



Cisco International Limited

Country Enablement



Cisco International Limited (UKH): Be Prepared for the 16 November 2014 Cisco International Ltd. (UKH) Platform Upgrade

Dear Valued Customer, Distributor, or Partner,

This communication serves as a final reminder that on 16 November 2014, Cisco International Ltd. (UKH) 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 and processes, reduce our order-to-fulfilment cycle times, and improve your overall experience.

Below are key points relevant in ensuring that your company is operationally ready to continue doing business following the upgrade,

Key changes: Please take note of the changes below, as they are critical to the successful closing of an order after 16 November:

Export Controls

- As a reminder, as part of the UK government export requirements, if you purchase controlled equipment (5A002 or 5D002), you will be required to complete and submit additional paperwork. Below is the documentation you will need to sign and provide:

UK Customers Authority Consignee Undertaking (UKCU), 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](#).

Invoice Format

- For the Cisco International Ltd. entity, a new invoice format will be presented with the tax rate displayed at the line item level.

Service Cancellation and Restocking Fees

- For the Cisco International Ltd. entity, if service cancellation and restocking fees are applied, they will be charged on a separate invoice, as opposed to being deducted from any outstanding credit amount. The invoice will reference the original purchase order number and corresponding credit memo number to ensure that payment of the invoice is processed within the customer's standard payment terms. Existing credits will not be affected.
- Service cancellation fees will continue to be applicable to "termination for convenience" requests only – excluding Brazil.

Modification to Sales Order Number

- Sales order numbers will be increasing from eight to nine digits on the upgraded platform.

Reseller and Distributor BID Alignment

- A systems validation will be required to continue conducting business after 16 November. In summary, the systems validation requires business entities to be aligned to the same entity for distributor and reseller bill-to IDs (BIDs) within Cisco Service Contract Center. This change will bring Cisco Service Contract Center into parity with other commerce tools, such as Cisco Commerce Workspace and Sales Order Work Bench (SOWB), in which the business entity between a distributor and a reseller is already aligned. For further information, click [here](#).

If you have questions, please go to [Partner Central](#). You can also contact your partner account manager, distributor account manager, partner services development manager, or 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](#) or [watch](#) a recorded informational session that covers the release in detail.

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

Regards,

Cisco