Guide to interpret and print the Return Commercial Invoice

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Preface

This is your reference to a step by step guide on:

- Interpreting the Return Commercial Invoice from Intel®
- Printing the Return Commercial Invoice

Intended Audience

The guide is intended to provide information on shipping faulty products back to Intel® and tracking replacement shipments from Intel® to Channel Partners and general audiences who need this level of information.

This guide is applicable only for the countries listed below:

Hong Kong	Korea	Brunei	Philippines	Singapore
Pakistan	Australia	Taiwan	Thailand	Sri Lanka
Vietnam	Cambodia	Indonesia	Laos	Mongolia
Nepal	Malaysia	New Zealand		

Guide to interpreting the Return Commercial Invoice

Return Commercial Invoice forms are electronically sent by email from one of our Intel®-authorized depot centers.

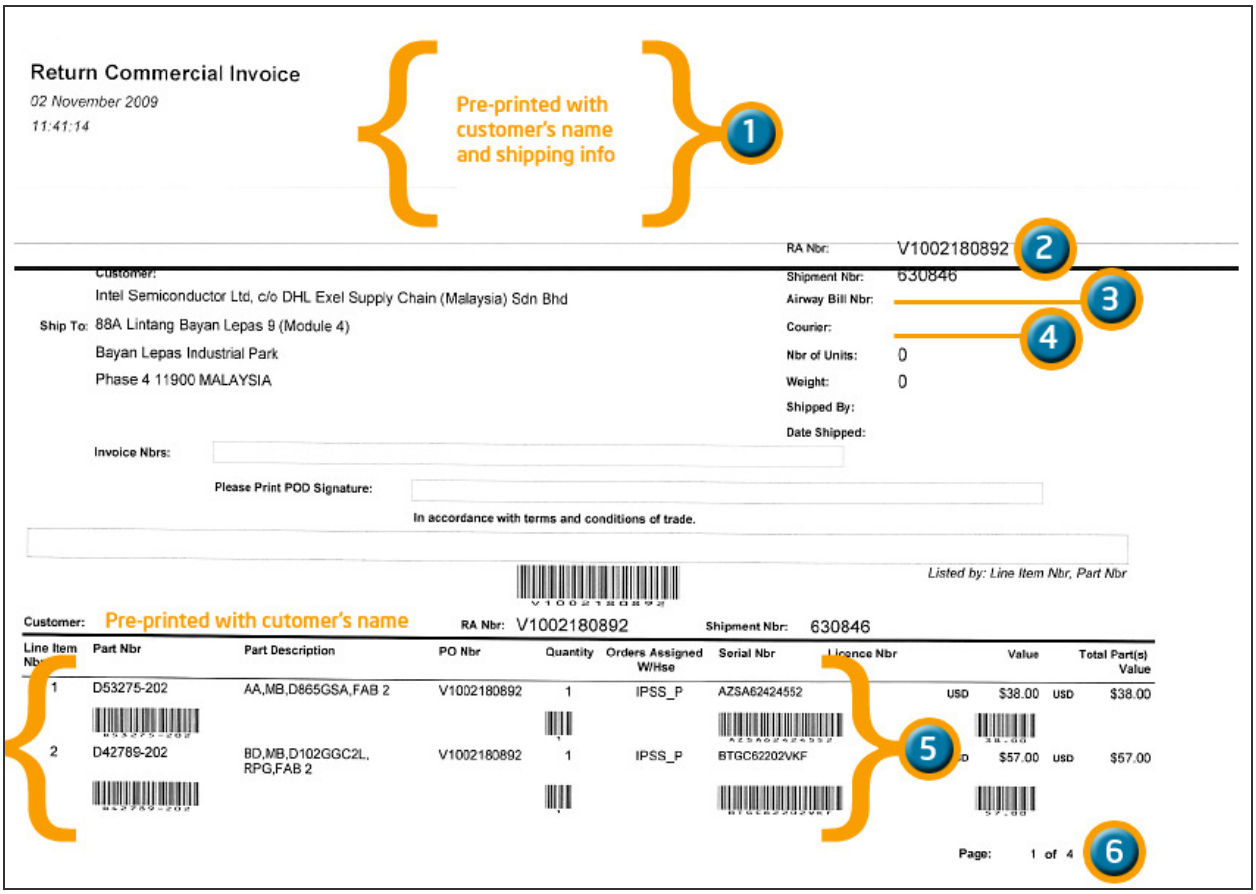
⚠ Ensure that Intel® is always updated with your active email address via the following methods:

- For Channel Partners: use the Channel Warranty Online (CWO) Tool.
- For Endusers/resellers (Non-Channel Members) use WebChat (www.intel.com/support/replacements.htm).

For convenience, all Return Commercial Invoice forms are pre-populated. Check the information printed, and contact us by WebChat if there are inaccuracies seen on the Return Commercial Invoice.

The Return Commercial Invoice below has the following descriptions per number

1- Ship-to Address/Pick-up from Address (where items are delivered/picked up)
2- RA Number
3- Air Way Bill Number (blank, you can populate this field as an option only)
4- The Intel®-assigned Courier for your country (blank, you can populate this field as an option only)
5- List of items processed for this RA Number
6- Page number / number of pages



