

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



## Cisco International Limited

Country Enablement



### **Cisco continues to improve its systems and processes**

Here at Cisco we are constantly looking for new and innovative ways to improve the ease of doing business for our partners, customers and distributors. That is why we are very happy to announce that on 16 November 2014, Cisco International Limited will be upgrading our global Enterprise Resource Planning (ERP) platform.

The upgrade is important for our future growth, as it will allow us to become more agile, flexible and able to create globally consistent processes to enable a faster speed-to-market for you and your company. In the long term, through future enhancements, this upgrade will enable Cisco to standardize our systems & processes, reduce our order-to-fulfilment cycle times and improve your overall experience.

In the coming weeks we will continue to provide you with additional information that will inform you of the following changes that may impact you as a result of the upgrade:

- **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.

If, in the meantime, you have any question on this upgrade, 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**

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