



Cisco Services Partner Program Partner Support Service

QUOTING & ORDERING TRAINING

September 2012

Agenda

- Purpose and Objectives
- About the Cisco® Services Partner Program and Partner Support Service (PSS)
- Your Transition at a Glance
- Protecting Existing Quotes
- Pricing and Discounting
- Generating a New Cisco PSS Quote After the Migration
 - European Economic Area (EEA) Cross-Border PSS Ordering Exception
- Contract Management
- Getting Support
- Additional Resources

Purpose and Objectives

- Explain the effects on the commerce tools of the transition to the Cisco® Services Partner Program
- Introduce Cisco Partner Support Service (Cisco PSS) to the partner quoting and ordering teams
- At the end of this training, you will be able to:

Plan for the Transition

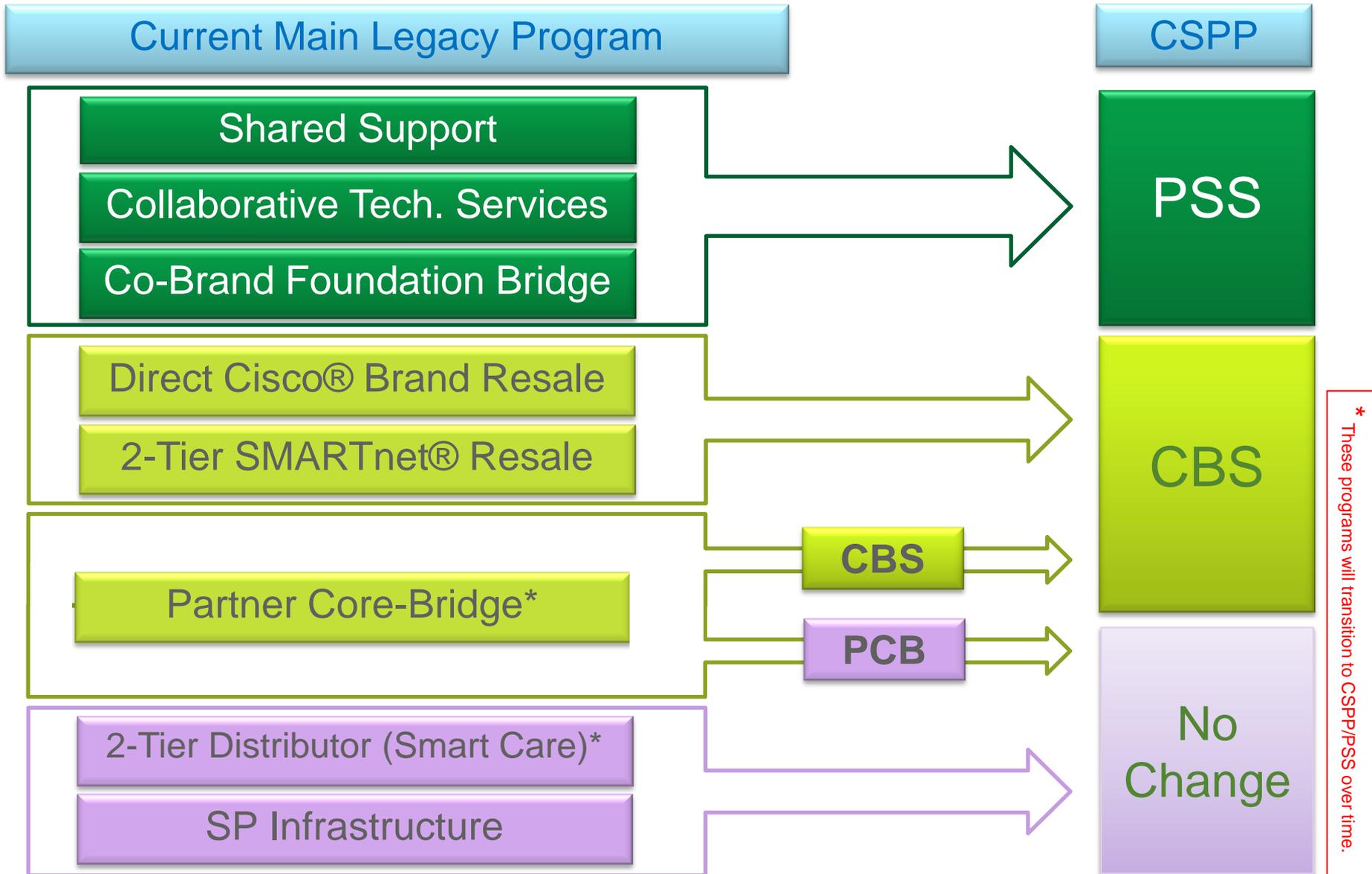
- Understand your transition activities
- Understand the unique effects of Cisco PSS on the commerce tools
- Describe pricing and discounting
- Understand the impact the PSS program will have on service delivery tools

Successfully Order Cisco PSS

- Generate a new Cisco PSS quote
- Describe how to apply new Cisco PSS product coverage
- Begin considering contract management best practices
- Recognize available support resources

This training is intended to support regular users of Cisco commerce tools. A list of resources for more foundational information on these platforms will be provided in the “thank you” note you will receive after the session, or contact csc-emea-trainingsupport@cisco.com or eea-cspp-ops-questions@cisco.com.

Service-Level Mappings



About the Cisco Services Partner Program and PSS

Cisco PSS Ordering Experience

- Cisco® PSS is designed to use the existing functions of our commerce tools.
- Cisco delivery tools will not be affected by this change.
- Quoting, ordering, contract management, and renewal processes remain largely unchanged.
- Cisco PSS can be ordered using the following tools:
 - Cisco Service Contract Center (CSCC)
 - Cisco Ordering Tool (OT)
 - Cisco Commerce Workspace (CCW)
 - Partner business-to-business (B2B) integrated ordering systems
- No change when ordering Cisco Branded Services.



Main Operational Changes Include...

Service attach at point of order becomes selective

New PSS service SKUs and new price lists

New discount and rebate structure

Partner Support Service replaces Shared Support

Contract numbers may change

Your Transition At a Glance



What to Expect During the Transition (1)

Before your transition date, Cisco will:

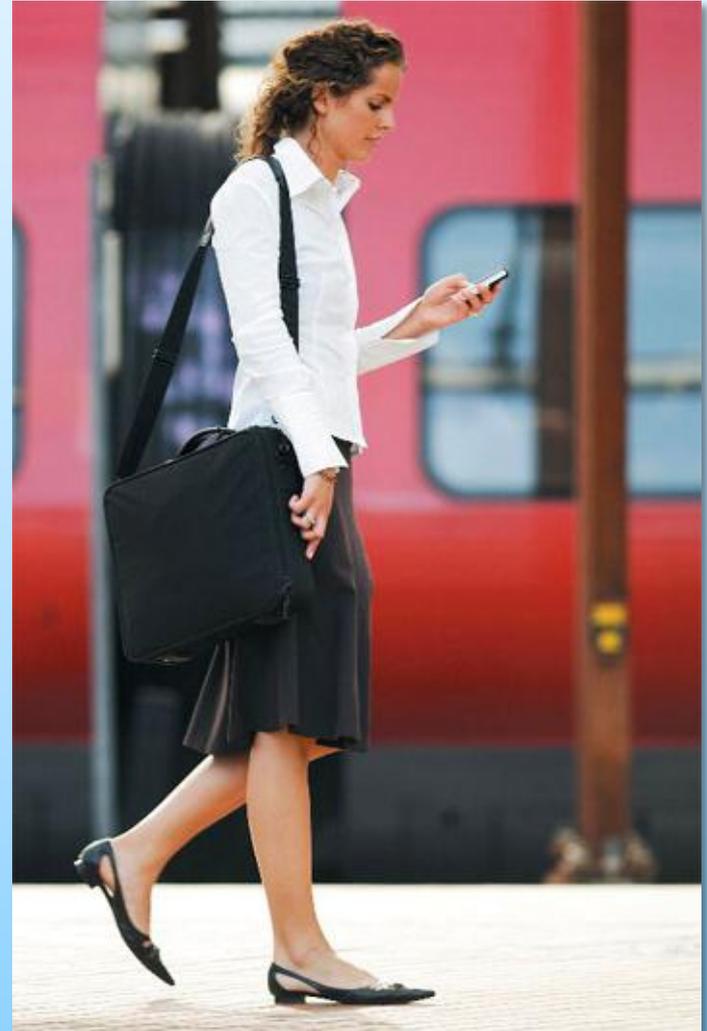
- Add access to Cisco® PSS for your account.
- Update discounts for Cisco PSS and other services as needed.
- Activate the tracking mechanism for rebate calculations and payouts.



