



# Flexible Service Start Delay in CCW

## Overview

You can now select Flexible Service Start Delay (FSSD) for services at the time of product purchase in CCW. FSSD enables the service activation date to be delayed by a maximum of 60 days from the product ship date, aligning service delivery with service need. When using FSSD in CCW to delay service activation, the invoice for the service will not be generated until the service activation date.

## Selecting Flexible Service Start Delay in Order

### Selecting FSSD for Services under HW ATO

1. In the Cisco Commerce Order Items page, click **Pencil icon next to Service Start Delay** under the items.

	Hardware, Software and Services	P.O. Line Reference	Lead Time	Unit List Price (USD)	Qty	Ext. List Price (USD)
	1.0 C9300-48U-A Catalyst 9300 48-port UPOE, Network Advantage more SMART ACCOUNT Assign Now ECCN 5A002 A.1 Valid as of 19-Feb-2018 03:00 PST Edit options   Change Service/Subscription   Validate   Add Note   More Actions		14 days	10,510.00	1	10,510.00
	1.0.1 CON-SSNT-C93004UA SOLN SUPP 8X5XNBD Catalyst 9300 48-port UPOE, Network Adva more		Not Applicable	798.0	1	798.00
1	Service Start Delay 1 day(s) after Ship Date. [Pencil icon]	Duration 12 Months	Target Contract Number System Generated			
	1.1 WSA-AMP-LIC WSA Advanced Malware Protection License more Multiple License Keys		Not Applicable	0.0	100	0.00

2. Enter the Service Start Delay days in the text box field.
3. Click **checkbox** next to “Apply the Delay for all subscription an services” if you wish to apply the same service start delay to all the lines in the order
4. Click **Apply**

Edit All Services within this Configuration 2.0 C9300-48U-A

Manage Contract and Co-Term  
System Generated

Select/Edit Duration, Date and Co-Term  
 Duration  Delay service start by

Select  
 Service Start Delay  
 Service Start Delay [1] Duration 12  
 day(s) after Ship Date

Note: Service with Start Date, End Date or Last product shipped preference may be split and added on a separate order.

Apply the Delay for all subscription and services.

Apply

5. Click **edit pencil icon** next to Subscription Start delay



2.13	C1-ISE-PLS-T	Cisco ONE ISE PLUS License Term more	14 days	0.0	25	0.00
2.13.0.1	C1-ISE-PLS-TRK-5Y	Cisco ONE Subscription SKU ISE Plus 5Y more	60 days	0.0	25	0.00

5 **Subscription Start Delay**  
15 day(s) after Ship Date

Duration: 60 Months

Target Contract Number: System Generated

- Enter the subscription start delay in the text box
- Click **check box** next to “Apply the Delay for all subscription an services” if you wish to apply the same service start delay to all the lines in the order
- Click **Apply to Selected Line Items**

