



# Cisco Systems LLC (Russia Local Manufacturing) Partner Handbook





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## Cisco Systems LLC Contact Information

### Customer Operations Information

If you have any questions or concerns, please contact one of your Cisco Systems LLC Customer Operation contacts.

#### Customer Operations Contacts:

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### Customer Operations (Purchase Orders)

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## Introduction

### 1.1 Overview, Purpose, and Use of This Book

The objective of this handbook is to provide Cisco System Integrators and Distributors with an outline of the key changes related to the enablement of Cisco Systems LLC, a local Cisco legal entity with limited manufacturing and sales capabilities. This handbook is organized around key tasks that a System Integrator or Distributor must perform to purchase from Cisco Systems LLC. This handbook provides information regarding key changes, actions required, step-by-step procedures for managing changes, and sources for additional support where available.

### 1.2 FAQs

#### 1. Q: What is Country Enablement?

**A:** Cisco has created a new product and service selling company in Russia to enable new growth opportunities for both Cisco and its Partners. Country Enablement Russia will enhance Cisco's in-country presence to meet increasing technological growth and customer demands, while maintaining the current Partner go-to market strategy. Country Enablement will also result in our Partners recognizing the following benefits of a local product and service selling company:

- Incremental growth opportunities for our Partners through increased flexibility given the change to an in-country operating structure.
- Advantages of new business models and other Cisco acquisition offerings.
- Additional growth may be achieved as local manufacturing capabilities are enabled.

#### 2. Q: What is changing for Cisco Systems LLC?

**A:** Cisco Systems LLC is establishing local Russian manufacturing for selected products, providing Partners with the ability to do direct business with a locally registered Cisco selling company and enabling System Integrators and Distributors to transact with Cisco in the local currency (Rubles) for select product lines and services.

To have the ability to purchase these locally manufactured products, new legal sales agreements will need to be established with Cisco Systems LLC. Once a locally manufactured product line is offered for sale by Cisco Systems LLC, the product will no longer be available for purchase in Russia from Cisco Systems International BV. Existing agreements with Cisco Systems International BV will continue for the purchase and resale of other Cisco products.

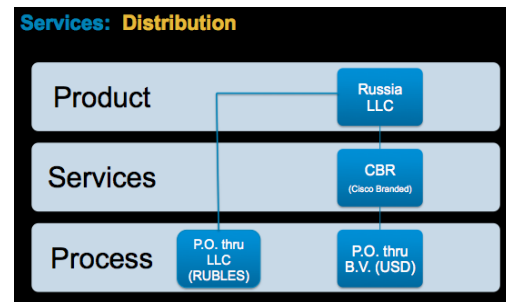
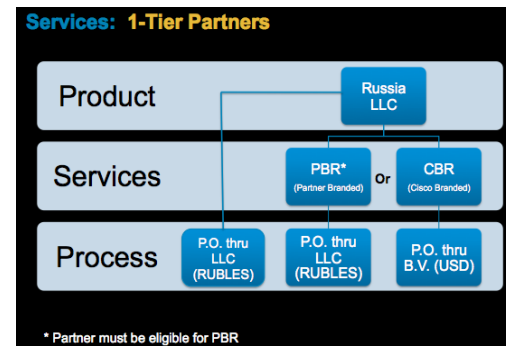
**3. Q: What is the scope of Cisco Systems LLC**

**A:** The scope of Cisco Systems LLC is to enable the sale of a select portfolio of products and services to a specific group of in-country System Integrators and Distributors.

**4. Q: How will this impact Cisco’s Partners?**

**A:** Partners will experience the following impacts, in addition to those outlined later in this document:

- Cisco Systems LLC will be providing locally-manufactured products in place of Cisco Systems International BV for a selected set of products.
- As products are made available locally, Partners will buy Russian- manufactured VPN (RVPN) Blades and Set Top Boxes (STB) from Cisco Systems LLC. All other products and services will be purchased through Cisco Systems International BV as they are today.
- Partner Branded Services (including Co-Brand Foundation offerings) and Advanced Services will be available via Cisco Systems LLC. However, Cisco Branded Services (i.e. SMARTnet) required for Cisco Systems LLC products will continue to be sold via Cisco Systems International BV.
- Locally Manufactured products and services will be priced in the local currency (Rubles).
- Price lists, quotes, invoices, and payment will all be in Rubles.
- Partners will receive invoices in the local currency from Cisco Systems LLC; remittance & collections will be sent to Cisco Systems LLC via new bank accounts (details appear later in this document).



**5. Q: What do Partners need to do to transact business with the Cisco Systems LLC?**

**A:** In order to transact business with Cisco Systems LLC, Partners will need to have localized terms and conditions of sale (i.e. purchasing contracts) in place with Cisco Systems LLC. Relevant business changes will be incorporated into Partner purchasing contracts as applicable. Changes are likely to include topics such as governing law, importation, currency, and other relevant items.



If Partners will be purchasing both products and services from Cisco Systems LLC, they will be required to sign two legal contracts. One contract will govern the terms and conditions for product purchases and another contract will govern services purchases.

**6. Q: What impact will this have on any already existing sales contracts with Cisco Systems International BV?**

**A:** There will be no change to Partners' existing foreign contracts. Products not being locally-manufactured in Russia will continue to be transacted through Cisco Systems International BV according to existing processes and procedures.

**7. Q: Which currency will be used for Cisco Systems LLC?**

**A:** Products and services sold via Cisco Systems LLC will be priced in Rubles (RUB). Quoting and invoicing will also be conducted in RUB.

**8. Q: Will Partners have the ability to export products and/or services outside of Russia for resale?**

**A:** No. Locally manufactured products and any associated services purchased via Cisco Systems LLC will be sold to Russian Partners for end use in Russia only. They may not be exported. Cross-border delivery of products and/or services will not be allowed by contract terms and will be governed by Cisco during the ordering process.

**9. Q: What is the estimated lead time once an order is scheduled?**

**A:** The estimated lead time is the average time required for order processing, shipping and delivery, but does not include any buffer for delays that may arise due to order processing problems, order changes or order holds. Actual lead times will be provided during the ordering process, and may vary due to individual order specifications.