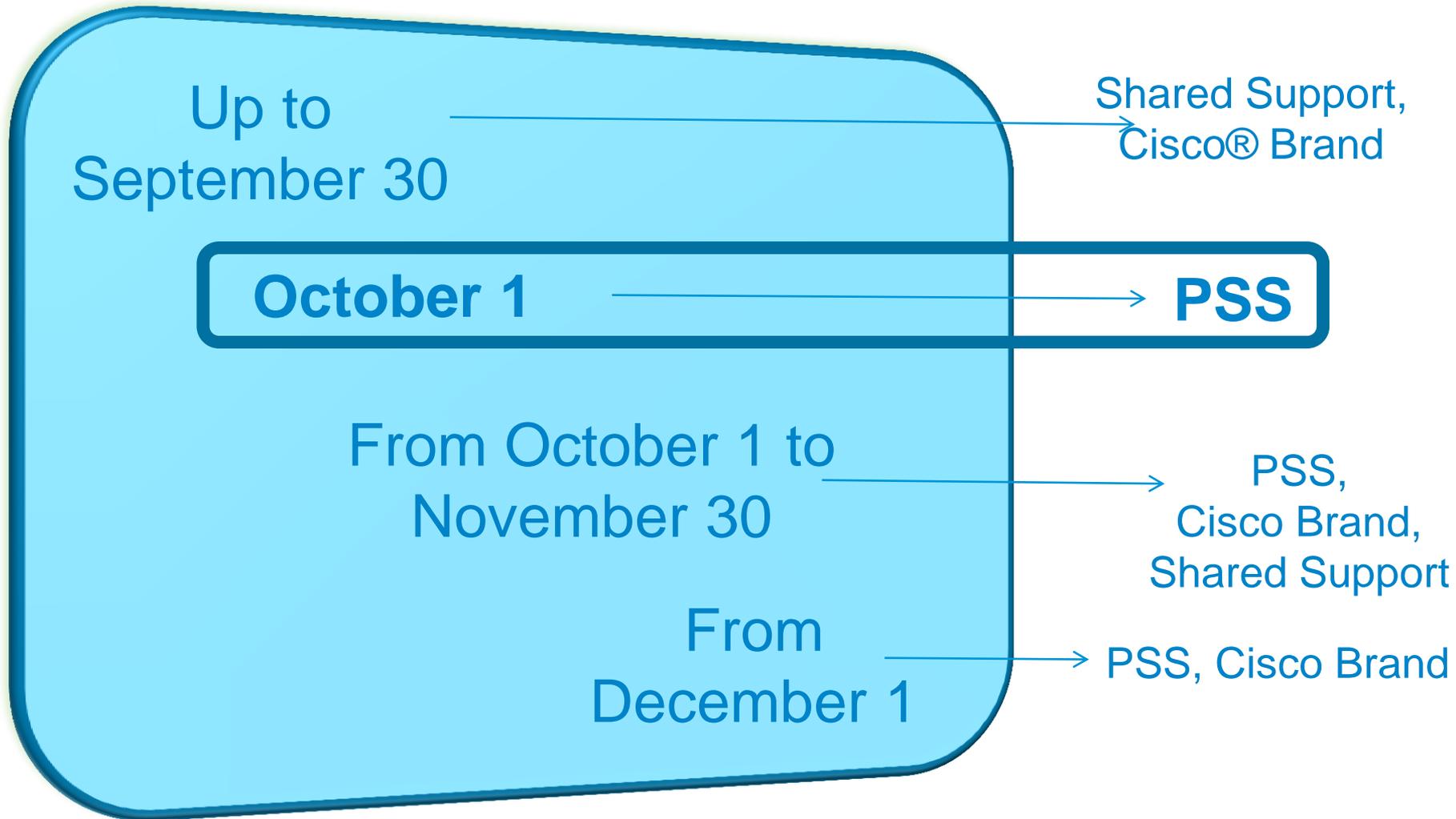
What to Expect During the Transition (2)

After setup:

- You will receive an email stating that the setup is complete.
- You will see the new Cisco® PSS service levels in the Cisco Ordering Tool menus.
- You can immediately start quoting using Cisco PSS service levels **(CREATE A TEST QUOTE)**
- Shared Support quotes can still be ordered during the transition period **(NO ELIGIBLE FOR REBATES)**



Important Dates to Remember



Knowledge Check 1

IS IT TRUE OR FALSE?

1. With the introduction of PSS, I will have to be trained on a set of new tools. **FALSE**

2. From October 1, 2012, I will be able to buy PSS service levels.

TRUE

3. The new PSS SKUs will totally replace the old legacy Shared Support SKUs beginning December 1, 2012. **TRUE**

Protecting Existing Quotes



Quote Protection Policy - Overview

What is quote protection?

- The period of time after you transition to Cisco® PSS during which all open, validated quotes will continue to be orderable under the original pricing structure

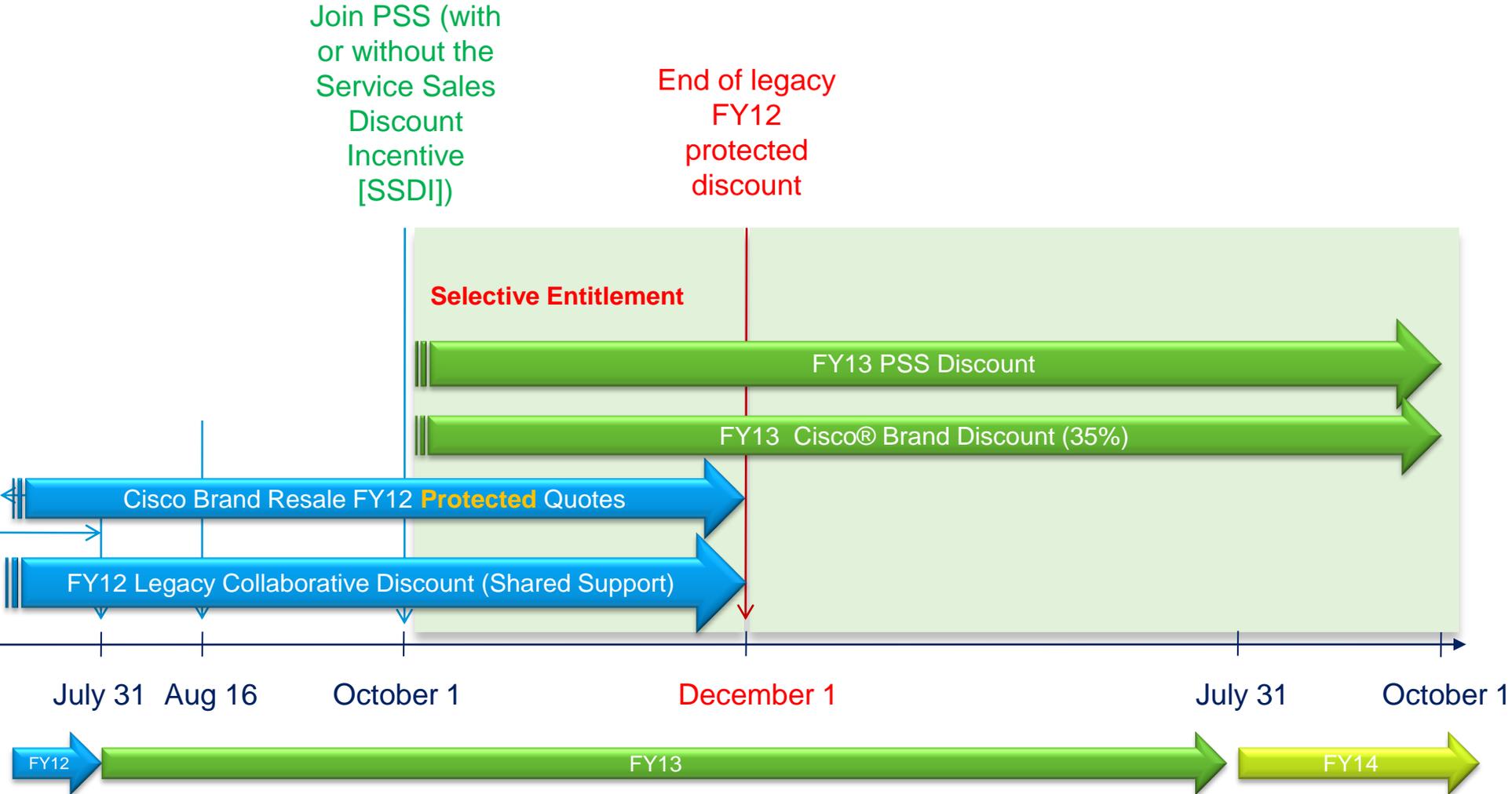
What is the purpose of quote protection?

