

## Distributor User 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 user. A user has standard rights to the eDelivery application including viewing orders, order details and activation of personal eDelivery application settings.

## Distributor Account User

A distributor account user can perform these activities:

- Manage orders:
  - View orders of direct customers
  - View order line details of your order
  - Search orders
  - View order history of your orders
  - View and download distributor level orders that are not assigned
  - View and download customer level orders
  - Download line item from order
  - Add download to shopping cart
- View accounts and users
- View the account details for which they are authorized
- Validate opt-in opt-out portal management

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 user account in order to take advantage of eDelivery distributor user functionality.

## 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, 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.

## eDelivery Manage Orders

Search:

**Filter List:**  
Account:  Date Range:  Status:

Account	Status	ID	Available	Comment
Third	Assigned	<a href="#">47716389</a>	<input type="button" value="P"/> 08/04/08	
First	New	<a href="#">47345337</a>	<input type="button" value="P"/> 08/04/08	This is a test
<a href="#">Various</a>	Various	<a href="#">47224172</a>	<input type="button" value="P"/> 04/25/08	empty
First	New	<a href="#">47221879</a>	<input type="button" value="P"/> 04/21/08	empty

Items per Page:  Showing 1-4 of 4 Previous  Next

**Related Tools**

- [Order Status](#)
- [Software License Registration](#)
- [Feedback](#)
- [eDelivery SKUs](#)

**Download Cart**

Total Items in Cart: 0  
[View Download Cart](#)

**User Information**

User ID: coc\_user\_tester3  
Role: User  
Access: Download  
A/C: First  
A/C Type: Distributor  
[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

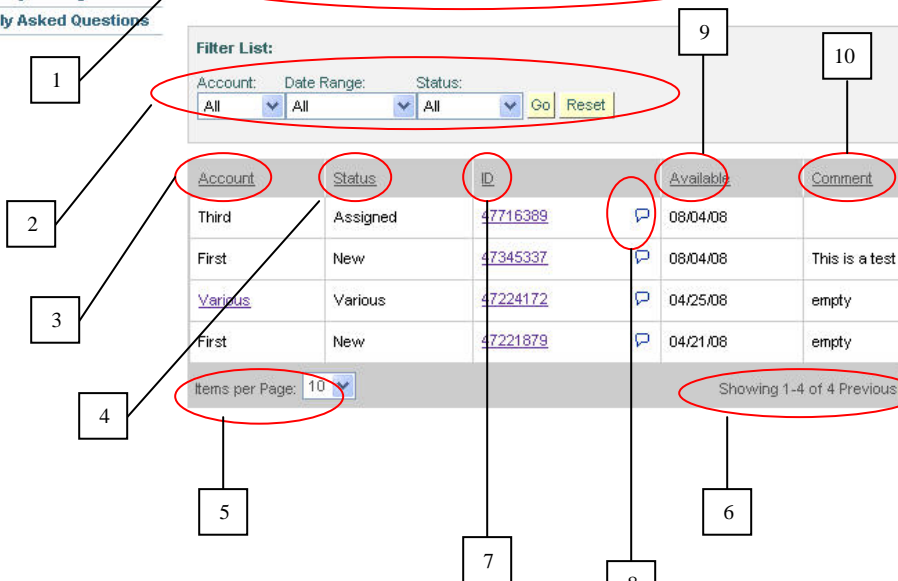
## eDelivery Manage Orders

Search:

**Filter List:**  
Account:  Date Range:  Status:

Account	Status	ID	Available	Comment
Third	Assigned	<a href="#">47716389</a>	<input type="button" value="P"/> 08/04/08	
First	New	<a href="#">47345337</a>	<input type="button" value="P"/> 08/04/08	This is a test
<a href="#">Various</a>	Various	<a href="#">47224172</a>	<input type="button" value="P"/> 04/25/08	empty
First	New	<a href="#">47221879</a>	<input type="button" value="P"/> 04/21/08	empty

Items per Page:  Showing 1-4 of 4 Previous  Next



**Related Tools**

- [Order Status](#)
- [Software License Registration](#)
- [Feedback](#)
- [eDelivery SKUs](#)

**Download Cart**

Total Items in Cart: 0  
[View Download Cart](#)

**User Information**

User ID: coc\_user\_tester3  
Role: User  
Access: Download  
A/C: First  
A/C Type: Distributor  
[Change account](#)

1. Search - In order to search, put your search criteria in 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. 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

