the table is a 'Start a New Order' section with a 'Ship to Country' dropdown (United States), a 'Part Number' input field with a 'Go' button, and a 'Multiple Parts...' button. Below the table is a 'Search for Products' section with a 'Part Number' input field, an 'Availability' section with radio buttons for 'All' (selected) and 'In Stock Only', and a 'Lead Time' dropdown (Any). At the bottom of the search section are 'Search' and 'Download All Inventory' buttons. On the far right, there is a 'Contact Us' section with links for 'US & Canada Customers', 'Remarketing Sales', and 'Remarketing Customer Service'.

## Adding Parts to the Shopping Cart

- Enter the desired quantity noting leadtime
- Select “Add to Cart”
- Repeat steps to add additional products to the cart
- Select “View Cart” to complete the order

# Order Creation

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Cisco Certified Refurbished Equipment

Products to Order

Line	Order Qty.	Qty. Avail.	Con. Inv.	Part number	Lead Time	List	Net	Auth. Buy	Extended	LineStatus
<input type="checkbox"/> 1	23	935	0	CP-7960G-RF	3 days	USD 438.00	USD 328.50	USD 328.50	USD 7555.50	Allocated

Remove Selected | Recalculate Totals | Add a Part | Enter Part Number | Add

Currency: USD  
Sub Total: 7555.50  
Total: 7555.50

Please enter your promo code at the end of this order to earn your discount.

General Information

Payment Method:  
 By Purchase Order Number: 564789 Confirm Purchase Order Number: 564789  
 Customer Reference: [Field]  
Description: [Field]

Tax Exempt:  
 Yes  
 No

Account Manager: Andy Brown  
Payment Type: 1%NET30

Continue | Reset | Cancel

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- Selecting “View Cart” opens the order creation page
- The order creation process follows the same flow as the original tool
- The order creation has been divided in three separate pages for ease of navigation
- Click “Continue”
- Complete remaining order information

# Order Confirmation Screen

The screenshot displays the Cisco Refurbished Equipment Ordering Tool interface. At the top, there is a navigation bar with links for Solutions, Products & Services, Ordering, Support, Training & Events, and Partner Central. The main content area features a sidebar on the left with a navigation menu including HOME, REFURBISHED EQUIPMENT, Program Overview, News & Enhancements, User Guides, Customer Service, Part Promotions, Administration, CSR, and Service Finder. The main header reads "Cisco Certified Refurbished Equipment Refurbished Equipment Ordering Tool". Below this, there are tabs for Orders, Product Inventory, Preferences, and Reports. A green success message states: "Your Order '0000932' has been successfully submitted. Please contact the Remarketing Customer Service team for any changes or questions about this order: remarketing@external.cisco.com or 1-800-861-2535". To the right, there is a "Start a New Order" section with a "Ship to Country" dropdown, a "Part Number" input field with a "Go" button, and a "Multiple Parts..." button. Below this is a "Filter Orders By:" section with "Status" (All (20)), "Date Range" (From: To:), and a "Reload Orders" button. At the bottom, there is a "Submitted Orders" section with a pagination control showing "Showing 1-0 of 0" and "Previous << | >> Next". The footer contains contact information and copyright notices.

- As with the previous tool, a confirmation page is generated
- The Sales Order Number will then be displayed in the Submitted Order screen.
- Selection the Summary screen to return to the initial landing page

# Reports



Log off | Profile | About Cisco

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HOME Cisco Certified Refurbished Equipment

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Service Finder

Orders Product Inventory Preferences Reports

Report Options

The \*\* indicates a required field.

Report Type: Order Status

Search Criteria:\*

By Number:

Sales Order ID Enter Number

By Date Entered Range:

MM-DD-YY To MM-DD-YY

Display Options:

Display Serial Numbers

Download as Excel File

Run Report

Start a New Order

Enter a Ship to Country:

Select...

Enter a Part Number:

Go

Or Enter:

Multiple Parts...

