



Data Integrity

Validating Serial Number and Contract Information Prior to Renewal

Introduction: Prior to renewing your contract, it is recommended that you verify the existing product information and serial numbers on the contract you would like to renew. This will help to ensure data integrity on your renewal quote and prevent errors during the quoting and validation process. By downloading your contract information and verifying serial numbers using Serial Number Information Finder (SNIF), the process for creating a clean renewal quote will be enhanced.

Steps to Download Contract Data:

1. Access the contract of interest by setting your Contract Manager filters, using Search CSCC or performing an Advanced Search.
2. Once you have opened the contract of interest, navigate to the Action drop down list and select 'Download Contract'.

Contract Summary Details

Dashboard > Contract Manager > Contract Summary Details

Search CSCC Select Search Category
Beta Search CSCC Select Search Category

General Contracts Opportunities Estimates/Quotes Administration

Contract Summary Details | Global Actions | Line Items | History

Contract Summary Details - Contract # : 3837422 Action Download Contract GO

Bill To ID 10706 Service Level SNT - SMARTnet 8x5xNBD (8X5XNBD) Contract Label
Bill To Name CISCO SYSTEMS INC SERVICE OPERATIONS Status ACTIVE Contract Notes
Bill To Address 2011B SENTER ROAD DOOR DOCK 10 11 12 SAN JOSE CA 95112 US Earliest End Date 31-Dec-2008

Number of Open Quotes 0
List of Open Quotes
Co-Term Date

Save

Step 1: Click the 'Preferences' hyperlink

3. The Download Contract pop-up window will appear. Select your download details and the 'Download Method'.

Close Window

CISCO

Download Contract

Select Download Details

Products Only
Products + Configurations

Download Method

Save Now
Send by Email to: bcs_orders@external.cisco.co

cc:

Cancel Submit

4. The file will either save as a CSV file or be sent to your email address of choice. Open the file to view the serial numbers and install sites on your contract.

5. Serial numbers will display in column 'AD' within the excel spreadsheet.

AC	AD
Product Number	Serial Number

Steps for Using Serial Number Information Finder (SNIF)

1. Navigate to the Advanced Search drop-down. Select 'Mass Serial Number (SNIF)' from the Search For drop down.
2. Download the 'Sample Input File' and populate the serial number column with the serial numbers displayed in your contract download. Using copy and paste from the downloaded contract excel file will allow you to perform this operation quickly.
3. Save the SNIF excel file to your desired location on your computer once you have populated the necessary serial numbers into the spreadsheet.
4. Select 'Browse' to search for your saved SNIF input file at the location you chose.
5. Enter the email address where you would like your results sent. (It will default to the address associated to your CCO ID).
6. Click 'Search'.

The screenshot shows the 'Advanced Search' interface. At the top, there is a 'Search For' dropdown menu set to 'Mass Serial Number (SNIF)'. Below this, there is a section titled 'Mass Serial Number Search' with a brief description: 'The Mass Serial Number Search allows you to submit an excel file with multiple serial numbers and product ids for serial number lookup. The spreadsheet you upload must be in the supported format.' There are two links: 'Download Sample Input File: Click here' and 'Upload List of Serial Numbers: CSCC will process the spreadsheet and create an excel output file for you. An email notification and file attachment will be sent to you when the processing is complete. The format for the excel file is Column A: Serial Number (e.g. 1234567), Column B: Product ID (e.g. CISCO2501)'. Below this is a 'File to Upload' field with a 'Browse...' button. Underneath is an 'Enter Email:' field with the text 'An Email notification and file attachment will be sent to you when the processing is complete.' The email field contains 'local_orders@external.cisco.com' and a '(Change email address if desired)' link. At the bottom, there is a 'Note: If your request has been between 1-1,000 serial numbers, it will be processed within 30 minutes. If your request has more than 10,000 serial numbers, it will be processed within 4 hours.' There are two buttons at the bottom: 'Clear All Fields' and 'Search'.

7. Your results will be sent to you offline as an email attachment. The results will detail the following information for the serial numbers you submitted:
 - Serial Number Searched
 - Product Number
 - Product Number and Serial Number Match (an X denotes a match)
 - Duplicate Serial Number (Original means there is no duplicate)
 - Install Base Status
 - Item Type
 - Ship To ID
 - Hardware Bill To ID

Ensuring that there are no duplicate serial numbers on your contract and that the product information for each line item matches your intended results will help to ensure that validation errors are not encountered when renewing contracts. If errors are encountered, you can remove those lines when renewing your contract or contact a Cisco representative for assistance with your contract data.

Related Links:

SNIF Training: [Click Here](#)

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

CSCC Training Website: [Click Here](#)