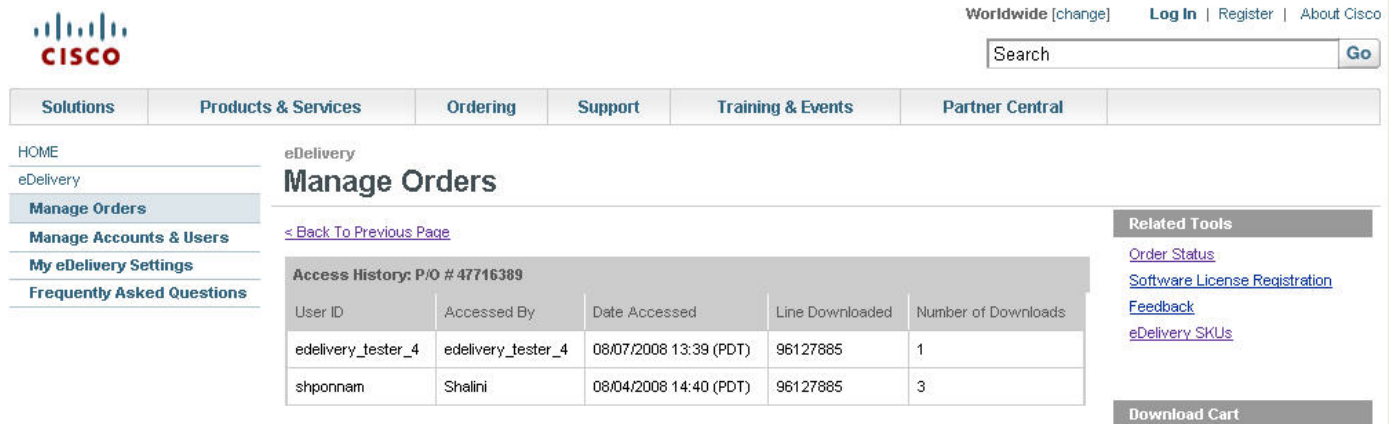
5. Items per Page - To modify the number of items viewed per page, click on the drop down field and set number according to your preference.

- Available Values: 5, 10, 25, and 50 items; the default value is 10 items

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

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.



The screenshot shows the Cisco eDelivery interface. At the top, there is a navigation bar with links for 'Worldwide [change]', 'Log In', 'Register', and 'About Cisco'. Below this is a search bar with a 'Go' button. A secondary navigation bar contains 'Solutions', 'Products & Services', 'Ordering', 'Support', 'Training & Events', and 'Partner Central'. The main content area is titled 'eDelivery Manage Orders' and includes a 'Back To Previous Page' link. A table titled 'Access History: P/O # 47716389' displays the following data:

User ID	Accessed By	Date Accessed	Line Downloaded	Number of Downloads
edelivery_tester_4	edelivery_tester_4	08/07/2008 13:39 (PDT)	96127885	1
shponnam	Shalini	08/04/2008 14:40 (PDT)	96127885	3

On the right side of the page, there is a 'Related Tools' section with links for 'Order Status', 'Software License Registration', 'Feedback', and 'eDelivery SKUs'. At the bottom right, there is a 'Download Cart' button.

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.

## 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

- Solutions
- Products & Services
- Ordering
- Support
- Training & Events
- Partner Central

- HOME
- eDelivery
- Manage Orders**
- Manage Accounts & Users
- My eDelivery Settings
- Frequently Asked Questions

### eDelivery Order Details

[< Back To Previous Page](#)

**P/O # 47224172**

**Status:** Various  
**Available:** 04/25/08  
**Comment:** empty

#### Related Tools

- [Order Status](#)
- [Software License Registration](#)
- [Feedback](#)
- [eDelivery SKUs](#)

#### Download Cart

Total Items in Cart: 0  
[View Download Cart](#)

#### User Information

User ID: coc\_user\_tester3  
 Role: User  
 Access: Download  
 A/C: First  
 A/C Type: Distributor  
[Change account](#)

	Line ID	Account	Status	Product ID	QT	Available	Docs
1	\$1196597	Second	Assigned	L-IPCH-XX-AGENTS	1	09/13/08	RTU
	\$1196599		Assigned	L-IPCH-XX-STDAGT-L	1		CLAIM
	\$1196600	First	New	L-IPCH-XX-PRMAGT-L	2	09/13/08	RTU
2	\$1196603	First	New	L-IPCH-XX-AGENTS	3	09/13/08	RTU

Download selected    Add Item To Download Cart

Items per Page: 10    Showing 1-3 of 3 Previous 1 Next

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.

