



Cisco International Limited

Partner and Customer Handbook on Key Changes

May 2009

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1 Introduction




1.1 Overview, Purpose, and Use of This Document

This document contains detailed information for Cisco® partners and customers on the key changes resulting from the transition from Cisco Systems International BV to Cisco International Limited. It is organized around key tasks that a partner or customer performs and contains details regarding key changes, actions required, step-by-step procedures for handling changes, and sources of additional support.

1.2 Cisco International Website

The [Cisco International Limited website](http://www.cisco.com/web/ordering/cilcs/index.html) contains links to documents with information to assist partners and customers with the transition to Cisco International Limited. Table 1 lists these documents.

Table 1 Sources of Information Regarding the Transition to Cisco International Limited

Title	Description	Reference Link
<p>Cisco International Overview</p> 	<p>Provides a summary of Cisco International Limited, including changes and necessary actions.</p>	<p>http://www.cisco.com/web/ordering/cilcs/index.html</p>
<p>Quick Reference Guide</p> 	<p>Provides a one-page reference to changes that partners and customers can expect before, during, and after the transition.</p>	<p>http://www.cisco.com/web/ordering/cilcs/index.html</p>
<p>Questions & Answers</p> 	<p>Provides answers to the most commonly asked questions about Cisco International Limited.</p>	<p>http://www.cisco.com/web/ordering/cilcs/index.html</p>

2 Using New Bill-to IDs, Ship-to IDs, and Site IDs

2.1 Change Description

Our European Union and European Free Trade Association partners' and customers' bill-to IDs (BIDs), ship-to IDs (SIDs), and site IDs are changing as a result of the establishment of Cisco International Limited. In addition, in some cases customer ID/account numbers may be consolidated in an effort to minimize duplication. You will need to use the new BIDs and SIDs when purchasing products and services after 30 August 2009.

2.2 Overview

Table 2 provides an overview of the changes being made to the ordering tools and Cisco IDs.

Table 2 Overview of Changes Related to the Ordering Tools and Cisco IDs

Key Changes
<ul style="list-style-type: none"> • New bill-to ID, ship-to ID, and site ID numbers will be assigned automatically. • In some instances, customer information may be consolidated; as a result, there may be fewer customer ID (CID) numbers. • Minor enhancements will be made to the Ordering Tool functionality to ease the transition from Cisco Systems International BV to Cisco International Limited. For more information, refer to Section 3: Placing an Order for Products with Cisco and Section 4: Placing a Quote for Services with Cisco. • If your systems use data specific to Cisco that is changing (such as the bill-to ID), you may need to make changes to your internal systems to add Cisco International Limited data. • All new transactions, whether for products or services on existing product orders, initiated through the ordering tools after 30 August 2009 will be associated with Cisco International Limited, and you will need to use the new BIDs when placing orders with this Cisco company. • Customer Profiles will be automatically updated to allow users to transact with the new CIDs, BIDs and SIDs.
Not Changing
<ul style="list-style-type: none"> • The old BIDs will continue to be associated with any orders initiated before 30 August 2009. Most CID/account numbers will remain the same. • Customer profiles and preferences in existing tools (such as the Ordering Tool and Cisco Service Contract Center) will not need to be updated.

What to Anticipate	Effective Date
<ul style="list-style-type: none"> ☑ You will not need to update customer profiles and preferences in existing tools (such as the Ordering Tool and Cisco Service Contract Center). ☑ You may receive direct correspondence from Cisco Customer Service providing the new BIDs and SIDs. If, within Cisco Service Contract Center, old BIDs and SIDs are used in transactions, reminder messages will be displayed asking you to note and begin using the new IDs. ☑ If you use Cisco reference IDs (BIDs and SIDs) in ordering tools and/or processes, please take note of your new BID and SID numbers and update your systems as necessary. ☑ You may need to make changes to your internal systems to add Cisco International Limited as a company with which you transact business. 	<p>30 August 2009</p>

2.3 Detailed Procedures

2.3.1 Identifying New Bill-to IDs, Ship-to IDs, and Site IDs

Table 3 describes how the new BIDs, SIDs, and site IDs will be handled in the service tools and service contracts.

