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.

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**

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

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6. Enter the subscription start delay in the text box
7. 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
8. Click **Apply to Selected Line Items**

Selecting FSSD for Services at the Order header level

9. Select the checkbox to enable "Edit Services" option
10. Click **Edit Services**

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

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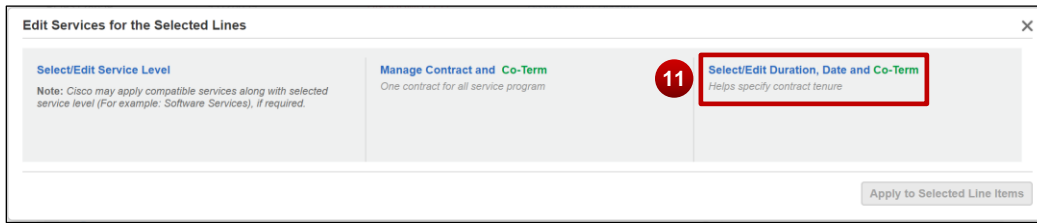
12. Select "Delay service start by" radio button
13. Select "Service Start Delay from the drop down
14. Enter the days (1-60) in the Service Start Delay checkbox
15. Click Apply to Selected Line items
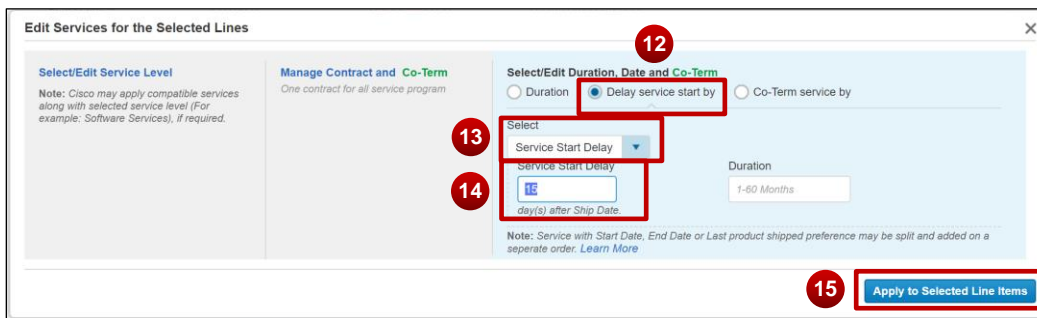
Note: For subscription lines under a license or SW ATO, Subscription start delay selection will be disabled.
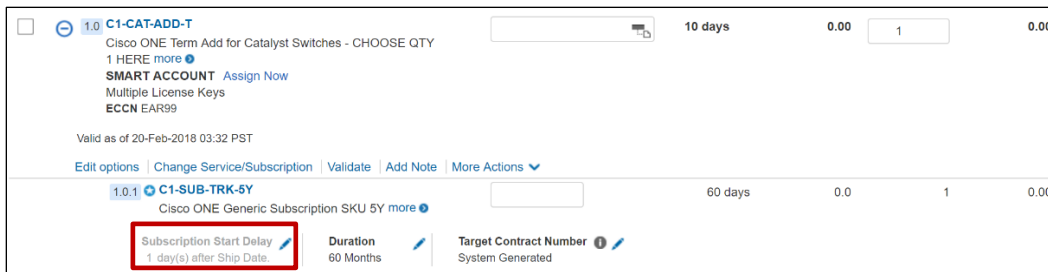
16. The selected Service start delay and subscription start delay can be viewed in the item details for submitted orders

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