

# Cisco Service Contract Center

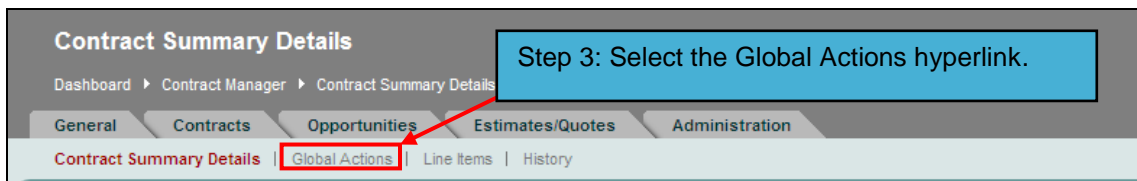
## The Next Generation of Service Management

### Renewing Selected Lines on a Contract Tip Sheet

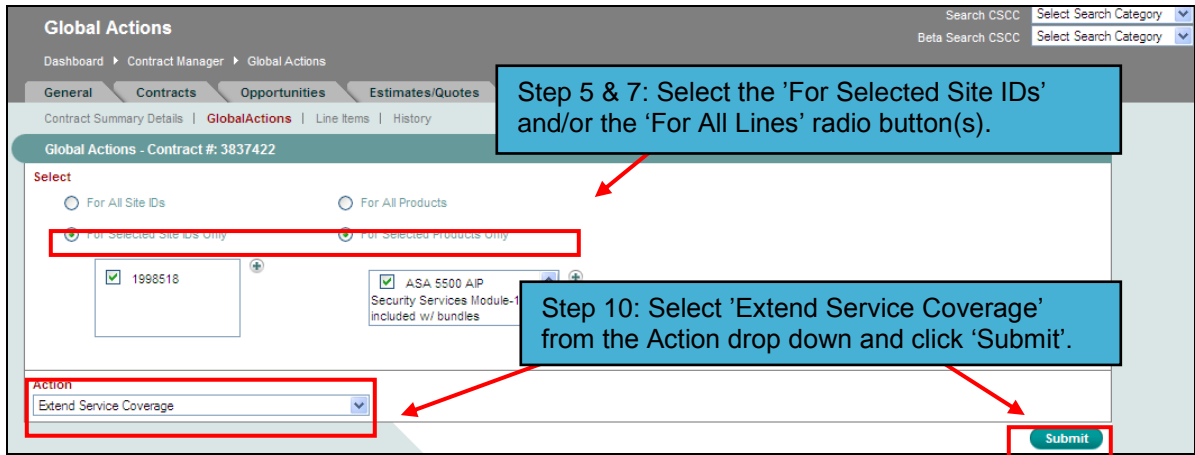
**Introduction:** When accessing a contract, you have the ability to select specific lines or all lines on a contract for renewal. This tip sheet will show you how to best filter/search for contracts and renew selected lines within that contract so that your renewal process is simplified using Online Contract Management. This tip sheet will describe how selected lines can be renewed at the install site and product line specific level using various OCM functions.

#### Steps to Renew Selected Lines (by Install Site and/or Product) on a Contract in CSCC:

1. Using the Contract Manager filters, Search CSCC, or Contract Advanced Search, find the contract of interest.
2. Once you have search results (if using the Contract Manager filters), you can select the contract number hyperlink for the contract that you would like to renew. The Contract Summary Details screen will appear.
3. Select the Global Actions hyperlink within the tertiary menu. The Global Actions screen appears.

