

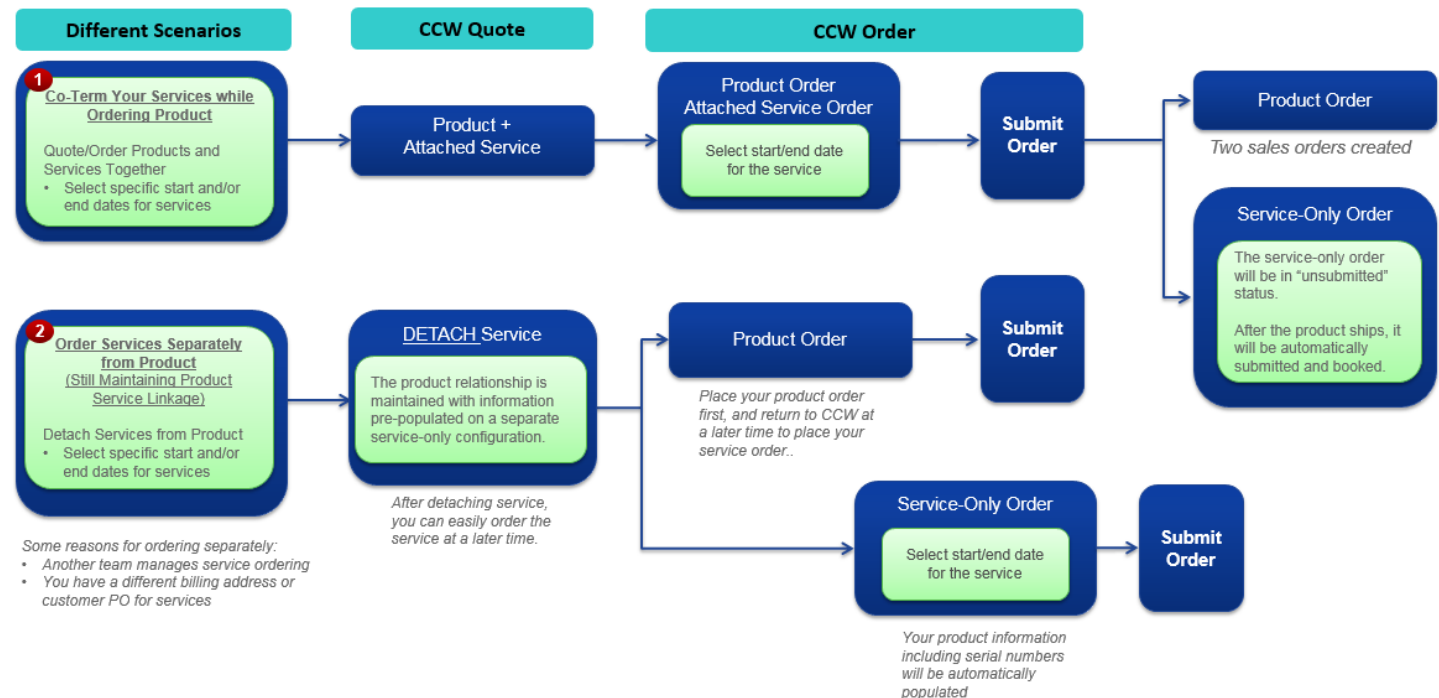


Co-Terming and Detaching Services in CCW

Overview

CCW is now your one-stop shop for Quoting and Ordering products and their attached services. You don't have to create separate Deal IDs or orders for product and services -- you'll be able keep products and attached services on the same deal ID or order. You can now:

1. Co-term your attached services and choose a start and end date during the ordering process.
2. Place product order first, and conveniently order services separately.
 - After "detaching" services, CCW will automatically maintain a separate service-only configuration (and keep track of the associated attached product), making it easy for you to order the services in the future.



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- [Selecting a Start/End Date for Attached Services \(Estimate/Quote/Order\)](#)
- [Submitting an Order for Products and Attached Services](#)

