CISCO SYSTEMS

Partner Renewals Handbook

Technical Support Services
Cisco® Shared Support and CBR

PARTNER RENEWALS HANDBOOK

Table of Contents

INTRODUCTION

A key part of the Cisco Technical Support Services Portfolio, which includes Cisco Shared Support and Cisco Brand Resale, is renewals. For partners who do not have existing business practices for renewing their end user contracts, processes, systems and personnel may be required to proactively capture renewal revenue opportunities. A focus on service renewal bookings, revenue, and margins will assist partners in

❖ Understanding the cost/benefit of the service renewal business

❖ Contribute to sustained revenue streams

❖ Avoid lapse in support for customers' business critical networks

To this end, a renewals practice requires investing in resources and implementing processes to manage contract changes and transact renewals.

Without proactive and rigorous attention to service sales, decreases in performance metric levels can result in reduced discount levels and may eventually lead to a reduction in a partner's ability to compete in the market. To view the current thresholds for each discount level, go to Performance Metrics Central (PMC) at http://tools.cisco.com/CustAdv/PP/smSelectPartner.do. At the time of this writing, the Conversion Rate threshold to achieve the maximum corresponding discount is 55% and the Renewal Rate threshold to achieve the maximum corresponding Renewal Rate discount is 80%.

PURPOSE

The purpose of the document is to provide Cisco Shared Support Partners under the full entitlement model of the program, a set of guidelines and considerations related to service renewals. Although we strongly recommend these practices, it is not by any means exhaustive. Following all guidelines is not guarantee for success, and in no event is Cisco liable for partner performance or discounts as a result of partner's implementation of any recommendations or guidelines set out in this document. Partner is solely responsible for determination and implementation of any recommendations or guidelines described in this document.

TARGET AUDIENCE (PARTNER)

❖ Procurement

❖ Contract administrators

❖ Renewals administrators

❖ Shared Support Metrics management

❖ Process Implementation people

❖ Sales Management

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RENEWALS BEST PRACTICES, PROCESSES AND TOOLS

SERVICES BEST PRACTICES FOR CISCO PARTNERS CHECKLIST
The items below can be done in any order. The main objective is to get them all done in order to enable success.

❑ Designate Cisco Technical Support Services Administrator(s)

❑ Service Contract Center Expert

❑ Service Contract Center Online Training (1 Hour)

❑ Cisco Service Expert Program Certification

❑ Establish Reward Incentives for Sales People Tied to Renewals

❑ Provide sales force with training on value selling for services

❑ Service on Every Quote

❑ Identify Uncovered Equipment

❑ Management and Sales Force Renewals Reporting

❑ Understanding Cisco Price Lists and Discounts

❑ Service Agreement Framework (SAF), Ordering Tool Address Book, and End User Information

❑ Cisco.com User ID Cleanup

❑ Manage Contract Changes

❑ Formalize and Document Your RENEWAL Process, Optimizing it using your Performance Metrics Data

❑ Leverage Online Tools to Manage Renewals *(includes renewal process steps)*

❑ Co terminate and Prorate Renewal Contracts

❑ Multi-Year Quotations

SERVICES BEST PRACTICES FOR CISCO PARTNERS - DETAIL

Designate Cisco Technical Support Services (TSS) Administrator(s) (Minimum of 1 person)

At least one person within your organization should become an expert at understanding how to effectively manage Cisco's Technical Support Services Portfolio, which includes Shared Support and CBR. This administrative person does not need to have a technical background, but rather have familiarity with:

- Microsoft Excel

- Microsoft Internet Explorer or Netscape Communicator

The administrative person should be an expert at navigating the Service Contract Center (SCC), an effective time manager and have excellent organizational skills.

Service Contract Center (SCC) (Minimum of 1 expert)

Cisco provides a number of online tools that help manage Shared Support and SMARTnet contracts (SMARTnet is the contract type which is sold through the Cisco Brand Resale program), which is located at the Service Contract Center website: www.cisco.com/public/scc A partner's success will be predicated upon obtaining a thorough understanding of the tools available. This is the foundation of any annuity-based service practice.

Service Contract Center Online Training (1 hour)

Online SCC Training is available to all partners at no charge. This e-learning provide a comprehensive tour and hands-on simulations of the tool which is vital to effectively managing your Shared Support and SMARTnet contracts correctly. At least one administrative person must complete this course. It is also recommended that someone within Purchasing complete this course. This 60-minute session will provide a wealth of information, including:

- Pricing for NEW and RENEWAL contract Quotations

- How to Manage Renewal Maintenance Contracts

- Additional Discounts for Selling Multi-Year Agreements

- Prorating and Co terminating Contracts

- Making Moves, Adds, Deletions, and Other Changes to Contracts

- Consolidating Contracts

Service Contract Center Online Training Instruction:

- Go to http://www.cisco.com/public/scc

- Scroll half way down the page to the Service Contract Center table

- Click on Login into SCC in the middle column titled "Registered SCC/SCM Users Column," a new window will open

- Click on HELP, located in the upper right-hand corner in the Toolkit, it's the middle link

- Click on E-Learning

A new window will open with the SCC Tutorial.

Cisco Service Expert Program Revision 2 E-Learning (100% of Sales Force)
Cisco recommends that all salespersons within your company complete the coursework and examination to earn Cisco Certified Expert certification. The Cisco Service Expert Program Revision 2 (CSEP) was created to help Cisco Partner Sales Executives better understand how to position services within your accounts. This offering provides valuable information that will enhance your ability to sell more services with each sale of Cisco hardware, helping to increase profitability and customer satisfaction. The course delivers a full package of content that addresses the following:

- The value proposition of selling services

- An overview of each Cisco Technical Support Service

- Standard Warranty versus Service

- Business processes

- Tools and policies

- Overcoming Common Objections

- Real-Life Case Studies for Point of Reference

To begin taking the course, logon to: http://www.cisco.com/go/pec/

Search for Cisco Service Expert Program. The e-Learning course is offered in several different languages. The examination ($45.00, if you want the certification) may be taken at: http://www.certification.net/it

Establish Reward Incentives for Sales People Tied to Renewals
A key component of renewals success is clearly communicating and establishing a compelling compensation plan for your sales force aligned to your company's objectives related to services. We recommend that you review your present compensation plan to assure that it is aligned with the value and profit that Shared Support brings to your company. We have found that to gain focus on areas like Shared Support, you might want to create special incentives when you start a new program or to change current behavior. Such incentives may be related to using renewals as an opportunity to drive incremental revenue (i.e. multiyear deals, sweeping in uncovered equipment, up sell to higher levels of service, on-time renewals, etc). Metrics should be established to capture results against the intended sales behavior and to drive improvements. Payments of incentives should be timely and consistent.

