



Cisco renew.cisco.com

User guide

Manage your installed base and never miss a renewal date again

August 2022

Let's get started!
renew.cisco.com



Renew.cisco.com

What it is and how does it help you never miss a renewal date again

An easy-to-use online dashboard that gives you visibility into your installed base, including renewals, active contracts, subscriptions, and line-item details down to serial numbers and coverage

Allows you to:

- Request quotes online
- View an orderable quote and notify your partner on your intent to order
- Contact a renewal specialist for further information

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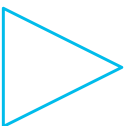
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Start now





Verify your access

Login to renew.cisco.com

Log in with your
Cisco (CCO) ID

Create a Cisco
(CCO) ID

Contract access
request

Contact an
administrator

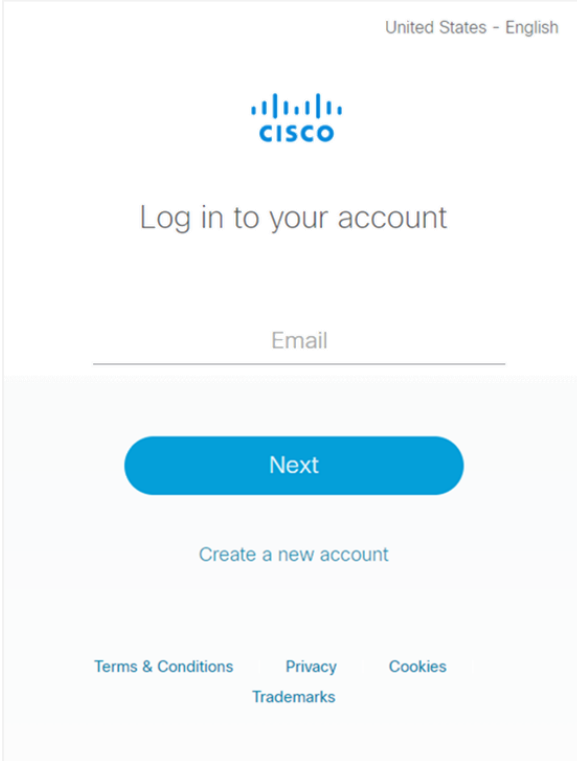
Request support

Log in with your Cisco (CCO) ID

Navigate to renew.cisco.com.


If you are not already logged in, you'll be prompted to do so with your CCO ID and password.

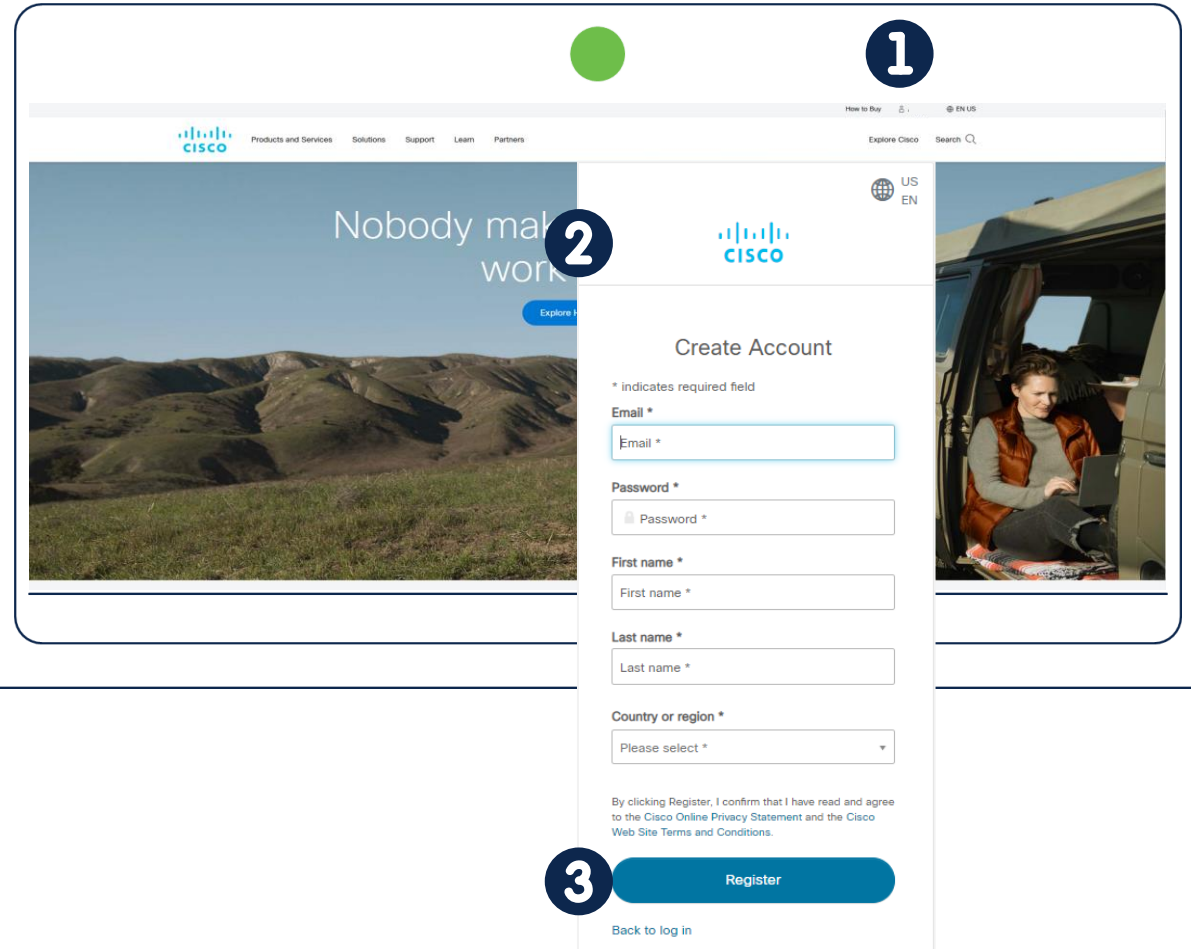
If you do not have a CCO ID, [click here](#).



The screenshot shows the Cisco login page. At the top right, it says "United States - English". The Cisco logo is centered at the top. Below the logo, the text "Log in to your account" is displayed. There is an input field for "Email" with a horizontal line underneath it. Below the input field is a blue "Next" button. Underneath the button is the text "Create a new account". At the bottom of the page, there are links for "Terms & Conditions", "Privacy", "Cookies", and "Trademarks".

Create a Cisco (CCO) ID

1. Go to www.cisco.com and click the icon . If you don't already have a valid Cisco log in, click [Sign up](#)
2. Fill out the [Create Account](#) form.
3. Once completed, click [Register](#). Check your email for a confirmation from Cisco, and follow the steps provided to complete your CCO ID creation.



The screenshot shows the Cisco website's 'Create Account' form. The form is overlaid on a background image of a woman working on a laptop in a van. The form includes the following fields and elements:

- 1**: A green circle and a '1' in a blue circle pointing to the top right corner of the page, where the 'Sign up' link is located.
- 2**: A blue circle with a '2' pointing to the 'Create Account' form title.
- 3**: A blue circle with a '3' pointing to the 'Register' button.

