



Cisco Service Contract Ordering and Manage Contracts for Resellers

This quick reference guide is intended to assist Cisco customers and resellers with the most frequently used features of Cisco SCC. The Quick Reference Guide is a compact reference tool that includes brief step-by-step instructions for Cisco contract ordering management and searching tasks. Please follow the instructions for each task. This reference guide is applicable for both Smartnet and SMB Support Assistant service contracts.

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For more information on Cisco SCC, please refer to the Cisco SCC e-learning tutorial that can be accessed from the Help link within the Cisco SCC.



How to Log on to Cisco SCC

Note: Before logging on to Cisco SCC, you must first obtain a Cisco.com User ID (CCO ID).

1. Open your Web browser and navigate to www.cisco.com.



2. Click the **Partners & Resellers** link on the left hand side of the Cisco.com home page.
3. Select the **Service Contract Center** link located in the Related Tools section on the far right of the page.
4. Click the **Login to SCC** link located in the center of the page.
5. Enter your Cisco.com user ID and password and click the **OK** button. The **Service Contract Center Home** page displays in a new browser window.

Center Home page displays in a new browser window.

Note: To register for a Cisco.com user ID, click the following link and complete the Cisco.com Registration form: <http://tools.cisco.com/RPF/register/register.do>



How to Search for Existing Contracts

Frequently, you will need to search for an existing contract before actually creating the quote and submitting it for order. To find contracts, you can use the Quick Search, Advanced Search, or My Contracts features. Another method is to use the Renewal Business Summary feature, which is specifically designed to help you locate renewal opportunities.

How to locate contracts or quotes using Quick Search

1. From the Cisco SCC Home page, choose Contract Number or quote number from the **Quick Search** drop-down list.

The screenshot shows the Cisco Service Contract Center interface. At the top, there is a navigation bar with tabs for CONTRACTS, QUOTING & ORDERING, PRICING & AVAILABILITY, PACKAGED SERVICES, and ADMINISTRATION. Below this, there is a section titled "Generate a Quote" with links for "Quote Manager" and "Quote Wizard". A "Quick Search" section contains a dropdown menu set to "Quote Number", a text input field containing "Q3721458", and a "Go!" button. Below the search fields, there is a "Generate a Quote" section with a description: "Service Contract Center enables you to create service quotes online and submit an electronic purchase order for immediate processing. Please select the type of quote you would like to generate." A "Please note:" section states: "Submitting an electronic purchase order in SCC requires you to sign a [Service Contract Center Enrollment Agreement](#)." There are two sections for product coverage: "For products not covered by a Cisco service contract:" with a radio button for "Create a new service contract", and "For products currently covered by a Cisco service contract:" with a radio button for "Renewal Quote (extend an expiring service contract)". A "Submit" button is located at the bottom left of the form.

2. Enter the quote number or contract number in the **Go!** field.
3. Click the **Go!** button. Your search results are displayed on the **Contract Details** page.



How to locate contracts using Advanced Search

1. Click the **Advanced Search** link located on the Quick Search menu bar. The **Advanced Search** page displays.

Advanced Search

Advanced Search allows you to perform a more detailed search on all contracts within your SCC profile.

For a faster query, please provide as much information as you can.

For searches on site name, please enter the first part of the site name. For example, entering "STATE" will search for all site names beginning with "STATE".

Enter as many fields as required or leave any field blank for all possible matches.

Contract Information

Contract Number

or:

Service Level

or:

Contract Label

Site Information

Site Name

Street Address

City

State/Province *

Zip/Postal Code *

Country

Site Label

* for US & Canada only.

2. Enter the appropriate data in any of the search fields. The more you specify, the more refined your search. You can enter data in the following sections of the **Advanced Search** page:
 - Contract Number
 - Service Level
 - Contract Label
 - Site Information
3. Click the **Submit** button. Your search results are displayed on the **Search Results** page.



