Distributor Administrator Guide

eDelivery

Electronic License Delivery

Note: All screen shots are subject to change as the eDelivery application is still in the development process

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Audience

This document serves as a guide to the role and functions of a distributor administrator. An administrator has privileged user rights with extended functionality which includes user, order and account management.

Distributor Account Administrator

A distributor account administrator can perform these activities:

- Manage eDelivery user / administrator / sub-account
  - Create/update/delete account user(s)
  - Create/update/delete customer administrator user
  - View details of assigned accounts and users
  - Manage eDelivery Order(s)
  - View customer orders and transaction details
  - View order line details
  - Search orders
  - Assign orders to customers at order or major line level
  - View and download unassigned distributor level orders
  - View and download customer level orders
  - Download line items from order
  - Add order line items to download cart
  - Add comments on order items and product details
  - Download customer order content
  - Revoke orders from customers
- Manage personal account settings
  - View/update personal settings
  - View/update Cisco profile email settings
  - Validate eDelivery email opt-in/opt-out settings

The next sections describe how to work with these areas.

Prerequisites to Accessing the eDelivery Application

To use electronic license delivery, registration with Cisco is required.

To do this, go to http://tools.cisco.com/RPF/register/register.do

Once your Cisco.com registration has been confirmed, your distributor administrator will need to add your account as a distributor administrator account in order to take advantage of eDelivery distributor administrator functionality.

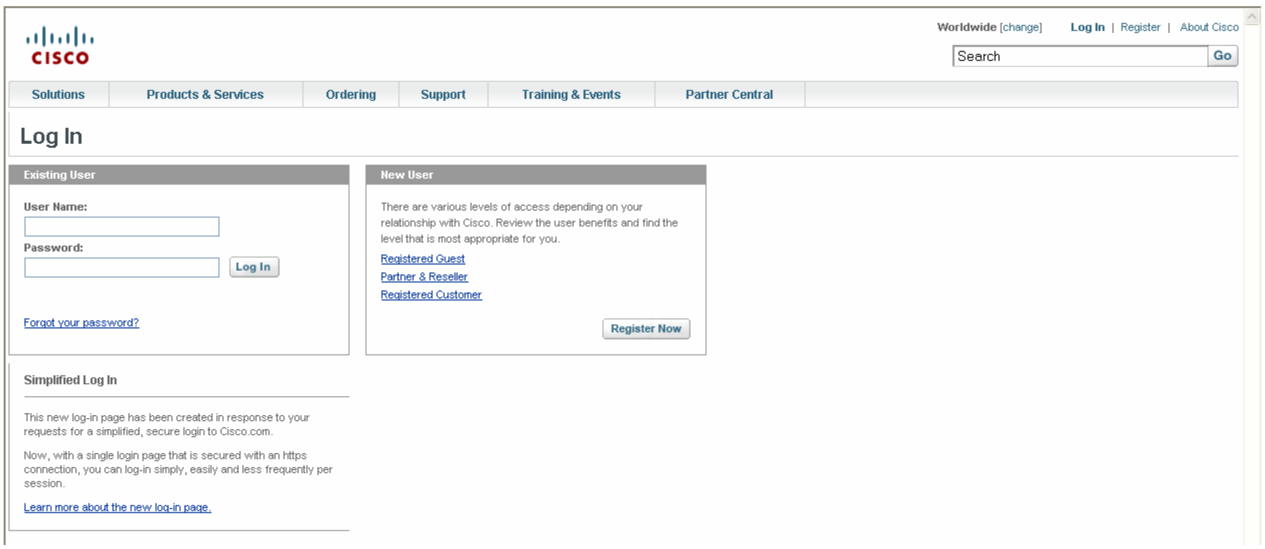
How to Receive a Distributor Administrator Account

For existing users, contact a distributor administrator to change your role to administrator.

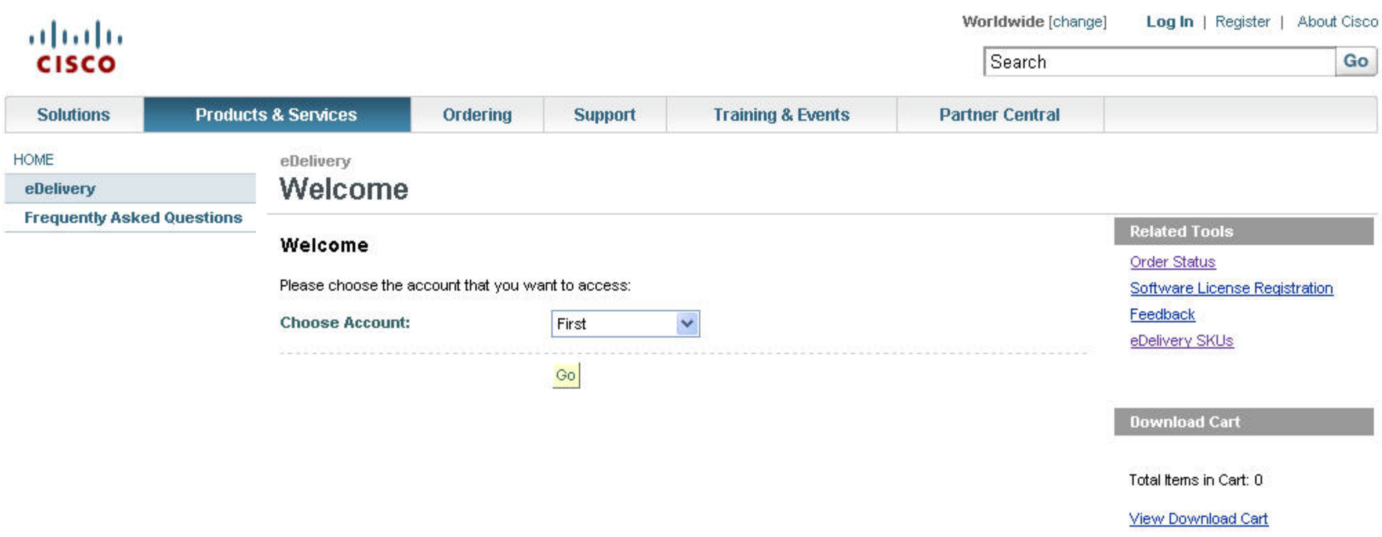
For new users, contact your account administrator to request access to the eDelivery application. Administrators can create a new administrator account. An email confirmation will be sent which will trigger your access to the eDelivery application with administrator rights.

Logging In

The application URL is https://edelivery.cisco.com/esd/, the Log In page below displays. Access to the application requires the user to have a valid Cisco.com profile and be an authorized member of an account to be able to access orders for that account.
Enter your general Cisco User ID and password and click on **Log In**.



Users with access to multiple accounts will see the following screen upon log in where the account to log into can be selected.



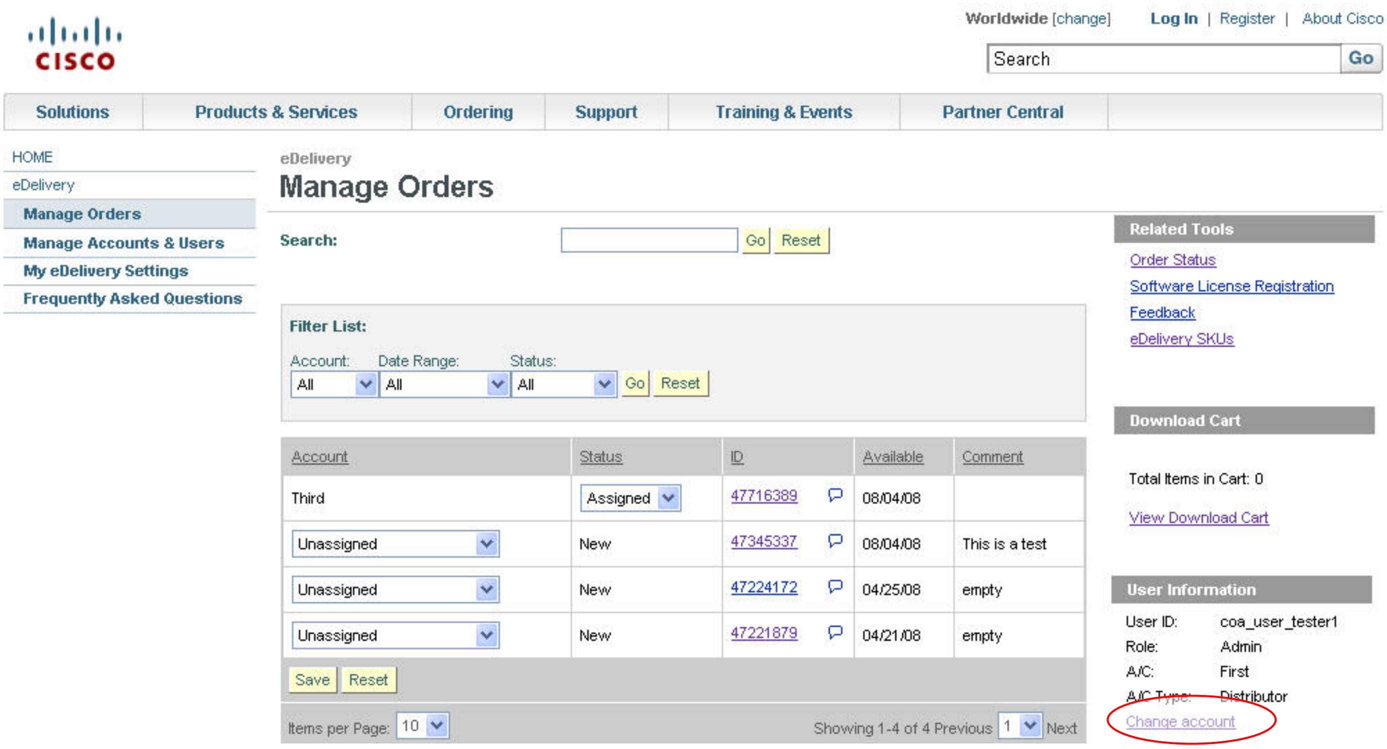
To choose the account, select the account from the drop down list, and click go. The Manage Orders page for that account will appear.

Users with access to one account will automatically be taken to the Manage Orders page after log in.

Note: When a new order has been processed, the email notification of the availability of download will be sent to all email addresses entered during the ordering process as well as account users who have opted in for eDelivery email notification via your eDelivery profile https://edelivery.cisco.com/esd/settings.do?edit. By clicking on the link contained in that email, a browser window will open and the user will be taken to the eDelivery application. Log into the application by entering your Cisco user id and password and clicking the log in button. This brings up the Orders Details page.

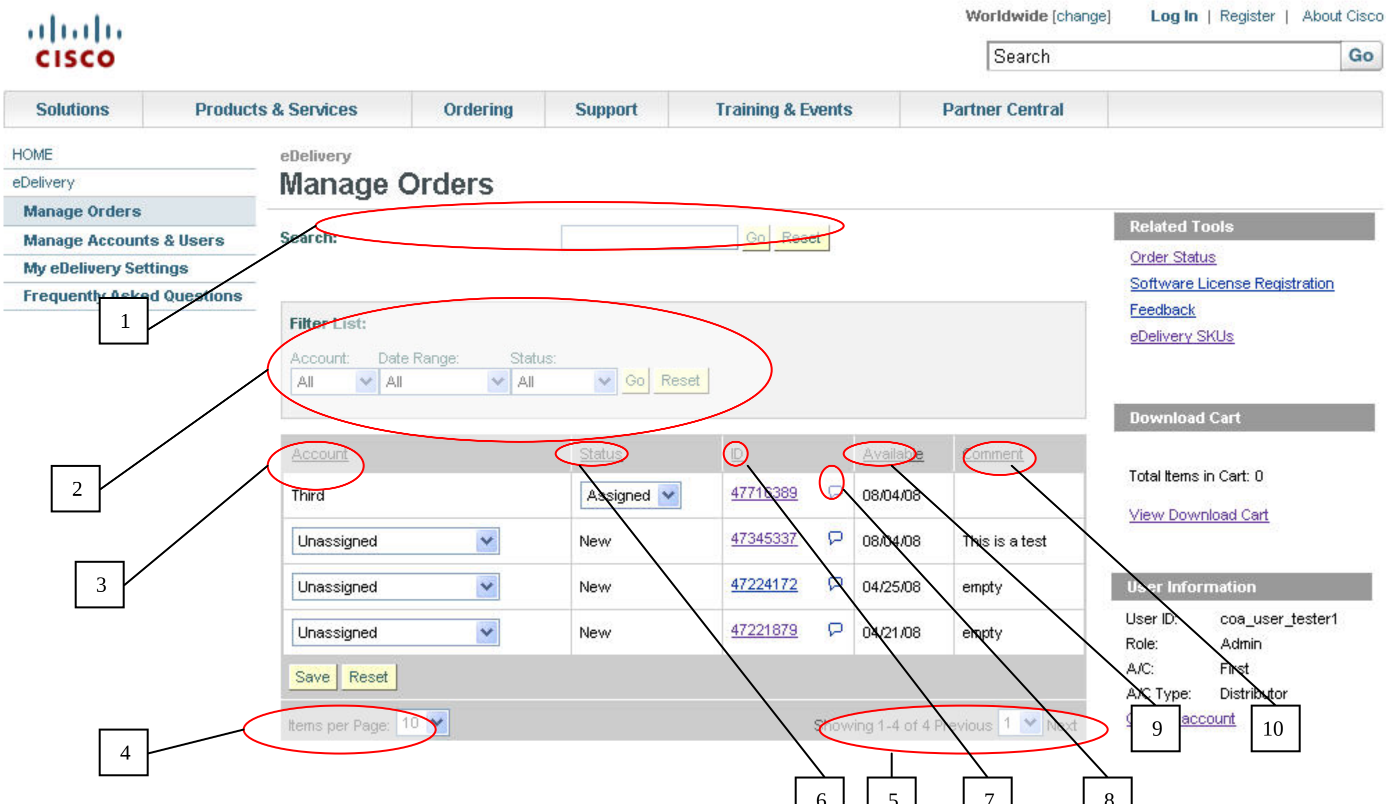
Manage Orders

The Manage Orders page is the default page that users access after logging into https://edelivery.cisco.com/esd/. From this area, a wide range of functions can be utilized for managing an order. Other areas with additional functionality can also be accessed from this page. Details on what is accessible specific to managing your order are below. Users with access to multiple accounts will find a hyperlink on the right hand side of the page called Change Account.



