Perform Plus

Incentive Operations Guide

Grow More. Earn More.

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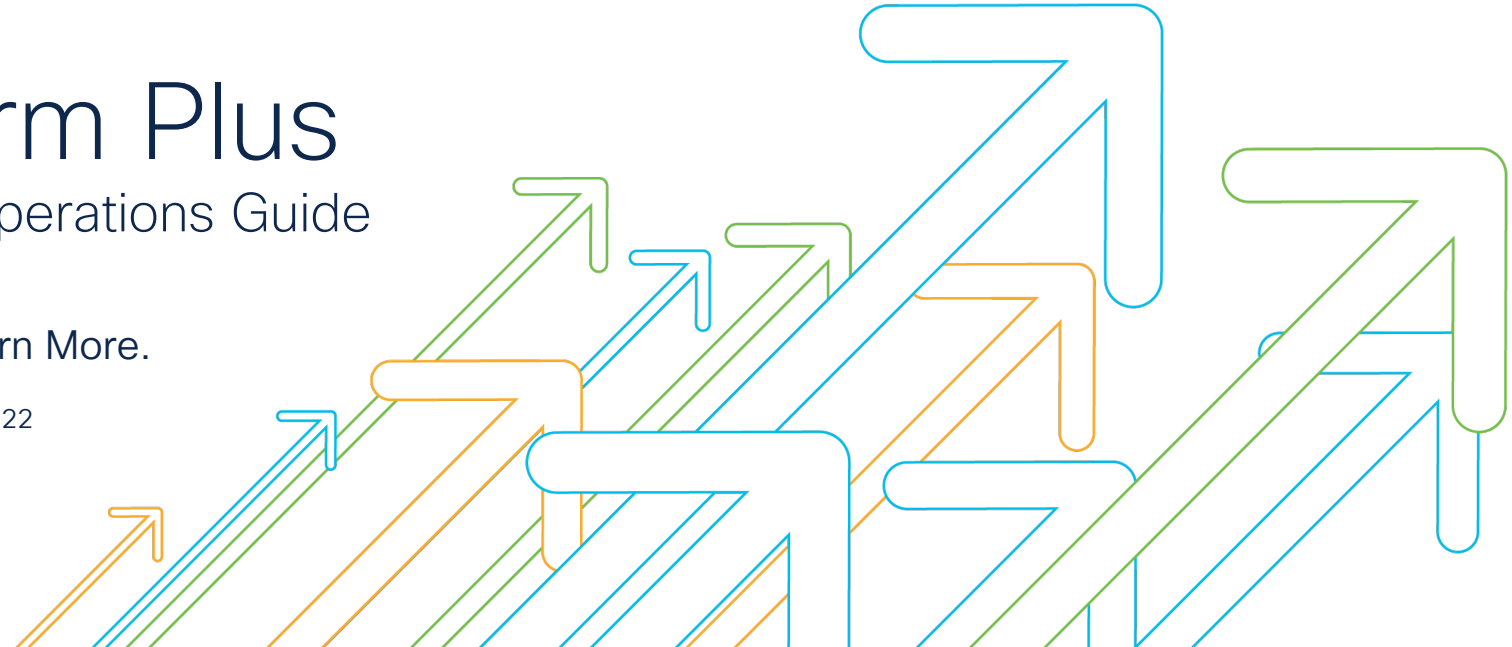

About this Guide

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.

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
Duration/Period	
Incentive period	Incentive period is a full Cisco fiscal year (e.g., FY22: August 1, 2021–July 31, 2022).
Quarterly enrollment	• 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 Enrollment section of this guide. • Refer to the Perform Plus Appendix: Incentive Rules for specific eligibility and enrollment timeframe.
Shipment/Invoice Deadlines	
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	• Reporting deadline for any shipment dispute is 21 calendar days after the end of the current fiscal quarter. Dispute cases must be submitted via Customer Service Hub and will not be accepted via email. • Any dispute payments approved after that timeframe will be paid in the following quarter's rebate payment. • 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 www.cisco.com/go/pss. • For the steps to complete this set-up, refer to the PSS User Guide, and reference the "Manage my Access" tab, followed by "Access Management."
Rebate Payments	
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	
Channel Program Incentive Agreement	Terms and conditions must be accepted in order to enroll in Perform Plus
Perform Plus Appendix: Incentive Rules	• Partner eligibility requirements • Rebate rules and compensation framework
Supplemental	
FAQs	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.

