Cloud / SaaS
Quoting, Ordering, Change Subscriptions, and Invoicing

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What is SaaS?
Software-as-a-Service defined

A Software application delivered and managed as a service by Cisco (cloud provider) or a partner (cloud enabler).

Instead of acquiring the software as a license to run its own systems, the customer accesses the application/service through the internet (cloud).
Features and Benefits: Traditional v. SaaS

**Traditional Model**
- Software paid up front
- Capital expense (less flexible)
- Longer/costly integration and implementation expense & risk
- Annual maintenance/support costs
- Upgrade deployment costs

**SaaS Model**
- Immediate ROI. “Pay as you grow”
- Operating expense (more flexible)
- Minimal integration and implementation cost and risk
- No annual maintenance/support costs
- No upgrade deployment costs
## Moving to SaaS – Procurement Changes

<table>
<thead>
<tr>
<th>Feature</th>
<th>Impact</th>
<th>Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of SKUs drastically reduced</td>
<td>Fewer SKUs for you to know, track and manage.</td>
<td>- Simpler, easier, and more intuitive configuration and order methodology.</td>
</tr>
<tr>
<td>Provisioning in CCW instead of manual process</td>
<td>Instead of provisioning after the order is placed, creating delays, provisioning details are gathered at the time of order.</td>
<td>- Automatic and faster provisioning of order, 72 hours after order is fulfilled.</td>
</tr>
<tr>
<td>Quoting, configuring, ordering, invoicing and renewals via CCW</td>
<td>One seamless and integrated process instead of multiple, separate tools and methods.</td>
<td>- Reduced quoting, configuration, order, invoicing and renewal transaction errors.</td>
</tr>
<tr>
<td>Flexible billing options (recurring, auto-renewal, usage-based)</td>
<td>Avoid the need for leases (application, credit assessment, approval cycle) to provide flexible payment options.</td>
<td>- Greater flexibility for billing/invoicing on customer’s terms.</td>
</tr>
</tbody>
</table>

**Traditional Model**

**SaaS Model**
## Cloud Collaboration Offer Summary

### Licensing Models

<table>
<thead>
<tr>
<th>Top-Level Offer</th>
<th>SKU</th>
<th>Sample Configuration Options</th>
<th>Description</th>
</tr>
</thead>
</table>
| Named User Access Offers | a-wx-named-user | • Meet: Spark & Meeting Center (Cap 25 / 200)  
• Support Center (Cap 5)  
• Event Center (Cap 100 / 500 / 1000 / 3000)  
• Training Center (Cap 30 / 200)  
• Meet: Spark & Enterprise Edition (Cap 200 / 1000)  
• Message: Spark & Hosted Jabber (Messenger) | • Individually license and assign all users  
• Pay-as-you-grow |
| Employee Count Offers     | a-wx-emp-count | • Meet & Message: Spark & Meeting Center Full Deployment (Cap 1000)  
• Meet & Message: Spark & Enterprise Edition Full Deployment (Cap 1000)  
• Message: Spark & Hosted Jabber (Messenger) | • License all employees  
• Provide access to all users  
• Predictable annual spend  
• Pay for what you use |
| Active User Offers         | a-wx-active-user | • Meet & Message: Spark & Meeting Center Active User (Cap 1000)  
• Meet & Message: Spark & Enterprise Edition Active User (Cap 1000)  
• Message: Spark & Hosted Jabber (Messenger) | • License a minimum percentage of all employees and true up based on actual usage  
• Provide access to all users  
• Pay for what you use |
| Port Offers                 | a-wx-ports    | • Meeting Center  
• Support Center | • Specify a max amount of concurrent users |

*Cap = the max per meeting attendee capacity
1. Pre-sales Simplicity
Thousands of SKUs simplified down to a few top-level offers
Dynamic configuration tool to easily choose/configure options

2. Billing Flexibility and Transparency
Ability to choose between pre-pay and monthly billing options
Usage and overage information clearly called out

3. Ongoing Ease of Doing Business
One tool for quoting, configuring, provisioning, ordering, and managing subscriptions
Retirement of legacy platforms
SaaS – Partner Flow
Quoting & Ordering