To change accounts, click the link and select the account to view. The Manage Orders page will change to the new account, without the User having to log out of the application.

Manage Orders Functionality



1. Search **-** In order to search, put your search criteria into the search field and click **Go**.

For order number searches use a % sign as a wild card designation. Adding that will allow a search for any portion of the order number. If no order is found with your entered criteria, the following message will appear: *Nothing found to display*.

Click **Reset** to display all orders again.

2. Filter List **-** filter and display your orders by date range and status.

Filter List values

Option	Values	Definition
Date Range	All*	Displays all orders assigned to account
	Last Seven Days	Displays all orders assigned to account in last seven days
Status	All*	Displays all orders in all status categories
	New	This order is not assigned to any user
	Assigned	This order is assigned to a user but has not been downloaded yet
	Accessed	This order is assigned and has been downloaded at least once
	Locked	This order is locked and cannot be downloaded. The primary reasons for this are that the download period has expired, or the available amount of downloads has been reached.

* Default values are starred

Click the **Go** button after the date range and status drop-down list to display only the orders that contain the selected criteria. Click the **Reset** to set the date range and status to default values and display all orders that are assigned to your account.

3. Account - This is the customer that the order is assigned to.

4. Items per Page - To modify the number of items viewed per page, click on the drop down field and set number according to your preference.
   - Available Values: 5, 10, 25, and 50 items; the default value is 10 items

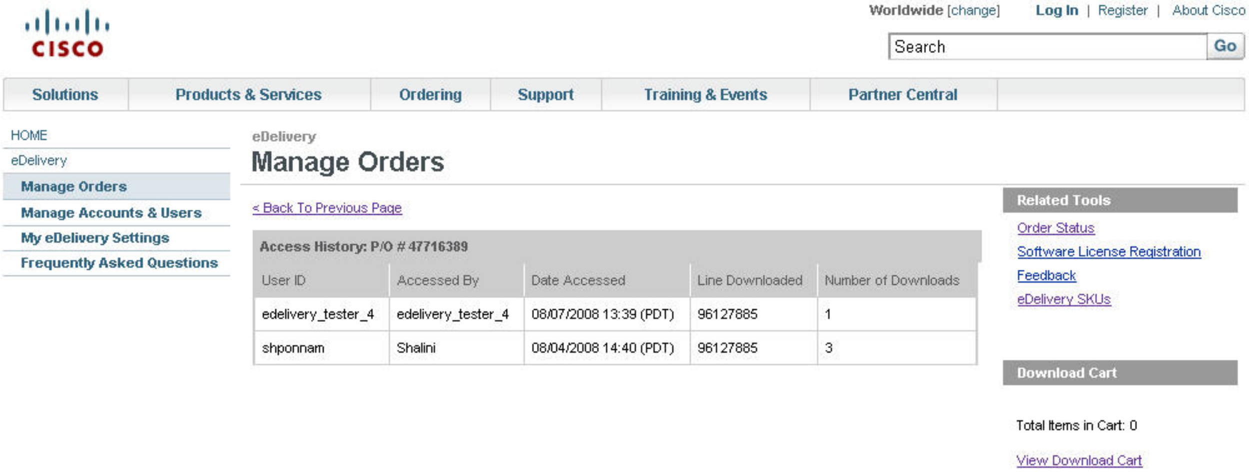
5. Page Navigation - To navigate through the pages click on *Previous* or *Next*, or select the desired page from the drop-down list

6. Status – This details the status of the order. The available statuses are as follows:

Status	Definition
Unassigned	A new order received that has not yet been assigned to a customer. Stocking orders would have this status.
Assigned	Assigned orders have been designated to a particular customer. An order that has been drop shipped to a customer account will have this status from the outset. An order that is held in stock that has a status of new will need to be changed to Assigned once it has been sold to a customer.
Locked	Exceeded the maximum number of download attempts permitted

7. ID - This number is the unique order identifier. To see order details, click on the underlined ID number. This is the Order ID; click it to go to the Order Details page (see Order Details section).

8. Order ID speech bubble **( )** - Click the **speech bubble** to view an access history for that order.



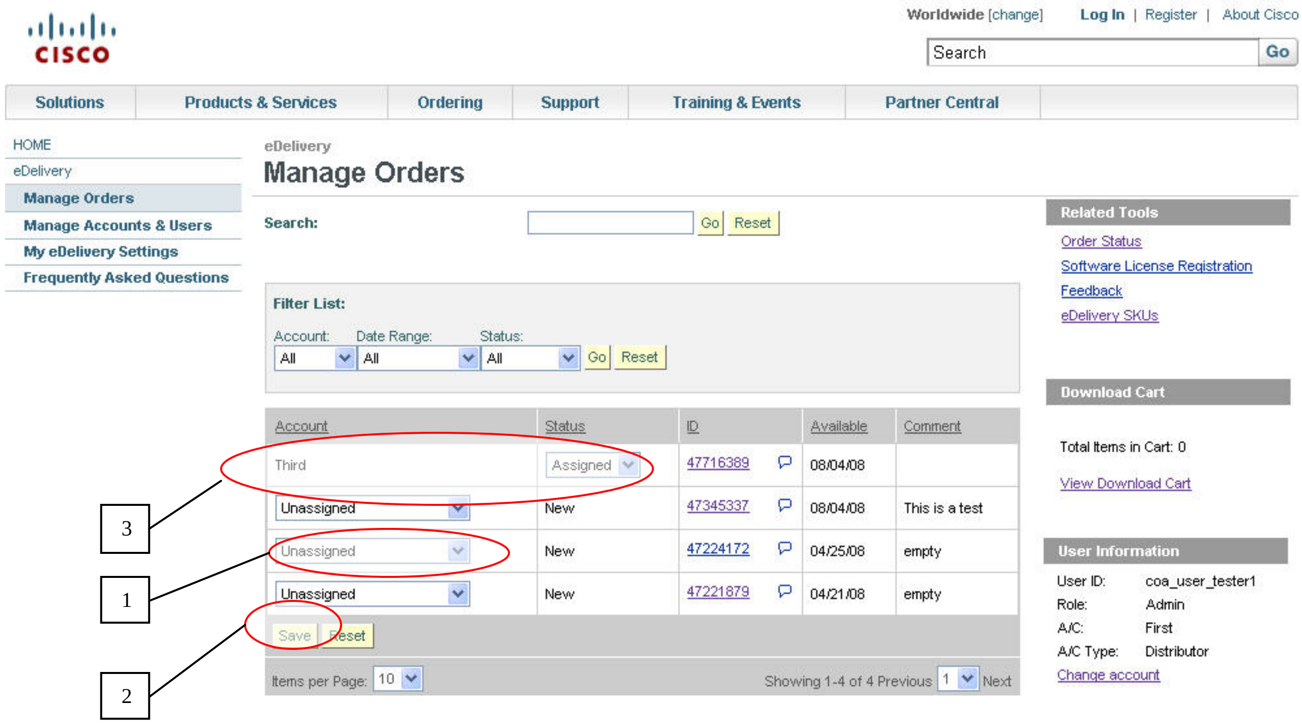
If a line item has not been accessed before, this message appears: *No record found*.

9. Available - This indicates the date that the product will be/was made available for download

10. Comment – Any comments entered for this order will be displayed here

Assigning Orders

Orders are assigned to sub-accounts to enable users of that sub-account to directly access and download the order. Assigning orders to sub-accounts also makes it easy to track order transactions with that sub-account.

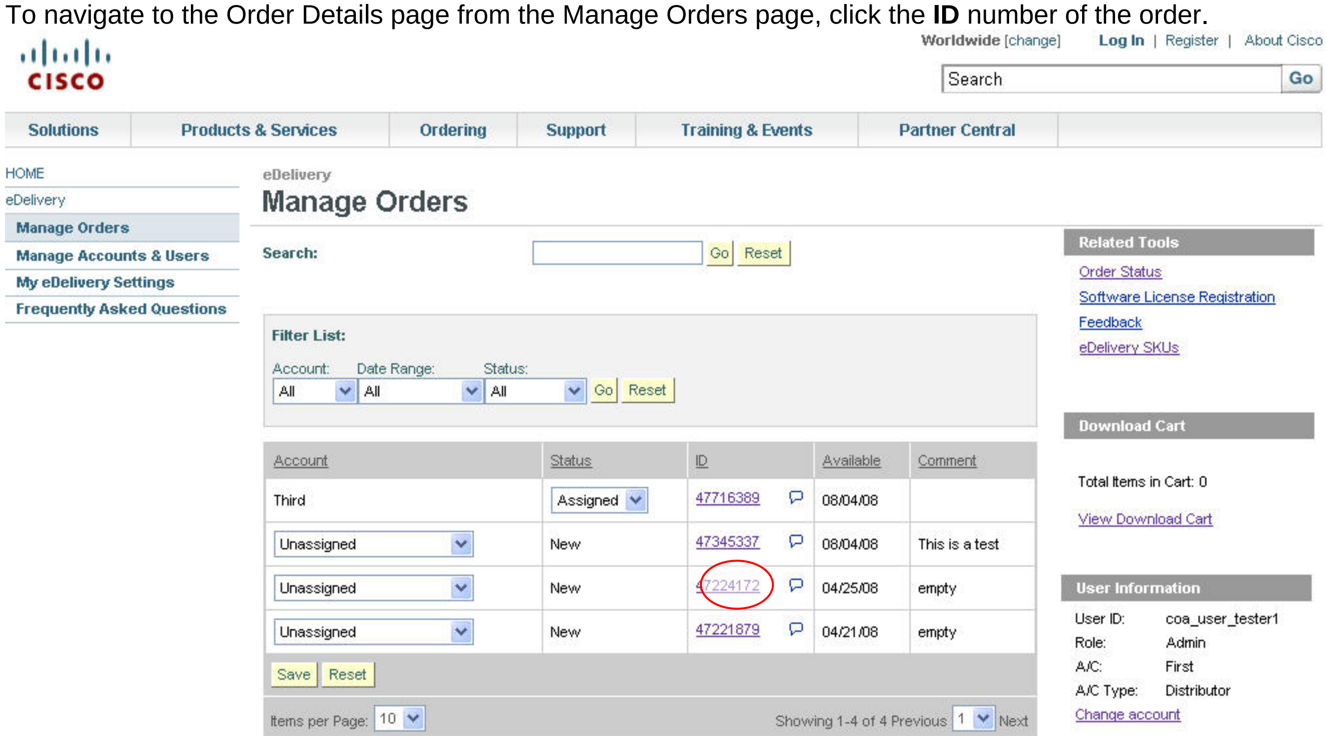


The initial line status on a drop ship order is Assigned; the initial status on a stocking order line is Unassigned.

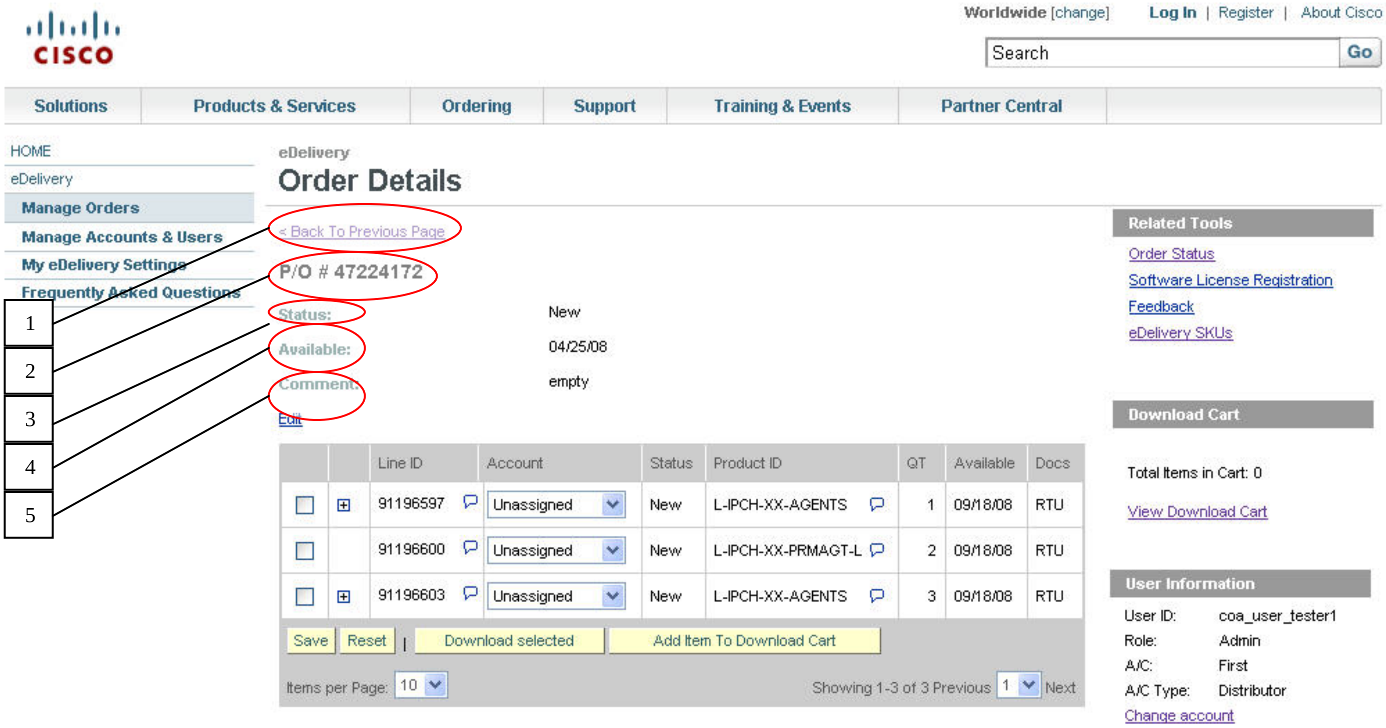
1. To assign line items, click on the drop down list button in the Account field on the line for the order to be assigned, and choose an account from that list
2. Click on save button
3. The page reloads showing the account field change to the account name and the status changed to “Assigned”

Order Details

To navigate to the Order Details page from the Manage Orders page, click the **ID** number of the order.

