



Cisco Commerce

Partial Service Ordering

PO Functionality Only for Eligible Distributors

- **Note:** This training deck is meant only for distributors and no other Cisco seller entities.
- Also, this training deck is only for distributors which are authorized and enabled to do partial ordering (PO).
- If you are acting on behalf of a distributor which is not authorized nor enabled to do partial ordering, please ignore this training deck.

Topics

Definitions and Overview

- Partial Service Order Starting Points

Creating the Partial Service Order

- Starting with a Quote

- Starting with an Order

Identify Uncovered Product

- Search by Product Number

- Search by PAK/Serial Number

- Other Search methods

Provide Install Site Information

Attach Services

Complete and Submit Order

- Sharing with Reseller

- Different Install Sites/Shipping Groups

Canceling Partial Service Order



Definitions and Overview

Definitions and Overview

Partial Service Order

The process in which distributors purchase service without providing all the information required for contract creation. The service is ordered, booked, and invoiced – but **NOT ENTITLED**. Missing information could be:

1. Complete Install Site (install site country is needed)
and/or
2. Serial Number or (Sales Order Number for non-serialized product)
 - Enterprise SKUs only (no SMS3 skus)
 - Durations other than 12 months NOT supported
 - Only one reseller can be associated to an order
 - Only distributors can create a partial order
 - Mid-term upgrade, renewals, and takeovers are not supported
 - Partial Orders for software subscriptions, advance services, or term and content not supported

Understand the difference before beginning your transaction:

- A “complete” or “Standalone” service-only order would contain all information required to successfully entitle the covered product to a contract and is NOT a “partial” order.

Registering Services

Within the required timeframe, the distributor or reseller registers the service by providing complete information required for contract creation.

- Contract is created after required information is provided.
- Product must be shipped from Cisco, and service line must be invoiced before registration.
- Internal users cannot perform registration steps.

See [Cisco Commerce Registering Services and Entitlement for Distributors](#) for detailed training.



Canceling Partial Service Order

In cases where distributors are unable to register the services, they may require support for return/credit.

Partial Order Starting Points

Create a Quote, then Create an Order:

- Additional discounts required
AND
- No approved DEAL ID exists

This process is for DART-enabled Distributors only, where additional discounts are claimed via POS.

For NON-DART Distributors (i.e. net-price is reflected on the order) the process to reflect additional service discounts on an order is slightly different, and is not covered in this material.

Create an Order when:

- Additional discounts are not needed
OR
- Existing approved DEAL ID

Applicable for all Distributors

For DART-enabled Distributors only, where additional discounts are claimed via POS

Creating a Partial Service Order

Process Overview



There are four basic steps to creating a partial service order:

Step 1: Create the Order

- Start with Quote
- Start with Order

Step 2: Identify Uncovered Product

- Product Number,
- PAK/Serial Number
- Deal or Quote, AutoDART, NGC, SO/Web Order

Step 3: Attach Services

Step 4: Complete and Submit Order

- Share with Reseller

Create the Partial Service Order

Starting Point: Create a Quick Quote



Create a Quote



Start with a Quote when:

- Additional discounts required
AND
- No approved DEAL ID exists

This process is for DART-enabled Distributors only, where additional discounts are claimed via POS.

For NON-DART Distributors (i.e. net-price is reflected on the order) the process to reflect additional service discounts on an order is slightly different, and is not covered in this material.

- Enter the Enterprise “CON-SKU” as a major line, request non-standard discounts then submit for approval.
 - An AutoDART will then be generated.
- Once approved, follow the “Create Partial Order” process.



Create a Quote



- 1 Click Create Quote.
- 2 Provide Reseller Information.

The screenshot shows the Cisco Commerce homepage. At the top, there's a navigation bar with 'Cisco Commerce' and links for 'Catalog', 'Estimates & Configurations', and 'Deals & Quotes'. A dropdown menu is open over the 'Deals & Quotes' link, showing options like 'Create Deal' and 'Create Quote'. The 'Create Quote' option is highlighted with a red box and a red circle with the number '1'. Below the menu, there's a banner for 'Drive Business Growth and Productivity' and a 'View All Solutions' button. At the bottom, there are two images: one of people in a server room labeled 'Data Center and Virtualization' and another of a person at a desk labeled 'Borderless Networks'.

The screenshot shows the 'Quote' creation wizard. Step 1, 'Partner', is highlighted with a red box and a red circle with the number '2'. It displays a message: 'You are creating this quote on behalf of the partner specified below. The partner will be notified and will also have edit access.' Below this is a 'Select a Partner' button. To the right, under 'Distributor', there's information for 'A1 DISTRIBUTOR': Distributor Name and Address: 123 MAIN ST ANYWHERE, CA 99999 UNITED STATES. Under 'DISTRIBUTOR CONTACT', there are fields for Jane Doe (jane.doe), 555-555-1212, and Jane.doe@anycompany.com. A small note at the top right says '* Required Field'.

Create a Quote



3 Complete all required information, then click **Create Quote**.

Quick Quote

Create a Quick Quote by entering the details shown below

Note: Not all fields are required at this time, however, the more information you supply, the more accurately your quote.

Quote Info

This Quote is for Cisco

Quote Name: * Partial Order Training - Quick Quote

Expected Closing Date:

Intended Use: Resale

Deal Category: * Not Known

Billing Information

Price List: * Global Price List U

Billing Information: A1 DISTRIBUTOR

Partners located in the European Economic Area and Switzerland click here

Note: "Service To" is applicable for SaaS transactions. Country will default from the End Customer selection.

Install Site: *
Country: * UNITED STATES Add a Full Install Site...

Service To: *
Country: * UNITED STATES Add a Full Service To...

3

Back Cancel **Create Quote**

Create a Quote



- 4 Enter the required Enterprise service SKU, quantity, then click **Add**.
- 5 Select the product that the service is associated with. Click **Add**.

Screenshot of the Cisco Quote interface. At the top, it shows a deal ID (100033055), quote number (4707421263), and quote status (Not Submitted). Below this are buttons for Export, Print, Email, Share, Delete, and Save as Estimate. A navigation bar includes Who's Involved, Quote (selected), Review and Submit, and Order. Under Items, there are links for Discounts & Credits, Install Site, and Billing. Service Preferences and Imported Quotes sections are also present. At the bottom, there is a search bar for finding products and a section to add a SKU to the quote, which currently has 'CON-SNTE-CP7942' in the SKU field, '1' in the Qty field, and an 'Add' button.

Screenshot of the 'Add Service Item' dialog box. It shows a form with 'Service SKU : * CON-SNTE-CP7942', 'Service Qty : * 1', and 'Duration : * Months 12'. Below this is a note: 'Range: 12 to 36 Months' and a 'Duration Calculator' link. The next section, 'Select the product that this service is associated with.', lists several Cisco UC Phone models. One item, '1.0 CP-7942G= Cisco UC Phone 7942, spare', is selected and highlighted with a red box. A red arrow points from the number 5 in the list above to this selected item. Another red arrow points from the red box to the 'Add' button at the bottom right of the dialog box.

