cisco Commerce EXPRESS

Cisco Commerce Express

Customer User Guide

June 2019

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About Cisco Commerce Express (CCE)

Cisco Commerce Express (CCE)

In order to meet customer needs and to provide an improved and faster experience for customers, Cisco designed and developed a Cisco Commerce Express (CCE) platform that allows for Cisco and customers to collaborate while reviewing and purchasing some offers from Cisco Collaboration portfolio.

The platform offers customers easy access to Cisco created Webex and Webex Teams quotes, gives possibility to review the quotes and submit orders directly to Cisco Systems, Inc.

It also allows customers to manage quotes and orders, review and print invoices, as well as view and manage subscriptions.

This document is to guide Cisco customers through the Cisco Commerce Express platform, and show its benefits on how to use it.

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CCE Basics

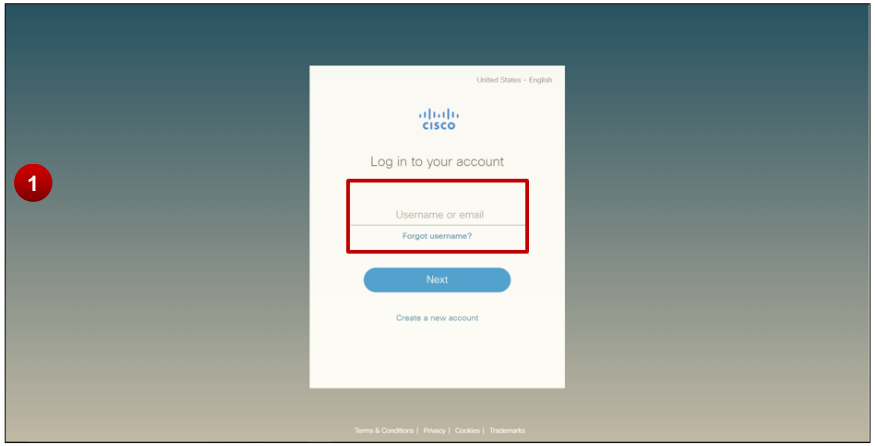
CCE Basics

Overview:
Customers can now use the Cisco Commerce Express platform to manage quotes and place orders.

1. To **Login** to the Cisco Commerce Express homepage, click here

Note: To log to the tool you need to use your Cisco.com Account (CCO ID) and password.

If you do not have Cisco user CCO ID yet, along with “Shared Quote” email, you received a “register for a new account” email. Please follow the steps described in that email to register your CCO ID account. The Primary billing contact can also add secondary and support contacts. Once added, follow the Activate email to set up the CCO ID.

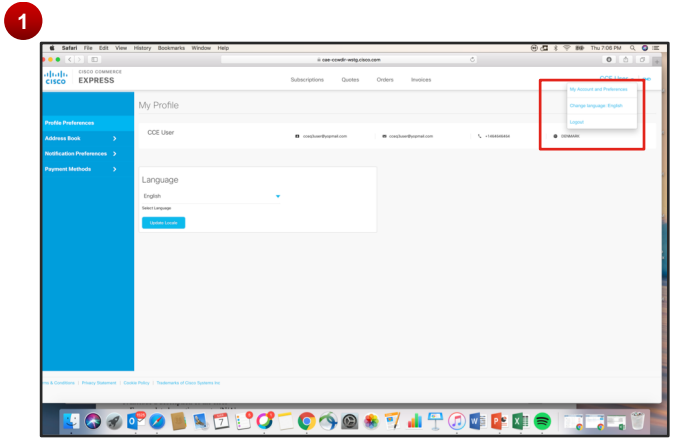


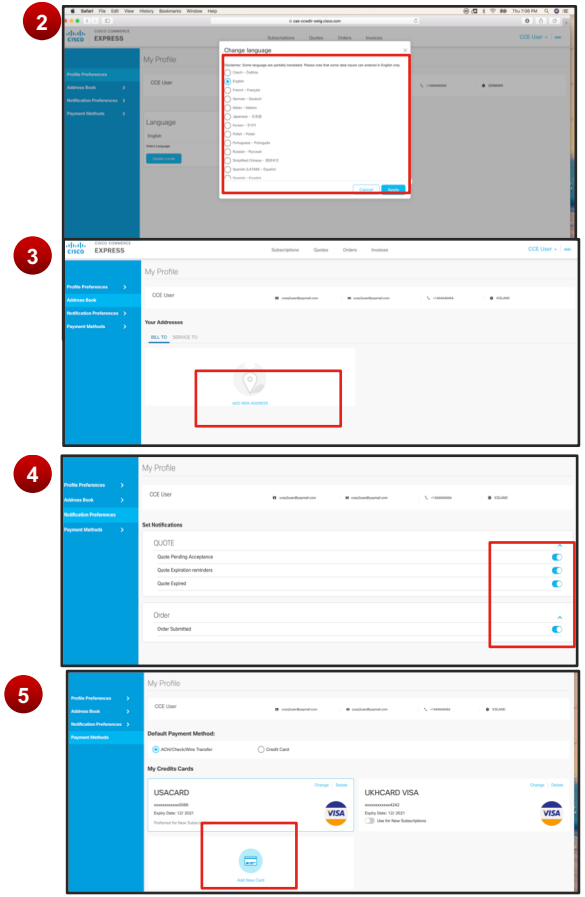
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CCE Basics

In the Cisco Commerce Express homepage, configure your profile by clicking the arrow to the right of your name then click My Account and Preferences.

1. On your profile on the right side of the screen select **my account preferences**
2. Select change language to see a list **of16 supported languages** to view subscriptions, quotes, orders, and invoices.
3. You can add **Bill To** or **Service To** addresses. *The Bill To address will save the preferred currency. This is set by Sales.*
4. Select toggle to **set quote and order notification**
5. Add (ach/check/wire transfer or credit card) payment methods, **preferred payments**, or change methods.





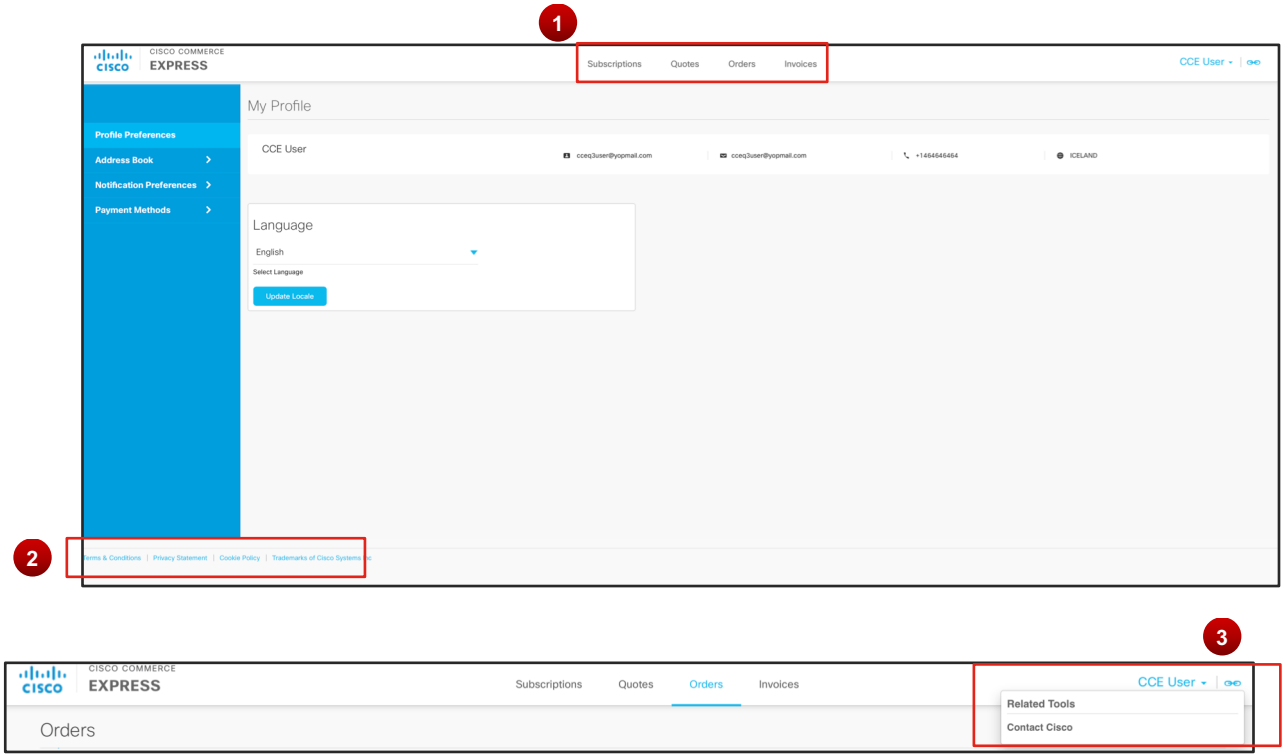
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CCE Basics

1. There are four tabs in the header: **Subscriptions, Quotes, Orders, & Invoices**. Click on a tab to connect to the associated dashboard.

2. Click on the **links** in the toolbar to view contacts, site map, terms & conditions, privacy statement, cookie policy, and trademarks of Cisco, view contacts, submit feedback and receive help.

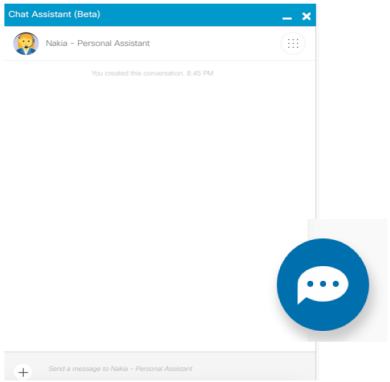
3. Click the ⚯ to view related tools or to contact Cisco.



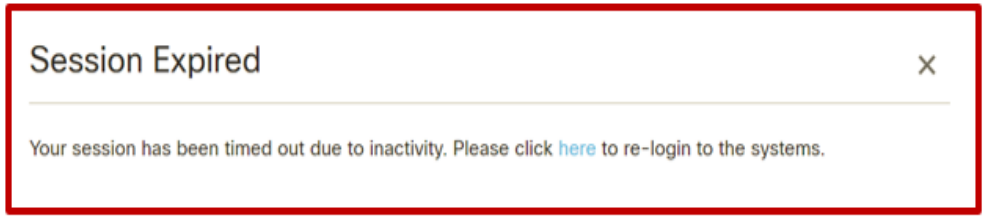
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CCE Basics

Note: Click the minimize button to minimize the Chat Assistant.



After 10 minutes of inactivity, your session will expire and CCE will automatically log you out. Click the here button to re-login to CCE.



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Tax Exemption (US)

Tax Exemption

Overview:

- The products & services purchased are subject to applicable sales taxes in the ship-to and service-to location(s).
- If a bill-to customer company does not have tax exemption certificates on file for the Cisco Systems Inc. and/or Cisco WebEx LLC and/or Tropo LLC in the taxable location(s), Cisco will apply all required taxes to their invoices.
- If you are eligible for tax exemption and you do not want Cisco to apply taxes to your invoices, please send us your resale certificate/s or other tax exemption certificate/s before you place your first order through Cisco Commerce Express platform.
- This is one-off requirement. Tax exemptions certificates are valid for the specified state(s) until expired or revoked.

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Tax Exemption

In order to receive accurate tax exemption status, you will need to provide Cisco with three packets of certificates, one each for:

- Cisco Systems, Inc. (CSI),
- Cisco Webex LLC,
- Tropo LLC

Your Tax exemption certificates must be sent to your Cisco Sales Representative or the Cisco Collections Team with the same Customer ID (CID) number included on each submission. The certificates will be forwarded internally to Cisco's Sales Tax Team for validation.

If you do not know you Customer ID number, please contact your Cisco Sales Team and they will be happy to find your Customer ID number for you.

More information can be found on Cisco's Sales Tax Customer Support page (https://www.cisco.com/c/en/us/buy/customer-support-information/united-states-sales-tax.html), including references to State-by-State Tax Exemption forms.

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Manage Quotes from Dashboard

Manage Quotes from Dashboard

Overview:

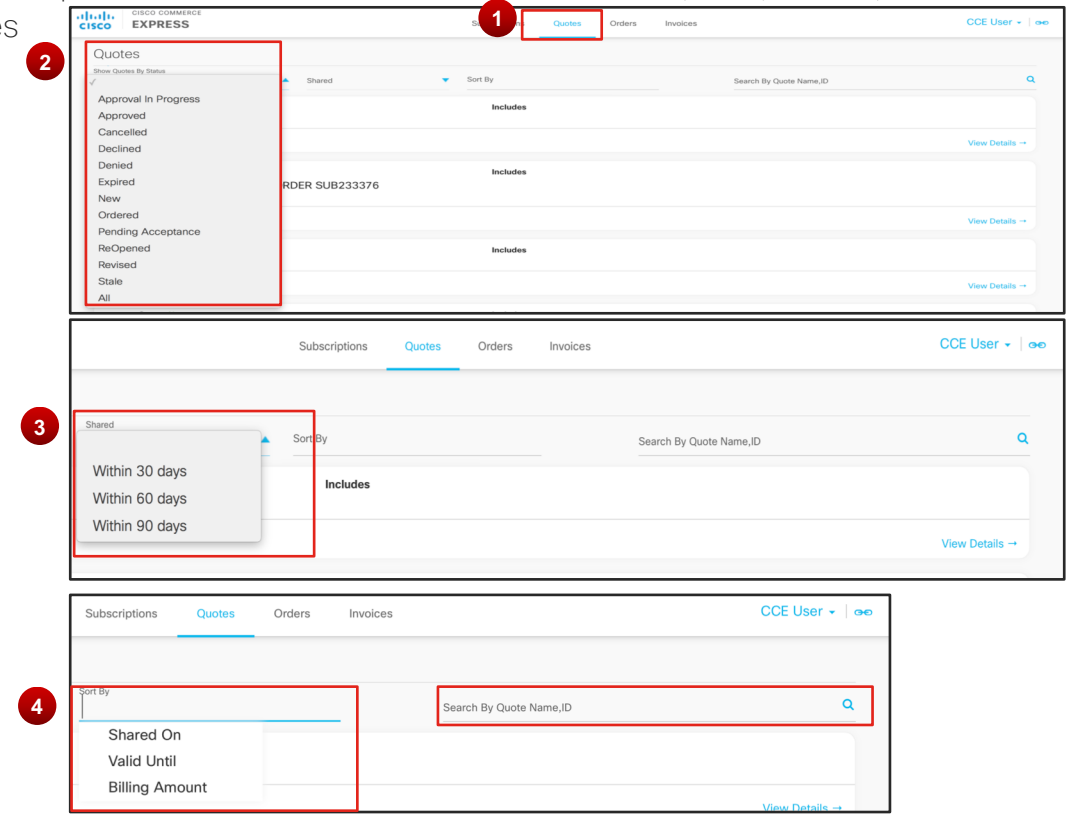
Customers may now manage **quotes** created by Cisco directly in Cisco Commerce Express platform. After a quote has been shared with you it is visible in Cisco Commerce Express Quotes Dashboard. You can now sort, filter, search, and view all your quotes. You have access only to quotes that have been shared with you.

1. In the Cisco Commerce Express homepage, click **Quotes** to view all quotes with high-level details.

2. To **filter by status**, click the drop down and all applicable quote statuses in the Status section.

3. Use the drop to review **Shared Quotes** within the last 30, 60, or 90 days

4. You may sort by date including when a quote is *Shared on, Valid Until or Billing Amount.*



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Manage a Quote and Place an Order

Manage a Quote and Place an Order

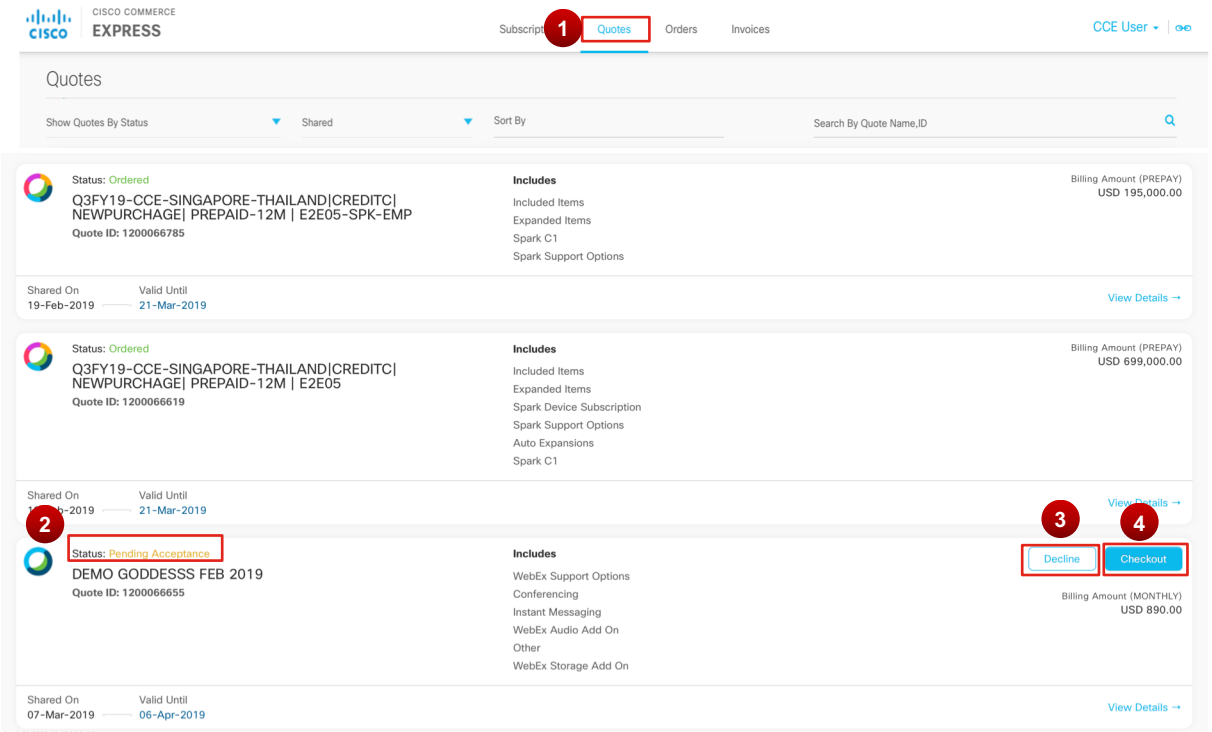
Overview:
Customers can now manage quotes and place orders from their Dashboard in Cisco Commerce Express (CCE).

