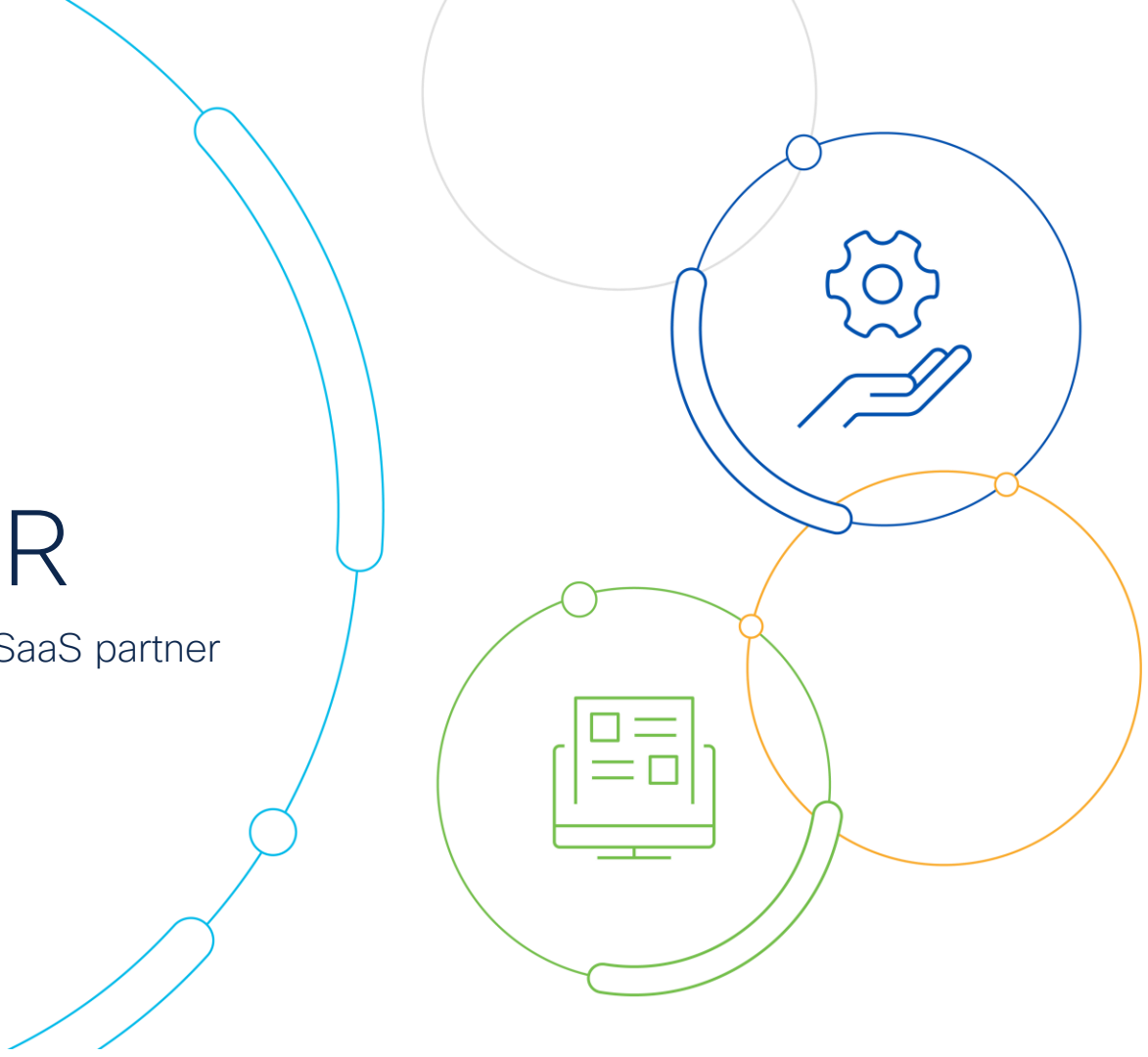




# CUWP to NFR

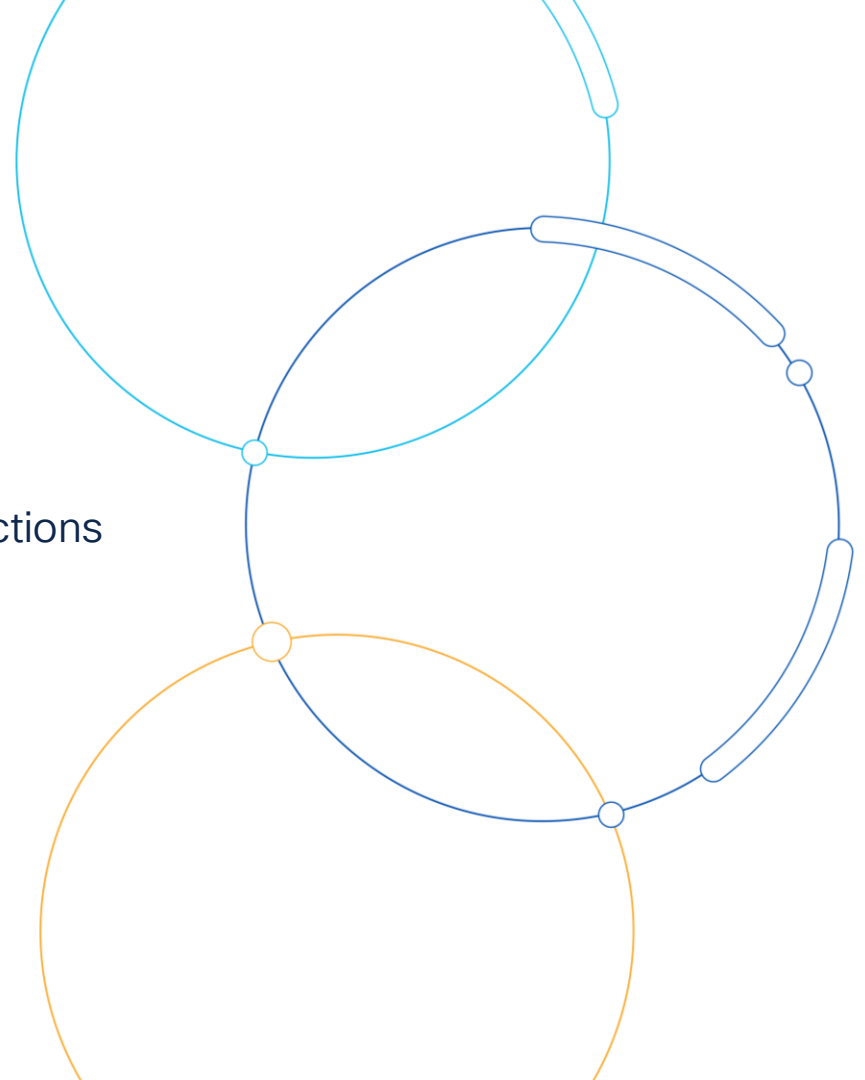
Thriving as a Cisco Collaboration SaaS partner

Last updated January 2024

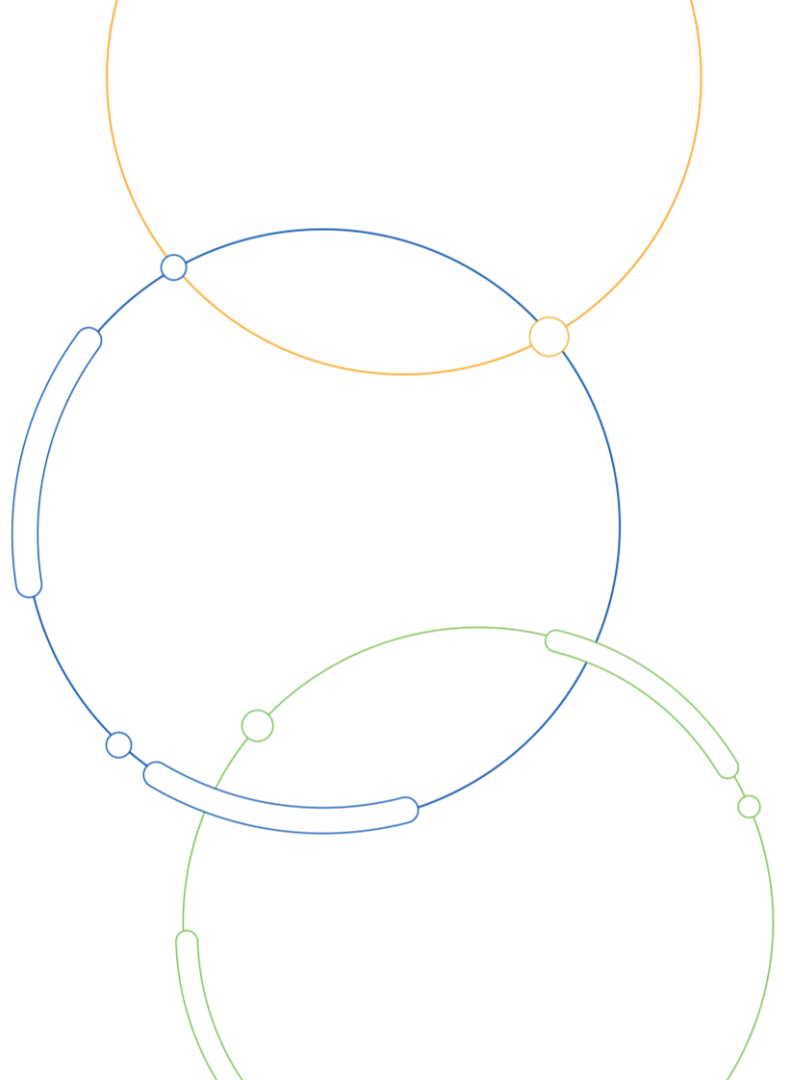


# Agenda

- 1 | Overview
- 2 | Ordering
- 3 | Subscription change/replace order instructions
- 4 | Add Webex Events Suite EA instructions
- 5 | Manual P2P transfer
- 6 | Support and resources