Hardware, Software and Services	Unit List Price	Service Level Code
1.0 CP-7942G Cisco UC Phone 7942	395	SNTE
1.0 CP-7942G-RF Cisco Unified IP Phone 7942 FURNISHED	238	SNTE
1.0 CP-7942G= Cisco UC Phone 7942, spare	395	SNTE
1.0 CP-7942G-WHS	395	SNTE

Create a Quote



- 6 The enterprise SKU is added to the Quote.
- 7 Click **Save and Continue**.
- 8 Complete required fields, follow steps to Request for Special Pricing, click **Submit Quote for Approval**.

The screenshot shows the Cisco Quote Creation interface. A red box highlights the quote item for "SMARTNET 8X5X4 Cisco Unified IP Phone 7942". Step 6 is indicated by a red circle with the number 6. Step 7 is indicated by a red circle with the number 7, pointing to the "Save and Continue" button at the bottom. Step 8 is indicated by a red circle with the number 8, pointing to the "Request Special Pricing" checkbox in the sidebar. The sidebar also includes a note about CAM selection and a "Submit Quote for Approval" button.

Hardware, Software and Services

	Estimated Lead Time*	Unit List Price	Qty	Extended List Price
1.0 CON-SNTE-CP7942	n/a	38.00	1	38.00

SMARTNET 8X5X4 Cisco Unified IP Phone 7942
Duration: 12.00 Months

[Copy](#) | [Delete](#) | [Change Duration](#) | [Add User Note](#)

Buy Method: SCANSOURCE

Items Per Page: 20

Buy Method: Select one

Partners located in the European Economic Area and Switzerland click [here](#)

*The Estimated Lead Time for a product may increase once it is fully configured.

Subtotal:

Note: If your CAM is not listed, select "Other" and specify his/her Cisco E-Mail ID.

@Cisco.com

Show/Hide Attachments

Request Special Pricing
Please attach the special pricing document before submitting this Quote. A template of this document is located at URL .

Total Lead Time: n/a

All prices shown in USD

Buttons:

- Save
- Save and Continue > (highlighted with a red box)
- Submit Quote for Approval

Creating the Partial Service Order

Starting Point: Create an Order

Create an Order when:

- Additional discounts not needed



Applicable for all Distributors

OR

- Existing approved DEAL ID



For DART-enabled Distributors only,
where additional discounts are
claimed via POS.

NON-DART Distributors (all discounts
are reflected on the order) there will
be additional steps to obtain
discounts.

Create Order



- 1 Click Create Order.
- 2 On the next page, select Order without Deal ID, click Continue.

The screenshot shows the Cisco Commerce interface. On the left, a modal dialog box is open, prompting the user to choose between "Order with Deal ID" (radio button selected) and "Order without Deal ID". Below this, there are fields for "Deal ID" and "Access Key*", with a note: "*Optional - only to claim shared deal". At the bottom of the dialog is a blue "Continue >" button. To the right of the dialog, the main page content is visible, featuring a banner about "Data Center with Unified Computing" and a photograph of three people working at a desk. On the far right, a sidebar menu is displayed, with the "Create Order" option highlighted by a red circle and a red arrow pointing from the "Continue" button in the dialog to this menu item. The sidebar also lists other options like "Access Shared Order", "View All", "Recent", etc.



Create Order

1 Create → 2 Identify → 3 Attach → 4 Complete

3 Enter Order Name.

4 Select Resale from Intended Use dropdown.

Order Ordering without Deal ID. [Start with Deal ID](#).

Note: Not all fields are required at this time, however, the more information you supply, the more accurately we can determine...

Order Name 3

Intended Use* 4

Manager Service Order Yes No

Price List and Address Information

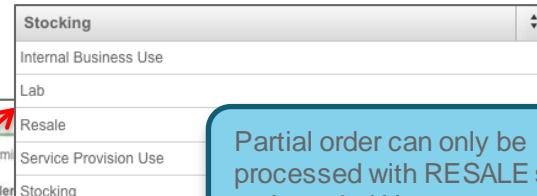
Price List*

Billing Address and Contact*

A1 DISTRIBUTOR	
Billing ID	123456
CID	97234
Operating Unit	CISCO US OPERATING UNIT
Address	123 MAIN ST ANYWHERE CA UNITED STATES 99999

Shipping Address
[Add a Shipping Address...](#)

[Copy Address to Install Site](#)
[Copy Address to End Customer](#)



Partial order can only be processed with RESALE selected as Intended Use.

Some information (such as Price List and Billing Information) will default based on set-up and preferences.

While not required to create an order, all CCW orders require a Shipping Address prior to submitting. (Reviewed in more detail in the COMPLETE AND SUBMIT ORDER section.)





Create Order

1 Create → 2 Identify → 3 Attach → 4 Complete

- 5 Select Install Site country.
- 6 Click Add Full End Customer.
- 7 Select the address from the dialog box and click **Use Selected Address** or click **Search Cisco Directory**.

The screenshot shows the 'Create Order' interface with three main sections:

- Install Site:** A dropdown menu set to "United States". Step 5 is indicated by a red circle with the number 5.
- End Customer:** A dropdown menu set to "United States". Step 6 is indicated by a red circle with the number 6. A callout box to the right states: "Correct install country is critical for accurate service pricing and validations." It also notes: "The install site information provided here can be used for all lines on the order."
- Reseller/Partner Address:** A dropdown menu set to "--Select Country--". Step 7a is indicated by a red circle with the number 7a. A large blue arrow points down to the "Address Search" dialog box.

The "Address Search" dialog box contains the following table:

Company	Address	City	State/Province	Zip/Postal Code	Country
CHOCOLATE FATORY	BLDG B 123 ANY ST	IRMO	SC	29063	UNITED STATES
HONEST ABE BANK	962 WAYNE ST	BOSTON	MA	02	
HONEST ABE BANK	3923 EAST ST	MONTGOMERY	AL	36	
CHOCOLATE FATORY	12345 NORTH ST	EATONTOWN	NJ	07	
CHOCOLATE FATORY	8920 SOUTH ST	BOCA RATON	FL	33432	
CHOCOLATE FATORY	567 LIBERTY ST	WEST CHESTER	PA	19382	UNITED STATES

Step 7b is indicated by a red circle with the number 7b. A callout box to the right states: "You will need accurate end customer information to submit an order." A red box highlights the "Use Selected Address" button at the bottom right of the dialog box.



Create Order



- 8 Click Add a Full Reseller/Partner Address
- 9 Click on the English Search button

BEST PRACTICE GUIDANCE:

- Provide Reseller/Partner at time of order creation.

This information is required for service eligibility validations as well as providing a target contract number, and is mandatory before an order can be submitted.