How to locate contracts using Renewal Business Summary

The Renewal Business Summary is a powerful search and analysis tool for you to identify renewal opportunities. It allows you to review and select contracts of the highest priority. The other search techniques allow you to retrieve individual records. This process could be very time-consuming if you were to review every contract you created over the past year. The Renewal Business Summary displays contracts based on their expiration dates. This type of sorting helps you identify renewal opportunities quickly and easily.

1. Click the **Renewal Business Summary** link below the **Contracts** tab. The **Renewal Business Summary** page displays.

My Contracts | **Renewal Business Summary**

Quick Search [Advanced Search](#)

Renewal Summary : last updated on October 07,2003,09:33AM PST

	Net Contract Amount	Number of Contracts	Net Quote Amount	Number of Quotes Created by Partner	Number of Quotes Created by SSR
Past Due (31-90 Days)	894,802	319	88,034	23	18
Past Due (0-30 Days)	1,378,556	141	79,802	21	6
Expires in 90 Days	75,832,494	1522	10,300,009	42	6
Net Renewal Opportunity	78,105,852	641			
Net Total (All Contracts)	9,583,015,886	4146			

Contract Summary Query

End Customer Name *To view ALL,leave it blank

Contracts Expiring In Days (Includes Past Due Contracts)

2. Click one of the following links to display the category of contracts you would like to see:
 - a. **Past Due (31-90 days)**
 - b. **Past Due (0-30 days)**
 - c. **Expires in 90 Days**
3. The **Customer Detail** page displays. A list of customers with contracts in the category you selected is shown. At this level you can view the customer's service level, contract, expiration date, and net contract amount.

My Contracts | **Renewal Business Summary**

Customer Detail

Search criteria : Contracts Past Due 31-90 Days

Color codes for Expiration Dates : Already Expired, Expiring in 1 to 90 Days, Not Expiring

Select One Select Action

Select	Customer Name	Service Level	Contract Number	Earliest Expiration Date	Amount Past Due 31-90 Days	Amount Past Due 0-30 Days	Amount Expires in 90 Days	Net Contract Total	Quote Number(s)	Net Quote Amount
<input type="checkbox"/>	EVERYTHING SVEIN NETWORKS	SNT	1430969	10-JUN-2004 <input type="button" value="Renew"/>	967	14,545	0	50,219	Q3553065 OR Q3554025 OU Q3553066 OR Q3551425 OU Q3548171 OU	

4. Click on the Customer Name to view the contract details and send your renewal requests to your distributor to have the service contract renewed.



How to Add products to Existing Contracts

You can add non-chargeable modules and cards to existing hardwares.

1. Under **My Contract** tab, go to **Quick Task** action box, select **Add Products to Existing Contracts** in the drop box, enter the contract number or search by company name then click submit. The **My Contract** Page displays.

Service Contract Center

CONTRACTS | QUOTING & ORDERING | PRICING & AVAILABILITY | PACKAGED SERVICES | ADMINISTRATION

My Contracts | [Renewal Business Summary](#)

Quick Search: [Contract Number] [Go] [Advanced Search](#)

My Contracts

Welcome to the Service Contract Center. Use the following methods to Begin:

Choose a Quick Task from the action box and select a contract
Or
Use the tabs to take you to the required areas of SCC.

Quick Task:

Search By:

Value:

Tip

2. Choose **Submit a Request for Adding Non-chargeable Cards or Modules to Existing Hardware** and click submit.

Service Contract Center

CONTRACTS | QUOTING & ORDERING | PRICING & AVAILABILITY | PACKAGED SERVICES | ADMINISTRATION

My Contracts | [Renewal Business Summary](#)

Quick Search: [Contract Number] [Go] [Advanced Search](#)

Add Products: Main Menu

Please choose a method to add products to contract 1405313:

Submit a request (use for adding non-chargeable cards/modules to existing hardware).

Register new products with Packaged Services.

3. You may add the products to an existing site on your contract, or create a new site if it is not listed.
4. Enter the products and serial numbers you wish to add and click submit. (Refer to the below figure) Your request will be processed within 48 hours upon verification and a Cisco representative might contact you if more information is required.