Update Preferences to Start Services after All Products Have Shipped

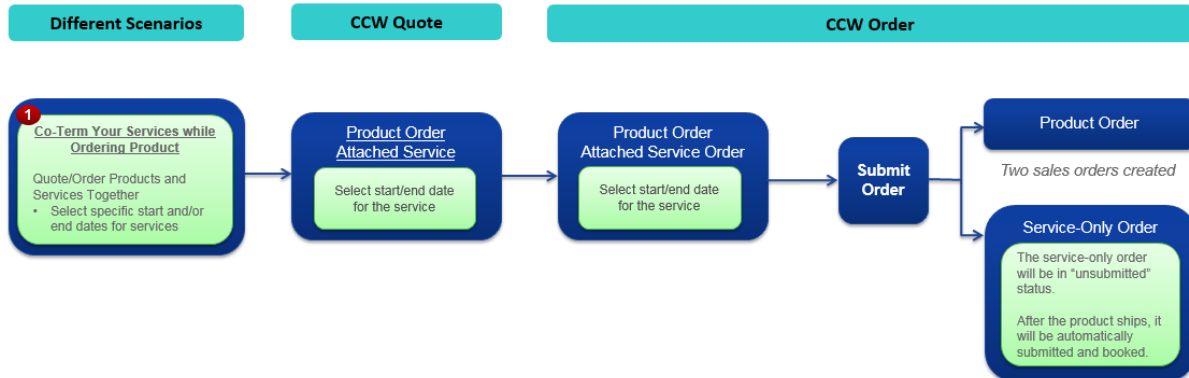
Detaching Services in CCW

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Co-Terming Attached Services in CCW

The following section will walk you through how to co-term attached services in CCW.



Selecting a Start/End Date for Attached Services (Estimate, Quote, Order)



To co-term your attached services, select a Start/End date while configuring your services in an Estimate, Quote, or Order.

Note: There may be slight differences in wording depending on which area (Estimate/Quote/Order) you are working in.

1. Click either **Edit Service/Subscription** or **Select Service/Subscription**.

Search by Sku , Description and Product Family		1	Add	Find Products & Solutions		Actions	
Remove Selected Lines		Validate		Apply Discount			
<input type="checkbox"/>	Hardware, Software and Services	Lead Time	Unit List Price (USD)	Qty	Unit Net Price (USD)	Discount (%)	Extended Net Price (USD)
<input type="checkbox"/>	1.0 CISCO2911-V/K9 CP SMIR C-1 more Cisco 2911 Voice Bundle, PVD3-16, UC License PAK, FL-CUBE10 Valid as of 23-May-2016 03:28:31 PDT Edit Options Edit Service/Subscription 1 date Add Note More Actions	14 days	4,048.00	2 Split	4,048.00	0.00	8,096.00 Add Subtotal
<input type="checkbox"/>	2.0 CISCO2911/K9 CP SMIR C-1 more Cisco 2911 w/3 GE,4 EHWIC,2 DSP, 1 SM,256MB CF,512MB DRAM,IPB Valid as of 31-Oct-2016 02:24:49 PDT Edit Options Select Service/Subscription 1 date Add Note More Actions	Not Applicable	2,695.00	2 Split	2,695.00	0.00	5,390.00 Add Subtotal



- Click either **Edit Services** (as seen in the example below) or **Add Service** if you haven't yet selected a service.

CISCO2911-V/K9

+ Service Preferences

Service

Hardware, Software, and Services	Unit List Price	Quantity	Line Total
CISCO2911-V/K9 Cisco 2911 Voice Bundle, PVD3-16, UC License PAK, FL-CUBE10	\$ 3,595.00	1	\$ 3,595.00
CON-SNT-2911V SNTC-8X5XNBD Cisco 2911 Voice Bundle Duration: 12 Month(s)	\$453.00	1	\$ 453.00

2 **Edit Services** Remove

- Select your service, and you will be given the option to choose a **Start/End Date**.

Edit Services

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

CISCO2911-V/K9

Technical Support Services

Filter by Brand **CISCO BRANDED**

Service	Duration
SMART NET TOTAL CARE	
<input checked="" type="radio"/> SNTC 8X5XNBD (SNT)	3 Start Date 11/07/2016 <input type="text"/> <input checked="" type="checkbox"/> I want to provide my own Start Date
	End Date 06/07/2018 <input type="text"/> <input checked="" type="checkbox"/> I want to provide my own End Date
	19.00 Month(s)

- You'll see the selected Start/End Dates on the service line.

+ Service Preferences

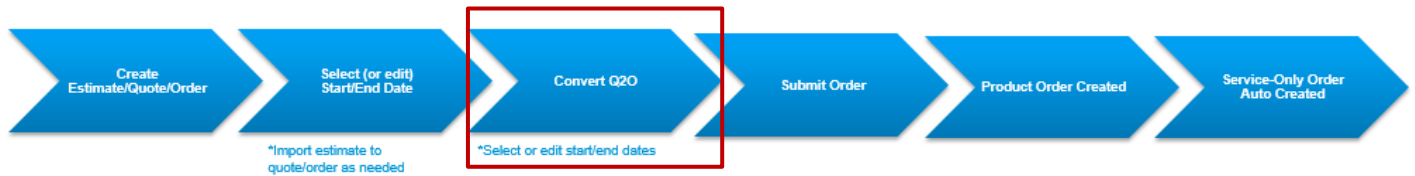
Service

Hardware, Software, and Services	Unit List Price	Quantity	Start/End Date	Line Total
N2K-C2224TP N2K-C2224TP-1GE (24x100/1000-T+2x10GE), airflow/power option	\$ 8,050.00	1		\$ 8,050.00
CON-SNT-C2224TP SNTC-8X5XNBD E, 2PS, 1 Fan Module, 24x100/1000-T+2x10 Duration: 12.00 Month(s)	\$0.00	1	4 Start Date 10/20/2016 End Date 10/19/2017	\$ 0.00

- Once you've completed these steps, you may continue through the normal Quote to Order process.



