CISCO SYSTEMS

Cisco Service Contract Center Partner User Guide

April 2005

Contents	User Guide Information	Overview	Searching	Service Pricing & Availability	Quoting & Ordering	Manage Your Renewals

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User Guide Information

About This Service Contract Center Partner User Guide

The Service Contract Center (SCC) Partner User Guide is designed to show you how to navigate within SCC and perform self-sufficient functions within the web-based application. It provides tips on how to get the most benefit from your experience in SCC and is designed as a reference and instructional guide. This user guide will help you optimize the resources available on SCC. An interactive e-learning is also available to demonstrate functionality and test your knowledge of the application. *Note:* Your view may differ slightly from what you see here, depending on your login privileges.

Benefits of Using Service Contract Center

- Saves you time and increases productivity with real-time access to information, including your quote and contract information

- Enables you to proactively create and manage quotes and contracts, renew contracts, modify or add products to an existing contract, upgrade service, and update customer information with the click of a button

- Facilitates the exchange of information between you and Cisco Systems, Inc.®

- Offers quick and accessible information anytime, anywhere

- Helps you prepare quotes and estimates for your customers quickly

What You Will Find in This User Guide

- How to create a Cisco.com User ID and password

- How to register for Partner status

- How to search for a contract(s) using Quick Search and Advanced Search

- How to obtain detailed information on serial numbers

- How to obtain quick pricing on products

- How to view your Renewal Business Summary

- How to create, upgrade, and order service quotes, software service quotes, and service contracts

- How to manage your service quotes

- How to obtain contract access

- How to make changes to your service contracts by adding, moving, or changing products

- How to create a SMARTSpares quote

- How to register packaged services

User Guide Information

How to Benefit from and Read This User Guide

The following SCC process flow for the typical user identifies the key tasks covered in this user guide. The process flow in the overview of each chapter indicates to which task the chapter information is related. *Note:* the process used in your organization may be different depending on your specific business needs.

Each screen capture is followed by its corresponding steps. Selected words are highlighted in **bold** to signify the main options that you may choose or to call out a particular button or link to click. Throughout this user guide, you will find red, circled numbers in some screen captures. These circled numbers reference the instruction numbers, so that it is easier to find the correlation between the step-by-step instructions and the screen capture.

**Service Contract Center Process Flow
(Typical User)**
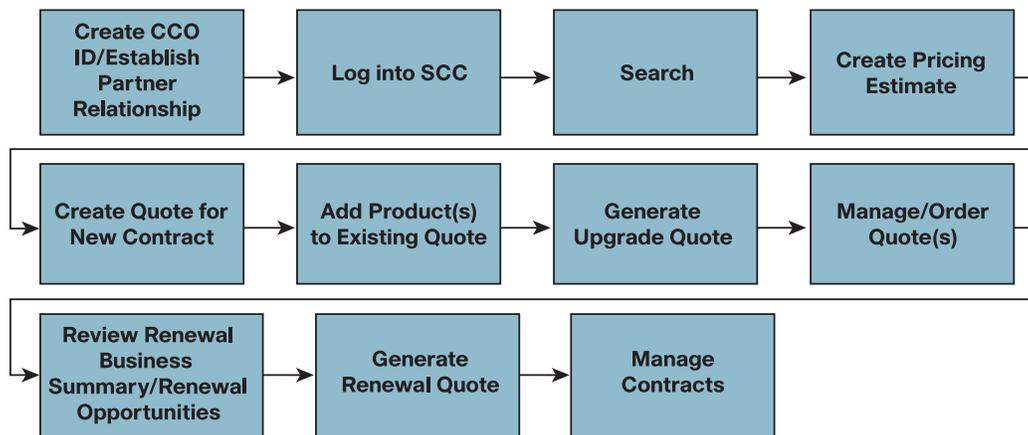
Recommended for Best Performance

To get as much benefit as you can from this tutorial, you will need the following:

• Basic knowledge of Cisco products and services

• Familiarity with the service contract sales and purchase process

Hardware/Software Requirements

• Windows 95/98/NT/2000/ME/XP

• Monitor and display adapter capable of 256 colors at 800x600 screen resolution or higher

• Internet Explorer 4.0 or higher version

• Netscape 7.0 or higher version

Network Requirements

• 56K Modem connection or higher (sustained bandwidth)

Chapter One—Cisco.com User ID Creation and Overview

Chapter Objectives

In this chapter you will learn how to:

• Create a Cisco.com User ID and password

• Access SCC
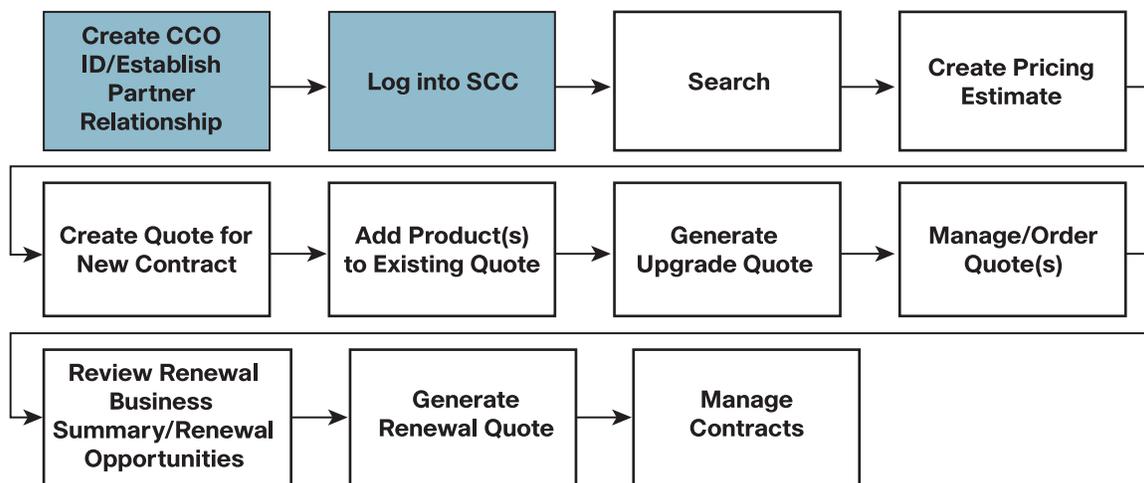
• Log into SCC

• Navigate through SCC

Prerequisites

• Internet access

• Computer requirements (Refer to for details.)

Overview

A Cisco.com User ID is a unique name that you create to identify yourself to Cisco. Creating a User ID allows you to access Cisco.com services and literature. What you access is based on the user profile that you created during registration. The services and information are beneficial because it keeps you current with Cisco news and helps you use SCC effectively.

SCC is strategically formatted with five different tabs for easy navigation: Contracts, Quoting & Ordering, Pricing & Availability, Packaged Services, and Administration. Along with the information in these five tabs, SCC provides a help menu and a feedback link. This design makes your experience with SCC beneficial, productive, and exciting.

Service Contract Center Process Flow
(Typical User)

```
Create CCO          Log into SCC         Search          Create Pricing
ID/Establish                                               Estimate
Partner
Relationship

Create Quote for    Add Product(s)      Generate         Manage/Order
New Contract        to Existing Quote   Upgrade Quote    Quote(s)

Review Renewal      Generate            Manage
Business            Renewal Quote       Contracts
Summary/Renewal
Opportunities
```

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Chapter One—Cisco.com User ID Creation and Overview

1.1 Creating a Cisco.com User ID

Creating a Cisco.com User ID and password is the first step in enabling you to access your contracts, quotes, and additional tools in SCC. When you use this User ID, SCC recognizes you and automatically functions using your preferences.

Figure 1.1–1 Cisco—Service Contract Center

1. Go to the SCC landing page at http://www.cisco.com/public/scc; click the **Cisco.com Registration** link.

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Figure 1.1–2 Cisco.com Registration

2. The Cisco.com Registration page displays. Choose your language from the Choose Language drop-down menu.

   Important: All information is required unless noted with (**Optional**).

3. Enter your first name in the **First Name** box.

4. Enter your last name in the **Last Name** box.

5. Enter your e-mail address in the **Email Address** box.

   Note: A valid e-mail address is required for registration confirmation.

6. Re-type your e-mail address.

7. Choose your language preference from the **Language Preference** drop-down menu.

8. Enter a User ID in the **User ID** box. If the User ID has not already been selected by another user, this will be your User ID to log on to Cisco's Websites.

   Note: The User ID must contain at least one letter and have no spaces. It may contain numbers.

9. Enter a password in the **Password** box. Remember this password, since this will be your password to log on to any Cisco Website.

   Note: Click the **Safeguarding** link to learn more about how to safeguard your Cisco.com account.

10. Retype your password in the **Repeat Password** box.

11. Scroll down the page.

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Figure 1.1–3 Cisco.com Registration

12. Place a checkmark in the check boxes that will apply to you when working with Cisco Systems.

13. Select options for receiving information regarding Cisco products and services. Choose **Yes** or **No** to receive information via e-mail.

14. Click **Yes** or **No** to receive information via regular mail.

15. Click **Yes** or **No** to receive information via phone.

16. Click **Yes** or **No** to receive information via fax.

17. Choose **Plain Text** or **HTML** for the e-mail format in which you would like to receive information.

18. Determine if you want companies that conduct business with Cisco to contact you with information on their products and services. Choose **Yes** or **No**.

19. Read Cisco's Privacy Statement by clicking on the **Privacy Statement** link, and then click **Yes**.

20. Click **Submit**.

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Figure 1.1–4 Cisco.com Registration

Step 2 of 4: Enter Your Company Information page displays.

21. Select **Business Address** or **Home Address**.

22. Enter your company name in the **Company/Organization Name** box.

    Note: If you selected **Home Address** above, leave the **Company/Organization Name** box blank.

23. Enter your address in the **Address Line 1** and/or **Address Line 2** box(es).

24. Enter your city in the **City** box.

25. Enter your state, province, or region in the **State/Province/Region** box.

26. Enter your zip code or postal code in the **Zip/Postal Code** box.

27. Choose a country from the **Country** drop-down menu.

28. Choose a country code from the **Country Code** drop-down menu.

    Note: If you do not know your country code, click the **Locate** link to find the correct country code.

29. Enter your business/primary phone number in the **Number** box.

30. If necessary, add an extension in the **ext** box.

31. Choose a job role from the **Job Role** drop-down menu.

32. Click **Submit**.

Chapter One—Cisco.com User ID Creation and Overview

Figure 1.1–5 Cisco.com Registration

Step 3: Interests and Preferences page displays.

33. Choose a language from the **Spoken Language** drop-down menu.

    Note: If supported, it will be the language spoken when you contact Cisco's Customer Support.

34. Enter the appropriate information in the **Your Profession** section.

    • Job Role
    • Job Title
    • Job Level
    • Industry
    • Number of Employees
    • Relationship to Cisco

35. Enter your search preferences in the **Search Preferences** section.

    Note: When these preferences are supported, your search results will be displayed according to your selection.

    a. Select the number of search results to view after conducting a search. Your choices are 10, 20, 30, 40, or 50.
    b. (Recommended) Click the **Display Results with Highlighting** check box.
    c. (Recommended) Click the **Display Summary with Results** check box.

36. Click **Submit**.

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Figure 1.1–6 Cisco.com Registration
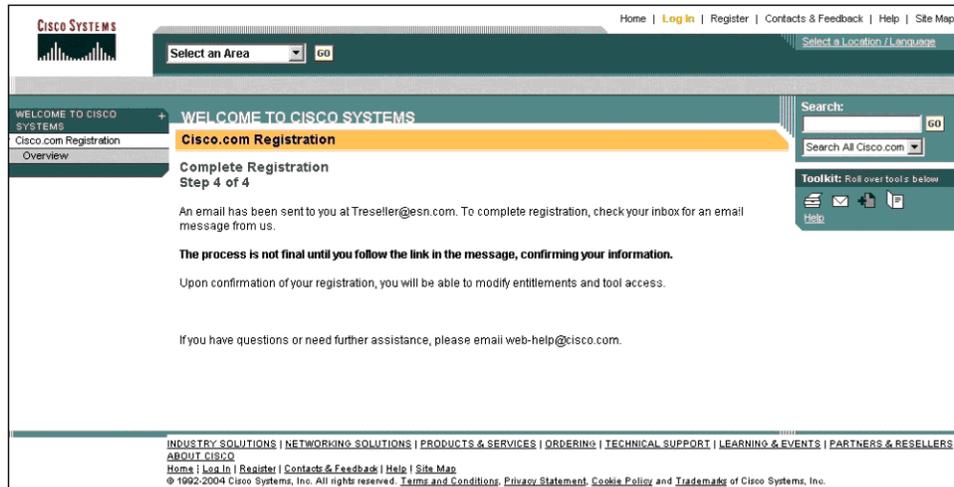
Step 4 of 4: Complete Registration page displays.

37. An e-mail will be sent to your e-mail address, confirming your registration and providing a link to the SCC.

Important: The process of creating your Cisco.com User ID is not complete until you receive the confirmation registration e-mail and follow the instructions in the message.

Upon confirmation of your registration, you will be able to perform specific functions on Cisco.com depending on your profile that you just created.

If you have any questions or need further assistance, e-mail web-help@cisco.com.

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1.2 Partner Registration

Cisco Partner Registration allows you to apply for Cisco Registered Partner status, and you should complete the registration process immediately. The registration information that you fill in affect your view in SCC. Registering your company establishes your relationship with Cisco and gives you access to the tools and training you need to become a Cisco certified or specialized partner.

Follow these steps:

1. Apply for a Cisco.com User ID (if you do not already have one)

2. Provide or verify company information

3. Accept the Indirect Channel Partner Agreement (where applicable)

4. Submit your completed application

5. Cisco will review your application within 10 business days

Companies that resell Cisco products or provide related support or professional services are eligible to apply for Registered Partner status. Go to the following URL to register: http://tools.cisco.com/WWChannels/IPA/welcome.do

If you need further assistance with Partner registration, go to the following URL:
http://www.cisco.com/en/US/partner/applicat/partserv/applications_training_tutorial.html

1.3 Service Contract Center

The Service Contract Center URL is: http://www.cisco.com/public/scc

We recommend that you bookmark this URL.

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1.4 Login to SCC

Below provides you with step-by-step instructions on how to successfully log into SCC. We recommend that you bookmark the SCC page to stay up-to-date with the latest news in SCC.

Figure 1.4–1 Cisco—Service Contract Center

1. Navigate to the SCC landing page at: http://www.cisco.com/public/scc

   Note: Bookmark this page.

   Note: This page tells you about the latest enhancements to SCC and other useful tools. Check frequently for updates.

2. Scroll down the page.

3. Click the **Login to SCC** link.

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Figure 1.4–2 Cisco—Enter Network Password

4. Enter your Cisco.com User ID in the **User Name** field.

5. Enter your Cisco.com password in the **Password** field.

6. (Optional) Place a checkmark in the check box, if you would like to save your Cisco.com User ID and password.

7. Click **OK**.

Figure 1.4–3 Cisco—Enter Network Password

8. The Service Contract Center home page displays.

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1.5 SCC Navigation Overview

This overview shows the location and flow of the main functions within SCC. Detailed functionality and benefits will be explained in future chapters.

1.5.1 Contracts Tab
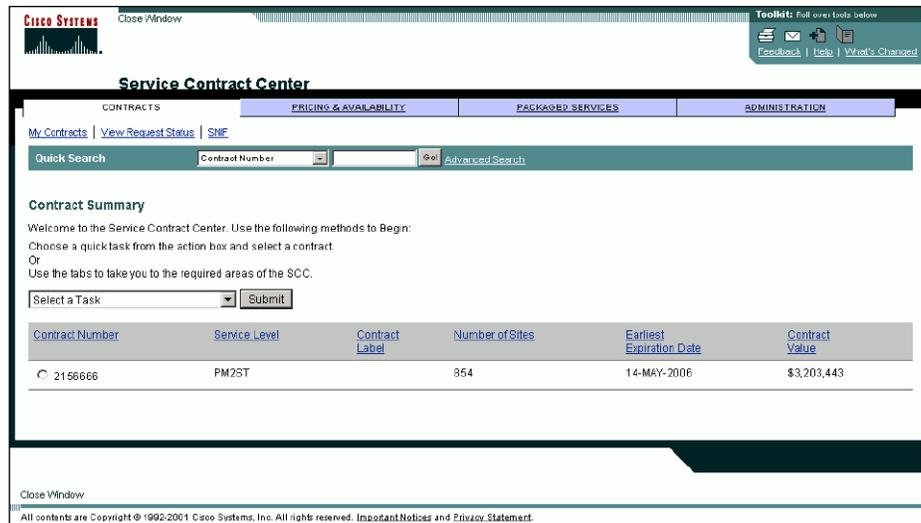
Figure 1.5–1 Contracts
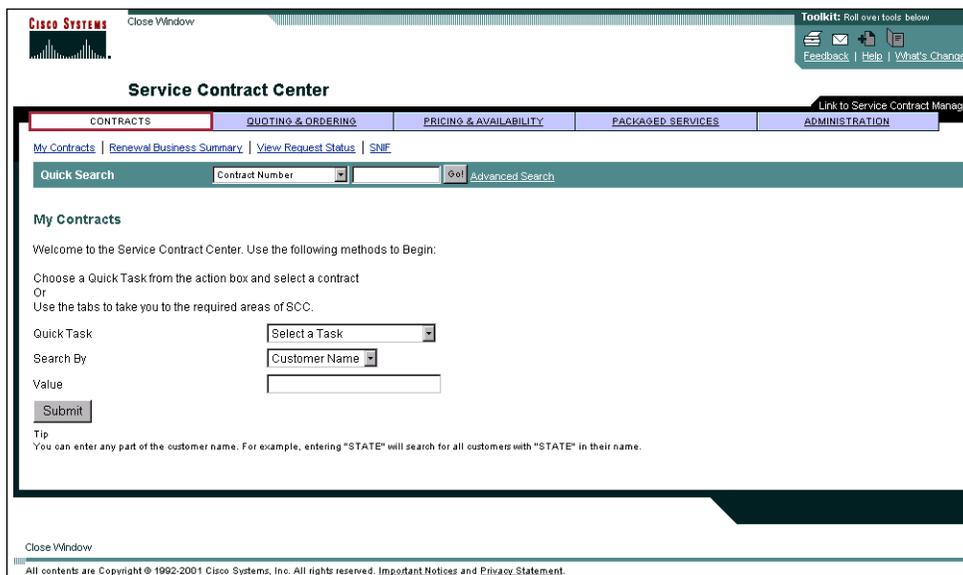
1. Click the **CONTRACTS** tab. Here you may view existing contracts by customer name or contract number, and check your Renewal Business Summary report or list uncovered equipment. Also, you may request serial number information using the Serial Number Information Finder (SNIF) tool and view the status of your SNIF request.

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Figure 1.5–2 Contracts

Note: If you have access to less than 10 contracts, the Contract Summary page displays with a contract overview.

Note: If you have access to more than 10 contracts, you may search by Customer Name or Contract Number.

1.5.2 Quoting & Ordering Tab

Figure 1.5–3 Quoting & Ordering
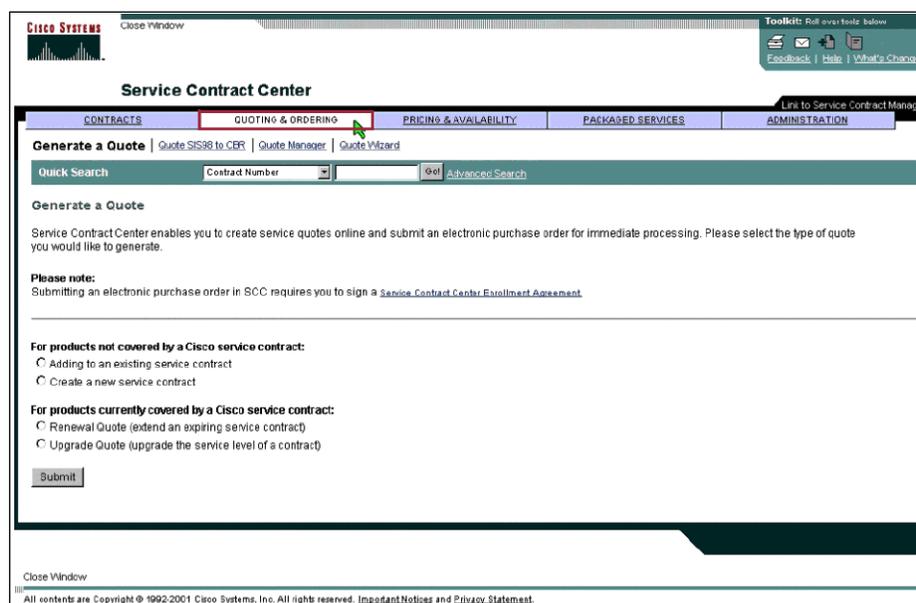
2. Click the **QUOTING & ORDERING** tab. Within this tab, you can create a quote, create a contract and/or renew an existing contract. You can also use the Quote Manager to make changes to your existing quotes.

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1.5.3 Pricing & Availability Tab

Figure 1.5–4 Pricing & Availability

3. Click the **PRICING & AVAILABILITY** tab.

4. There are two tools from which to choose in this tab, **Service Pricing** and **Service Availability Matrix** (SAM).

    a. **Service Pricing**—Provides service contract pricing estimates and shows the list of Cisco products that we offer.

    b. **Service Availability Matrix**—Verifies that a particular service level is available for a specific product in a specific location globally.

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1.5.4 Packaged Services Tab

Figure 1.5–5 Packaged Service
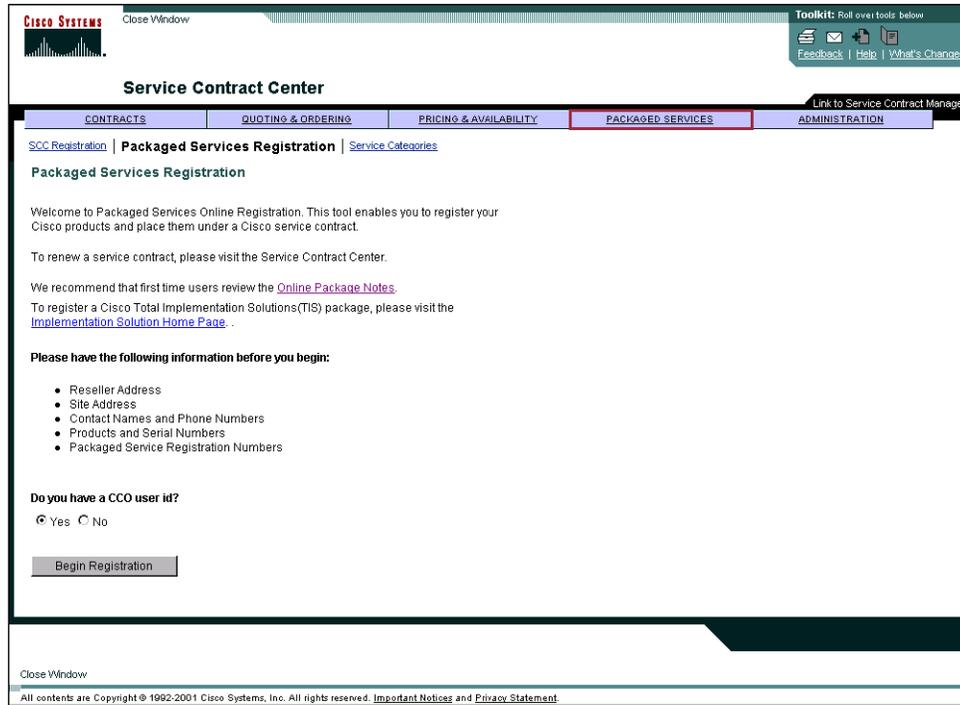
5.   Click the **PACKAGED SERVICES** tab. The Packaged Services feature is available to users in Europe, the Middle East, and Africa only. Here you may register Cisco products under a service contract using a Packaged Services registration number.

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1.5.5 Administration Tab

Figure 1.5–6 Administration

6. Click the **ADMINISTRATION** tab. In this tab, you may register for additional contracts and/or verify that your token numbers are valid using the token verification tool.

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1.5.6 Help Link

Figure 1.5–7 Help Link
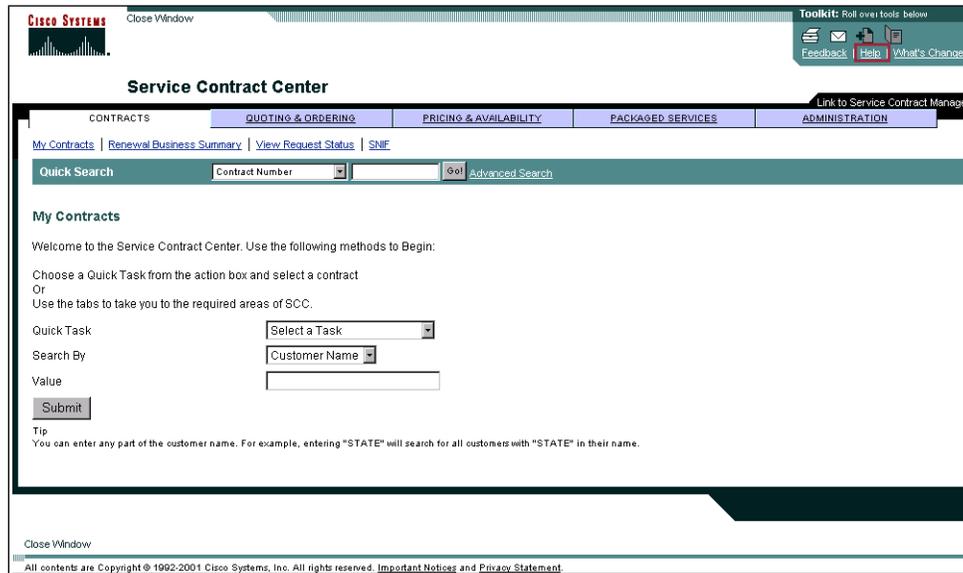
7. Click the **Help** link. This link can be accessed from any screen within SCC.

Figure 1.5–8 Help Link
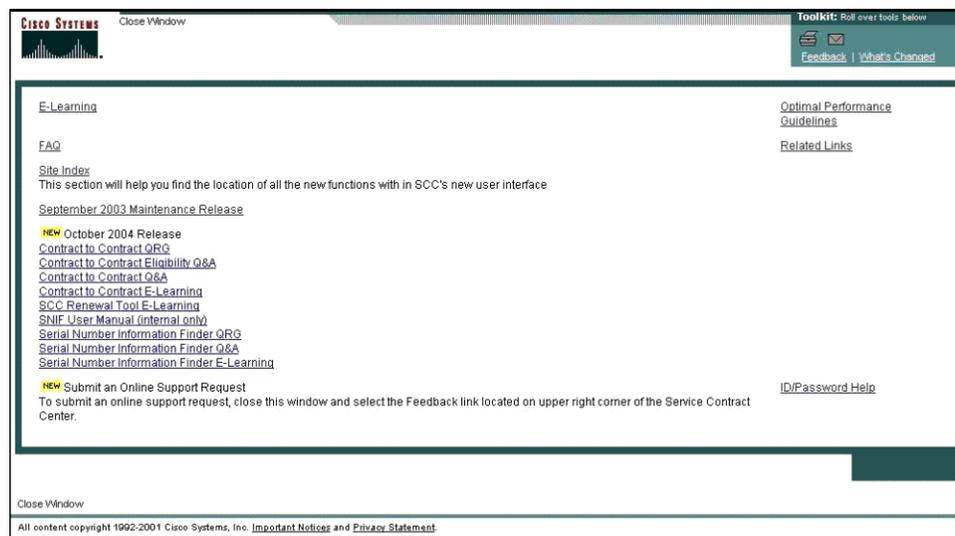
8. A separate window opens and the Help page displays. By clicking on the links, you will find the most up-to-date information on SCC, such as an e-learning, Frequently Asked Questions (FAQs), Quick Reference Guides (QRGs), and Questions & Answers (Q&As).

9. Click a link to view a specific document.

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1.5.7 Feedback Link

Figure 1.5–9 Feedback
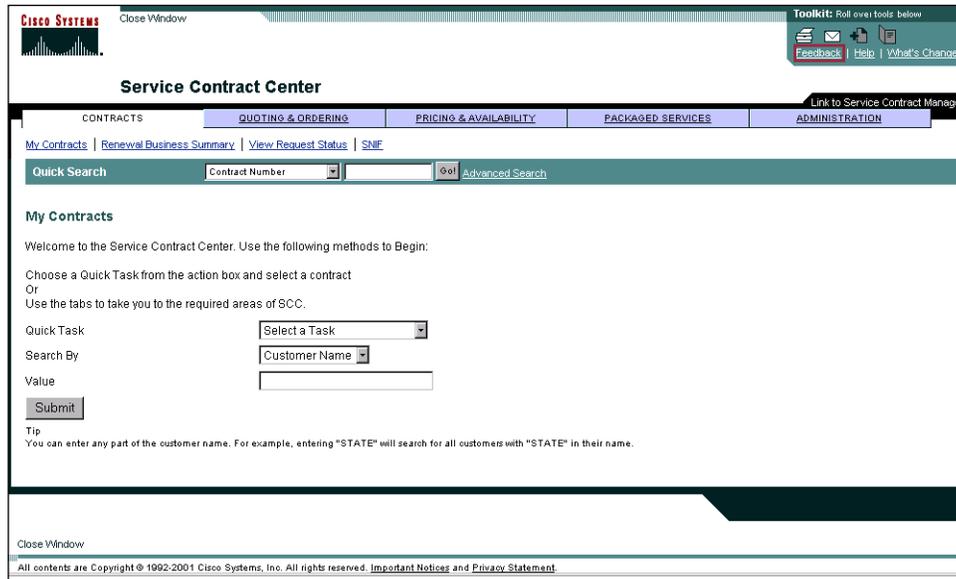
10. Click the **Feedback** link. A separate window opens showing the Partner Service Center page.

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Figure 1.5–10 Partner Service Center
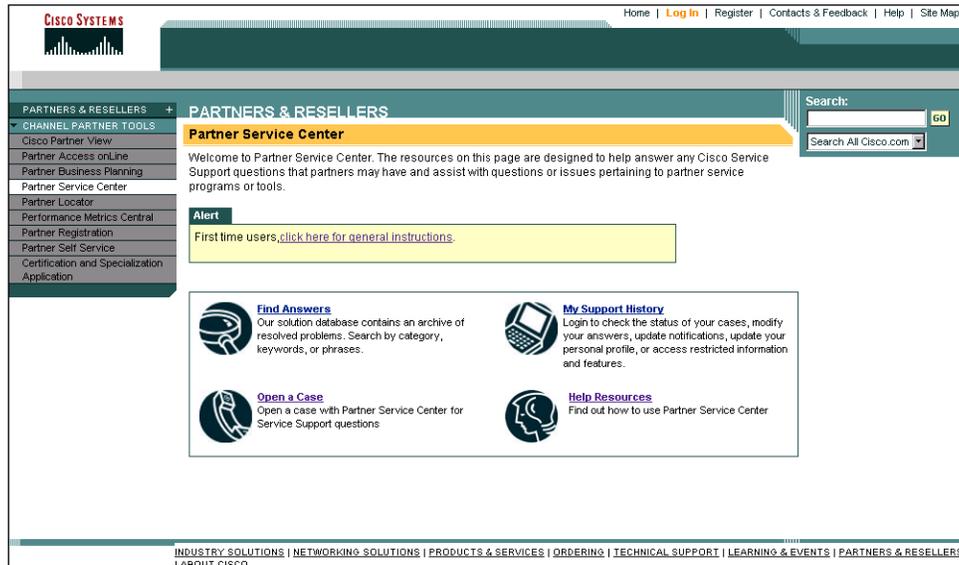
11. On the Partner Service Center page, you can explore our repository for answers to questions or open a case regarding your questions or any issues. Additionally, you can view questions and answers that other users have asked, and view your support history information and utilize help resources.

Note: For all cases that you open, you will receive an e-mail from the Cisco Partner Service Center.

Note: To view the status of your incident or to update your case, click the Feedback link in SCC or go to http://ciscopsc.custhelp.com.

Chapter Two—Searching

Chapter Objectives

In this chapter you will learn how to:

- Search for contracts using Quick Search and Advanced Search
- Search for product information by submitting a request using the Serial Number Information Finder (SNIF)
- View Request Status for SNIF requests

Prerequisites

- Obtain SCC URL
- Access to at least one contract (Refer to Chapter Seven, section 7.1 for instructions.)
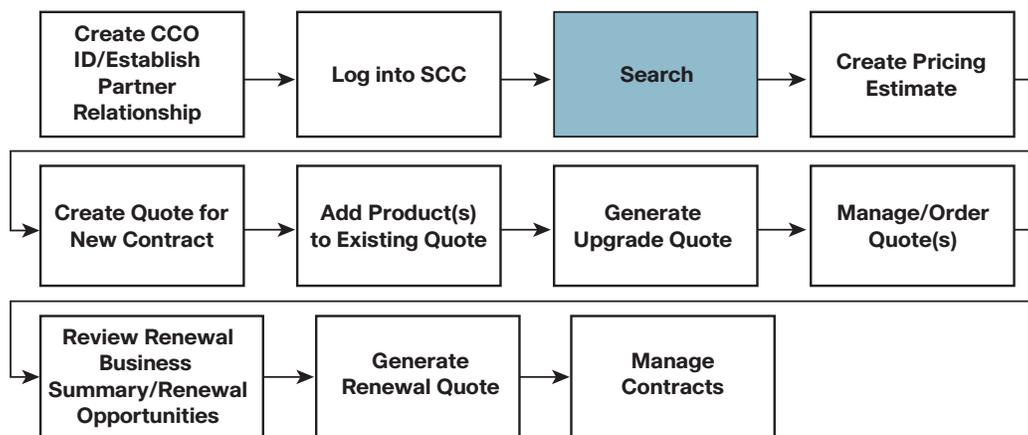
Overview

If you know the specific contract, quote number, serial number, product order, or sales order number that you are searching for, Quick Search is the tool to use. It allows you to enter a specific contract number or serial number, for example, and with a click of a button, the details of that specific contract or serial number information display in SCC.

Advanced Search allows you to search your information without knowing your specific information, such as your exact contract number or serial number. SCC searches within the contracts you have access to and displays the information that matches your search criteria.

Serial Number Information Finder (SNIF) is a serial number look-up tool that allows you to find detailed information about multiple serial numbers that are within your access. You may perform a quick search on a serial number at any given time within SCC; however, if you would like detailed information on multiple serial numbers at one given time, the SNIF tool is the most efficient tool to use.

The View Request Status page allows you to view SNIF request statuses for requests you submitted in the past seven days.

Service Contract Center Process Flow
(Typical User)

Create CCO ID/Establish Partner Relationship → Log into SCC → Search → Create Pricing Estimate

Create Quote for New Contract → Add Product(s) to Existing Quote → Generate Upgrade Quote → Manage/Order Quote(s)

Review Renewal Business Summary/Renewal Opportunities → Generate Renewal Quote → Manage Contracts
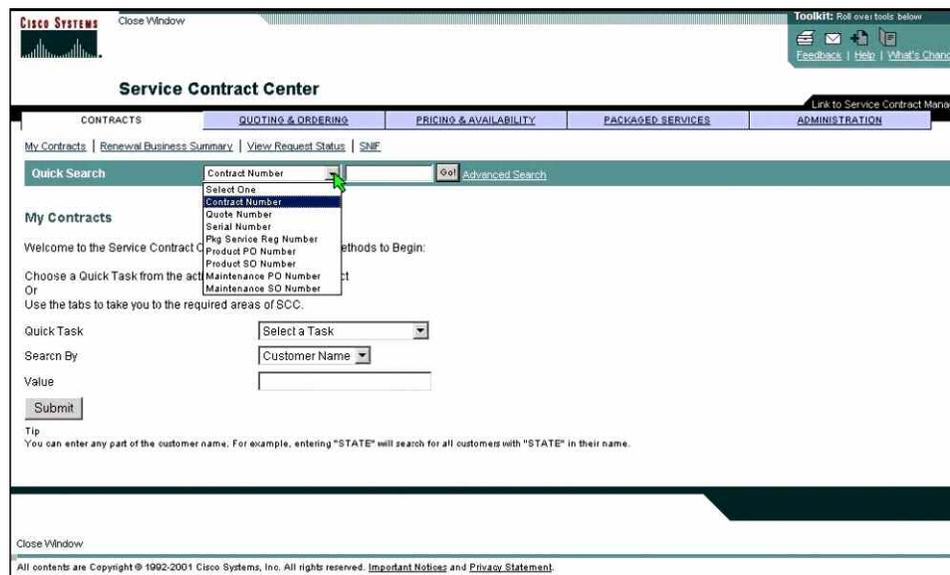
Chapter Two—Searching

2.1 Search for a Contract Using Quick Search

If you know your search criteria to search by, performing a quick search is a quick and easy way to access your information. For your convenience, you can perform a quick search throughout SCC.

Figure 2.1–1 Cisco Service Contract Center

1. You may search for a specific contract number from the contracts you have access to, using a single search criterion. Click the **Quick Search** drop-down menu.

   Note: Searching for a contract using Quick Search is available throughout SCC.

2. Choose a search criterion.
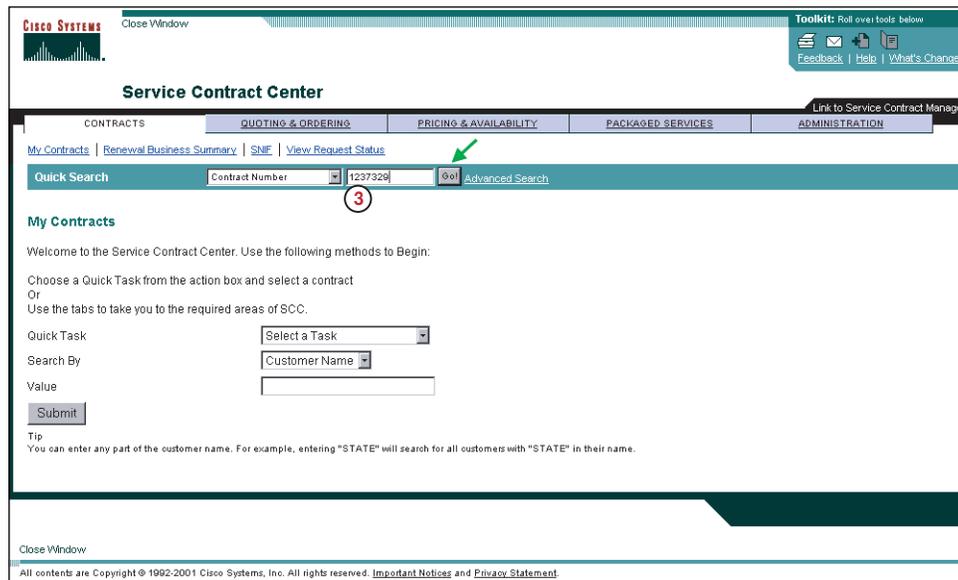
   - Contract Number
   - Quote Number
   - Serial Number
   - Package Service Registration Number

   - Product Purchase Order Number
   - Product Sales Order Number
   - Maintenance Purchase Order Number
   - Maintenance Sales Order Number

   Definitions: Product Purchase Order Number is the purchase order number of the product order. Product Sales Order Number is the sales order number of the product order. Maintenance Purchase Order Number is the purchase order number of the service. Maintenance Sales Order Number is the sales order number of the service.

Chapter Two—Searching

Figure 2.1–2 Go!

3. Enter the corresponding information, such as the contract number, in the field to the right of the drop-down menu.

4. Click **Go!**

Chapter Two—Searching

Figure 2.1–3 Contract Details

5. Contract information that matches your search criteria displays on the Contract Details page.

   Note: You will be able to view only contract information to which you are entitled. To request additional contract access, go to the **Administration** tab or refer to Chapter Seven, section 7.1 for step-by-step instructions.

   Note: If you do not see your expected results, revise your search.

   Note: Products that have not shipped will not be covered under a Cisco contract number.
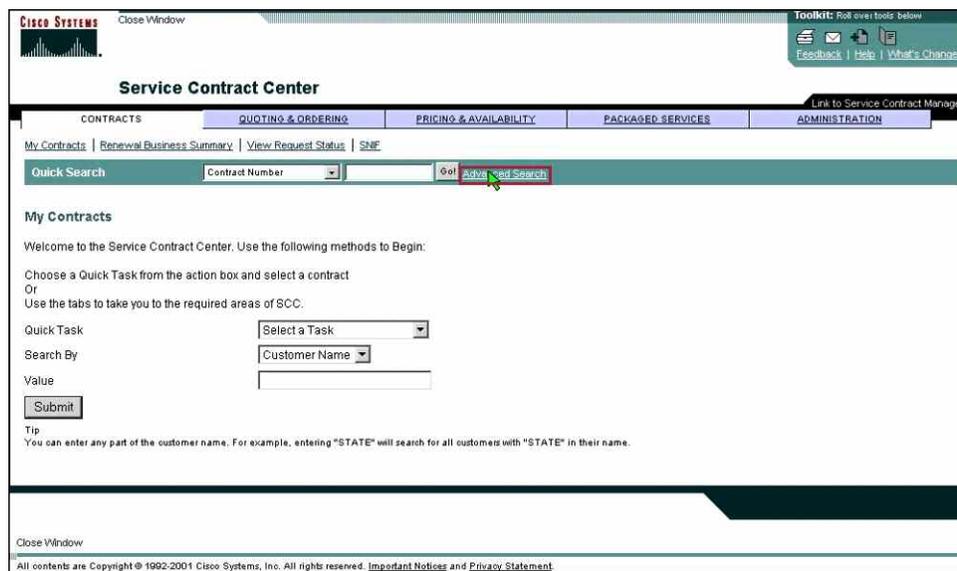
Chapter Two—Searching

2.2 Search for Contract(s) Using Advanced Search

If you do not know the specific information you are searching for, Advanced Search is the tool to use to search for your desired information.

Figure 2.2–1 Cisco Service Contract Center

1. The **Advanced Search** feature allows you to create your own searches on all contracts that you have access to in SCC. You may not know the specific contract number or serial number, but you know the location of your products. Use Advanced Search to find this information, which can be done by clicking the **Advanced Search** link.

Chapter Two—Searching

Figure 2.2–2 Advanced Search

2. The Advanced Search page displays. In the **Contract Information** section, enter the appropriate search criteria. Enter your **Contract Number,** or select the appropriate **Service Level** from the drop-down menu, or select a **Contract Label.** Refer to Chapter Seven, section 7.2.2 for step-by-step instructions on how to create a contract label.

    Note: If you have access to less than 10 contracts, you will be able to view the contract number drop-down menu, after you log in to SCC, at the Contract Summary page. If you have access to more than 10 contracts, the Contract Number field becomes a drop-down menu where it displays a list of the contract numbers in which you have access.

3. Under the **Site Information** section, enter the appropriate search criteria.

    Important: **State/Province** and **Zip/Postal Code** are required fields for the US & Canada only.

    Note: For quicker results, complete as much information as possible in your query.

    Note: You may search for specific criterion using partial words. For example, entering "WES" will search for all site names beginning with "WES."

4. Click **Submit.**

    Note: You will be able to view only the contract information to which you are entitled. If your query does not return the contract that you are looking for, navigate to the Administration tab to request access. Refer to Chapter Seven, section 7.1 for step-by-step instructions.

Chapter Two—Searching

Figure 2.2–3 Contract & Site Summary

5. The search results display on the Contract & Site Summary page.

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Figure 2.2–4 Contract Details

6. If just one contract is found, the contract details will display on the **Contract Details** page.

Chapter Two—Searching

2.3 Serial Number Information Finder (SNIF)

Instead of searching for one serial number at a time using Quick Search, you can utilize the SNIF tool, which allows you to upload more than one serial number at a time. It's easy to use, quick, and gives you access to detailed serial number information on a spreadsheet. The results of your serial number request are sent to you by e-mail and provide you with detailed information, such as entitlement status, coverage dates, and whether the product is covered or not.

Figure 2.3–1 SNIF Link
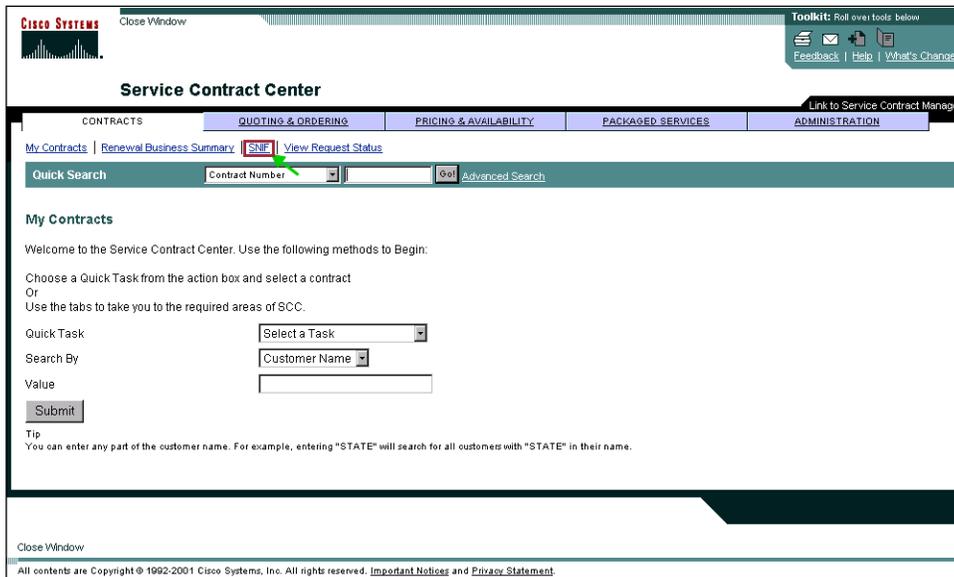
1. Click the **SNIF** link.