Service Contract Center

CONTRACTS | QUOTING & ORDERING | PRICING & AVAILABILITY | PACKAGED SERVICES | ADMINISTRATION

My Contracts | [Renewal Business Summary](#)

Quick Search: [Contract Number] [Go] [Advanced Search](#)

Add Products: Enter Products

Enter product and serial numbers you wish to add to this site. Your request will be processed within 48 hours. A Cisco representative may contact you should your request require additional information.

If you have any questions regarding this request, please send an email to scc-admin@cisco.com.

Contract : 1405313 **Install Site :** EVERYTHING SVEIN
Service Level : 170 West Tasman 0
BillTo Name : EVERYTHING SVEIN NETWORKS San Jose CA 95134 US

Product Number	Serial Number	Comments:



How to Move Equipment from One Site to Another

SCC allows users to move equipment from one site to another within the same contract.

Service Contract Center

CONTRACTS | QUOTING & ORDERING | PRICING & AVAILABILITY | PACKAGED SERVICES | ADMINISTRATION

My Contracts | Renewal Business Summary

Quick Search: Contract Number [1405313] [Go] Advanced Search

My Contracts

Welcome to the Service Contract Center. Use the following methods to Begin:

Choose a Quick Task from the action box and select a contract
Or
Use the tabs to take you to the required areas of SCC.

Quick Task: Move Equipment

Search By: Contract Number

Value: 1405313

[Submit]

Tip
You can enter any part of the customer name. For example, entering "STATE" will search for all customers with "STATE" in their name.

1. Under **My Contract's** tab, go to the **Quick Task** action box, select **Move Equipment** in the drop box, enter the **Contract Number** or search by **Company Name** then click submit.
2. Several tasks can be performed in here, these including **Show Serial Numbers for Select Products**, **Show All Serial Numbers for Selected Sites**, **Move Selected Products**, **Move All Products from Select Sites** or **Add Products to Site**.
3. To move products from one site to another, select the site or the particular product you wish to move and choose **Move Selected Products** then click **submit**.

Service Contract Center

CONTRACTS | QUOTING & ORDERING | PRICING & AVAILABILITY | PACKAGED SERVICES | ADMINISTRATION

My Contracts | Renewal Business Summary

Quick Search: Contract Number [1405313] [Go] Advanced Search

Site Details & Product Summary

Move products tip:
Select the product numbers or site you want to move -or- select display serial numbers to move a specific product.

Other tips:
Select the Install Site Name to view all the products within a site. From there you can Edit serial numbers, edit name/IP Addresses, and other product related tasks.

Move All Products from Selected Site(s) [Submit]

	Site Label	Install Site	Product Number	(Qty)
		<input type="checkbox"/> NEW COMPANY 123 SCC MOUNTAIN VIEW CA 94040 UNITED STATES	<input type="checkbox"/> CISCO1503	(925)
1405313	SNT	<input checked="" type="checkbox"/> EVERYTHING SVEIN 170 WEST TASMAN SAN JOSE CA 95134 UNITED STATES	<input checked="" type="checkbox"/> CISCO2501	(127)

CONTRACTS | QUOTING & ORDERING | PRICING & AVAILABILITY | PACKAGED SERVICES | ADMINISTRATION

My Contracts | Renewal Business Summary

Quick Search Contract Number [] [GO] Advanced Search

Move Products: Select a Site

You may move your products to an existing site on your contract, or create a new site if it is not listed.

Please Note: At this time, moving a product such as a chassis will move its entire configuration of the product. If you wish to proceed, please select an existing site below. If you would like to move the product(s) without their configurations, please send an email request to scs-admin@cisco.com.