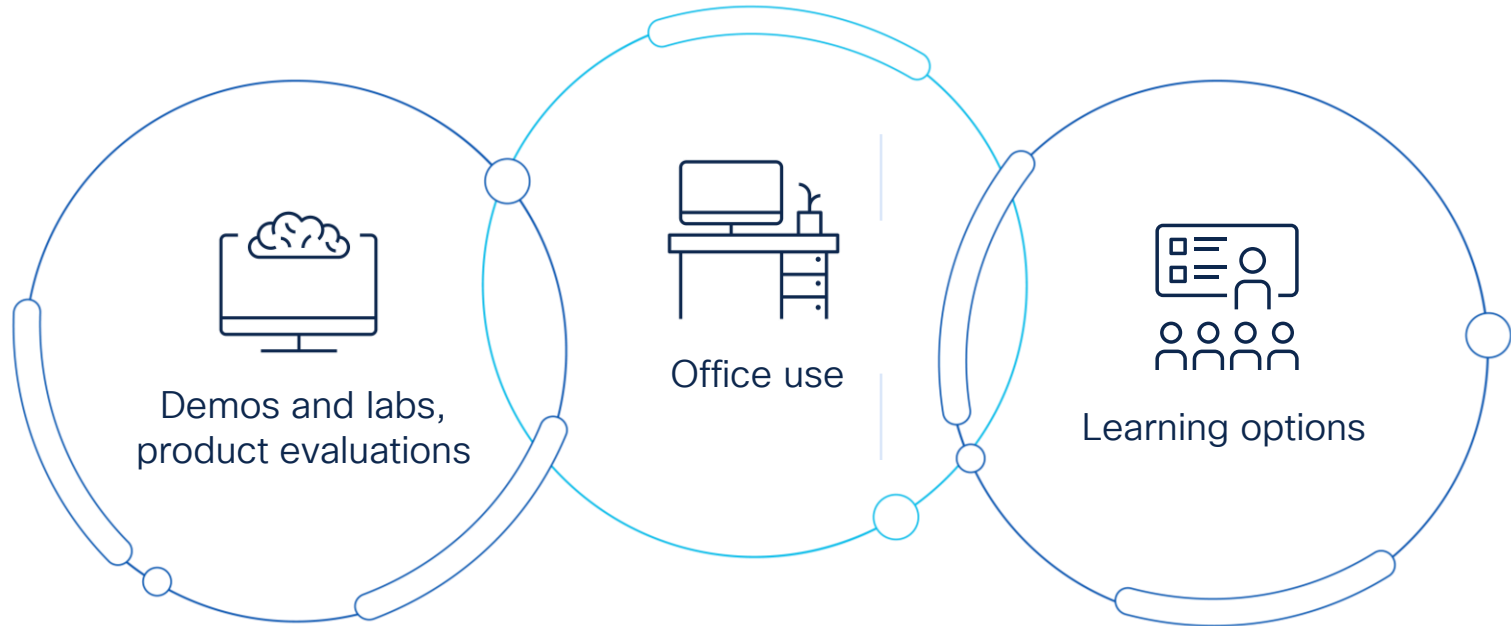


# Overview



# Not for Resale

The creation of exponential value for our partners and distributors through the intersection of:



# Expand your competitive advantage with Not for Resale

NFR Standard

Hardware  
Software  
Services

Collaboration  
SaaS Track

Collaboration subscriptions only  
Webex Suite for calling,  
meetings and messaging

# Ordering collaboration for internal use

## One unified, modern, experience

### NFR Standard

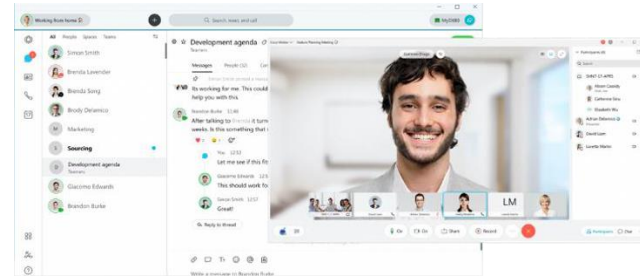
Collaboration devices - Hardware



Video Devices, UC Endpoints, Servers, etc.

### NFR Collaboration SaaS Track

Collaboration - Software



Cisco Webex Suite  
Call, Meet, Messaging and Events

# Collaboration partner experience

## NFR Standard – Collaboration devices (hardware)

Video Devices, UC Endpoints, Servers, etc.		
Level	Requirements	Purchasing limits*
Standard	Select, Premier or Gold	Gold- \$1-3M Distributors- \$3M Premier- \$500K Select- \$300K Registered- \$100K
Enhanced Select Enhanced Premier XL Gold	Bookings: Gold- \$100M+ YoY Growth Premier- \$1M+YoY Growth Select- \$1M + YoY Growth	Gold- \$7M Premier- \$1M Select \$600K

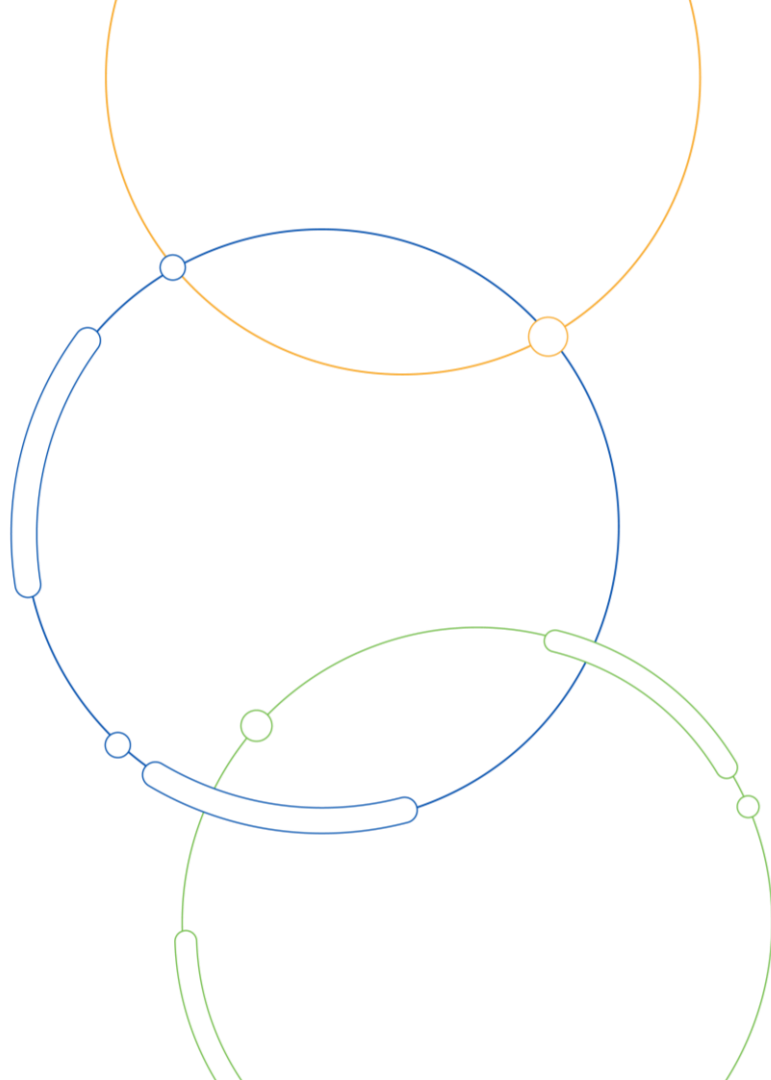
\*Purchasing Limits may vary by role. Please see [NFR Overview](#) for details.

## NFR – Collaboration SaaS Track (software)

Cisco Flex Plan Calling, Meetings, Teams, Customer Experience		
Level	Requirements	Purchasing limits
Level 1	Collaboration SaaS Specialization	\$125K TCV
Level 2	CSS + \$1M Collaboration bookings	\$300K TCV
Level 3	CSS + \$4M Collaboration bookings	\$750K TCV
Level 4	CSS + \$10M Collaboration bookings	\$2M TCV

NFR Collaboration SaaS Track is standalone and cannot be ordered with NFR Standard.

# Ordering





# Get set up for ordering NFR

## Confirm eligibility

Qualified partners must have the following:

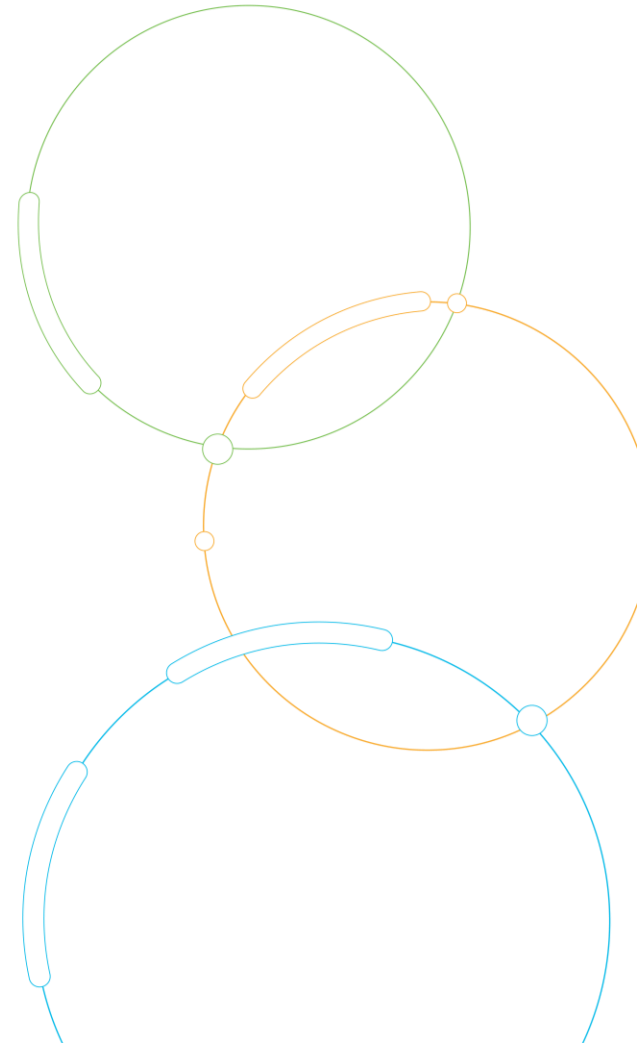
- Collaboration SaaS Specialization
- Channel Program Incentive Agreement (CPIA), a one-time enrollment for NFR and other incentives.