### Major / Minor Lines

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

eDelivery  
**Order Details**

[< Back To Previous Page](#)

**P/O # 47224172**

**Status:** Various  
**Available:** 04/25/08  
**Comment:** empty

2

1

	Line ID	Account	Status	Product ID	QT	Available	Docs
<input type="checkbox"/>	91196597	Second	Assigned	L-IPCH-XX-AGENTS	1	09/18/08	RTU
	91196599		Assigned	L-IPCH-XX-STDAGT-L	1		CLAIM
<input type="checkbox"/>	91196600	First	New	L-IPCH-XX-PRMAGT-L	2	09/18/08	RTU
<input type="checkbox"/>	91196603	First	New	L-IPCH-XX-AGENTS	3	09/18/08	RTU

Download selected    Add item To Download Cart

Items per Page:     Showing 1-3 of 3 Previous  Next

**Related Tools**

- [Order Status](#)
- [Software License Registration](#)
- [Feedback](#)
- [eDelivery SKUs](#)

**Download Cart**

Total Items in Cart: 0  
[View Download Cart](#)

**User Information**

User ID: coc\_user\_tester3  
 Role: User  
 Access: Download  
 A/C: First  
 A/C Type: Distributor  
[Change account](#)

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**

eDelivery  
**Order Details**

[< Back To Previous Page](#)

**P/O # 47224172**

**Status:** Various  
**Available:** 04/25/08  
**Comment:** empty

User ID: coc\_user\_tester3  
 Role: User  
 Access: Download  
 A/C: First  
 A/C Type: Distributor

**Related Tools**

- [Order Status](#)
- [Software License Registration](#)
- [Feedback](#)
- [eDelivery SKUs](#)

**Download Cart**

Total Items in Cart: 0  
[View Download Cart](#)

**User Information**

User ID: coc\_user\_tester3  
 Role: User  
 Access: Download  
 A/C: First  
 A/C Type: Distributor  
[Change account](#)

	Line ID	Account	Status	Product ID	QT	Available	Docs
<input type="checkbox"/>	91196597	Second	Assigned	L-IPCH-XX-AGENTS	1	09/18/08	RTU
	91196599		Assigned	L-IPCH-XX-STDAGT-L	1		CLAIM
<input type="checkbox"/>	91196600	First	New	L-IPCH-XX-PRMAGT-L	2	09/18/08	RTU
<input type="checkbox"/>	91196603	First	New	L-IPCH-XX-AGENTS	3	09/18/08	RTU

Download selected    Add item To Download Cart

Items per Page:     Showing 1-3 of 3 Previous  Next

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

Worldwide [change] [Log In](#) | [Register](#) | [About Cisco](#)

Search  [Go](#)

[Solutions](#) | [Products & Services](#) | **[Ordering](#)** | [Support](#) | [Training & Events](#) | [Partner Central](#)

HOME  
eDelivery

**Manage Orders**  
[Manage Accounts & Users](#)  
[My eDelivery Settings](#)  
[Frequently Asked Questions](#)

eDelivery  
**Order Details**  
[< Back To Previous Page](#)

**P/O # 47224172**

**Status:** Various  
**Available:** 04/25/08  
**Comment:** empty

**Related Tools**  
[Order Status](#)  
[Software License Registration](#)  
[Feedback](#)  
[eDelivery SKUs](#)

	Line ID	Account	Status	Product ID	QT	Available	Docs
<input type="checkbox"/>	91196597	Second	Assigned	L-IPCH-XX-AGENTS			
	91196599		Assigned	L-IPCH-XX-STDAGT-L			
<input type="checkbox"/>	91196600	First	New	L-IPCH-XX-PRMAGT-L			
<input type="checkbox"/>	91196603	First	New	L-IPCH-XX-AGENTS			

[Download selected](#) [Add Item To Download Cart](#)

Items per Page:  Showing

**Download Cart**

**Comments**  
&#160;

**Line Type** MODEL

**Product Description** TEST - CC HOSTED On Demand Agent Licenses

**Product Revision** -A0

**Template Type** RTU

Product details include:

- *Comments*
- *Line Type:*
  - *Spare:* Stand-alone product, only major line items
  - *Model:* Product contains minor lines, model identifies major lines
  - *Option:* Product contains minor lines, model identifies minor lines
- *Product Description*
- *Product Revision*
- *Template Type*