**10. Q: If there is an urgent shipment, is there a way to expedite or partial ship orders?**

**A:** In the case of an expedited shipment request, Cisco will review the request to determine the feasibility of fulfilling the urgent order. If Cisco is able to expedite the manufacturing process, the order will be moved up accordingly. The final estimated shipment dates will be determined by Cisco based upon manufacturing lead times and logistics processes.

There are no partial ship order processes.



**11. Q: Is there a way to track orders?**

**A:** Yes, if a Partner would like to check on the status of their order they can contact their Partner Account Manager/ Distribution Account Manager or [Customer Operations](#) representative.

**12. Q: Will there be Customer Operations support for products and / or services sold through Cisco Systems LLC?**

**A:** Yes, there will be Customer Operations support available through Cisco Systems LLC. The support team will be available via phone and email.



## Product and Service Availability

### 2.1 New Process Overview

With the establishment of Cisco Systems LLC, select products will become available for purchase under the new Cisco Systems LLC pricelist. All other products will remain orderable under the already established Cisco Systems International BV pricelist. The locally manufactured products that will be phased into the Russian market are:

- Set Top Box
- RVPN Blade

The products will be released on a roll out schedule starting August 2011. Russian Partners who will be directly purchasing from Cisco Systems LLC will be notified approximately one week prior to product availability.

#### Key Changes

- Only locally manufactured products with related Partner Branded or Advanced Services will be sold through Cisco Systems LLC. Service-only ordering will also be supported for Partner Branded Technical Services and / or Advanced Services.
- Alternate or custom configurations will not be available.
- Locally manufactured products will be made available through a phased roll-out plan.
- Once a product is introduced locally through Cisco Systems LLC, it will no longer be available from the BV Russia price list.



Product	Orderable Date	Planned First Delivery Date
Set Top Box	August 2011	October 2011
RVPN	September 2011	October 2011

\*Note: Release dates may change subject to new business requirements or demands. Partners will be informed of product availability prior to the product being introduced into the market.

## Price List

### 3.1 New Process Overview

Cisco Systems LLC price lists will be established for selling locally manufactured products and related services. This local price list will not embed or include Value Added Tax (VAT). The Price List will be provided to you by a local Customer Operations representative via email upon product availability.

#### Key Changes

- Product and service pricing via Cisco Systems LLC will be in the local currency (Russian Rubles).
- The Price List will be in the local language.
- Taxes will not be included in the price list.
- The locally manufactured items will no longer be listed on the Cisco Systems International BV Price List once available from Cisco Systems LLC.
- Product Serial Numbers (S/N) will have a prefix that is representative of the manufacturing site ( "ALT" for Altonika or "JTV" for Jabil Tver).
- Locally manufactured products will be given new SKU numbers.

## Quote for Products and Services with Cisco Systems LLC

### 4.1 New Process Overview

Quotes placed with Cisco Systems LLC for locally manufactured products will be processed manually by Cisco resources. Neither System Integrators, nor Distributors, will have access to Cisco online quoting tools, therefore all quotes for products or services aligned with Cisco Systems LLC will be built by Cisco. The quoting process for products and service aligned with Cisco Systems International BV will remain as it does today. Partners that have signed the necessary Legal Sales Agreement with Cisco Systems LLC can request quotes.

Quotes can be requested through Cisco Systems LLC for locally manufactured products, service-only orders (Advanced Services or Partner Branded Technical Services – includes Co-Brand Foundation), and/or products with attached Partner Branded services. If Cisco Branded Services (i.e. SMARTnet) are requested for locally manufactured products, those quotes should be created according to standard processes with Cisco Systems International BV once the Cisco Systems LLC products have been received and the serial numbers are available.

For a list of Cisco Branded and Partner Branded Services, reference the following link:

<http://www.cisco.com/web/Partners/services/promos/index.html>

#### Key Changes to the Quoting Procedure:

- To request a quote for locally manufactured products and/ or services, please contact your Partner Account Manager / Distribution Account Manager to initiate the process.
- Quotes for Cisco Systems LLC products and services will be:
  - Manually created by local Cisco resources.
  - Created for in-country delivery ONLY.
  - Presented in English and local language.
  - Presented in Russian Rubles and USD.
- Quotes will list estimated local VAT separately from pricing; the actual value will be on the invoice,

- If Cisco Branded services are required for locally manufactured products, quotes should be created according to standard processes via Cisco Systems International BV after the Cisco Systems LLC products have been received.
  - Using the LLC product serial numbers, Cisco Service Contract Center (CSCC) should be used for System Integrator service quotes and Service Contract Center for Indirect Resellers and Distributors (SMS3) should be used for Distribution service quotes.
- Separate quotes will be presented for products and services.
- Quotes for Cisco Branded Services will continue to be priced in USD.

#### Quoting Procedures Not Changing:

- Non-locally manufactured products and associated services will continue to be ordered off of the BV price list using online quoting and ordering tools.
- Cisco Branded Services for LLC products will continue to be priced in USD.

#### 4.2 Detailed Procedure for Quoting with Cisco Systems LLC

1. Partners will contact Cisco Systems LLC Account Manager via email or phone requesting a product and / or service quote.
2. Partners will be provided with a quote from the Cisco Systems LLC Account Manager.
3. Partners will then prepare the Purchase Order (PO) on the basis of information received from the Account Manager. (Detailed ordering procedures outlined in [Placing an Order for Products with Cisco Systems LLC](#) below.)

#### 4.3 Support Resources

If you have further questions regarding the locally manufactured product quoting process, please contact your Partner Account Manager / Distribution Account Manager or [Customer Operations](#).

## Placing an Order for Products with Cisco Systems LLC

### 5.1 New Process Overview

Orders placed with Cisco Systems LLC for locally manufactured products will be processed manually by Cisco resources. Neither System Integrators, nor Distributors, will have the ability to submit Cisco Systems LLC orders using standard Cisco ordering tools.

