

Cisco Technology Migration Program (TMP)

Section 1: Program Overview

- Q.** What is the Cisco® Technology Migration Program (TMP)?
- A.** The Cisco Technology Migration Program (TMP) is an innovative global sales program enabling customers to trade in their existing Cisco and competitive products in exchange for a trade-in credit toward the purchase of new Cisco products. TMP includes most major products offered by Cisco and also includes many products from select competitors.
- Q.** What are the benefits of TMP for Cisco partners?
- A.** As a sales tool, TMP provides preapproved, up-front credits, allowing Cisco partners to protect their margins while also providing an opportunity for them to generate opportunities in their installed base. Participation in the TMP program can also enhance your company's green credentials - an important message for you to bring to an increasingly eco-conscious marketplace.
- Q.** How do customers benefit by working with partners that participate in TMP?
- A.** TMP provides time and cost savings associated with the process of removing unwanted network equipment. Customers can receive residual value for trading in existing Cisco and select competitor equipment.
- Q.** Is TMP an agreement between the end customer and Cisco or between the partner and Cisco?
- A.** In most cases TMP is a direct agreement between Cisco and the partner. All partners who participate in TMP must accept and are subject to the program's terms and conditions at the time of enrollment. End customers with a direct relationship with Cisco must accept and are subject to the terms and conditions on a transactional basis, when the customer submits any purchase order containing a trade-in quote number.
- Q.** Can TMP be combined with other Cisco programs or incentives?
- A.** TMP credits can be combined with the partner's or customer's standard contractual discount, with the Cisco certification discount (Gold, Silver, Premier, Select, or Master, Advanced, or Express Managed Services) or specialization discount. Globally, TMP is combinable with the Opportunity Incentive Program (OIP), Teaming Incentive Program (TIP), Value Incentive Program (VIP), and VIP Express. TMP is also available to be combined with other theater-specific program and incentives. Please contact your Cisco sales representative or theater TMP program manager for availability.
- Q.** How are TMP credits calculated?
- A.** TMP credits are calculated based on the specific types of products being purchased and the quantities of products being purchased and traded in.

- Q.** How are TMP credits applied?
- A.** The net credit amount is applied against the adjusted list purchase amount after applying the partner's standard and program discounts. The credits are then applied up front at the time of order.

List purchase price

– Customer/partner discount

= Normal price without program

– Net trade-in credit

= Final price

Section 2: Requirements and Details

- Q.** Who is eligible for TMP?
- A.** All Cisco Registered Partners, Certified Partners (Select, Premier, Silver, and Gold), and Master, Advanced, and Express Managed Services Certified Partners are eligible.
- Q.** How do I get started in TMP?
- A.** To gain access to TMP, partners must complete an annual enrollment through [Cisco's Partner Program Enrollment \(PPE\) tool](#). The program terms and conditions must be reviewed and accepted at the time of enrollment. Once partners are enrolled in the program, they are eligible to create TMP quotes using the quick quote process in [Cisco Commerce Workspace \(CCW\)](#).
- Q.** How long is an approved TMP quote valid?
- A.** Once fully approved, a TMP quote is valid for 120 days from the date of approval. If a quote is modified in any manner after being fully approved, a new TMP quote number is generated, with a new expiration date 120 days from the most recent approval.
- Q.** How do I place an order with my TMP quote?
- A.** Once your TMP quote is fully approved, proceed to order products. If ordering through a Cisco Authorized Distributor, provide the auto-generated Deviation Authorization Request ID (DART) located on the Order tab of your CCW deal. If ordering directly from Cisco, create an order in the [Ordering Tool](#), and be sure to select "Trade-In" in the "Order Type" field.
- Q.** Do I have to return the trade-in products?
- A.** Yes, trade-in product returns are a requirement of TMP. Products must be returned to Cisco within 180 days of the date of the return materials authorization (RMA).
- Q.** Is there a cost associated with returning trade-in products to Cisco?
- A.** Cisco has partnered with shipping vendors around the globe to provide **no-cost** pickup and return of Cisco TMP used equipment. This service is available in most geographic regions. If your region does not have this service, follow your [region's specific return instructions](#).
- Q.** Can I dispose of the trade-in gear myself?
- A.** Terms and conditions of TMP require that customers return all trade-in equipment to Cisco within 180 days after shipping of the last item on their new product order. In general, certificates of destruction (CoDs) are not allowed. Case-by-case exceptions will be considered if the customer or return situation makes it impossible or impractical to return products to Cisco. If you would like to request a CoD, please work with your Cisco account manager to complete the Certificate of Destruction Approval Process.

