



# Partner Tip Sheet for Cisco Services

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This document and the latest revision can be accessed through this link: [Partner Tip Sheet for Cisco Services](#)

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## Service Request

## Process

**NEW**

**NEW**

### Cisco Threat Awareness Service

Help Small and Midsize Businesses Gain Visibility into Malicious Network Activity.

Base service free with SNTC contract

**Threat Awareness main site:** <http://www.cisco.com/c/en/us/partners/sell-integrate-consult/sell-services/sell-market/smart-net-total-care/threat-awareness-service.html>

Cisco Threat Awareness Service enables your small and midsize customers to identify potential threats. This externally hosted service requires no configuration changes, additional equipment, or software. And as an add-on to Cisco Smart Net Total Care, it provides insight into both inbound and outbound network traffic, without prohibitive cost and complexity.

No collector to install, access features through SNTC portal.

[How to set up the customer portal](#)

[Quick Start Guide](#)

**Base offer** is free with purchase of a SNTC contract.

**Premium offer** with additional capabilities is available as a yearly subscription. This premium offer tracks an unlimited number of both domain names and IP addresses. Plus the subscription service provides your customers with extended threat intelligence across their entire network.

## Cisco Threat Awareness Service Options

	Base Offer	Premium Offer
<b>Cost</b>	Included with SNTC purchase	Additional, for-fee service
<b>Portal Access</b>	24/7	24/7
<b>Daily Updates</b>	Yes	Yes
<b>Number of Domain Names</b>	Limited to 3	Unlimited
<b>Number of 256 IP Addresses</b>	Limited to 3	Unlimited
<b>Exposed Services</b>	Open Services	Open Services Vulnerable Services
<b>Malicious Activity</b>	IP Addresses	IP Addresses Domains and URLs
<b>DNS Observations</b>	Unexpected DNS Names	Unexpected DNS Names Observed DNS Resolvers
<b>Suspicious DNS Requests</b>	N/A	DNS Requests from your network to well-known malicious sites

## Service Request

## Process

Threat Awareness Premium service subscription skus

**Table 1. Cisco Threat Awareness Service Product and Service SKUs**

**\*Prices are subject to change. Please verify pricing within the Cisco Services Price List.**

Ordering Sku/PID	Service Sku	Description	List Price
L-TAS-100=	CON-SECIN-UP100	Threat Awareness Up To 100 Employees	\$ 2,400.0
L-TAS-250=	CON-SECIN-UP250	Threat Awareness Up To 250 Employees	\$ 5,750.0
L-TAS-500=	CON-SECIN-UP500	Threat Awareness Up To 500 Employees	\$ 11,000.0
L-TAS-750=	CON-SECIN-UP750	Threat Awareness Up To 750 Employees	\$ 15,750.0
L-TAS-1000=	CON-SECIN-UP1000	Threat Awareness Up To 1000 Employees	\$ 20,000.0
L-TAS-1500=	CON-SECIN-UP1500	Threat Awareness Up To 1500 Employees	\$ 28,500.0
L-TAS-2000=	CON-SECIN-UP2000	Threat Awareness Up To 2000 Employees	\$ 36,000.0
L-TAS-2500=	CON-SECIN-UP2500	Threat Awareness Up To 2500 Employees	\$ 42,500.0
L-TAS-3000=	CON-SECIN-UP3000	Threat Awareness Up To 3000 Employees	\$ 48,000.0
L-TAS-5000=	CON-SECIN-UP5000	Threat Awareness Up To 5000 Employees	\$ 80,000.0
L-TAS-10000=	CON-SECIN-UP10000	Threat Awareness Up To 10000 Employees	\$ 160,000.0
L-TAS-ABV-10000=	CON-SECIN-ABV10000	Threat Awareness Above 10000 Employees	\$ 200,000.0

Skus and ordering guide: <https://www.cisco.com/c/dam/en/us/services/collateral/se/CTAS-OrderGuide.pdf>

**NEW**  
Cisco Solution Support

Solution Support Service is priority access to a single Cisco point of contact for complex issues with multivendor solutions including Collaboration, Data Center, Networking, Security, Service Provider, and Digital & Internet of Things (IoT).

The offering gives your customers one point of contact for both their eligible Cisco gear and the other vendor products that make up one or more of their solutions.

For example, if one of your customers has a multi-vendor data center solution comprised of Cisco UCS servers and products by Microsoft, Oracle and VMware they can buy solution support service on their UCS servers and call Cisco for support on any issues with the Cisco servers and the other vendor products in their Data Center solution. They no longer have to call each vendor separately.

[2 minute video](#)

[At-a-glance document](#)

[Overview document](#)

[Main Site](#)

[Supported Vendors](#)

Skus: [http://www.cisco.com/c/dam/en\\_us/services/portfolio/solutions-support/documents/css-ordering-guide.pdf](http://www.cisco.com/c/dam/en_us/services/portfolio/solutions-support/documents/css-ordering-guide.pdf)

Promotions: <http://www.cisco.com/c/en/us/partners/sell-integrate-consult/incentives-promotions/solution-support-promotion.html>

Help Alias: [ask-solution-support@cisco.com](mailto:ask-solution-support@cisco.com)

## Service Request

## Process

### Get Centralized Support for Your Cisco Multivendor Environments



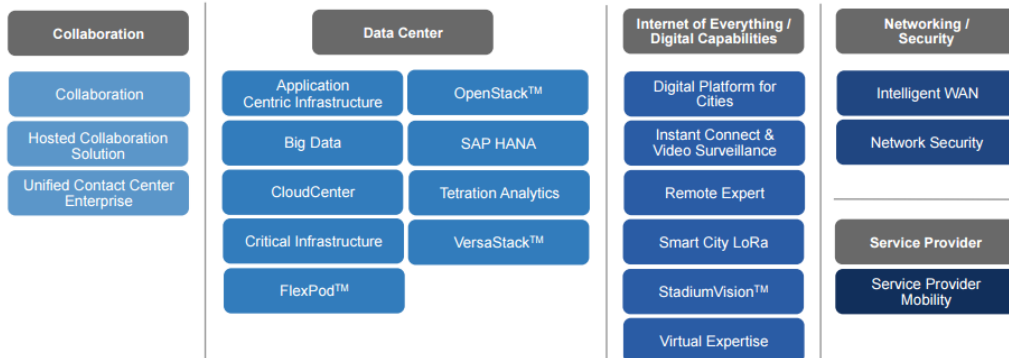
If an issue arises with a Cisco or solution partner product in your multivendor solution from us, just call Cisco Solution Support and receive:

- **Primary point of contact** – A team of Cisco solution experts accountable for resolving issues no matter where they reside.
- **Solution expertise** – Our deep knowledge about how solutions work as a whole means we often resolve issues immediately.
- **Multivendor coordination** – Because of our strong relationships with global solution partners, we effectively manage support to best resolve your case.
- **Fast access** – Open a case even if you're not sure you have an issue; there's no need to identify your problem before getting help.

Solution Support continued

### Eligible Cisco Solutions

Cisco® Solution Support covers a variety of solutions, each with unique Cisco and solution partner products.



### NEW Service Best Practices

Quick summary of [Service Best Practices for Partners](#)  
[Best Practices Battle Cards](#)

### NEW Connect Dots tool

A tool designed to help you find key information about product and services, so you can quickly create quotes and orders.

Tool location: <https://connectthedots.cisco.com/connectdots/appPreference>  
[Connect Dots user guide](#)  
 A 3-minute video on the different capabilities of the Connect Dots tool.

## Service Request

## Process

**NEW**

### Partner Smart Assist for SNTC

The service is designed to help partners successfully deliver smart capability services to their customers. The service provides training on how to set up the Cisco Smart Net Total Care™ portal, deploy the Cisco Common Services Platform Collector, upload collections to the portal, and manage collections. It also provides once-yearly installed base reconciliation and Cisco Technical Assistance Center (TAC) support directly to the partner for level 3 customer issues in using the portal and collections.