Reseller/Partner Address

--Select Country--

OR

Add a Full Reseller/Partner Address

Address Search

Choose a favorite address from the table below or Search English | Chinese | Japanese

Company	Address	City	State/Province	Zip/Postal Code	Country
BEST EVER RESELLER	BLDG 8 123 ANY ST	IRMO	SC	29063	UNITED STATES
BEST EVER RESELLER	962 WAYNE ST	BOSTON	MA	02129	UNITED STATES
GREATEST RESELLER	3923 EAST ST	MONTGOMERY	AL	36117	UNITED STATES
GREATEST RESELLER	12345 NORTH ST	EATONTOWN	NJ	07724	UNITED STATES
NICEST RESELLER	8920 SOUTH ST	BOCA RATON	FL	33431	UNITED STATES
NICEST RESELLER	569 MAIN RD	WEST CHESTER	PA	19382	UNITED STATES

Cancel Use Selected Address

Cancel Continue >



Create Order



- 10 Enter search criteria. You can search for a specific site ID or use other attributes. Click **Search**.
- 11 Select appropriate reseller and click **Select**. Then click Continue to create the order (page not shown).

Address Search

Enter Search Terms

Site Id Search

Site ID *

Notes :
• If Site Id is provided, then other fields are not required.

Tips
• To obtain faster results, please provide as much information as possible. If you cannot find the address you are looking for following a search, you will have the option to create a new address.

Generic Search

Search Address Fields

*Required Field *Recommended Field

Country *	Address 1
United States	<input type="text"/>
Customer Company Name *	Address 2
ABC	<input type="text"/>
City *	Address 3
<input type="text"/>	<input type="text"/>
State/Province *	Address 4
NEW JERSEY	<input type="text"/>
Zip/Postal Code *	<input type="text"/>

Cancel Reset **Search**

Select Address

Search Results

Site Id	Company	Address	City	State/Province	Zip/Postal Code	Country
123321231	ABC	2345 NORTH ST	EATONTOWN	NJ	07724	UNITED STATES
987654321	ABC	2345 NORTH ST	TOTOWA	NJ	07512	UNITED STATES
123456789	ABC	2345 NORTH ST	PENNSAUKEN	NJ	08109	UNITED STATES
122112212	ABC	2345 NORTH ST	PENNSAUKEN	NJ	08109	UNITED STATES
7654321176	ABC	2345 NORTH ST	FAIRFIELD	NJ	07004	UNITED STATES
876543216	ABC	2345 NORTH ST	PENNSAUKEN	NJ	08109	UNITED STATES

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Select Select And Add as Favorite

Cancel Search Again Create Address

IMPORTANT: Select the appropriate Reseller BID associated with the desired service contract.

Identify Uncovered Product

Identify Uncovered Product



CCW provides flexible options for identifying the uncovered product, depending on the information available.

If serial number is not known, typical search/identification values would be:

- Product Number
- Deal or Quote
- AutoDART
- Next Gen Config Tool

If serial number is known, typical search values would be:

- PAK/Serial Number
- Web Order/MP Number
- Sales Order Number

This training will illustrate a few of these options:

- **Product Number**
 - Using Excel upload with minor lines identified
- **Product Number**
 - Using Excel upload without minor lines identified
- **PAK/Serial Number**
 - Search for exact serial number
 - Search for multiple serial numbers



Identify Uncovered Product



- 1 Click Add Services/Subscriptions to search for previously purchased uncovered product.

CISCO Products & Services Support How to Buy Training & Events Partner Central

Cisco Commerce Workspace Open a Case | Training | Support & FAQs

ORDER NAME Partial Order Training	PURCHASE ORDER # *		
WEB ORDER ID 61279363	★ STATUS UNSUBMITTED	CREATED BY chris.stokes on 05-Feb-2014	LAST UPDATED BY chris.stokes on 05-Feb-2014
DEAL ID n/a	DEAL NAME n/a	QUOTE STATUS n/a	

Export Print Email Share Delete Save as Estimate Clone Order

Items Discounts Shipping and Install Billing Review and Submit

Check Local Validations Save Save and Continue >

①

Do not enter product information in the Add Product Item field.

Add Product Item

Find Products Import a Saved Configuration Apply Service Options to Multiple Lines Add Renewal Subscriptions Add Services/Subscriptions | Attach Template Remanufactured Availability

Search for previously purchased products/software and attach service/subscription that you want to order

X X X X Qty* Add





Identify Uncovered Product



- 2 Select Product Search Option from the drop-down menu.

Items Discounts Shipping and Install Billing Review and Submit

Search for Eligible Products *(Search for previously ordered eligible products to add Services and Software Subscriptions.)*

2 Search requires one of the following values:

PAK/Serial Number

Web Order/MP Number

Sales Order #

Deal or Quote

AutoDART

Product Number

Next Gen Configuration Tool

Product Number

+ Search for exact Serial Number

[Upload Serial Numbers](#)
[Maximum of 150 serial numbers allowed]
[Download Template](#)

Quantity	Sales Order Number	Web Order/MP Number	PAK/Serial Number	Install Site
----------	--------------------	---------------------	-------------------	--------------

If serial number is not known, typical search/identification values would be:

- Product Number
- Deal or Quote
- AutoDART
- Next Gen Config Tool

If serial number is known, typical search values would be:

- PAK/Serial Number
- Web Order/MP Number
- Sales Order Number



Identify Uncovered Product

Search by Product Number



It is a 2-step process to identify the top-level product and the serviceable options.

- 1 Click **Product Number**, enter the desired product, click **Search**.
- 2 Search results are displayed. Select the product. 3 Click **Select**.

Items Discounts Shipping and Install Billing Review and Submit

Search for Eligible Products (Search for previously ordered eligible products to add Services and Software Subscriptions.)

Search requires one of the following values:

Product Number Quantity

Product Number: CISCO3925-SEC/K9 Quantity: 1 Search

Upload Product Numbers + Search for exact Serial Number
[Maximum of 80 product numbers allowed]
Download Template

1

2

3

Search results for CISCO3925-SEC/K9

Product	Quantity	Sales Order Number	Web Order/MP Number	PAK/Serial Number	Install Site
<input checked="" type="checkbox"/> CISCO3925-SEC/K9	1				<input type="radio"/> Apply install site from this order <input checked="" type="radio"/> Apply country only United States

showing 1 - 1 of 1 Line Items

Select

Step 1: Identify the top-level part number

Step 2: Identify all serviceable components of the configuration.

- During the registration process, the ordered services will be validated against the install base configuration to ensure complete coverage.

Details about Install Site information will be covered in subsequent slides.



Identify Uncovered Product

Search by Product Number



- 5 Click **Select Options** to configure the product.

Hardware, Software and Services	P.O. Line Reference	Lead Time	Unit List
1.0 CISCO3925-SEC/K9		n/a	
Select Service (Valid as of 05-Feb-2014 10:05 EST)			
2.0 CISCO3925-SEC/K9		n/a	n/a 1 n/a
5 Select Options Select Service (Valid as of 05-Feb-2014 10:33 EST)			

Showing 1 - 2 of 2 Line Items Previous 1 Next

Step 1: Identify the top-level part number

Step 2: Identify all serviceable components of the configuration.

- During the registration process, the ordered services will be validated against the install base configuration to ensure complete coverage.



Identify Uncovered Product

Search by Product Number



- 6 To add a single option, enter the option and click **Enter**.
- 7 If valid for that major line, the system will return the option.

Option Selection
CISCO3925-SEC/K9 - Qty: 1

Open a Case | Training | CCW Support Community | Cisco Feedback

Your changes have been saved.

