

From: Cisco Systems  
Subject: Cisco continues to improve its systems and processes  
Topic: **Realignment**



## Cisco International Limited

Country Enablement



### Cisco continues to improve its systems and processes

There are two important changes coming in November that will improve the ease of doing business with Cisco for your company.

First, effective on 16 November, 2014, your company will be realigned to one of the following Cisco business entities as determined by the geographic location of your current Bill-to ID (BID) Cisco Systems International B.V, Cisco Systems Inc., Cisco Systems Canada Co, Cisco Systems Italy Srl, Comercio E Servicos De Hardware E Software Do Brasil Ltda, Cisco Systems Australia Pty Ltd, Cisco Systems G.K., or Cisco International Limited.

The following changes will be associated with this realignment:

- **Legal Evidence of Arrangement**
  - All existing and new Sales Agreements, Internet Commerce Agreements and or Indirect Channel Partner Agreements, must be reassigned to your newly aligned Cisco business entity. In the event that your existing agreement requires modification to effectuate this assignment, your Cisco sales team will contact you shortly.
- **New Bill-to ID (BID)**
  - New BIDs will be provided for all partners, distributors and customers for purchasing with the newly aligned Cisco business entity. Customer profiles will be automatically updated to include these new BIDs.
- **Open quotes and orders**
  - We recommend that all open, active and un-submitted quotes and orders in CCW and CSCC will need to be submitted and booked prior to 7 November.
- **Invoice updates**
  - Cisco invoices will change to a new invoice format with additional fields and reflect the newly aligned Cisco business entity where new bank information will be provided for remitting payments.
- **Reseller and Distributor Bill to ID alignment**
  - Distributor and Reseller BIDs will need to align to the same Cisco operating unit for service only sales.
- **Service Cancellation and Restocking Fee**
  - For the Cisco International Limited entity, if Service Cancellation and Restocking Fees are applied, they will be charged on a separate invoice as opposed to netting the fees against any outstanding credit amount in order to be compliant with local tax laws. Your existing credits will not be affected.

There may be some actions required from you at a later stage, so please look out for future communications.

In the coming weeks we will continue to provide you with additional information, including the full details of your new Cisco entity. Your Partner, Customer, or Distributor Account Manager, or your CPE Advisor (Customer Service) will be available to assist you throughout this change.

Secondly, we are pleased to share that on the same date we will upgrade Cisco International Limited to our new global ordering platform, the Enterprise Resource Planning (ERP) platform. This upgrade will provide a single, scalable, resilient, foundational platform that will transform the order to fulfilment process and systems for Cisco, you and your company.

Through the realignment and the global ERP system upgrade, Cisco will deliver better business capabilities that will transform our order-to-fulfilment processes and systems and allow you to unleash the full potential of Cisco for your business.

If you have any questions, please go to [Partner Central](#) or reach out to your PAM, DPAM or CPE Advisor.

Successful and mutually beneficial relationships are a significant part of our future; we look forward to your continued support and collaboration.

Regards,

**Cisco**