#### **Partner Smart Assist SKUs, order in CCW:**

- Base Service - Product sku L-PNSAS-BASE= (\$0), service sku CON-PNSAS-BASE (\$4000 no discounts)
- Optional - One-on-One Coaching: Product sku L-PNSAS-TRN1= (\$0), service sku CON-PNSAS-TRN1 (\$1000)
- Optional - Additional IB Reconciliation: Product sku L-PNSAS-RECON= (\$0), service sku CON-PNSAS-RECON (\$2000)

#### **Base Service highlights:**

- **Enablement Training:** 1=>many virtual knowledge transfer session on how to set up the Cisco Smart Net Total Care portal, deploy the Cisco Common Services Platform Collector (CSPC), upload collections to the portal, and manage collections.
- **IB Reconciliation:** Once yearly installed base (IB) reconciliation for each end customer on behalf of the partner.
- **TAC Support:** Technical Assistance Center (TAC) support provided directly to the partner for level 3 customer issues in using the portal and collections.

#### **Additional note on pricing & Licensing:**

- Partner Smart Assist is priced with all discounts and rebates built into the price. There are no additional rebates or discount, except for standard multi-year ordering discounts
- The base price for Partner Smart Assist is on a per-customer basis. Partners will be entitled to services only for the end customer for which they have purchased the contract, for the duration of the service.
- Refer to the Quoting & Ordering Tip Sheet in the Partner Smart Assist Resource Library for information on how to order Partner Smart Assist.

#### **How to order:**

<https://supportforums.cisco.com/document/13038406/partner-smart-assist-service-quoting-ordering-tip-sheet>

#### **Q&A:**

[https://supportforums.cisco.com/sites/default/files/attachments/document/files/cisco\\_partner\\_smart\\_assist\\_service-partner\\_qa.pdf](https://supportforums.cisco.com/sites/default/files/attachments/document/files/cisco_partner_smart_assist_service-partner_qa.pdf)

#### **Partner Smart Assist Resource Library (Includes External offer PPT overview):**

<https://supportforums.cisco.com/community/13022411/partner-smart-assist>

**NEW**

### Proposal Library

Save time, deliver accurate proposals, and win more deals with this library of free, Cisco-approved proposals from Global Proposal Services. Easily download and customize proposals for a variety of Cisco products and solutions from the Sales Connect site at

<https://salesconnect.cisco.com/c/r/salesconnect/index.html#/> (works best in a private browsing window)

Check out the [step-by-step guide](#) on searching for templates.

Service Request	Process
<p><b>NEW</b></p> <p><b>Cisco Sellers Services Ordering Rules</b></p>	<p>A US Partner must purchase services for a customer with an install site of Brazil, Canada, China or Russia through the Cisco or Distributor entity located in those countries. If the US Partner doesn't have an office in one of those four countries they can refer the customer to an in-country partner using the <a href="#">Partner Locator tool</a>.</p> <p>For questions please contact <a href="mailto:svc_ordering_support@cisco.com">svc_ordering_support@cisco.com</a></p>
<p><b>NEW</b></p> <p><b>Service Waivers</b></p> <p>What can I show a customer who doesn't want to purchase service coverage on their equipment?</p>	<p><a href="#">Smart Net Total Care Waiver for new gear</a></p> <p><a href="#">Smart Net Total Care Waiver for renewals</a></p> <p>These documents spell out what services customers are giving up and the time and material costs if they must call the TAC for support on an item not under contract.</p> <p>Feel free to add your company logo to the waiver documents and fill in your company name where indicated before sending to customers.</p>
<p><b>NEW</b></p> <p><b>Promotions:</b></p> <p>Where can I view the current product &amp; service promotions?</p>	<p>Click on the Promotions and Incentives links at:</p> <p><a href="http://www.cisco.com/web/partners/incentives_and_promotions/index.html">http://www.cisco.com/web/partners/incentives_and_promotions/index.html</a> and <a href="https://www.ciscoservicespromotions.com/Promotions/Home.aspx">https://www.ciscoservicespromotions.com/Promotions/Home.aspx</a></p> <p><a href="#">Q2FY17 Services Promotions cheat sheet</a></p> <p><a href="#">Q2FY17 Product Promotions cheat sheet</a></p>
<p><b>NEW</b></p> <p><b>Cisco One and Smart Accounts</b></p>	<p><a href="#">Cisco One and Smart Account resource document</a></p> <p><b>Cisco One Overview:</b> Cisco ONE Software is a new way for customers to purchase, consume and use our infrastructure software. It offers a simplified consumption model, centered on common customer scenarios in the data center, wide area network, and local access networks. Cisco One help alias: <a href="mailto:ask_cisco_one_partner@cisco.com">ask_cisco_one_partner@cisco.com</a></p> <p><b>Smart Account Overview:</b> Smart Accounts are a new type of customer- or partner-managed account. You set up a Smart Account on Cisco Software Central to view and control access to Cisco software licenses and entitlements across your organization. Customer can view purchased licenses in their Smart account. Once Smart Licensing is enabled, customer will be able to view licenses that are deployed. Smart Account help alias: <a href="mailto:licensing@cisco.com">licensing@cisco.com</a> - Include in the body of your email this info: Cisco.com ID: xxxx (list your CCO ID in the xxxx space).</p> <p><b>Services for Cisco One licenses and devices:</b> ECMU (SWSS) SNTC support is required for Cisco One licenses and should be attached within 90 days of purchase. ECMU (SWSS) support on the Cisco One licenses provides software updates and portability of the licenses among physical and virtual devices and should be kept active. Smart Net Total Care is also highly recommended for the hardware devices that run the Cisco One licenses.</p>

## Service Request

## Process

### NEW Cisco Subscription resources

**AnyConnect:** [anyconnect-pricing@cisco.com](mailto:anyconnect-pricing@cisco.com)

**IronPort:**

East	Dennis Ho - dennho@cisco.com
South	Neima Mirzaei - nmirzaei@cisco.com
Central	Dennis Nguyen - denningu@cisco.com
West	Dawn Chandler - dawchand@cisco.com

**Identity Services Engine:** [ISE-express@cisco.com](mailto:ISE-express@cisco.com)

**FirePower & SourceFire:**

East: [security\\_annuities\\_commercial\\_east@cisco.com](mailto:security_annuities_commercial_east@cisco.com)

West: [security\\_annuities\\_commercial\\_west@cisco.com](mailto:security_annuities_commercial_west@cisco.com)

South: [security\\_annuities\\_commercial\\_south@cisco.com](mailto:security_annuities_commercial_south@cisco.com)

Central: [security\\_annuities\\_commercial\\_central@cisco.com](mailto:security_annuities_commercial_central@cisco.com)

**Meraki:** [partners@meraki.com](mailto:partners@meraki.com)

**Security Licensing Aliases** For assistance on any and all security software and licensing including:

CES - Cisco Cloud Email Security

CWS - Cisco Cloud Web Security

IronPort (including legacy Email and Web Security ESA and WSA,SMA,EMGT,WMGT)

ISE - Identity Services Engine

Firepower/ Elektra (Legacy Sourcefire)

SNORT

East: [security\\_annuities\\_commercial\\_east@cisco.com](mailto:security_annuities_commercial_east@cisco.com)

West: [security\\_annuities\\_commercial\\_west@cisco.com](mailto:security_annuities_commercial_west@cisco.com)

South: [security\\_annuities\\_commercial\\_south@cisco.com](mailto:security_annuities_commercial_south@cisco.com)

Central: [security\\_annuities\\_commercial\\_central@cisco.com](mailto:security_annuities_commercial_central@cisco.com)