## Select incentive

Once qualifications are met, expect 2-3 days turn-around for the system to be updated.

Once updated, partners will need to select standalone incentive entitled: **Collab SaaS – NFR, instead of NFR – internal infrastructure.**

Note: incentives are not stackable and must be ordered separately.



# Migrating to the NFR Collaboration SaaS Track

## NFR Standard

- January 25, 2021 - NFR Collaboration SaaS Track launch and no new CUWP cloud or CUWP on-premise partner enrollments. Now new CUWP orders.
- [April 15, 2021 - CUWP On Premise EOS/EOL Announcement](#)
  - May 15, 2021, last day to order.
  - January 31, 2024, last day of support.
- [October 1, 2021 - CUWP Cloud EOS/EOL Announcement.](#)
  - December 31, 2021, last day to renew or add to an existing subscription.
  - December 31, 2024 - last day of support.
  - January 31, 2021 - Spark Call last day of support.
- December 31, 2021 - CUWP ends.
- February 23, 2022 - Socio in Webex Suite EA.

## NFR Collaboration SaaS Track

CUWP, Cloud and CUWP, on-premise partners can transition to NFR Collaboration SaaS Track immediately.

- Use it, know it, sell it.
- Enjoy the Webex experiences and latest innovations with Webex Calling, Meetings, Messaging, Events, Assistant and more.
- Deploy on-premise or cloud with the Cisco Flex Plan.
- Customize your Collaboration experience and maximize your NFR Collab SaaS Track allowance by purchasing Cisco Flex Plan EA (12 months term).

# NFR ordering- partner scenarios

## 1 New order

- A current and valid Cisco resale agreement.
- Already accepted the terms of the Channel Partner Incentive Agreement (CPIA).
- Enrolled into the Collaboration SaaS Specialization.
  - Partner configures and orders in Cisco Commerce.
  - Partner applies NFR Collab SaaS Incentive.
  - Cisco approves order.
  - Partner provisions order.

## 2 CUWP to NFR With terms < 12 months

- A current and valid Cisco resale agreement.
- Already accepted the terms of the CPIA.
- Enrolled into the Collaboration SaaS Specialization.
  - Partner opens CUWP subscription in Cisco Commerce.
  - Partner modifies using Replace.
  - Subscription with Flex configuration.
  - Partner applies NFR Collab SaaS Incentive.
  - Cisco approves order.
  - Partner provisions order.

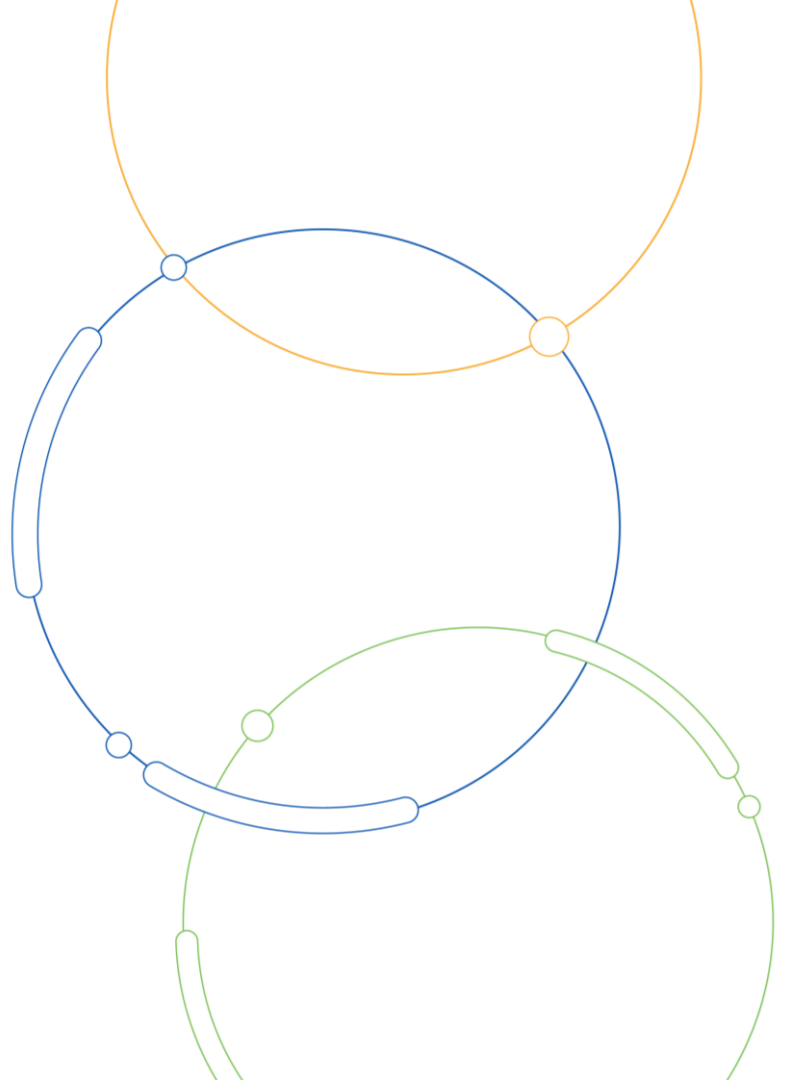
## 3 CUWP to NFR With terms < 12 months + downsell (TNU+ subscription)

- A current and valid Cisco resale agreement.
- Already accepted the terms of the CPIA.
- Enrolled into the Collaboration SaaS Specialization.
  - Partner opens CUWP subscription in Cisco Commerce.
  - Partner configures and orders in Cisco Commerce.
  - Partner applies NFR Collab SaaS Incentive.
  - Cisco approves order.
  - Partner provisions order.

May require Cisco AM engagement

# Step-by-step instructions

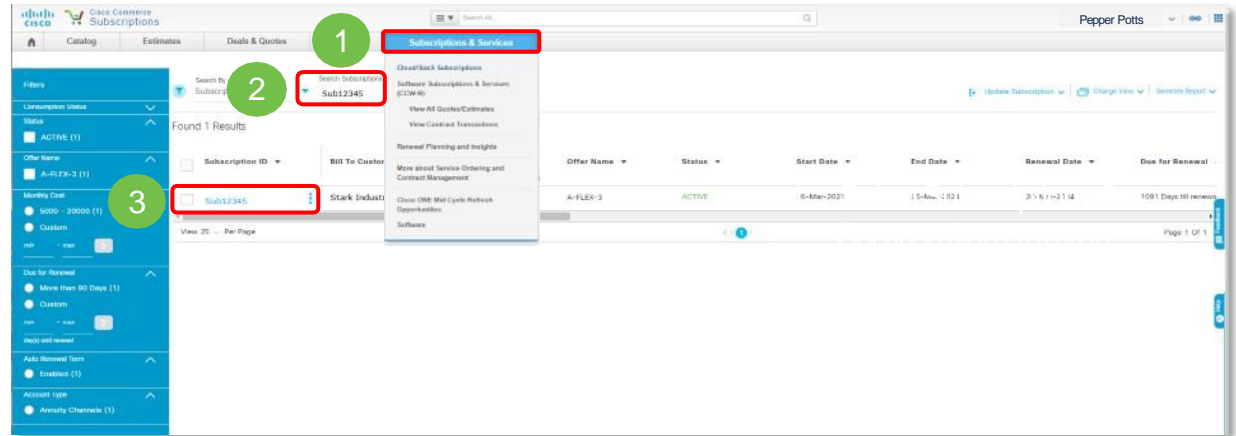
Subscription change/replace order



# Subscription change/replace order

To start your change/replace order, visit Cisco Commerce.

1. Select subscriptions & services from the top navigation bar, then select cloud/SaaS subscriptions in the drop-down menu.
2. Enter the subscription ID in the search subscription field, press enter.
3. In the search results, click the subscription ID hyperlink to go into the subscription.



# Subscription change/replace order

Choose action

4. Click the blue modify/renew subscription button.
5. Click here to assign partner contact.

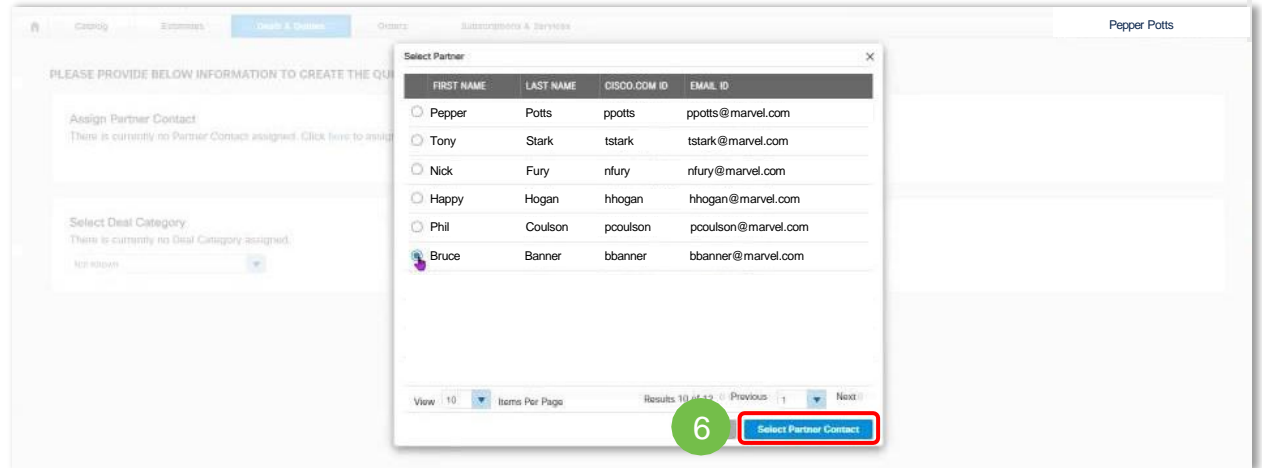
The screenshot shows the Cisco Commerce Subscriptions interface. The top navigation bar includes 'Catalog', 'Estimates', 'Deals & Quotes', 'Orders', and 'Subscriptions & Services'. The main content area displays details for a 'Collaboration Flex Plan 3.0 (A-FLEX-3)' subscription. A table lists key information: Subscription ID (Sub12345), Effective For (36.00 Months from 26-Mar-2021 to 25-Mar-2024), Automatically Renews For (12.00 Months On 26-Mar-2024), End Customer (Marvel Movies, Inc.), Billing Frequency (Annual Billing), Status (ACTIVE), Monthly Cost (USD 8,089.50), and Billing Amount (Annual Billing) (USD 97,074.00). A blue button labeled 'Modify/Renew Subscription' is highlighted with a red box, and a green circle with the number '4' is placed next to it. Other elements include 'View Legal Document', a 'Summary' tab, and various icons for 'Bill Day', 'Payment Method', and 'Current Open Balance'.