Submitting an Order for Products and Attached Services



If you've selected a Start/End Date for your services in CCW Quote, your selection will carry over as part of your configuration when converting the quote into an order.

To add or edit a Start/End Date and submit an order, use the following steps.

1. If you're creating a standalone order, click, **Change Service/Subscription**
1. If you're converting a quote to an order, click **Edit Configurations**

Items Discounts Shipping and Install Billing Review and Submit

Set preferences for this order

Items added successfully to your order

Search by Sku, Description and Product Family

Remove Selected Lines Validate Assign Smart Account Remove Products

Hardware, Software and Services P.O. Line Reference

1.0 1X100GBE-RF REFRESH

Cisco CRS Series 1x100GbE Interface Module
REMANUFACTURED
ECCN 5A991

Valid as of Mon Apr 27 02:59:41 PDT 2015

Select Options Change Service/Subscription Validate Add Note More Actions

Items Discounts Shipping and Install Billing Review and Submit

Set item preferences for this order

Add More Items From Edit Configurations

Cancel Lines Remove From Order Validate Manage Contracts More

Hardware, Software and Services PO Line Reference

1.0 1X100GBE-RF REFRESH

Cisco CRS Series 1x100GbE Interface Module
REFURBISHED
Valid as of Mon Apr 27 02:59:41 PDT 2015
Select Options Select Service Validate Add Note More Actions

2.0 W6-6509EXLFWNK9-RF

Cisco CRS Series 1x100GbE Interface Module
REFURBISHED
Valid as of Mon Apr 27 02:59:41 PDT 2015
Select Options Select Service Validate Add Note More Actions

2. Click, **Edit Services**

Edit Services/Subscriptions

SERVICE/SUBSCRIPTION SELECTION [Open a Case](#) [Training](#) [CCW Support Community](#) [Cisco Feature Navigator](#)

1X100GBE-RF

Service Preferences

Service

Hardware, Software, and Services	Unit List Price	Quantity	Line Total
1X100GBE-RF Cisco CRS Series 1x100GbE Interface Module REMANUFACTURED	\$ 66,000.00	1	\$ 66,000.00
CON-SNT-1X100GBE SNTC-8X5XNBD Cisco CRS Series 1x100GbE Interface Mod Duration: 12 Month(s)	\$2,888.00	1	\$ 2,888.00

Edit Services

Remove All Services Remove All Additional Services Remove All Subscriptions

Product Price List: Global Price List - US

Subtotal: \$ 68,888.00

Max. Estimated Lead Time: NPH

Cancel Done

[Provide Feedback on this Training Resource](#)





3. Select a **Start/End Date**.

Edit Services

SELECT SERVICES FOR **1X100GBE-RF**

Technical Support Services

Filter by Brand **CISCO BRANDED**

Service	Duration
<input type="radio"/> No Service	
<input checked="" type="radio"/> SMART NET TOTAL CARE	
<input checked="" type="radio"/> SNTC 8X5XNBD (SNT)	<div> <div> Start Date 10/24/2016 <input type="checkbox"/> I want to provide my own Start Date </div> <div> End Date 10/23/2017 <input checked="" type="checkbox"/> I want to provide my own End Date </div> </div>

12.00 Month(s)

4. You'll be told that your services will be moved to a separate order.

Items
Discounts
Shipping and Install
Billing
Review and Submit

Set preferences for this order
Check Local Validations
Save
Save and Continue >

Search by Sku , Description and Product Family
Qty
Add
Find Products and Solutions | More Actions >

Remove Selected Lines
Validate
Assign Smart Account
Filter By Show All Items

	Hardware, Software and Services	P.O. Line Reference	Lead Time	Unit List Price (USD)	Qty	Ext. List Price (USD)
<input type="checkbox"/>	1.0 1X100GBE-RF REFRESH Cisco CRS Series 1x100GbE Interface Module REMANUFACTURED ECCN 5A991 Valid as of 17-Oct-2016 09:24 PDT Select Options Change Service/Subscription Validate Add Note More Actions >		Not Applicable	66,000.00	1	66,000.00
4	<div>Service(s) will be moved to a separate order.</div> Learn More					
<input type="checkbox"/>	1.0.1 CON-SNT-1X100GBE SNTC-8X5XNBD Cisco CRS Series 1x100GbE Interface Mod		Not Applicable	2888.0	1	2,888.00

Service Start Date 24-Oct-2016
Service End Date 23-Oct-2017
OR
Service Start Date Delay From Ship Date
Duration 12 Months
Target Contract Number CREATE NEW



- On the Discounts Tab, you'll be told that the pricing information is approximate, and the final price of the services will be calculated after the products have shipped.

