

## My Cisco Entitlements (MCE)

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# Orders in MCE (eDelivery) Frequently Asked Questions

### Document Purpose

The document is intended to answer questions about the transformation of eDelivery to the new 'Orders' tab in My Cisco Entitlements.

### Audience

Cisco Partners and Customers

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## General

### Q What is My Cisco Entitlements (MCE)?

A My Cisco Entitlements (MCE) is a secure application to get a consolidated view of all your assets and entitlements, including services, subscriptions, licenses, and devices. This platform provides you with insights into your business and helps manage your Cisco IT assets and entitlements. Watch the [MCE Overview video](#), or [learn more](#) about MCE.

### Q What has changed in my eDelivery experience?

A On May 17<sup>th</sup>, 2020 the Electronic Software Delivery Application, also known as the eDelivery, became “Orders” in MCE, and took the look and feel of MCE, without losing any eDelivery functionality.

### Q What is Orders in MCE?

A “Orders” in MCE is a fast and secure application to access, manage, and download your electronically delivered assets and entitlements; software, licenses, and documentation.

### Q How can I access my electronically delivered (e-Delivered) orders in MCE?

A You can access your electronically delivered orders in **Orders in MCE** through:

- Direct link: <https://mce.cisco.com/mce/edelivery>
- My Cisco Entitlements
  1. Go to <https://mce.cisco.com/>
  2. Click on ‘Orders’ tab
- Cisco Software Central
  1. Go to <https://software.cisco.com>
  2. Click on ‘eDelivery’ under ‘Download & Upgrade’ section
  3. Navigate to the ‘Orders’ tab
- Cisco eDelivery order notification
  1. Click on ‘Access Order’ link within the notification

### Q Do I need a Smart Account (SA) to access Orders in MCE application?

A No, you can access your electronically delivered assets and entitlements: software, licenses, and documentation using Orders in MCE, even if you haven’t signed up for a SA.



However, Cisco highly recommends you sign up for a SA to take full advantage of the MCE experience. You will be able to use SAs to seamlessly manage and share your assets with the users of that SA.

**Q** I currently have access to several orders in my eDelivery application. Will I lose my access after eDelivery migrates to ‘Orders in MCE’?

**A** No, you will not lose access to any of the assets that you currently own, due to eDelivery migration to ‘Orders in MCE’. You will still be able to view, download, and share your current and new orders using Orders in MCE.

**Q** Can I share access to my digital assets from Orders in MCE?

**A** Yes, using “Orders” in MCE, you can support your business needs by sharing ordered assets and entitlements with colleagues or customers by using the Send Order Based Access (OBA) functionality. Select the orders/order lines that you would like to share and follow on screen instructions for system to send access notification to your colleagues or customers. Watch this short video on [How to Send OBA](#).



## Order Views

### Q What are the ‘Account View’ and ‘User View’ ?

A The ‘Account View’ and ‘User View’ are two different views that display the specific list of orders/order lines available for you to access for download. Please note that the Account/User View is simply a lens to look into your list of order list and does not change the core functionality of ‘Orders’ (eDelivery).

- **Account View:** The ‘Account View’ displays the list of orders that you can access, via the lens of your Smart Account. Orders assigned to the Smart Account will automatically appear in this view once they are fulfilled by Cisco. In the example below, Diane, who has access to her company’s Smart Account, can view orders that are assigned to that account, and are fulfilled by Cisco:

Order Number	Bill to	Bill to PO	Ship to	Sold to	Smart Account	Holding Smart Account	Download Status
108153004	Tachtota.com	Neotechniq NC	Big University - JD	Big University - NC	Big University	Big Partner	Partially Downloaded
108145737	Sygnius.com	Digiqaq NC	Big University - NS	Big University - SC	Big University	Small Partner	New
108147264	MondaySquare.com	Conexiq CA	Big University - EU	Big University - MD	Big University	Big Partner	New
107453983	Inspirigence.com	Midascope NY	Big University - NY	Big University - NY	--	Small Partner	New

*Note: As of July 2020, the Account View is only available to users with access to a Smart Account that matches their email domain. For e.g. the user: john@cisco.com assesses a Smart Account with the cisco.com email domain.*

- **User View:** The ‘User View’ allows you to view the list of orders that you have been given access to, through an Order notification email. This view is not tied to a Smart Account, but to your cisco.com ID. Therefore, even if you do not have access to a Smart Account, you will still be able to access the list of orders that you personally have access to, using this ‘User View’. In the example below, Diane’s ‘User View’ allows her to view the list of orders that she personally has access to:

