



SaaS Backlog Reporting in Cisco Commerce

SaaS Backlog Reporting

This User Guide will walk you through how to [Generate](#) and [Subscribe](#) to the SaaS Backlog Orders report in Cisco Commerce. With the help of the report, you will be able to take action on orders not in End Complete or Cancelled status.

Generate a SaaS Backlog Report

To generate a manual SaaS Backlog Report, containing the list of orders that are associated with your Bill to ID(s), follow below steps:

1. From CCW homepage, [Click](#) on **Orders**

2. [Click](#) on **Advance Search**

Order Name	Sales Order No.	Web Order ID	Submitted Date	Status
Order-93153223		93153223	05 Mar 2018	SUBMITTED
Order-93153221		93153221	05 Mar 2018	ORDER PROCESSING
demo1TierOrder		93153217	05 Mar 2018	ORDER PROCESSING
demo1TierOrder		93153118	05 Mar 2018	ORDER PROCESSING
Order-93153205		93153205	05 Mar 2018	IN PROGRESS
demo1TierOrder		93153100	05 Mar 2018	IN PROGRESS
Order-93152828		93152828	05 Mar 2018	COMPLETED
test_mar_02		93152811	05 Mar 2018	SUBMITTED
test_mar_06		93152803	05 Mar 2018	SUBMITTED
demo1TierOrder		93152705	05 Mar 2018	COMPLETED



3. In the **Advanced Search** page, enter/select the search criteria based on the list of available options
4. Under **Order Status** section, Select the SaaS Backlog Report and Click on Search

Note: The backlog report will contain orders for the Bill to IDs that are associated with your profile



5. Cisco Internal Users generating the SaaS Backlog Report on behalf of Customers/Partners are required to enter at least one of the mandatory search parameters

The screenshot shows the 'Advanced Search' interface. Several search fields are highlighted with red boxes to indicate mandatory parameters:

- End Customer No.
- BE GEO ID
- Bill to Address ID (with a note: "Enter a proper Bill to Address ID, Customer ID, BE GEO ID, or GUID.")
- GUID

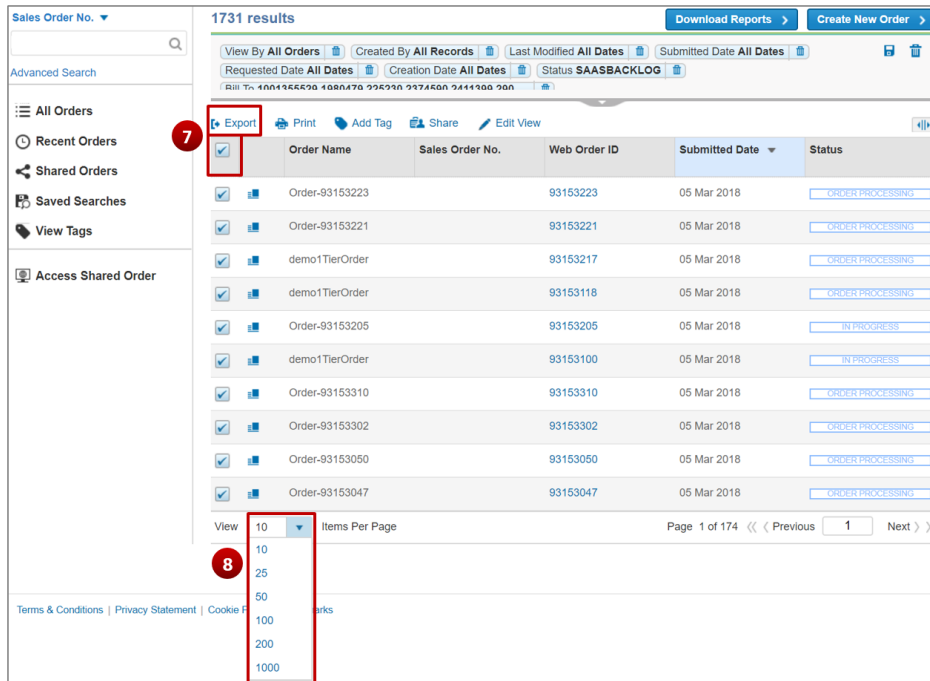
6. The search result will show the list of SaaS Backlog Orders on the screen

