



**CISCO SYSTEMS, INC.**  
**CHANNEL PARTNER PROGRAM**

**GLOBAL COMMERCE SPECIALIZATION**  
**AUDIT REQUIREMENTS**

## **PURPOSE**

This document defines the criteria required to achieve the Global Commerce Specialization within the Cisco Channel Partner Program and provides guidelines for the audit of these qualifications. The criteria may be updated at the discretion of Cisco Systems.

## **AUDIT SCHEDULING AND PREPARATION**

A representative from Cisco's third party audit agency will schedule the on-site audit. The audit should be at the partner's global commerce/logistics center, if this exists, or at the location where the majority of global customer opportunities are negotiated and managed. All information provided to the auditor falls under the Non Disclosure Agreement (NDA) signed by Cisco's third party auditors, and will be treated as strictly confidential.

In preparation for the audit, it is assumed that the partner has read and understood all requirements and is prepared to provide the documents and information outlined herein. Partners should plan on 4-6 hours for the Global Commerce specialization audit.

## **AUDIT ITINERARY**

Introductions and audit goals (auditor)

Overview of audit methodology (auditor)

Partner introduction of global customer business (partner representative): 10-minute presentation including overview of partner's process/model for engaging and supporting global customers and the organizations involved

Prerequisites

General requirements

Required capabilities

Review of audit findings (auditor)

## **PREREQUISITES**

In order to qualify for the Global Commerce Specialization, a partner must meet the following prerequisites:

- Valid Global Systems Integrator Agreement with Cisco – to be validated by Cisco
- Silver certification in at least one country in each Cisco theatre – to be validated by Cisco
- Legal presence in at least 20 countries – partner shall provide a list of countries where they have a direct legal presence

## **GENERAL REQUIREMENTS**

1. Support for both centralized and de-centralized procurement models: Partner must be able to provide the services outlined in the Required Capabilities section for global engagements where the customer's procurement model is centralized, de-centralized, or a combination of both.
  - When possible, partner should address these different scenarios in the customer engagements shared during the audit
2. Critical Success Factors
  - Partner will be asked to explain their critical success factors for global customer engagements
  - Partner shall demonstrate performance against SLAs wherever applicable
3. Contracting: Partner may sub-contract logistics services in those countries where they do not have a legal presence provided that the following requirements are met:
  - The partner must demonstrate how they evaluate the skills and capabilities of the contracted party in determining suitability to provide such services, including the mechanism employed to monitor ongoing performance.
  - Services provided must be formalized in a contract between the partner and the contracted company, including a service level agreement. This contract must be made available for review during the audit.

## **REQUIRED CAPABILITIES**

### **1. Global Order Management**

Partner must offer their global customers the following services:

- Centralized and in-country ordering
- Single point of contact for global customer when procuring centrally
- Order/configuration verification for compliance with customer specifications
- Order verification for local requirements when customer orders centrally
- Customer access to global order tracking information
- Consolidated reporting of global customer purchases, including total price

Partner must demonstrate their process for global order management, including the first four capabilities above.

Partner must demonstrate their order tracking and reporting capabilities through a demonstration of their customer-facing systems and/or by providing sample reports.

Partner must provide objective evidence of these capabilities in at least three global customer engagements. These engagements may be shared in the form of an SLA.

## **2. Global Invoicing**

Partner must offer their global customers the following services:

- Consolidated billing and centralized collection
- Local currency billing for all major currencies

Partner must provide objective evidence of these capabilities in at least three global customer engagements. These engagements may be shared in the form of an SLA, invoice, or demonstration of accounting system.

## **3. Global Agreement**

Partner must be willing and able to provide their global customers the following:

- Global master agreement offering consistent base terms and conditions. Service SLAs may vary by region.
- Consistent global discount for Cisco products

Partner must provide sample global master agreements and corresponding local addendums for at least three global customer engagements. For consistent discounts, objective evidence may be in the form of a master agreement, invoice, or accounting system display.

Partner must also demonstrate their global customer pricing methodology – one example where Cisco had provided partner with a single discount and one where partner purchased at their contractual discount for each country.

## **4. Global Logistics**

Partner must offer their global customers the following services:

- Asset tracking by serial number to point of delivery, or to point of installation if required by customer
- Staging facilities in each geographic region
- Management of export/import process, in cases where not provided by Cisco
  - Import includes: customs clearance, duty/VAT payment, delivery from port of entry to final destination
  - Export includes: export documentation, compliance with export laws, providing insurance, managing carrier(s)

Asset tracking: Partner must provide at least three SLAs with global customers, or at a minimum, demonstrate their asset tracking system for at least three global engagements, including one where the customer required tracking to point of installation.

Staging Facilities: Partner shall provide a list of staging facilities, including the location and services provided.

Import/Export: Partner must share at least three global customer SLAs for engagements where they provided import/export services, including one where these services were provided by agents (or Cisco) in some countries. Partner must also explain their process for addressing customer complaints during the logistics process, including but not limited to, escalation process, corrective actions, penalty resolution (if applicable).