Edit Subscription within this Configuration 2.0 C9300-48U-A

6 **Select/Edit Subscription Start Delay**  
15 day(s) after Ship Date

7  Apply the Delay for all subscription and services.

8 **Apply to Selected Line Items**

### Selecting FSSD for Services at the Order header level

- Select the checkbox to enable “Edit Services” option
- Click **Edit Services**

ORDER NAME: FSSD Test Order

PURCHASE ORDER #: PO98

WEB ORDER ID: 98

STATUS: UNSUBMITTED

SMART ACCOUNT: Assign Smart Account

10 Search by SKU, Description and Product

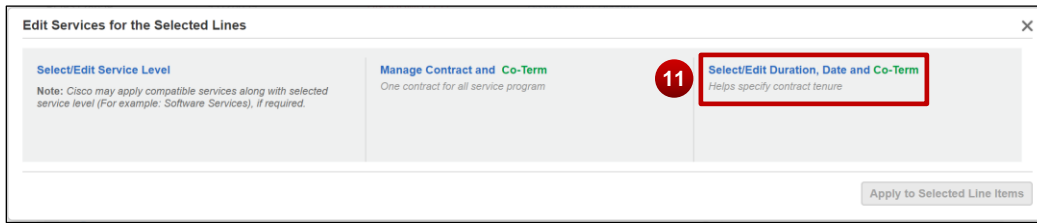
9  Hardware, Software and Services

9 **Edit Services**

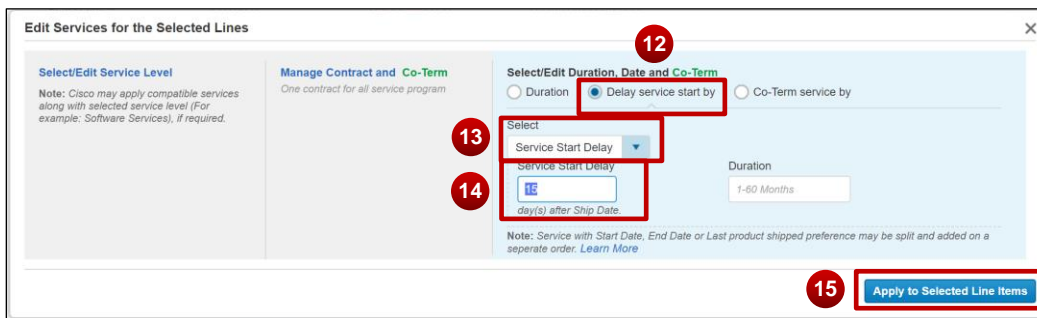
Line Reference	Lead Time	Unit List Price (USD)	Qty	Ext. List Price (USD)
1.0 C9300-48U-A	60 days	35,365.00	1	35,365.00

Showing 1 - 1 of 1 Line Items

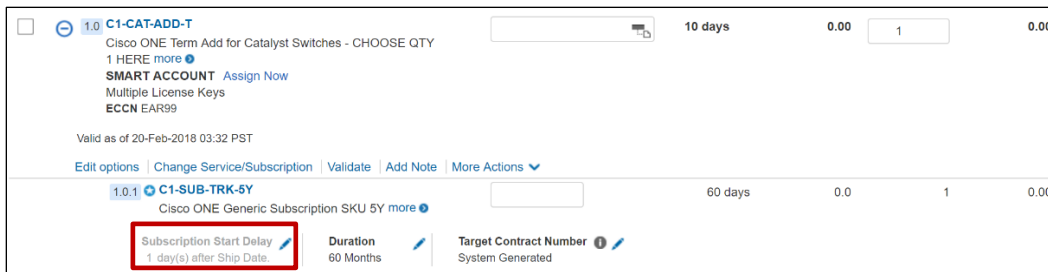
- Click Select/Edit Duration, Date and Co-Term



12. Select “Delay service start by” radio button
13. Select “Service Start Delay from the drop down
14. Enter the days ( 1-60) in the Service Start Delay checkbox
15. Click Apply to Selected Line items



Note: For subscription lines under a license or SW ATO, Subscription start delay selection will be disabled.



16. The selected Service start delay and subscription start delay can be viewed in the item details for submitted orders



Items Discounts Shipping & Install Billing and Invoice Order History

Line Item Status Summary > Order Status Definitions

Submitted 0 Order Processing 0 Booked 0 Scheduled 0 Production 0 Logistics Warehouse 0 Shipped to Customer 0 Subscription fulfillment 0 Invoiced 0 Closed 1

Items Expand All Collapse All All Serial Numbers All PAK Numbers Hide \$0 All Contract Numbers

Hardware, Software and Service	P.O. Line Reference	Status	Milestone Date	Qty			Extended Price
				Active	Ordered	Shipped	
1.0 C9300-48U-A Catalyst 9300 48-port UPOE, Network Advantage Product Family C9300 <a href="#">Serial Numbers</a>		CLOSED (Ship Set 1)	Requested 07-Feb-2018 Delivered On 1	1	1	1	10,510.00
1.0.1 CON-OSE-C93004UA SNTC-8X6X4OS Catalyst 9300 48-port UPOE, Network Adva Product Family SERVICE		ENTITLEMENT IN PROGRESS	N/A	1	1	N/A	1,176.00
Covered Product C9300-48U-A   Duration 12 Month(s)   Mandatory Service Flag N			Service Start Date 2 day(s) after ship date				
1.1.0.1 C1-SWATCH-TRK-3Y Cisco ONE Subscription SWATCH SKU 3Y Product Family SWATCH		ENTITLEMENT IN PROGRESS	N/A	25	25	N/A	0.00
Covered Product C1-SWATCH-T   Web Order 9306			Subscription start delay 2 day(s) after ship date				