



# Cisco Rewards Program



## Frequently Asked Questions

The Cisco Rewards Program is an incentive program that rewards YOU as an individual. Sell selected Cisco SMB products to your customers and earn points. Then, when you're ready, redeem them against fantastic travel and resort prizes!

## Experience the World with Cisco...

### Dates to Remember

**Q. What are the important dates I should know for the Cisco® Rewards Program Fiscal Year 2010?**

- A.**
- The program launches on 26 July 2009 and will run until 31 July 2010
  - 11 September 2010 is the last date you can submit claims
  - 25 September 2010 is the last date you can redeem points

### Eligibility

**Q. Who is eligible to join this program?**

- A.** You must be
- A legal resident of one of the participating countries of Emerging Markets and
  - Either an Account Manager or a Sales Engineer employed full-time by a Cisco Select or Registered Partner who does not have a direct contract with Cisco and that purchases Cisco products from an Emerging Markets Cisco Authorized Distributor, and...
  - Not an employee of Cisco Gold, Silver, Premier Partners, ISPs, Direct Marketing Resellers, Global Alliance Partners and other Cisco resellers that prohibit employee participation.

For a complete listing of participating countries and other eligibility requirements, please reference the Program Terms & Conditions

**Q. What happens to my Cisco Rewards membership if I move to another Cisco Reseller?**

- A.** If you are moving to a Cisco Registered or Select Partner, you will have to update your personal data in Cisco Partner Self Service Tool to reflect your correct and current employment. Subsequently, you will need to open a case on the Cisco Rewards Program website at [www.ciscorewards.com](http://www.ciscorewards.com) to request a manual update of your account so you may continue accumulating points with your new employer.

If you are moving to an ineligible partner, you have 30 calendar days to redeem your points before they expire.

**Q. I am both a VAR Principal as well as an Account Manager. Can I register as both and collect points for myself?**

- A.** No. Company Administrators cannot claim nor redeem points for this program. Company Administrators are only responsible for accepting the Terms and Conditions of the program to allow employees to participate and to manage any claim disputes between members.

**Q. I am both an Account Manager as well as a Sales Engineer. Can I register as both and collect points for myself?**

A. No. One (1) person can only register as either an Account Manager or a Sales Engineer.

**Q. Can Company Administrators earn, claim & redeem points and prizes?**

A. No, Company Administrators are not eligible to earn, claim nor redeem points and prizes. Company Administrators have 2 roles: (a) accept Program Terms on behalf of the Reseller organisation to provide consent to employees to join the program and (b) allocate points during claim disputes between members.

## Claims

**Q. After I have completed the online registration, when can I start submitting claims for qualified sales?**

A. You May start submitting claims immediately after registration approval. However, you may only redeem prizes once your Company Administrator has registered and accepted the Program Terms and Conditions online.

**Q. How can I tell if my claim was approved?**

A. You may view the status of your submitted claims and associated point values by visiting your account page. This page provides an activity statement detailing each claim submission and its current status. Once your claim is listed as "Approved," you may redeem accrued points

**Q. When I try to post my claim, I receive an error message that says that this invoice number has already been submitted. What should I do next?**

A. An Account Manager may claim points for the same sale as a Sales Engineer but the same person may not claim points as both an Account Manager and a Sales Engineer. If you are receiving this message, this means that this invoice number has already been submitted once each for an Account Manager and a Sales Engineer. If you feel this is an error, you may contact the Cisco Rewards Program Customer Care team by opening a case at [www.ciscorewards.com](http://www.ciscorewards.com).

**Q. It has been more than eight days and my claim is still showing as pending. How do I inquire on the status?**

A. Most claims will be verified within eight (8) calendar days. However, in rare cases, it may take up to 30 calendar days. Generally, when a claim is not verified within eight (8) days, the system is sorting through sales data from Cisco Authorized Distributors. As always, you may contact the Cisco Rewards Program Customer Care team by opening a case on the program support page and we will get back to you as quickly as possible with an update

**Q. My claim says is has expired. How can I contest this?**

A. A claim will expire if no matching invoice has been found in the Cisco POS report submitted by Authorised Distributors after 30 calendar days from the date the claim was entered. Expired claims cannot be resubmitted.

Participants have fourteen (14) calendar days to appeal. Appeals shall be registered on the program support site. Appeals made after fourteen (14) calendar days of the denial or expiration date will not be considered.

**Q. My claim came back as denied but it was for an eligible product. Why?**

A. There are several reasons this could occur:

- Your claim may have been denied if it was submitted for a sale which was prior to your date of registration on the program
- It could be that this invoice number was already claimed
- Products purchased directly from Cisco are not eligible under this program.
- Your claim may have been denied if the products were Not-for-Resale ("NFR"), were refurbished, or were used Cisco products.
- You may have entered your claim past the allowable period of 45 calendar days from the distributor invoice date.

If you feel this is in error, you may open a case on the program support site within fourteen (14) calendar days of the denial date.

**Q. I am both an Account Manager and a Sales Engineer. Can I combine those points to redeem for a reward?**

A. No. In the event that an Individual Participant functions as both an Account Manager and Sales Engineer, he/she will not be able to combine account balances. Rather, each point accrual will be treated as a distinct account ("Individual Participant").

## Rewards

### Q. Can I cancel my reward order or exchange it?

A. Unfortunately, all redemptions are final and cannot be returned, exchanged, or cancelled.

### Q. What rewards are available to me?

A. There are two (2) types of rewards to choose from: (a) Holiday Experience which include flight and accommodation only, or (b) Resort Enjoyments which include accommodation only.

### Q. Can I combine Holiday Experience package promotion codes?

A. No. Only one (1) promotion code is redeemable per Holiday Experience travel package.

### Q. Can I combine Resort Enjoyments promotion codes?

A. Yes. Up to four (4) promotion codes are redeemable per Resort Enjoyment.

### Q. How much can I redeem?

A. Each member can redeem up to USD2,000 of travel vouchers per Cisco fiscal year. Please note that a total of 160,000 points can be earned in a fiscal year.

## Travel Package e-Voucher

### Q. How can I find out more about the Travel Package e-voucher reward?

A. You can visit the 'Rewards' Section of the Program website or open a case.

### Q. How will I receive the e-voucher?

A. Once you submit a redemption online, you will automatically receive an e-voucher code shown on the online page and emailed to you.

### Q. Once I receive the e-voucher, how and where do I exchange it for trips?

A. You need to visit [www.ciscotravelrewards.com](http://www.ciscotravelrewards.com) and use the e-voucher code to earn credits to redeem travel packages anywhere in the world.

## General Program

### Q. What are the Cisco part numbers that will earn points?

A. You will find the Eligible Products Points Matrix has been posted to the program web site. This is the list of part numbers that will earn points for sales.

### Q. How can I better understand what I am being shown in my account details?

A. The account details contains your point transaction history, such as points awarded and removed from your account. To view more information on how you can understand how the account details is structured, visit the Program website or open a case through the Program Support section.

For more information, please visit [www.ciscorewards.com](http://www.ciscorewards.com) or contact your Cisco Authorised Distributor.



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