The form fields are:

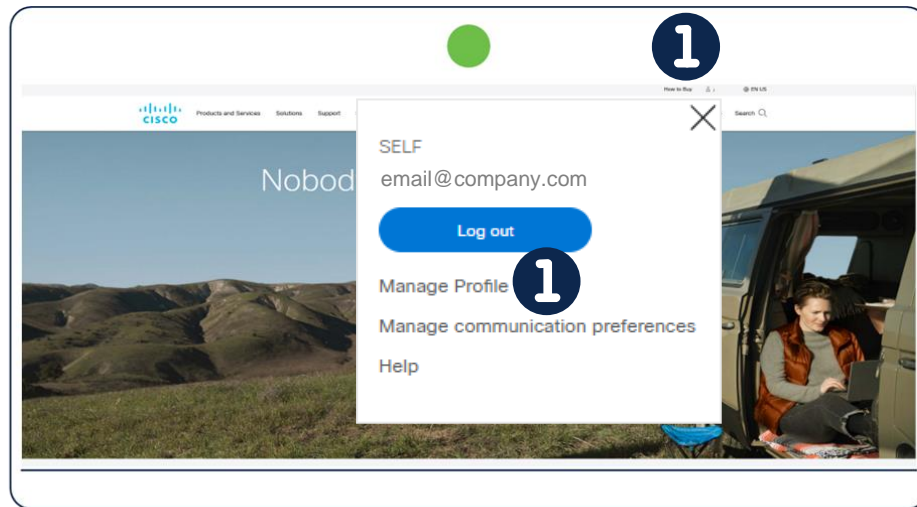
- Email ***: Input field for email address.
- Password ***: Input field for password.
- First name ***: Input field for first name.
- Last name ***: Input field for last name.
- Country or region ***: Dropdown menu with 'Please select *' as the current selection.

Below the form, there is a checkbox for terms and conditions, a 'Register' button, and a 'Back to log in' link.

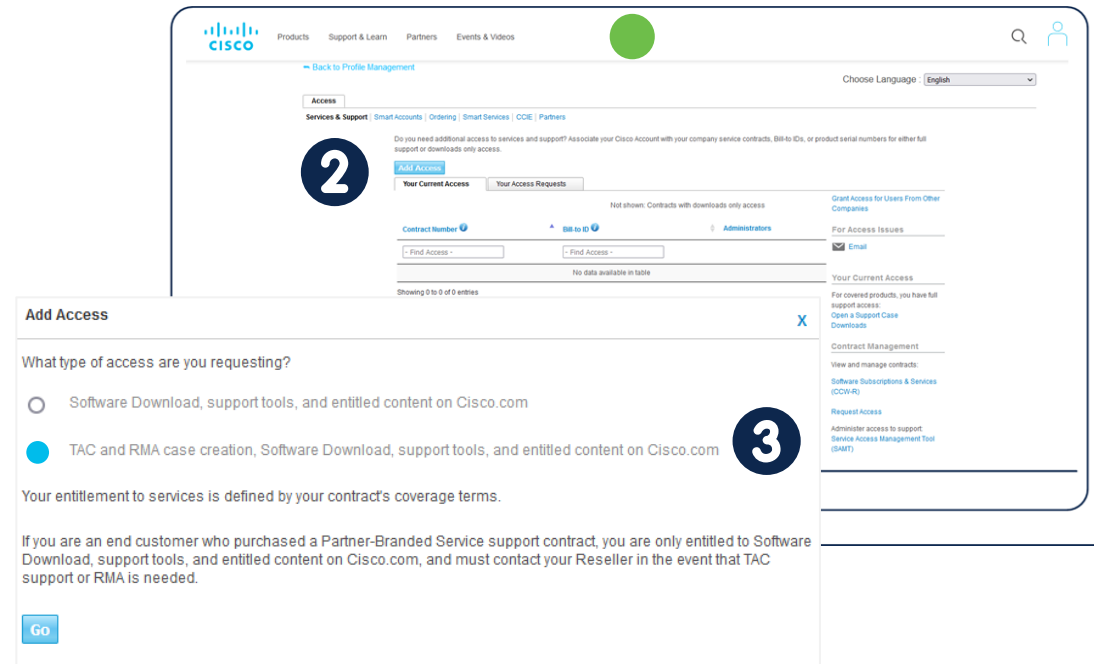
Contract access request

Step 1

1. Once logged in to www.cisco.com, click your name in the top right-hand corner and select [Manage Profile](#).



2. Select [Access Management](#) followed by [Add Access](#)
3. In the pop-up window, select [TAC and RMA case creation, Software download, support tools, and entitled content on Cisco.com](#) then click [Go](#)



Contract access request

Step 2

1. Fill in either [Bill to ID](#) or [Specific Contractor Serial Number](#) (not both), then click [Submit](#).
2. Need help? Use live chat, access [Cisco Customer support global numbers](#), or email Cisco Customer Service web-help-sr@cisco.com

In order to receive Full Support Access to products covered by your service contract(s), associate your Cisco Account to the service contract either directly, or through the Bill-to ID.

1

Bill-to ID(s)

Choose this option if you are a partner, or if your company purchased service directly from Cisco. Bill-to ID requests are sent to your company contract administrator for review. If approved, you will be authorized to obtain support on all of the contracts under that Bill-to ID.

OR

Specific Contract(s)

Choose this option if you purchased service through a partner, or if you only need support access to specific service contracts.

By Service Contract Number(s)

Enter service contract number(s) if you have it.

OR

By Serial Number

If you don't know your service contract number, you can enter the Serial Number of any product covered by your service contract.

All submitted requests will be reviewed by an administrator.


[Submit](#)

By clicking 'Submit' you acknowledge that you have reviewed and agree to comply with the terms of any applicable [Cisco Service Descriptions](#).

2

Need help?

- You can check your current access from your [Cisco Account Profile](#).
- To purchase a contract, contact your Cisco Partner or Reseller, Cisco Account Team, or see [Order Services](#).

 [Chat Now](#) for live assistance with contract association requests or access issues.

Contract access request

Contact an Administrator

1. Select [Access Management](#)
2. Under the [Administrator](#) tab, select [Contact Administrators](#) to gain access to a contract
3. Fill out the pop-up message including your [CCO ID](#) and click [send](#).

The system will generate an email to the Contract Administrator who will review your access request.

The screenshot displays the Cisco Access Management web interface. At the top, there is a navigation bar with the Cisco logo and links for Products, Support & Learn, Partners, and Events & Videos. A search icon and a user profile icon are on the right. Below the navigation bar, there is a breadcrumb trail: Back to Profile Management. A language dropdown menu is set to English. The main content area is titled 'Access' and includes a sub-navigation bar with links for Services & Support, Smart Accounts, Ordering, Smart Services, CCIE, and Partners. A large green circle is positioned above the main content area. The main content area contains a message: 'Do you need additional access to services and support? Associate your Cisco Account with your company service contracts, Bill-to IDs, or product serial numbers for either full support or downloads only access.' Below this message is an 'Add Access' button. The interface is divided into two tabs: 'Your Current Access' and 'Your Access Requests'. The 'Your Access Requests' tab is active. Below the tabs, there is a table with columns for Contract Number, Bill-to ID, and Administrators. The table is currently empty, displaying 'No data available in table' and 'Showing 0 to 0 of 0 entries'. A pop-up form titled 'Contact Contract Administrators' is overlaid on the interface. The form contains the following information: Status: Approved; Contract: 1234567; Requested Access: Full Support. Below this information, there is a message: 'Your company contract administrators will be notified. Message:'. A text input field is provided for the user to enter their CCO ID, with the placeholder text 'Add your CCO ID here'. At the bottom of the form, there are 'Send' and 'Cancel' buttons. The form also indicates '500 characters remaining'.

