



Cisco Rewards Program

How to Submit Claims Step by Step Guide

Cisco Rewards landing page

- Go to www.cisco.com/rewards
- Only submit claims against distributor invoices if:
 - the date of the invoice is after your registration date and within 45 days from issue date
 - it includes at least 1 eligible product (Fast Track or Small Business)
- Click on 'Log In Now'
- Enter your CCO login

Middle East (change) English / Arabic Log In | Account | Register

Solutions Products & Services Ordering Support Training & Events Partner Central

MIDDLE EAST

PARTNER CENTRAL

Registered Partner Video

Select Partner Video

Distributors

Rewards

Cisco Rewards Overview

Terms and Conditions

Products Points Matrix

Eligible Countries & Distributors

FAQs

Program Presentation

Cisco Rewards for You
Now you can open the door to a world of opportunities with Cisco Rewards Program, the new channel incentive that rewards YOU as an individual. Experience the pleasures of the world with Cisco!

Turkish Spanish Portuguese Russian

It really is that easy. Sell selected Cisco SMB products into your customers and earn points. Then, when you're ready, redeem them against fantastic travel prizes that gives you access to the world...

Get Rewarded!
You make the sales... and you get the rewards! Cisco Rewards is only open to Account Manager or Sales Engineer employed by Cisco Select or Registered Partners in Emerging Markets participating countries who allow employee participation and only purchases Cisco products from a Cisco Authorized Distributor of Emerging Markets.

3 Simple Steps to Cisco Rewards for You

Step 1:
Know the Products
Points are earned for selling more than 200 eligible SMB products.

Step 2:
Register the Sale
Great job! Your deal's done. Now it's time to register your sale.

Step 3:
Enjoy your Prize
Now the fun part: simply claim your travel prize online and sit back, relax and Experience the world with Cisco.