Provide sales force with training on value selling for services
Return on Investment (ROI) is a financial metric used to make business investment decisions, that involves comparing the net financial benefit to the cost to achieve the benefit. It can be used to demonstrate the value of the service you are providing to your customer. For renewals, you may consider running any reports that show the quantity of times the customer's service contract was utilized, how the service contract was utilized, and the cost savings to the customer. In addition, you may use customer-provided data such as network downtime costs, labor costs, revenue

forecasts, etc., and sharing the steps in the calculations based on agreed-upon assumptions, the customer may feel more ownership of the analysis and be able to champion the need for the service internally to their executives. You may also consider showcasing specific examples of exceptional support to remind the customer of the value provided. Although preparing a meaningful ROI analysis (and being able to justify it) takes time and teamwork between various groups, it will help your sales force demonstrate bottom-line impact and direct the discussion towards a quantitative value of the services you are providing to your customer.

Service on Every Quote (Partner's Internal Attach Rate)

Management should be aware when service is NOT being quoted (e.g., this can be achieved with an exception report for products that did not have service sold, along with sales person, and provided to the sales executives). Management should also have stop-gaps in place to ensure service accompanies every order, including measurements on service dollars penetration compared to product sales and/or ability to attach service for each product sold. The key principle here is that the higher the partner's internal attach rate, the larger the renewal opportunity base is in subsequent years, enabling renewals growth. Cisco recommends that all purchase orders that do NOT have maintenance should have a signed service waiver on file. The service waiver should be used as a sales tool for helping the customer understand what they will be declining and help the sales team position the value of service with the customer. For example in the case of SMARTnet, by signing this document, they are waiving their rights to IOS Upgrades, Cisco's TAC, Cisco.com, and hardware break/fix. This tool may also make your customer aware that IOS is a licensed product and may not be distributed across their network without 100% SMARTnet coverage of their network. It also serves as a protection tool, in the event that the customer complains about lack of coverage, six months after the product has failed. See Appendix A: Service Waiver (using SMARTnet as an example). You can use the service waiver as an example and tailor the document to your partner service offering.

Identify Uncovered Equipment

For any equipment that you were unable to attach service to at the point the customer purchased the product, you should establish a process to identify these sales opportunities, and leverage renewal opportunities to sweep in uncovered equipment. As required, you may request shipment reports from Cisco.

Management and Sales Force Renewals Reporting

Ensuring that reporting of the top renewal opportunities by end customer is readily available to the individual sales person, in conjunction with an attractive incentive plan, will help direct focus onto renewals. Renewal opportunities should become part of the mainstream business plan, forecasts, and sales processes. As such, management will gain visibility to such opportunities, which should create greater accountability for the individual sales person to secure the deal.

Understanding Cisco Price Lists

Cisco's service price list can be downloaded from the Pricing Tool http://www.cisco.com/cgi-bin/front.x/pricing?Request=ViewDownloadListPage&ListType=Service (This file is a updated on a monthly basis and reflects Cisco's service pricing at the time the file is created). List price can also be obtained in the SCC under the Pricing and Availability tab. List price refers to the annual cost of the service without any discounts being taken into consideration. Net price refers to the service cost including proper discounts. Cisco's pricing does change; the latest pricing for renewals (real time) should be obtained via Service Contract Center.

Service Agreement Framework (SAF), Ordering Tool Address Book, & End user information
Successful management of renewals starts with contract setup. To ensure that contracts are set up in accordance with the Cisco Service Agreement Framework (SAF) of 1 contract per service level per end customer, it is critical that the service/install site information is entered on the order for each service line on the order. Providing end user information at point of ordering product in the service site field, is not only necessary to set up contracts according to the SAF, but also to enable processing renewals by end customer. Please reference the section titled, "Cisco Shared Support Combined Hardware and Software Services Ordering Process" in the Shared Support Partner User Guide for instructions on how to enter this information. A best practice is to utilize the address book in the Ordering Tool to specify "all service site addresses" which will populate the service site address information after all lines have been added to the order. If this functionality is not used, only the end user field at the header level on the order may be populated and it will be critical to enter the service/install site information for _each_ service line on the order as depicted below, to ensure contracts are set up appropriately.

Cisco sets up contracts based on the following rule base for service ordered through IPC, XML:

- If an existing contract number is specified at time of order, the new service lines will be added to the specified contract, as long as the bill-to, service level, and end customer install site name on the order matches the contract specified.

- If an existing contract number is not specified at time of order, the Bill-to, service level, and end customer install site name on the order will determine whether the item can be added to an existing contract or to a new contract.

Again, a best practice is to use the address book in the Ordering Tool to ensure consistent naming convention of end customers to prevent unnecessary contract proliferation.

Cisco.com User ID Cleanup

Cisco.com User IDs are Cisco's way of registering, tracking, and linking all contracts and certifications. For added security, Cisco grants contract access in SCC to Cisco.com User ID's based on Customer Number, Bill-to ID, or contract number. New employees should contact Cisco so that they can obtain visibility and access to appropriate contracts in SCC. It is recommended that once a year each partner should have its associated list of Cisco.com-User ID's scrubbed. For example, due to attrition or employees changing jobs within your company, it may be necessary to deactivate former employees' Cisco.com User ID's. Please ask your Channel Service Account Manager (CSAM) to provide you with a list of associated Cisco.com-User ID's and to assist you with ensuring each Cisco.com user ID is mapped to the appropriate contract access, so that all persons within a corporation have visibility to all contracts associated with it.

Cisco recommends that all administrators and salespeople obtain a Cisco.com User ID. This will help to protect your sensitive data. See Appendix B: Cisco.com Registration.

Managing Contract Changes

As you are managing contract changes over the life of the customer's contract, you will want to make those changes in your contract with Cisco to ease processing renewal quotes and to ensure adequate sparing and delivery. By transacting these changes as they occur, you will minimize significant reconciliation of data and processing large volumes of changes at renewal time. Managing the changes down to an item level will allow you to have a key between your internal system and Cisco's system to help you track and execute contract changes and identify which products need to be renewed with Cisco. We encourage you to consult the SCC user guide for instruction on performing contract changes, such as the following:

Contract Moves

If the end customer install site location for the product is unknown at the time of ordering and the partner's staging depot was entered, it is important to update the contract information in SCC once this information is known, for example, upon shipping the product to the end customer. Cisco has established processes to monitor orders that are populated with the partner as the end customer and will send out reports to assist partners in identifying the information that requires update with the accurate end customer. This can be done via an install site update and then a contract-to-contract move within SCC. Please refer to the SCC User Guide and/or SCC e-Learning for detailed instructions.

Consolidate Contracts

Reviewing your Cisco contracts periodically to ensure that contracts are structured according to the SAF, will ease renewals processing for both Shared Support and SMARTnet contracts. By maintaining your contracts in accordance with the SAF, the number of renewal quotes you will need to generate and submit for your end customer renewals will be fewer. (Consult the SCC or SCM User Guide on how to merge contracts.)

Install Site Changes

Products may need to be moved around in a network while they are under contract. It is important that the site location is reflected in the contract so that Cisco can deliver within the service levels of the contract.

RMA Updates

Defective products covered under contract that are then replaced with a new part, result in a change in serial number. These updates should be made on the contract in a timely matter in the partner's contract system and Cisco's system prior to renewal.