- To help reduce disruption to partners' preexisting business during the transition

Under what conditions are quotes protected?*

- **Cisco Brand** quotes created, validated, and saved up to one day before migration might still be ordered with an FY12 partner's Cisco Brand Resale discount, either for 60 days OR until November 30, 2012, whichever happens first.
- **Cisco Shared Support** or **Collaborative Technical Support** will still be orderable in any Cisco ordering tool by Cisco partners for a period of 60 days after migration (until November 30, 2012).

Quote Protection Policy for PSS Partners



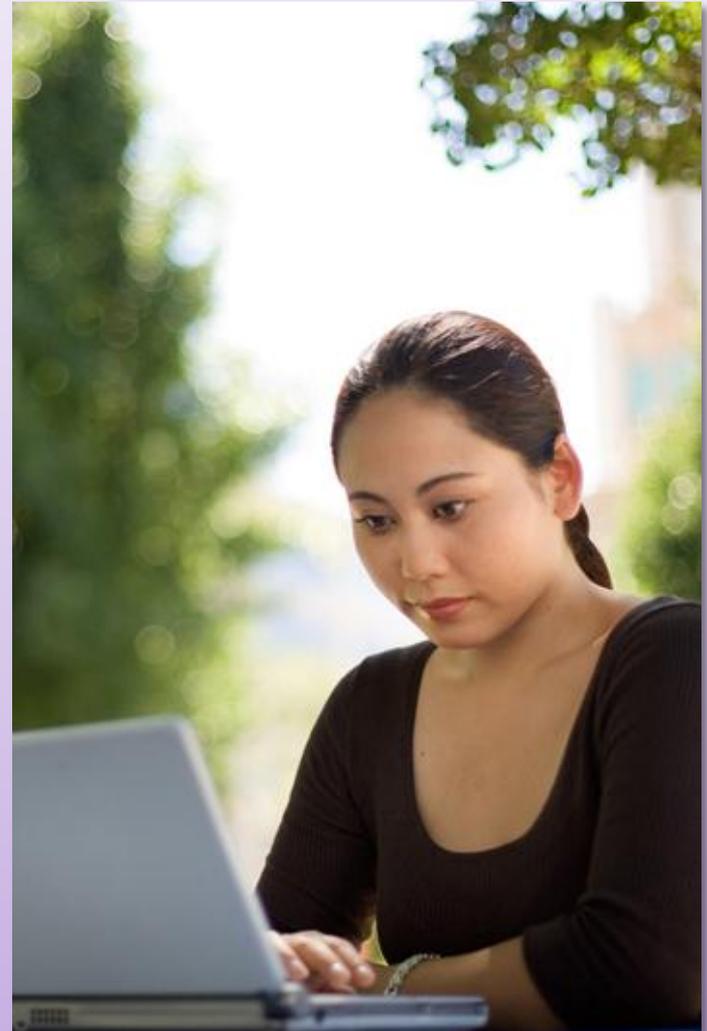
Pricing and Discounting



Price Files

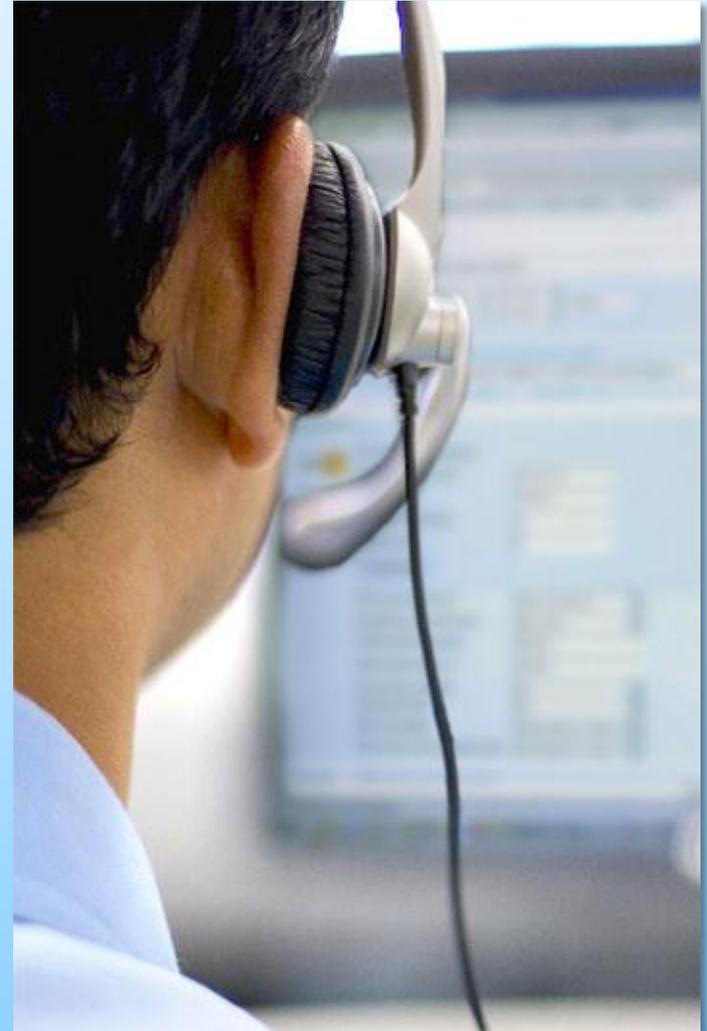
- Price files can be used to identify the Cisco® product family coverage available under Cisco PSS.
- Cisco PSS price files can be downloaded:*
 - Partner Support Service price file (contains all pricing except as described here)
 - Unified Computing price file (includes Cisco PSS pricing for Cisco Unified Computing System™)
 - TelePresence price file (includes Cisco PSS pricing for Cisco TelePresence® solution)
 - Cisco Brand price file
- **Download often:** Price files are published monthly with updates.

* Refer to the Cisco PSS Ordering Guide for download links



Pricing: Operational Readiness

- Cisco® PSS service SKUs will be priced differently than any other service offer.
- Cisco PSS price file uses a new Excel format.
- To prepare to quote and order PSS:
Update your internal, customized systems or tools to reflect the new Cisco PSS price files.
Examples: ERP system and Excel spreadsheets with formulas or macros.
- Cisco commerce tools automatically apply correct Cisco PSS pricing.



Partner Discounts

- Discounts are established within the Cisco® Services Partner Program.
- The Cisco Services Partner Program “Resources Index” contains your Performance Management Appendix.



Resources on:
www.cisco.com/go/cspp

Performance Management Appendix:

[Asia Pacific](#) (PDF - 239 KB)

[EEA, ZA, CH, & IL](#) (PDF - 281 KB)

[U.S. & Canada](#) (PDF - 190 KB)

Defines ranges for discounts, rebates, and performance-based eligibility by services family and certification level, as well as performance evaluation rules and timelines.

- Partners should refer to this appendix to determine discounts for Cisco PSS and Cisco Branded Services.

Reminder:

Discounts for Cisco PSS and for Cisco Branded Services are different.

Multiyear discounts are automatically applied in Cisco Service Contract Center.

Knowledge Check 2

IS IT TRUE OR FALSE?

