



## Cisco International Limited (UKH): Be Prepared for the Upcoming Changes

Dear Valued Partner, Customer or Distributor,

To help ensure that you are fully prepared for the **realignment** of your Cisco business to your new Cisco business entity, please read the following and make any affected departments aware of the upcoming changes.

### Actions Before Go-Live (16 November 2014)

- **Updating Vendor Information**
  - Please remember to add your new Cisco business entity to your procurement tools as a vendor or supplier if necessary.
- **Invoice Updates**
  - Following go-live you will be invoiced by the Cisco business entity that you placed your order with. Remittance must be made to the invoicing business entity. Your finance department should have received a communication with bank details.
- **Open quotes and orders**
  - We recommend that you submit and book all open, active, and un-submitted valid quotes and orders in Cisco Commerce Workspace and Cisco Service Contract Center before 7 November to reduce the amount of data requiring migration.

### Key Changes:

- **New Bill-to IDs (BIDs)**
  - New BIDs will be created for your new Cisco business entity and will be available in Cisco Commerce Workspace and Cisco Service Contract Center on 16 November. You do not need to take any action, as your customer profile will be automatically updated.
- **Service Cancellation and Restocking Fees**
  - Service cancellation fee: You will now receive a separate invoice for service cancellation fees and the fee will continue to be applicable to 'termination for convenience' requests only, excluding Brazil.
  - Restocking fee: Customers will now receive a separate invoice.
- **Export Controls**
  - As specific in the UK government export requirements, if you purchase controlled equipment (5A002 or 5D002) that is shipping from the EU, you will be required to complete and submit additional paperwork. You will need to sign and provide the following documentation:  
  
UK Customers Authority Consignee Undertaking (UKCU) can be found [here](#).  
  
Cisco's Export team can give you the required support to complete this paperwork. For more information, please visit our Cisco Global Export Trade [site](#).
- **Partners and Customers Able to Order Under Cisco Systems B.V.**
  - Only partners and customers in the following countries will be able to order via the Cisco Systems B.V. (NL) business entity: Netherlands, Russia, India, China, Korea, United Arab Emirates (UAE), Kuwait, Libya, Kingdom of Saudi Arabia, Belarus, Kazakhstan and Ukraine.
- **Modification to Sales Order Number**
  - Sales order numbers will be increasing from eight to nine numbers when you migrate to a business entity on the R12 platform.
- **Reseller and Distributor BID Alignment**
  - This change will bring Cisco Service Contract Center to parity with other commerce tools, such as Cisco Commerce Workspace and Sales Order Work Bench (SOWB), where the business entity between a distributor and a reseller is already aligned. For further information, please click [here](#).

### More information

If you have questions, please go to [Partner Central](#), contact your partner account manager, distributor account manager, partner services development manager, or customer and partner experience advisor; or email: [ce-cil-support@cisco.com](mailto:ce-cil-support@cisco.com).

For more information on the release, please see the [Cisco International Limited Partner, Customer and Distributor Handbook](#).

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

Regards,

Cisco