Not a Member? Register Now

Already a member? Log In Now

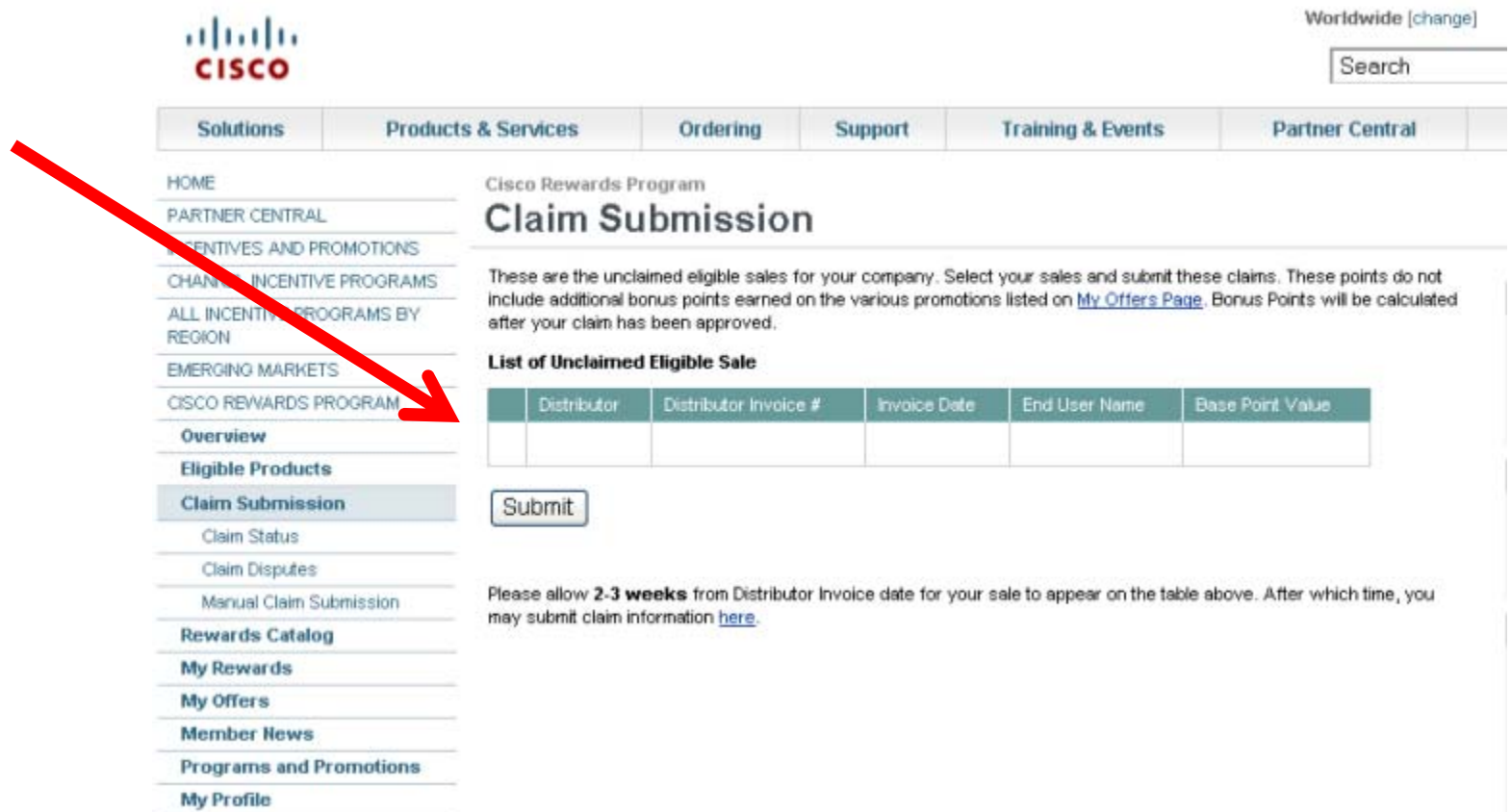
Cisco Rewards member site

- Click on the 'Claim Submission' or 'Claim'

The screenshot shows the Cisco Rewards member site interface. At the top left is the Cisco logo. To the right is a search bar and a link for 'Worldwide [change]'. Below this is a navigation bar with tabs for Solutions, Products & Services, Ordering, Support, Training & Events, and Partner Central. On the left side, there is a vertical menu with options like HOME, PARTNER CENTRAL, INCENTIVES AND PROMOTIONS, CHANNEL INCENTIVE PROGRAMS, ALL INCENTIVE PROGRAMS BY REGION, EMERGING MARKETS, and Cisco Rewards Program. Under the Cisco Rewards Program, there are sub-links: Overview, Eligible Products, Claim Submission, Rewards Catalog, My Rewards, My Offers, Member News, Programs and Promotions, and My Profile. A red arrow points from the 'Claim Submission' link in the menu to the main content area. The main content area features a 'Cisco Rewards Program' header, a 'Cisco Rewards for You' section with a description and a photo of people skiing, a 'Get Rewarded!' section with instructions, and a large graphic with '#1 EARN' and '#2 CLAIM' sections. The '#2 CLAIM' section is highlighted with a red arrow and includes a 'Claim Submission' link and a paragraph: 'Great Job! Your deal's done. Now its time to register your sale online. Submit claims within 45 days of Distributor invoice date and earn your Cisco Rewards points.' On the right side, there is an 'Announcements' section with several news items, including '38 new countries added to Cisco Rewards!', 'Decreased Cisco Rewards points on UC500 Products based on new reduced prices of up to 35%', and '51 new products added from the Cisco Small Business and Cisco 3800 Series'.