#### Key Changes to the Ordering Procedure:

- Automated ordering tools will not be available to Partners for orders placed with Cisco Systems LLC. Therefore, all Cisco Systems LLC products and service orders will be submitted by Cisco once a PO is received from the Partner.
- Cisco Systems LLC Purchase Orders (Zakas) will:
  - Be manually processed by local Cisco resources.
  - Be generated and submitted physically to Cisco Systems LLC (paper document).
  - Be created only for in-country delivery.
  - Have field names presented in English and local language (Russian).
  - Have content within the fields presented in Russian.
  - Be presented in Rubles.
  - Require a signature from the Partner and a Cisco Systems LLC authorized representative and companies' stamps.
  - Date of PO signature has to be stated on PO.
- There will be a PO pre-validation process fulfilled by local Customer Operations before the original PO is signed by Cisco Systems LLC.
- All the POs are amendments to a contract between Cisco Systems LLC and a Partner according to the local regulations. All the POs have a reference to a sales agreement between Cisco Systems LLC and a Partner for purchase of locally manufactured products.

- Separate POs must be provided for products and services.
- If Partner Branded Technical Services and/or Advanced Services are requested through the local entity, the POs must align to Cisco Systems LLC.
- POs for Cisco Branded Services will always be submitted through Cisco Systems International BV. This can be performed using standard processes via Cisco Service Contract Center (CSCC) or Service Contract Center for Indirect Resellers and Distributors (SMS3).
  - *For a list of Cisco Branded and Partner Branded Services, reference the following link:*  
<http://www.cisco.com/web/Partners/services/promos/index.html>
- New Bill-to-IDs (BID) and Customer-IDs (CID) will be created in Oracle for Distributors to be able to accept Point of Sales (POS) reports.

## 5.2 Detailed Procedure for Ordering with Cisco Systems LLC

### The Process of Submitting a PO for Pre-Validation:

1. Partner selects appropriate format of PO from templates provided by Cisco.
2. Partner fills in a PO and has it signed by authorized person, including company stamp.
3. Partner scans the PO and attaches scanned version of PO to an e-mail.
4. Only Partner's authorized representative can submit POs to Cisco LLC.
5. Local Customer Operations Specialist verifies the authority of the representative to submit an order in the customer specifics.
6. Partner submits the electronic PO version to Cisco Systems LLC Customer Service team via email alias: [cs-local-mfg@cisco.com](mailto:cs-local-mfg@cisco.com) and to standard customer support-support email alias: [cs-support@cisco.com](mailto:cs-support@cisco.com). **Please note: RU-LOCAL-MFG** must be included in the subject line.
7. All issues pertaining to POs or Sales Orders will be communicated to Partners via TeleService request. Partner confirmations must be provided to Cisco Systems LLC Customer Service by e-mail and reference the service request number in the subject field.
8. Once the PO is reviewed and all required information is present. Partners will be informed via email of pre-validation confirmation.

9. Partners will then submit 2 copies of the Purchase Order by mail to Cisco Systems LLC via the designated Customer Operations representative.
  - Postal Address of Cisco Systems LLC in Russia:  
To the attention of: Alina Martirosyan & Diana Mineeva  
Krylatsky Hills Business Park  
Krylatskaya Street, 17 (D)  
121614, Moscow, Russia
10. The original PO with a verified Cisco signature and stamp will then be mailed back to the Partner.

Possible reasons a Purchase Order might be rejected by Cisco Systems LLC Customer Operations:

1. The Partner submitting the Purchase Order is not eligible to order the locally manufactured product offered through Cisco Systems LLC.
2. Purchase Order is not accepted, due to one or more parameters needing to be changed in the Purchase Order form.
3. If PO is rejected, Customer Operations will:
  - I. Send an email notifying the Partner that the Purchase Order has been rejected, stating that Purchase Order cannot be processed. Customer Operations will indicate what changes need to be made.
  - II. Partner will make the changes and will send the electronic format of revised Purchase Order back to Customer Operations to be re-evaluated.
  - III. Customer Operation validates Purchase Order.
  - IV. If validation is successful, the Partner can proceed with sending the revised official Purchase Order via mail.





### 5.3 Purchase Order Template

Below are the Purchase Order Templates associated with Cisco Systems LLC.

#### Services Purchase Order Template:

<b>Purchase Order / Заказ на покупку №</b>				<b>dated / от</b>		<b>ДД.ММ.ГГ</b>							
To / Кому:				ООО "Сиско Системс"									
Order type / Тип заказа:				Сервис									
Partner's name / Имя партнера:													
Bill-To Address / Реквизиты плательщика:													
End user Name / Наименование конечного заказчика:													
End User address / Адрес конечного заказчика:													
Reseller Name / Наименование перепродавца:													
Reseller Address/ Адрес перепродавца:													
Ship to Address / Адрес поставки:													
Contact Name for notifications / Контактное лицо для уведомлений:													
Telephone / Тел.:													
E-mail / Электронная почта:													
Agreement Date / Дата соглашения:													
Associated original SO No. / Номер первоначального заказа на услуги:													
Deal ID / Номер сделки:													
Invoicing Terms / Условия инвойсирования													
Associated product PO / Номер связанного заказа на продукты:													
#	Service Code / Код услуги	Product ID (PID) / Идентификатор продукта	Install Site ID (O address) / Адрес установки	Service contract start date / Дата начала сервисного контракта	Service contract end date / Дата окончания сервисного контракта	Service Description / Описание услуги	Price-list RUB value / Цена по прейскуранту, рубли	Discount rate / Скидка, %	Net Unit RUB Price excluding VAT / Цена за единицу, рубли, без НДС	Quantity / Количество	Total Net RUB excluding VAT / Итого сумма, рубли, без НДС	VAT RUB amount / Сумма НДС, рубли	Total Amount RUB incl. VAT / Итого сумма, рубли, включая НДС
1							65,765.00		768,768.00	3	2,306,304.00	415,134.72	2,721,438.72
2											0.00	0.00	0.00
3											0.00	0.00	0.00
4											0.00	0.00	0.00
5											0.00	0.00	0.00
6											0.00	0.00	0.00
<b>Total / Итого:</b>										<b>3</b>	<b>2,306,304.00</b>	<b>415,134.72</b>	<b>2,721,438.72</b>
Partner / Партнер				<b>Cisco Systems, LLC / ООО «Сиско Системс»</b>									
Authorized Signature / Подпись уполномоченного лица				_____									
Print Name / Имя печатными буквами				_____									
Title / Должность				_____									
Date / Дата				_____									
Seal / М.П.				_____									