Items Discounts Shipping and Install Billing Review and Submit

Continue >

✓ Your order has been priced successfully

Intended Use Internal Business Use View By Unit Net Price Filter By Show All Items

Hardware, Software and Services	Unit List Price (USD)	Total Discounts		Credits (USD)	Unit Net Price (USD)	Qty	Extended Net Price (USD)
		%	Amount (USD)				
1X100GBE-RF Cisco CRS Series 1x100GbE Interface Module REMANUFACTURED	68,888.00	40.87	28,153.20	0.00	40,734.80	1	40,734.80
5 This price information is approximate. The final price of service(s) will be recalculated on a separate order after product shipment.							
Distributor Standard Discount - USD		42.00	27,720.00				

showing 1 - 1 of 1 Line Items < Previous 1 Next >

- On the Review and Submit Tab, you will see another reminder about your separate service order.

Items Discounts Shipping and Install Billing Review and Submit

Save Submit Order

✓ Your order has been priced successfully

Items Discounts Shipping & Install Billing

6 **Separate Service Order**
 Service(s) from the below configurations, with delayed Start Date or Co-term End Date, will be split and added on separate order(s). The separated order(s) will be submitted automatically once the associated product(s) have been shipped. [Learn More](#)

- 1X100GBE-RF

- Click on and agree to the **Terms and Conditions**, where another reminder will appear.

Terms and Conditions

Error Occured. Failed to localize the error message.(Separate Service Order)

7 Service(s) for unshipped products, with delayed start date or Co-term end date will be split and added on separate order(s). The separated orders will be submitted automatically once the associated product have been shipped. Final price information of these services will be recalculated on the separate order. To accept automatic creation and submission of separate order(s), please click DONE.

Accept Remanufacturing Logistic Directive

Cisco Refresh (-RF) product inventory quantities are subject to availability and are not guaranteed until the order is accepted by Cisco.

Done



A separate service order will be created if:

1. Your services have a fixed duration and you choose a specific start date.
2. You choose to start and co-term end services on specific dates.

When you submit your product+attached services order, it will automatically be split into two different web and sales orders. The service-only order will remain UNSUBMITTED until after the product has shipped. Once shipped, the service-only order will be automatically submitted and booked.

8. When you submit the order, you'll see two Web Order IDs. One for the product order, and then another for the separate service-only order.

Submission Confirmed
 Thank you for placing Web Order ID #80104320 with Cisco.
 You will be notified according to your notification preferences once Cisco begins processing your order.

805_TEST_1
 Purchase Order # **198428**
 Deal ID **N/A**
 Web Order ID **80104320**
 Created by **techdata on 17-Oct-2016**
 Submitted by **techdata on 17-Oct-2016**

	Active Price List	Global Price List	US Availability
Total List Price			68,888.00
Discounts	40.87%		(28,153.20)
Credits			(.00)
Total Effective Discount	40.87%		(28,153.20)
Order Total			40,734.80
Max. Estimated Lead Time			Not Applicable
All prices shown in			USD

View Submitted Order

Separate Service Order
 Service(s) from the below configurations, with delayed Start Date or Co-term End Date, will be split and added on separate order(s). The separated order(s) will be submitted automatically once the associated product(s) have been shipped.

8

- Web Order ID : 80104332



9. You will see the separate service order numbers when you check the status of the product order.

9

Test Order Submitted

Change Order | Cancel Entire Order

Other Related Tools and Links

Export Print Email Share Delete Add Dispute

SALES ORDER ID 64035482	PURCHASE ORDER # FOR CISCO OC_REQ#1900_13CHANEG	ACCOUNT MANAGER View Info	DEAL ID 85004483	PROGRAM TYPE Invoice Only No Fulfillment	WEB ORDER ID --
DPAS/TAA --	SHIPPING PRIORITY --	TRADE-IN QUOTE # --	PERIODIC BILLING --	SUBMITTED BY on 17-Feb-2016	REMARKETING --

Items Discounts Shipping and Install Billing and Invoice Order History Internal View

Separate Service Order
Service(s) from the below configurations, with delayed Start Date or Co-term End Date, will be split and added on separate order(s). The separated order(s) will be submitted automatically once the associated product(s) have been shipped. Learn more.

Web Order ID 78948599 | Web Order ID 78948600



10. The separate service order will remain un-submitted, and will be automatically submitted as soon as the product has been shipped.

