



# Perform Plus

## Incentive Operations Guide

Grow More. Earn More.

Updated: August 1, 2022



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## About this Guide

This guide is designed to provide you with information about how to effectively participate in Perform Plus and qualify for incentives, as noted in the documentation on [www.cisco.com/go/performplus](http://www.cisco.com/go/performplus).

Use this guide to become familiar with important onboarding best practices, steps for proper enrollment, incentive administration, role assignment, etc. By completing these necessary steps, you will be positioned to maximize the Perform Plus opportunity.

## Why Perform Plus?

Perform Plus is a global incentive that rewards partners with a cash rebate for achieving overall growth and additional bonuses for cross-selling across architectures and focusing on Midsize and Small customer segments. For the entry eligibility requirements, refer to the [Perform Plus Appendix: Incentive Rules](#).

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Table 1 below outlines the key dates for the program. Please refer to this table and the [Perform Plus Appendix: Incentive Rules](#) for specific requirements should questions arise.

Table 1. Key Dates

Activity	Key Dates
<b>Duration/Period</b>	
Incentive period	Incentive period is a full Cisco fiscal year (e.g., FY22: August 1, 2021–July 31, 2022).
Quarterly enrollment	<ul style="list-style-type: none"> <li>Eligible partners will be auto enrolled effective the first day of each new Cisco fiscal quarter if the terms and conditions of the Channel Program Incentive Agreement have been accepted and the entry eligibility is met. For more information, refer to the <a href="#">Enrollment section</a> of this guide.</li> <li>Refer to the <a href="#">Perform Plus Appendix: Incentive Rules</a> for specific eligibility and enrollment timeframe.</li> </ul>
<b>Shipment/Invoice Deadlines</b>	
All eligible orders	Must be shipped and invoiced by Cisco or the authorized distributor. POS transaction date must occur within the current Cisco fiscal quarter in order to count toward the current quarter measurement.
Dispute cases	<ul style="list-style-type: none"> <li>Reporting deadline for any shipment dispute is 21 calendar days after the end of the current fiscal quarter. Dispute cases must be submitted via <a href="#">Customer Service Hub</a> and will not be accepted via email.</li> <li>Any dispute payments approved after that timeframe will be paid in the following quarter's rebate payment.</li> <li>To ensure rebate claim notifications and associated communications are received, one of the PSS administrators for the Partner's company must assign a rebate coordinator specifically for Perform Plus under "Accountable Program Contacts" in the Partner Self Service (PSS) tool at <a href="http://www.cisco.com/go/pss">www.cisco.com/go/pss</a>.</li> <li>For the steps to complete this set-up, refer to the <a href="#">PSS User Guide</a>, and reference the "Manage my Access" tab, followed by "Access Management."</li> </ul>
<b>Rebate Payments</b>	
Estimated rebate payment dates	Quarterly rebate payment notifications are estimated to be distributed between 6–8 weeks after the end of the current Cisco fiscal quarter. There is one cash rebate payment per quarter.

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To enroll in Perform Plus, you must first accept the terms and conditions outlined in the Channel Program Incentive Agreement (“CPIA”), through the Partner Program Enrollment tool at: <http://www.cisco.com/go/ppe>.

Once the CPIA enrollment is approved, Cisco will automatically enroll you in Perform Plus for the track and volume band assigned, based on the enrollment eligibility requirements. If you have completed the CPIA, you are auto enrolled into Perform Plus on the first day of the incentive enrollment period, or the first day of any succeeding quarter once eligibility requirements are met.

Upon successful enrollment, you will receive notification confirming your track and volume band. For additional information on the steps to enroll and opening a support case if required, reference the [Channel Program Incentive Agreement User Guide](#). Table 2 below provides an overview of enrollment scenarios.