Formalize, Document, and Optimize Your Renewal Process

The best service partners have a formal renewals service practice in place. The renewal process steps are documented with associated action items at 90/60/30-days prior to expiration, as well as cancellation notices upon expiration (see Appendix C: Sample Renewal Letter). A sample Partner Renewal timeline and action plan is provided below. This includes business plans to ensure that maintenance is captured 100% of the time at expiration.

Partner Renewal Checklist

Timeframe	Activity	Person Responsible
90 Days Prior to Expiration		
1-	Renewal notification letter and inventory to customer	Administrator
2-	Update "Consolidation" tab.	
60 Days Prior to Expiration		
1-	Administrator sends renewal quotation to Sales Team	Administrator
	Renewal Equipment	Administrator
	Uncovered Equipment	Administrator
	1-Year Quotation	Administrator
	3-Year Quotation, Identifying Cost Savings	Administrator
	Financing/Leasing Options	Administrator
2-	Sales Team presents quotation to customer	Sales Team
3-	Sales Team works with customer to refine the following:	Sales Team
	Inventory	Sales Team
	Service levels	Sales Team
	Term of Agreement	Sales Team
	Financing method	Sales Team
	Customer's ordering process/expected date of P.O.	Sales Team
4-	Sales team reports back to Administrator	Sales Team
30 Days Prior to Expiration		
1-	Sales team finalizes inventory with customer	Sales Team
2-	Sales team finalizes quotation with customer	Sales Team
3-	Customer works with Administrator to finalize payment/leasing paperwork	Administrator
4-	Customer confirms order processing	Sales Team
2 Weeks prior to Expiration		
1-	Customer confirms order status, submittal	Sales Team
1-	Reseller/Leasing Company submits renewal order via SCC	Administrator
2-	Administrator sends Renewal confirmation to customer contact	Administrator
Upon Expiration		
1-	Cancellation letter sent to customer.	Administrator

Checklist / Consolidation of Contracts /

- It is suggested that you plan to initiate your renewals sufficiently in advance of expiration to allow time to reconcile the covered items, make any necessary contract changes and to negotiate with your customer. This is especially important at the end of the annual measurement period when renewing on time will be critical to achieving the best possible performance level.

- Prioritize your renewals by renewal value, expiration date, and/or service level

- Establish processes to proactively notify end customers of renewals in advance of contract expiration, thereby reducing the chance that coverage lapses due to lack of end customer awareness

- Review your renewal rate performance in PMC (http://tools.cisco.com/CustAdv/PP/smIntroduction.do) regularly to track your performance. Download the Renewal Rate detailed report to view the line items that are captured as opportunities in your base, which have not yet been renewed. Review your Historical Summary to compare how you are tracking against each month's opportunities.

With pay-for-performance programs like Shared Support, establishing a process to review and manage your metrics results is a recommended practice. This will allow you to optimize your business processes to maximize your renewals achievement and close them on time.

Sample Renewal Tracking Document

The sample renewal tracking document below is a tracking tool that can help your administrator keep all your action items organized and establish an overview of the disposition of each opportunity at any point in the sales cycle.

Sample Renewal Tracking Report
Status Date: 15-Mar-2005

End Customer Name	Contract Number	Expiring Amount	Expiration Date	Quote Number	Projected Renewal Amount (plus upside)	Probability to Close	Estimated Close Date	Actual Book Date	Status
ABC Corporation	123456	$ 13,245,932	31-Jul-2005		$ 10,124,123	10%	31-Jul-2005		90 Day Notification Sent
Widget's Inc	234567	$ 934,892	3-Jun-2005	Q123456	$ 1,322,425	30%	3-May-2005		Renewal Quote Provided
Acme Corporation	25643537	$ 827,342	30-Apr-2005		$ 425,743	20%	30-Apr-2005		Equipment List provided
XYZ Incorporated	144365	$ 613,248	31-Mar-2005	Q551325	$ 613,248	95%	16-Mar-2005		PO Received
Any Corp. Ltd.	12432453	$ 343,334	15-Mar-2005	Q654358	$ 401,315	100%	15-Mar-2005	15-Mar-2005	Renewal Booked
Univ of Xcellence	15364354	$ 324,232	15-Apr-2005	Q658129	$ 324,232	15%	15-Apr-2005		30 Day Notification Sent
City of Anywhere	3476543	$ 123,332	11-Mar-2005	Q448738	$ 166,553	100%	1-Mar-2005	1-Mar-2005	Renewal Booked
ZZZ.com	425661	$ 12,434	4-Feb-2005	Q943142	$ 12,434	50%	31-Mar-2005		Negotiation

Status Examples
1. 90 Day Notification
2. Equipment list provided
3. Renewal Quote Provided (w/ Multi-year option and Uncovered Equipment)
4. Negotiating with End Customer
5. 30 Day Notification
6. PO Received
7. Renewal Booked
8. Lost Renewal - Bankrupt

Leverage Online Tools to Manage Service Contract Renewals

Most partners quote service at point of sale. Twelve months later, when the contract is due to expire, the issue of renewal can sometimes be overlooked. Cisco provides you with an online, rolling window for all contracts associated with your company. This includes contracts that are 60 days past due, as well as those contracts that are due to expire

within 90 days. This tool should be used to track all maintenance renewals and is located on the Service Contract Center in the Renewal Business Summary.

Sample Renewal Business Summary Screenshot

Partner's Renewal Process with Cisco

Partners should create service renewal quotes and place orders using Service Contract Center.   Please utilize the SCC User Guide as a complement to the business process below for additional guidance on how to perform specific functions.

Prerequisites:

- ✓ SCC access and ability to quote and place orders. (The capability to place orders on SCC requires either a signed SCC Electronic Ordering Agreement or signed IPC Ordering Agreement. Refer to the SCC User Guide on how to obtain ordering capabilities.)

- ✓ Manage contract changes through the contract lifecycle at the serial number level (click here)

- ✓ Confirm with Cisco that you have been auto-registered to have contract access (by Customer Number, Bill-to, or Contract number) to make sure you have complete visibility to all your contracts. Typically, Cisco will provide you access by Customer Number.

- ✓ Contracts are to have one end customer per service level to be in accordance with the SAF.

Overview of Renewal Options:

- ❖ **Option 1a:** Integrated process - Cycle triggered by Cisco contract end dates (i.e., Cisco's system)

- ❖ **Option 1b:** Integrated process – Cycle triggered by end customer contract end dates (i.e., Partner's system)

❖ **Option 2:** Non-integrated process - Cycle triggered by end customer contract end dates

What is an Integrated vs. Non-integrated renewals process?

- An integrated renewals process encompasses obtaining a quote from Cisco on the renewal as part of the partner's renewal process with the end customer. Quoting in SCC with the current Cisco pricing should occur prior to providing pricing to the end customer for the renewal.

- A non-integrated renewals process is one in which the partner's renewals with their end customer occur separately from the renewals process with Cisco.

Why move to an integrated process with Cisco?

