



# Quoting and Ordering Cisco Refresh Products in Cisco Commerce Workspace

This document provides answers to common questions regarding quoting and ordering Cisco Refresh products in Cisco Commerce Workspace (CCW).  
For instructions to create a quick quote and request an inventory reservation in CCW, download the [Cisco Refresh Quick Quote Guide](#).

Check back often! New questions and answers continue to be posted.

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## OVERVIEW

**Q: What functionality is provided in CCW for Cisco Refresh products?**

**A:** Below is a summary of the key functionality within CCW:

	CCW Functionality
Searching for Inventory	Search Cisco Refresh and new items in CCW (both configurable and non-configurable) with improved ordering efficiency
Reserving Inventory	Reserve inventory for 14 days by requesting a reservation in CCW. Inventory and lead times are visible for all users while quoting in CCW
Quoting	Quote Cisco Refresh in CCW
Pricing	Compare list prices for equivalent new and refurbished product pricing in CCW
Ordering and Configuration	Order Cisco Refresh products with the option of attaching services in CCW

**Q: What training materials are available on using CCW to quote and order Cisco Refresh products?**

**A:** Access the [Training Materials](#) to learn more about Cisco Refresh product quoting and ordering in CCW.

**Q: Who do I contact for support?**

**A:** There are several options available to receive support on Cisco Refresh and CCW:

- For CCRE information and inquiries, visit the [Cisco Refresh page](#) on Cisco.com or contact the [Cisco Refresh team](#).
- Access CCW self-paced e-Learning modules, demonstrations, user guides and quick reference guides on [Partner Central](#) and [Distribution Central](#).
- View CCW Frequently Asked Questions on [Operations Exchange](#).
- Open a case with [Customer Service Central](#) for all CCW support issues, including CCW access, configuration, quoting, and ordering. Remember to [add the Customer Service Central module](#) to your My Cisco Workspace.
- Contact the [Partner Helpline](#) for pre-sales product support.

**Q: Do I receive the same product discounts for Cisco Refresh products that I do for new Cisco products?**

**A:** Yes, CCW will apply your standard discount when ordering Cisco Refresh products.

## AVAILABLE INVENTORY AND RESERVATIONS

**Q: Can I view available inventory in CCW?**

**A:** Available Cisco Refresh product inventory and associated lead times are viewed when quoting and ordering Cisco Refresh in CCW. Reference the [Training Materials](#) to learn more about quoting and ordering Cisco Refresh products in CCW.

**Q: Can I reserve inventory?**

**A:** You can request an inventory reservation in CCW. The request is automatically routed to your Cisco Refresh Account Manager. Upon approval of your reservation, you will receive an email confirming the quantity reserved and the reservation expiry date. Your inventory reservation lasts for 14 days from the date of creation, after which the reserved inventory is released.

**Q: When should I reserve inventory?**

**A:** Reservation requests should be made if the inventory is needed for a large, strategic deal expected in close in the near term, where you need to secure constrained inventory.

**Q: Can I reserve inventory that is not currently available?**

**A:** Inventory reservations are only made for available inventory. For inquiries related to additional inventory availability, contact your [Cisco Refresh Account Manager](#). Reference the [Training Materials](#) for information on requesting a reservation.

**Q: How can I modify the quantity of inventory reserved?**

**A:** If you need to increase the quantity reserved, add a new line item to your quote and request a reservation for the additional quantity.

To decrease the quantity, contact your [Cisco Refresh Account Manager](#) to release your existing reservation; submit a new reservation for the revised quantity. Alternatively, you may place an order for a quantity less than you reserved; any remaining inventory on your reservation will release after 14 days.

**Q: Why are there different shipment lead times for a specific product?**

**A:** A three-day shipment lead time applies to shipments from in-region warehouses. A seven-day shipment lead time applies to shipments from out-of-region warehouses. The inventory found in the 30+-day shipment lead time represents inventory that can be remanufactured to meet your needs. 30 days is the system's best guess based on historical lead times for Cisco Refresh product line. Please note that inventory in the 30+-day lead time does not guarantee fulfillment within 30 days. Lead times vary due to specific remanufacturing requirements for different products.

**Q: Is there a way to download a list of available inventory without committing to an estimate or quick quote?**

**A:** Yes, available inventory can be downloaded from the Cisco Refresh module of [MyCisco Workspace](#). Click "Add Module" if the Cisco Refresh module is not currently in your workspace.

## QUOTING

**Q: Can I create a quote for both new and Cisco Refresh products?**

**A:** Yes, you can include both new and Cisco Refresh products on a CCW quote.

**Q: Can Cisco Refresh products be added to a Reusable Non-Standard Deal (RNSD)? If so, are there any special considerations?**

**A:** Cisco Refresh products can be added to RNSDs, the same way that new products can. The only consideration is that reservations should NOT be requested or created on the RNSD. Instead, create a transactional quote, reference the RNSD deal ID, and then create a reservation on that quote.

## ORDERING

**Q: Can I create an order for both new and Cisco Refresh products?**

**A:** Yes, you can include both new and Cisco Refresh products on a CCW order.

**Q: Can I place an order for Cisco Refresh products if inventory is not available?**

**A:** Orders can only be placed for available Cisco Refresh inventory. For inquiries related to additional inventory availability, contact you [Cisco Refresh Account Manager](#). Reference the [Training Materials](#) for information on requesting a reservation.

**Q: I would like to convert my quote to an order, but the inventory is no longer available. What should I do?**

**A:** Adjust the quantity on your quote to reflect the available inventory. You can then convert your quote to an order. When additional inventory becomes available, you can create a new quote or order for the remaining inventory.

## FULFILLMENT

### Q: Where can I view shipping information for a Cisco Refresh order?

**A:** After an order is submitted, you can view shipping information by accessing the Shipping and Install tab of the order in CCW. Once on the tab, click Remanufactured Shipping Details. A pop-up will appear with Cisco Refresh-specific information.

Please note:

- Estimated shipping dates provided outside of the pop-up window should be ignored.
- Estimated shipping dates within the pop-up are created based on the availability at the time of order submission. It is not updated based on subsequent changes in availability.

### Q: Can I expedite a Cisco Refresh order?

**A:** You can submit a request to expedite a Cisco Refresh order through the Customer Service Central module in [MyCisco Workspace](#). The Cisco Refresh operations team will make every attempt to expedite orders, however, in the case where no inventory is available, they will be unable to accommodate requests.

## CCW SUPPORT

### Q: Where can I get support if issues arise during quoting or ordering in CCW?

**A:** Cisco Customer Service can support you if issues arise during quoting or ordering in Cisco Commerce. You can open a case or find contact information by hovering over the **?** icon near the upper-right hand corner.