**Partner Action**
- Talk to end customer to define order requirements and service needs
- Quote & Configure services in CCW – configure based on what the customer wants
- Share Quote and Service Description agreement with end customer
- Get agreement from end customer to move forward
- Use Provisioning Job Aid to acquire provisioning details from end customer

**CCW**
- Submit quote in CCW

**Distributor Action**
- Quote & Configure services in CCW – configure based on what the customer wants
- Submit quote in CCW and share with Distributor
- Convert Quote to Order and enter provisioning details in CCW to complete Ordering process

**Distributor**
- Distributor enters provisioning information and submits order in CCW
SaaS – Partner Flow
Subscription Management & Invoicing

**Partner Action**
- **Submit request** for setup of SFTP folder
- Send Invoice to Customer on a monthly basis
- Monitor usage and communicate with customer to see if changes are needed
- If auto-renewal option is not selected, submit renewal order

**CCW/SFTP**
- Access invoices in CCW (pdf) or SFTP folder (pdf/xml/xls)
- Perform Upsells, Downsells, and Renewals in CCW

**Distributor Action**
- Access invoices in CCW (pdf) or SFTP folder (pdf/xml/xls)
- Send invoice to 2-Tier partner
- Submit Upsell / Downsell in CCW
- Submit Renewal order in CCW
Quoting in CCW
Access CCW using the following link: https://apps.cisco.com/Commerce/home

1. In the Deals & Quotes dropdown, click Create Quote.
CCW Quote
Populate Required Fields to Create Quote

1. Populate all required fields as per the standard CCW process and click **Create Deal**.
2. Enter “About the Deal” information as directed and click **Save and Continue** to proceed.
The following slides and screenshots are specific to ordering WebEx Spark offers. For other offers, please refer to offer-specific Ordering Guides.

1. Type in the entire SKU and click Add.
   Note: SaaS SKUs are hidden and will not be auto-populated.
2. SKU is added to the Quote. A warning triangle will display advising you to configure.
3. Select your Buy Method.
4. Click Select Options to configure your SaaS offer.
Click the calendar icon and choose a **Start Date**.

2. Select the **Initial Term**.

3. Select the **Auto Renewal Term**.

4. Select your preferred **Billing Model** option. The available options may vary by offer.

**Note:** Configuration options will vary by offer type and may vary by country. Guided messaging is available to help you with the configuration.

To make a selection outside of what is shown, please contact your AM and follow the Non-Standard Deal Approval process.
CCW Quote
Dynamic Configuration: Spark Meet with WebEx

1. Click **Spark Meet with WebEx**.
2. Enter number of employees.
3. Select the **Spark Meet Option**.
4. Enter number of users to see list price.
5. Overage will default into configuration. To remove, click the **Trash Can** icon.
6. Select **Video Meeting Type**.
7. Enter number of users to see the price and add to configuration.
CCW Quote
Dynamic Configuration: WebEx Storage Add On

1. Click WebEx Storage Add On.
2. 50 GB is included by default for Active User.
3. Enter the amount of additional storage to add to the configuration.
4. Storage Overage in enabled by default; click the Trash Can icon to remove.
Click **WebEx Audio Add On**.

2. To add Event Center Audio Broadcast to the configuration, click the **Plus** icon.

3. Select an option from the Additional Audio Types and continue to configure your offer.
CCW Quote
Dynamic Configuration: True-Up Billing

1. Select from Committed, Uncommitted, or True-Up billing.

**Note:** True Up billing is not available for all offers.

True-Up Billing allows you to be billed based on actual usage instead of committed amount.

Under your order subtotal view you will see the following:

- Recurring charges: representing all lines where charge type is ‘Recurring’ and License Model is not ‘Committed Billing’.
- Committed Spend will equal the sum of all lines where Charge type is ‘True Up’ or License Model is ‘Committed Billing’.
CCW Quote
Complete the Dynamic Configuration

1. (Optional) Click View Full Summary for a detailed view of every line item in your configuration.