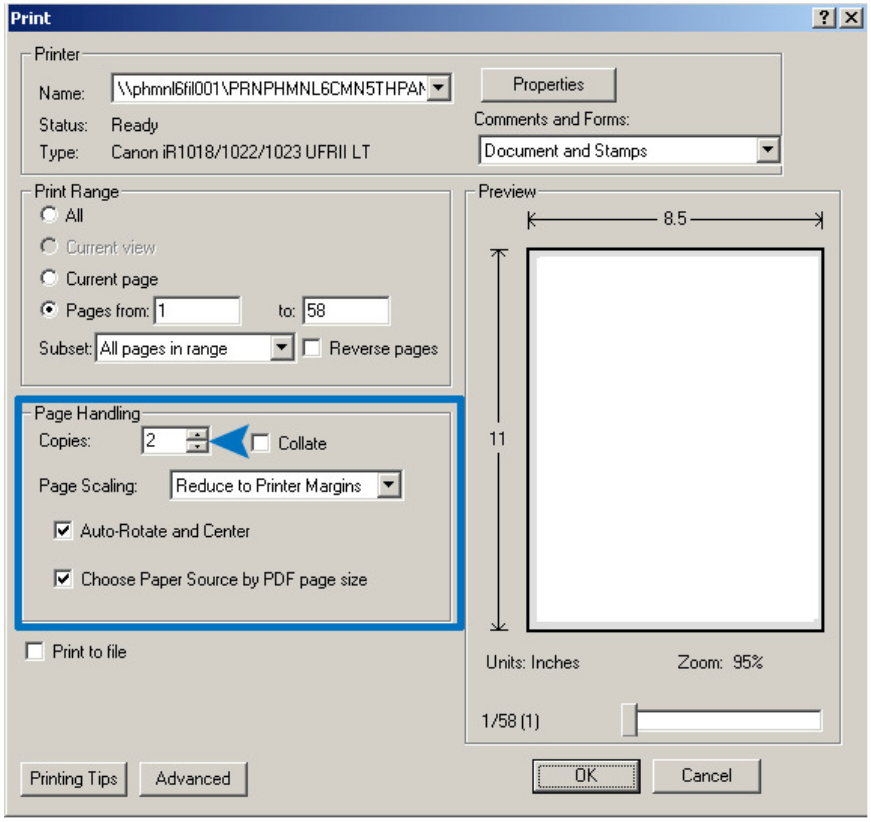
Guide to printing the Return Commercial Invoice

Step 1 Open the Return Commercial Invoice using Adobe* Acrobat Reader software.

Download free Adobe Acrobat Reader from this location if your computer does not have this software yet:*
http://get.adobe.com/reader/

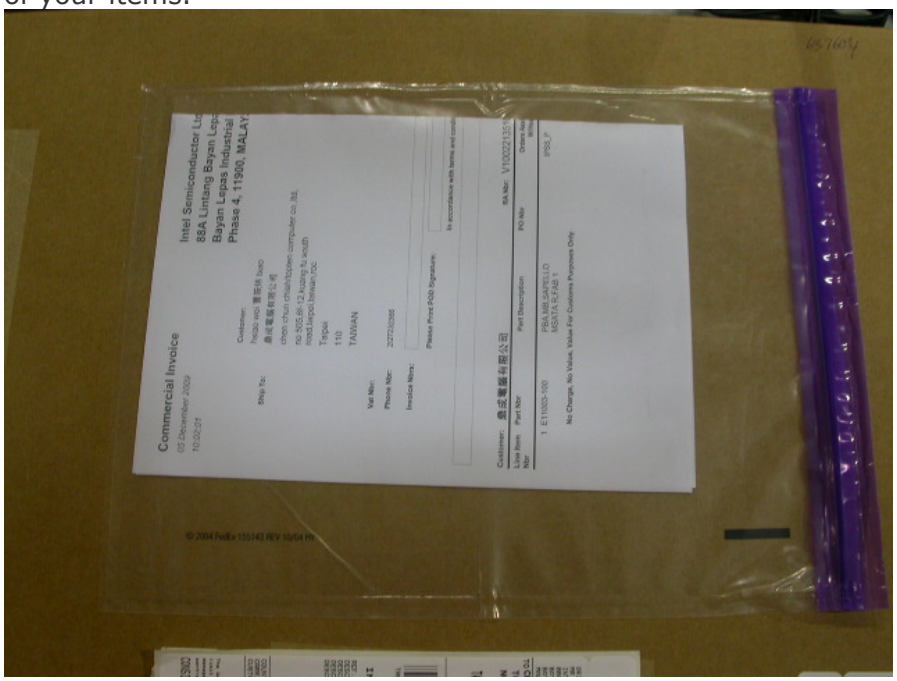
Step 2 Print the Return Commercial Invoice from Adobe* Acrobat Reader by clicking this icon .

Print dialog below appears, print **three (3) copies** of the Return Commercial Invoice.



Step 3

Place **two (2)** copies of the Return Commercial Invoice inside the package you are shipping to us so that it is easily accessible and visible. The other RCI copy should be given to the courier personnel during pickup of your items.



Call your Intel®-assigned courier if you do not have the clear plastic pouch.

Step 4

Pack your unit/s (refer to PDF document titled **"How to Pack Guide"**) and call the Intel®-assigned courier for your country and arrange for pickup.

Country	Courier	Contact Number
Australia	AAE	13 12 13
Hong Kong	Fedex	852-2730-3333
Korea	Fedex	080-023-8000
Brunei	Fedex	673 2 233504/2213
Philippines	Fedex	(63-2) 855-84-84
Singapore	Fedex	1800-7743-26-26
Malaysia	DHL	1800-888-388
Pakistan	Exel	(021) 431-5041-45 & 438-2774-76
New Zealand	Fedex	0800-773-339
Taiwan	Fedex	0800-075-075
Thailand	Fedex	1782
Sri Lanka	Fedex	94-11-452-2222
Vietnam	Fedex	848-8117-600
Cambodia	Fedex	855-23-21-6708
Indonesia	Fedex	0800-1-888-800
Laos	Fedex	856-21-22-3278
Mongolia	FedEx	976-1-325510, 320064, 312082
Nepal	FedEx	977 1 4269 248

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