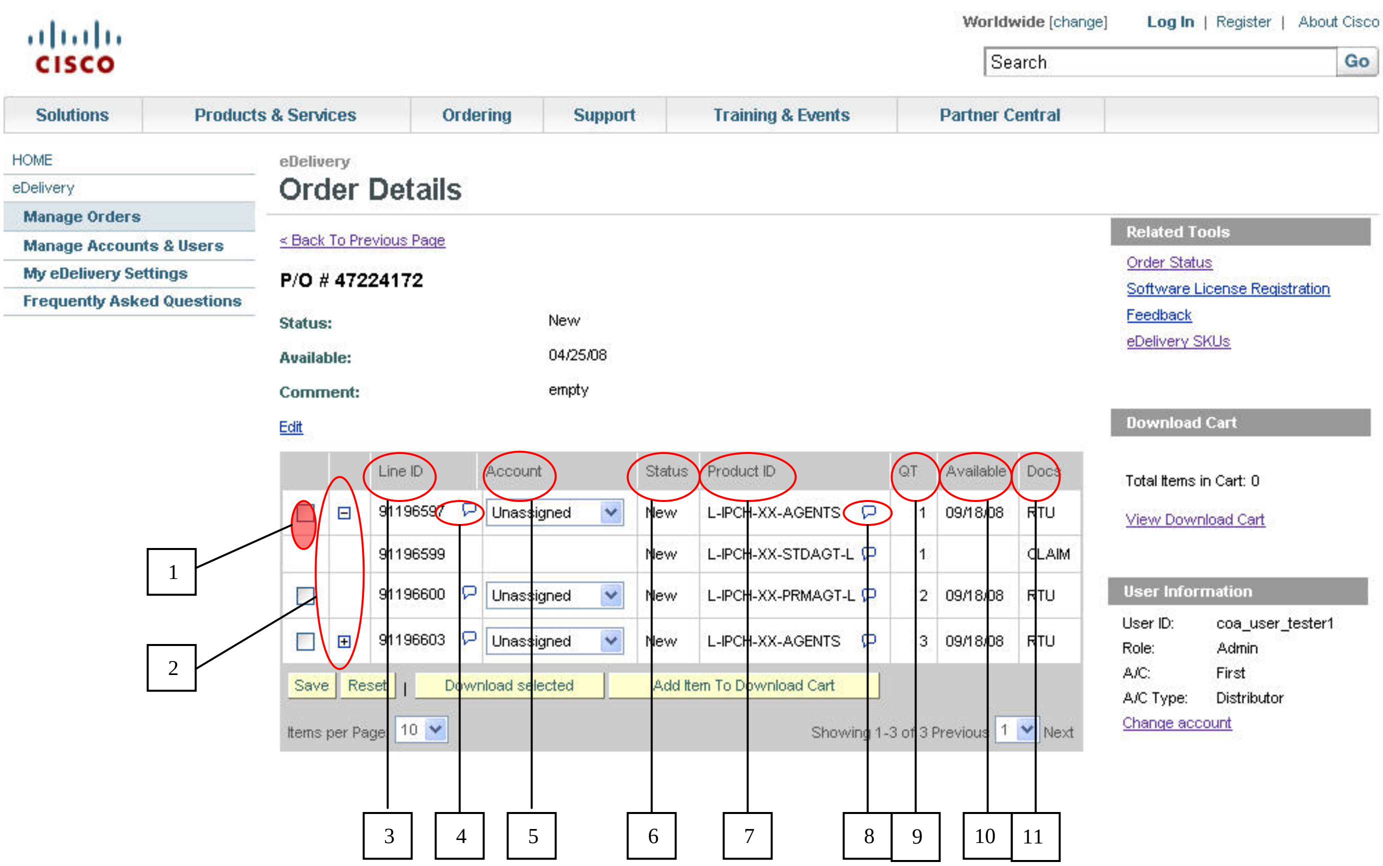


Order Details - Header Data



1. The hyperlink *Back To Previous Page* leads the user to the previous page.
2. P/O is an abbreviation for Purchase Order.
3. Status is the status of the order.
4. Available is the date the item is available for download.
5. Comment is the comment entered on this order

Order Details - Line Item Data

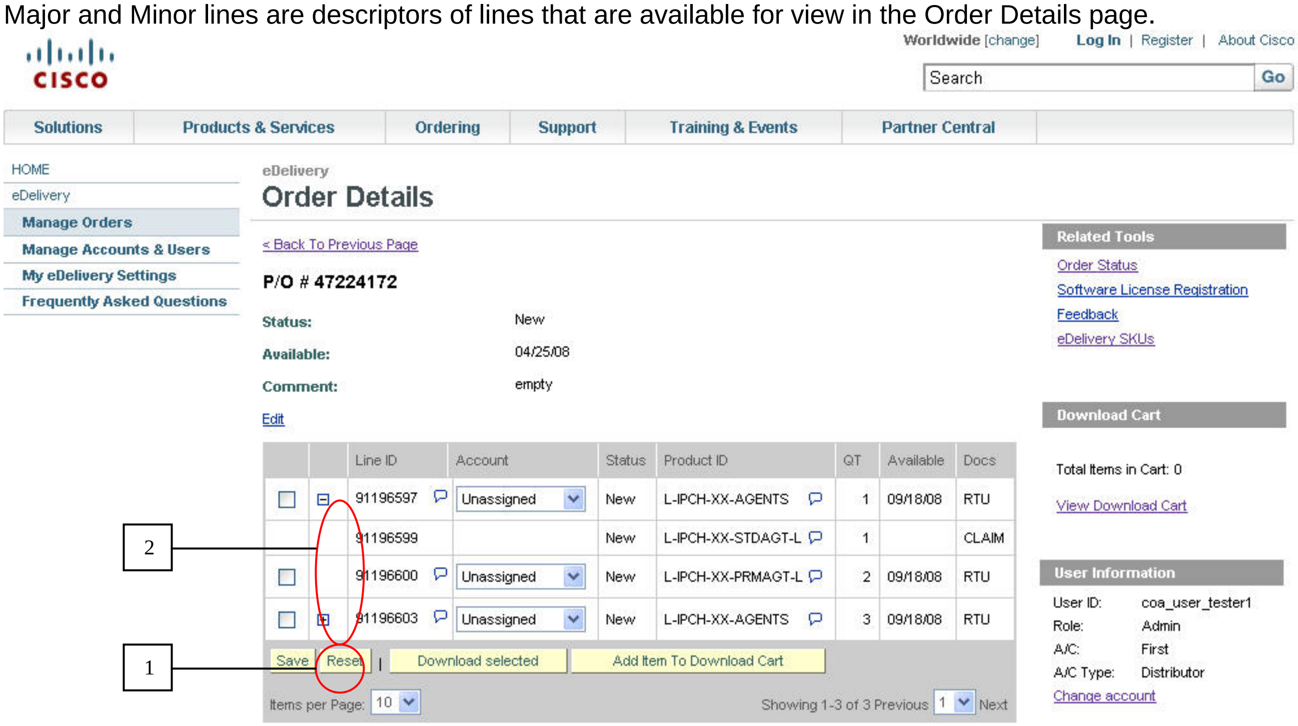


1. Check box ( )– click in box to select the whole order and actions that can be performed are download selected or add item to download cart
2. Plus sign – Indicates a major line which has minor lines linked to it. The plus sign can be clicked on and expanded to show minor order lines (deeper detailed subcomponent lines which make up the major line)
3. Line ID – item ID and status history
4. Line ID speech bubble ( ) – update history for that line
5. Account – Account to which the order is assigned
6. Status – the current status of the order
7. Product ID – the unique Cisco PID ordered on this line
8. Product ID speech bubble ( ) – detailed product data for that item
9. QT – quantity of available downloads
10. Available – date when specified product download is available
11. Docs – identifies the type of documents, for example, Right To Use (RTU) or Product Authorization Key (PAK), which is printed on claim certificates.

To assign items at the line level, click the check box, go to the drop down list in the Account field, select the account to which the item should be assigned, and click the **Save** button. Click the **Reset** button to return to the default setting.

Major / Minor Lines

Major and Minor lines are descriptors of lines that are available for view in the Order Details page.

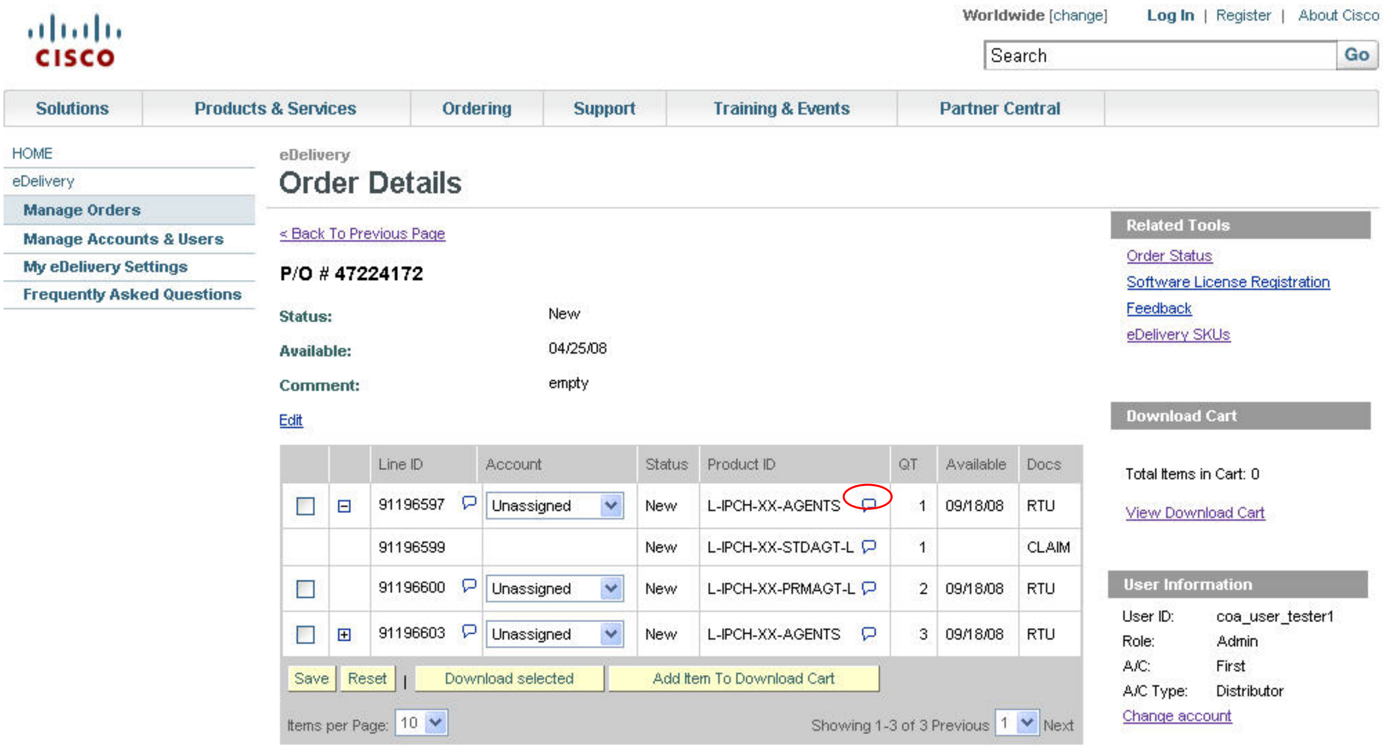


Major lines can stand alone or have minor lines linked to them.

1. The plus (+) sign in front of a major line item indicates that it is linked to minor lines
2. Click the plus sign - it will change to a negative (-) sign to expand the list of attached items to display associated minor lines. Minor lines are always linked to a major line.

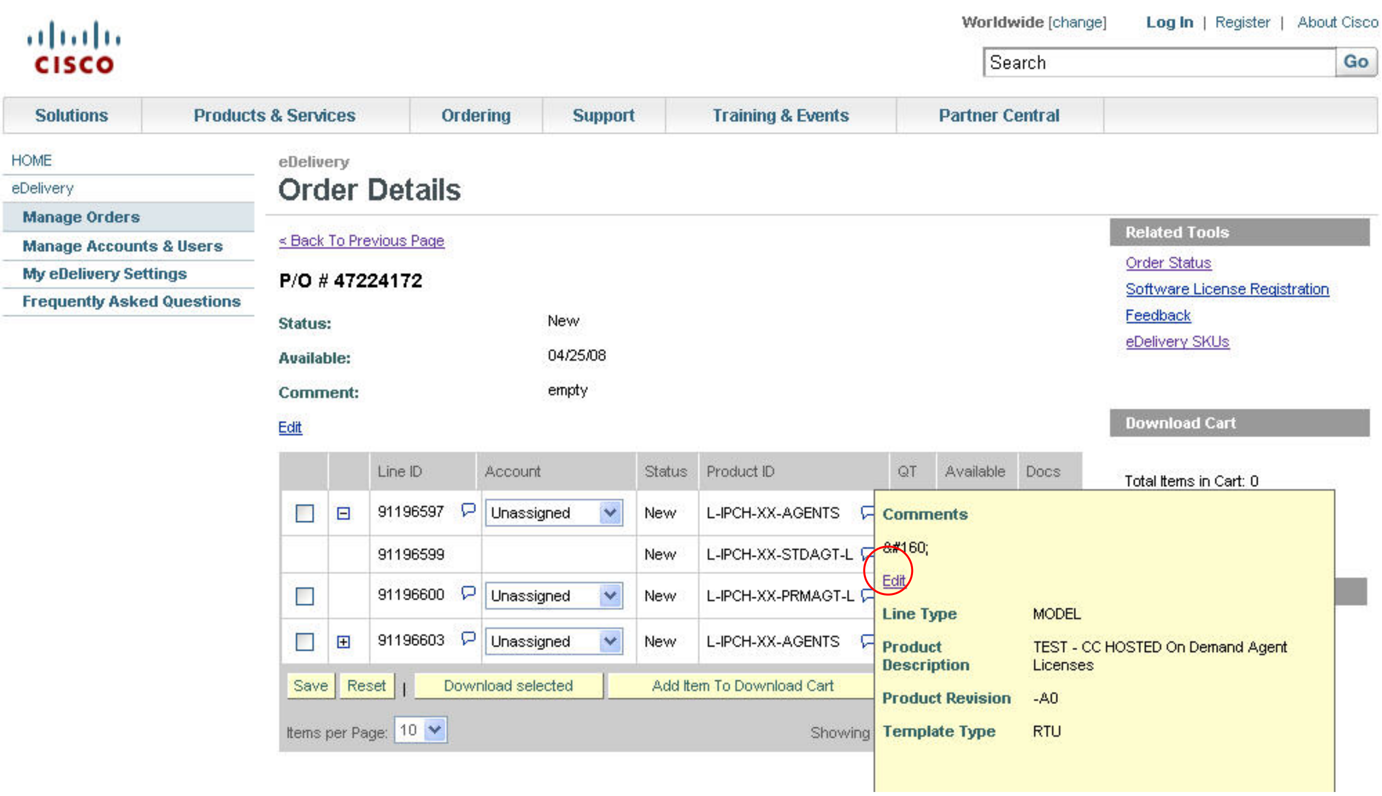
Note: Only major lines can be selected for the Download Cart. All documents for both major and minor line items will be included in the download.