Auto claiming invoices

- A table will show all eligible invoices issued by Cisco Distributors to your company. Simply select your sales then click 'Submit'



The screenshot shows the Cisco Rewards Program Claim Submission page. The Cisco logo is at the top left, and a search bar is at the top right. A navigation menu is at the top with links for Solutions, Products & Services, Ordering, Support, Training & Events, and Partner Central. The left sidebar contains a navigation menu with links for HOME, PARTNER CENTRAL, INCENTIVES AND PROMOTIONS, CHANGING INCENTIVE PROGRAMS, ALL INCENTIVE PROGRAMS BY REGION, EMERGING MARKETS, CISCO REWARDS PROGRAM, Overview, Eligible Products, Claim Submission (highlighted with a red arrow), Claim Status, Claim Disputes, Manual Claim Submission, Rewards Catalog, My Rewards, My Offers, Member News, Programs and Promotions, and My Profile. The main content area is titled 'Cisco Rewards Program Claim Submission' and contains a paragraph explaining the process, a table titled 'List of Unclaimed Eligible Sale' with columns for Distributor, Distributor Invoice #, Invoice Date, End User Name, and Base Point Value, and a Submit button. A note at the bottom states: 'Please allow 2-3 weeks from Distributor Invoice date for your sale to appear on the table above. After which time, you may submit claim information [here](#).'

Manually claiming invoices

- If your invoice is not on the list in the previous page, enter the distributor invoice number & end user name then click 'submit'.
- Reference the Distributor Invoice format provided on the table below.

CISCO

Solutions | Products & Services | Ordering | Support | Training & Events | Partner Central

HOME | PARTNER CENTRAL | INCENTIVES AND PROMOTIONS | CHANNEL INCENTIVE PROGRAMS | ALL INCENTIVE PROGRAMS BY REGION | EMERGING MARKETS | CISCO REWARDS PROGRAM | CLAIM SUBMISSION | Claim Status | Claim Disputes | Manual Claim Submission

Cisco Rewards Program Manual Claim Submission

Please enter claim information below if your sale does not appear on the [List of Unclaimed Eligible Sales](#) for more than 3 weeks from Distribution Invoice date. You must only submit one (1) Invoice Number per claim and avoid re-submitting claims for the same invoice. If you need to update an already submitted claim, please open a case at [Program Support](#).

Distributor* [InGRAMMICROICOM] [v]

Distributor Invoice #* []

End-User Name* []

It is imperative that the Distributor Name and Invoice Number are in the correct format. Below is a list of correct Distributor Name and their respective invoice format. This is your reference guide to avoid delays in processing your claims and earning Cisco Rewards points.

Country or Sub-Region	Distributor Name	Invoice Number Format	Example	Invoice Number Format Definition
AZERBAIJAN	ABRS DISTRIBUTION INC	nnnn	4771	four digit number
AZERBAIJAN	RRC BUSINESS TELECOMMUNICATIONS OMBH	AAAAnnnnnn	RV08_000852	starts with RV08_ followed by six digit number
GULF & PAKISTAN	COMSTOR UK	nnnn	5128	four digit number
GULF & PAKISTAN	LOGCOM	AAAAnnnnnn or AAAAnnnnnn	PSL0020556 or PSF0017978	starts with PSL or PSF followed by seven digit number
GULF & PAKISTAN	MARSONS USA CORPORATION	AA-nnnnn	UK-27846	starts with UK- followed by five digit number
GULF & PAKISTAN	REDINGTON GULF FZE	nnnnnnnnn	6011030453	ten digit number
GULF & PAKISTAN	TRACK DISTRIBUTION	nnnnn	109495	six digit number

Note:
Only submit 1 invoice number at a time.

Claim Confirmation

- You may choose to enter another claim or check the status of your submitted claims

Worldwide [change]

Products & Services	Ordering	Support	Training & Events	Partner Central
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Cisco Rewards Program

Claim Confirmation

You have successfully submitted a claim for the invoice described below. Claims will be processed within 8 days in most cases.