The screenshot shows the Cisco Commerce Deals & Quotes interface. The top navigation bar includes 'Catalog', 'Estimates', 'Deals & Quotes', 'Orders', and 'Subscriptions & Services'. The main content area displays a form titled 'PLEASE PROVIDE BELOW INFORMATION TO CREATE THE QUOTE'. A red box highlights the 'Assign Partner Contact' section, which contains the text 'There is currently no Partner Contact assigned. Click here to assign Partner Contact.' A green circle with the number '5' is placed next to this section. Below it is the 'Select Deal Category' section, which contains the text 'There is currently no Deal Category assigned.' and a dropdown menu with 'Not Known' selected.

# Subscription change/replace order

Choose action

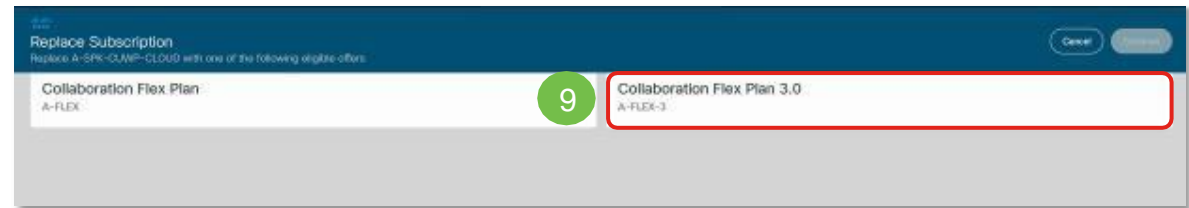
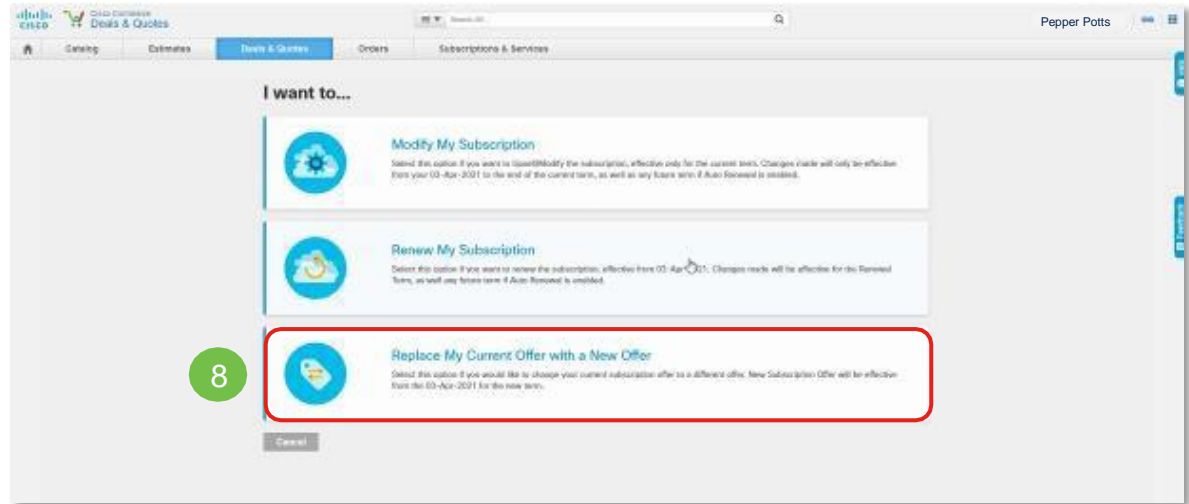
6. Select a name from the list and click select partner contact.
7. Select not known from the select deal category drop-down menu.



# Subscription change/replace order

Choose action

8. Select replace my current offer with a new offer from the list of options.
9. Choose the offer type that you would like to migrate to by selecting Collaboration Flex Plan 3.0 from the options listed.





# Subscription change/replace order

Example: Webex Suite EA for 250 users

Building your configuration

- Under Webex Suite select a Webex Suite option and complete your configuration accordingly.
- Under Webex Suite options, select Webex Suite Enterprise Agreement
  - Under Webex Suite – Cloud calling quantity, enter quantity
  - Under Webex Suite – On Premises Quantity, enter quantity
  - Under total knowledge worker count, confirm quantity

Subscription USD 0.00 [Expand All](#) [Collapse All](#) [Reset Configuration](#)

**Webex Suite**

10 **Webex Suite Options**

- Webex Suite Enterprise Agreement
- Webex Suite Named User

Subscription USD 155,250.00 [Expand All](#) [Collapse All](#) [Reset Configuration](#)

**Webex Suite** 3 Added

11 **Webex Suite Options**

- Webex Suite Enterprise Agreement

**Webex Suite - Cloud Calling Quantity** 250 [Clear](#)

**Webex Calling Dedicated Instance**

- Webex Calling Dedicated Instance
- Enhanced Survivability for Webex Calling Dedicated Instance

**Webex Suite - On Premises Quantity** City

**Total Knowledge Worker Count** 250 [Clear](#)

# Subscription change/replace order

Example: Webex Suite EA for 250 users

Building your configuration

- Under audio options and add-ons, select meeting audio options
  - Under included meetings audio options, select meetings toll dial-in + VoIP
  - Under add-on meetings audio options: fixed rate plans, select no fixed rate audio plan

12

Options and Add-Ons 3 Added

Audio Options and Add-ons

Included Meetings Audio Options

Add-on Meetings Audio Options: Fixed Rate Plans

- Meetings Audio Options
- Calling Audio Options
- Meetings Toll Dial-in + VoIP (Includes Webex Edge Audio)
- CCA-SP + VoIP (Includes Webex Edge Audio)
- VoIP Only
- Meetings Bridge Country Call Back Audio
- Meetings Bridge Country Call Back + Toll Free US and Canada
- Meetings Global Call Back Audio
- No Fixed Rate Audio Plan

# Subscription change/replace order

Example: Webex Suite EA for 250 users

Building your configuration

13. Under add-on meetings audio options: usage based plans, select no usage based audio plan

13

Add-on Meetings Audio Options: Usage Based Plans

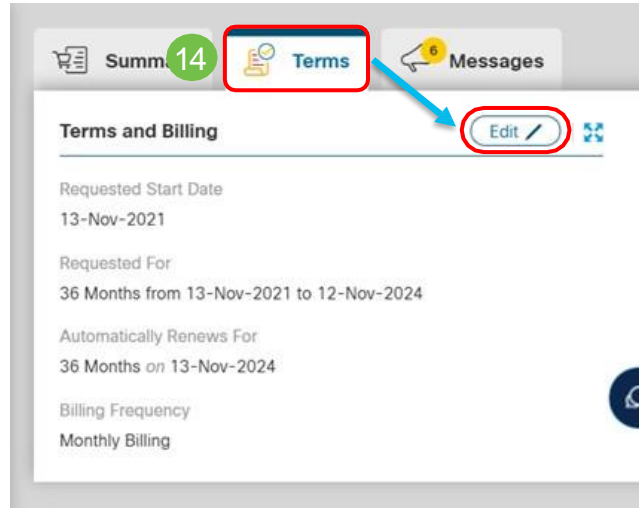
- Committed Billing
- Uncommitted Billing
- No Usage Based Audio Plan

# Subscription change/replace order

Example: Webex Suite EA for 250 users

Building your configuration

14. Select the terms tab, then click the edit button



# Subscription change/replace order

Example: Webex Suite EA for 250 users

Building your configuration

15. Under new terms and billing section, enter 12 for the effective number of months.

Note: The new term cannot be set to 12 months if the previous CUWP term is >12 months. In this case, create a net new NFR deal and open a manual P2P transfer case with XaaS Operations Support (see slide 39).

Building your configuration

17. Under new terms and billing section, enter 12 for the effective number of months.

The screenshot displays the Cisco Collaboration Flex Plan 3.0 configuration interface. The top navigation bar includes the Cisco logo, the product name 'Collaboration Flex Plan 3.0', and a 'NEW' badge. It also features links for 'Config App', 'Guided Help', and 'Video Tutorial', along with pricing information for 'Global Price List - CANADA (CAD)' at '299,970.00'. A 'Save Changes' button is highlighted with a red circle, and a '18' badge is visible in the top right corner.

The main content area is divided into two sections: 'Current Terms and Billings' and 'New Terms and Billing'. The 'Current Terms and Billings' section shows a 'Requested Start Date' of '13-Nov-2021' and 'Automatically Renews For' '36 Months on 13-Nov-2024'. The 'New Terms and Billing' section shows a 'Requested For' duration of '12 Months from 13-Nov-2021 to 12-Nov-2022'. The 'Auto Renewal' toggle is set to 'On'. The 'Billing Frequency' is set to 'Monthly Billing'. The 'End Date' is set to '12 Months' on '13-Nov-2022'. The 'Effective For' field is set to '12 Months', which is highlighted with a red circle and a '15' badge. Below this field, there is a note: 'Enter whole month count from 1 to 64'. The 'Co-Term to an End Date' option is also visible.