1. From the Cisco Commerce Express homepage, click Quotes to view the **Quote** dashboard.

2. For new quotes pending acceptance, you will see "*Pending Acceptance*" in the Status field.

3. To decline the quote, click **Decline**.

4. To checkout, click **Checkout**.

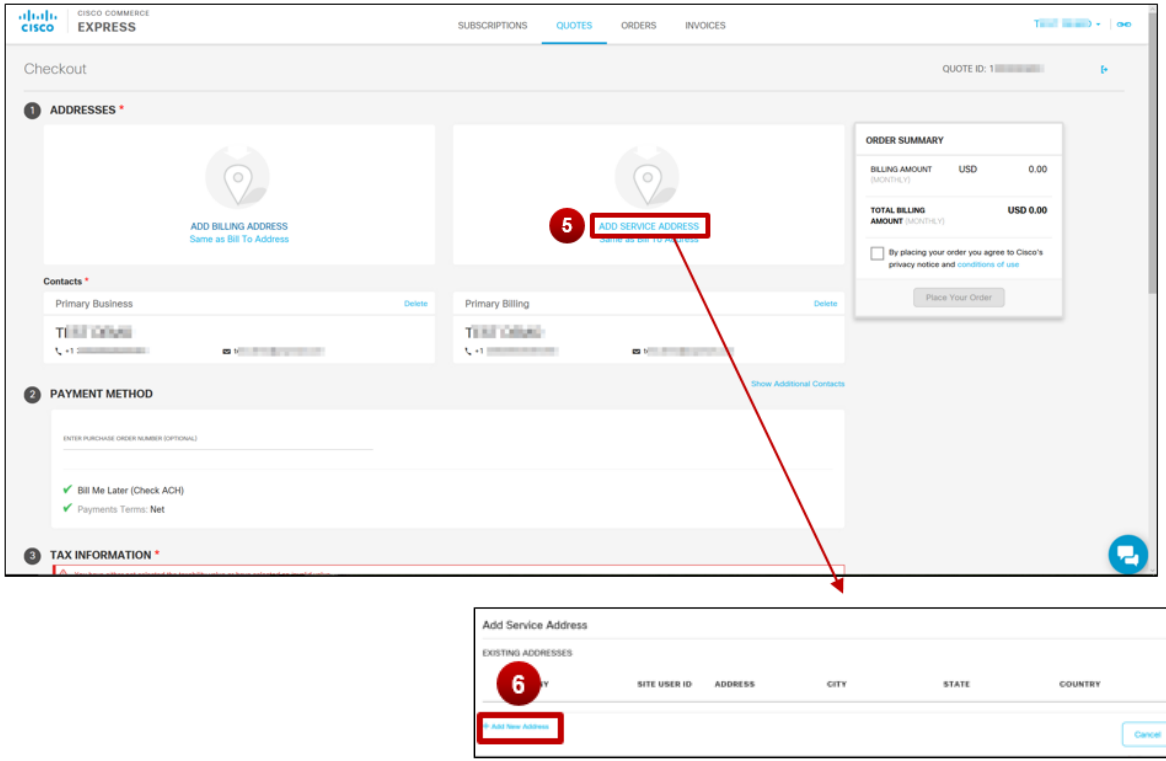


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Manage a Quote and Place an Order

5. In the Checkout page, click Add Service Address, if applicable.

6. Click **Add New Address**.



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Manage a Quote and Place an Order

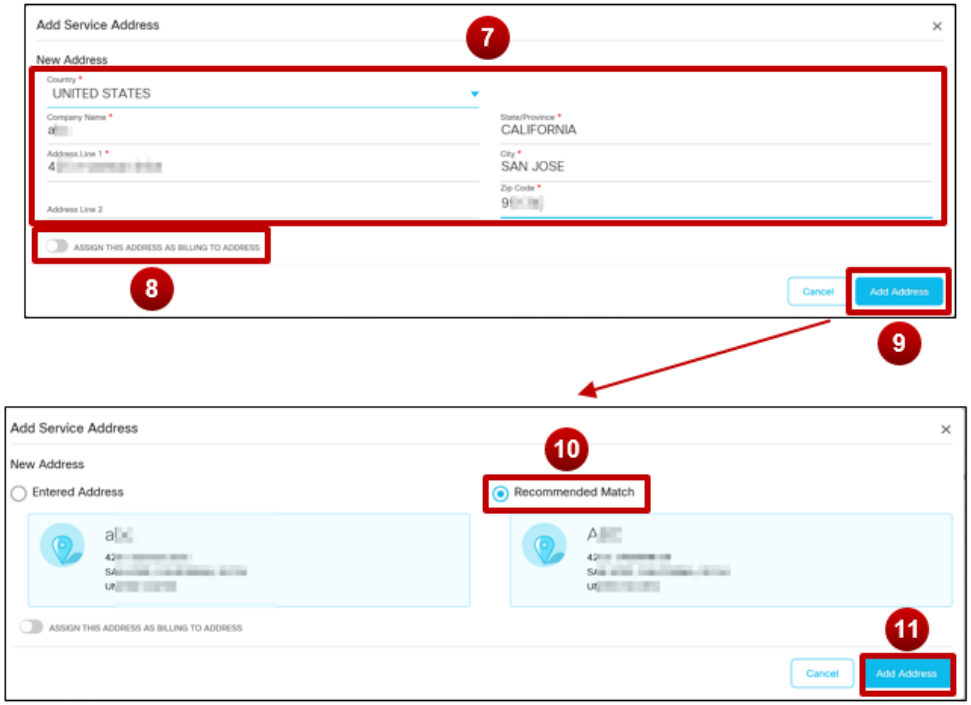
7. Complete all fields in the **Add Service Address** box. In the Checkout page, click Add Service Address, if applicable.

8. Click Assign This Address As Billing to Address, if applicable.

9. Click **Add Address**.

10. Click **Recommended** Match.

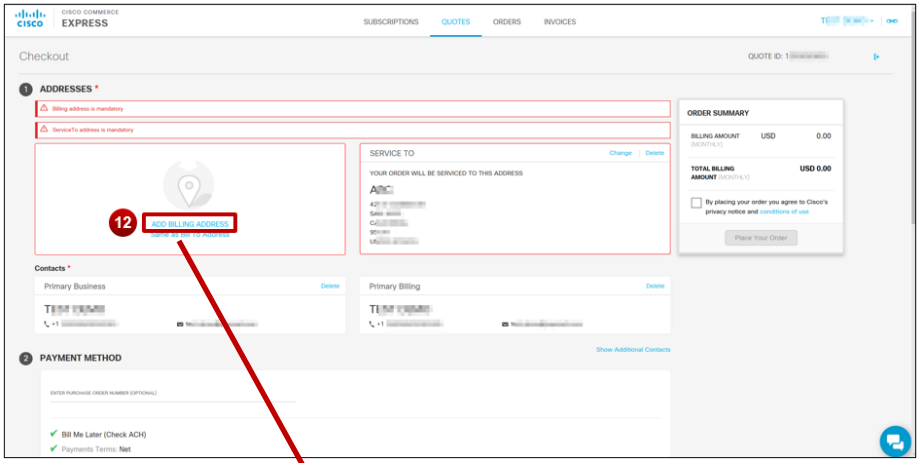
11. Click Add Address.



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Manage a Quote and Place an Order

12. Click **Add Billing Address**.



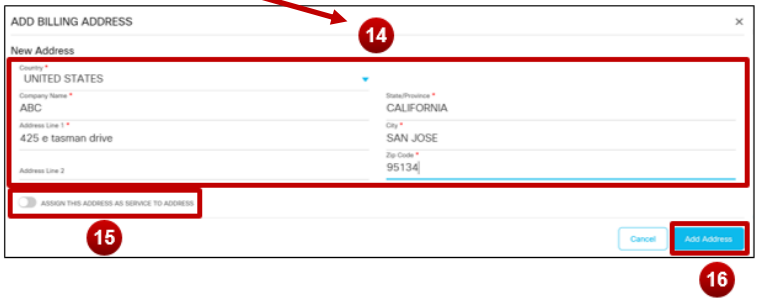
13. Click Add New Address.



14. Complete all fields in the Add Billing Address box.

15. Click Assign This Address As Service to Address, if applicable.

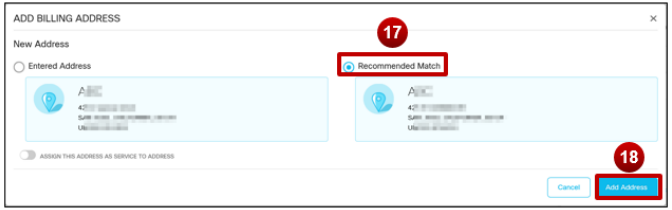
16. Click Add Address.



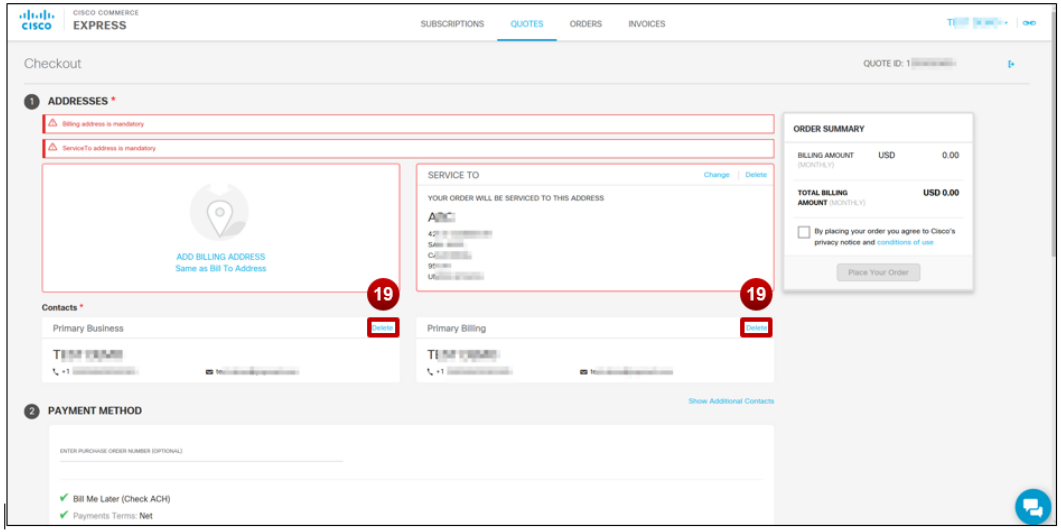
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Manage a Quote and Place an Order

17. Click Recommended Match.
18. Click Add Address.



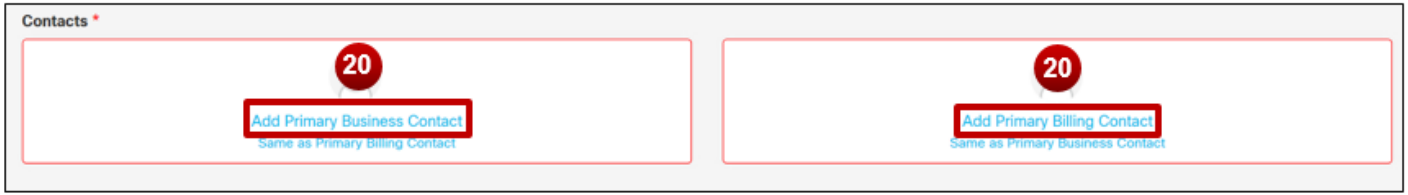
19. To delete an existing Primary Business or Primary Billing contact, click Delete.



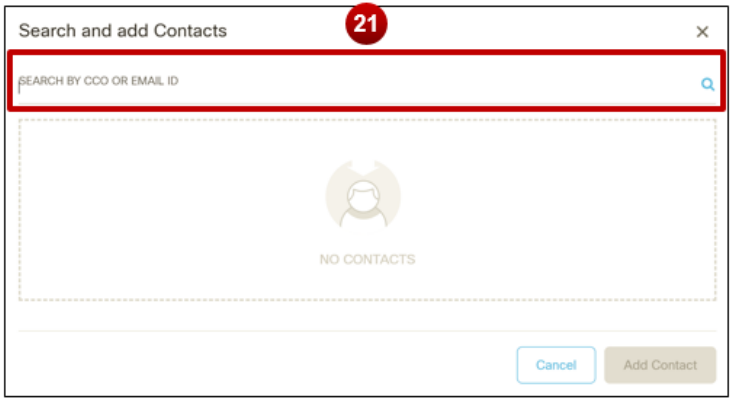
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Manage a Quote and Place an Order

20. To add a Primary Business Contact or Primary Billing Contact, click Add Primary Business Contact or Add Primary Billing Contact.
Note: Both primary business and primary billing contacts are mandatory.



21. Select your Contact from the Search by CCO or Email ID
Note: To add a new business contact, proceed to step 24.



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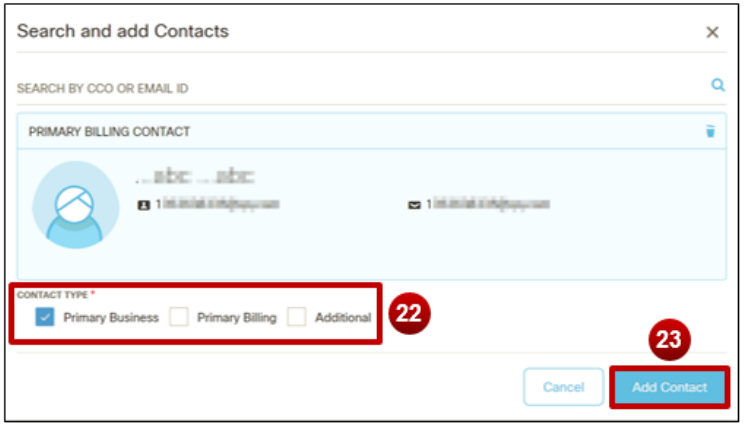
Manage a Quote and Place an Order

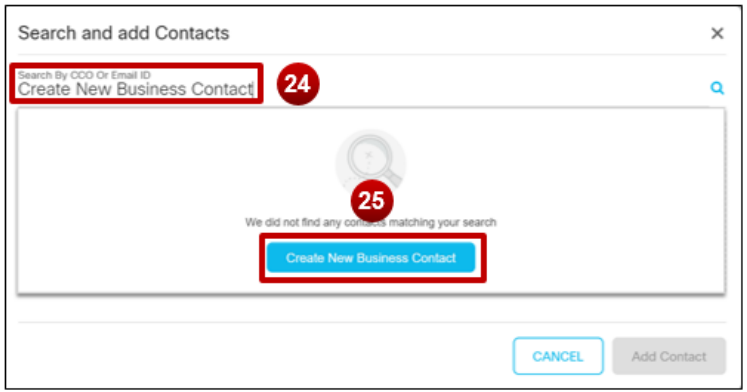
22. Select all applicable contact types

23. Click **Add Contact**.
Note: You cannot edit contacts once added. To make changes, delete the contact and add again. Add again

24. To create a new business contact, enter "Create New Business Contact" in the Search By Cisco.com Account (CCO ID) or Email ID field

25. Click **Create New Business Contact**





If your billing admin contact is no longer with the company, and the contact must be updated, please submit a ticket here:

Link: https://www.cisco.com/go/cs
Portal Path: Quote > New Quote> Cisco Commerce Express

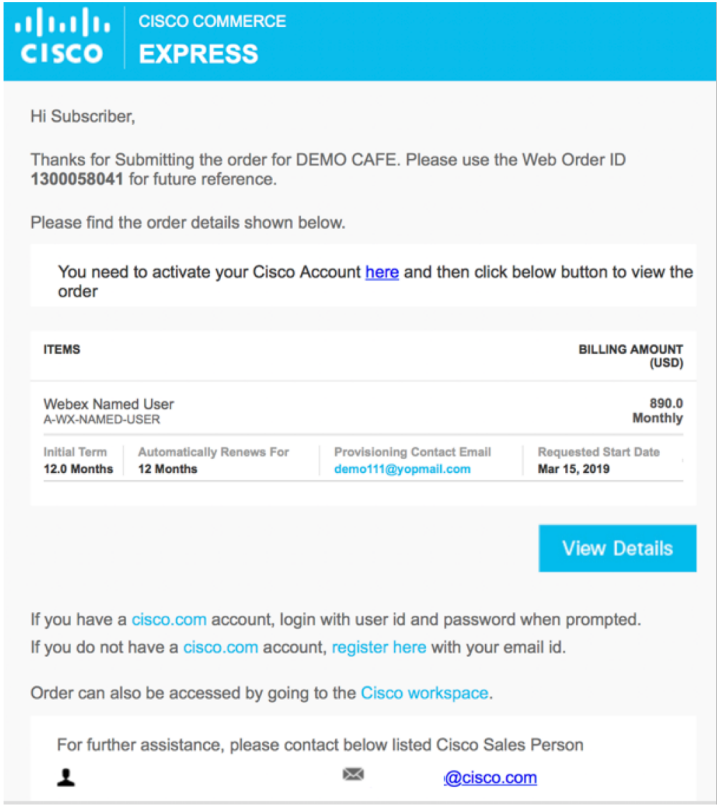
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CCO ID
Activate Email & View Invoice

Note: If the contact is new, the new user will receive one email which includes an “Activate” CCO ID Account message in the email, along with the current invoice.

