

Cisco Service Contract Center

The Next Generation of Service Management

CSCC Validation Guidance

Introducing the new Cisco Service Contract Center integrated validation system, designed to protect your data and keep your service business running efficiently.

Validation points exist throughout the contract creation and management process, helping to ensure that the data you enter is accurate and reliable.



8 Validation Types within Cisco Service Contract Center

1. Contract Ownership Validations
2. Installed-At Site & Ship-To Information Validations
3. Pricing Related Validations
4. Product Information & Entitlement Validations
5. Contract Date Validations
6. Non-standard, Discount Thresholds, & Advanced Services (AS) Validations
7. Contract Synchronization Validations
8. Billing & Credit Related Validations

I. Contract Ownership Validations

Contract Ownership validations are run to verify the values that are entered into the parameters mentioned in the below section. They are run to ensure that the action you are performing is compliant with Cisco policies and processes as it relates to contract ownership. The below validations are run for new, renewal, and contract takeover scenarios.

This set of validations also performs address checks against the Internal ownership of a contract, such as appropriate sales regions.

4 Contract Ownership Validation Types



Bill-To

- The Bill-To address is required for estimate/quote creation and must be in an Active/Valid status
- Users must be approved to create estimates/quotes under the selected Bill-To



Source Contract & Target Contract

- The source/target contract customer number needs to be the same as the Bill-To customer number
- The source/target contract service level references has to be the same as the quote/estimate service level



Sales Region

- Must be a valid sales region defined in the Product Sales Hierarch (CORP REV Hierarchy)



Takeover

- All takeover quotes require Cisco touch to apply the necessary discounts

Common Contract Ownership Validation Error Codes

The below errors are common Contract Ownership Validation Errors that you may receive. Click on the hyperlinks below to access the full details and steps to resolve the specific Error.

[SCCON1006](#)

[SCCON1009](#)

[SCCON1001](#)

[SCCON1004](#)

[SCCON5002](#)

[SCCON5003](#)

II. Install-At Site and Ship-To Information Validations (includes service availability)

Install-At and Ship-To validations ensure that equipment sites and Ship-To locations are active and valid for use on a quote or contract. They also validate that the requested level of service is available at the equipment location identified on a quote/estimate. In the case where an estimate is created, this set of validations will also ensure that the information provided on that estimates matches the information being requested on the quote.

In the case of Multinational ordering, a validation exists to ensure that a review of program eligibility and applicable discounts is performed.

5 Installed-At Site and Ship-To Information Validation Types



Installed-At Site

- The Installed-At address is required and must be in an Active/Valid status
- The common "DUMMY" or "UNKNOWN" Installed-At site cannot be used on a quote/estimate.
- All Installed-At Sites must be the same for major and minor products in the same configuration.



Service Availability Management (SAM)

- The requested service (service level) for the equipment must be available at the Installed-At location specified on the quote/estimate.
- The Installed-At site including site identifier, city, state/province (if required), and country will be validated by SAM to ensure services can be delivered.
- If SAM returns multiple service availability locations within a city, an internal Cisco review of the quote is required.



Ship-To

- The Ship-To address must be in an Active/Valid status



Country/Multi-National

- When the Bill-To Country and Installed-At Country are different on a quote, some service programs may not be available. Only CBR service levels will always pass validations. Pricing and discounting is generated automatically by the system.



Estimate to Quote

- The Installed-At Site Address on a Cisco Service Contract has to match the Install-At Site Address provided on the Estimate.

Common Install-At Site & Ship-To Information Validation Errors

The below errors are common Installed-At Site and Ship-To Information Validation Errors that you may receive. Click on the hyperlinks below to access the full details and steps to resolve the specific Error.

[XXCSS_QOT_INST_SITE_REQD: Missing Site](#)

[SCASL1001](#)

[SCMUN5001](#)

III. Pricing Related Validations

Cisco's service quotes are valid for 60 days from the date the quote was validated. The pricing related validations ensure that quote validity dates are protected, so the customer gets the price quoted and that any updates performed to the quote are also protected.