Table 2. Enrollment Scenarios

## Enrollment

### Existing Cisco Partners

- If you completed the Channel Program Incentive Agreement (CPIA), you will be auto enrolled into Perform Plus if you meet the entry eligibility requirements identified in the [Perform Plus Appendix: Incentive Rules](#).
- You will receive an email confirming enrollment into Perform Plus and other incentives for which you qualify.

### New Cisco Partners

- If you are a new Cisco partner or have not completed the CPIA, you will need to complete the CPIA in the [PPE](#) tool. For the steps to complete this process, refer to the [User Guide](#).
- Once enrollment is approved, you are automatically enrolled into Perform Plus if entry eligibility requirements are met, as identified in the [Perform Plus Appendix: Incentive Rules](#).
- Once enrolled, you will receive a notification confirming enrollment status.

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Table 3 below references the available documentation for Perform Plus, and provides information regarding eligibility requirements, rebates and bonuses.

Table 3. Program Documentation

Required	
<a href="#">Channel Program Incentive Agreement</a>	Terms and conditions must be accepted in order to enroll in Perform Plus
<a href="#">Perform Plus Appendix: Incentive Rules</a>	<ul style="list-style-type: none"><li>• Partner eligibility requirements</li><li>• Rebate rules and compensation framework</li></ul>
Supplemental	
<a href="#">FAQs</a>	Answers common questions about Perform Plus

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It is essential to regularly manage preferences, assign critical roles, and keep information up to date. Table 4 outlines key incentive administration that will be critical for success in Perform Plus.

Table 4. Program Administration

## Managing Company Information

### Partner company account profile

This is facilitated via the [Partner Self Service \(PSS\)](#) tool, where the following activities can be completed: Revise company information; management of access privileges for employees; personal profiles; associate employees to partner's company (**important:** users must have partner company-based email as primary email in their Cisco.com profile).

### Associating employees

Make sure other employees are associated with partner company and have access to Cisco websites:

1. They will need a Cisco.com user ID and password that can be obtained [here](#). After the Cisco user ID is registered, each employee will need to go to the Partner Self Service tool to request association.
2. One of the designated partner administrators will receive an email to approve the association. Within 48 hours of approval, employees will have access to all resources, based on partner company's access level.

## Administering Important Roles (must be managed by PSS administrator)

### Assign or update Perform Plus rebate coordinator(s) – Can Only Be Assigned/Managed Post-Enrollment

The Perform Plus Rebate Coordinator is the person responsible for executing the Perform Plus rebate claim process, and all rebate claim notifications are sent to the person assigned to this role. For your company's PSS Administrator to grant a specific individual access to this role, the individual must first be associated to your company. For the steps to complete this set-up, refer to the [PSS User Guide](#), and reference the "Associate Myself with a Company" tab. If the individual is successfully associated to the company, the PSS Administrator can then assign the individual to the Rebate Coordinator role for Perform Plus (it is recommended that up to two Rebate Coordinators are assigned).

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Within [Partner Self Service](#), different roles have different functions. When assigning a Rebate Coordinator for Perform Plus, please ensure that “Rebates Coordinator” is selected and not the Program Coordinator role.

Name	Function	Role	E-mail	
John Smith	Program-Perform Plus	Rebates Coordinator 1	John_smith@ciscopartner.com	Delete
Tom Hope	Program-Perform Plus	Rebates Coordinator 2	Tom_hope@ciscopartner.com	Delete
Anna Way	Program-VIP - Value Incentive Program	Rebates Coordinator 1	Anna_way@ciscopartner.com	Delete
John Smith	Program-Perform Plus	Program Coordinator	John_smith@ciscopartner.com	Delete

The Rebate Coordinator role must be assigned specifically for Perform Plus in order to receive the rebate claim form from Cisco. You can assign up to two for Perform Plus

You can delete this Program Contact assignment.