Product ID Details speech bubble ( )



In order to view the product details for a specific product, click the speech bubble ( ) for the applicable line in the Product ID field. Product details will appear in a popup window.

Product Details page with Pop Up Window

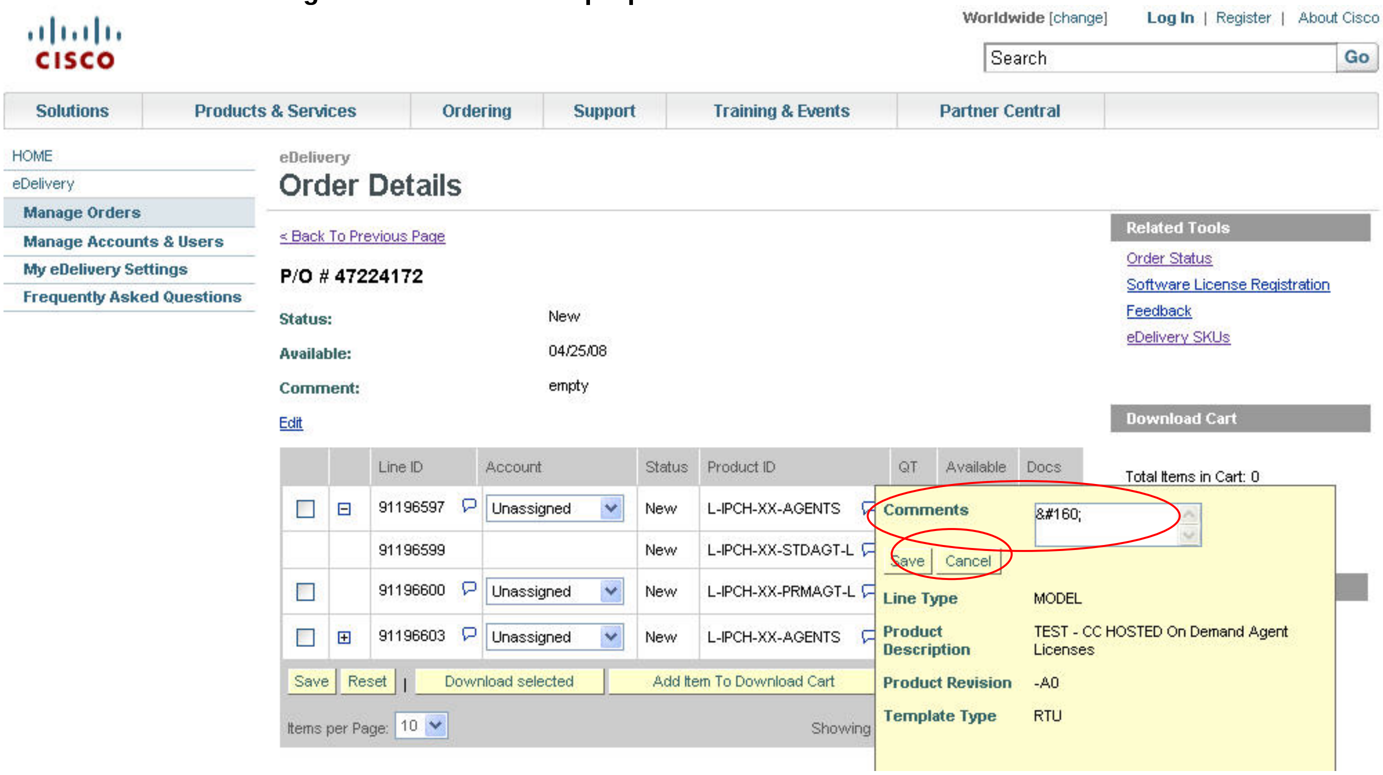


Product details include:

- *Comments*: User can enter, delete, or modify
- *Line Type*:
  - o *Spare*: Stand-alone product, only major line items
  - o *Model*: Product contains minor lines, model identifies major lines

- o *Option*: Product contains minor lines, model identifies minor lines
- *Product Description*
- *Product Revision*
- *Template Type*

Product Details – Editing Comments in the Pop Up Window

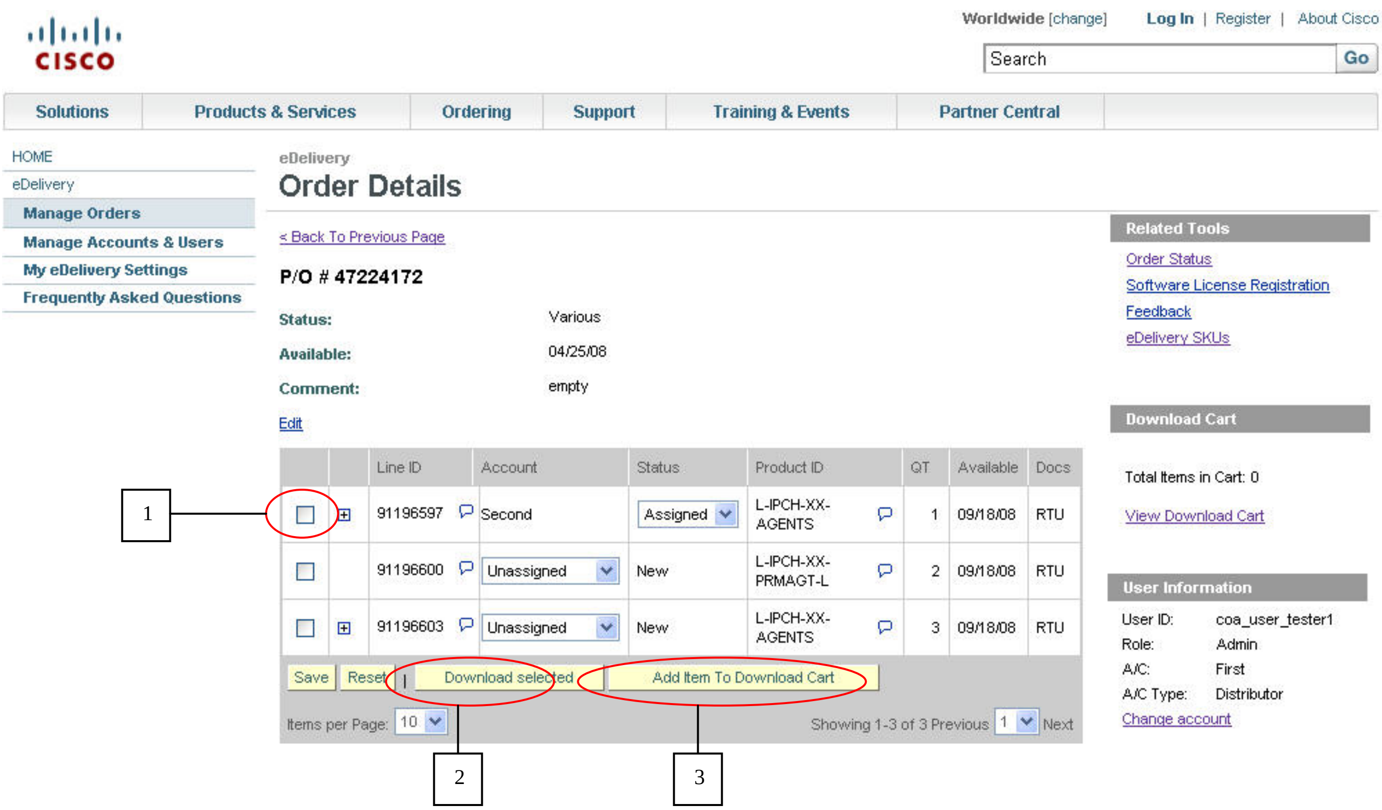


To add a comment to the product:

1. Click on the Edit hyperlink button (This will open up the comment box for editing)
2. Enter your comment
3. Click the **Save** button. Click the **Cancel** button for the original comment to display.

Downloading Documents

Documents can be directly downloaded from the Order Details page, or by adding them to the Download Cart. The Download Cart is a repository where items once selected are added for download at a later time. After finding and selecting all desired documents to download, and adding them to download cart, they can be downloaded in one transaction when the cart contents are downloaded. This feature is especially helpful when a customer has multiple documents to download. If the document(s) are printed and shipped internationally, responsibility for country of origin marking belongs to the party printing this document.



To download documents:

1. Select the check box ( ) on the left hand side of the screen next to the item you wish to download
2. Click the Download Selected button

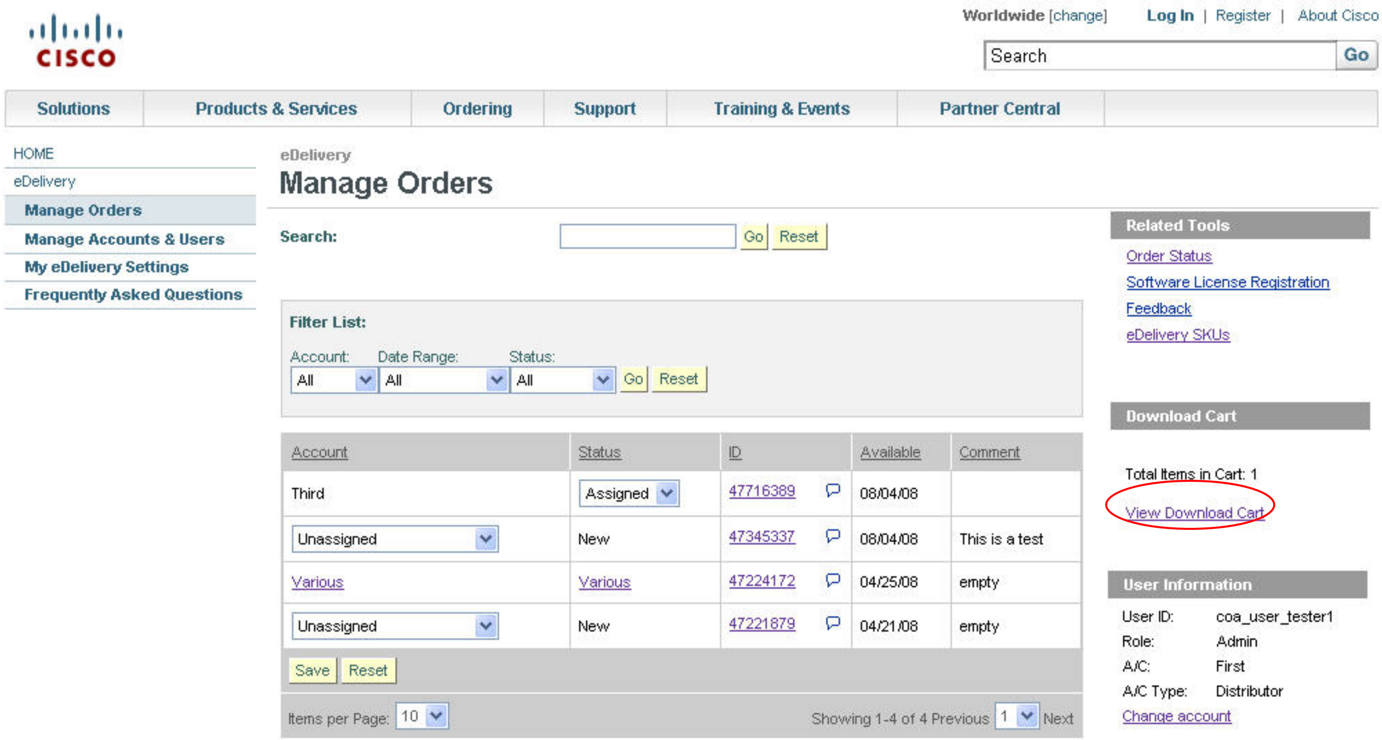
OR

3. Add these items to the Download Cart by clicking the Add Items to Download Cart button

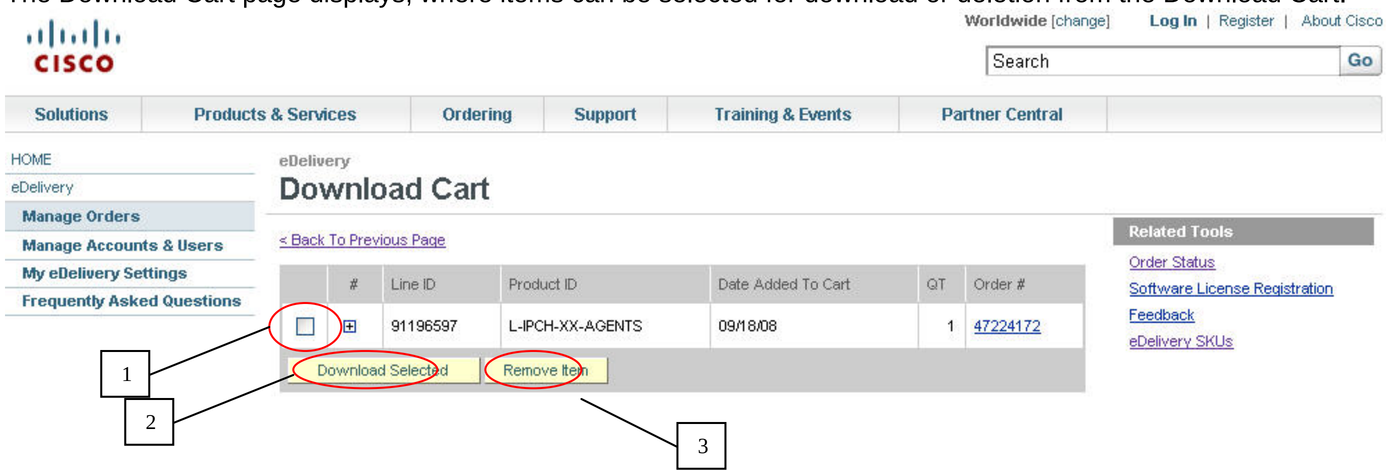
Download Cart

The Download Cart is the central repository that stores all documents that are selected for Download. Documents remain in the download cart until the cart is accessed and the documents are downloaded or deleted.