### 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.

eDelivery  
**Order Details**

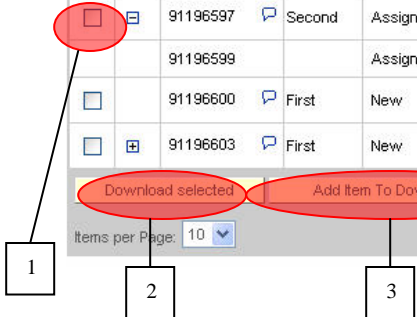
[< Back To Previous Page](#)

**P/O # 47224172**

**Status:** Various  
**Available:** 04/25/08  
**Comment:** empty

	Line ID	Account	Status	Product ID	QT	Available	Docs
<input type="checkbox"/>	91196597	Second	Assigned	L-IPCH-XX-AGENTS	1	09/18/08	RTU
	91196599		Assigned	L-IPCH-XX-STDAGT-L	1		CLAIM
<input type="checkbox"/>	91196600	First	New	L-IPCH-XX-PRMAGT-L	2	09/18/08	RTU
<input type="checkbox"/>	91196603	First	New	L-IPCH-XX-AGENTS	3	09/18/08	RTU

Items per Page: 10  1



**Related Tools**

- [Order Status](#)
- [Software License Registration](#)
- [Feedback](#)
- [eDelivery SKUs](#)

**Download Cart**

Total Items in Cart: 0  
[View Download Cart](#)

**User Information**

User ID: coc\_user\_tester3  
 Role: User  
 Access: Download  
 A/C: First  
 A/C Type: Distributor  
[Change account](#)

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.

eDelivery  
**Manage Orders**

Search:  [Go](#) [Reset](#)

**Filter List:**

Account:  Date Range:  Status:

All  All  All  [Go](#) [Reset](#)

Account	Status	ID	Available	Comment
Third	Assigned	<a href="#">47716389</a>	<input type="checkbox"/> 08/04/08	
First	New	<a href="#">47345337</a>	<input type="checkbox"/> 08/04/08	This is a test
Various	Various	<a href="#">47224172</a>	<input type="checkbox"/> 04/25/08	empty
First	New	<a href="#">47221879</a>	<input type="checkbox"/> 04/21/08	empty

Items per Page:  10 [Next](#) Showing 1-4 of 4 Previous  1 [Next](#)

**Related Tools**

[Order Status](#)  
[Software License Registration](#)  
[Feedback](#)  
[eDelivery SKUs](#)

**Download Cart**

Total Items in Cart: 1  
[View Download Cart](#)

**User Information**

User ID: coc\_user\_tester3  
 Role: User  
 Access: Download  
 A/C: First  
 A/C Type: Distributor  
[Change account](#)

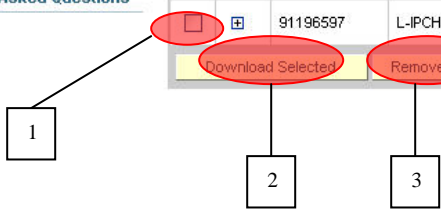
The Download Cart page displays, where items can be selected for download or deletion from the Download Cart.

eDelivery  
**Download Cart**

[Back To Previous Page](#)

#	Line ID	Product ID	Date Added To Cart	QT	Order #
<input type="checkbox"/>	91196597	L-IPCH-XX-AGENTS	09/18/08	1	<a href="#">47224172</a>

[Download Selected](#) [Remove Item](#)



**Related Tools**

[Order Status](#)  
[Software License Registration](#)  
[Feedback](#)  
[eDelivery SKUs](#)

**Download Cart**

Total Items in Cart: 1  
[View Download Cart](#)

**User Information**

User ID: coc\_user\_tester3  
 Role: User  
 Access: Download  
 A/C: First  
 A/C Type: Distributor  
[Change account](#)

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. A drop shipped order will appear in the eDelivery application as Assigned as soon as it is fulfilled by Cisco.

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:

Worldwide [change] | [Log In](#) | [Register](#) | [About Cisco](#)

Search  [Go](#)

[Solutions](#) | [Products & Services](#) | [Ordering](#) | [Support](#) | [Training & Events](#) | [Partner Central](#)

HOME  
eDelivery  
**Manage Orders**  
[Manage Accounts & Users](#)  
[My eDelivery Settings](#)  
[Frequently Asked Questions](#)

eDelivery  
**Manage Orders**

Search:  [Go](#) [Reset](#)

