

Cisco Learning Credits Manual Process for Internal Purchase

Cisco Learning Credits Internal Price Structure

Part Numbers	Credits	List Price
TRN-CLC-001	100	\$ 10,000
TRN-CLC-002	500	\$ 50,000
TRN-CLC-003	1500	\$150,000
TRN-CLC-000	10	\$ 1,000

How to Order:

Send an Email to the Cisco Learning Credit Coordinator at lcmt_pm@cisco.com with the following required information:

1. Name of Cisco internal contact
2. Internal Contact's email address
3. Internal Contact's "Cisco.com" User ID
4. Internal Contact's Telephone Number
5. Number of credits (Credit Pack) to be purchased
6. Plan of distribution (how many credits to each customer?)
7. Department Name/Number and Account Number to charge credit purchase

Order Confirmation:

A reply will be sent to the Internal Contact (herein designated as "Account Manager") with confirmation of receipt of the order and the date of expiration of the credit package. The expiration date will be set, at this time, to one year from the date of purchase.

Process and Distribution:

Your Learning Credit purchase will be broken down into the specified plan of distribution (refer to #6 under "How to Order") to the external customer. Each specified group of Learning Credits is assigned an "Internal" Sales Order number by the Program Coordinator. The list of Sales Order numbers will then sent back to you, the Account Manager, in the form of an Excel spreadsheet.

As you distribute the Learning Credits, the spreadsheet must be filled in with the following information:

- Customer (Company) Name
- Customer Contact Name
- Customer Contact's Email Address
- Customer Contact's Cisco.com userID
- Customer Contact's Telephone Number
- Date of Distribution of the Credits

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If a customer does not have a Cisco.com userID, please have him/her register at <http://tools.cisco.com/RPF/register/register.do>

When the credit distribution has been decided, the Account Manager sends the spreadsheet back to the Program Coordinator. At that time, the Customer information will be added to the Learning Credit Management Tool (LCMT) with the Customer Contact designated as the "Team Captain" for the account. The Learning Credits will be added to each customer's account and the expiration date of the credits will then be reset to one year from the date of distribution.

The Team Captain's (customer) ability to access the credits for redemption with a Cisco Learning Partner will depend on the Account Manager's timeliness in providing the spreadsheet information to the Program Coordinator. Once in the hands of the Program Coordinator, the data will be added to the LCMT within 24-36 business hours.

How to Manage the Cisco Learning Credits

Learning Credit Management Tool

Cisco Learning Credit Management Tool (LCMT), an online database similar to those used for online banking, registers credits, tracks transactions, validates redemptions, and sends monthly statements to the customer. Available 24x7, the tool also allows the customer to view the credit balance, review account transactions, monitor the courses taken, and generate reports.

Cisco Account Manager:

1. From the homepage of the Learning Credit Management Tool, click on the link "Credits".
2. Select the "first letter" in the name of the customer from the drop down box.
3. When the screen resets, choose the customer name from the drop down box next to "Select Existing Customer".
4. Click on "submit"

To see all customers along with all the transactions that have occurred, just click on "submit" at the bottom of the page without entering any customer information. You will be able to view the transactions within the following titled columns:

- Transaction Date
- Type (of transaction)
- Transaction ID

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- Sales Order Number
- Customer Name
- Cisco Learning Partner
- # Credits (in this transaction)
- Details link to all the information of that particular customer

Customer Team Captain:

1. From the Learning Credit Tool homepage you will be able to see the number of credits available by scrolling to the bottom of the page.
2. To view additional information, click on the “Credits” link at the top of the page.
3. From the credits page you can view an Account Statement or view the transactions that have occurred regarding your particular account. To view all transactions that have occurred, simply click on the “submit” button at the bottom of the “View Transactions” page. The information will be listed as:

- Transaction Date
- Type (of transaction)
- Transaction ID
- Sales Order Number
- Customer Name
- Cisco Learning Partner
- # Credits (in this transaction)
- Details (link to all the information of that particular line item)

4. To allow others to view credits and information, click on the “Users” link from the start page. Enter the “required” information in the spaces provided.
5. Under the “Select Options” section, choose to let the person view reports or receive notifications with regards to the credit activity.
6. To view Reports, click on the “Reports” link from the start page.
7. Click on “Cisco Learning Credit Redemptions” to view the report.

Support:

For Cisco Career Certifications and training: <http://www.cisco.com/go/training>.

For information on Learning Credits: <http://www.cisco.com/go/learningcredits>.

For all other questions: lcmt_pm@cisco.com