

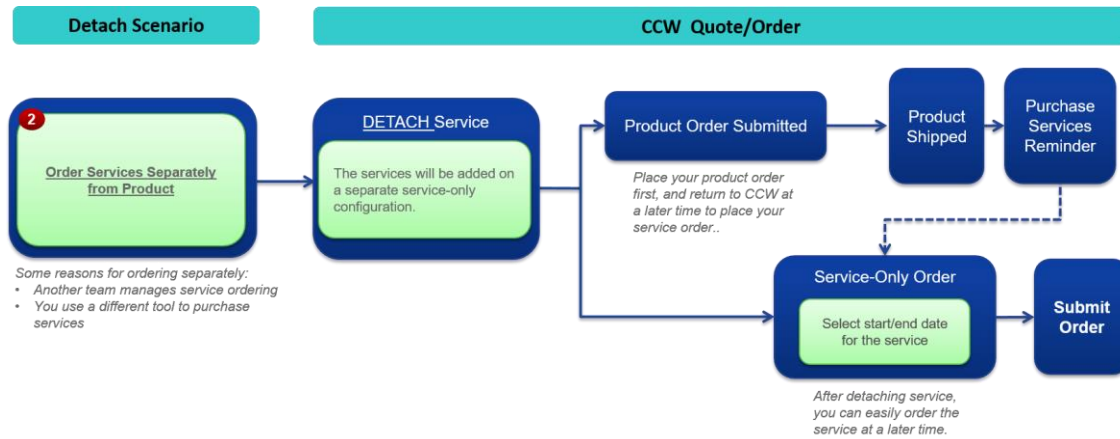


Detaching Services in Cisco Commerce

Note: This document is currently archived as of March 2019 and will not be updated. If you feel that updates are needed, please reach out to our team via crc-training@cisco.com.

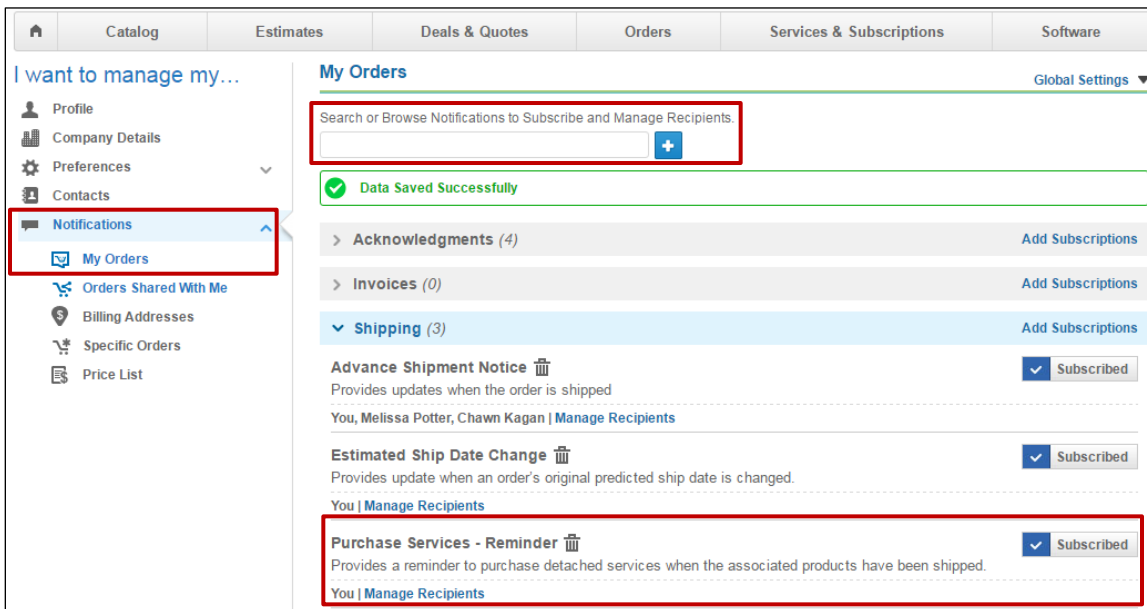
Detaching Services in Cisco Commerce

This User Guide will walk you through how to detach services from a configuration that contains both products and attached services. However, prior to detaching services be sure to update your Service Preferences and subscribe to the **Purchase Services Reminder**.