Chapter Two—Searching

Figure 2.3–2 Service Contract Center—Cisco Systems, Inc.—Sample Input File
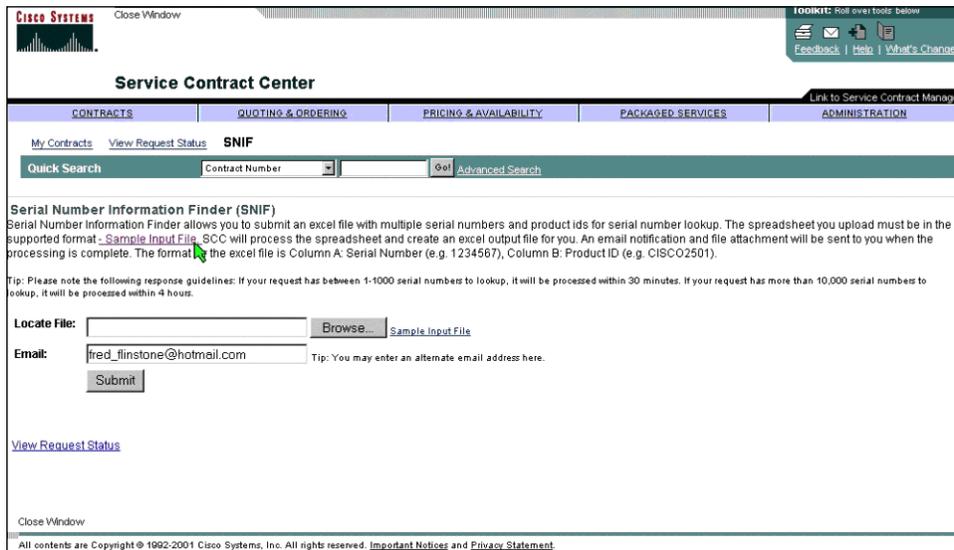
2. If you are a first-time user, download the Microsoft Excel template to your PC by clicking the **Sample Input File** link at the top of this page or next to the Browse button. If you already have the downloaded template, skip to **Step 9.**

Figure 2.3–3 File Download

3. The **File Download** screen displays.

4. Click **Save.**

![Chapter Two icon] Chapter Two—Searching

Figure 2.3–4 Save As
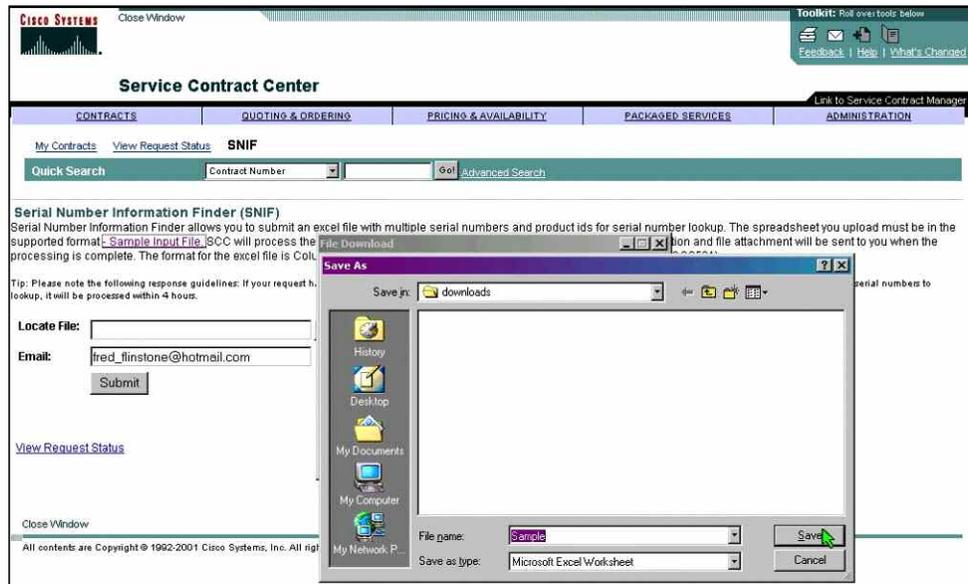
5. The **Save As** screen displays. If you wish, you can change the document name in the File name box.

6. Click **Save**.

   Note: Save the downloaded template to a convenient location on your PC that you will remember.

Figure 2.3–5 Download Complete

7. The **Download** complete screen displays.

8. Click **Open**.

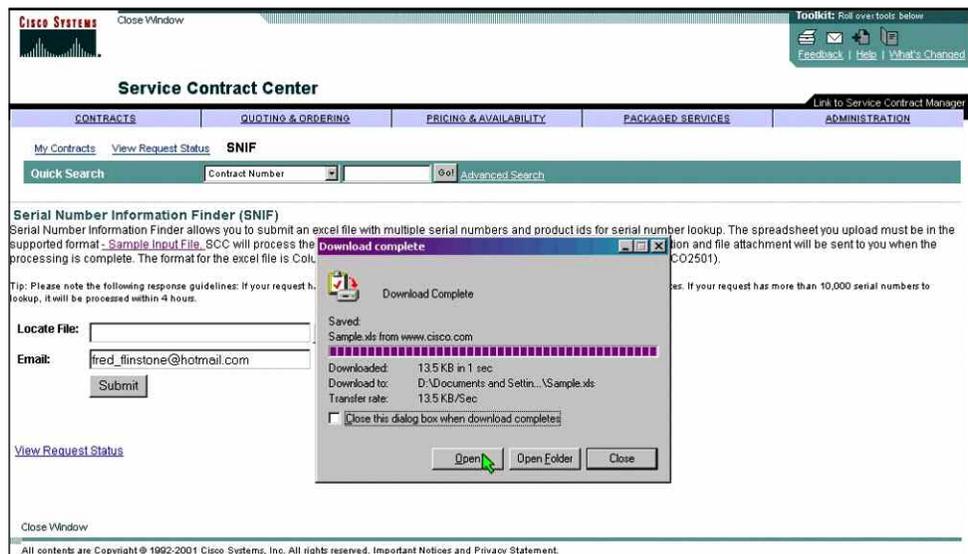| Contents	User Guide Information	Overview	Searching	Service Pricing & Availability	Quoting & Ordering	Manage Your Renewals

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Chapter Two—Searching

Figure 2.3–6 Microsoft Excel—Template

9. The downloaded template displays.

    Important: SNIF ignores the first row. Therefore, column headers are **required**. You should always keep **Serial Number** as the header in column A and **Product Number** as the header in column B.

    Note: You may use this spreadsheet as a template for all your SNIF requests.

    Note: Only serial numbers and product numbers that are entered in columns A and B will be processed by SNIF.

Figure 2.3–7 Microsoft Excel—Sample

10. Enter the Cisco serial numbers in the **Serial Number** column.

     Note: The serial number is required.

11. Enter the Cisco product numbers related to the Cisco serial number entered in column A in the **Product Number** column.

     Note: The product number is optional.

     Note: The product number may also be known as Item Name or Product ID, for example, CISCO2505.

     Hint: If you would like SNIF to search the database for all matches on your serial number, do not include a product number next to the serial number.

     Important: Excel has a 65,000 line limit per spreadsheet. If you have more than 40,000 lines of serial numbers, there is a good chance that your output file will exceed this limit. We recommend that you divide your request into two separate requests so that your output stays within the limit.

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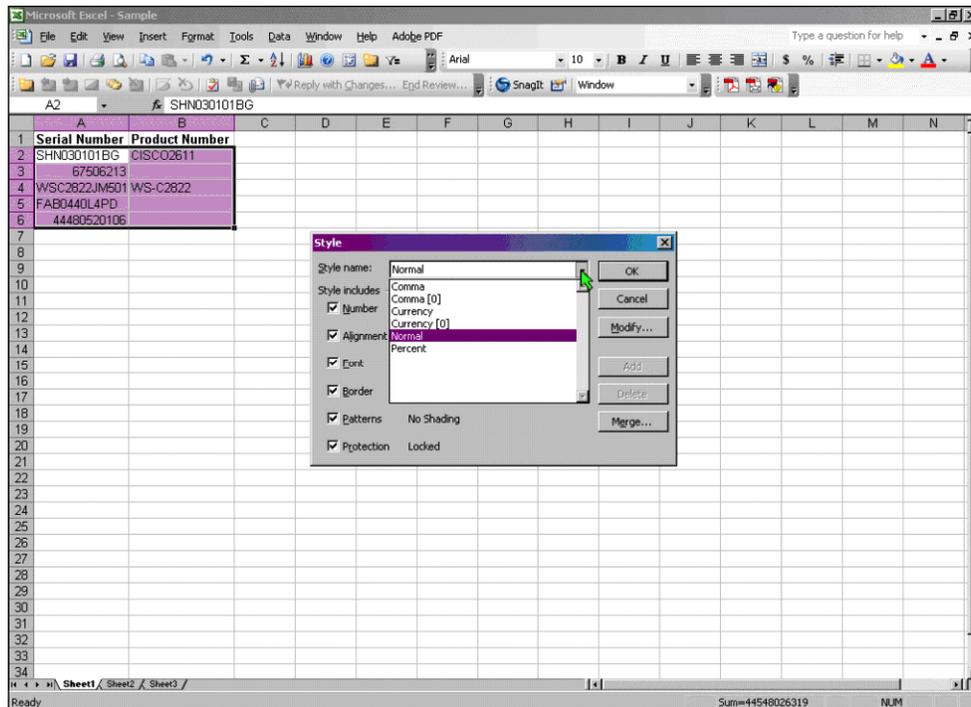**Figure 2.3–8** Microsoft Excel—Formatting
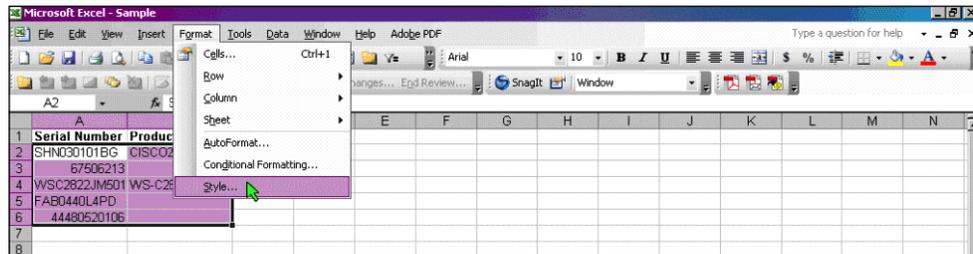
12. Select all your information on the spreadsheet.

    Important: The Excel spreadsheet must be in a text format before you submit your request. Otherwise the system may remove leading or trailing zeros.

13. Click **Format**.

14. Select **Style...**.

Figure 2.3–9 Style
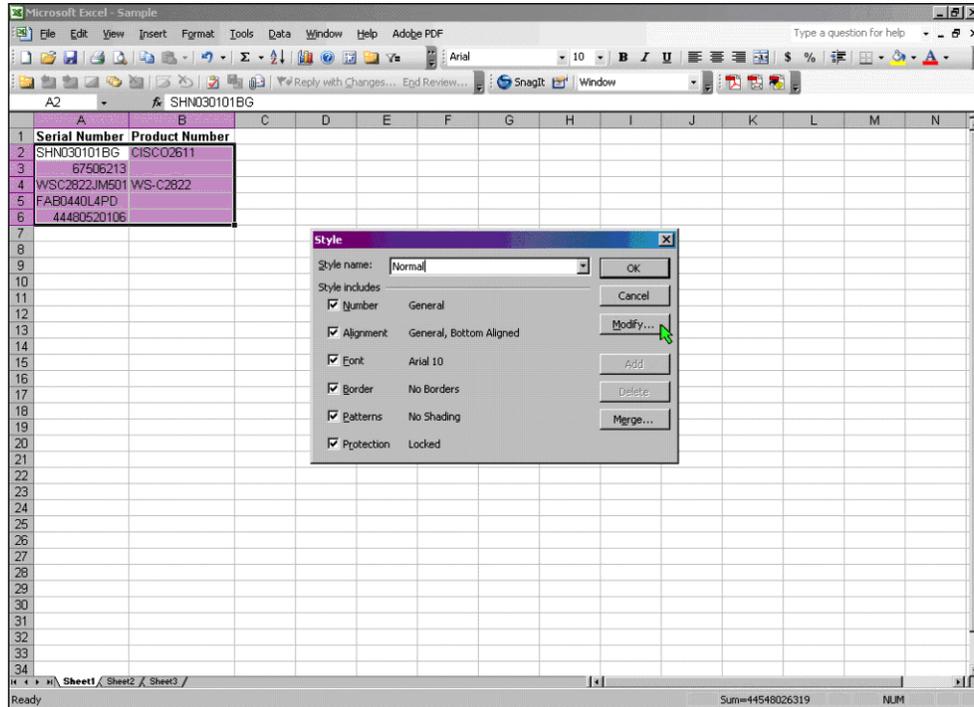

15. The **Style** screen displays.

16. Click in the **Style name:** box.

17. In the drop-down menu, select **Normal**.

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Figure 2.3–10 Style: Modify…

18. Click **Modify….**

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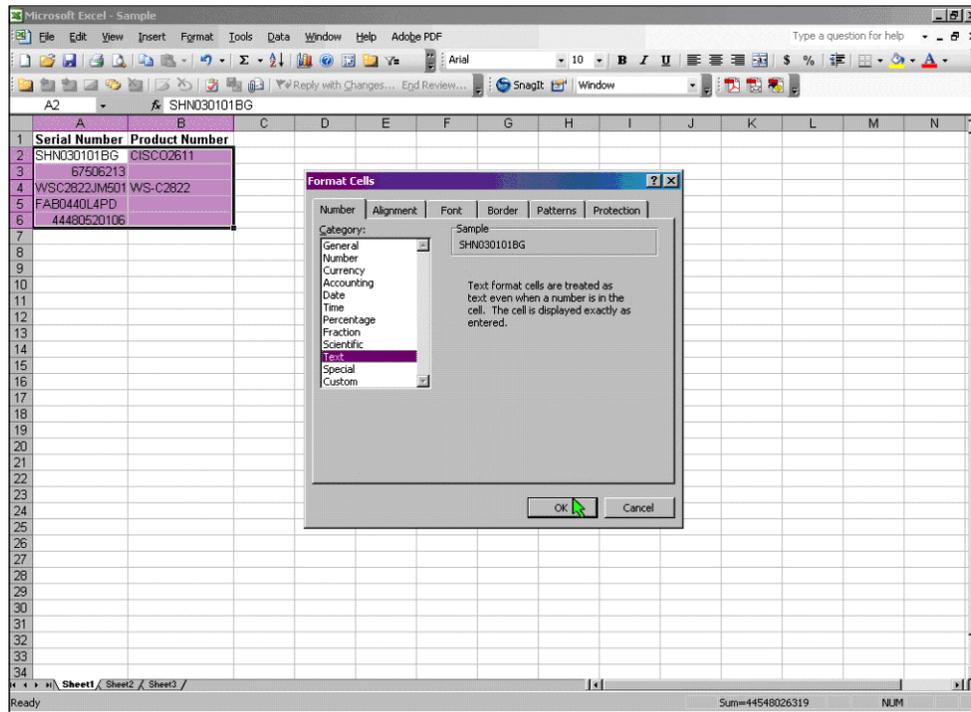| Manage Quotes	Contract Management	SMARTSpares Quote	Packaged Services	Open a Support Case	Conclusion

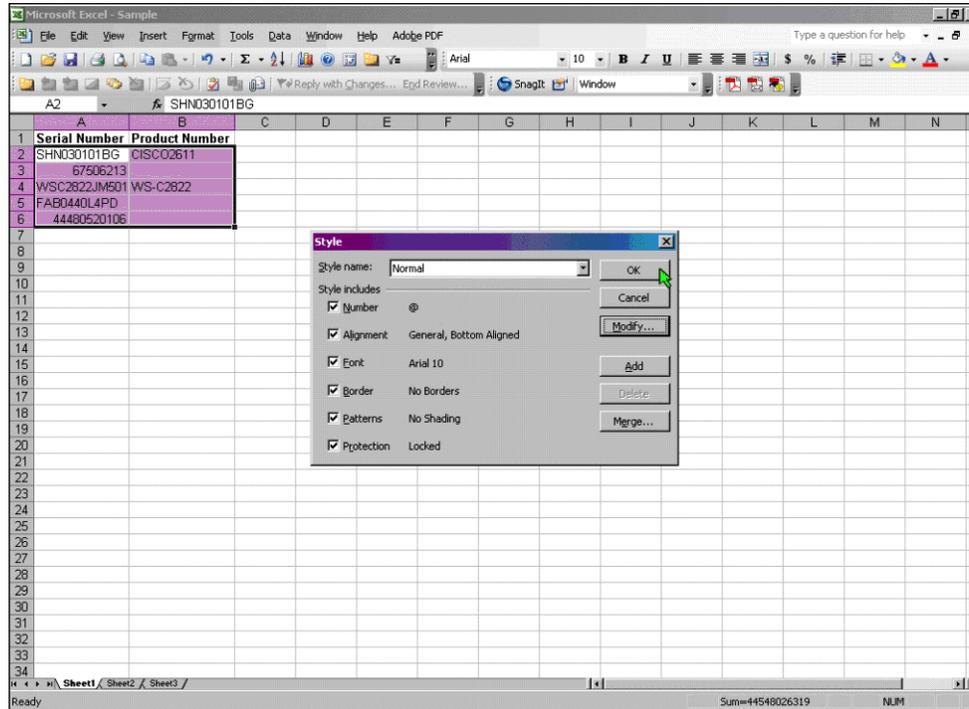# Chapter Two—Searching

Figure 2.3–11 Format Cells

19. The **Format Cells** screen displays.

20. Click the **Number** tab.

21. In the **Category:** list, select **Text**.

22. Click **OK**.

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Figure 2.3–12 Style

23. The **Style** screen displays.

24. Click **OK**.

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Figure 2.3–13 Microsoft Excel

25. The formatted spreadsheet displays.

   Important: If your spreadsheet is not in text format, the system may remove leading or trailing zeroes.

   Note: In newer versions of Excel, numeric serial numbers that you enter will have a green triangle in the cell in the top left corner denoting that text formatting is in effect.

   Note: SNIF may respond faster to files containing 1000 or less lines. Files with 10,000 or more lines may take hours to process.

26. Click **Save.**

Figure 2.3–14 Service Contract Center: SNIF

27. Click the **Browse...** button to upload your saved Excel file.

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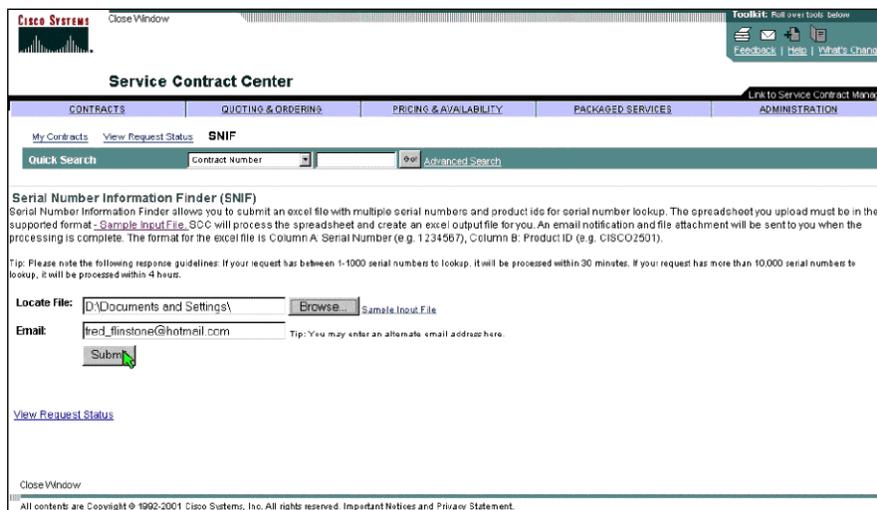## Chapter Two—Searching

Figure 2.3–15 Choose File
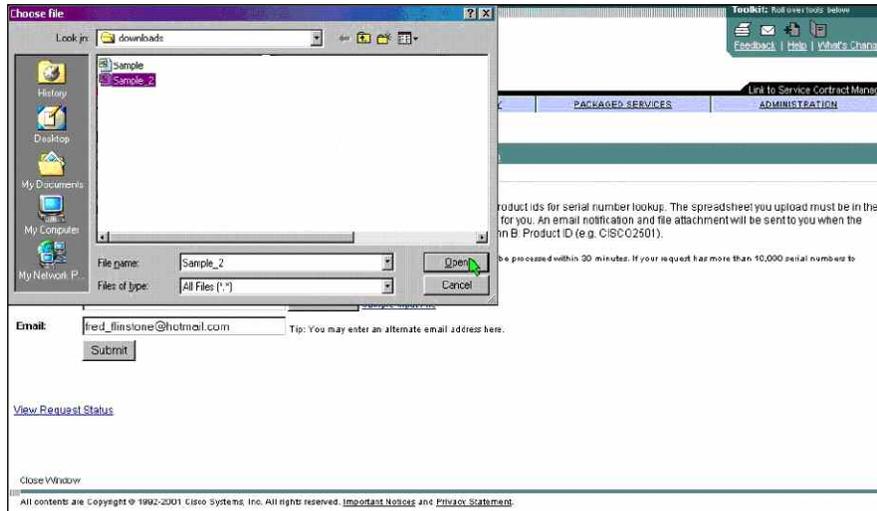
28. The **Choose file** screen displays.

29. Choose your saved Excel file.

30. Click **Open**.

**Figure 2.3–16** Service Contract Center—SNIF

31. Verify your default e-mail address. This address is associated with your Cisco.com profile. At this time, you may change the e-mail address if you would like the results of your SNIF request to be sent to a different e-mail address.

32. Click **Submit**.

   Note: An e-mail notification and file attachment will be sent to you when processing is complete.

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Figure 2.3–17 Service Contract Center—SNIF
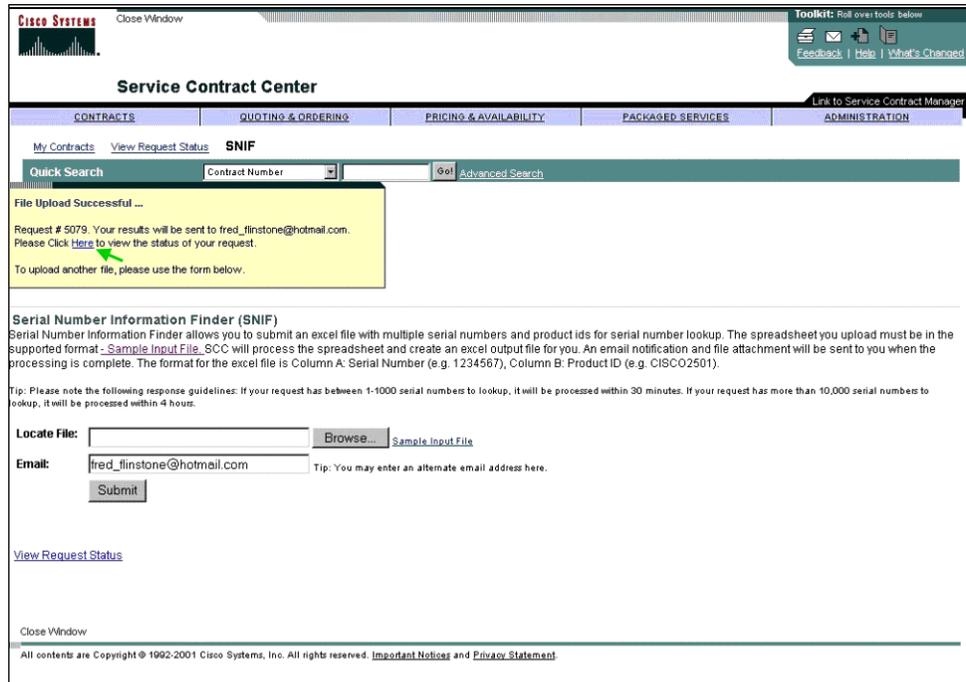
33. You will receive a **File Upload** message with an assigned request number.

    Note: Save this number if you want to check the status of your request on the View Request page.
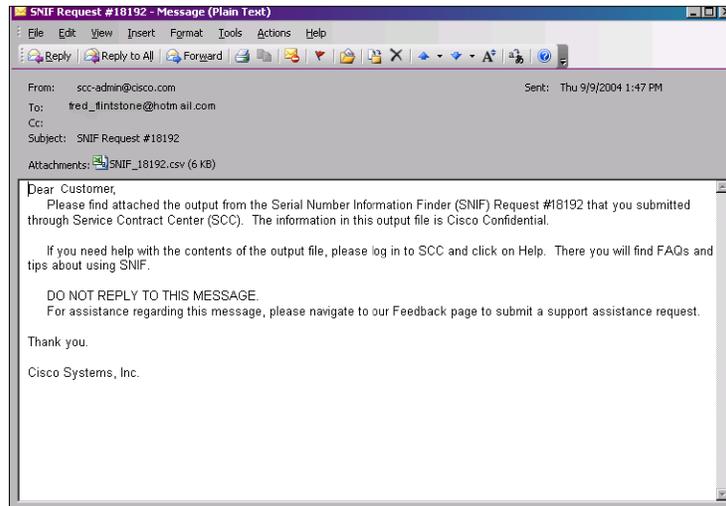
    Note: If you have another spreadsheet of serial numbers to query, you can initiate the query at the lower corner of the SNIF page.

34. Click the **Here** link if you would like to view the status of your request.

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Figure 2.3–18 SNIF E-Mail

35. Navigate to your e-mail address inbox that you designated. Open the attachment.

Note: If your request has between 1 and 1000 serial numbers to look up, it will be processed and sent to you within 30 minutes. If your request has more than 1000 serial numbers to look up, it will be processed within 4 hours.

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Figure 2.3–19 Microsoft Excel—SNIF_5079

36. SNIF output displays. This is only a partial screenshot of the actual output.

Important: If a product is already renewed, SNIF displays the renewed line end date with an asterisk (*) beside it.

Figure 2.3–20 Template and Output

37. For each line in the original input file, SNIF displays at least one line in the output file even if there is not a match found in the system. SNIF assigns a Request Line Ref Number for each line. The numbers before the decimal point reference the original line number from the input file and numbers after the decimal point are in sequential order and reference the products that are associated with the original serial number.

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38. The following are definitions of the main column headers. For more definitions or information about SNIF output, refer to the Q&As in the SCC Help link.

   a. Product Number—Also referred to as Item Name or Product ID. An example is CISCO2500.

   b. Serial Number Scrubbed—Indicates whether the input serial number was modified to find a match in the system. "No" indicates that the product was found using the serial number in the original entry. "Yes" indicates that the product was not found as it was entered. However, similar serial numbers were found after the system corrected possible typos in the original serial number.

   c. Alternate Serial Number—This field is filled in when the system cannot find the original serial number as entered, but found matches with similar serial numbers.

   d. Alternate Product Number—This field is filled in when the matches contain a product number that is different from the original product number entered, or if you did not enter a product number with the serial number.

   e. Multiple Product Match—Indicates that a product was found in Cisco's database based on the given input parameters.

   f. Covered?—The value is derived for each matching occurrence:

      i. Yes—Product found is currently covered by contract.

      ii. No—Product found is not covered by any contract.

   g. Coverage Indicator—Indicates how a product instance is covered.

      i. None—Matching product instance is not covered by any contract in the Service Agreement.

      ii. Single—Matching product instance is covered by one contract in the Service Agreement.

      iii. Multi—Matching product instance is covered more than once by the same contract or by different contracts.

   h. Serial Number/Product Family Match—Tells you whether the output results have the same serial number and product family as the original input.

   i. Product Family—Part of the product hierarchy created by Cisco Systems® to help with product classification.

   j. Duplicate Serial Number—Indicates where a serial number match was stored in the system.

   k. Electronic—For future use. Not currently used.

   l. Exception Reason Code—Code representing a summary for an error generated by SNIF.

   m. Exception Reason Description—Text description corresponding to each Exception Reason Code. This description contains details to help users interpret and troubleshoot the error.

39. SNIF has three levels of access depending on your Cisco.com access. The definitions of three access levels are as follows:

   a. Full entitlement—Your Cisco.com User ID is registered to view the contract.

      Note: To gain access to a contract, go to the Administration tab or refer to Chapter Seven, section 7.1 for step-by-step instructions.

   b. Partial entitlement—You are not registered to view the contract, but SNIF identifies that the Bill-To address of the product or contract matches the Bill-To address in your Cisco.com profile.

   c. No entitlement—You are not registered to view the contract, and neither the Bill-To address on the contract nor the Bill-To address for the product match the Bill-To address in your Cisco.com. If you are not authorized to see data due to partial or no entitlement you will see asterisks (***) in some data fields.

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40. SNIF provides error codes and descriptions that will help you understand why the system could not fully support your requests. This information may be seen on the SNIF output.

    a. 20-EC01—The input line was blank and was not processed. To correct, enter a serial number in the blank line and then submit another request.

    b. 20-EC02—The input line was not processed due to a missing serial number. To correct, enter a serial number in the blank line and then submit another request.

    c. 9-EC01—You are not entitled to view the Serial Number data. To obtain access to the serial number, you first need access to the contract that the serial number is associated with. Refer to Chapter Seven, section 7.1 to register for the contract. The following spreadsheet is an example of the output that might occur when you are not entitled to view the detailed serial number information that you requested.

Figure 2.3–21 Microsoft Excel—No Entitlement

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2.4 View Request Status for SNIF and Contract-to-Contract Moves

This status screen allows you to view your requests made through the SNIF and Contract-to-Contract Moves (C2C) tools. More information about C2C can be found in Chapter Seven, section 7.1. If you do not receive an e-mail with your attached spreadsheet, this is a useful reference point to view your request status. It displays the date and time of your request and the current status to help you track your requests.

Figure 2.4–1 Service Contract Center—View Request Status

1. Click the **Contracts** tab, and then click the **View Request Status** link.

   Note: The Request Status page displays the status of your requests that you submitted in the past seven days. You cannot download SNIF output from this page.

2. The Request Status page displays.

3. Click the **Request Date & Time** link to sort the information in ascending or descending order.

   Note: You may sort a column by ascending and descending order by clicking on the underlined column header.

   Reminder: SNIF may respond faster to files containing 1000 or less lines. Files with 10,000 or more lines can take hours to process.

4. You can view your requests made through the SNIF tool and C2C by:

   • Request Date

   • Request Number

   • Request Type

   • Status

5. Statuses are defined as:

   a. Submitted—The request has been sent to the queue.

   b. In Progress—The request is being processed by the system. Processing time can vary depending on the file size.

   c. Completed—Information look-up has finished and an e-mail with the serial number and product information is sent.

   d. Failed—The system could not process the request. Check the format of your file and resubmit, or contact the support team by clicking the **Feedback** link.

Chapter Three—Check Service Pricing & Availability

Chapter Objectives

In this chapter you will learn how to:

- Obtain a pricing estimate for one or more products

- Forward a pricing estimate

- Verify service availability in one location using the Service Availability Matrix

- Open a case with the Service Availability Matrix Administration

- Verify service availability for multiple products and locations using Bulk Search

Prerequisites

- Access to Cisco.com

- Product and location information

Overview

You can create a pricing estimate to calculate the approximate service pricing for specific products at a particular service level. Pricing estimates display list price only and cannot be saved nor used to order.

Service Availability Matrix (SAM) is used to verify service product availability globally, including delivery for products and field engineering services. You can check service availability for a single product using the Search function or, for multiple products, using Bulk Search.

The Bulk Search feature allows you to perform a search on multiple locations and products by uploading an Excel spreadsheet. It will check on service availability for the designated products at the locations specified.

Service Contract Center Process Flow
(Typical User)

© 2005 Cisco Systems, Inc.   SCC User Guide v1.0   45
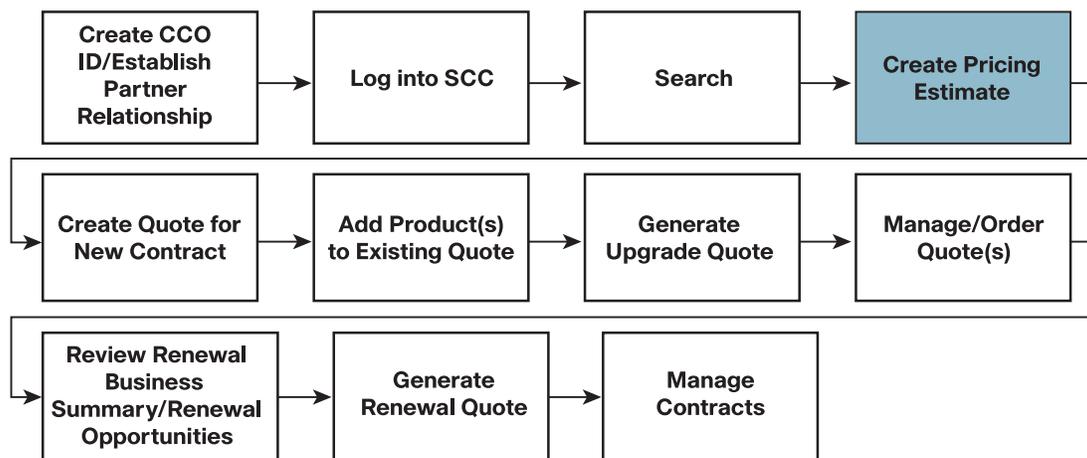
Chapter Three—Check Service Pricing & Availability

3.1 Create a Pricing Estimate with Service Contract Pricing and Availability

Creating a pricing estimate on service cost for a number of products is easy and quick. If you do not have all the information to create an actual quote and want to provide your customer with an approximate dollar amount, creating a pricing estimate is the best way. In order to provide an estimate for pricing, you will need to know the service level, billing country, product location country, and installed at locations. In addition, the postal code or city/country is the basis for verifying service availability. This does not create an official quote; it only provides estimated price costs based on product location. To create a quote, go to Chapter Four, section 4.1.

Figure 3.1–1 Pricing & Availability

1. Click the **PRICING & AVAILABILITY** tab.

2. The Service Pricing page displays, prompting you for information on the service level and site location.

3. Select the service level from the **Service Level** drop-down menu.

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Note: SMARTSpares is only available for products covered by SIS98. SMARTSpares is not an option for Shared Support since they include 2-hour and 4-hour delivery options. Refer to Chapter Eight, section 8.1 for more detailed information.

Note: For the search results that do not include Next Business Day delivery (8x5xNBD) as a supported service, Cisco may offer Same Day Shipment (SDS) from its main warehouse.

4. Click the **Billing Country** drop-down menu and choose the billing country.

5. Click the **Product Location Country** (i.e., product installed site location) drop-down menu and choose the product location country.

   Note: The price is calculated according to the product location country price list.

6. Enter the **Postal Code** in the box.

   Optional: You can enter a postal code (US/Canada) or city/state/postal code combination (outside US/Canada) to verify service availability for your product location.

7. Enter the city where the products will be served in the **Product Location City** box.

8. (Required) Enter the **State/Province** in the box.

9. Enter the Product Number(s) in the box. Skip to step 17. This section of the page lets you identify the products that are to be service priced.

   Note: The default number of products on a pricing estimate is 10. To change the default, select an option from the **No of Lines:** drop-down menu and click the **Set Lines** button.

   Note: A maximum of 50 products can be priced at one time in Service Pricing.

10. If you do not know the product number, click the **Lookup** link.

Chapter Three—Check Service Pricing & Availability

Figure 3.1–2 Service Pricing

11. The Lookup Cisco Products for Service Quote screen displays. You can look up a product by number or description.

12. Enter the product number in the **Product Number** box OR enter the product description in the **Product Description** box.

    Note: Example of Product Number: 2611.

    Note: Example of Product Description: ISDN Router.

13. Click **Submit**.

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Figure 3.1–3 Service Pricing—Select Products

14. The Service Pricing—Select Products page displays with your results. Both the Product Number and Product Description are provided.

15. Locate your Cisco Product(s) and enter the quantity for each in the **Quantity** box next to the product description.

16. Click **Add Products to Quote.**

Chapter Three—Check Service Pricing & Availability

Figure 3.1–4 Service Pricing

17. SCC navigates you back to the Service Pricing page with the newly selected product(s) in the first available line entry. If you want to enter additional product numbers, you can continue using the Lookup feature or enter the product numbers directly.

18. The Service Pricing page displays the newly selected product.

19. Change the begin and end date according to the duration you would like the product covered.

    Note: The begin date must be the current date or later.

    Note: A minimum coverage term of one year is required.

20. (Optional) At the bottom of the page, you may click **Save Preferences** to save the settings for future pricing estimates:

    a. Select the default date format.
       i. MM/DD/YYYY
       ii. DD/MM/YYYY

Chapter Three—Check Service Pricing & Availability

    b. Select the number of empty product entry lines to display.

      i. 10

      ii. 20

      iii. 30

      iv. 40

      v. 50

21. Click **Submit.**

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Figure 3.1–5 Service Pricing Verify

22. The Service Pricing Verify page displays with service pricing only. To check the service availability on the products and its location, refer to Chapter Three, section 3.3. To send the pricing estimate to yourself or someone else, refer to Chapter Three, section 3.2.

Important: This does not create an official quote number.

Note: All prices are subject to change without notice. Cisco reserves the right to add, change, or discontinue any product from this price list.

Note: The results may not reflect availability of core services on new and emerging technology. Consult your local Service Marketing representative for service availability on new products and solutions. The results are not checked against End of Life or Last Date of Support data for the entered products. It is possible that Service Pricing will generate a quote for a term that is not available for a specified product.

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3.2 Forward a Pricing Estimate

You may need to provide a customer with a quick pricing estimate for service on a product. This can be done easily by sending the estimate to them by way of SCC. Or instead of remembering prices, forward the quote to yourself for reference or another person for budget approval.

Figure 3.2–1 Service Pricing Verify

1. If you would like a copy of this information in Excel format, choose **Download Quote** or **Email quote to recipient** below.

    Note: Remember, service quotes are only estimates.

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2. Enter the recipient's name in the **Recipient's Name** box.

    Note: You may want to send the quote to yourself in an e-mail first for formatting before sending it to another person since the quote is downloaded in an unformatted spreadsheet.

3. Enter the e-mail address in the **Recipient's Email** box.

4. In the **Comments** box, enter any notes that you would like to add.

5. Click **Submit**.

Figure 3.2–2 User Notification
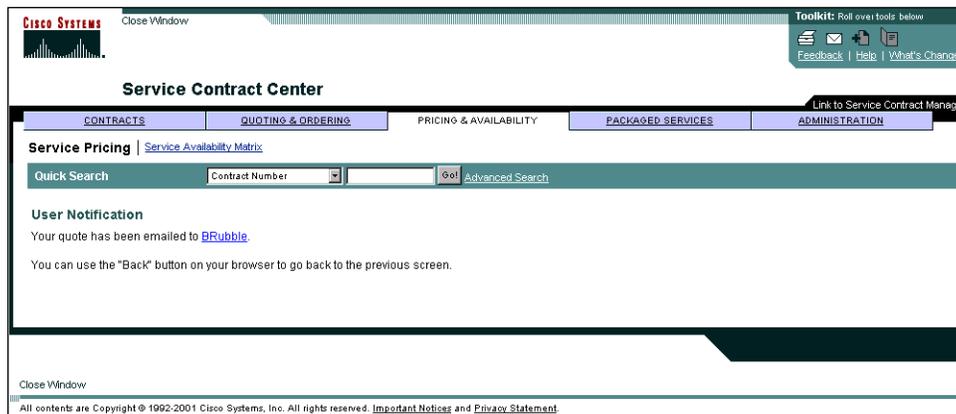
6. The User Notification page confirms that the quote has been sent.

    Note: When you have downloaded the file, you can open it with Microsoft Excel or any text editor such as NotePad.

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3.3 Verify Service Availability in One Location Using the Service Availability Matrix

The Service Availability Matrix (SAM) is used to verify service availability for products by city, country or postal code. You can check service availability for a single product using the Search function. When you click on the Service Availability Matrix Tool link, a separate window will open and navigate you to the SAM Tool.

Figure 3.3–1 Service Availability Matrix
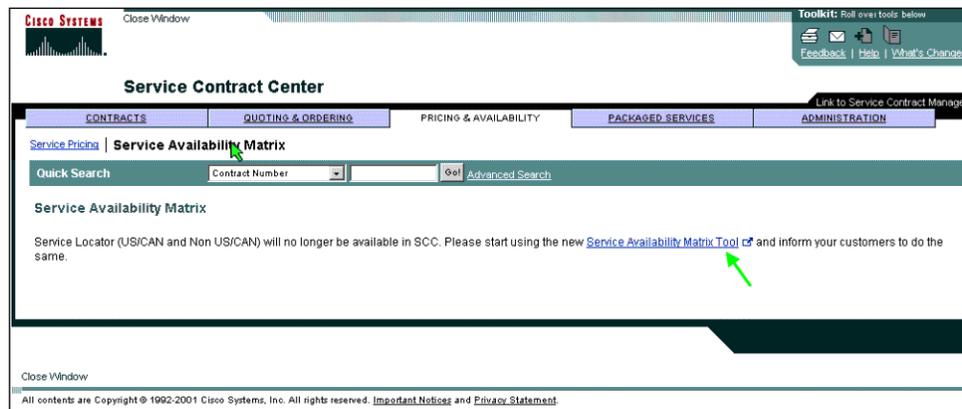
1. Navigate to the **Pricing & Availability** tab.

2. Click the **Service Availability Matrix** link. The Service Availability Matrix screen displays.

3. Click the **Service Availability Matrix Tool** link.

Chapter Three—Check Service Pricing & Availability

Figure 3.3–2 Service Availability Matrix Tool

4. The Service Availability Matrix: Service Level Availability Search screen displays. The yellow box displays the **Message of the Day** that alerts you to the current status of the SAM tool. Click the **More** link for more details.

5. (Required) Click the **Product Family** drop-down menu to choose the product family for which you want to verify service availability.

   Note: If you cannot find the Product or Product Family that you want to check for service level availability, please open a case with SAM Administration by clicking the raise a case link. Please indicate the missing Product or Product Family in your request. If you need additional help opening a case, go to Chapter Ten, section 10.1.

6. Click the **Product** drop-down menu to choose a product.

7. (Required) Click the **Theatre** drop-down menu to choose the theatre where the product is installed.

   Note: You can also select the Theatre by clicking the region on the interactive map to the right of the **Theatre** drop-down menu.

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8. (Required) Click the **Country** drop-down menu to choose the country where the product is installed.

   Note: If cannot find the location you are searching for, open a case with SAM Administration by clicking the **raise a case** link. Please indicate the missing location in your request and be sure to pick the **Service Availability Matrix** in the **Tool** drop-down menu for a fast response. Refer to Chapter Three, section 3.4 for step-by-step instructions on how to open a case with SAM administration.

9. Enter the state or province name in the **State/Province** text field, if applicable.

   Note: Enter the full state or province name (no abbreviations).

10. Enter the city name in the **City** text field.

    Note: ++ denotes that either a city or postal code must be entered (or both).

    Note: Wild card (the asterisk symbol, *) searches may be used, but must contain at least 2 characters and the wild card (*). A wild card is a symbol that takes the place of an unknown character or set of characters.

    Note: If a postal code is entered, city is recommended but not required.

    Note: Do not enter punctuation in the **City** text field.

11. Enter the **Postal Code,** if applicable. You may populate either the **City** field and/or the **Postal Code** field. We recommend completing both.

    Note: The **Postal Code Format** field displays the valid format for the country you select, along with an **Info** link explaining how to enter the correct postal code information.

    Note: ++ denotes that either a city or postal code must be entered (or both).

    Note: Wild card (*) searches may be used, but must contain at least 2 characters and the wild card (*).

    Note: If a city is entered, a postal code is not required but is recommended, if it is available.

12. If you would like to receive a CSV spreadsheet in an e-mail, verify your e-mail address and check the box.

13. Click F**ind Service Availability**.

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Figure 3.3–3 Service Availability Matrix—Service Level Availability Search Results

14. Your results display the types of services and whether the service is available for the designated product at the location specified.

    Note: If a Product Prod exception appears to the right of the Y/N service level availability results box, there are exceptions to the results displayed. There could be service available (or not available) for a product within the product family that you have searched. Click the Prod link under the service level you are interested in, to see products that conflict with that the product family rule. A Y indicates that the service is available at the locations; an N indicates that the service is not available.

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3.4 Open a Case with the SAM Administration

Gathering the correct service level availability for your specified locations is important for service pricing. Open a case with the SAM Administration if you cannot find the Product or Product Family you want to do a search on or if the location you are searching for does not exist. Provide as much detail as possible in the notes section when you open a case.

Figure 3.4–1 Welcome—Service Availability Matrix

1. To open a case with SAM administration, click the **Feedback** link or one of the **raise a case** links. Both of these links allow you to provide feedback or ask a question about anything in regards to the SAM Tool.