The screenshot shows the search results page with 1731 results. The table below is a representation of the data shown in the image:

Order Name	Sales Order No.	Web Order ID	Submitted Date	Status
Order-93153223		93153223	05 Mar 2018	ORDER PROCESSING
Order-93153221		93153221	05 Mar 2018	ORDER PROCESSING
demo1TierOrder		93153217	05 Mar 2018	ORDER PROCESSING
demo1TierOrder		93153118	05 Mar 2018	ORDER PROCESSING
Order-93153205		93153205	05 Mar 2018	IN PROGRESS
demo1TierOrder		93153100	05 Mar 2018	IN PROGRESS
Order-93153310		93153310	05 Mar 2018	ORDER PROCESSING
Order-93153302		93153302	05 Mar 2018	ORDER PROCESSING
Order-93153050		93153050	05 Mar 2018	ORDER PROCESSING
Order-93153047		93153047	05 Mar 2018	ORDER PROCESSING

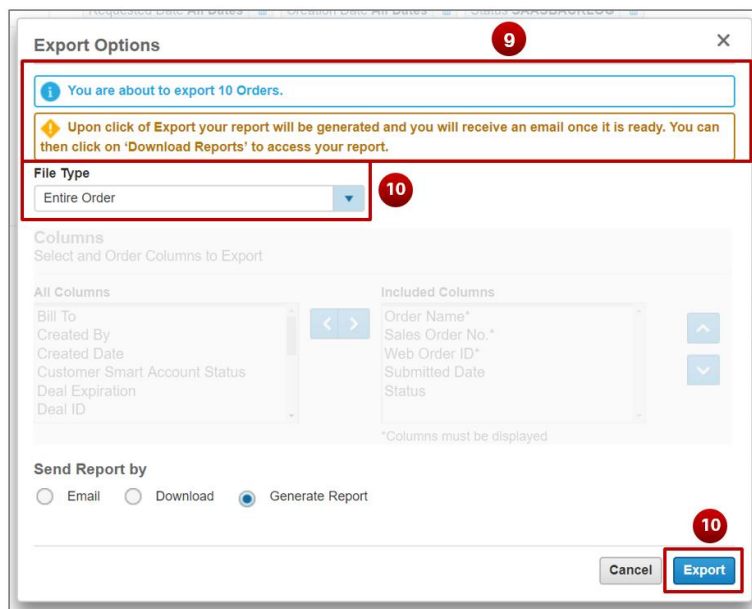


- To generate the SaaS Backlog Report, Select the list of orders and Click on **Export**
- The export output (excel) will only download the number of items that appear on the screen. To download more number of items, increase the **Items Per Page** count from the **View** drop-down



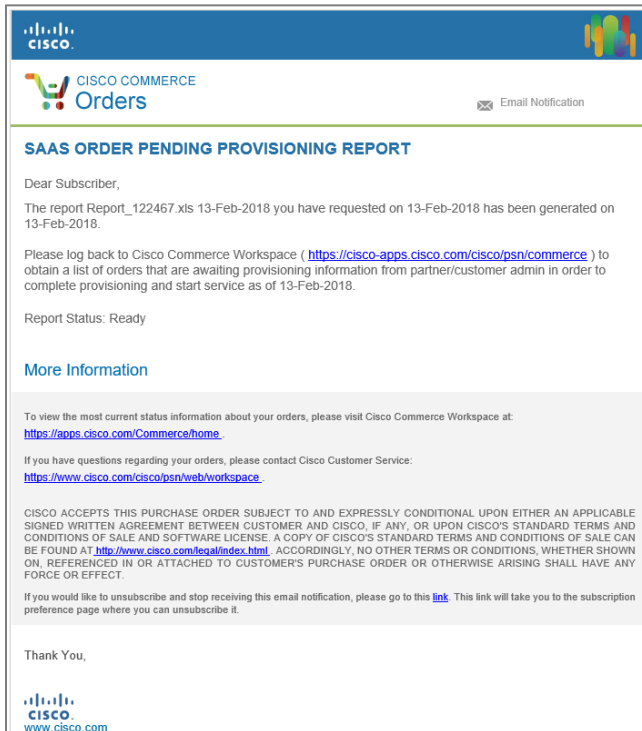
- The **Export Options** modal will appear and indicate the list of Orders that will be exported and also show an informational message providing additional details to access your report
- Select the **File Type** from the drop-down and Click on **Export**