On the right-side of the page, click on the **View Download Cart** hyperlink to access the Download Cart page.



The Download Cart page displays, where items can be selected for download or deletion from the Download Cart.



1. In front of every major line item is a check box (☐) to indicate items marked for further actions.

2. To download line items, check the boxes for those line items and click the **Download Selected** button. This action opens a popup window, which allows the user to save those items to the desired target.

3. To remove the line items from the Download Cart, check the line items to be removed and click the **Remove Item** button.

Drop Ship (Direct Ship/Back to Back shipment)

Orders can be drop-shipped to one of your sub-accounts. Drop shipping the order provides a "no-touch" solution for providing the order to your customer to access and manage on their own.

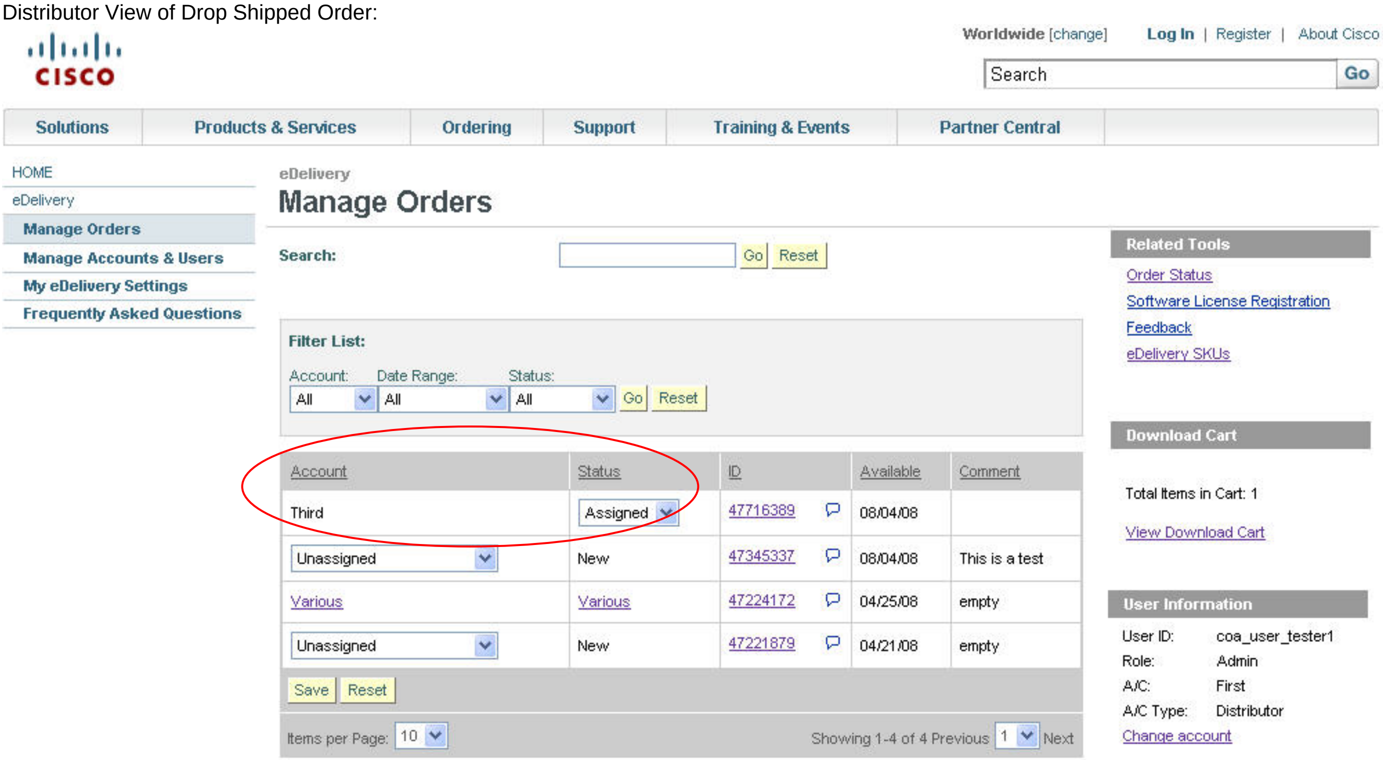
To drop ship an order:

A. Set up the sub-account to drop-ship to in the eDelivery application/ensure that the sub-account is set up
B. Specify the sub-account in the Ship-to field when placing the order with Cisco.
  - Upon order fulfillment, the order will be automatically "Assigned" to the Ship to account.
  - To the distributor account the order will appear as "Assigned"
  - To the sub-account Administrator or Users it will show as "New"

C. The sub-account users will then be able to access and download the documents.

When a new order becomes available in the application, email notifications are sent to both the distributor and the sub-account.*

Distributor View of Drop Shipped Order:

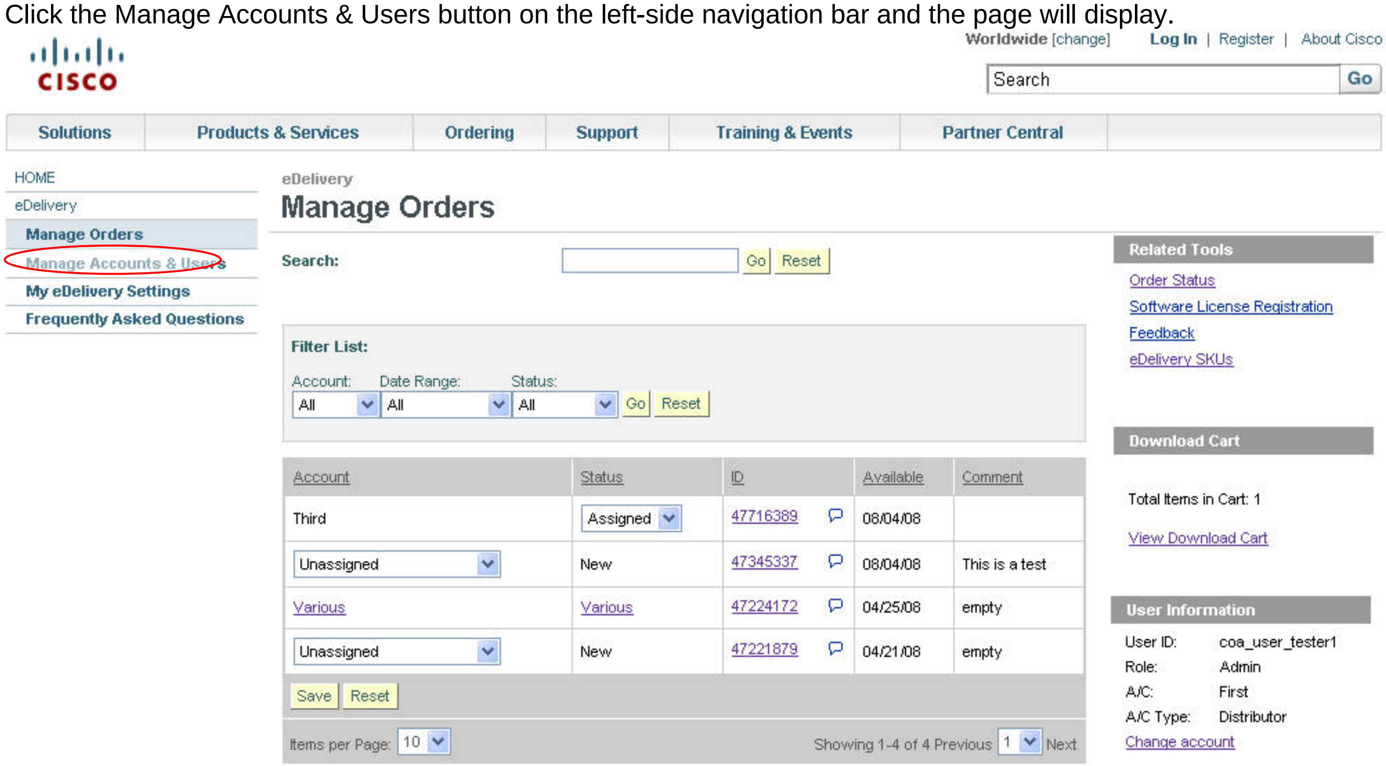


*Requires at least one user in each account to have order notification opt-in set to "Yes"

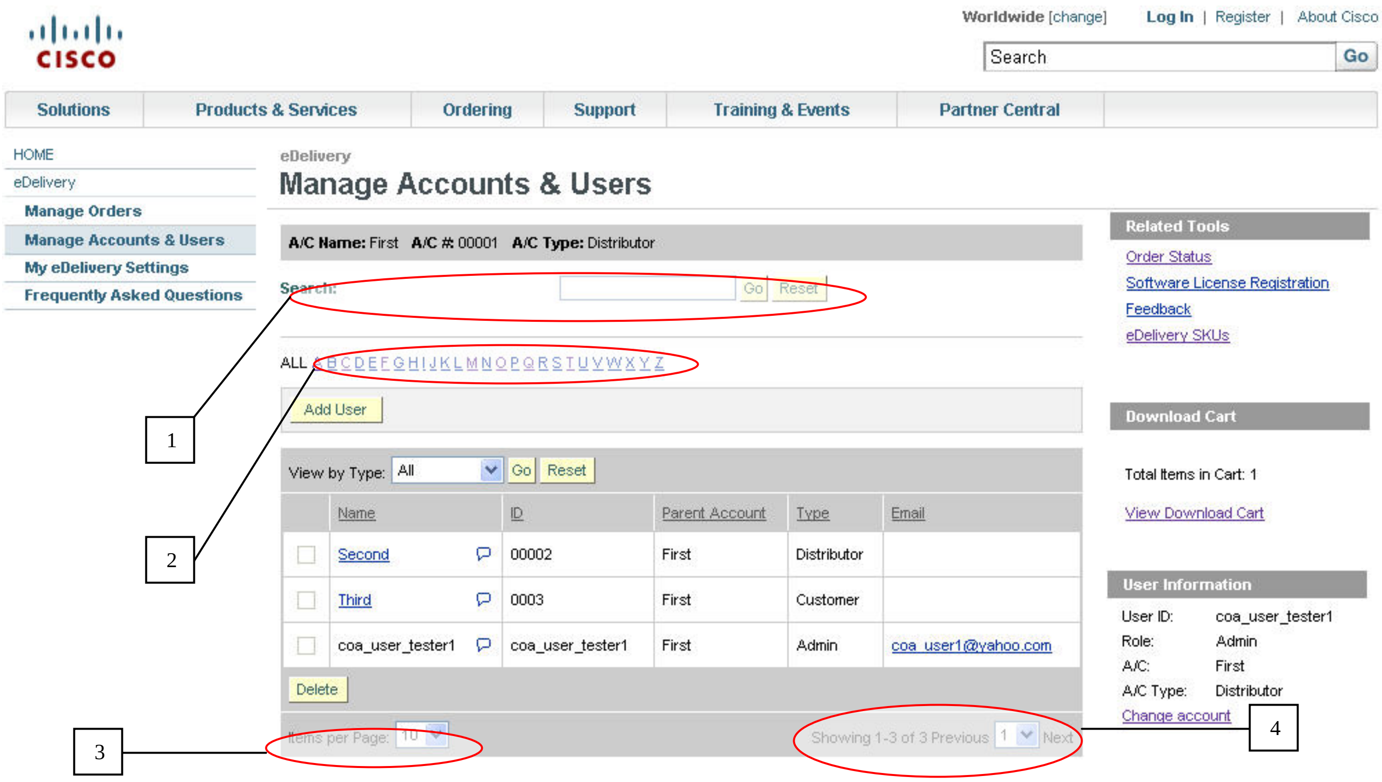
Manage Accounts & Users

The role of Distributor Administrator is to oversee and maintain Distributor User accounts for colleagues at their company.

Click the Manage Accounts & Users button on the left-side navigation bar and the page will display.

