

Service Order Tools

The SVO Submit Tool allows users to request replacements for units covered under warranty or Cisco service contract, or to order billable service replacements. The SVO Status Tool Summary is an online RMA/service order query tool that allows users to receive results onscreen, by e-mail, or in an Excel spreadsheet. The results displayed will be limited to order details associated with the contract number and customer ID number referenced in the user's Cisco.com profile.

Prerequisites

- Your company must be a Cisco Registered Partner
- Individual user from partner company must have a valid Cisco.com ID
- Cisco.com ID must be associated to their partner company

Online Resources

<http://tools.cisco.com/serviceordertools/svosubmit/tool.sdo>

Registration

- **Step 1.** All Cisco Registered Partners request SVO Tool access by sending a request from the SVO Feedback Form.

Go to <http://tools.cisco.com/serviceordertools/svosubmit/feedback.do>

- Select **Access Request**.

Also, a link to the Feedback Form is located on all SVO Tool pages within the "Toolkit" area.

- **Step 2.** Once the access request is received, the request is reviewed by the SVO support team.
- **Step 3.** SVO support team uses the following criteria to make the approval decision.
 - Requester is owner of the contract. If the end user is requesting access, the "Bill-to" company on the contract must be contacted to provide approval for granting access. The SVO support team contacts the partner or e-mails the customer to have the partner open a case for access.
 - Cisco.com profile must include a contract number and contract type.
 - Cisco.com profile must reference a business e-mail address.
 - User must have an active contract referenced in the profile that entitles hardware replacements
 - User has an active covered part line item or appropriate product family assignment.
 - User must identify requestor's country (special rules apply to customers in various countries that determine what level of access they are provided).
 - User must have access to onsite technical expertise that can troubleshoot to the hardware level (non-quantifiable determination).
 - Partner requesting user access: User ID must be valid, tied to a valid company in the database, and the partner company must hold a Cisco Premier, Select, Silver, or Gold Certification.
- **Step 4.** Validation and access approval.
- **Step 5.** Assign a user class to the requestor.
 - The SVO support team determines level of access and sends e-mail notification to the user requesting access.

If you have any difficulty completing this process, please open a support case at <http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>.