Previously Purchased or Included Options

Enter the options for this product before adding services.

Enter Option: CAB-AC Qty: 1 Clear Enter

Entered Options

SKU & Description	Quantity	Action
CAB-AC AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	1	

Cancel Return To Items Tab Add Services

7





Identify Uncovered Product

Search by Product Number



11 An error message will be returned if the option is not valid.

12 Adjust quantity if needed.

13 Click Return to Items Tab.

Option Selection
CISCO3925-SEC/K9 - Qty: 1

11

The Product MEM-3900-1GB-DEP is not valid , please check the product name and try again. (C0717)

Enter Previously Purchased or Included Options

Enter the options for this product before adding services.

Enter Option: CAB-AC Qty: 1 Clear Enter

13

Entered Options

SKU & Description	Quantity	Action
CAB-AC AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	1	
ISR-CCP-EXP Cisco Config Pro Express on Router Flash	100	
MEM-CF-256MB 256MB Compact Flash for Cisco 1900, 2900, 3900 ISR	1	
RPS-COVER-3900 Cover for empty 2nd Power Supply slot on Cisco 3925/3945	1	

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Cancel Return To Items Tab Add Services

Cancel Return To Items Tab Add Services

Step 1: Identify the top-level part number

Step 2: Identify all serviceable components of the configuration.

- During the registration process, the ordered services will be validated against the install base configuration to ensure complete coverage.



Identify Uncovered Product

Search by Product Number



- 1 You can also provide multiple options. Add the product.
- 2 Click on **Select Options**.
- 3 To enter multiple options, click on the **Copy & Paste Utility**.
- 4 After populating, click **Enter**.

The screenshot shows a software interface for managing product configurations. At the top left, there's a navigation bar with 'Expand All' and 'Collapse All' buttons. Below it, a section titled 'Hardware, Software and Services' lists a single item: '1.0 CISCO3925-SEC/K9'. Underneath this item are 'Select Options' and 'Select Service' buttons, with a note '(Valid as of 14-Feb-2014 03:06 EST)'. Further down, there are 'Remove from Order' and 'Validate' buttons, along with some explanatory text about lead times and mandatory items.

In the center, a modal window titled 'Enter Previously Purchased or Included Option' is open. It contains a text input field 'Enter Option:' with the value 'MEM-2900-1GB-DEF', a quantity input field 'Qty' with the value '1', and 'Clear' and 'Enter' buttons. A red box labeled '2' highlights this entire modal.

To the right of the modal, another window titled 'Copy & Paste Utility' is shown. It contains a text area with several SKUs listed: 'MEM-3900-1GB-DEF', 'C3900-SPE100/K9 1', 'SL-39-1PB-K9', and 'HWIC-BLANK 4'. A red box labeled '4' highlights this window.

At the bottom right of the main interface, there are 'Cancel', 'Return To Items Tab', and 'Add Services' buttons. A red box labeled '3' highlights the 'Copy & Paste Utility' button in the main interface.

Step 1: Identify the top-level part number

Step 2: Identify all serviceable components of the configuration.

- During the registration process, the ordered services will be validated against the install base configuration to ensure complete coverage.



Identify Uncovered Product

Search by Product Number



14 The options have been added to the configuration.

15 Click Save and Continue

The screenshot shows a configuration interface for a Cisco 3925-SEC/K9. A red box highlights three components under the main item 1.0 CISCO3925-SEC/K9:

- 1.1 MEM-3900-1GB-DEF: 1GB DRAM (512MB+512MB) for Cisco 3925/3945 ISR (Default)
- 1.2 C3900-SPE100/K9: Cisco Services Performance Engine 100 for Cisco 3925 ISR
- 1.3 HWIC-BLANK: Blank faceplate for HWIC slot on Cisco ISR

Below the table, a red circle labeled 15 points to the "Save and Continue" button, which is also highlighted with a red box.

Legend at the bottom left:

- * The Estimate Lead Time for a product may increase once it is fully configured.
- Indicates mandatory items which may have additional costs
- Included Component. Cisco automatically added this item to your configuration.

Active Price List Wholesale US Price List in US Dollars, 2-tier only

Check Local Validations Save and Continue >

Step 1: Identify the top-level part number

Step 2: Identify all serviceable components of the configuration.

- During the registration process, the ordered services will be validated against the install base configuration to ensure complete coverage.



Identify Uncovered Product

Search by Product Number



- 1 Select Product Number, click on Download Template.
- 2 Follow the instructions to complete, and save template.
- 3 Click on Upload Product Numbers, follow instructions to browse and attach, and click Continue.

Items Discounts Shipping and Install Billing Review and Submit

Search for Eligible Products (Search for previously ordered eligible products to a...
Search requires one of the following values:

Product Number

Product Number No file selected.

Upload Product Numbers
[Maximum of 80 product numbers allowed]

Download Template

Product Quantity Sales Order Number Web Order/Number

1 PRODUCT NUMBER QUANTITY
2 AIR-AP11316-A-K9 20
3 CP-7942G= 5
4 CISCO3125-SEC/K9 1

Step 1: Identify the top-level part number

Step 2: Identify all serviceable components of the configuration.

- During the registration process, the ordered services will be validated against the install base configuration to ensure complete coverage.

Identify Uncovered Product

Search by Product Number



- 4 An error message will be displayed for any invalid product numbers.
- 5 Valid products are returned and added.
- 6 Click the Product checkmark and click Select.

4 ⚠ Product CISCO3125-SEC/K9 is not available online

5 ✓ Search results for CP-7942G=

Product	Quantity	Sales Order Number	Web Order/MP Number	PAK/Serial Number	Install Site
<input checked="" type="checkbox"/> CP-7942G=	5				<input type="radio"/> Apply install site from this order <input type="radio"/> Apply country only Select...

showing 1 - 1 of 1 Line Items

Ca 6 Select

Step 1: Identify the top-level part number

Step 2: Identify all serviceable components of the configuration.

- During the registration process, the ordered services will be validated against the install base configuration to ensure complete coverage.



Identify Uncovered Product

Search by PAK/Serial Number



- 1 Select PAK/Serial Number.
- 2 Enter serial number
- 3 Click Search.
- 4 Results are returned.
- 5 Note the quantity.

Items Discounts Shipping and Install Billing Review and Submit

Search for Eligible Products (Search for previously ordered products or enter a new serial number to search for descriptions.)

Search requires one of the following values:

PAK/Serial Number: FTX1629N0KD

Search for exact Serial Number

Upload Serial Numbers
[Maximum of 150 serial numbers allowed]
Download Template

Product	Quantity	Sales Order Number	Web Order/MP Number	PAK/Serial Number	Install Site
AIR-AP1131G-A-K9	49	51985689			

View/Select Apply install site from this order

1 PAK/Serial Number 2 FTX1629N0KD 3 Search 4 Product 5 Quantity

Enter multiple serial numbers separated by either a common or a <return>.

Note the quantity that was returned. Even though only ONE serial number was entered, Quantity -49- was returned.