Note: When SaaS Backlog Report is selected on Advance search, **File Type** on the **Export Options** page will be defaulted to Entire Order and selecting entire order will only generate the report

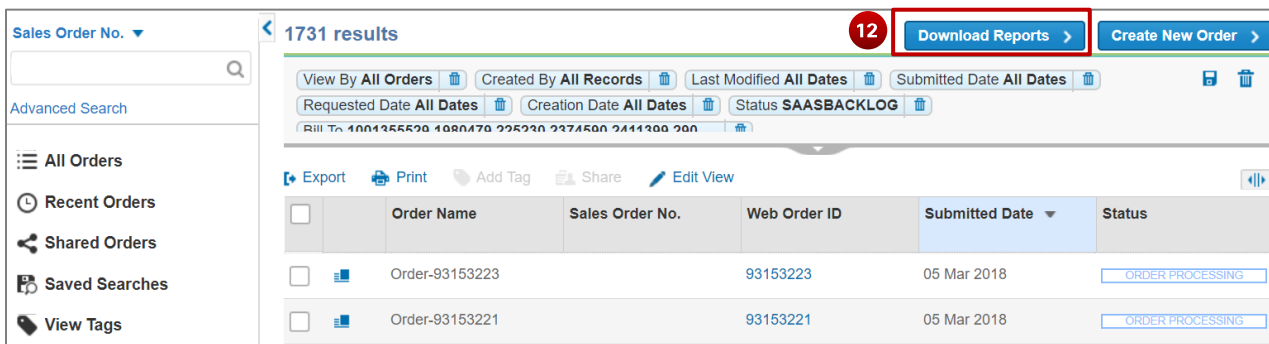




11. You will receive an email notification confirming the report has been generated and available for download



12. Return to Cisco Commerce **Orders** page and Click on **Download Reports**



13. In the **Download reports** section,

- Report ID** is the unique number assigned to the report
- Report Name** is the file name and will be **hyperlinked** to download the SaaS Backlog Report when the file **Status** is **Ready**
- Status - Ready** indicates the report is available and can be downloaded and **ELIGIBLE** indicates the file generation is in progress
- Requested On** and **Completed On** will reflect the dates when the file was requested and completed



Reports

The "Reports" page allows you to download reports when ready. You can delete any generated report; if you do not, the system will automatically remove them after a month. An email alert will be sent to you when your report is completed and ready to download. To download a report, click on the report name hyperlink for reports in "READY" status - Reports will remain in this list for 30 days.