Claim Information

Claim#:	0000004785
Claim Date:	07/15/2008
Distributor:	D&H Distributing Company
Distributor Invoice #:	44554455
Ship Date:	07/09/2008
Status:	Verifying
Denial Reason:	

How to follow up on your claims

- If your claim has been on 'Verifying' status for more than 4 weeks, please send a pdf version of the invoice to ciscorewards@external.cisco.com

Cisco Rewards Program
Claim Status

Display claims with the status of:

1 | 2 | 3 | [Next >](#) | [Last >>](#) [What's This?](#)

Claim Number	Claim Date	Distributor	Distributor Invoice #	Sales Order Date	Status
0000001924	2007/07/31	Ingram Micro	22-44568-45#200706	June 2007	Verifying
0000000032	2007/07/31	Scansource	223564	February 2007	Pending
0000002051	2007/07/31	Tech Data	1-0002064	July 2007	Verifying
0000002050	2007/07/31	Tech Data	1-0002063	July 2007	Denied
0000002049	2007/07/31	Tech Data	1-0002061	July 2007	Returned
0000002048	2007/07/31	Tech Data	1-0002060	July 2007	Approved
0000002047	2007/07/31	Tech Data	1-0002055	July 2007	Disputed
0000002034	2007/07/23	Tech Data	1-0001016	July 2007	Approved
0000002033	2007/07/22	Tech Data	1-0002020	July 2007	Expired
0000001991	2007/07/18	Comstor	1234566	July 2007	Verifying
0000001971	2007/07/05	Comstor	223335	June 2007	Matched

If you do not agree with the status of a claim, please send your disputes to program support by opening a [case online](#)

Distributor Invoice Format

Emerging Central – NAL & Egypt

Country or Sub Region	Distributor Name	Invoice Number Format	Sample	Invoice Number Format Definition
ALGERIA	ALGERIA BUSINESS MACHINES (ABM)	nnAnnnnn	09F01441	starts with two digit number followed by F then five digit number
ALGERIA	SOUTHCOMP POLARIS SA	nnAnnnn or nnAnnnnn	09F0083 or 09F00188	starts with two digit number followed by F then four or five digit number
EGYPT	METRA COMPUTER	nnnn	6732	four digit number
EGYPT	SILICON 21	nnnnn	91509	five digit number
LEBANON	LOGICOM	AAAnnnnnnn or AAAnnnnnnnn or AAAnnnnnnn or AAAnnnnnnn	SI08007112 or CRM09000529 or PSL0019865 or PSF0018007	starts with two/three letters followed by seven/eight digit number
LEBANON	PCDEALNET SAL	nnnnn	92897	five digit number
MOROCCO	AZLAN	nnnnnnnnnn	8041821704	ten digit number
MOROCCO	COMSTOR UK	nnnnn or nnnnnn	53285 or 390181	five to six digit number
MOROCCO	MATEL PC MARKET	nnnnnn	314872	six digit number
MOROCCO	SOUTHCOMP POLARIS SA	AAAnnnnn	FA090379	starts with FA followed by six digit number