Select	Site Name	Address
<input type="radio"/>	Create New Site (subject to service availability)	
<input type="radio"/>	EVERYTHING SVEIN	170 WEST TASMAN 0 SAN JOSE, CA 95134 US
<input type="radio"/>	F2Y04Q	123 ABC STREET SAN JOSE, CA 95131 US
<input type="radio"/>	NEW COMPANY	123 SCC MOUNTAIN VIEW, CA 94040 US

4. You may move the products to an existing site on your contract, or create a new site if it is not listed.

Service Contract Center

CONTRACTS | QUOTING & ORDERING | PRICING & AVAILABILITY | PACKAGED SERVICES | ADMINISTRATION

My Contracts | Renewal Business Summary

Quick Search Contract Number [] [GO] Advanced Search

Content-type: text/html

Move Products: Confirmation

To

Contract Number	Install Site
1405313	NEW COMPANY 123 SCC MOUNTAIN VIEW, CA 94040 US

From

Contract Number	Install Site	Product Number & Serial Number
1405313	EVERYTHING SVEIN 170 WEST TASMAN 0 SAN JOSE, CA 95134 US	CISCO2501

5. To confirm this move, click on **Confirm Move**.



How to Download Contracts in SCC

You can download contracts and products informations from **My Contracts** tab.

The screenshot shows the Service Contract Center (SCC) interface. At the top, there are navigation tabs: CONTRACTS, QUOTING & ORDERING, PRICING & AVAILABILITY, PACKAGED SERVICES, and ADMINISTRATION. Below these, there is a 'My Contracts' section with a 'Renewal Business Summary' link. A search bar is present with a dropdown menu set to 'Contract Number' and a 'Go!' button. Below the search bar, there is a 'Quick Task' section with a dropdown menu set to 'Download Contract'. Below that, there is a 'Search By' dropdown menu set to 'Contract Number' and a 'Value' input field containing '14053131'. A 'Submit' button is located below the input fields. A tip at the bottom states: 'Tip: You can enter any part of the customer name. For example, entering "STATE" will search for all customers with "STATE" in their name.'

1. Under **My Contract's** tab, go to **Quick Task** action box, select **Download Contract** in the drop box, enter the Contract Number or search by Company Name then click **submit**.
2. You have the choice to **Download Product Only**, **Product + Configuration** or **All Products**. Enter your email address in the recipient's email section to have the contract information send to this email address or just click view now to view the contract details on screen.

The screenshot shows the Service Contract Center (SCC) interface, specifically the 'Download Menu' section. At the top, there are navigation tabs: CONTRACTS, QUOTING & ORDERING, PRICING & AVAILABILITY, PACKAGED SERVICES, and ADMINISTRATION. Below these, there is a 'My Contracts' section with a 'Quick Search' bar. The 'Download Menu' section contains two sub-sections: 'Select Download Details' and 'Download Method'. Under 'Select Download Details', there are three radio button options: 'Products Only' (selected), 'Products + Configurations', and 'All Products'. Under 'Download Method', there are two radio button options: 'View Now' (selected) and 'Send by email to:'. Below 'Send by email to:', there are two input fields: 'Recipient's Email' and 'CC'. A 'Download' button is located at the bottom of the form.

How to make changes to Existing Contracts

SCC allows user to make changes to their existing contracts. Before making changes to Existing Contracts you will need to locate the contracts first. Pls refer to **How to Locate Contracts Using Quick Search** or **Advance Search** section for more details.

1. Once the contract is open, select the desire task from the drop down box under **Contract Details**. Several tasks can be performed in here these including **Edit Billing Address and Contact**, **Save Contract Notes**, **Save Contract label**, **Display Contract Summary**, **Download Contracts**, **Create a Renewal Quote** and **Add Products to Quote**.

The screenshot displays the 'Contract Details' page in the Cisco Systems interface. At the top, there is a search bar with 'Contract Number' and a 'Go' button. Below the search bar, the 'Contract Details' section includes a 'Select a Task' dropdown menu with a 'Submit' button. The dropdown menu is open, showing options: 'Edit Billing Address & Contact', 'Save Contract Notes', 'Save Contract Label', 'Display Contract Summary', 'Download Contract', 'Create a Renewal Quote', and 'Add Products to Contract'. To the right of the dropdown, there are fields for 'Service Level' (SMARTnet 8x5xNBD (SNT)), 'Service Sales Representative' (Sarkis Gegamyan), 'Contract Label' (WINRUNNER REGREE), and 'Contract Notes' (DO NOT MAKE MODIFICATIONS TO THIS CONTRACT). Below these fields, a note states: 'Note : To see full details for covered products, including renewed lines, please click on site link(s)'. At the bottom, there is a table with columns: 'Site Name', 'Site Address', 'Earliest End Date', and 'Site Label'. The table contains three rows of site information.

