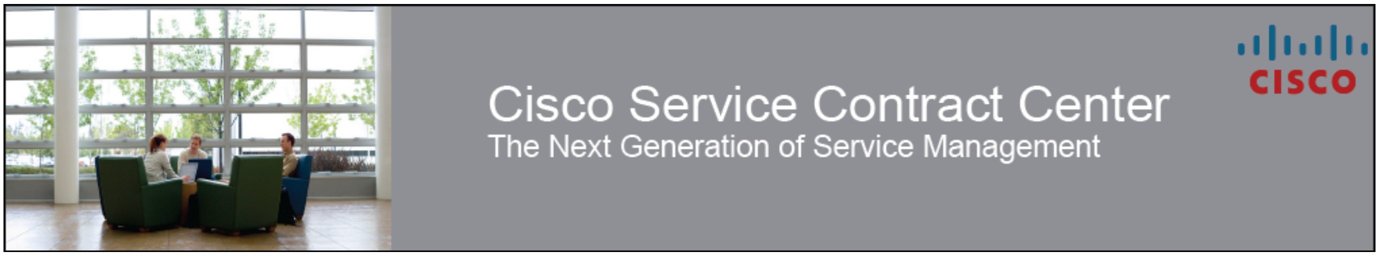


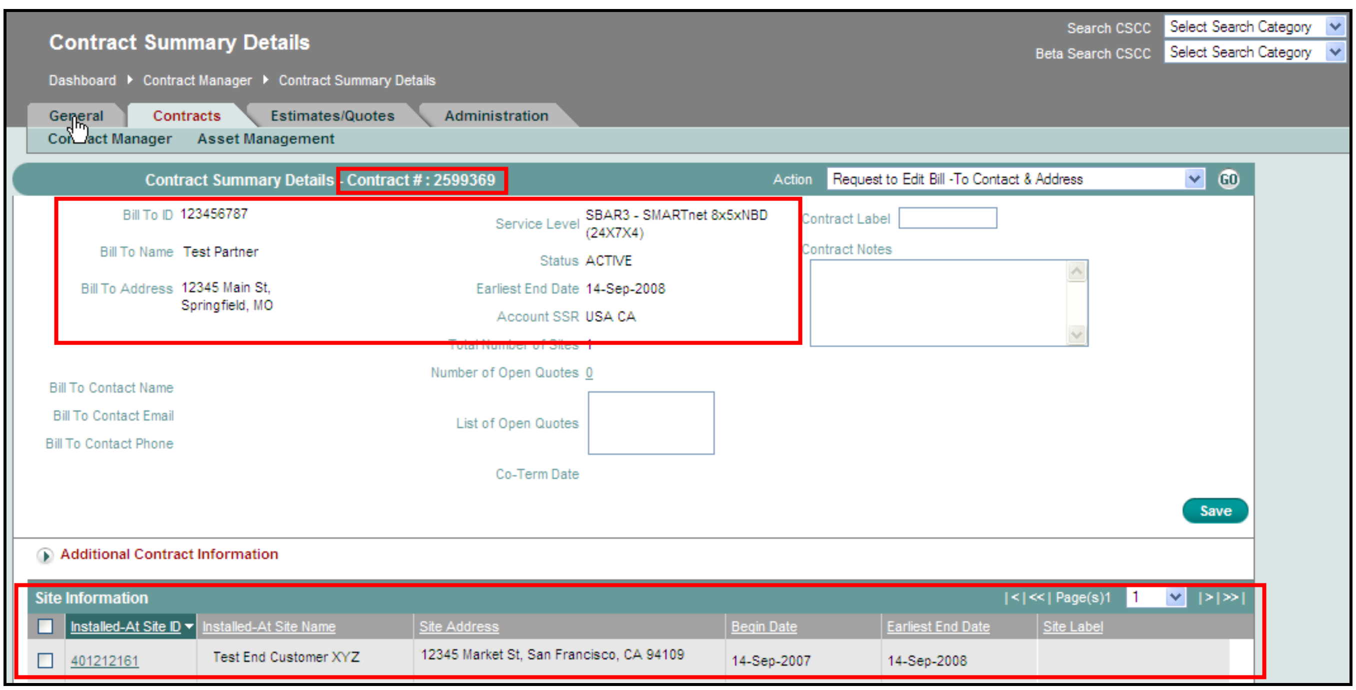
Viewing Contract Details for Contract End Users

Introduction: This tip sheet will show you how to view basic contract information in Cisco Service Contract Center. Understanding the key contract data that is displayed will help you to reference your service contracts.