Identify Uncovered Product

Search by PAK/Serial Number



- 6 Click **View/Select** to review the serial numbers that were returned.
- 7 Select the desired serial numbers from the list.
- 8 To reduce search results, click on **Search for exact Serial Number** prior to search.

Items Discounts Shipping and Install Billing Review and Submit

7

Search for Eligible Products (Search for previously ordered eligible products to add Services and Software Subscriptions.)

Search requires one of the following values:

PAK/Serial Number: FTX1629N0KD

Product Number: +

Search for exact Serial Number

8

Upload Serial Numbers
[Maximum of 150 serial numbers allowed]
Download Template

Product Quantity Sales Order Number Web Order/MP Number PAK/Serial Number Install Site

AIR-AP1131G-A-K9 49 51985689

6 View/Select Apply install site

View/Select PAK/Serial Number

Unselect All | Select All

<input checked="" type="checkbox"/> FTX1629N0KN	FTX1629N0J9
<input type="checkbox"/> FTX1629N0JC	FTX1629N0KM
<input type="checkbox"/> FTX1629N0KE	FTX1629N0JH
<input type="checkbox"/> FTX1629N0JP	FTX1629N0JM
<input type="checkbox"/> FTX1629N0JJ	FTX1629N0JK
<input type="checkbox"/> FTX1629N0KL	FTX1629N0KC
<input type="checkbox"/> FTX1629N0KD	FTX1629N0JB
<input type="checkbox"/> FTX1629N0JS	FTX1629N0JU
<input type="checkbox"/> FTX1629N0JW	FTX1629N0JD

Cancel Save

The system returns all uncovered serial numbers associated with the searched serial numbers sales order line number.





Identify Uncovered Product

Search by PAK/Serial Number



- 1 Click on **Download Template**.
- 2 Follow the instructions to complete, and save template.
- 3 Click on **Upload Serial Numbers**, follow instructions Attach a File
- 4 Click **Continue**.

Items Discounts Shipping and Install Billing Review and S...

Search for Eligible Products (Search for previously ordered eligible products)

Search requires one of the following values:

PAK/Serial Number

Upload Serial Numbers
[Maximum of 150 serial numbers allowed]

Download Template

Product	Quantity	Sales Order Number	Web Order/MP Number	PAK/Serial

You can also upload up to 150 serial numbers.



Identify Uncovered Product

Search by Deal/Quote, AutoDART, NGC, SO or Web Order



9 If desired, Click the (+) sign to expand the configuration

10 Click the Product checkbox 11 Click Select

Items Discounts Shipping and Install Billing Review and Submit

Search for Eligible Products (Search for previously ordered eligible products to add Services and Software Subscriptions.)

Search requires one of the following values:

PAK/Serial Number	FTX1629N0KH	+	Product Number	Search																																				
<input type="checkbox"/> Search for exact Serial Number																																								
Upload Serial Numbers [Maximum of 150 serial numbers allowed] Download Template																																								
<table border="1"><thead><tr><th>Product</th><th>Quantity</th><th>Sales Order Number</th><th>Web Order/MP Number</th><th>PAK/Serial Number</th><th>Install Site</th></tr></thead><tbody><tr><td><input checked="" type="checkbox"/> AR-AP1131G-A-K9</td><td>5</td><td>51985689</td><td></td><td>View/Select</td><td><input type="radio"/> Apply install site from this order <input checked="" type="radio"/> Keep original address View <input type="radio"/> Apply country only</td></tr><tr><td>AIR-AP-T-RAIL-R</td><td>5</td><td></td><td></td><td></td><td><input type="button" value="United States"/></td></tr><tr><td>AIR-PWR-CORD-NA</td><td>5</td><td></td><td></td><td></td><td></td></tr><tr><td>S113W7K9-12421JA</td><td>5</td><td></td><td></td><td></td><td></td></tr><tr><td>AIR-PWR-B</td><td>5</td><td></td><td></td><td></td><td></td></tr></tbody></table>					Product	Quantity	Sales Order Number	Web Order/MP Number	PAK/Serial Number	Install Site	<input checked="" type="checkbox"/> AR-AP1131G-A-K9	5	51985689		View/Select	<input type="radio"/> Apply install site from this order <input checked="" type="radio"/> Keep original address View <input type="radio"/> Apply country only	AIR-AP-T-RAIL-R	5				<input type="button" value="United States"/>	AIR-PWR-CORD-NA	5					S113W7K9-12421JA	5					AIR-PWR-B	5				
Product	Quantity	Sales Order Number	Web Order/MP Number	PAK/Serial Number	Install Site																																			
<input checked="" type="checkbox"/> AR-AP1131G-A-K9	5	51985689		View/Select	<input type="radio"/> Apply install site from this order <input checked="" type="radio"/> Keep original address View <input type="radio"/> Apply country only																																			
AIR-AP-T-RAIL-R	5				<input type="button" value="United States"/>																																			
AIR-PWR-CORD-NA	5																																							
S113W7K9-12421JA	5																																							
AIR-PWR-B	5																																							

10 9 11

showing 1 - 1 of 1 Line Items Previous 1 Next





Identify Uncovered Product

Search by Deal or Quote, AutoDART, NGC, SO/Web Order



1 Select the desired **Search Criteria**

2 Enter the appropriate search value + the Product Number.

3 Click Search.

The screenshot shows a search interface for eligible products. At the top, there are tabs for Items, Discounts, Shipping and Install, Billing, and Review and Submit. Below these is a section titled "Search for Eligible Products" with the sub-instruction "(Search for previously ordered eligible products to add Services and Software Subscriptions.)". It asks "Search requires one of the following values:" and lists two fields: "Deal ID" (containing "100001812") and "Product Number" (containing "CISCO3925-SEC/K9"). There is also a checkbox for "Search for exact Serial Number". A "Search" button is located to the right of the product number field. A red box highlights the deal ID and product number fields, and a red circle with the number 2 is placed over the deal ID field. A red arrow points from the "Deal or Quote" dropdown in step 1 to the "Product" checkbox in the search results list. The search results are displayed in a table with columns: Deal or Quote, PAK/Serial Number, Web Order/MP Number, Sales Order #, and Install Site. The first result is for "CISCO3925-SEC/K9". The "Install Site" section includes radio buttons for "Apply install site from this order" (selected) and "Apply country only", and a dropdown for "United States". At the bottom, it says "showing 1 - 1 of 1 Line Items" and has "Previous", "Next", "Cancel", and "Select" buttons. A red circle with the number 3 is placed over the "Search" button.

The **Search** button is enabled after the product number is provided.

As with the other options, review install site information, configuration, then click Select.





Providing Install Site Information



Before selecting the uncovered product, determine the Install Site information you can provide.

- 1 Click **Apply Install Site from this order or Apply Country Only**
- 2 Click **Select**

Search for Eligible Products (Search for previously ordered eligible products to add Services and Software Subscriptions.)

