



Cisco International Limited

Country Enablement



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

Dear Valued Partner, Customer or Distributor,

To help ensure that you are fully prepared for the **upgrade to our new** global enterprise resource planning (ERP) platform, please read the following and make any affected departments aware of the upcoming changes.

Key Changes, please take note of the below changes as they are critical to the successful closing of an order:

- **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.
- **Modification to Sales Order numbers**
 - Sales order numbers will be increasing from eight to nine numbers.
- **Reseller and Distributor Bill to 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, please click [here](#).

More information

If you have any question please go to [Partner Central](#), contact your partner account manager, distributor account manager, partner services development manager, or CPE customer and partner experience 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