Click here to activate new CCO ID account

Click View Details to View invoice



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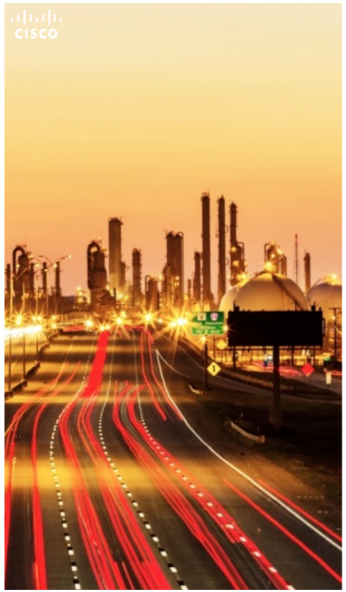
Create a CCO ID

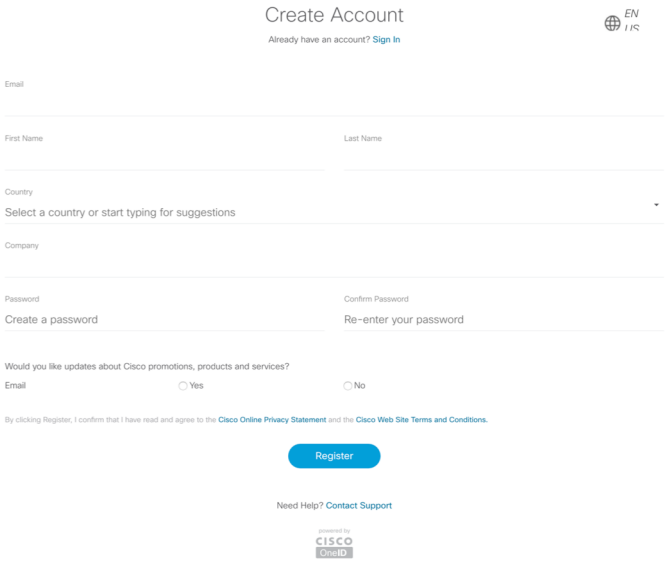
How do I set up a Cisco ID (CCO ID)?

1. Go to the Register page https://identity.cisco.com/ui/tenants/global/v1.0/enrollment-ui?ui_locale=en_US
2. Fill out all required fields.
3. Click Register.

PLEASE NOTE:
To be mapped to your companies account, order, or invoice, here are a few ways to be added:

- Sales should ‘share order’ or invoice with you and add you as a contact to the account.
- Your internal primary contact can add you as a secondary contact to the account directly in CCE.
- You can create a ticket to request to be added www.cisco.com/go/cs

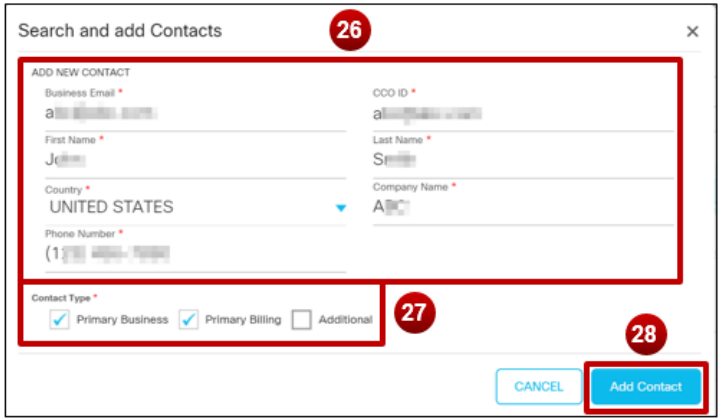




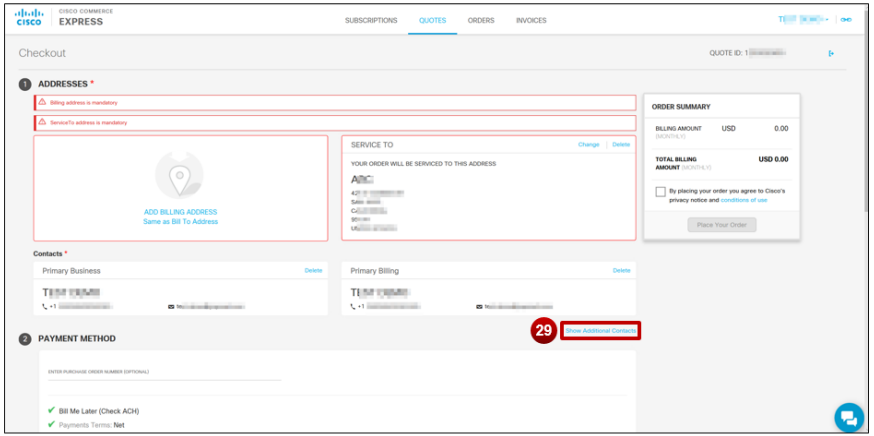
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Manage a Quote and Place an Order

26. Complete “Add New Contact” details
27. Select all applicable contact types
28. Click Add Contact



29. To see additional contacts, click Show Additional Contacts



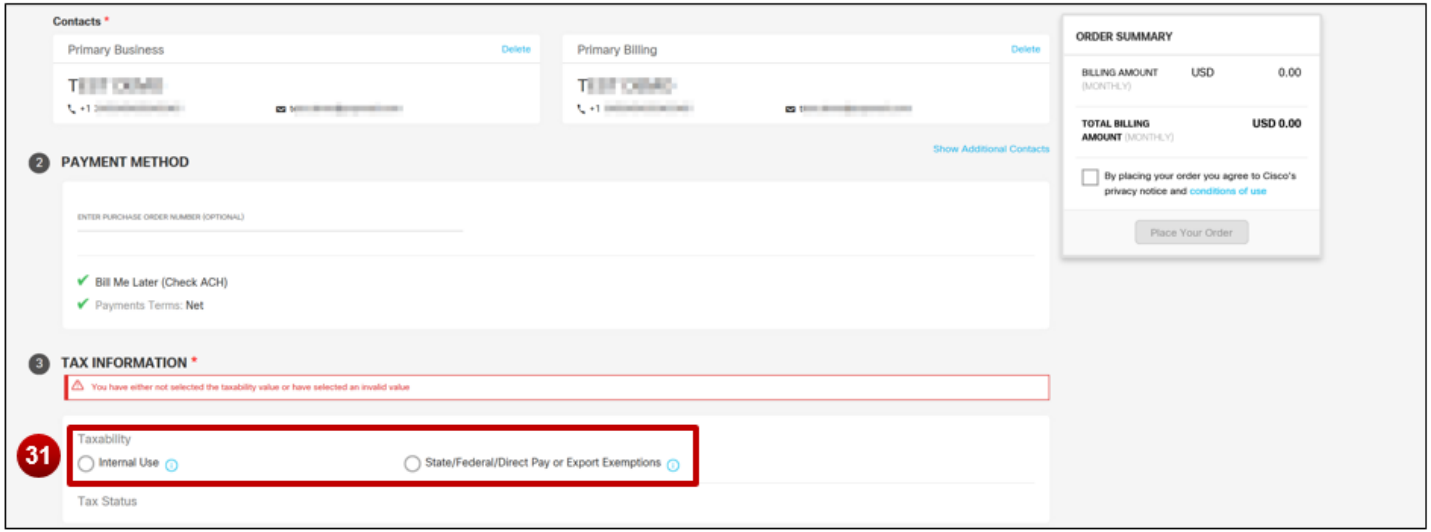
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Manage a Quote and Place an Order

30. To add additional contacts, click Click To Additional Contacts.



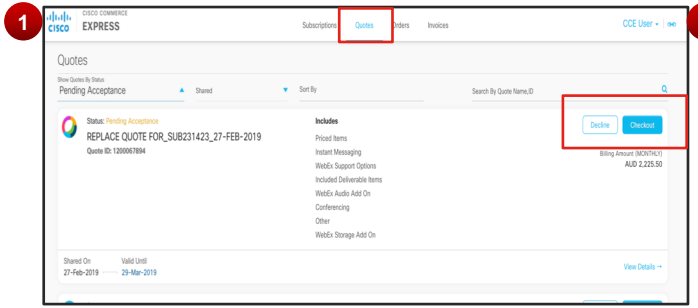
31. Click the applicable taxability selection in the Tax Information box.

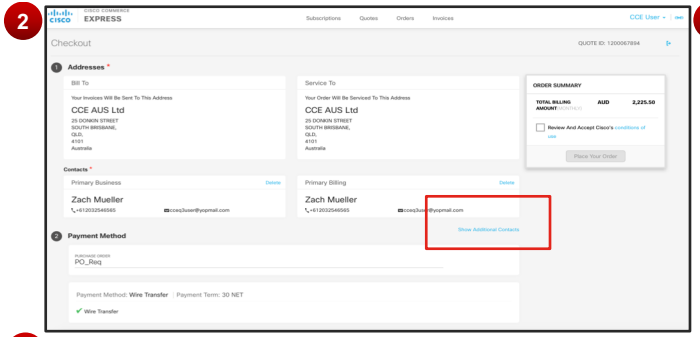


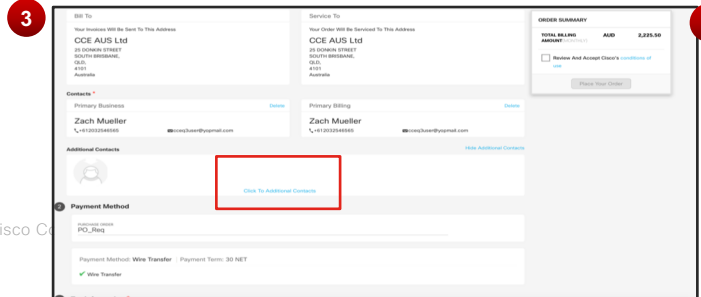
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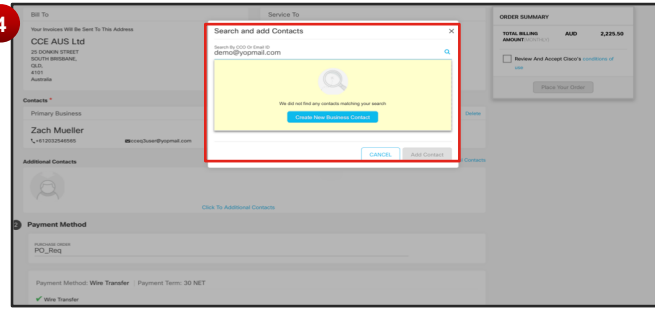
Add a Secondary Billing contact

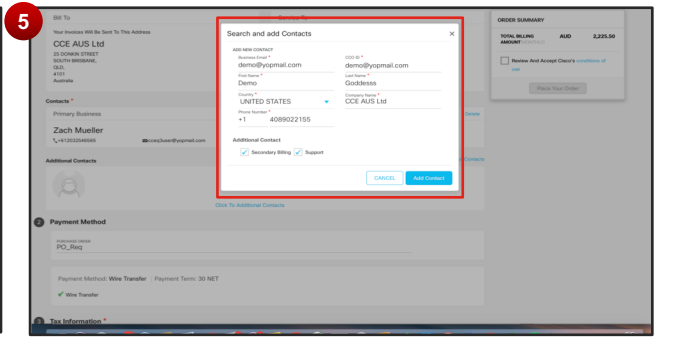
1. To add a secondary contact
   Select Quote
2. Go to Check Out
3. Show Additional Contacts
4. Click to Ad Additional Contacts
5. Search to assign user or click to Create New User Contact. Select secondary billing or support role
6. Review Secondary contact has been added

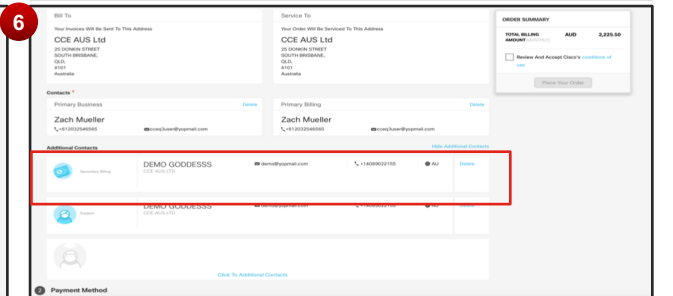








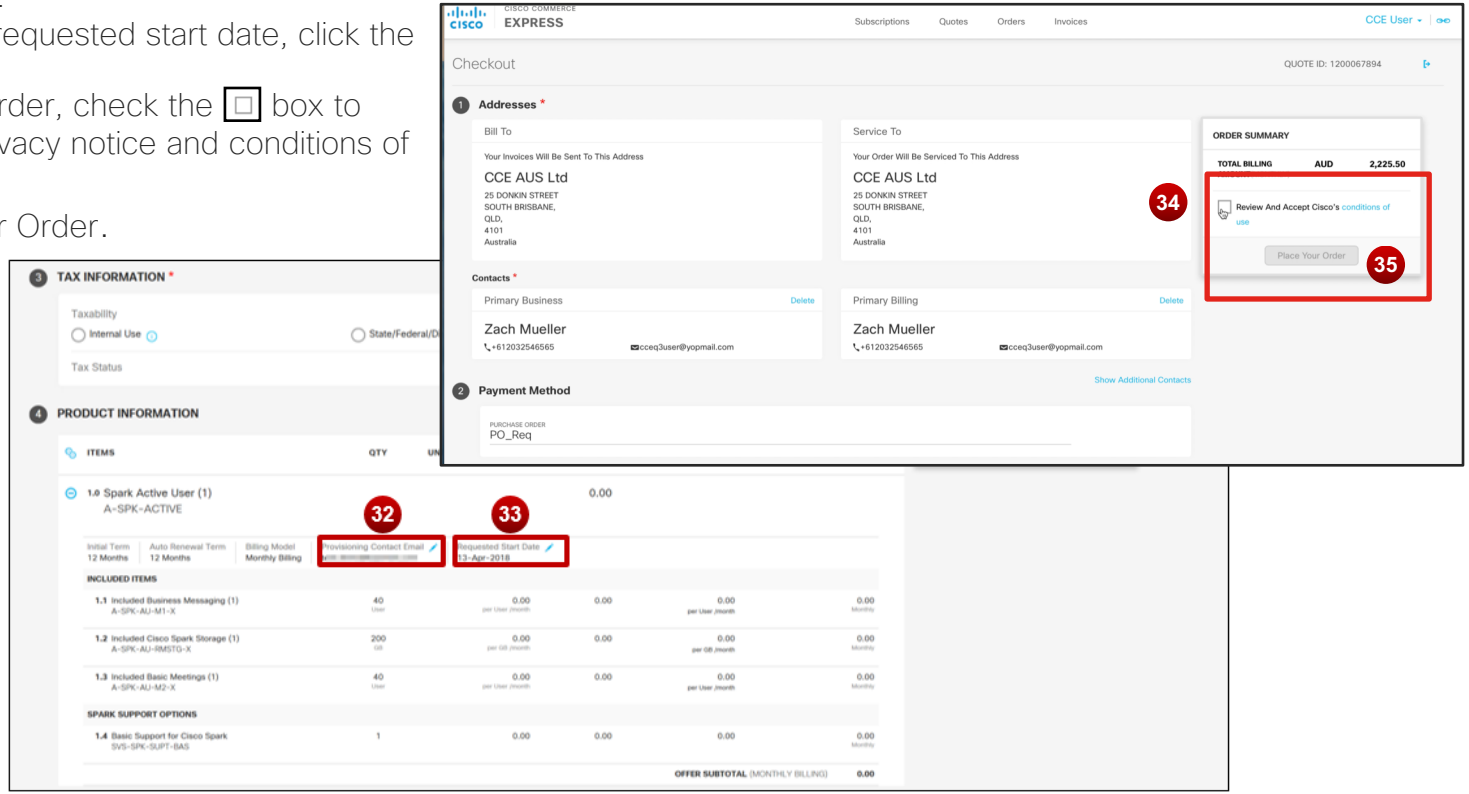




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Manage a Quote and Place an Order

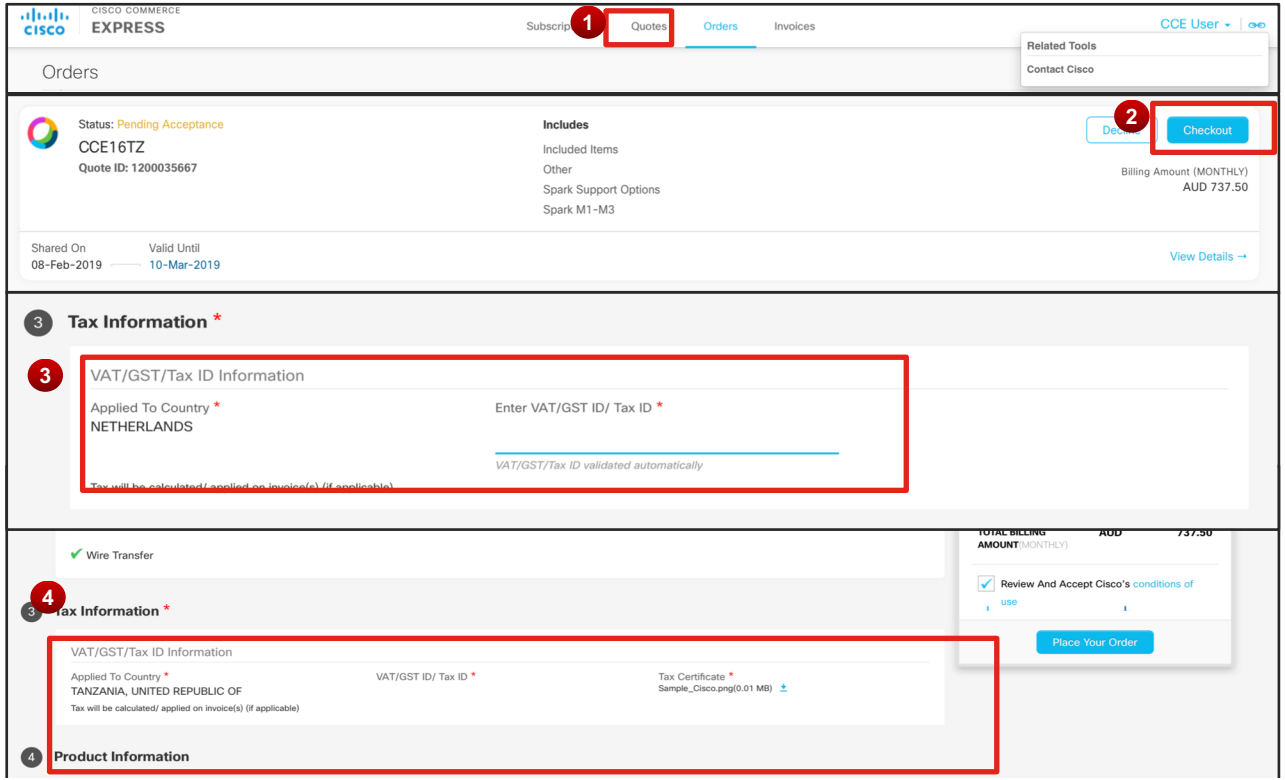
32. To change the provisioning contact email, click the pencil icon.
33. To change the requested start date, click the pencil icon
34. To place your order, check the ☐ box to agree to Cisco's privacy notice and conditions of use.
35. Click Place Your Order.



