

From: Cisco Systems  
Subject: Cisco continues to improve its systems and processes  
Email re: **Upgrade and Migration**



Cisco International Limited  
Country Enablement



## Cisco continues to improve its systems and processes

We are constantly looking for new ways to make it easier for you to do business with us. We are very happy to announce that on 16 November 2014, Cisco International Limited (CIL) will be upgraded to our new global Enterprise Resource Planning (ERP) platform. At the same time, we will migrate your Cisco business from Cisco Systems International B.V. to the CIL business entity.

By migrating to CIL, you will benefit from our new scalable and foundational platform which supports new business models.

Over the coming weeks, additional information will be provided regarding the following updates.

- **Legal Evidence of Arrangement**
  - All existing and new Sales Agreements, Internet Commerce Agreements and or Indirect Channel Partner Agreements, must be reassigned to Cisco International Limited.
- **New Bill-to ID (BID)**
  - New BIDs aligned to the Cisco International Limited entity will be provided to all partners, distributors and customers for purchasing with the new entity. Customer profiles will be automatically updated to include these new BIDs.
- **Open quotes and orders**
  - We recommend that all open, active and un-submitted quotes and orders in CCW and CSCC be submitted and booked prior to 7 November.
- **Invoice updates**
  - Cisco invoices will change to a new invoice format with additional fields and reflect the Cisco International Limited entity where new bank information will be provided for remitting payments.
- **Reseller and Distributor Bill to ID alignment**
  - Distributor and Reseller BIDs will need to align to the same Cisco operating unit for service only sales.
- **Modification to Sales Order number**
  - Sales order numbers will be increasing from 8 to 9 numbers.
- **Service Cancellation and Restocking Fee**
  - For the Cisco International Limited entity, if Service Cancellation and Restocking Fees are applied, they will be charged on a separate invoice as opposed to netting the fees against any outstanding credit amount in order to be compliant with local tax laws. Your existing credits will not be affected.

There may be some actions required from you at a later stage, so please look out for future communications.

**For more information**

If you have any question on this upgrade or migration, please go to [Partner Central](#) or reach out to your PAM, DPAM or CPE Advisor.

Successful and mutually beneficial relationships are a significant part of our future; we look forward to your continued support and collaboration.

Regards,

**Cisco**