STRATEGIC PARTNERSHIP TEAM FOR RENEWALS UNDER \$20K: [security\\_renewals\\_sq\\_us@cisco.com](mailto:security_renewals_sq_us@cisco.com)

**Security Request Form:**

You can also use the link [Content Security Renewal Request Form](#) to request a renewal quote or assistance with any of the following products:

CES - Cisco Cloud Email Security

CWS - Cisco Cloud Web Security

ISE - Identity Services Engine

ESA/WSA (Legacy IronPort Email and Web Security)

Firepower/ Elektra (Legacy Sourcefire)

SNORT

**VMware:**

Renewals: [ISV1-Service-Renewal@cisco.com](mailto:ISV1-Service-Renewal@cisco.com)

Upgrades: [vmware-upgrade-help@cisco.com](mailto:vmware-upgrade-help@cisco.com)

**Webex:** [webexpartnerhelp@cisco.com](mailto:webexpartnerhelp@cisco.com)

## Service Request

## Process

# CONTRACTS

### Legal Contract Service Descriptions

[www.cisco.com/go/servicedescriptions](http://www.cisco.com/go/servicedescriptions)

### Contract SKUs and descriptions

[Contract Level Descriptions](#)

### Service Availability Matrix tool

To see what service levels are available for install sites please use this [tool](#).  
<https://samccx.cloudapps.cisco.com/apidc/sam/search.do>

### Access to Contracts:

How do I give my customers and my partner employees access to our SNTC contracts?

[How to create a CCO ID](#)

Please note there are 2 separate email processes: one for contract viewing access in the Cisco Service Contract Center (CSCC) and one for TAC & Software Center access.

#### A. Instructions for Partners to request contract access for their customers:

1. To provide contract viewing access in the service contract center –  
Send an email to [ic-support@cisco.com](mailto:ic-support@cisco.com) , in the subject line type “Access to CSCC”, and in the body of message type “Please add the following contract numbers to the CCO ID profile “Y” and provide CSCC access.”

“List  
Contract numbers  
Here”

2. To provide TAC and Software Center access —  
Send an email to [web-help-sr@cisco.com](mailto:web-help-sr@cisco.com) , in the subject line type “Grant TAC and Software Center Access”, and in the body of the message type “Please ensure the CCO ID profile “Y” has full TAC and Software download access to the following contracts in their profile”:

“List  
Contract numbers  
Here”

#### B. Instructions for Partners to request contract access for themselves:

1. To provide contract access in the service contract center:  
Send an email to [ic-support@cisco.com](mailto:ic-support@cisco.com) , in the subject line type “Access to CSCC”, and in the body of message type “Please add the following contract numbers to the CCO ID profile “Y” and provide full partner CSCC access : ”

“List  
Contract numbers  
Here”

2. To provide TAC and Software Center access:  
Send an email to [web-help-sr@cisco.com](mailto:web-help-sr@cisco.com) , in the subject line type “Grant TAC and Software Center Access”, and in the body of the message type “Please ensure the CCO ID profile “Y” has full TAC and Software download access to the following contracts: ”

“List  
Contract numbers  
Here”

For help call the service support center at 800.556.1343.  
Note: Partners can't request access to contracts they didn't sell.



## Service Request

## Process

**How can I get a list of all my Partner company's active Cisco contract numbers and request access to them?**

Partners, please follow the below steps to gain both Contract Center and TAC access to all your active contracts:

**Step 1:**

Request a report of all your current Active contract numbers by following these instructions:

Send an email to: [cs-support@cisco.com](mailto:cs-support@cisco.com)

Subject line: Query for "Partner company name"

Body of message: Please create one report of all contracts that list "Partner Name" as the Maintenance Bill-To Name.

Thank you,

Your "e-signature"

Your "CCO ID"

**Step 2:**

Once you receive the report from step 1 you should copy all the contract numbers, paste them into a blank Excel spreadsheet, use the DATA tab and choose Remove Duplicates, Sort A to Z, then save as "Partner Name master contract list".

**Step 3:**

Send two emails – one to provide CSCC access and one to provide TAC/Software Center access.

**1. To provide contract access in the Cisco service contract center (CSCC):**

Send an email to [ic-support@cisco.com](mailto:ic-support@cisco.com), in the subject line type "Access to CSCC", and in the body of message type "Please add the attached list of contract numbers to the CCO ID profile "Y" and provide full partner CSCC access. " (Make sure to attach your spreadsheet)

Thank you,

Your "e-signature"

**2. To provide TAC and Software Center access:**

Send an email to [web-help-sr@cisco.com](mailto:web-help-sr@cisco.com), in the subject line type "Grant TAC and Software Center Access", and in the body of the message type "Please ensure the CCO ID profile "Y" has full TAC and Software download access to the attached list of contracts. " (Make sure to attach your spreadsheet)

Thank you,

Your "e-signature"

**Do you want a detailed report for all the line items on all of your active contracts?**

If the report you received from Step 1 above didn't provide line item detail of all your contracts then do the following:

After you create your master contract list spreadsheet from Step 2 above follow these steps:

Send an email to [cs-support@cisco.com](mailto:cs-support@cisco.com)

Subject line: Order Management General Inquiries / Contract Download (Partner Company Name)

Body of message:

Hi team,

Please create one Contract Download report for the contract numbers in the attached list.

(Make sure to attach your spreadsheet)

Thank you,

Your "e-signature"

## Service Request

## Process

### How can I have all my contracts reflect my Primary Bill to ID (BID)?

Partners can use these 3 steps to consolidate the Bill to IDs on all their contracts to reflect their Primary Bill to ID.

#### Step 1:

Request a report of all your current Active contract numbers and Bill to IDs by following these instructions:

Send an email to: [cs-support@cisco.com](mailto:cs-support@cisco.com)

Subject line: Query for "Partner company name"

Body of message: Please create one report of all contracts that list "Partner Name" as the Maintenance Bill-To Name.

Thank you,

Your "e-signature"

Your "CCO ID"

#### Step 2:

Once you receive the report from step 1, you should copy all the contract numbers, paste them into a blank Excel spreadsheet, use the DATA tab and choose Remove Duplicates, Sort A to Z, then save as "Partner name master contract list". If you haven't selected a primary Bill to ID then please pick one from the report.

#### Step 3:

Open a case to change the BIDs on the contracts to reflect your primary BID. Use this template:

Send an email to: [cs-support@cisco.com](mailto:cs-support@cisco.com)

Subject: Change BIDs on Contracts for "Partner name"

In Body of email type:

Hi team,

Please change the Bill to IDs on the attached list of contracts to reflect our primary BID "xxxxxxx". (Be sure to attach your spreadsheet).

Thank you,

Your "e-signature"

Your "CCO ID"

## Service Request

## Process

### Customer Inventory “Covered /Uncovered” Report:

How can I get a customer inventory list of Cisco gear, both uncovered and covered products?

**Customer request option:** A customer can request inventory reports directly from Cisco (no LOA needed). Send your customer these instructions :

Send an email to [cs-support@cisco.com](mailto:cs-support@cisco.com), in the subject line type “please create global CSD/UE report for “[customer company name]” and in the body of the message type “please create a raw global CSD/UE report for my company “[company name]”. (Be sure to include any company name variations).

Customer e-signature  
Customer CCO ID

### **Partner request options:**

Below are two sets of instructions that partners can use to request CSD/UE reports (instead of asking the customer to request them). The reports you receive may have some information removed such as other partner names and other partner contract numbers.

**Scenario One:** You want to see all gear and contract statuses for a customer including contracts owned by other partners.

