



Quick Tips for Using SCC for Indirect Resellers and Distributors (SMS3)

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Welcome to the new Cisco Quick Tips publication. The purpose of Quick Tips is to keep you informed about critical SCC tool issues that you may be experiencing.

QUOTE CONVERSION FAILURES (QCF)

Quote conversion failures are causing a quote conversion backlog and impacting resolution cycle time. You may be experiencing a delay with the order submission process. The delay could be related to the following issues.

Issue No. 1: You submit an order but you receive an email notification that the submission failed.

Action for Users

If the quote does not convert successfully after 48 hours, please open a case with the Service Support Center and include the following information:

- o Quote number
- o Any email notifications that were received

Issue No. 2: You submit an order but do not receive an order confirmation or notification that the submission failed.

Action for Users

If the quote does not convert successfully after 48 hours, please open a case with the Service Support Center and be sure to include the Quote Number.

If you need support, please continue to open a case with [Service Support Center](#) the same way you do now.

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