Order Number	Bill to	Bill to PO	Ship to	Sold to	Smart Account	Holding Smart Account	Download Status
108153004	Tachtota.com	Neotechniq NC	Big University - JD	Big University - NC	Big University	Big Partner	Partially Downloaded
108145737	Sygnius.com	Digiqaq NC	Big University - NS	Big University - SC	Multiple	Small Partner	New
108147264	MondaySquare.com	Conexiq CA	Big University - EU	Big University - MD	Multiple	--	Downloaded
107453983	Inspirigence.com	Midascope NY	Big University - NY	Big University - NY	Big University	Small Partner	Partially Downloaded
107454868	Tachtota.com	Oxygenta CA	Big University - NC	Big University - NC	Big University	Big Partner	Downloaded



## Q Will I see different list of orders in my Account vs User View ?

A Yes, you may see a different set of order(s) when you are in your ‘Account View’ versus your ‘User View’. The orders that you see in your ‘User View’ are the orders that were personally shared with you through an Order notification email. Whereas the orders that you see in your ‘Account View’ are the orders that are accessible to all users with access to the selected Smart Account.

## Q What should my ‘Account View’ show if I do not have access to a Smart Account?

A The ‘Account View’ is always tied to a Smart Account. Without access to a Smart Account, you will NOT see the ‘Account View’ option in your main orders page. However, you will still be able to access the orders that you personally have access to, as shown below:

Order Number	Bill to	Bill to PO	Ship to	Sold to	Smart Account	Holding Smart Account	Download Status
108153004	Tachtota.com	Neotechniq NC	Small Customer - JD	Small Customer - NC	Small Customer	Global Partner	Partially Downloaded
108145737	Sygnlius.com	Digiqal NC	Small Customer - NS	Small Customer - SC	Small Customer	Global Partner	New
108147264	MondaySquare.com	Conexiq CA	Small Customer - EU	Small Customer - MD	--	Global Partner	Downloaded
107453983	Inspirigence.com	Midascope NY	Small Customer - NY	Small Customer - NY	Small Customer	Platinum Partner	Partially Downloaded

## Q I am a Partner with access to my End Customer’s Smart Account, will I be able to see my end customer’s ‘Account View’ ?

A No. The ‘Account View’ is only applicable to users with access to a Smart Account that matches with their company domain. For example, user: john@cisco.com, who has access to two Smart Accounts: cisco.com, biguniversity.com, can only view the ‘Account View’ when his Smart Account selection matches cisco.com. In the future, you will be able to access the ‘Account View’ of all the Smart Accounts that you have access to, regardless of the company domain.

In other words, all Partners who have access to their Customer’s Smart Account will only see orders based on their User View, and what was given to them through Order notification email. All Users from a company that matches the Smart Account company domain, will have both an Account View and a User View.



**Q** I am an Administrator of a Smart Account. Will my Account View only display orders that were assigned to my Smart Account ?

**A** As a Smart Account Administrator, you may also see Unassigned Orders when in your ‘Account View’. These unassigned orders are ones that have not been assigned to a Smart Account yet but have been identified by Cisco as belonging to your account.

**Q** Can I assign Smart Account to my unassigned Order/Order Lines, using MCE?

**A** No, unfortunately MCE does not allow you to assign Smart Account on an unassigned order/order line. You can use [Cisco Commerce Workspace \(CCW\)](#) to perform Smart Account assignments.



## eDelivery Order Notifications

### Q What is the “Cisco eDelivery Order Notification”?

A “Cisco eDelivery Order Notification” is an email notification used by Cisco, to deliver electronic products (software, licenses, documentation) purchased by customers and partners on orders booked in Cisco Commerce Workspace. The notification will contain order details, electronic product details, links to access the order and to register PAK for license entitlement.

On receipt of an eDelivery order notification email, you can click on the ‘Access Order’ hyperlink to launch the Orders in MCE application and display the order.

### Q How will I receive the “Cisco eDelivery Order Notification” for my order?

A While placing an order in Cisco Commerce Workspace, the order submitter will need to assign the email address(es) to electronically delivered product lines on the order (software, licenses). This email address(es) will receive the eDelivery Order notification email, when the order is ready for download.

You may receive the eDelivery Email Notification if someone adds your email address in the order, forwards you an eDelivery Order notification email, or shares the order access by leveraging the ‘Send Order Based Access’ capability in Orders in MCE.

### Q As a Partner, how do I know who receives the eDelivery Order Notifications?

A When an order with products containing electronic assets (software and licenses) is submitted in Cisco Commerce Workspace, the order submitter will need to assign the email address(es) to electronically delivered product lines on the order (software, licenses). This email address(es), along with order submitter email address, will receive the eDelivery Order notification email when the order is ready for download.

Cisco also sends the eDelivery Order notification to anyone associated with the order Bill-To and Ship-To eDelivery Accounts. These are the eDelivery Company Accounts that existed prior to eDelivery transformation to Orders in MCE.