Subscribe to Purchase Services Reminder

CCW will provide you with a reminder to purchase your detached services once the product has been shipped. To subscribe to these email notifications, go to **My Profile and Preferences – Notifications** – and search **Purchase Services**. Click the addition button next to the search field to **Subscribe to the Purchase Services Reminder**.





Detach Services during Quote Creation



You can detach a service at the line level for a configuration, or you can detach all services from the entire quote at once. To detach a service at the line level:

1. Click **Detach Services** on the specific line you'd like to edit under quote tab. You can also select the header level to edit all lines at once.

<input type="checkbox"/>	Hardware, Software and Services	Lead Time ⓘ	Unit List Price (USD)	Qty	Extended List Price (USD)
<input type="checkbox"/>	1.0 NZK-C2224TP AECS more NZK-C2224TP-1GE (24x100/1000-T+2x10GE), airflow/power option VALID Fri 14-Oct-2016 10:11:30 PDT	Not Applicable	8,050.00	3	24,150.00
Buy Method <input type="text"/> Select Edit Options Select Service Add Note More Actions ▾					
<input type="checkbox"/>	2.0 4011955 more GS7000 CWDM HG Rev Tx 1470nm,3dBm,SA VALID Fri 14-Oct-2016 10:37:29 PDT	Not Applicable	2,310.00	1	2,310.00
Buy Method <input type="text"/> Select Select Options Edit/Remove Services Add Note Detach services More Actions ▾					

2. A popup will appear, click **Continue**.

Detach ✕

This action will remove all the attached services from the configuration. The service items will be present as Service Only lines on the Quote. Do you want to continue?

3. The services will be removed from the original configuration.

Note: Expand the major line and you will see the service only configuration appear as a minor line. The Unit List Price and Extended List Price are now available to view for the service.

<input type="checkbox"/>	Hardware, Software and Services	Lead Time ⓘ	Unit List Price (USD)	Qty	Extended List Price (USD)
<input type="checkbox"/>	1.0 4011955 more GS7000 CWDM HG Rev Tx 1470nm,3dBm,SA VALID Fri 14-Oct-2016 10:37:29 PDT	Not Applicable	2,232.00	1	2,232.00
Buy Method <input type="text"/> Select Select Options Edit/Remove Services Add Note More Actions ▾					
<input type="checkbox"/>	2.0 4011955 more GS7000 CWDM HG Rev Tx 1470nm,3dBm,SA VALID Fri 14-Oct-2016 10:37:29 PDT	Not Applicable	Not Applicable	1	Not Applicable
	2.0.1 CON-RFR-4011955 RETURN FOR REPAIR SV= TOP,1G CWDM HI GAIN TX 1470,ANL,SCA Duration: 12.00 Months Change Duration	Not Applicable	78.00	1	78.00

4. After the quote is approved, you can order the product only configuration and come back at a later time to order the service only configuration.



Detach Services during Order

The following section will walk you through how to detach services in CCW Order.

Create a Quote converted Order using the Deal ID from your Quote containing Products and Services. See [Cisco Commerce Order Quick Reference Guide](#) for help on creating an Order. From the order you can detach the services and submit the order with only products. The detached services will be reflected on the quote as a separate service-only line (reflecting the product information from the order) and you'll be able to covert these services to an order at a later date.