2. If satisfied with your Configuration, Click Done. This will validate and save the Configuration, completing the Configuration process.
CCW Quote
Accept Terms & Conditions

1. Read through Terms and Conditions.
2. Click Return to Configuration to modify current Configuration if necessary.
3. Click Done to accept Service Description & End User License Agreement and finalize your Configuration.

Note: Ensure your configuration is complete and valid. After continuing, you can change only the Start Date; you will have to reopen the quote to make other changes to your configuration.
CCW Quote

Save & Continue

1. Configuration is Valid.
2. Quote summary of selected options and extended list price is displayed. To edit terms and payment, click the pencil icon.
3. Click **Save and Continue** to save and to move to Discounts & Credits.
Click **View Submitted Quote**.

Note: Standard quotes are automatically approved. Any non-standard quotes require additional approval – contact and share the quote with your Account Manager.
SaaS – Transactional and Operational Process

**Provisioning Details and Converting Quote to Order**
- Collect provisioning information during the quote and order process in CCW.
- Validate provisioning information formats and values to ensure valid data.
- System checks if the URLs are available.
- Enable auto-provisioning from information gathered in order and any corresponding site configuration form on file, including partner/customer branding.
- Provisioning Validation Service ensures provisioning is completed on time per requested start date.

**Scenario**
Partner has engaged customer; customer took longer than anticipated but is now ready to place the order that was originally requested. No changes to the initial options or start date have been requested by the customer. Customer completed Provisioning job aid and shared with Partner.
CCW Order
Convert Quote to Order

Once the quote has been submitted and approved, convert the quote to an order. Alternatively, you can create a standalone order by clicking Create Order from the Orders dropdown menu.

1. Click the **Create a new Order from this quote** link, or create an order referencing the quote deal ID.
If your 2-Tier partner has created a quote and shared it with you, access it using the Deal ID.  

1. Click **Create Order** in the Orders dropdown.

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**CCW Order**  
**Convert Quote to Order**

1. Click **Create Order** in the Orders dropdown.

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Enter the **Deal ID** and click **Continue** to proceed.
CCW Order
Add Billing and Customer Contact Info

1. Follow standard CCW process to populate required fields for Billing and Customer contact info, then click **Order Entire Quote**.
CCW Order
Edit Start Date

Your item is now added to your Order.

1. Click **Edit** to change the Requested Start Date if necessary.
2. Click **View/Edit** to add Provision Details.
**CCW Order**
**Provisioning – Next-Gen Services**

1. **Click Next-Gen Services.**
2. **Enter End Customer Admin Email.**
3. **Select Org Manager from dropdown list, and add Partner and Reseller Admin Emails as required.**

   *If the Partner or the Reseller needs access to the Customer’s Administration portal, it is essential that the Partner and/or Reseller Admin emails are provided. These persons will be provisioned with access to the Cisco Spark administration portal of the customer. The Partner and/or Reseller Admin will receive an email with credentials to log into the administration portal once the Cisco Spark service has been provisioned.*

4. **Click Save**
CCW Order
Provisioning – IM Org Information

1. Click IM Org Information.
2. Add IM Org Information (Org Admin eMail, First Name, Last Name, Phone) as required.

Enter the details of the person who is going to manage the WebEx Messenger (Jabber) service. This will typically be an IT Administrator in a company. This person will get an email when the service is provisioned with credentials to log into the administration portal for the service. The Organization Name (e.g. Acme Inc, Global Corp) is a mandatory field even if you are not ordering the WebEx Messenger service.
Make appropriate selections for Domain Name List, IM Logging, Integration, and Organization Name.

Domain Name List – Much like an email service, the IM service needs to be configured for use in a particular domain (e.g. acme.com; company.com). Note that the domain cannot be one of the public domain (e.g. yahoo.com; gmail.com). It needs to be owned by the customer.

Organization Name – Name of the Org that the IM service should be provisioned for (e.g. Acme Inc., Global Corp.).

IM Logging, CUCM Integration, Messenger Integration: Specific features that can be enabled as part of the order now or can be requested to be enabled later. Please refer to the following product documentation for feature details.

Click Save.

![Image of IM Order Provisioning interface]

3. Make appropriate selections for Domain Name List, IM Logging, Integration, and Organization Name.

4. Click Save.
Click **Additional Site Information**.

2. Add Primary Site URL.
   
   *This will be URL where the customers WebEx conferencing service will be provisioned (e.g. acme.webex.com)*.

