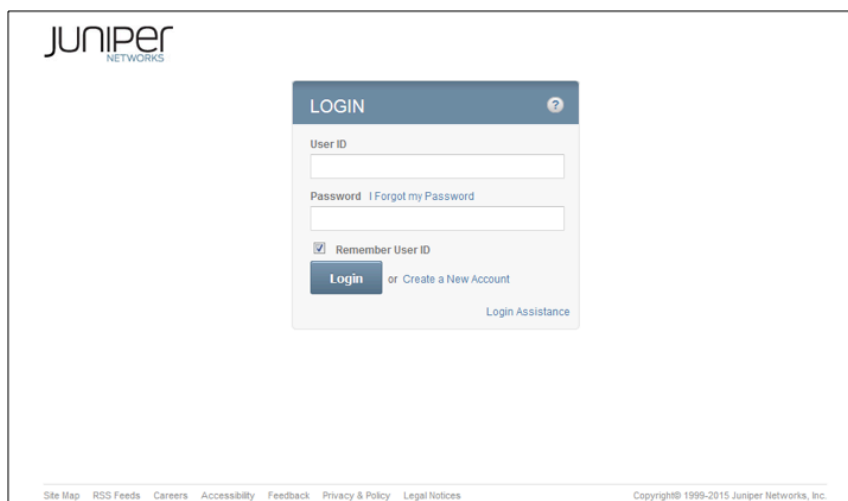


How to Initiate a WEEE Request

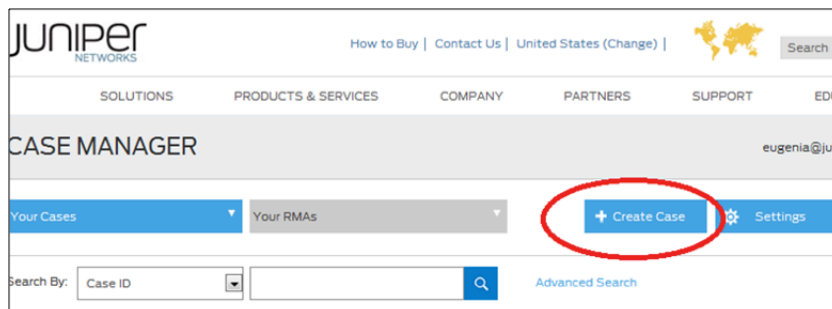
Juniper provides recycling support for our equipment to comply with the European Union (EU) Waste Electrical and Electronic Equipment (WEEE) Directive. Under this directive, Juniper facilitates the disposal of our equipment in an environmentally sound method that complies with regulations. This program is only available in the EU.

Initiating a Product Pickup Request

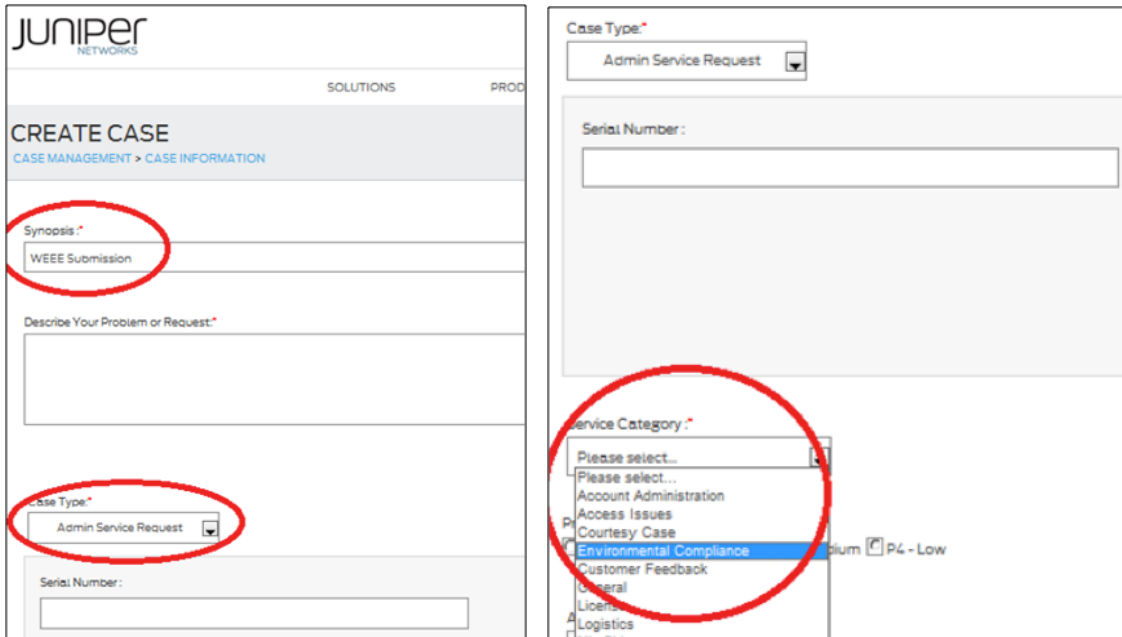
1. Log in to the [Case Manager](#) with your Juniper user ID and password. If you do not have a user ID for the Juniper Networks Customer Support Center, please contact [Customer Care](#) to create one.



2. Once you have logged in, click on **Create Case**.



- 3. Complete six required fields with the following information:
 - a. In the Synopsis field, type **WEEE Submission**.
 - b. In the Describe your Problem or Request field, type **WEEE Submission**.
 - c. From the Case Type list, select **Admin Service Request**.
 - d. From the Service Category list, select **Environmental Compliance**.
 - e. In the Priority options, select the **P4 – Low** option.
 - f. From the Associated Accounts list, select your company location.



Priority:*

P1 - Critical P2 - High P3 - Medium P4 - Low

Additional Email Recipients:

Separate by Comma

System/Router Name:

Associated Accounts:*

Select Account

Preferred Follow Up Method :

Email Secure Web Link

Customer Tracking Number:

Save Cancel

4. Click the **Save** button to submit your case. The system will generate a case identification number and send you an email confirming the case submission.

To check the status of your case, click the hyperlinked case identification number from within Case Manager to open the case details page.

The screenshot shows the Juniper Networks Case Management interface. At the top left is the Juniper Networks logo. To the right are links for 'How to Buy', 'Contact Us', and 'United States (Cha)'. Below this is a navigation bar with 'SOLUTIONS', 'PRODUCTS & SERVICES', 'COMPANY', 'PARTNERS', and 'SUPPORT'. The main heading is 'CASE DETAILS FOR: 2015-1214-0268' with a breadcrumb 'CASE MANAGEMENT > CASE DETAILS'. Below the heading are five buttons: 'Update Case', 'Attach a File', 'Escalate Case', 'Change Priority', and 'Request Case Closure'. A tabbed interface below shows 'CASE NOTES', 'CASE DETAILS', 'ATTACHED FILES', and 'RELATED RMAS'. The 'CASE DETAILS' tab is active, displaying the following information:

Case Number: 2015-1214-0268	Customer Tracking#:
Priority: P4 - Low	Status: Dispatch
Create Date: 2015/12/14 05:17:52	Last Modified: 2015/12/14 05:17:54

About Juniper Networks

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at www.juniper.net.

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