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VAT ID Registration & Certificate Upload

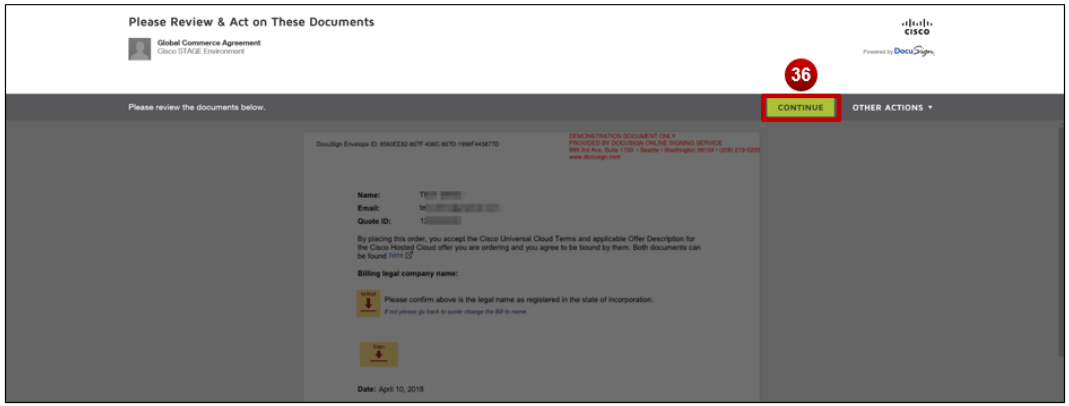
1. Click to view Quotes shared by sales.
2. Click Check out
3. Customer or VSS can now upload VAT registration certificate
4. For countries that do not have a manual/automated VAT ID lookup link.



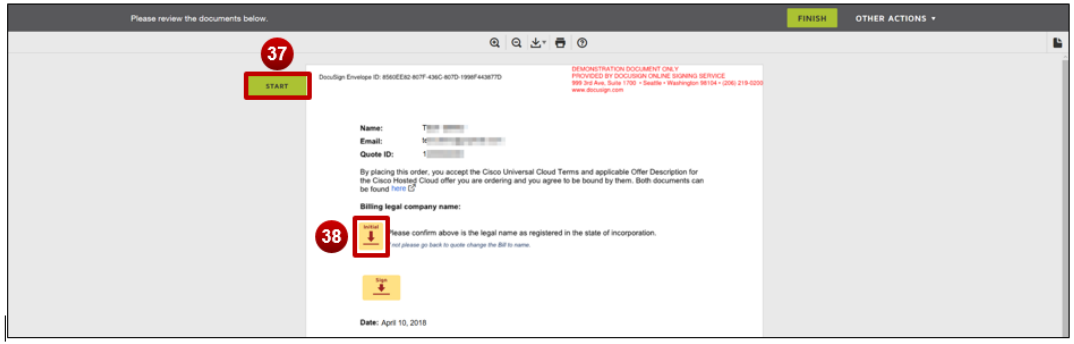
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Manage a Quote and Place an Order

36. In the DocuSign screen, click Continue to review the documents.



37. Click Start.
38. Click the Initial box.



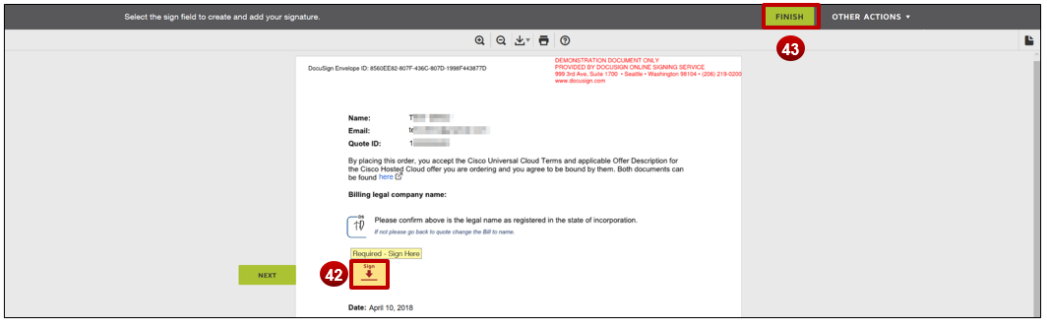
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Manage a Quote and Place an Order

39. Complete the Full Name and Initials boxes.
40. Click Draw to draw your signature, if applicable.
41. Click Adopt and Initial.



42. Click the Sign button.
43. Click Finish to submit the documents and place the order.



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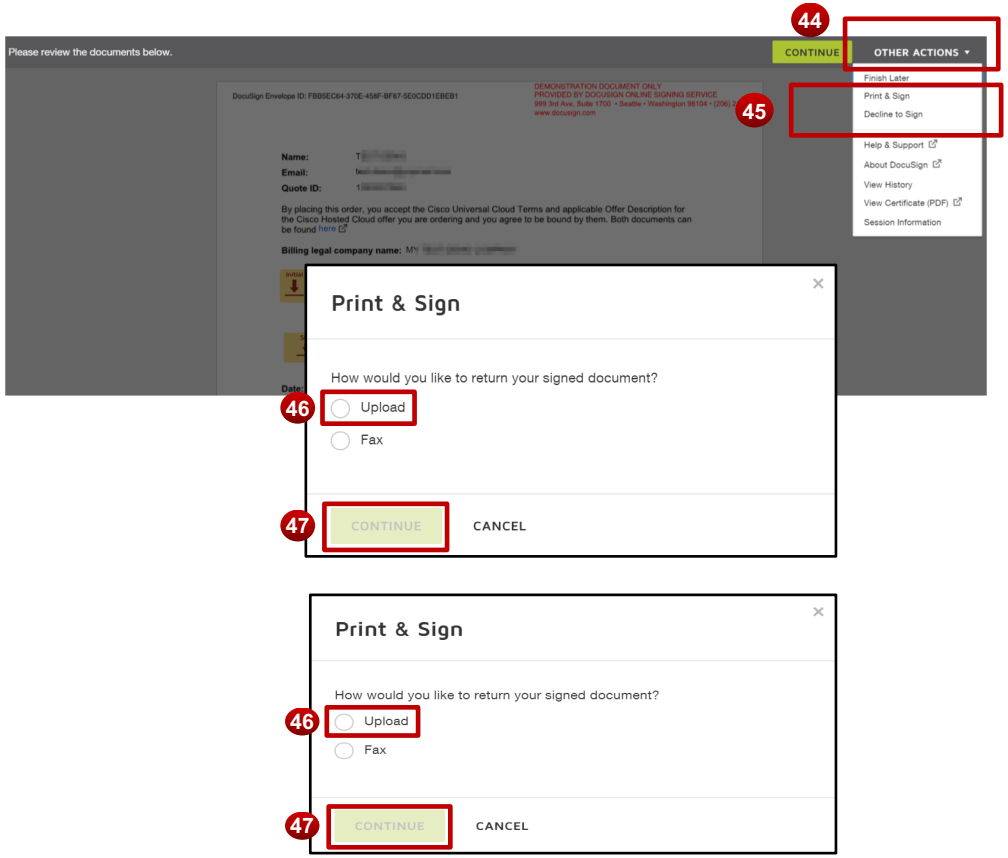
Manage a Quote and Place an Order

44. For **wet signing,** click Other Actions.
45. Click Print & Sign.

46. Click Upload.
47. Click Continue.

48. Click Download, then print and sign the document.

49. When you are ready to upload the signed document, click Return Document.



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Manage a Quote and Place an Order

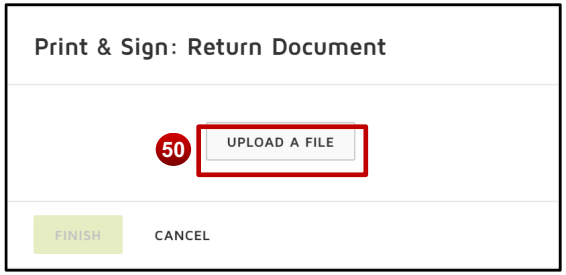
50.Click Upload A File, then upload the signed document from your computer.

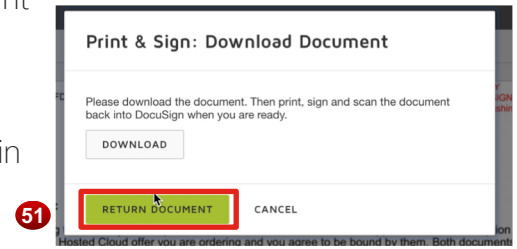
If you need to re upload the file, click the delete button and repeat step 50.

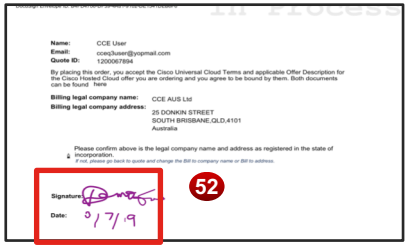
51. Click to Return the Document Note: Your Account Manager will review the wet-signed document for completion. In case of a missed/incorrect signature/date, the Account Manager will ask you to re-upload the signed document (steps 44-52) within 30 days of the deal being sent to the customer.

52. The Automated WetSign feature will now detect a wet signature has been completed legitimately signed by the customer. Terms & Condition's have been included in one place, at the signing process.

53. Click Finish to submit.









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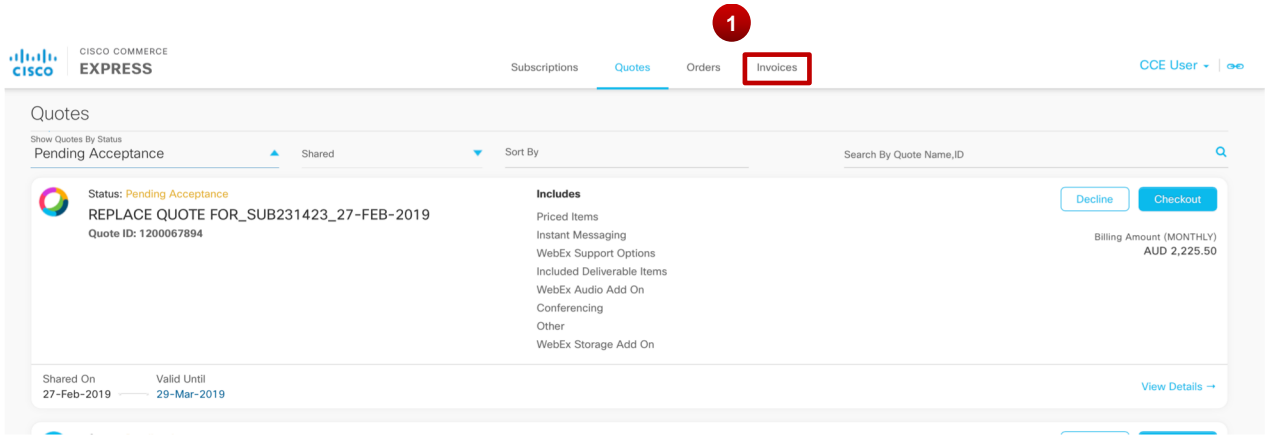
cisco Commerce EXPRESS

View, Download and Print Invoices

View, download and Print Invoices

Overview:
Customers can now view, download, and print invoices, in addition to view taxability, in Cisco Commerce Express (CCE).

1. In the Cisco Commerce Express homepage, click Invoices to view all invoices with high-level details.



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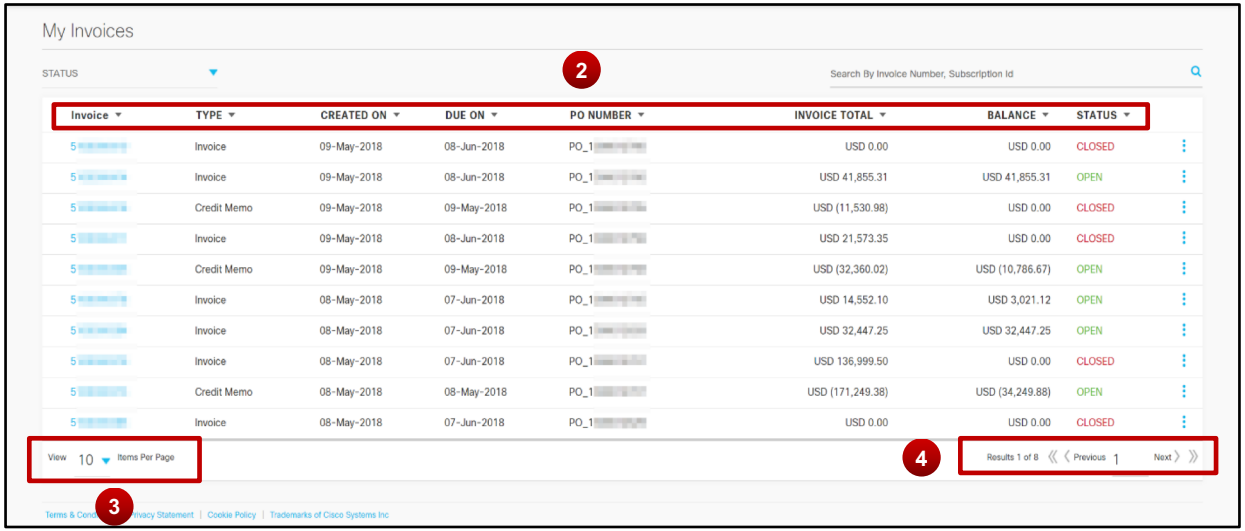
View, download and Print Invoices

2. Sort them by clicking the up/down arrow icon next to each Column header.

3. Use the Items Per Page dropdown menu to view more or less invoices per page.

Note: CCE Invoices defaults to 20 invoices per page.

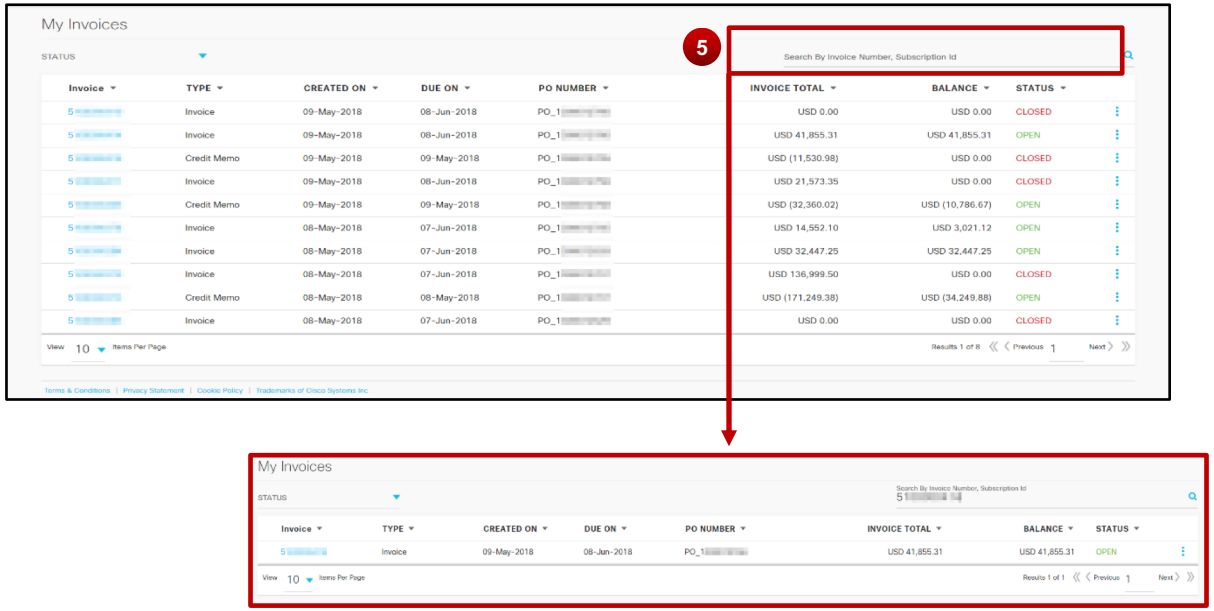
4. Use the single arrows to advance or return a page and the double arrows to advance or return to the last page and first page, respectively.