10

ORDER NAME Consolidate

Global Price List in US Availability (USD)

PURCHASE ORDER ID * WEB ORDER ID 64035482 STATUS UNSUBMITTED SMART ACCOUNT Assign Smart Account

Items Discounts Shipping and Install Billing Review and Submit

Quote Status Items Discounts Shipping & Install Billing

Separate Service Order
This order will be submitted automatically once the associated product(s) on Web Order ID 78948600 have been shipped.

Financial Summary All prices shown in USD

Order Summary End Customer

11. If for any reason the separate service order fails to automatically submit, you will be able to manually resubmit the order yourself in CCW.

- If the product ships after the selected start date, you're order will not auto-submit. You will be able to manually change the start date if this occurs.



ORDER NAME Consolidate Global Price List in US Availability (USD)

PURCHASE ORDER ID * WEB ORDER ID 64035482 STATUS UNSUBMITTED SMART ACCOUNT Assign Smart Account

Items Discounts Shipping and Install Billing Review and Submit

Quote Status Items Discounts Shipping & Install Billing

11 **Separate Service Order**
Automatic order submission failed due to invalid or incomplete information. Please provide valid and complete information and submit the order.
Note: Service(s) on this order were split and added from Web Order ID 78948600.

Save Submit Order

Update Preferences to Start Services after All Products Have Shipped

If you'd like to start your services after all the products on your order have shipped, use the following steps.

1. From the Items Tab, click **Set Preferences for this order**.
2. Select **Last Product Shipped**.
3. A separate order notification will appear.

Items Discounts Shipping and Install Billing Review and Submit

1 **Set preferences for this order** Check Local Validations Save Save and Continue >

Preferences

Service Preferences
Federal Government

Select a default Service Preference for this order 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 add mandatory services where appropriate.)

Select Default Service Choices:

Service Program SMART NET TOTAL CARE Advanced Hardware Replacement Level 8X5XNBD

Onsite Field Engineer Select Software Application Upgrade Select

Delay Service Start By Last Product Shipped
Select
Service Start Delay
Last Product Shipped

Service Start Delay 1
Day(s) after Ship Date
☐ Apply this start Delay to the entire order

3 Service(s) will be moved to a separate order. [Learn More](#)

Note: Your changes will be automatically saved

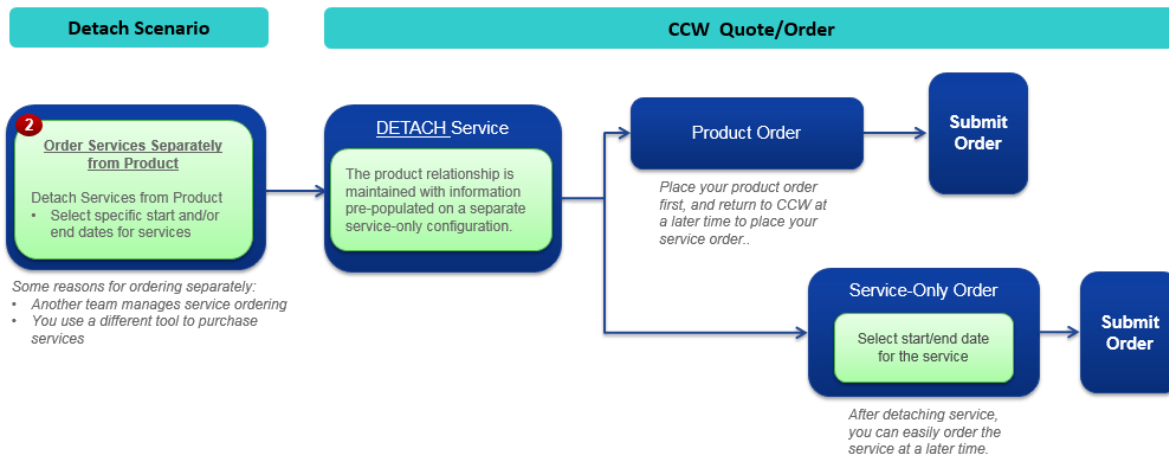
Check Local Validations Save Save and Continue >

Note: Refer to the [Submit Order for Products and Attached Services](#) section (Step 4 and on) for further details on completing the ordering process for your products and attached services.



Detaching Services in CCW

The following section will walk you through how to detach services in CCW Quote and Order. However, prior to detaching services be sure to update your Service Preferences and subscribe to the **Purchase Services Reminder**.