Table 3 Usage of New IDs in Service Tools and Service Contracts

Use of New Bill-to IDs, Ship-to IDs, and Site IDs in the Service Tools
<p>Due to the assignment of new BIDs and SIDs associated with Cisco International Limited, the following will occur for partners and customers that use BIDs and SIDs:</p> <ul style="list-style-type: none"> • Within the Cisco Service Contract Center, if old BIDs and SIDs are used to transact business, reminder messages will be displayed asking you to note and begin using the new IDs. The transaction will be accepted whether a new or old ID is entered. • All documents or notifications that currently display the Cisco Systems International BV address will be updated with the new Cisco International Limited physical address. Service contracts will be minimally affected by this change due to the phased migration from Cisco Systems International BV to Cisco International Limited.
Detailed Steps
<ol style="list-style-type: none"> 1. Take notice of the new BID and SID in the reminder message and begin using these IDs to transact with the Cisco Service Contract Center (product ordering tools are not affected). 2. Service contracts are being migrated, and have site IDs listed on them. In Cisco International Limited, the service contracts will have the correct install sites listed on them and the correct contract alignment to the appropriate Cisco company and BIDs. Updates initiated from the Cisco Service Contract Center may take some time to reflect on the contract due to contract migration. The updates to the address will be made and reflected in the Cisco Service Contract Center once the contract migration is completed.

2.4 Support Resources

Table 4 lists support resources for questions regarding the ordering tools or the Cisco Service Contract Center.

Table 4 Support Resources for the Ordering Tools or Service Contracts

Resource	Location/Contact Information
Please contact your primary Cisco support agent with additional questions.	<p>For questions regarding the ordering tools, contact Cisco Customer Service.</p> <p>For questions related to the Cisco Service Contract Center or SCC for Indirect Resellers and Distributors (SMS3), contact the local Service Support Center. Europe and Emerging Markets</p>

3 Placing an Order for Products with Cisco

3.1 Change Description

There will be minor functionality updates to the product ordering tools to support the transition to Cisco International Limited. Specifically, there may be new bill-to IDs (BIDs) and ship-to IDs (SIDs) in the user's Cisco.com profile. The BIDs and SIDs for partners and customers in the specified European Union and European Free Trade Association countries will change as a result of the establishment of Cisco International Limited. In addition, customer ID (CID) numbers may be consolidated to reduce duplication. After 30 August 2009, you will need to use the new CIDs for referencing account information.

3.2 Overview

Table 5 provides an overview of the changes being made related to the processing of orders placed with Cisco.

Table 5 Overview of Changes Related to Order Processing

Key Changes
<p><u>General</u></p> <ul style="list-style-type: none"> • All <u>new</u> orders initiated after 30 August 2009 will be fulfilled by Cisco International Limited. • Purchase orders submitted should reference Cisco International Limited. • Notifications (such as order acknowledgments and order updates) will be generated from Cisco International Limited. <p><u>Quoting and Ordering Transactions</u></p> <ul style="list-style-type: none"> • Existing quotes will be honored through the transition. • Existing BIDs can be used to query existing orders in Cisco Systems International BV until they are fully processed. A customer can query an order in Status Tool using the Bill-to ID (BID). If a customer queries with an existing BID, orders booked in Cisco Systems International BV will be displayed. If a customer queries with a <i>new</i> BID, orders booked in Cisco International Ltd will be displayed. A customer will not need to log into different sessions of the Status Tool to do this function. The system will display the appropriate data based on the BID. • The processing of product returns and replacement and change orders will be completed by the Cisco company with which the order originated. If the product needs to be returned, it should be shipped to the Netherlands return depot. <p><u>Product Tools and Archived Data</u></p> <ul style="list-style-type: none"> • New orders for products placed after 30 August 2009 using the Ordering Tool will be processed through Cisco International Limited. Order transactions will be driven through a user's profile, which will automatically be updated with the new information related to Cisco International Limited. • The Order Status Tool can be used to look up an order by using the same information (e.g., CID, Purchase Order, etc) as before regardless of the company from which the order was purchased. If querying by BID instead of by sales order number, you can retrieve the order history for orders predating 30 August 2009 using the old BID associated with Cisco Systems International BV.

