



Multi-Year SKUs

Introduction: This tip sheet explains the user-facing impacts caused by the Small Business Pro Service SKUs' (SBS) transformation to 3-year fixed duration. This transformation impacts both Resellers and Distributors when they create a new quote, add to an existing contract, or renew a contract that contains these service SKUs. The main purpose behind this service transformation is to help reduce the amount of time required to process small business services quoting and ordering as well as to better align with small business product life cycles.

The impacted SKUs are those that are part of the Small Business Pro service level (includes the new Small Business Pro Rapid Replacement service available Nov 17th, 2009).

Adding SBS SKU to Uncovered Product via SCC for Indirect Resellers and Distributors Tool (SMS3):

Whenever Small Business Pro Services are added to uncovered products to either an existing contract, new contract, or renewal contract, they will automatically be ordered for fixed 3-year duration. No other durations are permitted. The user interface will correctly display this image by notifying the user of the fixed multi-year duration, as well as inability for the user to edit the Service End Date. If the Start Date is changed, the End Date will automatically update to the end of the 3-year duration. Apart from the fixed 3-year duration, the quoting and ordering process for this process remains like any other quote created in SMS3.

Note: Whether an Enterprise, Fixed-Dollar, or Dollar-Adjustable quote is being created is irrelevant. User will only be permitted to order SBS service for 3-year durations in all situations. If adding SBS to an existing contract, the duration remains a fixed 3-year, meaning that even if the contract ends earlier, the added service's end date will end three years from when it was added.

Service Pricing

Provides Service Contract Pricing and checks Service Availability for Cisco's products.

Enterprise Quoting

Create New Quote

Step 1: Select Service Level and Location

* Required Field

Service Level * 3YR Small Business Pro Service SW+8x5xNBD (SBS)

Product Location Country * UNITED STATES

To Verify Service Availability please include the Product Location City, State, and Zip/Postal Code.

Product Location City

Product Location State/Province

Product Location Zip/Postal Code

Quote Notes (Comments)

Set Reseller Price By

Discount/Markup Percentage %

SBS is only sold in a 3 year contract length

Step 2: Add Products or Serial Number by Group

- Product IDs** example "CISCO1721" or "3 CISCO1721" [Product Lookup](#)
Tip: You may add the Product IDs or the quantity and the Product IDs.
- Serial Numbers** example ABC1234D5FF

If Small Business Pro Service (SBS) is chosen from the Service Level drop down, the system will notify the user that it is only sold in 3-year duration.

The screenshot shows a web form with the following elements:

- A text input field with "3987" and "characters left" below it.
- A radio button selected next to "3 Years" in a dropdown menu.
- A "Begin Date" field containing "10/27/2009" with a calendar icon to its right.
- A "Date Format" dropdown menu set to "MM/DD/YYYY".
- An unchecked checkbox labeled "Save Quote - Skip service verify screen".
- A "Submit" button.
- A link labeled "Save Preferences for Service Pricing".
- An "End Date" field containing "10/26/2012", which is highlighted with a red border and a red arrow pointing to it from a blue callout box.

End Date is automatically populated for the 3-year duration. This field is not editable

Note: For Dollar SKU invoicing, if the uncovered product reaches its Last Day of Support before the 3-year contract end date, the system will automatically update the End Date to the product's Last Day of Support and the price will be adjusted to the correct prorated amount. For Enterprise SKU invoicing, duration will not and cannot be adjusted.

Adding SBS SKU to Uncovered Product via B2B and QUE Tool:

SBS can only be ordered in 3-year durations by all B2B partners and QUE Tool users as well. When a user attempts to order a quote with a varying duration, the system will validate the Start Date, End Date, and duration against the SKU. If validations do not pass, errors notifying the user that the SKU can only be ordered in fixed 3-year duration will be reflected back to the user. The same characteristics of products reaching Last Day of Support also apply for these partners. General quoting and ordering process for B2B and QUE Tool users remain as-is.

Related Links:

- [SCC for Indirect Resellers and Distributors \(SMS3\) Website](#)
- [Reseller User Guide](#)
- [Distributor User Guide](#)