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View, download and Print Invoices

5. From the Dashboard Click **Invoices** then **Search** by **Invoice# or Subscription#.**

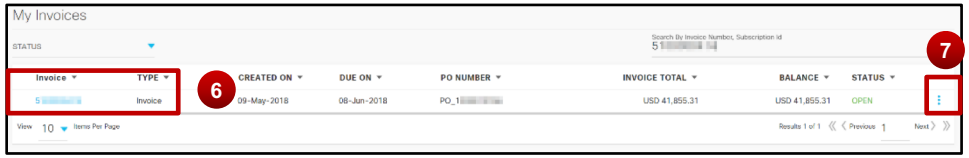


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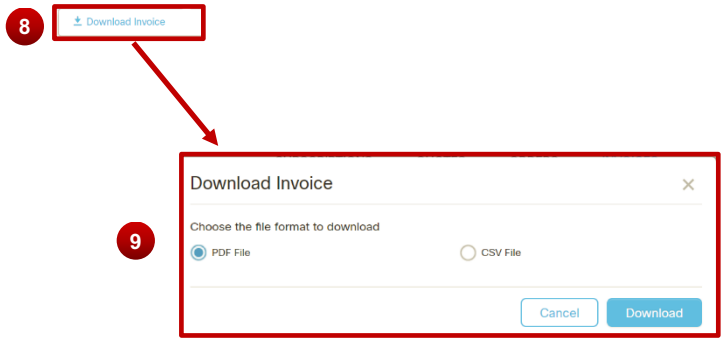
View, download and Print Invoices

6. To **view more details** of the invoice, click the **Invoice Number**.

7. To **download the invoice**, click the ⋮ 3 vertical dots icon.



9. Click **Download** Invoice.



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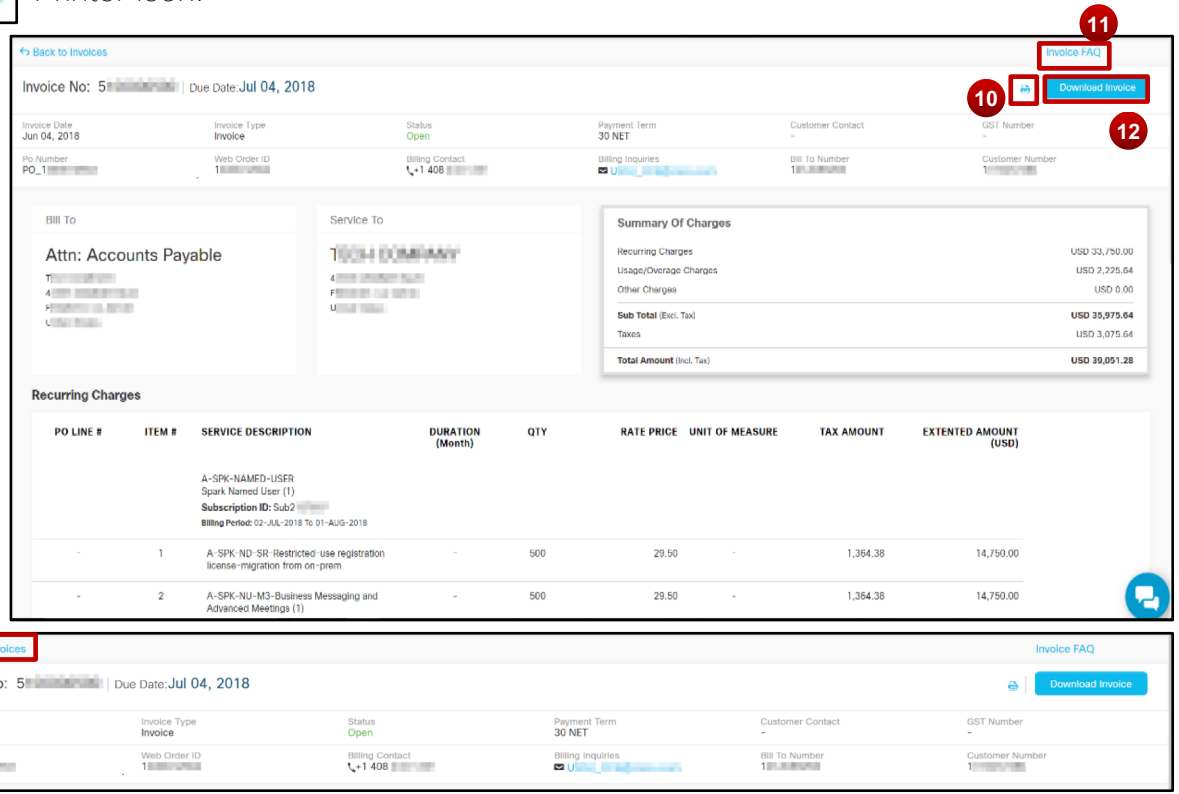
View, download and Print Invoices

10. To **print** the invoice, click the Printer icon.

11. To view **Invoice FAQs**, click Invoice FAQs (will put in proper screenshot when available). Note: Invoice FAQs are also available at the bottom of the .pdf version of the Invoice.

12. To download the invoice, click **Download Invoice**

13. To return to the main list of invoices, click **Back to Invoices**.



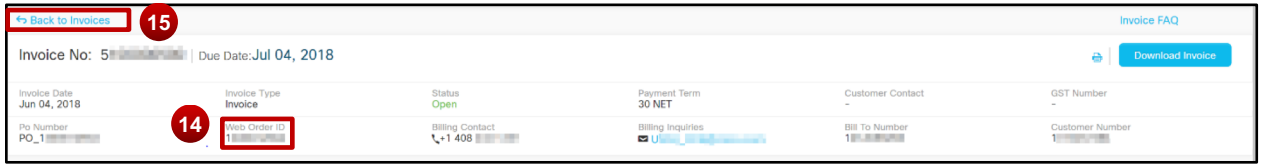
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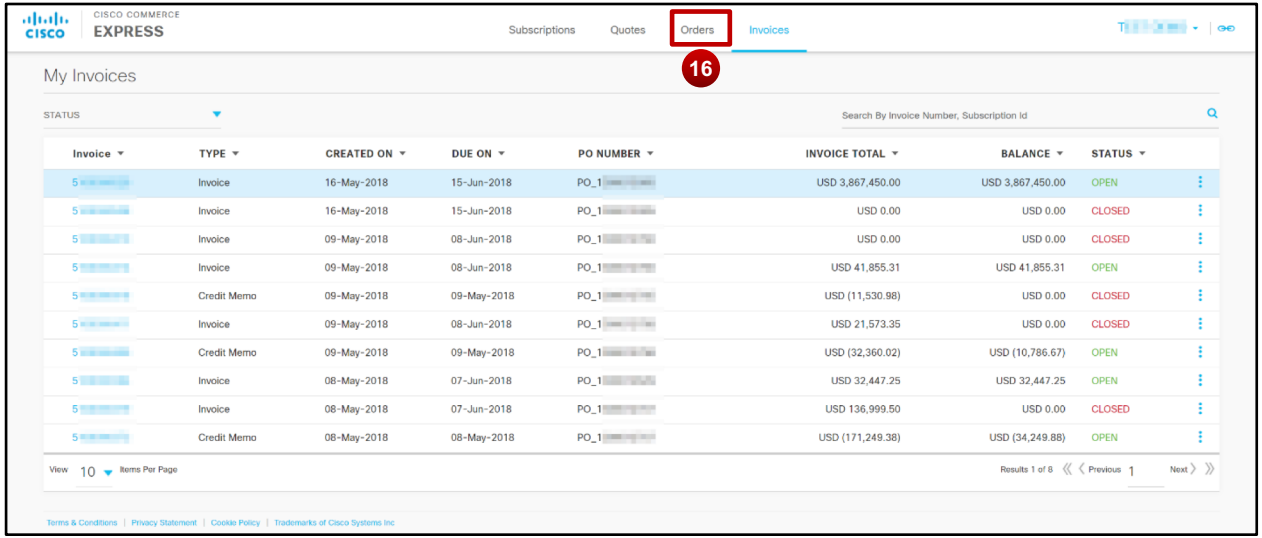
View, download and Print Invoices

14. To view Taxability, note the Web Order ID on the invoice.

15. Click Back to Invoices.

16. Click Orders.



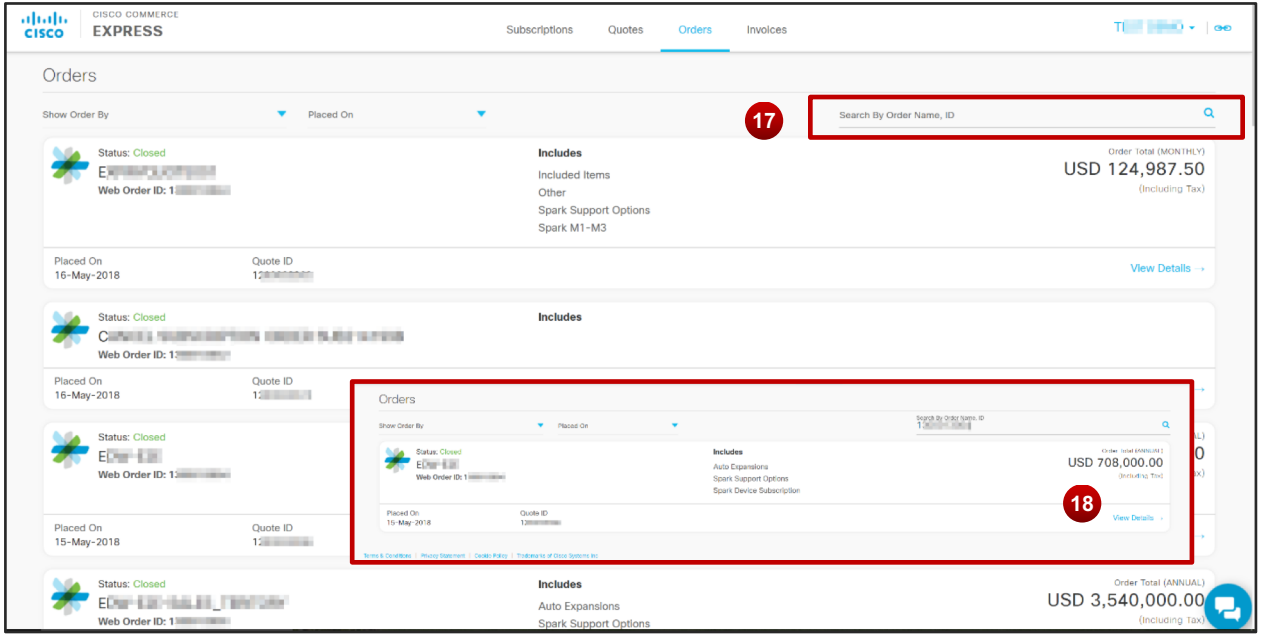


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View, download and Print Invoices

17. In the Orders tab, enter the Web Order ID into the Search By Order Name, ID field.

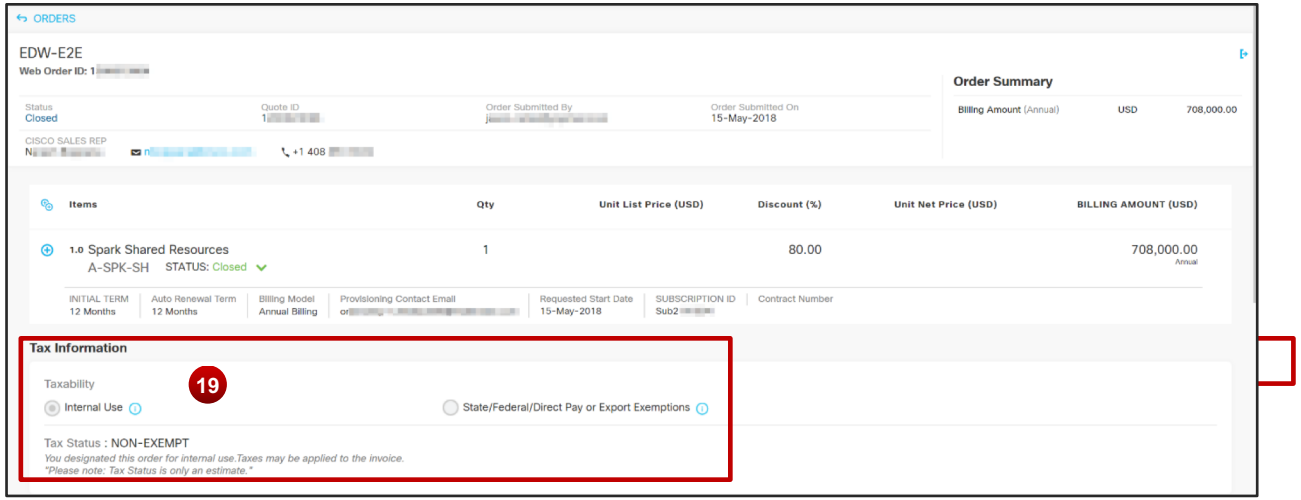
18. Click View Details.



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View, download and Print Invoices

19. On the Order Details page, you will see the Taxability section below the Items section.



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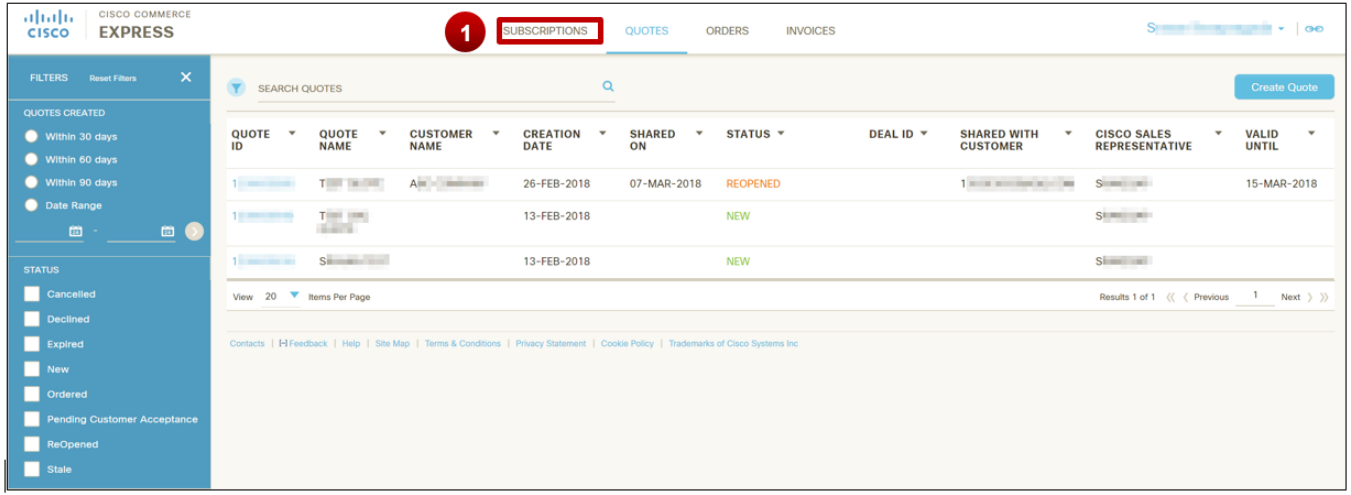
cisco Commerce EXPRESS

View and Manage Subscriptions from Dashboard

View and Manage Subscriptions from Dashboard

Overview:
Customers can now manage **subscriptions** in the Cisco Commerce Express (CCE) platform.

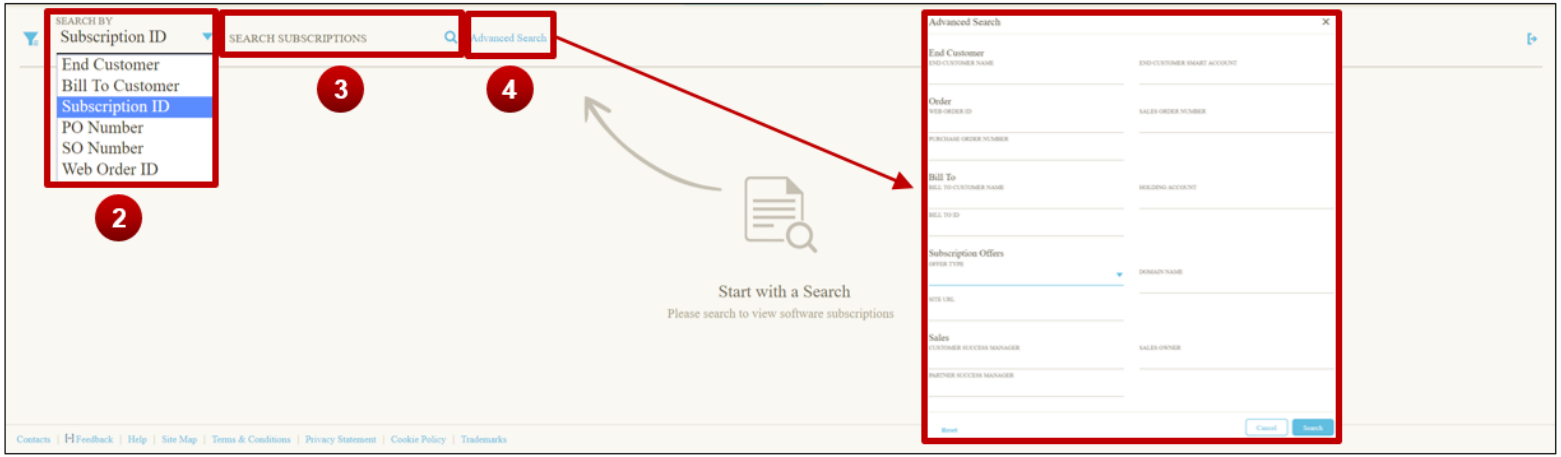
1. From the Cisco Commerce Express homepage, click **Subscriptions**



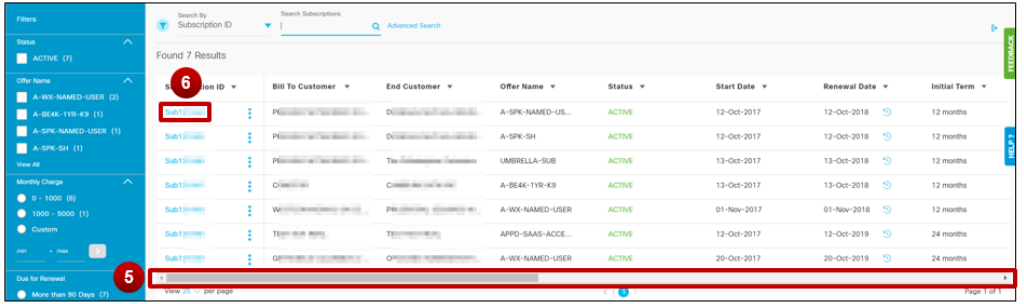
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View and Manage Subscriptions from Dashboard

2. In the Subscription tab, select a search option from the Search Bay dropdown menu.
3. Enter the associated search variable in the Search Subscriptions field.
4. Alternatively, you can click Advanced Search.