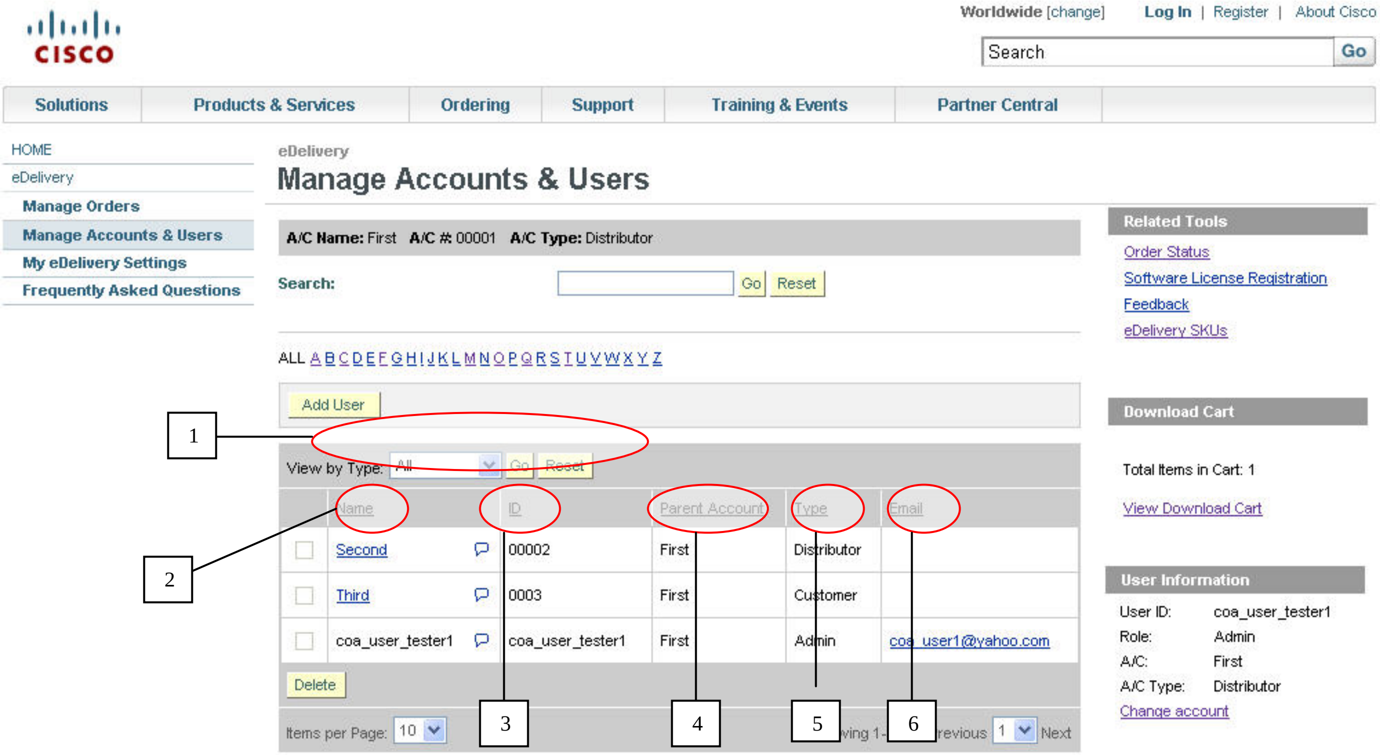


Manage Accounts and Users Navigation



1. Index - Filtering can be done by the capitalized, initial letter of the user name (for example, select the letter *E* and all users and accounts whose names begin with the letter *E* will display).
2. Search for Users or Accounts - To locate a specific User or customer record, enter the User or customer name in the search field and click Go. To search with only a portion of the customer name, or to view all records that include a certain keyword, enter % as a wildcard (for example, %user% or %account%). This will display all accounts and users that contain that word or phrase.
3. Items per Page - To modify the number of items viewed per page, click on the drop down field and set number according to your preference.
   - Available Values: 5, 10, 25, and 50 items; the default value is 10 items
4. Page Navigation **-** To navigate through the pages click on Previous or Next, or select the desired page from the drop-down list

Manage Accounts & Users – Fields



1. View by Type
   Filter view of Users and/or Accounts with the View by Type drop-down box. Drop-down choices are:
   - All: Users, Distributors, Administrators and Customers
   - Administrators
   - Users
   - Distributors: Distributor Accounts
   - Customers: Customer Accounts

Select your desired criteria and then click **Go** to display matching data. Click **Reset** to view all types of users and accounts again.

Other criteria available on this page include:

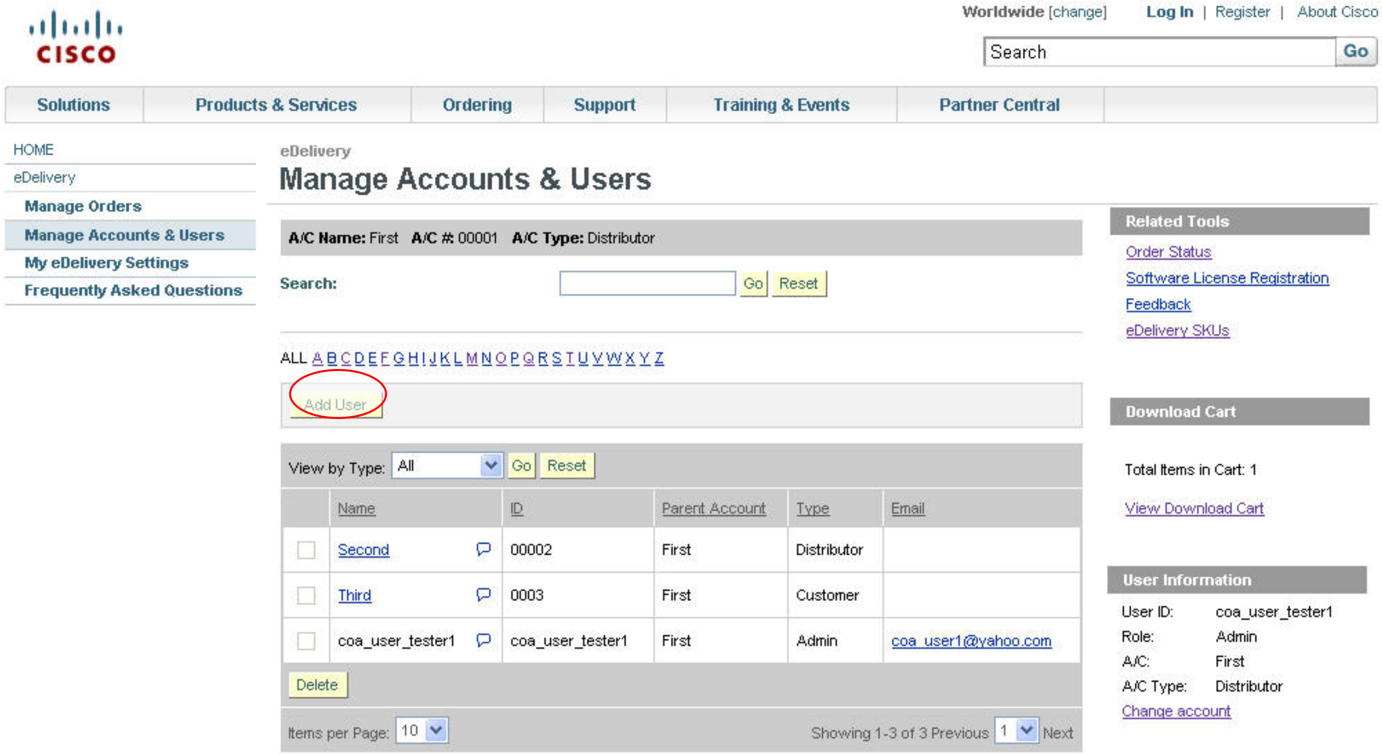
2. Name - User or Account Name (depending on View by Type filter settings)
3. ID - Cisco User ID or Account ID (depending on View by Type filter settings)
4. Parent Account – the account to which this user or account is linked
5. Type -

User
- The user can be either a Distributor/Customer Administrator or Distributor/Customer User with Download or Read Only privileges.
- The type of user is specified in the user profile by the parent account and the user role.

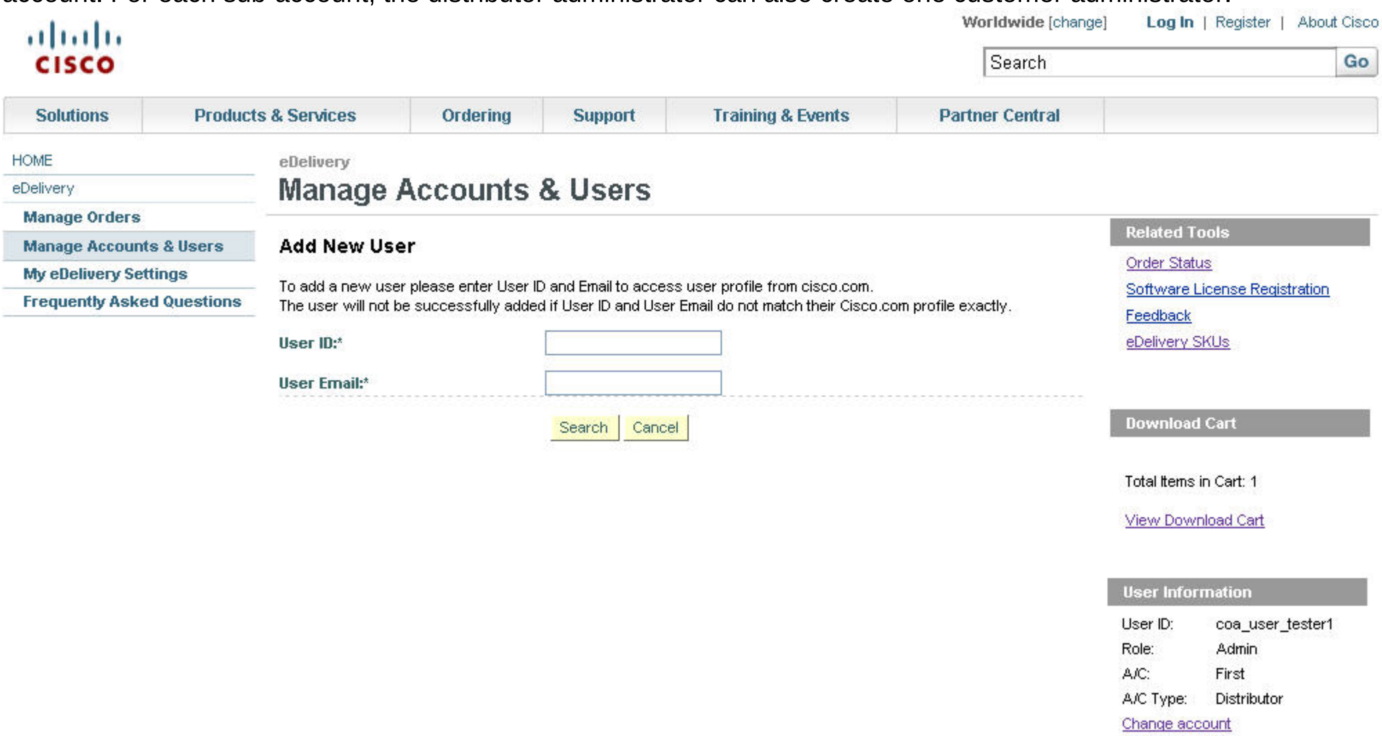
Account
- The account can be either a Customer or Distributor Account

6. Email: User email address (field not applicable for Accounts)

Add User



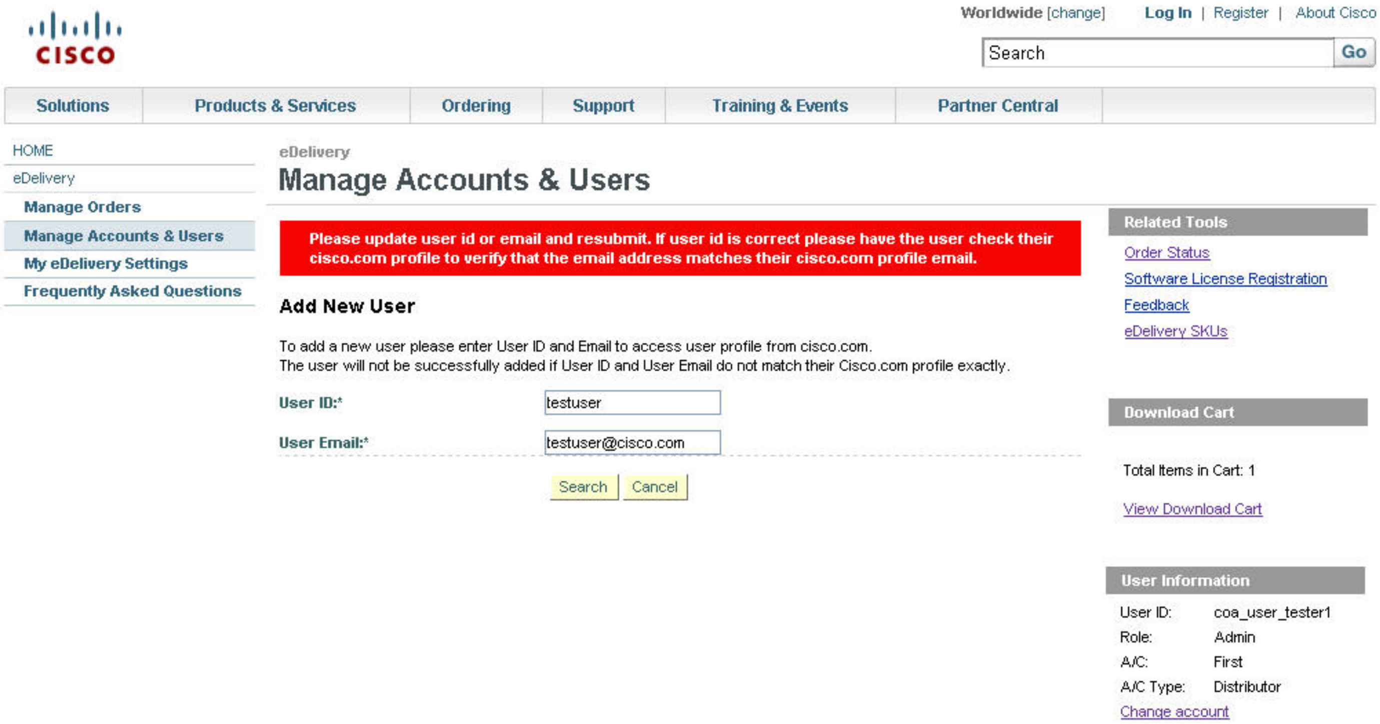
Click the **Add User** button. The Add New User page displays, where new users can be added to a distributor account. For each sub-account, the distributor administrator can also create one customer administrator.