You’ll need to attach a signed [LOA](#) from the customer to your email request. Use these instructions:

Send email to [cs-support@cisco.com](mailto:cs-support@cisco.com)

Subject line: CSD/UE Request for “Customer” (fill in the customer company name)

Body of email:

Hello Customer Service,

Please create a global CSD/UE report for customer “customer company name” as the “Installed Site Name”. (List all customer company name variations). I have attached a signed LOA from the customer.

Thank you,  
Your name  
Your CCO ID  
Your e-signature

**Scenario Two:** You just want to see contract information that your company has for the customer. No LOA should be needed. Follow these instructions:

Send email to [cs-support@cisco.com](mailto:cs-support@cisco.com)

Subject line: CSD/UE Request for “Customer / Partner” (fill in the customer company name and your partner company name)

Body of email:

Hello Customer Service,

Please create a global CSD/UE report of all contracts that list “partner company name” as the “Maintenance Bill-To Name” and “customer company name” as the “Installed Site Name”. (List all customer company name variations).

Thank you,  
Your name  
Your CCO ID  
Your e-signature

## Service Request

## Process

### Customer had product swap due to RMA:

How do I update my customer's contract with a new serial number due to a RMA?

Send an email to [cs-support@cisco.com](mailto:cs-support@cisco.com) , in the subject line type only "RMASWAP", in the body of the message type "due to a RMA please remove serial (X) and add serial (Y) on Contract "xxxx". The RMA # is "XXXX".

\*\*\*Note: Contracts are being updated by the TAC team when a RMA occurs but if the contract doesn't show the replacement serial please follow the step above.

### Customer upgraded software or license version:

How do I update my customer's service contract after a software or license upgrade?

**To ensure you receive proper renewal metrics credit, always make sure to update the customer's service contract when a version upgrade through the PUT tool is performed:**

1. When you or your customer upgrades a license or software version through the PUT tool please make a note of the upgraded part number.
2. Download the contract details from CSCC so you can view the old version part #s and the associated instance numbers.
3. You can email the customer service team at [cs-support@cisco.com](mailto:cs-support@cisco.com) with subject line "Licensing Renewal Support - Upgraded SKU" to ask for help in identifying and/or mapping the old and new part numbers.
4. Send an email to Cisco customer service asking them to update the customer's contract with the new part numbers using this template:

Send an email to [cs-support@cisco.com](mailto:cs-support@cisco.com)

Subject line: "SWAP"

Body of the message: "due to a version upgrade through the PUT tool please remove old instance number(s) "xxxxx" and add quantity "x" of "New Part Number" on Contract "12345".

(Note: If there are multiple instance numbers it will be easier to attach them in an Excel spreadsheet.)

Signed,  
Your e-signature  
Your CCO ID

\*\*\*Note: This process should always be followed after an upgrade for a software or license version. Contracts are not automatically updated with this information. The PUT tool is not linked to CSCC.

Service Request	Process
<p><b>Expired Contract Details</b> How do I get contract details for my expired contracts?</p>	<p>For contracts sold by your partner company follow these steps: Send email to: <a href="mailto:cs-support@cisco.com">cs-support@cisco.com</a> Subject: Contract details Body: Hi team, Please create a report that lists all the contract details for contract number “12345”. Thank you, Your e-signature Your CCO ID</p>
<p><b>Consolidate Contracts</b></p>	<p>If your customer has several contracts (including different support levels such as SNT, SNTP, C4P, etc) that they purchased through your partner company you can consolidate those into one “target” contract. Send an email to <a href="mailto:cs-support@cisco.com">cs-support@cisco.com</a> and in the subject line type “Merge Contracts” and in the body of the message type “please merge the following contract numbers (list them here) into target contract “12345”. Or you can call the service support center at 800.556.1343 and they will create a case for you and forward to the contract management team.</p> <p>Please note that ECMU coverage should remain on a separate contract number to avoid access issues with the PUT tool. ECMU can share a contract number with legacy ESW coverage.</p>
<p><b>Other Contract Management:</b></p>	<p>For other contract management requests Including moves, adds and changes, you can send an email to <a href="mailto:cs-support@cisco.com">cs-support@cisco.com</a> and use one of the keywords from this list <a href="#">Customer Service Keywords</a> in the subject line.</p>
<p><b>Serial # :</b> How do I look up a serial number?</p>	<p>Go to the Cisco Service Contract Center: <a href="http://www.cisco.com/go/csc">www.cisco.com/go/csc</a> and click “Launch” button</p> <p>Use the drop down search box to select “Serial Number/PAK Number”, type the serial # into the adjacent box, then click the “GO” button.</p>
<p><b>Cisco Service Contract Center (CSCC):</b></p>	<p>Go to <a href="http://www.cisco.com/go/csc">www.cisco.com/go/csc</a> and click the “Launch” button.</p> <p>Use the Service Contract Center to review serial numbers, create quotes and manage contracts.</p>

# Service Request

# Process

## Cisco Service Contract Center (CSCC) training resources

### Direct Partners

[Cisco Service Contract Center Access for 1-Tier Partners](#)

### Indirect Partners

[CSCC 2-Tier Partner User Guide](#)

#### 1. Operations Exchange CSCC page:

Click Here to register for CSCC live trainings, recorded sessions, collateral, resources, e-Learning:

<http://forums.cisco.com/ecom/web/operations-exchange/csc-2t/2-tier-partner>

#### 2. Click to Chat

There is a Click to Chat option for CSCC support for partners that can be utilized real time during the quote creation process.

To get started - Log into Customer service Central [www.cisco.com/go/mycisco](http://www.cisco.com/go/mycisco) or <https://www.cisco.com/cisco/psn/web/workspace> and follow the highlighted steps below:

The screenshot shows the Customer Service Central (CSCC) interface. At the top, there is a navigation bar with 'My Cases', 'Open a Case' (highlighted in yellow), and 'Self-Service'. To the right are 'Reports' and 'Related Tools' dropdown menus. Below the navigation bar, there is a 'Step 1 Tell us what type of case' section. This section contains a grid of categories: Sales Support, Quotes (with 'Edit Quote' highlighted in yellow), Program & Tool Support, Orders, Contracts and Licenses, and a 'Last used' section for 'Reporting Support - CSD/Uncovered Equipment Report'. Under 'Quotes', there are sub-options: 'New Estimate', 'New Quote', 'Other Quote Errors', and 'View All'. Under 'Program & Tool Support', there are: 'Reporting Support', 'Update Profile', 'General CCW Support', 'Other Tool Access', and 'View All'. Under 'Orders', there are: 'Manufacturing Order Query', 'Changes', 'Executive Expedite', 'Existing Returns', and 'View All'. Under 'Contracts and Licenses', there are: 'Add Missing Items to Contracts', 'Contract Edits and Moves', 'Terminations', 'Licensing Support', and 'View All'. A 'Bookmarked templates' dropdown is also visible. Below the grid is a 'Step 2 Describe the issue' section. It has two required fields: 'Type of Quote, Estimate or Deal?' (with 'CSCC for 2 Tier / Distribution' selected and highlighted in yellow) and 'What is the subject?'. Below these is a radio button for 'Is this inquiry for the U.S. Federal Government?' (set to 'No'). A text area for 'Please describe the issue in detail.' is also present. At the bottom, there is an 'Attach a file or screenshot' section with a 'Chat Now' button (highlighted in yellow) and a 'Next' button. Below this are 'Step 3 Provide additional case details' and 'Step 4 Confirm contact details and submit' sections.

