



Note: This document is no longer being actively updated as of August 2019. Please contact crc-training@cisco.com if an update is requested.

Overview

In Cisco Commerce (CCW), you can create a service-only order by either converting an approved quote to an order or creating a standalone order. The way the quote and/or order was created will determine the exact steps needed to complete the service-only order. If you are choosing to order services only in order to delay service start date, see the [Cisco Commerce Order User Guide](#), which covers flexible service start date delay.

- **Scenario 1: Create quote-converted order; detach services and order products only** – Detached services will be automatically added to original quote; order those services separately without having the search for the original product information (e.g., serial numbers, sales numbers). **This is the recommended best practice.**
- **Scenario 2: Create quote: uncovered product information is known; request nonstandard discounts/duration** — Create a quote and identify uncovered products to attach services; convert quote to an order. No need to map services back to quote.
- **Scenario 3: Create quote: uncovered product information is not known; request nonstandard discounts/duration** — Create a quote with service SKUs as major line; convert quote to order. Provide the uncovered product information when ordering and map each service line back to the quote.
- **Scenario 4: Standalone order: uncovered product information is known; request standard discounts/duration** — Create an order and identify uncovered products to attach services.

Scenario 1: Detach Services from Quote-Converted Order; Order Services Only

- 1 Create a quote and add required products and services.
- 2 Convert your quote to order.
- 3 In Order, from the Items tab, select More Actions and then Detach Service to remove the service(s) from the product line.
- 4 Complete the ordering process for the products only.
- 5 When you return to quote, you will see a duplicated product line with the products greyed out and only the service will have a price associated with it.

Note: Cost and discount levels for the detached service(s) will be the same as on the original quote and order.

The screenshot shows the 'Items' tab in the Cisco Commerce interface. A dropdown menu is open for the 'CON-SNTP-CP7942' item, with 'Detach Service' highlighted. A red circle with the number '3' is placed over the 'Detach Service' option. Another red circle with the number '5' is placed over the 'CON-SNTP-CP7942' item in the main table below.

Item ID	Description	P.O. Line Reference	Lead Time	Unit List Price (USD)	Qty	Ext. List Price (USD)
CP-7942G	Cisco UC Phone 7942 ECCN 5A962.C		14 days	455.00	1	455.00
CON-SNTP-CP7942	SNTPC-24X7X4 Cisco Un		Not Applicable	16.00	1	16.00
SW-CME-UL-7942	Communications Manager Express License For One 7942G Phone Multiple License Keys ECCN EAR99		21 days	200.00	1	200.00

Item ID	Description	Unit List Price (USD)	Qty	Ext. List Price (USD)
CP-7942G	Cisco UC Phone 7942	655.00	32.00	209.60
CON-SNTP-CP7942	SNTPC-24X7X4 Cisco Unified IP Phone 7942	16.00	1	6.40
SW-CME-UL-7942	Communications Manager Express License For One 7942G Phone	n/a	1	n/a
Sub Total				6.40

- 6 When you want to order the services, convert the quote to an order.
- 7 The new order contains the previously detached service with associated product information (products lines will be greyed out).
- 8 Complete and submit the order using normal processes.

Note: For more details, see the [Ordering Detached Services Quick Reference Guide](#).

Your order has been priced successfully

Hardware, Software and Services	Unit List Price (USD)	Total Discounts %	Amount (USD)	Credits (USD)	Unit Net Price (USD)	Qty	Extended Net Price (USD)
CP-7942G Cisco UC Phone 7942	n/a	n/a	n/a	n/a	n/a	1	n/a
		0.00	0.00				
1.0.1 CON-SNTP-CP7942 SNTO-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)

Scenario 2: Create Quote (uncovered product information known; nonstandard)

Step 1: Identify the previously purchased (uncovered) products.

