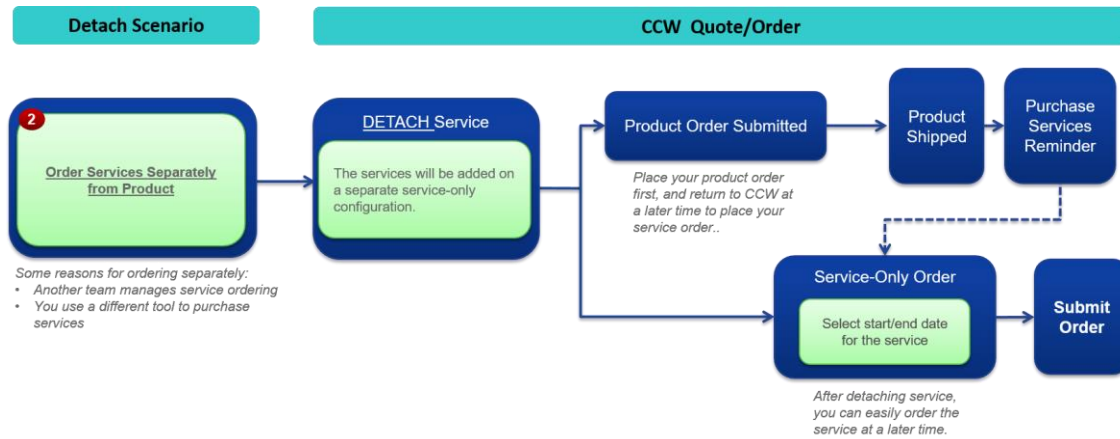# Detaching Services in Cisco Commerce

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.
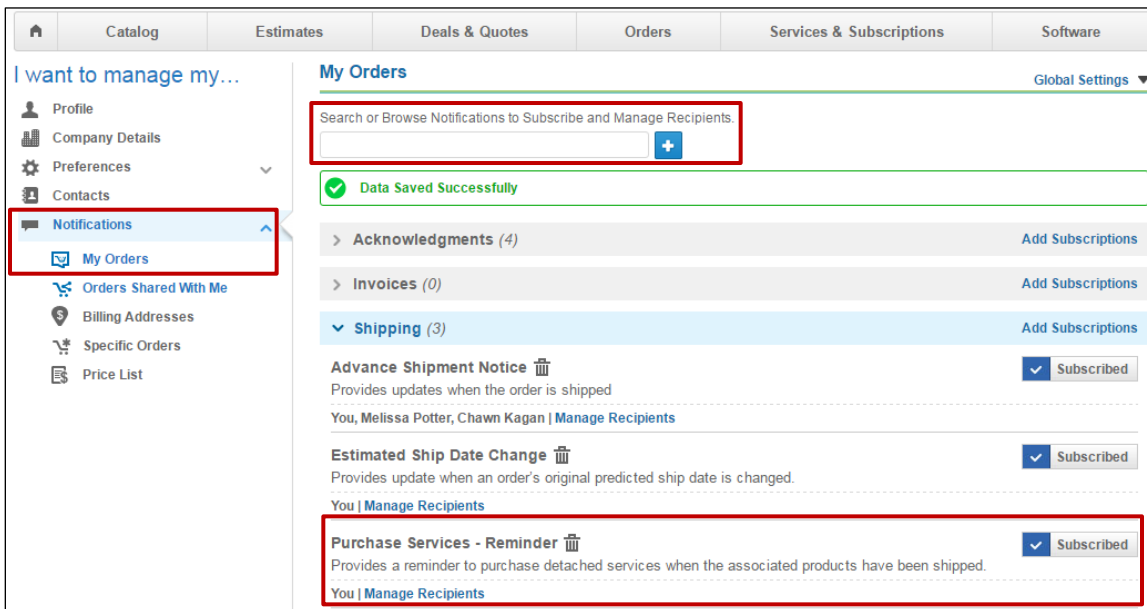
Detaching Services in Cisco Commerce

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

*Import estimate to quote/order as needed

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.

2. A popup will appear, click **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.

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.

2. Click **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.

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

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

1. 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.

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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.

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.

4. 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.

Sales Order Number ✕

Sales Order Number [   ] **4**

Cancel   Save

5. 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.

Serial Numbers ✕

Multiple Serial Numbers can be entered by separating each with a comma or newline.
A unique serial number is required for each product.

Example :932550, 408098, 929400

SKU:CP-7942G= **Qty**: 4

[   ]

5 **Previously entered serial numbers**   **Invalid Serial Numbers**

❌ FCH16249C42
❌ FCH16249A5J
❌ FCH1624962H
❌ FCH162496UM

Save   Close

6. Complete your Order. See Cisco Commerce Order Quick Reference Guide for more information.

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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**.

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