3. Add Branding Reference URL.
   
   *If the customer requires that their WebEx site be branded with their company logo, etc. enter the customer’s website address (e.g. www.acme.com)*.
Select Country Code, Time Zone, and Language Information as directed.

This information is collected so that your service (e.g. WebEx Meeting Center) can be provisioned in the Data Center closest to where most of the customer’s users are located, so please choose the country and the time zone where most of the users of this service are located.

Select whether to enable Meeting Center and type in the number of licenses.

Select whether to enable CMR and type in the number of licenses.

For additional sites, click Add Another Site and follow the steps outlined above.

Click Save.
If you receive a pop-up message notifying you that the site you entered already exists:

1. Click **Return** to go back to Provisioning.
2. On the Provisioning tab, check the **Override Active Subscription** button.
3. Click **Save**.
4. When the popup message appears once again, click the **Continue to CCW** button and proceed.
Once finished submitting all requested Provisioning information, click **Save & Continue**.

Click Continue to CCW to return to the Items tab.
CCW Order
Provisioning Complete

1. Provisioning is Complete.
2. Click Save and Continue.
You are now in the Shipping and Install tab.

1. Validate Order Shipping Options and Ultimate Consignee information as desired.
2. Edit Shipping Service To Address and End Customer Address as desired.
3. Click **Save and Continue** to proceed.
CCW Order
Billing – Tax Information

You are now in the Billing tab.

1. Select your appropriate **Taxability** option from the dropdown menu.
2. Click **Save**.
CCW Order
Billing – Billing and Contacts Information

1. Click **Billing and Contacts Information**.
2. Review the **Billing Address** listed and edit if necessary.
3. Submit your **Billing, Business, and Support Contacts**.
4. Click **Save**.

Note: Flooring BIDs are not eligible for SaaS orders and will not be accepted by the system. If you are currently using a Flooring BID, work with your PDM to identify or create an alternate BID to use.
CCW Order
Billing – Payment Information

1. Click on **Payment Information**.
2. Select Purchase Order as your **Payment Method**.
3. Click the Edit icon to submit your Purchase Order # at the top of the screen.
4. Add a **Customer Reference** note if you would like to for your own internal invoicing purposes.
5. Click **Save & Continue**.
CCW Order
Review Order Summary

1. All icons are clear, signifying that the order is ready to submit. If an icon is red, click the icon to return to that section and make corrections.
2. Review Financial Summary and Order Summary.
3. Submit your Order Submission Notification preferences.
4. Click Terms and Conditions to review and accept. Upon accepting, the submit button will no longer be greyed out and you will be able to continue to submit the order.
5. Click Submit Order to proceed.
After submission, you receive an order confirmation and can view the submitted order by clicking **View Submitted Order**.
Manage Subscriptions in CCW
Manage Subscriptions

Subscriptions Tab

1. Hover over the **Subscriptions** tab and click on **Cloud/SaaS Subscriptions**.
Upsell &Downsell
Modify Subscriptions

Search Subscriptions

1. Hover over the Calendar icon to view the date the subscription is scheduled for renewal. The number of Days to Renewal is also called out.
2. Click the Subscription to edit/modify and view detailed subscription information.
3. To search, select a search criteria and search term, or click the Advanced Search option.
Modify Subscriptions
Edit/Modify Subscription

1 Click **Modify/Renew** to begin the Change Subscription process.
Modify Subscriptions

**Upsell**

1. After clicking **Click to Modify** from the list of subscriptions, the selected subscription displays in the Items tab.
2. Click **Change Options**.
Modify Subscriptions
Upsell (cont.)

3. To make changes to Terms and Payments, check the box next to **Change the terms of my subscription**.
4. Under **Configuration Summary**, click the category to make changes to.
To change quantity in an upsell, enter a new, higher quantity (in this example, quantity is updated from 1000 to 1500). Click anywhere on the screen to update the quantity.
Modify Subscriptions
Upsell (cont.)