1. If I create a Shared Support quote on November 1, I will be able to order it 60 days later.

FALSE

2. Beginning December 1, I will be able to place only PSS orders. The legacy Shared Support SKUs will no longer be available. **TRUE**

3. The PSS price file contains all the prices for each Cisco® service.

FALSE

Generating a New Cisco PSS Quote



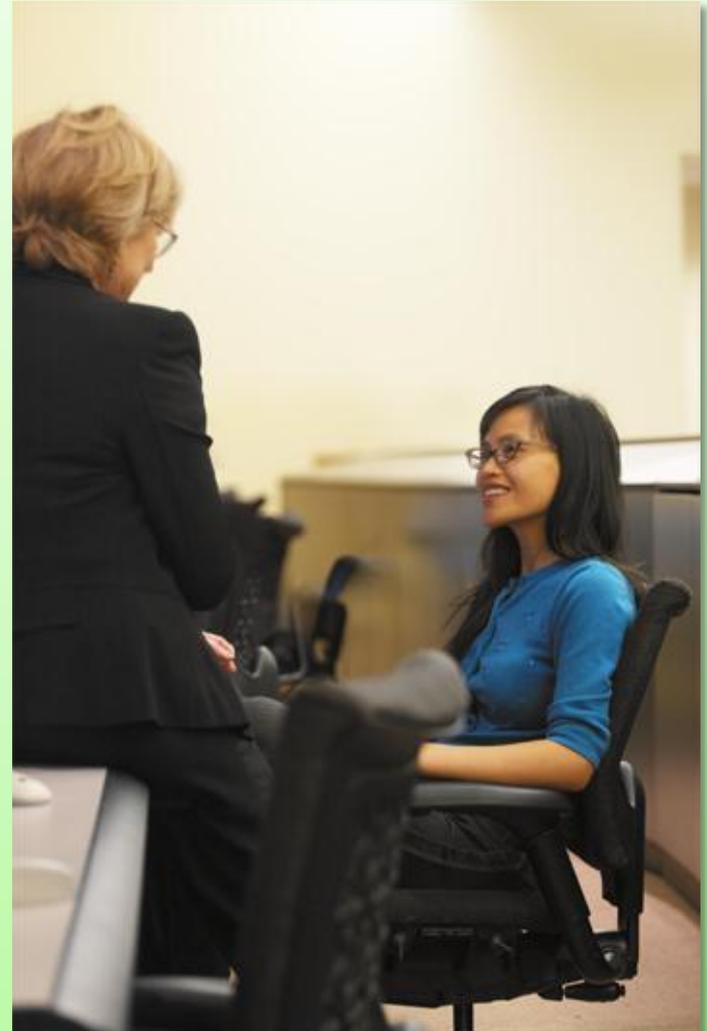
Cisco PSS Quoting and Ordering

- Cisco® PSS is designed to use the existing functions and processes of our commerce tools.
- In most cases, the primary change will simply be the use of the new Cisco PSS service levels.
- Action: Review service-level defaults in the commerce tools (later in this section).
 - Set default preferences to “PSS” for each Cisco.com user ID.
 - Update each tool separately.
- **Important:** To help ensure that Cisco Services Partner Program metrics and rebates are measured correctly, make sure that the **install location** is set to the end customer information.



Changing Service Default Preferences

- Change default service settings to Cisco® PSS before quoting and ordering.
- Set the service levels for each Cisco.com user ID.
- Each tool must be updated separately.
 - Ordering Tool (OT)
 - Cisco Commerce Workspace (CCW)
 - Cisco Service Contract Center (CSCC)
- Service level automatically defaults to Cisco SMARTnet® setting.
- Remember that it is no longer obligatory to attach Cisco Services at the time of product purchase.



Changing Service Default Preferences in the Ordering Tool

1. Log in to the Ordering Tool or Cisco® Commerce Workspace.



Existing User

User Name:

Password:

[Forgot your user ID and/or password?](#)

2. Select “Defaults.”

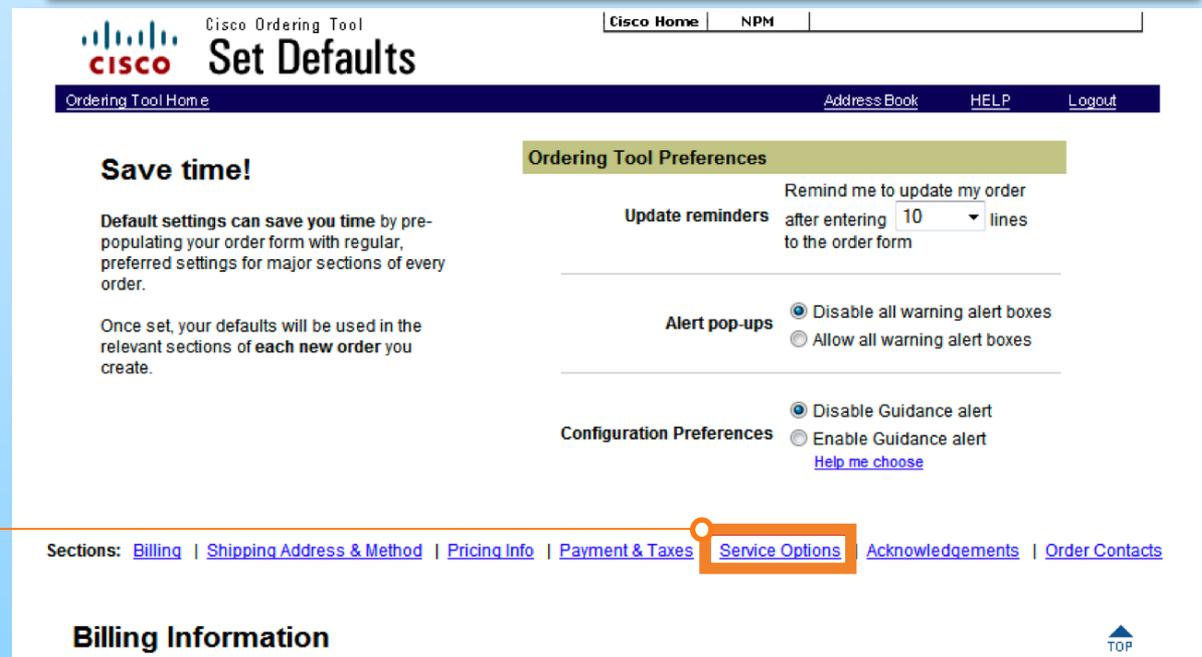


Cisco Ordering Tool

Ordering Tool Home

[Ordering Tool Home](#) | [IC Agreement](#) | **Defaults** | [Order Templates](#) | [Address Book](#) | [HELP](#) | [Logout](#)

3. Select “Service Options.”



Cisco Ordering Tool

Set Defaults

[Ordering Tool Home](#) | [Address Book](#) | [HELP](#) | [Logout](#)

Save time!

Default settings can save you time by pre-populating your order form with regular, preferred settings for major sections of every order.

Once set, your defaults will be used in the relevant sections of each new order you create.

Ordering Tool Preferences

Update reminders Remind me to update my order after entering lines to the order form

Alert pop-ups Disable all warning alert boxes
 Allow all warning alert boxes

Configuration Preferences Disable Guidance alert
 Enable Guidance alert
[Help me choose](#)

Sections: [Billing](#) | [Shipping Address & Method](#) | [Pricing Info](#) | [Payment & Taxes](#) | **Service Options** | [Acknowledgements](#) | [Order Contacts](#)

Billing Information

[TOP](#)

Changing Service Default Preferences in the Ordering Tool

4. Change “Hardware Service Level” from SMARTnet® to PSS.

The screenshot shows the Cisco Ordering Tool Main Order Form. The 'Hardware Service Level' is currently set to 'SMARTnet 8x5xNBD'. Below it, the 'Software Service Level' is set to 'Software Application Support With Upgrades'. There are two radio button options: 'Apply to new service lines only' (selected) and 'Apply to all service lines'. Below these options is a section titled 'Enter, configure, and revise line item' with a table for line items. The table has columns for Line #, Product, Qty, List Price, Contract, Discount, Unit Price, Extended Price, Status, and Delete. The first row shows Line # 1, Product (empty), Qty 1, List Price 90, and Status 'New Line'.

Line #	Product	Qty	List Price	Contract	Discount	Unit Price	Extended Price	Status	Delete
1		1	90					New Line	<input type="checkbox"/>

For a step-by-step guide, go to the job aid located on the Cisco Services Partner Program website:

www.cisco.com/web/partners/services/cspp/downloads/CSPP_Ordering_Tool_CCW_Tipsheet_PSS_Eligible.pdf

Changing Default Service Levels in Cisco Commerce Workspace

Configuration Set

[Commerce Workspace Home](#) [Help](#) [Training](#) [Log Out](#)

Friendly Configuration

[Change Configuration Set Name](#)

ID 306530
Created By PEC_HOLD_TEST_12 on 20 Dec 2011

Configuration Set Total: **\$ 91,000.00**
Max. Estimated Lead Time: **29 days**
All prices shown in USD

[Export](#) [Share](#) [Print](#) [Copy](#) [Delete](#)

Items | **Service Preferences** | **Install and End User** | **Billing** | **Review**

[Find Products...](#)

Add a SKU to Your Configuration Set

Service Attach Preferences for this Configuration [Change Service Preferences](#)

Select a default Service Preference for this Configuration to be applied to each item added.

