



Online Repair Invoices

Self-Service Guide

September 2012

Online Repair Invoices Self-Service Guide

Introduction

This guide provides the step-by-step process for customers to access their online repair invoices. These invoices provide customers with their RMA number, product information, and the serial number for the repaired RMA products that have been returned by Cisco.

Accessing Online Repair Invoices

To access an online repair invoice follow this step-by-step process.

1. Go to Cisco Commerce Workspace (CCW): cisco-apps.cisco.com/cisco/psn/commerce

Worldwide [change] Welcome, Chris Young | Account | My Cisco

Search Go

Products & Services Support How to Buy Training & Events Partners

Cisco Commerce Workspace

[Open a Case](#) | [Training](#) | [CCW Support Community](#) | [Log Out](#)

Quick Start

Create Deal | Quick Quote | Configuration | Order Software Upgrade (PUT)

View All Deals & Quotes | Configurations | Orders | Invoices | Notifications

Manage Proxy

Download Deal & Quote Reports

Share Deals & Quotes

Quick Links

[View All Promotions](#) | [My Cisco Workspace](#) | [Workspace Profile and Preferences](#) | [List Price Catalog](#) | [CICS File Manager](#)

Preferred Language: English [Change]
Disclaimer: Please provide input in English only.

Find Products

Enter a product description or SKU

[Search Tips](#) | [Search by Product Family](#)

Workspace Search

Enter a term and choose a record type to locate a specific Commerce Workspace record. Basic | [Advanced](#)

Choose Category: Choose Field: Enter Search Term:

- In the Workspace Search, select the appropriate Category (Orders or Invoice, depending on the information available), Field (PO#, SO#, or Invoice#) and enter the Search Term based on the Category and Field selected. Click Search.

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Quick Start

Create | Deal | Quick Quote | Configuration | Order Software Upgrade (PUT)

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Find Products

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[Search Tips](#) | [Search by Product Family](#)

Workspace Search

Enter a term and choose a record type to locate a specific Commerce Workspace record. Basic | [Advanced](#)

Choose Category:

Choose Field:

Enter Search Term:

- Search Results will be displayed and click on the Sales Order number or Invoice number to be taken to the Order Details page.

Invoices

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Workspace Search

Enter a term and choose a record type to locate a specific Commerce Workspace record. Basic | [Advanced](#)

Choose Category:

Choose Field:

Enter Search Term:

Invoices [Export Results List](#) | [Edit Columns](#)

1 result(s) found in Invoices

Searched for:

Invoice #: 15662659 [Remove](#)

Transaction #	Transaction Type	Sales Order #	Purchase Order #	Transaction Date	Freight	Tax Amount	Amount
15662659	Invoice	50838201	Mike Maxwell 5-6-11	08 Aug 2011	0	6.88	106.88

Items per Page: 20 | Showing 1 - 1 of 1 | [<Previous](#) | 1 | [Next >](#)

- Go to the Billing and Invoice tab and click on the Invoice link. Note: if the user clicks on the invoice number, they will be automatically taken the Billing and Invoice tab.

Cisco Commerce Workspace | Search Order Status Open a Case | Training | CCW Support Community | Log Out

This order did not originate in the Commerce Workspace. Changes must be made using the appropriate legacy tool [R01891].

(Order is Completed)

Order Details

Purchase Order # for Cisco	Mike Maxwell 5-6-11	Account Manager:	Blumer,Jeff
Deal ID:	--	Program Type:	N/A
Web Order ID:	ECIOSA801	DPAS/TAA:	--
Sales Order ID	50838201	Shipping Priority	--
Trade-In Quote #:	--	Periodic Billing	--
Submitted By:	on 09 May 2011		

Billing Address	Shipping Address	Install Address:	End Customer Address
INTEGRA TELECOM Billing ID: 2598347 1201 NORTHEAST LLOYD BOULEVARD STE 500 PORTLAND OR 97232 United States	INTEGRA TELECOM Shipping ID: 1355196 4890 COLORADO STREET SE PRIOR LAKE MN 55372 United States		

Export Share Delete Print Email

Items Discounts Shipping & Insts **Billing and Invoice** Order History Internal View

Billing Information **Invoices**

Invoices in this order:

Invoice 15662659 [Export PDF](#)

[Aged Account Summary Tool](#)
[Terms & Conditions](#)

- Click on Export PDF to see the invoice with the Return for Repair information. The File Download prompt will appear. Click on Open or Save.

Billing Information | Invoices [Aged Account Summary Tool](#)
[Terms & Conditions](#)

Invoices in this order:

Invoice 15662659 [Export PDF](#)

Billing Address:	Attn: Accounts Payable	Ship to Address:	INTEGRA TELECOM 4890 COLORADO STREET SE PRIOR LAKE, MN 55372 30 NET 07 Sep 2011 Blumer,Jeff
Purchase Order #:		Account Manager:	Blumer,Jeff
Transaction Date:		Level:	
Reference #:		Rate:	0
Sales Order/RMA #:			
Customer #:			
Location #:			
Account Manager:			
Transaction Status:			

File Download

Do you want to open or save this file?

Name: Invoice_15662659.pdf
Type: Adobe Acrobat Document
From: tools-stage.cisco.com

Open Save Cancel

PO Line #	Item #	SKU	Shipped Qty	Tax	Unit Price	Extended Amount
	1.1	REP-SPVIP	2	\$0.00	\$0.00	\$0.00
	2.1	REP-SPVIP	5	\$6.88	\$20.00	\$100.00
Subtotal:						\$100.00
Freight:						\$0.00

6. A PDF version of the invoice will open.



Remit To:
 PO BOX 91232
 CHICAGO, IL 60693-1232
 United States

Invoice

Number	Purchase Order Number	Date	Page
15662659	Mike Maxwell 5-6-11	08 Aug 2011	1
Reference Number	Sales Order Number	Customer Number	Location Number
	50638201	533658	2566347

BILL TO

Attn: Accounts Payable
 INTEGRA TELECOM
 1201 NORTHEAST LLOYD
 BOULEVARD
 STE 500
 PORTLAND, OR 97232

SHIP TO

INTEGRA TELECOM
 4090 COLORADO STREET SE
 PRIOR LAKE, MN 55372

COPY INVOICE

Terms		Due Date			
30 NET		07 Sep 2011			
Customer Contact		Ship Date		Carrier/ Service Level	
				Shipping Reference	
				0	

PO Line #	Item #	Invoice Description	Quantity		TAX	Unit Price	Extended Amount
			Ordered	Shipped			
	2.1	REP-SPVIP RMA:0030192608 Delivery:0082622265 In Warranty / Unable to Duplicate Part Number 4026205 CIS330 BASIC HD/SD, CG3110 ISDP Serial Numbers: 151685709,152915675,152922755,152931001,152931949	5	5	Y	20.00	100.00



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