Additionally, Pricing Related validations will warn you if the price on the quote has decreased since the original quote created/protected date and allow you to accept or decline the new price.

These validations also ensure that the service requested has a valid SKU and price and makes checks to ensure that the appropriate product information necessary for Factor Base pricing is provided and valid (where applicable).

2 Pricing Related Validation Types



Price Protection

- Only valid for 60 days after quote is validated.
- Any quote changes resulting in a price impacting change will reset the price protection period.
- If there are price decreases, a warning message will be provided to alert the users to accept or decline lower price.



Pricing

- Service SKU has to be available on the price list with a service price
- For Factor Base pricing, the product with the product price has to be available on the price list.

Common Pricing Related Validation Errors

The below errors are common Pricing Related Validation Errors that you may receive. Click on the hyperlinks below to access the full details and steps to resolve the specific Error

[SCDAT1010](#)

IV. Product Information and Entitlement Validations

The Product and Entitlement validations will check to ensure that Serial Number formats, Serial Numbers, Product Numbers, and Service Levels are provided and valid. These validations ensure that the configuration on the quote matches Cisco's Install Base (IB) records. Product validation rules ensure that min/max product quantities are within the appropriate limits and runs Export Compliance checks on the product.

These validations also guarantee that the requested service is available on the product and that you are authorized to access the product and/or order services for the product. At the time of order, a check will be made to see if the product is pending contract creation on another quote.

Additionally, these validations conduct checks for multiple instances of the serial numbers and duplicate coverage scenarios. They validate that primary service is in place where required for secondary services to be quoted/ordered.

IV. Product Information and Entitlement Validations (continued)

7 Product Information and Entitlement Validation Types



Product Number

- Non Category A equipment on SIS98 service level is not renewable.
- Has to be a valid Cisco product number.
- Product number is required when serial # is not provided.



Serial Number

- You have to have access to the serial number you are trying to quote unless you have performed the Takeover Acknowledgement .
- You will receive a Serial Number Validation Error when:
 - Multiple instances of a serial # are found
 - Serial # is covered on another contract



Service Level

- This is a required element on a quote/estimate.
- Primary services are required before equipment can be put on a secondary services contract



Miscellaneous (IB Configuration Error)

- The configuration provided on the quote does not match Cisco records.



Quantity

- Cannot exceed 99,999
- Cannot exceed the quantity in Install Base.
- Must have at least 1 for serialized equipment.



Export Compliance

- You will receive an Export Compliance Validation Error when the quote is created:
 - For a Restricted Country
 - For a Denied Party
 - When a Product License is required



Order

- You will receive an Order error when the equipment is currently on another quote that has failed or the order is pending creation

Common Product Information & Entitlement Validation Errors

The below errors are common Product Information and Entitlement Validation Errors that you may receive. Click on the hyperlinks below to access the full details and steps to resolve the specific Error.

SCMIS1001	SCSER1004	SCSER1008	SCCUS1001
SCCUS5001	SCASL1002	SCASL1003	SCASL1004
SCSPM1001	SCSPM9001	SCSRV1003	SCSRV1004
SCSRV1015	SCSRV1016	SCSRV1019	SCSRV5002
SCSER1011	SCSER5002	SCSRV1012	SCSRV1017
SCSRV5001	SCSRV5005	SCSRV5006	SCSER5003

[XXCSS_SCDC_...: Serial Number](#)

[XXCSS_QOT_SER_NOT_FOUND: Serial Number Not Found](#)

[XXCSS_QOT_ENDD_PAST: Service Level and End Date](#)

[SCMIS1001: Service Products Are Not Mapped](#)

[SCSRV5001: SUSA Software Service Levels](#)

V. Contract Date Validations

Contract Date validations are in place to ensure that contract start and end date business rules are applied appropriately to New, Renewal, and Co-termining service contracts. These validations also ensure that the maximum and minimum contract duration requirements are met, that co-term preferences are aligned for the quote, and that the appropriate (max/min) lead times are applied. This ensures service contract set-up is not prolonged.