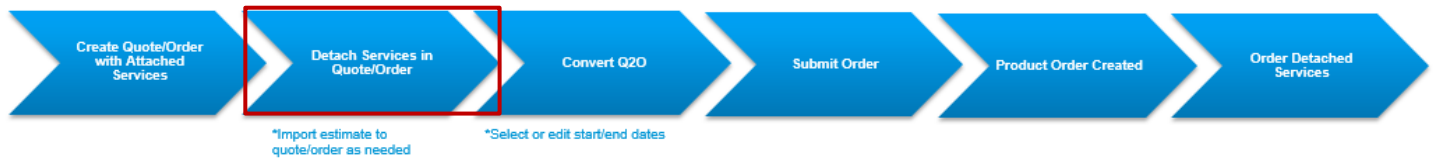
Subscribe to Purchase Services Reminder

CCW will provide you with a reminder to purchase your detached services once the product has been shipped. To subscribe to these email notifications, go to **My Profile and Preferences – Notifications** – and search **Purchase Services – Reminder**. Click the addition button next to the search field to **Subscribe to the Purchase Services Reminder**.

The screenshot shows the Cisco Commerce "Profile and Preferences" page. The left sidebar contains a menu with "Notifications" highlighted. The main content area is titled "My Orders" and includes a search field for notifications. Below the search field, a green message states "Data Saved Successfully". The "My Orders" section lists several notification types: "Acknowledgments (4)", "Invoices (0)", and "Shipping (3)". Under "Shipping (3)", there are two notifications: "Advance Shipment Notice" and "Estimated Ship Date Change", both with "Subscribed" status. At the bottom, a red box highlights the "Purchase Services - Reminder" notification, which also has a "Subscribed" status. The notification description states: "Provides a reminder to purchase detached services when the associated products have been shipped."



Detach Services during Quote Creation



You can detach a service at the line level for an individual product, or you can detach all services from the entire quote at once. To detach a service at the line level:

1. Click on Detach Services on the specific line you'd like to edit.

Deal Quote Review Order

Items Discounts and Credits Install/Service Location Billing Save Save and Continue >

Set preferences for this quote

Search by SKU, Description and Product Family Qty Add Find Products and Solutions Actions

Buy Method Select More Filter By All Items

	Hardware, Software and Services	Lead Time	Unit List Price (USD)	Qty	Extended List Price (USD)
1.0	N2K-C2224TP AEOS more N2K-C2224TP-1GE (24x100/1000-T+2x10GE), airflow/power option VALID Fri 14-Oct-2016 10:11:30 PDT	Not Applicable	8,050.00	3	24,150.00
2.0	4011955 more GS7000 CWDH HG Rev Tx 1470nm,3dBm,SA VALID Fri 14-Oct-2016 10:37:29 PDT	Not Applicable	2,310.00	1	2,310.00

Buy Method Select Edit Options Select Service Add Note More Actions

Buy Method Select Select Options Edit/Remove Services Add 1 Detach services More Actions

2. A popup will appear, click Continue. (Cut it out)

Detach

This action will remove all the attached services from the configuration. The service items will be present as Service Only lines on the Quote. Do you want to continue?

Cancel Continue

3. A new major line will appear at the bottom of the page, with the product greyed out and price displayed as 'Not Applicable'.

Note: Expand the major line and you will see the service only configuration appear as a minor line. The Unit List Price and Extended List Price are now available to view for the service. (Show Product and Service Order)



Set preferences for this quote ▾

Search by SKU, Description and Product Family Qty Add Find Products and Solutions Actions ▾

Buy Method Select ▾ More ▾ Filter By All Items ▾

	Hardware, Software and Services	Lead Time ⓘ	Unit List Price (USD)	Qty	Extended List Price (USD)
<input type="checkbox"/>	1.0 4011955 more ⓘ GS7000 CWDIM HG Rev Tx 1470nm,3dBm,SA VALID Fri 14-Oct-2016 10:37:29 PDT	Not Applicable	2,232.00	1	2,232.00
<input type="checkbox"/>	2.0 4011955 more ⓘ GS7000 CWDIM HG Rev Tx 1470nm,3dBm,SA VALID Fri 14-Oct-2016 10:37:29 PDT	Not Applicable	1	Not Applicable	Not Applicable
<input type="checkbox"/>	2.0.1 CON-RFR-4011955 RETURN FOR REPAIR SV= TOP,1G CWDIM HI GAIN TX 1470.ANL SCA Duration: 12.00 Months Change Duration	Not Applicable	78.00	1	78.00

Buy Method Select ▾ Select Options Select Service Add Note More Actions ▾

View 50 ▾ Items Per Page Results 2 of 2 << Previous 1 ▾ Next >>

Financial Summary All prices shown in USD

Total List Price	2,310.00
Total Lead Time	Not Applicable

Save Save and Continue >

- After the quote is approved, you can order the product only configuration and come back at a later time to order the service only configuration.

Detach Services and Create Product Order

The following section will walk you through how to detach services in CCW Order.



Create a Quote converted Order using the Deal ID from your Quote containing Products and Services. See [Cisco Commerce Order Quick Reference Guide](#) for help on creating an Order. From the order you can detach the services and submit the order with only products. The detached services will be reflected on the quote as a separate service-only line (reflecting the product information from the order) and you'll be able to covert these services to an order at a later date.