- Allow Cisco to attach appropriate services each time an item is added.
- I will add services to items myself. (Note: Cisco will still add mandatory services where appropriate.)

Items [Expand All](#) | [Collapse All](#)

	Estimated Lead Time	Unit List Price**	Qty	Line Total
<input type="checkbox"/> Hardware, Software, and Services				
<input checked="" type="checkbox"/> 1.0. CISCO7201 Cisco 7201 Chassis, 1GB Memory, Dual P/S, 256MB Flash Change Options Select Services	29 days	\$ 24,000.00	<input type="text" value="3"/>	\$ 72,000.00

Option 1

Option 2

Changing Default Service Levels in Cisco Commerce Workspace

Configuration Set

[Commerce Workspace Home](#) [Help](#) | [Training](#) | [Log Out](#)

Friendly Configuration

[Change Configuration Set Name](#)

ID 306530
Created By PEC_HOLD_TEST_12 on 20 Dec 2011

Configuration Set Total: **\$ 91,000.00**
Max. Estimated Lead Time: **29 days**
All prices shown in USD

[Export](#) [Share](#) [Print](#) [Copy](#) [Delete](#)

[Items](#) | [Service Preferences](#) | [Install and End User](#) | [Billing](#) | [Review](#)

Service Preferences for this Configuration

Select a default Service Preference for this Configuration to be applied to each item added.

Allow Cisco to attach appropriate services each time an item is added.
 I will add services to items myself. (Note: Cisco will still add mandatory services where appropriate.)

Select Default Service Choices:

Service Program SMARTNET SERVICES	Advanced Hardware Replacement Level 24X7X4	Onsite Field Engineer NO	Software Application Upgrade UPDATES AND UPGRADES
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Changing Default Service Levels in Cisco Service Contract Center

The screenshot displays the Cisco Service Contract Center interface. At the top, there is a navigation bar with a search area containing 'Advanced Search' and 'Preferences' (highlighted with an orange box). Below this is a search category dropdown and a 'GO' button. The main content area features the Cisco logo and a 'Preferences' section with tabs for 'General', 'Contracts', 'Opportunities', and 'Estimates/Quotes'. The 'Estimates/Quotes' tab is active, showing a sidebar with 'Service Level & Co-Term' highlighted (orange box). The main panel is titled 'Service Level & Co-Term' and contains the following settings:

- Hardware Service Level: CSSPD - Shared Support Same Day Ship(SDS) (dropdown menu)
- Software Service Level: CSSPS - Shared Support SAS(SAS) (dropdown menu)
- Hardware Service Duration: 12 (dropdown menu)
- Software Service Duration: 12 (dropdown menu)
- Co-Term Flag:
- Co-Term Date: Day (dropdown menu) | Month (dropdown menu)

At the bottom of the settings panel, there are two buttons: 'Restore Defaults' and 'Save Preferences'.

Access to PSS Offers

- If you see only PSRT in your service level list of values (LOV), make sure you have associated your Cisco.com ID with your company in the Partner Self-Service Tool



Partner Self-Service Tool:

<http://tools.cisco.com/WWChannels/GETLOG/welcome.do>

Link to User Guide (refer to page 5):

www.cisco.com/warp/public/765/tools/pss/pss_userguide_english.pdf

PARTNERS & RESELLERS

Partner Self Service

Welcome, Mona Lisa

Company Name

Your profile is currently associated with this company

Cisco.com User ID

Cisco.com Access Level

Partner Administrator(s) For Your Company

Users with Partner Self Service Administrator Privileges. [\[Information\]](#)

XXX Corporation (USA)

[CHANGE ASSOCIATION](#) | [REMOVE ASSOCIATION](#)

wgranberry

Partner Level Access [\(More Information\)](#)

[Walter Granberry](#), [Karen Jones](#), [John Smith](#)

Your profile is associated to this Partner Company, which gives you partner level access.

If your profile is associated with the wrong Partner Company, click here.

Cisco PSS Service Levels

Service Level Name	Service Level	Service Program Description	Partner Eligibility Restrictions	
PSRT	PRTNR SS 8X5XNBD	Cisco Borderless Networks: Hardware support for most Cisco® products	Available to all Cisco PSS partners OUTSIDE U.S. and Canada	
PSUT	PRTNER SUP 8X5XNBD		Available to all Cisco PSS partners in U.S. and Canada	
PSUE PSUP PU2P PSOE PSOP PSO2	8X5X4 24X7X4 24X7X2 OS 8X5X4 OS 24X7X4 OS 24X7X2		Available to all Cisco PSS partners	
PSUS PSUU	SW SUP SW UPG	Cisco application software update support Cisco application software update and upgrade support		
PSSD PSSE PSSP PSSW	ESS SW 8X5XNBD ESS SW 8X5X4 ESS SW 24X7X4 ESS SW	Cisco Essential Operate Service: Unified Communications server and software application support		
PSB1N PSB14 PSB3N PSB34	PSS SBS 1YR 8X5XNBD PSS SBS 1YR 24X7X4 PSS SBS 3YR 8X5XNBD PSS SBS 3YR 24X7X4	Partner Support Service SBS		
PSDN PSEN PS4N	TP 8X5XNBD TP 8X5X4 TP 24X7X4	Support for Cisco TelePresence® products		
PSJ1 PSJ2 PSJ3 PSJ4	UCS SUPP 8X5XNBD UCS SUPP 8X5X4 UCS SUPP 24X7X4 UCS SUPP 24X7X2	Cisco Unified Computing Support Service support		Available to all Cisco PSS partners, but requires additional specializations or Cisco Authorized Technology Provider (ATP) certifications
PSW2 PSW3 PSW4	UCS W PL 8X5X4 UCS W PL 24X7X4 UCS W PL 24X7X2	Cisco Unified Computing Warranty Plus Service		
PSPN PSPS	PS 8X5XNBD PS SW SUP	Cisco Physical Security Service support		

Ordering Guide: Transition Help

PSS US/C	PSS ROW	CTS US/C	CTS ROW	CSSP US/C	CSSP ROW	CBR	Service Level
PSUT	PSRT	CBUT	CBNT	PM2ST	CSSPD	SNT	8X5XNBD
	PSUE	CBUE	CBNE	PM2SE	CSSPE	SNTE	8X5X4
	PSUP	CBUP	CBNP	PM2SP	CSSPP	SNTP	24X7X4
	PU2P	CU2P	CS2P	PM2S2	CSSP2	S2P	24X7X2
	PSUS	CBUS	CBAS	PM2S	CSSPS	SAS	SW SUP
	PSUU	CBUU	CBAU	PM2U	CSSPU	SAU	SW UPG
	PSOE	CBOE		PM2OE		C4S	OS 8X5X4
	PSOP	CBOP		PM2OP		C4P	OS 24X7X4
	PSO2	CBO2		PM2OS		C2P	OS 24X7X2
						CS	OS 8X5XNBD

- The Cisco® PSS Ordering Guide provides tables to help you in your transition quoting.
- Use these tables to translate your existing quoting service levels to Cisco PSS service levels.

Cisco PSS Ordering Exceptions

Guidelines: Multinational Ordering

- Refer to the Multinational Quoting Quick Reference Guide on Partner Central for more information on multinational and cross-border selling of Cisco PSS.



European Economic Area (EEA) Cross-Border PSS Ordering Business Rules

You can sell across borders in Switzerland and the EEA if:

	Source	Destination
Country is within Switzerland and the EEA	✓	✓
Enrolled in Cisco® Services Partner Program	✓	
Cisco PSS eligible	✓	

Discount:

- Discount is based on the certification level at the source location.
- If you meet the specific performance metrics for the Service Sales Discount Incentive (SSDI), you will receive an additional 10% discount.

If a partner is also multinational or globally certified and they are selling to a Global 3100 end customer, they are eligible for the highest discount (42% + SSDI if they qualify).

NOTE: You can sell into a country where you do not have a business entity as long as you are selling between two EEA countries.

