

SCC for Indirect Resellers and Distributors

Worldwide Service Sales Operations

March Updates

Cisco continues to update SCC for Indirect Resellers and Distributors (SMS3), your service management tool, to improve your service management experience. The latest SMS3 upgrade takes effect on March 1, 2009, when all **new** Service Contracts will be assigned an 8 digit contract number starting with the number "9." This change enables future capabilities designed to enhance your quoting and ordering experience.

Service Contracts created prior to March 1, 2009, will not be affected — these contracts will retain the original contract number even at the time of renewal.

Prepare for March 1, 2009

A small percentage of our distributors and resellers may require an adjustment within their systems/applications to hold an additional digit in the contract number field. Please verify whether this system change will affect your interface with SMS3.

For this update to occur, SCC for Indirect Resellers and Distributors (SMS3) will require maintenance downtime. There will be a separate communication within the next two weeks of the dates and duration of this expected downtime.

Technical Support and Training

Technical Support for Indirect Resellers and Distributors is available by opening a case with [Service Support Center](#), as always.

Training on SCC is available. For more details, go to [Training Central](#).

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** Please follow this layout as closely as possible to remain consistent with all of our communication efforts.