The Program Coordinator role receives communications from Cisco. **Important:** This role **does not** receive communications sent to the assigned Rebate Coordinator

Table 5. Program Administration

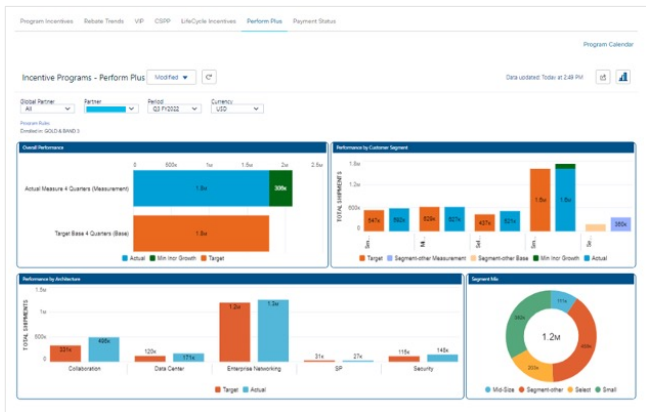
Tool Access

Grant access to [Partner Experience Platform \(XPX\)](#) and the Perform Plus dashboard

XPX is an essential tool for tracking your overall growth and performance. We recommend checking the Perform Plus dashboard regularly to make sure that all eligible shipments are recognized for Perform Plus. If there are discrepancies, you will need to report them by opening a support case via the [Customer Service Hub](#) immediately or within 21 days after the end of the current Cisco fiscal quarter.

- **Access:** To request access to XPX, refer to the [resource materials](#).
- **Tracking payments:** Access the Perform Plus dashboard at <http://www.cisco.com/go/pxp>. As indicated in Figure 1, the Perform Plus dashboard displays the most current incentive payment-related information and detailed reports. To download detailed reports or payments, select Reporting (available in the left navigation).

Figure 1. Perform Plus Dashboard in XPX



Current Quarter Performance and Projection - Actual Shipments Vs Projected Shipments

Note: The "Midsize and Small Bonus" information is temporarily not refreshed on a daily basis. Current target is weekly refresh. Last Refresh date: 01-AUG-2022 01:05:55 AM

	Q3FY21	Q4FY21	Q1FY22	Q2FY22	Q3FY22	Target (Previous 4 Quarters)	Actual (Current 4 Quarters)	Projected Actual	Growth	Growth %	Eligibility
Architecture Bonus	154,761.84	186,322.46	228,908.81	526,449.94	213,956.78	1,149,443.05	1,255,411.99	1,255,411.99	58,186.04	4.95%	Rebate Earned
Enterprise Networking	-1,248.51	23,347.41	71,355.37	21,420.45	32,090.51	114,874.72	148,216.74	148,216.74	33,342.02	29.02%	Rebate Earned
Security	196,507.39	45,354.95	67,251.69	111,850.44	371,846.87	330,769.48	496,302.95	496,302.95	165,533.48	50.04%	-----
Collaboration	4,148.11	7,544.55	17,827.17	50,344.48	55,695.92	119,864.34	173,282.15	173,282.15	51,517.81	42.98%	-----
Data Center	7,860.00	5,331.25	5,103.30	12,220.42	4,573.77	30,515.89	37,228.74	37,228.74	-3,287.15	-10.77%	-----
SP	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	-----
Architecture-other	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	-----
Overall Growth Incentive	271,849.75	267,880.66	490,446.34	762,290.73	578,124.95	1,722,467.49	2,098,742.58	2,098,742.58	366,275.19	17.69%	Rebate Earned