Search requires one of the following values:

Product Number	Quantity
CP-7942G=	3

Product Number
Quantity
Search

Upload Product Numbers
[Maximum of 80 product numbers allowed]
[Download Template](#)

Search results for CP-7942G=

Product	Quantity	Sales Order Number	Web Order/MP Number	PAK/Serial Number	Install Site
CP-7942G=	3				<input checked="" type="radio"/> Apply install site from this order <input type="radio"/> Apply country only United States

showing 1 - 1 of 1 Line Items

2 Select

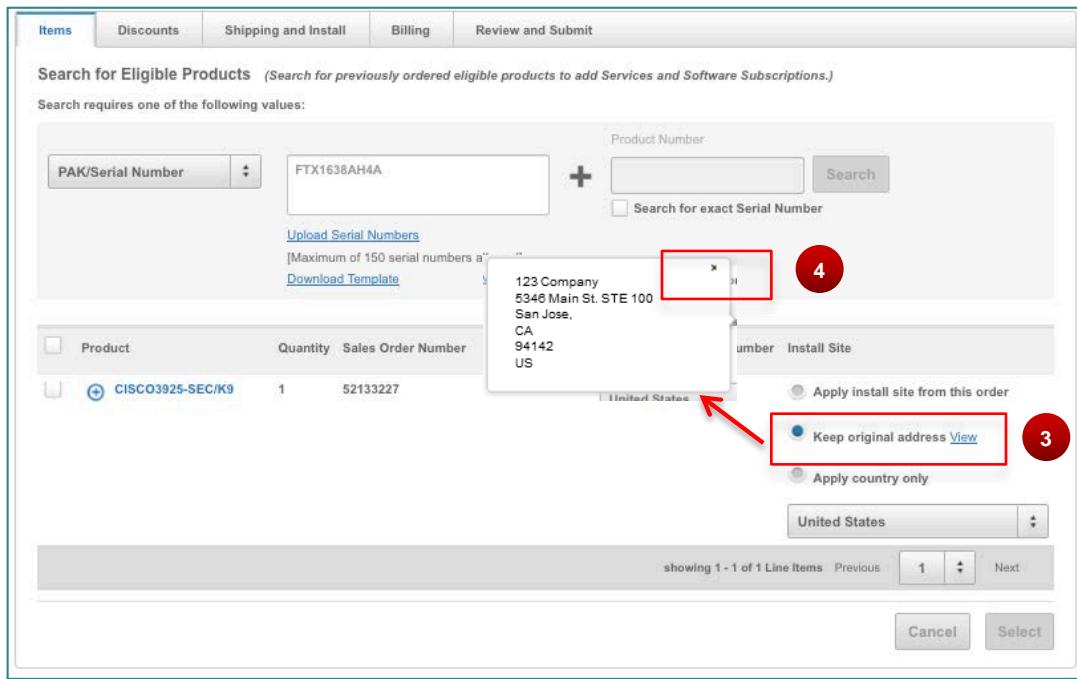
Providing Install Site Information



If there is a serial number, you can also view the existing install site information.

3 Click View from the Keep Original Address

4 Click X to close window



Most likely, the existing install site information will be the Disti stocking location (i.e. where the original stocking order was shipped).



Providing Install Site Information



- 1 The uncovered product is reflected on the order.

The screenshot shows a list of line items under the heading "Hardware, Software and Services". Line item 1.0 AIR-AP1131G-A-K9 is highlighted with a red box and a red circle containing the number 1. To the right of the list, a callout bubble contains the text: "Since this product has already been purchased, you cannot modify the configuration and pricing information will not be available."

P.O. Line Reference	Lead Time	Unit List Price	Qty	Extended List Price
1.0 AIR-AP1131G-A-K9	n/a	n/a	5	n/a
1.1 AIR-AP-T-RAIL-R	n/a	n/a	5	n/a
1.2 AIR-PWR-CORD-NA	n/a	n/a	5	n/a
1.3 S113W7K9-12421JA	n/a	n/a	5	n/a
1.4 AIR-PWR-B	n/a	n/a	5	n/a

[View Product Order Details](#) | [Select Service](#) (Valid as of 14-Feb-2014 04:06 PST)

Showing 1 - 1 of 1 Line Items Previous 1 Next

Attach Services



Attach Services



1 Click Select Service

The process for specifying the service for partial order in CCW is the same process as selecting services at the time the product is ordered.

Find Products | Import a Saved Configuration | Apply Service Options to Multiple Lines | Add Renewal Subscriptions | Add Services/Subscriptions... | Attach Template | Remanufactured Availability

Add Product Item

Qty*

Filter By Show All Items

	P.O. Line Reference	Lead Time	Unit List Price	Qty	Extended List Price
<input type="checkbox"/> CISCO3925-SEC/K9		n/a	n/a	1	n/a
Select Service (Valid as of 05-Feb-2014 10:05 EST)					
<input type="checkbox"/> CISCO3925-SEC/K9		n/a	n/a	1	n/a
Select Options Select Service (Valid as of 05-Feb-2014 10:33 EST)					



Attach Services



2 Click Add Services

3 Click on the + to expand the services

Change Services/Subscriptions

SERVICE/SUBSCRIPTION SELECTION

CISCO3925-SEC/K9

The services in the configuration cannot be validated as there are no services.

Service Preferences

Service

Hardware, Software, and Services

CISCO3925-SEC/K9

Cisco 3925 Security Bundle w/SEC license PAK

[Add Services](#)

MEM-3900-1GB-DEF

1GB DRAM (512MB+512MB) for Cisco 3925/3945 ISR (Default).

C3900-SPE100/K9



Add Services

SELECT SERVICES FOR
CISCO3925-SEC/K9

Additional services are applicable to one or more products in the configuration.

Technical Support Services

Service	Start/End Date	Duration
SMARTNET SERVICES		
UNIFIED COMPUTING ISV L1 + L2 SUPPORT		
SOFTWARE SERVICES		
SC IPS SUP		
Collaborative TS INT		
SC CORE SUP		

Filter by Brand ALL

Eligible services are returned based on:

- Distributor Billing Address
- Reseller Billing Address
- Install Site Address or Country
- “Partial Order” service level eligibility

Additional Services

Service	Start/End Date	Duration
IPS Signature Only (SUSA)		Month(s) 12

Affected Line Items

[Update](#) Clicking Update allows you to preview changes to pricing for all affected line items based on your service or duration choices.

Description	Service	SKU	Unit List Price

[Cancel](#) [Done](#)



Attach Services



- 4 If desired, provide alternate **Start Date**
- 5 **DO NOT change duration**
- 6 **DO NOT select I want to provide my own end date.**

Any duration other than 12 months will result in incorrect POS reporting, and will require immediate manual intervention for correction.

Add Services

SELECT SERVICES FOR
CISCO3925-SEC/K9

[Open a Case](#) | [Training](#) | [CCW Support Community](#) | [Cisco Feature Navigator](#)

! Additional services are applicable to one or more products in the configuration.

Technical Support Services

Filter by Brand ALL

Service	Start/End Date	Duration	Page scrolls
SMARTNET SERVICES			
<input checked="" type="radio"/> IPS Svc, AR NBD (SU1)	<input type="text" value="02/06/2014"/> Start Date: 02/06/2014 4	<input type="text" value="12 Month(s) Range: 1 to 60"/> 5	<input type="button" value="▼"/>
<input type="radio"/> SMARTnet Enhanced 3x5wd (SNTE)	<input type="checkbox"/> I want to provide my own end date 6	<input type="text" value="0.07 Month(s)"/>	





Attach Services



- 7 Click **Update** (optional).
- 8 Click **Done** to add the service to the order.
- 9 Click **Edit Services** if changes are required.

