Services

Cisco Worldwide Customer Service and Support Operations

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Service Contract Center (SCC)

The SCC is a Web-based management tool for Cisco$^®$ Customers/Partners. SCC makes it easy to view and manage service contracts online, as well as perform all contract-related business tasks in one convenient location. To log into SCC and obtain the latest SCC news, visit the SCC Website.

Renewals

To renew a service contract via the SCC Tool, scroll down from the SCC Website to the "Log in to SCC" link. Click **Contracts** > **Renewal Business Summary** to view all contracts expired within the last 60 days or contracts expiring in the following 90 days. From this point, Customers/Partners can go and create a renewal quote per contract.

Upgrades

To change the current service level of a contract to a higher level, scroll down from the SCC Website to the "Log in to SCC" link. Click **Quoting and Ordering** > **enter your contract number in Quick Search** > **Upgrade Quote** > **Submit** > **Search on the Contract** and select the new higher service level.

Contract Management

Through SCC, Customers/Partners can move products from site to site within one contract, merge contracts, or move products from contract to contract. All those tasks are explained in detail in the Quick Reference Guide and in a global e-learning. Both the guide and the e-learning can be found on the SCC in the HELP button on the right top corner.

Quoting

Customers/Partners can create orderable quotes for Shared support and CBR services in the **Quoting and Ordering section**. Here they can also create a new quote for adding products to an already existing contract. This functionality can be used for creating a service quote for products purchased via the distribution. Customers/Partners can click on **Quoting and Ordering**, select the type of quote they want to generate, add products with serial numbers, and create the quote.

Ordering

Under the **Quoting and Ordering** button, Customers/Partners will find **Quote Manager**, where all open and ordered quotes are displayed. From here, they select the quote > click **Order Selected Quote** > enter their PO number and click **Order now**.

Serial Number Information Finder (SNIF)

SNIF allows Customers/Partners to submit an Excel file with multiple serial numbers and product IDs for serial number lookup. Before creating service quotes, you can use this functionality to check the validity of their serial number (SN), which can be found in the contract section. For more information about SNIF, check the SNIF reference guide, VoD, and Q&A under the HELP button.

SN Update – RMA

In case the replacement parts to the end user are supplied by a Partner and Cisco RMA is shipped to a Partner, Partners will have to update the SN on the end user's service contract and the service contract where the spare parts are kept.

If Cisco RMA is shipped to the end user directly, Partners don't need to update the serial numbers; the update will be done by Cisco. To change the SN in SCC, search with the SN you want to change, select **Edit SN**, enter the new SN, and submit. Within 48 hours, the change will be visible in SCC.

SCC User Guide

To access a global e-learning and an overall user guide on the SCC Tool, log into the SCC Tool and click the "HELP" button on the top right side of the Webpage.

How to Open a Case for Support on the SCC Tool

U.S., Canada, and Latin America:

http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php

European and Emerging Markets:

http://www.cisco.com/public/scc/Support_Contact_Info_EMEA.html

Asia Pacific: http://www.cisco.com/public/scc/Support_Contact_Info_APAC.html

Japan: japan-scsr@cisco.com

How to Renew Contracts

Customers/Partners should contact their service account manager or see the SCC User Guide by logging into the SCC Tool and clicking the "HELP" button on the top right side of the Webpage.

Shared Services/Support

Ordering Products and Shared Support with the Ordering Tool

Setup Defaults: Service Discount, PO type (Resale or Internal Business use/infrastructure), and service levels for hardware and software.

Enter Ship-to-Bill Address

Enter Service Site Address: This is critical information as the name entered here is used to determine on which contract the line items will be assigned. This is critical for Premium service levels (meaning 2- or 4-hour parts replacement), because Cisco relies on the service site details to

successfully fulfill this service obligation.

Enter Service Contract Billing Address: This address is required to complete the order, but is not used to establish/support service contracts.

Contract Number: By entering an existing contract number in the Service Options Section, you can specify the service contract to which the service lines will be added. IMPORTANT: the Bill To, Service Level, and End User Name on the service site must match the existing contract number. Only if all elements match, the new line items will automatically be added to that contract.

Contract Duration: To change the contract duration, select the desired hardware or software part number, then press the Service Line/Details button.

Entitlement

Contract Creation: The service contract duration is 12 months (for one-year contract); the start of the service contract for all service levels is 30 days (= grace period) following the shipment. With service-only orders (M lines), the service contract start date is based on the processing (system) date. The contract will be effective one day after the system processing (contract creation) date.

Getting Service Before the Service Contract is Entitled: The key indicator for service contract entitlement is approximately 10 days. In case the equipment is not entitled yet, service will be provided for the product prior to the service contract creation using three methods.

1. Cisco Warranty Service can be requested if the product is operational.
2. The RMA DOA process can be used if the product is nonoperational. These services are in affect upon shipment of the product and do not require a service contract to utilize.
3. Same Day Ship: 4-hour or 2-hour services may be provided, but only on a best-effort basis after Cisco has accepted the order for such service levels. Specific 4-hour and 2-hour services require the above 30 days setup time. RMA requests for entitled equipment will have priority over not yet entitled equipment.