**Filter List:**  
Account:  Date Range:  Status:  [Go](#) [Reset](#)

Account	Status	ID	Available	Comment
Third	Assigned	<a href="#">47716389</a>	08/04/08	
First	New	<a href="#">47345337</a>	08/04/08	This is a test
<a href="#">Various</a>	Various	<a href="#">47224172</a>	04/25/08	empty
First	New	<a href="#">47221879</a>	04/21/08	empty

Items per Page:  Showing 1-4 of 4 Previous  Next

**Related Tools**  
[Order Status](#)  
[Software License Registration](#)  
[Feedback](#)  
[eDelivery SKUs](#)

**Download Cart**  
Total Items in Cart: 1  
[View Download Cart](#)

**User Information**  
User ID: coc\_user\_tester3  
Role: User  
Access: Download  
A/C: First  
A/C Type: Distributor  
[Change account](#)

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

## Manage Accounts and Users

Distributor users can view the accounts that their company sells to and users of their own account by logging into Manage Accounts and Users. To access this functionality, click on Manage Accounts and Users in the left side navigation bar.

eDelivery  

## Manage Orders

Search:   **Filter List:**Account:  Date Range:  Status:   
All  All  All   

Account	Status	ID	Available	Comment
Third	Assigned	<a href="#">47716389</a>	<input type="checkbox"/> 08/04/08	
First	New	<a href="#">47345337</a>	<input type="checkbox"/> 08/04/08	This is a test
<a href="#">Various</a>	Various	<a href="#">47224172</a>	<input type="checkbox"/> 04/25/08	empty
First	New	<a href="#">47221879</a>	<input type="checkbox"/> 04/21/08	empty

Items per Page:  Showing 1-4 of 4 Previous  Next**Related Tools**[Order Status](#)  
[Software License Registration](#)  
[Feedback](#)  
[eDelivery SKUs](#)**Download Cart**Total Items in Cart: 1  
[View Download Cart](#)**User Information**User ID: coc\_user\_tester3  
Role: User  
Access: Download  
A/C: First  
A/C Type: Distributor  
[Change account](#)

The Manage Accounts &amp; Users page appears.

eDelivery  

## Manage Accounts & Users

A/C Name: First A/C #: 00001 A/C Type: Distributor

Search:   ALL [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)View by Type: All   

Name	ID	Parent Account	Type	Email
<a href="#">Second</a>	<input type="checkbox"/> 00002	First	Distributor	
<a href="#">Third</a>	<input type="checkbox"/> 0003	First	Customer	
coa_user_tester1	<input type="checkbox"/> coa_user_tester1	First	Admin	<a href="mailto:coa_user1@yahoo.com">coa_user1@yahoo.com</a>
coc_user_tester3	<input type="checkbox"/> coc_user_tester3	First	User	<a href="mailto:coc_user3@yahoo.com">coc_user3@yahoo.com</a>

Items per Page:  Showing 1-4 of 4 Previous  Next**Related Tools**[Order Status](#)  
[Software License Registration](#)  
[Feedback](#)  
[eDelivery SKUs](#)**Download Cart**Total Items in Cart: 1  
[View Download Cart](#)**User Information**User ID: coc\_user\_tester3  
Role: User  
Access: Download  
A/C: First  
A/C Type: Distributor  
[Change account](#)

Click on the company name to see the users of the account. All users for that account will display.

## Manage Accounts & Users

A/C Name: Second A/C #: 00002 A/C Type: Distributor

Search:

ALL [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

View by Type: All

Name	ID	Parent Account	Type	Email
cob_user_tester2	cob_user_tester2	Second	Admin	<a href="mailto:cob_user2@yahoo.com">cob_user2@yahoo.com</a>

Items per Page: 10  Showing 1-1 of 1 Previous  Next

### Related Tools

- [Order Status](#)
- [Software License Registration](#)
- [Feedback](#)
- [eDelivery SKUs](#)

### Download Cart

Total Items in Cart: 1  
[View Download Cart](#)

### User Information

User ID: coc\_user\_tester3  
 Role: User  
 Access: Download  
 A/C: First  
 A/C Type: Distributor  
[Change account](#)

## Account and User Details

To see User or Account details click the **speech bubble** () in the Name field by the User or Account name. The account or user details appear in a pop up window.