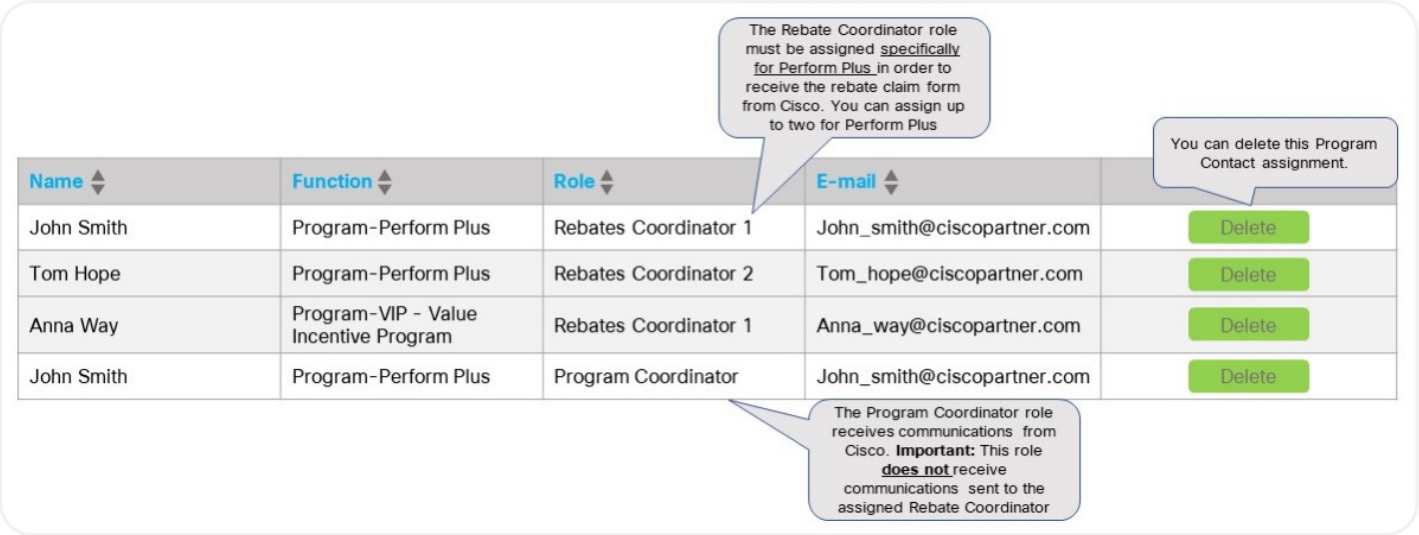

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Table 5. Program Administration

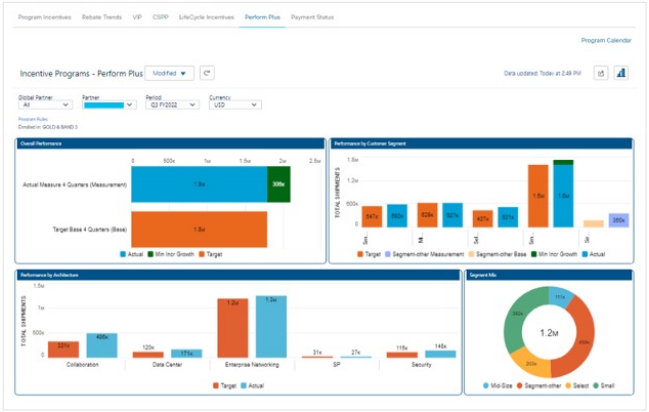
Tool Access

Grant access to Partner Experience Platform (PXP) and the Perform Plus dashboard

PXP 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 PXP, 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 PXP



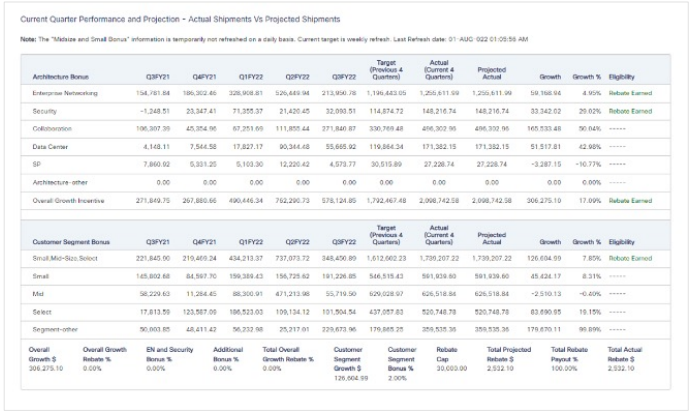


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Table 6. Quick Reference Table to Common Support Issues

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 **Tool** support case if the review of the PSS User Guide 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	
Perform Plus Appendix: Incentive Rules	Open a **Program Rules and Requirements** support case if a review of the Perform Plus documentation does not answer your question
Shipments	Open a **Program Performance** support case
Enrollment	
Not able to complete Channel Program Incentive Agreement (CPIA) enrollment	For more information, refer to the following: • CPIA User Guide • Partner Self Service tool 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
Enrollment	
Partner Program Enrollment	• Enrollment tool for Perform Plus and other incentives. • Use this tool to enroll into the Channel Program Incentive Agreement.
Preferences and Role Assignment	
Partner Self Service (PSS) | PSS User Guide	Manage your company's profile, access, reports, and company information such as: • Associate user ID with a partner company. • Delete/merge user IDs. • Access administrative reports. • Register as a Cisco partner. • Change your company association. • Manage association requests.
Performance Management and Reporting	
Partner Experience Platform (PXP)	• PXP delivers predictive analytics, actionable insights, and guided selling experiences so you can proactively monitor ongoing performance and maximize your Perform Plus rebate opportunity. • Refer to SalesConnect for the latest PXP resources.

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