1. From the Items tab, select **More Actions** and **Detach Service** to remove the service(s) from this product line.

	Hardware, Software and Services	P.O. Line Reference	Lead Time	Unit List Price (USD)	Qty	Ext. List Price (USD)
<input type="checkbox"/>	1.0 CP-7942G Cisco UC Phone 7942 ECCN 5A992.C		14 days	455.00	1	455.00
<input type="checkbox"/>	1.0.1 CON-SNTP-CP7942 SNTC-24X7X4 Cisco License		Not Applicable	16.0	1	16.00
<input type="checkbox"/>	1.1 SW-CCME-UL-7942 Communications Manager Express License For One 7942G Phone Multiple License Keys ECCN EAR99		21 days	200.0	1	200.00

2. Click **Continue**.

Detach

This action will remove this attached service from the Order. The Service item will still be present on the Quote.

SWSS Policy: Cisco Software Support Service (SWSS) is required when purchasing applicable software or software license. If you are detaching SWSS, then you can cancel the Detach, or you can add applicable products to a SWSS contract within 90 days from this order submission

Do you want to continue?

Cancel Continue

3. The Service(s) are removed from the product and added to the quote as a service-only configuration.
4. You'll be told if you can't detach the services.

Detach

Service(s) cannot be detached from this configuration due to one or more of the following reasons:

- Services are mandatory for this configuration.
- Services from this configuration are not present on the Quote.

Cancel



- Click **Save and Continue** and complete the Ordering process. Refer [Cisco Commerce Order Quick Reference Guide](#) for more information.

Set preferences for this order Check Local Validations Save Save and Continue >

✓ All Services from product CP-7942G(Line # 1.0) are successfully detached

Add More Items From Quote | Edit Configuration

Remove from Order | Validate | Assign Smart Account Filter By Show All Items

	Hardware, Software and Services	P.O. Line Reference	Lead Time	Unit List Price (USD)	Qty	Ext. List Price (USD)
<input type="checkbox"/>	1.0 CP-7942G Cisco UC Phone 7942 ECCN 5A992.C		14 days	455.00	1	455.00
<input type="checkbox"/>	1.1 SW-CCME-UL-7942 Communications Manager Express License For One 7942G Phone Multiple License Keys ECCN EAR99		21 days	200.0	1	200.00

Showing 1 - 1 of 1 Line Items < Previous 1 Next >

Check Local Validations Save Save and Continue >

View Quote Containing Detached Services (optional)

From the Discounts and Credits tab of the original quote, you'll see the detached service has been added as a new line. You can search for all deals with Detached Services in Deals & Quotes Advanced Search

- All components of the original 2.0 line are visible on the 3.0 line. You'll see that they are greyed out and do not have any associated cost.

Note: Cost and Discount levels will be the same as on the original Quote and Order.

2.0	CP-7942G (VALID Wed 20-Apr-2016 12:30:38 PDT) Cisco UC Phone 7942	21 days	671.00	1	655.00	32.00	209.60	445.40	
1 This item has been converted to Web Order ID#: 67430089									
3.0	CP-7942G (VALID Wed 20-Apr-2016 12:30:38 PDT) Cisco UC Phone 7942	Not Applicable	n/a	1	n/a	n/a	n/a	n/a	
3.0.1	CON-SNTP-CP7942 SNTC-24X7X4 Cisco Unified IP Phone 7942 Duration: 12.00 Months	Not Applicable	16.00	1	16.00	60.00	9.60	6.40	
						Distributor Specific Service Discount - USD		60.00	9.60
3.1	SW-CCME-UL-7942 Communications Manager Express License For One 7942G Phone	Not Applicable	n/a	1	n/a	n/a	n/a	n/a	
							n/a	n/a	
Sub Total								6.40	



Order the Detached Services

You can easily order the detached services from the Quote the same way you convert any other line from a Quote to an Order. See [Cisco Commerce Order Quick Reference Guide](#) for more information.



1. This service-only order will have the detached service, and you'll be able to see the attached product (greyed out). You can now complete the Order process with all Product information for your services already captured.