Request Support

If the two options outlined on pages 9 and 10 are not applicable to you



Contact [Cisco Customer Support](#) at a region-based contact number and a representative will help you set up access to the contracts.

An existing Cisco contract, product serial number, or bill-to address for your company will be required.



You can also email support at web-help-sr@cisco.com

Your CCO ID, company name, and contract or serial numbers will be required.

Requests are typically fulfilled within [24-48 hours](#).



Learn the basics

Login to renew.cisco.com

Overview and
browsing options

Contract and
subscription
details

Quote options

Subscriptions and
auto-renewal

Last Date of
Support

Uncovered Assets

Overview

Upon logging in, you will enter the main dashboard. Start exploring some of the key features to get familiar. Browse your Contract / Subscriptions by All Partners.

1. View [Contracts / Subscriptions](#).
2. View items reaching [Last Date of support \(LDOS\)](#) and [Uncovered Assets](#).
3. View [Orderable Quotes](#).
4. View [Expiring](#), [Expired](#) and [Active](#) Contracts / Subscriptions.
5. Browse by [All Partners](#) or select a specific partner.
6. Click on contract or subscription numbers for details.

The screenshot shows the Cisco Commerce Subscriptions & Services dashboard. At the top, there is a blue header with the Cisco logo and navigation icons. Below the header, there are several summary cards: 'Partners count for Contracts / Subscriptions' (1), 'Subscriptions / Contracts with Expiring Items' (2), 'Subscriptions / Contracts with Expired Items' (0) (3), and 'Subscriptions / Contracts with Active Items' (5) (4). Below these cards are tabs for 'Contracts / Subscriptions', 'LDOS / Uncovered Assets', and 'Orderable Quotes'. A search bar is present with the text 'If you are unable to find your Contracts / Subscriptions or Assets in any of the Expiring / Expired / Active tab then use our Global Search'. Below the search bar are filters for 'Expiring', 'Expired', and 'Active'. A table lists partners: 'All Partners' (5), 'ACME Industries' (with logo), 'PARTNER 2', and 'PARTNER 3'. The table shows 'Expiring Contract(s) / Subscription(s) 1-30 days' with contract number '201234567' (6) and 'Items expiring 31-Aug-2022'. Another row shows 'Expiring Contract(s) / Subscription(s) 121-180 days' with contract number '207654321' and 'Items expiring 31-Dec-2022'. At the bottom, there are links for 'Terms & Conditions', 'Privacy Statement', 'Cookie Policy', and 'Trademarks'.

Note: This is the 'All Partners' view. Selecting a specific partner as shown in the following page, will display the partner name/logo in the top banner.

Browsing options

Browse your [Contracts / Subscriptions](#) by [All partners](#) search or select a specific partner.

1. Under [Contracts / Subscriptions](#) select [All partners](#) to see a summary view
2. To view by specific partner, select a partner from the partner panel. The page will display the partner's name or logo in the top banner.
3. View contracts that are [Expiring](#), [Expired](#) and [Active](#) via the tabs.
4. Leverage [Global Search](#) to view additional [Contracts / Subscriptions](#).

The screenshot shows the Cisco Commerce Subscriptions & Services interface. At the top, there is a blue header with the Cisco logo and a search bar. Below the header, there are four summary cards: 'Partners count for Contracts / Subscriptions' (4), 'Subscriptions / Contracts with Expiring Items' (2), 'Subscriptions / Contracts with Expired Items' (0), and 'Subscriptions / Contracts with Active Items' (5). The main content area has tabs for 'Contracts / Subscriptions', 'LDOS / Uncovered Assets', and 'Orderable Quotes'. On the left, there is a 'Partners' panel with 'All Partners' selected (callout 1) and 'ACME Industries' (callout 2). The main content area has tabs for 'Expiring' (callout 3), 'Expired', and 'Active'. A search bar is visible (callout 4). The main content area displays a list of contracts with columns for contract ID, expiration date, and actions (view, share, download). The footer contains links for 'Terms & Conditions', 'Privacy Statement', 'Cookie Policy', and 'Trademarks'.

Note: If you were directed to renew.cisco.com from a renewal email, you may be directed to the specific partner view first. You will not be able to see the partner panel if you only have one partner in renew.cisco.com.

Contract and subscription details

1. Under [Contracts / Subscription](#), select a partner from the left-hand sidebar to drill into upcoming renewals.
2. Filter to view [Expiring](#), [Expired](#), or [Active Contracts / Subscription](#), sorted by end date.
3. View line-level details by clicking the blue contract or subscription number or selecting the [view](#) icon.
4. A pop-up window will display product name, PAK/serial number, service level description, end customer site information, address, and end date. You can also search, share, and download details from this window.

The screenshot displays the Cisco Commerce Subscriptions & Services interface. The top navigation bar includes the Cisco logo and the text "Cisco Commerce Subscriptions & Services". Below the navigation bar, there are four summary cards: "Partners count for Contracts / Subscriptions 4", "Subscriptions / Contracts with Expiring Items 2", "Subscriptions / Contracts with Expired Items 0", and "Subscriptions / Contracts with Active Items 5". The main content area is divided into tabs: "Contracts / Subscriptions", "LDOS / Uncovered Assets", and "Orderable Quotes". A sidebar on the left lists "Partners" with "All Partners" selected. The main content area shows a filter for "Expiring" contracts. A table lists expiring contracts with columns for Product Name, PAK/Serial Number, Service Level Description, End Customer Site Info, Site Address, and End Date. A pop-up window displays details for "Contract 201234567 20-07-2020".

Exp	Product Name	PAK/Serial Number	Service Level Description	End Customer Site Info	Site Address	End Date
207	CAB-USB-A-B-1 15M- *USB A to USB B Cable, 1.15 m...	--	ECDN ESS WITH EXSNBD	MYWAY INC CITY, STATE, US	22 Street with no name CITY, STATE, US	31-Mar-2024
	CTS-MX700800-SPKR- Top speaker for MX700/800 and...	TYZ20047808	ECDN ESS WITH EXSNBD	MYWAY INC CITY, STATE, US	22 Street with no name CITY, STATE, US	31-Mar-2024
	CTS-MXCAM-D- *Dual Camera with speaker trac...	FTT2011008U	ECDN ESS WITH EXSNBD	MYWAY INC CITY, STATE, US	22 Street with no name CITY, STATE, US	31-Mar-2024
	LIC-TP-SMP-EP *Shared Multiparty Lic for 1 Con...	--	ECDN ESS WITH EXSNBD	MYWAY INC CITY, STATE, US	22 Street with no name CITY, STATE, US	31-Mar-2024

Requesting a quote

Once you are in a partner-specific section, if your partner did not approve you to receive an auto quote, you will see a [Request Quote](#) button.

1. Click to [Request Quote](#) from your partner.
2. A pop-up window will prompt you to enter your contact information, as well as your partner contact to help us move quickly.
3. Click [Submit for quote](#). Once successfully submitted you will see a confirmation message.

