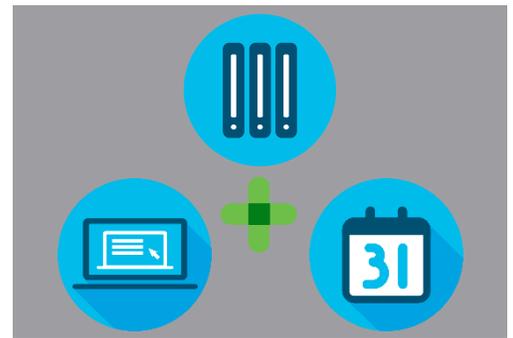


### Welcome TnC+!

We want to streamline and standardize Term and Content+ offers (TnC+) for you. Through this offer structure we are allowing you to order Hardware with associated software subscriptions (using periodic billing), services, and support in a single offer, under a Hardware ATO; where in the past you had to order hardware and software subscriptions separately. These offer constructs accommodate our 1-Tier partners ordering for the first time as well as our Distributors who wish to execute a Hardware-stocking order or drop ship order and may choose to sell to our 2-Tier Resellers as well. Finally, using a Software ATO, we can accommodate your follow-on orders; including just the software subscriptions associated with their hardware (Device-Based Subscriptions), as you no longer require the Hardware – it was purchased already in their initial order.



### Training Content

- Configure you TnC+ Quote/Order
- Select Subscription Requested Start/End Date and Co-Term your Subscriptions
- Apply Flexible Start Service Delay
- Callout CCW UI enhancements to support TnC+ offers

## Configure Your TnC+ Quote or Order

Overall, the process of quoting and ordering TnC+ Offers in CCW remains very much the same as before. We are, however, giving you a number of new options available when configuring your TnC+ Order.

1. When entering the Configuration Page, after you have clicked Select Options, you'll note that your Hardware Item can now be configured with Software subscriptions.
2. When configuring your device-based subscriptions (the subscriptions tied directly to your primary hardware order), you have the ability to select which subscription term you prefer (shown in months).
3. You can also select a periodic billing model (or pre-prepaid) that best suites your financial requirements.
4. You will note that you cannot set your subscriptions to auto-renew for TnC+ offers at this time
5. By selecting the **Requested Start/End Date** hyperlink, you can set the specific dates for the term of your subscriptions

Configuration Summary		
View Full Summary		
Country Specification <span>ⓘ</span>		
Select Country (Not Required)		
Category <span>ⓘ</span>	Qty	Extended List Price (USD)
Hardware		22,500.00
Subscriptions		0.00

Configuration Summary		
View Full Summary		
Country Specification <span>ⓘ</span>		
Select Country (Not Required)		
Category <span>ⓘ</span>	Qty	Extended List Price (USD)
<b>MODULE</b>		
40G Transceiver and Cable Options		
1/10G Transceiver and Cable Options		
100G Transceiver and Cable Options		
Subscriptions		
Cisco ONE 9300 Subscription		
C1E1TNX9300XFK9-1Y	1	7,440.00

**Option Search** ⓘ Multiple Options Search

C1-N9K-C93180YC-EX > Cisco ONE 9300 Subscription Key ⌵

Expand All | Collapse All

⊖ Cisco ONE Essential Optoins

SKU	Term(Month(s))	Billing Model	Do Not Auto Renew	Qty	Unit List Price (USD)
<input checked="" type="radio"/> C1E1TNX9300XFK9-1Y Cisco ONE N9300 Essentials XF Term: LAN, DCNM LAN, Streaming	<input type="text" value="12"/> Range: 12 to 35 <a href="#">Requested Start/End Date</a>	Annual Billing <span>⌵</span> Prepaid Term Annual Billing	<input checked="" type="checkbox"/>	1	620.00 <i>Per Month</i>
<input type="radio"/> C1E1TNX9300XFK9-3Y Cisco ONE N9300 Essentials XF Term: LAN, DCNM LAN, Streaming	<input type="text" value="36"/> Range: 36 to 59 Requested Start/End Date	Annual Billing <span>⌵</span>	<input checked="" type="checkbox"/>	1	600.00 <i>Per Month</i>

**Note:** For this training we are highlighting a Nexus offer, and only Pre-paid and annual billing models will be available for the time being. You can, however, still utilize pre-paid, monthly, quarterly, and annual billing models for other configured TnC+ offers.