- From the Items tab, select More Actions and Detach Service to remove the service(s) from this product line.

Note: Detach Services is available for Distributor Contractual Orders (additional service discounts will be claimed through DART) so long as the configuration has not been edited (Edit Configuration has not been clicked). For other order types there is no restriction after editing configurations.



Items Discounts Shipping and Install Billing Review and Submit

Set preferences for this order [Check Local Validations](#) [Save](#) [Save and Continue >](#)

[Add More Items From Quote](#) [Edit Configuration](#) **1**

[Remove from Order](#) [Validate](#) [Assign Smart Account](#) Filter By [Show All Items](#)

	Hardware, Software and Services	P.O. Line Reference	Lead Time	Unit List Price (USD)	Qty	Ext. List Price (USD)
<input type="checkbox"/>	1.0 CP-7942G Cisco UC Phone 7942 ECCN 5A992.C		14 days	455.00	1	455.00
Valid as of 20-Apr-2016 04:48 EDT Select Options Select Service Validate Add Note More Actions ^						
<input type="checkbox"/>	1.0.1 CON-SNTP-CP7942 SNTC-24X7X4 Cisco Un		Not Applicable	16.0	1	16.00
	Service Start Date 1 day(s) after Ship Date.	Remove from Order 1 Replace Configuration Detach Service	Contract Number Generated			
<input type="checkbox"/>	1.1 SW-CCME-UL-7942 Communications Manager Express License For One 7942G Phone Multiple License Keys ECCN EAR99		21 days	200.0	1	200.00

Showing 1 - 1 of 1 Line Items < Previous 1 Next >

2. Click **Continue**.

Detach X

This action will remove this attached service from the Order. The Service item will still be present on the Quote.

SWSS Policy: Cisco Software Support Service (SWSS) is required when purchasing applicable software or software license. If you are detaching SWSS, then you can cancel the Detach, or you can add applicable products to a SWSS contract within 90 days from this order submission

Do you want to continue? **2**

[Cancel](#) [Continue](#)

3. The Service(s) are removed from the product.

4. You'll be told if you can't detach the services.

Detach X

Service(s) cannot be detached from this configuration due to one or more of the following reasons:

- Services are mandatory for this configuration.
- Services from this configuration are not present on the Quote.

[Cancel](#)



- Click **Save and Continue** and complete the Ordering process. See [Cisco Commerce Order Quick Reference Guide](#) for more information.

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

Set preferences for this order Check Local Validations Save Save and Continue >

✓ All Services from product CP-7942G(Line # 1.0) are successfully detached

Add More Items From Quote | Edit Configuration

Remove from Order | Validate | Assign Smart Account

Filter By Show All Items

	Hardware, Software and Services	P.O. Line Reference	Lead Time	Unit List Price (USD)	Qty	Ext. List Price (USD)
<input type="checkbox"/>	1.0 CP-7942G Cisco UC Phone 7942 ECCN 5A992 C Valid as of 20-Apr-2016 04:48 EDT Select Options Select Service Validate Add Note More Actions >		14 days	455.00	1	455.00
<input type="checkbox"/>	1.1 SW-CCME-UL-7942 Communications Manager Express License For One 7942G Phone Multiple License Keys ECCN EAR99		21 days	200.0	1	200.00

Showing 1 - 1 of 1 Line Items < Previous 1 Next >

Check Local Validations Save Save and Continue >

View Quote Containing Detached Services (optional)

From the Discounts and Credits tab of the original quote, you'll see the detached service has been added as a new line. You can search for all deals with Detached Services in Deals & Quotes Advanced Search

- All components of the original 2.0 line are visible on the 3.0 line. You'll see that they are greyed out and do not have any associated cost.

Note: Cost and Discount levels will be the same as on the original Quote and Order.

CP-7942G													
+	2.0	CP-7942G	(VALID Wed 20-Apr-2016 12:30:38 PDT)	Cisco UC Phone 7942	21 days	671.00	1	655.00	32.00	209.60	445.40		
This item has been converted to Web Order ID#: 67430089													
Core Category - SI - Internal - USD								32.00	145.60				
1	-	3.0	CP-7942G	(VALID Wed 20-Apr-2016 12:30:38 PDT)	Cisco UC Phone 7942	Not Applicable	n/a	1	n/a	n/a	n/a		
								n/a	n/a				
		3.0.1	CON-SNTP-CP7942	SNTPC-24X7X4 Cisco Unified IP Phone 7942		Not Applicable	16.00	1	16.00	60.00	9.60	6.40	
		Duration: 12.00 Months											
								Distributor Specific Service Discount - USD		60.00	9.60		
		3.1	SW-CCME-UL-7942	Communications Manager Express License For One 7942G Phone		Not Applicable	n/a	1	n/a	n/a	n/a	n/a	
										n/a	n/a		
Sub Total											6.40		



Order the Detached Services

You can easily order the detached services from the Quote the same way you convert any other line from a Quote to an Order. See [Cisco Commerce Order Quick Reference Guide](#) for more information.