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Figure 3.4–2 Service Availability Matrix Feedback

2. (Required) Click the **Request** drop-down menu and select the request type. To add a location to the SAM tool, select **Request Locations**.

   Note: The required fields are marked with an asterisk symbol (*).

3. Click the **Theatre** drop-down menu and select the theatre that you are inquiring about.

4. Click the **Country** drop-down menu and select the country that you are inquiring about.

5. Enter the city in the **City** field.

6. Enter the postal code in the **Postal Code** field.

   Note: Multiple cities and postal codes are allowed. Use the **Comments** field if you require more space.

   Note: Provide a detailed description of your question, concern, or feedback. It is also helpful to include all applicable information, for example: Product ID, Install Site Location, Service Request number, Service Order number, line number and any other important information.

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7. Click the **Service Level** drop-down menu and select the service level that you are inquiring about.

8. Enter the start date if you know it in the **Start Date if known** field. Use the following format to enter the start date: YYY/MM/DD.

9. If you chose **Request Products** from the **Request** drop-down menu, enter your product(s) in the **Product** field.

10. If you chose **Other** from the **Request** drop-down menu or want to add a comment, enter your comments in the **Comments** field.

11. (Required) Verify your name in the **Full Name** field.

12. (Required) Verify the e-mail address in the **Email of Requester** field.

13. Enter the contract number in the **Contract Number** field, if applicable.

14. Click **Submit Case**.

Figure 3.4–3 User Notification

15. The User Notification page displays when your message has been sent.

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3.5 Verify Service Availability for Multiple Products and Locations Using Bulk Search

Bulk search allows you to perform a search on multiple locations and products by uploading an Excel spreadsheet that will check on service availability for designated products at the locations specified.

Figure 3.5–1 Welcome—Service Availability Matrix

1. From SCC, click the **Pricing & Availability** tab.

2. Click the **Service Availability Matrix** link.

3. Click the **Service Availability Matrix Tool** link that opens a separate window.

4. Click the **Bulk Search** link located at the top left corner.

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Figure 3.5–2 Welcome—Service Availability Matrix: Bulk Search
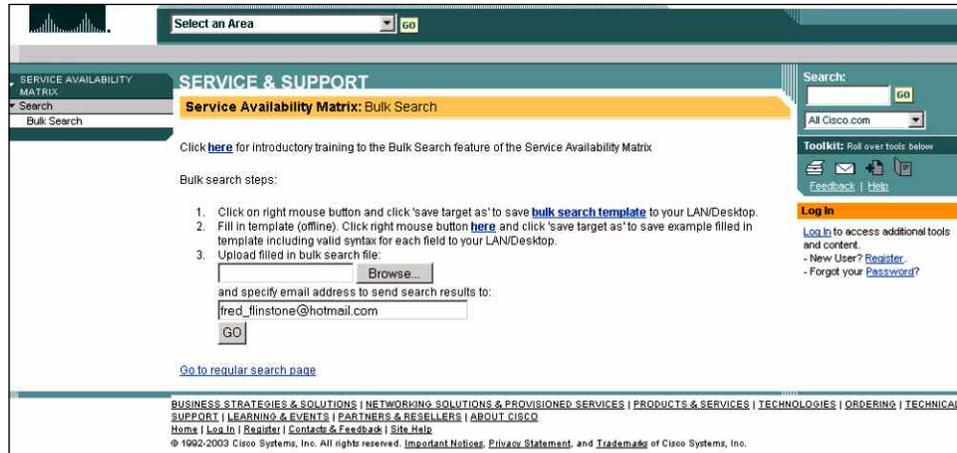
5. The Service Availability Matrix: Bulk Search page displays.

Figure 3.5–3 Service Availability Matrix: Bulk Search
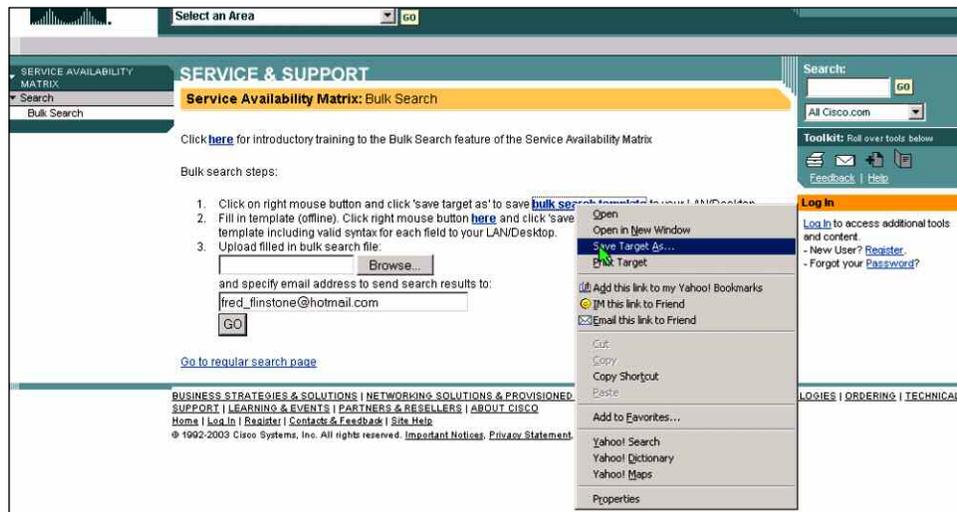
6. Download the **bulk search template**. If you already have the template, skip to step 21.

7. Right-click the bulk search template link to save a blank template on your computer.

   Note: You can rename the file, but you must NOT change the .csv file extension.

8. On the menu select **Save Target As...**

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Figure 3.5–4 Save As
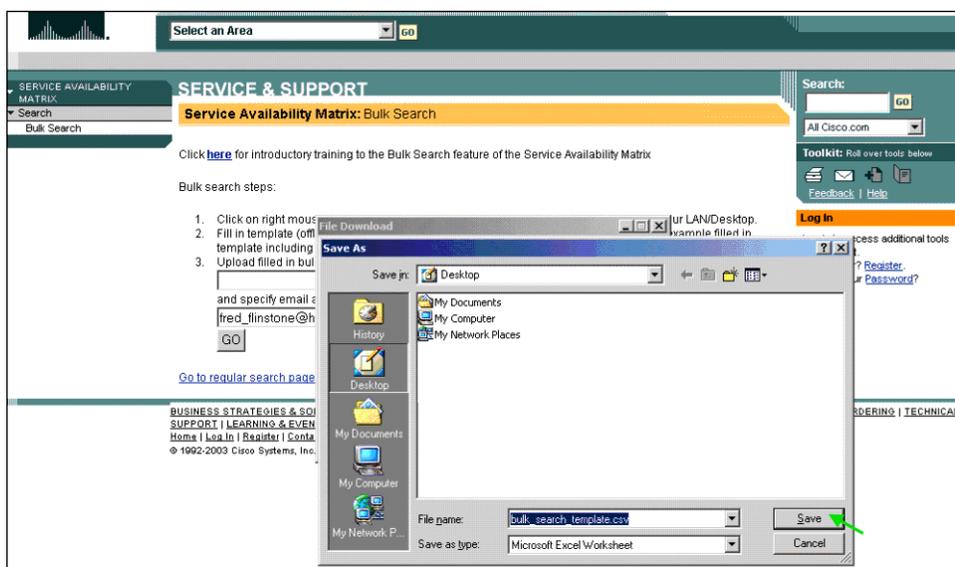
9. The **File Download** screen displays. Click **Save.**

10. The **Save As** screen displays.

11. Click **Save** to save the template to your PC.

Figure 3.5–5 File Download
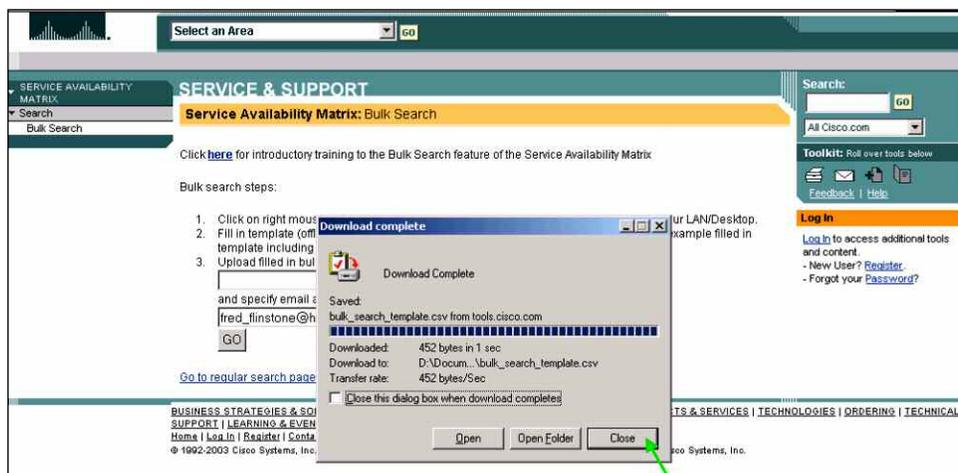
12. The **Download complete** screen displays.

13. Click **Close.**

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Figure 3.5–6 Service Availability Matrix: Bulk Search
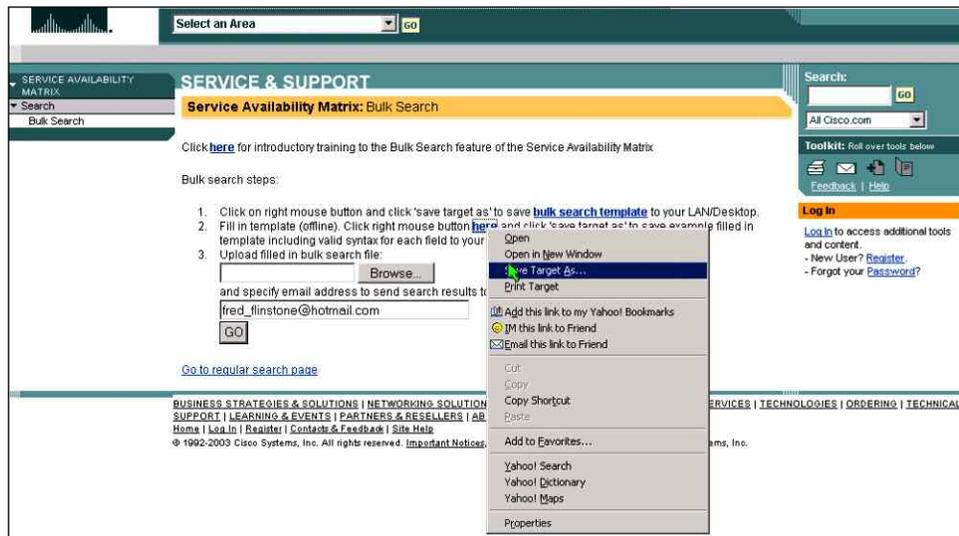
14. To download a formatted example, right-click the **here** Link.

Recommendation: Download the example of a completed template to use as a model.

15. On the menu select **Save Target As...**

Figure 3.5–7 Save As
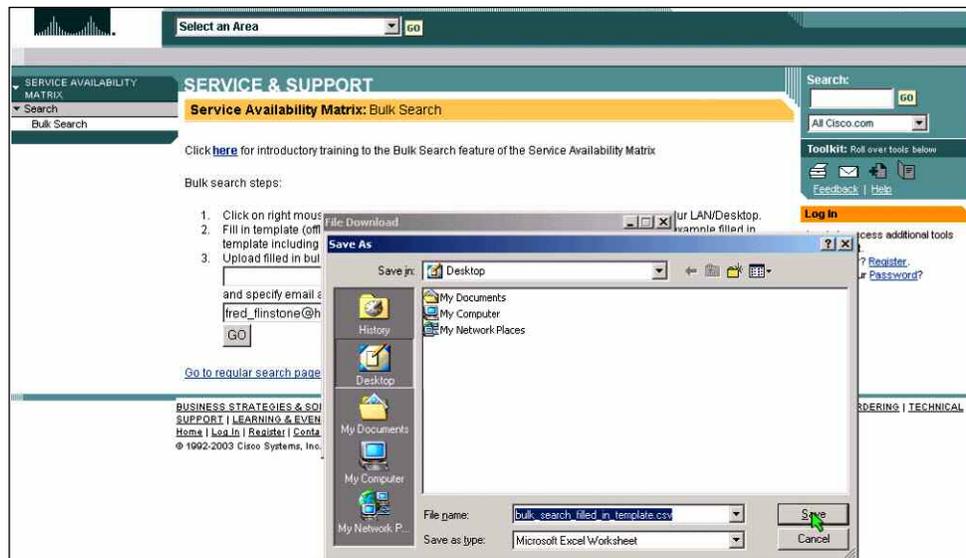
16. The **File Download** screen displays. Click **Save**.

17. The **Save As** screen displays.

18. Click **Save** to save the filled in template to your PC.

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Figure 3.5–8 Download complete: Close
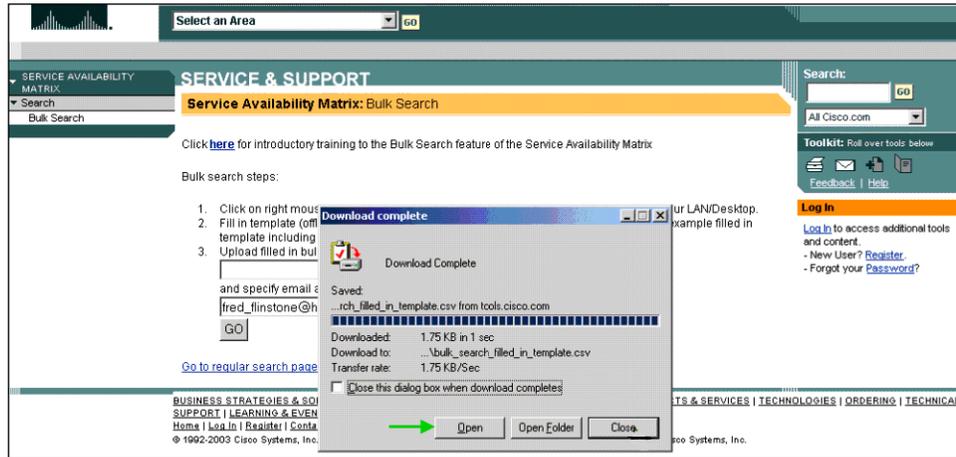
19. The **Download complete** screen displays.

20. Click **Open**.

Figure 3.5–9 Microsoft Excel

21. The sample template opens in the spreadsheet software that is found on your computer. The bottom portion is an example of how your request spreadsheet should look.

Important: For the search to work correctly, do NOT rearrange the columns in the spreadsheet.

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Figure 3.5–10 Microsoft Excel—bulk_search_filled_in_template.csv

22. Complete the template with the product and location data to be validated. You may keep or delete any line that starts with the symbol # since this signifies to the system not to check these lines. Either **product family** or **product** is required. Try to provide city and postal code. Country Codes are accepted in the **country** column. Theater is an optional field.

23. Save your file by selecting **File->Save As....**

24. Enter the file name.

25. Click **Save**.

Figure 3.5–11 Service Availability Matrix

26. In the Bulk Search tool, click the **Browse** button to upload your search file.

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Figure 3.5–12 Choose file: Open
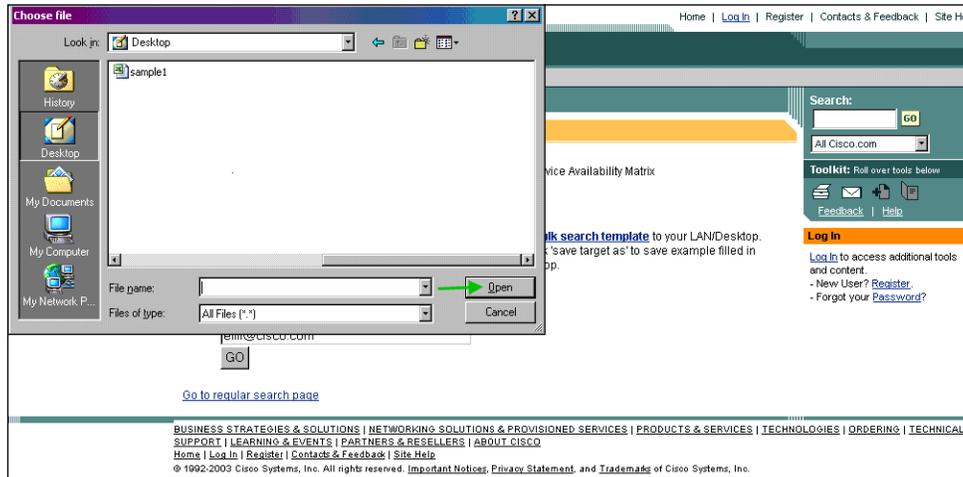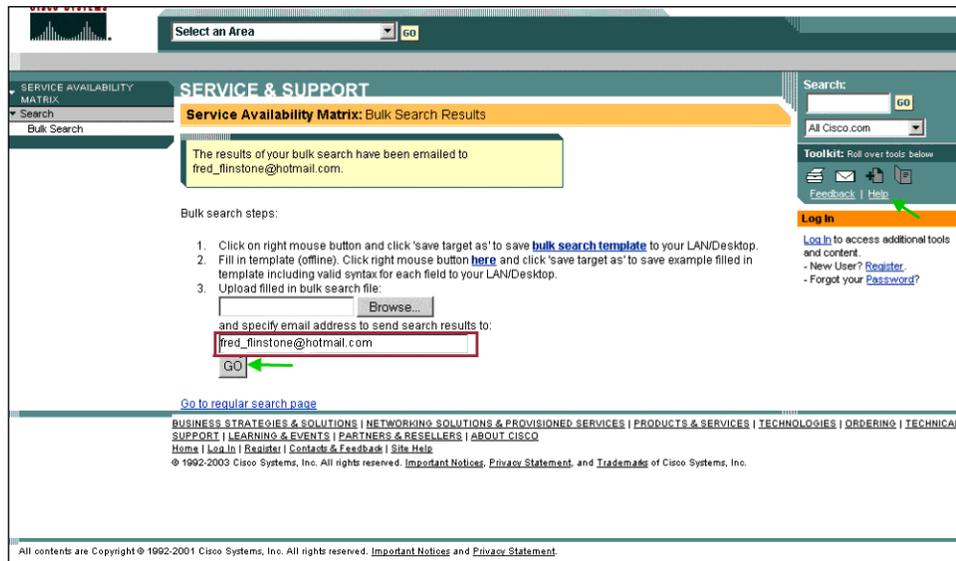

27. The **Choose file** screen displays.

28. Choose your saved file.

29. Click **Open**.

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Figure 3.5–13 Service Availability Matrix

30. Click **GO**.

   Note: The e-mail address has been filled in for you according to your Cisco.com profile.

31. The Bulk Search page confirms that the results of your search have been sent to you in an e-mail.

32. An e-mail message will be sent to the e-mail address displayed in step 30.

   a. If the template is completed correctly, the service level availability data is sent in a spreadsheet that displays the types of services and whether the services are available for the designated products at the specified locations.

   b. If there are errors in the spreadsheet, an e-mail will be sent indicating that the file contains errors. Correct the errors and submit the request again.

33. If you need assistance, click the **Help** link, to access a list of Frequently Asked Questions.

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Figure 3.5–14 Help

34. The **Help** menu displays with helpful hints and contact information.

Chapter Four—Quoting and Ordering

Chapter Objectives

In this chapter you will learn how to:

- Create a new service quote
- Add products to a quote
- Upgrade a quote/contract
- Sign a Service Contract Center Enrollment Agreement (SCCEA)
- Order a quote

Prerequisites

- Access to Cisco.com
- Access to at least one contract
- Access to Quoting
- To submit a quote for order you need a signed SCCEA or Internet Commerce agreement
- Product Serial Numbers or Sales Order Numbers that you want to quote and order service

Overview

This chapter teaches you how to create, edit, and add to your service and software quotes.

After creating your quotes, you can submit your orders with a click of a button. For your convenience, this can all be done online. Before having the ability to submit orders online, a SCCEA or Internet Commerce agreement needs to be reviewed and signed.

Quotes are valid for only 60 days and will display in SCC for only 60 days. After the 60 days have passed, it becomes an expired quote and you will not have the ability to query or edit the quote in SCC.

Service Contract Center Process Flow
(Typical User)

Create CCO ID/Establish Partner Relationship → Log into SCC → Search → Create Pricing Estimate

Create Quote for New Contract → Add Product(s) to Existing Quote → Generate Upgrade Quote → Manage/Order Quote(s)

Review Renewal Business Summary/Renewal Opportunities → Generate Renewal Quote → Manage Contracts
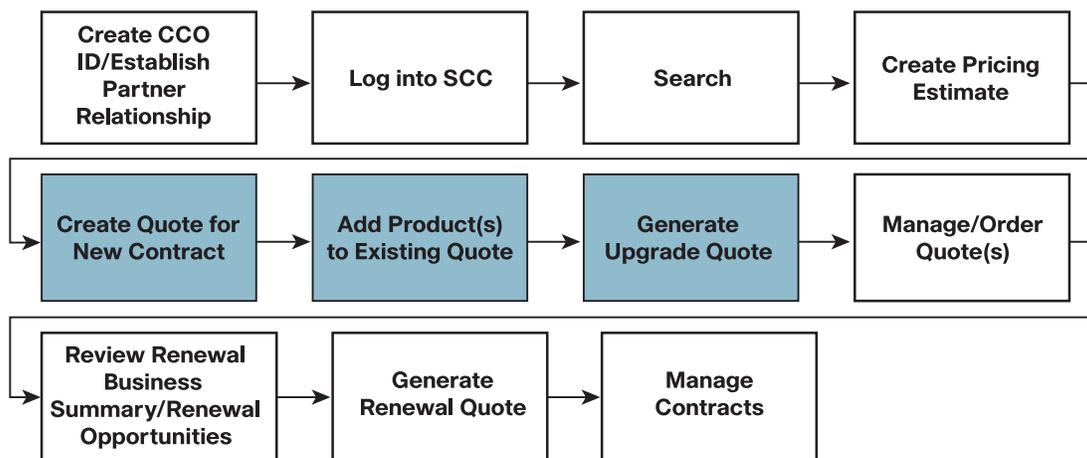
Chapter Four—Quoting and Ordering

4.1 Create a Quote for a New Service Contract and Add a Product to a Contract

First you will need to create a quote, add products, and then submit the quote for order. After creating the quote, you are the only person who has access to the quote. In order for others to view it, you will need to route the quote to another Cisco.com user. Refer to Chapter Six, section 6.2 for step-by-step instructions on how to route a quote.

4.1.1 Create a Quote for a New Service Contract

In this section, you will learn how to create a service quote and how to create a software service quote. The process for creating a new software quote is similar to the process of creating a new quote except that software quotes have different service levels. Software products can only be added to a software quote that has a software service level.

Figure 4.1–1 Quoting & Ordering

1. Click the **QUOTING & ORDERING** tab.

2. The Generate a Quote page displays.

3. Click the **Create a new service contract** option.

4. Click **Submit**.

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Figure 4.1–2 Create New Contract—Verify Billing Address

5. Verify the Billing Company Name.

6. If you want to choose a new billing address or change the default billing address click the **Choose New Billing Address** button. If not skip to step 10.

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Figure 4.1–3 Select Billing Address

7. The Select Billing address page displays billing addresses in the system for the Customer Name. If you do not see your desired billing address, you need to have your Cisco.com User ID registered to a contract that has your desired billing address. Go to the **Administration** tab to request contract access. Refer to Chapter Seven, section 7.1 for step-by-step instructions.

8. Select the new billing address that you would like to use by selecting the appropriate radio button.

    Note: You may also select a billing address to be your preferred billing address by selecting the second radio button beside each of the bill-to address options in the **Set as Billing Address** column. The next time you create a quote, this default billing address will display.

9. Click **Submit.**

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Figure 4.1–4 Create New Contract—Verify Billing Address

10. The Create New Contract—Verify Billing Address, Select Service Level and Search Install Site Address page displays.

11. Choose the service level that you want the equipment covered under from the **Service Level** drop-down menu. If you do not see your desired service level, click the **Feedback** link to open a support case. In most cases, the reason why you cannot view a specific service level is because your Cisco.com User ID is not associated with the service level.

    Important for Software Quotes/Contracts: To create a software quote/contract, choose a software service level. Examples are SW App Sprt (SAS) or SW App Sprt+UpgdSAU service level types.

12. Choose the country that the equipment resides in from the **Country** drop-down menu.

13. Enter the street address to which you want your products added in the **Street 1**, **Street 2**, and/or **Street 3** boxes.

    Important: For help and guidelines for entering a site address, click the **Click here for help on entering an address** link. If you enter an address incorrectly, your quote may not be added to your contact successfully or the delivery of your products may be delayed.

14. Enter the city name in the **City** box.

15. Choose the state/province name from the **State/Province** drop-down menu.

    Note: State/Province is required for Australia, Brazil, Canada, China, India, Japan, Mexico, and United States.

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16. Enter the postal code in the **Postal Code** box.

    Note: The postal code is required for most countries.

    Note: For U.S. postal codes, enter a 5-digit code; suffixes are not required. For postal code assistance, refer to the U.S. Postal Service Website.

    Note: For Canadian postal codes, enter a six-digit postal code. For postal code assistance, refer to the Canada Post Website. Canadian postal codes are LNL NLN, a total of 7 characters. SCC reads the space.

17. Click **Submit**.

Figure 4.1–5 Address Auto Loader
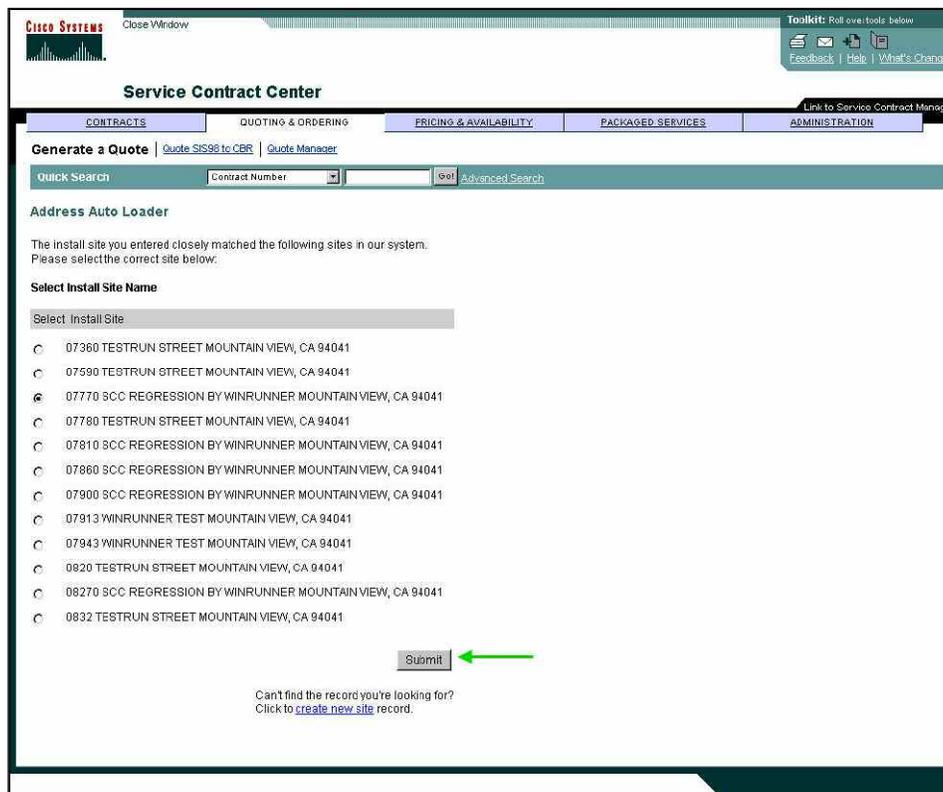
18. The system checks and displays any existing install site addresses that closely match the address that you entered. If the system does not find a similar address, you are given the option to create a new site.

19. Choose the appropriate install site.

    Note: If the system does not find a close or similar address in the system, click the create new site link at the bottom of the page. Refer to Chapter Four, section 4.1.2.

20. Click **Submit**.

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Figure 4.1–6 Create New Contract—InputForm

21. The Create New Contract—InputForm page displays, which is where you specify your products to be covered and the coverage dates.

22. You can specify the products you want covered by entering one or more serial numbers or sales orders. Click the appropriate radio button next to **Serial Number** or **Sales Order**. This determines how you will be adding products in the Add Products field.

Important for Software Quotes/Contracts: At the Input Form screen, add software products by Sales Order or Product Number(s) instead.

   a. **Sales Order**—Enter your sales order number(s) in the Add Products data field. To enter more than one sales order, separate it by a comma or enter the number on the next line.

   b. **Product Number(s)**—Enter product numbers and product quantity in the fields provided. If you do not know the exact product number, click the **Lookup** link. For more information on the **Product Number Lookup** feature, refer to Chapter Three, section 3.1. To delete a product, place a checkmark next to the product(s) and then click the Delete Selected Products button.

Note: Maximum of 4000 characters allowed.

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1. (Optional)—You may Save Preferences for the future.

    a. Select the default date format:

        i. MM/DD/YYYY

        ii. DD/MM/YYYY

    b. Select the number of empty product lines to display.

        i. 10

        ii. 20

        iii. 30

        iv. 40

        v. 50

23. Now, enter the appropriate value in the **Add Products** field.

    Important: Each serial number or order number needs to be separated by a return space or comma.

24. Select the start and end dates

    a. **Set coterminous date**—It specifies a single end date for all items on this quote/contract. This quote and/or contract is flagged so that whenever items are added in the future, they will always have the same end date as the rest of the equipment on the contract.

        Note: Selecting coterminous dates will pro-rate future product additions and renewals to the contract created.

    b. **Select Start Date**—The added products will have a common start date.

        Note: Allow 30 days for sparing for service levels that have a 2- or 4-hour response time.

        i. **Select a common start date**—Products added have the same start date.

        ii. **Start service at the end of the 90-day warranty period.**

            Important for Software Quotes/Contracts: This selection does not apply for software quotes/contracts. If you select this option, you will receive an error message saying it is inapplicable and be asked to use the back button and deselect the option.

    c. **Select End Date**—The added products will have an end date that is one year from the start date or will have the same end date.

        Note: A minimum coverage term of one year is required.

        i. **End Service one year from the start date**—Products that are added have end dates that end in one year from the start date.

        ii. **Select a common end date**—Products added have the same end date.

25. Click **Submit**.

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Figure 4.1–7 Create New Contract—Edit and Submit Products

26. The Create New Contract—Edit and Submit Products page displays the information you entered and includes the net price of the quote. Net price is the List Prorated Amount minus any discounts.

27. Verify contract and product information.

    Note: You will have an opportunity to add more products to additional sites on the Quote Results page by selecting the **Add Products to Quote** in the drop-down menu once the quote is generated.

    Note: The default start date will vary depending on service level quoted and warranty dates.

    Important: Any service type that requires stocking of spares in Cisco depots defaults to 30 days after the quoting date to prepare service depot locations, regardless of the warranty date.

    Note: If a start date is not specified, products that have Return to Factory warranties (1, 3, 5 and limited lifetime RTF warranties) begin the day products are quoted.

    Note: If you have an issue and/or question and need help, please note that the e-mail address scsr@cisco.com is an invalid e-mail alias. Contact your Cisco Representative or open a case by clicking on the Feedback link.

28. At this time, you may edit your serial number(s), start date(s), or end date(s). Click **Create Quote**. A re-price and serial number validation occurs and the page refreshes. Click **Create Quote** again to create the quote.
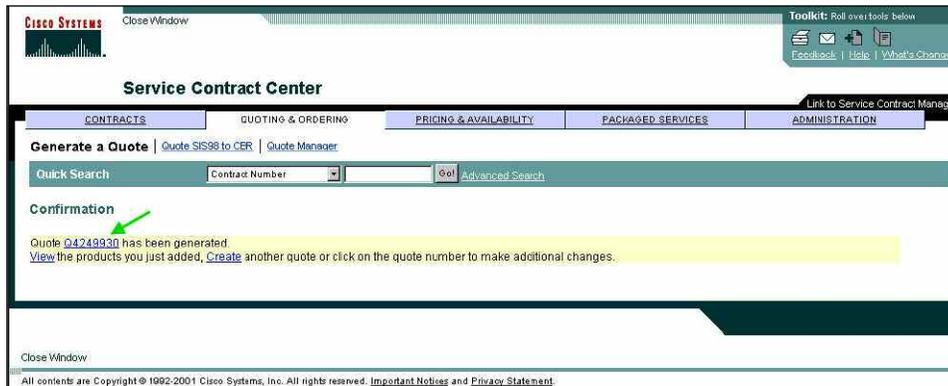
29. Click **Create Quote**.

    Note: Cisco employees cannot submit orders on the partner's behalf.

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Figure 4.1–8 Confirmation

30. Once the quote has been created, the confirmation screen displays with your new quote number.

   Note: If you receive an error message, verify that all the information is populated. If you still receive the same error, click the **Feedback** link to open a support case.

31. From this page you can perform the following:

   a. (Optional) Click the **Quote** number link to view the Quote Results page which displays your quote details. From this page, you can also submit your quote for order. Refer to Chapter Six, section 6.3 for step-by-step instructions on how to submit an order.

   b. (Optional) Click the **View** link to see the products that you just added.

   c. (Optional) Click the **Create** link to create another quote.

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Figure 4.1–9 Quote Results

32. The Quote Results page displays with your quote details. From here, you can submit the order. Refer to Chapter Six, section 6.3 for step-by-step instructions on how to submit a quote for order.
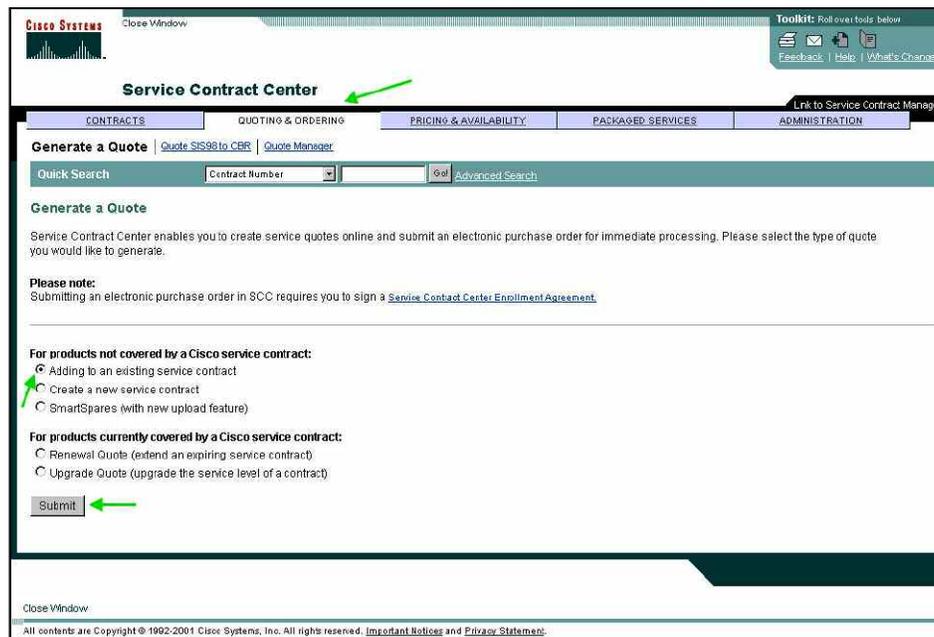
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4.1.2 Add Products to a Quote

After creating the initial quote, there may be a situation where you need to add additional products to the quote. This function allows you to add products to a quote easily.

Figure 4.1–10 Quoting & Ordering

1. Click the **QUOTING & ORDERING** tab.

2. The Generate a Quote page displays.

3. Click the **Adding to an existing service contract** option.

4. Click **Submit**.

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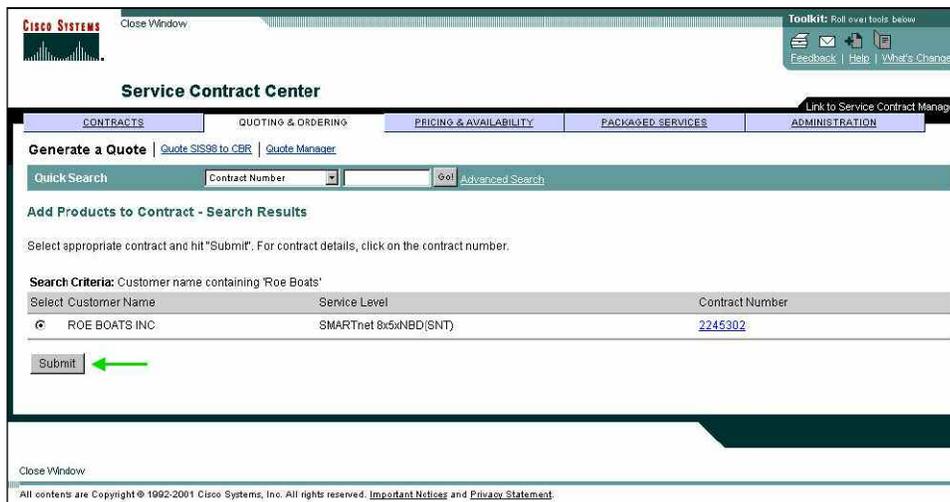**Figure 4.1–11** Add Products to Contract

5. The Add Products to Contract—Search Options page displays.

6. Click the **Search By** drop-down menu.

7. You can search for a specific record by either **Contract Number** or **Customer Name** (end user).

   Note: You can query any part of the customer name. For example, entering "state" will search for all customers with "state" in their name.

8. Enter the corresponding value in the **Value** box.

9. Click **Submit**.

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Figure 4.1–12 Add Products to Contract

10. The Add Products to Contract—Search Results page displays.

11. Select the contract to which you'd like to add products.

12. Click **Submit**.

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Figure 4.1–13 Add Products to Contract

13. The Add Products to Contract page displays.

    Note: If you selected a software quote, the Add Software Products to Contract page displays.

14. Verify that the billing information and contract information are correct.

15. Choose a site in the **Select a Site to Add Products** section or click the Add New Site button. To add a new site, . To add products to an existing site, .

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Figure 4.1–14 Add New Site

16. The Add New Site screen displays.

17. Choose the country by selecting the **Country** drop-down menu.

    Note: Click the **Click here for help on entering an address** link for guidelines on how to enter a correctly formatted address.

18. In the **Customer Name** box, enter the customer name.

19. In the **Street 1**, **Street 2**, and/or **Street 3** box(es), enter the address.

20. In the **City** box, enter the city name.

21. Select the state/province by clicking the **State/Province** drop-down menu.

    Required: State/Province required for Australia, Brazil, Canada, China, India, Japan, Mexico, and the United States.

22. In the **Postal Code** box, enter the postal code.

    Note: Postal Code required for most countries.

23. Click **Submit**.

    Note: When you create a new site address, a completeness, country and address combination, and service availability check is performed. If you receive an error message and you have verified the address is absolutely correct, click the **Feedback** link to open a support case with your specific address and error message.

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Figure 4.1–15 Add Products to Contract

24. The Add Products to Contract page displays. This page is used to identify what products you want added and the service dates.

25. Click the **Serial Number** or **Sales Order** option to add products.

    Note: If you are adding to a software quote, you can add products by sales orders and product numbers.

26. Enter your serial number or sales order information in the Add Products data field.

    Note: To enter more than one sales order or serial number, separate by a comma or enter the number on the next line.

    Important for Software quotes:

    Enter your sales order(s) or product numbers in the data field provided.

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    a. **Sales Order**—Enter your sales order number(s) in the Add Products data field.

    b. **Product Number(s)**—Enter product numbers and product quantity in the fields provided. If you do not know the exact product number, click the Lookup link. For more information on the Product Number Lookup feature, refer to Chapter Three, section 3.1. Enter the products in the **Add Products** section.

    Note: You may set the number of lines to display on this page, 10, 20, 30, 40, or 50 lines. Select the number of lines, and then click **Set Lines**. To save this preference, click the **Save Preferences** link.

27. Select a start date:

    a. **Select a common start date**—Products added have the same start date.

    b. **Start service at the end of the 90-day warranty period**—Products added will have a start date 90 days after the end of their warranty.

28. Select an end date:

    a. **End Service one year from the start date**—Products added have an end date one year from the start date.

    b. **Select a common end date**—Products added have the same common end date.

    Note: A minimum coverage of one year is required.

29. Click **Add Products to Contract.**

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Figure 4.1–16 Add Products to Contract

30. The Add Products to Contract—Edit and Submit Products page displays, which is where you may edit products, start dates, and end dates.

    Note: You will have an opportunity to add more products to additional sites on the **Quote Results** page by selecting the **Add Products to Quote** in the drop-down menu once the quote is generated.

    Note: The default start date will vary depending on service level quoted and warranty dates.

31. Verify all the information on this page.

32. At this time, you may edit your serial number(s), start date(s), or end date(s). Click **Add Products to Contract**. A re-price and serial number validation occurs and the page refreshes. Click **Add Products to Contract** again to create the quote.

33. Click **Add Products to Contract**.

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Figure 4.1–17 Confirmation
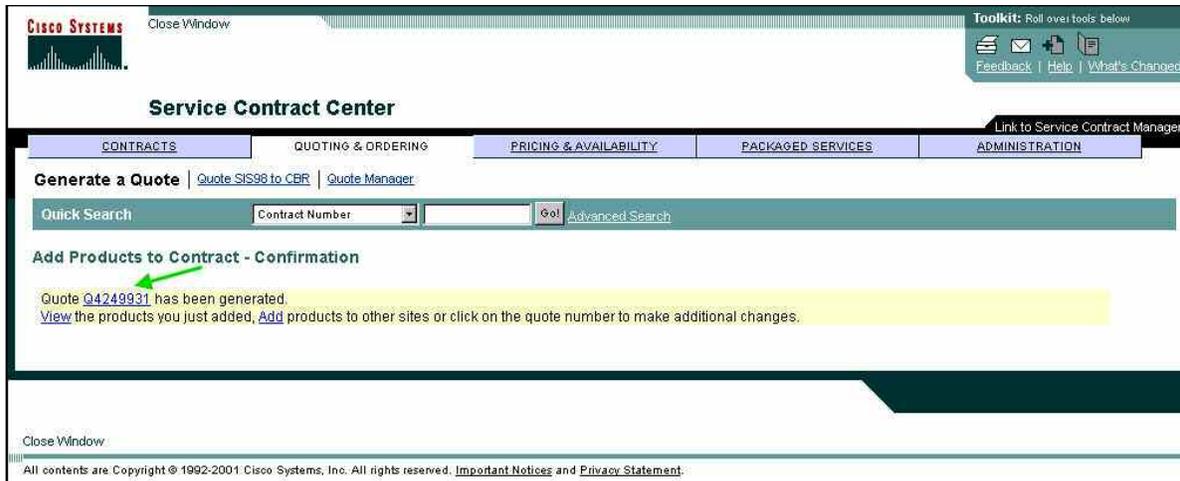
34. The Add Products to Contract—Confirmation page displays, which shows the quote number that has been assigned.

35. From this page you can perform the following:

    a. (Optional) Click the Quote number link to view the Quote Results page which displays your quote details. From this page, you can also submit your quote for order. Refer to Chapter Six, section 6.3 for step-by-step instructions on how to submit an order.

    b. (Optional) Click the **View** link to see the products that you just added.

    c. (Optional) Click the **Create** link to create another quote.
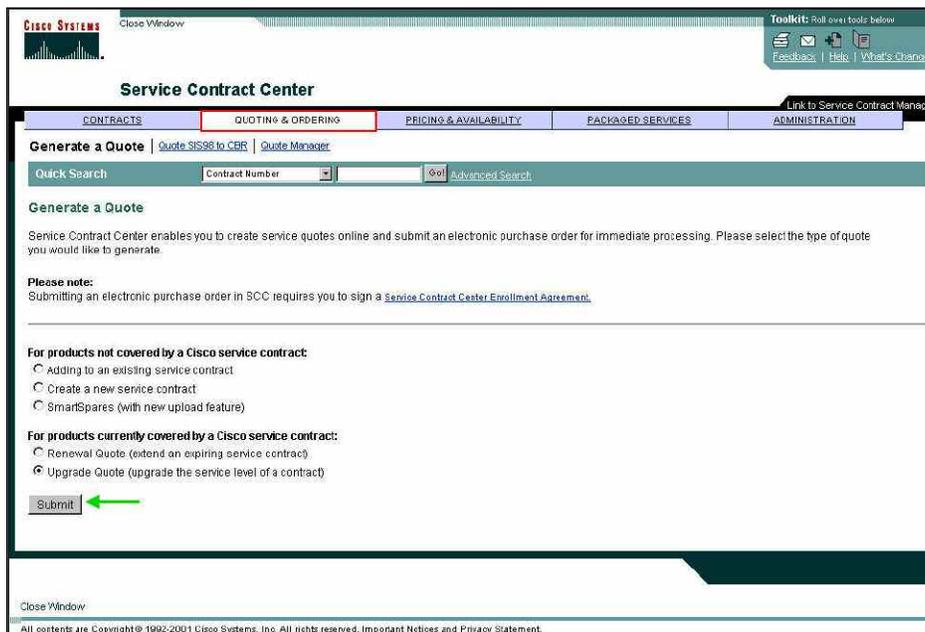
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4.1.3 Upgrade a Quote

You can create an upgrade quote and upgrade the service level of your contract at any time or just before your service contract is due to expire. You may be concerned that the service level you currently have for that site is not enough and would like to upgrade the service. If you upgrade your contract prior to expiration, credit calculations are applied to the upgraded service quote. In this section, you will learn the following steps specific to how to upgrade service before the contract has expired:

1.   Select a Contract

2.   Select Product(s) and Service Level

3.   Determine the Coverage Dates

4.   Assign a Contract Number

Figure 4.1–18 Quoting & Ordering

1.   Click the **QUOTING & ORDERING** link.

   Note: An upgrade quote can also be initiated by performing a contract search and then choosing the **Upgrade Quote** option from the drop-down task menu.