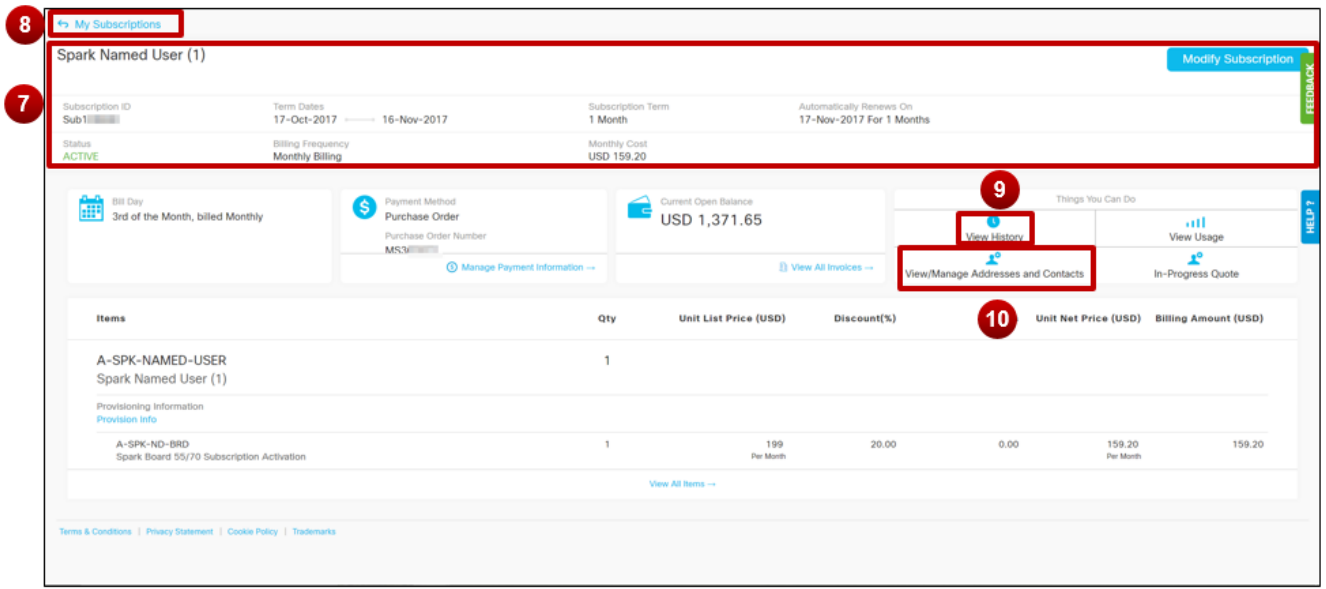
5. Use the scroll bar to view high-level details of the subscription.
6. To view more details of the subscription, click on the Subscription ID



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View and Manage Subscriptions from Dashboard

7. **View subscription** details in the Subscription header.
8. To return to the subscription menu, click **My Subscriptions**.
9. To view history, click **View History**.
10. To **view and manage addresses and contacts**, click View/Manage Addresses and Contacts.

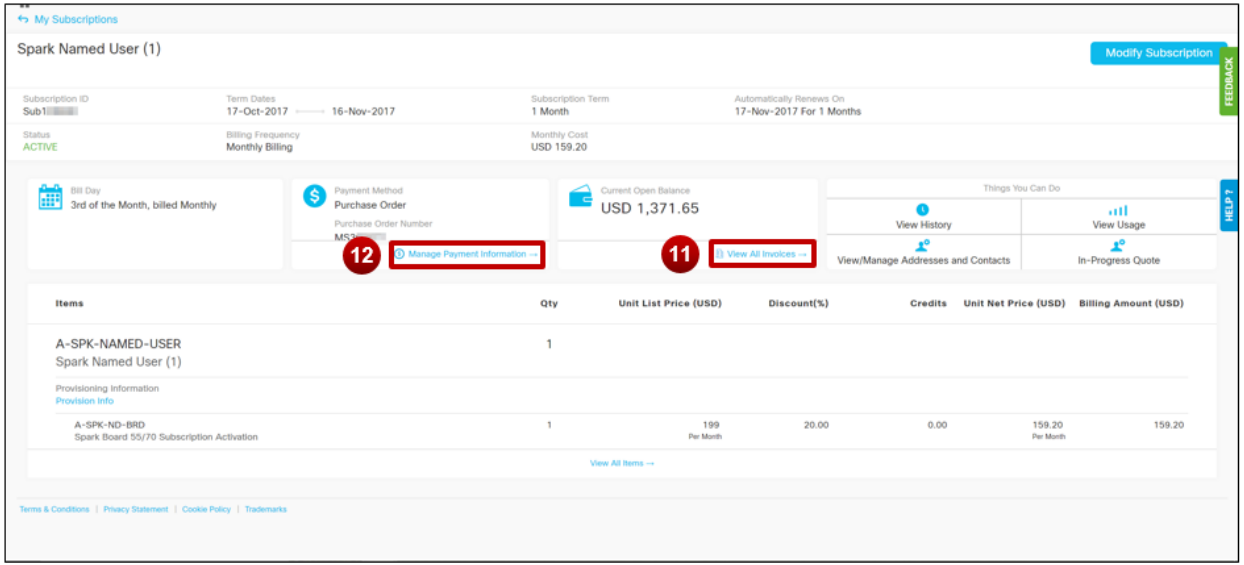


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View and Manage Subscriptions from Dashboard

11. To view all invoices, click **View All Invoices.**

12. To view payment information, click **Manage Payment** Information.



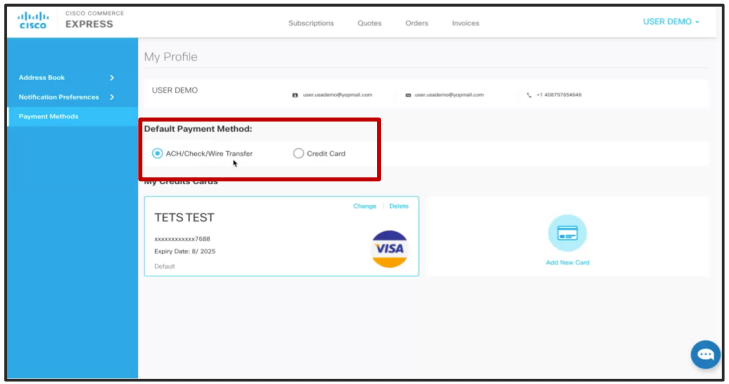
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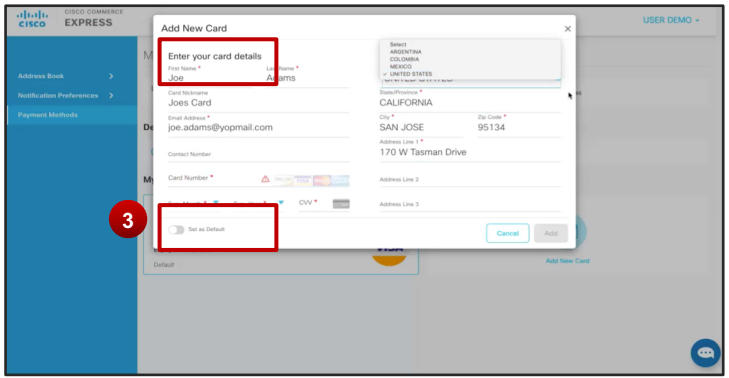
cisco Commerce EXPRESS

Credit Card Payment

Credit Card Payment

1. Customers can now include a Credit Card Default Payment.
2. You may update or **Add New** Credit Card by entering required credit card information.





3. Use the  at the bottom left of the credit card screen to set a **default credit card** to automatically pay the subscription.

Credit Card Availability is Available to Rest of World

Albania
Argentina
Aruba
Australia (Amex)
Austria
Bangladesh
Barbados
Belarus
Belgium
Benin
Bermuda
Bolivia
Bosnia & Herzegovina
British Virgin Islands
Bulgaria
Canada
Cayman Islands
Chile
Columbia
Congo
Costa Rica
Croatia
Cyprus
Czech Republic
Denmark
Dominican Republic
Ecuador
El Salvador
Estonia
Ethiopia
Finland
France
Germany
Ghana
Greece
Guatemala
Guinea
Honduras
Hong Kong
Hungary
Iceland
Indonesia
Ireland
Israel
Jamaica
Kazakhstan
Kenya
Latvia
Lithuania
Luxembourg
Macedonia
Malaysia
Malta
Mauritius
Mexico
Moldova
Morocco
Netherlands
Netherlands Antilles
New Zealand
Nicaragua
Nigeria
Norway
Pakistan
Panama
Papua New Guinea
Paraguay
Peru
Philippines
Poland
Portugal
Puerto Rico
Qatar
Romania
Saudi Arabia
Senegal
Serbia
Singapore
Slovakia
Slovenia
South Africa
Spain
Sri Lanka
Sweden
Switzerland
Tanzania
Thailand
Tunisia
Uganda
Ukraine
United Arab Emirates
United Kingdom
Unites States
Uruguay
US virgin Islands
Venezuela
Vietnam
Zimbabwe
Japan CC is in Progress

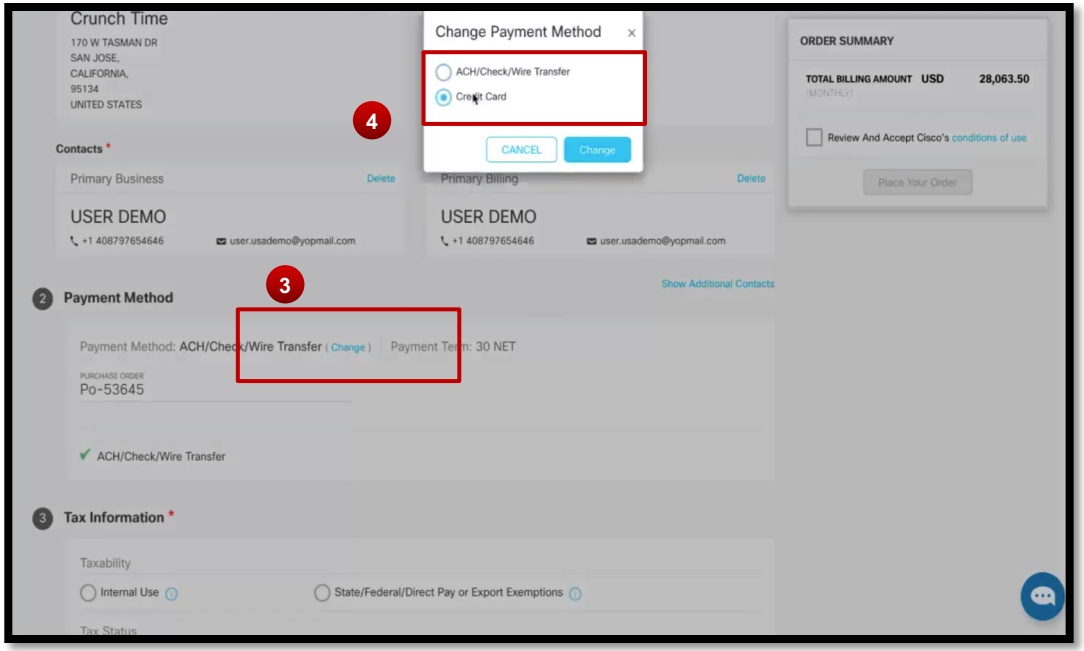
Credit Card Payment Methods

3. Customers can select Payment Method. Click change to select Credit Card method of payment.

4. If the payment method is Credit Card please select (change) to activate credit card the payment option.

5. Setting payment method as default will automatically autopay the subscription.

6.Credit cards have new Auto Reflect Feature. Credit cards expire, when you update your account



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One-Time Payment

One-Time payments can be made if a default credit card option is not selected. In this case the customer may complete a one-time payment by selecting a **Saved Card** to Authorize Payment.

Note: If a credit card fails, the customer will automatically receive an email notification.

5. To select a one-time payment go to **Invoices**. Click **Make Payment.**

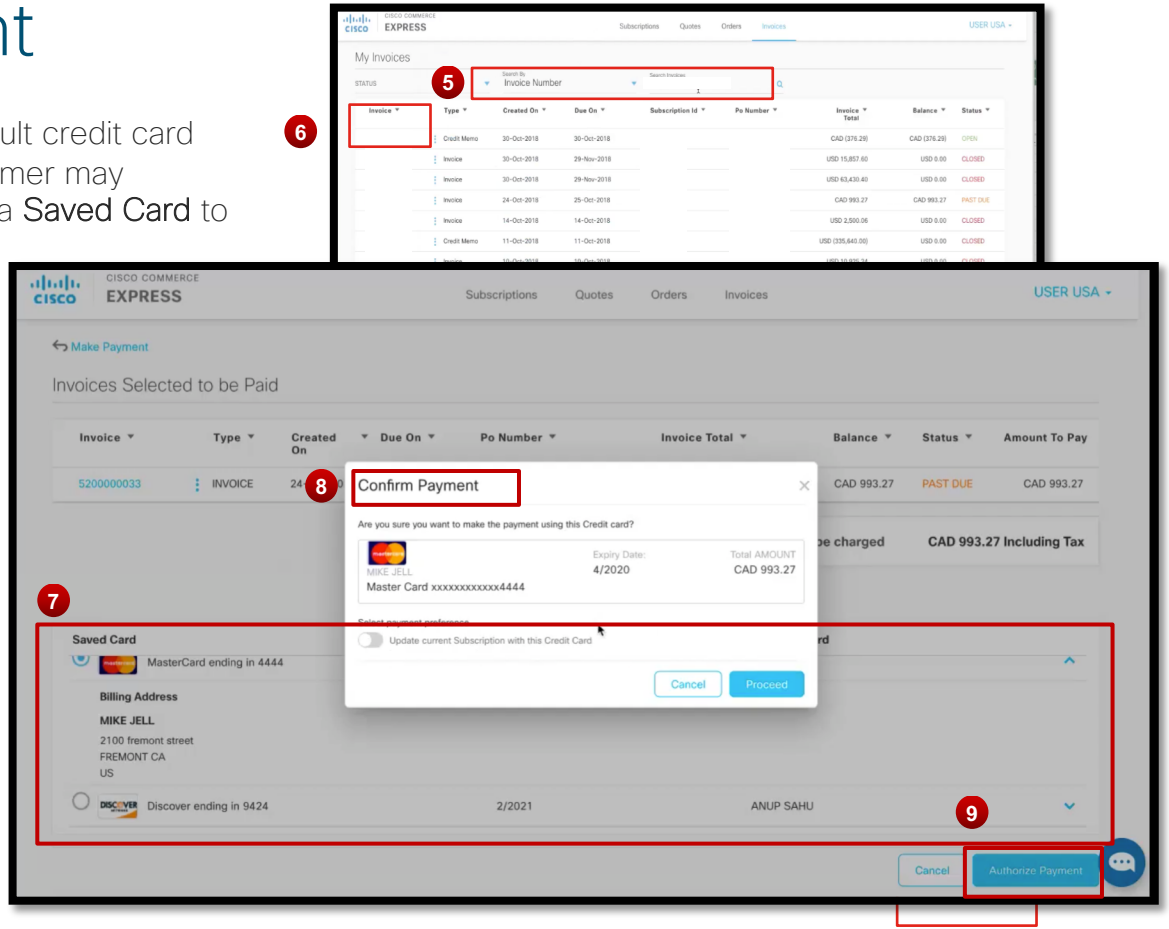
6. Click the Invoice

7. Select the **saved card** you wish to make payment with.

8. Confirm Payment on the selected credit card.

Note: You can slide the toggle to Update Current Subscription with this Credit card.

9. Click Authorize Payment



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Auto Reflect

When credit cards expire, or the credit card billing address has changed, the new Auto Reflect feature will allow you to update credit card information on your profile.