Not Changing	
<ul style="list-style-type: none"> • Open orders booked prior to 30 August 2009 will be processed in Cisco Systems International BV. • Details of unsubmitted orders will continue to be accessible after 30 August 2009. • There are no process or interface changes to the Ordering Tool. The Ordering Tool will be seen as it is today • Existing Ordering Tool profile information and preferences will remain the same. • Terms of existing financing, discounting, credit limits, ordering currency, and price lists will not change. • Cisco Systems International BV returns that are in process will be completed with that company. 	
What to Anticipate	Effective Date
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Beginning 30 August 2009, you will need to conduct new business with Cisco International Limited and continue existing business with Cisco Systems International BV until orders are fulfilled, invoiced, paid, and closed. <input checked="" type="checkbox"/> The processing of your product returns and replacement and change orders will be completed by the Cisco company with which the order originated. If the product needs to be returned, it should be shipped to the Netherlands return depot: <ul style="list-style-type: none"> Cisco Systems International BV C/O Teleplan Communications B. V. Werner von Siemensstraat 1 2712 PN Zoetermeer The Netherlands 	30 August 2009

3.3 Detailed Procedures

3.3.1 Product Orders

Table 6 provides information about submitting purchase orders.

Table 6 Details Regarding Purchase Orders

Submitting Purchase Orders
<ul style="list-style-type: none"> • New BIDs and SIDs will be created for partner and customer reference as we transition to Cisco International Limited. The partner and customer company bill-to and ship-to address will remain the same. • Purchase orders will be submitted and processed as usual through Cisco International Limited.
Detailed Steps
<ul style="list-style-type: none"> • Cisco recognizes that partners and customers have different processes for submitting purchase orders. • For partners and customers that use the bill-to address as their primary method of identification on purchase orders, there will be no changes to the purchase order process. • For partners and customers that use BIDs and SIDs in the ordering process, there are no changes to the process; however, please check that each purchase order lists the correct Cisco company and BID or SID after 30 August 2009. This validation confirms that the new BIDs and SIDs are being used in the purchasing process.

3.4 Support Resources

Table 7 lists support resources for questions regarding submitting purchase orders through Cisco.

Table 7 Support Resources for submitting purchase orders.

Resource	Location/Contact Information
Please contact your primary Cisco support agent with additional questions	For Ordering Tool Questions beginning on 30 August 2009, contact Cisco Customer Service . Orders prior to 30 August 2009 will be booked in Cisco Systems International BV using existing processes

4 Placing a Quote for Services with Cisco

4.1 Change Description

As a result of the transition to Cisco International Limited, there will be process updates to the Cisco Service Contract Center and SCC for Indirect Resellers and Distributors (SMS3). Specifically, when a new quote is created after 30 August 2009, new bill-to IDs (BIDs) and site IDs will automatically be provided during the quoting process. The BIDs and site IDs for existing quotes will automatically be updated with the new BIDs and site IDs aligned with Cisco International Limited.

4.2 Overview

Table 8 provides an overview of the changes being made related to placing quotes for services.

Table 8 Overview of Changes Related to Quotes for Services

Key Changes	
<p>Quoting Transactions</p> <ul style="list-style-type: none"> The system will populate both the new BID and the new site ID when a user queries an old BID or site ID. New BIDs and site IDs will be provided after 30 August 2009 when a user performs quoting and online contract management activities (such as searching) in Cisco Service Contract Center and SMS3. After the transition to Cisco International Limited, new BIDs and site IDs will be provided in Partner Opportunity Management (POM) if old BIDs and site IDs are used. For more details on changes to the Cisco Service Contract Center and POM, including screen shots and step-by-step instructions, please refer to the Cisco Services Contract Center User Guide. For more details on SMS3, including screen shots and step-by-step instructions, please refer to the SCC for Indirect Resellers and Distributors (SMS3) User Guides. 	
<p>Not Changing</p> <ul style="list-style-type: none"> Existing Customer Profile information will be transferred to Cisco International Limited, and also maintained in Cisco Systems International BV until all transactions are closed out. Financing terms, discounts, credit limits, ordering currency, and price lists will remain the same. Service contracts and install base data will remain unchanged, and display values in Cisco Service Contract Center and SMS3 will remain active in both Cisco Systems International BV and Cisco International Limited. 	
What to Anticipate	Effective Date
<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Review the training materials posted on the Cisco Services Contract Center website in preparation for the changes on 30 August 2009. <input checked="" type="checkbox"/> For more details on changes to the Cisco Service Contract Center and POM, including screen shots and step-by-step instructions, please refer to the Cisco Services Contract Center User Guide after 3 August 2009. <input checked="" type="checkbox"/> For more details on changes to SMS3, including screen shots and step-by-step instruction, please refer to the SCC for Indirect Resellers and Distributors (SMS3) User Guides after 3 August 2009. 	30 August 2009

4.3 Support Resources

Table 9 lists support resources for questions regarding quotes for services.