- Pricing changes occur periodically and the latest prices and service availability is accessible via SCC. Price files posted on the Pricing Tool are created once a month and are a snapshot in time which may not be the most current pricing.

- Reduce the risk of late or non-renewals by placing your order with Cisco when you have your renewal order from your customer

- Ensure that your contracts with end customers for partner branded service are backed by Cisco Shared Support

Process Steps for Renewal Options

Identify 〉 Validate 〉 Gather usage and uncovered equipment 〉 Create & Manage Quote 〉 Sell 〉 Order

Option 1a: Integrated Process - Cycle triggered by Cisco contract end dates

1. Log into SCC

2. Click Contracts Tab and Click Renewal Business Summary (RBS) link

3. View expiring items:

    a. Click "Expires in Next 90 Days". This takes you to the Customer Details page where you can see all customer names with products expiring in the next 90 days.

    b. Drill into the customer name to see specific site addresses. If you have many pages of customer details, you may want to download the customer details for all customers to make viewing the data easier.

    c. You may also download sites with product details to determine which products you want to renew. Or you can choose to do this online, by drilling into each site to the list of products.

    d. Repeat the above steps for the "Past Due 31-90" and "Past Due 0-30 days" aging categories as well.

    Note: If you have access to the Service Contract Manager (SCM) tool, you have the option of using SCM to view your renewal opportunities. If necessary, you may contact Cisco to run a contract details report for you.

4. Review the status of the each of the covered products that show to be expiring in Cisco's system within your internal contract system and determine which end customers to contact about their renewal.

5. Access any internal or Cisco service usage reports or uncovered equipment reports to aid in selling the renewal to your end customer. Please contact Cisco for assistance if you need contract detail reports or uncovered equipment reports.

6. Contact your end customer to determine their requirements (equipment list to be renewed, end dates, changes to the contract – moves/adds/deletes, service level). Explore opportunities to sell multi-year contracts or upsell to a higher service level.

7. If you need to make any contract changes (Moves, Adds, Changes), refer to the section on Managing Contracts Changes above for instructions.

8. For each contract that has items expiring which you want to renew, create a renewal quote(s).

   a. For each contract that has products to be renewed where you want a common end date, create a renewal quote for either all products or products expiring in x days for the entire contract or selected sites, and specify the common end date.

   b. For each contract that has products to be renewed and you want to extend all lines by 1, 2, or 3 years, create a renewal quote for either all products or products expiring in x days for the entire contract or selected sites, and select extend by 1, 2, or 3 years.

   c. If you cannot create your quote due to system limitations, contact cs-support-latam@cisco.com

Notes:

➢ Renewals should be a minimum of 1 year, unless you are co-terminating products within the contract.

➢ If you have a few items on a large contract that you wish to renew, you may consider doing the following: Perform a "Site Move" to group the items by the new end date of the renewal, so that you can create renewal quotes by site for a common end date, thereby reducing the number of quotes you need to create. Once the quote is ordered, you should perform another "Site Move" to move the items back to the appropriate site.

9. To update Quote(s), go to Manage Quotes in SCC and click on the quote number associated with the quote you want to modify.

Note: An End of Support check currently is not performed during the renewal quoting process. To ensure you do not encounter any failures after ordering, you could select "edit your coverage dates" on the quote, which will trigger the quote to be repriced and will check for end of support items and set their duration accordingly.

10. Provide your pricing to the end customer and negotiate. Update quote(s) with Cisco as needed.

11. Submit Order to Cisco

Option 1b: Integrated Process - Cycle triggered by End Customer's contract end dates (i.e., Partner's system)

The Partner has identified from their internal system a list of equipment that is expiring and needs to be renewed (all chargeable items including configuration from their system)– S/N + product + end customer, possibly site location (for takeovers, you may only have product, quantity and end customer)

1. Log into SCC to see what Cisco shows as renewal opportunities

    a. Renewal Business Summary (RBS) Option:

        i. From the Contracts Tab, click the Renewal Business Summary link.

        ii. If you know the specific end customer's contracts you want to renew, you may search by end customer. In the Customer Details page, you will see the sites on the contracts that have items that are expiring in the 3 aging categories and whether a quote has been created for the contract.

        iii. Drill into the customer name to see specific site addresses. If you have many pages of customer details, you may want to download the customer details to make viewing the data easier.

        iv. You may also download sites with product details to determine which products you want to renew. Or you can choose to do this online, by drilling into each site to the list of products. Identify which sites have products to be renewed and determine what end date you want to renew to (e.g., a common end date, or extend lines by 1-3 years).

        Note: If you have a large number of items per end customer to be renewed, you may want to download the sites with product details, scrub the report, and compare the expiring items in SCC to the list from your system using the "VLookup" function in Excel. This will allow you to identify the contract and site for the items you need to renew and give you visibility to other items that are expiring.

    b. Use Serial Number Information Finder (SNIF) to find the contract and site where the product resides:

        i. From the Contracts Tab, click the SNIF link.

        ii. Download the SNIF template, enter the product and serial number data for the products you want to renew into the template, and submit your request. You will receive an email with the output.

        iii. The SNIF output will show you which contract the item is on, but only for information you are authorized to view. Please refer to the SCC User Guide to understand the authorization rules and for step by step instructions on how to submit your SNIF request. If the information you require has not been provided in the report because your authorization level does not allow you visibility to this data, you should resolve the errors, requesting support using the Feedback link in SCC if you need it, so that you can renew all necessary items.

        iv. Sort the SNIF output spreadsheet by end customer, contract number, and sites.

Note: If you have access to SCM, you have the option of using SCM to view your renewal opportunities. If necessary, you may contact Cisco to run a contract details report for you.

2. Access any internal or Cisco service usage reports or uncovered equipment reports to aid in selling the renewal to your end customer. Please contact Cisco for assistance if you need contract detail reports, shipment reports, or uncovered equipment reports.

3. Contact your end customer to determine their requirements (equipment list to be renewed, end dates, changes to the contract – moves/adds/deletes, service level). Explore opportunities to sell multi-year contracts or upsell to a higher service level.

4. If you need to make any contract changes, refer to the section on Managing Contract Changes described above.

5. For each contract that has items expiring which you want to renew, create a renewal quote(s):

   a. For each contract that has products to be renewed where you want a common end date, create a renewal quote for either all products or products expiring in x days for the entire contract or selected sites, and specify the common end date.

   b. For each contract that has products to be renewed and you want to extend all lines by 1, 2, or 3 years, create a renewal quote for either all products or products expiring in x days for the entire contract or selected sites, and select extend by 1, 2, or 3 years.

   c. If you cannot create your quote due to system limitations, contact Cisco for assistance.

Notes:

➤ Renewals should be a minimum of 1 year, unless you are co-terminating products within the contract.

➤ If you have a few items on a large contract that you wish to renew, you may consider doing the following: Perform a "Site Move" to group the items by the new end date of the renewal, so that you can create renewal quotes by site for a common end date, thereby reducing the number of quotes you need to create. Once the quote is ordered, you should perform another "Site Move" to move the items back to the appropriate site.