Viewing Contract Details on the Contract Summary Details Screen

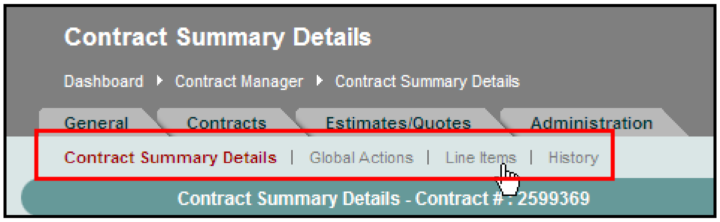
When viewing a contract which you have opened (after performing a contract search, setting filters from Contract Manager, or selecting a contract number hyperlink), you can reference important contract information from the Contract Summary Details screen. The following contract attributes are accessible on the Contract Summary Details screen:

- Contract Number- This is located at the header of the contract
- Bill To Name**-** Name of the Partner who is providing your company's service.
- Service Level**-** The service coverage associated to all lines on the contract.
- Status- Describes the contract's status as 'Active', 'Overdue' (less than 60 days past the contract end date), or 'Expired' (60 days or more past the contract end date).
- Earliest End Date**-** Earliest coverage expiration date for a line on the contract
- Total Number of Sites**-** The number of install site locations associated to the contract
- Site Information- Displays all the install site details for the contract.



Contract Tertiary Menu

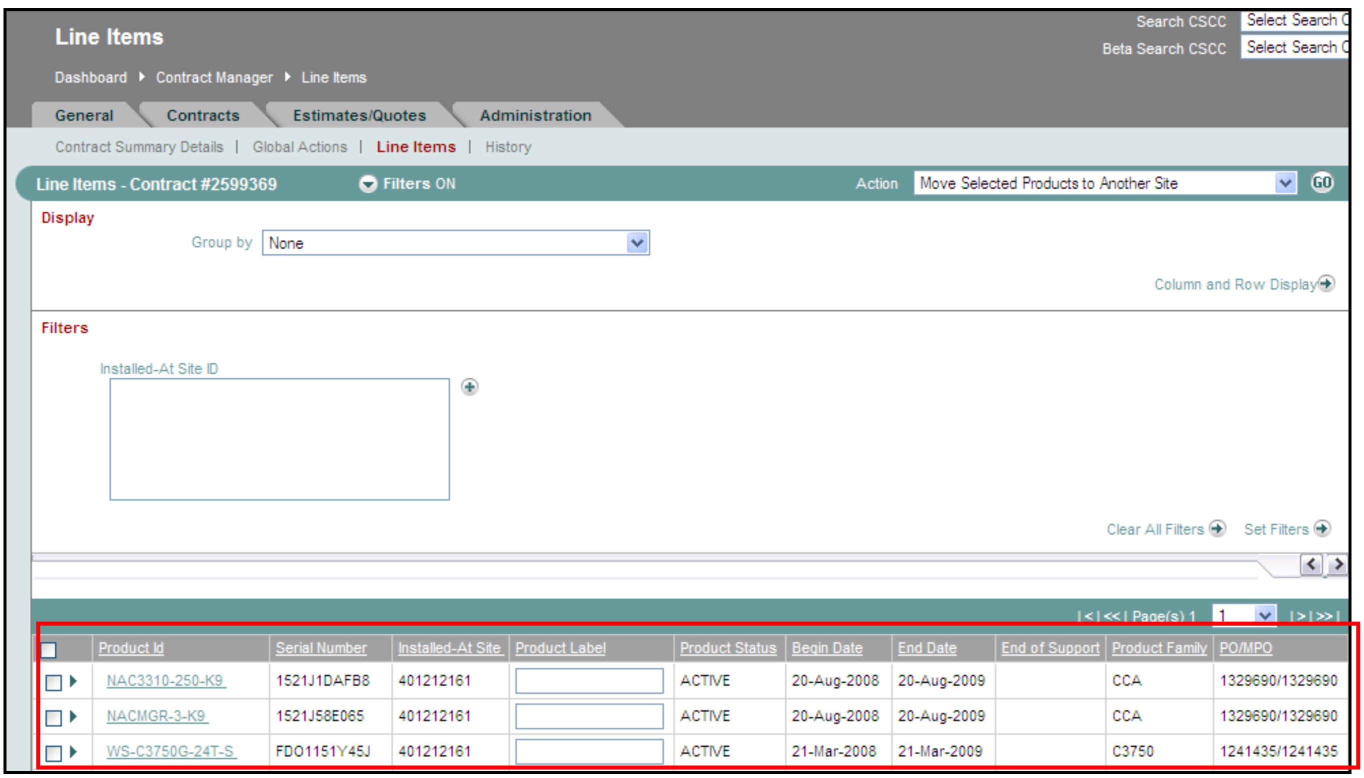
Once you have opened a contract, you are also able to reference specific contract details by navigating to the available options within the contract's tertiary menu. The available options are shown below and detailed in the following sections.



