

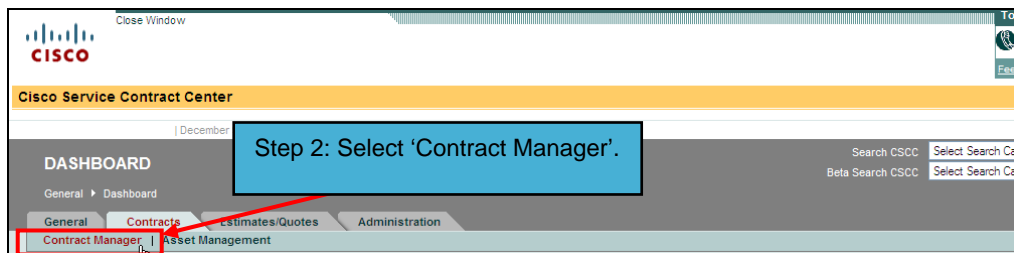


Viewing Your Renewal Base Using Contract Manager

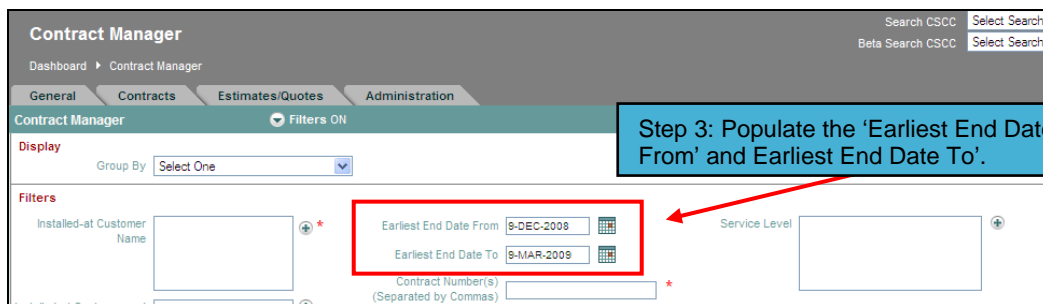
Objective: This tip sheet will show you how to set filters using Contract Manager search for contracts which were purchased by your company and will be up for renewal. This will be useful so that you can proactively monitor your expiring contracts and also generate a renewal quote directly from your contract filter results. If you have contracts which you purchased through a Cisco partner, you will need to login to CSCC using your End User CCO ID to view those renewals using the Contract Manager filters.

Steps to View Your Renewal Base in CSCC:

1. Log-in to CSCC and select the Contracts tab.
2. Within the Secondary Menu of the Contracts Tab, select 'Contract Manager'. The Contract Manager screen will appear.



3. On the Contract Manager screen, populate the 'Earliest End Date From' and the 'Earliest End Date To' fields using the calendar icons. This will allow you to set your contract expiration range.



4. Navigate to the Bill To ID field. Ensure that your company's Bill To ID(s) is/are entered and checked. This will ensure that all the contracts associated to your Bill To ID are returned. If you need to enter your Bill To ID because the field is blank, you will need to select the picker and search for the Bill To ID(s) you use.

Note: If you are searching in CSCC for expiring contracts which were purchased through a Cisco partner, you should login to CSCC using your account ID which is linked as an End User to the contract(s) of interest. When filtering for contracts which you purchased through a Cisco partner, you should use the Installed-At Customer Name field to query for your results since your Bill To ID will not be linked to the contract as the purchaser.

Contract Manager Filters ON

Display Group By: Select One

Filters:

- Installed-at Customer Name
- Installed-at Customer and Site ID
- Bill To ID: 11178
- Earliest End Date From: 8-DEC-2008
- Earliest End Date To: 8-MAR-2008
- Contract Number(s)
- Service Level

Save as Default

- Once you have ensured the Bill To IDs are checked and the Contract Begin and End Date range is entered, select 'Set Filters' on the lower right side of the Contract Manager screen. This will return all contract results which match your filter set.

Note: If you would like to save the filter set as your default view for each time you login to Contract Manager, select 'Save as Default'.

- Your results for contracts with lines expiring within the date range you selected will appear in the Contract Table below your filters.

Contract Manager Filters ON

Display Group By: Select One

Filters:

- Installed-at Customer Name
- Installed-at Customer and Site ID
- Bill To ID: 1117
- Earliest End Date From: 8-DEC-2008
- Earliest End Date To: 8-MAR-2009
- Contract Number(s) (Separated by Commas)
- Service Level

Save as Default Restore Defaults Set Filters Clear Filters

* Indicates a required field.

Contract #	Service Level	Bill To	Contract Status	Earliest End Date	Contract Label	# of Sites
<input type="checkbox"/> 2675	SNTP	Test Direct Customer	ACTIVE	24-Mar-2009		1

- Once your results have appeared in the Contract Table, you can select the 'Contract #' to be directed to the Contract Summary Details for that specific contract.
- In addition, you can generate a renewal quote directly from the Contract Manager screen for your filter results by selecting the available contract(s) in the Contract Table and selecting 'Extend Service Coverage' from the Action drop down.

Contract Table

Step 8: To generate a renewal quote from your results, ensure you have selected the Contract checkbox and select 'Extend Service Coverage'.

Contract #	Service Level	Contract Status	Earliest End Date
<input checked="" type="checkbox"/> 2675325	SNTP	ACTIVE	24-Mar-2009

Note: If 'Extend Service Coverage' is selected for multiple contracts, a single quote will be generated. Even if the contracts have different service levels, they can be renewed on the same quote.

- If you would like to download the contract(s) that appear in your contract table for reference, select the contract(s) of interest and select, 'Download Contract List' from the Action drop down.