6 A message displays to inform you when the subscription changes will take effect.
7 Follow the steps as outlined in the CCW Quoting section to make any other changes to the subscription.
8 Click Done.
9 In the Done Messages dialog box displayed, click Done.
Modify Subscriptions
Upsell (cont.)

You can click Change Options to verify changes.

10 Click **Save and Continue** and complete the quote.
Modify Subscriptions

Downsell

1. In the Items tab, click **Change Options**.

Note: To initiate a downsell, you follow the same process flow as for an upsell. Click **Change Options**, increase an amount marginally in the configuration, and then share the deal with your AM stating the details of your desired downsell. Work with your AM to process the downsell.
Modifying a Subscription
Manage Subscriptions

Replace

1. In the Items tab, click **Replace Subscription** to choose a new Subscription.
Manage Subscriptions
Replace (cont.)

1. Click the Subscription you would like to switch to.
2. Click **Use Selected Offer** to proceed. Follow the same initial process as outlined starting from **Slide 16** to continue with your replacement.
Manage Subscriptions

Subscription Details

View Details for your subscription at the top of the screen, as well as by Major and Minor line level below.
Managing Subscriptions

View Subscription Invoice

1. Click **Invoices**.
2. Click the Invoice number to view your invoice.
3. Click the Dispute icon to raise a dispute on the invoice.
Managing Subscriptions

View Usage Details

1. Click **Usage**.
2. Click any of the items in the Summary section to update the graph.
3. Select the Billing Cycle and usage type you would like to View Details By.
4. Usage Details will be populated based on your selection. Click Download Excel to export.
1. Click **Payments and Contacts**.
2. Edit Contacts and Contact Information in the Contacts and Addresses section.
Managing Subscriptions

View Recent Orders

1. Hover your mouse over the Orders tab. In the drop-down menu, click **Recent** or **View All**.
2. The list of orders is populated. Click the **Sales Order No.** or **Web Order ID** to view order details.
Managing Subscriptions
Canceling an Order

1. If you need to cancel an order, click **Change Order/Cancel Entire Order** and contact Cisco Support.

   *Note: Order cannot be cancelled automatically if provisioning has started.*
Invoices in CCW
In addition to using the Subscriptions tab to view invoices, you can use the Orders tab.

1. In the **Orders** tab, click **Invoices**.
2. Click **Purchase Order** or **Transaction No.** based on how you would like to search for your invoice.
3. Click the order for which you would like to see your Invoice.
Invoicing
Accessing Invoices (cont.)

1. You can export, print, or email your invoice.
# Invoicing

## Mock Invoice – Key Fields

1. View the invoice number (PDF formats are slightly modified for SaaS orders).
2. View Web Order ID, subscription details, total commitment, usage, and true-up verbiage.

![Image of a mock invoice with key fields highlighted]

<table>
<thead>
<tr>
<th>Key Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>View the invoice number</td>
<td>PDF formats are slightly modified for SaaS orders.</td>
</tr>
<tr>
<td>View Web Order ID</td>
<td>Subscription details, total commitment, usage, and true-up verbiage.</td>
</tr>
</tbody>
</table>

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Invoicing

Mock Invoice – Additional Bill-to Contact and Partner Information

1. View Partner Information, including Bill-to Partner Name and Bill-to Partner Number.
2. View End Customer information, including End Customer Account Name and End Customer Number.
Invoicing
Sample SFTP PDF and Email PDF Invoice

1 View the overage information, shown here in the Ports Meeting Center Attendee Overage section.
This is the format in which you will see your invoices.

*Note: Your invoice format is different from end customer invoice format.*

<table>
<thead>
<tr>
<th>ACCOUNT:#######</th>
<th>ACCOUNT NAME: EXAMPLE COMPANY</th>
<th>DATE: 21-Oct-15</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOCATION:#######</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INVOICE NO:#######</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**SUMMARY OF CURRENT CHARGES**

