

# JUNIPER TECHNOLOGY MIGRATION INCENTIVE PROGRAM

## Instructions for Juniper TMIP Trade-In/CoD Registration

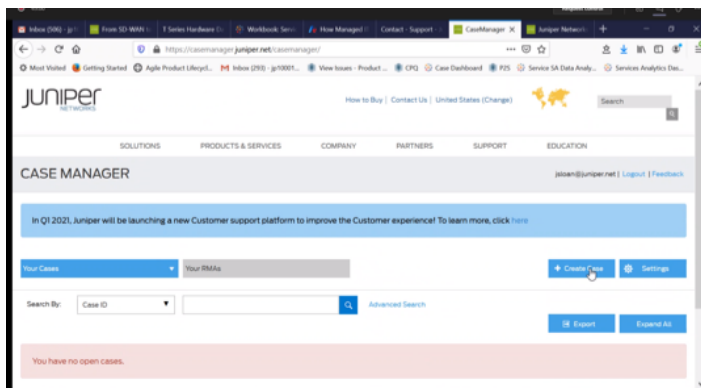
The Juniper Technology Migration Incentive Program (TMIP) offers our customers investment protection by allowing you the opportunity to swap previously purchased equipment for discount credits on newer systems.

Eligible products must either be returned to Juniper or destroyed, and the customer must supply Juniper with an appropriately signed official Certificate of Destruction. Customers/partners must register “trade-in” equipment or “Certificate of Destruction” plans by opening a TMIP Trade-IN/CoD registration case in Juniper Case Manager located at <https://casemanager.juniper.net/>

Juniper Case Manager is accessible by Juniper customers, partners, and employees. Use of Juniper Case Manager does require an account (user name and password).

To register, please visit <https://support.juniper.net/support/requesting-support/>

Once successfully logged in, you will see the screen below. Choose the “**Create Case**” button in the lower right of the screen.



The Create Case screen, shown below, will appear.

For **Synopsis**, enter: “TMIP Program Registration”

For **Describe your problem or request**, simply repeat: “TMIP Program Registration”

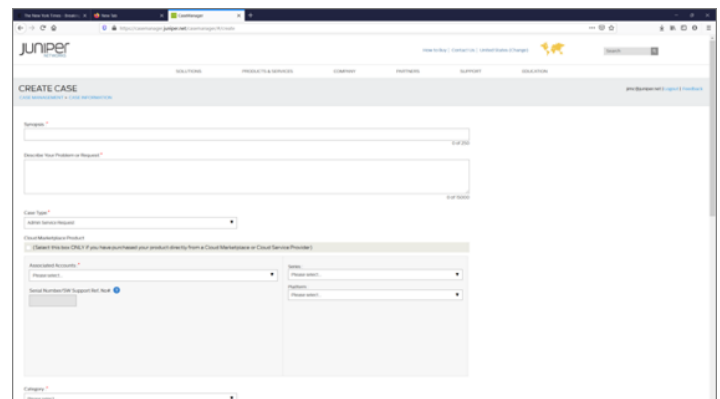
**Case Type**: Select: “Admin Service Request”

Do **not** check the box labeled “Cloud Marketplace Product”

**Associated Account**: Choose the account the best matches your company/organization from the drop-down menu

**Series**: Choose MX Series

**Platform**: Choose most appropriate MX Series platform



**For Associated Account:** Choose the account that best matches your company/organization from the drop-down menu

**Series:** Choose "MX Series"

**Platform:** Choose the most appropriate MX Series platform

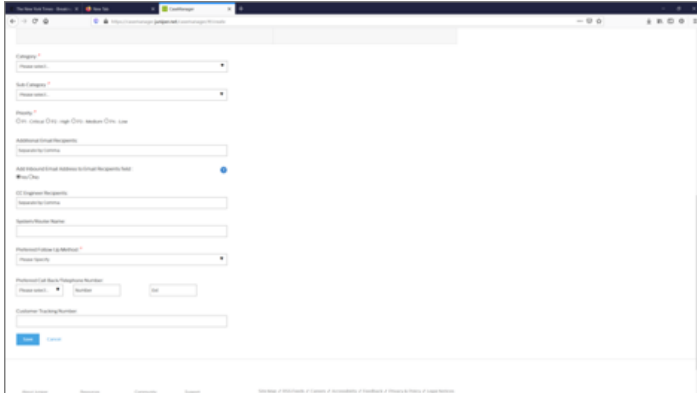
Scroll down and you will see the screen below

**Category:** Select "TMIP Trade-in/COD" from drop-down menu

**Sub Category:** Select either "Trade-In" or "Certificate of Destruction" from the drop-down menu

Fill in the requested information

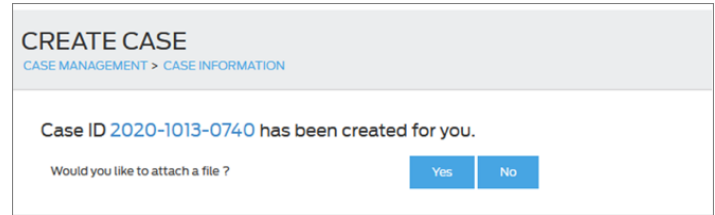
Click the "Save" button

A screenshot of a web browser displaying a form titled "CREATE CASE". The form has several sections with labels and input fields. The first section is "Case ID" with a value of "2020-1013-0740". Below this is a section for "Would you like to attach a file?" with "Yes" and "No" buttons. The form also includes fields for "Case Category", "Sub Category", "Product", "Serial Number", "Customer Name", "Email Address", "Phone Number", and "Fax Number". At the bottom, there are "Save" and "Cancel" buttons.

After you click the Save button, you will see the screen below. From there, you will be able to upload the form you received on the Juniper [TMIP Homepage](#).

Once you upload and save, you will be contacted by Juniper with next steps.

You may save and come back to your case at any time.

A screenshot of a web browser displaying a confirmation screen titled "CREATE CASE". The screen shows the breadcrumb "CASE MANAGEMENT > CASE INFORMATION". Below this, it states "Case ID 2020-1013-0740 has been created for you." and asks "Would you like to attach a file?" with "Yes" and "No" buttons.

## About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

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