Temporary Issue with EEA Cross-Border PSS Ordering

If you are selling PSS to an end customer in another EEA country (or Switzerland) where you are not PSS eligible:

- **Ordering Tool:** Orders can be made as usual.
- **Cisco® Service Contract Center:** An error message may appear. Until the fix is deployed, please request a manual override (details in the next slides).
- **Cisco Commerce Workspace:** Please use the Ordering Tool for PSS quotes until a fix is in place. If the OT is no longer available, use the CCW and switch to the Shared Support service levels while we fix the issue.
- The fix is currently planned to be deployed by the end of 2012.
- This issue affects only orders involving PSS service levels.



EEA Cross-Border PSS Ordering Error Message

Error Message SCASL1002

Received when you are not Cisco PSS eligible at the destination.

Error Correction

Error Information

ERROR CODE SCASL1002

Error Description You are not eligible to quote this service, either because the Bill to ID you are using is not setup to order the selected service level, or the Install Site ID is associated to an ineligible country according to Cisco's service program rules.

Instructions If you are using an incorrect Bill to ID or Install Site, select a different value for this line and revalidate the quote.
If the Bill to ID and Install Site ID values are correct, select an eligible service level from the options below and revalidate the quote.
If you are unable to resolve this error after changing the Bill to ID, Install Site ID and/or Service Level, open a Support case for assistance.

New Value Options

Current Value PSUT

Preferred Value S2P

Other Suggested Value(s)

- C4S
- SNTP
- SNTE
- C4P

Additional Resources

Related Links [Error Guide](#)

EEA Cross-Border PSS Ordering Error Override

Opening a Case for Cisco Service Contract Center

Open a case in Cisco® Service Contract Center.



Click the **Service Programs and Acquisitions** radio button.

Submit a question to our support team.

Category *

Cisco Service Contract Center (CSCC) SCC Quoting-Indirect Resellers (SMS3) Performance Metrics Central (PMC)

Smart Care Country Enablement **Service Programs & Acquisitions**

Additional Tools General Inquiries

Choose the option **CSPP-EEA Cross Border Selling Override**.

Request Type *

Select a request type

- ▶ Cisco Brand Resale (CBR)
- ▶ Cisco Collaborative Services
- ▶ Cisco Shared Support Program (CSSP)
- ▶ Inlet
- ▶ Smart Net Total Care (SNTC)
- ▶ Tandberg
- ▶ Unified Computing Services (UCS)
- ▶ Other Programs
- ▶ Cisco Partner Support Service (PSS)
- ▶ **CSPP - EEA Cross Border Selling Override**

Contract Management

Managing Existing Contracts

Main Points About Managing Existing Contracts

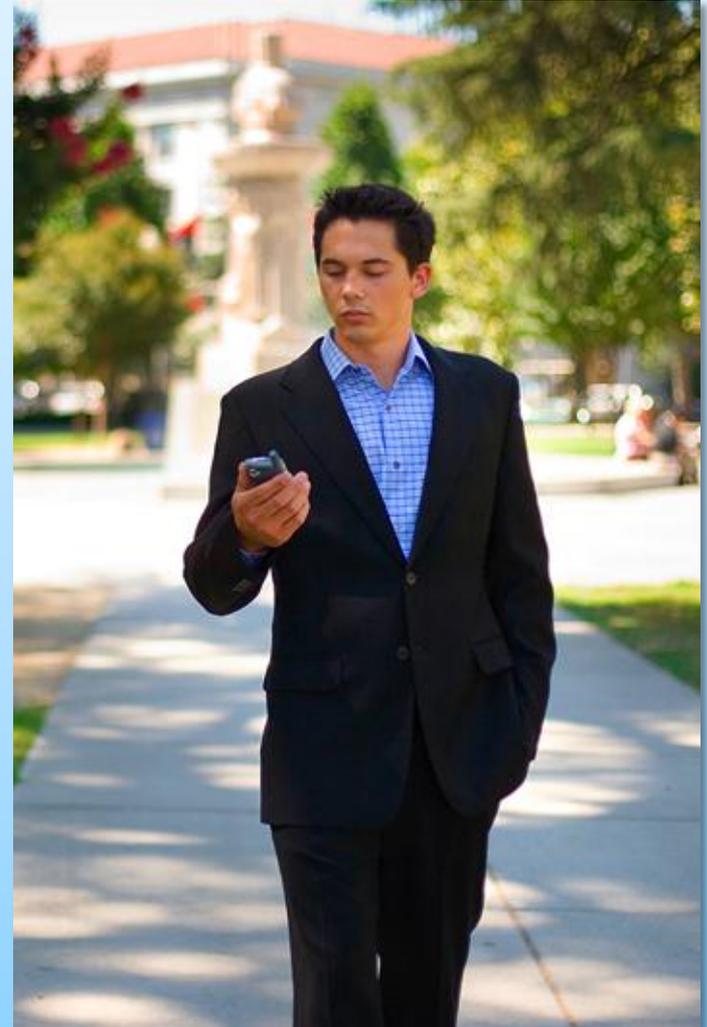
- Best practice: Convert legacy Shared Support contracts to the new PSS at the time of renewal.
- You **can** maintain the existing contracts until the time of renewal as long as there are no changes to the contract that affect costs (for example, a return materials authorization [RMA] swap).
- You **cannot** add new devices to the existing contract that require quoting (devices that require a service-level purchase).
- Adding a quotable new device on the existing contract may require moving the entire configuration to a new Cisco® PSS contract.



Steps for Renewing Existing Contracts

To convert to Cisco® PSS at your normal renewal time:

1. Create a new quote.
2. Update your default preferences to Cisco PSS service level.
3. Import lines from existing contract.
4. Ensure that the installed site is the actual end customer.
5. Set the duration of the contract.
6. Validate.



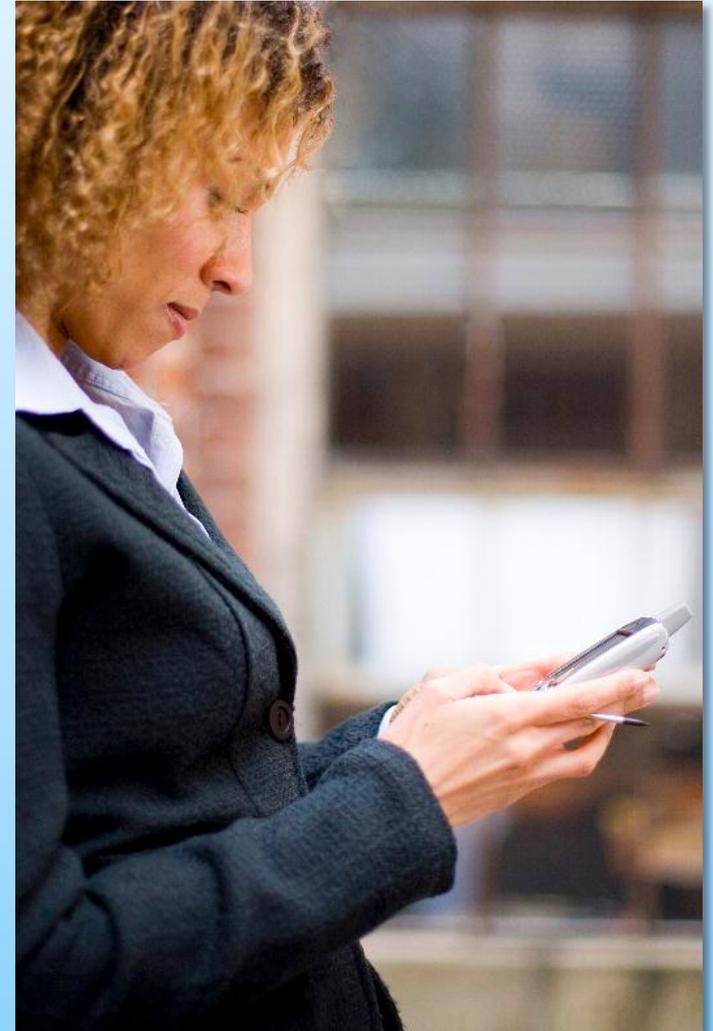
Renewal and Contract Number Changes

- The basic rule: All items on a contract must have a common (compatible) service level.
- When changing from legacy Shared Support to PSS:
 - Upgrade the quote.
 - If all lines are renewed at the same time → same contract number.
 - If only some products are upgraded → a new PSS contract number will be generated for these products.
- From the moment one component is upgraded to PSS, the entire network benefit of smart services.



