



Cisco International Limited

Country Enablement



Cisco International Ltd. (UKH): Be Prepared for the 16 November 2014 Cisco International Ltd. Migration and Platform Upgrade

Dear Valued Customer, Distributor, or Partner,

This communication serves as a final reminder that on 16 November 2014, Cisco will transition one or more of your bill-to IDs (BIDs) on Cisco Systems International B.V. (NL) to the Cisco International Ltd. (UKH) business entity. Additionally, we will also be upgrading Cisco International Ltd. to our new global enterprise resource planning (ERP) platform.

This transition will require you, as a Cisco customer, distributor, or partner, to move from conducting business with Cisco Systems International B.V. to conducting business with Cisco International Ltd.

Below are key points relevant in ensuring that your company is operationally ready to begin doing business with Cisco International Ltd.

Key actions: Please take note of the changes below, as they are critical to the successful closing of an order after 16 November:

Modification to Sales Order Number

- Sales order numbers will be increasing from eight to nine digits under our new global ERP platform.

Reseller and Distributor BID Alignment

- A systems validation will be required to continue conducting business after 16 November. In summary, the systems validation requires business entities to be aligned to the same entity for distributor and reseller BIDs within Cisco Service Contract Center. This change will bring Cisco Service Contract Center into parity with other commerce tools, such as Cisco Commerce Workspace and Sales Order Work Bench (SOWB), in which the business entity between a distributor and a reseller is already aligned. For further information, click [here](#).

Accounts with Active Bill-to IDs (BIDs) on Both B.V. and Cisco International Ltd.

- On 16 November, all accounts with a bill-to address in Cisco International Ltd. countries will have been completely migrated from Cisco Systems International B.V. to the Cisco International Ltd. business entity. All business will now be handled through your new Cisco International Ltd. BID, inclusive of all service ordering and renewals.
- If you have a BID address active in B.V. and active in Cisco International Ltd., for service delivery, your account has two options:
 - For service renewals that are with B.V., there is no change to the way you order today
 - For product orders as well as new Service-only orders, please use your new Cisco International Ltd. BID

Updating Cisco's Vendor Information in Your Internal Procurement Tools

- Please remember to add Cisco International Ltd. (UKH) to your procurement tools as a vendor or supplier, if necessary.

Open Quotes and Orders

- We recommend that you submit and book all open, active, and unsubmitted valid Cisco quotes and orders in Cisco Commerce Workspace and Cisco Service Contract Center as soon as possible to reduce the amount of data requiring migration.

Key Changes

New Bill-to IDs (BIDs)

- Effective 16 November, begin using the new Cisco International Ltd. (UKH) BIDs available in Cisco Commerce Workspace and Cisco Service Contract Center. Your customer profile will automatically be updated.

Invoice Remittance Updates

- Effective 16 November, invoices will be received by the Cisco business entity with which the order was placed. Remittance must be made to the invoicing business entity. A communication with bank details has already been shared with your finance contact.
- Transactional data from Cisco Systems International B.V. (NL) will not be migrated, so all open legacy orders will continue to invoice and be collected out of Cisco Systems International B.V. (NL).

Invoice Format

- For the Cisco International Ltd. entity, a new invoice format will be presented with the tax rate displayed at the line item level.

Service Cancellation and Restocking Fees

- For the Cisco International Ltd. entity, if service cancellation and restocking fees are applied, they will be charged on a separate invoice, as opposed to being deducted from any outstanding credit amount. The invoice will reference the original purchase order number and corresponding credit memo number, to ensure that payment of the invoice is processed within the customer's standard payment terms. Existing credits will not be affected.
- Service cancellation fees will continue to be applicable to "termination for convenience" requests only – excluding Brazil.

Export Controls

- As part of the UK government export requirements, if you purchase controlled equipment (5A002 or 5D002), you will be required to complete and submit additional paperwork. Below is the documentation you will need to sign and provide:

UK Consignee Undertaking (UKCU), 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](#).

If you have questions, please go to [Partner Central](#). You can also 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.

For more information on the release, please see the [Cisco International Limited Partner, Customer, and Distributor Handbook](#) or [watch](#) a recorded informational session that covers the release in detail.

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

Regards,

Cisco