Contact Us

US & Canada Customers

Remarketing Sales

ciscoremarkingsales@cisco.com

Remarketing Customer Service

remarketing@external.cisco.com or 1-800-861-2535

View Other Region Contacts

## The Reports tab allows for searches that include:

- Order Status
- Open Orders
- Closed Orders
- Invoice Copies

Output can be to the screen or downloaded to Excel for analysis

# User Profile

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Cisco Certified Refurbished Equipment  
**Refurbished Equipment Ordering Tool**

Orders | **Product Inventory** | Preferences | Reports

Return to Landing page *Currently accessing Cisco Capital*

Order Default | My Profile

**My Profile**

Contact Information: Name: **Paul Jones**  
Edit Details  
Business/Primary Email Address: **PJ@CSC.com**  
Alternative Email Address:  
Business/Primary Address: **Internal Modus Account 3675 Cisco Way San Jose, CA, 95134 US**  
Business/Primary Phone Number: **1-555-1212 Ext**  
Fax Number: **1-555-1234**  
May Cisco Remarketing contact me about related products or promotions?  
**Yes**

E-mail Updates: May Cisco Remarketing send you price change information?  
**Yes**  
Edit Details  
May Cisco Remarketing send you information when inventory becomes available?  
**Yes , Daily**  
May Cisco Remarketing send you information an inventory On-hand Report?  
**Yes , Daily**

**Start a New Order**  
Enter a Ship to Country:  
Select...  
Enter a Part Number:  
Go  
Or Enter:  
Multiple Parts...

**Contact Us**  
US & Canada Customers  
**Remarketing Sales**  
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**The Preferences tab is where the Profile and Subscription information is maintained:**

- Order Default Values
- Product Inventory Updates
- Pricing Updates
- Inventory Reports

# Product Search by Product Category

The screenshot displays the Cisco Refurbished Equipment Ordering Tool. At the top, there is a navigation bar with links for Solutions, Products & Services, Ordering, Support, Training & Events, and Partner Central. Below this, a sidebar on the left contains a menu with options like HOME, REFURBISHED EQUIPMENT, Program Overview, News & Enhancements, User Guides, Customer Service, Part Promotions, Administration, CSR, and Service Finder. The main content area is titled 'Refurbished Equipment Ordering Tool' and includes tabs for Orders, Product Inventory, Preferences, and Reports. A 'Cart Summary' section shows '(no items)' and a 'View Cart' button. Below this is a 'Ship to Country' dropdown menu set to 'United States'. A 'Search for Products' section features a 'Part Number' input field, an 'Availability' section with radio buttons for 'All' (selected) and 'In Stock Only', and a 'Lead Time' dropdown menu set to 'Any'. A 'Browse for Products' section lists categories like Gateway, Security, Voice, EOL1, Network Modules, Optical Switch, Wireless Networking, Router, Video Service, and Port Adapters. On the right side, there are sections for 'Start a New Order' with a 'Ship to Country' dropdown and a 'Go' button, 'Product Highlights' featuring a 'Cisco live!' event from June 22-26, 2008 in Orlando, FL, and 'Contact Us' information for US & Canada Customers, including a 'Remarketing Sales' email and a 'Remarketing Customer Service' phone number.

**We have added functionality to support drill-down product searches:**

- Simply click on the desired Category hyperlink
- Continue to Navigate to the product offerings
- Side-by-Side product comparisons can be performed

# Product Details

Log off | Profile | About Cisco

Solutions | Products & Services | Ordering | Support | Training & Events | Partner Central

HOME | REFURBISHED EQUIPMENT | Cisco Certified Refurbished Equipment

Program Overview | News & Enhancements | User Guides | Customer Service | Part Promotions | Administration | CSR | Service Finder

Orders | Product Inventory | Preferences | Reports

Cart Summary: (no items) [View Cart](#)

Part Number: CP-7910G-RF

The Cisco 7910G IP Phones address the voice communication needs associated with a reception area, lab, manufacturing floor, or an employee with a minimal amount of telephone traffic. It has access to a single telephone line or directory number. Displayed information makes it easy to use phone features.

Order Qty.	Qty. Avail.	Part Number	Lead Time	List	Net
<input type="text"/>	4040	CP-7910G-RF	3 days	USD 110.00	USD 82.50

Items per page: 10 | Showing 1-1 of 1 | Page 1 | >> Next

[Add To Cart](#)

Main Specifications | Detailed Specifications | Standard Configuration

Caller ID:	Yes
VoIP Protocols:	SCCP
Compatible Software:	Cisco CallManager 3.0 or later
Main Features:	Power over Ethernet (PoE) support
Display:	LCD display - monochrome
Lines Supported:	Single-line
Product Description:	Cisco IP Phone 7910G - VoIP phone
Voice Mail Capability:	Yes
Product Type:	VoIP phone
Network Ports Qty:	1 x Ethernet 10Base-T/100Base-TX
Voice Codecs:	G.711, G.729

Related Products

There are no related products.

