

Ordering Tool

Improvements

We are pleased to inform you that on August 15, 2005, Cisco Systems will introduce a variety of enhancements to the online Ordering Tool. These improvements will increase ease of use and improve order accuracy.



The following are some highlights of the changes:

- Service-related information such as contract number and service period will be validated before orders are submitted, resulting in more accurate order processing
- Secure credit card ordering will be available (at select locations) directly through the Ordering Tool
- Intelligent messaging will improve Address Book use
- Order types and Intended Use values will be simplified for easier ordering
- A suite of interface improvements, including enhanced service order-related screens, will be added for more intuitive use of the Ordering Tool

Click the links below to read more:

- [Service orders](#)
- [Order types and Intended Use \(purchase order \[PO\] type\)](#)
- [Discounts](#)
- [Credit card orders](#)
- [Address book](#)
- [Additional interface changes](#)
- [Returns process reminders](#)

ORDERING TOOL

Service orders

Changes related to service orders will consist of enforcement of service-related data validations to improve order accuracy and user interface modifications to simplify service order entry.

Service Information Validations Enforced

The Ordering Tool will enforce service information validations to help ensure service order data quality. These new validations will enable orders to be processed more quickly and accurately, resulting in faster service entitlement.

The following categories of service information will be validated:

- **Service availability**—The Ordering Tool will confirm whether the service is available for the selected location, product type, and customer type.
- **Contract number**—When an existing contract number is provided for a new service order, the Ordering Tool will confirm that the contract number is valid and that the bill-to address matches the service contract.
- **Serial number**—For “M” (Maintenance)- type services, the Ordering Tool will validate that the product serial number is valid and that the service is available for the product.
- **Date**—For M-type services, you will have the option of requesting a contract start date that is no later than 90 days from the date of the order. The Ordering Tool will confirm that the requested date is valid. The Ordering Tool will also validate the service coverage period, including the last date of support for the service ordered.
- **Warranty enhancement service**—When you request the warranty enhancement service, the Ordering Tool will confirm that the warranty period is valid.

Service Information

- **Service Availability Validation by Location, Product Type, and Customer Type**

Location: The Ordering Tool will validate whether the requested service level is available at the install site location (see Table 1). If the requested service is not available, an alternate service option is recommended based on availability.

Table 1: Service Availability Validation by Location, Product Type, and Customer Type

Ordering Tool Error Name (Displayed as a Hyperlink in Location Column of Ordering Tool Check for Errors)	Error Description	Can Order Be Submitted?
Install site not found	Install site not found in Cisco database.	Yes. Warning: order can be submitted.
Service level not available at location	Service level not available at location. No alternate service level (ASL) recommended.	No. Order cannot be submitted until customer provides correct information.
Zip/postal code required	Zip/postal code information required	Yes. Warning: order can be submitted.

Product type: The Ordering Tool will validate whether the requested service is available and/or applicable for a particular product.

Ordering Tool Error Name (Displayed as a Hyperlink in Location Column of Ordering Tool Check for Errors)	Error Description	Can Order Be Submitted?
Service-product mapping error	Service part number not appropriate for covered product. Alternate Service Level (ASL) available.	No. Order cannot be submitted until customer orders service level that is available for linked product.
Service-product mapping error	Service part number not appropriate for covered product. No Alternate Service Level (ASL) available.	No. Order cannot be submitted until customer orders service level that is available for linked product.
Service part number discrepancy	SKU discrepancy. Service part number not appropriate for covered product.	No. Order cannot be submitted until customer orders service level that is

		available for linked product.
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Customer type: The Ordering Tool will validate whether the requested service is available and/or applicable to the type of customer (for example, service provider customers and federal customers).

Ordering Tool Error Name (Displayed as a Hyperlink in Location Column of Ordering Tool Check for Errors)	Error Description	Can Order Be Submitted?
Eligibility error	Customer not eligible for service level selected on order. Alternate Service Level (ASL) information available.	No. Order cannot be submitted until customer orders service to which customer is entitled.
Eligibility error	Customer not eligible for service level selected on order. No Alternate Service Level (ASL) information available.	No. Order cannot be submitted until customer orders service to which customer is entitled.

Contract Number Validation

When an existing service number is provided for a new service order, the Ordering Tool will validate the contract number against the Cisco contract database (see Table 2).