**Billing Model**

Monthly Billing ⌵

Prepaid Term

Annual Billing

Quarterly Billing

Monthly Billing

**Are you a Distributor?** TnC+ Offers are still available to you, however, please note that for billing model, you will be restricted to utilizing the pre-paid billing model.

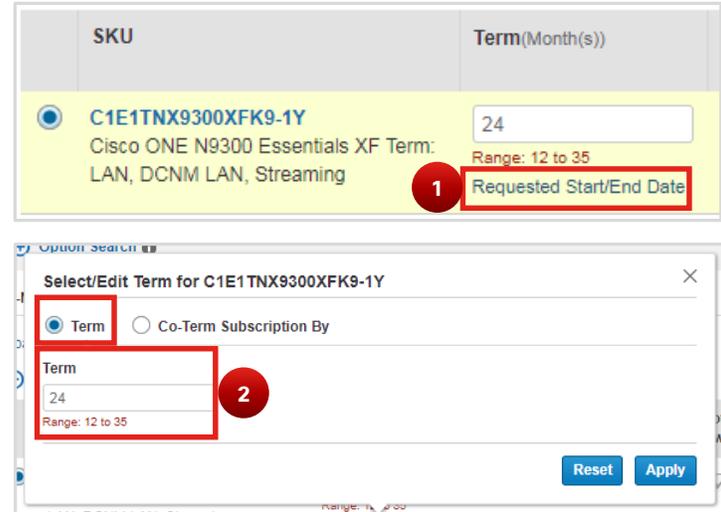
Learn how to set the requested start and end date on your subscription, as well as co-term your subscriptions. Proceed to the next page for more information.

## Set Subscription Start/End Date and Co-Term Your Subscription

Generally speaking, the end-to-end process of quoting and ordering TnC+ offers does not differ greatly from your current experience in CCW. There are, however, some very unique elements to TnC+ that are worth calling out that involves configuration of your quotes/orders and how they are displayed in CCW.

1. Click on **Requested Start/End Date** when configuring your subscriptions
2. Selecting a standard term for your subscription is remarkably simple. Type in your desired term length (in months) in the text box.

**Note:** The range shown in red text provides you a range of months that can be applied as term lengths associated with the subscription option.

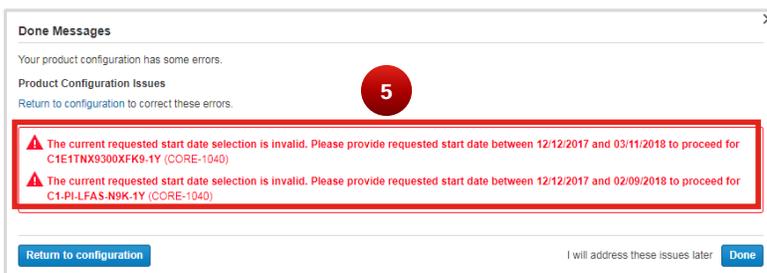
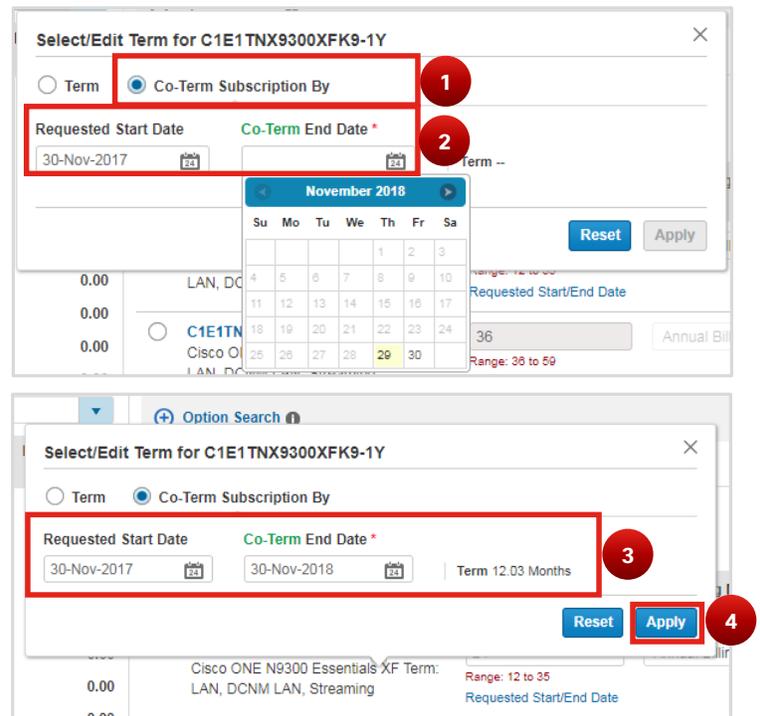