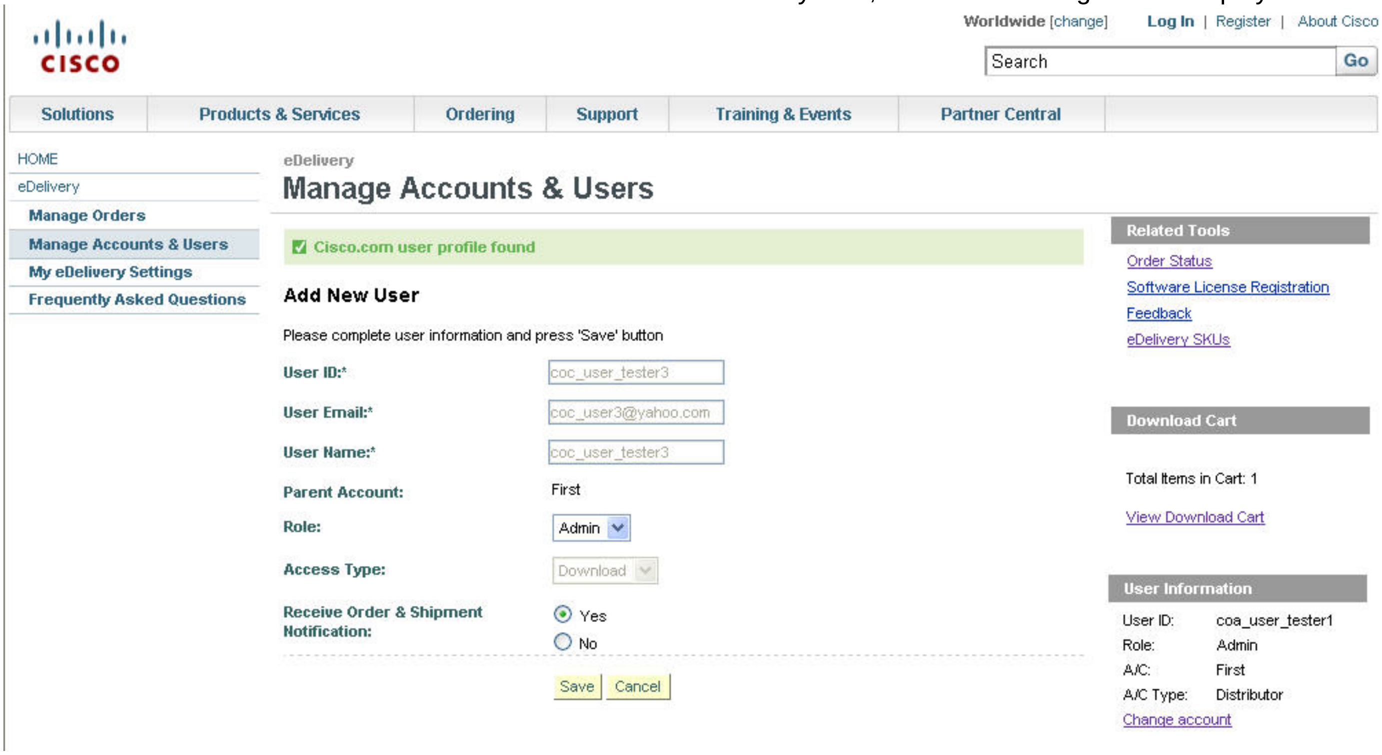
Complete the fields as required:

Required Fields	Field Definitions
User ID	Cisco User ID
User Email	Cisco User email (similar to the email address in the Cisco profile

Enter the User ID and User Email exactly as shown in the Cisco.com profile to successfully add a new user. The user is not successfully added unless the User ID and User Email match the Cisco.com profile exactly. The User ID is the log in user name for the future user. If the User ID and User email do not match the information in the system the following screen displays:



If the user ID and User email entered match the information in the system, then the following screen displays:



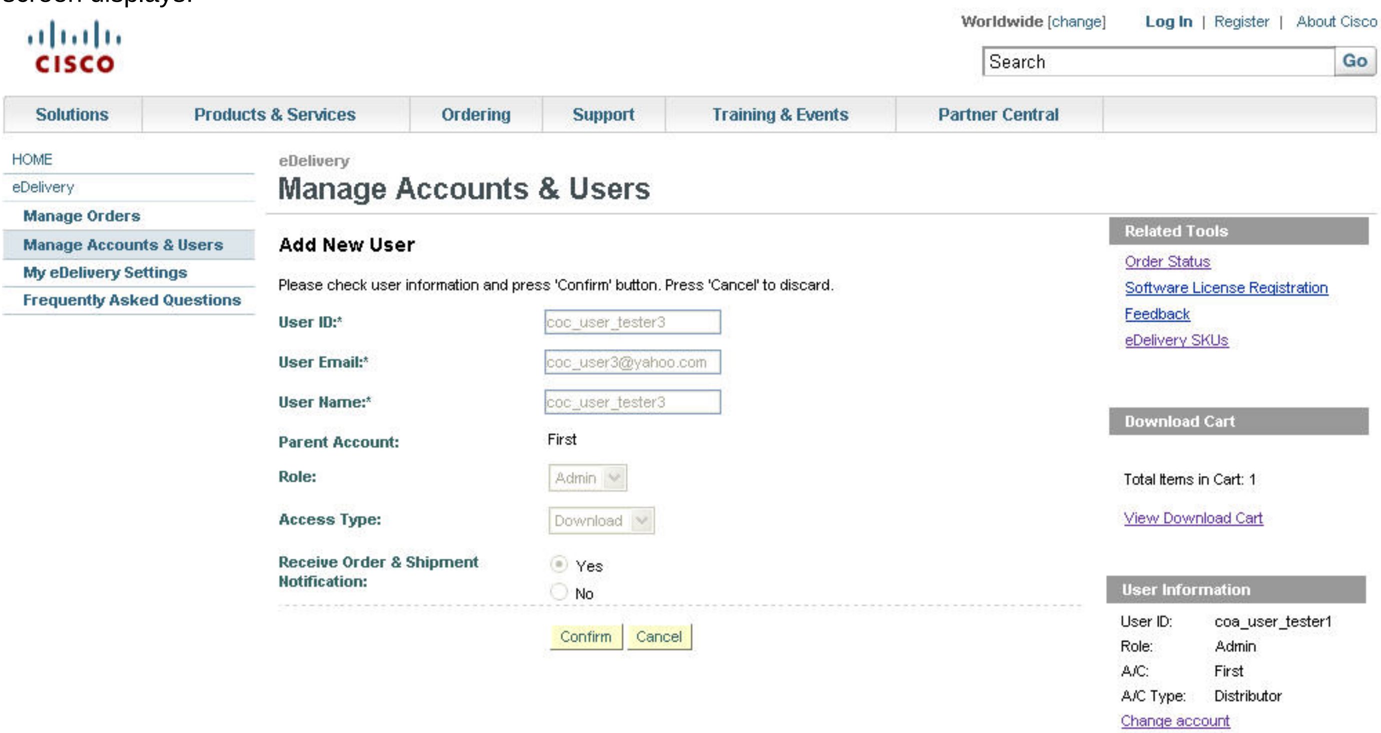
Parent account (Distributor Administrator's Account*) of the user is displayed on the page.

Enter User Name (required), select a user role, access type and order receipt/shipment notification setting:

Role	Access Type	Receive Order & Shipment Notification
User	Read Only	No
User	Download	Yes
Administrator	Download	Yes

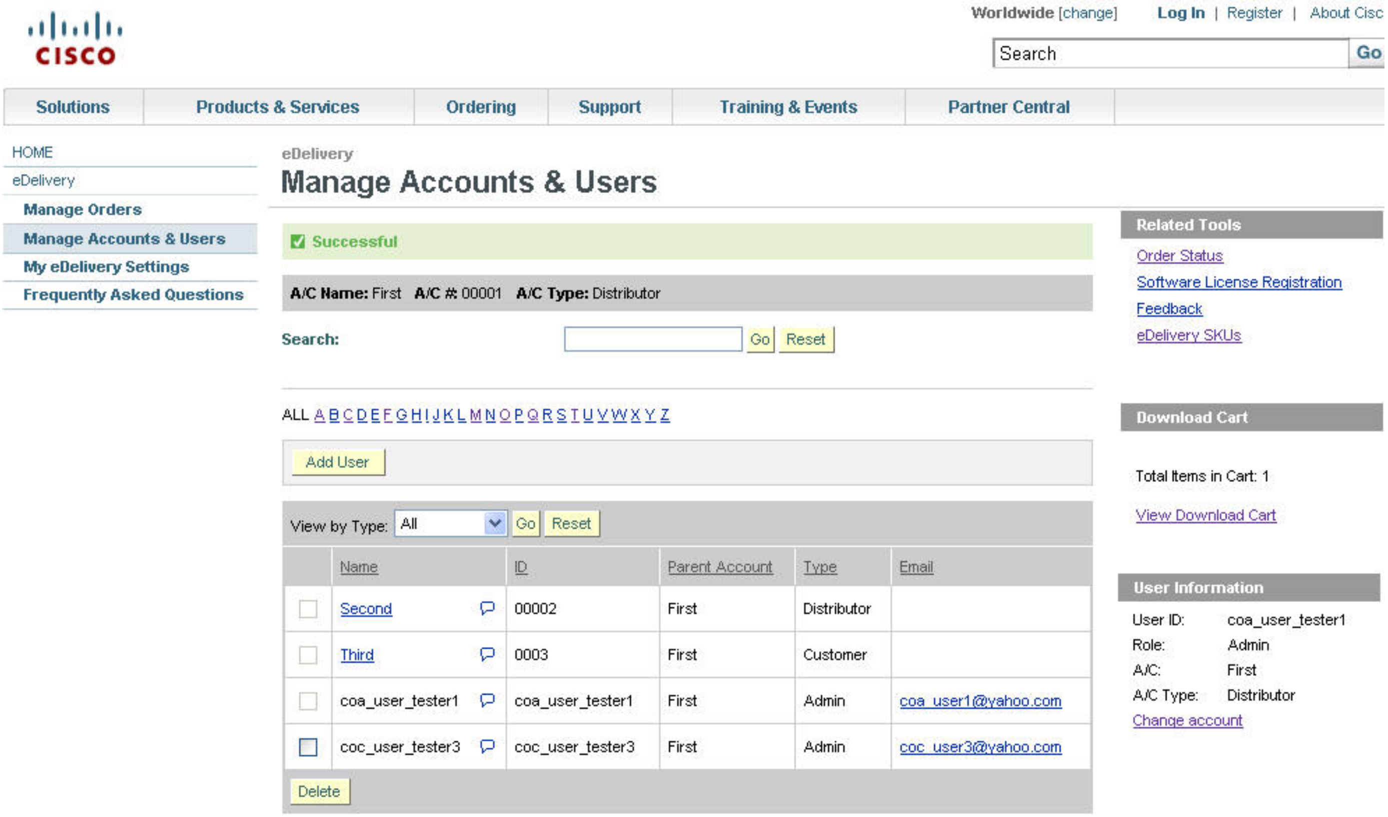
Optional Fields	Drop Down List?	Usage	Values or Default Value (starred*)
Role	Yes	Assign Role that that person is allowed	Administrator* (own account and one per subaccount), User (own account)
Access type	Yes	If Role is User then access type choice is available	Download*, Read Only
Receive Order & Shipment Notification	No (yes or no buttons)	Turn off/on notifications	Yes or No Administrator/Download Access default = yes Read Only Access default = no

After selecting the Receive Order & Shipment Notification as Yes or No, if **Save** button is clicked, the following screen displays:



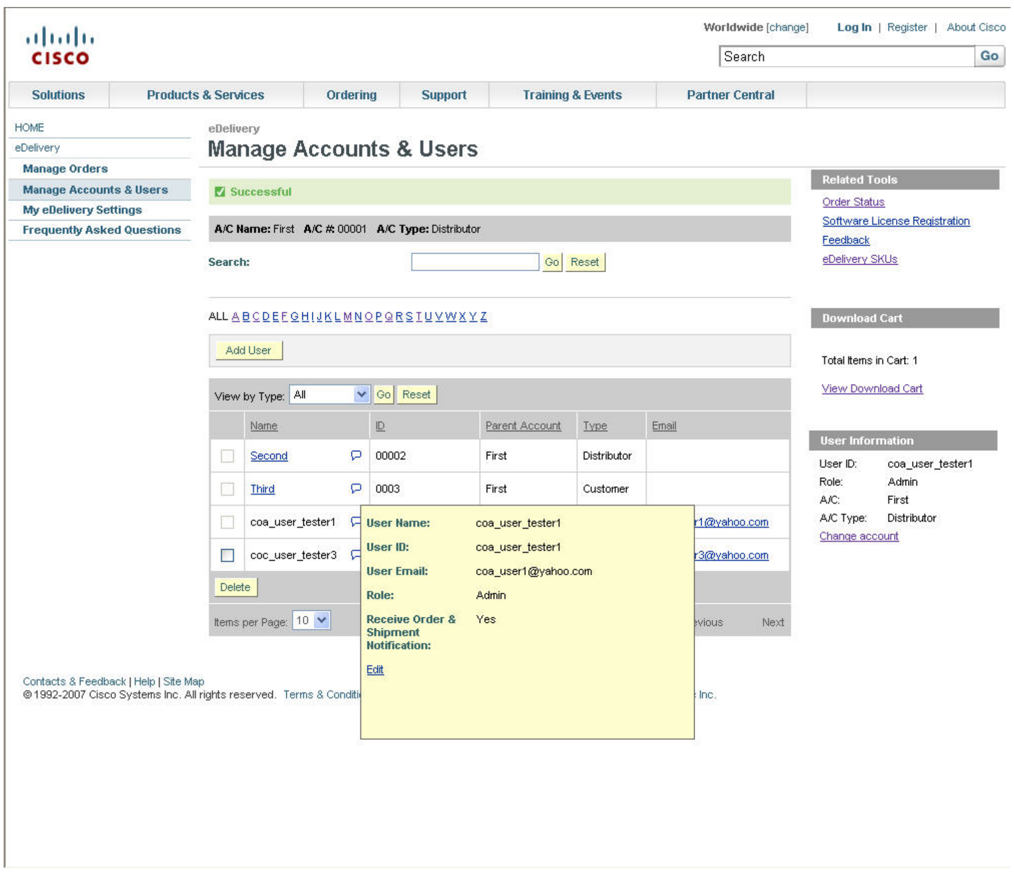
Click the **Confirm** button to confirm the new user. The Manage Accounts & Users page displays with the successful confirmation message to indicate that the user was successfully saved. The new user is then sent a welcome email. The Distributor Admin can only create one Customer Admin user.