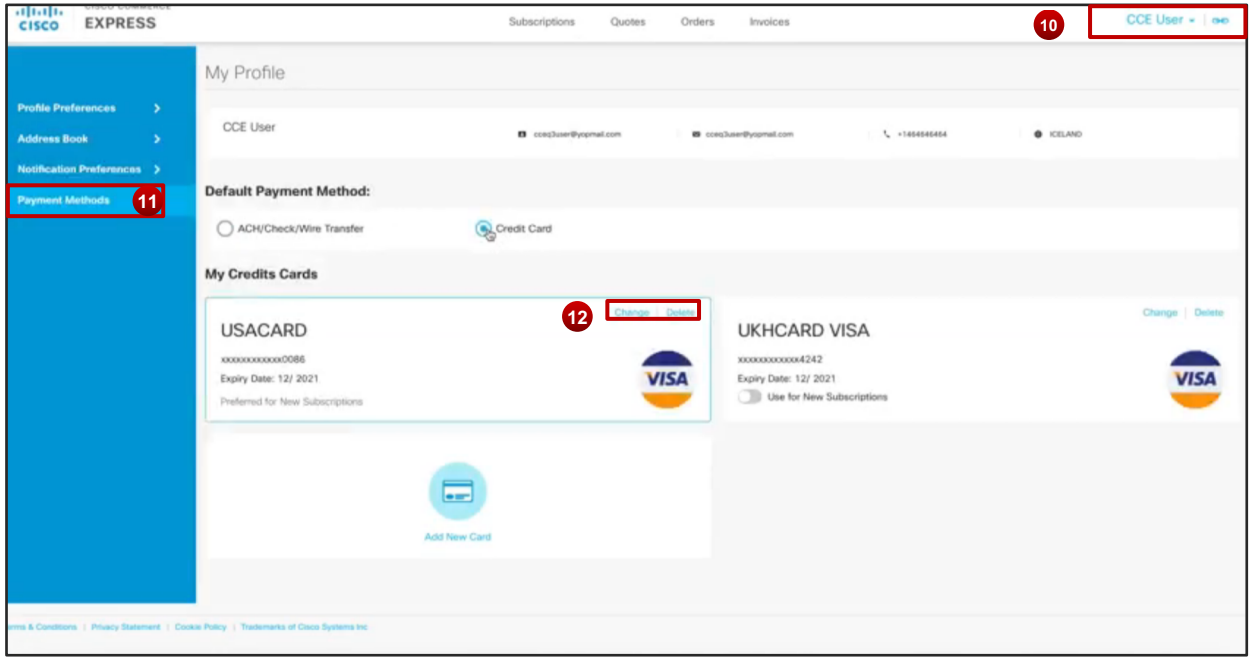
Once the cc data is updated, it will be automatically applied to all subscriptions and orders where the card is set as default for payment.

10. Go to your User Profile

11. Click on Payment Method

12. Make updates on the credit card and Save changes

13. Tip! Review your Orders & Subscriptions to ensure the modified information is displayed and reflected correctly everywhere that card is used.



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Credit Card Decline Email Notification

10. An email will be sent to notify the customer listed on the Invoice when there is a credit card decline.

TIP

Sometimes Credit Cards Expire, or Billing Address change. We make it seamless with the ability to Auto pay multiple subscriptions with just one credit card. This ensures payment automation for each instance with accurate credit card details! Simply save your credit card details and ensure your CCV code is included.

10



CISCO COMMERCE EXPRESS

Dear

This email is to inform you that the credit card we currently have on file for your company has been declined or expired. Please update your credit card information.

The updated Credit Card information will not pay the open Invoices. To pay open invoices, please login to your account at

CARD DETAILS

Card on file ends in:

This is a system generated notification. Please do not respond to this email.

Thank you,
CISCO COLLECTIONS TEAM
CISCO
cisco.com
Cisco Systems, Inc is registered in California, USA (Company Number 1183477) with its registered office at 170 West Tasman Drive, San Jose, CA 95134

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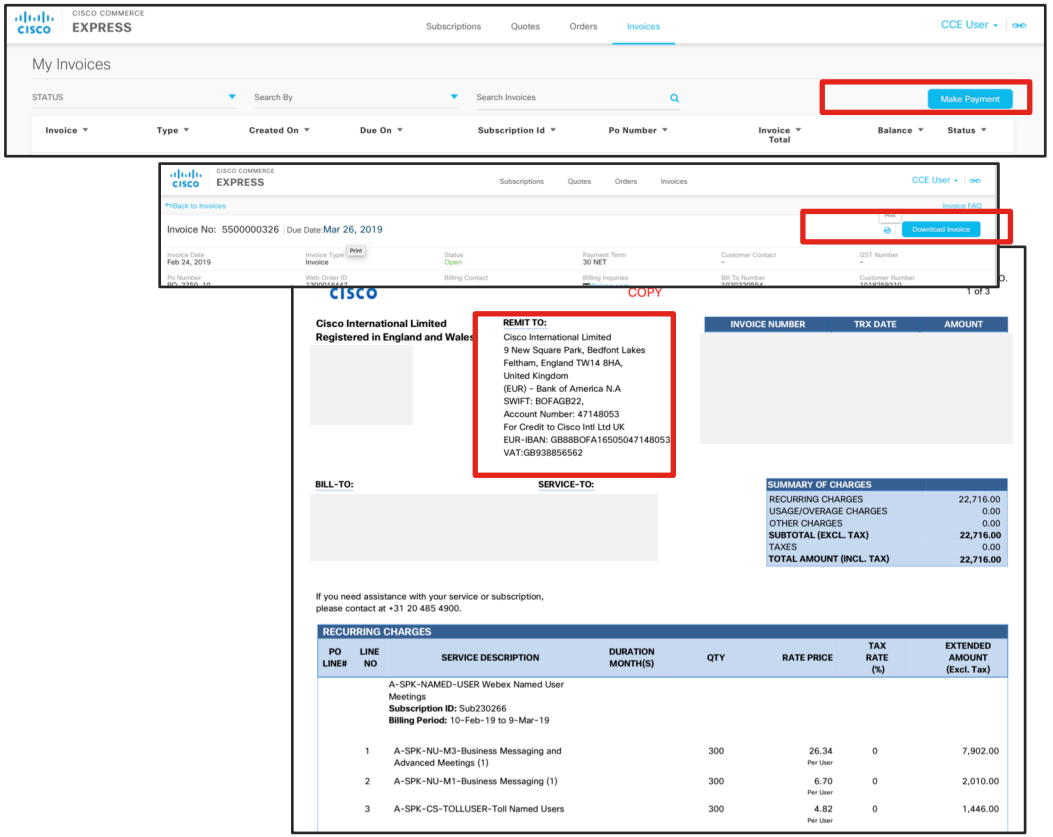
Global Banking Remit

New Banking Remittance

Customers newly onboarded to CCE should take the following actions

1. Update Cisco Webex, LLC banking remit to Cisco Systems, Inc.
2. To see the new remit to information, you may download your most recent invoice on CCE.
3. Please ensure you submit the your payments to now Cisco Systems, Inc. The excel file below includes payment remittance information by region/location.
4. Please update as soon as you onboard to prevent late payments.

Microsoft Excel 97 - 2004 Worksheet



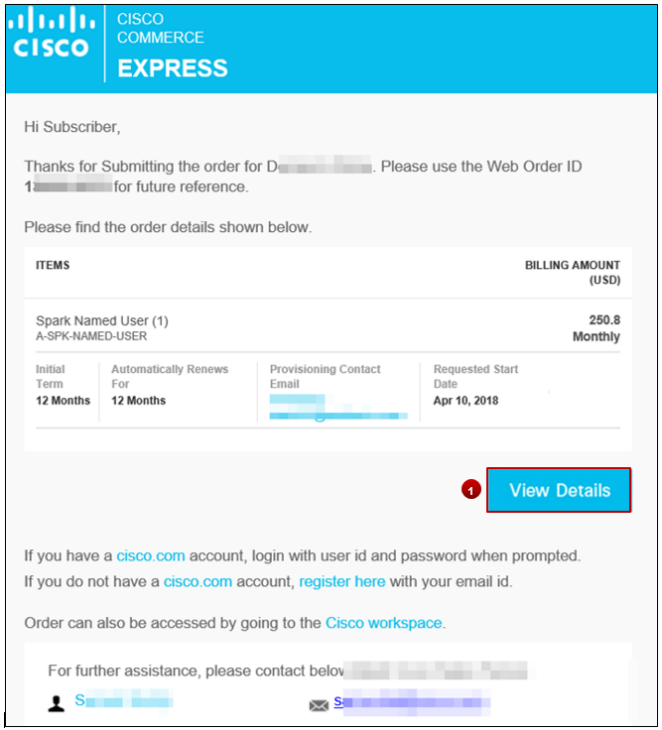
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cisco Commerce EXPRESS

View and Manage All Notifications

View and Manage All Notifications

1. To view details of the notification in Cisco Commerce Express, click View Details.



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View and Manage All Notifications

Overview:

Notification emails will be issued for the following notifications:

A quote being ready for review – which is sent to the Primary Business Contact and Primary Billing Contact and carbon copied to the Quote Creator, Quote Submitter and Additional Receipts.

Quote acceptance reminders to the customer, which is sent to the Primary Business Contact and Primary Billing Contact and carbon copied to the Quote Creator. These reminders are automatically triggered at 14 days, 7 days, and 2 days prior to expiration.

A quote that is expiring now, which is sent to the Primary Business Contact and Primary Billing Contact and carbon copied to the Quote Creator. This is automatically triggered when the quote expires.

When a customer accepts a quote and places the order, which is sent to the Primary Business Contact and the Primary Billing Contact and carbon copied to the Quote Creator, Quote Submitter, and Additional Recipients.

When a customer declines a quote, which will be sent to the Quote Creator and Quote Submitter

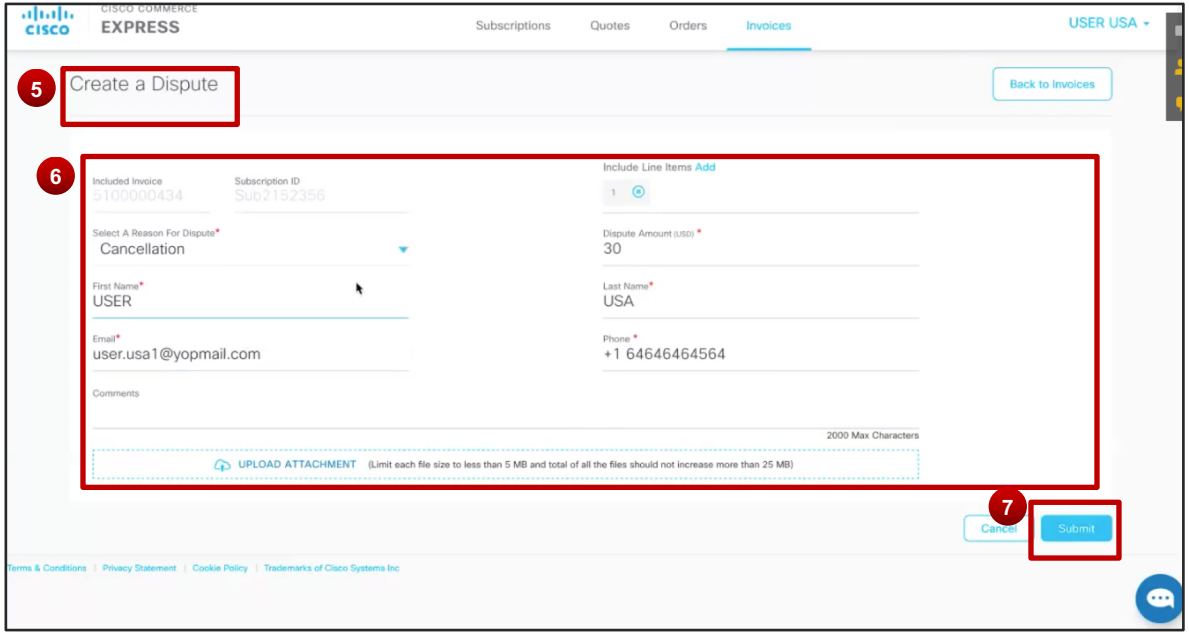
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Create a Dispute

5.The required details are needed to Create a Dispute.

6. Please complete the * to include the Invoice#, SubID, User info, Dispute Amount, and select the line item you are disputing.

7. Click Submit.

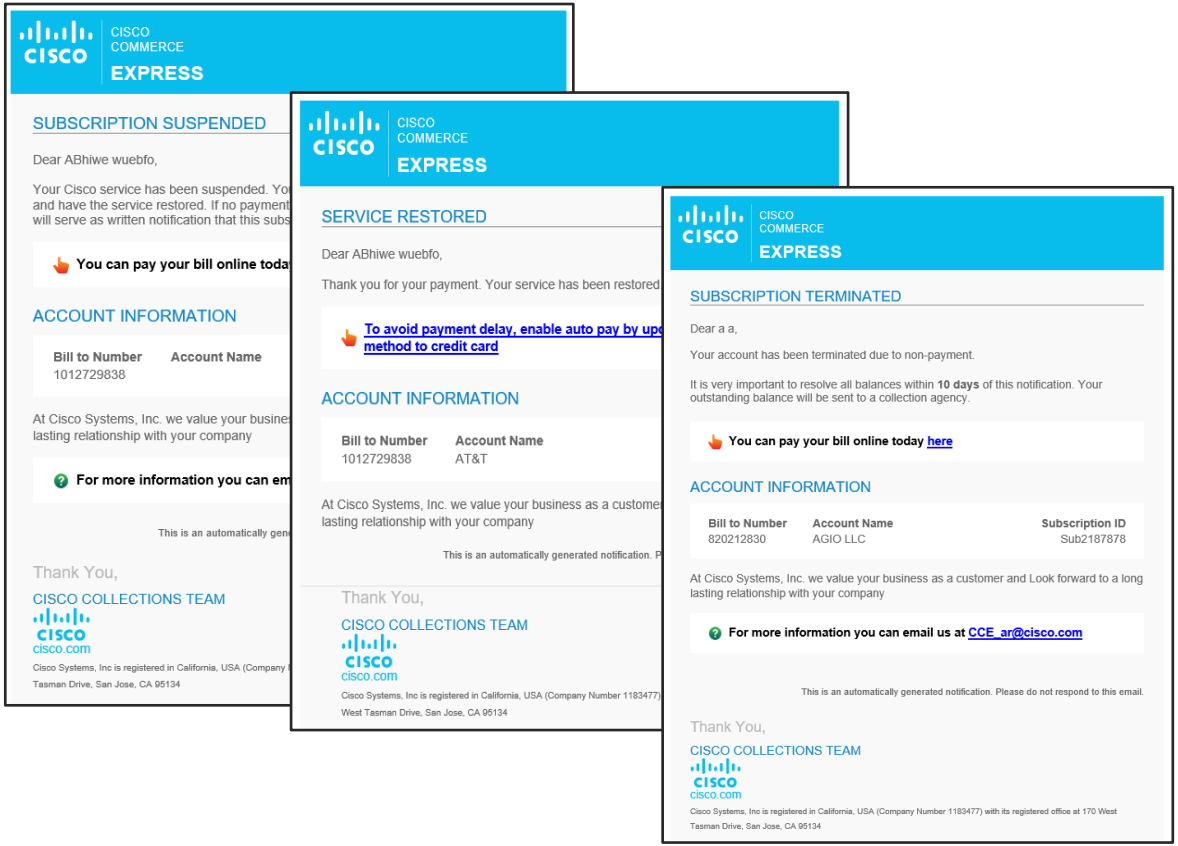


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Suspended, Restored and Terminated Notifications

In the unlikely event that an account is outstanding, your account will receive Suspend, Terminate and Restore notifications based on the current activity and status of your account.

To avoid termination, please use the link in the email notification you receive to complete payment.



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Suspended, Restored and Terminated Notifications

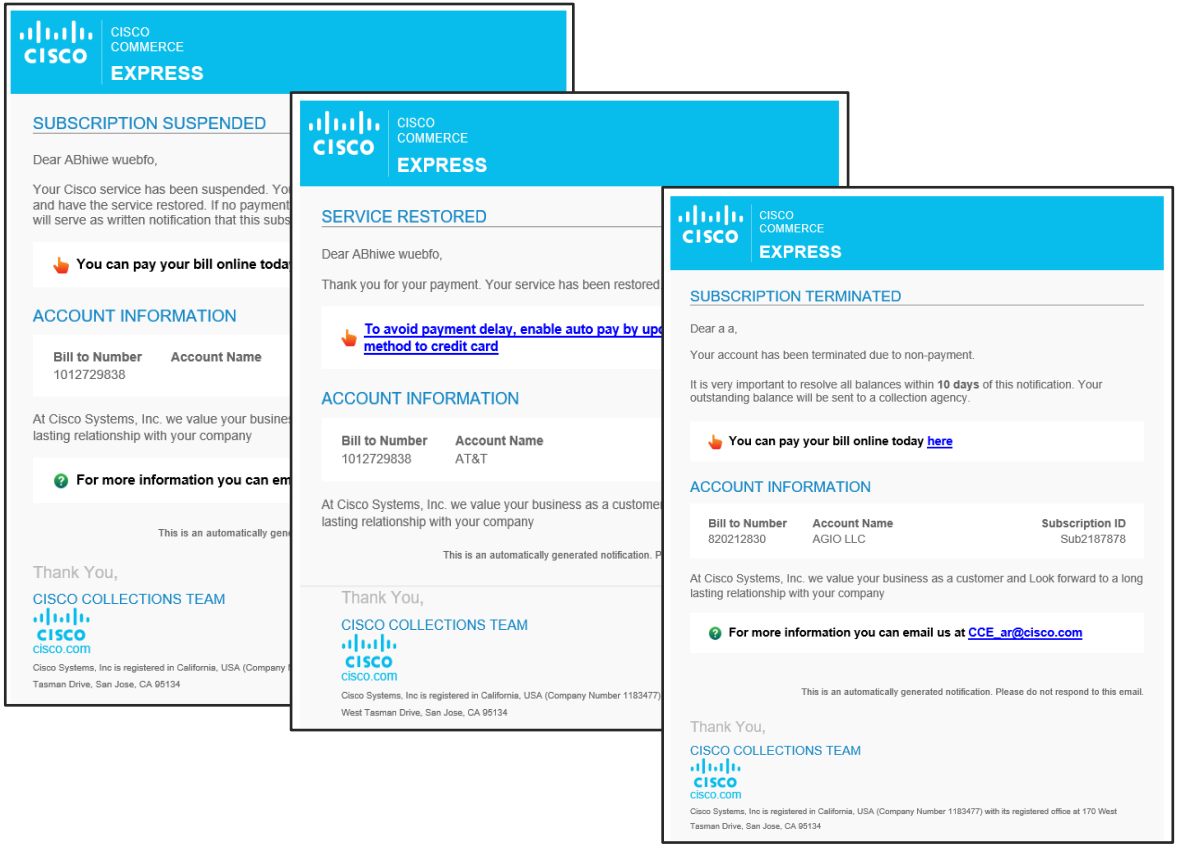
Notifications will be sent:

- Late Notification – 10 Day Past Due Notification
- Late Notification – 25 Day Past Due Notification

- Suspension Notification
  - Currently 35 days
  - Suspension notification will be configurable

- Termination Notification
  - Currently 45
  - Termination is configurable, term notification to occur 10 days after suspension

- If payment received prior to termination, an automated resumption notification will be sent to customer



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Modify Subscription

Modify Subscription

Overview

In case you would like to modify your subscription in already placed order please contact your Cisco Sales Representative and s/he will be able to assist.