## Manage Accounts & Users

A/C Name: First A/C #: 00001 A/C Type: Distributor

Search:

ALL [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

View by Type: All

Name	ID	Parent Account	Type	Email
<a href="#">Second</a>				
<a href="#">Third</a>				
coa_user_tester1				<a href="mailto:user1@yahoo.com">user1@yahoo.com</a>
coc_user_tester3				<a href="mailto:user3@yahoo.com">user3@yahoo.com</a>

Items per Page: 10  4 Previous  Next

**A/C Name:** Second

**Account ID:** 00002

**A/C #:** 00002

**Type:** Distributor

### Related Tools

- [Order Status](#)
- [Software License Registration](#)
- [Feedback](#)
- [eDelivery SKUs](#)

### Download Cart

Total Items in Cart: 1  
[View Download Cart](#)

### User Information

User ID: coc\_user\_tester3  
 Role: User  
 Access: Download  
 A/C: First  
 A/C Type: Distributor  
[Change account](#)

### Available details – Accounts

- A/C - Account Name
- Global Account ID
- Account Number
- Type - Type of account

eDelivery  
**Manage Accounts & Users**

A/C Name: First A/C #: 00001 A/C Type: Distributor

Search:

ALL [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

View by Type: All

Name	ID	Parent Account	Type	Email
<a href="#">Second</a>	00002	First	Distributor	
<a href="#">Third</a>	0003	First	Customer	
coa_user_tester1	<b>User Name:</b> coa_user_tester1 <b>User ID:</b> coa_user_tester1 <b>User Email:</b> coa_user1@yahoo.com <b>Role:</b> Admin <b>Receive Order &amp; Shipment Notification:</b> Yes			
coc_user_tester3	<b>User Name:</b> coc_user_tester3 <b>User ID:</b> coc_user_tester3 <b>User Email:</b> coc_user3@yahoo.com <b>Role:</b> User <b>Access:</b> Download <b>A/C:</b> First <b>A/C Type:</b> Distributor			

Items per Page: 10

**Related Tools**

- [Order Status](#)
- [Software License Registration](#)
- [Feedback](#)
- [eDelivery SKUs](#)

**Download Cart**

Total Items in Cart: 1

[View Download Cart](#)

**User Information**

User ID: coc\_user\_tester3  
 Role: User  
 Access: Download  
 A/C: First  
 A/C Type: Distributor  
[Change account](#)

Available details — Users

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

**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 order receipt and shipment notifications can be changed.

eDelivery  
**My eDelivery Settings**

A/C Name: First A/C #: 00001 A/C Type: Distributor

**User Name:** coc\_user\_tester3  
**User ID:** coc\_user\_tester3  
**User Email:** coc\_user3@yahoo.com  
**Role:** User  
**Access Type:** Download  
**Receive Order & Shipment Notification:** Yes

[Edit](#)

**Related Tools**

- [Order Status](#)
- [Software License Registration](#)
- [Feedback](#)
- [eDelivery SKUs](#)

**Download Cart**

Total Items in Cart: 1

[View Download Cart](#)

**User Information**

User ID: coc\_user\_tester3  
 Role: User  
 Access: Download  
 A/C: First  
 A/C Type: Distributor  
[Change account](#)

To change your settings, click **Edit**. On the page that displays, **select yes or no** to receive or stop receiving order and shipment notifications.

The screenshot shows the Cisco eDelivery interface. At the top right, there are links for 'Worldwide [change]', 'Log In', 'Register', and 'About Cisco'. Below these is a search bar with a 'Go' button. A navigation bar contains 'Solutions', 'Products & Services', 'Ordering', 'Support', 'Training & Events', and 'Partner Central'. On the left, a sidebar lists 'HOME', 'eDelivery', 'Manage Orders', 'Manage Accounts & Users', 'My eDelivery Settings' (highlighted), and 'Frequently Asked Questions'. The main content area is titled 'My eDelivery Settings' and shows user details: 'A/C Name: First', 'A/C #: 00001', 'A/C Type: Distributor', 'User Name: coc\_user\_tester3', 'User ID: coc\_user\_tester3', 'User Email: coc\_user3@yahoo.com', 'Parent Account: First', 'Role: User', 'Access Type: Download', and 'Receive Order & Shipment Notification: Yes' (selected). At the bottom, 'Save' and 'Cancel' buttons are visible, with 'Save' circled in red. On the right, there are sections for 'Related Tools' (Order Status, Software License Registration, Feedback, eDelivery SKUs), 'Download Cart' (Total Items in Cart: 1, View Download Cart), and 'User Information' (User ID: coc\_user\_tester3, Role: User, Access: Download, A/C: First, A/C Type: Distributor, Change account).

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 ( <i>Assigned, Accessed, Locked</i> ) or <i>All</i> (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**

<b>Control</b>	<b>Response</b>
<input type="checkbox"/> 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 the 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