Distributor Invoice Format

Emerging Central – Emerging/South Africa

Country or Sub Region	Distributor Name	Invoice Number Format	Sample	Invoice Number Format Definition
ANGOLA	COMZTEK SA	AAAnnnnnnn	IA01005456	starts with two letters followed by eight digit number
ANGOLA	WESTCON AFRICA (UK) LIMITED	Annnnnn	I129525	starts with or without a letter followed by six digit number
KENYA	MART NETWORK SOLLUTIONS	AAAnnnnn or nnnnn	SKS01371 or 38938	starts with SKS followed by five digit number or five digit number
KENYA	REDINGTON NIGERIA LIMITED	nnnnnnnnnn	6011037786	ten digit number
KENYA	WESTCON AFRICA (UK) LIMITED	Innnnnn	I129527	starts with a letter followed by six digit number
NIGERIA	REDINGTON NIGERIA LIMITED	AAAnnnnn/nn-nn or AAAnnn/nn-nn or AAAA- nn	NLS03544/08-09 or NLS049/09-10 or NLSO- 15	starts with NLS followed by five numbers, '/', two numbers, '-' and two numbers
NIGERIA	TECHNOLOGY DISTRIBUTION LTD	nnnnn	53597	five digit number
NIGERIA	WESTCON AFRICA (UK) LIMITED	nnnnnn	129560	six digit number
SOUTH AFRICA	COMZTEK SA	AAAnnnnnnn	IN11159003 or IN11159003-5	starts with IN followed by eight numbers [sometimes with a dash and number at the end]
SOUTH AFRICA	TARSUS TECHNOLOGIES (P) L	AAAnnnnnnn	TA45001660 or TA20213337-2	starts with TA followed by eight numbers [sometimes with a dash and number at the end]
SOUTH AFRICA	WESTCON SA	Annnnn	J12509	starts with J followed by five numbers

Distributor Invoice Format

Emerging East – Europe East

Country or Sub Region	Distributor Name	Invoice Number Format	Sample	Invoice Number Format Definition
AZERBAIJAN	ABRIS DISTRIBUTION INC,	nnnn	4771	four digit number
AZERBAIJAN	RRC BUSINESS TELECOMMUNICATIONS GMBH	AAAnn_nnnnnn	INV09_000852	starts with INV09_ followed by six digit number
ATKUT & BMAG	ABRIS DISTRIBUTION INC,	nnnn	4778	four digit number
CROATIA	COMTEL CORP	nnn	401	three digit number
CROATIA	MEGATREND	nnnn	6183	four digit number
BOSNIA & HERZEGOVINA	SYS CO D.O.O	nnn/nn	071/09	three digit number followed by / and two digit number
MACEDONIA	EKONET D.O.O.	nnn/nnnn	111/2008	three digit number followed by / and four digit number
MACEDONIA	LOGIN SYSTEMS	nnnnnnnn or Annnnnnnn	20091945 or P20092128	eight digit number sometimes starts with a letter
KAZAKHSTAN	ABRIS DISTRIBUTION INC,	nnnn	4714	four digit number
KAZAKHSTAN	COMPTEK INTERNATIONAL AO	nnnnnAA or nnnn	01076KZ or 1912 or 180 or 95	starts with five digit number followed by KZ or two to four digit number
KAZAKHSTAN	MCS SAINT PETERSBURG LLC	AAnnnnn_nn	OS92004_09	starts with OS followed by five digit number, underscore and two digit number
KAZAKHSTAN	RRC BUSINESS TELECOMMUNICATIONS GMBH	AAAnn_nnnnnn or AAAnn_nnnnnn/n	INV09_000574 or INV09_000543/2	starts with INV followed by two digit number, underscore, six digit number with or without / and a number
BMAK, Serbia, Montenegro	CT COMPUTERS D.O.O.	A-nnnnnnn or Aann+/nnnnn	R-9031399 or IF09+/14253	starts with R followed by seven digit number
SERBIA AND MONTENEGRO	RRC BUSINESS TELECOMMUNICATIONS GMBH	A-nnnnnnn or AAAAnn_nnnnnn or nnnnnnnnnn	R-9000993 or INVH09_000254 or 8300004965	starts with R- followed by seven digit number or INVH09_ followed by six digit number or ten digit number

