

## 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 Summary Details**

Dashboard > Contract Manager > Contract Summary Details

Search CSCC  Select Search Category

Beta Search CSCC  Select Search Category

General **Contracts** Estimates/Quotes Administration

Contract Manager Asset Management

Contract Summary Details Contract #: 2599369 Action: Request to Edit Bill -To Contact & Address

Bill To ID: 123456787	Service Level: SBAR3 - SMARTnet 8x5xNBD (24X7X4)	Contract Label: <input type="text"/>
Bill To Name: Test Partner	Status: ACTIVE	Contract Notes: <div style="border: 1px solid gray; height: 40px;"></div>
Bill To Address: 12345 Main St, Springfield, MO	Earliest End Date: 14-Sep-2008	
	Account SSR: USA CA	
Bill To Contact Name: <input type="text"/>	Total Number of Sites: <input type="text"/>	
Bill To Contact Email: <input type="text"/>	Number of Open Quotes: 0	
Bill To Contact Phone: <input type="text"/>	List of Open Quotes: <div style="border: 1px solid gray; width: 100px; height: 20px;"></div>	
	Co-Term Date: <input type="text"/>	

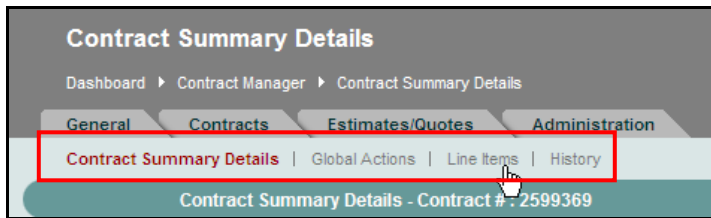
**Additional Contract Information**

**Site Information** Page(s) 1

Installed-At Site ID	Installed-At Site Name	Site Address	Begin Date	Earliest End Date	Site Label
<input type="checkbox"/> 401212161	Test End Customer XYZ	12345 Market St, San Francisco, CA 94109	14-Sep-2007	14-Sep-2008	

## 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 screenshot shows the 'Line Items' screen for Contract #2599369. The page has a breadcrumb trail: 'Dashboard > Contract Manager > Line Items'. Below this is a navigation bar with tabs for 'General', 'Contracts', 'Estimates/Quotes', and 'Administration'. Under the 'Contracts' tab, there is a tertiary menu with four options: 'Contract Summary Details', 'Global Actions', 'Line Items', and 'History'. The 'Line Items' option is highlighted. Below the menu, there is a header bar with the text 'Line Items - Contract #2599369' and 'Filters ON'. There is an 'Action' dropdown menu set to 'Move Selected Products to Another Site' and a 'GO' button. Below this is a 'Display' section with a 'Group by' dropdown menu set to 'None'. There is a 'Column and Row Display' link. Below this is a 'Filters' section with a text input field for 'Installed-At Site ID'. There are 'Clear All Filters' and 'Set Filters' buttons. At the bottom, there is a table with the following columns: Product Id, Serial Number, Installed-At Site, Product Label, Product Status, Begin Date, End Date, End of Support, Product Family, and PO/MPQ. The table contains three rows of data.

	Product Id	Serial Number	Installed-At Site	Product Label	Product Status	Begin Date	End Date	End of Support	Product Family	PO/MPQ
<input type="checkbox"/>	<a href="#">NAC3310-250-K9</a>	1521J1DAFB8	401212161		ACTIVE	20-Aug-2008	20-Aug-2009		CCA	1329690/1329690
<input type="checkbox"/>	<a href="#">NACMGR-3-K9</a>	1521J58E065	401212161		ACTIVE	20-Aug-2008	20-Aug-2009		CCA	1329690/1329690
<input type="checkbox"/>	<a href="#">WS-C3750G-24T-S</a>	FDO1151Y45J	401212161		ACTIVE	21-Mar-2008	21-Mar-2009		C3750	1241435/1241435

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.

Date	Activity Code	Time Stamp	Fields	Old Value	New Value
21-Aug-2008	UPDATE	16:37:18	End Date	20-AUG-2009 00	21-AUG-2009 00
21-Aug-2008	UPDATE	05:19:37	End Date	18-JUN-2009 00	20-AUG-2009 00

### Related Links

CSCC Training Website: [Click Here](#)

CSCC Search Tools Tip Sheet: [Click Here](#)

Serial Number Search Tip Sheet: [Click Here](#)