Product Purchase Order Template:

<b>Purchase Order / Заказ на покупку №</b>		<b>dated / от</b>		<b>Дд.Мм.Гг</b>						
To / Кому:		ООО "Сиско Системс"								
Order type/ Тип заказа:		Продукт								
Partner's name / Имя партнера:										
Bill-To Address / Реквизиты плательщика:										
End user Name/ Наименование конечного заказчика:										
End User address / Адрес конечного заказчика:										
Reseller Name / Наименование перепродавца:										
Reseller Address/ Адрес перепродавца:										
Ship to Address / Адрес поставки:										
Contact Name for notifications / Контактное лицо для уведомлений:										
Telephone / Тел.:										
E-mail / Электронная почта:										
Agreement Date / Дата соглашения:										
Order Type 2 (standard or replacement) / Тип заказа 2 (обычный или обмен):										
Associated original SO No. / Номер первоначального заказа на услуги:										
Deal ID / Номер сделки:										
CBN:										
Price-list / Прейскурант:										
Associated service PO / Номер связанного заказа на услуги:										
#	SKU # / Номер продукта	Product / Описание продукта	Price-list RUB value / Цена по прейскуранту, рубли	Discount rate / Скидка, %	Net Unit RUB Price excluding VAT / Цена за единицу, рубли, без НДС	Quantity, units / Количество, штук	Total Net RUB excluding VAT / Итого сумма, рубли, без НДС	VAT RUB amount / Сумма НДС, рубли	Total Amount RUB incl. VAT / Итого сумма, рубли, включая НДС	Requested shipping date / Запрашиваемая дата поставки
1							0.00	0.00	0.00	
2							0.00	0.00	0.00	
3							0.00	0.00	0.00	
4							0.00	0.00	0.00	
5							0.00	0.00	0.00	
6							0.00	0.00	0.00	
<b>Total / Итого</b>							<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
Partner / Партнер		<b>Cisco Systems, LLC / ООО «Сиско Системс»</b>								
Authorized Signature / Подпись уполномоченного лица		Authorized Signature / Подпись уполномоченного лица								
Print Name / Имя печатными буквами		Print Name / Имя печатными буквами								
Title / Должность		Title / Должность								
Date / Дата		Date / Дата								
		Seal / М.П.								Seal / М.П.

5.4 Support Resources

If you have further questions regarding the ordering process aligned with the Cisco Systems LLC or the new Cisco Systems LLC purchase order template, please contact your Cisco Systems LLC [Customer Operations](#) representative: Alina Martirosian or Diana Mineeva.

## Order Status

### 6.1 New Process Overview

Cisco Systems LLC will send Partners notifications of significant changes to a products' promise date via email. Additionally, these notifications will be sent upon the following system events:

Beginning Order Statuses	End Status Result	Trigger to move to the End status	Notifications to Partners	Status Definition
	<b>Submitted</b>	Order is Created	Partner will receive automatic notification from 1C that order has been created	Order is entered in 1C but is not yet booked
Submitted	<b>Booked</b>	Holds are removed (e.g. credit check) CSR book the order	Order confirmation notification is sent via TeleService case by CSR to Partner	Order is in 1C, and waiting to be scheduled. The PO to be sent to manufacturing
Booked	<b>Sent to Manufacturing</b>	PO Is Created	Partner will receive automatic notification from 1C that order has been sent to manufacturing	Sent to Manufacturing indicates the PO has been prepared, but the order can still be changed or cancelled per Cisco Policy
Sent to Manufacturing	<b>Building In Progress</b>	10 days prior to promise date. Calendar Days, unless otherwise specified in the contract	Partner receives backlog of open lines	Building in progress is 10 days prior to promise date. Per Cisco policy, changes or cancellations can be made prior to Building in Progress



Building in Progress	<b>Pick Eligible</b>	Promise date is realized	Partner receives notification that order is ready to be picked up	Status indicates that product manufacturing is complete and the customer is eligible to pick up. This typically starts the first day of the promise date
Pick Eligible	<b>Closed</b>	Partner picked-up product. Way Bill is Posted		The order is picked- up and invoiced
Closed		For Cancelled Orders When the Cancellation Flag is marked "Yes" Status of such orders also move to "Closed"		Cancellation is complete



## Example of Notification for PO Acknowledgement

ORDER INFORMATION

-----  
Purchase Order Number : ABC001  
Purchase Order Date : 14-07-2011  
Sales Order Number : C0000000128  
Sales Order Date : 14-07-2011  
Current SO Status : Submitted  
-----

ITEMS

-----  
Line Product Qty Unit Price Extended Price

-----  
1 CGR-2010/K9-RH 15 33,333 RUR39,332.94 RUR  
CGR-2010/K9-RH  
Requested Ship Date: 22-07-2011  
-----

2 NME-RVPN= 35 26,932.62 RUR31,780.49 RUR  
NME-RVPN=  
Requested Ship Date: 20-08-2011  
-----

Total[RUR]: 1,702,311.31  
-----

Contact : <>  
Phone :  
Email : igolubin@cisco.com  
Payment Terms : 30 NET  
-----

SHIP-TO ADDRESS



## Example of Notification Sent to Manufacturing

```
-----  
ORDER INFORMATION  
-----  
Purchase Order Number : ARC001  
Purchase Order Date : 14-07-2011  
Sales Order Number : C0000000128  
Sales Order Date : 14-07-2011  
Current SO Status : Sent to Manufacturing  
  
ITEMS  
-----  
Line Product Qty Unit Price Extended Price  
-----  
1 CGR-2010/K9-RH 15 33,333 RUR39,332.94 RUR  
CGR-2010/K9-RH  
Requested Ship Date: 22-07-2011  
Promise Date : 19-08-2011  
-----  
2 NME-RVPN= 35 26,932.62 RUR31,780.4917142857 RUR  
NME RVPN=  
Requested Ship Date: 20-08-2011  
Promise Date : 22-07-2011  
-----  
Total[RUR]: 1,702,311.31  
-----  
Contact : <>  
Phone :  
Email : igolubin@cisco.com  
Payment Terms : 30 NET  
-----  
SHIP-TO ADDRESS  
-----  
OCS  
Contact : <>  
Phone:
```

#### Key changes to Ordering Status

- Partners who purchase products from Cisco Systems LLC will not have access to automated order status tools.
- Status notifications will be sent from Cisco Systems LLC Customer Operations to the Partner via Teleservice case from standard Cisco Systems LLC Customer Service support alias.
- Any additional status updates requested should be requested from your respective [Customer Operations](#) representative.