	Q3FY21	Q4FY21	Q1FY22	Q2FY22	Q3FY22	Target (Previous 4 Quarters)	Actual (Current 4 Quarters)	Projected Actual	Growth	Growth %	Eligibility
Customer Segment Bonus	221,842.00	219,449.34	434,213.37	737,073.72	848,430.89	1,612,602.23	1,739,207.22	1,739,207.22	126,034.99	7.85%	Rebate Earned
Small-Mid-Segs-Select	145,802.68	84,897.70	156,388.43	156,729.63	191,228.85	546,519.43	561,658.69	561,658.69	45,234.17	8.21%	-----
Small	98,229.63	11,264.43	88,300.91	471,213.98	55,719.50	629,028.97	626,518.84	626,518.84	-2,510.13	-0.40%	-----
Mid	17,813.59	123,987.09	186,523.03	156,134.12	101,504.54	437,057.83	520,748.79	520,748.79	83,690.95	19.15%	-----
Select	90,003.85	48,411.42	96,332.98	25,317.61	229,673.96	176,685.25	326,535.35	326,535.35	178,870.11	99.89%	-----
Segment-other											
Overall Growth	296,875.10	448,114.2	96,332.98	25,317.61	229,673.96	176,685.25	326,535.35	326,535.35	178,870.11	99.89%	-----
Overall Growth Rebate %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-----
EM and Security Bonus %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-----
Additional Bonus %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-----
Total Overall Growth Rebate %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	-----
Customer Segment Growth %	126,034.99	2.00%									
Customer Segment Bonus %	20,030.00	2.00%									
Rebate	20,030.00										
Total Projected Rebate \$	2,932.10										
Total Rebate Payable %	100.00%										
Total Rebate \$	2,932.10										



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Table 6. Quick Reference Table to Common Support Issues

To submit and check the status of a support case, refer to the [Customer Service Hub](#)

Issues	How to resolve in advance
Access to tools (assign partner admin role)	Open a <b>Tool</b> support case if the review of the <a href="#">PSS User Guide</a> does not answer your question
Tool support (partner registration, associate contacts, assign rebate coordinator, and so on)	
Other tool-related support (partner registration, associate contacts, assign rebate coordinator)	
Program rules and bookings	
<a href="#">Perform Plus Appendix: Incentive Rules</a>	Open a <b>Program Rules and Requirements</b> support case if a review of the Perform Plus documentation does not answer your question
Shipments	Open a <b>Program Performance</b> support case
Enrollment	
Not able to complete Channel Program Incentive Agreement (CPIA) enrollment	For more information, refer to the following: <ul style="list-style-type: none"> <li>• <a href="#">CPIA User Guide</a></li> <li>• <a href="#">Partner Self Service tool</a></li> </ul> Contact one of the assigned PSS partner administrators for your company
Login issues	
Associating Cisco.com ID to company	
Compensation	
Rebate claim notification not received because of incorrect or missing contact information	Contact one of the PSS partner administrators for your company to ensure that a Rebate Coordinator has been assigned for Perform Plus
Rebate coordinator for Perform Plus not assigned	
Incorrect beneficiary name or country on claim notification	Open a Program Payment support case
Questions regarding payment amounts	

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Table 7. Commonly used tools

Tool	Purpose
<b>Enrollment</b>	
<a href="#">Partner Program Enrollment</a>	<ul style="list-style-type: none"> <li>• Enrollment tool for Perform Plus and other incentives.</li> <li>• Use this tool to enroll into the Channel Program Incentive Agreement.</li> </ul>
<b>Preferences and Role Assignment</b>	
<a href="#">Partner Self Service (PSS)   PSS User Guide</a>	<p>Manage your company's profile, access, reports, and company information such as:</p> <ul style="list-style-type: none"> <li>• Associate user ID with a partner company.</li> <li>• Delete/merge user IDs.</li> <li>• Access administrative reports.</li> <li>• Register as a Cisco partner.</li> <li>• Change your company association.</li> <li>• Manage association requests.</li> </ul>
<b>Performance Management and Reporting</b>	
<a href="#">Partner Experience Platform (PXP)</a>	<ul style="list-style-type: none"> <li>• PXP delivers predictive analytics, actionable insights, and guided selling experiences so you can proactively monitor ongoing performance and maximize your Perform Plus rebate opportunity.</li> <li>• Refer to <a href="#">SalesConnect</a> for the latest PXP resources.</li> </ul>



The bridge to possible