



SCC for Indirect Resellers and Distributors (Also Known as SMS3) Update

On **June 29, 2008**, an enhancement will be added to SCC for Indirect Resellers and Distributors (SMS3).

June 29 Enhancement

A drop-down search will be added on all screens that currently contain the Quick Search feature. The drop-down menu allows the user to search for a purchase order, sales order, or serial number.

In addition, here are a few reminders about the June 1 release:

- Serial number searches will display *only* 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 and renewable service on that equipment.
- Contract renewals 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.
- First-time users accessing Cisco Service Contract Center OCM must set up their search filters to view their contracts. Filters can be set from the Contract Manager screen within OCM. Users' contracts are displayed to match the filters that are selected. After the filter is defined, users should save their filters by clicking the Save as Default button on the Contract Manager screen.

Note: Users are able to save multiple filter sets within OCM.

For new resellers:

- For a *new* reseller that has just been granted access to SCC for Indirect Reseller and Distributors and who wants to initiate quoting, it takes up to 10 minutes before the new reseller can initiate a quote for renewal or add to an existing service.

Additional reminders are on the [June 1 Updates Tip Sheet](#).

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

For more details on the items mentioned above, go to [Training Central](#).