## Service Request

## Process

### CSCC training resources continued...

#### When to use Click to Chat:

- C2C will be available to all partners, customers and internal users for all current C2C enabled service offerings. A chat session can be opened with an agent to quickly resolve the following issues:

Manage a Service Contract	<ul style="list-style-type: none"><li>• Changes to install site</li><li>• simple configuration changes (linking and de-linking minor lines from a chassis)</li></ul>
Manage an existing Service Quote (1 Tier & 2 Tier)	<ul style="list-style-type: none"><li>• Apply a Discount of Deal ID for a service quote</li><li>• Fixing Service quote validation errors</li><li>• Quote edits for all changes</li></ul>
Manage an existing Order	<ul style="list-style-type: none"><li>• Expedites</li><li>• Order changes &amp; cancellations</li><li>• Order status inquires</li></ul>
Profile or Access inquires	<ul style="list-style-type: none"><li>• Access to view, renew, and manage Service Contracts in Cisco Service Contract Center (CSCC)</li></ul>

#### 3. Disti Compass App for iOS and Android - <https://www.disticompass.com/>

Mobile app that provides a complete calendar view of Cisco product and service trainings delivered by Cisco Distributors.

#### Service Quote:

How do I create a service quote from a Sales Order (SO) #?

Follow the instructions here: [Create service quote from SO#](#)

#### Cisco Product and Service Videos

Cisco's YouTube channel: <http://www.youtube.com/user/Cisco>

## Service Request

## Process

### Smart Net Total Care (SNTC)

I want to learn more about SNTC

Smart Net Total Care mitigates the risk of network downtime and maximizes the value of the Cisco technology.

See new Partner Smart Assist offering in **NEW** section at top of document

SNTC Videos on YouTube (consider adding one or more videos to your customer quotes):

Discuss Services early in the sales cycle, YouTube video (3min):

<http://www.youtube.com/watch?v=H3S5CGdrHbk>

Position SNTC over Warranty – YouTube video (2 min)

<http://www.youtube.com/watch?v=wj6gYtbEfBk>

SNTC overview (3 min):

<http://www.youtube.com/watch?v=oMUDyvhSkf4>

At a Glance document (consider adding to your customer quotes):

<http://www.cisco.com/c/dam/en/us/products/collateral/cloud-systems-management/smart-net-total-care/at-a-glance-c45-735464.pdf>

[SNTC Proposal Template for Partners](#)

For self-service collector instructions please go to this site\_

<https://supportforums.cisco.com/community/12341696/sntc-collection>

A preview of the 3.0 portal on You Tube: <https://www.youtube.com/watch?v=hgegu-tgb1U&list=PL8mhqik9tmQXD-b6icjRfITa9oW3pU9By>

Skus Locator Tool: <https://supportforums.cisco.com/document/12098436/sntc-product-id-checker>

SNTC information and training can be found at:

[www.cisco.com/go/total](http://www.cisco.com/go/total)

and

<https://supportforums.cisco.com/community/11933811/smart-net-total-care-partner-resource-library?view=overview>

SNTC 2-Tier ordering Guide: [SNTC 2-Tier Reseller Partner Ordering Guide](#)

SNTC Partner Resource Library:

[https://supportforums.cisco.com/community/netpro/solutions/smart\\_services/sntc/partners?view=overview](https://supportforums.cisco.com/community/netpro/solutions/smart_services/sntc/partners?view=overview)

SNTC help and resources: <https://supportforums.cisco.com/community/4891/smart-net-total-care>

Smart Services Bureau team - phone 877 330-9746 or email [asksmartservices@cisco.com](mailto:asksmartservices@cisco.com) (available by email 24x7)



## Service Request

## Process

### Multiyear contracts:

I want to show my customers the benefits of buying multiyear contracts.

Best Practice – Quote 5 year service on all new product deals. It's easier to cut back price to 1 or 3 years of service vs starting with a 1 year quote.

Year-over-year SNTC increases average 3-10% per year.

The best way for your customer to ensure predictable contract costs is to purchase multiyear contracts. Not only do they lock in today's price but there is a multiyear discount applied which provides a lower per year cost over buying one year at a time. And Cisco Capital can create a flexible payment plan and the ability to add to the lease as needs change.

Cisco Multiyear video on YouTube (4 min):

<http://www.youtube.com/watch?v=po6pWQYt1xl>

Use this Multiyear calculator to show the cost advantage to your customers of 3, 4 and 5 year contracts:

[Multiyear Calculator](#)

Multiyear Quick Reference Guide:

[http://www.cisco.com/web/partners/services/promos/accelerate/downloads/Multiyear\\_gr.pdf](http://www.cisco.com/web/partners/services/promos/accelerate/downloads/Multiyear_gr.pdf)

Multiyear Services Guide:

[http://www.cisco.com/web/partners/services/promos/accelerate/downloads/Multiyear\\_sg.pdf](http://www.cisco.com/web/partners/services/promos/accelerate/downloads/Multiyear_sg.pdf)

Multiyear slide deck (copy and paste link into browser if necessary):

[http://www.cisco.com/web/partners/services/promos/accelerate/downloads/Selling\\_Multiyear\\_LM.pps](http://www.cisco.com/web/partners/services/promos/accelerate/downloads/Selling_Multiyear_LM.pps)

### Cisco Capital Leasing

I want to offer my customers multiyear service contracts and/or a way to finance all their technology projects now.

Cisco Capital link for US Partners:

<http://www.cisco.com/web/ciscocapital/partners/americas/us/index.html>

Cisco Capital contacts:

[https://grs.cisco.com/grsx/cust/grsCustomerSurvey.html?SurveyCode=10488&KeyCode=000728138&\\_ga=1.120575498.303403700.1438613934](https://grs.cisco.com/grsx/cust/grsCustomerSurvey.html?SurveyCode=10488&KeyCode=000728138&_ga=1.120575498.303403700.1438613934)

Best practice: Include Cisco Capital in every discussion:

One of the many benefits of using Cisco Capital is the customer can purchase what their technology and services needs dictate instead of being limited by their budget. They can also fund more projects at once instead of spreading them out over time. And once a lease is in place the customer can continue to refresh it as their needs change. It is much easier to have update/migrate conversations with customers who currently have financing in place that they can easily refresh.

## Service Request

## Process

### SWSS (UCSS/ESW):

Get Cisco Essential Operate Services (ESW) and Unified Communications Software Subscriptions (UCSS) in one offer. [Cisco Software Support Service \(SWSS\)](#) gives you major upgrades and minor updates, maintenance, and access to online resources, including Technical Assistance Center (TAC), from a single contract.

For SWSS questions open a case with customer service at [cs-support@cisco.com](mailto:cs-support@cisco.com) with the keywords “SWSS HELP” in the subject line.

UCSS & ESW combined SKU (SWSS) became available to quote and sell as of Sept 22, 2014  
Main site: <http://www.cisco.com/web/partners/services/sell-and-market/software-support-service.html>

You will receive CSPP Renewal Rate metric credit when converting expiring ESW contracts if you follow the steps outlined in the SWSS ordering guide:  
<http://www.cisco.com/web/partners/services/downloads/swss-ordering-guide.pdf>

### **To ensure you receive proper renewal metric credit, always make sure to update the customer’s contract when a version upgrade through the PUT tool is performed:**

1. When you or your customer upgrades a license or software version through the PUT tool please make a note of the upgraded part number.
2. Download the contract details from CSCC so you can view the old version part #s and the associated instance numbers.
3. You can email the customer service team at [cs-support@cisco.com](mailto:cs-support@cisco.com) with subject line “Licensing Renewal Support - Upgraded SKU” to ask for help in identifying and/or mapping the old and new part numbers.
4. Send an email to Cisco customer service asking them to update the customer’s contract with the new part numbers using this template:

Send an email to [cs-support@cisco.com](mailto:cs-support@cisco.com)

Subject line: "SWAP"

Body of the message: "due to a product/license upgrade through the PUT tool please remove instance number(s) “xxxxx” and add quantity “x” of “New Part Number” on Contract “12345”.

(Note: If there are multiple instance numbers it will be easier to attach them in an Excel spreadsheet.)

Signed,  
Your e-signature  
Your CCO ID

Note: This process should always be followed after an upgrade for a software or license version. Contracts are not automatically updated with this information. The PUT tool is not linked to CSCC.