Table 2: Contract Number Validation

Ordering Tool Error Name (Displayed as a Hyperlink in Location Column of Ordering Tool Check for Errors)	Error Description	Can Order Be Submitted?
Contract not found	Contract information order provided by customer does not exist in Cisco database.	No. Order cannot be submitted until customer provides correct information.
Bill-to address/contract address discrepancy	Bill-to ID on order does not match bill-to ID on service contract.	No. Order cannot be submitted until customer provides correct information.
Contract status error	Contract number has invalid status (for example, expired).	No. Order cannot be submitted until customer provides correct information.
Order service level/contract service level discrepancy	Service level on order does not match service level on contract.	No. Order cannot be submitted until customer provides correct information.

Serial Number Validation for M Maintenance-Type Service Lines

The Ordering Tool will validate product the serial number for M-type services ordered (see Table 3).

Table 3: Serial Number Validation for Maintenance-Type Service Lines

Ordering Tool Error Name (Displayed as a Hyperlink in Location Column of Ordering Tool Check for Errors)	Error Description	Can Order Be Submitted?
Serial number not found	Serial number not found in Cisco database.	No. Order cannot be submitted until customer provides correct information (new serial number or combination of PO number, MP number, and line number).
Product/serial number discrepancy	Product and serial number combination not valid.	No. Order cannot be submitted until customer provides correct information.
Multiple matches found: no match with original product ID	Multiple serial number records found; no match with original product ID.	No. Order cannot be submitted until customer provides correct information.
Product already covered	Product relating to serial number is currently covered by service contract.	No. Order cannot be submitted until customer provides correct information.
Serial number status error	Service cannot be ordered on product corresponding to serial number (serial number has invalid status such as returned	No. Order cannot be submitted until customer provides correct information.

	to Cisco).	
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Date Validations: Contract Start Date and Service Coverage Period, Including Last Date of Support

Customers will now have the ability to request a contract start date for M-type service lines. The Ordering Tool will validate the contract start date for M-type maintenance-only lines (see Table 4). A sample error scenario could be a requested contract start date more than 90 days from the date of order.

The Ordering Tool will validate the service coverage period, including the last date of support for service ordered. A sample error scenario could be a requested service duration that exceeds a product's possible last date of support.

Table 4: Date Validations

Ordering Tool Error Name (Displayed as a Hyperlink in Location Column of Ordering Tool Check for Errors)	Error Description	Can Order Be Submitted?
Contract start date exceeds limit	Requested contract start date more than 90 days from today.	Warning: order can be submitted.
Lead time check failed for contract start date	Requested contract start date before today's date plus service lead time.	Warning: order can be submitted.
Service duration exceeds product's last date of support	Service duration exceeds product's last date of support.	No. Order cannot be submitted until customer provides correct information.
Last date of support precedes contract start date	Last date of support precedes contract start date.	No. Order cannot be submitted until customer provides correct information.
Duration length is less than service level allows	Duration not correct for selected service level.	Warning: order can be submitted.
Duration length is more than service level allows	Maximum contract duration has been exceeded for service level.	Warning: order can be submitted.
Cisco defaulted the service coverage period	Requested start date not provided. Used today's date as basis for service coverage period validations.	Warning: order can be submitted.

Warranty Enhancement Service Validation

The Ordering Tool will validate information such as warranty availability and validity when customers request warranty enhancement service (see Table 5).

Table 5: Warranty Enhancement Service Validation

Ordering Tool Error Name (Displayed as a Hyperlink in Location Column of Ordering Tool Check for Errors)	Error Description	Can Order Be Submitted?
Warranty expired	User trying to order warranty enhancement service, and warranty has expired.	No. Order cannot be submitted until customer provides correct information.
Warranty will expire during contract duration	User trying to order warranty enhancement service, and warranty will expire during contract duration.	No. Order cannot be submitted until customer provides correct information.
Service cannot be validated	Service-level information on order could not be validated.	No. Order cannot be submitted until customer provides correct information.

Service-Related User Interface Changes

Maintenance Type Assigned by Default

The Ordering Tool will set the service order maintenance type automatically to either M (maintenance) or P (pending), based on your other ordering input. The Maintenance Type drop-down list will be removed. Service renewals can be submitted through the Service Contract Center (SCC).

