

# SCC for Indirect Resellers and Distributors External Communications

Worldwide Service Sales Operations

**FOR IMMEDIATE RELEASE – June 21, 2009**

<b>To</b>	2-Tier Indirect Resellers and Distributors
<b>Theater Impact</b>	Global
<b>Topic</b>	<b>SCC for Indirect Resellers and Distributors (SMS3) Pricing Issues</b>

## Issue

Please see the information below regarding resolution to the issues in SMS3 that may have been impacting your ability to create quotes, submit orders and to convert quotes to contracts.

Fixes have been successfully deployed to address SMS3 issues as of Sunday morning, June 21. Please see below for more details.

The Service Support Center (SSC) will be actively reviewing cases this week to address the backlog of quotes waiting for resolution. If you are uncertain on the status of your quote or submitted order, please [contact them](#). They will be resolving cases on a first-in, first-out model.

Please continue to contact the [Service Support Center](#) with your other support concerns as well.

## Update

Cisco has successfully deployed the fixes for items 1 – 7.

1. Refreshing pricing on a quote may change the dates for all products on that quote to the earliest start date and the latest end date
2. Multiyear discount is not being applied to quotes, although the 'adjustments' screen indicates that it has been.
3. An unintended price increase is caused when a user edits dates on one set of products under 'install site', leaves and then returns to change the dates on a second set of products. At this point, the first set of products will have price increase.
4. The 'copy quote' feature returns an error message after you click 'submit' on the form for your new quote.
5. Changing the service level on a quote from SNT to SNTP, the user receives an error message and the pricing is not updated to reflect the change.
6. Confirmation emails are not being sent for some partial quotes.

In addition to the above six issues we have been monitoring and updating throughout the week, we also deployed a fix to the seventh issue:

7. Partial quotes getting stuck in conversion after user registers them.

Thank you for your patience while we worked toward resolution.

## Other Resources

[SCC for Indirect Resellers and Distributors \(SMS3\) website](#)

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