*Note: eDelivery Company Accounts are no longer accessible as they were a part of the retired eDelivery experience. During the transition to align Cisco Smart Accounts to Orders in MCE, adding or removing members from these older eDelivery Accounts will require you to submit a request with Cisco Support.*



If you assigned a Holding Smart Account (HSA) or an End Customer Smart Account (SA), please note that the account administrators of the PHA/SA will NOT receive the eDelivery Order notification.

Additionally, while creating the order in Cisco Commerce Workspace, there are a few optional fields that can be used to notify others of an order. These fields are available to be filled in by the order submitter. Such contacts will receive the eDelivery Order Notification if email address(es) have been provided.

Below is a comprehensive view of who will receive the eDelivery Order Notification:

	Will Always Receive	Will receive only if Assigned on an Order
Order Submitter email ID	✓	–
eDelivery contact email ID(s)	✓	–
Bill To account member email ID(s)	✓	–
Ship To account members email ID(s)	✓	–
Order Contact email ID	–	✓
Order Bill To Contact email ID	–	✓
Order Ship To Contact email ID	–	✓
Order End Customer Contact email ID	–	✓
Customer Service Rep. email ID	–	✓

*Note: For B2B order submissions, Cisco Support team monitors the orders that were placed without the electronic delivery email address. The team performs a search process to connect the order to someone from the ordering company (order Bill To), or someone from the order Ship To company.*

**Q** While booking the order in Cisco Commerce Workspace, I entered the incorrect email address intended for the eDelivery Order notification. What can I do now to receive the eDelivery email notification?

**A** If the order line status of the software or license product is showing as “EDelivered” or “Closed” in Cisco Commerce Workspace, but you did not receive the Cisco eDelivery Order Notification, you can still:

2. Either reach out to the source of where you purchased the order, and have them
  - Either forward you the email notification
  - Or, initiate a ‘Share the Order Access’ using the Orders in MCE application ([Watch this video](#) to learn How to Share Order Access using Orders in MCE)



3. Or, you can raise a case with [Cisco Support](#) to provide you access to the order/order line

**Q Can I forward eDelivery Order Notifications to my colleagues or customers, so that they can download software and/or register PAKs?**

**A** Yes, you can forward eDelivery Order Notifications to colleagues and customers. Anyone with access to the email notification will be able to access orders directly from the email and perform download and/or register PAKs.

*Note: For clear tracking and traceability, forwarding the email notification is not advised. Cisco recommends you use the Send Order Based Access (OBA) capability in 'Orders in MCE' to be able to track and further audit which email(s) were assigned to orders, assets and entitlements.*

*[Watch this video](#) to learn How to Send OBA using Orders in MCE.*

**Q I assigned a Smart Account while placing the order, will the Smart Account users receive any eDelivery email notifications?**

**A** If a company's Holding Smart Account (HSA) or the End customer Smart Account (SA) has been assigned to the order that contains electronically delivered products, the Administrators of the HSA/SA will NOT receive the eDelivery Order Notification email.

**Q How can I add or remove members from my Bill-To or Ship-To accounts?**

**A** To add or remove member(s) from your Bill To or Ship To account, you will need to submit a request with Cisco Support using: <https://mycase.cloudapps.cisco.com/swl?Del>