Note: Please note that ECMU coverage should remain on a separate contract number to avoid access issues with the PUT tool. ECMU can share a contract number with legacy ESW coverage.

### Steps and rules for terminating service coverage

Please see the [Terminating Service Coverage](#) document for details.

## METRICS

View all Fiscal and Service dates for FY17

[All Cisco Dates for FY17](#)

Cisco Service Partner Program

Where can I find info on the CSPP?

The Cisco Services Partner Program (CSPP) is a global, consistent service program across all partner types, theatres, and service offerings.

The main CSPP link is [www.cisco.com/go/cspp](http://www.cisco.com/go/cspp)

Incentive Metrics within the CSPP:

[https://forums.cisco.com/servlet/fileField?entityId=ka215000009NbNAAU&field=Attachment\\_Body\\_s](https://forums.cisco.com/servlet/fileField?entityId=ka215000009NbNAAU&field=Attachment_Body_s)

Partner program guide (you may need to copy and paste link in your browser):

[http://www.cisco.com/web/partners/services/cspp/downloads/CSPP\\_LAPhase\\_USC\\_ProgramGuide.pdf](http://www.cisco.com/web/partners/services/cspp/downloads/CSPP_LAPhase_USC_ProgramGuide.pdf)

Help Alias for Partner Services Program & Training: [servicesprogram@cisco.com](mailto:servicesprogram@cisco.com)

Service Metrics:

Where can I view my current service Attach and Renewal Rates?

Go to the **Total Program View (TPV)** site at [www.cisco.com/go/tpv](http://www.cisco.com/go/tpv). Once in the tool click on the word “Metrics” in the left hand column, select the “Incentive Metrics” tab, then select “Cisco Services Partner Program” in the Program Name field and click the arrow button. You can now view your scorecard and see how close you are to making quarterly service rebates.

Example of a Scorecard:

Metric Scorecard

Sales Metrics				
Metric Name	Covered	Opportunity	%	Projected Rebate
<b>Consolidated Attach Rate (LLW Adj)</b>	325,249	330,622	98.40%	4.00%
Direct Attach Rate (LLW Adj)	0	0	0.00%	0.00%
Indirect Attach Rate (LLW Adj)	325,249	330,622	98.40%	
<b>Renewal Rate</b>				
	Q1	1,589,494	1,625,398	97.80%
	Q2	1,600,441	1,606,696	99.60%
	Q3	314,894	448,115	70.30%
	Q4	398,413	525,710	75.80%
	YTD	3,903,242	4,205,919	92.80%

[Service Incentives Document](#)

[How to get TPV Access](#)

[View Attach and Renewal Multipliers](#)

In order to receive CSPP service rebates your Attach (LLW adj) percentage must be at least 80% and/or your Renewal percentage must be at least 75% by the end of the quarter.

**CSPP Service rebate formula:** quarterly Attach Rate and/or Renewal Rate multiplier(s) earned on TPV scorecard X quarterly CSPP services bookings = \$ CSPP Rebate

Scorecard service multipliers can be viewed at [www.cisco.com/go/tpv](http://www.cisco.com/go/tpv) under Metrics tab  
Service bookings can be viewed at [www.cisco.com/go/tpv](http://www.cisco.com/go/tpv) under Program tab > CSPP.

For TPV training please go to this link: [https://forums.cisco.com/OperationsExchange/s/Training-Details?L1Category=Training&L2Category=Total\\_Program\\_View\\_Training&L1CategoryPath=training](https://forums.cisco.com/OperationsExchange/s/Training-Details?L1Category=Training&L2Category=Total_Program_View_Training&L1CategoryPath=training)

Service Request	Process
<p><b>Renewals:</b> How can I view my contract renewals?</p>	<p>For step-by-step instructions on how to pull a renewals report from the TPV website and to see a sample report go to <a href="#">How to request service reports from TPV</a></p> <p>Note: To sort on columns in the report select row 14, click on the “Sort &amp; Filter” option in the toolbar and select “Filter”.</p>
<p><b>New “Attach” business:</b> How can I view my Attach Rate opportunities?</p>	<p>When you sell new Cisco gear you can see what has and hasn’t been placed on a service contract yet by pulling an Attach Rate report from the TPV website:</p> <p>For step-by-step instructions on how to pull an attach report from the TPV Website and to see a sample report go to <a href="#">How to request service reports from TPV</a></p> <p>Note: To sort on columns in the report select row 14, click on the “Sort &amp; Filter” option in the toolbar and select “Filter”.</p>
<p><b>Customer upgraded software or license version:</b> How do I update my customer’s service contract after a software or license upgrade?</p>	<p><b>To ensure you receive proper renewal metrics credit, always make sure to update the customer’s contract when a version upgrade through the PUT tool is performed:</b></p> <ol style="list-style-type: none"> <li>1. When you or your customer upgrades a license or software version through the PUT tool please make a note of the upgraded part number.</li> <li>2. Download the contract details from CSCC so you can view the old version part #s and the associated instance numbers.</li> <li>3. Send an email to Cisco customer service asking them to update the customer’s contract with the new part numbers using this template:</li> </ol> <p>Send an email to <a href="mailto:cs-support@cisco.com">cs-support@cisco.com</a> Subject line: "SWAP" Body of the message: "due to a product/license upgrade through the PUT tool please remove instance number(s) “xxxxx” and add quantity “x” of “New Part Number” on Contract “12345”.</p> <p>(Note: If there are multiple instance numbers it will be easier to attach them in an Excel spreadsheet.)</p> <p>Signed, Your e-signature Your CCO ID</p> <p>***Note: This process should always be followed after an upgrade for a software or license version. Contracts are not automatically updated with this information. The PUT tool is <u>not</u> linked to CSCC.</p>

## Service Request

## Process

### E-Consulting Tool for Partners

Starting **December 22, 2016**, E-Consulting for Partners will no longer be available – many features have already been migrated to **Total Program View** (TPV) or other solutions (more info below).

A new, upgraded [Total Program View](#) was launched on December 10, 2016. In this expanded version you will find a **new Metrics dashboard**, that incorporates E-Consulting reporting to provide you a more complete set of metrics results, focus area analytics, trending charts, rebate calculator and more.

### Where Can I Find Previous E-Consulting Content?

E-Consulting Feature	Where to Find	Training Materials
<b>Partner Dashboard</b> <b>Partner Performance Tracker</b> <b>Partner Reports</b>	Access the Metrics dashboard in TPV at <a href="http://www.cisco.com/go/tpv">www.cisco.com/go/tpv</a> .	Total Program View <a href="#">Operations Exchange Community site</a>
<b>Opportunity Services</b>	Access <a href="#">Cisco Impact</a> to find your top opportunities as well as additional information to help you better target your renewals. A monthly email will link you to your opportunity data.	Cisco Impact <a href="#">Onboarding Guide</a>
<b>Cisco Ready for Partners</b>	Access <a href="#">Cisco Ready for Partners</a> using Chrome or Firefox.	A Walk-Me tour and training VODs can be accessed from within <a href="#">Cisco Ready for Partners</a> .
<b>Building your Services Practice Quick Links</b>	Visit the <a href="#">Sell Services page on Partner Central</a> for information on how to access services content available on Sales Connect or Cisco.com Support Forums.	

### Where is Other Support Available?



**E-Consulting Transition Guide:** [CLICK HERE](#) to access a detailed transition guide to assist you in finding all relevant information you used to access via E-Consulting for Partners.

**Support and Questions:** Please submit all inquiries through [MyCiscoWorkspace](#).

### IBLM Partner Portal

Uncover technology refresh opportunities for product and service sales within your customer base.