New Service Duration, Contract Start Date, and Country Fields (Line Item Details Page)

A new Duration drop-down list on the Line Item Details page will allow you to specify the service duration for all service lines. The duration can be set to 1, 2, or 3 years. The duration is identified independently of the quantity.

A new field is available for contract start date information (see Figure 1).

Figure 1: Contract Start Date Information Field

Please also complete either A or B below.

A) Serial Number(s) 01.
Please Enter one serial number in each field.
[Where to find your Serial Number on your equipment](#)

B) SO# MP#
Note: SO=Sales Order, MP=Cisco MarketPlace
Line #

Service Information

Duration

New Contract
 Existing Contract

Requested Start Date (Optional) (MMDD/YYYY)

Service Site

Service Site Address

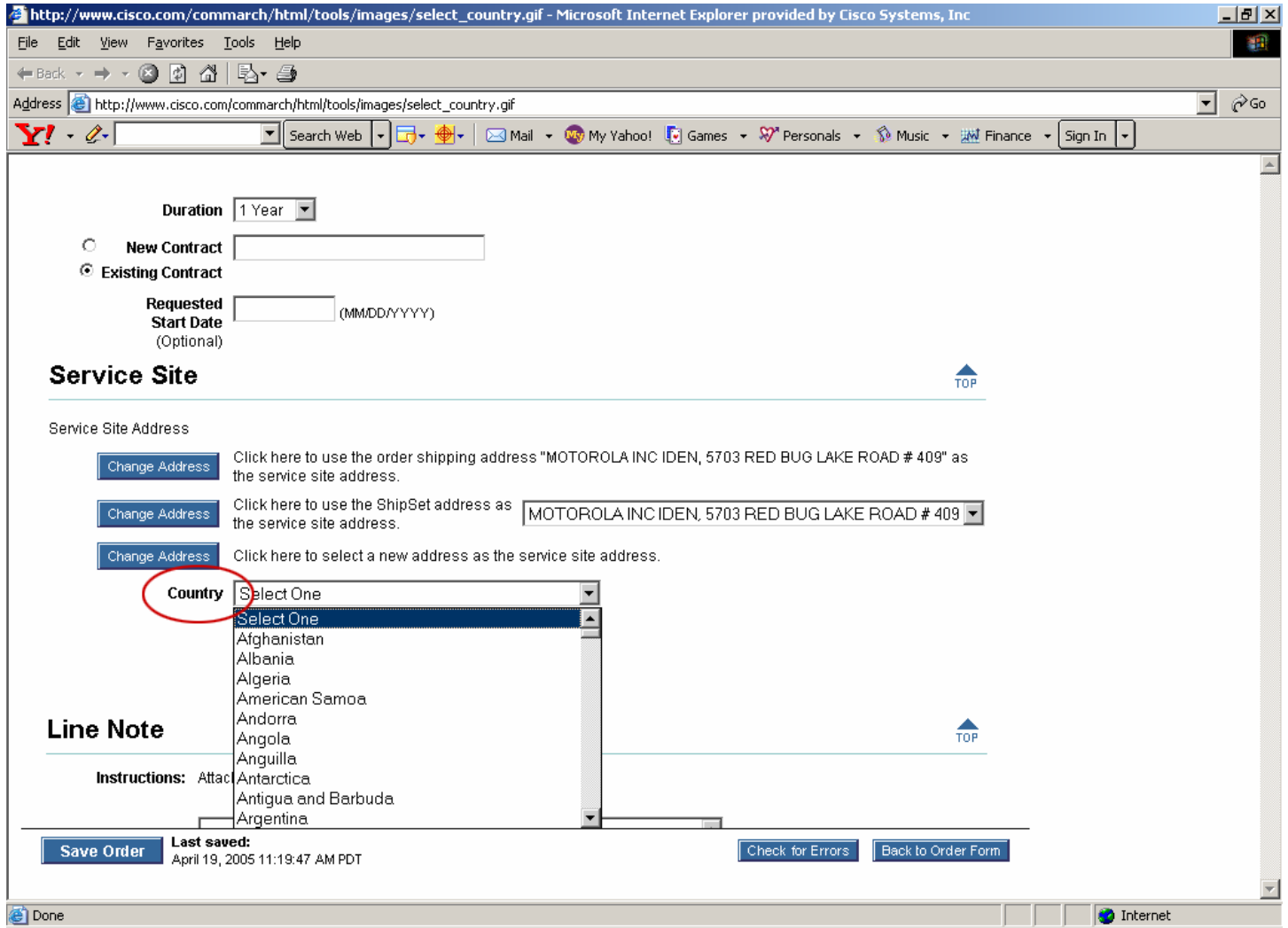
Click here to use the order shipping address the service site address. as

Click here to use the ShipSet address as the service site address.