Table 9 Support Resources for Quote for Services

Resource	Location/Contact Information
Please contact your primary Cisco support agent with additional questions.	For questions on placing a service quote, contact the Cisco Service Support Center. Europe and Emerging Markets

5 Submitting Payments

5.1 Change Description

The establishment of Cisco International Limited will result in minor changes to the invoice format and submission of payments. Updated invoices will be sent from Cisco International Limited for new orders placed as of 30 August 2009; submission of payments should be directed to the bank account associated with Cisco International Limited.

5.2 Overview

Table 10 provides an overview of changes regarding invoicing and payment submission.

Table 10 Overview of Changes Related to Invoicing and Payment Submission

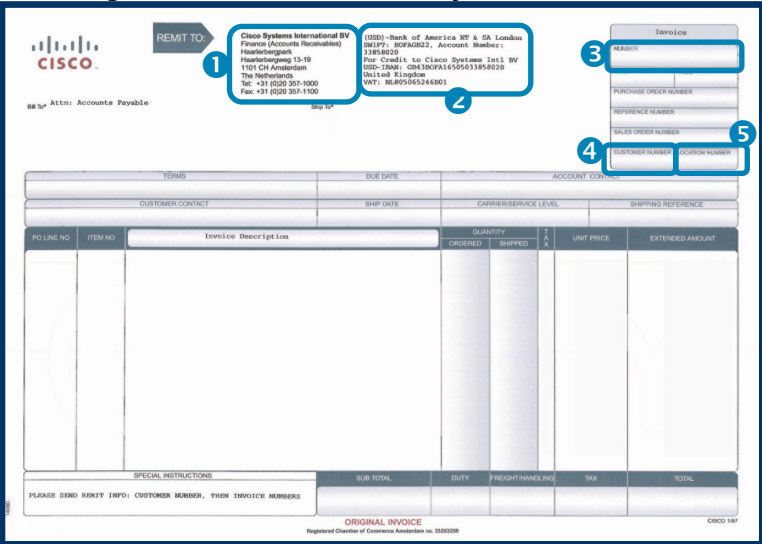
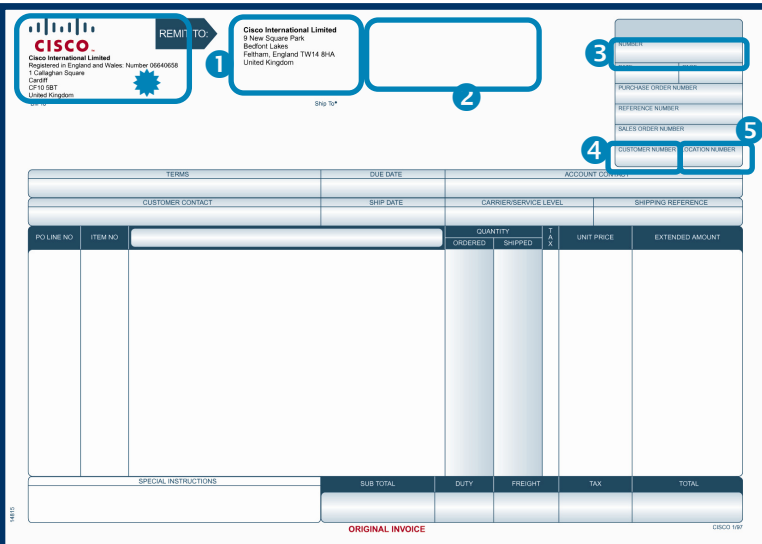
Key Changes	
<ul style="list-style-type: none"> • Invoices for orders placed with Cisco International Limited will be sent by Cisco International Limited instead of Cisco Systems International BV for new orders as of 30 August 2009. <ul style="list-style-type: none"> – Submit payments to the bank account referenced on each individual invoice. – An updated Cisco International Limited banner and United Kingdom address will be reflected on the new invoices. – Remittances and invoices for new orders placed on or after 30 August 2009 will be processed by Cisco International Limited. Orders placed with Cisco Systems International BV will continue to be processed by Cisco Systems International BV until complete. Please submit payments to the Cisco company referenced on the invoice. • Partner and customer profile information will be transferred from Cisco Systems International BV to Cisco International Limited. 	
Not Changing	
<ul style="list-style-type: none"> • Financing terms, discounts, credit limits, ordering currency, and price lists will remain the same. • Invoice history information will continue to be accessible through and after the transition. The Invoice Tool and Aged Account Summary can be queried by invoice number for all of the Cisco companies. 	
Action Required	Completed by
<input checked="" type="checkbox"/> Take note of the new bank account number, VAT number, and additional relevant details that will be provided to your accounts payable team in the Cisco Collections communication.	July 2009
<input checked="" type="checkbox"/> Create a new Cisco vendor or buyer profile in your procurement and payable systems with the appropriate associated information (address, bank account, VAT reference number, etc.).	30 August 2009
<input checked="" type="checkbox"/> Place new orders with Cisco International Limited, and continue processing your existing orders with Cisco Systems International BV until those orders are fulfilled, invoiced, paid, and closed.	30 August 2009
<input checked="" type="checkbox"/> Submit your payments in accordance with the information on the invoice received (Cisco company, address, bank account).	Ongoing