✔ Your order has been priced successfully

Intended Use: Internal Business Use View By: Unit Net Price Filter By: Show All Items

Hardware, Software and Services	Unit List Price (USD)	Total Discounts %	Amount (USD)	Credits (USD)	Unit Net Price (USD)	Qty	Extended Net Price (USD)
1.0 CP-7942G Cisco UC Phone 7942	n/a	n/a	n/a	n/a	n/a	1	n/a
1.0.1 CON-SNTP-CP7942 SNTC-24X7X4 Cisco Unified IP Phone 7942 Duration 12 Months	16.00	60.00	9.60	0.00	6.40	1	6.40
Standard-Distributor Specific Service Discount - USD		60.00	9.60				
1.1 SW-CCME-UL-7942 Communications Manager Express License For One 7942G Phone	n/a	n/a	n/a	n/a	n/a	1	n/a
		0.00	0.00				

showing 1 - 1 of 1 Line Items (Previous 1 Next)

2. On the Order Items tab, a pencil icon will be available at Service Start Date to update the Start and End Date of the service if the product has already shipped, otherwise you may select a flexible service start delay if the service is eligible.
3. All associated shipped product will be automatically captured, you will not have to enter any serial numbers or order information.
 - If your Order is missing a valid serial number (or Sales Order for non-serialized products), you wish to view the serial numbers, or you would like to edit them, click **View/Edit Product Order Details** to manually input the product information.

<input type="checkbox"/>	1.0 CP-7942G Cisco UC Phone 7942		Not Applicable	n/a	1	n/a
	1.0.1 CON-SNTP-CP7942 SNTC-24X7X4 Cisco Unified IP Phone 7942		Not Applicable	16.0	1	16.00
	Service Start Date 1 day(s) after Ship Date		Duration 12 Months		Target Contract Number System Generated	
	1.1 SW-CCME-UL-7942 Communications Manager Express License For One 7942G Phone		Not Applicable	n/a	1	n/a
	Valid as of 20-Apr-2016 06:33 EDT					
	View/Edit Product Order Details	Change Service/Subscription	Add Note			

Showing 1 - 1 of 1 Line Items (Previous 1 Next)



- When you click on **View/Edit Product Order Details**, enter the Serial Number or Sales Order Number from your product order in the pop up that appears.

A dialog box titled "Sales Order Number" with a close button (X) in the top right corner. It contains a text input field labeled "Sales Order Number" which is highlighted with a red border. To the right of the input field is a red circle containing the number "4". Below the input field are two buttons: "Cancel" and "Save".

- If multiple serial numbers are captured, you can edit them here. Click the **green x's** to remove and add additional serial numbers as required.

A dialog box titled "Serial Numbers" with a close button (X) in the top right corner. It contains the following text: "Multiple Serial Numbers can be entered by separating each with a comma or newline. A unique serial number is required for each product." Below this is an example: "Example :932550, 408098, 929400". Underneath is the text "SKU:CP-7942G= Qty: 4". A large empty text area is provided for entering serial numbers. Below the text area are two scrollable lists. The first list is titled "Previously entered serial numbers" and contains four items, each with a green 'x' icon to its left: "FCH16249C42", "FCH16249A5J", "FCH1624962H", and "FCH162496UM". The second list is titled "Invalid Serial Numbers" and is currently empty. At the bottom of the dialog are "Save" and "Close" buttons. A red circle with the number "5" is positioned to the left of the "Previously entered serial numbers" list.

- Complete your Order. See [Cisco Commerce Order Quick Reference Guide](#) for more information.



Reporting for Quotes with Detached Services

You can generate a report to identify which remaining Quotes have 'Detached Services' within them. Choose your preferred dates and statuses from the dropdown menus after selecting **Quotes with Detached Services**.

Deal ID

Advanced Search

- All Deals & Quotes
- Recent Deals & Quotes
- Shared Deals & Quotes
- Saved Searches
- View Tags
- Access Shared Deal
- Generate Report

Reports Download Reports >

Do you wish to submit a request to generate report? The generated report will contain the data for all the deals which you have access to.

Display
Quotes With Detached Services

Deal Status
All Statuses

Deal Creation Date
All Dates
Within 30 days
Within 60 Days
Within 90 Days
Within 6 Months
Within 1 Year
Custom Range

Cancel **Generate Report**