- Q.** How do I return trade-in products to Cisco?
- A.** Return instructions vary by region. [Click here to learn more about the returns process](#). The [Product Online Web Returns \(POWR\) tool](#) allows you to request the partial or full pickup of Cisco TMP-related used equipment. First-time users should view the [POWR demo](#), which shows the benefits of using the POWR tool and provides process-related links to help you create a request for pickup.
- Q.** What happens if I am unable to return the trade-in products?
- A.** If you are unable to return the trade-in equipment to Cisco within 180 days of the RMA date, you may request an extension by submitting an [RMA Extension Request](#). If the trade-in products are not returned within 180 days and an extension request is not received, the TMP terms and conditions state that Cisco may issue an invoice to the partner for the full amount of the credit issued against any piece of equipment not returned and, in certain situations, may remove the partner from TMP.
- Q.** What happens to the equipment once it is returned to Cisco?
- A.** All equipment that is returned to Cisco through this program is handled in an environmentally safe manner using processes that comply with all e-waste regulations, including the EU WEEE Directive, Switzerland regulations, all EPA guidelines, and U.S. federal, state, and local laws. Returned Cisco gear can also be donated to various organizations in need, remarketed, or used in Cisco labs.
- Q.** Are all Cisco products eligible for TMP?
- A.** Although most major products offered by Cisco are eligible for TMP credits, some products are not. With Cisco continually introducing new products, and due to the thousands of Cisco products currently eligible for TMP, a list of eligible Cisco products is not available.
- Q.** What is the Competitive Equipment Exchange?
- A.** Competitive Equipment Exchange refers to the competitive trade-in portion of TMP. Available Competitive Equipment Exchange promotions in TMP can be found at <http://www.cisco.com/go/tmp>.
- Q.** Is all non Cisco manufactured (competitor) equipment eligible for competitive trade-in through TMP?
- A.** Equipment from a number of named competitors is available for trade-in through TMP for each respective technology area. If you are unable to locate the name of the manufacturer of the equipment that you want to trade in, TMP offers "Other-Manufacturer" as a generic option for unnamed competitive manufacturers.
- Q.** What if CCW does not recognize my competitive manufacturer's product or part numbers?
- A.** TMP and CCW do not use actual competitive manufacturer product numbers in the quoting process. Instead, we use Cisco created trade-in (TRD) SKUs to represent non Cisco manufactured competitive equipment (such as TRD-JUN-XXX). When creating a TMP quick quote, TRD SKUs are input using the "Add Competitor Products" option located in the "Trade-In Items" section of the Quote tab in CCW.
- Q.** Where can I locate a list of non Cisco manufacturers and TRD SKUs eligible for trade-in through TMP?
- A.** Eligible competitive manufacturers and TRD SKUs can be found in a couple of ways. Go to the Competitive Equipment Exchange section of the [TMP Promotions](#) page, where you will find all current eligible competitors and competitive products by technology area. In each Technology bulletin is a spreadsheet, located in the eligible product combinations list that contains a list of competitors and TRD SKUs. Match your trade-in equipment to the TRD SKUs by competitor name and product description. Remember that if you are unable to find a specific named competitor, use "Other" as the generic manufacturer option and select the corresponding TRD SKU. (for example, Other Switching Manufacturer - TRD-OTH-FIX-14port = Other Switching Manufacturer-Any Fixed Switch, FE/GE, up to 14 ports).

You can also find eligible competitive manufacturers and equipment during the quick quote process. When adding products to be traded in, use the “Add Competitor Products” option located in the “Trade-In Items” section of the Quote tab in CCW, where you will be given several options to search competitive equipment, including searches by manufacturer and product category.

- Q.** When should I quote final pricing to the end customer?
- A.** Final pricing should not be quoted to the end customer until the TMP quote has been fully approved.
- Q.** Can trade-to (purchase) or trade-in changes be made after order is booked?
- A.** If no product has shipped, it may be possible to change the TMP quote on the order. If any product has shipped, the order cannot be changed, and any changes to the trade-in gear must be approved by Sales Finance.
- Q.** Can I use a single trade-in quote for multiple Purchase Order’s/Sales Order’s?
- A.** This is currently not allowed. A trade-in quote can be applied to only one PO/SO. Trade-in orders must always be booked with one trade-in quote per PO/SO.
- Q.** What if I have different products to return than those listed on my trade-in RMA/TMP quote?
- A.** Cisco’s receiving warehouse can apply only returned product that matches what is listed on the RMA. If a customer wants to return product that is different from the product listed on the original trade-in quote:
1. The Cisco account manager creates a new trade-in quote listing the correct equipment that the customer has to return.
 2. Once a new quote is generated, credit dollars need to be matched against the original quote. If the credit dollars from the new quote are equal to or greater than the original quote, the RMA can be modified and the customer can return the alternate equipment.
- If the credit dollars from the new quote are less than the original, either:
1. Cisco can bill the customer for the difference OR
 2. The Cisco account manager can get Area Controller approval to authorize the Cisco Asset Recovery team to receive the alternate product back with no bill back to the customer.

Customers and partners should fill out the online **Substitute** Product Request Form located at the following link, and should follow the instructions on the form: <http://tools.cisco.com/WWRL/return/ep/ctmpTemplate.do>.

- Q.** Where can I find out more about TMP?
- A.** Additional information, including trainings, overviews, and available promotions, can be found at the TMP site: <http://www.cisco.com/go/tmp>.



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