5.3 Detailed Procedures

5.3.1 Invoice Format Changes

Table 11 shows the existing and new invoices, indicating the areas that are changing.

Table 11 Existing and New Cisco Invoices

Invoice and Remittance Changes	Description
<p>Existing Cisco International Systems BV Invoice:</p> 	<p>You may need to submit payments to two separate Cisco companies for a period of time if existing business with Cisco Systems International BV is not closed out prior to 30 August 2009 and new business is initiated with Cisco International Limited on or after 30 August 2009.</p>
<p>New Cisco International Limited Invoice:</p> 	<p>Detailed Description</p> <ul style="list-style-type: none"> In addition to the remittance information described below, invoices from Cisco International Limited include the company's name and address of registration. <ol style="list-style-type: none"> The Cisco company is identified in the remit-to area of the invoice. This also contains the correct company address to submit payment. Additional remittance information, including Bank Name, bank account number, routing information and other essential details. <p>Notes:</p> <ol style="list-style-type: none"> The remittance information for Cisco International Limited will be included on all Cisco International Limited invoices. The remittance information will include details specific for each Cisco customer, by currency. Unique invoice number for the invoice. Cisco-provided customer number. Cisco-provided ship-to site location number. <p>Please use the remittance information and details that are included on your invoice when making payments.</p> <p>Terms and Conditions will not be included with Cisco International Limited invoices.</p>

5.3.2 Update Vendor Profile

Table 12 shows the information to use when creating a new vendor profile.

Table 12 Information for Creating a New Vendor Profile

Creating a New Vendor Profile (by Currency)				Description																				
<p>Cisco company name and address:</p> <p>Cisco International Limited 9-11 New Square Park Bedfont Lakes Feltham, Middlesex, TW14 8HA United Kingdom</p> <p>For invoice payments:</p> <table border="1"> <tr> <td>Bank name:</td> <td colspan="3">Bank of America N.A.</td> </tr> <tr> <td>Bank address:</td> <td colspan="3">5 Canada Square London E14 5AQ United Kingdom</td> </tr> <tr> <td>SWIFT / BIC:</td> <td colspan="3">BOFAGB22</td> </tr> <tr> <td>VAT number:</td> <td colspan="3">GB 938 8565 62</td> </tr> <tr> <td>Company registration No:</td> <td colspan="3">06640658</td> </tr> </table>				Bank name:	Bank of America N.A.			Bank address:	5 Canada Square London E14 5AQ United Kingdom			SWIFT / BIC:	BOFAGB22			VAT number:	GB 938 8565 62			Company registration No:	06640658			<p>Set up Cisco International Limited in your procurement and accounts payable system(s).</p>
Bank name:	Bank of America N.A.																							
Bank address:	5 Canada Square London E14 5AQ United Kingdom																							
SWIFT / BIC:	BOFAGB22																							
VAT number:	GB 938 8565 62																							
Company registration No:	06640658																							
Currency:	USD	GBP	EUR																					
Bank account number:	47148037	47148045	47148053																					
IBAN	GB35 BOFA 1650 5047 1480 37	GB13 BOFA 1650 5047 1480 45	GB88 BOFA 1650 5047 1480 53																					
Sort code:		Domestic same day: CHAPS Sort Code: 165050																						
		Domestic low value: BACS Sort Code: 301635																						

5.4 Support Resources

Table 13 lists support resources for questions regarding invoicing and payment.