Last saved: April 19, 2005 11:19:47 AM PDT

There is a new drop-down list for selecting country information (see Figure 2).

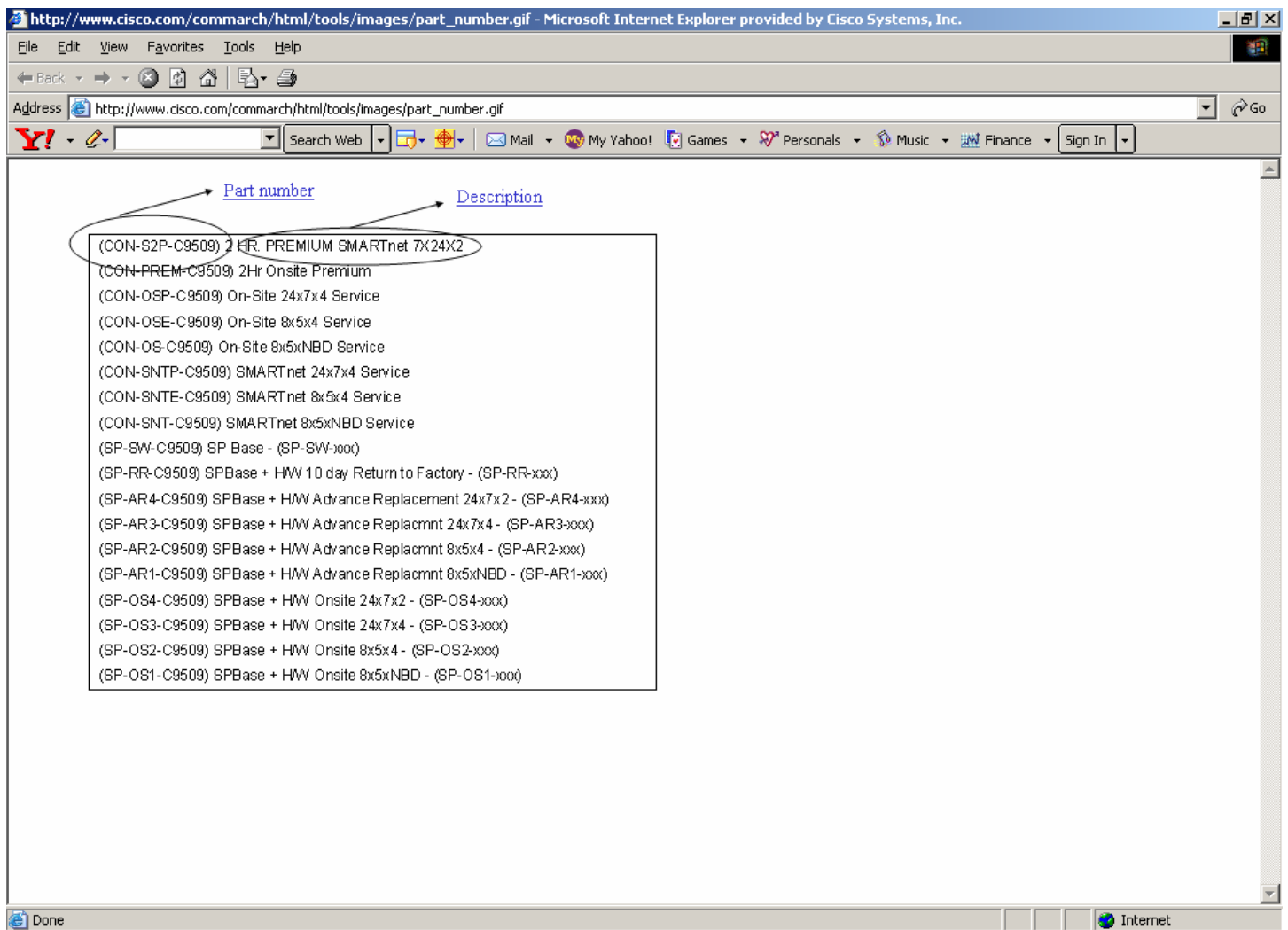
Figure 2: Country Information Drop-Down List



New Service Part Number Drop-Down List (Line Item Details Page)

In the Service Options section of the Line Item Details page, the Service Level drop-down list will include the part number as well as the description (see Figure 3). This addition will simplify identification and selection of the correct service.