Distributor Invoice Format

Emerging East – Europe East & Russia

Country or Sub Region	Distributor Name	Invoice Number Format	Sample	Invoice Number Format Definition
TURKEY	LOGICOM	nnnnnn or AAAAnnnnnn	255439 or SPCM003104	six digit number or SPCM followed by six digit number
TURKEY	NETEKS ILETISIM URUNLERI DAGITIM AS	AAAnnnnnn or Annnnnn or nnnnnn	MB493618 or N056534 or 493130	starts with MB or N followed by 6 digit number or six digit number
TURKEY	SUPERNET SYSTEMS LTD	nnnnnnnn	90577817	eight digit number
UKRAINIAN SSR	DC ICS-MEGATRADE	AA-nnnnnn or A-nnnnnn	MV-17700 or M-98199	starts with MV- or M- followed by five digit number
UKRAINIAN SSR, MOLDOVA	MUK LTD	Annnnnnn	M2077056	starts with a letter followed by seven digit number
UKRAINIAN SSR	RRC BUSINESS TELECOMMUNICATIONS GMBH	AAAAAA_nnnnnnnn or Annnnnnnn	KVB DEN_08016883 or B08002454	starts with KVB DEN_ or B followed by eight digit number
RUSSIA	COMPTEK INTERNATIONAL AO	nn or nnn or nnnn or nnnnn or nnnnnAA	347	two, three, four, or five digit number followed by with or without CS
RUSSIA	FUN DISTRIBUTOR	AAAAnnnnnn	DDS9111982	starts with DDS followed by seven digit number
RUSSIA	LANTREE LTD	AA-nnnnnn or AA-AA-nnnnnn	MS-090673 or KM-MS-090246	starts with two letters followed by six digit number or two letters, dash, two letters, dash then six digit number
RUSSIA	MCS SAINT PETERSBURG LLC	AAAnnnn_nn	OS92603_01	starts with OS followed by five numbers, '_', then two numbers
RUSSIA	OCS	nn=nnnnnnn	01=0201779	two digit number, '=' followed by seven digit number
RUSSIA	RRC BUSINESS TELECOMMUNICATIONS GMBH	A_AAAA_nnnnnnnn or nnnnnnnn/nn or nnnnnnnn or AAAnnnnnnnn/nn	B_BDEN_09000574 or 09001696/21 or 9000822 or SP09000496/16	four different invoice formats

Distributor Invoice Format

Emerging East – Gulf & KSA

Country or Sub Region	Distributor Name	Invoice Number Format	Sample	Invoice Number Format Definition
SAUDI ARABIA	AL JAMMAZ	nnnnnn	544980	six digit number
SAUDI ARABIA	LOGICOM	AAAnn-nnnnnnn or AAAnnnnnnn	INV09-0001298 or PSF0017978	starts with INV followed by two numbers, dash and seven digit number or PSF followed by seven digit number
GULF & PAKISTAN	COMSTOR UK	nnnn	5128	four digit number
GULF & PAKISTAN	LOGICOM	AAAnnnnnnn or AAAnnnnnnn	PSL0020566 or PSF0017978	starts with PSL or PSF followed by seven digit number
GULF & PAKISTAN	MARSONS USA CORPORATION	AA-nnnnn	MK-27846	starts with MK- followed by five digit number
GULF & PAKISTAN	REDINGTON GULF FZE	nnnnnnnnnn	6011038453	ten digit number
GULF & PAKISTAN	TRACK DISTRIBUTION MIDDLE EAST LLC	nnnnnn	109495	six digit number