Table 13 Support Resources for Invoicing and Payment

Resource	Location/Contact Information
For questions or additional information requirements, accounts payable teams should contact their Cisco collector.	Contact the collector as indicated on your invoice.

6 Assignment of Legal Contracts

6.1 Change Description

The establishment of Cisco International Limited means that partners and customers in the European Union and the European Free Trade Association who previously bought from Cisco Systems International BV will now buy from Cisco International Limited. As a result of this change, the majority of legal contracts for partners and customers will be assigned to Cisco International Limited.

6.2 Overview

Table 14 provides an overview of the changes in legal contracts.

Table 14 Overview of Changes Related to Legal Contracts

Key Changes	
<ul style="list-style-type: none"> The majority of affected partners and customers will be assigned to Cisco International Limited automatically. In early to mid-July, partners and customers whose agreements have been assigned to the new company will receive letters to this effect. In most cases, no further action is needed. 	
Not Changing	
<ul style="list-style-type: none"> Contract terms will remain unchanged. 	
Action Required	Completed by
<input checked="" type="checkbox"/> Implement changes required from the contract assignment notification from Cisco.	30 August 2009

6.3 Support Resources

Table 15 lists support resources for questions regarding legal contracts.

Table 15 Support Resources for Legal Contracts

Resource	Location/Contact Information
For questions or additional information requirements, partners and customers should contact the responsible account manager.	Contact your account manager.

7 Updating Business-to-Business Systems

7.1 Change Description

You may need to make changes to your back-end system to accommodate the new bill-to IDs (BIDs) or site IDs for Cisco International Limited. Changes may be required for message mapping, remittance address, and bank account details for electronic invoicing.

7.2 Overview

Table 16 provides an overview of changes that may be needed in business-to-business (B2B) systems.

Table 16 Overview of Changes Needed in B2B systems

Key Changes	
<ul style="list-style-type: none"> You may need to make changes to internal systems to add Cisco International Limited as a new company. You may need to replace old site IDs with new site IDs in service B2B PIP solutions. You may need to replace old BIDs with new BIDs in B2B PIP and web service solutions. You may need to make updates to electronic invoicing related to the Cisco International Limited address and bank account (such as changing account and routing information and supporting new data elements). 	
Not Changing	
<ul style="list-style-type: none"> Saved configuration sets do not need to be manually adjusted. Cisco will automatically synchronize any saved configuration sets to accommodate the internal Cisco billing ID changes. The XML Cisco.com ordering profile and the company's individual Cisco.com user profiles will automatically be updated to ensure ordering continuity under the new Cisco International Limited setup. If using internal billing references (for example, DUNS+4), Cisco will automatically update the relevant internal Cisco tables to ensure that billing references are mapped to the corresponding new Cisco International Limited billing IDs. Cisco's DUNS number will not change as a result of this transition. Orders submitted before 30 August 2009 that are still open (for example, ones that are partially shipped) will be invoiced through Cisco Systems International BV. 	
Action Required	Completed by
<input checked="" type="checkbox"/> Update your B2B systems with appropriate company, site IDs, BIDs, and invoicing information.	29 June 2009
<input checked="" type="checkbox"/> If required, participate in user acceptance testing of updated B2B systems.	29 June 2009
<input checked="" type="checkbox"/> Confirm your ability to receive B2B inbound messages containing both old and new BIDs during the transition period after Go Live.	30 August 2009
<input checked="" type="checkbox"/> Confirm your ability to support receiving the corrected new BID and/or site ID in the PIP3A1 response, if an old BID and/or site ID has been sent in the request to Cisco.	30 August 2009

7.3 Detailed Procedures

7.3.1 B2B Site ID Updates

Table 17 provides details regarding changes needed to site IDs.