Figure 3: Service Level Drop-Down List



Ability to Add Service Line to a New or Existing Contract (Line Item Details Page)

New radio buttons labeled Existing Contract and New Contract will be added to the Line Item Details page (see Figure 4). To add service to an existing contract, select the Existing Contract radio button and enter the contract number in the text box.

To add the service line to a new contract, simply select the New Contract radio button.

Figure 4: Existing Contract and New Contract Radio Buttons

Ordering Tool Home HELP

Line Item Details

Modify details of a line item Line 3

You can select another line to edit via the Line # pull-down below, and you can modify your configuration via the configuration status link. When you are finished, click the **Save** button to save changes you make to any section of this page.

Note: Changes made here are **line-specific**.

You are working on this line:

Line # / Product / Status	Qty	List	Discount	Unit Price	Status
3 CON-SNT-AIRAP1200 (Incomplete) ▼	1	68.00	0.0	68.00	Incomplete
8x5xNBD Svc, AP Platform, w/ Avail Cardbus, MPC1 Slot					

Sections: [Service Site](#) | [Resale](#) | [Add/Edit Notes to this Line](#) |

Service Information TOP

Duration 2 years ▼

New Contract

Existing Contract

Install Site Hans Jurgen-Bohr
DEUTSCHE TELEKOM NETWORK PRODUCTS &
SERVICES
ORDER PROCESS CENTER
SCHLATKAMP [Change Address](#)

Ability to Link Service for Products on Current Order or a Different Order

Improved features allow users to easily link service to products on a current order or products on a different order. Use the drop-down lists Product on This Order and Product on Another Order to choose product information. For current orders, this feature allows linkage of pending service to a product. For other orders, select the product and then provide either a serial number or sales order (SO), Cisco Marketplace (MP), as well as line numbers for the SO or MP orders.

Linked Product Validations (Line Item Details Page)

The Ordering Tool will require each service line to have a clear linkage to the covered product by either serial number or SO number, MP number, and related line information for more accurate order placement.

Ability to Specify Serial Numbers

On the Line Item Details page, users will be prompted to provide serial numbers for each service item ordered when selecting a product on another order. The field for serial number matches the number of eligible products selected from the Product on Another Order drop-down list.

Ability to Specify Order and Line Information

In order to help ensure accurate linking of service and product information, users can specify the SO number, the MP number, and specific related line number information (see Figure 5).

Figure 5: Specifying SO Number, MP Number, and Line Number Information

http://www.cisco.com/commarch/html/tools/images/covered_prod.gif - Microsoft Internet Explorer provided by Cisco Systems, Inc.

File Edit View Favorites Tools Help

Address http://www.cisco.com/commarch/html/tools/images/covered_prod.gif

Y! Search Web Mail My Yahoo! Games Personals Music Finance Sign In

Product Information

If this service line is for a **product on this order**, please identify the product here:

Select One

If you choose one of these products, you are finished with this section. [Jump to end](#)

or

If this service line is for a **product on another order**, please identify the product here:

Select One

Please also complete either A or B below.

A) Serial Number(s) 1. 2.
3. 4.
5. 6.

[Where to find your Serial Number on your equipment](#)

B) SO# MP#
Note: SO=Sales Order, MP=Cisco MarketPlace
Line #

Done Internet

Help for Finding Cisco Serial Numbers (Line Item Details Page)

A new link to the Cisco Serial Number Location Finder Tool will be added to the Line Item Details page to display where the serial number can be found on an item.

Service-Related “Incomplete” Flags

Additional service order fields will be checked for completeness and flagged with the red “Incomplete” link in the main order form, if necessary (see Figure 6). Checks include validation of the serviced line item ID and the presence of a serial number for the linked product.

Figure 6: “Incomplete” Flag in Main Order Form