Best Practices for Contract Renewal

- Update contract details at the time of renewal.
- Co-terminate end dates.
- Consolidate contract numbers.
- Use the Quote Upload template at the time of renewal.
 - Check the Service Availability Matrix (SAM) tool.
 - Only eligible PSS sites to PSS contracts are allowed.
- If editing install site IDs before renewal:
 - Validate the new site in SAM



Example of Quote Upload Template

The screenshot shows a Microsoft Excel spreadsheet titled "UploadTemplate.xls [Read-Only] [Compatibility Mode] - Microsoft Excel". The spreadsheet has columns for SERIAL NUMBE, ITEM NAM, SITE ID, SITE NAM, ADDRESS, ADDRESS, ADDRESS, COUNTR, SERVICE LEVE, BEGIN DAT, END DAT, TARGET CONTRACT NUMB, SOURCE CONTRACT NUMB, PURCHASE ORDER NUMB, and SALES ORDER NUMB. The data rows show contract details for Cisco 877V services at various sites. Three green callout boxes with arrows pointing to specific columns provide instructions: "Site ID can be modified at the same time as renewal is quoted" (pointing to SITE ID), "End date can be co-terminated at the same time as renewal is quoted" (pointing to END DAT), and "Contract number can be modified at the same time as renewal is quoted" (pointing to SOURCE CONTRACT NUMB). The spreadsheet also includes a "NEW" column and a "Copy Existing" column.

SERIAL NUMBE	ITEM NAM	SITE ID	SITE NAM	ADDRESS	ADDRESS	ADDRESS	COUNTR	SERVICE LEVE	BEGIN DAT	END DAT	TARGET CONTRACT NUMB	SOURCE CONTRACT NUMB	PURCHASE ORDER NUMB	SALES ORDER NUMB
FC21048404V	CISCO877V	5.1E-07	ACCA	13 WOODSIDE PLACE			United King	CSSPD	1-Mar-10	28-Feb-11	NEW		3624590	
FC21048404R	CISCO877V	5.1E-07	ACCA	13 WOODSIDE PLACE			United King	CSSPD	1-Mar-10	28-Feb-11	NEW		2636712	
FC21048404S	CISCO877V	5.1E-07	ACCA	13 WOODSIDE PLACE			United King	CSSPD	1-Mar-10	28-Feb-11	NEW		3624604	
FC21048404T	CISCO877V	5.1E-07	ACCA	13 WOODSIDE PLACE			United King	CSSPD	1-Mar-10	28-Feb-11	NEW		3624604	
FC21048404U	CISCO877V	5.1E-07	ACCA	13 WOODSIDE PLACE			United King	CSSPD	1-Mar-10	28-Feb-11	NEW		3624604	
FC210484042	CISCO877V	8.1E-07	ACCA	CENTRAL QUAY189 HYDEPARK STRE			United King	CSSPD	1-Mar-10	28-Feb-11	NEW		3624604	
FC21048404E	CISCO877V	8.1E-07	ACCA	CENTRAL QUAY189 HYDEPARK STRE			United King	CSSPD	1-Mar-10	28-Feb-11	NEW		3624604	
FC21048404P	CISCO877V	8.1E-07	ACCA	CENTRAL QUAY189 HYDEPARK STRE			United King	CSSPD	1-Mar-10	28-Feb-11	NEW		3624604	2636712

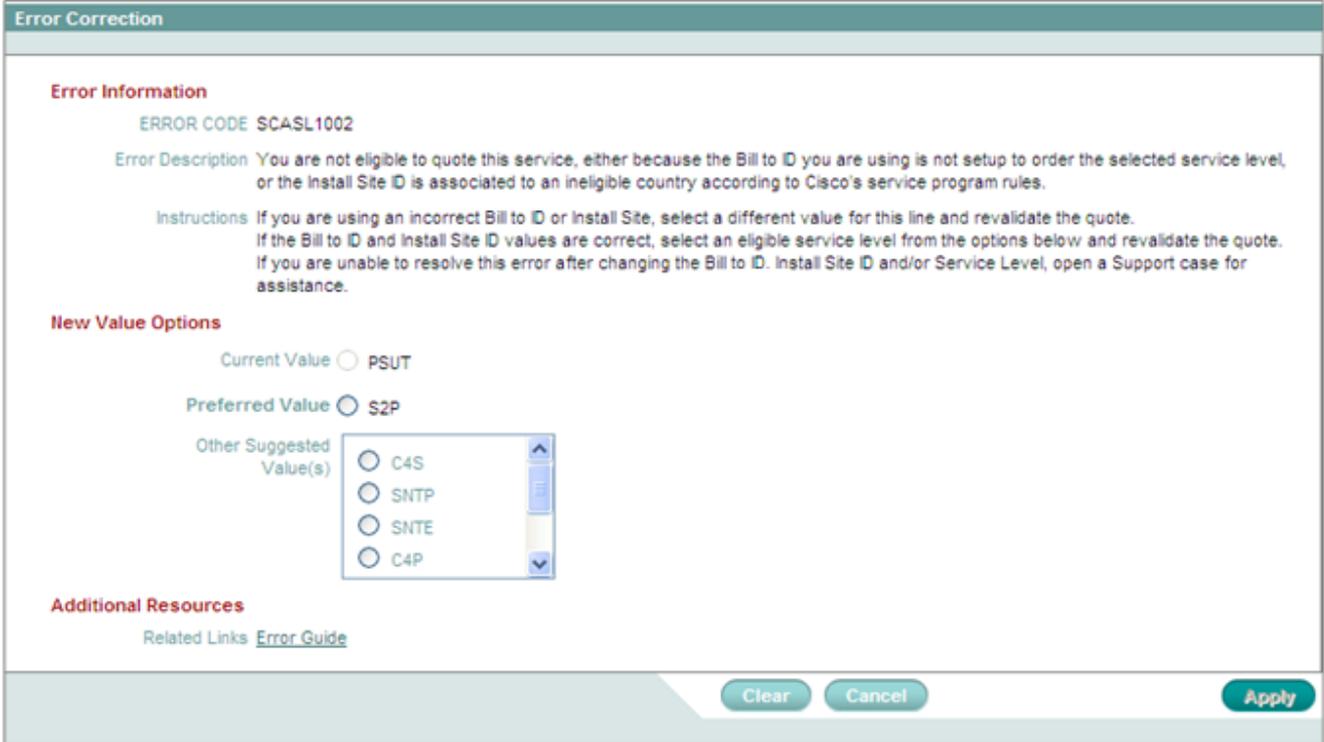
Site ID can be modified at the same time as renewal is quoted

End date can be co-terminated at the same time as renewal is quoted

Contract number can be modified at the same time as renewal is quoted

Editing Site IDs Before Renewal

- If adding a new site ID or editing an existing site ID on a legacy contract, the following error message may appear:



Error Correction

Error Information
ERROR CODE SCASL1002

Error Description: You are not eligible to quote this service, either because the Bill to ID you are using is not setup to order the selected service level, or the Install Site ID is associated to an ineligible country according to Cisco's service program rules.

Instructions: If you are using an incorrect Bill to ID or Install Site, select a different value for this line and revalidate the quote.
If the Bill to ID and Install Site ID values are correct, select an eligible service level from the options below and revalidate the quote.
If you are unable to resolve this error after changing the Bill to ID, Install Site ID and/or Service Level, open a Support case for assistance.

New Value Options

Current Value PSUT

Preferred Value S2P

Other Suggested Value(s)

- C4S
- SNTP
- SNTE
- C4P

Additional Resources
Related Links [Error Guide](#)

Clear Cancel Apply

- To ask for an error override, please submit a support case with SCC.

Editing Site IDs Before Renewal

Opening a Case

Open a case in Cisco® Service Contract Center.



Click the **Cisco Service Contract Center** radio button.

Choose the **Contract Management** option.

Choose **Move**.

Finally, choose **Site** and **To Another Site**.