2. Click the **Upgrade Quote** option.

3. Click **Submit**.

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Figure 4.1–19 Upgrade Quote—Search Options

4. The Upgrade Quote—Search Options screen displays.

5. Click the **Search By** drop-down menu.

6. Select your search method by choosing **Contract Number** or **Customer Name**.

   Note: If you are unsure of the contract number that needs to be upgraded, you can search for it by using the customer name.

7. In the **Value** box, enter the corresponding value.

   Note: You may search for specific criterion using partial words. For example, entering "WES" will search for all site names with "WES" in the information. Searching by partial contracts numbers is not valid.

8. Click **Next >**.

   Note: Quotes with over 400 lines and/or upgrades performed from source contracts over 15,000 lines may experience very slow response times or system delay. To avoid these performance issues, keep your quotes below 400 lines and only perform upgrade quotes on source contracts under 15,000 lines.

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Figure 4.1–20 Upgrade Quote—Select a Contract Number
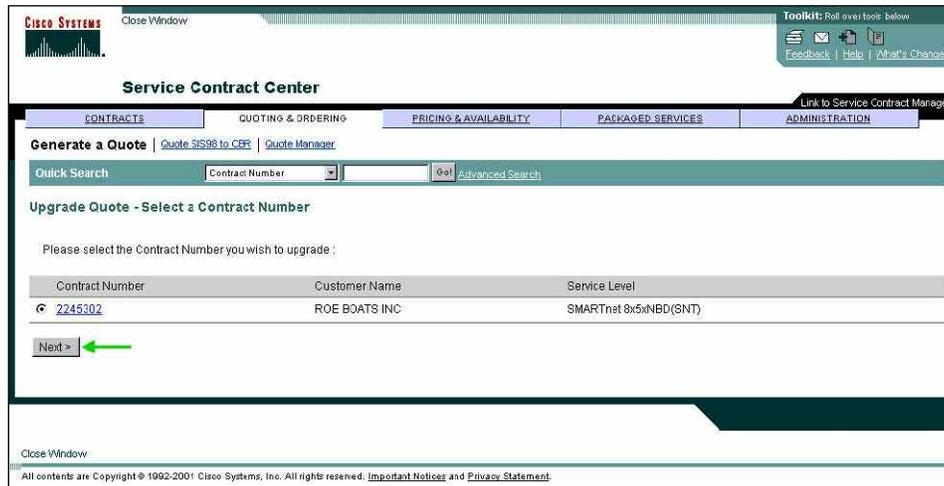
9. A list of contracts with that customer name displays on the Upgrade Quote—Select a Contract Number page.

10. Choose the contract number that you want to upgrade.

11. Click **Next >**.

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Figure 4.1–21 Upgrade Quote
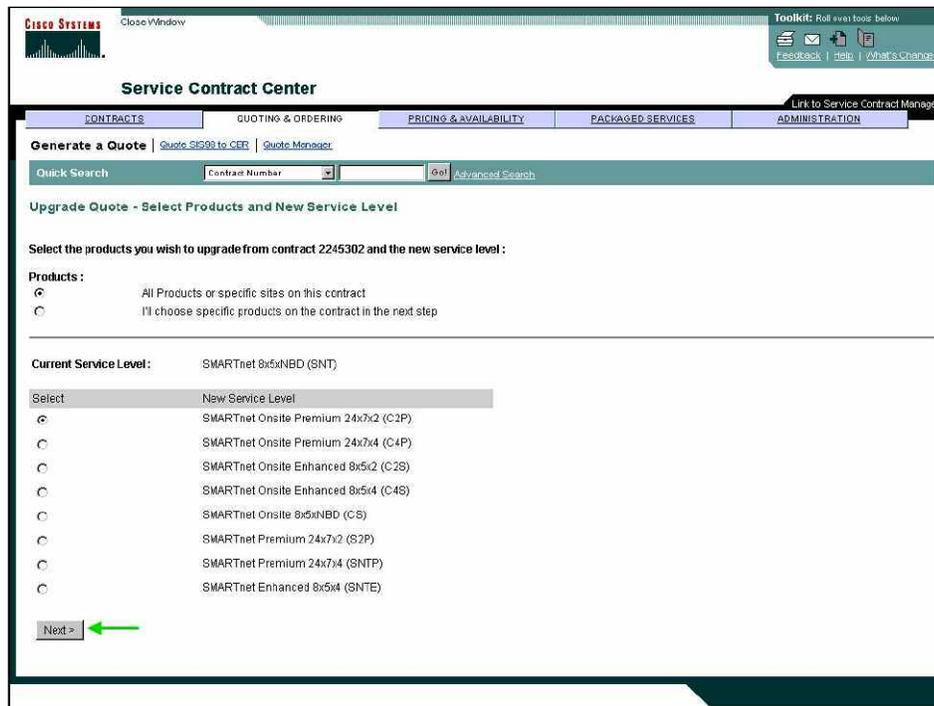
12. The Upgrade Quote—Select Products and New Service Level screen displays.

13. Choose which products to add by selecting **All Products or specific sites on this contract** (default choice) or **I'll choose specific products on the contract in the next step**.

14. Choose the new upgraded service level by selecting the appropriate radio button. SMARTnet Onsite Premium 24x7x2 (C2P) service level is the default choice. If you do not see your desired service level, click the **Feedback** link to open a support case.

    Note: You cannot downgrade a current quote or contract. If you wish to obtain pricing on a lower service level on a quote, create a separate quote.

15. Click **Next >.**

    Note: Service availability is automatically checked.

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Figure 4.1–22 Upgrade Quote
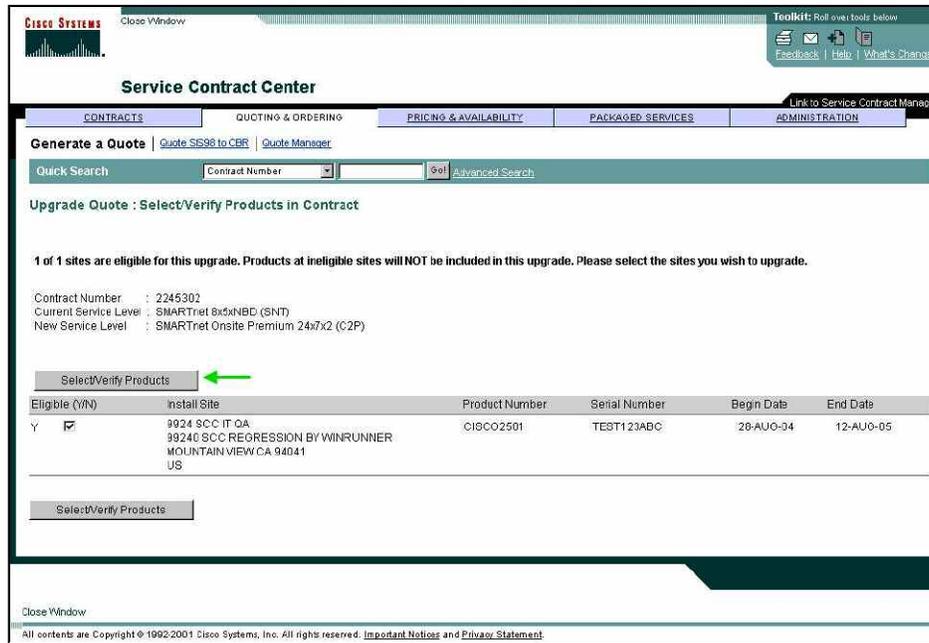
16. The Upgrade Quote: Select/Verify Products in Contract screen displays. This page shows the sites eligible for the upgrade. Sites ineligible for this new level of support are marked with a red "N" that indicates that it is not qualified for the new upgraded service.

17. Verify that the contract number and current and new service levels are correct.

18. Click the eligible install site check boxes for upgrade.

    Note: If a site is checked, then all products from that site are included in the upgrade quote. If a site is not checked, then the products from that site are NOT included in the quote.

19. Click **Select/Verify Products.**

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Figure 4.1–23 Upgrade Quote

20. The Upgrade Quote: Select an upgrade date and end date screen displays.

21. Select an effective upgrade begin and end date for this quote.

   a. (Required) Choose a **Common Begin Date**.

   Note: Upgrade cannot begin sooner than 30 days from today's date for service levels that require product sparing in depots. To ensure proper service entitlement, it is advised that you submit a purchase order for this quote at least 30 days prior to the upgrade date you enter. If your purchase order is submitted within 30 days or after the upgrade begin date, Cisco will still provide service entitlement for this upgrade in a "best effort" means for the first 30 days of your quote. For more information, click the **Feedback** link.

   b. Choose an **End Date**. You must choose one of the end date options.
   - 1 Year
   - 2 Years
   - 3 Years
   - 4 Years

22. Click **Submit**.

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Figure 4.1–24 Upgrade Quote
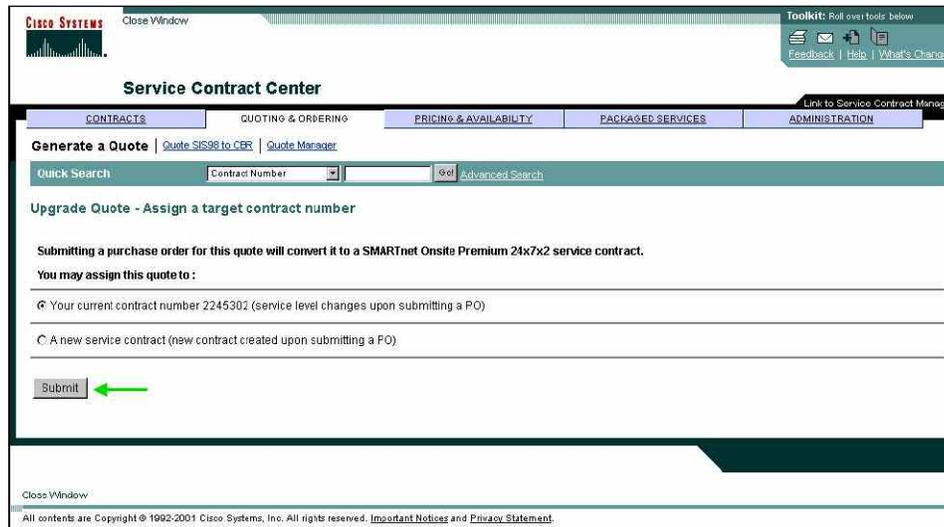
23. The Upgrade Quote—Assign a target contract number screen displays. Now you can assign it to a contract number.

   a. Choose **Your current contract number** option, which SCC will assign this quote number to the specified contract that you selected for upgrade (the service level changes upon submitting a Purchase Order) or choose **A new service contract** (created upon submitting a Purchase Order) and SCC assigns this quote to a new service contract number.

   Note: Only the products you included in your quote are upgraded. If you only choose some of the covered products on the original contract, and wish to leave the rest on the old level of support contract, you must request a new service contract option.

   b. Click **Submit.**

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Figure 4.1–25 Upgrade Quote

c. If some of the sites you selected for upgrade are not eligible for upgrade, those sites will remain on your existing contract with the existing service level. A new service contract number will be created for the sites that are eligible for upgrade.

d. Choose **A new service contract** (created upon submitting a Purchase Order), and SCC assigns this quote to a new service contract number.

e. Click **Submit**.

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Figure 4.1–26 Upgrade Quote Results

24. The Upgrade Quote Results page displays. Your quote is upgraded with the new service level and specified start and end dates. Verify upgrade information.

    Note: Credit Adjustment is the prorated remainder of the previous service. An example of a Multi-Year Adjustment amt. is if a line on the quote is for 2+ years, a 4% discount is applied to the net cost. If the line is for a 3+ year term, a 7% discount is applied to the net cost.

25. The upgrade quote can now be submitted to order.

4.1.4 Create a Quote for a Potential Customer

As a Partner in certain parts of the world, you may be granted the ability to provide a customer with a service quote price. This is called Customer Initiated Quoting (CIQ). If you are granted quoting access to a customer's contract, you will receive an e-mail from the customer. At this point, you may go into the Quoting & Ordering tab to create a renewal quote. For step-by-step instructions on how to create a renewal quote refer to Chapter Five, section 5.2. This is the only ability you have once you are granted access by the customer.

Chapter Four—Quoting and Ordering

4.2 How to Sign a Service Contract Center Enrollment Agreement

A signed Service Contract Center Agreement (SCCEA) or signed Internet Commerce Agreement is required to submit orders online in SCC. It must state that you are authorized to make electronic purchases on behalf of your company. If you are not authorized to place an order on your company's behalf, go through your normal internal procurement process. If you already have a signed SCCEA on file, the system will advise you that you signed the agreement already. By clicking the SCCEA link, you may access, review, and sign the SCCEA, along with granting others the ability to submit orders electronically. Following are step-by-step instructions on how to sign a SCCEA; to learn more about the Internet Commerce Agreement send an e-mail to ic-support@cisco.com.

Figure 4.2–1 Quoting & Ordering
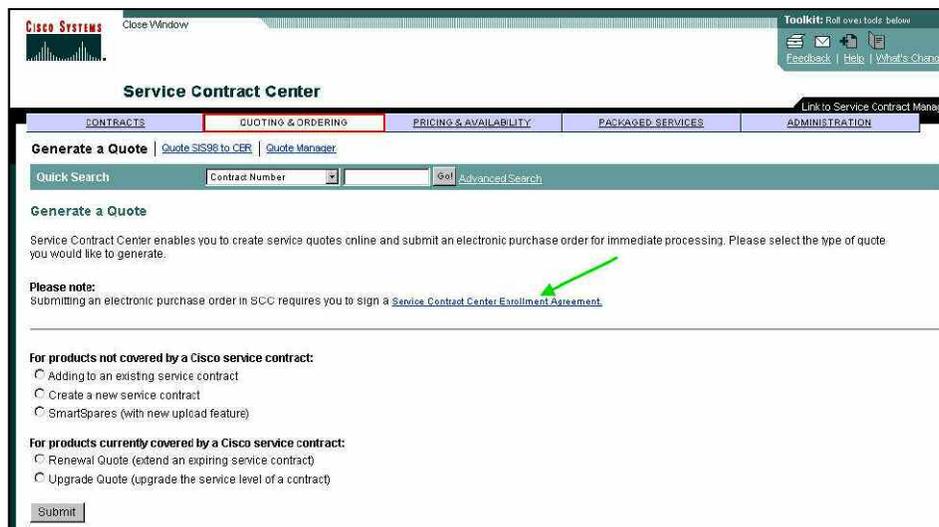
1. Click the **Quoting & Ordering** tab.

2. Click the **Service Contract Center Enrollment Agreement** link.

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Figure 4.2–2 Service Contract Center Enrollment Agreement (SCCEA)

3. The Service Contract Center Enrollment Agreement (SCCEA) page displays and includes both the instructions on how to accept and sign the agreement, and the Agreement.

4. Read the instructions and the enrollment agreement.

5. Scroll down to the bottom of the page.

6. Click **Continue**.

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Figure 4.2−3 SCCEA: User Verification

7. The SCCEA: User Verification page displays. All fields are required.

8. Enter your company name in the **Company Name** box.

9. Enter your company address in the **Address 1** and **Address 2** boxes.

10. Enter the city in the **City** box.

11. Enter the state or province in the **State/Province** box.

12. Enter the zip code in the **Zip Code** box.

13. Enter the country in the **Country** box.

14. Enter your name in the **Name** box.

15. Enter your job title in the **Title** box.

16. Enter your phone number in the **Phone Number** box.

17. Enter your fax number in the **Fax Number** box.

18. Click **Continue**.

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Figure 4.2–4 SCCEA: Attachment 1

19. The SCCEA: Attachment 1 (Customer Authorized User Form) page displays. Indicate the user names of this Customer who are authorized to submit electronic orders on behalf of the Customer.

20. Enter the name of the authorized user in the **Name** box.

21. Enter the job title of the authorized user in the **Title** box.

22. Enter the authorized Cisco.com User ID in the **Cisco.com User ID** box.

23. Repeat the steps to add additional authorized users.

24. Click **Continue**.

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Figure 4.2–5 SCCEA: Supervisor Notification

25. The SCCEA: Supervisor Notification screen displays. In order to receive privileges to submit your orders online, a notification will be sent to your Supervisor/Manager, notifying him/her that you have contractually agreed to be bound by the Terms & Conditions of the SCCEA.

26. Enter your supervisor's name in the **Supervisor Name** box.

27. Enter your supervisor's title in the **Supervisor Title** box.

28. Enter your supervisor's phone number in the **Supervisor Phone** box.

29. Enter your supervisor's e-mail address in the **Supervisor Email** box

30. Click **Submit**.

Important: By clicking on the Submit button, you understand and accept the terms and conditions listed.

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Figure 4.2−6 User Notification

31. You now have the ability to submit orders online.

32. From this page, you may print a copy of the SCC Electronic Agreement for your own files, go back to Quote Manager or go back to the Service Contract Center main page, by clicking on the appropriate link.

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4.3 Order a Quote or Multiple Quotes

You have the option of submitting an order for a quote either from Quote Manager or from any Quote Results page for added convenience. This section describes how to submit a quote for order from the Quote Results page. Refer to Manage Quotes in Chapter Six, section 6.3 for more detailed instructions on submitting a quote for order from Quote Manager.

Figure 4.3–1 Quote Results
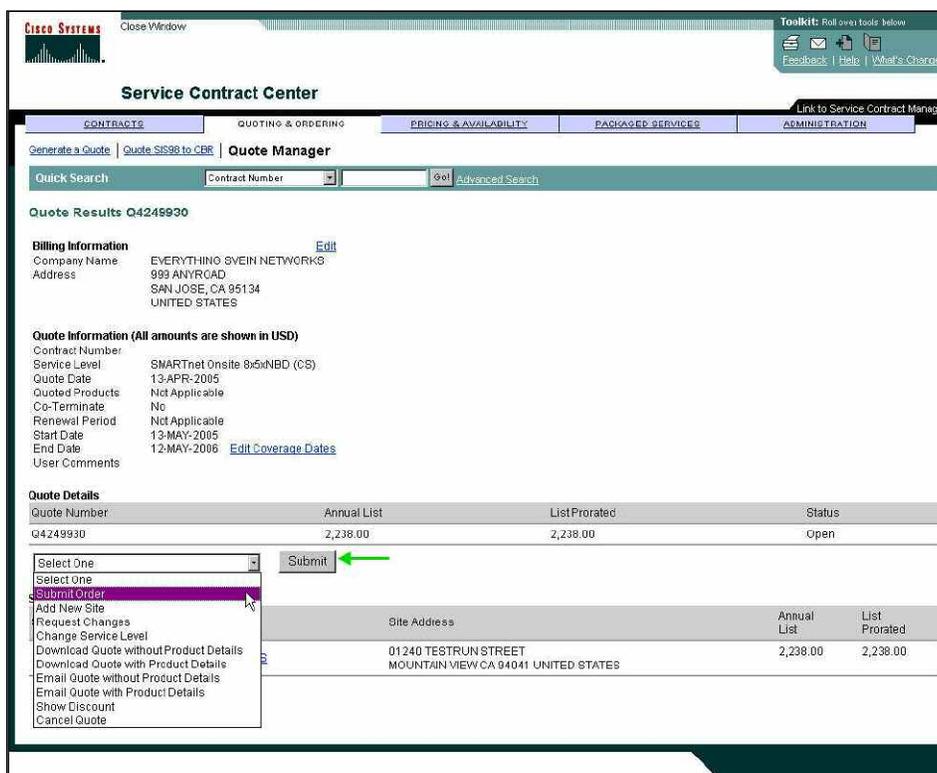
1. Query your quote by using Quick Search, Advanced Search, or from the Quote Manager link.

2. From the Quote Results page, click the **Quote Details** drop-down menu.

3. Choose **Submit Order**. If you do not have access to submit orders, this option does not display. To gain access to submit orders, refer to Chapter Four, section 4.2 for step-by-step instructions on how to sign a SCCEA.

4. Click **Submit**.

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Figure 4.3–2 Online Ordering—Order Detail

5. The Online Ordering—Order Detail screen displays. Verify that the billing address and purchase order amount is correct. The **Purchase Order Amount** is the amount you are invoiced.

6. Enter your purchase order number in the **Purchase Order Number** box.

   Note: Follow your company process to approve the order and obtain the purchase order number.

   Note: Only one purchase order number may be entered per order.

7. Click **Order Now**.

   Note: A signed Service Contract Center Enrollment Agreement (SCCEA) or signed Internet Commerce Agreement is required in order to submit orders online. For detailed instructions on how to sign an SCCEA, refer to Chapter Four, section 4.2.

   Important: Do not press Stop/Restart button on your browser while the Order is being processed.

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Figure 4.3–3 Security Alert
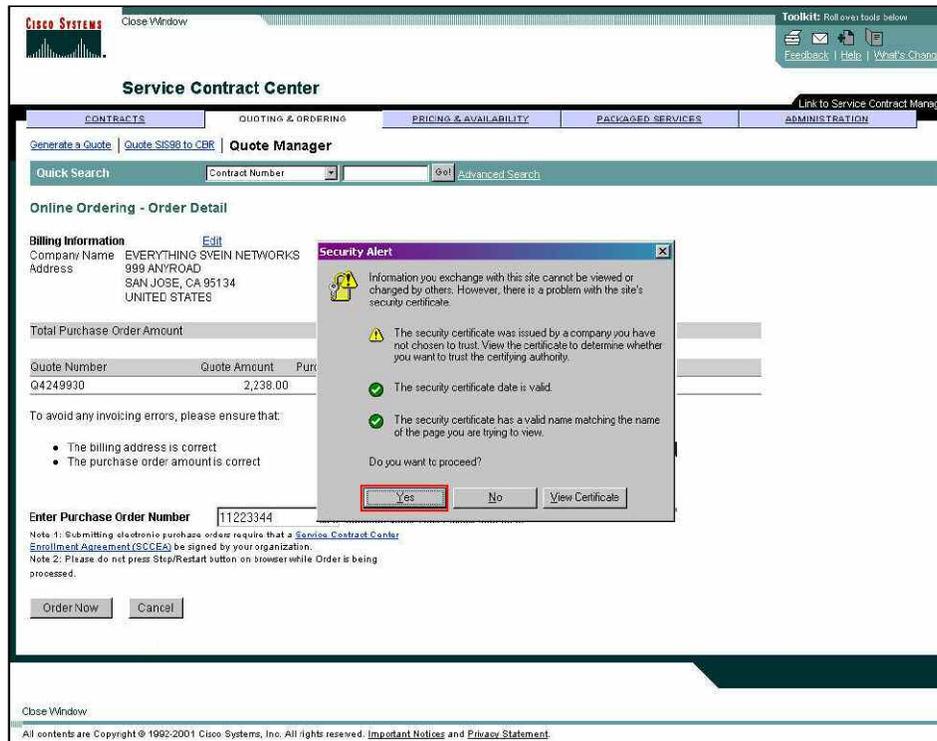
8. The **Security Alert** screen displays.

9. Click **OK**.

    Note: If you place a checkmark in the blank box, next to **In the future, do not show this warning**, the **Security Alert** screen will not display in the future.

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Figure 4.3–4 User Notification
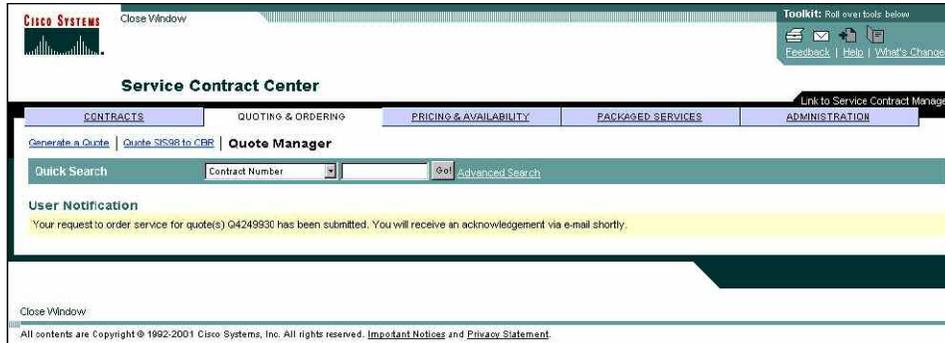
10. The User Notification page confirms that your quote has been submitted. The quote is converted to a new contract or updates an existing contract in the system. You will receive an e-mail confirmation with an attached Excel spreadsheet itemizing the quote you submitted for the order. You should receive an e-mail within 15 minutes. If you do not receive a confirmation, click the **Feedback** link to open a support case.

Chapter Five—Manage your Renewal Opportunities

Chapter Objectives

In this chapter you will learn how to:

• Identify renewal opportunities or expiring contracts/items using Renewal Business Summary

• Create renewal quote

• Place a renewal order

Prerequisites

• Access to Cisco.com

• Access to at least one contract

Overview

The Renewal Business Summary allows you to identify your renewal opportunities and manage your renewal business. The Renewal Summary Report is a powerful tool because it allows you to proactively search for, review, and select contracts of highest priority.

**Service Contract Center Process Flow
(Typical User)**

Create CCO ID/Establish Partner Relationship → Log into SCC → Search → Create Pricing Estimate

Create Quote for New Contract → Add Product(s) to Existing Quote → Generate Upgrade Quote → Manage/Order Quote(s)

Review Renewal Business Summary/Renewal Opportunities → Generate Renewal Quote → Manage Contracts
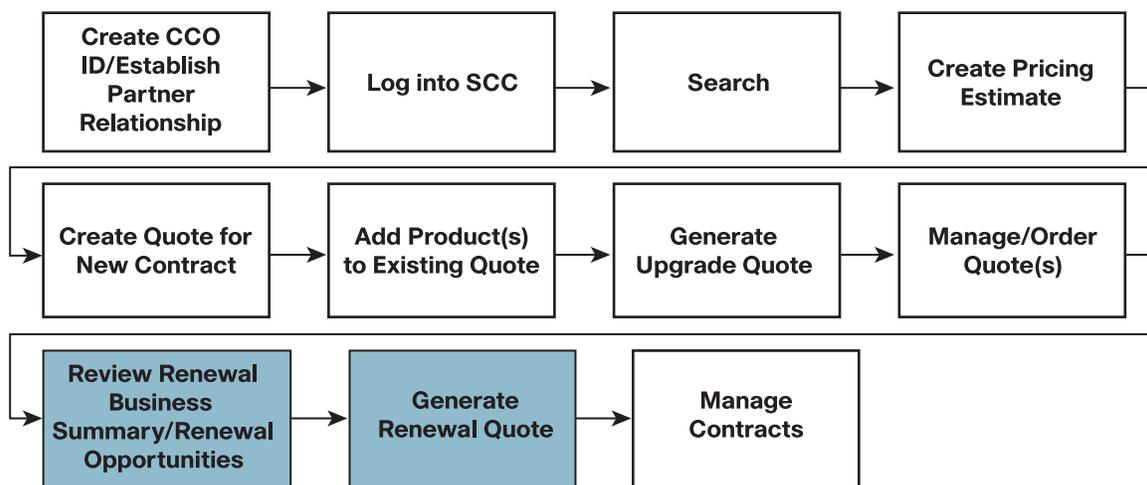
Chapter Five—Manage your Renewal Opportunities

5.1 Identify Renewal Opportunities or Expiring Items

By clicking the Renewal Business Summary link you can view a summary of your expiring items that are due for renewal in the next 0-90 days. This allows you to view all items that are expiring without having to query each contract to see what needs to be renewed.

Figure 5.1-1 Renewal Business Summary

1. Click the **Contract** tab.

2. Click the **Renewal Business Summary** link.

3. The Renewal Business page displays. The date and time displays the last time the Renewal Business Summary page was last updated. This page is updated every 24 hours.

   Note: Contracts that are not renewable, such as SIS contracts, are excluded in the renewal opportunity.

4. The priority for handling contracts is driven by the number of days they are past due. Contracts are grouped into these categories:

   • Past due (31-90 Days)

   • Past Due (0-30 Days)

   • Expires in 90 Days

Chapter Five—Manage your Renewal Opportunities

5. You can also view your total net renewal opportunity amount here. Net Renewal Amount is the sum of service on items expiring in 90 days, past due 0-30 days, and past due 31-90 days.

6. To download the summary page as a Microsoft Excel file, click the **Download** button. SCC will prompt you to open or save the file.

   Recommendation: Save your file as a Microsoft Excel workbook file (.xls).

Figure 5.1-2 Renewal Business Summary
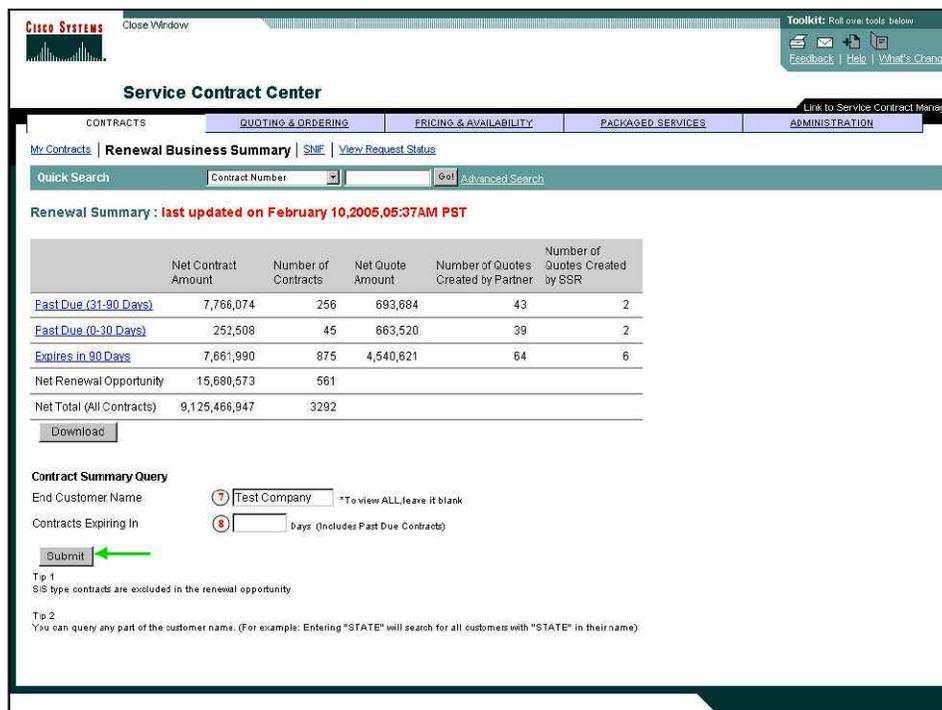
7. If you would like to search for expiring contracts for a particular customer, you can do this by entering the end customer name in the **End Customer Name** box.

   Note: To view all customers from all contracts, leave all fields blank.

   Note: You can query any part of the customer name. For example, entering "state" will search for all customers with "state" in their name.

8. (Optional) If you are searching for expiring contracts by end customer, you may also specify the contracts expiring within a certain time period. Enter the number of days in the Contracts **Expiring in** box.

9. Click **Submit**.

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Figure 5.1-3 Renewal Business Summary-Customer Detail

10. The Customer Detail page displays the expiring contracts for the customer you just queried. The earliest expiration contract dates in the **Earliest Expiration Date** column are color coded in the following manner: contracts Already Expired in red, contracts Expiring in 1 to 90 Days in yellow, and contracts Not Expiring in green. This page also displays the following information for your specific customer: Customer Name, Service Level, Contract Number, Earliest Expiration Date, Amount Past Due 31-90 Days, Amount Past Due 0-30 Days, Amount Expires in 90 Days, Net Contract Total, Quote Number(s), and Net Quote Amount.

Note: You will only be able to see the quotes that you created or that were routed to you with full access by the quote creator. For more information and step-by-step instructions on how to route a quote, refer to Chapter Six, section 6.2. The types of quote numbers that display in the Quote Number(s) column are Online Renewal quote numbers.

11. You may download a list of contracts expiring in the next 90 days from today, with or without product detail, TAC case usage, or customer detail for easier viewing of the information. Downloading product details includes all chassis components; downloading without product details only shows the main chassis. With these details you may compare your quotes with one another.

    a. In the **Customer Detail** drop-down menu, select what type of contract to download:

    • Checked

    • All

    • Expired

    • Expiring within 90 Days

b. From the **Action** drop-down menu, select an action:

    • Download without product details

    • Download with product details

    • TAC Case Usage

    • Download Customer Detail

12. Click **Submit**.

Chapter Five—Manage your Renewal Opportunities

Figure 5.1-4 File Download
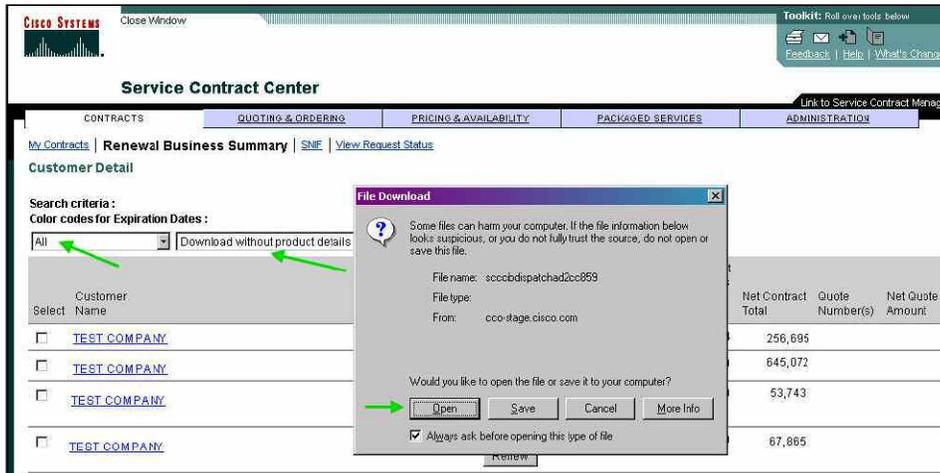
13. The **File Download** window opens. Download the file, and then click **Open** to view the file.

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Figure 5.1-5 Microsoft Excel-scccibdispatch5a16a8d7[1]

14. An Excel spreadsheet opens with the expiring contract information that you requested. Review the expiring contract information.

15. In the Excel output, the spreadsheet provides a summary of your expiring contract, such as service level type, bill-to address, install site information, product details with description, begin and end dates, and maintenance list price for each site.

16. Click **Exit** on the menu or press x to close the Microsoft Excel spreadsheet.

Chapter Five—Manage your Renewal Opportunities

Figure 5.1-6 Renewal Business Summary

17. Navigate back to the Customer Detail page in your Renewal Business Summary.

18. Place a checkmark next to the contract number you want to renew.

     Note: SCC displays an asterisk beside the item on the Product Details page if it has already been renewed.

19. Click **Renew**.

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Figure 5.1-7 Renewal
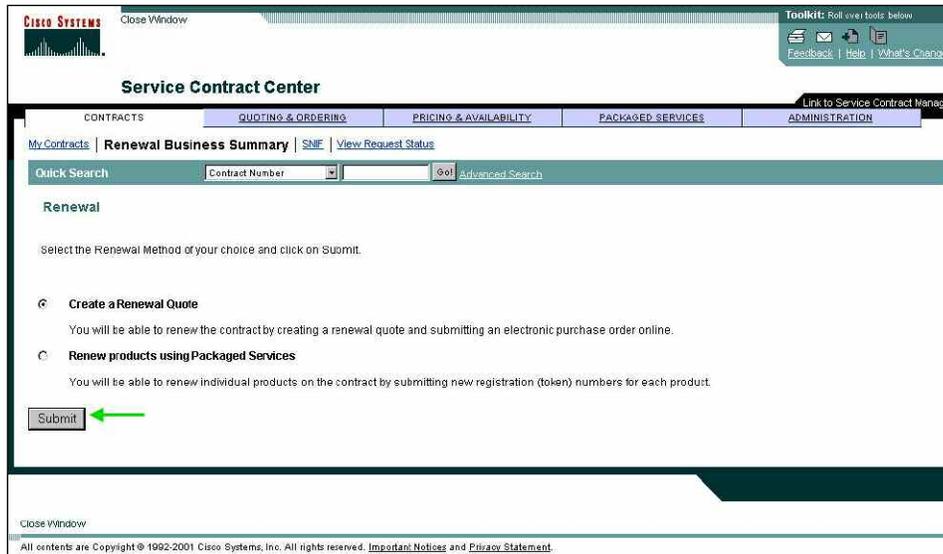
20. The Renewal screen displays with two renewal method options.

21. Choose **Create a Renewal Quote** or **Renew products using Packaged Services**. Creating a renewal quote allows you to renew a contract, which a renewal quote needs to be created and then submitted for order. Renewing products using packaged services allows you to renew individual products on the contract by submitting new registration (token) numbers for each product.

   Note: Packaged Services is only available in some geographies. Check with your Channel Services Account Manager to verify your region's eligibility for the Packaged Services Program.

22. Click **Submit**.

Chapter Five—Manage your Renewal Opportunities

Figure 5.1-8 Generate Renewal Quote

23. The **Generate Renewal Quote** page displays. Verify your billing and contract information.

 Note: For step-by-step instructions on how to generate a renewal quote, refer to Chapter Five, section 5.2.

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5.2 Create Renewal quote

To receive continued support for your products, you want to make sure you renew your contracts before they expire. To find your contracts that are due to expire in the next 90 days, refer to Chapter Five, section 5.1. In this section you will learn how to renew your contract by creating a quote and learn how to add products to the quote.

Figure 5.2-1 Quoting & Ordering
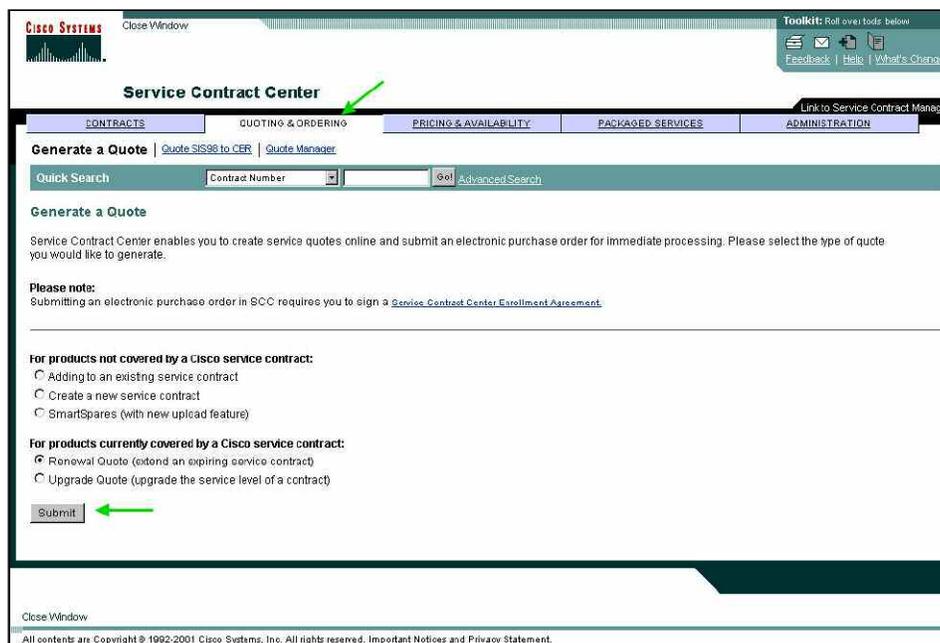
1. In order to create a renewal quote, you will need to find the existing contract. Click the **QUOTING & ORDERING** tab.

2. The Generate a Quote screen displays. Click the **Renewal Quote** option.

3. Click **Submit**.

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Figure 5.2-2 Renewal Quote-Search Options

4. The Renewal Quote-Search Options screen displays.

5. Click the **Search By** drop-down menu.

6. If you know the contract number to renew, choose **Contract Number**.

7. If you do not know the contract number, choose **Customer Name** (end user).

    Note: You may query any part of the customer name. For example, entering "state" will search for all customers with "state" in their name.

8. Enter the corresponding value in the **Value** box.

9. Click **Submit**.

10. If you do not know either the Contract Number or Customer Name, but you know the serial numbers and products, you may query the serial number in Quick Search to find the contract number. After finding and selecting the contract number, select **Generate a Renewal Quote** from the task drop-down menu on the Contract Details page.

Chapter Five—Manage your Renewal Opportunities

Figure 5.2-3 Generate Renewal Quote

11. The Generate Renewal Quote screen displays. The billing and contract header information shows, as well as all the sites covered under this contract. You can select products to renew at this service level and select end dates from this page.

12. The Billing Information and Contract Information displays from the renewing contract.

13. If you want to renew all your products on this contract, click the radio button next to All. If you want to renew just products expiring in your specified amount of days, click the radio button next to **Products Expiring in ___ Days** and enter the number of days in the blank box.

14. Select the end date by choosing **Common end date** or **Extend end date by** a select number of years.

   a. **Common End Date**—Products being quoted will have the same end date.

   b. **Extend end date by**—Each individual product's end date will be extended by the number of days you specify.

   Note: Renewing items for at least 2 years results in a multiyear discount. The multiyear discount applied to a contract that is at least 2 years in length is 4%; for 3-year contracts the multiyear discount is 7%. The multiyear discounts are applied to the total net price.

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15. In the Select Site section, use the drop-down menu to select either the **All Sites** or **Checked Sites** option. If you choose Checked Sites, click the checkbox for each site to be renewed.

16. Click **Generate Quote**.

Figure 5.2-4 Renewal Quote Results

17. The Renewal Quote Results page displays with your new renewal quote number. This is a confirmation that a renewal quote has been created in SCC. If the contract that you are basing your quote on has more than 5000 lines, the quote is processed offline. You will receive the following message:

    User Notification:
    Your Renewal Quote Request has been received. Due to the size of the quote request, the quote generation will be processed off-line. An e-mail notification will be sent to you upon completion. You may create another renewal quote or return to Quote Manager. The "create another renewal quote" link will direct user to the Generate a Quote screen. "Quote Manager" link will direct user to the quote manager.

18. In the lower section of the Renewal Quote Results page, you can change the **Quote Details** by selecting an option in the drop-down menu and clicking the **Submit** button. The options to choose from are:

    a. **Edit—**Make changes to your renewal quote.

    b. **Download—**Download your renewal quote details from SCC.

    c. **E-mail—**E-mail the renewal quote details to yourself or someone else.

    d. **Submit quote for order—**Order the renewal quote online.

19. For assistance with ordering the quote, refer to Chapter Six, section 6.3.

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5.3 Place a Renewal Order

In order to place the order, you first need to have a Service Contract Center Enrollment Agreement (SCCEA) or Internet Commerce agreement signed with Cisco. For more information and step-by-step instructions on how to sign a SCCEA, refer to Chapter Four, section 4.2. This agreement allows you to place an order with Cisco. After signing the agreement, you are now ready to place an order. If you are not authorized to place an order on your company's behalf, go through your normal internal procurement process.

Figure 5.3-1 Generate Renewal Quote

2. From the Generate Renewal Quote page, verify your billing and contract information.

3. Select **All** products or **Products Expiring in ___ Days** to add.

4. Choose the end date:

    a. Common end date.

    b. Extend end by a number of years.

    Note: Renewing items for at least 2 years will result in an additional discount.

5. Select the sites to add.

6. Click **Generate Quote**.

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Figure 5.3-2 Renewal Quote Results

7. The Renewal Quote Results page displays.

8. Verify the billing and quote information.

9. Select **Submit Order** from the drop-down menu.

10. Click **Submit**.

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Figure 5.3-3 Online Ordering-Order Detail

11. The Online Ordering-Order Detail page displays. The Purchase Order Amount is the amount that you are invoiced.

12. Verify the billing information, quote amount, and purchase order amount.

13. Enter your purchase order number in the **Purchase Order Number** box.

    Note: Follow your company process to approve the order and obtain the purchase order number.

    Note: Only one purchase order number may be entered per order.

14. Click **Order Now**.

    Note: Submitting electronic purchase orders requires that a SCCEA be signed by your organization. Refer to Chapter Four, section 4.2 for detailed instructions to accept and sign the agreement.

    Note: Do not press the Stop/Restart button on the browser while the order is being processed.