Site Name	Site Address	Earliest End Date	Site Label
EVERYTHING SVEIN (Site Id : 1858514)	170 WEST TASMAN 0 SAN JOSE, CA 95134 UNITED STATES	14-JAN-2005	
FZY04Q (Site Id : 2382831)	123 ABC STREET SAN JOSE, CA 95131 UNITED STATES		
NEW COMPANY (Site Id : 1844146)	123 SCC MOUNTAIN VIEW, CA 94040 UNITED STATES	14-JAN-2005	

2. You can edit the site or product information by click on the **Site** hyperlink. Tasks can be performed including **Edit Site Address and Contact**, **Save Site Label**, **Save Site Notes**, **Show Product Configuration**, **Download Site**, **Move Product**, **Edit Serial Number**, **Edit Name/IP Address** and **Add Products to Site**. The **Site Details** page displays.

Service Contract Center

CONTRACTS | QUOTING & ORDERING | PRICING & AVAILABILITY | PACKAGED SERVICES | ADMINISTRATION

My Contracts | Renewal Business Summary

Quick Search: Contract Number [] [Go] Advanced Search

Site Details

Select a Task: [] Submit

- Select a Task
- Edit Site Address & Contact
- Save Site Label
- Save Site Notes
- Show Product Configuration
- Renew Products with Packaged Services
- Download Site
- Move Product
- Edit Serial Number
- Edit Name/IP Address
- Add Products to Site

Service Level: ARTnet 8x5xNBD(SNT)

Site Label: []

Site Notes: (Accepts maximum 60 characters) ~18-#8# []

Product Details

Note: Products with an (C) next to their end date have already been renewed.
Products with (*) have been identified to be excluded from renewal quotes.

Select	Product Number	Serial Number	Name/IP Address	Begin Date	End Date	PO/PMO Number	SO/MSO Number
<input type="checkbox"/>	CISCO2501	[]	[]	15-JAN-2004	14-JAN-2005	SN001-18HTL6ZRFV	NA
<input type="checkbox"/>	CISCO2501	[]	[]	15-JAN-2004	14-JAN-2005	SN001-18HTL6ZRFV	NA
<input type="checkbox"/>	CISCO2501	[]	[]	15-JAN-2004	14-JAN-2005	SN001-18HTL6ZRFV	NA

- To Edit the current site details. Select **Edit Site Address and Contact** from the drop down box to make changes to existing details.

My Contracts | Renewal Business Summary

Quick Search: Contract Number [] [Go] Advanced Search

Update Site Information : 1405313/ 1858514

Important
Please provide any modifications to the site contact or site address below. Your request will be processed within 48 hours.

Note: If you are moving all products from this install site, select "back" on your browser and select "Move Products" from the pull down menu.

Contact Information

First Name: []
Last Name: []
Country: [] Area: [] Phone Number: [] x [] Extension: []
Email: []

Install Site Information

Install Site: EVERYTHING SVEIN
Address 1: 170 WEST TASMAN
Address 2: []
Address 3: []
City: SAN JOSE
State/Province: CA
Zip Code: 95134
Country: UNITED STATES

Send Request Cancel

- Place the new site and contact details in here and click **Send Request**. Your request will be processed within 48 hours upon verification.

How to Check Service Availabilities via Service Availability Matrix

Check Service availability via Service Availability Matrix. This is used to verify the availability of Logistics and Field Engineering services worldwide. This tool includes information for SmartNet, SP-Base and SMB Support Assistant programs.