Distributor Invoice Format

Emerging West – CANSAC & Chile

Country or Sub Region	Distributor Name	Invoice Number Format	Sample	Invoice Number Format Definition
BOLIVIA	ITC	nnnnnnnn	20000044	eight digit number
CANSAC	INGRAM MICRO	nnnnnnnnnnnnnnnn	174475711081217	fifteen digit number
CANSAC	INTCOMEX - MIAMI	nnnnnn	565812	six digit number
CANSAC	TECH DATA	Annnnnn or nnnnnnn	B069025 or 5347880	starts with or without a letter followed by six digit number or just a seven digit number
CHILE	INGRAM MICRO CHILE	nnnnnnnnnnnnnnnn	401032010090219	fifteen digit number
CHILE	INTCOMEX - MIAMI	nnnnnn	565812	six digit number
CHILE	TECH DATA CHILE	nnnnnn	586759	six digit number
CHILE	TECNOGLOBAL	nnnnnn	430982	six digit number
COLOMBIA	MAKROCOMPUTO SA	AAAA-nnnnnn	FVMC-510619	starts with FVMC- followed by six digit number
COLOMBIA	MPS MAYORISTA DE COLOMBIA SA	nnnnnn	443617	six digit number
HONDURAS	HONDURAS COMPUTER TRADING	AAnnnnnnn	RF3668881	starts with RF followed by seven or eight digit number
PERU	INGRAM MICRO PERU	nnn-nnnnnnn	006-0000712	starts with three digit number followed by - and seven digit number
PERU	NEXUS TECHNOLOGY SAC	nnnnn	52131	five digit number
PERU	TECH DATA PERU SAC	nnnnnnn	8023432	seven digit number
VENEZUELA	COMPUTADORAS MAGNABYTE	AAAnnnnnnnnnnnnnnn	FAV00000021018716	starts with three letters followed by fourteen digit number
VENEZUELA	DISTRIBUIDORA CUBIX C.A	nnnnnnnn or nnnnnnnnn	100000976 or 6000003563	eight to ten digit number

Distributor Invoice Format

Emerging West – APU, Brazil & Mexico

Country or Sub Region	Distributor Name	Invoice Number Format	Sample	Invoice Number Format Definition
ARGENTINA	AIR COMPUTERS SRL.	AAAnnnnnnnnnnn	FVA000400634681	starts with FVA followed by twelve digit number
ARGENTINA	DISTECNA	nnnnnn	102889	six digit number
ARGENTINA	MICROGLOBAL	Annnn-nnnnnnnn	E0005-00000762	starts with a letter and four digit number followed by - and eight digit number
ARGENTINA	POLYTECH S.A.	An-nnnnnn	A1-127294	starts with a letter and one digit number followed by - and six digit number
ARGENTINA	SOLUTIONS BOX	nnnn-nnnnnnnn	0001-00107678	four digit number followed by - and eight digit number
BRAZIL	ALLPLUS	nnnnnn	158197	six digit number
BRAZIL	INGRAM MICRO BRAZIL	nnnnnnnnn	800152064	nine digit number
BRAZIL	ODISA	nnnnnn	239756	six digit number
BRAZIL	TECH DATA BRAZIL	nnnnnn	952294	six digit number
BRAZIL	WESTCON BRASIL LTDA	nnnnnn	041867	six digit number
MEXICO	GRUPO DICE SA DE CV	AA-nnnnnnnnnn	GD-0000117072	starts with two letters and - followed by ten digit number
MEXICO	INGRAMMICRODICOM	nnnnnnnnnnnnnnnn	800159216090325	fifteen digit number
MEXICO	TECH DATA MEXICO	nnnnn	47250	five digit number
PARAGUAY	ITC	nnnnnnnn	10100002069 or 918754 or IN09-18578 or 001-001-0002027	Various formats
URUGUAY	TECH DATA URUGUAY	nnnnnn	437112	six digit number

Claim Disputes

- If you have submitted a claim against an invoice that has already been claimed by another colleague with the same sales role, this will go into 'Claim Dispute' and an email will be sent to your Company Administrator to allocate the points appropriately

Cisco Rewards Program

Claim Dispute Status

[What's This?](#)

Dispute Id	Dispute Date	Disputed Claim Number	Dispute Status
9081000001659	2008/07/15	9081000001182	Open

If you do not agree with the status of a claim, please send your disputes to program support by opening a [case online](#), Monday through Friday (excluding holidays) between 9am and 6pm Central European Time (CET).