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Start a New Order

Enter a Ship to Country:

Enter a Part Number:  [Go](#)

Or Enter: [Multiple Parts...](#)

You may also be interested in ...

CP-7912G-A-RF  
CP-7912G-RF  
CP-7914-RF

Contact Us

US & Canada Customers

Remarketing Sales: [ciscoremarketingsales@cisco.com](mailto:ciscoremarketingsales@cisco.com)

Remarketing Customer Service: [remarketing@external.cisco.com](mailto:remarketing@external.cisco.com) 1-800-861-2535

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- We have provided a summary of the product specifications
- There are also detailed product specifications
- Product Bill of Materials information is detailed here too

# Product Comparisons



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- Products & Services
- Ordering
- Support
- Training & Events
- Partner Central

- HOME
- REFURBISHED EQUIPMENT
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    - Customer Service
    - Part Promotions
    - Administration
    - CSR
    - Service Finder

## Cisco Certified Refurbished Equipment Refurbished Equipment Ordering Tool

- Orders
- Product Inventory
- Preferences
- Reports

Cart Summary: (no items) [View Cart](#)

The "\*" indicates a required field.

Ship to Country:\*

Browsing: Voice  phone

**CP-7910G+SW-RF**

Single-line VoIP phone  
2 x Ethernet 10Base-T/100Base-TX

Compare

**CP-7910G-RF**

Yes  
SCCP  
Cisco CallManager 3.0 or later

Compare

**CP-7912G-RF**

Integrated Ethernet switch, Power over Ethernet (PoE) support  
0.729ab, 0.711u, 0.711a  
Yes

Compare

**CP-7935-RF**

Conference VoIP phone  
Integrated Ethernet switch  
Yes (digital duplex)

Compare

**CP-7940G-RF**

Multiple VoIP protocol support,  
Integrated Ethernet switch, Power over Ethernet (PoE) support  
H.323, MGCP, SCCP, SIP  
Yes

Compare

**CP-7960G-RF**

Cisco IP Phone 7960G - VoIP phone  
H.323, MGCP, SCCP, SIP  
Yes (digital duplex)

Compare

**CP-7970G-RF**

Yes  
Cisco CallManager 3.0(3) or later  
Integrated Ethernet switch, Power over Ethernet (PoE) support

Compare

**CP-7971G-GE-RF**

Yes  
Yes  
LCD touch screen, backlight

Compare

[Compare Selected](#)

Showing 1-8 of 8 Previous << | [Page 1](#) | >> Next

**Start a New Order**

Enter a Ship to Country:

Enter a Part Number:  
 [Go](#)

Or Enter:  
[Multiple Parts...](#)

### Contact Us

**US & Canada Customers**

Remarketing Sales  
ciscoremarketingsales@cisco.com

Remarketing Customer Service  
remarketing@external.cisco.com  
1-800-861-2535

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Select up to three products at a time to compare

# Product Comparison Results



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- Partner Central

- HOME
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## Cisco Certified Refurbished Equipment

- Orders
- Product Inventory
- Preferences
- Reports

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Compare Products

	CP-7910G-RF	CP-7912G-RF	CP-7940G-RF
Caller ID	Yes	Yes	Yes
Compatible Software	Cisco CallManager 3.0 or later	Cisco CallManager 3.3(2) or later	Cisco CallManager
Display	LCD display - monochrome	LCD display - monochrome	LCD display - monochrome
Lines Supported	Single-line	Single-line	N/A
Main Features	Power over Ethernet (PoE) support	Integrated Ethernet switch, Power over Ethernet (PoE) support	Multiple VoIP protocol support, integrated Ethernet switch, Power over Ethernet (PoE) support
List Price	USD 110.00	USD 79.00	USD 206.00
Net Price	USD 69.00	USD 50.00	USD 130.00

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**Start a New Order**

Enter a Ship to Country:  
 ▼

Display direct ship availability and lead time.

Enter a Part Number:

Or Enter:

**Contact Us**

**EMEA Customers**

Remarketing Sales  
 care-emea@ciscao.com

Remarketing Customer Service  
 care-emea-cs@external.ciscao.com  
 +31 (0)55 53 84 393

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Clicking on the part number will return the product information and availability