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Figure 5.3-4 Security Alert
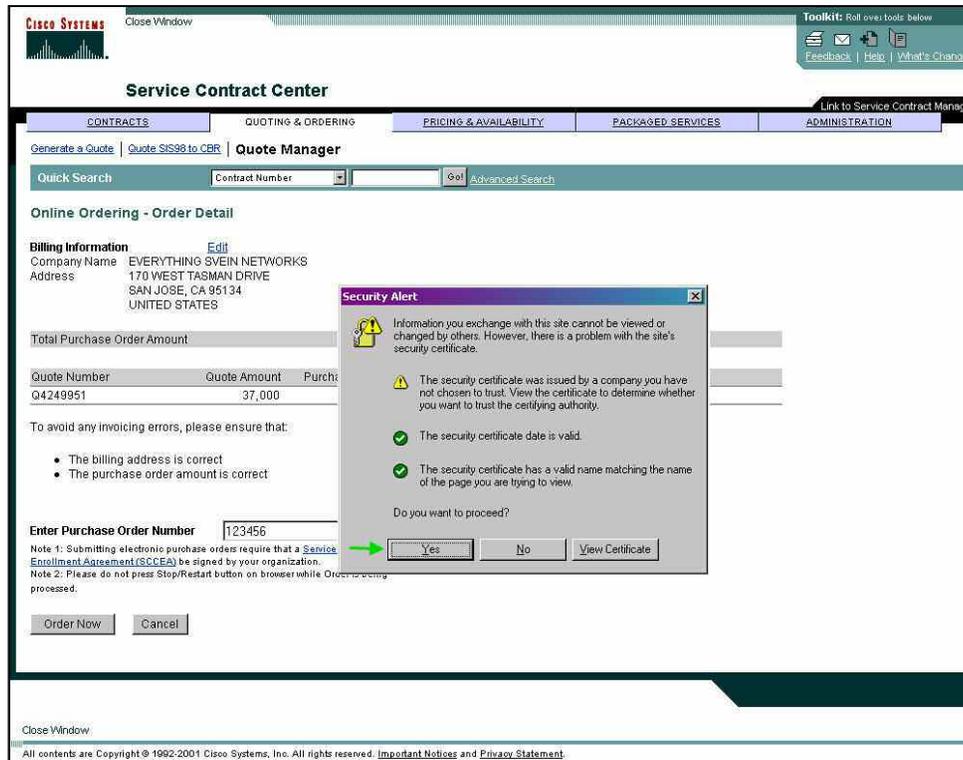
15. The **Security Alert** screen displays.

16. Click **OK**.

   Note: If you place a checkmark in the blank box, next to **In the future, do not show this warning,** the **Security Alert** screen will not display in the future.

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Figure 5.3-5 User Notification
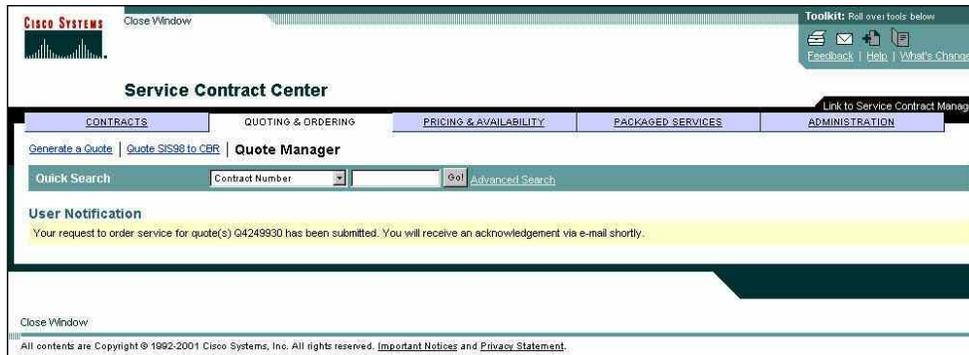
17. The User Notification page confirms that your quote has been submitted. The quote is converted to a new contract or updates an existing contract in the system. You will receive an e-mail confirmation with an attached Excel spreadsheet itemizing the quote you submitted for the order.

Chapter Six—Manage Quotes

Chapter Objectives

In this chapter you will learn how to:

- View your quotes
- View your discount options
- Add Products to an existing contract
- Route selected quotes
- Submit a quote for order
- Cancel selected quotes

Prerequisites

- Access to Cisco.com
- Access to at least one contract
- Access to a quote
- Ability to quote service
- Ability to order quotes—Signed SCCEA or Internet Commerce Agreement

Overview

This section will show you how to organize, view, change, and add products to your quotes at your own convenience. Another helpful tool is being able to route, cancel, and submit quotes online according to your own schedule. At anytime you can send a detailed Excel spreadsheet of the quote to a colleague or yourself from SCC. After review, submitting the quote is as easy as a click of a button.

Service Contract Center Process Flow
(Typical User)

```
Create CCO        Log into SCC        Search        Create Pricing
ID/Establish                                         Estimate
Partner
Relationship

Create Quote for  Add Product(s)    Manage/Order    Generate
New Contract      to Existing Quote  Quote(s)       Upgrade Quote

Review Renewal    Generate          Manage
Business          Renewal Quote     Contracts
Summary/Renewal
Opportunities
```
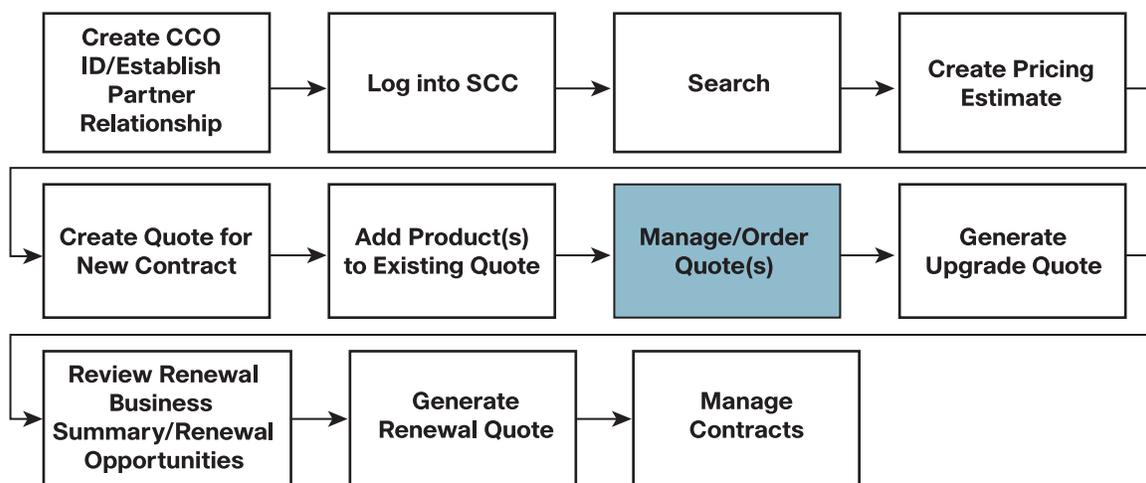
Chapter Six—Manage Quotes

6.1 How to Modify Your Quotes

6.1.1 View Your Quote Details

Instead of looking up each quote one by one using Quick Search, you can view a list of all your quotes in Quote Manager. In Quote Manager, a summary of each quote you have access to or have created displays. The quotes are color coded based on when they are due to expire. From this page you can also route, cancel, and download a specific quote. SCC gives you around-the-clock access to all information needed to track service quotes.

Figure 6.1.1–1 Quoting & Ordering
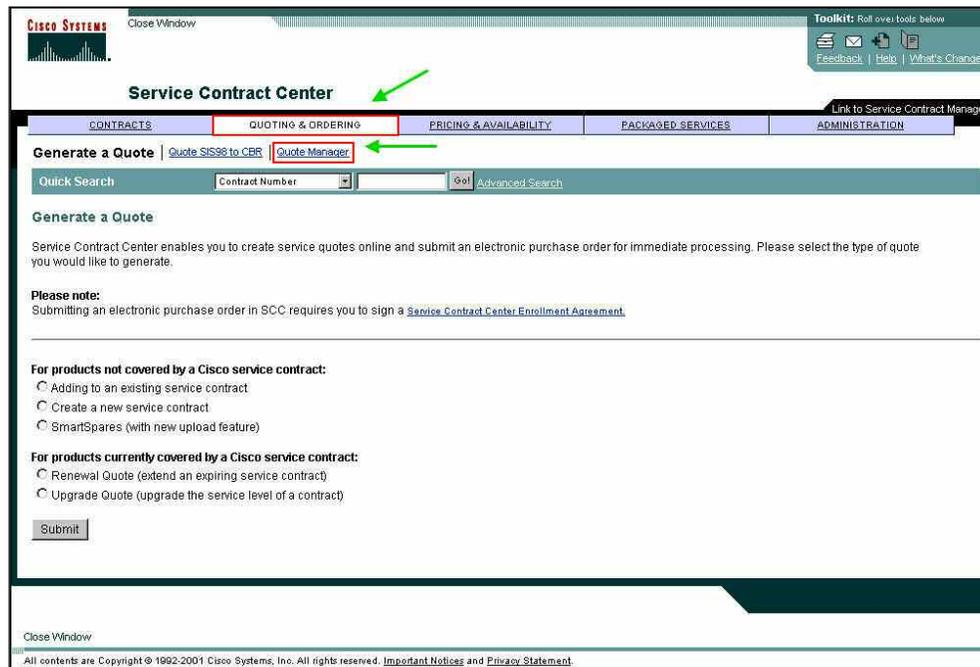
1. Click the **Quoting & Ordering** tab to access Quote Manager.

2. Click the **Quote Manager** link that displays all outstanding quotes that you created.

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Figure 6.1.1–2 Quote Manager
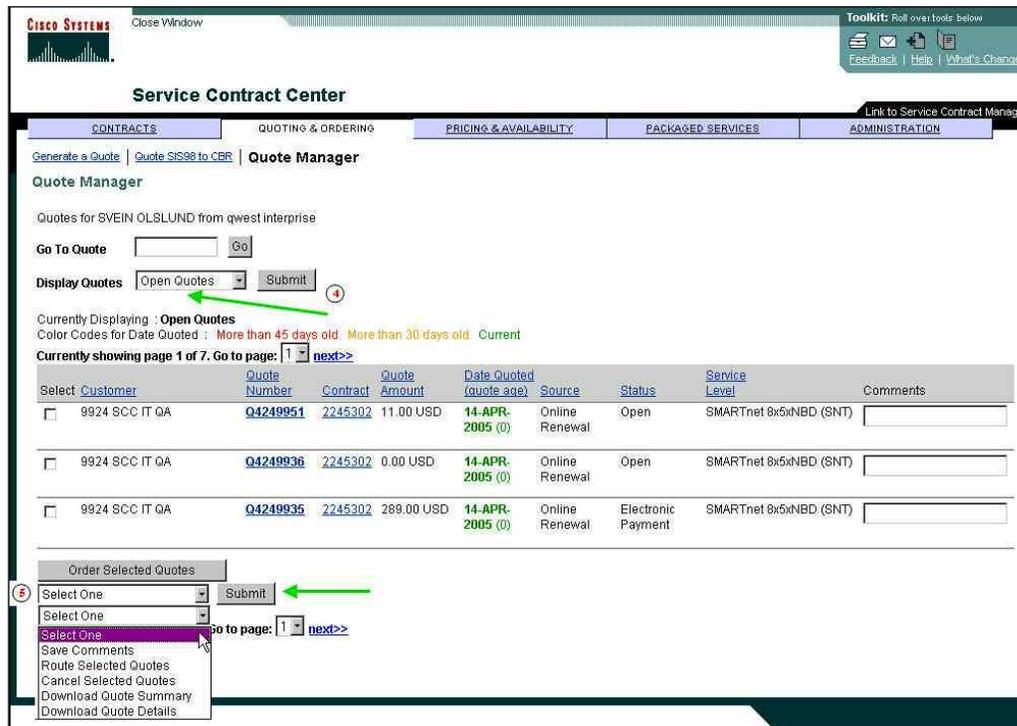
3. The Quote Manager page displays the newest quotes first. These quotes display in green. Quotes that are **More than 30 days old** are in yellow. Quotes that are **More than 45 days old** are in red.

    Important: Quote prices are considered valid for 60 days. If the quote has not been ordered after 60 days, it becomes an expired quote. The expired quote no longer displays in Quote Manager and cannot be ordered or queried.

4. You can filter which quotes you see by selecting one of the options in the **Display Quotes** drop-down menu: **All Quotes, Open Quotes** (quotes created in the past 60 days), or **Ordered Quotes**.

5. Another feature on this page is to save comments. Enter your desired notes in the **Comments** box. Then select **Save Comments** from the drop-down menu. Click **Submit**.

Chapter Six—Manage Quotes

Figure 6.1.1–3 Quote Manager

6. You can sort your quotes in ascending order according to the Date Quoted (quote age) by clicking on the header link.

7. You can also sort by **Customer**, **Quote Number**, **Contract** number, **Quote Amount**, **Source**, **Status**, and **Service Level**. The Source column explains whether the quote is a new quote, renewal quote, upgrade quote, online renewal, online upgrade, etc.

    Note: The information in these columns can be sorted in ascending or descending order by clicking the underlined header.

Chapter Six—Manage Quotes

Figure 6.1.1–4 Quote Manager
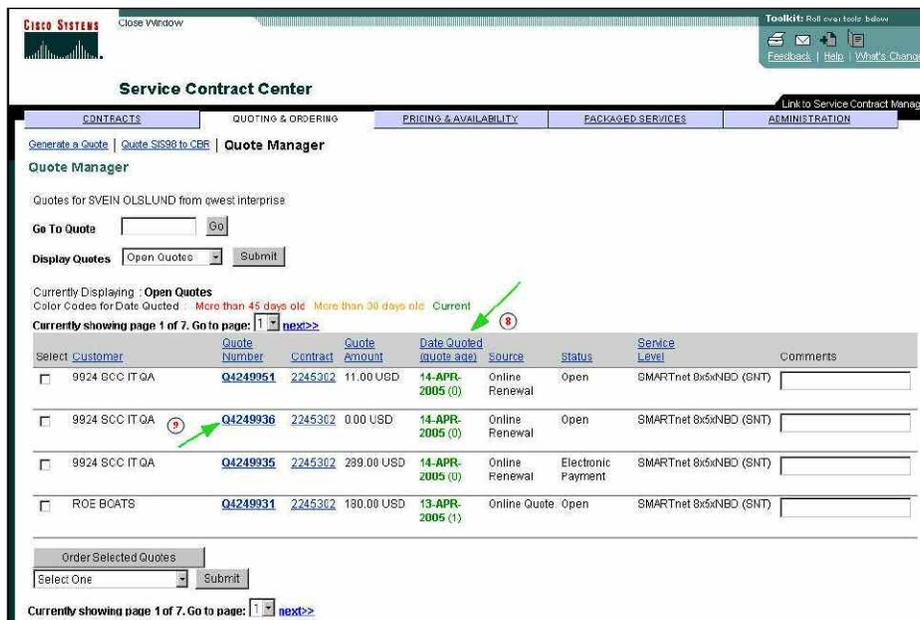
8. Click **Date Quoted (quote age)** link again and it displays the quotes in descending order according to the Date Quoted (quote age).

9. To retrieve quote information for a quote displayed in the list, click the quote number.

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Figure 6.1.1–5 Renewal Quote Results
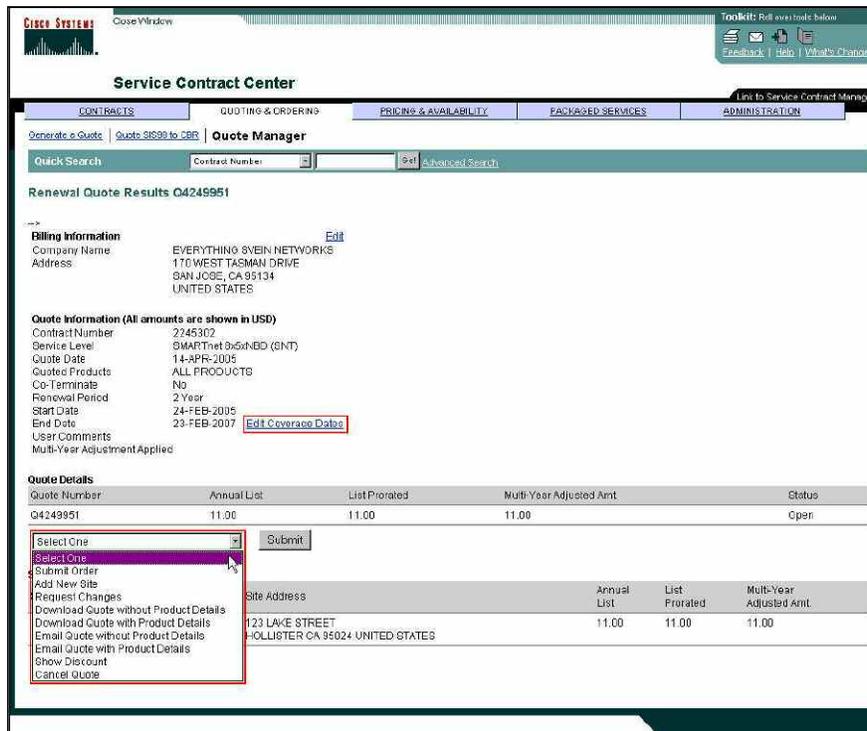
10. The quote details display in the Renewal Quote Results page.

11. From the Renewal Quote Results page you can accomplish the following tasks by clicking the different hyperlinks on the page:

    a. Display Billing and Quote information

    b. View site and product details

    c. Add products to a quote

    d. Add and delete sites

    e. Edit coverage dates

12. Additional tasks can be performed on this page from the **Quote Details** drop-down menu:

    a. Submit Order (This only displays if you have ordering rights. Refer to Chapter Four, section 4.2 for step-by-step instructions on how to sign a SCCEA.)

    b. Add New Site

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   c. Request Changes for a product or serial number

      i. Add

      ii. Delete

      iii. Replace

      iv. Move

      v. Change

      vi. Other

   d. Download Quote without Product Details

   e. Download Quote with Product Details

   f. Email Quote without Product Details

   g. Email Quote with Product Details

   h. Show Discount

   i. Cancel Quote

   Note: Refer to Chapter Six for detailed information on these functions.

13. Click the **Quote Manager** link to return to the Quote Manager page.

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6.1.2 View Discount Options on a Quote

To view the service discount percentage applied to the quote and the discount amount, select the Show Discount option. When you first query your quote, the discount is not shown. You can turn on or off the display of the discount information from the Quote Results page.

Figure 6.1.2–1 Quote Results
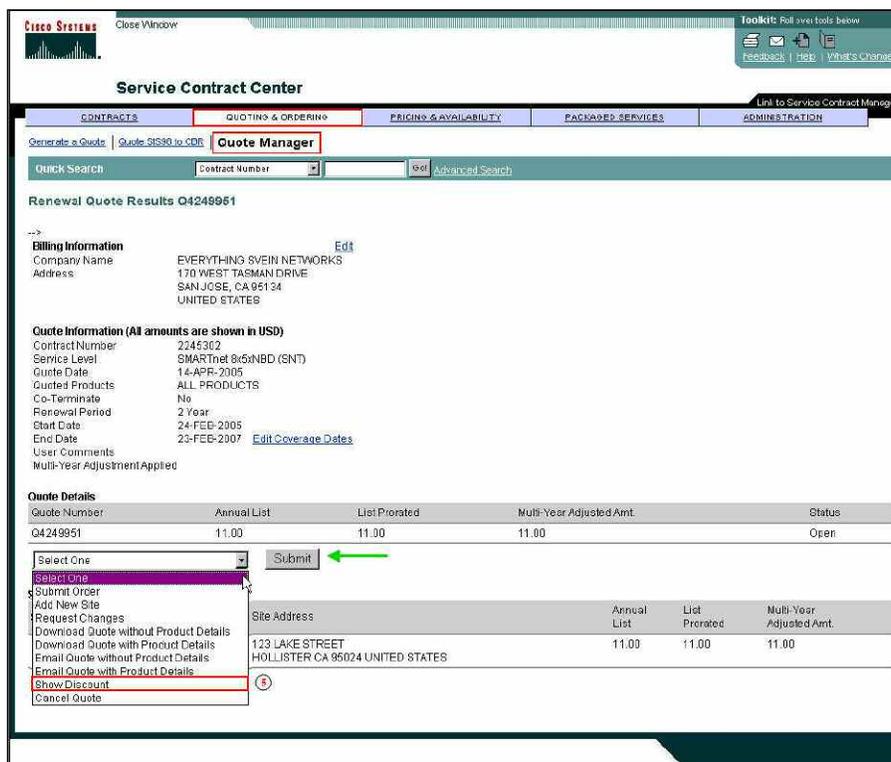
1. Click the **Quoting & Ordering** tab.

2. Click the **Quote Manager** link.

3. Select a quote number.

4. The Quote Results page displays with a detailed summary.

5. Choose **Show Discount** from the drop-down menu.

6. Click **Submit**.

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Figure 6.1.2–2 Quote Results

7. The Quote Results page displays the discount percentage and discount amount in the Quote Information section.

    Note: The discount percentage could display a different number since it includes all applied discounts that sales pushed to the quote. If the discount percentage is incorrect, contact your Cisco Representative for assistance.

8. Verify that the discount percentage and amount are accurate. Definitions of different amounts listed below:

    a. **Annual List**—The amount for one year of service for each item on the quote.

    b. **Net Price**—The Annual List price times the number of years of the contract, minus the service discount.

    c. **Multi-Year Adjusted Amt.**—The Net Price minus the Multi-Year Discount.

Chapter Six—Manage Quotes

Figure 6.1.2–3 Quote Results

9. To hide the discount information, click the **Quote Details** drop-down menu.

10. Choose **Show List.**

11. Click **Submit.**

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Figure 6.1.2–4 Quote Results

12. The Quote Results page refreshes and the discount information no longer displays.

13. If the discount percentage is incorrect, contact your Cisco Representative for assistance.

Chapter Six—Manage Quotes

6.2 Route Selected Quote(s) to Other Cisco.com Users

After you create a quote, you are the only person who has the ability to make changes. If you want another Cisco.com user to have view only access or write access (full access), then route the quote to that user. Other reasons to route a quote to another user is to share pricing and to review and approve the quote.

If you do not have access to view or edit a quote, ask the creator of the quote or another user who has write access, to route the quote to you. Once they route the quote to you, you are granted view only access or full access to the quote. View only access only allows you to view the quote, but you are not able to make any changes, such as pricing. Full access allows you to make edits to the quote and submit the quote for order.

Figure 6.2–1 Quote Manager
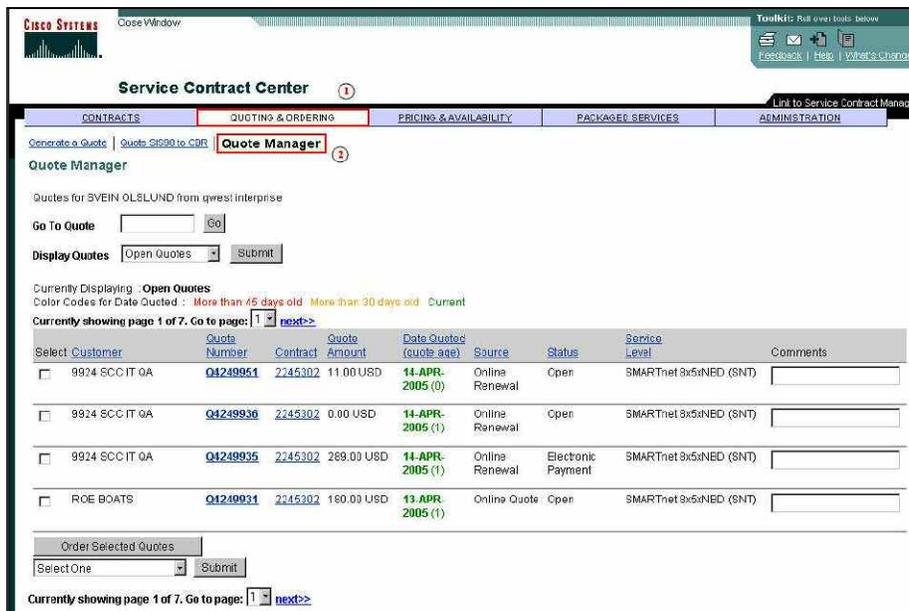
1. Click the **Quoting & Ordering** tab.

2. Click **Quote Manager** link.

3. The Quote Manager page displays.

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Figure 6.2–2 Quote Manager
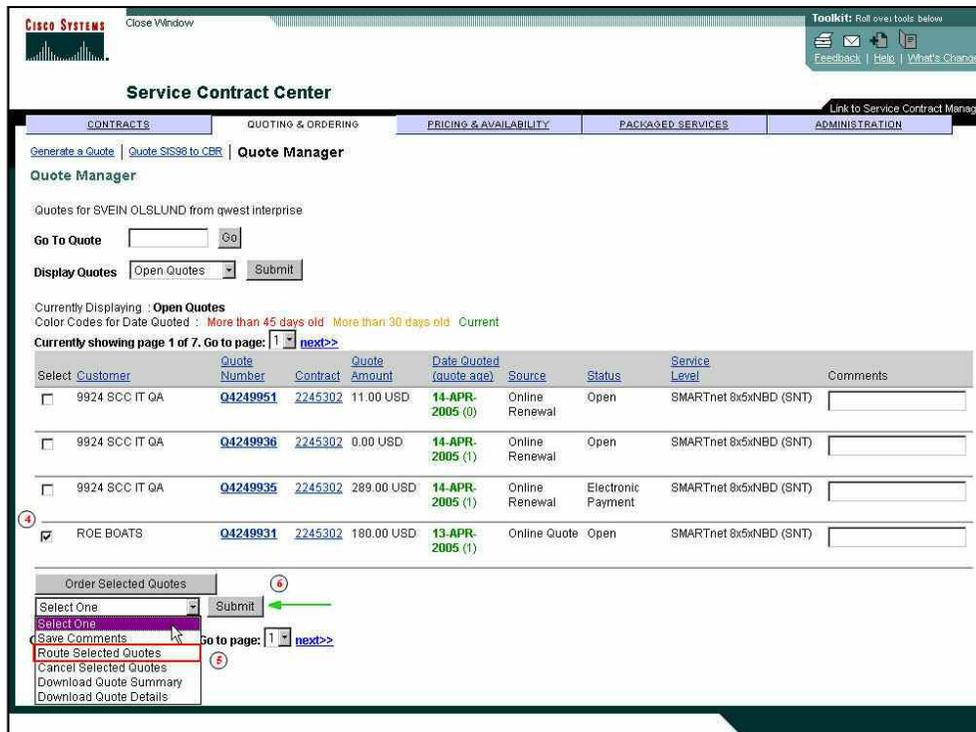
4. Place a checkmark in the **Select** box next to the quote(s) to route.

5. Click the drop-down menu located at the bottom of the page and choose **Route Selected Quotes**. You can route quotes for review and approval purposes or to verify if the quote is still valid (created in the past 60 days). Routing a quote grants view only or full access to the quote to another Cisco.com user.

6. Click **Submit**.

Chapter Six—Manage Quotes

Figure 6.2-3 Quote Manager—Route Selected Quotes to Another User

7. The Quote Manager—Route Selected Quotes to Another User page displays.

8. Enter a **Cisco.com User ID** in the box. This user will receive an e-mail confirmation at the address that is associated with their Cisco.com user ID in their profile.

9. Enter a subject in the **Requisition Subject** box.

10. Choose the **Access Type: Full** or **View Only**.

   a. **Full**—The person with the Cisco.com User ID will have the ability to make changes to the quote and submit the quote for order.

   b. **View Only**—The person with the Cisco.com User ID will only be able to view the quote, and not be allowed to make changes or order the quote.

11. Click **Submit**.

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Figure 6.2–4 User Notification
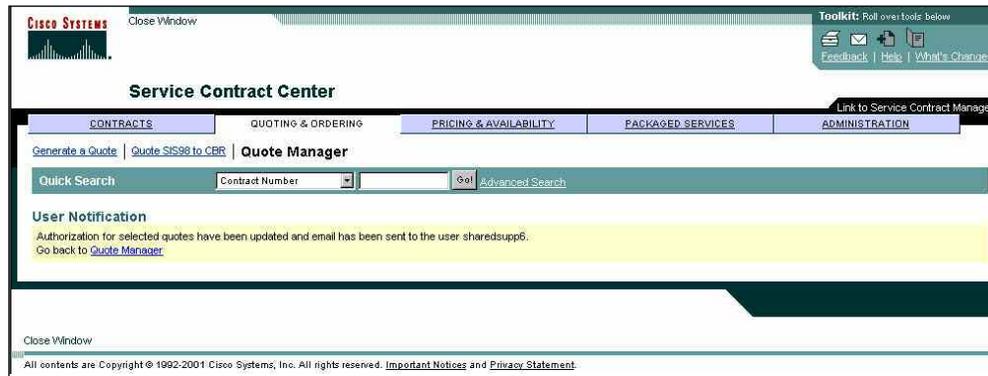
12. The User Notification page displays stating that the quote has been sent to the Cisco.com user specified. The designated user of the routed quote can now view the quote by performing a Quick Search (refer to Chapter Two, section 2.1) or going into the Quote Manager link (refer to Chapter Six, section 6.1) when they log in to SCC. They are able to view and/or edit the quote depending on the type of access the creator granted.

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6.3 Submit a Quote for Order

To add products to a contract, you need to add the products to a quote, and then submit the quote for order. In order to submit a quote for order you need to have a signed SCCEA or Internet Commerce agreement on file with Cisco. For more information about signing a SCCEA, refer to Chapter Four, 4.2. For your convenience, you may submit orders for multiple quotes with a single purchase order number. If you are not authorized to plan an order on your company's behalf, go through your normal internal procurement process.

Figure 6.3–1 Quoting & Ordering
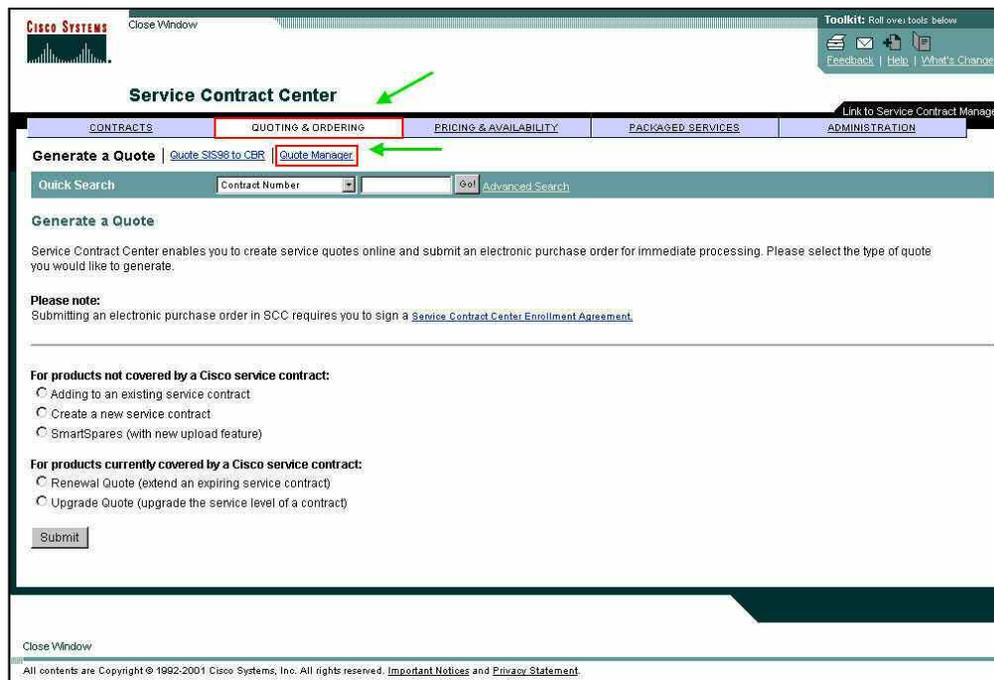
1. Click the **Quoting & Ordering** tab.

2. Click the **Quote Manager** link. From the Quote Manager page, you can submit an order for one or more quotes.

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Figure 6.3–2 Quote Manager

3. The Quote Manager screen displays.

4. Place a checkmark in the **Select** boxes next to the quote numbers to submit for order.

   Note: You may select more than one quote to submit for order that will have the same purchase order number.

5. Click **Order Selected Quotes**.

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Figure 6.3–3 Quote Manager: Online Ordering
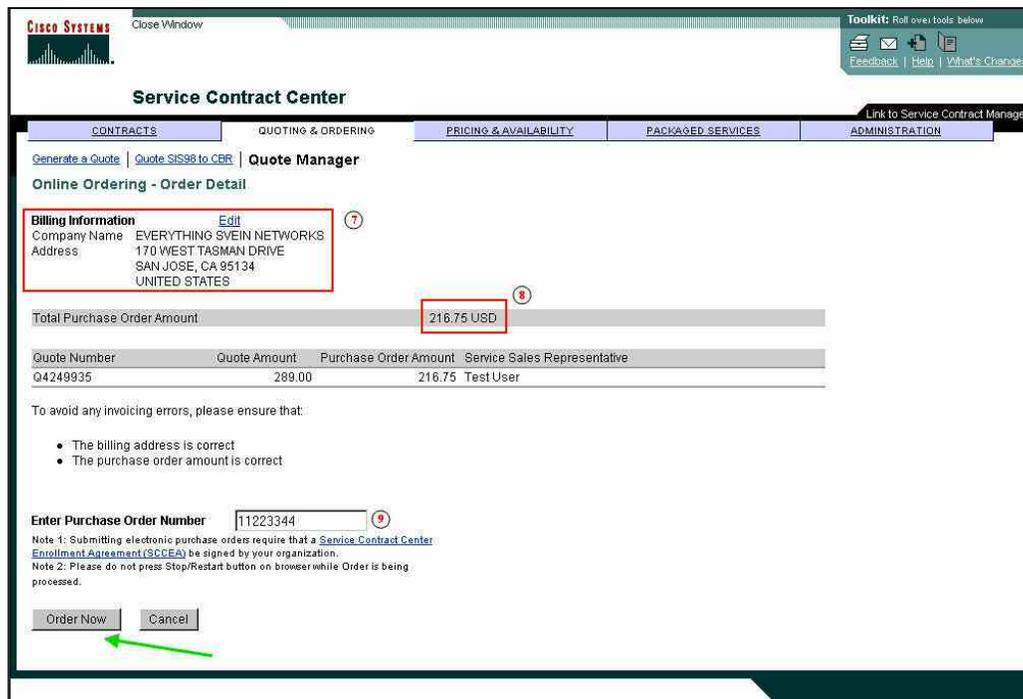
6. The Online Ordering—Order Detail page displays.

7. Verify the **Billing Information**. Click the **Edit** link to edit the billing information, if needed.

8. Verify that the **Purchase Order Amount** is correct.

9. Enter the purchase order number in the **Enter Purchase Order Number** box.

   Note: Submitting electronic purchase orders requires that a **Service Contract Center Enrollment Agreement (SCCEA)** be signed by your organization. Click the **SCCEA** link for more information. Only people within your organization who have ordering rights should be placing orders in SCC.

   Remember: A signed SCCEA or signed Internet Commerce agreement is required in order to submit orders online.

10. Click **Order Now**.

    Important: Do NOT the press Stop/Restart button on the browser while an order is being processed because SCC may not have received the entire order.

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Figure 6.3–4 User Notification
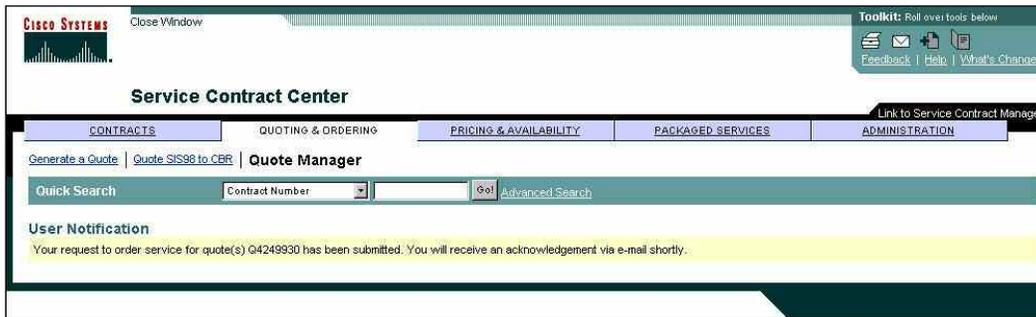
11. The User Notification page displays.

12. The Quote Manager notifies you that the quote has been submitted. You will receive an e-mail confirmation with an attached Excel spreadsheet itemizing the quote you submitted for the order. Your ordered quote number and information will remain in Quote Manager for the next 60 days in the Ordered Quotes section.

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6.4 Cancel Selected Quotes

Canceling a quote in SCC removes the entire quote from SCC. By canceling the quote you will not be able to view the products details of the quote or query the quote. Any additional users who have access to the quote will also not be able to see the quote in SCC. Be cautious when canceling a quote because it affects you and others who have access to the quote.

Figure 6.4–1 Quote Manager
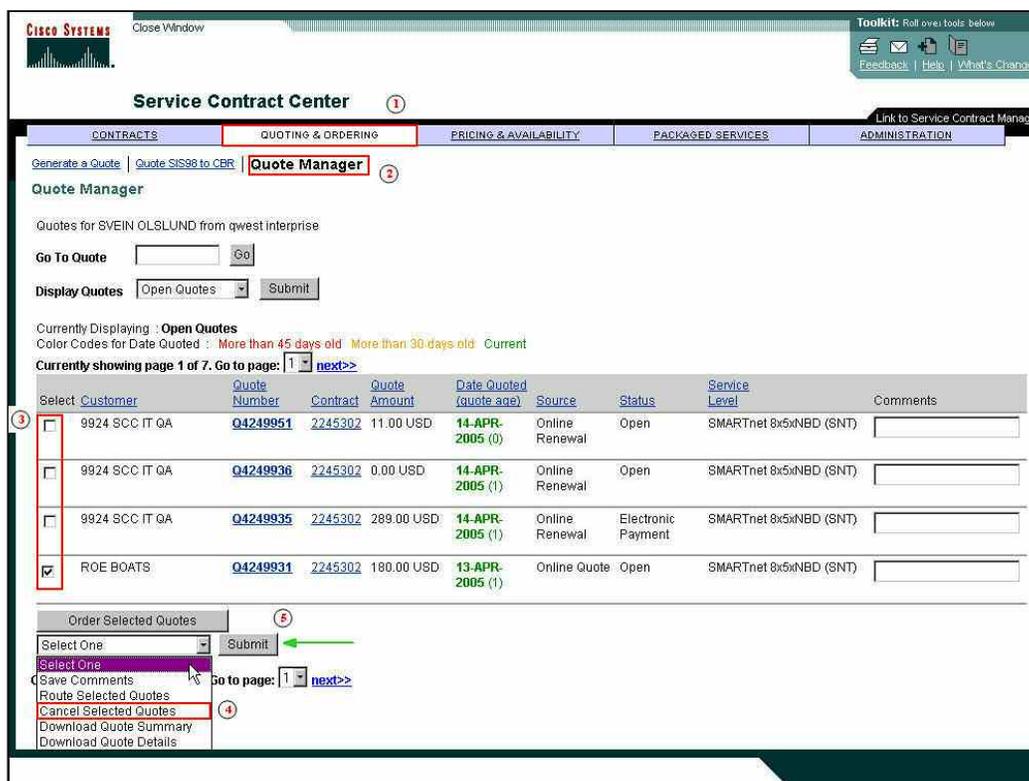
1. Click the **Quoting & Ordering** tab.

2. Click the **Quote Manager** link. The Quote Manager page displays.

3. Place a checkmark in the Select box(es) for the quotes to cancel.

4. Click the drop-down menu located at the bottom of the page. Choose **Cancel Selected Quotes**.

    Note: To enter and save a comment, enter your comments in the Comments box to the right of your quote number. Click the drop-down menu located at the bottom of the page and choose **Save Comments**.

5. Click **Submit**.

Chapter Six—Manage Quotes

Figure 6.4–2 User Notification

6. The User Notification page displays. The Quote Manager notifies you that the quote(s) have been canceled.

Chapter Seven—Register for Contract Access and Manage Your Contracts

Chapter Objectives

In this chapter you will learn how to:

• Register for contract access

• View and edit your contract information

• View and edit your install site information

• Move your products from one site to another site on the same contract

• Move your products from one contract to another contract

Prerequisites

• Access to Cisco.com

• Access to at least one service contract

Overview

Maintaining and keeping your contract up-to-date is important to you and Cisco Systems. In order to provide you with accurate support, your equipment that you purchased needs to match the equipment that we have on service contract(s). SCC provides you with a unique depository of your product information and provides you with convenient and around-the-clock access to all your equipment that is covered under a Cisco service contract. Not only can you monitor your equipment, you can move your products from one site to another site on the same or another contract.

If you do not have access to a particular contract that you need to maintain, this chapter will provide you with instructions on how to request and register for additional contract access. You may request additional access by entering the contract number manually in the Administration tab or by clicking the Feedback link to open a case requesting that your Cisco.com User ID be granted access to all your company's contracts.

**Service Contract Center Process Flow
(Typical User)**

```
Create CCO      →  Log into SCC  →  Search       →  Create Pricing
ID/Establish                                          Estimate
Partner
Relationship

Create Quote for →  Add Product(s) →  Generate    →  Manage/Order
New Contract        to Existing Quote  Upgrade Quote   Quote(s)

Review Renewal   →  Generate      →  Manage
Business            Renewal Quote     Contracts
Summary/Renewal
Opportunities
```
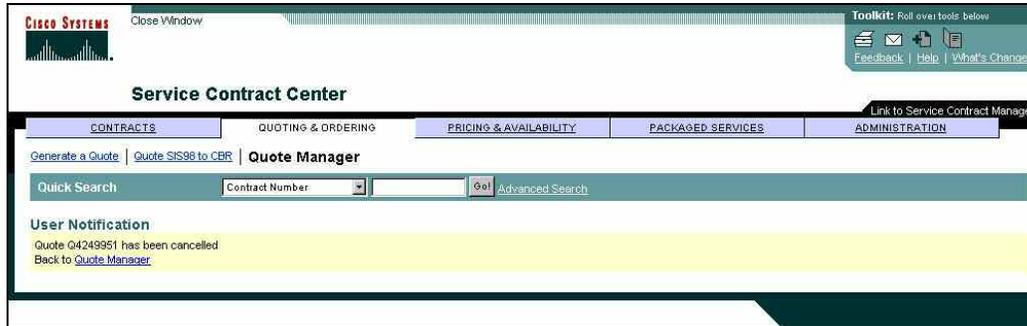
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7.1 Register for Additional Contract Access

In order to edit a service contract, you must have access to a contract. SCC provides you with a fast way of registering for contract access online, without the need to contact a Cisco representative.

Figure 7.1–1 Register for SCC

1. Click the **ADMINISTRATION** tab.

2. Click the **Register Contracts** link.

3. Enter the contract number(s) in the box provided.

   Note: Separate each contract number by commas.

4. Click Register. SCC checks the company name in your user profile against the bill-to on the contract to which you are requesting access.

   Note: If access is not granted for any reason, a support case is automatically opened with the Partner Service Center. You will be contacted shortly.

   Note: To register for Packaged Services refer to Chapter Nine for step-by-step instructions.

   Note: If you have an issue and/or question and need help, please note that the e-mail address scsr@cisco.com is an invalid e-mail alias. Contact your Cisco Representative or open a case by clicking on the Feedback link.

5. Another way to obtain access to contracts is clicking the **Feedback** link to open a case requesting SCC auto-registration. Ask that your Cisco.com User ID be registered for all your company's contracts that you are eligible to view and maintain. This request could take up to one week.

Chapter Seven—Register for Contract Access and Manage Your Contracts

7.2 View and Edit Your Contracts

7.2.1 Edit Billing Address and Contact Information

In this section, you will learn how to request a billing address and contact change on your service contract. If you want the bill to be sent to another address or company, this is where you would request this change.

Figure 7.2–1 Contract Details

1. First you need to find the contract that you want to update. You can use **Quick Search**, or **Advanced Search**, or make a selection from the **My Contracts** link in the **Contracts** tab.

   Note: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

2. The Contract Details page displays, which is where you can perform numerous contract management tasks.

3. Click the drop-down menu and choose **Edit Billing Address & Contact**.

4. Click **Submit**.

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Figure 7.2–2 Contract Header Update

5. The Contract Header Update screen displays where, which is where you enter the contact information for the person responsible for this contract.

6. Enter the first name of the billing address contact person in the **First Name** box.

7. Enter the last name of the billing address contact person in the **Last Name** box.

8. Enter the country code prefix for the phone number of the billing address contact person in the **Country Code** box.

9. Enter the area code prefix for the phone number of the billing address contact person in the **Area Code** box.

10. Enter the phone number of the billing address contact person in the **Phone Number** box.

11. Enter the e-mail address of the billing address contact person in the **Email** box.

12. Verify **Bill To Name** in the box.

Chapter Seven—Register for Contract Access and Manage Your Contracts

13. Enter the street address of the Bill-to Company in **Street 1, Street 2,** and/or **Street 3** boxes.

    Note: **Street 2** and **Street 3** are optional fields.

14. Enter the city name in the **City** box.

15. Enter the state/province in the **State/Province** box.

16. Enter the zip code in the **Zip Code** box.

17. Enter the country name in the **Country** box.

18. Click **Send Request**.

Figure 7.2–3 User Notification

19. Your request has been submitted and the User Notification page displays, verifying that your request has been submitted.

    Note: Changes submitted are not performed instantaneously. Your request is sent to the Support Team and they will contact you within 48 hours.