7 Affected Line Items

8

9

Update Clicking **Update** allows you to preview changes to pricing for all affected line items based on your service or duration choices.

Description	Service	SKU	Unit List Price
CISCO3925-SEC/K9	SMARTNET SERVICES	CON-SU1-3925SEC	\$ 1,733.00

Cancel Done

Change Services/Subscriptions

SERVICE/SUBSCRIPTION SELECTION
CISCO3925-SEC/K9

Service Preferences

Service

Hardware, Software, and Services	Unit List Price	Quantity	Start/End Date	Line Total
CISCO3925-SEC/K9 Cisco 3925 Security Bundle w/SEC license PAK		1		
CON-SU1-3925SEC IPS SVC AR NBD Cisco 3925 Security Bundle w/SEC license. Duration: 12 Month(s)	\$ 1,733.00	1	Start Date: 02/06/2014	\$ 1,733.00



Attach Services



- 10 Click on the **View Product Order Details** to verify the covered product information.
- 11 Click on the **Change Service/Subscription** to make changes.

View Product Details

Web Order ID	Sales Order #
-NA-	52133227
Serial Numbers	
FTX1638AH4A	

Hint: One way to easily tell that services were added is to look at the link. If services have been added, the link will be Change Services/Subscription.

Hardware, Software and Services

Line Item	Description	Part Number	Category	Reference	Lead Time	Unit List Price	Qty	Extended List Price
1	1.0 CISCO3925-K9	CISCO3925-K9	Hardware	n/a	n/a	1	n/a	

10 [View Product Order Details](#) | 11 [Change Service/Subscription](#) (Valid as of 06-Feb-2014 12:47 EST)

Show 1 - 1 of 1 Line Items Previous 1 Next

[Remove from Order](#) [Validate](#)

* The Estimate Lead Time for a product may increase once it is fully configured.
⊕ Indicates mandatory items which may have additional costs
IC Included Component. Cisco automatically added this item to your configuration.



Attach Services



12 Click on the (+) button to expand the configuration.

13 To associate a Target Contract to the service line, click on the **System Generated** link.

The screenshot shows the 'Hardware, Software and Services' section of the Cisco Service Management interface. A red box labeled '12' highlights the '+' button next to a service line entry. Another red box labeled '13' highlights the 'System Generated' link under the configuration details of a service line. A red arrow points from the '13' box to the 'System Generated' link. The configuration details include a Start Date (06-Feb-2014), Duration (12 Months), and a Target Number field which is also highlighted with a red box.

Contract Number

Contract Number

System Generated
We will try to match an existing contract number. If none are found, a new contract number will be automatically generated.

Use an Existing Number

Search for an Existing Contract Number for GEORGIA TECHNOLOGY AUTHORITY

Create a New Contract
During the submission process, a new contract will be created.

Cancel Continue

When the service is being registered, the contract number can also be specified or changed.

You must have provided Reseller Information before you'll be able to identify a Target Contract.

Validations ensure that the target contract number is eligible for the Reseller BID and service level.

Complete and Submit Order



Complete and Submit Order



1 Click Share

2 Enter the reseller/partner's contact information.

3 Click Save.

The screenshot shows a list of orders. The first order is selected, displaying its details:

- ORDER NAME:** Partial Order Training
- WEB ORDER ID:** 61279363
- DEAL ID:** n/a
- STATUS:** UNSUBMITTED

Below the order details are several action buttons: Export, Print, Email, Share, Delete, and Save as Estimate. The "Share" button is highlighted with a red box and a red circle containing the number 1.

IMPORTANT: If your workflow requires the reseller to register the service, you must share the order with them.
You can also share after order submission.

The "Share Order" dialog box is open, showing the following information:

Share This Record

Record Name	Record ID	Created By	Created Date	Access Key
Partial Order Training	61279363	chris.stokes	05 Feb 2014	4Y4X Renew

A message at the top states: "You have made changes to shared users of this record. **SAVE** button must be selected to confirm changes."

Shared Users

Instructions: "Share access to this record with users selected from your [Contact List](#). Your records are automatically shared with a set of users defined in your Profile and Preferences."

Below this is a table for adding shared users:

Contact Name	Email Address	Action
Enter first name	Enter last name	
Enter first name	Enter last name	Add

Share With Reseller

Instructions: "Reseller contacts will only get access to the record in case of regular orders and pending registration and contracts in case of partial orders."

Below this is a table for sharing with resellers:

Contact Name	Cisco.com ID	Action
Enter first name	Enter last name	Add
Maria Roark	mariar	Remove

At the bottom right of the dialog box is a red box around the **Save** button, with a red circle containing the number 3.



Complete and Submit Order



- 4 Click on the **Discounts** tab (Optional)

4

View the discounts applied to the order based on your contractual discount setup.

Items **Discounts** Shipping and Install Billing Review and Submit

Your order has been priced successfully

Intended Use Resale Continue >

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

View By **Summary** Filter By **Show All Items**

Hardware, Software and Services	Unit List Price	Quantity	Extended List Price	Total Discounts	Credits	Extended Net Price
				%	Amount	
1.0 CISCO3925-SEC/K9	n/a	1	n/a	n/a	n/a	n/a

showing 1 - 1 of 1 Line Items Previous **1** Next

Indicates mandatory items which may have additional costs

Active Price List Wholesale US Price List in US Dollars, 2-tier only

Total List Price	1,733.00
Discounts	(0.00%) 0.00
Product Discount	(0.00%) 0.00

Complete and Submit Order



- 5 Click Shipping and Install tab.
- 6 Review Shipping Groups that were created.

The screenshot shows the Order Management interface with the following tabs: Items, Discount, **Shipping and Install**, Billing, and Review and Submit. The Shipping and Install tab is highlighted with a red box and a red circle containing the number 5. On the left, there are sections for Order Shipping Options (Billing Email, Ship All Items Separately, Early Shipment Accepted), Shipping Notes (with a note about a shipping note created by Gaurav A...!!!), and Carton Notes (with a note about a carton note created by Gaurav A...!!!). A callout box with a red border and a red circle containing the number 6 points to the Shipping Groups section. This section contains a note about mandatory shipping details and lists two groups: Default Group and Group #2 (System Created).

Items Discount **5** **Shipping and Install** Billing Review and Submit

Check Local Validations Save

Order Shipping Options

Billing Email

Ship All Items Separately

Yes No

Early Shipment Accepted

Yes No

Shipping Groups

Note: Shipping details are mandatory only if group contains shippable products.

+ Default Group

+ Group #2 (System Created)

If your transaction requires different specific install site information per line item, you will need to:

- 1) Manually create a new shipping group and identify different install site from order header
- 2) Manually move items from automatically created shipping group (i.e. "default" group) to the new shipping group

Refer to the [CCW Order User Guide](#) for detailed information on shipping groups.