Portal: <http://cebi.cisco.com/piblbi/analytics/saw.dll?Dashboard>

Main site: [www.cisco.com/go/iblm](http://www.cisco.com/go/iblm)


Service Request	Process
<b>HELP</b>	
<b>General Partner Service Inquiries</b>	Please send an email to <a href="mailto:partnerservice@cisco.com">partnerservice@cisco.com</a>
<b>Service Help Aliases by Technology</b>	Security: <a href="mailto:partnersecurityservices@cisco.com">partnersecurityservices@cisco.com</a> Data Center: <a href="mailto:partnerdcservices@cisco.com">partnerdcservices@cisco.com</a> Collaboration: <a href="mailto:partnercollabservices@cisco.com">partnercollabservices@cisco.com</a> Networking: <a href="mailto:partnerenservices@cisco.com">partnerenservices@cisco.com</a> Cloud: <a href="mailto:partnercloudservices@cisco.com">partnercloudservices@cisco.com</a> Internet of Things (IoT): <a href="mailto:partneriotervices@cisco.com">partneriotervices@cisco.com</a>
<b>Technical Assistance Center (TAC)</b>	The direct number for the TAC is 800.553.2447. For escalations ask for the TAC Duty Manager.  TAC site: <a href="http://www.cisco.com/go/tac">www.cisco.com/go/tac</a>  TAC Best Practices and FAQ's: <a href="https://communities.cisco.com/docs/DOC-38209">https://communities.cisco.com/docs/DOC-38209</a>  Open a TAC case online or check on an existing case: <a href="https://mycase.cloudapps.cisco.com/case">https://mycase.cloudapps.cisco.com/case</a>
<b>Software Center</b>	The Software Center is located at <a href="http://www.cisco.com/go/software">www.cisco.com/go/software</a>  Help alias for Software Center is <a href="mailto:ent-dl@cisco.com">ent-dl@cisco.com</a>
<b>Product Upgrade Tool (PUT)</b>	The PUT tool is located at <a href="http://www.cisco.com/upgrade">www.cisco.com/upgrade</a>
<b>Distribution Help:</b> What are the contact numbers for service help at disty?	<ul style="list-style-type: none"> <li>• AVNET 800-305-2833 or <a href="mailto:steven.wallace@avnet.com">steven.wallace@avnet.com</a></li> <li>• Comstor 800.955.9590 x3 or <a href="mailto:smartnethelp@comstor.com">smartnethelp@comstor.com</a></li> <li>• D&amp;H 800-340-1001 option 2 or <a href="mailto:smartnetspecialist@dandh.com">smartnetspecialist@dandh.com</a></li> <li>• Ingram Micro 800-456-8000 x76471option 2 or <a href="mailto:smartnetquote@ingrammicro.com">smartnetquote@ingrammicro.com</a></li> <li>• ScanSource/KBZ 215-348-9481,800-944-2439 x4018 or <a href="mailto:ciscoservice@scansource.com">ciscoservice@scansource.com</a></li> <li>• Tech Data 800-237-8931 x77776 or <a href="mailto:smartnet@techdata.com">smartnet@techdata.com</a></li> <li>• TelcoBuy 877-350-0191 or <a href="mailto:ciscopos@telcobuy.com">ciscopos@telcobuy.com</a></li> <li>• Visitec 800-998-5269 or <a href="mailto:quote@visitec.com">quote@visitec.com</a></li> </ul>
<b>Quoting and ordering support through Cisco (1T Partners only)</b>	If you purchase directly through Cisco please call Cisco Customer Service at 800.553.6387, Option 2 for ordering and billing

Service Request	Process
<b>Other Contact Cisco options (includes licensing, CCW, certifications, etc)</b>	Please use this link: <a href="https://www.cisco.com/cisco/web/siteassets/contacts/index.html">https://www.cisco.com/cisco/web/siteassets/contacts/index.html</a>
<b>Cisco Product &amp; Service AMs:</b> Who is the Cisco Product and/or Services AM for my customer?	Use the Who-Is-My-Cisco-Rep tool to look up the Cisco Product and Service Account Managers for an enduser account: Go to link: <a href="https://tools.cisco.com/WWChannels/CAMLOC/whoismyciscorep.do">https://tools.cisco.com/WWChannels/CAMLOC/whoismyciscorep.do</a>  You can also send an email to <a href="mailto:cs-support@cisco.com">cs-support@cisco.com</a> with the word “Query” in the subject line and the following in the body of the email “Please provide the name and contact info of the Cisco Account manager for “customer company name” located at “provide full business address here”.
<b>Who can I contact for a Licensing question or issue?</b>	Send an email to the licensing alias: <a href="mailto:licensing@cisco.com">licensing@cisco.com</a> Include in the body of your email this info: Cisco.com ID: xxxx (list your CCO ID in the xxxx space).  The licensing portal is located here: <a href="http://www.cisco.com/go/licensing">www.cisco.com/go/licensing</a>  View the Licensing <a href="#">Help page</a> for how-to videos and other helpful resources
<b>End of Sale/ End of Support info</b>	Use this link to view End of Sale and End of Support information : <a href="http://www.cisco.com/c/en/us/products/eos-eol-listing.html">http://www.cisco.com/c/en/us/products/eos-eol-listing.html</a>
<b>Not For Resell (NFR) Partner Program:</b> This program is for Cisco Partners who are purchasing gear for their internal use – network, lab, or demo – at deep discounts (up to 80% off products and up to 70% off services).	Note: If you have not created your reusable FY17 NFR Deal ID, you will need to do that prior to ordering. Because you use the same Deal ID all fiscal year for NFR purchases it’s best to label it “NFR Aug2016 to July2017”. Please see here for set-up instructions (you may need to copy and paste link into your browser): <a href="http://www.cisco.com/web/partners/downloads/partner/WWChannels/incentive/us_nfr_partner.pptx">http://www.cisco.com/web/partners/downloads/partner/WWChannels/incentive/us_nfr_partner.pptx</a>  When creating your NFR Deal ID you will see two options based on your partner certification level: The <b>Certified/Specialized</b> partner option is available for Select, Premier, Silver and Gold partners.  The <b>Registered Partner</b> option must be used if the partner’s certification status is “Registered” only.  <b>The NFR program is NOT set up for renewals, only original purchases of gear and service.</b> For the service/SNTC component you only get one shot at using the 70% off list price discount so it’s more cost effective to <a href="#">buy 5 years of coverage</a> on the gear you purchase through the program. At renewal time you have to use your normal services discount to purchase the renewal.  Access the NFR program through CCW: <a href="http://www.cisco.com/go/ccw">www.cisco.com/go/ccw</a>  Main link for NFR program info: <a href="http://www.cisco.com/go/nfr">www.cisco.com/go/nfr</a>  How to Order: When ordering through distribution please include the deal id and/or the DART deviation number.