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7.2.2 Create and Save Contract Label

A contract label can help you keep track of your multiple service contracts, differentiating your contracts from each other. As a benefit, you can perform advanced searches on contract labels. Also the contract label displays in contract summaries and when you download a contract.

Figure 7.2–4 Contract Details
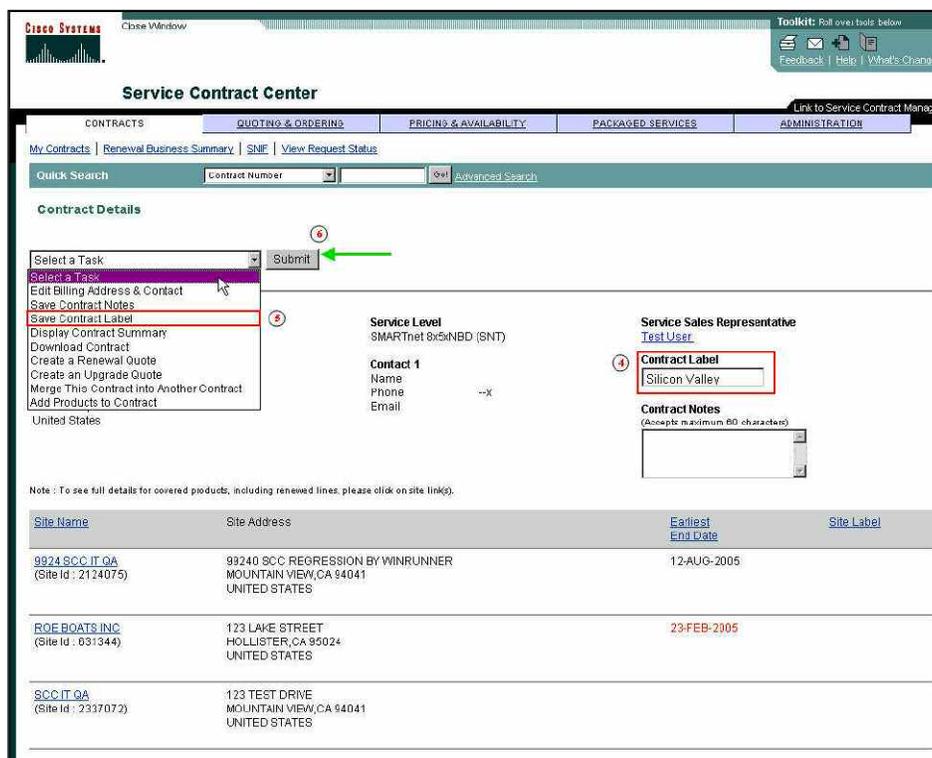
1. First you need to find the contract that you want to update. You can use **Quick Search**, or **Advanced Search**, or make a selection from the **My Contracts** link in the **Contracts** tab.

   Note: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

2. The Contract Details page displays, which is where you can perform various contract management tasks.

3. Locate the **Contract Label** box to create or edit the contract label.

4. Enter your text in the **Contract Label** box. For example, type Silicon Valley Sites.

   Note: A maximum of 30 characters is allowed in the contract label field.

5. Click the drop-down menu and select **Save Contract Label**.

6. Click **Submit**.

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Figure 7.2–5 Contract Label

7. The Contract Details page refreshes and displays your new contract label.

   Note: The contract label is saved instantaneously.

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7.2.3 Create and Save Contract Notes

Contract notes allow you to enter any additional comments that you want to include that may help you with organizing your service contracts. These are your own personal contract notes that can be saved and viewed by others who also have access to the contract.

Figure 7.2–6 Contract Notes
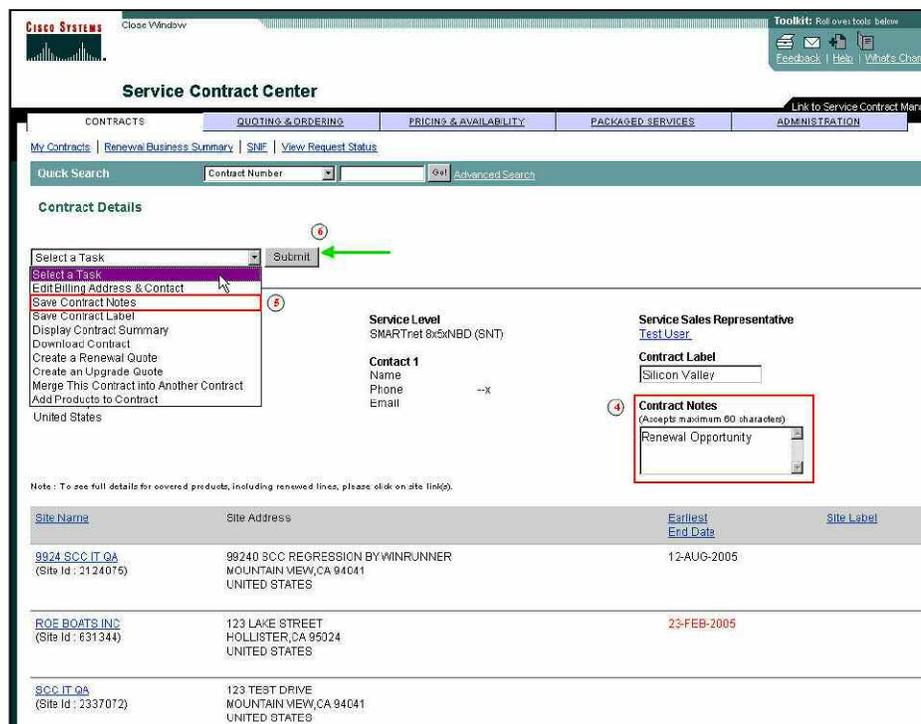
1. First you need to find the contract that you want to update. You can use **Quick Search,** or **Advanced Search,** or make a selection from the **My Contracts** link in the **Contracts** tab.

   Note: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

2. The Contract Details page displays, which is where you can perform various contract management tasks.

3. Locate the **Contract Notes** box to create or edit contract notes.

4. Enter your desired text in the **Contract Notes** box.

   Note: A maximum of 60 characters is allowed in the Contract Notes field.

   Note: Contract Notes can only be viewed on the Contract Details page. This is not a searchable field from another location in SCC.

5. Click the drop-down menu and select **Save Contract Notes**.

6. Click **Submit**.

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Figure 7.2–7 Contract Notes

7.   The Contract Details page refreshes and displays your new contract notes.

*Note:* The contract notes are saved instantaneously.

Chapter Seven—Register for Contract Access and Manage Your Contracts

7.2.4 Display Contract Summary

This is a quick and easy way to access a summarized version of your contract. Instead of navigating and scrolling through all your equipment to find out general information, just select the option to view your contract summary page. The Contract Summary page displays general contract, install site, product, and Cisco contact information.

Figure 7.2–8 Contract Details
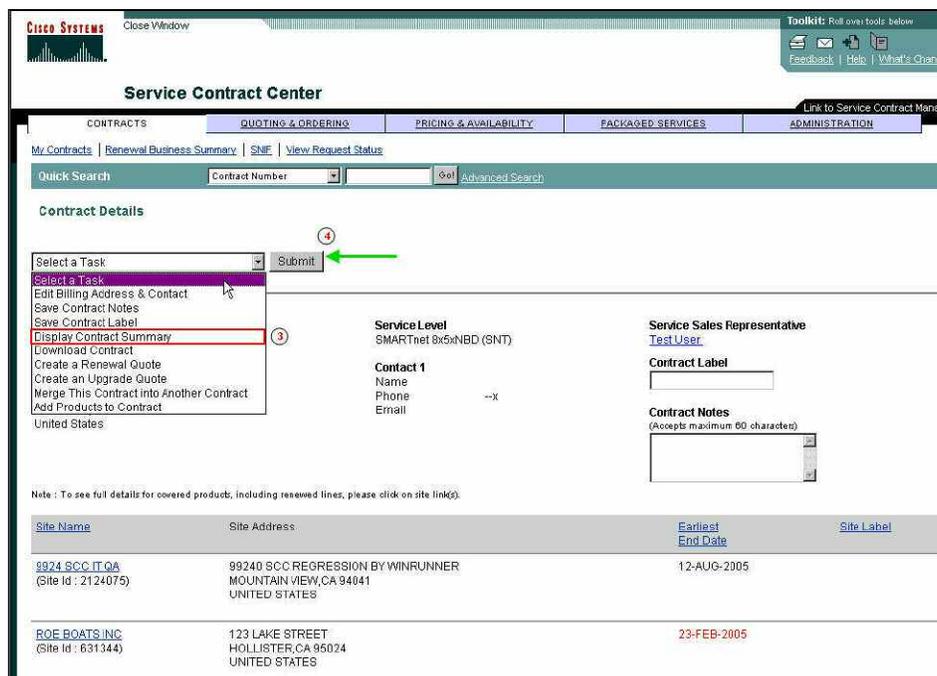
1. First you need to pull up an existing contract for which you want to see the contract summary information, such as how many cards are on the contract. You can use the **Quick Search**, or **Advanced Search**, or make a selection from **My Contracts** link in the **Contracts** tab.

   Note: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

2. The Contract Details page displays, which is where you can perform various contract management tasks.

3. Click the drop-down menu and choose **Display Contract Summary**.

4. Click **Submit**.

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Figure 7.2–9 Contract Summary

5. The Contract Summary page displays with the following information:

Contract Information	Site Information	Product Information	Cisco Contact Information
• Contract Number	• Total Number of Sites	• Total # of Products	• Service Sales Representative
• Service Level	• Begin Date	• # of Chassis	
• Contract Label	• Earliest End Date	• # of Cards	
• Bill To Name	• Last Renewal Date	• # of Software	
	• Contract Value		

Note: The Contract Value does not reflect any discounts. The price listed is the prorated list price.

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7.2.5 Download Contract

To view your contract details in a spreadsheet format or to have a soft copy of your detailed information, you can use the "download a contract" feature. You may download your contract using one of two methods, viewing the details now by opening a spreadsheet file or sending an e-mail with an attachment. Remember when you download your contract, your contract labels display as well.

Figure 7.2–10 Contract Details

1. First you need to find an existing contract for which you want to view the contract data. For example, products and product configuration can be viewed. You can use **Quick Search,** or **Advanced Search,** or make a selection from the **My Contracts** link in the **Contracts** tab.

   *Note*: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

2. The Contract Details page displays, which is where you can perform various contract management tasks.

3. Click the drop-down menu and choose **Download Contract**.

4. Click **Submit**.

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Figure 7.2–11 Download Menu
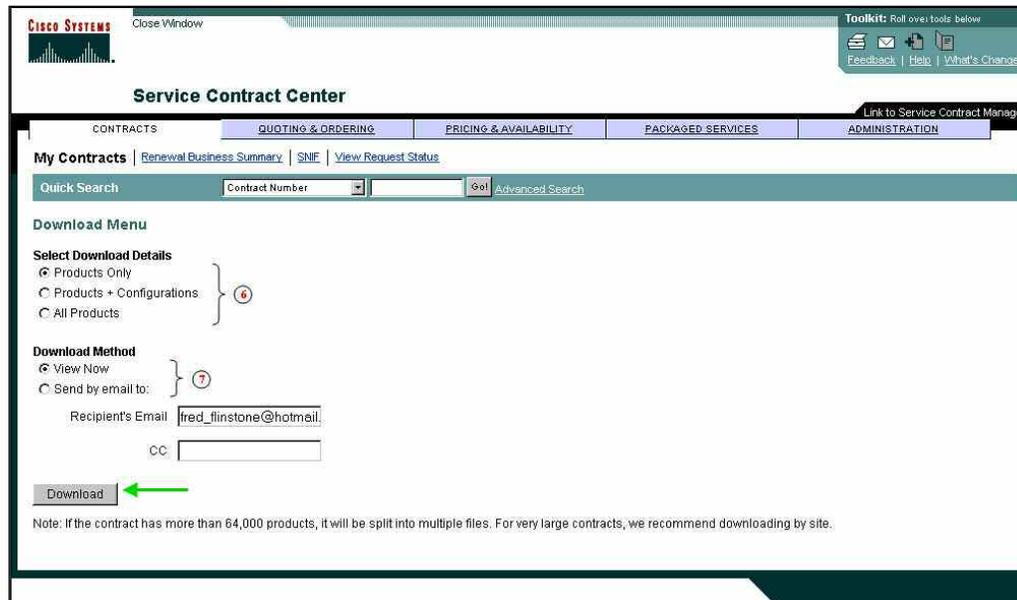
5. The Download Menu page displays, which is where you determine what type of product detail to display along with the download method.

6. Select the type of product detail you want to see:

    a. **Products Only—**Displays major line items only.

    b. **Products + Configurations—**Displays major line items and their associated minor line items within each configuration.

    c. **All Products—**Displays all products on the contract. Often this displays the same information as Products +Configurations.

7. Select the Download method:

    a. View Now (continue to step 8)

    b. Send by email to: (continue to step 13)

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Figure 7.2–12 File Download: Open
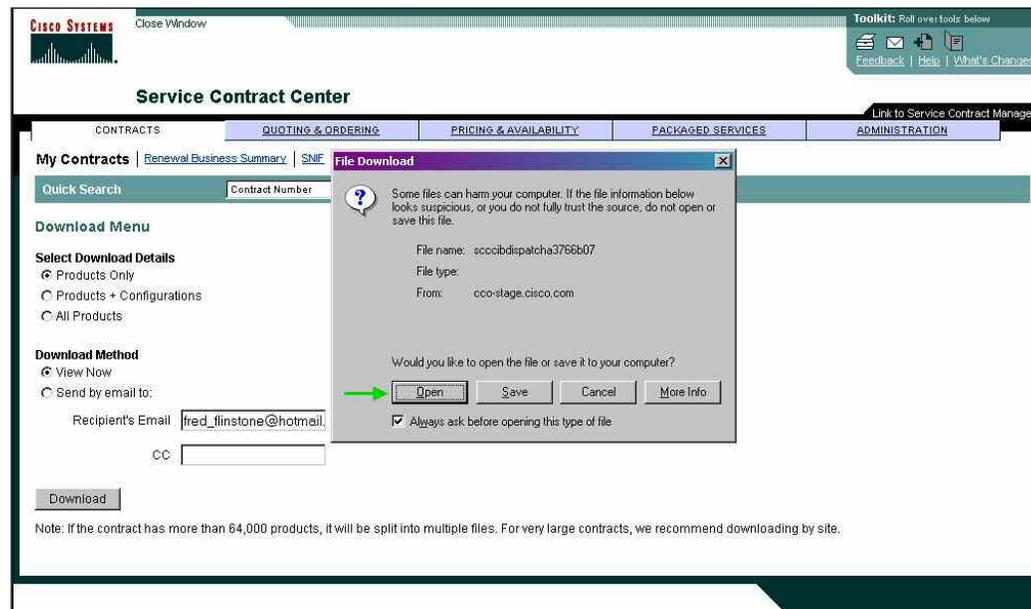
View Now Download Method

8. Click the **View Now** option.

   Note: If your contract has more than 500 products, choose the **Send by email** to option. The download is processed offline. If your downloaded results exceed the Excel spreadsheet limit, the spreadsheet is separated into multiple sheets, and then they are sent in a zipped file.

9. Click **Download**.

10. The **File Download** screen displays.

11. Click Open.

   Note: Microsoft Excel is the recommended application to view your contract details.

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Figure 7.2–13 Microsoft Excel

12. Your file opens and displays your contract summary details.

Note: The following information displays in your worksheet output (arranged from top to bottom):

Contract Number	Bill To Zip Code	Site Address	Site Notes	Name/IP Address
Service Level	Bill To Country	Site Address Line2	Site Label	Description
Contract Label	Bill-To Contact	Site Address Line3	Site Contact	Product Type
Bill To Name	Bill To Phone	Site City	Site Phone	Begin Date
Bill To Address	Bill To Email	Site State	Site Email	End Date
Bill To City	Site ID	Site Zip Code	Product Number	Purchase Order Number
Bill To State	Site Name	Site Country	Serial Number	Sales Order Number

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**Figure 7.2–14** Download Menu
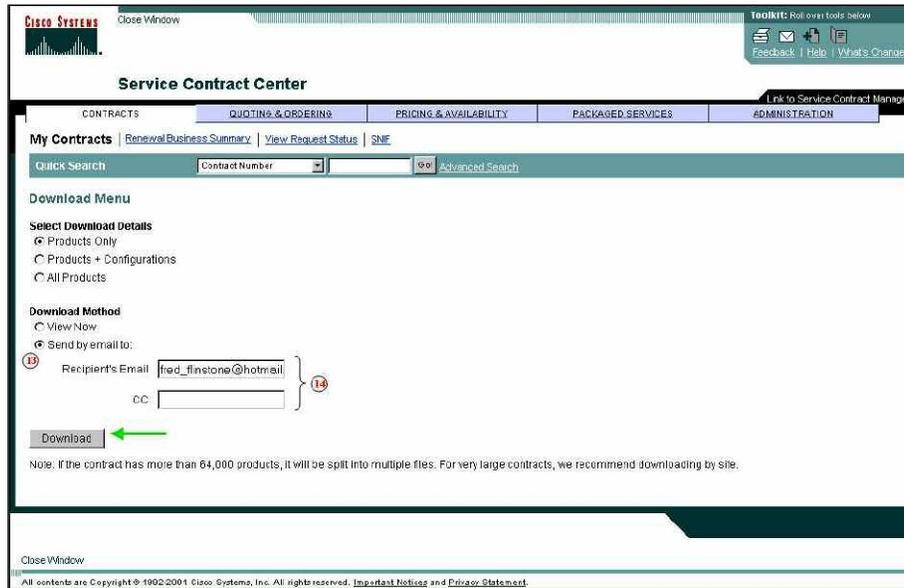
Send by email to Method

13. Click the **Send by email** to: option. This option allows you to send the contract details to yourself and/or someone else.

14. You may replace the **Recipient's Email** or send a copy of the contract details to another person, or both.

    Note: The e-mail address in your Cisco.com profile will be pre-populated in the **Recipient's Email** field.

    Note: The **CC** box is an optional field.

15. Confirm or edit all e-mail addresses.

16. Click **Download**. The download is processed offline.

    Note: If your downloaded results exceed the Excel spreadsheet limit, the spreadsheet is separated into multiple sheets, and then they are sent in a zipped file.

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Figure 7.2–15 Download: Email Confirmation
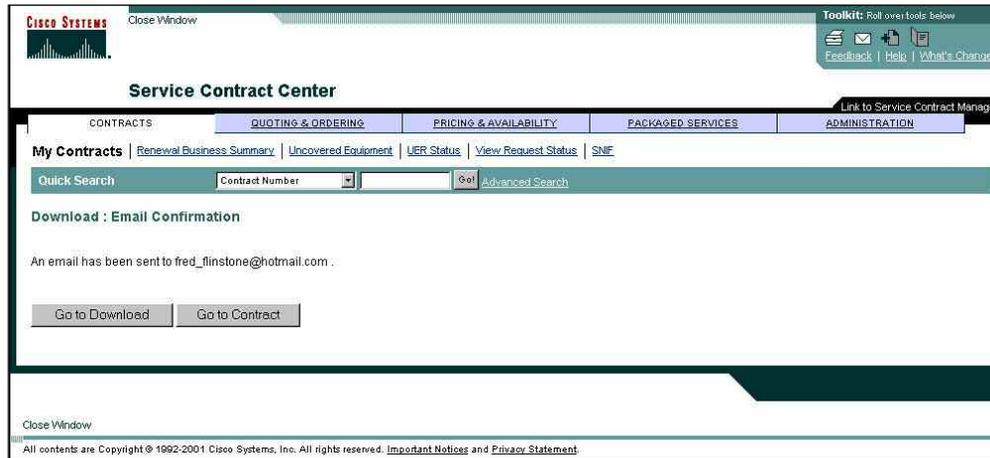
17. The Download: Email Confirmation screen displays. If you do not receive the confirmation screen, go back and submit another download contract request. If the problem persists, click the **Feedback** link and open a case.

18. An e-mail with an attached Excel spreadsheet is sent to the requested e-mail address(es).

    Note: You receive the same Excel file if you selected **View Now**.

19. If you select **Go to Download,** you will be brought back to the Download Menu page where you can request a contract/site download.

20. If you select **Go to Contract,** you will be brought to the Contract Details page of the contract.

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7.2.6 Add Non-Chargeable Products to Contract

You can submit a request to add non-chargeable products to a contract without creating a quote since it is a zero priced item. In this particular section, we will be demonstrating how to request the addition of non-chargeable modules and cards to a contract. To add products that are revenue impacting, refer to Chapter Four, section 4.1 for step-by-step instructions.

Figure 7.2–16 Contract Details
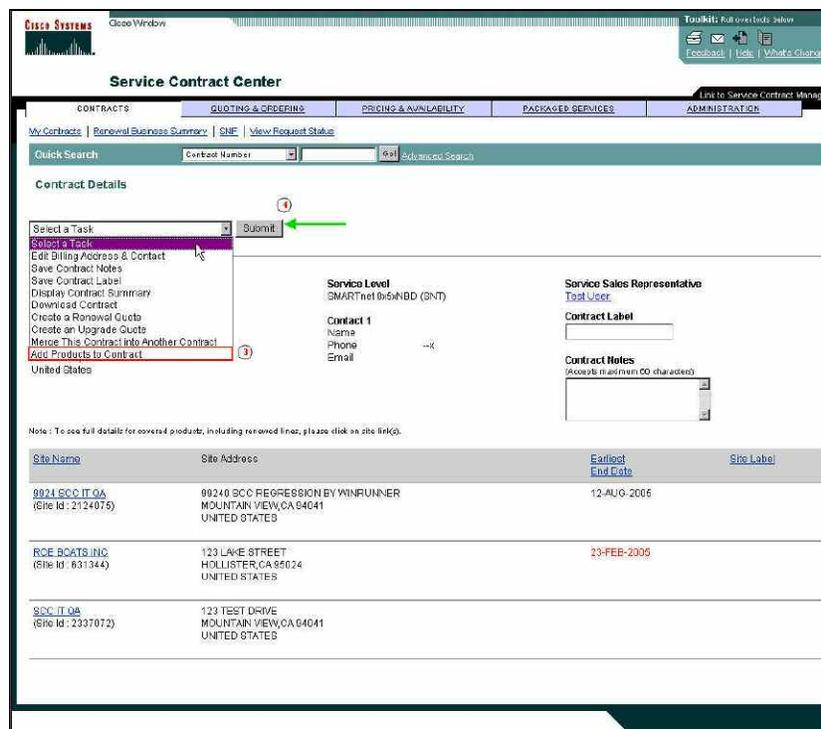
1. First you need to find the contract to which you want to add the non-chargeable modules. You can use **Quick Search,** or **Advanced Search,** or make a selection from the **My Contracts** link in the **Contracts** tab.

   Note: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.
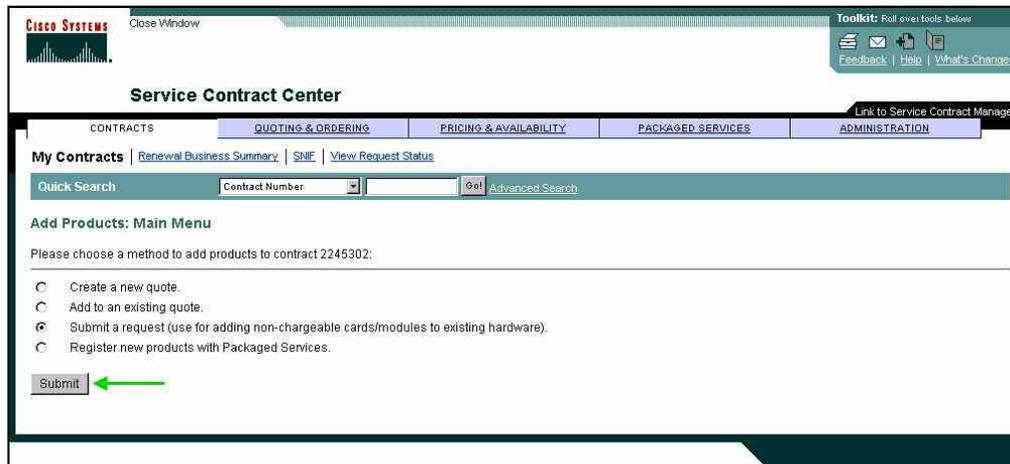
2. The Contract Details page displays, which is where you can perform various contract management tasks.

3. Click the drop-down menu and choose **Add Products to Contract.**

4. Click **Submit.**

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Figure 7.2–17 Add Products: Main Menu

5. The Add Products: Main Menu page displays, which is where you choose a method to add products to your contract.

6. For this example, click the **Submit a request (use for adding non-chargeable cards/modules to existing hardware)** option.

7. Click **Submit.**

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Figure 7.2–18 Add Products: Select Site

8. The Add Products: Select Site page displays.

9. Choose an existing install site on the contract or select **Create New Site**. Refer to Chapter Four, section 4.1.2 for step-by-step instructions on how to create a new site.

10. Click **Submit**.

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Figure 7.2–19 Add Products: Enter Products

11. The Add Products: Enter Products page displays where you enter product number and serial numbers you wish to add to this site.

12. Enter the product number in the **Product Number** box.

   Note: You can only add non-chargeable cards/modules. To add products that have a cost, you need to create a quote. Refer to Chapter Four, section 4.1.2 for step-by-step instructions.

13. (Optional) Enter the serial number in the **Serial Number** box.

14. (Optional) Enter any comments in the **Comments** box. If you know the chassis that the non-chargeable item belongs to, add this information into the box.

15. Click **Submit**.

   Note: A Cisco representative may contact you if additional information is required. Your request will be completed or you may be contacted by a Cisco representative within 48 hours.

   Note: The non-chargeable item is added to a contract. The support representative that receives your request will verify that the rest of the product configuration is on this contract and will add the line to it accordingly. This would be a good time to add a comment in the **Comments** box if there are any specific instructions.

   Note: At this time, this is the only way to add minor line items to a contract in SCC.

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Figure 7.2–20 User Notification

16. The User Notification page displays and confirms that your request has been sent.

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7.3 View and Edit Site Information on Your Contracts

7.3.1 Edit Site Address and Contact Information

Site information is just as important as contract information. The site is where the equipment currently resides. Accurate reported information assists Cisco in stocking our depots with the appropriate equipment to provide you with service support, if ever needed. This is where you can revise your install site name, address, contact person information, serial numbers, and move products to another site or contract, and much more.

Figure 7.3–1 Contract Details
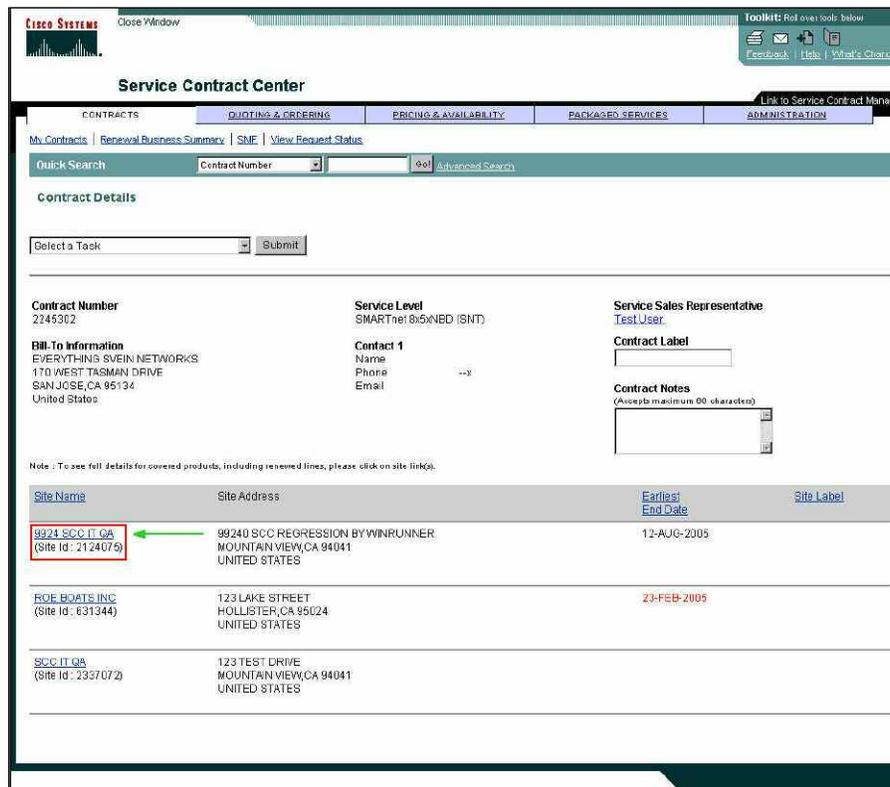
1. First you need to find the contract that you want to update. You can use **Quick Search**, or **Advanced Search**, or make a selection from the **My Contracts** link in the **Contracts** tab.

   Note: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

2. The Contract Details page displays. Select the install site to edit by clicking on the blue underlined site name.

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Figure 7.3–2 Site Details
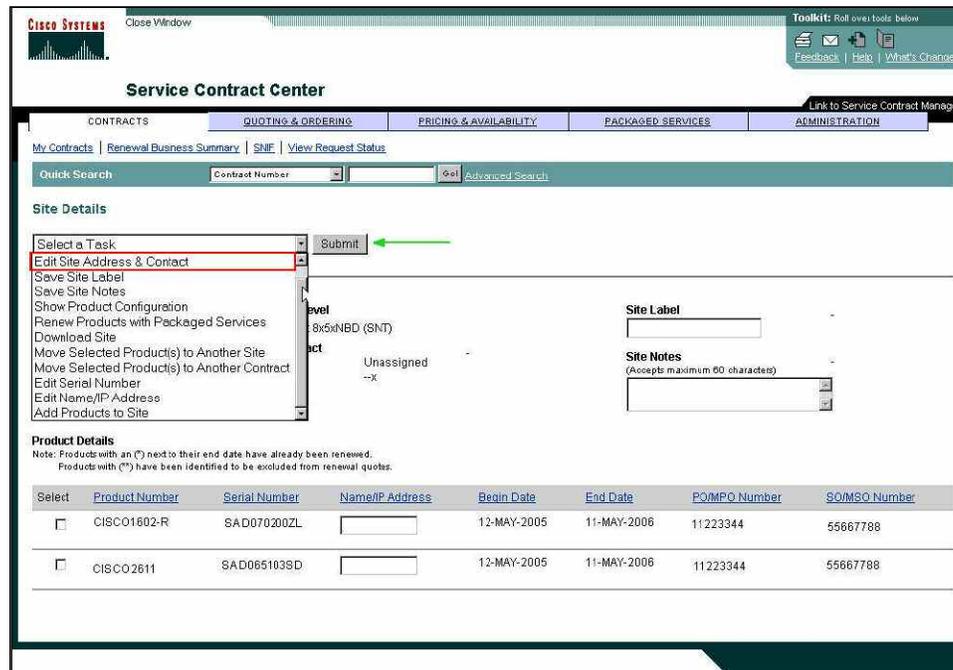
3. The Site Details page displays the site header and product details. On this page you will find various options for revising the site details, which can be viewed by clicking on the drop-down menu.

4. Click the drop-down menu and choose **Edit Site Address & Contact**.

5. Click **Submit**.

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Figure 7.3–3 Update Site Information

6. The Update Site Information screen displays.

   Note: If you are moving all products from this install site, select the back button on your browser and select Move Products from the drop-down menu. Refer to Chapter Seven, section 7.4 for step-by-step instructions.

7. Enter the first name of the site address contact person in the **First Name** box.

8. Enter the last name of the site address contact person in the **Last Name** box.

9. Enter the country code prefix for the phone number of the site address contact person in the **Country Code** box.

10. Enter the area code prefix for the phone number of the site address contact person in the **Area Code** box.

11. Enter the phone number of the site address contact person in the **Phone Number** box.

12. Enter the e-mail of the site address contact person in the **Email** box.

13. Verify the **Install Site** name in the box.

14. Enter the street address of the install site company in **Address 1**, **Address 2**, and/or **Address 3** boxes.

    Note: **Address 2** and **Address 3** are optional fields.

15. City, State/Province, Zip Code, and Country are hard coded. If you want to change this information, open a support request by clicking the **Feedback** link.

16. Click **Send Request**.

    Note: Your request will be handled within 48 hours.

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Figure 7.3–4 User Notification

17. The User Notification page confirms that your request has been submitted.

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7.3.2 Create and Save a Site Label

A site label is similar to a contract label. You can use a site label to differentiate your sites from each other or use it as a tool to help better organize your multiple sites. As an added benefit, the site label will also display on the contract summary and in site downloads.

Figure 7.3–5 Contract Details

1. First you need to find the contract that you want to update. You can use **Quick Search,** or **Advanced Search,** or make a selection from the **My Contracts** link in the **Contracts** tab.

    Note: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

2. The Contract Details page displays. Select the install site to edit by clicking on the blue underlined site name.

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Figure 7.3–6 Site Label
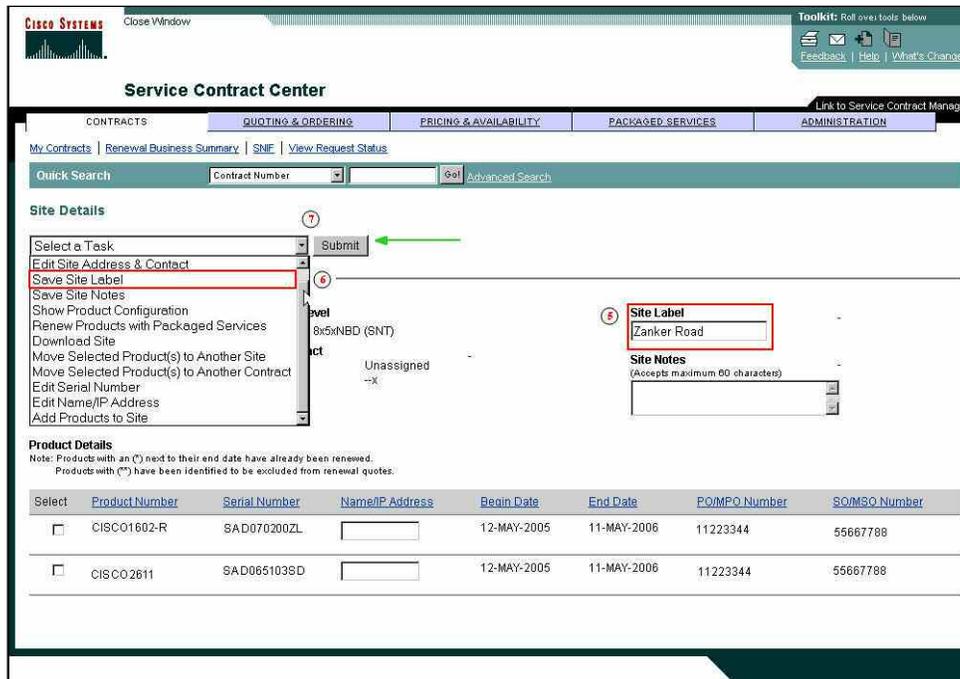
3. The Site Details page displays the site header and product details. From this page there are various options for revising the site details, which can be viewed by clicking on the drop-down menu.

4. Locate the **Site Label** box to create or edit the site label.

5. Enter your desired text in the Site Label box. For example, type Zanker Road.

   Note: A maximum of 30 characters are allowed in the site label field.

6. Click the drop-down menu and choose **Save Site Label**.

7. Click **Submit**.

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Figure 7.3–7 Site Label

8. The Site Details page refreshes and displays your new site label.

    Note: The site label is saved instantaneously.

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7.3.3 Create and Save Site Notes

Site notes are similar to contract notes that allow you to enter additional comments that may assist you with organizing your service contracts. These are your own personal site notes that can be saved and viewed by others who also have access to the contract.

Figure 7.3–8 Site Notes
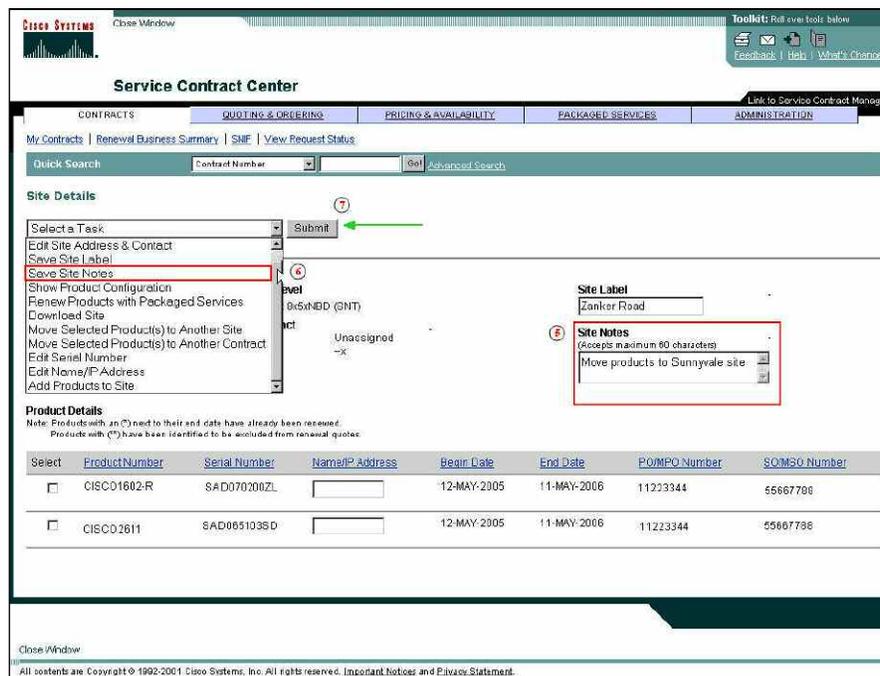
1. First you need to find the contract that you want to update. You can use **Quick Search**, or **Advanced Search**, or make a selection from the **My Contracts** link in the **Contracts** tab.

   Note: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

2. The Contract Details page displays. Select the install site to edit by clicking on the blue underlined site name.

3. The Site Details page displays the site header and product details. From this page there are various options for revising the site details, which can be viewed by clicking on the drop-down menu.

4. Locate the **Site Notes** box to create or edit site notes.

5. Enter your text in the **Site Notes** box.

   Note: A maximum of 60 characters are allowed in the Site Notes field.

   Note: Site Notes can only be viewed on the Site Details page. You cannot search for a contract or site by site notes, by downloading a site, in Advanced Search, or on the Contract Summary page.

6. Click the drop-down menu and choose **Save Site Notes**.

7. Click **Submit**.

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Figure 7.3–9 Site Notes

8.   The Site Details page refreshes and displays your new site notes.

   Note: The site notes are saved instantaneously.

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7.3.4 Show Product Configuration

Showing product configuration is a great way to verify chassis configuration to ensure proper delivery of service. This feature allows you to show or hide your product configurations at any time to customize your view. When you first view your products, the default setting hides your configuration. Some products may have numerous configurations that you don't want to view or scroll through each time.

Figure 7.3–10 Contract Details

1. First you need to find the contract that you want to update. You can use **Quick Search,** or **Advanced Search,** or make a selection from the **My Contracts** link in the **Contracts** tab.
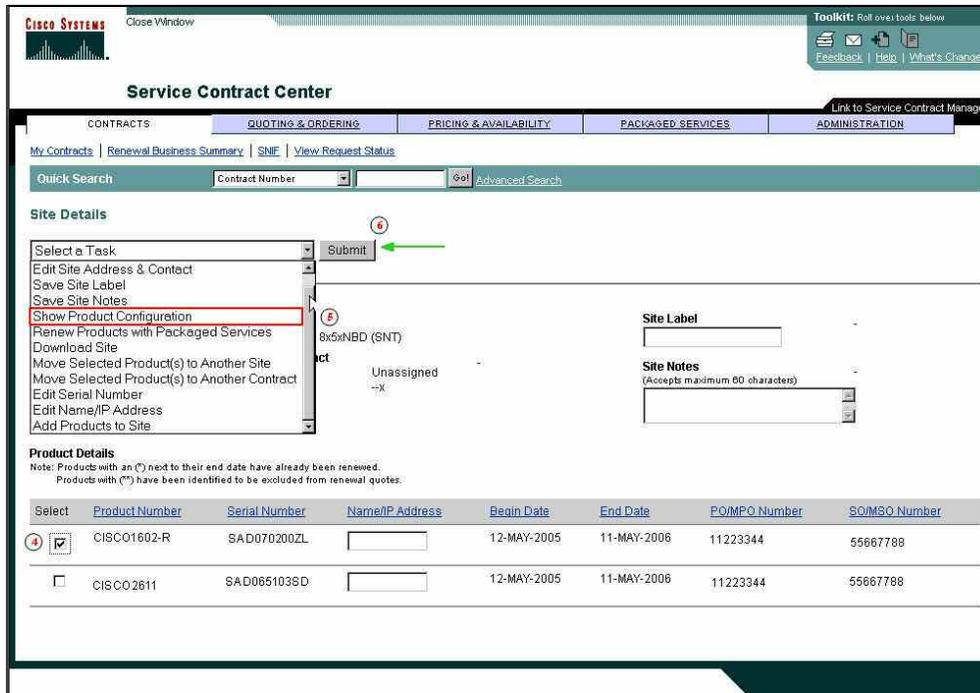
   Note: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

2. The Contract Details page displays. Select the install site to edit by clicking on the blue underlined site name.

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Figure 7.3–11 Site Details

3. The Site Details page displays the site header and product details. From this page there are various options for revising the site details, which can be viewed by clicking on the drop-down menu.

4. Place a check mark next to the product to view its product configuration.

5. Click the drop-down menu and choose **Show Product Configuration**.

6. Click **Submit**.

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Figure 7.3–12 Show Product Configuration

7. The Site Details page refreshes and displays your selected product configuration below the requested product number.

Note: If there is not a configuration for the product that you requested more detail for, the page still refreshes and just the product displays.

Note: To edit your product configurations follow the instructions below:

a. Add non-chargeable cards/modules—Refer to Chapter Seven, sections 7.2.6 and 7.3.9.

b. Add products—Refer to Chapter Four, section 4.1.2.

c. Delete specific items—Contact your Cisco Representative or click the **Feedback** link and open a case.

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Figure 7.3–13 Hide Product Configuration

8. To hide the product configuration, click the drop-down menu and select **Hide Product Configuration**.

9. Click **Submit**.

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Figure 7.3–14 Site Details

10. The Site Details page refreshes and now the product configuration details are hidden.

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7.3.5 Download Site

Instead of downloading the entire contract, you may download a specific site or sites in a spreadsheet format or have a soft copy of your detailed information. This feature allows you to download a specific site in one of two methods, viewing the details now by opening a spreadsheet file or sending an e-mail with an attachment.

Figure 7.3–15 Contract Details

1. First you need to find the contract that you want to update. You can use **Quick Search**, or **Advanced Search,** or make a selection from the **My Contracts** link in the **Contracts** tab.

    Note: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

2. The Contract Detail page displays. Select the install site to edit by clicking on the blue underlined site name.

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Figure 7.3–16 Site Details
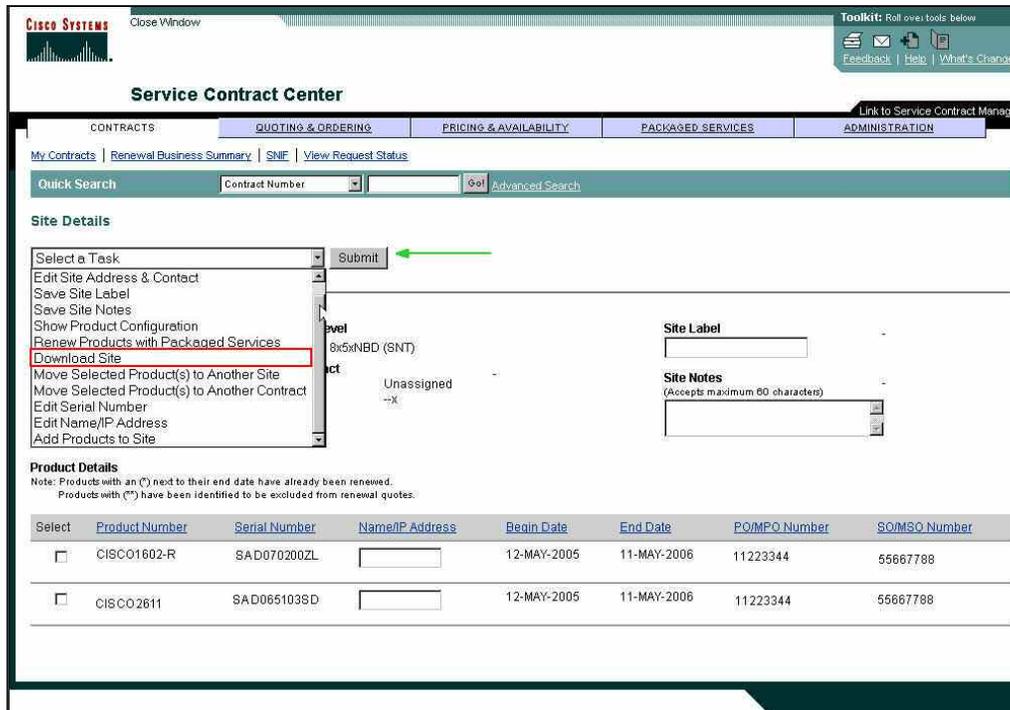
3. The Site Details page displays the site header and product details. From this page there are various options for revising the site details, which can be viewed by clicking on the drop-down menu.