Note: Service-Only orders do not need to have "shipping info" populated (i.e. shipping method, etc).

Create New Shipping Group

This is a default group.



Complete and Submit Order



- 7 Provide any mandatory information (such as Taxability).
- 8 Click Save and Continue

Billing Review and Submit 8

Check Local Validations **Save** **Save and Continue >**

A The selected value for taxability is invalid or blank. Please select a valid value. For more information, click on the "!" icon next to the 'Taxability' field.

! Warning: Changing information on this page may impact tax, Service Pricing and Service Configuration.

i Please note: Tax status is only an estimate

Tax Information

Reseller Information

Taxability* 7

---Select---

---Select---

Internal Use

Resale

State/Federal or Direct Pay Permit Exemptions

SiteUser: 201000000000

Your Tax Status

Active Price List * Required Field

Wholesale US Price List in US Dollars, 2-tier only

You cannot change the reseller information after a Partial Order has been submitted. To change the reseller, the order must be cancelled and rebooked.



Complete and Submit Order



- 9 Review the order and correct any errors (example is Purchase Order).
- 10 Click **Submit Order**.

The screenshot shows a Purchase Order creation interface with two main tabs:

- Purchase Order #**: Contains fields for ORDER NAME (Partial Order Training), WEB ORDER ID (61279363), DEAL ID (n/a), STATUS (UNSUB), and PURCHASE ORDER # (also labeled as *). It also includes standard export/print/email/share buttons.
- Review and Submit**: Contains fields for ORDER NAME (Partial Order Training), WEB ORDER ID (61279363), DEAL ID (n/a), DEAL NAME (n/a), STATUS (UNSUBMITTED), CREATED BY (chris.stokes on 05-Feb-2014), LAST UPDATED BY (chris.stokes on 05-Feb-2014), and QUOTE STATUS (n/a). It includes standard export/print/email/share/buttons, as well as Save, Clone Order, and Delete buttons.

Annotations indicate the following steps:

- 9 A red arrow points from the 'Purchase Order #' tab to a red box around the status message "Purchase Order # is mandatory." at the bottom of the first tab.
- 10 A red circle with the number 10 is placed over the "Submit Order" button in the "Review and Submit" tab.

A callout bubble on the right side states: "Upon order submission, the services will be booked and invoiced. However, this does NOT mean that the contract will be created on this date. For partial orders, the services requires registration (i.e. provide missing information)."

Complete and Submit Order



- 11 The order has been submitted.
- 12 Click on View Submitted Order (optional)

The screenshot shows the Cisco Commerce Workspace interface. On the left, a message box displays "Submission Confirmed" with a red box around it and a red circle containing the number 11. Below it, a message says "Thank you for placing Web Order ID #61285177 with Cisco. You will be notified according to your notification preferences once Cisco begins processing your order." On the right, the order details are shown in a table. The "STATUS" column is highlighted with a red box and contains the value "SUBMITTED", which is also circled with a red circle and labeled 11. The table includes fields for ORDER NAME (PARTIAL ORDER TRAINING), PURCHASE ORDER # (PARTIAL ORDER TRAINING), WEB ORDER ID (61285177), DEAL ID (n/a), DEAL NAME (n/a), CREATED BY (chris.stokes on 14-Feb-2014), LAST UPDATED BY (chris.stokes on 17-Feb-2014), and QUOTE STATUS (n/a). Below the table, there are buttons for Export, Print, Email, Share, Delete, Save as Estimate, Change/Cancel Order, and Clone Order. A "Review and Submit" button is highlighted with a red box and a red arrow pointing to it from below. At the bottom, there is an "Order Review" section with icons for Items, Discounts, Shipping & Install, and Billing.

ORDER NAME	PURCHASE ORDER # *
PARTIAL ORDER TRAINING	PARTIAL ORDER TRAINING
WEB ORDER ID 61285177	★ STATUS SUBMITTED
DEAL ID n/a	DEAL NAME n/a
CREATED BY chris.stokes on 14-Feb-2014	
LAST UPDATED BY chris.stokes on 17-Feb-2014	
QUOTE STATUS n/a	

Items **Discounts** **Shipping and Install** **Billing** **Review and Submit**

Order Review

Items Discounts Shipping & Install Billing

View Submitted Order

Cancel a Partial Service Order



Canceling a Partial Service Order

- From the View Contract and Registration Information, click **Cancel Service**.
- Select the reason and enter comments.
- Click **Save**.

The screenshot shows the Cisco Service Center interface. On the left, there's a list of registration groups and items. A callout box highlights "Some Cancellation Reasons:" with two bullet points: "If the service line ordered is incorrect or invalid for the referenced configuration" and "The customer cancels after the line has invoiced." On the right, a modal window titled "Cancel Service" is open. It has a dropdown menu for "Reason" where "Duplicate order" is selected. The "Comments" field is empty. At the bottom, there are "Cancel" and "Save" buttons, with "Save" being highlighted by a red box and circled with number 3. A red arrow points from the "Cancel Service" link in the main navigation bar at the bottom right up to the "Save" button in the modal. A red box also surrounds the "Cancel Service" link in the navigation bar.

Registration Groups ([Create New Group](#))

Filter registration groups by [Show All Items](#)

Group #2 (System Created) [Rename](#) [Add Contact](#)

Install Site

COMPANY ABC
SiteUse ID 123456789
123 Central Dr. Montgomery, AZ
US 76543

[Change Address](#)

Hardware, Software and Services

1.0 CP-7942G= [Validate](#) (Valid as of 18-Feb-2014 07:18 EST)

3.0 CISCO3925-SEC/K9 [Validate](#) (Valid as of 17-Feb-2014 05:01 EST)

Some Cancellation Reasons:

- If the service line ordered is incorrect or invalid for the referenced configuration
- The customer cancels after the line has invoiced.

Cancel Service

Reason: Duplicate order

Comments:

Cancel **Save**

1 Pending Registration [Register](#) [Cancel Service](#)

Canceling a Partial Service Order

- 4 Once the cancellation request has been submitted, it takes 7-10 days to process.

Registration Groups ([Create New Group](#)) Filter registration groups by [Show All Items](#)

(-) Group #2 (System Created) [Rename](#) [Add Contact](#) [Install Site](#)

COMPANY ABC
SiteUse ID 123456789
123 Central Dr. Montgomery, AZ
US 76543

[Change Address](#)

	Serial Number Or Sales Order Number	Qty	Registration Status
<input type="checkbox"/>	Hardware, Software and Services		
<input type="checkbox"/>	1.0 CP-7942G= Validate (Valid as of 18-Feb-2014 07:18 EST)	Add/Edit Serial Number <input checked="" type="checkbox"/>	3 Registration In Progress
<input type="checkbox"/>	3.0 CISCO3925-SEC/K9 Validate (Valid as of 17-Feb-2014 05:01 EST)	Add/Edit Serial Number	4 1 Return Approved

[Change Group](#) [Select Group](#)

The service cancellation process is automated for orders that are less than 60 day old; high dollar RMAs require manual approval.



TOMORROW starts here.