On the right side, there is a 'Terms and Billing Messages' section with a dropdown menu showing 'General Notifications (2)'. A search icon is located in the bottom right corner of the interface.

# Subscription change/replace order

Example: Webex Suite EA for 250 users

Building your configuration

16. Click verify and save.

The screenshot displays the Cisco Collaboration Flex Plan 3.0 configuration interface. The top navigation bar shows the Cisco logo, the plan name 'Collaboration Flex Plan 3.0', and the version 'A-FLEX-3'. A 'NEW' badge is present next to the version. The top right corner features a 'Pricelist' section with 'Global Price List - CANADA (CAD)' and a price of '99,990.00'. A green circle with the number '16' and a red 'Verify & Save' button are also visible. The main content area is titled 'Subscription' with a price of 'CAD 99,990.00'. The configuration is organized into sections: 'Webex Suite', 'Webex Suite Options', and 'Other Packages (7 Added)'. The 'Other Packages' section includes 'Buying Options', 'Enterprise Agreement', and 'Calling Deployment Choices (Webex Meetings Included)'. The 'Buying Options' section has a checked box for 'Enterprise Agreement - Product Choices' and an unchecked box for 'Other Options Only'. The 'Enterprise Agreement' section has a checked box for 'Meeting + Calling Pack EA' and unchecked boxes for 'Meetings EA' and 'Calling EA'. The 'Calling Deployment Choices' section has unchecked boxes for 'On-Premises', 'Hosted', and 'UCM Cloud - Webex Suite', and a checked box for 'Webex Calling - Webex Suite'. The 'Webex Calling Quantity' is set to '250'. On the right side, there is a 'Subscription Messages' panel with tabs for 'Summary', 'Terms', and 'Messages'. The 'Messages' tab is active, showing 'Suggested Actions (4)' and 'General Notifications (2)'. A 'Verify & Save' button is highlighted in red at the top right of the configuration area.

# Subscription change/replace order

Example: Webex Suite EA for 250 users

Building your configuration

17. Click save and continue.

Collaboration Flex Plan 3.0  
A-FLEX-3 NEW

Config App Guided Help Video Tutorial

Pricelist Global Price List - CANADA (CAD) 99,990.00

Back to Config 17 Save and Continue

### Terms and Billing

Requested Start Date: 13-Nov-2021  
Automatically Renews For: 12 Months on 13-Nov-2022

Requested For: 12 Months From 13-Nov-2021 To 12-Nov-2022  
Billing Frequency: Monthly Billing

### Configuration Details

Hide Included Items Sort: Category

PRODUCTS	UNIT LIST PRICE	QUANTITY	DURATION	EXTENDED LIST PRICE
<b>Support Options</b>				
Basic Support for Flex Plan SVS-FLEX-SUPT-BAS		1 Each		0.00
<b>Priced PIDs (4 items are hidden)</b>				
EA Cloud Meetings with EA Webex Calling - Webex Suite A-FLEX-EA-MCL	28.71 Per User/Month	250 User	12 Months	86,130.00
Extended Security Pack EA add- on A-FLEX-EA-SEC-PK	4.62 Per Each/Month	250 Each	12 Months	13,860.00

### Offer Messages

- Suggested Actions (1)
- General Notifications (3)

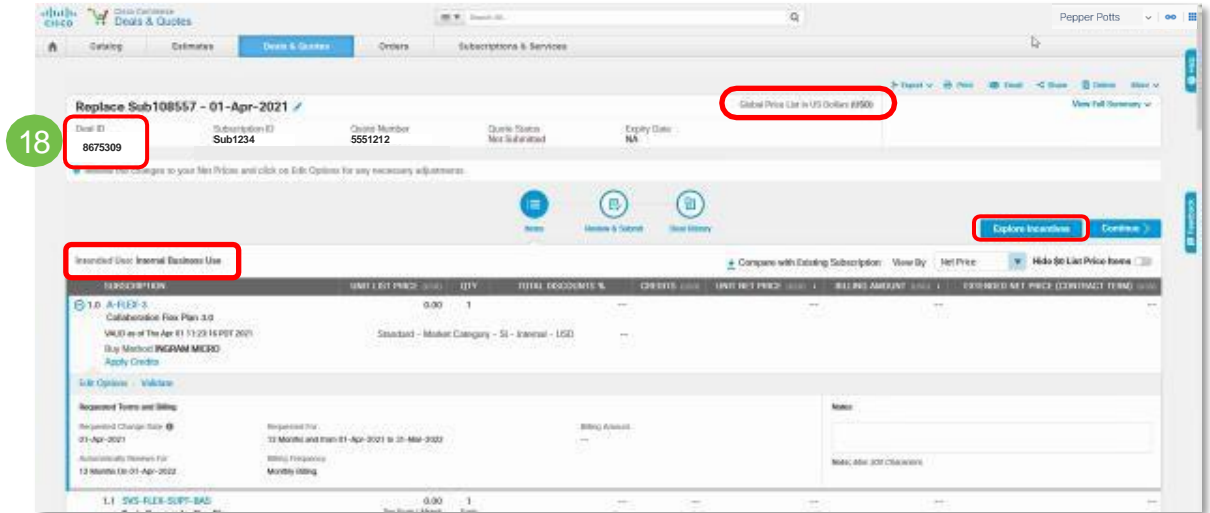
# Subscription change/replace order

Example: Webex Suite EA for 250 users

Finalize the change/replace the order

18. Confirm the Deal ID has been created, then click Explore Incentives.

Note: Confirm the correct price list and correct intended use is being displayed (i.e. Global Price List US Availability, Internal Business Use). If incorrect, create a net new NFR deal and open a manual P2P transfer case with XaaS operations support (see slide 41).





# Subscription change/replace order

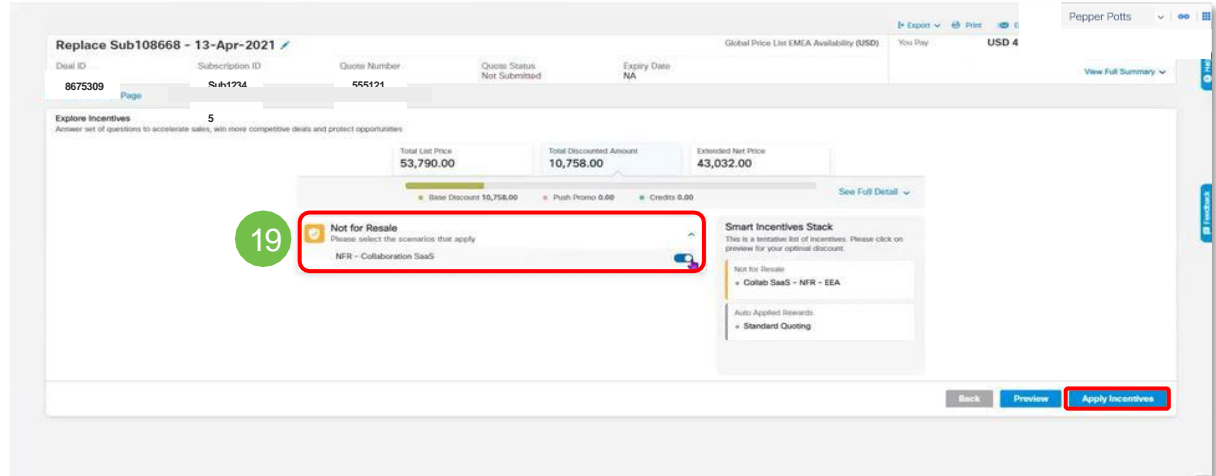
Example: Webex Suite EA for 250 users

Finalize the change/replace the order

19. Turn on Not for Resale, then click Apply Incentives.

Note: If the NFR Collaboration SaaS incentive does not appear, it may be due to the following:

- Partner does not have Collaboration SaaS Specialization or Channel Program Incentive Agreement (CPIA).
- Incorrect price list or intended use.
- Offer is not eligible.



# Subscription change/replace order

Example: Webex Suite EA for 250 users

Finalize the change/replace the order

20. Click continue.

21. Click proceed to review.

The screenshot shows the Cisco Commerce Deals & Quotes interface for a subscription replacement. The header includes the Cisco logo, 'Cisco Commerce Deals & Quotes', a search bar, and the user name 'Pepper Potts'. The main navigation bar has tabs for 'Catalog', 'Estimates', 'Deals & Quotes', 'Orders', and 'Subscriptions & Services'. The current view is titled 'Replace Sub108668 - 13-Apr-2021'. Below the title, there are fields for Deal ID (8675309), Subscription ID (Sub1234 5), and Quote Number (5551212 5). A 'Global Price List EMEA Availability (USD)' dropdown is set to 'You Pay' with a value of 0.00. A 'View Full Summary' link is visible. A progress bar shows steps: 'Items', 'Justification', 'Review & Submit', 'Approvals', and 'Deal History'. The 'Continue' button is highlighted with a red box and a green circle labeled '20'. Below the progress bar is a 'NET CHANGE SUMMARY' table comparing existing and new estimated charges.

EXISTING CHARGES (USD)		NEW ESTIMATED CHARGES (USD)	
From: 16-Apr-2021 to 24-Apr-2022		From: 16-Apr-2021 to 15-Apr-2022	
Billing Amount	0.00	0.00	0.00
per Month		per Month	
Extended Net Price (Contract Term)	0.00	0.00	0.00
	for 11.66 Months		for 12.00 Months

The screenshot shows the same Cisco Commerce Deals & Quotes interface, but the 'Proceed to Review' button is highlighted with a red box and a green circle labeled '21'. The progress bar now shows the 'Justification' step as active. Below the progress bar, a message states: 'The following incentives require additional information before submission.' The 'Proceed to Review' button is located at the bottom right of the main content area.