The screenshot displays the Cisco Commerce Subscriptions & Services interface. At the top, there is a navigation bar with the Cisco logo and 'ACME INDUSTRIES' branding. Below the navigation bar, there are four summary cards: 'Partners count for Contracts / Subscriptions' (4), 'Subscriptions / Contracts with Expiring Items' (2), 'Subscriptions / Contracts with Expired Items' (0), and 'Subscriptions / Contracts with Active Items' (5). The main content area shows a list of partners, including 'ACME Industries' and 'PARTNER 2'. A 'Request Quote' pop-up window is overlaid on the interface, containing a form with fields for 'First Name', 'Last Name', 'Email', 'Phone Number', and 'Select Country'. The pop-up also includes a 'Submit for quote' button and a 'Cancel' button. Three numbered callouts (1, 2, 3) are placed on the interface to highlight the 'Request Quote' button, the pop-up form, and the 'Submit for quote' button respectively.

View available quotes

The screenshot shows the Cisco Commerce Subscriptions & Services interface. At the top, there's a navigation bar with the Cisco logo and 'Subscriptions & Services'. Below that, there are statistics for partners and contracts. The main content area is divided into tabs: 'Contracts / Subscriptions', 'LDOS / Uncovered Assets', and 'Orderable Quotes'. The 'Orderable Quotes' tab is active. On the left, there's a 'Partners' list with 'ACME Industries' selected, marked with a blue circle and the number '1'. The main area shows a table of expiring contracts. One contract is highlighted with a blue circle and the number '2', and a 'View Quote 1246' button is visible next to it.

1. On renew.cisco.com, select a specific partner from the panel under [Contracts / Subscriptions](#).
2. The [View quote <quote #>](#) button indicates, there is an available quote. Select to go to the [Orderable Quotes](#) tab.

If no quotes are available when selecting [Orderable Quotes](#), a message will be displayed.

You do not currently have any Lifecycle Advantage (LCA) quotes available

3. If your partner has enabled you to receive renewal notifications, you can click on the [View Quote](#) action button, which will direct you to the [Orderable Quotes](#) tab on renew.cisco.com.

The screenshot shows a renewal notification email from ACME Industries. The email header includes the Cisco logo and 'ACME INDUSTRIES'. The main content is titled 'Renew soon to keep your coverage' and includes a table of expiring contracts. A blue circle with the number '3' is in the top right corner.

Contract / License Number	Service Coverage / Software	Quote	Expiration Date
12345678901234	Catalyst Switch	98765432109	19-Jan-2022
23456789012345	Advanced Malware	98765432110	16-Feb-2022
34567890123456	SWSS	98765432111	16-Feb-2022

Contract / License Number	Service Coverage / Software	Quote	Expiration Date
45678901234567	Catalyst Switch	98765432098	18-Nov-2021
56789012345678	Advanced Malware	98765432097	18-Nov-2021
67890123456789	SWSS	98765432096	18-Nov-2021

→ continue to next slide...

View available quotes

→ continue from previous slide...

1. Accessing the [Orderable Quotes](#) tab directly, provides visibility into your quote details. Some quotes provide you options.
2. Select one or more quotes using the checkboxes to the left, then click the [Quote Details](#) button.

The screenshot displays the 'Orderable Quotes' section of the Cisco Commerce Subscriptions & Services interface. The top navigation bar includes 'Cisco Commerce Subscriptions & Services', the ACME Industries logo, and a 'Need Help?' link. The main navigation tabs are 'Contracts / Subscriptions', 'LDOS / Uncovered Assets', and 'Orderable Quotes'. A 'Quote Details' button is located in the top right corner. The main content area features a 'Partners' sidebar on the left with options for 'All Partners', 'ACME Industries', 'PARTNER 2', and 'PARTNER 3'. A message at the top of the table area reads: 'Please select one or more quotes and proceed to the Quote Details so you can review each quote before submitting an Intent to Buy notification to the partner.' The table below lists available quotes with columns for Quote Number, Status, Created Date, Last Modified, and Quote Amount.

Quote Number	Status	Created Date	Last Modified	Quote Amount
201234567	Valid	04-Feb-2022	16-Apr-2022	592.63 USD
207654321	Valid	04-Feb-2022	20-Mar-2022	512.90 USD
201234567	Valid	21-Jan-2022	16-Apr-2022	1694.88 USD
207654321	Valid	21-Jan-2022	16-Apr-2022	1694.88 USD

View quote details

→ continue from previous slide...

1. Review the quote details. Here you can [Change Currency](#), [download](#) the quote, select lines to remove from the quote if needed.
2. [Explore Upgrades](#), if available, and apply the updates to the quote.
3. Once reviewed, click the [Proceed to Summary](#) button.
4. Review the [Quote Summary](#), and your information to ensure everything is accurate.

The screenshot displays the Cisco Commerce Subscriptions & Services interface. The top navigation bar includes the Cisco logo and the text 'Cisco Commerce Subscriptions & Services'. The main content area is divided into several sections:

- Navigation:** 'Contracts / Subscriptions', 'LDOS / Uncovered Assets', and 'Orderable Quotes' (highlighted with a '2').
- Tools:** 'Explore upgrades | 1', 'Change Currency', and 'Download'.
- Alerts:** A notification states 'There are a few upgrades available on the quotes that are marked with 'Upgrades Available''. A '123456789 Upgrades Available X' button is highlighted with a '2'.
- Table:** A table with columns: Product Number/Description, Service/Offer Type, Target Contract, PAK/Serial/Instance Number, End Customer, Start Date / End Date, Quantity, and Customer Price. A '4' is placed over the 'Service type' column header.
- Summary:** A 'Proceed to Summary' button is highlighted with a '3'.

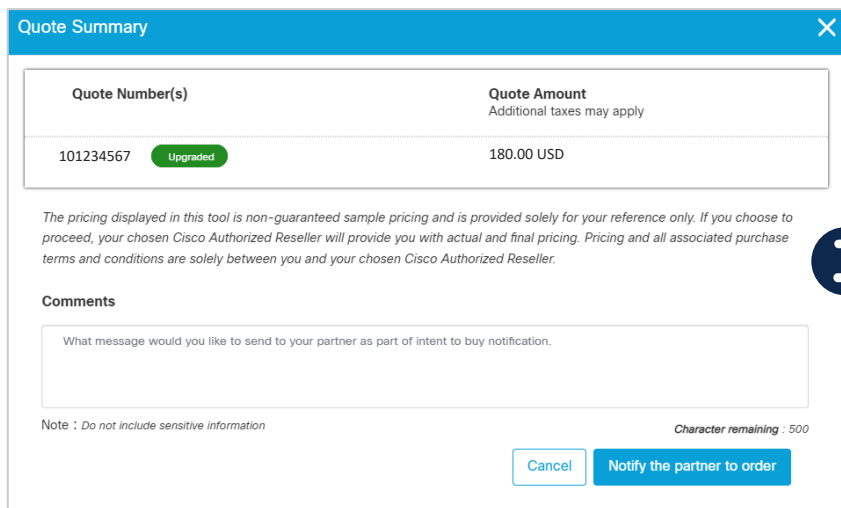
Service type	Contract	PAK Serial No	Smart Net Total care	Software Support	Solution Support
CON-SNTC-SPLF6248 (SNTP) SNTC 24x7x4	1234567	55329534 5643665789	55329534 5643665789	55329534 5643665789	55329534 5643665789
CON-SNTC-SPLF6248 (SNTP) SNTC 24x7x4	7654321	55329534 5643665789	55329534 5643665789	55329534 5643665789	55329534 5643665789
CON-SNTC-SPLF6248 (SNTP) SNTC 24x7x4	1357913	55329534 5643665789	55329534 5643665789	55329534 5643665789	55329534 5643665789

Ready to order

→ continue from previous slide...