Download reports

Report ID	Report Name	Status	Requested On	Completed On
<input type="checkbox"/> 122509	Report_122509.xls	Ready	2/20/18	2/20/18
<input type="checkbox"/> 122516	Report_122516.xls	Ready	2/22/18	2/22/18
<input type="checkbox"/> 122536	Report_122536.xls	Ready	2/23/18	2/23/18
<input type="checkbox"/> 122554	Report_122554.xls	Ready	2/27/18	2/27/18
<input type="checkbox"/> 122558	Report_122558.xls	Ready	3/1/18	3/2/18
<input type="checkbox"/> 122562	Report_122562.xls	Ready	3/2/18	3/2/18
<input type="checkbox"/> 122565	Report_122565.xls	Ready	3/2/18	3/2/18
<input type="checkbox"/> 122567	Report_122567.xls	Ready	3/2/18	3/2/18
<input type="checkbox"/> 122568	Report_122568.xls	Ready	3/2/18	3/2/18
<input type="checkbox"/> 122569	Report_122569.xls	Ready	3/5/18	3/5/18
<input type="checkbox"/> 122570	Report_122570.xls	Ready	3/5/18	3/5/18
<input type="checkbox"/> 122571	Report_122571.xls	ELIGIBLE	3/5/18	3/5/18