Immediate Entitlement Required: If immediate entitlement is required, Customers/Partners should contact Worldwide Customer Service via e-mail, phone, or the online case management tool. If contacting Worldwide Customer Service by phone, select option number 5 for services on the Worldwide Customer Service phone tree. If contacting Worldwide Customer Service by e-mail or the Internet, enter "Service Entitlement" in the subject line of the request.

Service Support Request

TAC

When opening a TAC case, the following information is required: contract number, product number, and install site information, including install site name and full address where equipment is installed. Requested is the serial number of the defective part. When opening TAC cases for equipment covered under the SIS contract, only the SIS contract number is required.

Service RMA

Same Day Ship RMA Requests: For RMAs that do not require troubleshooting, Partners must use the Service Order Tool and provide the following information: Real Contract Number, Product Number, and Site Location (full address where equipment is installed). Requested is the serial number of the defective part.

Two- and Four-Hour RMA Requests: For RMAs that do not require troubleshooting, the Partner must use the TAC hotline, select option 4, and speak directly to the Logistics Support team who will request the following information: Serial Number of the defective chassis or module or Real Contract Number, Product Number, and Site Location with the full address where equipment is installed.

RMAs are normally sent to the sites listed under the contract. For special requests, exceptions can be made, with the following restrictions:

- SDS: Cisco can basically ship to only any valid site on any valid contract
- Two- and Four-Hour shipments: Cisco can ship only to the site as specified on contract

SCC Support

For support with issues related to SCC, including contract and ordering access, Customers/Partners should send an e-mail to the appropriate regional team:

- European and Emerging Markets: scs-tools-query-emea@cisco.com
- Japan: japan-scsr@cisco.com
- United States, Canada, and Latin America:
  http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php

Customers/Partners in the Asia Pacific region should open a case with the SCC Tool for these kinds of queries.

The CA Support Operations Team can help Customers/Partners with any other SCC-related issues.

Distributor Services Ordering

Cisco Distributors have the option of ordering SMARTnet$^{®}$ services for resale in three different ways: physical packages, virtual packages, and SMS3.

Physical Packages

Distributors can order SMARTnet in a physical package through the ordering tool or XML. With this option, Cisco sends a "package" with a token that a user must register online to activate the service. Pricing is category-based. All products are divided into one of 18 different categories. Part codes will end in VPKG.

To find out the SMARTnet category pricing of a product, use the category tool found here.

To check service availability for a site address, use the SAM Tool with a CCO user ID. Enter the requested information and click "Find Service Availability" at the bottom of the page.

Virtual Packages

Virtual Packaged (SMS1R) is similar to the initial packaged concept, except that the whole ordering flow is done electronically, no physical package is sent out for registration anymore.

The order (part codes will end in –VS) is placed through the ordering tool, and the system setup is combining data pulled from the ordering tool with the corresponding POS data uploaded by the Distributor to Cisco, creating tokens and shell contracts that the Reseller will then have to register in order to activate the service. The Distributor will need to have been set up on the SMS1R system prior to ordering under this program. Contract and registration management can be accessed in the Service Contract Center.

SMS3

SMS3 is a two-tier quoting, ordering, and renewal management program on SCC that offers part-number-based pricing as opposed to category-based pricing on an enterprise price list. Part entitlement happens at the time of ordering and does not require registration of tokens/shells.

For additional questions on the Distributor Service offerings explained above, open a case at the Service Support Center.

How to Order Distributor Packaged Services

On Cisco Online Ordering Tool
All Packaged Services (ending with VPKG, PKG, or VS) must be ordered on separate orders from products or other nonpackaged services. Choose "Service Only" order type on the Ordering Tool.

On XML
All Packaged Services (ending with VPKG, PKG, or VS) must be ordered on separate orders from products or other nonpackaged services.

When to Contact the Global Contact Center for Services

For presales/quoting, Customers/Partners should contact the Service account manager in their country.

For postsales (booking) and CCO ordering tool related questions, send an e-mail to cs-support@cisco.com.

Useful Links

SAM Tool: http://tools.cisco.com/apidc/sam/search/search.do

SCC Tool: http://www.cisco.com/cgi-bin/front.x/scccibdispatch?AppName=ContractAgentandForm=Home

SCC Website: http://www.cisco.com/public/scc/Support_Contact_Info_APAC.html

Service Contract Center: http://www.cisco.com/public/scc/Support_Contact_Info_APAC.html

Service Support Center: http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/cisco.php

SMARTnet Category Tool: http://www.cisco.com/cgi-bin/front.x/scccibdispatch?AppName=ContractAgentandForm=MenuandLevel=2andItemId=PKG_SERV_CAT

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at **www.cisco.com/go/offices.**

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