<table>
<thead>
<tr>
<th>SUMMARY BY SERVICE</th>
<th>Service:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>Description</th>
<th>PO</th>
<th>Qty</th>
<th>Unit of Measure</th>
<th>Rate</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-WX-PORTS-MTGS</td>
<td>Ports Meeting Center</td>
<td>68326543</td>
<td>100</td>
<td>Port</td>
<td>109.62</td>
<td>10962</td>
</tr>
<tr>
<td>A-WX-PORTS-MTGS</td>
<td>Ports Meeting Center</td>
<td>68326543</td>
<td>100</td>
<td>Port</td>
<td>109.62</td>
<td>10962</td>
</tr>
<tr>
<td>A-WX-VOIP</td>
<td>WebEx VoIP</td>
<td>68326543</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>A-WX-VOIP</td>
<td>WebEx VoIP</td>
<td>68326543</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>A-WX-STORAGE-INC</td>
<td>Included Storage</td>
<td>68326543</td>
<td>10 GB</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>A-WX-STORAGE-INC</td>
<td>Included Storage</td>
<td>68326543</td>
<td>10 GB</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>A-WX-PORTS-OVR</td>
<td>Ports Meeting Center Attendee Overage</td>
<td>68326543</td>
<td>0 Attendee</td>
<td>0</td>
<td>21,924.00</td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL SUMMARY BY SERVICE**

| TAX AMOUNT | $1,918.36 |
| INVOICE AMOUNT | $23,842.36 |
### Invoicing

Sample .csv Invoice (Overage View)

<table>
<thead>
<tr>
<th>Date</th>
<th>Over-Period</th>
<th>Ports</th>
<th>Over</th>
<th>GMT</th>
<th>Amt</th>
<th>Topic</th>
<th>Host Name</th>
<th>Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>11-Oct</td>
<td>06:30-06:45</td>
<td>100</td>
<td>0</td>
<td>06:42:00 PM</td>
<td>0</td>
<td>test meeting</td>
<td>test</td>
<td>N/A</td>
</tr>
<tr>
<td>11-Oct</td>
<td>06:30-06:45</td>
<td>0</td>
<td>0</td>
<td>06:42:00 PM</td>
<td>0</td>
<td>test meeting</td>
<td>test</td>
<td>N/A</td>
</tr>
<tr>
<td>11-Oct</td>
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<td>0</td>
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<td>06:43:00 PM</td>
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<td>test meeting</td>
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<td>0</td>
<td>06:43:00 PM</td>
<td>0</td>
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<td>0</td>
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<td>test</td>
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<td>0</td>
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</tbody>
</table>
Invoices and SFTP Orders

**Invoicing:**
- Cisco provides invoice data in Excel, .pdf, and .xml formats
- You will be billed monthly

**Accessing Invoices:**
- You can access invoices directly within CCW and export in .pdf format
- You can access different invoice types in a secure billing folder with a secured unique user name and password
  - 3 subfolders (PDF, XML, Excel)
  - Data kept for 1 month
  - Data archived to subfolders on a monthly basis (deleted on 3 month rolling basis)
Billing Folder Notifications:

- All partner contacts provided will receive an e-mail notification each time a delivery has been made to their billing folder.
- These notifications will confirm delivery, provide the number of invoices delivered, and provide the total dollar amount of the invoices delivered.

Delivery Schedule:

- All bills will generate on the bill date, and will be pushed to folder.
- This delivery will include all PDF, Excel and XML invoices available.
- Billing summary file will include total number of invoices and customer names.
SFTP Folder Set Up

Steps

Unique billing folder setup information (SFTP)
Send request for folder setup to gsgs-csti-support@cisco.com
Cisco will process your request to setup a billing folder and provide the URL, login and password to access the billing folder (SFTP) to the Partner contact email you provided in your request.

1. Partner Contact Name: (First, Last)
2. Partner Contact Email: (alias or individual email)
3. Partner Contact Phone:
4. Email notification of invoices received: (alias or individual email)
5. Partner BID information
SaaS Support

There are multiple ways to receive Support:

   - SaaS Provisioning Details Job Aid
   - Invoicing Quick Reference Guide
   - FAQ

2. For Subscription Based Billing system or Spark questions, please contact: sparkg2mhelp@cisco.com

3. For customer contract migration questions, please contact: webexmigrations@cisco.com

4. For all other WebEx program or procurement questions, please contact: webexpartnerhelp@cisco.com