

Cisco Service Contract Center

The Next Generation of Service Management

Creating a Multi-National Quote Tip Sheet

Introduction: If you are selling Cisco services into geographies beyond your own borders, you will need to create Multi-National quotes. This Tip Sheet shows you how to create a multi-national quote, and how to address some of the challenges and common errors that may occur during the process.

About Multi-National Quotes

A Multi-National quote is any quote where the Install Site is located in a different country from the Bill To Address. Multi-National quotes can be created in CSCC without Cisco involvement for new and renewal contracts with Cisco Brand Resale (CBR), Collaborative Services, Shared Support Service Levels, and Emerging Technology Support Program (ETSP). Of these, only CBR and ETSP programs always permit Multi-National quoting situations (provided that the partners are eligible to sell them). Restrictions in the Shared Support and Collaborative Services programs may limit your ability to create Multi-National quotes for these programs without assistance from Cisco.

CBR programs include SMARTnet (SNT, SNTE, SNTP, S2P), SMARTnet Onsite (CS, C4S, C4P, C2P), Software Application Support (SAS), Software Application Support w/Upgrades (SASU), Small & Medium-Sized Business Support Assistant (SMBS), and Bundled Services for IPS (SU01, SU02, etc., and SFA1, SFA2, etc.).

Discounting in Multi-National Quotes

You receive standard discounts from Cisco for certain types of contracts such as multi-year contracts and Cisco Brand Resale contracts. These discounts are set in your Customer Profile and calculated automatically by CSCC. If there are problems with the discounts you see in your quotes, you will need to submit a Support case or contact your service sales agent to ensure the discounts in your Customer Profile are set correctly.

For multi-national quotes, several additional factors affect the discounts applied. These include:

- The locations of the Install Site and Bill To Address
- The Service Level being quoted
- The partner's eligibility for CBR discounts in the Install Site country.

Depending on these factors, one of the following types of discount will be applied:

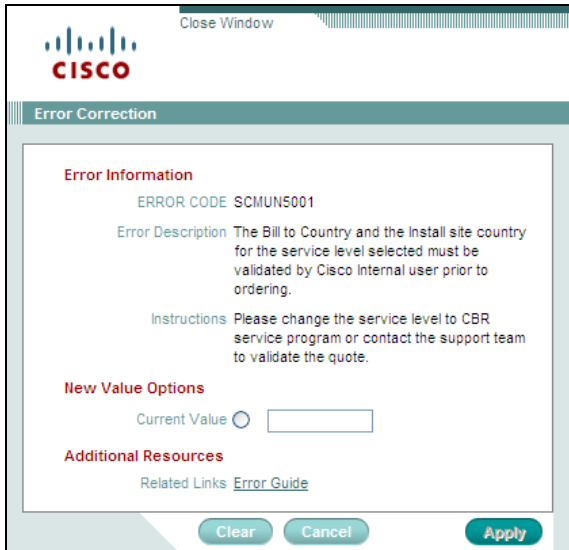
- The discount you receive in your Bill To country
- The discount you receive in the Install Site country
- The service program's lowest discount in the theater in which the Install Site is located.

The SMUN5001 Multi-National Quoting Error

Because Collaborative Services and Shared Support Service Levels cannot be sold in all countries, Multi-National quotes with these Service Levels will sometimes generate an SMUN5001 Multi-National Quoting error (see below). To resolve this error, you must either change the Service Level to a CBR Service Level or submit a case requesting that Cisco Support process an override. For detailed instructions, see the [Tip Sheet: Contacting Support](#).

Important: If you decide to request an override, you should resolve all other errors on the quote before submitting the case to Cisco Support. After the override, the line(s) in your quote with the SMUN5001 error will be given a

status of Internally Validated, which may revert to an error status if you make line edits and revalidate the quote before proceeding to order.



Creating a Multi-National Quote

You create a Multi-National quote the same way you create a standard quote. For detailed instructions, see the [Tip Sheet: Quoting Basics](#). No special action is necessary other than being aware of the business rules and SMUN5001 error handling steps that are unique to Multi-National quotes (see above).

1. Create your new quote using one of the four available methods:
 - Renew an existing contract.
 - Proceed to Quote from an existing Estimate.
 - Create a new quote by importing information from an existing source (contract, estimate, quote, etc.).
 - Create a new quote from scratch using add line, cut and paste or import from excel options.
2. If desired, change the Install Sites for line items on the quote:
 - Click Line Items and Pricing on the tertiary menu.
 - Check the lines you would like to modify, select Edit Lines from the Action drop-down, and click Go.
 - Make your changes to the Install Site section of the Edit Lines pop-up, and click Apply Line Edits.
3. Click Validate and Save. If the Service Level on the quote is a Collaborative Services or Shared Support Service Level, you will get an SMNU5001 error if:
 - The Service Level is not available in the Install Site country, or
 - You are not eligible to sell the Service Level in the Install Site country

To clear this error, you can:

- Change the Service Level to a CBR Service Level (see above for a partial list), or
- Submit a case and request an override.

Note: The Service Level you choose must be listed in your Customer Profile as a Service Level you are eligible to sell.

Related Links:

CSCC Training Website: [Click Here](#)
CSCC User Guide: [Click Here](#)
Multi-National Quoting Job Aid: [Click Here](#)
Tip Sheet: Quoting Basics: [Click Here](#)
Tip Sheet: Contacting Support: [Click Here](#)