

# SCC for Indirect Resellers and Distributors (SMS3)

## Worldwide Service Sales Operations

Partners,

To improve your service and contract management experience, Cisco updated SCC for Indirect Resellers and Distributors (SMS3) — your current service management tool.

### January Updates

**The following updates were applied to SMS3 effective January 11, 2009:**

- For both the Quote Wizard and the Registration Wizard, the install site will now display an Address Line. This ready identification will save time if your company has multiple locations in the same city. You will no longer be required to click on a site to see the street address.
- Removed access to the Distributor "Ship to ID," "Bill to ID" and "Customer #" fields. The fields are now editable by users with Admin access only. To change the information in any of these fields, a service request is required. This will prevent any unauthorized changes to account details and help to ensure that orders flow through the system more efficiently.

**Please Note:** Due to the March release code freeze by the Enterprise Release Management Office, there will not be February or March releases for SMS3. April will be the next opportunity for a release.

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