



Cisco International Limited

Country Enablement



Cisco International Limited (UKH): Be Prepared for the Upcoming Changes

Dear Valued Partner, Customer or Distributor,

There are two important changes that you need to be aware of in order to do business with us that will happen on 16 November:

- **Migration**
 - Today, you do business directly with Cisco Systems International B.V. (NL). After 16 November, you will transact business with CIL. This means one or more of your Cisco Bill-to IDs (BIDs) will be migrated from Cisco Systems International B.V. (NL) to CIL (UKH).
- **Upgrade**
 - At this time, we will also be upgrading CIL to our new global Enterprise Resource Planning (ERP) platform.

To help ensure that you and all of your employees who manage Cisco orders are fully prepared for the changes, please read the following:

Actions Before Go-live (16 November 2014)

- **Updating Vendor Information**
 - Please remember to add Cisco International Ltd (UKH) to your procurement tools as a vendor or supplier, if necessary.
- **Invoice Updates**
 - Following go-live, you will be invoiced by the Cisco business entity that you place your order with. Remittance must be made to the invoicing business entity. Your finance department should have received a communication with bank details.
- **Open quotes and orders**
 - We recommend that you submit and book all open, active and un-submitted valid quotes and orders in Cisco Commerce Workspace and Cisco Service Contract Center before 7 November to reduce the amount of data requiring migration.

Key Changes:

- **New Bill-to IDs (BIDs)**
 - New Cisco International Ltd. (UKH) BIDs will be created for you and will be available in Cisco Commerce Workspace and Cisco Service Contract Center on 16 November. You do not need to take any action, as your customer profile will be automatically updated.
- **Service Cancellation and Restocking Fees**
 - Service cancellation fee: You will now receive a separate invoice for service cancellation fees and the fee will continue to be applicable to 'termination for convenience' requests only, excluding Brazil.
 - Restocking Fee: Customers will now receive a separate invoice.
- **Export Controls**
 - As specified in the UK Government export requirements, if you purchase controlled equipment (5A002 or 5D002) that is shipping from the EU, you will be required to complete and submit additional paperwork. You will need to sign and provide the following documentation.

UK Customers Authority Consignee Undertaking (UKCU) can be found [here](#).

Cisco's Export team can give you the required support to complete this paperwork. For more information, please visit our Cisco Global Export Trade [site](#).
- **Partners and Customers Able to Order Under Cisco Systems B.V.**
 - Only partner and customers in the following countries will be able to order via the Cisco Systems B.V. (NL) business entity: Netherlands, Russia, India, China, Korea, United Arab Emirates (UAE), Kuwait, Libya, Kingdom of Saudi Arabia, Belarus, Kazakhstan and Ukraine.
- **Modification to Sales Order Number**
 - Sales order numbers will be increasing from eight to nine numbers.
- **Reseller and Distributor ID Alignment**
 - This change will bring Cisco Service Contract Center to parity with other commerce tools such as Cisco Commerce Workspace and Sales Order Work Bench (SOWB), where the business entity between a distributor and a reseller is already aligned. For further information, click [here](#).

For more information

If you have any question please go to [Partner Central](#) or reach out to your PAM, DPAM or CPE Advisor, or email: ce-cil-support@cisco.com.

For more information on the release, please see the [Cisco International Limited Partner, Customer and Distributor Handbook](#).

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

Regards,

Cisco