



Cisco International Limited

Country Enablement



Cisco International Ltd. (UKH): Be Prepared for the 16 November 2014 Entity Realignment

Dear Valued Customer, Distributor, or Partner,

This communication serves as a final reminder that on 16 November 2014, one or more of your Cisco bill-to IDs (BIDs) will be realigned to one of the following Cisco business entities: Cisco Systems International B.V, Cisco Systems Inc., Cisco Systems Canada Co., Cisco Systems Italy Srl, Comercio e Servicos de Hardware e Software do Brasil Ltda, Cisco Systems Australia Pty Ltd., Cisco Systems G.K., or Cisco International Ltd. (UKH).

This transition will require you, as a Cisco customer, partner, or distributor, to begin conducting your Cisco business with your newly aligned business entity.

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

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 when migrating to a business entity on an upgraded platform. Entities currently on the upgraded platform are Comercio e Servicos de Hardware e Software do Brasil Ltda, Cisco Systems Australia Pty Ltd., and Cisco International Ltd. (UKH).

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), for which the business entity between a distributor and a reseller is already aligned. For further information, click [here](#).

Updating Vendor Information

- Please remember to add your new Cisco selling entity as a vendor or supplier to your procurement tools, if necessary.

Open Quotes and Orders

- We recommend that you submit and book all open, active, and unsubmitted valid 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 business entity 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

- For accounts migrating to Cisco International Ltd. (UKH), as part of 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. 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