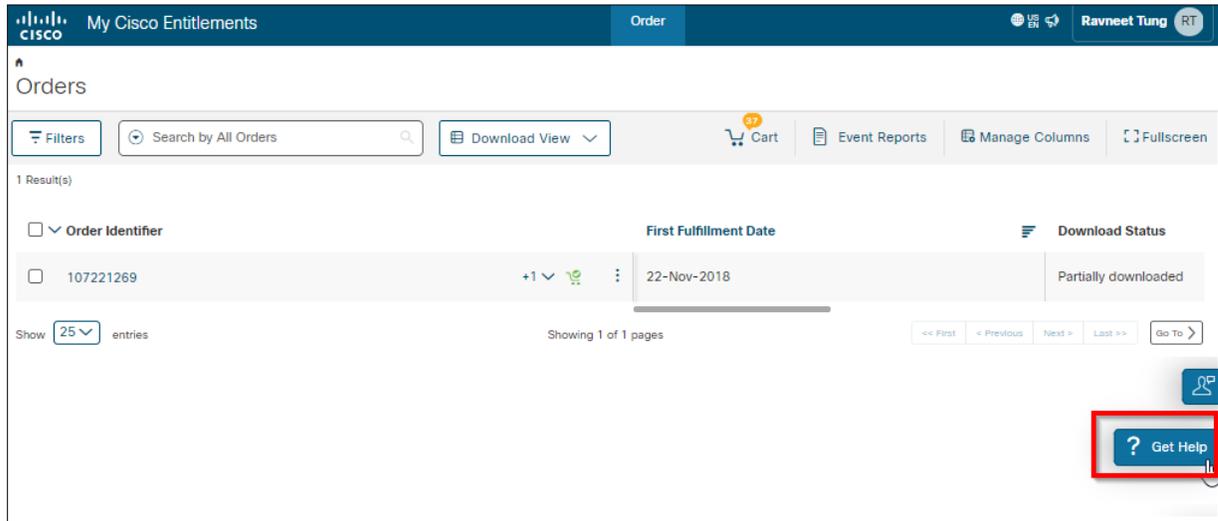
## Useful Links

Name	URL	Description
My Cisco Entitlements (MCE)	<a href="https://mce.cisco.com">https://mce.cisco.com</a>	Secured application to get a consolidated view of all your assets and entitlements, including services, subscriptions, licenses, and devices
Orders in MCE	<a href="https://mce.cisco.com/mce/?vN=edelivery">https://mce.cisco.com/mce/?vN=edelivery</a>	Application to access orders having electronically delivered assets (electronic components only)
Software Central	<a href="https://software.cisco.com/#">https://software.cisco.com/#</a>	Dashboard to help you with Cisco Software products
User Guide – Orders in MCE	<a href="https://www.cisco.com/c/dam/en/us/td/docs/entitlement_asset_mgmt/docs/Orders_in_MCE-User_Guide.pdf">https://www.cisco.com/c/dam/en/us/td/docs/entitlement_asset_mgmt/docs/Orders_in_MCE-User_Guide.pdf</a>	Step by step instructions on all functionalities in Orders in MCE application <a href="#">Click Here</a> for <b>User Guide in French</b> .
‘How-to’ Access Orders in MCE	<a href="https://video.cisco.com/detail/videos/my-cisco-entitlements/video/6147499925001/orders-in-mce:-how-to-access?autoStart=true">https://video.cisco.com/detail/videos/my-cisco-entitlements/video/6147499925001/orders-in-mce:-how-to-access?autoStart=true</a>	Short video explaining different ways to access Orders in MCE application
‘How-to’ Manage Orders in MCE	<a href="https://video.cisco.com/detail/videos/my-cisco-entitlements/video/6147511969001/orders-in-mce:-how-to-manage-your-views?autoStart=true">https://video.cisco.com/detail/videos/my-cisco-entitlements/video/6147511969001/orders-in-mce:-how-to-manage-your-views?autoStart=true</a>	Short video explaining various ways to manage and personalize your views of Orders in MCE
‘How-to’ Send OBA (Order Based Access)	<a href="https://video.cisco.com/detail/videos/my-cisco-entitlements/video/6147516048001/orders-in-mce:-how-to-send-order-based-access-oba?autoStart=true">https://video.cisco.com/detail/videos/my-cisco-entitlements/video/6147516048001/orders-in-mce:-how-to-send-order-based-access-oba?autoStart=true</a>	Short video on how to share your digital assets with your colleague/customers, using Send Order Based Access (OBA) capability
‘How-to’ Download Digital Assets	<a href="https://video.cisco.com/detail/videos/my-cisco-entitlements/video/6149648029001/orders-in-mce:-how-to-download-digital-assets?autoStart=true">https://video.cisco.com/detail/videos/my-cisco-entitlements/video/6149648029001/orders-in-mce:-how-to-download-digital-assets?autoStart=true</a>	Short video on how to add to cart, and download digital assets (Software, Licenses, Documentation) using Orders in MCE
Product License Registration	<a href="https://slexui.cloudapps.cisco.com/SWIFT/LicensingUI/Quickstart">https://slexui.cloudapps.cisco.com/SWIFT/LicensingUI/Quickstart</a>	Generate and manage PAK-based and other device licenses, including demo licenses
Smart Software Licensing	<a href="https://software.cisco.com/#module/SmartLicensing">https://software.cisco.com/#module/SmartLicensing</a>	Track and Manage Smart Software Licenses
Create a Smart Account	<a href="https://software.cisco.com/software/comp-any/smartaccounts/home#accountcreation-account">https://software.cisco.com/software/comp-any/smartaccounts/home#accountcreation-account</a>	Get a Smart Account for your organization or initiate it for someone else
Cisco Commerce Workspace	<a href="https://apps.cisco.com/Commerce/home">https://apps.cisco.com/Commerce/home</a>	Configure, price, and order Cisco products, software, and services



## Cisco Support

If you need additional help, please use the ‘Get Help’ flyout in MCE. ‘Get Help’ contains helpful videos, and documentation, and can direct you to Cisco Support.



You can also [click here](#) to open a case directly with Cisco Support.