#### Order request dates and promise dates:

- The structure of a PO will be based on PO lines. Promise dates will be assigned per line based on lead time of the products and specified request dates by Partner.
- There will be no such parameters as ship sets, early ship flag indicator or partial flag indicator.
- If Partners specify the same request date for multiple lines with different products, these multiple lines will be assigned the same promise date based on the maximum lead time of the products.
- Partners will be managing their shipment scheduled from the Jabil factory site by using request dates. If multiple lines on the PO are specified as the same request date, this indicates that the Partner wants to pick these products up on the same day.

Expedite process:

1. Only Partner's authorized person can submit expedite request to Cisco LLC.
2. Local Customer Operations specialist verifies the authority of the person to submit an expedite request.
3. Partner submits the request to Cisco Systems LLC Customer Support team by sending e-mail in English to alias: [cs-local-mfg@cisco.com](mailto:cs-local-mfg@cisco.com) and to standard customer support-support email alias at [cs-support@cisco.com](mailto:cs-support@cisco.com).  
**Please Note: RU-LOCAL-MFG** must be included in the subject line.
4. Local Customer Operations specialist will reply to the partner's original e-mail with the new promise dates, or rejection of request.
5. If there are multiple line items on the order and Partner requests expedite on any line items, *all* line items will be assigned the new promise date. All line items on the order will be available for pick up at the same time.
  - Partners may request an exception to allow single line items be expedited on a single order.

Recommit:

- Cisco can recommit promise dates in the event they cannot meet the original promise dates for various reasons.
- In cases of recommit, all lines which had originally held the same request date and were scheduled for the same promise date, will be recommitted and assigned a new promise date.
- Local Customer Operations specialist will inform Partner about the new promise date via e-mail.



Order change process:

1. Partner submits the electronic PO version to Cisco Systems LLC Customer Support team via email alias: [cs-local-mfg@cisco.com](mailto:cs-local-mfg@cisco.com) and to standard customer support-support email alias at [cs-support@cisco.com](mailto:cs-support@cisco.com). Partners need to make sure to include: **RU-LOCAL-MFG** in the subject line.
2. All the issues with a PO or Sales Orders are being communicated to a Partner via TeleService request as well as all the Partner's confirmations are being provided to Cisco Systems Customer Support by e-mail with reference in the subject field to the service request number.
3. Once pre-validation is confirmed by Cisco Systems LLC representative, Partners will then submit the Purchase Order by mail to Cisco via the designated Customer Operations representative.
  - *Postal Address of Cisco Systems LLC in Russia:*  
To the attention of: Alina Martirosyan & Diana Mineeva  
Krylatsky Hills Business Park  
Krylatskaya Street, 17 (D)  
121614, Moscow, Russia

## 6.2 Support Resources

If you have further questions or concerns regarding receiving and / or checking your Cisco Systems LLC order status, please contact [Customer Operations](#) representative.

## Submitting Payments

### 7.1 New Process Overview

The establishment of Cisco Systems LLC will result in changes to the invoice format and payment submission process. Updated invoices and Invoice Facturas will be sent for new orders placed with Cisco Systems LLC. Payments should be in Rubles and directed to Cisco Systems LLC as detailed below.

#### Key Changes to the Submitting Payments Process

- Invoices and Invoice Facturas for locally manufactured products will be sent by Cisco Systems LLC and will be priced in Russian Rubles.
- Invoices for Cisco Branded Services covering locally manufactured products will continue to be sent from Cisco Systems International BV and priced in USD.
- Products and services will be invoiced separately.
- Partner Branded Services purchased via Cisco Systems LLC will follow a monthly invoicing schedule.
- Partners will submit payments in Rubles.
- The Cisco Systems LLC banner and address will be reflected on all applicable invoices.
- Orders placed with Cisco Systems International BV will continue to be processed by Cisco Systems International BV until complete. Please submit payments to the Cisco Company referenced on the invoice or Citibank in case of extended credit line.

### 7.2 Detailed Procedures

- All payments to Cisco Systems LLC will be directed to:  
Расчетный счет 40702810600701647005  
ЗАО КБ «Ситибанк»  
ул. Гашека 8-10, г.Москва, 125047  
Корреспондентский счет 30101810300000000202  
БИК 044525202
- Partners will need to submit payments to two separate Cisco companies if they continue to do business with both Cisco Systems LLC and Cisco Systems International BV.



## Delivery of Products and Services

### 8.1 New Process Overview

#### Products:

The establishment of Cisco Systems LLC will result in changes to the delivery of locally manufactured products and services. All product orders will be on a default shipping option of Opt-Out (Partners arrange for their own transportation). Three days prior to the promise date (excluding the promise date), Partners will be informed of the product's availability for pick up. There will be a grace period of one day after the promise date, during which the Partner may pick up their order without incurring storage fees. For each day following the grace period, and up to thirty days after the promise date, a storage fee will be charged. After the thirty day time period has elapsed, Cisco will assume the order is canceled and a 15% restocking fee will be invoiced.

#### Example:

Notification day	Waiting day	Waiting day	Promise day	Grace period	Start charging for storage
17th	18th	19th	20th	21st	22nd

**\*Note:** The storage fee will be 2% of PO value of products to be picked up divided by 30 days. Fee will be charged per day after Promised Ship Date+1, and up to 30 days.

Orders can be picked up at:

Jabil Address:

Kalinin district, Burashevskoe rural settlement, v. Sadykovo  
170540, Russia, Tver region.

If a transportation carrier is hired for the pickup of an order, a power of attorney is to be signed by the Partner contracting the transportation carrier. This power of attorney must be presented to an authorized Cisco representative at the time of pick up. A Waybill TORG-12 will then be signed by an authorized Cisco representative and the transportation carrier transferring risk.



Services:

Services purchased through Cisco Systems LLC are to be delivered within the borders of Russia. All services purchased for distribution outside of the Russia borders must be purchased from Cisco Systems International BV.