# Subscription change/replace order

Example: Webex Suite EA for 250 users

Finalize the change/replace the order

22. Scroll down to Cisco Contact and assign a Cisco Channel Account Manager (CAM).

The screenshot displays a web interface for managing an order. At the top, there is a location field with the address "3011 Stark Blvd., Los Angeles, CA 55555". Below this is a "Partner Comments/Request/Justification" text area. The "DISTRIBUTOR" section shows "Avengers Inc." with contact information for "Loki Hiddles" (Loki@avengers.co, 222-555-4321). The "CISCO CONTACT" section is highlighted with a red box and a green circle containing the number "22". It features a "Cisco Channel Account Manager (CAM)" dropdown menu set to "Select" and a "Cisco Account Manager (AM)" field set to "Select a Cisco AM". Below this is an "ATTACHMENT" section with "Choose File", "Upload File", and "Delete" buttons, and a note: "The file size exceeds the maximum limit allowed. Upload a file of size 10 MB or less." At the bottom, there is a table with columns for "NAME", "ATTACHMENT TYPE", "UPLOADED BY", "DATE UPLOADED", and "SIZE", which currently shows "No records".

# Subscription change/replace order

Example: Webex Suite EA for 250 users

Finalize the change/replace the order

23. Scroll up and click Submit Quote for Approval.

The screenshot shows the 'Replace Sub108668 - 13-Apr-2021' page in the Cisco Quote Management system. The page header includes the deal ID (8675309), subscription ID (Sub1234), and quote number (5551212). The quote status is 'Not Submitted Incentive(s) Status'. The quote expires on 13-Apr-2021. The page is titled 'Replace Sub108668 - 13-Apr-2021' and shows the quote details for 'Marvel Movies, Inc' (END CUSTOMER) and 'JARVIS' (PARTNER). The quote is for 'Webex Suite EA for 250 users'. The 'Submit Quote for Approval' button is highlighted with a red box. A green circle with the number '23' is overlaid on the page, indicating the step number.

Deal ID	Subscription ID	Quote Number	Quote Status	Expiry Date
8675309	Sub1234	5551212	Not Submitted Incentive(s) Status	13-Apr-2021

**END CUSTOMER**

Name	Address
Marvel Movies, Inc	2020 Galaxy Drive, Los Angeles, CA 55555

**PARTNER**

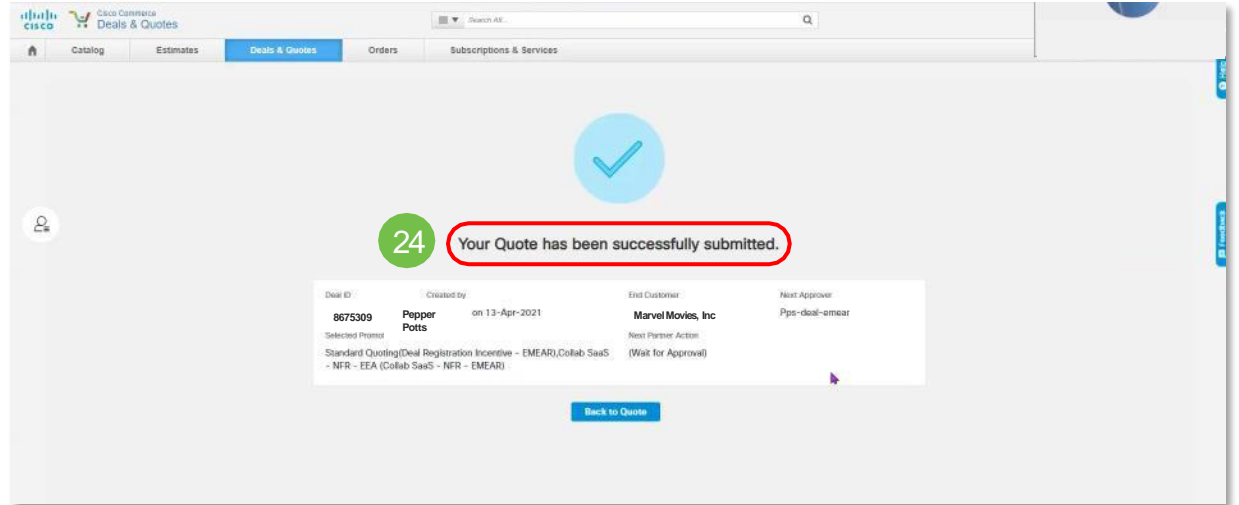
Name	Address	Contact
JARVIS	1010 Pine Street, Los Angeles, CA 55555	Paul Bettany pbettany@jarvis.com 222-555-9988

# Subscription change/replace order

Example: Webex Suite EA for 250 users

Finalize the change/replace the order

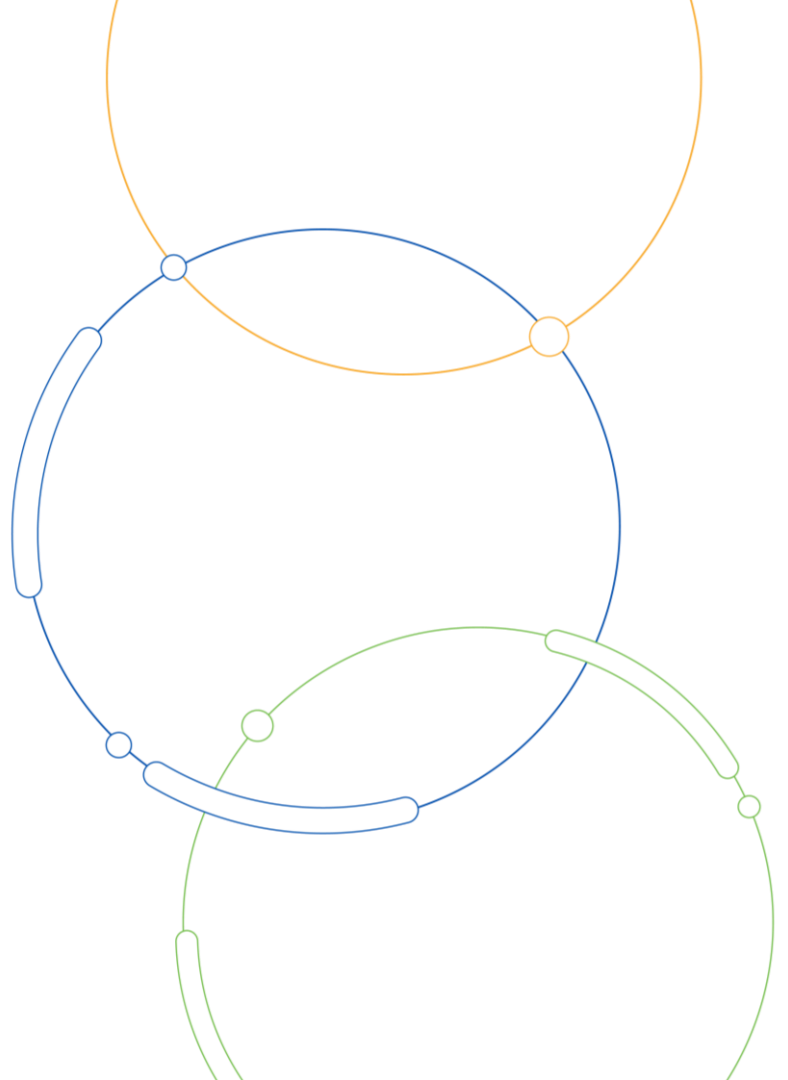
24. Confirm the Quote has been successfully submitted.



# Step-by-step instructions

Subscription change/modify order

Example: Add Webex Events (formerly Socio) Suite EA

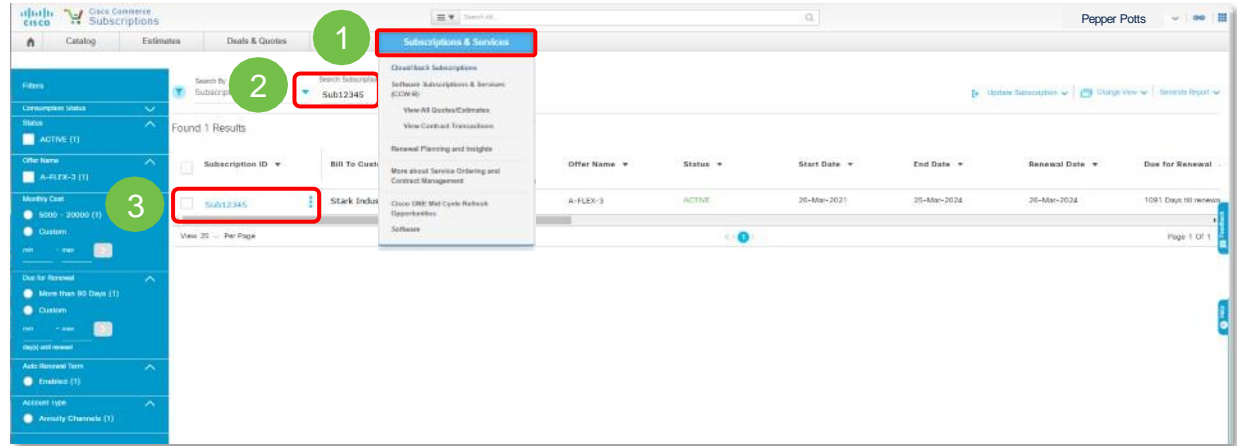


# Subscription change/Modify order

Example: Add Webex Events (formerly Socio) Suite EA

To start your change/modify order, visit Cisco Commerce.

1. Select Subscriptions & Services from the top navigation bar, then select Cloud/SaaS Subscriptions in the drop-down menu.
2. Enter the Subscription ID in the Search Subscription field, hit Enter
3. In the search results, click the Subscription ID hyperlink to go into the subscription



# Subscription change/modify order

## Add Webex Events (formerly Socio) Suite EA

Choose action

4. Click the blue Modify/Renew Subscription button

The screenshot displays the Cisco Commerce Subscriptions interface. The top navigation bar includes 'Catalog', 'Estimates', 'Deals & Quotes', 'Orders', and 'Subscriptions & Services'. The main content area shows details for a subscription: 'Collaboration Flex Plan 3.0 (A-FLEX-3)'. Key information includes: Subscription ID: Sub12345, Effective For: 36.00 Months from 26-Mar-2021 to 25-Mar-2024, Automatically Renews For: 12.00 Months On 26-Mar-2024, End Customer: Marvel Movies, Inc., Billing Frequency: Annual Billing, Status: ACTIVE, Monthly Cost: USD 8,989.99, and Billing Amount (Annual Billing): USD 37,074.00. A red box highlights the 'Modify/Renew Subscription' button, and a green circle with the number '4' is placed next to it. Below the main details, there are sections for 'Billing Cycle' (10th of the Month, billed Annually), 'Payment Method' (PO), 'Purchase Order Number' (187854321), 'Current Open Balance' (USD 0.00), and 'Smart Account' (Provisioning Details Complete, One-Time Discount Applied: No).