1. Click on **Pricing and Availability** tab and then click on the **Service Availability Matrix** link.
2. To search the service availability for a particular product, you will need to select a **Product Family**, the actual **Product**, the **Theatre** and the **Country** from each of the drop down list, enter the location city or post code of the product then click **Submit**. You can choose to view the service availability details on screen or email it to you as an attachment.

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

Showing Service Availability for: Cisco1001 in the product family Cisco 1000 Series in the City(s) sydney										
	8x5xNBD	8x5x4	24x7x4	24x7x2	Installation	Onsite 8x5xNBD	Onsite 8x5x4	Onsite 24x7x4	Onsite 24x7x2	
ASIA PACIFIC > AUSTRALIA > NEW SOUTH WALES > Sydney 2000										
Cisco 1000 Series >										
Cisco1001	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
ASIA PACIFIC > AUSTRALIA > NEW SOUTH WALES > Sydney 2001										
Cisco1001	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y

Search Again

Check Service Availability for Multiple Products

Service Availability Matrix allows user to check the service availability against multiple product at the same time.



1. Click on Bulk Search link then follow the step by step instruction from this page.
2. First click on the right mouse button and save the bulk search template to your LAN/Desktop. Then fill in the template including valid syntax for each field and remove the actual instructions after completion. Save this spreadsheet to your LAN/Desktop. Lastly, upload the file to this tool by clicking on the Browse button and select the file, enter your email address in the address field provided then press go.
3. The results will be sent to the email address provided.



How to Set Reseller Preference

Resellers have the choice to set their own default distributors that they wish to submit the orders to.

1. Click on **Administration** tab then select **Reseller Preference**.
2. The **Reseller Preference** page displays. In here, you can update the reseller contact information, select distributor, enter the distributor's account number and enter order confirmation email address then press **Update**.

Service Contract Center

CONTRACTS | QUOTING & ORDERING | PRICING & AVAILABILITY | PACKAGED SERVICES | ADMINISTRATION

Reseller Preferences | Register Contracts

Quick Search: Contract Number [] [Go] Advanced Search

Establish Preferences

Confirm reseller information

Contact Address

TEST CUSTOMER TWO TIER
100 CISCO STREET
SINGAPORE, SINGAPORE [Edit](#)

Select your primary distributor

Distributor: TEST CUSTOMER [v]
Distributor Account Number: 276147
Login ID: null

Select your order confirmation email address(es)

sms-renewals@cisco.com, daniscot@cisco

How to Register Contracts

Reseller can request register contracts by emailing to ops-support@cisco.com



How to Submit an Online Support Request

You can submit an online support request directly from Cisco SCC.

1. Click the **Feedback** link located in the upper right corner of Cisco SCC. The **Provide Feedback** form displays.

PROVIDE FEEDBACK

You have reached feedback for your specific application. For further assistance with Cisco.com, go to the [global feedback](#) pages.

Feedback

Welcome to the SCC feedback page. This will expedite your request by ensuring that it is routed to the proper place.

Tool: Select Tool
Company Name: qwest enterprise
CCO Userid: svolslund
Full Name: SVEIN OLSLUND
Email: fred_flinstone@hotmail.com
Country: UNITED STATES
Phone: 408-555-1212
Additional contracts and quotes(separate by commas):
Please type your message in the box below
Submit

2. Fill in the feedback form with your support request. Provide your user ID and the steps you took to generate the issue.
3. Click the **Submit** button. The **User Notification** page confirms that your support request has been successfully submitted. You will be contacted within 24 hours with an update.
4. If you need any further help in relation to quoting, ordering and managing contracts please contact our service sales consultant directly at ops-support@cisco.com



Other Useful Links and Information

For more information on Cisco SCC, please refer to the Cisco e-learning tutorial that can be accessed from the help link located at the top right hand side corner.

Within this Help section there is a FAQ section which is a quick way to obtain an answer from frequent asked questions regarding SCC application and usage.

If you can't remember your CCO password you can send an email to a cco-locksmith@cisco.com. An automatic check will verify that your e-mail address is registered with Cisco.com. If successful, account details with a new random password will be e-mailed to you.

