



SCC for Indirect Resellers and Distributors

June 1 Release Key User Changes

Purpose: On June 1, 2008, updates were made to SCC for Indirect Resellers and Distributors (SMS3). This tip sheet gives a quick overview of the key functionality changes that will affect you.

Top 5 Things a User Should Know about Changes to Functionality in the June Release

#	Functionality	Description
1.	Access to SCC for Indirect Resellers and Distributors	Users will access SCC for Indirect Resellers and Distributors at its new URL: https://tools.cisco.com/scc . Users can also access the login to SCC for Indirect Resellers and Distributors by visiting the SCC landing page at http://www.cisco.com/go/scc .
2.	Contract Management	Contract Management in SCC for Indirect Resellers and Distributors (SMS3) was migrated to Cisco Service Contract Center Online Contract Management (OCM). <ul style="list-style-type: none">• <i>Enhanced Contract Management Capabilities:</i> Indirect resellers and distributors can no longer perform contract management in SCC for Indirect Resellers and Distributors. The following enhanced contract management capabilities are available in Cisco Service Contract Center OCM: <i>Customizable search filters, an address book, additional move capabilities, and an expanded Advanced Search feature, including line-level searches.</i>• <i>First-Time Users:</i> First-time users accessing Cisco Service Contract Center OCM will need to set up their search filters in order to view their contracts. Filters can be set from the Contract Manager screen within OCM. Users' contracts will be displayed to match the filters that were selected. Once the filter is defined, users should save their filters by clicking the "Save as Default" button on the Contract Manager screen. Please Note: Users are able to save multiple filter sets within OCM.• <i>Renewal Quote:</i> A renewal quote must be generated in the SCC tool for any change to a contract that impacts revenue.• <i>Contract Renewals:</i> Contract renewals will continue to be performed in SCC for Indirect Resellers and Distributors (SMS3) or through Renewal Business Summary. Renewal quotes cannot be generated in Cisco Service Contract Center OCM.• <i>Serial Number Searches:</i> Serial number searches will display <i>only</i> serial numbers that belong to the users associated to them. This change protects partners by not allowing one partner to view another partner's uncovered equipment.
3.	Quoting & Ordering	Quoting and Ordering functionalities will continue to be performed in SCC for Indirect Resellers and Distributors (SMS3). For customer-initiated quoting (CIQ), the system will take up to 10 minutes before a new reseller, who has just been granted access, to be able to initiate a quote for renewal or add to existing service.
4.	Packaged Services	Packaged Services has been retired and the "Packaged Services" tab no longer appears in the SCC tool.
5.	Address Creation	SCC for Indirect Resellers and Distributors (SMS3) has been integrated with the CA Address Service (CAAS), which applies additional validations to ensure users are creating real and accurate customer addresses. This change improves data quality and helps ensure the ability of Cisco to deliver service.

Reference materials for SCC for Indirect Resellers and Distributors are available. The training materials can be accessed [here](#).

Should you need support on SCC for Indirect Resellers and Distributors, please continue to open a case with [Service Support Center](#) the same way you do today