6. To update Quote(s), go to Manage Quotes in SCC and click on the quote number associated with the quote you want to modify.

Note: An End of Support check currently is not performed during the renewal quoting process. To ensure you do not encounter any failures after ordering, you could select "edit your coverage dates" on the quote, which will trigger the quote to be repriced and will check for end of support items and set their duration accordingly.

7. Provide your pricing to the end customer and negotiate. Update quote(s) with Cisco as needed.

8. Submit Order to Cisco

Option 2: Non-integrated process – Cycle triggered by End Customer Contract End Dates

Identify → Validate → Create & Manage Quote → Order

With this option, the Partner works their end customer renewals as a separate process from their Cisco renewals. The Partner has identified end customer renewal opportunities in their system (all the lines of equipment that need to be renewed with Cisco – S/N + product ID). The Partners' sales force works with the end customers to renew the end customer contract. This is its own process, separate from the renewals process with Cisco, which is depicted below:

1. Log into SCC

2. Locate opportunities in SCC

    a. Renewal Business Summary (RBS) Option:

        i. From the Contracts Tab, click the Renewal Business Summary link.

        ii. If you know the specific end customer's contracts you want to renew, you may search by end customer. In the Customer Details page, you will see the sites on the contracts that have items that are expiring in the 3 aging categories and whether a quote has been created for the contract.

        iii. Drill into the customer name to see specific site addresses. If you have many pages of customer details, you may want to download the customer details to make viewing the data easier.

        iv. You may also download sites with product details to determine which products you want to renew. Or you can choose to do this online, by drilling into each site to the list of products. Identify which sites have products to be renewed and determine what end date you want to renew to (e.g., a common end date, or extend lines by 1-3 years).

    Note: If you have a large number of items per end customer to be renewed, you may want to download the sites with product details, scrub the report, and compare the expiring items in SCC to the list from your system using the "VLookup" function in Excel. This will allow you to identify the contract and site for the items you need to renew and give you visibility to other items that are expiring.

        v. Click the renew button from the Customer Details page to generate your renewal quote(s) for each contract that has items to be renewed.

    Note: If you have a few items on a large contract that you wish to renew, you may consider doing the following: Perform a "Site Move" to group the items by the new end date of the renewal, so that you can create renewal quotes by site for a common end date, thereby reducing the number of quotes you need to create. Once the quote is ordered, you should perform another "Site Move" to move the items back to the appropriate site.

    b. SNIF Option:

        i. From the Contracts Tab, click the SNIF link.

ii. Download the SNIF template, enter the product and serial number data for the products you want to renew into the template, and submit your request. You will receive an email with the output.

iii. The SNIF output will show you which contract the item is on, but only for information you are authorized to view. Please refer to the SCC User Guide to understand the authorization rules and for step by step instructions on how to submit your SNIF request. If the information you require has not been provided in the report because your authorization level does not allow you visibility to this data, you should resolve the errors, requesting support using the Feedback link in SCC if you need it, so that you can renew all necessary items.

iv. Sort the SNIF output spreadsheet by end customer, contract number, and sites.

v. Go to the Quoting/Ordering Tab, select generate a quote (renewal), then specify the contract number or end customer. Do this for each contract that has items to be renewed.

Note: If you have a few items on a large contract that you wish to renew, you may consider doing the following: Perform a "Site Move" to group the items by the new end date of the renewal, so that you can create renewal quotes by site for a common end date, thereby reducing the number of quotes you need to create. Once the quote is ordered, you should perform another "Site Move" to move the items back to the appropriate site.

vi. You should also return to RBS and drill into each aging group (i.e., Expires in Next 90 days, Past Due 0-30 Days, Past Due 31-90 Days) and verify you have renewed everything you want to renew with Cisco (Note: A quote number is displayed in RBS and the Customer Details page based on whether a renewal quote has been generated for that contract even if one has not been created for that particular site/products).

3. Revise Quote(s) as needed

Note: An End of Support check currently is not performed during the renewal quoting process. To ensure you do not encounter any failures after ordering, you could select "edit your coverage dates" on the quote, which will trigger the quote to be repriced and will check for end of support items and set their duration accordingly.

4. Submit Order

Co-terminate and Prorate Renewal Contracts

As a specialist in managing Technical Support Services (not just reselling), co-terminating and prorating your Cisco contracts with your customer contracts will help you more effectively manage your renewals with both Cisco and your customer. If you are a Shared Support partner under full entitlement, you may want to align the end date to the customer contract end date *during* the full entitlement period via a "renewal" in SCC. Aligning the dates with your customer contract end date up front will make it easier to identify, reconcile, and quote renewals on an ongoing annual basis. Alternatively, you may elect to wait until the earliest expiration on the Cisco contract to align all covered product end dates to the customers' annual renewal date. If you do so, be cautious that you do not allow your coverage with Cisco to expire before you are able to complete the renewal with your end customer. In addition, you may consider, as you develop your renewal process, how this approach of aligning end dates plays into renewal visibility and the timing of the renewals process.
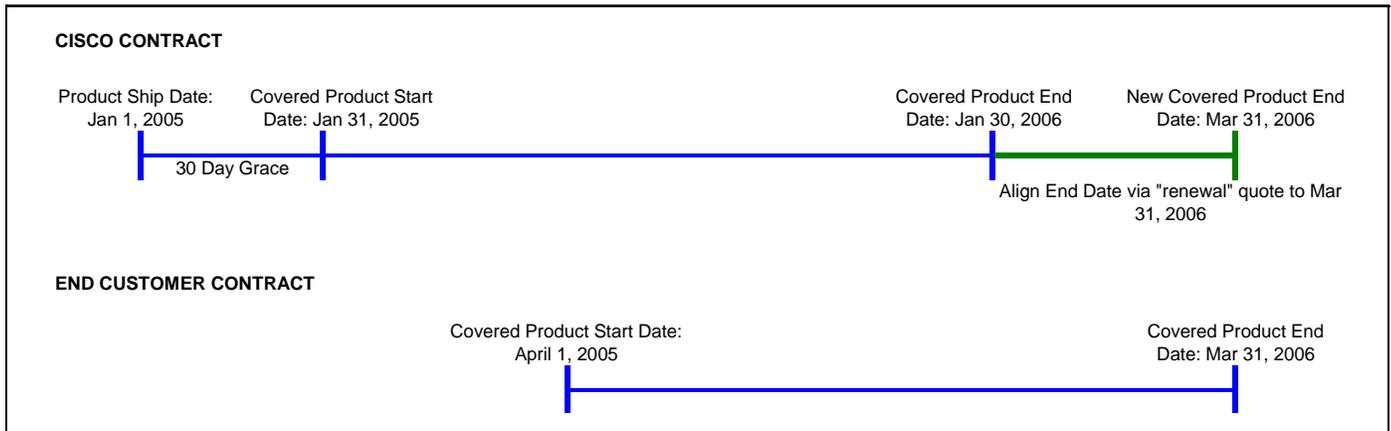
Another practice is to prorate all products *within* the customer's contracts to a common end date. All new sales should include 12-months of maintenance coverage, even though it may extend beyond the customer's "renewal date." At renewal time, you can look forward to future renewal opportunities for an end customer and include those as part of the renewal as well. You can bring all covered product expirations in line with the annual renewal date.