At this point, you may experience two ways of proceeding, based on your specific partners preference.

*This may vary depending on the partner:



Quote Summary

Quote Number(s)	Quote Amount
101234567 Upgraded	180.00 USD

Additional taxes may apply

The pricing displayed in this tool is non-guaranteed sample pricing and is provided solely for your reference only. If you choose to proceed, your chosen Cisco Authorized Reseller will provide you with actual and final pricing. Pricing and all associated purchase terms and conditions are solely between you and your chosen Cisco Authorized Reseller.

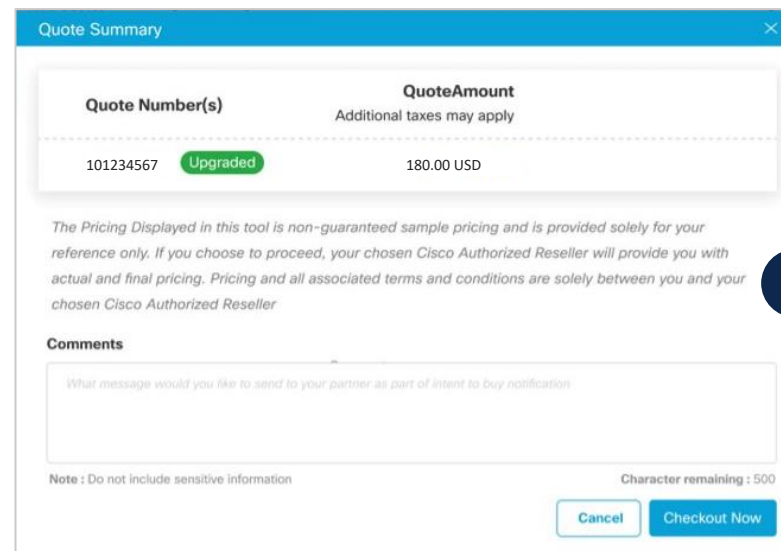
Comments

What message would you like to send to your partner as part of intent to buy notification.

Note : Do not include sensitive information Character remaining : 500

1

1. **Notify your partner to order.** Notify your partner that you are ready to order. You will receive an email confirmation that the intent to buy has successfully been submitted, and your partner will follow up with you shortly.



Quote Summary

Quote Number(s)	QuoteAmount
101234567 Upgraded	180.00 USD

Additional taxes may apply

The Pricing Displayed in this tool is non-guaranteed sample pricing and is provided solely for your reference only. If you choose to proceed, your chosen Cisco Authorized Reseller will provide you with actual and final pricing. Pricing and all associated terms and conditions are solely between you and your chosen Cisco Authorized Reseller.

Comments

What message would you like to send to your partner as part of intent to buy notification.

Note : Do not include sensitive information Character remaining : 500

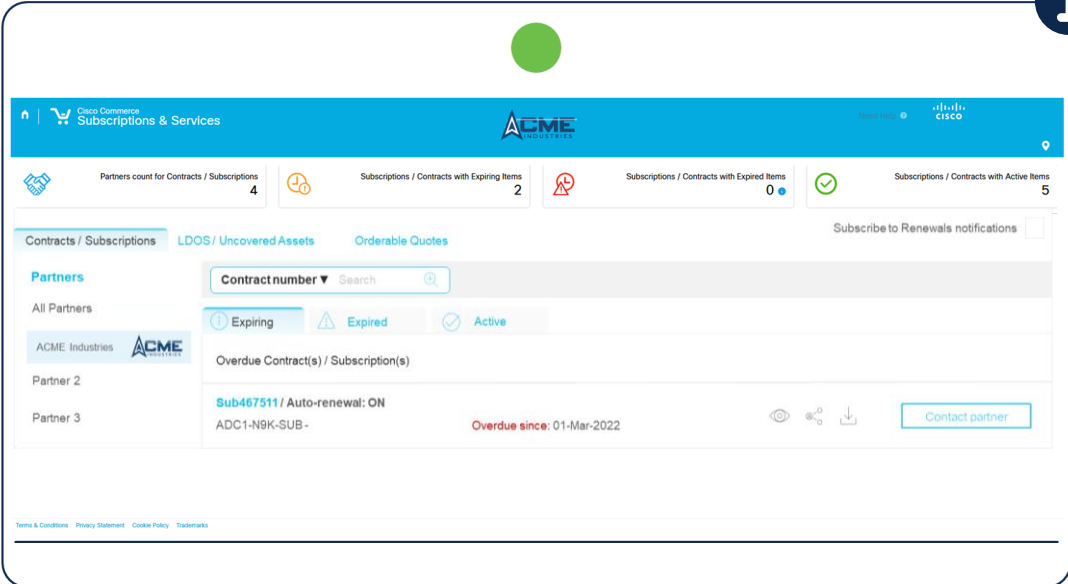
2

2. **Checkout Now** You will see this option, if your partner has enabled you to checkout at their e-commerce store website, leaving a Cisco page, where you can checkout with a purchase order, credit card, and/or any additional preferences the partner has set up.

Note: If a partner is set up with partner checkout, you will be able to perform this action, by selecting one quote to checkout at a time.

Subscription & Auto-Renewal

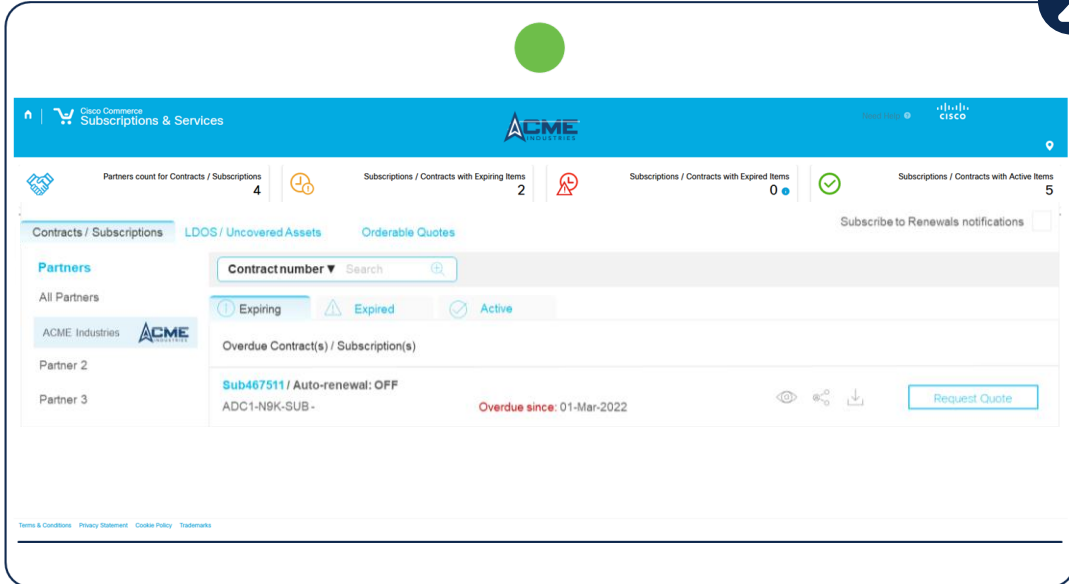
Some subscriptions can be set up to auto renew by your partner.