A screenshot of the Cisco Service Contract Center 'Ask a Question' form. The form is titled 'Submit a question to our support team.' and includes a search bar for finding answers and a 'Contact Us' section. The 'Category' section has radio buttons for 'Cisco Service Contract Center (CSCC)', 'Smart Care', 'Additional Tools', 'SCC Quoting-Indirect Resellers (SMS3)', 'Country Enablement', 'General Inquiries', 'Performance Metrics Central (PMC)', and 'Service Programs & Acquisitions'. The 'Request Type' section has a dropdown menu with 'Contract Management' selected. The 'Contract Management' dropdown is expanded, showing options like 'Access', 'Add', 'Cisco Internal Requests', 'Contract Download', 'Link / Delink Minor product to Major', 'Move', 'Merge Contract', 'Product', 'Site', 'To Another Site', 'To Another Site & Another Contract', and 'Site ID Issue'. The 'Move' and 'To Another Site' options are highlighted with yellow boxes. There are also input fields for 'Quote number(s)' and 'Product ID'.

Knowledge Check 3

IS IT TRUE OR FALSE?

1. I have to change my default service levels every time I log in to the Cisco® Ordering Tool.

FALSE

2. As a best practice, Cisco recommends that I wait until the time of my contract renewal to convert my legacy Shared Support contracts to the new PSS service offering. **TRUE**

3. To help ensure that Cisco Services Partner Program metrics and rebates are measured correctly, I must make sure that the install locations are set to the end customer information. **TRUE**

Getting Support



Before Opening a Case

- Cisco® PSS Ordering Guide

Covers the topics discussed here in more depth

Go to the [PSS website](#), navigate to the Collaborative Technical Services tab, and then find the document in the “Operations” section

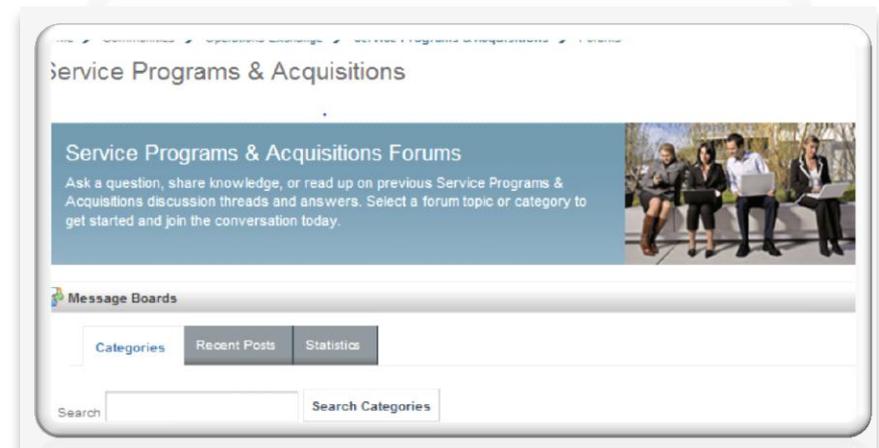
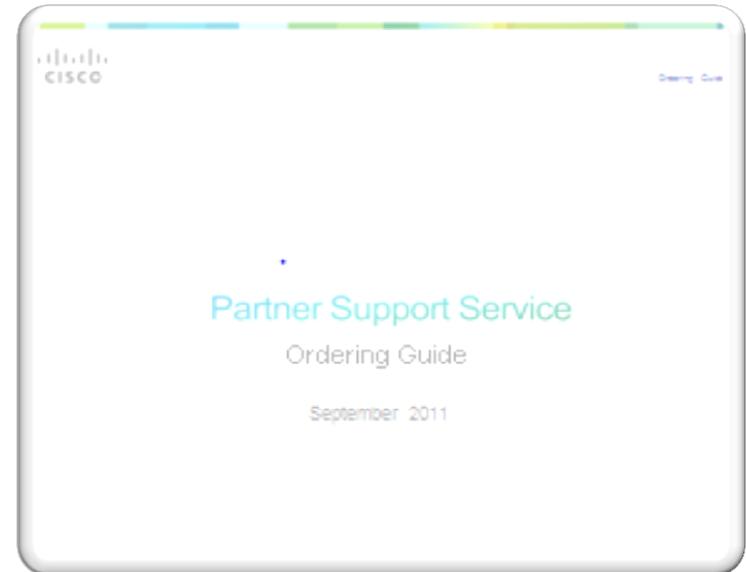
- Cisco Operations Exchange Community

Accessible from Cisco SCC site

Contains up-to-date articles and documentation

Has forums moderated 24 hours a day, 5 days a week

- Your Cisco partner services development manager and Cisco PSS business development manager are also there to help



Support for Quoting and Ordering

Cisco Operations Exchange Community

Operations Exchange

Welcome to the Operations Exchange Community

The Operations Exchange Community is a collaborative environment for customers and partners. Click into one of our sub-communities to find information and share knowledge related to Cisco Products and Services contract management and ordering activities.

Community Search

Operations Exchange

Featured Blog

Back to Basics Webinar Key Facts
A few weeks ago, we held a CSCC Webinar called 'Back to Basics'. We covered a few of the key issues that beginning and advanced users of CSCC run into. If you weren't able to attend, I have highlighted the following key facts that were provided in the presentation...[Read more...](#)

Community Resources

"How Do I" Videos

Sub-communities:

- CSCC Community
- SMS3 Community
- PMC Community
- Service Programs and Acquisitions**
- Logistics and Returns
- CCW

Navigation:

- News & Announcements
- Recent Discussions
- Top Support Questions

Support for Quoting and Ordering

Cisco Service Support Center

Open a case.

Click the **Service Programs and Acquisitions** radio button.

Choose **Cisco® Partner Support Service (PSS)** or **Cisco Services Partner Program (CSPP)**

Support Home Answers **Ask a Question** My Stuff ▾

Submit a question to our support team.

Category *

Cisco Service Contract Center (CSCC) SCC Quoting-Indirect Resellers (SMS3) Performance Metrics Central (PMC)

Smart Care Country Enablement **Service Programs & Acquisitions**

Additional Tools General Inquiries

Request Type *

CC:

Subject *

Question *

Attach Documents

Find Answers

Search

Contact Us

Submit a question to our support team.

Support for Quoting and Ordering

Cisco Commerce Workspace

Create a case.

Include **CSPP**
in the case title.

Click **Submit**.

The screenshot shows the 'Internal Cisco Commerce Workspace Q&A' form. At the top left is the Cisco logo and 'CISCO CONFIDENTIAL'. The title is 'Internal Cisco Commerce Workspace Q&A'. Below the title are three tabs: 'Q&A', 'Create a Case', and 'Feedback'. The 'Create a Case' tab is highlighted with an orange box. The form fields are: 'User' (dasubram / Daniel Subramanyam), 'Application' (cisco commerce workspace (ccw)), 'Problem Categorization' (Please select one), 'Case Title' (empty text box with an orange border), and 'Description' (text area with a '2000 characters remaining' indicator). At the bottom are 'Reset', 'Cancel', and 'Submit' buttons. The 'Submit' button is highlighted with an orange box. Orange lines connect the text on the left to the corresponding elements in the form.

Support for Quoting and Ordering

Cisco Ordering Tool

Please contact your CRSM or follow the case creating process that you normally follow.

Main Points

- Cisco® PSS quoting and ordering is essentially “business as usual.”
- Prepare your internal systems to use the new Cisco PSS pricing.
- Update your Cisco.com IDs with the correct service-level defaults.
- Create a test quote as soon as possible after October 1.
- Wait until renewal before converting contracts to Cisco PSS.
- Use your usual channels to get quoting support.
- Use the [Cisco PSS Ordering Guide](#) as the primary source of information.
- Use this presentation and all the training materials available to help you.



Resources

EEA, Israel, Switzerland, and South Africa Specific Training Materials:

- [Partner Tip Sheet](#): Key document, containing all of the resources you need, including links to all below.
- [CSPP Questions and Answers](#)
- PMC VoDs (look on the partner tip sheet, page 18)
- [EEA Cross Border PSS Ordering VoD](#)
- [Quote Protection VoD](#)

Global Training Materials:

- [Cisco® PSS Ordering Guide](#)
- [Cisco Services Partner Program Operations Guide](#)
- [PSS Quick Reference Guide](#)
- [Cisco Service Contract Center website](#)
- [Cisco Service Contract Center Managing Contracts](#)
- [PSS Multinational Quoting and Cross-Border Selling Quick Reference Guide](#)
- [Partner Self-Service Tool](#)
- [Partner Self-Service Tool User Guide](#)

Your Contact for Any Training-Related Questions:

- eea-cspp-ops-questions@cisco.com

Program-Related Questions:

- [Please contact your partner services development manager.](#)

Thank you.