Multi-year Quotations

Cisco provides its partners with additional discount incentives for prepaid, multi-year contracts. The entire contract must be prepaid, as Cisco offers no annual, quarterly, or monthly billing options. By doing so, the partner may benefit from additional margin, revenue, performance metrics achievement for Conversion/Renewal Rate, and locking in the customer for the term of the agreement. Your customer may benefit from additional discount, price protection on equipment covered, and greater customer satisfaction. The current additional prepaid discounts include:

- 2-Year Prepaid Agreement = Additional 4% of Net Cost

- 3-Year Prepaid Agreement = Additional 7% of Net Cost

> Sample calculation for Annual support = $1000 USD List price
> 3 years of support = $3000 USD List price
> Less partner discount of 70%
> Subtotal = $900 USD
> Less 7% of $900 ($63.00)
> Final Price = $837 USD (resulting in net discount of 72.1%)

The sample renewal quotation to the end customer, shown below, uses SMARTnet as an example to price out a renewal quote. Specifically, it shows the annual renewal amount, plus uncovered equipment, over a 3 year period renewed annually vs. a pre-paid multi-year renewal and the net savings of the multi-year prepaid renewal.

Sample Renewal Quotation

Option 1: Annual SmartNet Renewal

Description	Annual List Price	Pro-Rated List Thru 6/30/2003	Year 2 Total	Year 3 Total
Renewal Equipment	$35,900.00	$29,760.00	$35,900.00	$35,900.00
Uncovered Equipment	$ 4,500.00	$ 4,500.00	$ 4,500.00	$ 4,500.00
Subtotal	$40,400.00	$34,260.00	$40,400.00	$40,400.00
Discount		5.0%	5.0%	5.0%
Year 1 Total Renewal		$32,547.00	$38,380.00	$38,380.00
3-Year Cost, Renewed Annually, No Price Protection =				$109,307.00

Option 2: Prepaid 3-Year SmartNet Renewal

Description	Annual List Price	Pro-Rated List Thru 6/30/2003	Year 2 Prepaid	Year 3 Prepaid
Renewal Equipment	$35,900.00	$29,760.00	$35,900.00	$35,900.00
Uncovered Equipment	$ 4,500.00	$ 4,500.00	$ 4,500.00	$ 4,500.00
Subtotal	$40,400.00	$34,260.00	$40,400.00	$40,400.00
Discount		5.0%	5.0%	5.0%
Year 1 Total Renewal		$32,547.00	$38,380.00	$38,380.00
3-Year Prepaid Discount		7.0%	7.0%	7.0%
3-Year Prepaid Total		$30,268.71	$35,693.40	$35,693.40
3-Year Cost, Prepaid, Price Protection on Existing Equip=				$101,655.51

3-Year Prepaid Savings Analysis:

3-Year Savings for Prepaid Agreement	$	7,651.49
Est. 3-Year cost avoidence, due to pending price increase	$	1,000.00
Total Savings	$	8,651.49

Notes:
On June 30, 2002, Cisco SmartNet pricing will increase, ranging from 5% to 15%.

Please see attached worksheets for equipment lists.

Summary of Key Principles

SAF	One contract / service level / end customer
Shared Support Contract duration	Non-premium Service Levels: Contract Start Date = Ship date + 30 days grace period Contract End Date = Contract start date + 12 months Premium Service Levels: Contract Start Date = Ship date + 30 days (for depot stocking) Contract End Date = Contract start date + 12 months
Crucial for Entitlement	Coverage of all Chassis, Cards, Software
Renewal	It is important not only to renew the chassis, but also the associated configuration otherwise Cisco cannot correctly spare for your end customer and provide support on those items.
Renewal period	Items must be renewed for at least 12 months unless being co-terminated at renewal time.
Ordering a pre-configured chassis	By ordering a pre-configured chassis you make sure, that the non-chargeable cards (e.g., WIC) are covered accordingly into your service contract after the items are shipped out.
Ordering standalone chargeable cards	When ordering chargeable cards the items will automatically be covered on your service contract after the items have been shipped out.
Ordering standalone non-chargeable modules	When ordering non-chargeable modules as spare parts (e.g., WIC) which are not a part of a configured chassis, those items will not automatically be covered on your service contract as they are not associated to any chassis. To be covered, you must associate the non-chargeable module to a chassis under contract.
Cisco install base integration within Partner system	Chassis, Card & Software should be maintained your system. Those items are known as **chargeable** & **non-chargeable cards, with and without** serial number. You may also consider storing the covered product start / end date, so you can identify all items including configuration when they are up for renewal.

APPENDIX A: SERVICE WAIVER FORM (USING CISCO SMARTNET AS EXAMPLE)

I, the undersigned, hereby acknowledge that I have voluntarily declined Cisco Systems SMARTnet maintenance coverage for the Cisco Systems hardware to be installed at the company which I represent,

_____.

(Company name)

I AM AWARE THAT BY DECLINING SMARTNET COVERAGE FOR THE CISCO SYSTEMS' HARDWARE I AM PURCHASING, I AM FORGOING THE FOLLOWING SUPPORT:

- **SOFTWARE UPDATES VIA CISCO.COM INCLUDING IOS AND BUG FIXES**

- **TELEPHONE ASSISTANCE FROM THE CISCO TECHNICAL ASSISTANCE CENTER (TAC) FOR ALL CALLS REGARDING HARDWARE CONFIGURATION, AND SOFTWARE DIFFICULTIES.**

- **24-HOUR A DAY, 7-DAYS A WEEK, PRIORITY 1 AND 2 TELEPHONE SUPPORT**

- **CRITICAL PROBLEM ESCALATION**

- **ELECTRONIC MAIL INQUIRIES AND RESPONSES**

- **REGISTERED ACCESS TO CISCO.COM**

- **SERVICE AND DELIVERY OF REPLACEMENT HARDWARE**

I understand that by signing this document, I acknowledge that I will receive only the factory 90-day warranty on all Cisco Systems hardware and that beyond this period, I will not receive hardware or software technical support, software upgrades, or replacement hardware. I understand that none of the above mentioned support items will apply to me, and that I may be charged an inspection fee if I choose to purchase SMARTnet maintenance at a later date.

I am aware that by choosing not to purchase Cisco Systems' SMARTnet for my Cisco Systems hardware, I am potentially limiting the ability of _____(partner name) to support my chosen network configuration, and in the event of a network-impacting problem that requires a software upgrade, resolution of the problem may require me to purchase software upgrades for this equipment at additional cost. All support and maintenance performed by _____ (partner name) after the installation is completed will be billable on a time and materials basis. I am also aware that here is no guaranteed response time associated with this time and materials service, and that parts may or may not be available.   Additionally, I understand that direct time and materials support from Cisco Systems is billable at $220 per hour, with a 4-hour minimum needed to open a support case with Cisco Systems' Technical Assistance Center.