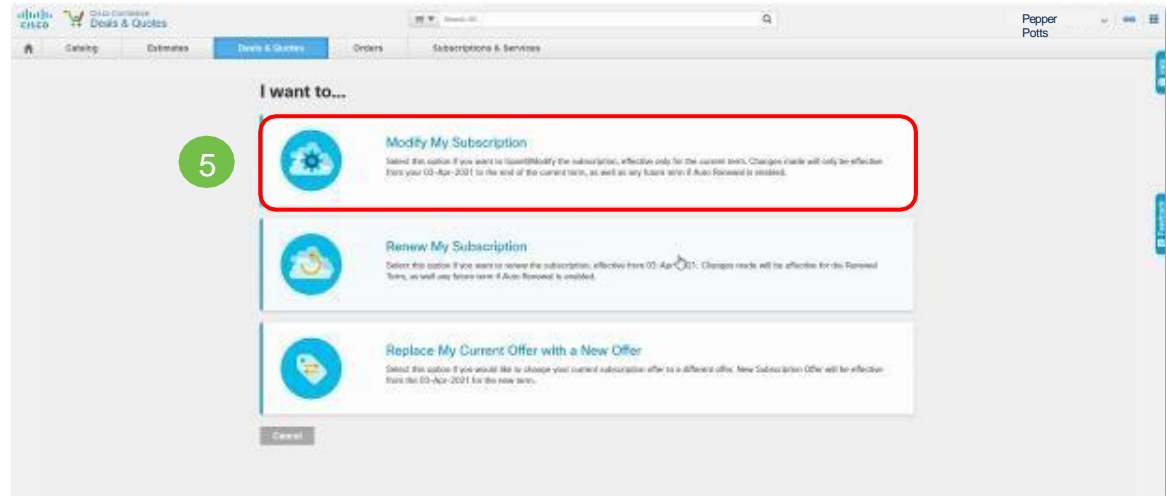


# Subscription change/modify order

## Add Webex Events (formerly Socio) Suite EA

Choose action

5. Select Modify My Subscription from the list of options



# Subscription change/modify order

Example: Add Webex Events (formerly Socio) to Suite EA

Modifying your configuration

- No new selections are required.  
Click Verify & Save

The screenshot displays the Cisco Collaboration Flex Plan 3.0 configuration interface. The top navigation bar includes the Cisco logo, the plan name 'Collaboration Flex Plan 3.0', and the price '84,150.00'. A green circle with the number '6' and a red circle around the 'Verify & Save' button are visible. The main configuration area is divided into sections: 'Webex Suite' (with a '0 Added' indicator) and 'Options and Add-Ons' (with a '0 Added' indicator). The 'Webex Suite' section includes options for 'Webex Suite Enterprise Agreement', 'Webex Calling Partner', and 'Webex Calling Dedicated Instance'. The 'Options and Add-Ons' section includes 'Meetings Audio Options', 'Calling Audio Options', and 'Included Meetings Audio Options'. A 'Subscription Messages' panel on the right shows 'Suggested Actions (1)' and 'General Notifications (1)'. The 'Verify & Save' button is highlighted in a red circle in the top right corner.

# Subscription change/modify order

Example: Add Webex Events (formerly Socio) to Suite EA

Modifying your configuration

- Toggle off "Hide Included Items" and verify that the Webex Events (formerly Socio) Suite EA SKUs are included in the Configuration Details under Included PIDs
- Click Save and Continue

Configuration Details

PRODUCTS	UNIT LIST PRICE	QUANTITY	DURATION	EXTENDED LIST PRICE
<b>Included PIDs</b>				
Webex Calling Entitlement A-FLEX-C-PRO		288 User		0.00
Webex Calling Common Area Entitlement A-FLEX-CL-CA		125 User		0.00
Prem to Webex Calling / UCM Cloud A-FLEX-P-CALL		250 User		0.00
Cloud Device Registration Entitlement A-FLEX-C-DEV-ENT		288 User		0.00
Cloud Meetings Entitlement A-FLEX-MSITE-ENT		288 User		0.00
Messaging Entitlement A-FLEX-MSG-ENT		288 User		0.00
File Storage Entitlement A-FLEX-FILESTG-ENT		6000 User		0.00
Pro Pack for Cisco Control Hub Entitlement A-FLEX-PROPACK-ENT		288 User		0.00
Webex Webinars 5000 Entitlement A-EVENTS-ENT		288 Each		0.00
Cloud Content Management A-FLEX-CONT-MGMT		1 Each		0.00
Webex Events (formerly Socio) Suite EA Entitlement Flex 3.0 A-EVENTS-PLF-ENT		250 Each		0.00
Webex Events (formerly Socio) Suite EA 5K KW External Count A-EVTS-PLF-EXT-ENT		1250 Each		0.00
Webex Events (formerly Socio) Suite EA Provisioning Flex 3.0 A-EVTS-PLM-ENT		250 Each		0.00
Emergency Response Center Call fee per location search US A-FLEX-ERC	56.76		Per Instance	

Offer Messages

Suggested Actions (1)

Common Area/Workspace is provided at 50% of Knowledge Workers by default.

General Notifications (2)

# Subscription change/modify order

Example: Add Webex Events (formerly Socio) to Suite EA

Finalize the change/order modification

9. Click continue.
10. Click submit.

Cisco Commerce Deals & Quotes

Modify Sub785346 - 02-Mar-2022 (dajackson)

Global Canada Price List in CANADIAN Dollars (CAD)

Deal ID	Subscription ID	Quote Number	Quote Status	Expiry Date
75120274	Sub785346	4737815627	NOT SUBMITTED	NA

Intended Use: Resale

Compare with Existing Subscription

View By: Net Price

Hide \$0 List Price Items

Subscription	Unit List Price (CAD)	Qty	Total Discounts %	Credits (CAD)	Unit Net price (CAD)	Billing Amount (CAD)	Extended Net Price (Contract Term) (CAD)
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9 Continue

Cisco Commerce Deals & Quotes

Modify Sub571812 - 02-Mar-2022 (dajackson)

Global Canada Price List in CANADIAN Dollars (CAD)

Deal ID	Subscription ID	Quote Number	Quote Status	Expiry Date
75121774	Sub571812	4737818127	NOT SUBMITTED	NA