1. This service-only order will have the detached service, and you'll be able to see the attached product (greyed out). You can now complete the Order process with all Product information for your services already captured.

✓ Your order has been priced successfully

Intended Use Internal Business Use

View By Unit Net Price

Filter By Show All Items

Hardware, Software and Services	Unit List Price (USD)	Total Discounts	Credits (USD)	Unit Net Price (USD)	Qty	Extended Net Price (USD)
	%	Amount (USD)				
1.0 CP-7942G Cisco UC Phone 7942	n/a	n/a	n/a	n/a	1	n/a
		0.00	0.00			
1.0.1 CON-SNTP-CP7942 SNTC-24X7X4 Cisco Unified IP Phone 7942 Duration 12 Months	16.00	60.00	9.60	6.40	1	6.40
Standard-Distributor Specific Service Discount - USD		60.00	9.60			
1.1 SW-CCME-UL-7942 Communications Manager Express License For One 7942G Phone	n/a	n/a	n/a	n/a	1	n/a
		0.00	0.00			

showing 1 - 1 of 1 Line Items < Previous 1 Next >

2. Select Service Start Date. Start and End Dates will be editable if the product has already shipped, otherwise you may select a flexible service start delay if the service is eligible.
3. All associated shipped product will be automatically captured, you will not have to enter any serial numbers or order information.
 - If your Order is missing a valid serial number (or Sales Order for non-serialized products) or you would like to edit, select [View/Edit Product Order Details](#) to manually input the product information.



<input type="checkbox"/>	1.0 CP-7942G		Not Applicable	n/a	1	n/a
	Cisco UC Phone 7942					
	1.0.1 CON-SNTP-CP7942		Not Applicable	16.0	1	16.00
	SNTC-24X7X4 Cisco Unified IP Phone 7942					
2	Service Start Date 1 day(s) after Ship Date.	Duration 12 Months	Target Contract Number System Generated			
	1.1 SW-CCME-UL-7942		Not Applicable	n/a	1	n/a
	Communications Manager Express License For One 7942G Phone					
3	Valid as of 20-Apr-2016 06:33 EDT View/Edit Product Order Details Change Service/Subscription Add Note					

Showing 1 - 1 of 1 Line Items < Previous 1 Next >

4. Enter the Serial Number or Sales Order Number from your product order.

Sales Order Number ×

Sales Order Number:

5. If multiple serial numbers are captured, you can edit them here. Click the green x's to remove and add additional serial numbers as required.

Serial Numbers ×

Multiple Serial Numbers can be entered by separating each with a comma or newline.
A unique serial number is required for each product.

Example :932550, 408098, 929400

SKU:CP-7942G= Qty: 4

Previously entered serial numbers

☒ CH16249C42

☒ FCH16249A5J

☒ FCH1624962H

☒ FCH162496UM

Invalid Serial Numbers

6. Complete your Order. See [Cisco Commerce Order Quick Reference Guide](#) for more information.



Reporting for Quotes with Detached Services

You can generate a report to identify which remaining Quotes have 'Detached Services' within them. Choose your preferred dates and statuses from the dropdown menus after selecting **Quotes with Detached Services**.

The screenshot shows the 'Deals & Quotes' section of the Cisco Commerce interface. The 'Reports' tab is active, displaying a form to generate a report. The form includes a 'Display' dropdown menu with 'Quotes With Detached Services' selected, a 'Deal Status' dropdown menu with 'All Statuses' selected, and a 'Deal Creation Date' dropdown menu with 'All Dates' selected. A 'Generate Report' button is visible at the bottom right of the form. The left sidebar contains navigation links for 'All Deals & Quotes', 'Recent Deals & Quotes', 'Shared Deals & Quotes', 'Saved Searches', 'View Tags', 'Access Shared Deal', and 'Generate Report'.

Deal ID ▾

Advanced Search

⋮ All Deals & Quotes

🕒 Recent Deals & Quotes

🔗 Shared Deals & Quotes

🔍 Saved Searches

🏷️ View Tags

👤 Access Shared Deal

📄 Generate Report

Reports Download Reports >

Do you wish to submit a request to generate report? The generated report will contain the data for all the deals which you have access to.

Display

Quotes With Detached Services ▾

Deal Status

All Statuses ▾

Deal Creation Date

All Dates ▾

All Dates

Within 30 days

Within 60 Days

Within 90 Days

Within 6 Months

Within 1 Year

Custom Range

Cancel Generate Report