I ACKNOWLEDGE THAT I HAVE CAREFULLY READ THIS ACKNOWLEDGEMENT AND FULLY UNDERSTAND ITS CONTENTS AND THAT I HAVE SIGNED IT OF MY OWN FREE WILL.

Signed on the _____ day of _____, 20__.

Customer Name: _____,

Title _____

APPENDIX B: SAMPLE RENEWAL LETTER – 90 DAYS PRIOR TO EXPIRATION

Dear Customer:

Attached is a renewal quote for your <PARTNER> service and support contracts that is in support of the inventory, service levels and term you specified. (Also included is a copy of our standard terms and conditions.) Please review (both documents) and raise any questions or concerns that you may have as soon as possible.

As we have discussed, service on some of your equipment will expire on «expiration_date». To maintain the following contracted services a purchase order must be received prior to the expiration date.

<Enter deliverables for Partner Service Offering or SMARTnet (see bullets for Cisco SMARTnet as an example)>

- IOS Software Upgrades for new features, capabilities and software bug fixes

- 24x7x365 Access to Cisco.com for equipment ordering, inventories, service contract access, product & services information, technical white papers, etc.

- 24x7x365 Access to Cisco Technical Assistance Center for access to ALL levels of industry leading technical support engineers

- Advanced Replacement for failed hardware

<Explain potential cost if service is required without a support contract for Partner Service Offering (Cisco SMARTnet is used as an example below)>

Please bear in mind that in the absence of a service contract, you would not be entitled to IOS upgrades or registered Cisco.com access, and you would incur a time and materials charge for any support you required from PARTNER/Cisco's Technical Assistance Center. With Time and Material support provided on a best effort basis, a current minimum rate of $210 per hour (four hour minimum) for technical support and a cost equal to 40% of the product list price for Advanced Replacement of defective hardware, a lapse in contracted coverage could prove very costly for your business.

I look forward to working closely with you to ensure continued coverage on your Cisco network. Please feel free to contact me at userid@Partner.com or xxx-xxx-xxxx if you have questions as you review the information attached.

APPENDIX C: HOW TO REGISTER ON CISCO.COM

Using your web browser, go to the Cisco web site at http://www.cisco.com and select **Register** from the menu bar at the top of the screen.
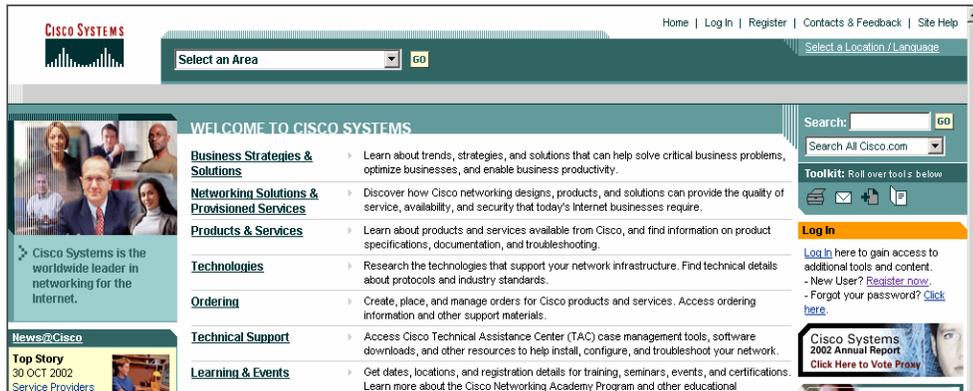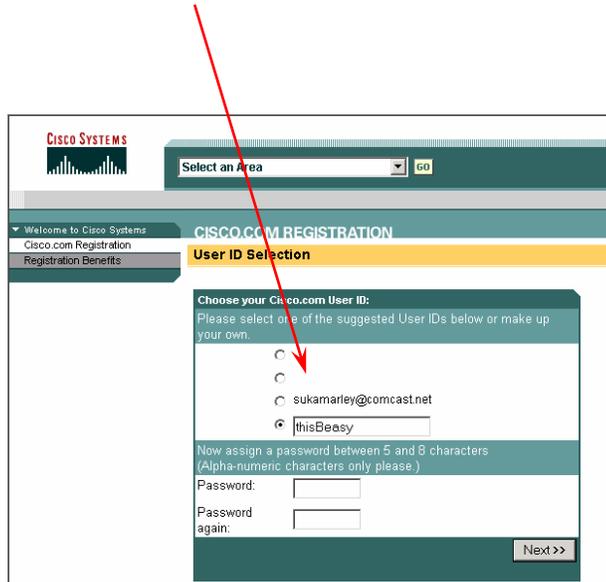

Complete the registration form as follows:

Under **Step One>** select **Option 4**, scroll down and click on **NEXT**>.

Step Two> complete the **User Profile, NEXT>**

Step 3> Choose your **Cisco.com User ID**… it's that simple!

Step 4- After getting your Cisco.com user id, go to http://www.cisco.com/warp/customer/765/tools/gpa/user_guide/

In the left hand menu choose **Get Partner Access** and follow the instructions.

Cisco Systems, Inc.
Page 26 of 30

APPENDIX D: IMPORTANT ALIASES AND URLS

- Forgot your password? Send an email to the following address: cco-locksmith@cisco.com

- Use the following email address to submit orders, changes, status issues, and Purchase Order (PO) changes or issues: cs-support-us@cisco.com

- Use the following email address to submit RMA Tool, Pricing Tool, Configuration Tool, Invoice Tool, SVO Tool, and Return Tool Issues: ic-support-us@cisco.com

- Use this email address (web-help@cisco.com) to:

  o Update information on your Cisco.com profile (ex. Add contract # to profile, change personal information)

  o Problems with access to TAC or Software Downloads

  o Cisco.com navigation and access issues

- Use this email address (tac@cisco.com) for technical issues with Cisco products. Or you can call 800-553-2447, or click on http://www.cisco.com/en/US/support/index.html.