4. Click the drop-down menu and choose **Download Site**.

5. Click **Submit**.

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Figure 7.3–17 Download Menu

6. The Download Menu page displays, which is where you determine what type of product detail to display along with the download method.
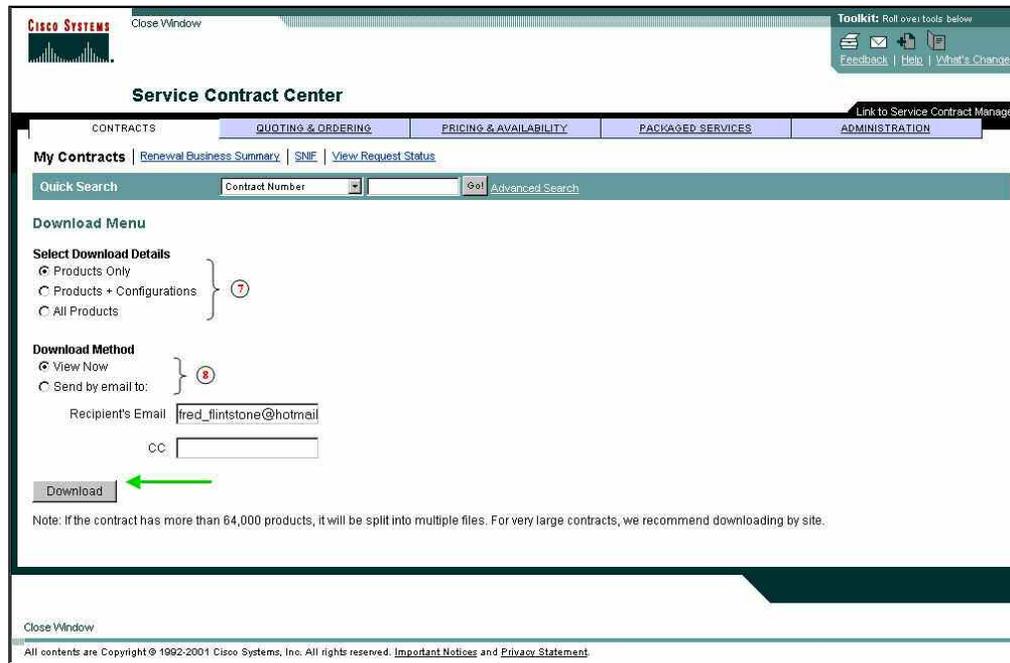
7. Select the product detail:

   a. **Products Only**—Displays major line items only.

   b. **Products + Configurations**—Displays major line items and their associated minor line items within each configuration.

   c. **All Products**—Displays all products on the contract. Often this displays the same information as Products +Configurations.

8. Select the Download method:

   a. View Now (continue to step 9)

   b. Send by email to: (skip to step 14)

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Figure 7.3–18 File Download
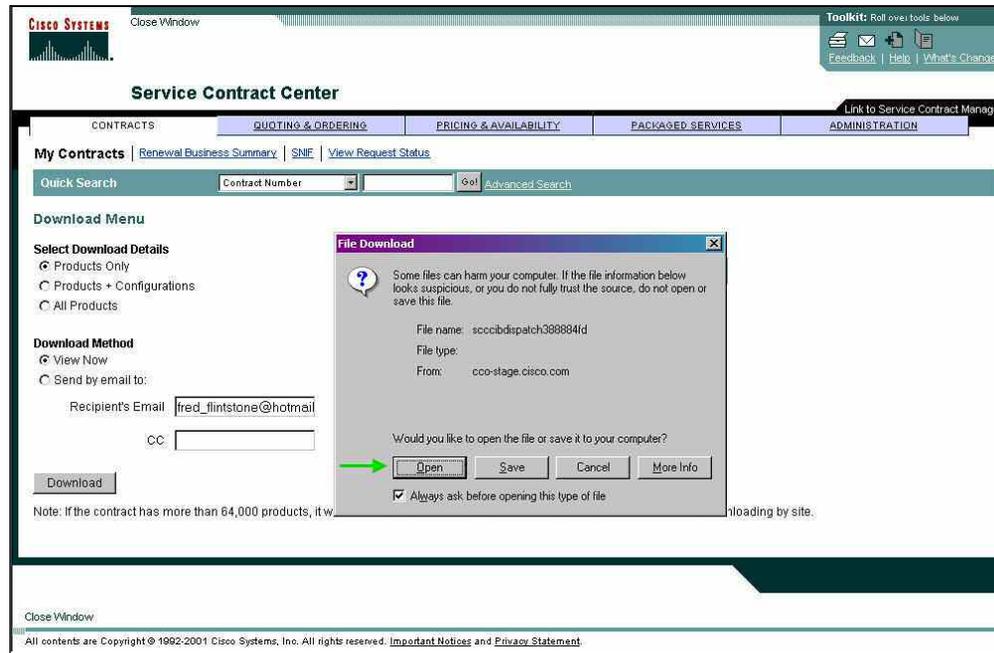
View Now Download Method

9. Click the **View Now** option.

   Note: If your contract has more than 500 products, choose the **Send by email** to option. The download is processed offline. If your downloaded results exceed the Excel spreadsheet limit, the spreadsheet is separated into multiple sheets, and then they are sent in a zipped file.

10. Click **Download**.

11. The **File Download** screen displays.

12. Click **Open**.

   Note: Microsoft Excel is the recommended application for viewing your site details.

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Figure 7.3–19 Microsoft Excel

13. Your file opens and displays your site summary details.

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Figure 7.3–20 Download Menu

Send by email to Method

14. Click the **Send by email to:** option. This option allows you to send the target site details to yourself and/or someone else.

15. You may replace the **Recipient's Email** or send a copy of the site details to another person, or both.

    Note: The e-mail address in your Cisco.com profile is pre-populated in the **Recipient's Email** field.

    Note: The **CC** box is an optional field.

16. Confirm or edit all e-mail addresses.

    Click **Download**. The download is processed offline.

    Note: If your downloaded results exceed the Excel spreadsheet limit, the spreadsheet is separated into multiple sheets, and then they are sent in a zipped file.

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Figure 7.3–21 Download: Email Confirmation

17. The Download: Email Confirmation page displays.

18. An e-mail with an attached Excel spreadsheet is sent to the requested e-mail address(es).

    Note: You receive the same Excel file if you selected **View Now**.

19. If you select **Go to Download,** you will be brought back to the Download Menu page where you can request a contract/site download.

20. If you select **Go to Contract,** you will be brought to the Contract Details page of the contract.

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7.3.6 Move Product(s) to Another or New Site Within the Same Contract

Sometimes, you or your end customer will need to move products from one location to another to better suit your networking and business needs. It is important to update the site details in the contract to keep your records and Cisco records up-to-date to ensure proper entitlement and delivery of support services. This feature allows you to move your products from one site to another or a new site within the same contract.

Figure 7.3–22 Contract Details

1. First you need to find the existing contract that the product(s) currently reside on. You can use **Quick Search**, or **Advanced Search**, or make a selection from the **My Contracts** link in the **Contracts** tab.

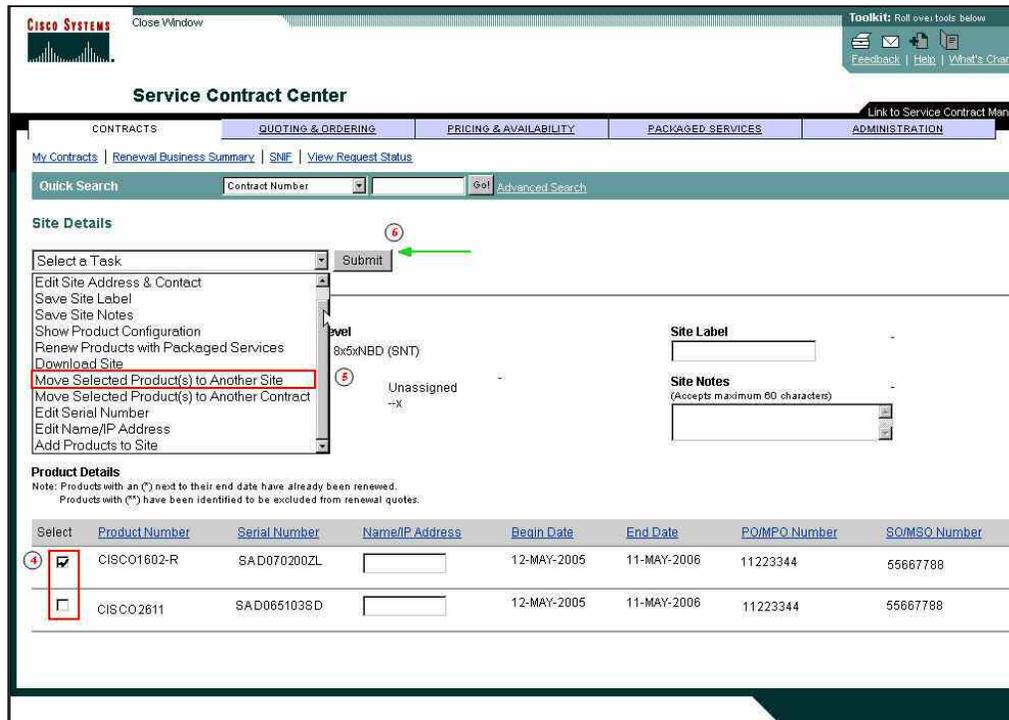   *Note:* Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

2. The Contract Details page displays. Select the install site where the product is by clicking on the blue underlined site name.

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Figure 7.3–23 Site Details

3. The Site Details page displays the site header and product details. From this page there are various options for revising the site details, which can be viewed by clicking on the drop-down menu.

4. Place a checkmark next to the product(s) to move to another site with the same contract.

5. Click the drop-down menu and choose **Move Selected Product(s) to Another Site**.

6. Click **Submit**.

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Figure 7.3–24 Move Products: Select a Site

7. The Move Products: Select a Site page displays the eligible sites that you can move your products to.

   Note: Moving a product such as a chassis will move its entire configuration of the product. You cannot move just the chassis without the product's configuration. Refer to Chapter Seven, section 7.3.4 for step-by-step instructions on how to view product configuration.

8. Click the **Create New Site** option to move products to a new site, and then click Submit. Skip to step 10.

9. Choose the **Site Name** to move products to an existing site, and then click Submit. Skip to step 25.

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Figure 7.3–25 Move Products: Create Site

10. The Move Products: Create site page displays. All required fields are marked with an asterisk (*).

11. Click the **Country** drop-down menu and choose the country name.

12. Enter the customer name in the **Customer Name** box.

13. Enter the street address in the **Street 1**, **Street 2**, and/or **Street 3** boxes.

    Note: **Street 2** and **Street 3** fields are optional fields.

14. Enter the city in the **City** box.

15. Click the **State/Province** drop-down menu and choose your state/province.

    Note: State/Province is required for Australia, Brazil, Canada, China, India, Japan, Mexico, and United States.

16. Enter the postal code in the **Postal Code** box.

17. Enter the first name in the **First Name** box.

18. Enter the last name in the **Last Name** box.

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19. Enter the job title in the **Job Title** box.

20. Enter the e-mail address in the **Email Address** box.

21. Enter the country code in the **Country Code** box.

22. Enter the area code in the **Area Code** box.

23. Enter the phone number in the **Phone Number** box.

24. Click **Submit**.

   Note: When you create a new site address, a completeness, country and address combination, and service availability check is performed. If you receive an error message and you verified the address is absolutely correct, click the **Feedback** link to open a support case with your specific address and error message.

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Figure 7.3–26 Move Products: Confirmation

25. The Move Products: Confirmation page displays the site changes that you requested. Verify that the move information is correct.

26. Click **Confirm Move.**

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Figure 7.3–27 Move Products: Status

27. The Move Products: Status page displays the status of site changes that you requested. This process could take up to 48 hours to take place depending on how many products are being moved.

28. Click the target install site link to verify your move.

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Figure 7.3–28 Site Details

29. The Site Details page displays the new site and moved products.

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7.3.7 Edit Serial Numbers

Serial number requests can be made through SCC. If the serial number is incorrect because of a typo or if you need to swap an item out on a contract, you may request this change here.

Figure 7.3–29 Contract Details

1. First you need to query an existing contract with the products for which you need to update the serial number. You can use **Quick Search,** or **Advanced Search,** or make a selection from the **My Contracts** link in the **Contracts** tab.

    Note: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

2. The Contract Details page displays. Select the install site with the product that you want to edit by clicking on the blue underlined site name.

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Figure 7.3–30 Site Details
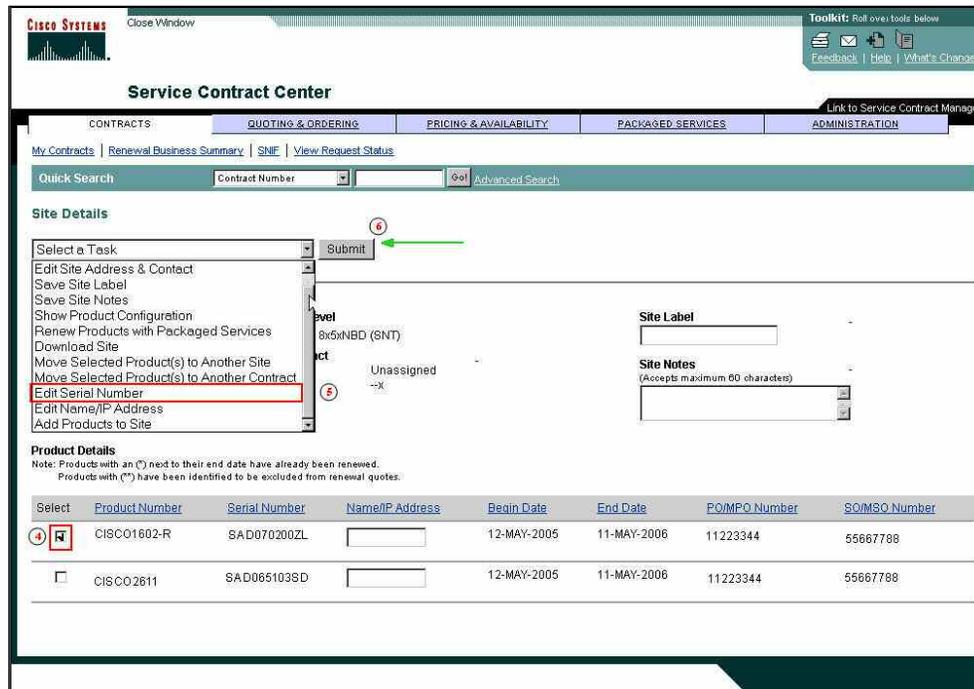
3. The Site Details page displays the site header and product details. From this page there are various options for revising the site details, which can be viewed by clicking on the drop-down menu.

4. Place a checkmark next to the serial number(s) to edit. You may edit as many serial numbers as appear on the page.

5. Click the drop-down menu and choose **Edit Serial Number**.

6. Click **Submit**.

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Figure 7.3–31 Edit Serial Number

7. The Edit Serial Number page displays.

8. Your e-mail address from your Cisco.com profile is pre-populated. Verify or change this e-mail address in the **Email ID** box.

9. Verify that the Product Number and Old Serial Number is the one to edit.

10. Enter the new serial number in the **New Serial Number** box.

11. Enter your reason for changing the serial number in the **Reason** box.

12. Click **Send Request**.

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Figure 7.3–32 User Notification
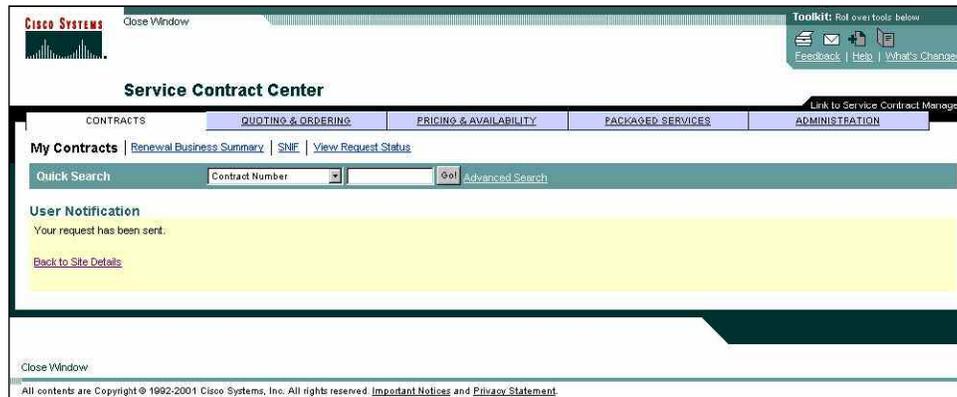
13. The User Notification page displays. Your serial number request has been submitted.

Note: This request is not a confirmation that the serial number will change.

Note: The change will reflect in SCC within 48 hours or a Cisco representative will contact you.

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7.3.8 Edit Name/IP Address

Name/IP Address is a unique identifier for your benefit and use. You may want to name your routers on your network, and this field allows you to store those names or IP addresses for cross-reference against serial numbers or other important information. These are your own personal names or IP addresses that can be saved and viewed by others who also have access to the contract.

Figure 7.3–33 Contract Details

1. First you need to find the existing contract for the product that you want to update. You can use **Quick Search**, or **Advanced Search** or make a selection from the **My Contracts** link in the **Contracts** tab.

   Note: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

2. The Contract Details page displays. Select the install site to edit by clicking on the blue underlined site name.

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Figure 7.3–34 Edit Name/IP Address
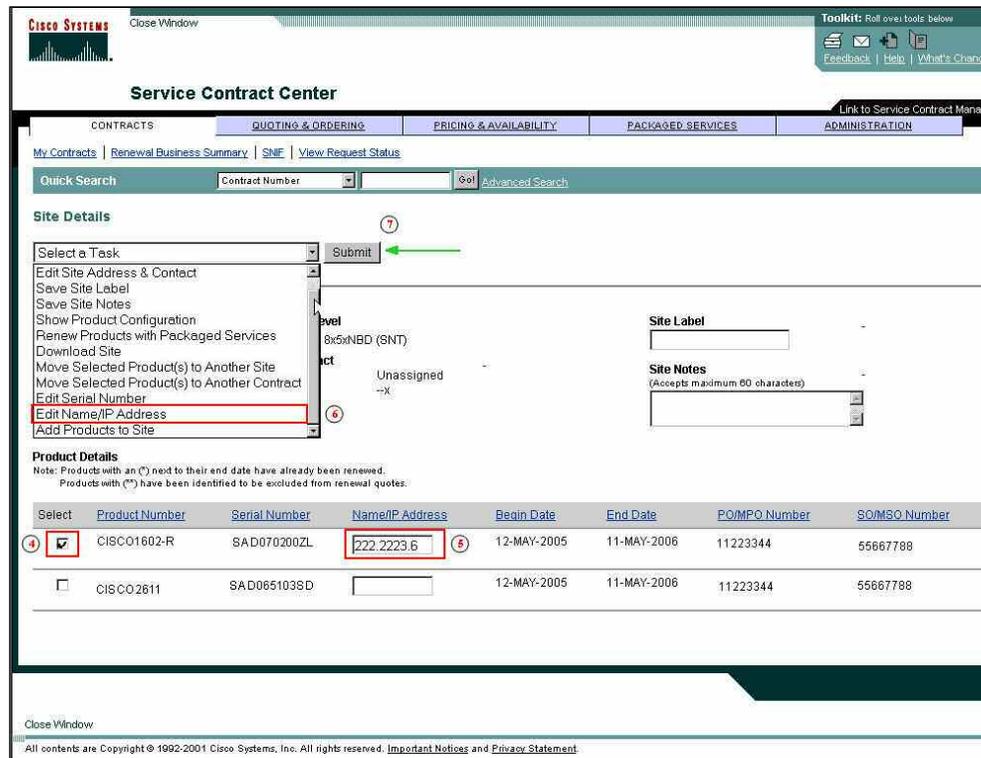
3. The Site Details page displays the site header and product details. From this page there are various options for revising the site details, which can be viewed by clicking on the drop-down menu.

4. Place a checkmark next to the product(s) to edit. You can update as many Name/IP Addresses for products as you want that appear on the page.

5. Enter the Name/IP Address in the **Name/IP Address** box.

6. Click the drop-down menu and choose **Edit Name/IP Address**.

7. Click **Submit.**

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Figure 7.3–35 Edit Name/IP Address

8. The Site Details page refreshes and displays your new Name/IP Address.

    Note: The Name/IP Address is saved instantaneously.

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7.3.9 Add Non-Chargeable Products to Site

In an effort to keep product information up-to-date, having the correct configuration is important to ensure entitlement and Cisco support. You can submit a request to add non-chargeable products to a specific site from the Site Details page without creating a quote since it is a zero priced item. In this section, you will learn how to request the addition of non-chargeable modules and cards to a specific site. To add products that are revenue impacting, go to Chapter Four, section 4.1.2 for step-by-step instructions.

Figure 7.3–36 Contract Details

1. First you need to find the existing contract for the product that you want to update. You can use **Quick Search**, or **Advanced Search** or make a selection from the **My Contracts** link in the **Contracts** tab.

    Note: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

2. The Contract Details page displays. Select the install site to edit by clicking on the blue underlined site name.

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Figure 7.3–37 Add Products to Site
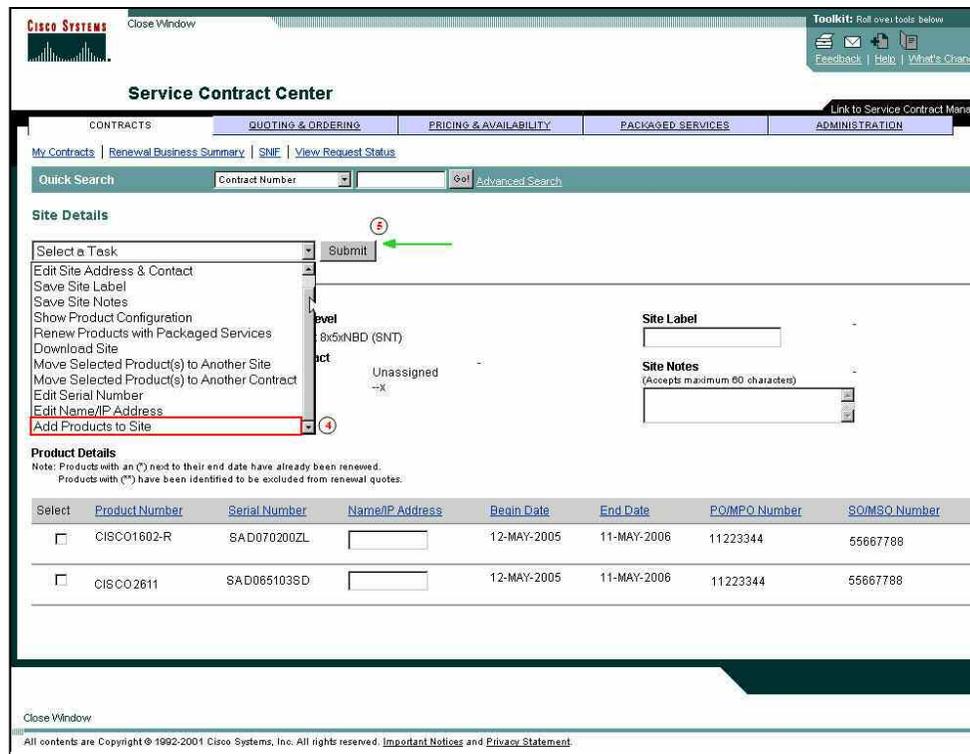
3. The Site Details page displays the site header and product details. From this page there are various options for revising the site details, which can be viewed by clicking on the drop-down menu.

4. Click the drop-down menu and choose **Add Products to Site**.

   Note: You are adding products to this specific site.

5. Click **Submit**.

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Figure 7.3–38 Add Products: Main Menu
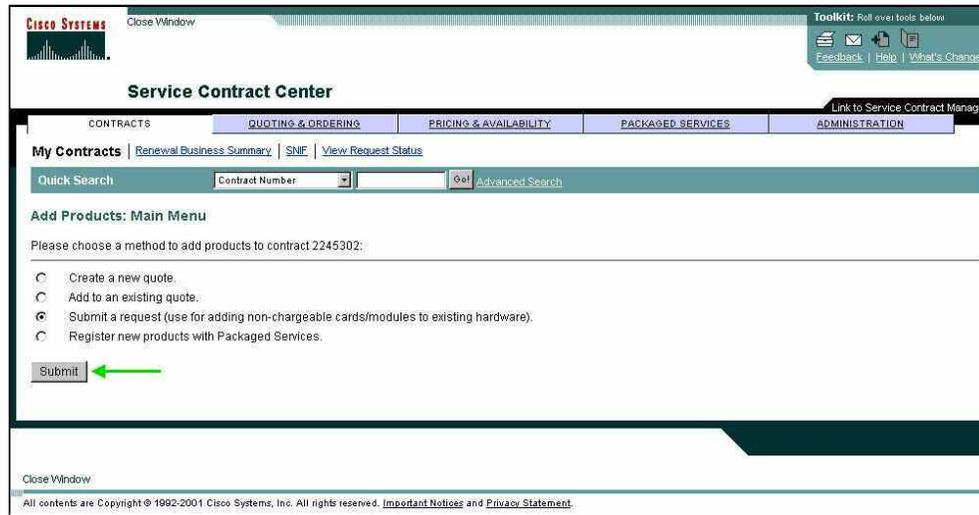
6. The Add Products: Main Menu displays.

7. For this example, click the **Submit a request (use for adding non-chargeable cards/modules to existing hardware**) option.

   Important: You can only add non-chargeable cards/modules. To add products that have a cost, you need to create a quote. Refer to Chapter Four, section 4.1.2 for step-by-step instructions.

8. Click **Submit**.

   Note: A Cisco representative may contact you if additional information is required. Your request will be completed or you may be contacted by a Cisco representative within 48 hours.

   Note: The non-chargeable item is added to the site. The support representative that receives your request will verify that the rest of the product configuration is on this contract and will add the line to it accordingly. This would be a good time to add a comment in the **Comments** box, if there are any specific instructions.

   Note: At this time, this is the only way to add minor line items to a site in SCC.

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Figure 7.3–39 Add Products: Enter Products

9. The Add Products: Enter Products screen displays where you enter this product number and serial numbers you wish to add to this site.

10. Enter the product number in the **Product Number** box.

    Important: You can only add non-chargeable cards/modules. To add products that have a cost, you need to create a quote. Refer to Chapter Four, section 4.1.2 for step-by-step instructions.

11. Enter the serial number in the **Serial Number** box.

12. (Optional) Enter any comments in the **Comments** box.

13. Click **Submit**.

    Note: A Cisco representative may contact you if additional information is required.

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Figure 7.3–40 User Notification

14. The User Notification page displays and confirms that your request has been processed.

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7.4 Moving Products from One Contract to Another Contract

You may move products from one contract to another contract (C2C) by entire contract, entire site, or products on a site. For example, if products were moved from the Chicago office to the existing California office, you could update your contracts by moving the products yourself using this feature in SCC. You can use this feature for consolidating contracts so that you now have one contract to maintain and renew. For Q&As and the Troubleshooting Guide for Contract to Contract moves, click the **Help** link.

Definitions:

Source Contract—When you move products or sites between contracts, the source contract is the one *from* which they are moved.

Target Contract—When you move products or sites between contracts, the target contract is the one to which they are moved.

The system verifies that the eight criteria below are met prior to allowing you to move products from one contract to another:

1. **Matching Service Level**—The service level of the target contract must match the service level of the source contract.

2. **Matching Price Type**—The price type of the target contract must match the price type of the source contract.

3. **Matching Bill-To ID**—The bill-to ID of the target contract must match the bill-to ID of the source contract.

4. **Matching Currency**—The currency of the target contract must match the currency of the source contract.

5. **Matching Installed at Customer**—All source products being moved must be on sites that are associated with the same Installed at Customer. In addition, only contracts that have sites associated with the same Installed at Customer are eligible to be target contracts.

6. **User Access to Contracts**—The user must have SCC access to the target and source contracts. Self-register your contract using the SCC Admin page under the Administration tab. Refer to Chapter Seven 7.1 for step-by-step instructions.

7. **Contract in Entitled Status**—The contract must be in an entitled status. An expired contract is not eligible as a target contract.

8. **Contract Begin Date**—The begin date of the target contract must be earlier than or equal to the earliest begin date of the products being moved. For example, a product with a begin date of April 1, 2004 can be moved only to a target contract that has a begin date earlier than or equal to April 1, 2004.

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7.4.1 Merge Contracts

The Merge Contracts feature allows you to move an entire contract to another contract provided certain criteria are met. Instead of managing two or three contracts, you can consolidate your service contracts into one, if they are eligible for the merge. Now you can merge contracts in SCC yourself, instead of asking your Cisco Representative to perform the merge. The process shown here is one of three different methods for merging contracts and moving products from one contract to another.

Figure 7.4–1 Contract Details

1. First you need to find the existing contract for the product that you want to update. You can use **Quick Search**, or **Advanced Search** or make a selection from the **My Contracts** link in the **Contracts** tab.

    Note: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

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Figure 7.4–2 Contract Details
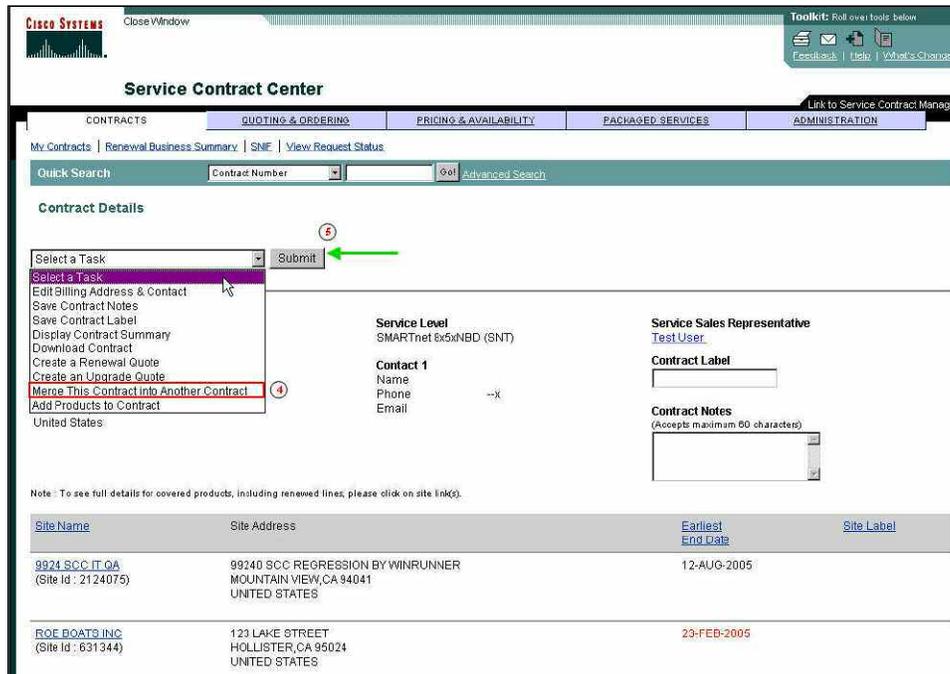
2. The Contract Details page displays, which is where you can perform numerous contract management tasks.

3. The source contract displays. A source contract is the one from which products or sites are moved.

   Note: When you merge two contracts, the source contract is terminated and the target contract remains active.

4. Click the drop-down menu and choose **Merge This Contract Into Another Contract**.

5. Click **Submit**.

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Figure 7.4–3 Contract to Contract Move: Select Target Contract

6. The Contract to Contract Move: Select Target Contract screen displays with the eligible target contracts.

    Note: If you do not see your specific target contract, refer to the Q&As and Troubleshooting Guide for Contract to Contract Moves in the **Help** link.

7. Click the radio button next to your desired target contract. If an eligible contract is not found, you are given the option to create a new target contract.

    Note: Click the **here** link for help on validating the target contract eligibility for the merge.

    Note: A target contract is the one to which products or sites are moved.

8. Click **Submit**.

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Figure 7.4–4 Contract to Contract Move: Submit Move Request

9. The Contract to Contract Move: Submit Move Request page displays.

10. You may replace the **Recipient's Email** or send a copy of the contract-to-contract move to another person, or both. Confirm or edit all e-mail addresses. This is the e-mail address the confirmation and results will be sent to.

    Note: The e-mail address in your Cisco.com profile is pre-populated in the **Recipient's Email** field.

    Note: The **CC** box is an optional field.

11. (Optional) Enter any notes in the **Notes** box. For example, enter **"merging contract 244625 with contract 2445035."**

    Note: A maximum of 100 characters is allowed in the **Notes** box.

12. Click **Submit**.

    Important: All quotes associated with the products that you moved are cancelled during the move process.

    Note: Refer to the Questions and Answers (Q&As) if you have questions about error messages that you may receive. The Contract to Contract moves Q&As are located in the SCC **Help** link.

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Figure 7.4–5 Contract to Contract Move: Submit Move Confirmation

13. The Contract to Contract Move: Submit Move Confirmation screen displays. Your move request is assigned a specific **ID #** and submitted for offline processing.

14. A confirmation e-mail is sent upon move completion to your specified e-mail addresses.

    Note: Expected response time for requests of up to 1000 lines is 4 business hours. Response time for requests greater than 1000 lines is 8 hours.

15. `View the status of your request by clicking the **Click Here** link.

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Figure 7.4–6 Request Status

16. The Request Status page displays and shows the status of your request. The equipment from your source contract will be moved to the target contract, and the status will be updated to **Completed**. For step-by-step instructions on how to request your Contract to Contract status, refer to Chapter Two, section 2.4.

    Note: The data only displays for requests submitted in the last seven days.

    Note: All times are in US Pacific Standard Time.

    Note: For assistance on requests in **Failed** status, log a support request using the **Feedback** link.

17. You will receive an e-mail confirmation after your request has been processed.

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7.4.2 Move Sites/Products between Contracts

For your convenience and benefit, SCC allows you to move selected sites or selected products from one contract to another with the same service level. This gives you flexibility and offers an alternative way of managing your contracts.

There are several ways to initiate the site/products move; two commonly used options are described below:

Option #1:

Figure 7.4–7 My Contracts
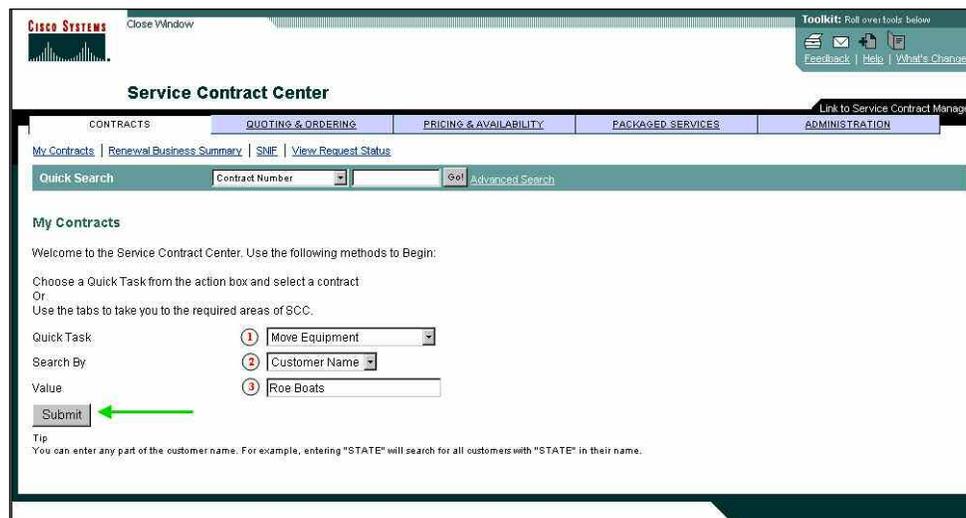
1. From your My Contracts page, select **Move Equipment** from the **Quick Task** drop-down menu.

2. Select **Customer Name** from the **Search By** drop-down menu.

3. Enter the customer name in the **Value** drop-down menu.

4. Click **Submit**.

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Figure 7.4–8 Contract Summary
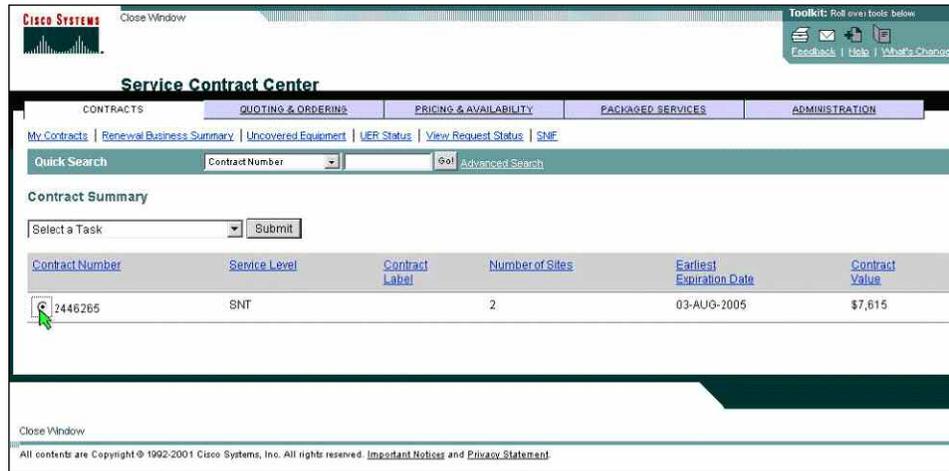
5. Select the contract that you are moving sites or products from. This contract is the source contract for the site move.

   Note: A source contract is the one from which products or sites are moved.

Figure 7.4–9 Contract Summary
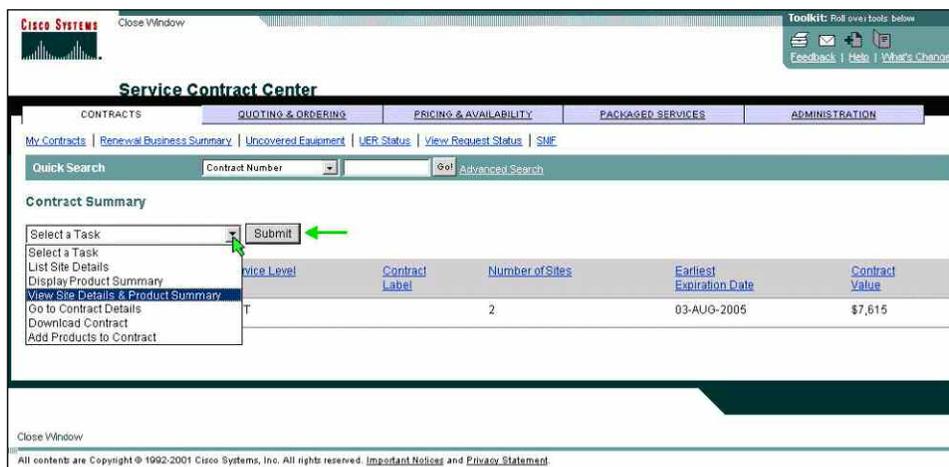
6. Click the drop-down menu and choose **View Site Details & Product Summary**.

7. Click **Submit**.

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Figure 7.4–10 Site Details and Product Summary
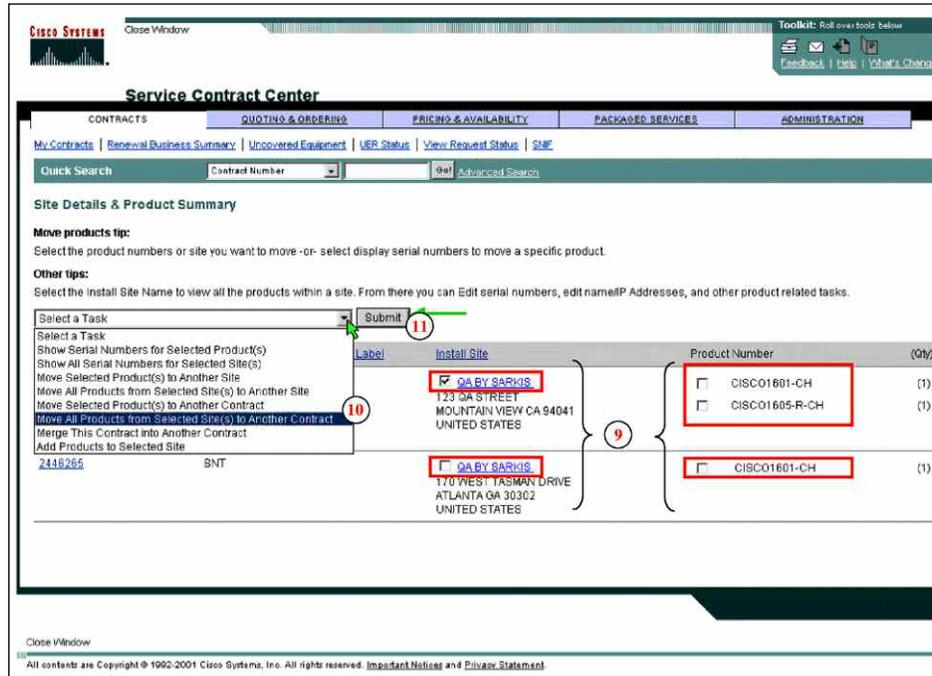
8. The Site Details & Product Summary page displays with the sites and products on the contract.

9. Place a checkmark next to the **Install Site(s)** and/or **Product Number(s)** you want to move.

   Note: You may select product numbers or the site you want to move. If you do not know the specific product number, select **Show Serial Numbers for Selected Product(s)** from the drop-down menu first, then repeat this step.

10. Click the drop-down menu and choose **Move All Products from Selected Site(s) to Another Contract**.

    Note: You can also utilize this functionality to move all products/selected products from a selected site to another site, or selected site to another contract, depending on what you select from the drop-down menu.

11. Click Submit.

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Option #2:

Figure 7.4–11 Contract Details

12. First you need to find the existing contract for the product that you want to update. You can use **Quick Search,** or **Advanced Search** or make a selection from the **My Contracts** link in the **Contracts** tab.

    Note: Refer to Chapter Two, sections 2.1 and 2.2 for Quick Search and Advanced Search step-by-step instructions.

13. The Contract Detail page displays. Select the install site to edit by clicking on the blue underlined site name.

14. This is the source contract for the product move. A source contract is the one from which products or sites are moved.

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Figure 7.4–12 Site Details
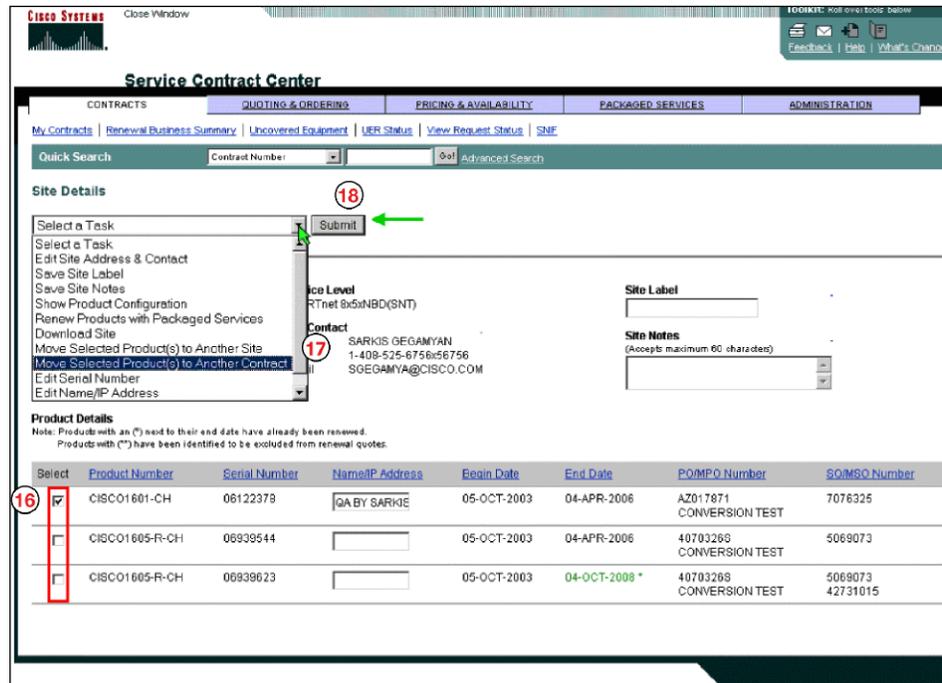
15. The Site Details page displays the site header and product details. From this page there are various options for revising the site details by clicking on the drop-down menu.

16. Place a checkmark next to the product(s) to move.

17. Click the drop-down menu and choose **Move Selected Product(s) to Another Contract.**

18. Click **Submit.**

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Figure 7.4–13 Contract to Contract Move: Create New Target Contract
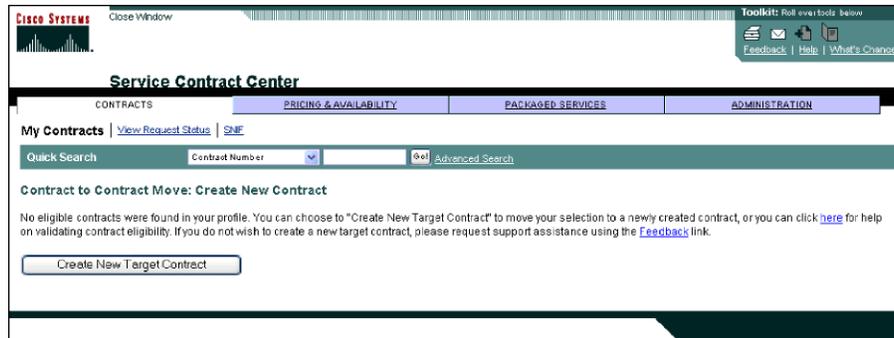
Note: No eligible contracts were found in your profile. You can choose to create a new target contract by clicking the **Create New Target Contract** button or click the **here** link for help on validating contract eligibility.

