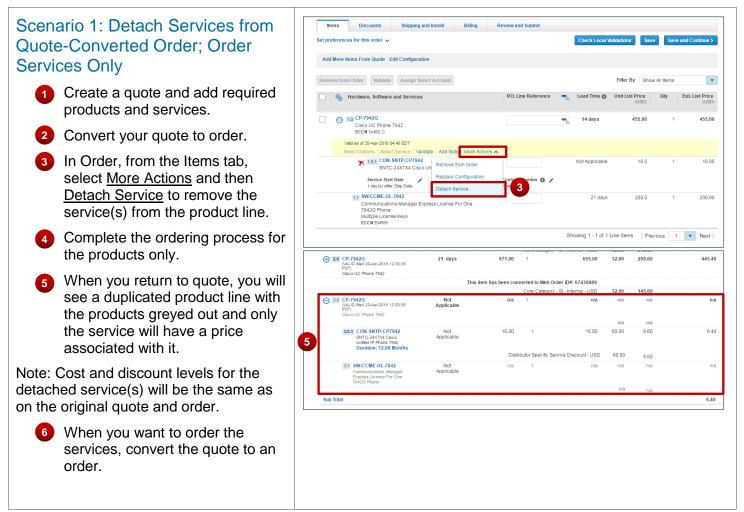
### **CISCO** Cisco Commerce CISCO Services Only Quick Reference Guide for Partners

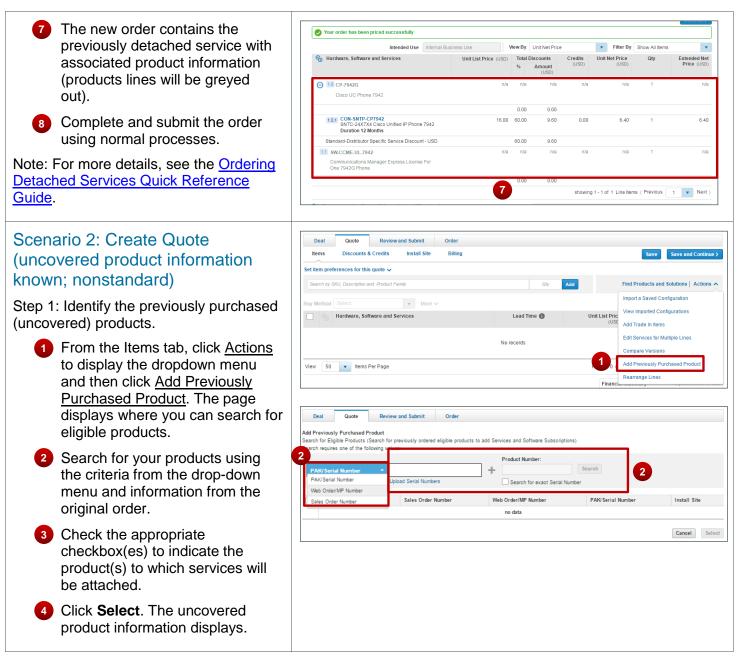
### Overview

In Cisco Commerce (CCW), you can create a service-only order by either converting an approved quote to an order or creating a standalone order. The way the quote and/or order was created will determine the exact steps needed to complete the service-only order. If you are choosing to order services only in order to delay service start date, see the <u>Cisco Commerce Order User Guide</u>, which covers flexible service start date delay.

- Scenario 1: Create quote-converted order; detach services and order products only Detached services will be automatically added to original quote; order those services separately without having the search for the original product information (e.g., serial numbers, sales numbers). This is the recommended best practice.
- Scenario 2: Create quote: uncovered product information is known; request nonstandard discounts/duration Create a quote and identify uncovered products to attach services; convert quote to an order. No need to map services back to quote.
- Scenario 3: Create quote: uncovered product information is not known; request nonstandard discounts/duration Create a quote with service SKUs as major line; convert quote to order. Provide the uncovered product information when ordering and map each service line back to the quote.
- Scenario 4: Standalone order: uncovered product information is known; request standard discounts/duration Create an order and identify uncovered products to attach services.



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Step 2: Attach services to the uncovered products.

- 1 Click <u>Select Service</u> if there is no service added yet to the line item. The <u>Edit Service/Subscriptions</u> option will display if a service and/or subscription is already added to the line item.
- 2 Expand the Service Preferences section. Select the desired service selections from the four drop-down menus and click Apply.
- 3 Click <u>Add Services</u>. If there were services already attached to this product, the link would read <u>Edit</u> <u>Services</u>.
- 4 Expand the service categories and select the desired category.
- 5 Click the appropriate service level radio button within one of the categories and enter the required duration. Standard durations for technical services can be between 12 and 60 months.

For unshipped products, only duration can be entered.

For shipped products, service start and end dates can be entered.

6 Click **Update** to preview pricing and the particular service level and SKU information. Click **Done** when finished.

7 Click **Done**. The service is added to the product.

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#### Notes:

- If an item requires mandatory service, the system will automatically apply the required service to the product; regardless of which service attach method is selected.
- Multi-year discounts for standard orders are not available for service durations greater than 60 months and less than 24 months.
- If the correct eligible services are not available in Cisco Commerce, it could mean that your profile is not set up correctly (for example, inaccurate information). If this happens, you should open a case to resolve the issue.
- If you are ordering service for hardware that has been shipped, you can select specific end dates.
- You can cascade services to multiple lines in a quote. Refer to the <u>Cisco Commerce Deals and Quotes User</u> <u>Guide</u> for more information.

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Step 3: Finalize the quote and collaborate with an Account Manager (AM) for nonstandard discounts/duration.

Step 4: After the quote is approved, convert the quote to an order. View and edit the discounts, shipping and install, and billing information, if required, before submitting the order. The covered product information was provided, hence the service line does not need to be "mapped back" to the quote to receive any nonstandard discounts.

Step 5: Submit the order.

#### Scenario 3: Create Quote (uncovered product information not known; nonstandard)

Step 1: Create a quote with the desired service SKU only, as a major line item. Refer to the <u>Cisco Commerce</u> <u>Deals and Quotes User Guide</u> for detailed steps.

Step 2: Collaborate with the AM to have nonstandard discounts or durations approved.

Step 3: Convert the approved quote into an order.

Step 4: Search for uncovered products. Refer to the <u>Cisco Commerce Order User Guide</u> to learn how to perform steps 3 and 4.

Step 5: Add required services to the uncovered product. Refer to step 2 from scenario 2 to attach service(s).

Step 6: Map services back to the quote.

1 Return to the Items tab.

2 Click Link Services to Quote to select the service.

Click Map. This maps the service back to the selected quote, and is essential to receive discounts. Do this for every service line.

Note: If the services SKUs do not match, no additional discounts will be displayed on the order.

Step 7: View and edit the discounts, shipping and install, and billing information, if required. Submit the order.

Scenario 4: Standalone Order (uncovered product information known; standard)	Create an Order * Required Field • With a Deal ID or Without a Deal ID 1
Create a standalone order. Refer to the <u>Cisco Commerce Order</u> <u>User Guide</u> for detailed steps.	Deal ID * Enter an existing Deal ID Access Key Enter Shared Deal Access Key
Search for the uncovered product and add desired services in the Items tab by clicking <u>Select</u> <u>Service</u> . Follow step 2 from scenario 2 to attach service(s).	Clone an Order (optional) Cancel Continue >
<ul><li>Finalize and submit the order.</li></ul>	<b>Note</b> : Only standard discounts and durations are available for standalone orders. Mapping step does not apply here.

The user guides and additional resources for partners are available on our Operations Exchange page.