- **GCC – Global Contact Center**

  o http://www.cisco.com/cgi-bin/front.x/cs/caseTracking.cgi

  o 800-553-6387 (product support - option 2), (customer service - option 3)

- **SCC- Service Contract Center**

  o To open cases regarding SCC issues please go the upper right hand corner of the screen and click on the word feedback.

  o http://www.cisco.com/public/scc/

  o Go to the Help Link to find the latest SCC user guide and e-Learning

- **Warranty URL**

  o http://www.cisco.com/univercd/cc/td/doc/es_inpck/engwarr.htm

- **Partner Cisco.com Access Level URL**

  o http://www.cisco.com/warp/customer/765/tools/gpa/user_guide/

- **Serial number Format URL**

  o http://www.cisco.com/public/support/warranty/warranty_sn_format.htm#F

- **Order Status Tool**

  o http://www.cisco.com/cgi-bin/front.x/status/tool/action/LoadLandingScreen

- **Pricing tool- to download most recent price list**

  o http://www.cisco.com/cgi-bin/front.x/pricing

- **Partner E-Learning Connection**

- o http://www.cisco.com/warp/public/10/wwtraining/pec/peclogin.html

APPENDIX E: SHARED SUPPORT OPERATIONAL QUICK REFERENCE GUIDE – PULLOUT

Ordering Products&Shared support via the Ordering Tool

<u>Set-up defaults</u>: Service Discount, PO type (Resale or Internal Business use/infrastructure) & Service levels for HW&SW

<u>**Enter Ship to and Bill to address**</u>

<u>**Enter Service Site Address**</u> – this is critical information as the name entered here is used to determine on which contract the line items will be assigned. This is critical for Premium service levels (meaning 2 of 4 hour parts replacement), because Cisco relies on the service site details to successfully fulfill this service obligation.

<u>**Enter Service Contract Billing Address**</u> – this address is required to complete the order but is not used to establish/support service contracts.

<u>**Contract number**</u> – by entering an Existing Contract # in the Service Options Section, you can specify the service contract to which the service lines will be added. **IMPORTANT**: the Bill To, Service Level and End User Name on the Service Site must match the existing contract number. Only if all elements match, the new line items will automatically be added to that contract.

<u>**Contract Duration**</u> - to change the contract duration, select the desired hardware or software part number, then press the Service Line/Details button.

Entitlement

<u>**Contract creation:**</u>

The service contract duration is 12 months (for 1 year contract), the start of the service contract for all service levels is 30 days (=grace period) following the shipment.

<u>**Getting service before the service contract is entitled?**</u>

The key indicator for service contract entitlement is approx. 10 days. In case the equipment is not entitled yet, service will be provided for the product prior to the service contract creation using three methods. A) Cisco Warranty Service can be requested if the product is operational. B) RMA DOA process can be used if the product is non-operational. These services are in affect upon shipment of the product and do not require a service contract to utilize. C) Same Day Ship, 4 hr or 2 hr services may be provided but only on a best effort basis after Cisco has accepted the order for such service levels. Specific 4hr and 2hr services require the above 30 days set up time. RMA requests for Entitled equipment will have priority over not yet entitled equipment.

<u>**Immediate entitlement required?**</u>

If immediate entitlement required please utilize the various options for contacting customer service either via email, phone or via the internet case management tool. If contacting CS via phone select option #5 for services on the CS phone tree. Ask the agent for immediate entitlement of the previously placed service order. If contacting CS via email or the internet request Service Entitlement in the subject line of the request.

Service Request

<u>**TAC**</u> – when opening a TAC case the following information is required: Contract Number, Product Number and Install Site Info (Install Site name, and full address where equipment is installed). Requested is the SN (defective part). When opening TAC cases for equipment covered under the SIS contract, only the SIS contract # is required.

<u>**RMA**</u> - <u>Same Day Ship RMA Requests</u> - for RMAs that do not require troubleshooting, the partner must use the Service Order Tool and the following information is required: Real Contract Number, Product Number and Site Location (full address where equipment is installed). Requested is the Serial Number (defective part). <u>2 and 4 hour RMA Requests</u> - For RMAs that do not require troubleshooting, the partner must use the TAC hotline, select option 4*, and speak directly to the Logistics Support team who will request the following information: Serial Number (defective chassis or module) or Real Contract Number, Product Number and Site Location (Full address where equipment is installed). RMAs are normally sent to the sites listed under the contract. For special RMAs, exceptions can be made, with the following restrictions: <u>SDS:</u> Cisco can basically ship to only to any valid site on any valid contract, <u>2/4 hour Shipments:</u> Cisco can ship only to the site as specified on contract.

Service Contract Centre – key functionalities

<u>**Renewals**</u> – to renew your service contract go to Contract ->Renewal Business Summary where you can view all contracts expired within the last 60days + contracts expiring in the following 90 days. From this point you can go and create a renewal quote per contract.

<u>**Contract Management**</u> – you can perform the following tasks: move products from site to site within one contract, merge contracts, move products from contract to contracts. All those tasks are explained in detail in the quick reference guide + in the E-learning, both the guide and the E-learning can be found in SCC in the HELP button in the right top corner.

<u>**Quoting**</u> – you can create orderable quotes for Shared support and CBR services in the Quoting&Ordering. Here you can create either a new quote which will result into a new service contract or quote for adding products to an already existing contract. You can use this functionality for creating a service quote for products purchased via the distribution. Go to Quoting & Ordering, select the type of quote you want to generate, add products with serial numbers and create the quote.

<u>**Ordering**</u> – in the Quoting&Ordering you will find Quote Manager where all your open and ordered quotes are displayed. From here select the quote ->click on Order selected quote -> enter your PO (purchase order) # and click Order now.

<u>**SNIF**</u> –allows you to submit an excel file with multiple serial numbers and product ids for serial number lookup. Before creating service quotes you can use this functionality to check the validity of your SN. It can be found in the contract section. More info about SNIF, check the SNIF reference guide, VOD and Q&A in the HELP.

<u>**SN update – RMA**</u> See bellow what is the RMA and SN update process. To change the SN in SCC, search with the SN you want to change, select edit SN, enter the new SN and submit. Within 48 hours the change will be visible in SCC.

RMA and Serial Number Update Process

1. Replacement parts to End User (EU) supplied by Partner, Cisco RMA ships to Partner. This process applies to Shared Support contracts where Partners use parts to partner, SIS98/RSA98 and Smartspares contracts.

1. Partner replaces the faulty part ("A") at the EU location from own spares.
2. Partner raises RMA under End User contract for "A" and specifies Ship to address
   to Partner. For 2/4 hour Shipments Cisco can ship only to the site as specified on contract.
3. Partner changes in SCC the SN "A" in the EU contract with the SN of the replacement part - SN "B".
4. Cisco ships the replacement part with SN "C" to Partner site.
5. Partner returns the faulty part with the SN "A" to Cisco.
6. After the RMA is closed, partner changes in SCC the SN "B" with SN "C".

1. Replacement parts to End User (EU) supplied by Cisco, Cisco RMA ships to EU. This process applies to CBR and Shared Support contracts where Partners use parts to EU.

1. Partner (or EU in case of CBR) raises RMA under End User contract for "A" and specifies Ship to address to EU. For CBR and 2/4 hour Shipments Cisco can ship
   only to the site as specified on contract.
2. Cisco ships the replacement part with SN "C" to EU site.
3. Partner (or EU in case of CBR) returns the faulty part with the SN "A" to Cisco.
4. After the RMA is closed, partner changes in SCC the SN "A" with SN "C".

A = Defective part, B=Replacement (unknown to Cisco), C=Cisco Advance Replacement

For support with issues related to Ordering Tool around services please contact: cs-support-latam@cisco.com. This team will help you with **Order status, Order changes, Cancellations, Discount issues, Service level issues and Entitlement.**

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