## Co-Term your Subscription

1. To co-term your subscription, select **Co-Term Subscription By**.
2. Select your **Requested Start Date** and your **Co-Term Date** by selecting from available dates from the calendar (📅) drop-down.

**Note:** You'll see that, when co-termining your subscription, **Co-Term End Date** is a mandatory field.

3. Finally, you can review your dates and see the calculated Term of your co-termed subscription.
4. Click **Apply**, to finalize your selections
5. Please ensure that all of your requested start dates align to your requested start date. If you have chosen a date that does not properly align with the Requested Start Date, CCW will display an error informing you of this inconsistency.



*Proceed to the third page to learn how to apply a Flexible Service Start Delay (FSSD) to your TnC+ Order and how subscription term information is now displayed at the Billing SKU Level*

## Subscription Term Info at the Billing SKU-Level & Applying Service Start Delay

- To enable you greater control over your configured TnC+ Order, you can see now view subscription information related to the terms you have configured, at the billing SKU-level (individual subscription groups)
- After configuring your TnC+ order, if you wish to apply a Service Start Delay to your subscriptions, then select the pencil icon (✎) next to **Service Start Delay**.

The screenshot shows the 'Billing' tab of a Cisco TnC+ order configuration. It lists several items with their respective terms and pricing. Two items are highlighted with red boxes and arrows:

- Item 1.0:** C1-N9K-C93180YC-EX. Service Start Delay: 1 day(s) after Ship Date. Duration: 36 Months. Target Contract Number: System Generated.
- Item 1.19:** C1-PI-LFAS-N9K-1Y. Service Start Delay: (pencil icon).

- A pop-up will appear. You will note the informational warning at the top of the pop-up: You cannot have a Service Start Delay set at the same time you have a requested start date; so if you select this option, be aware that any requested start date will be replaced with the Service Start Delay interval.
- Select how many days after your hardware has shipped, when you would like your service subscription to start.
- Click **Save**

The 'Subscription Start Date' pop-up contains the following information:

- Warning:** Please note that if you select flexible service start delay, then the start/end date /duration you have selected will be replaced and net price will be recalculated.
- Subscription Start Date:** 4 day(s) after Ship Date. This determines when the subscription will be available to the end customer.
- Buttons:** Cancel, Save

### What is Service Start Delay?

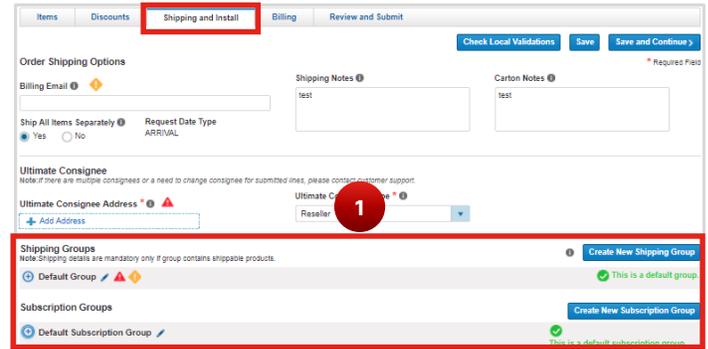
FSSD is a mechanism that you can use to account for the assembly of your hardware order and physical shipment of your ordered hardware. By setting a service start delay, you can ensure that the your subscriptions will begin, the same time your hardware arrives.