1

The screenshot shows the 'Subscriptions & Services' interface for ACME Industries. The top navigation bar includes the Cisco Commerce logo and the user's name 'John Doe'. Below the navigation bar, there are four status indicators: 'Partners count for Contracts / Subscriptions' (4), 'Subscriptions / Contracts with Expiring Items' (2), 'Subscriptions / Contracts with Expired Items' (0), and 'Subscriptions / Contracts with Active Items' (5). The main content area is divided into three tabs: 'Contracts / Subscriptions', 'LDOS / Uncovered Assets', and 'Orderable Quotes'. The 'Contracts / Subscriptions' tab is active, showing a search bar for 'Contract number' and a filter for 'Expiring', 'Expired', and 'Active'. Below the filter, there is a table of 'Overdue Contract(s) / Subscription(s)'. The table has two rows: 'Partner 2' with 'Sub467511 / Auto-renewal: ON' and 'ADC1-N9K-SUB -' with 'Overdue since: 01-Mar-2022', and 'Partner 3' with 'Sub467511 / Auto-renewal: OFF' and 'ADC1-N9K-SUB -' with 'Overdue since: 01-Mar-2022'. A 'Contact partner' button is visible next to the first row.

1. If your partner has selected auto-renew, your subscription will show **Auto-Renewal: ON**. Therefore, you do not need a quote. You can click **Contact partner** if you have any questions.



2

The screenshot shows the same 'Subscriptions & Services' interface as in screenshot 1. The 'Overdue Contract(s) / Subscription(s)' table has two rows: 'Partner 2' with 'Sub467511 / Auto-renewal: ON' and 'ADC1-N9K-SUB -' with 'Overdue since: 01-Mar-2022', and 'Partner 3' with 'Sub467511 / Auto-renewal: OFF' and 'ADC1-N9K-SUB -' with 'Overdue since: 01-Mar-2022'. A 'Request Quote' button is visible next to the second row.

2. If a subscription is not set to auto-renew, it will say **Auto Renewal: OFF**. You then have the option to **Request Quote**.

Last Date of Support (LDOS)

1. Select on the [LDOS / Uncovered Assets](#) view, then select the [LDOS Assets](#) tab to view items that are nearing last date of support.
2. Review line-level details for LDOS products, including product number, last date of support, serial number, and contract number. Click [Download](#) to export the data and view all the lines in a spreadsheet.
3. Use the checkboxes at the left to select any items you'd like information on replacement options or migration services.
4. Click [Submit Request](#). A pop-up window to appear.
5. Enter your contact information and your partner contact and click [Submit](#). You will see a successful submission confirmation.

The screenshot displays the Cisco Commerce Subscriptions & Services interface. The top navigation bar includes the Cisco logo and 'Need Help?'. The main content area is divided into tabs: 'Contracts / Subscriptions', 'LDOS / Uncovered Assets', and 'Orderable Quotes'. The 'LDOS / Uncovered Assets' tab is active, showing a sub-tab for 'LDOS Assets'. A sidebar on the left lists 'Partners' and 'All Partners', with 'ACME Industries' and 'ACME' logo visible. The main table lists assets with columns for Product Number, Last Day of Support, PAK/Serial Number, Contract Number, Instance Number, End Customer Site Info, Start Date / End Date, Service Level, and Site Address. A pop-up form is open for submitting a request, with a 'Submit Request' button highlighted by a red circle with the number 4. A red circle with the number 5 is also present near the bottom right of the interface.

Product Number	Last Day of Support	PAK/Serial Number	Contract Number	Instance Number	End Customer Site Info	Start Date / End Date	Service Level	Site Address
LIC-TP-SMP-EP	31-Mar-2022		101234567	112334567	MYWAY INC CITY, STATE, US	01-Apr-2021 31-Mar-2024	ECDN ESS WITH 8X5XNBD	22 Street name CITY, STATE, US
SW-S52020-TC7-K9	31-Aug							
CIT3-MR-1X081RU-A	31-May							

Uncovered assets

1. Select [LDOS / Uncovered Assets](#) followed by [Uncovered Assets](#) to view items that are missing support coverage.
2. Review line-level details for uncovered assets, including product number, last coverage date, serial number, service level, and contract number. Click [Download](#) to export the data and view all the lines in a spreadsheet.
3. Use the checkboxes at the left to select items to review coverage option details.
4. Click [Submit Request](#). This will initiate a pop-up window to appear.
5. Enter your contact information and your partner contact and click [Submit](#). You will see a successful submission confirmation.

The screenshot displays the Cisco Commerce Subscriptions & Services interface. At the top, there is a navigation bar with the Cisco logo and a home icon. Below this, a summary bar shows various counts: Partners count for Contracts / Subscriptions (4), Subscriptions / Contracts with Expiring Items (2), Subscriptions / Contracts with Expired Items (0), and Subscriptions / Contracts with Active Items (5). The main content area is divided into tabs for 'Contracts / Subscriptions', 'LDOS / Uncovered Assets', and 'Orderable Quotes'. Under 'LDOS / Uncovered Assets', there are sub-tabs for 'LDOS Assets' and 'Uncovered Assets'. A 'Download' button and a 'Submit Request' button are present. A table of uncovered assets is shown with columns for Product Number, Last Coverage Date, PAK/Serial Number, Service Level description, Contract Number, and Ship Date. A 'Submit Request' button is also visible in the bottom right corner of the table area. A pop-up form for partner contact information is shown, with fields for First Name, Last Name, Email, Phone Number, and Select Country. The form also includes a 'Submit' button and a 'Cancel' button.

Product Number	Last Coverage Date	PAK/Serial Number	Service Level description	Contract Number	Ship Date
WS-C296OS-2475-L	13-Jan-2020	FGL2024X925	SNTC 8x5x24	1234567	30-Apr-2021 05-Jul-2023
WS-C296OS-2475-L	30-Jun-2020	FGL2024X925	PSUP PSUP 27x7	7654321	06-Jul-2021 05-Jul-2023
WS-C296OS-2475-L	30-Jul-2020			1357913	06-Jul-2021 05-Jul-2023



Additional features

Login to renew.cisco.com

Single partner
view

View, share and
download

Navigate to Cisco
Commerce

Sign up for
renewal
notifications

Additional
support

Single partner view

1. If you only have one partner in renew.cisco.com, you will not see the partner panel. You can proceed with viewing your [Contracts / Subscriptions](#) and [LDOS / Uncovered Assets](#) and take the necessary actions with this partner.

The screenshot shows the Cisco Commerce Subscriptions & Services interface for a single partner. The header includes the Cisco logo and the partner name 'ACME INDUSTRIES' with a '1' in a circle. Below the header, there are four summary cards: 'Partners count for Contracts / Subscriptions' (4), 'Subscriptions / Contracts with Expiring Items' (2), 'Subscriptions / Contracts with Expired Items' (0), and 'Subscriptions / Contracts with Active Items' (5). The main content area has tabs for 'Contracts / Subscriptions', 'LDOS / Uncovered Assets', and 'Orderable Quotes'. A search bar for 'Contract number' is present. Below the search bar, there are three filter tabs: 'Expiring', 'Expired', and 'Active'. The 'Expiring' tab is selected, showing a table of contracts with their expiration dates and 'Request quote' buttons.

