

# JUNIPER TECHNOLOGY MIGRATION INCENTIVE PROGRAM

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

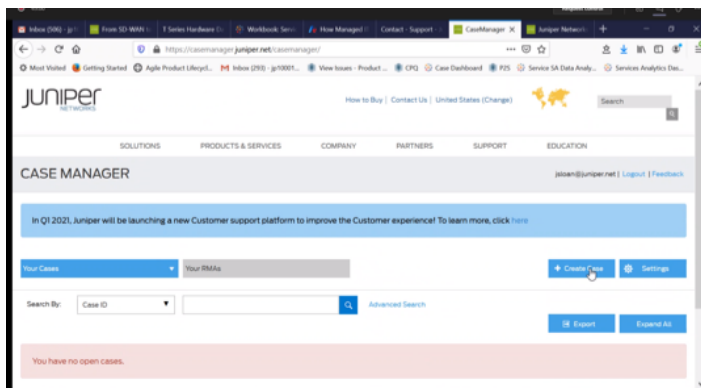
The Juniper Technology Migration Incentive Program (TMIP) offers our customers investment protection by allowing you the opportunity to swap previously purchased equipment for discount credits on newer systems.

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”

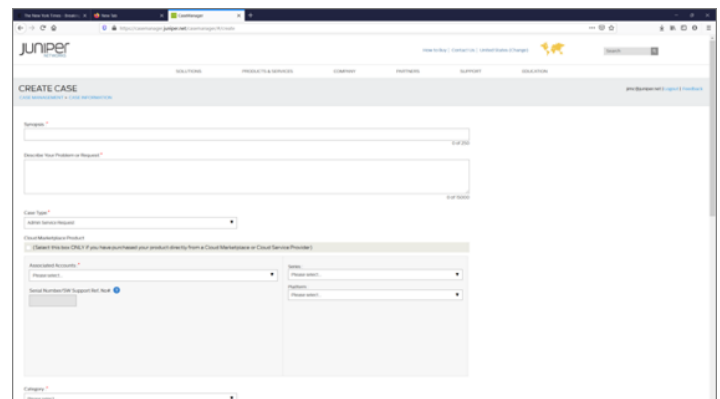
**Case Type**: Select: “Admin Service Request”

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



Click the “Save” button

**New User**

**Personal Information**

First Name

Last Name

Email Address

Phone Number

**Work Information**

Job Title

Department

Manager

Start Date

**Security Information**

Password

Confirm Password

**Account Information**

Username

Email Address

**User Role**

User Role

**Create User**

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

CREATE CASE

CASE MANAGEMENT > CASE INFORMATION

Case ID 2020-1013-0740 has been created for you.

Would you like to attach a file ?

Yes

No

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.

**JUNIPER**  
NETWORKS | Engineering  
Simplicity