Key Changes

- Cisco Systems LLC will not offer local shipping. All products must be picked up at the warehouse designated by Cisco. Default shipping method of Opt-Out (Partners arrange for their own transportation) will be in place.
- Storage fees will begin to accrue after the 1-day grace period following the promise date.
- If an order has not been picked up after thirty days, Cisco will assume the order has been cancelled and charge the Partner a 15% restocking fee.

## Order Change, Cancellation, Returns, and Holds

### 9.1 New Process Overview

#### Order changes and cancellations:

Orders cannot be changed or canceled within ten days prior to the promise date, as per contractual conditions. Requests for order changes or cancellations have to be submitted via email, or fax. Change or cancellation requests have to be submitted as a new PO, reflecting the requested change. The New PO submission follows the standard process of submitting orders to Cisco Systems LLC, described earlier. If the requested change is made prior to the ten days leading up to promise date, the change will be made and the customer will be informed about the progress of the request.

Order changes and/ or cancellations should follow the rules below:

- Orders cannot be canceled ten days prior to promise date
- If changes or cancellation is needed after the 10 day threshold, the Returns Process should be used.

#### Returns:

A “Buy Back” process will be used in lieu of Credit Memos to issue credits to Partners for returns.

### 9.2 Detailed Procedure for Returning a Product with Cisco Systems LLC

1. To initiate the return process, a Partner must contact the Cisco Systems LLC Customer Service Team. For a product that is dead on arrival (DOA), Partners will need to contact the TAC.
2. Partners will need to provide the following information for a returns request –
  - a. S/N of the product. (Serial numbers shipped by Russia LLC will start with “ALT” or “JTV”).
  - b. Reason for return or replacement requirement, and the details of claim. (e.g. DOA).
  - c. Sales Order number used for purchase of the product(s). Sales Orders processed by Cisco Systems LLC start with “C” and have 11 digits ( e.g. C0000000234).
3. The return request will follow Cisco’s approval process, and the Partner will be informed of the status of the request.

4. If the request is approved, Cisco Systems LLC will issue a 'buy back' PO for Partner.
5. For replacement orders (including DOAs) Partners will need to raise a new PO.
6. When the 'buy back' PO is issued, the Partner can ship the products to the address that will be provided by Customer Service . The buy back PO number needs to be included when sending the product.
7. If discrepancies are found between expected products and products received, Cisco Systems LLC Customer Service will work with the Partner to resolve them.
8. Upon confirmation of the receipt, Cisco Systems LLC will request a TORG 12 Waybill, invoice, and invoice factura to receive the 'credit' back.
9. Cisco Systems LLC will then issue the payment to the Partner.

Holds:

Partners may change the shipping date for up to thirty (30) days from the original shipping date scheduled by Cisco, provided a written notice with a new requested shipping date is received by Cisco at least ten (10) days before the originally scheduled shipping date. Rescheduled shipment requests by Partners less than ten (10) days before the originally scheduled shipping date may be subject to: (a) acceptance by Cisco, and (b) a penalty of fifteen percent (15%) of the total Purchase Order amount relating to the affected products which Cisco may impose.

If the request for a new shipping date is compliant with the terms and condition of this section listed above such date becomes the new Shipping Date.

Service Cancellations:

- Since monthly invoicing will be used for Partner Branded Services sold via Cisco Systems LLC, credits will not be granted for respective service cancellations.
- Should a cancellation be required for services for locally manufactured products, Partners should work with their Partner Account Manager/ Distribution Account Manager to request the cancellation.
- Once a service cancellation request has been received and approved by Cisco, the desired service contract lines will be terminated and the monthly invoicing schedule will be discontinued.
- Cancellation requests for Cisco Branded services purchased from Cisco Systems International BV will continue to be processed as they are today.

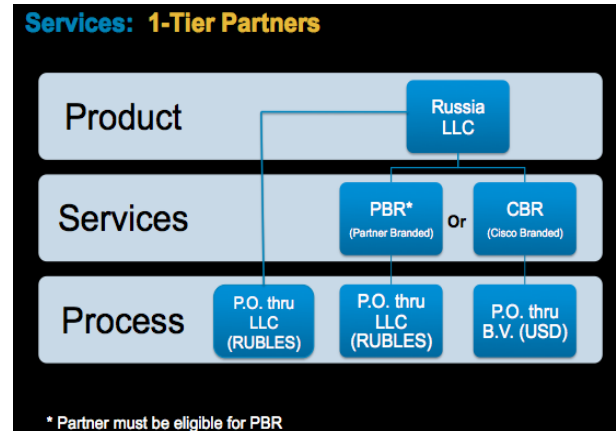
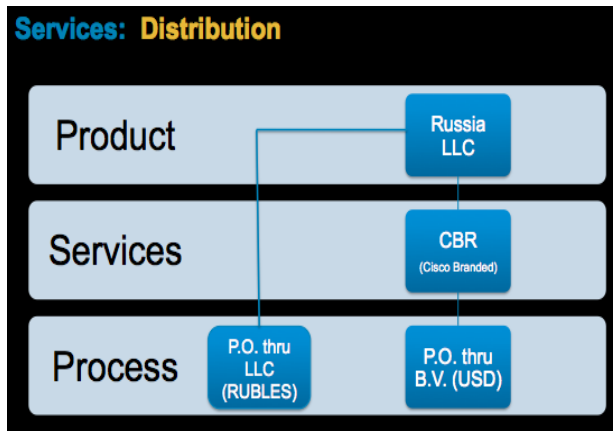
## Service Contract Management

### 10.1 New Process Overview

Partners will *not* be provided with online access to service contracts purchased from Cisco Systems LLC. As a result, all Cisco Systems LLC service contract management activities (including identification of renewal opportunities) will be handled by Cisco. Cisco will proactively work with Partners for all Cisco Systems LLC service contract renewals.

In addition, Performance Metrics Central (PMC) will not capture service attach and/or service renewal metrics for Cisco Systems LLC business. This will neither improve nor negatively impact Partners annual performance metrics.