Contract number	Items expiring	Actions
123456789	Items expiring: 21-May-2022	View, Share, Download, Request quote
203953144	Items expiring: 01-Jun-2022	View, Share, Download, Request quote
20395315	Items expiring: 03-Jul-2022	View, Share, Download, Request quote
123456789	Items expiring: 23-Jul-2022	View, Share, Download, Request quote

View, share & download

Leverage the view, share, and download features for all your contracts and subscriptions.

1. **View:** displays line-item details for a selected contract or subscription.
2. **Share:** email the details to a colleague, that has a CCO ID. Your recipient will receive link via email to view the contract or subscription.
3. **Download:** generates a Microsoft Excel file (.xlsx).

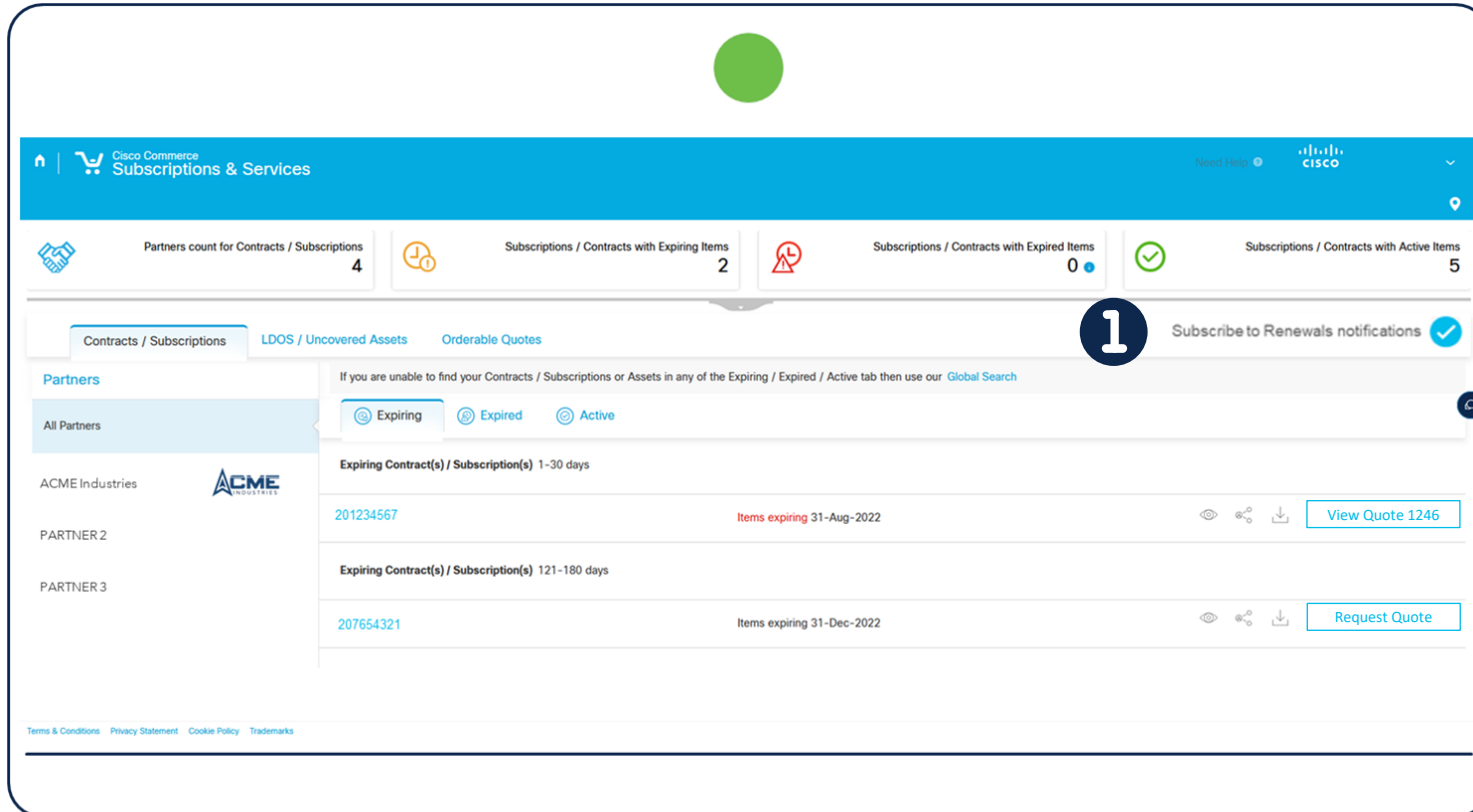
The screenshot displays the Cisco Commerce Subscriptions & Services interface. At the top, there is a navigation bar with the Cisco logo and a search icon. Below the navigation bar, there are four summary cards: 'Partners count for Contracts / Subscriptions' (4), 'Subscriptions / Contracts with Expiring Items' (2), 'Subscriptions / Contracts with Expired Items' (0), and 'Subscriptions / Contracts with Active Items' (5). The main content area is divided into tabs: 'Contracts / Subscriptions', 'LDOS / Uncovered Assets', and 'Orderable Quotes'. Under the 'Contracts / Subscriptions' tab, there is a 'Partners' section with a search bar and filters for 'Expiring', 'Expired', and 'Active'. The main table lists 'Overdue Contract(s) / Subscription(s)' for 'ACME Industries'. The table has three rows of data:

Partner	Contract / Subscription ID	Overdue since	Actions
PARTNER 2	Sub467511 / Auto-renewal: OFF ADC1-N9K-SUB -	Overdue since: 01-Mar-2022	1 (View), Share, Download
PARTNER 3	203953144	Overdue since: 03-Mar-2022	2 (Share), Download
PARTNER 3	123456789	Overdue since: 27-Apr-2022	3 (Download)

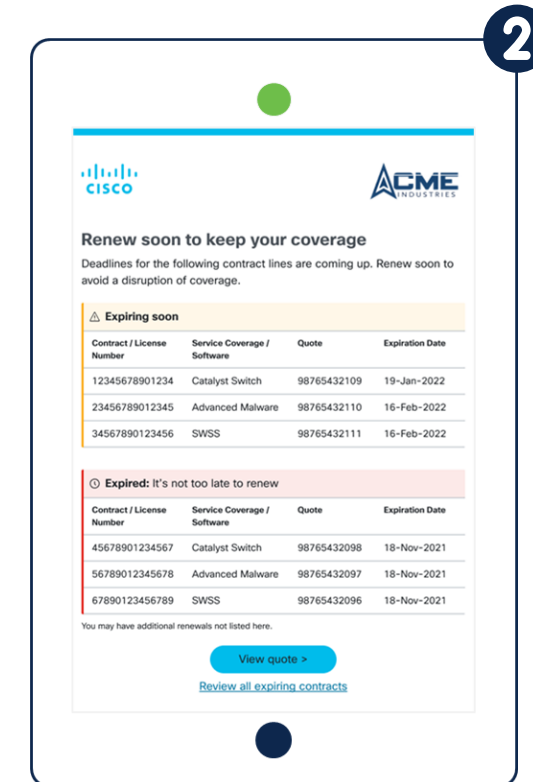
At the bottom of the page, there are links for 'Terms & Conditions', 'Privacy Statement', 'Cookie Policy', and 'Trademarks'.