Refresh Remove

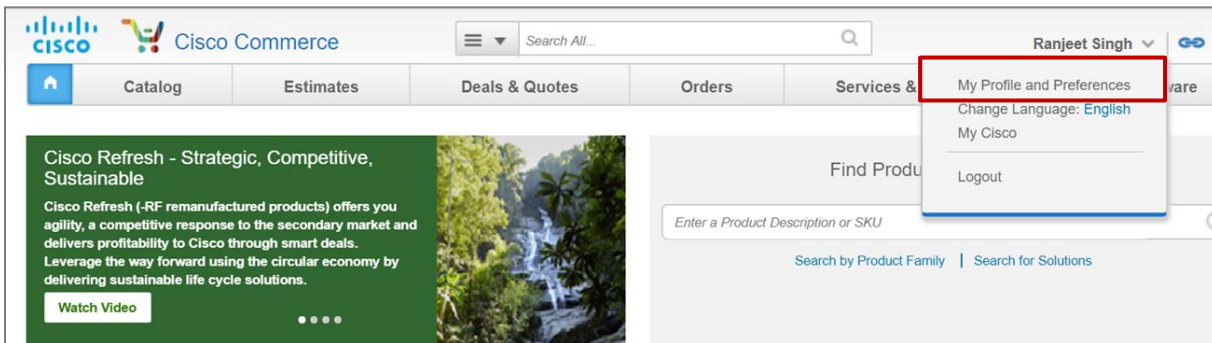
14. Sample report is shown below

LINE ITEM	ORDER ITEM	ORDER SUBMIT	ORDER SUBMITTED BY	PROVIDER/AGENCY	CON LINE STATUS	SUBSCRIPTION ID	REQUESTED START DATE	DAYS TO CANCEL	BILL TO CUSTOMER NAME	SERVICE TO CUSTOMER NAME	CHG. CUSTOMER NAME	BILL TO COUNTRY	SERVICE TO CHG. CUSTOMER	ORDER VALUE	MONTHLY RECUR	TERMINAL	ENTERED USER
1	31153050	A-WW-ACTIVE-USER	2018-03-05	ccoadm	Pending Approval	Sub1094	2018-04-23	48	ABCD COMMUNICATIONS INC	ABCD COMMUNICATIONS INC	ABCD COMMUNICATIONS INC	United States	United States	1234	1234	1/2	Resale
2	31153047	A-WW-ACTIVE-USER	2018-03-05	ccoadm	Pending Approval	Sub1099	2018-05-21	56	DEF COMMUNICATIONS INC	DEF COMMUNICATIONS INC	DEF COMMUNICATIONS INC	United States	United States	1234	1234	1/2	Resale
3	31153217	A-WW-EMP-COUNT	2018-03-05	a.dtc	ordersimp-testAuto	Sub1320	2018-03-05	0	CISCO NORTH AMERICA INC	CISCO NORTH AMERICA INC	CISCO NORTH AMERICA INC	United States	United States	1234	1234	1/2	Resale
4	31153302	A-WW-NAMED-USER	2018-03-05	def.jl	Pending Approval	Sub1099	2018-05-01	56	ABCD COMMUNICATIONS INC	ABCD COMMUNICATIONS INC	ABCD COMMUNICATIONS INC	United States	United States	1234	1234	1/2	Resale
5	31153118	A-WW-EMP-COUNT	2018-03-05	def.jl	ordersimp-testAuto	Sub132025	2018-03-05	0	DEF COMMUNICATIONS INC	DEF COMMUNICATIONS INC	DEF COMMUNICATIONS INC	United States	United States	1234	1234	1/2	Resale
6	31153310	A-WW-ACTIVE-USER	2018-03-05	ccoadm	Pending Approval	Sub1097	2018-04-22	47	CISCO NORTH AMERICA INC	CISCO NORTH AMERICA INC	CISCO NORTH AMERICA INC	United States	United States	1234	1234	1/2	Resale
7	31153205	A-WW-ACTIVE-USER	2018-03-05	a.dtc	ordersimp-testAuto	Sub1315	2018-03-05	0	90 ABCD COMMUNICATIONS INC	ABCD COMMUNICATIONS INC	ABCD COMMUNICATIONS INC	United States	United States	1234	1234	1/2	Resale
8	31153205	A-WW-ACTIVE-USER	2018-03-05	a.dtc	ordersimp-testAuto	Sub1315	2018-03-05	0	90 ABCD COMMUNICATIONS INC	ABCD COMMUNICATIONS INC	ABCD COMMUNICATIONS INC	United States	United States	1234	1234	1/2	Resale
9	31153100	A-HCS-SUB-UC-CP	2018-03-05	def.jl	Electronic Fulfillment	Sub1320	2018-03-05	0	90 DEF COMMUNICATIONS INC	DEF COMMUNICATIONS INC	DEF COMMUNICATIONS INC	United States	United States	1234	1234	1/2	Resale
10	31153221	IND-SOFTWARE-K9	2018-03-05	a.dtc	Entered	Sub1318	2018-03-05	0	CISCO NORTH AMERICA INC	CISCO NORTH AMERICA INC	CISCO NORTH AMERICA INC	United States	United States	1234	1234	1/2	Resale
11	31153223	A-HCS-SUB-UC-CP	2018-03-05	def.jl	Entered	Sub1318	2018-03-05	0	ABCD COMMUNICATIONS INC	ABCD COMMUNICATIONS INC	ABCD COMMUNICATIONS INC	United States	United States	1234	1234	1/2	Resale

Subscribe to SaaS Backlog Report

To subscribe and receive the SaaS Backlog Report of orders pending provisioning, follow steps below:

1. Click on My Profile and Preferences option available under the profile drop-down



[Provide Feedback on this Training Resource](#)





2. Click on **My Orders** available under **Notifications**

3. Under **Acknowledgements** section, Click on **Add Subscriptions**

4. On the list of available options under **Acknowledgements**, Click **Subscribe** associated with **SaaS Backlog Report** and **Save**



5. The **SaaS Backlog Report** will reflect on your list of **Acknowledgements** subscriptions

The screenshot shows the 'My Orders' page in the Cisco Commerce user interface. The left sidebar contains navigation options like Profile, Company Details, Preferences, Contacts, and Notifications. The main content area is titled 'My Orders' and includes a search bar and a list of subscriptions. A green notification banner at the top says 'Data Saved Successfully'. Below it, under the 'Acknowledgments (2)' section, there are two subscriptions: 'Order Submit' and 'SaaS Backlog Report'. The 'SaaS Backlog Report' subscription is highlighted with a red rectangular box. It includes a trash icon, a 'Subscribed' status with a checkmark, and a description: 'This report contains orders that have not yet been provisioned and are awaiting provisioning information from partner/customer admin.' Below the description is a 'Manage Recipients' link.

6. Additional recipients can be added to receive the **SaaS Backlog Report** by using the **Manage Recipients** feature

This screenshot is similar to the previous one, showing the 'My Orders' page. In this view, the 'Manage Recipients' link for the 'SaaS Backlog Report' subscription is highlighted with a red rectangular box. The rest of the interface, including the sidebar and other subscriptions, remains the same.