Figure 7.4–14 Contract to Contract Move: Select Target Contract
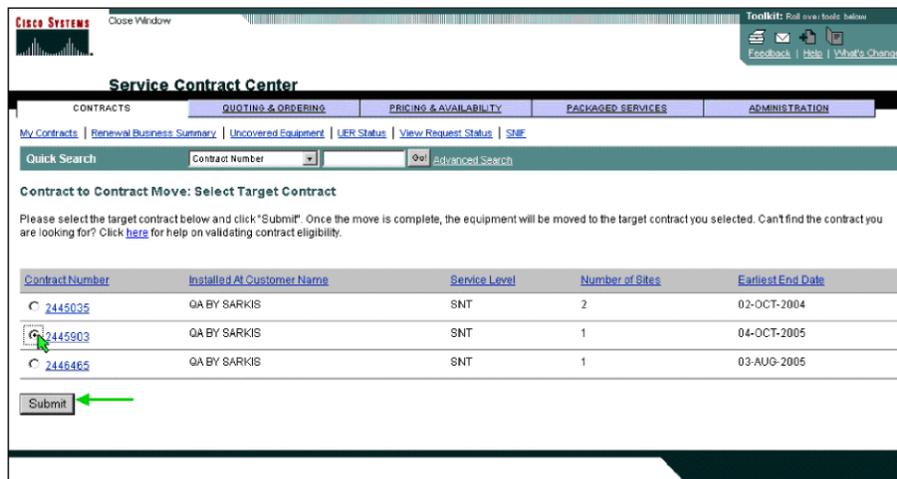
19. The Contract to Contract Move: Select Target Contract screen displays with the eligible target contracts.

    Note: If you do not see your specific target contract, refer to the Q&As and Troubleshooting Guide for Contract to Contract Moves in the **Help** link.

20. Click the radio button next to your desired target contract. If an eligible contract is not found, you are given the option to create a new target contract. If you do not want to create a new target contract, request support assistance by selecting the **Feedback** link located at the top of the page.

    Note: Click the **here** link for help on validating the target contract eligibility for the merge.

    Note: A target contract is the one to which products or sites are moved.

21. Click **Submit.**

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Figure 7.4–15 Contract to Contract Move: Submit Move Request

22. The Contract to Contract Move: Submit Move Request page displays.

23. You may replace the Recipient's Email or send a copy of the contract to contract move to another person, or both. Confirm or edit all e-mail addresses. This is the e-mail address the confirmation and results will be sent to.

    Note: The e-mail address in your Cisco.com profile is pre-populated in the Recipient's Email field.

    Note: The CC box is an optional field.

24. (Optional) Enter any notes in the **Notes** box. For example, enter "**merging contract 244625 with contract 2445035.**".

    Note: A maximum of 100 characters is allowed in the Notes box.

25. Click **Submit**.

    Important: All quotes associated with the products that you moved are cancelled during the move process.

    Note: Refer to the Questions and Answers (Q&As) if you have questions about error messages that you may receive. The Contract to Contract moves Q&As are located in the SCC **Help** link.

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Figure 7.4–16 Contract to Contract Move: Submit Move Confirmation

26. The Contract to Contract Move: Submit Move Confirmation screen displays. Your move request is assigned a specific **ID #** and submitted for offline processing.

27. A confirmation e-mail is sent upon move completion to your specified e-mail addresses.

    Note: Expected response time for requests of up to 1000 lines is 4 business hours. Response time for requests greater than 1000 lines is 8 hours.

28. View the status of your request by clicking the **Click Here** link.

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Figure 7.4–17 Request Status

29. The Request Status page displays and shows the status of your request. The equipment from your source contract will be moved to the target contract, and the status will be updated to **Completed**. For step-by-step instructions on how to request your Contract to Contract status, refer to Chapter Two, section 2.4.

    Note: The data only displays for the last seven days from when it was submitted.

    Note: All times are in US Pacific Standard Time.

    Note: For assistance on requests in **Failed** status, log a support request using the **Feedback** link.

30. You will receive an e-mail confirmation after your request has been processed.

Chapter Eight—Create a SMARTSpares Quote

This chapter is only for SIS or former SIS Partners who are enrolled in the SMARTSpares Program.

Chapter Objectives

In this chapter you will learn how to:

• How to download existing customer addresses from the database

• How to create a new SMARTSpares Quote

Prerequisites

• Access to Cisco.com

• Access to Quoting

Overview

SMARTSpares quoting allows you to create a multiple-customer quote by uploading a pre-formatted spreadsheet with customer address information, product name, and serial number data. SMARTSpares can only be added to a product currently covered by an SIS contract.

Create SMARTSpares Quote Process Flow

```
┌──────────────┐     ┌──────────────┐     ┌──────────────┐     ┌──────────────┐
│  Create CCO  │     │              │     │              │     │ Create/Order │
│ ID/Establish │ ──▶ │ Log into SCC │ ──▶ │    Search    │ ──▶ │ SMARTSpares  │
│   Partner    │     │              │     │              │     │  Quote(s)    │
│ Relationship │     │              │     │              │     │              │
└──────────────┘     └──────────────┘     └──────────────┘     └──────────────┘
```
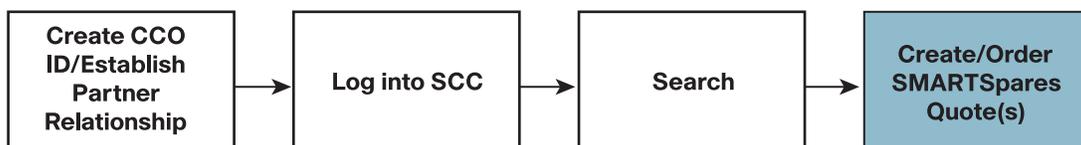
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8.1 How to Create a SMARTSpares Quote

Instead of e-mailing a spreadsheet to your Cisco Representative to request a quote, you can upload a spreadsheet on SCC and create the quote yourself. You can also download existing customer addresses on your SIS and SMARTSpares contracts in a pre-formatted template to help you prepare your spreadsheet. All products being added must already be covered by your SIS contract to be eligible for SMARTSpares coverage.
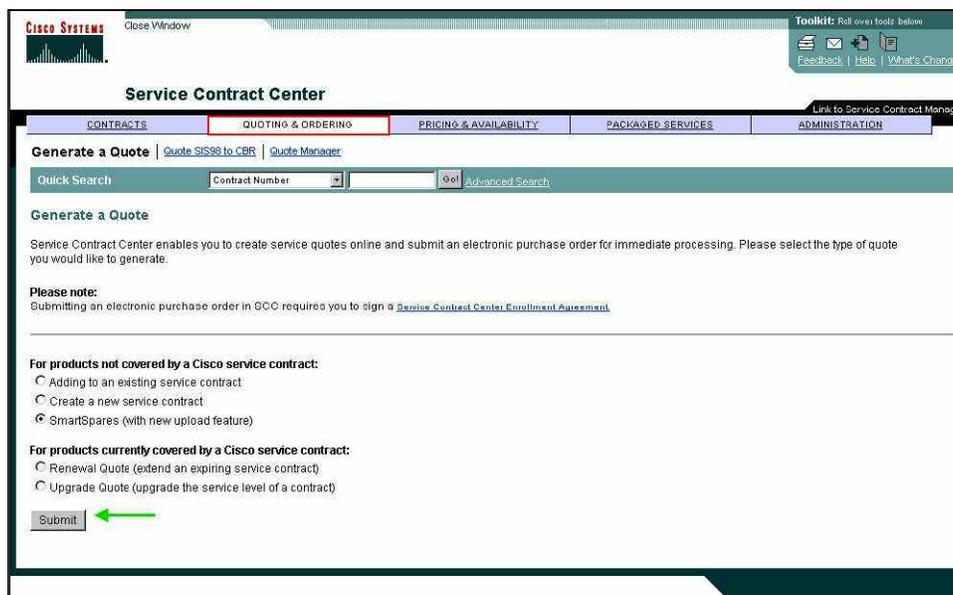
Have the following information prepared before generating a quote:

- SIS contract number

- SMARTSpares contract number (if you are adding products to an existing contract)

- SMARTSpares quote number (if you are adding products to an existing quote)

- Product numbers and serial numbers for each device

Figure 8.1–1 Generate a Quote

1. Click the **Quoting & Ordering** tab.

2. The Generate a Quote screen displays. To create a SMARTSpares quote, choose the **SMARTSpares** (**with new upload feature**) option.

3. Click **Submit**.

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Figure 8.1–2 Generate a SMARTSpares Quote

4. The Generate a SMARTSpares Quote page displays with instructions on how to create a SMARTSpares quote. Read through the specific steps for a smooth creation process.

5. To leverage the customer information already in the system, follow these steps:

6. Click **Download Customer Addresses**. If you already have downloaded your addresses, click **Generate Quote**.

    Note: For additional assistance, click the **Feedback** link. Do not send an e-mail to scc-help@cisco.com, as referenced here. This is an invalid contact.

Chapter Eight—Create a SMARTSpares Quote

Figure 8.1–3 Generate a SMARTSpares Quote: Download Customer Addresses

7. The Generate a SMARTSpares Quote: Download Customer Addresses page displays. This is where you download existing customer addresses from Cisco's database.

8. Enter the customer name in the **Customer Name** box.

    Note: SCC searches for the customer name in all site addresses associated with that customer name and returns the results in a spreadsheet.

9. Enter the city in the **City** box.

10. Select the State/Province from the **State/Province** drop-down menu.

    Note: State/Province is required for Australia, Brazil, Canada, China, India, Japan, and Mexico.

11. Select the country from the **Country** drop-down menu.

12. Click **Download Customer Addresses**.

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Figure 8.1–4 File Download: Open
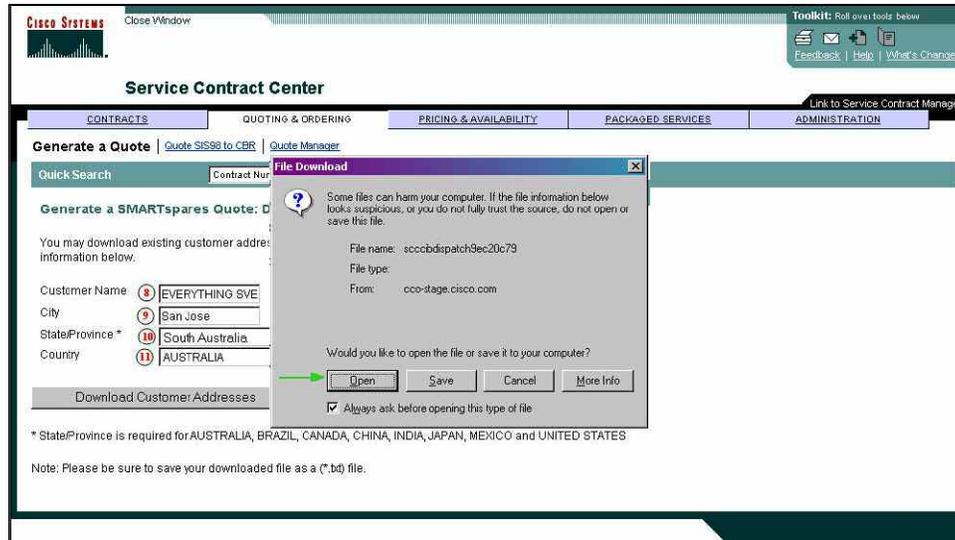
13. The **File Download** screen displays. Click **Open.**

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Figure 8.1–5 Microsoft Excel

14. The Microsoft Excel spreadsheet displays with the matching addresses with the parameters you entered in the previous screen.

15. Enter the product numbers and serial numbers, to their respective addresses, that you want to add to the last two columns.

16. To add a new address to the spreadsheet, simply follow the same format as it appears on the downloaded spreadsheet. Enter the appropriate information in all columns.

17. Review the information.

18. Once you have made the appropriate revisions, save the information as a **Text** file (.txt) file. Save your file by clicking on the menu, click **File->Save As**.

Figure 8.1–6 Save
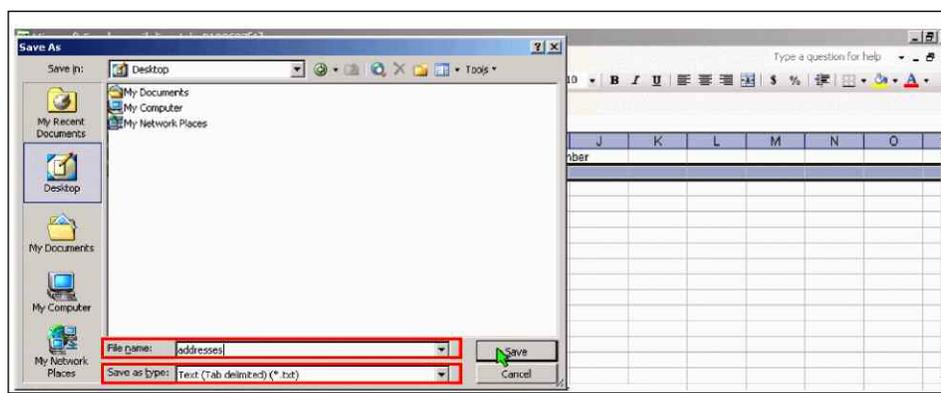
19. **Save As** screen displays. Save your document to your PC.

Important: Save your file as a Text file (*.txt).

Note: SCC will not have the ability to read any other format.

20. Click **Save**.

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Figure 8.1–7 Generate Quote

21. Once you save your downloaded addresses, go back to the Generate a SMARTSpares Quote: Download Customer Addresses page.

22. You are now ready to generate your quote. Click **Generate Quote**.

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Figure 8.1–8 Generate a SMARTSpares Quote

23. The Generate a SMARTSpares Quote page displays. Choose one of the quote options shown here.

   a. **Add products to existing SMARTspares Quote Number**—Allows you to add products to an existing quote, and then select a quote number from the **Select Quote** drop-down menu.

   Note: You can add products to an existing quote only if the service level is the same.

   b. **Create a new SMARTSpares quote to add to Contract Number**—Allows you to create a quote that adds products to an existing SMARTSpares contract. Select a contract number from the Select Contract drop-down menu.

   c. **Create a new SMARTSpares Quote (which will create a new SMARTSpares contract number)**—Used to create a quote that generates a new SMARTSpares contract.

   Note: The system defaults to Add products to existing SMARTSpares Quote Number.

24. Choose the **Create a new SMARTSpares Quote (which will create a new SMARTSpares contract number)** option.

25. Click **Submit.**

Chapter Eight—Create a SMARTSpares Quote

Figure 8.1–9 Select Billing Address

26. Since you selected the **Create a New SMARTSpares Quote** option, the **Select Billing Address** page displays with the eligible billing addresses.

    Note: If you were adding to an existing quote or contract, you would not need to select a billing address. The billing address would already be set since the quote or contract already existed.

27. Select the billing address that you would like to use by selecting the appropriate radio button.

    Note: You may also select a billing address to be your preferred Billing Address. In the future, it will be selected when you come to this page.

28. Click **Submit**.

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Figure 8.1–10 Generate a SMARTSpares Quote

29. The **Generate a SMARTSpares quote** displays where you select the service level, SIS contract number, state date, and end for this quote.

30. Verify the billing company name. If you want to change the billing address, click **Choose New Billing Address**.

31. Choose the service level from the **Service Level** drop-down menu.

32. Choose the SIS contract number from the **SIS Contract Number** drop-down menu.

33. Select a start date from the **Select Start Date** drop-down menu. The start date cannot precede the start date on the SIS contract.

34. Select an end date:

    Note: The end date is restricted by the Last Date of Support.

    a. **One year from the Start Date**—Coverage end date of products will be 1 year from the start date.
    b. **Common end date**—Products will have the same coverage end date. Date coverage must be at least for 1 year.

35. Click **Submit**.

Chapter Eight—Create a SMARTSpares Quote

Figure 8.1–11 Generate a SMARTSpares Quote

36. The Generate a SMARTSpares Quote page displays with the information you just selected.

37. Review the **Billing** and **Quote Information**.

38. Click the **Browse** button to upload the **Text** (.txt) file you worked on previously.

Chapter Eight—Create a SMARTSpares Quote

Figure 8.1–12 Choose file: Open
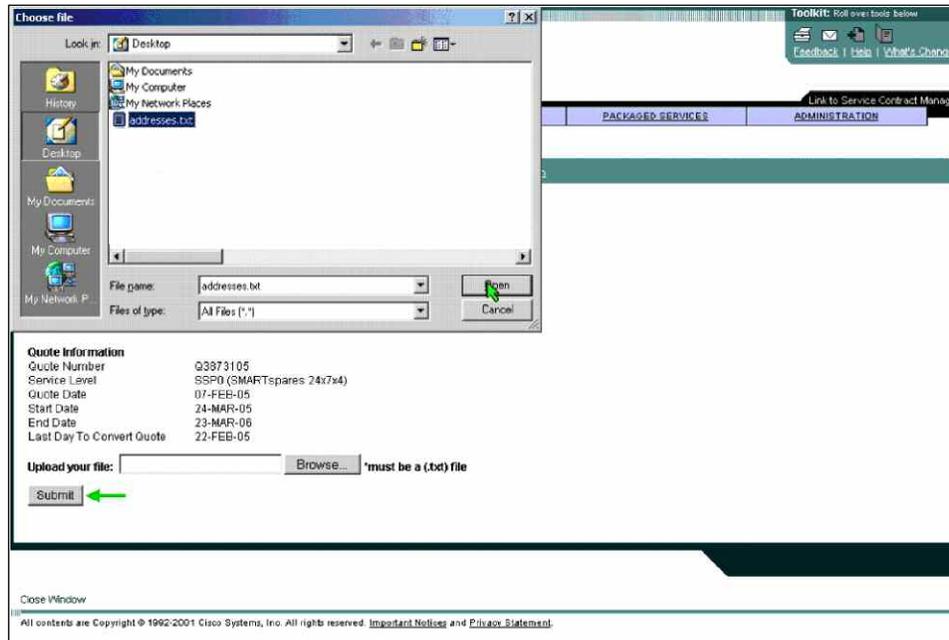
39. The **Choose file** screen displays.

40. Select your saved file from your PC. Verify it is saved in a **Text** (.txt) file format.

41. Click **Open.**

42. Then click **Submit.**

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Chapter Eight—Create a SMARTSpares Quote

Figure 8.1–13 Quote Processed
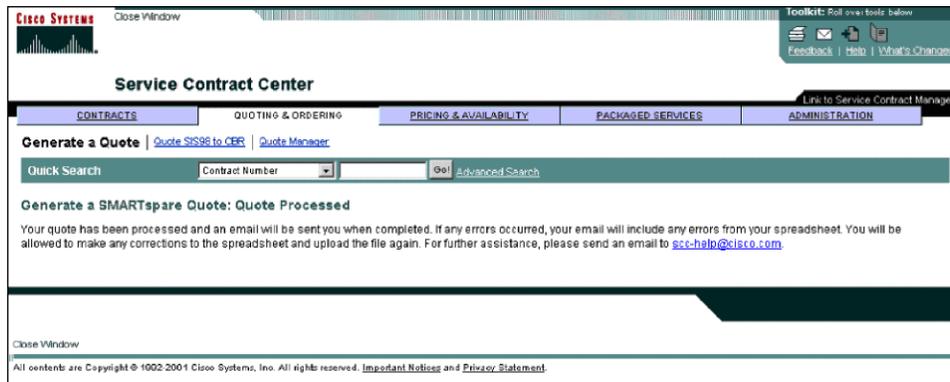
43. A confirmation page displays, indicating that the quote has been processed. An e-mail will be sent to you when the quote is ready. If any errors occur, an e-mail will be sent with the errors attached. You will be allowed to make changes to the spreadsheet and upload the file again.

    Note: Quotes are normally ready within 10 minutes to an hour, depending on the file size.

    Note: For additional assistance, click the **Feedback** link. Do not send an e-mail to scc-help@cisco.com, as referenced here. This is an invalid contact.

    Note: If you receive an error, verify that your attachment is in **Text** (.txt) file format.

44. After you receive the e-mail notification you can go to the **Quote Manager** to review the Quote. Refer to Chapter Six, section 6.1 for further details.

Chapter Nine—Register Packaged Services

Chapter Objectives

In this chapter you will learn how to:

- Verify whether your registration numbers are valid

- Register your packaged services with Cisco

Prerequisites

- Cisco.com User ID

- Cisco.com user in Europe, the Middle East, or Africa

- Valid registration numbers

Overview

This chapter is only for Cisco.com users in Europe, the Middle East, or Africa.

In this chapter, you will learn how to verify your token numbers with SCC. Once they are verified as valid, you may complete the registration process to place your packaged services under a service contract. Token numbers are also referred to as registration numbers.

Register Packaged Services Process Flow

```
┌─────────────────┐     ┌──────────────┐     ┌──────────────┐     ┌──────────────┐
│  Create CCO     │     │              │     │              │     │  Register    │
│  ID/Establish   │ ──> │ Log into SCC │ ──> │ Validate Token│ ──> │  Packaged    │
│  Partner        │     │              │     │  Numbers     │     │  Services    │
│  Relationship   │     │              │     │              │     │              │
└─────────────────┘     └──────────────┘     └──────────────┘     └──────────────┘
```

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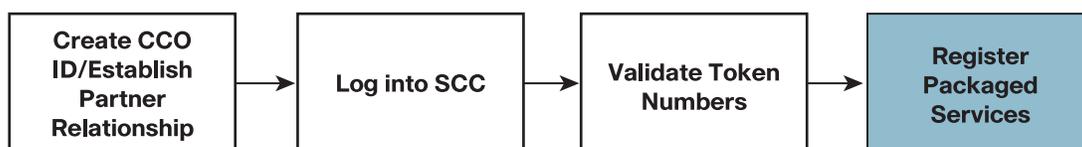
Chapter Nine—Register Packaged Services

9.1 Verify Package Token Numbers

Before beginning the packaged services registration process, you should first verify that your registration numbers are valid. Registration numbers are also referred to as token numbers. You can verify your token numbers by using the Package Token Verification tool. Your token number must be valid before registering your product. If it is not valid, contact the company that you purchased it from or click the Feedback link and open a support case.

Figure 9.1–1 Administration: Package Token Verification
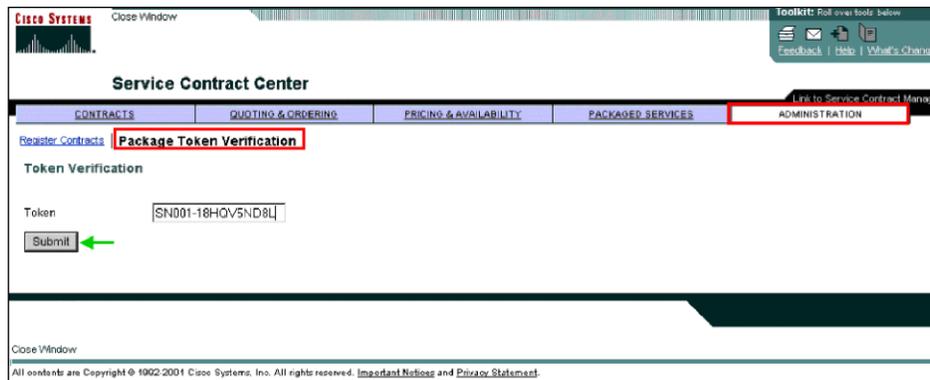
1. Click the **ADMINISTRATION** link.

2. Click the **Package Token Verification** link.

3. The Token Verification page displays. Enter your **Token** number that you want to verify.

    Note: Token number is also referred to as a registration number.

    Note: An example of a token number is SN003-22ROB3BT3K. The first two letters indicate the service level, and the next three digits represent the category of the product.

4. Click **Submit**.

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Figure 9.1–2 Administration: Token Verification
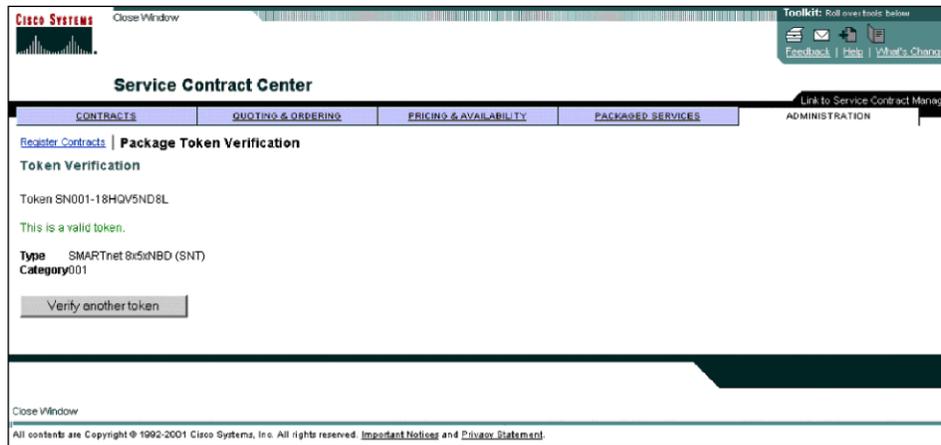
5. The **Token Verification** page confirms that the token is valid.

   Note: If the token number is not valid, click the **Feedback** link and open a support case to resolve the issue.

Chapter Nine—Register Packaged Services

9.2 Register Packaged Services

Register Packaged Services is only being used by users who are in Europe, the Middle East, and Africa. If you are a Cisco.com user in areas other than the areas specified this service is not available to you.

To begin the registration process, you will need to first identify who the end user (customer) is and verify if that service level is available for that specific location. It is useful to have contact, product, and service information available because you will need this to complete the registration process.

Figure 9.2–1 Packaged Services Registration
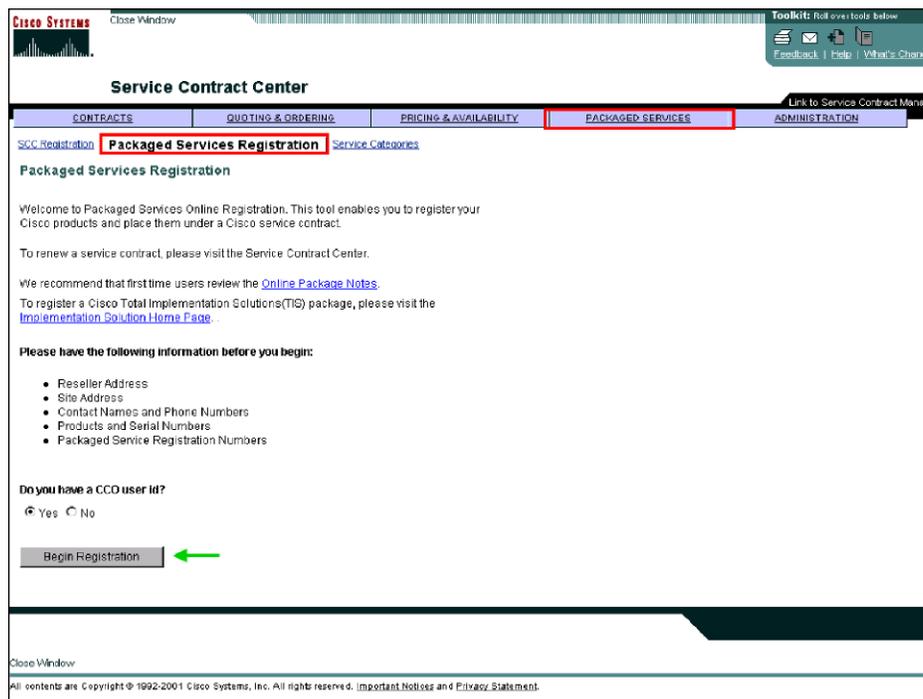
1. Click the **PACKAGED SERVICES** tab.

2. Click the **Packaged Services Registration** link.

3. Click **Begin Registration** to start registering your Cisco products and place them under a Cisco service contract.

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Figure 9.2–2 Package Services Registration

4. The Packaged Services Registration screen displays, prompting you for user and service level information. This allows the system to verify if service is available for that location. This is step 1 of registration out of four steps. Choose the type of relationship you have with Cisco. In this example, we are choosing the **Cisco Reseller** option.

5. Choose the **service level** you are registering.

   Note: You may register only one service level at a time.

   Note: An individual packaged service registration number must be purchased for each piece of equipment that requires service coverage.

   Note: The first two letters are the service level ordered, followed by a zero, and then the last two digits are the category number. The last ten digits are arbitrary numbers, for example, SN003-22ROB3BT3K.

6. Enter the end user's site information for the product you are registering.

   a. Select the country in the Country drop-down menu.

   b. Enter the city name in the City box.

   c. (Required) Select the state/province in the **State/Province** drop-down menu.

      Note: State/Province is required for Australia, Brazil, Canada, China, India, Japan, Mexico, and United States.

   d. Enter the zip code in the **Zip/Postal Code** box.

      Note: A postal code is required for most countries.

      Note: If you do not know the zip/postal code for the United States or Canada, click the corresponding link.

7. From the drop-down menu, select how many products you are registering. You may register up to fifteen products at a time.

8. Click **Next**.

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Figure 9.2–3 Packaged Services Registration

9. The Packaged Services Registration page displays. This is step 2 out of four steps.

10. Enter the company name, address, and contact person information.

    Important: For help and guidelines for entering a site address, click the **Click here for help on entering an address** link. If you enter an address incorrectly, your quote may not be added to your contact successfully or the delivery of your products may be delayed.

11. Select the country in the **Country** drop-down menu.

12. Enter the company name in the **Company Name** box.

13. Select the state/province in the **State/Province** drop-down menu.

    Note: State/Province is required for Australia, Brazil, Canada, China, India, Japan, Mexico, and United States.

14. Enter the zip/postal code in the **Zip/Postal Code** box.

    Note: The postal code is required for most countries.

15. Verify the contact person information.

16. Click **Next.**

Chapter Nine—Register Packaged Services

Figure 9.2–4 Packaged Services Registration

17. The Site Information and Registration page displays, prompting you for information about the end user. City, State/Province, Zip/Postal Code, and Country are already provided. This information is taken from the user profile entered at the beginning of the registration process and reminds you that service availability has been checked.

    Important: For help and guidelines for entering a site address, click the **Click here for help on entering an address** link. If you enter an address incorrectly, your quote may not be added to your contact successfully or the delivery of your products may be delayed.

18. Enter the company name in the **Company Name** box.

Chapter Nine—Register Packaged Services

19. Enter the street address in the **Street Address 1** and/or **Street Address 2** box(es).

20. Enter the first name in the **First Name** box.

21. Enter the last name in the **Last Name** box.

22. Enter the job title in the **Job Title** box.

23. Enter the e-mail address in the **Email Address** box.

24. Enter the phone number information in the **Phone Number** boxes.

25. Choose **Yes** or **No** to indicate if you would like a service coverage confirmation sent to this e-mail address.

    Note: The default is set to **Yes**.

26. Now enter the registration numbers also referred to as token numbers. The 16-digit combination of numbers and letters is unique to each product. Pay special attention to each character. The letter O can be mistaken for the number 0.

    Note: Registration numbers are case sensitive. Use all capital letters.

    Note: Each product must have its own registration number.

    Note: All registration numbers must be the same service level or you will not be able to complete your registration.

    Note: If you receive an error message after submitting your registration numbers, you may have mistyped a registration number, entered a previously used registration number, or entered a registration number that is not the same service level as you have selected in Step 1.

    Note: The Packaged Service Registration Number can be found on the inside of the registration card, in the upper right hand corner.

27. Click **Next.**

Chapter Nine—Register Packaged Services

Figure 9.2–5 Packaged Services Registration

28. The Packaged Services Registration page displays. This is the last step.

    Note: In the image above, only three out of the five registration numbers are shown. The steps below are the same for each individual registration number.

Chapter Nine—Register Packaged Services

29. Now you are ready to enter product and serial number information. First, verify the registration number and service level shown. For each registration number, follow the instructions below.

   a. **Product Information**

   i. Select the product name in the **Product Name** drop-down menu. Choose the product that corresponds to the registration number.

   Note: Cisco products are arranged in 18 separate categories. A drop-down menu is provided online for you to select the appropriate product you are registering. If your product is not displayed in the drop-down menu, contact your Cisco Representative.

   ii. Enter the product serial number in the **Product Serial Number** box.

   Note: It is important that you enter your product serial number correctly because when calling our Technical Assistance Center (TAC), you will be asked to provide your contract and serial number. You may be denied service if our service contracts database does not reflect the correct serial number of your product.

   Note: Serial numbers can be found at the bottom or the back of the product. The serial number will carry the prefix **Serial #, Ser. #,** or **S/N**. The number with the prefix P/N located under the registration number is not your product serial number required for registration.

   Note: If you are registering any of the products from the following products families, it is necessary to provide the actual product configuration: Cisco 1200 series routers, Cisco 7000 series routers, Cisco 4000 series routers, Cisco 3600 series routers, Cisco 2600 series routers, Lightstream 1010 series switches, and Catalyst 5000 series switches. This includes network interface cards, modules, and memory. Provide the actual Cisco product numbers for each interface card, module, or memory in the appropriate fields of the online registration.

   b. Contract Information

   i. Specify whether you want the product added to a new contract or an existing contract. Select the appropriate choice from the drop-down menu:

   • New (Same As Previous)

   Note: This refers to the selection you chose for the previous registration number.

   • New Contract

   Note: This is the system default.

   • Existing Contract

   Note: You should add products to an existing contract only if the end user customer is the same.

   ii. If you chose Existing Contract, provide the contract number in the provided field.

30. Enter any comments or special requests in the box provided.

31. Click **Submit**.

   Note: If you receive an error message, do NOT re-submit. This may cause duplicate contracts to be created.

Chapter Nine—Register Packaged Services

Figure 9.2–6 Packaged Services Registration: Registration Complete

32. The **Packaged Services Registration: Registration Complete** page confirms that the registration is complete. It is best to print this confirmation page for your files. It details the registration number, product number, serial number, and status.

33. You can also click the **More Registrations** button if you would like to register additional packaged services for the same user site and service level.

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Chapter Ten—How to Open a Support Case

Chapter Objectives

In this chapter you will learn how to:

- Open a support case

Prerequisites

- Cisco.com User ID

- Partner Service Center User ID and password

Overview

In this chapter, you will learn how to open a support case and utilize the Partner Service Center (PSC). The PSC is designed to help answer any Cisco Service Support questions that you may have pertaining to partner service programs or tools.

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Chapter Ten—How to Open a Support Case

10.1 How to Open a Support Case

If you have any questions or issues about SCC, you can open a support case with the PSC. PSC offers a variety of services and information, such as submitting a question to support, the ability to search the knowledge base of resolved problems by category, keywords, or phrases, access detailed information on how to use the PSC, or check the status of your cases, modify your answers, or update your personal profile. After opening a case, you are assigned a case number, which you can use to track the progress of your case.

Figure 10.1–1 Feedback

1. Click the **Feedback** link.

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Figure 10.1–2 Partner Service Center
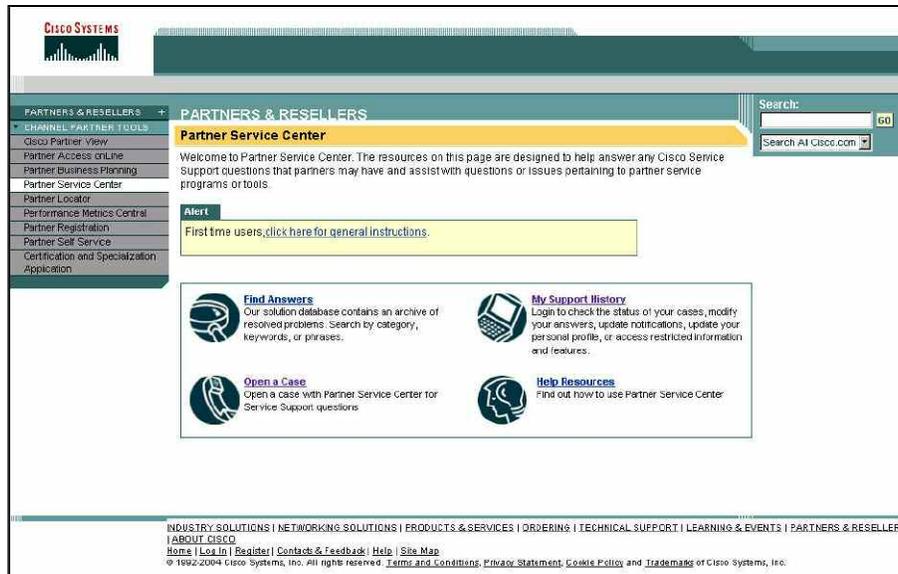
2. The PSC page displays your options:

   a. Click the **Find Answers** link to search the knowledge base of resolved problems. You can search by category, key-words, or phrases.

   b. Click the **Help Resources** link to access detailed information on how to use PSC.

   c. Click the My Support History link, which contains your personal account information. You can check the status of your cases, modify your answers, or update your personal profile.

   d. Click the **Open a Case** link if you are unable to find your answer by searching the knowledge base. Here you can submit a question to the supporting staff.

3. Click the **Open a Case** link. If you don't already have an account with the PSC, you will be asked for information needed to create a new account before your question can be submitted.

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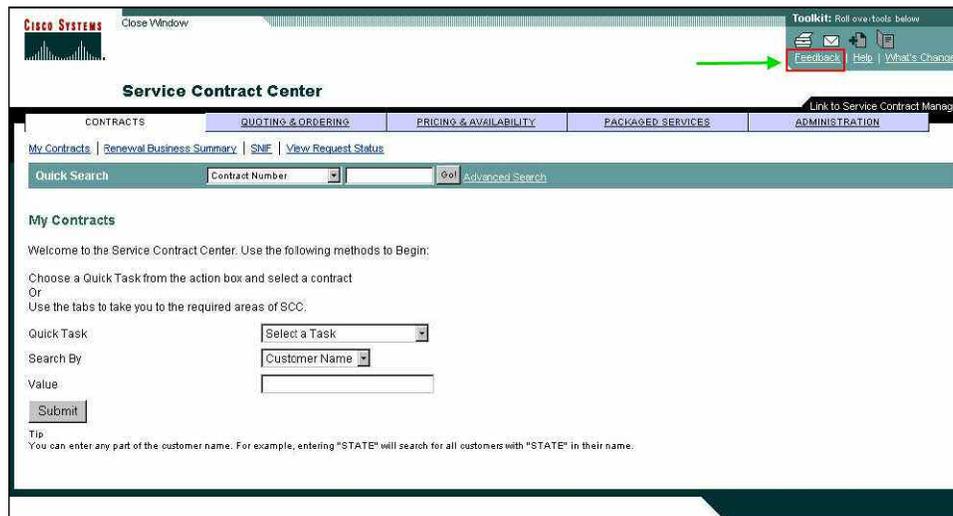| Manage Quotes | Contract Management | SMARTSpares Quote | Packaged Services | Open a Support Case | Conclusion |

Chapter Ten—How to Open a Support Case

Figure 10.1–3 Partner Service Center Support Login

4. The PSC support login page displays three options:

   a. Login for returning users.

      i. Enter your e-mail address in the **Email address** box.

      ii. Enter your password in the **Password** box.

      iii. Click **Login**.

   b. Receive PSC password. If you have called the PSC directly at 1-800-447-9347 or 1-800-GO-CISCO, a password has been created for you.

      i. Enter your e-mail address in the **Email** address box to receive your password via e-mail.

   c. To create a PSC account, click **Create a New Account**.

5. Enter your e-mail address and password in the appropriate boxes. Click **Login**.

Chapter Ten—How to Open a Support Case

Figure 10.1–4 Open a Case

6. The Open a Case page displays with the form to complete.

7. Click the **Product** drop-down menu and choose **Service Tools**.

8. Click the **Service Tools** drop-down menu and choose **Service Contract Center (SCC)**.

9. (Required) Enter your subject in the **Subject** box.

10. (Required) Enter your question or feedback in the **Question** box.

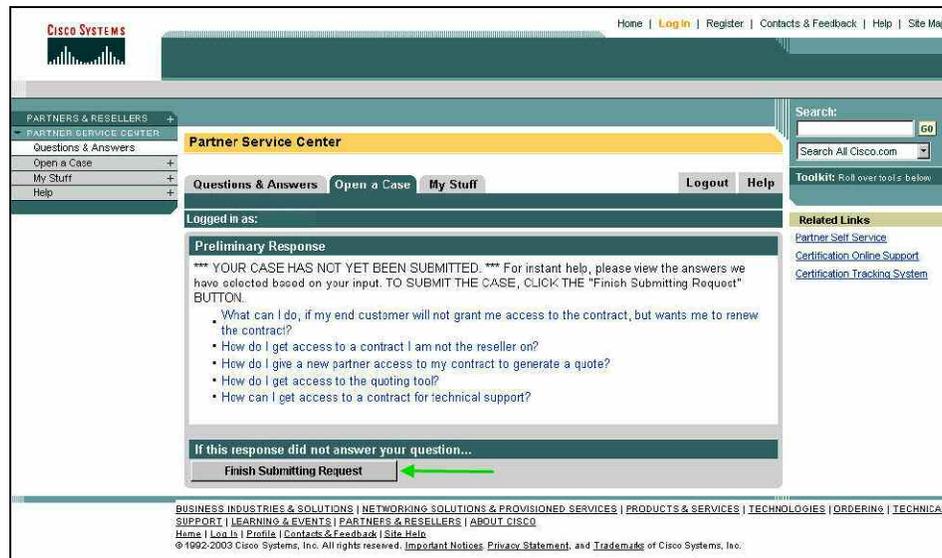   *Note:* If you refer to anything specific within an application, remember to include as much detail as possible to help the support team troubleshoot the issue and resolve your case quickly. For example, include any error messages.

11. (Optional) To add any supporting documents that may help the support team, click the **Browse...** button to attach the documents.

12. Click **Submit Request**.

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Figure 10.1–5 Preliminary Response

13. The Preliminary Response page displays with commonly asked questions. Before submitting the request, take a moment to review the instant help answers that are displayed based on your input. If none of the answers resolve your question, proceed with submitting the request.

14. Click **Finish Submitting Request**.

Figure 10.1–6 Your Request has been Submitted
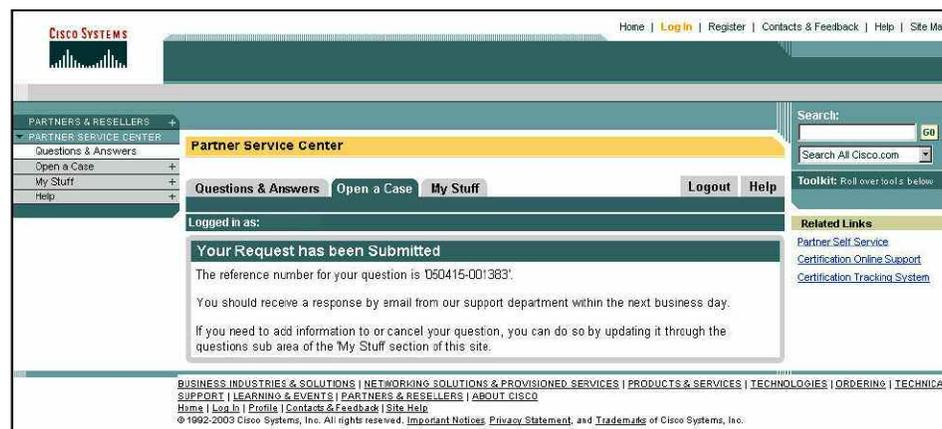
15. The Your Request has been Submitted page displays, stating that your support request has been submitted. Take notice of the incident number that is assigned to your question. You can use this incident number for future reference to this case. You should receive a response by e-mail from our support department on the next business day. If you need to add information to or cancel your question, you can do so by updating your case through the questions area of the **My Stuff** section of this site.

Chapter Eleven—Conclusion

You have completed the SCC User Guide designed especially for Cisco Partners to help you use the Service Contract Center. You have seen that SCC can save you time when it comes to managing new and existing packaged service contracts.

You can come back and visit any part of the user guide for a quick refresher. Saving the document to your desktop is a good idea so that you may reference it at any time.

Since this user guide is meant for you, your feedback is very important to us. Please use the Feedback link in SCC to provide us with your comments.

Additional Resources

For additional information about SCC, click the Help link located in the upper right corner of the Service Contract Center. The Help page contains links to:

Frequently Asked Questions (FAQs)

E-Learning

Quarterly Release Information

SCC E-Learning

An updated version of the e-learning, with a new look can be viewed from the Help page. Not only can you view the new e-learning, you can interact with it. It shows you best practices and the steps to follow within SCC. You actually can try out the steps in the e-learning to test your knowledge of SCC.

Submit an Online Support Request

To submit an online support request, click the Feedback link located in the upper right corner of the Service Contract Center.

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