Sign up for renewal notifications

1. Customers can click on the check box next to subscribe to renewal notifications. Fill out the [form](#) with your contact details and verify yourself as the right customer contact to receive the notifications and submit.
2. If eligible, you will soon start receiving renewal notifications, reminding you on your upcoming and expired renewals.



The screenshot shows the Cisco Commerce Subscriptions & Services dashboard. At the top, there are four summary cards: 'Partners count for Contracts / Subscriptions' (4), 'Subscriptions / Contracts with Expiring Items' (2), 'Subscriptions / Contracts with Expired Items' (0), and 'Subscriptions / Contracts with Active Items' (5). Below these, there are tabs for 'Contracts / Subscriptions', 'LDOS / Uncovered Assets', and 'Orderable Quotes'. A large blue circle with the number '1' highlights the 'Subscribe to Renewals notifications' checkbox, which is checked. Below this, there are filters for 'Partners' (All Partners, ACME Industries, PARTNER 2, PARTNER 3) and tabs for 'Expiring', 'Expired', and 'Active'. The 'Expiring' tab is selected, showing a list of contracts with their expiration dates and 'View Quote' or 'Request Quote' buttons.



The screenshot shows an email notification from ACME Industries. The subject is 'Renew soon to keep your coverage'. The email body contains a table of contracts that are expiring soon and a table of contracts that are expired. A large blue circle with the number '2' is positioned at the top right of the email content.

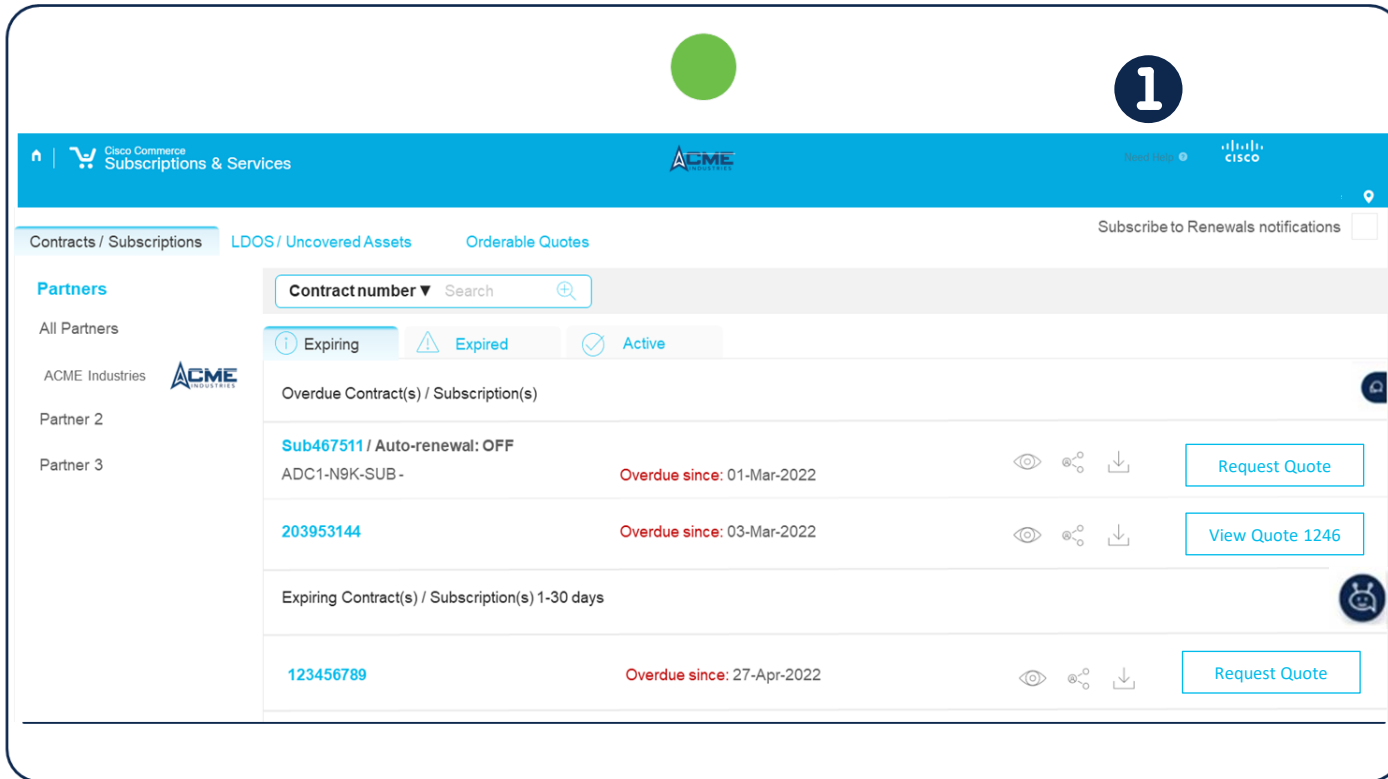
Contract / License Number	Service Coverage / Software	Quote	Expiration Date
12345678901234	Catalyst Switch	98765432109	19-Jan-2022
23456789012345	Advanced Malware	98765432110	16-Feb-2022
34567890123456	SWSS	98765432111	16-Feb-2022

Contract / License Number	Service Coverage / Software	Quote	Expiration Date
45678901234567	Catalyst Switch	98765432098	18-Nov-2021
56789012345678	Advanced Malware	98765432097	18-Nov-2021
67890123456789	SWSS	98765432096	18-Nov-2021

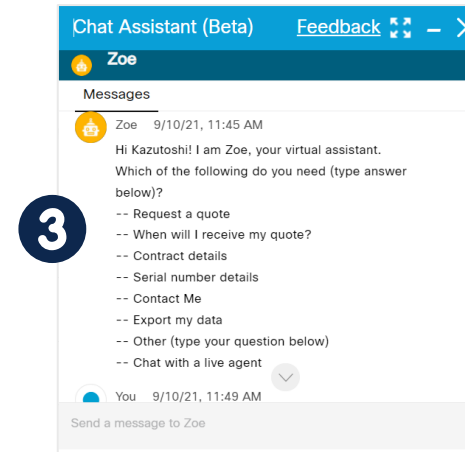
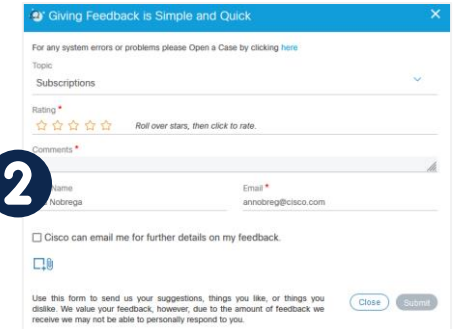
Note: If this option is greyed out, this means you have already subscribed to receive renewal notifications.

Additional support

1. Hover over the [Need Help?](#) button to view the [contact email](#) for your region's Cisco team.



2. Rate your experience by selecting the [Feedback](#) option.



3. Use the [chat](#) to speak with our automated chat assistant, *Fran*. The chat will allow you to request to be contacted by the renewals team or you can start a live chat session.

Log in now
and get started!
renew.cisco.com



