

Cisco Services Partner Program Metrics Rebate Dispute Guidelines

Currently, a significant amount of valuable time and resources – on the part of both Cisco partners and those within Cisco – are being used in disputes of metrics and rebates related to the Cisco® Services Partner Program. Certain disputes involve scenarios that are very common. These scenarios have been factored into the metrics thresholds and will no longer be considered for a metrics exception.

What You Need to Know

When considering filing a dispute, partners should know which categories of metrics disputes either have been factored into the metrics thresholds or will not be considered for metric relief. The most common scenarios for metric relief are for attach rate, renewal rate, and Cisco Services Partner Program bookings. Metric relief will not be approved for the following scenarios and reasons provided (including those listed and not listed here).

Attach Rate Exclusion Scenarios

These exclusion scenarios involve metrics disputes concerning the removal of items from the attach rate because service cannot be attached.

A. The customer is not prepared to purchase and entitle support at this time (delayed deployment).

The partner is unable to sell support, or the customer is not prepared to purchase and entitle support within the first 90 days after product purchase.

- Customer's network is not yet fully deployed and/or customer does not purchase support until fully deployed.
- Customer generally purchases products and services separately.
- Despite having purchased the item before customer commitment, it is unclear if the customer will purchase support.

B. The customer has a service relationship with another partner.

The customer's service relationship is with another partner, including the following:

- Customer will not purchase support, or customer purchased the product from one partner and services from other.
- Customer purchased service from a preferred partner with whom they have a relationship, or customer received services under a managed service. In these situations Cisco recommends that the product-selling partner engage with the customer and the partner who owns the service relationship to ensure timely coverage. This will result in the product-selling partner being credited in their metrics for this coverage.

Exceptions will be considered in situations where:

- The customer has a comprehensive, end-to-end service relationship with Cisco, and as such these items might qualify for metrics exclusions under the Direct Customer Exclusion (DCE) rule.
- Government procurement rules exclude the product-selling partner from making the services sale.

Renewal Rate Exclusion Scenarios

These exclusion scenarios involve metrics disputes concerning the removal of items from the renewal rate because service is not renewed. In takeover scenarios, the incumbent partner will see relief for all items assigned to the takeover partner.

A. A product is decommissioned and is removed from the network.**B. A customer has chosen not to renew.**

There will always be renewal opportunities in which the customers choose not to renew. These will not be considered for exclusion under any circumstance, including the following: sales sparing, customer strategy, other customer/business reasons related to renewal delay, budget issues, constrained by budget cycle, customer was dissatisfied with level of support received from the partner or Cisco, etc.

Note: The following situations will be considered as exceptions to the rule:

- If the customer has a comprehensive, end-to-end service relationship with Cisco, items might qualify for metric exclusions under the Direct Customer Exclusion (DCE) rule.
- If partners use an official Cisco trade-in program and items were returned to Cisco under that program, an exception will automatically apply. If partners complete a technology refresh affecting a significant portion of the installed base for a customer (for example, greater than 0.5 percent metric impact or eighty thousand), their items may be eligible for metrics exclusions.

Cisco Services Partner Program Bookings Dispute Categories

The following exception requests related to rebate-eligible bookings under the Cisco Services Partner Program cannot be accommodated under any circumstances.

A. Request to consider bookings in a different quarter than actually booked.

As stated in the Cisco Services Partner Program [Performance Management Appendix](#), rebate-eligible bookings are based on bookings placed during the measurement period. Eligible services bookings are tracked by Cisco fiscal quarter.

To be included for rebates, bookings must be placed during the Cisco fiscal quarter pertaining to the incentive period. Bookings are recognized when an order is placed with Cisco. A booking cannot be moved to a different quarter than the one in which it was booked. No exceptions can be accommodated for any scenario, including the following:

- Should the completion of a booking be delayed for any reason such that it now falls into a subsequent Cisco fiscal quarter, it will be considered as part of the fiscal quarter in which it was originally booked.

Requests to have any such booking considered for the quarter in which you originally intended the booking to be placed cannot be accommodated.

- Should you be compelled for any reason to place a booking in an earlier quarter than originally intended, the booking will be considered as a part of the Cisco fiscal quarter in which it was booked. Requests to have any such booking considered for the quarter in which you originally intended to place the booking cannot be accommodated.

B. Bookings submitted with ineligible purchase order type.

If you submit an order with a purchase order type that is not eligible for rebates (for example, internal use, service provision use, lab, demo, etc.), such bookings will never be considered for inclusion, unless you can provide evidence that the order was submitted with an eligible purchase order type. Please see the process for submitting a rebate case in the Global Program Support Guide, located at www.cisco.com/go/cspp.

C. Bookings without valid end customer information or bookings showing the partner as the end customer.

If you submit an order without valid end customer information, or that shows your company or any other company affiliated with your company as the end user, such bookings will never be considered for inclusion, unless you can provide evidence that the order was submitted with valid end customer information. For the avoidance of doubt, this rule requires the provision of the actual end customer install site details, including correct name and address.

NOTE: Customer support cases (metrics, rebate/bookings, etc.) are administered through Customer Service Central. Case updates and resolutions are binding, and responses received outside of the Customer Service Central case are not considered a Cisco official response. If you are provided guidance from someone at Cisco other than Customer Service Central, understand that input must be provided to and evaluated by Customer Service Central in order for it to be considered a factor in the outcome of your case.

For incomplete partner takeovers (threshold requirements, etc.), refer to the Cisco Operations Exchange here: <http://forums.cisco.com/ecom/web/operations-exchange> and search for the following document: Metrics Rules for Incomplete Partner Takeovers for more extensive information.

For more information on the Cisco Services Partner Program, go to www.cisco.com/go/cspp.



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