For Cisco Branded service attach orders submitted via Cisco Systems International BV, there will be no change to existing service contract or opportunity management capabilities. Both System Integrators and Distributors will continue to have online access to their service contracts and renewal opportunities as they do today. Performance metrics will also be captured automatically within Performance Metrics Central (PMC).





## Appendix

### Postal Address for Cisco Systems LLC in Russia

To the attention of: Alina Martirosyan & Diana Mineeva  
Krylatsky Hills Business Park  
Krylatskaya Street, 17 (D)  
121614, Moscow, Russia





### Product Invoice Example

Банк получателя		БИК	
		Сч. №	
ИНН	КПП	Сч. №	
ООО "Сиско системс"			
Получатель			

Счет на оплату № C0000000050 от 23 июня 2011

Поставщик: **ООО "Сиско системс"**

Грузоотправитель: **ООО "Сиско системс"**

Покупатель:

Грузополучатель:

№	Артикул	Товары (работы, услуги)	Кол-во	Ед.	Цена	Сумма без скидки	Скидка (наценка)	Сумма
1	NME-RVPN=	NME-RVPN=	5	шт				
2	NME-RVPN-	NME-RVPN-G2=	10	шт				

**Итого:**  
**Сумма НДС:**  
**Всего к оплате:**

Всего наименований 2, на сумму \_\_\_\_\_ руб.  
\_\_\_\_\_ рублей \_\_\_\_ копеек

Руководитель

\_\_\_\_\_   
должность

\_\_\_\_\_   
подпись

\_\_\_\_\_   
расшифровка подписи

Главный (старший) бухгалтер

\_\_\_\_\_   
подпись

\_\_\_\_\_   
расшифровка подписи



## Product Invoice Factura Example

Приложение №1  
к Правилам ведения журналов учета полученных и выставленных счетов-фактур,  
книг покупок и книг продаж при расчетах по налогу на добавленную стоимость,  
утвержденным постановлением Правительства Российской Федерации от 2 декабря 2000 г. N 914  
(в редакции постановлений Правительства Российской Федерации от 15 марта 2001 г. N 189,  
от 27 июля 2002 г. N 575, от 16 февраля 2004 г. N 84, от 11 мая 2006 г. N 283, от 26 мая 2009 г. N 451)

**Счет-фактура № 9 от 23 июня 2011 г.**

Продавец: ООО "Сиско системс" ()

Адрес: --

ИНН/КПП продавца: --

Грузоотправитель и его адрес: он же

Грузополучатель и его адрес:

К платежно-расчетному документу № -- от --

Покупатель:

Адрес:

ИНН/КПП покупателя:

Валюта: руб.

1	2	3	4	5	6	7	8	9	10	11
Наименование товара (описание выполненных работ, оказанных услуг), имущественного права	Единица изме- рения	Коли- чество	Цена (тариф) за единицу измерения	Стоимость товаров (работ, услуг), имущественных прав, всего без налога	В том числе акциз	Налоговая ставка	Сумма налога	Стоимость товаров (работ, услуг), имуществен- ных прав, всего с учетом налога	Страна происхо- ждения	Номер таможенн ой декларац ии
NME-RVPN=	шт	5.000			--	18%			--	--
NME-RVPN-G2=	шт	10.000			--	18%			--	--
<b>Всего к оплате</b>										

Руководитель организации \_\_\_\_\_  
(подпись) (ф.и.о.)

Главный бухгалтер \_\_\_\_\_  
(подпись) (ф.и.о.)

\_\_\_\_\_  
(подпись) (ф.и.о.)

(реквизиты свидетельства о  
государственной  
регистрации индивидуального  
предпринимателя)

Примечание. Первый экземпляр -  
покупателю, второй экземпляр -  
продавцу



Product Waybill TORG 12 Example

Унифицированная форма № ТОРГ-12  
Утверждена постановлением Госкомстата России от 25.12.98 № 132

ООО "Сиско системс"	организация-грузоотправитель, адрес, телефон, факс, банковские реквизиты	Форма по ОКПД по ОКПО	Коды <b>0330212</b>
	структурное подразделение	ельности по ОКДП	
Грузополучатель	организация, адрес, телефон, факс, банковские реквизиты	по ОКПО	
Адрес доставки	адрес доставки	по ОКПО	
Поставщик ООО "Сиско системс"	организация, адрес, телефон, факс, банковские реквизиты	по ОКПО	
Плательщик	организация, адрес, телефон, факс, банковские реквизиты	по ОКПО	
Основание	Заказ покупателя № _____ от 2011	номер	
	договор, заказ-наряд	дата	
	Номер документа	номер	
	С0000000050	дата	
	23.06.2011	Вид операции	
<b>ТОВАРНАЯ НАКЛАДНАЯ</b>		Транспортная накладная	

Но- мер по по- рядку	Товар		Единица измерения		Вид упако вки	Количество			Цена, руб. коп.	Сумма без учета НДС, руб. коп.	НДС		Сумма с учетом НДС, руб. коп.	
	наименование, характеристика, сорт, артикул товара	код	наименовани е	код по ОКЕИ		в одном месте	мест, штук	Масса брутто			Коли- чество (масса нетто)	ставка, %		сумма, руб. коп.
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	NME-RVPN= (NME-RVPN= 1)	NME-RVPN=	шт	796					1.000			18%		
2	NME-RVPN= (NME-RVPN= 2)	NME-RVPN=	шт	796					1.000			18%		
3	NME-RVPN= (NME-RVPN= 3)	NME-RVPN=	шт	796					1.000			18%		
4	NME-RVPN= (NME-RVPN= 4)	NME-RVPN=	шт	796					1.000			18%		
5	NME-RVPN= (NME-RVPN= 5)	NME-RVPN=	шт	796					1.000			18%		
6	NME-RVPN-G2= (NME-RVPN-G2=	NME-RVPN-	шт	796					1.000			18%		
7	NME-RVPN-G2= (NME-RVPN-G2=	NME-RVPN-	шт	796					1.000			18%		
8	NME-RVPN-G2= (NME-RVPN-G2=	NME-RVPN-	шт	796					1.000			18%		
9	NME-RVPN-G2= (NME-RVPN-G2=	NME-RVPN-	шт	796					1.000			18%		
10	NME-RVPN-G2= (NME-RVPN-G2=	NME-RVPN-	шт	796					1.000			18%		
11	NME-RVPN-G2= (NME-RVPN-G2=	NME-RVPN-	шт	796					1.000			18%		
12	NME-RVPN-G2= (NME-RVPN-G2=	NME-RVPN-	шт	796					1.000			18%		
13	NME-RVPN-G2= (NME-RVPN-G2=	NME-RVPN-	шт	796					1.000			18%		
14	NME-RVPN-G2= (NME-RVPN-G2=	NME-RVPN-	шт	796					1.000			18%		
Итого									14.000	X		X		