- Contract Summary Details **–** The default contract view when opening a contract. Displays the contract's summary (header) level information.
- Global Actions- Used for processing renewals, however it is not a useful tool or view for contract End Users
- Line Items- Allows you to view the specific products which are covered within the contract. You can also filter for specific items by their Installed-At Site.
- History**-** Allows you to view the contract history which includes any renewals and updates.

Contract Line Items Screen

Upon selecting the contract Line Items hyperlink, you will be directed to the Line Items screen. From this view, you can see the specific products covered under the contract. The 'Column and Row Display' hyperlink can also be used to change the product details that are shown. The Line Items view will appear as shown below:



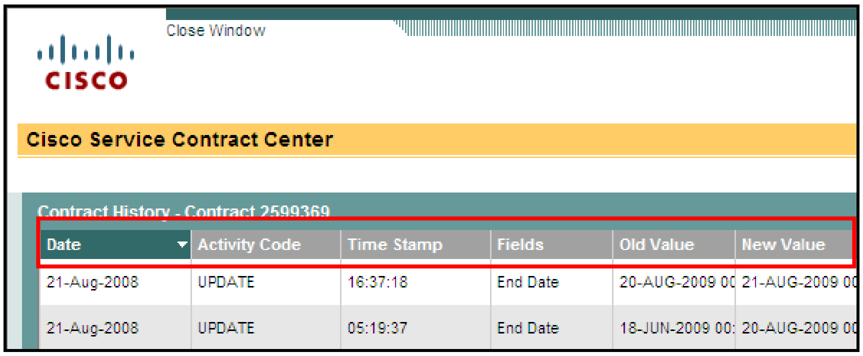
The following product details are the default columns:

- Product Id – Product Id for the line
- Serial Number – Serial number associated to the product
- Installed-At Site – Installed-At Site ID number
- Product Label (if entered)
- Product Status – Displays the coverage status as either 'Active', 'Overdue' or 'Expired'

- Begin Date – Begin date for the product coverage
- End Date – End date for the product coverage
- End of Support – When support is no longer provided for the specific item
- Product Family – Product family of the product line
- PO/MPO – Purchase Order/Maintenance Purchase Order associated to the line
- SO/MSO – Sales Order/Maintenance Sales Order associated to the line.

Contract History

Upon selecting Contract History in the tertiary menu, you are able to view the contract update history. You will also be able to view what specific fields were updated on the contract, the date of the change, who made the update as well as what the previously existing value was. The history screen will appear as seen below.



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