Customers do not have the capability to modify an order, after order submission.

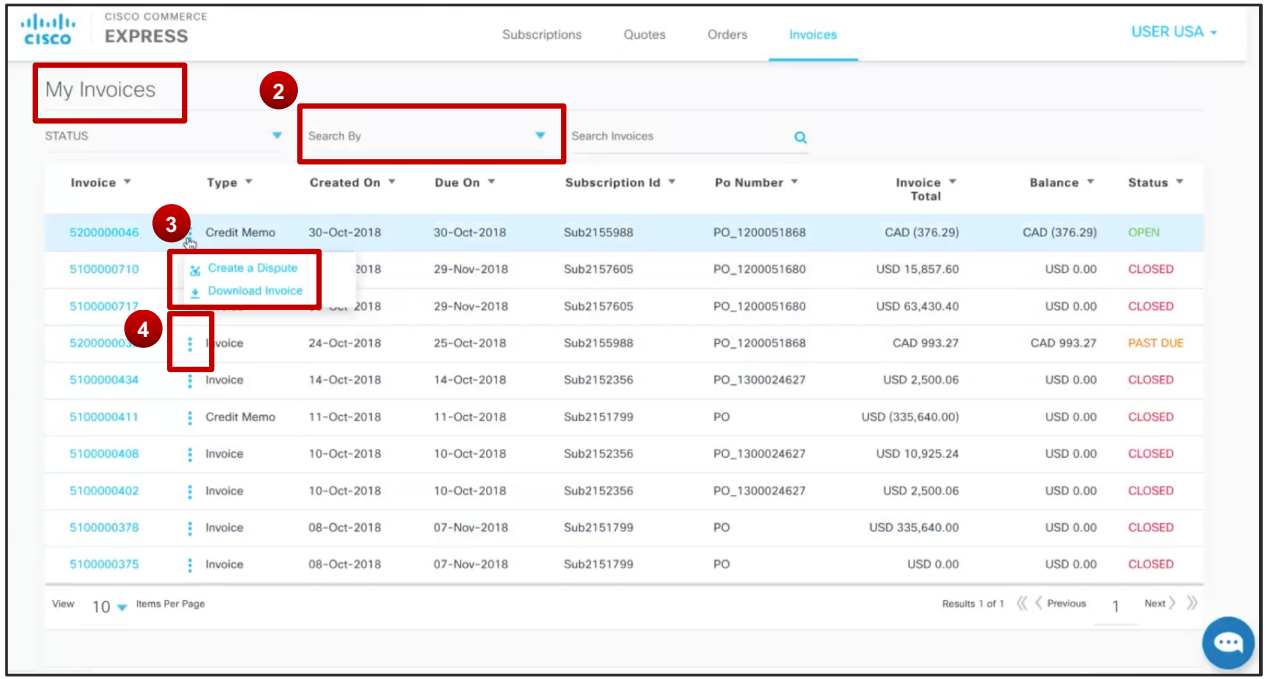
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cisco Commerce EXPRESS

Create a Dispute

Create a Dispute

1. Go to **Invoices** Tab under **My Invoice**
2. You can **search by** for Invoice
3. Click the 3 vertical dots,
4. and select **Create a Dispute.**
   Note: You can search by disputes or click the SAF Numbers which provide details/notes of dispute.



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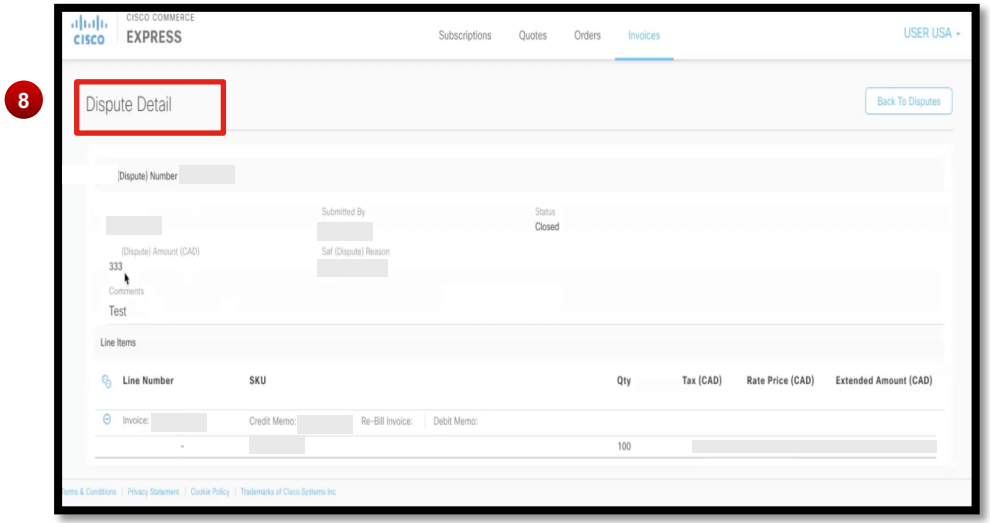
cisco Commerce EXPRESS

Manage Invoices

Review Invoice Disputes

8. Review Dispute Details

Please Note: This is a self service view. Customers can review status of dispute and Dispute amount.



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Review Your Invoices

9. Click **Invoices**

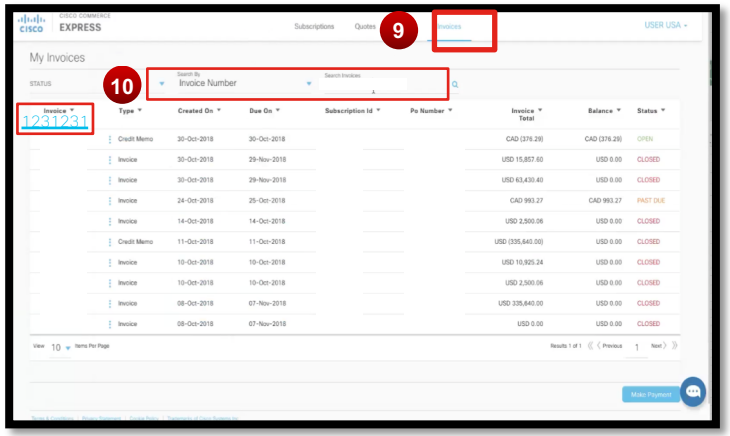
10. Click **Invoice Number link** on left

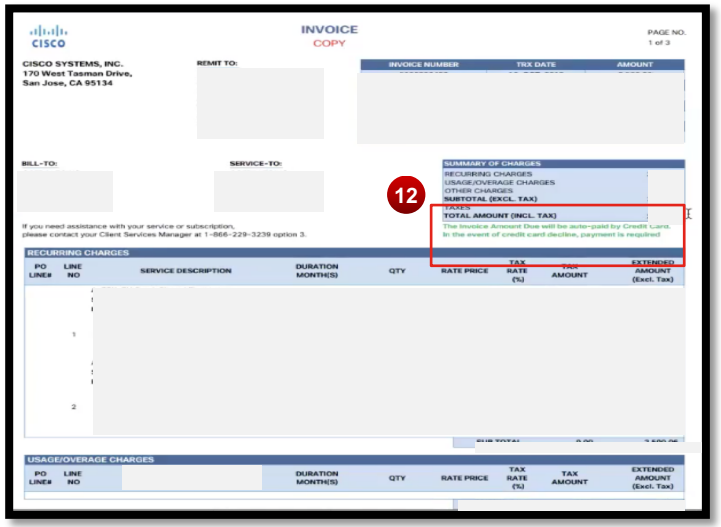
11. Click **Download as PDF** to review the Invoice

12. **Message notification(s)** will be highlighted at the header and footer of the page for accounts where auto-payments are turned on.

Note: Invoice will always show total amount and be paid on the transaction date.

Customers may download their invoice on the same day of creation, after 16:00 (4:00 PM PST)





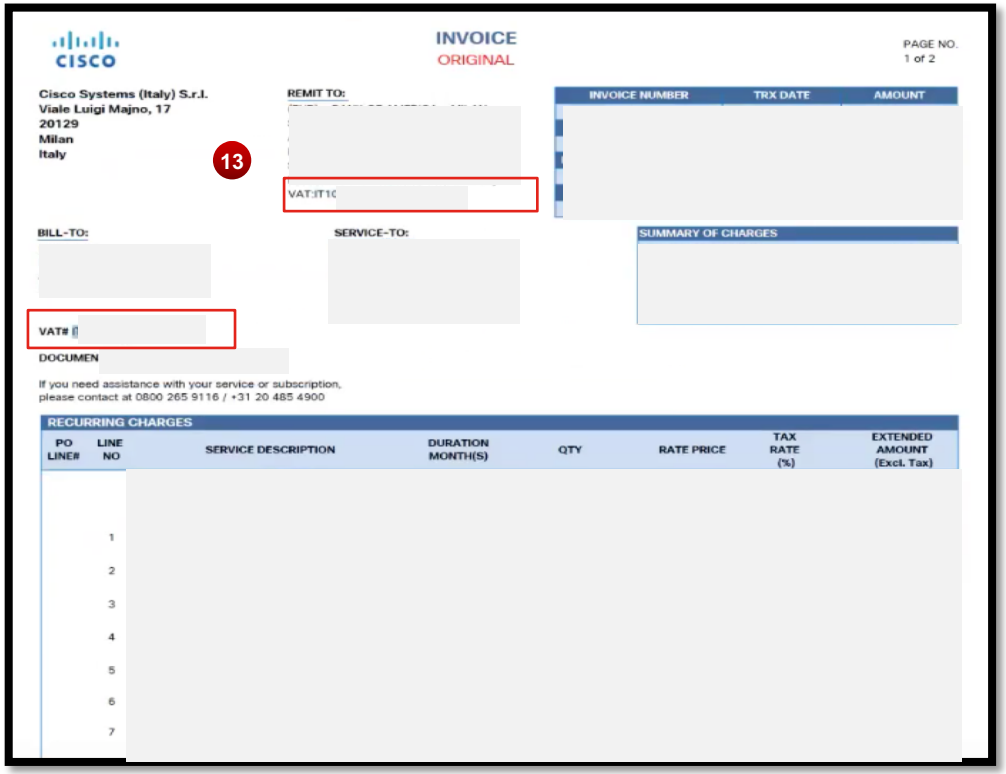
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Review VAT/GST/TAX ID

13. On your invoice, the **VAT/GST or TAX ID** will be located in two places.

This includes on the top right and mid-left of invoices.

Customers who require a Form W-9 (Request for Taxpayer Identification Number and Certification) [You can download the form here](#).



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Italy e-Invoicing

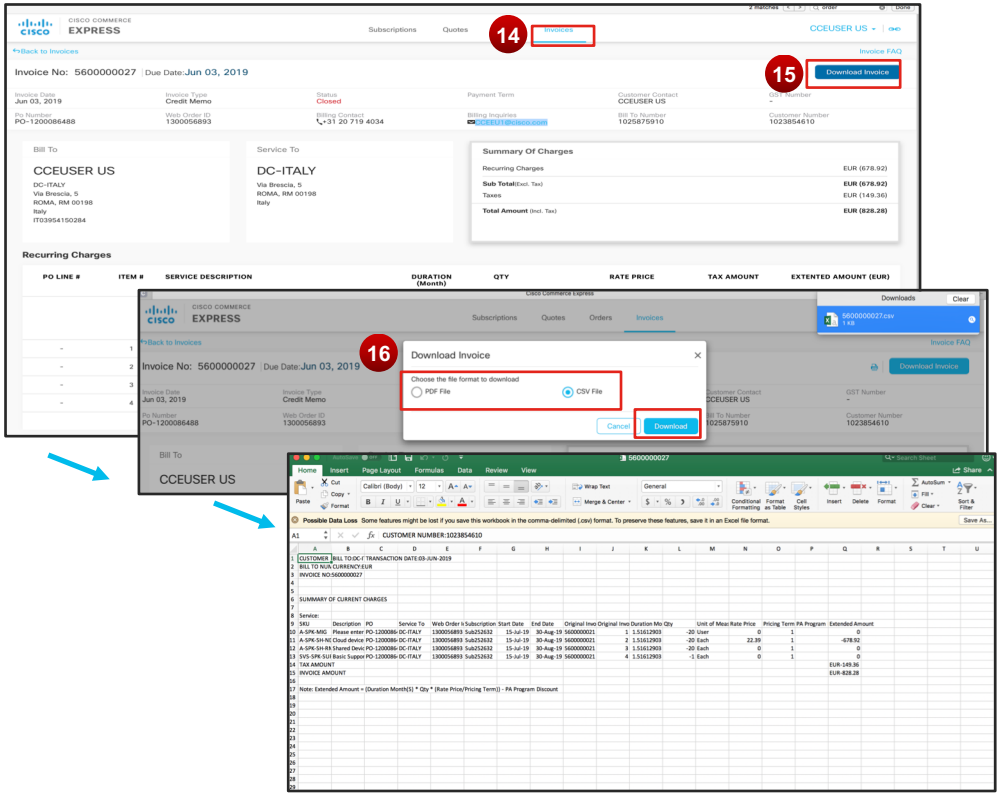
For Customers with a Bill To and Service To address in Italy, you can now Download an Invoice.

14. From the Invoices tab select the invoice you would like to view.

15. On the upper right click to Download Invoice

16. Select format: PDF File or CSV File.

PEC CODE and Email is required to receive an e-invoice.



CSV File Example

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cisco Commerce EXPRESS

Support

Support

1. Customer Success (Named) and Customer Success CARE
Support Type: Subscription cancellation, report related inquiries, account adoption, onboarding, account expansion, account renewal
Support Hours: CS 8x5 local; CS Care 24x7
Support Path: Please submit a ticket through https://help.webex.com> contact us

2. Sales
Support Type: Order validation, quote creation, upsell, downsell, provisioning
Contact you direct Sales Rep
Support Hours: 8x5 local
Support Path: Please submit a ticket or prompt Chat on https://www.webex.com/ > Help Center > Contact Us. Prompt chat or submit a case.

3. Xaas
Support Support Type: Order process inquiries, migration inquiries, subscription/account inquiries, provisioning inquiries, order cancellation, upsell/downsell inquiries, post booking related inquiries, post invoice disputes inquiries
Support Hours: 24x6 Local
Support Path: https://www.cisco.com/go/cs
Program & Tool Support > Software Offer Support > Anything as a Service-XaaS. What is the Subject? “CCE”

4. Post Invoice Disputes **Support Type:** Platform tool support and Log-in Issues
Support Hours: 8x5 Local
Support Path: Submit a case through the Portal
Link: https://www.cisco.com/go/cs
Portal Path: Quote > New Quote> Cisco Commerce Express
Note: The Portal has a “CHAT NOW” feature in Step 2 of the path.
Phone Support: 1-800-553-6387, Orders and Billing Menu Option 2-3

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Support

5. CCE Tool Support (CCE Error Triage, Cisco.com Account (CCO ID) or Related Login Issues):
Email: cs-support@cisco.com include in email
Subject: CCW-CCE Invoice Issue/Subscription ID#/ Web Order#/Invoice

6. Collections and/or Invoices
Support Hours: 8x5 local

* Collections:
Send an email to:
US: cce-us-collections@cisco.com
EMEA: cce-emea-collections@cisco.com
APAC : cce-apac-collections@cisco.com

* Invoices
Support type: Billing/invoice contact update, tax related inquiries

Support Path : Please submit a case by creating a dispute on the Invoice, or contact the mailers above.
CCE Tool Support

7. Technical Support Support Type: Technical Related Inquiries
Support Hours: 24x7
Support Path: Global Phone Numbers for TS

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Resources

Cisco Commerce Express

Resources

Help Center FAQ’s

Customer Support Routes

Customer Journey Updates

Cisco Commerce Express Platform Link:

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Version updates on June 9th, 2019 include:

Auto Reflect credit card payments	Credit card master data, when updated will auto reflect on that payment for all orders and subscriptions set.
Italy e-invoicing	Invoicing will be available electronically for compliance standards. E-Invoicing will require a code to receive via email.
Auto payments & Remaining Balance	Reminder to pay all remaining balance should be handled at the time of setting up Auto Payments to ensure timely payments..
Invoice Download	Customers may download invoices create on the same-day, after 4:00pm PST
Suspend, Resume, Terminate notification	Notifications will be sent to customers starting from 10-45 days past due.
CCE Credit card availability	CCE and Credit card availability is now available to: Bolivia, British Virgin Islands, Cayman Islands, Honduras, Nicaragua, Paraguay, US Virgin Islands, Barbados, Bermuda, Aruba
Amex to Australia	Amex in Australia can be used as payment on CCE.
Help Center on Webex.com	View the FAQs, Support, and Resources here

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