Но- мер по по- рядку	Товар		Единица измерения		Вид упако вки	Количество			Цена, руб. коп.	Сумма без учета НДС, руб. коп.	НДС		Сумма с учетом НДС, руб. коп.	
	наименование, характеристика, сорт, артикул товара	код	наименовани е	код по ОКЕИ		в одном месте	мест, штук	Масса брутто			Коли- чество (масса нетто)	ставка, %		сумма, руб. коп.
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
15	NME-RVPN-G2= (NME-RVPN-G2=	NME-RVPN-	шт	796					1.000			18%		
Итого									1.000	X		X		
Итого									15.000	X		X		

Товарная накладная имеет приложение на \_\_\_\_\_ и содержит \_\_\_\_\_ порядковых номеров записей

\_\_\_\_\_ прописью

Масса груза (нетто) \_\_\_\_\_

Всего мест \_\_\_\_\_ прописью

Масса груза (брутто) \_\_\_\_\_ прописью

Приложение (паспорта, сертификаты и т.д.) на \_\_\_\_\_ листах

Всего отпущено на сумму \_\_\_\_\_ рублей \_\_\_\_\_ копеек прописью

Отпуск разрешил \_\_\_\_\_ должность \_\_\_\_\_ прописью

Главный (старший) бухгалтер \_\_\_\_\_ должность \_\_\_\_\_ прописью

Отпуск груза произвел \_\_\_\_\_ должность \_\_\_\_\_ прописью

М.П. "23" июня 2011 года

По доверенности № \_\_\_\_\_ от \_\_\_\_\_

выданной кем, кому (организация, должность, фамилия, и. о.) \_\_\_\_\_

Груз принял \_\_\_\_\_ должность \_\_\_\_\_ прописью

Груз получил \_\_\_\_\_ должность \_\_\_\_\_ прописью

М.П. " " \_\_\_\_\_ 20 года



## Service AoA Example

Акт № С0000000059 от 28 июня 2011 (Act № ... As of ... June ...)

Исполнитель: (executor) ООО "Сиско системс"

Заказчик: (customer)

№	Наименование работ, услуг (name of service)	Кол-во (Quantity)	Ед. (item)	Цена (Price)	Сумма (amount)
1	ЕТSPR		5 шт		

Итого: (total)  
Сумма НДС (VAT amount)

Всего оказано услуг 1, на сумму \_\_\_\_ руб. (Total services 1, for the amount ... Rubles)  
\_\_\_\_\_ рублей \_\_\_\_\_ копеек (rubles)

Вышеперечисленные услуги выполнены полностью и в срок. Заказчик претензий по объему, качеству и срокам оказания услуг не имеет. (Above mentioned services are executed timely and fully. Customer doesn't have any claims to the volume, quality and dates of rendering services)

Исполнитель (executor) \_\_\_\_\_ Заказчик (customer) \_\_\_\_\_



### Service Invoice Example

		БИК	
Банк получателя		Сч. №	
ИНН	КПП	Сч. №	
ООО "Сиско системс"			
Получатель			

### Счет на оплату № C000000059 от 28 июня 2011

Поставщик: ООО "Сиско системс"

Грузоотправитель: ООО "Сиско системс"

Покупатель:

Грузополучатель:

№	Артикул	Товары (работы, услуги)	Кол-во	Ед.	Цена	Сумма
1	ETSPR	ETSPR	5	шт		

Итого:  
Сумма НДС:  
Всего к оплате:

Всего наименований 1, на сумму \_\_\_\_\_ руб.  
\_\_\_\_\_ рублей 00 копеек

**Руководитель** \_\_\_\_\_ должность \_\_\_\_\_ подпись \_\_\_\_\_ расшифровка подписи \_\_\_\_\_

**Главный (старший) бухгалтер** \_\_\_\_\_ подпись \_\_\_\_\_ расшифровка подписи \_\_\_\_\_



## Service Invoice Facture Example

Приложение №1

Счет-фактура № 22 от 28 июня 2011 г. (invoice-factura №... Of ... June...)  
 Продавец: ООО "Сиско системс" ( ) (seller)  
 Адрес: -- (address)  
 ИНН/КПП продавца: -- (INN code)  
 Грузоотправитель и его адрес: -- (shipper and his address)  
 Грузополучатель и его адрес: -- (receiver of shipment and his address)  
 К платежно-расчетному документу № -- от -- (attached to the purchase document)  
 Покупатель: (buyer)  
 Адрес: (address)  
 ИНН/КПП покупателя: (INN code)

Валюта: руб. (currency, rubles)

1	2	3	4	5	6	7	8	9	10	11
Наименование товара (описание выполненных работ, оказанных услуг), имущественного права (Name of product/service)	Единица измерения(unit of measure)	Количество (Quantity)	Цена (тариф) за единицу измерения (Price)	Стоимость товаров (работ, услуг), имущественных прав, всего без налога (Price without tax)	В том числе акциз (including excise)	Налоговая ставка (tax rate)	Сумма налога (tax amount)	Стоимость товаров (работ, услуг), имущественных прав, всего с учетом налога (amount with tax)	Страна происхождения (country of origin)	Номер таможенной декларации (№ of customs declaration)
ETSPR	шт	5,000				18%			--	--
<b>Всего к оплате</b>										

Руководитель организации (head of organisation)

\_\_\_\_\_  
 (подпись) (ф.и.о.)  
 \_\_\_\_\_  
 (подпись) (ф.и.о.)

Главный бухгалтер (chief accountant)

\_\_\_\_\_  
 (подпись) (ф.и.о.)  
 \_\_\_\_\_  
 (реквизиты)

Примечание. Первый экземпляр - покупателю, второй