Resources

- If you do not have a CCO login, register at www.cisco.com/register
- If you are not a Cisco Partner, register at <http://tools.cisco.com/WWChannels/IPA/welcome.do>
- If you are not associated with a partner, go to Partner Self Service
www.cisco.com/go/pss



CISCO

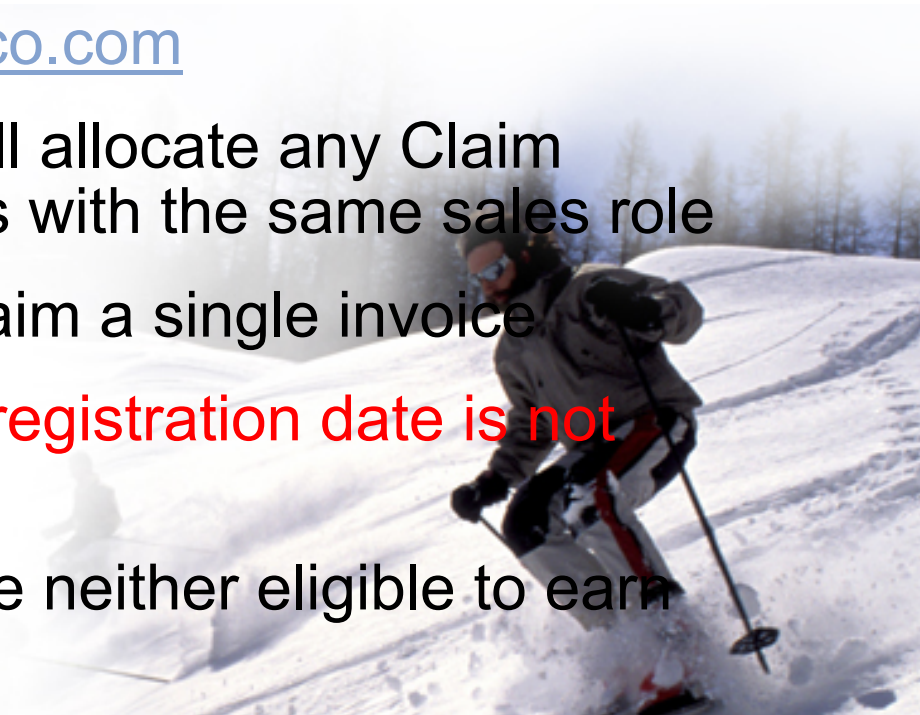
Earn Points

- Plan your sales by knowing the 350+ products and their equivalent base points.
- Depending on product combinations, you can earn bonus points in addition to the base points per SKU!

Product Family	Eligible Products
Small Business	Switches, routers, access points, voice gateways and systems, Spam & Virus Blocker
SBCS	CE500, UC500, 500 Series IP phones, Wireless Express, SR520
IP Telephony	7900 Series, IP Communicator, Upgrade Licenses, Video Advantage
Security	Adaptive Security Appliances 5500
Wireless	Wireless Access Points & Controllers - 1100, 1200, 2100, 4400
Routing	ISR 800, 1800, 2800, 3800 Series
Switching	Catalyst 2960, 3560, 3750

Claim Submission Guidelines

- Submit within 45 days of Distributor Invoice date
- Claims Processing may take up to 2-3 weeks
- If no match and claims expire, you have 14 days to appeal by opening a case at Program Support on the Cisco Rewards membersite or email ciscorewards@external.cisco.com
- Company Administrators will allocate any Claim Disputes amongst members with the same sales role
- Only 1 AM and 1 SE can claim a single invoice
- **Claims for invoices prior to registration date is not eligible**
- Company Administrators are neither eligible to earn nor claim points



How to earn Bonus Points

- Early Bird bonus of 3,000 points when you submit claims within 90 days of registration acceptance
- Double points for SBCS products
- Double points for 2 types of Cisco Rewards AT per invoice
- Triple points for 3 types of Cisco Rewards AT per invoice
- 20% Bonus Points for UC Bundled-Solutions
- 500 Bonus Points for referring a friend to join Cisco Rewards
- Double points for sale of a switch and a router in a single invoice, valid up to 25th July 2009 only!