3 Contract Date Validation Types



Begin Date

- The begin date cannot be: after the last day of support, after the last date to renew service, or after the last date to attach/add service.
- Cannot extend beyond 90 days.
- For renewals, the begin date must be on the day after the service end date. For example, if the service end date is June 30th, the begin date for the renewal must be July 1st.
- For new service, the begin date cannot be in the past.
- For service levels that require additional preparation in order to deliver the entitled services, the begin date has to be today's date plus lead time.
- When quoting a full contract renewal, all begin dates on the quote must be the same.
- When performing Upgrades/Downgrades while keeping the same contract number, the begin date must equal today's date.



End Date

- Cannot be after the Last Date of Support.
- Must meet the service level minimum and maximum requirements. The minimum amount of service that is typically required is 1 year.
- The end date for the renewal Service Level cannot be less than the original end date of service.



Co-Term Dates

- The contract co-term date is used to ensure that all quote end-dates match the contact co-term date.

Common Contract Dates Validation Errors

The below errors are common Contract Date Validation Errors that you may receive. Click on the hyperlinks below to access the full details and steps to resolve the specific Error.

[SCDAT1005](#)

[SCDAT1006](#)

[SCDAT1007](#)

[SCDAT1008](#)

[SCDAT5011](#)

[SCDAT5012](#)

[SCDAT5013](#)

[SCDAT5014](#)

[SCDAT5015](#)

[SCDAT5016](#)

[SCDAT9002](#)

[SCDAT9015](#)

[SCDAT5009](#)

[SCDAT5010](#)

[SCDAT5021](#)

[SCDAT9010](#)

[SCDAT9013](#)

[SCDAT9014](#)

[SCDAT9021](#)

[SCSRV5004](#)

[SCDAT5006](#)

[SCDAT9023](#)

[XXCSS_QOT_ENDD_PAST](#)

[SCDAT9021, SCDAT5011: Minimum Duration](#)

VI. Non-Standard, Discount Thresholds and AS Validations

The Advanced Services (AS) validations ensure that only AS SKUs are added to AS Contracts. They also check that the quantity and pricing for these items are provided and valid. Note: Estimates are not allowed for AS SKUs.

The Non-Standard deal validations check that a quote contains only standard terms. Where Non-Standard terms are requested on a quote, they ensure that the appropriate Deal ID is provided and is valid. For example: \$IM deal thresholds, periodic billing, excessive discounts, etc.

2 Non-Standard, Discount Threshold, and Advanced Services (AS) Validation Types



Network (AS validation)

- “STS-Support” SKUs can only be on an AS contract and the quantity has to be equal to 1
- Net price for AS has to be greater than \$1
- No estimates can be created for AS SKU



Non-Standard

- Total Quote > \$1 million
- Deal ID is required for Non-Standard quotes
- Deal ID has to be valid

VII. Contract Synchronization Validations

Quotes are revalidated periodically by Cisco Service Contract Center to provide alerts to you to when Contract Management activities have occurred that could impact the quotes regardless of their statuses. The following alerts are provided:



Contract Synchronization Validations will occur for the following:

- Moves, Adds, Changes and Deletes (MACD) that occurred during MassMAT
- Installed-At Site Address changes as part of contract management activities
- Configuration changes occurred via Asset Management on quoted lines
- Service coverage changes on the contract
- Product on contract moved to another contract
- Contract service level has changed
- Co-Term date on the contract has changed
- Product is no longer serviceable
- Standalone product on the contract are not part of a configuration
- Installed quantity on the contract has changed.

VIII. Billing and Credit Related Validations

These validations are in place to ensure that Cisco has the ability to bill/invoice customers accurately. These validations check the active status of Customer IDs and ensure that contract currency on the quote and contracts are matching.

Additionally, this set of validations ensures that changes are not performed to lines/contracts where the customer has a previously negotiated “periodic billing” arrangement with Cisco. Renewals of these types of contracts are allowed, however, changes are prohibited.

3 Billing and Credit Related Validation Types



Billing

- Quoting does not support changes to contract lines with Periodic Billing Schedules. Only renewals are supported.



Customer

- The Customer Number must be in an Active/Valid status



Currency

- The quote currency has to match with the contract currency you are trying to renew or add equipment to.