Proceed to the fourth and final page to learn about the further enhancements to CCW supporting TnC+ Offers

## Adding details to Shipping and Install Tab

Because you are now ordering Hardware and Software Subscriptions in a single transaction, you'll note that in the **Shipping and Install Tab** you'll

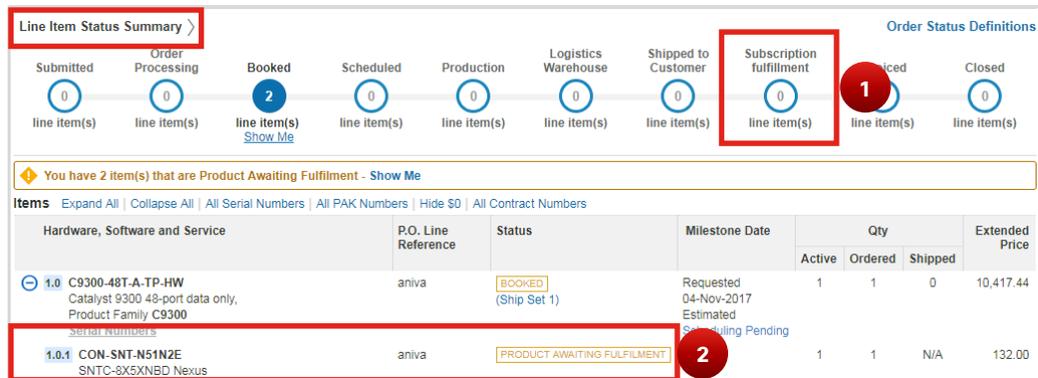
1. We've combined elements in CCW to incorporate both subscription groups and physical shipment in to the Shipping and Install Tab
2. You will note that Delivery method for items in the order should have both physical delivery for your Hardware and Electronic/Cloud delivery options for your software.



## Track your TnC+ Order with greater fidelity

We are supporting TnC+ orders by granting you the ability to view minor-line statuses via the status bubble **Subscription Fulfillment**

1. A Status bubble for subscription minor lines, called: **Subscription Fulfillment** is now available in your **Line Item Status Summary**.
2. Status of your major and minor lines will be shown in the status column.



## Updated Notifications!

To convey the most relevant information from your TnC+ Quote or Order, we've updated notifications for Sales Order Acknowledgement and Order Submit.

- Subscription attributes will be captured for these notifications for minor line items; aligning with how these attributes are displayed in Order Capture in CCW.

### Minor Line Subscription Attributes captured for notifications

Item Name	Qty	Unit List Price	Discount	Credits/ PA	Unit Net Price	Extended Net Price
1.0 C9300-48T-A-TP-SW Catalyst 9300 48-port data only, Network Advantage TnC+ ELECTRONIC <a href="mailto:sales@com.com">sales@com.com</a>	1	0	0.00	0.00	0	0
P.O. Line Reference: 12345						
1.1 C93-DNA-A-48-T-7Y C9300 DNA Advantage, 48-Port, 7 Year Term License ELECTRONIC	1	License 100 Per License/Month	3612.00	0.00	57 Per License/Month	4788
Billing Model: Monthly Billing Initial Term: 84 Auto Renewal Term: 0 Requested Start Date: 2017-11-16						
1.2 SVS-DNA-SUP-ENH 9300 SUBSCRIPTION ENHANCED SUPPORT CLOUD	1	150 Per Month	2688.00	0.00	115.5 Per Month	9702
Billing Model: Monthly Billing Initial Term: 84 Auto Renewal Term: 0 Requested Start Date: 2017-11-16						