



Mark Your Calendar. Enhancements to SCC for Indirect Resellers and Distributors (also known as SMS3) Effective June 1, 2008.

On **June 1, 2008**, Cisco will update your current service management tool—SCC for Indirect Resellers and Distributors (SMS3).

June Updates

On June 1, the following updates will occur to SCC for Indirect Resellers and Distributors:

- You will migrate to Cisco Service Contract Center Online Contract Management (OCM) and will *no longer manage* your contracts within SCC for Indirect Resellers and Distributors. This update provides you with the following contract management enhancements: customizable search filters, an address book, additional move capabilities, and expanded Advanced Search feature with line-level search capabilities.
- You will access SCC for Indirect Resellers and Distributors at its new URL: <https://tools.cisco.com/scc>

Remember that the following will remain the same:

- You will continue to use quoting and ordering functionalities in SCC for Indirect Resellers and Distributors the same way you do today.
- Renewal quotes will still be generated from the Quoting and Ordering tab in SCC for Indirect Resellers and Distributors or through Renewal Business Summary, not within CSCC OCM.

These changes will enhance your service and contract management experience.

Getting Ready for June 1

For the updates to occur, SCC for Indirect Resellers and Distributors will be undergoing maintenance from **Saturday, May 31, 2008 at 3:30 AM PST** to **Sunday, June 1, 2008 at 11:30 AM PST**. While maintenance is occurring, you will have “read-only” access to SCC for Indirect Resellers and Distributors for the first 16 hours. After this time, the tool will not be accessible until June 1. Every effort has been made to ensure that the system will be fully operational on June 1.

Should you need support on SCC for Indirect Resellers and Distributors, you can continue to open a case with Service Support Center the same way you do today. To open a case, click <http://ciscopsc.custhelp.com/cgi-bin/ciscopsc.cfg/php/enduser/ask.php>.

June 1 is quickly approaching, so please take the training located on the training Website if you haven't already done so. To access the training, click <http://www.cisco.com/web/partners/services/resources/csc/sccng/>