Service Request	Process
<b>E-RATE:</b>	<p>E-Rate Partner Central: <a href="http://www.cisco.com/web/partners/sell/industry/education-k12/e-rate.html">http://www.cisco.com/web/partners/sell/industry/education-k12/e-rate.html</a></p> <p>E-Rate Help Desk: <a href="http://www.ciscoerate.com">www.ciscoerate.com</a></p> <p>E-Rate services questions: <a href="mailto:erate_inquires@external.cisco.com">erate_inquires@external.cisco.com</a></p> <p>E-Rate Team for questions about the US K-12 Bundled Warranty Offer or E-Rate Modernization: <a href="mailto:eratemodernization@cisco.com">eratemodernization@cisco.com</a></p> <p>Funds for Learning (E-Rate compliance, eligibility and cost allocations questions): <a href="mailto:help@fundsforlearning.com">help@fundsforlearning.com</a></p> <p>E-Rate Promotion Playbook—contains promotion details, registration &amp; ordering instructions, &amp; FAQs:  <a href="http://www.cisco.com/web/partners/downloads/partner/WWChannels/industry/downloads/eRate_prom_progoview.pdf">http://www.cisco.com/web/partners/downloads/partner/WWChannels/industry/downloads/eRate_prom_progoview.pdf</a></p>
<b>Deviations:</b> How do DSAs/DARTs get applied?	<ol style="list-style-type: none"> <li>1. For Direct Partners: the Cisco Services AM (CSM) creates a deviation and emails the DSA# to the partner who then opens a case (by either using the Customer Service Central portal, sending an email to <a href="mailto:cs-support@cisco.com">cs-support@cisco.com</a> or calling the Cisco Service Support Center at 800.556.1343) to have it applied to the partner’s CSCC quote.</li> <li>2. For Indirect Partners: the CSM creates a deviation and emails the DART# to the partner who then asks their distributor to apply it to their order.</li> </ol>
<h2 style="color: red; margin: 0;">TRAINING &amp; OTHER RESOURCES</h2>	
<b>Services Training:</b> I’m hiring a new person to work with our Cisco services business and they need training.	<p><a href="#">Cisco Service Expert Program</a>            Highly recommended set of 9 fundamental modules for anyone in your company who will be working with Cisco Services.</p> <p>Additional Cisco Services Training Resources:  <a href="#">Services Training for New Hire</a></p> <p><a href="#">THE SELL</a> is an excellent resource on all things Cisco and was developed for new managers, AMs and SEs in our Partner community.</p> <p><a href="#">Cisco Partner Guide</a></p>
<b>Leverage AMs to Increase Service Revenue</b>	<p><b>Ensure your Account Managers are comfortable discussing Service basics with customers:</b></p> <p>Position SNTC over Warranty – YouTube video (2 min) <a href="http://www.youtube.com/watch?v=wj6gYtbEfbk">http://www.youtube.com/watch?v=wj6gYtbEfbk</a></p> <p>Discuss Services early in the sales cycle, YouTube video (3min):  <a href="http://www.youtube.com/watch?v=H3S5CGdrHbk">http://www.youtube.com/watch?v=H3S5CGdrHbk</a></p> <p>Explain cost savings of Multiyear contracts, YouTube video (4 min):  <a href="http://www.youtube.com/watch?v=po6pWQYt1xl">http://www.youtube.com/watch?v=po6pWQYt1xl</a></p> <p>Multiyear calculator: <a href="#">Multiyear Calculator</a></p>



Service Request	Process
<b>Smartphone app for trainings provided by Cisco Distributors</b>	<b>Disti Compass App for iOS and Android</b> - <a href="https://www.disticompass.com/">https://www.disticompass.com/</a> Mobile app that provides a complete calendar view of Cisco product and service trainings delivered by Cisco Distributors.
<b>Service and Warranty descriptions and links</b>	Service level descriptions: <a href="http://www.cisco.com/c/en/us/about/legal/service-descriptions.html">http://www.cisco.com/c/en/us/about/legal/service-descriptions.html</a>  Cisco video on YouTube (2 min) - How to position SNTC over Warranty: <a href="http://www.youtube.com/watch?v=wj6gYtbEfBk">http://www.youtube.com/watch?v=wj6gYtbEfBk</a>  For descriptions of service and warranty offerings see this document: <a href="#">Service and Warranty Offerings</a>
<b>Service Pricing Lists:</b>  Where can I find the latest Service Pricing list?	Go to Cisco Commerce Workspace (CCW) at <a href="http://www.cisco.com/go/ccw">www.cisco.com/go/ccw</a> , click on the price list catalog located in the Quick Links box (look for the  symbol in the top right portion of the page).
<b>Service Pricing changes:</b>  Where can I find the latest Service Price announcements?	Service Announcements: <a href="http://www.cisco.com/web/partners/services/orders-support/price-changes/index.html">http://www.cisco.com/web/partners/services/orders-support/price-changes/index.html</a>
<b>Sales Connect Service Library</b>  Browse service topics	Browse the <a href="#">Sales Connect Library</a> of Service training modules and documents.
<b>Partner Guide:</b>  Where can I find a Cisco Partner Guide?	Comprehensive <a href="#">Cisco Partner Guide</a>
<b>Learning Credits</b>	Main site: <a href="http://www.cisco.com/c/en/us/training-events/resources/learning-credits/clc-partners.html">http://www.cisco.com/c/en/us/training-events/resources/learning-credits/clc-partners.html</a>  <a href="#">How to open a case for help with Cisco Learning Credits</a>
<b>Legal</b>  I need legal documents on terms and conditions, SNTC cancellation policies and/or the enduser license agreement.	Main legal site: <a href="http://www.cisco.com/go/legal">www.cisco.com/go/legal</a>  Smart Net Total Care cancellation policy: <a href="http://www.cisco.com/web/partners/program/certifications/download/Cisco_Consolidated_Ops_Guide.pdf">http://www.cisco.com/web/partners/program/certifications/download/Cisco_Consolidated_Ops_Guide.pdf</a> - see section “Global Cancellation for Credit and Change Order Policy for Product, Service, and Software Subscription (for Services)” starting on page 19  Guidelines for Support: <a href="http://www.cisco.com/web/services/abuse/docs/service_guidelines_for_cisco_hardware_software_not_under_supportl.pdf">http://www.cisco.com/web/services/abuse/docs/service_guidelines_for_cisco_hardware_software_not_under_supportl.pdf</a>  These points are found in above link: Q. Is the Cisco product warranty transferable? A. No. The Cisco product warranty is nontransferable. A warranty is provided solely to the original end user of the equipment.

Service Request	Process
Legal cont.	<p>Q. Are service maintenance contracts such as Cisco Smart Net Total Care contracts transferable?  A. No. Standard service maintenance contracts are not transferable from user to user. Please contact your Cisco Services account representative if you have questions regarding any specially negotiated terms.</p> <p>Q. Is a Cisco software license transferable?  A. No. Cisco software licenses are not transferable from user to user unless otherwise stated by Cisco or required by applicable law. Any purchaser of used or secondary market Cisco equipment is required to re-license the software. For further details read the End User License Agreement at <a href="http://www.cisco.com/en/US/docs/general/warranty/English/EU1KEN_.html">http://www.cisco.com/en/US/docs/general/warranty/English/EU1KEN_.html</a></p> <p>End User License Agreement:  <a href="http://www.cisco.com/en/US/docs/general/warranty/English/EU1KEN_.html">http://www.cisco.com/en/US/docs/general/warranty/English/EU1KEN_.html</a>  main site: <a href="http://www.cisco.com/web/products/software_licensing_center.html">http://www.cisco.com/web/products/software_licensing_center.html</a></p> <p>United States Terms of Sale and Software License Agreement (services follow this policy):  <a href="http://www.cisco.com/web/about/doing_business/legal/docs/tc-us.pdf">http://www.cisco.com/web/about/doing_business/legal/docs/tc-us.pdf</a></p> <p>Main site:  <a href="http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html">http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html</a></p> <p>Cisco policy on software transfer and re-licensing:  <a href="http://www.cisco.com/en/US/prod/cisco_software_transfer_relicensing_policy.html">http://www.cisco.com/en/US/prod/cisco_software_transfer_relicensing_policy.html</a>  Any questions or comments regarding this Policy should be sent to <a href="mailto:swtransfer@cisco.com">swtransfer@cisco.com</a></p> <p>More legal info for Partners:  Cisco Channel Program Audit and Policies  <a href="http://www.cisco.com/web/partners/program/certifications/channel_partner_program_policies.html#~SVC">http://www.cisco.com/web/partners/program/certifications/channel_partner_program_policies.html#~SVC</a></p>
<b>Cisco Service Support Center:</b> I still have a service question, who can I call?	The Cisco Service Support Center can help with service related questions. The number is 800.556.1343.