Click the **Cancel** button to cancel the creation of a new user. After cancellation, the Manage Accounts & Users page displays again.
The screen below displays when **Confirm** button is clicked:



User Details

To see User details click the **speech bubble** (💬) in the Name field by the User name. The user details appear in a popup window:



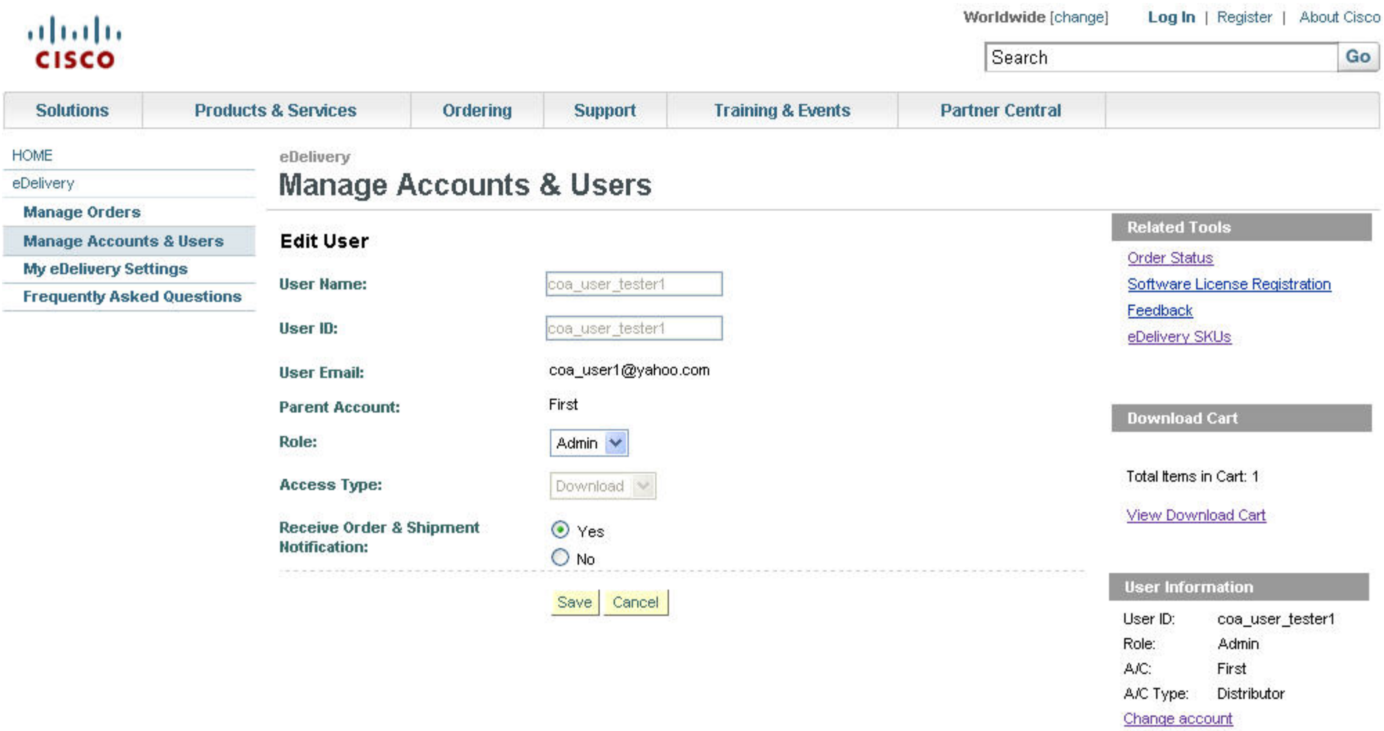
Available details — Users

- User Name
- User ID - Cisco User ID
- User Email
- Role
    - o Administrator
    - o User
- Access Type (when Role = 'User')
    - o Download
    - o Read Only
- Receive Order & Shipment Notification

Edit - In order to edit the User from this field, click **Edit**, and the Edit User page displays.

Note: The Distributor Administrator Role is not able to edit or modify sub-accounts.

Edit User



Editable fields:

- Role: Administrator or User
- Access Type: User role can be set to Read Only or Download
- Receive Order & Shipment Notification: Yes or No

Non-Editable fields:

- User Name
- User ID: Cisco User ID (similar to user ID in Cisco profile)
- Parent Account: User is assigned to a certain account
- Email address

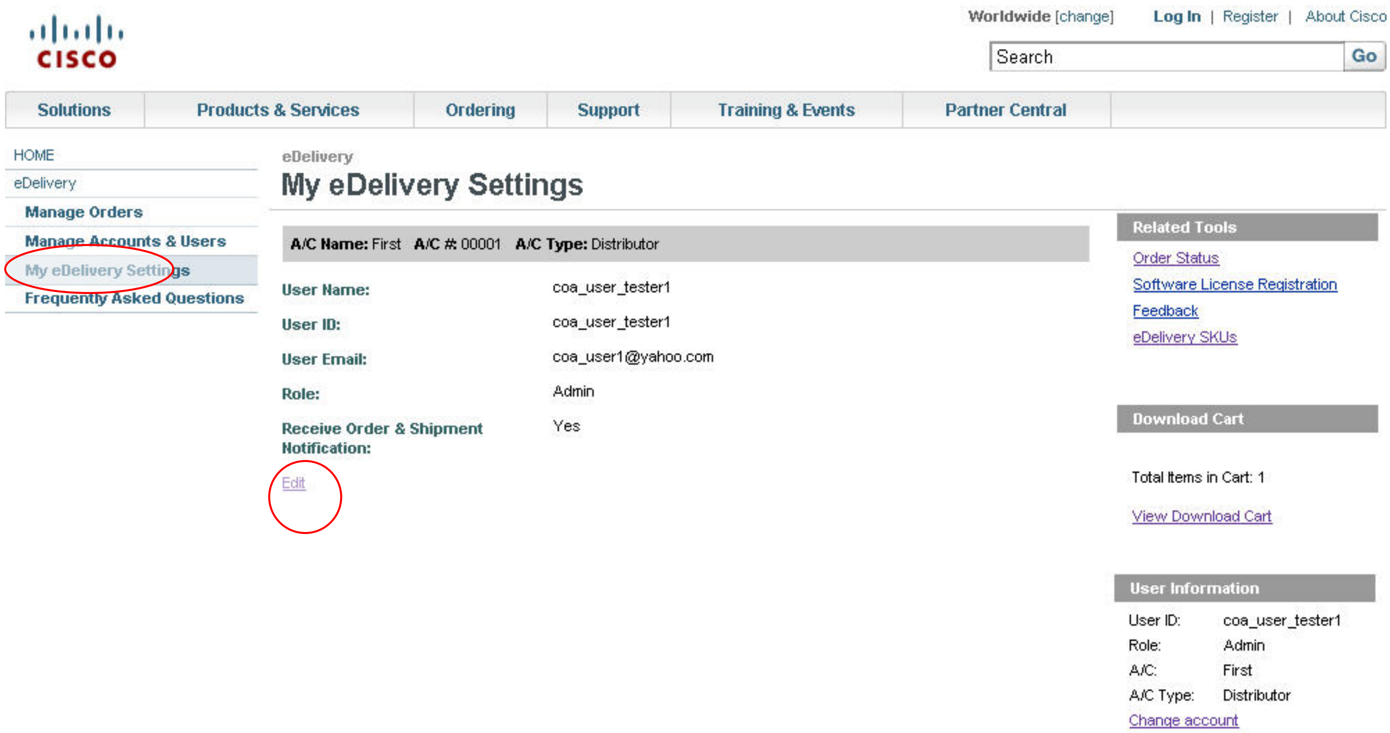
Click Save to save any changes made to user information or Cancel to exit Edit User without saving changes.

Delete Users

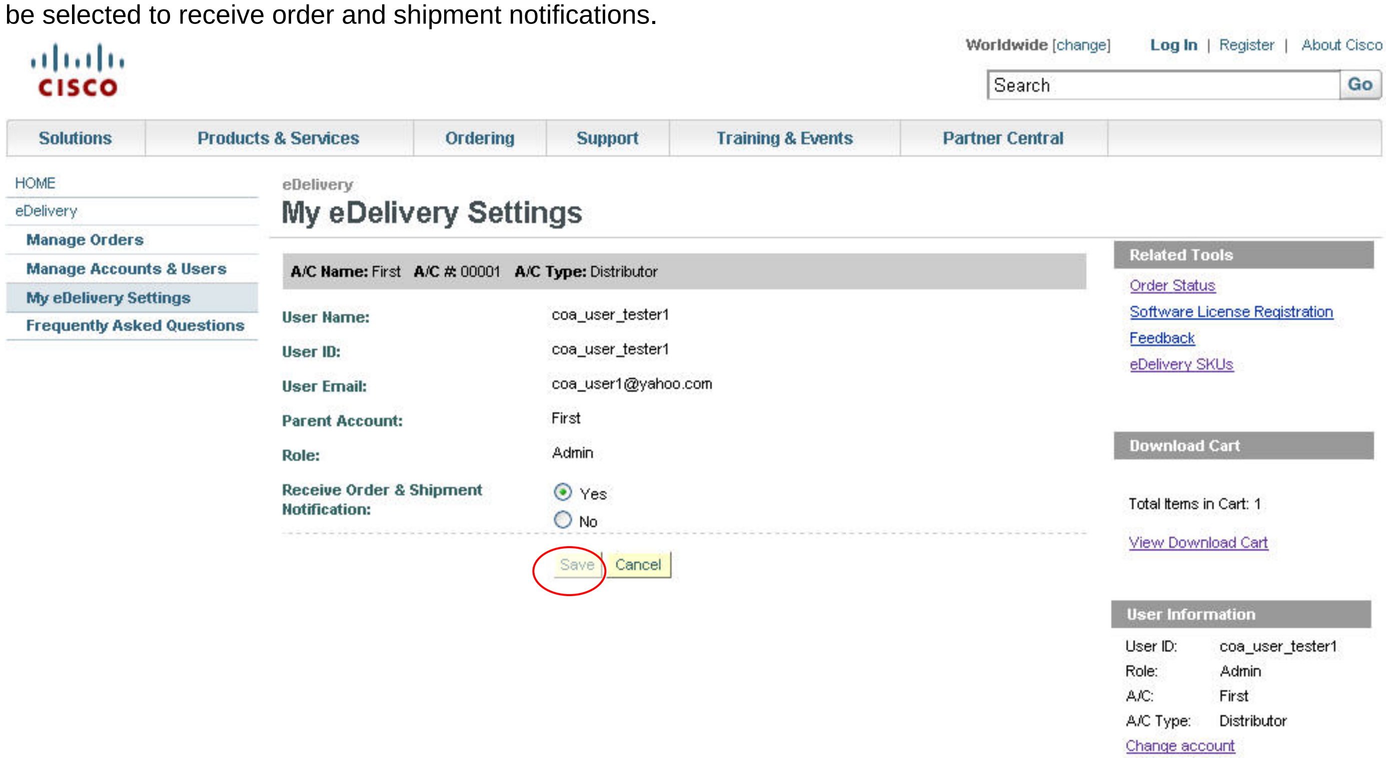
To delete users, check the check boxes in front of the chosen users and click Delete. The chosen users are deleted, and a confirmation is received that users were successfully deleted. The Distributor Administrator Role is not able to delete accounts.

My eDelivery Settings

In order to navigate to the My eDelivery Settings page, use the left-side navigation bar, and click **My eDelivery Settings**. The My eDelivery Settings page displays, where email addresses and order receipt and shipment notifications can be changed.



To change your settings, click **Edit**. On the page that displays, email addresses can be modified and **Yes** or **No** can be selected to receive order and shipment notifications.



Click **Save** to save any changes made to your eDelivery Settings or **Cancel** to exit to the prior non-editable page without saving changes.

Support

Follow these steps to find answers to eDelivery Application questions and issues:

1. Access eDelivery Application FAQs and review potential matches to your question (**http://edelivery.cisco.com**)
2. Contact Cisco's Customer Interaction Network (CIN) by one of the following methods:
   - Log into CIN from the online eDelivery database
   - Go to http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml
   - U.S. based customers can call CIN at 1-800-553-2447

Appendix A- Quick Reference- Manage Orders Screen Controls

Control	Response
Go (Search)	This button enables filtering of orders based on the keyword entered in the Search field
Reset (Search)	This button clears the Search field text
Account	Drop down list with account names upon which to filter and display corresponding orders
Date Range	Drop-down list with date ranges upon which to filter and display orders corresponding orders
Status	Drop-down list with available order statuses (*Assigned, Accessed, Locked*) or *All* (default) upon which to filter and display orders
Go (Filter)	This button filters orders and displays them by date range and status.
Reset (Filter)	This button allows the user to display all orders
ID	When an ID number in this column is clicked, the Order Details page of that order displays
(ID)	Clicking speech bubble for a specific order displays Access History in a pop up window
Items per Page	Drop-down list allowing selection of number of items per page to display; the default is 10
< Previous	Hyperlink to return user to previous Manage Orders page; visible only when multiple pages exist
Page Number	Drop down list to select page number of the Manage Order screen to display; default value is 1
Next >	Hyperlink to take user to next Manage Orders page; visible only when multiple pages exist

Appendix B - Quick Reference - Order Details Screen Controls

Control	Response
Checkbox	Selection box to allow user to select order to download
< Back To Previous Page	Hyperlink to return user to the previous page
(Line ID)	Clicking the plus sign allows display of minor lines (components of major line product)
(Line ID)	Clicking speech bubble for a line ID displays the line details in pop up window
(Product ID)	Clicking speech bubble for a product ID displays product details in pop up window
Download Selected	This button in conjunction with checkbox downloads the selected items
Add Item To Download Cart	This button in conjunction with checkbox adds selected items to the Download Cart