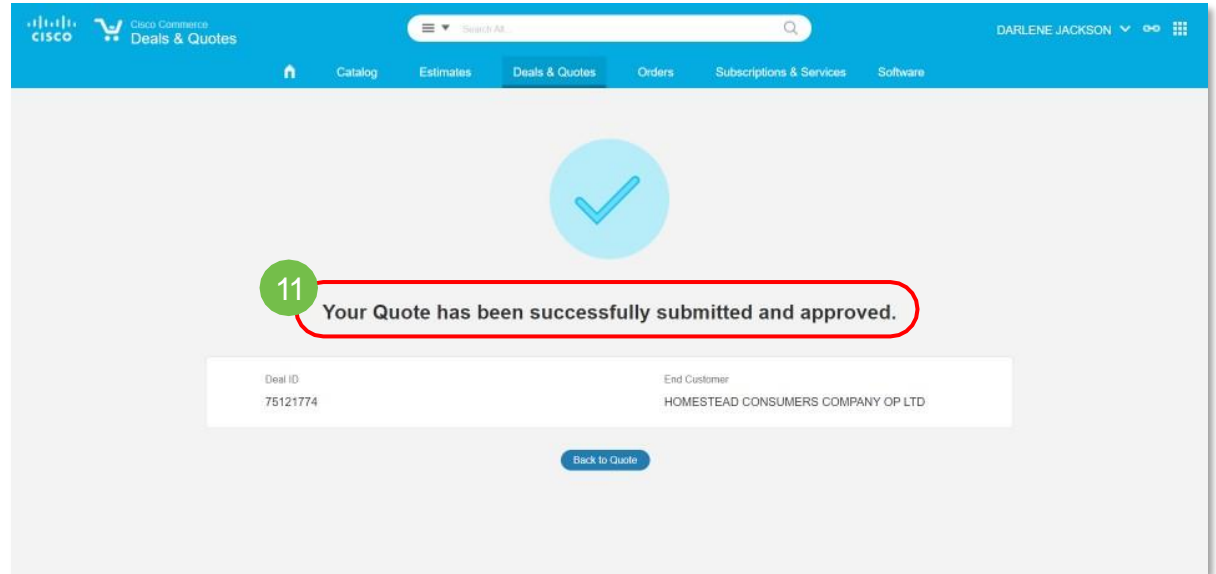
10 Submit

# Subscription change/modify order

Example: Add Webex Events (formerly Socio) to Suite EA

Finalize the change/order modification

11. Confirm the Quote has been successfully submitted

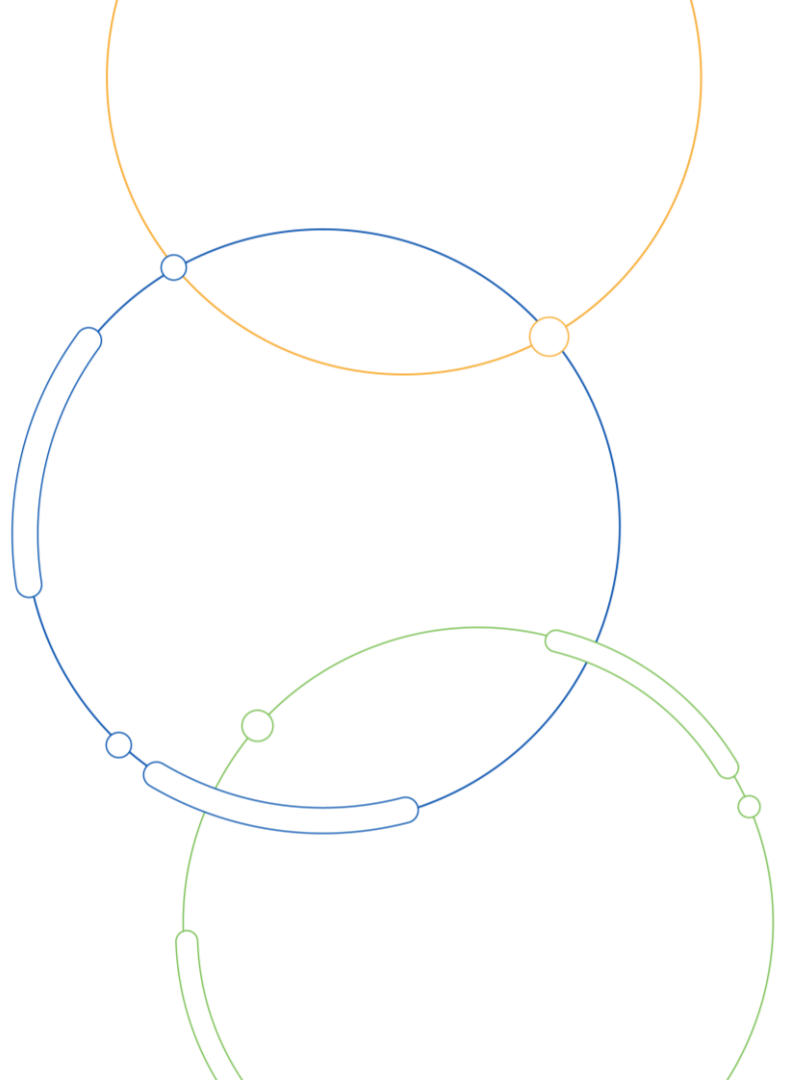


The screenshot displays the Cisco Commerce Deals & Quotes interface. At the top, there is a blue navigation bar with the Cisco logo, a search bar, and the user name 'DARLENE JACKSON'. Below the navigation bar, there is a main content area with a light gray background. A large blue checkmark icon is centered at the top of the main content area. Below the checkmark, a green circle with the number '11' is positioned to the left of a red-bordered box containing the text 'Your Quote has been successfully submitted and approved.' Below this message, there is a white box containing the following information:

Deal ID	End Customer
75121774	HOMESTEAD CONSUMERS COMPANY OP LTD

At the bottom of the white box, there is a blue button labeled 'Back to Quote'.

# Manual P2P transfer



# Manual P2P transfer process

Subscriptions that are impacted by the incorrect price list, intended use, or a term greater than 12 months will require a manual P2P transfer to migrate to NFR Collaboration SaaS Track.

**Action #1:**  
Partner places new order

The partner creates a new order on NFR Collaboration SaaS and submits the deal for approval.

[New NFR Collab SaaS ordering instructions](#)

Once the deal is approved, the partner converts the approved deal to an order. During this process, the partner specifies themselves as the provisioning contact.

**Action #2:**  
Partner opens XaaS operations support case

To open a case with XaaS operations support, visit the [Customer Service Hub](#).

Search 'P2P' and select 'Subscription Changes' for your request.

In the comments mention "CUWP to NFR", new subscription ID, old site URL and "wrong price list" or "term >12 months". Once completed, XaaS operations support will notify the partner.

**Action #3:**  
Partner provisions new order

On the Requested Start Date (RSD), the partner receives the provisioning email.

The partner initiates the provisioning process and selects "I am the customer" and enters themselves as the customer administrator.

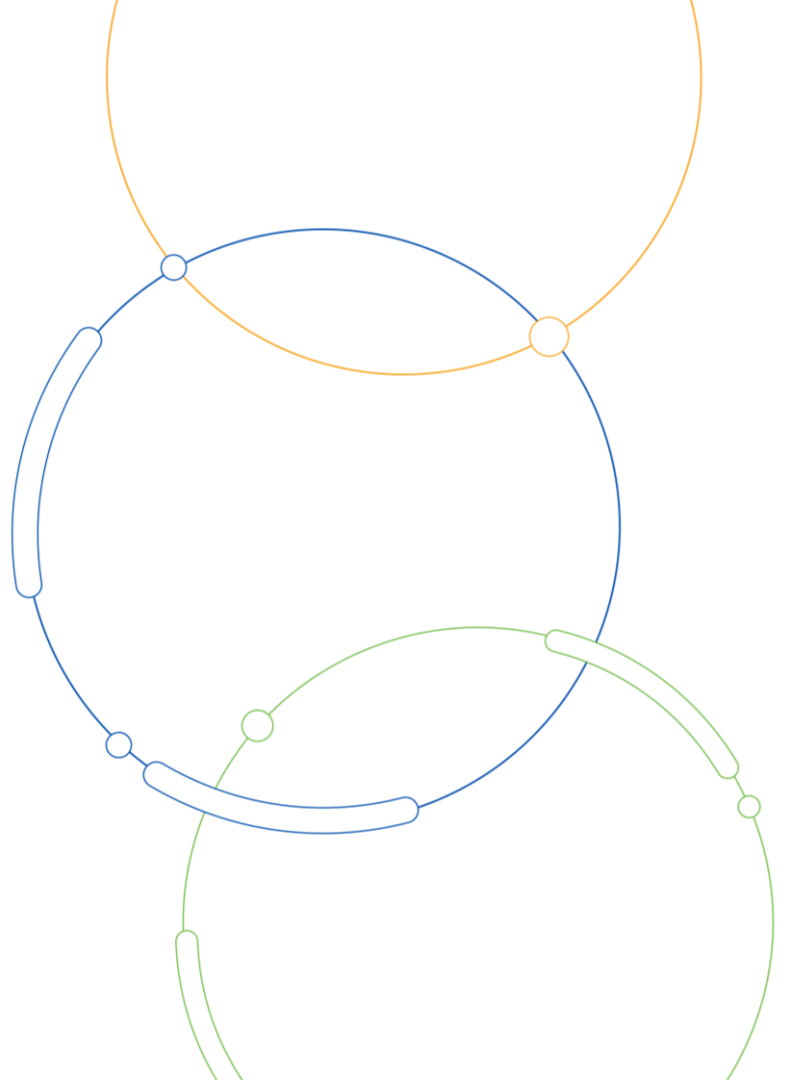
The partner continues the provisioning process until the order has been mapped correctly and stops.

The partner reengages XaaS operations support for assistance to complete the manual P2P transfer.

The partner will re-distribute the licenses to the New Site URL and the Old Subscription is cancelled.

[Redistribute licenses and delete site](#)

# Support and resources





# Support and resources

Increase your knowledge

- [NFR Homepage](#)
- [Track Guide: NFR Collaboration SaaS](#)
- [PID List: NFR Collaboration SaaS](#)

Frequently asked questions

- [FAQs: NFR Collaboration SaaS](#)

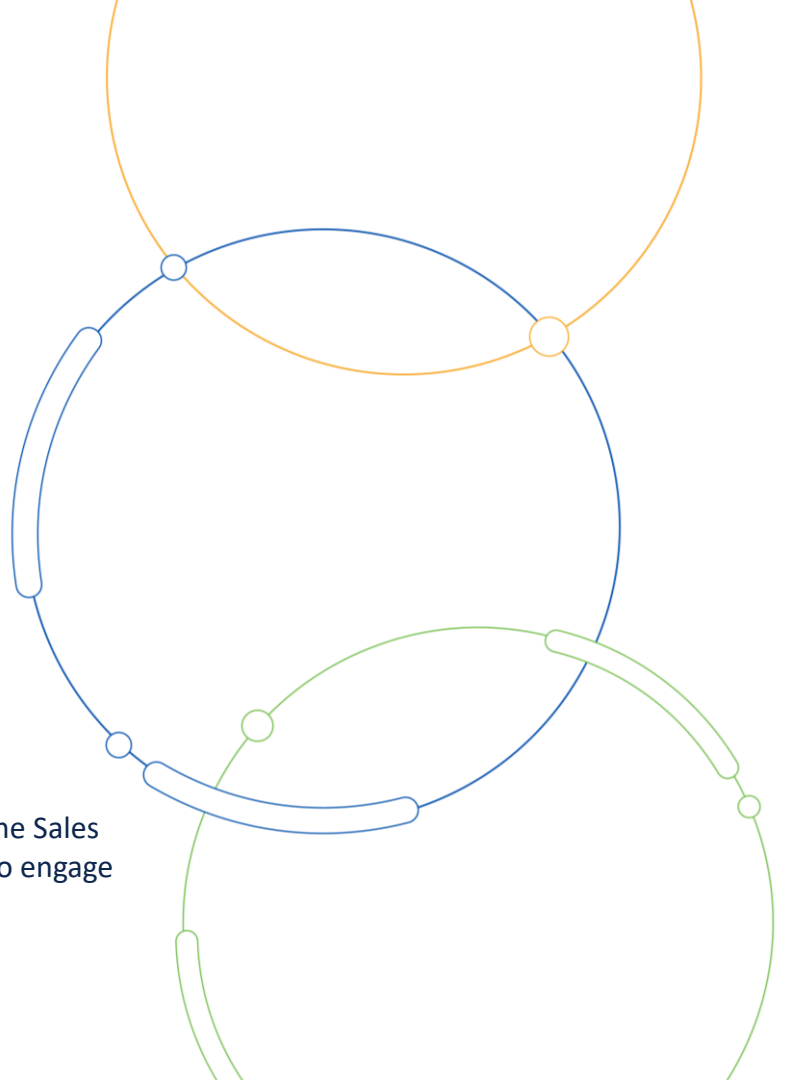
Enrollment

- [View enrollment instructions](#)

Get help

- For questions or assistance, open a support case through the [Customer Service Hub](#).

Partners and Cisco Sellers may request additional training by completing the Sales Operation Support (SOS) request form at <http://cs.co/FLEXpeditionTeam> to engage SOS powered by FLEXpedition.





The bridge to possible