7. If you would like to receive the **SaaS Backlog Report** of the orders that are shared with you. Click on **Orders Shared With Me** and follow **Steps 3 to 5** above

The screenshot shows the 'Orders Shared With Me' page. The left sidebar has 'Orders Shared With Me' highlighted with a red box. The main content area is titled 'Orders Shared With Me' and features a search bar and a list of notification categories. The 'Acknowledgments (2)' category is highlighted with a red box, and its 'Add Subscriptions' button is also highlighted with a red box. Other categories include 'Invoices (0)', 'Shipping (2)', and 'RMA (0)', each with its own 'Add Subscriptions' button. At the bottom, there is an information banner: 'In addition to any notification(s) subscribed, Cisco will send mandatory notification(s) to selected order contact(s).'



- To subscribe and receive the SaaS Backlog Report of orders for individual Bill-To-ID/s. Click on **Billing Addresses**
- Select **Manage Subscriptions** available next to the Billing Address

The screenshot shows the 'Billing Addresses' page. The left sidebar has a menu with 'Billing Addresses' highlighted in blue and a red box around it with a red circle containing the number 8. The main content area has a header 'Billing Addresses' and a 'Global Settings' dropdown. Below the header is a button 'Add Billing Address from My Profile' with a plus sign. There are two billing address entries: 'AMERICA INC' with 'BILLING ID: 225' and 'ARGENTINA INC' with 'BILLING ID: 738'. Each entry has a 'Manage Subscriptions' button and a count (2 and 1 respectively). The 'Manage Subscriptions' button for ARGENTINA INC is highlighted with a red box and a red circle containing the number 9. At the bottom, there is a blue information bar: 'In addition to any notification(s) subscribed, Cisco will send mandatory notificationsto selected order contact(s).'

- Click on **Add Subscriptions** available next to **Acknowledgements**

The screenshot shows the 'Billing Addresses' page. The left sidebar has a menu with 'Billing Addresses' highlighted in blue. The main content area has a header 'Billing Addresses' and a 'Global Settings' dropdown. Below the header is a button 'Add Billing Address from My Profile' with a plus sign. There are two billing address entries: 'AMERICA INC' with 'BILLING ID: 225' and 'ARGENTINA INC' with 'BILLING ID: 738'. Each entry has a 'Manage Subscriptions' button and a count (2 and 1 respectively). Below the entries is a 'Manage Subscriptions' section with a search bar and a plus sign button. There is a 'Close' button. Below the search bar is a list of options: 'Acknowledgments (1)', 'Invoices (0)', 'Shipping (0)', and 'RMA (0)'. Each option has an 'Add Subscriptions' button. The 'Add Subscriptions' button for 'Acknowledgments (1)' is highlighted with a red box. At the bottom, there is a blue information bar: 'In addition to any notification(s) subscribed, Cisco will send mandatory notificationsto selected order contact(s).'

- From the list of available options, Click **Subscribe** associated with **SaaS Backlog Report** and **Save**



> Acknowledgments (1)

Acknowledgments

Order Submit **Subscribe**
Provides a notification at the time an order is submitted.
Recipients :

Change Order Summary Acknowledgment **Subscribe**
Provides a notification on the changes performed to an order once they are successfully processed/completed.
Recipients :

Sales Order Acknowledgment **Subscribe**
Provides update when a new sales order is booked.
Recipients :

Scheduling Acknowledgment **Subscribe**
Provides an update when an order is originally received and scheduled.
Recipients :

Order Backlog Report **Subscribe**
This report includes all orders not yet shipped at either the BID or SID level. This will list only lines on the order that have not yet shipped. The total will be the sum of all un-shipped lines on the order.
Recipients :

SaaS Backlog Report **Subscribe**
This report contains orders that have not yet been provisioned and are awaiting provisioning information from partner/customer admin.
Recipients : You

12. Cisco will generate the **SaaS Backlog Report** daily at 1 AM PST and notify recipients via email