Table 17 Changes Needed to Site IDs in B2B Systems

B2B Install Site ID Changes	Description		
<p>Install site ID or site address information is required in the following 3A1 quote requests:</p> <ul style="list-style-type: none"> • New service request by product information, product purchase order (PPO#), and product sales order (SAO#) • Renewal by site (SIT) and renewal by product (PRO) • Upgrade or downgrade in service by product (PRO) <p>Site ID information is required as a part of the request message from your systems as a result of the following 6A1 change requests:</p> <p>Contract move by site: Moving two different sites from different contracts into one target contract (RequestType=MEG)</p> <ul style="list-style-type: none"> • Contract + site move by serialized products: Moving two products from different contracts into one target contract and different sites (RequestType=MNC) • Contract + site move by site: Moving two sites from different contracts into one target contract and different sites (RequestType=MNC) • Site move by serialized products: Moving two products to different sites, contract number remains the same (RequestType=CHA) • Site move by site: Moving two sites from different contracts to different sites, contract number remains the same (RequestType=CHA) • Update nonserialized product labels (RequestType=CHA) • Update label and notes for two different sites of different contracts (RequestType=CHA) <p>Similarly, the following 6A1 query requests require sending of an install site ID as part of the request message:</p> <ul style="list-style-type: none"> • Target contract query by contract and site <p>The following 6A2 query responses include site ID as part of the response message:</p> <ul style="list-style-type: none"> • Contract query • Target contract query • Site report 	<p>You may need to replace old install site IDs with new site IDs in B2B service PIP solutions that are submitted.</p> <tr> <th colspan="2" data-bbox="984 667 1427 720">Detailed Steps</th> </tr> <ul style="list-style-type: none"> • Verify which service B2B system messages and requests are used. • Confirm the ability to make the IT changes to accommodate the new site IDs, or confirm the ability to support Cisco automatically correcting the submitted site ID and echoing back the new site ID in the response. • New warning messages will be introduced to alert users of a change in the site ID. 	Detailed Steps	
Detailed Steps			

7.3.2 B2B Bill-to ID Updates

Table 18 provides details regarding changes needed to bill-to IDs (BIDs).

Table 18 Changes Needed to BIDs in B2B Systems

B2B BID Changes	Description		
<p>The global location identifier in the PIP 3A4 v2.0 will need to reflect the new BID.</p> <p>The proprietary location identifier in the PIP 3A4 v1.1 will need to reflect the new BID.</p> <p>The PIP3A6 status message will reflect the new BID supplied by Cisco.</p> <p>The following Cisco B2B web services require bill-to references in the web service request. Please ensure that these are updated:</p> <ul style="list-style-type: none"> • Configuration check • Configuration and service check • ICT • Service mapping • Distributor service quoting <p>The 3A1 renewals quoting the PIP bill-to data element will need to be updated to reflect the new BID supplied by Cisco.</p> <p>If using the 3A4 renewals PIP without quote methodology, the bill-to data element will need to be updated to reflect the new BID supplied by Cisco.</p>	<p>You may need to replace old BIDs with new BIDs in B2B PIP and web service solutions that are submitted.</p> <tr> <td colspan="2" style="text-align: center;">Detailed Steps</td> </tr> <ul style="list-style-type: none"> • Verify which B2B solution messages are used. • Confirm the ability to make the IT changes to accommodate the new BIDs, or confirm the ability to support Cisco automatically correcting the submitted BID and echoing back the new BID in the response. 	Detailed Steps	
Detailed Steps			

7.3.3 B2B Electronic Invoicing Updates

Table 19 provides details regarding changes needed to electronic invoicing.

Table 19 Changes Needed to Electronic Invoicing

B2B Electronic Invoicing Changes	Description		
<p>If using the 3C3 invoicing PIP, the following data elements will be introduced:</p> <ul style="list-style-type: none"> • Flat rate % note • Duty amount • Credit note for VAT • Fiscal rep details • Official local currency exchange rates 	<p>You may need to make updates to your electronic invoicing system related to the Cisco International Limited address and bank account (such as changing account and routing information and supporting new data elements).</p> <tr> <td colspan="2" style="text-align: center;">Detailed Steps</td> </tr> <ul style="list-style-type: none"> • Verify which B2B solution messages are used. • Confirm the ability to make the IT changes to accommodate the new data elements introduced in the PIP 3C3. 	Detailed Steps	
Detailed Steps			

7.4 Support Resources

Table 20 lists support resources for questions regarding changes in B2B systems.

Table 20 Support Resources for B2B Systems

Resource	Location/Contact Information
A dedicated B2B partner solutions project manager is already in contact with the relevant IT and business teams in the B2B partner's organization to jointly review impacts and plan for the 30 August 2009 transition date.	Please contact the dedicated B2B partner solutions project manager with any questions regarding the required B2B IT changes.