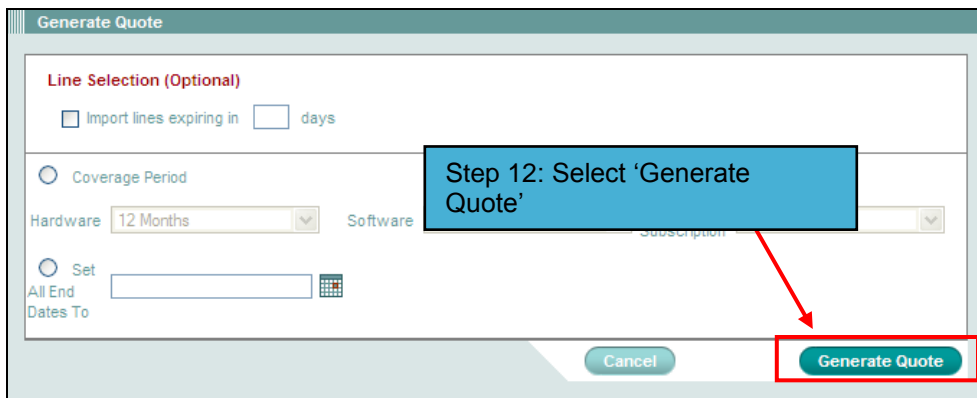


4. To generate a renewal quote for specific Site IDs only, select the 'For Selected Site IDs Only' radio button and the corresponding selector icon. The Site ID selector window will appear.
5. Select the sites within the contract that you would like renew. If your contract has many sites, you can search for specific sites by Installed at Site Name, ID, and address fields.
6. Click 'Select Site(s)'.
7. If you would like to search for specific products, select the 'For Specific Products Only' radio button and click the corresponding selector icon.
8. The product Selector pop-up window will appear which enables you to search for specific products on the contract to renew. Once you have selected your products, click 'Select Product(s)'.
9. Your desired renewal items (either Site ID or Product) will appear in the corresponding boxes.
10. Select 'Extend Service Coverage' from the Action drop down and click 'Submit'.



**Note:** If the selection contains any DNR-flagged takeover lines, an error message will be displayed. If the selection contains only DNR-flagged lines, clicking the 'OK' button on the error pop-up window will stop the transaction. If the selection includes some DNR-flagged lines and some non-DNR flagged lines, clicking the 'OK' button will allow the transaction to proceed. Any DNR-flagged lines will be excluded from that transaction.

11. The Generate Quote pop-up window appears. Apply any desired Line Selections (optional) to add lines expiring in your preferred amount of days. You can also select the Hardware and Software coverage periods as well as 'Set All End Dates' to a specific date.
12. Once you have applied your selections, click 'Generate Quote'.



13. The 'Online/Offline' processing window will appear asking you to generate the quote either online or offline. It is recommended to allow the system to transact offline when working with many lines. A Request ID will be generated to track the status of offline requests.
14. A new quote will be generated containing all the products from the contract. If you selected 'Online', once the process completes, you will be routed to the Quote Summary Details screen of the new quote you have created. If you selected 'Offline', you can track the status of your request from the Request Status screen and you will receive an email once the job completes.

**Note:** You can also renew selected lines from the Contract Summary Details screen and Line Items screen. The Contract Summary Details screen allows you to renew by selected install site(s) and the Line Items screen enables you to renew by specific line(s). The summaries below detail the high-level process for each.

- **Renewing by Install Site from the Contract Summary Details screen:** From the Contract Summary Details screen, you can select the required sites from the Site Information table. Once you have selected the sites for renewal, select 'Extend Service Coverage' from the Action drop-down menu and click 'Go'. This will generate a renewal quote for the selected site(s).
- **Renewing by Product from the Line Items screen:** Once you have opened the contract which contains products you would like to renew, navigate to the Line Items screen by selecting 'Line Items' in the tertiary menu. Click the checkboxes next to the line items you would like to renew, select

'Extend Service Coverage' from the Action drop-down menu and click 'Go'. This will generate a renewal quote for the selected product lines.

**Note:** You have the ability to set specific products as 'Do Not Renew' (DNR) to keep them from being added to a quote when renewing the entire contract in the future. To do this, select the required lines and use the 'Do Not Renew' action from the Action drop-down menu.

**Related Links:**

- CSCC Training Website: [Click Here](#)
- CSCC User Guide: [Click Here](#)
- Contract Management Job Aid: [Click Here](#)
- Renewing All Lines on a Contract Using Online Contract Management (OCM) Tip Sheet: [Click Here](#)