- 1 From the Items tab, click Actions to display the dropdown menu and then click Add Previously Purchased Product. The page displays where you can search for eligible products.
- 2 Search for your products using the criteria from the drop-down menu and information from the original order.
- 3 Check the appropriate checkbox(es) to indicate the product(s) to which services will be attached.
- 4 Click **Select**. The uncovered product information displays.

Deal Quote Review and Submit Order

Items Discounts & Credits Install Site Billing

Set item preferences for this quote

Search by SKU, Description and Product Family

Buy Method Select More

Hardware, Software and Services Lead Time Unit List Price (USD)

No records

View 50 Items Per Page

Find Products and Solutions Actions

- Import a Saved Configuration
- View Imported Configurations
- Add Trade In Items
- Edit Services for Multiple Lines
- Compare Versions
- Add Previously Purchased Product**
- Rearrange Lines

Deal Quote Review and Submit Order

Add Previously Purchased Product

Search for Eligible Products (Search for previously ordered eligible products to add Services and Software Subscriptions)

Search requires one of the following

PAK/Serial Number + Product Number: Search

PAK/Serial Number Upload Serial Numbers Search for exact Serial Number

Web Order/MP Number Sales Order Number Web Order/MP Number PAK/Serial Number Install Site

no data

Cancel Select



Step 2: Attach services to the uncovered products.

- 1 Click **Select Service** if there is no service added yet to the line item. The **Edit Service/Subscriptions** option will display if a service and/or subscription is already added to the line item.
- 2 Expand the Service Preferences section. Select the desired service selections from the four drop-down menus and click **Apply**.
- 3 Click **Add Services**. If there were services already attached to this product, the link would read **Edit Services**.
- 4 Expand the service categories and select the desired category.
- 5 Click the appropriate service level radio button within one of the categories and enter the required duration. Standard durations for technical services can be between 12 and 60 months. For unshipped products, only duration can be entered. For shipped products, service start and end dates can be entered.
- 6 Click **Update** to preview pricing and the particular service level and SKU information. Click **Done** when finished.
- 7 Click **Done**. The service is added to the product.

Hardware, Software and Services	Lead Time	Unit List Price (USD)	Qty	Extended List Price (USD)
1.0 C2951-VSEC/K9 Cisco 2951 Voice Sec. Bundle, PVDM3-32, UC&SEC Lic, FL-CUBE10 VALID Tue 03-Nov-2015 08:01:32 PST Buy Method Cisco Edit Options Edit/Remove Services Add Note Detach services More Actions	21 days	11,608.00	1	11,608.00
2.0 CISCO2911/K9 Cisco 2911 w/3 GE,4 EHWIC,2 DSP,1 SM,256MB CF,512MB DRAM,IPB VALID Tue 03-Nov-2015 08:00:17 PST Buy Method Cisco Edit Options Select Services More Actions	21 days	2,695.00	1	2,695.00

Service Preferences

Changes to these preferences may overwrite previous service selections for this configuration.

Service Program: SMARTNET SERVICES	Advanced Hardware Replacement Level: 24X7X4	Onsite Field Engineer: NO	Software Application Upgrade: UPDATES AND
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Apply

Service

Hardware, Software, and Services	Unit List Price	Quantity	Line Total
CISCO2911/K9 Cisco 2911 w/3 GE,4 EHWIC,2 DSP,1 SM,256MB CF,512MB DRAM,IPB	\$ 2,695.00	1	\$ 2,695.00
PWR-2911-A-C Cisco 2911 AC Power Supply	\$ 0.00	1	\$ 0.00

Add Services

Service

No Service

SC CORE SUP

SC CORE 24X7X4 (SCP)

12 Month(s)
Range: 1 to 60

Notes:

- If an item requires mandatory service, the system will automatically apply the required service to the product; regardless of which service attach method is selected.
- Multi-year discounts for standard orders are not available for service durations greater than 60 months and less than 24 months.
- If the correct eligible services are not available in Cisco Commerce, it could mean that your profile is not set up correctly (for example, inaccurate information). If this happens, you should open a case to resolve the issue.
- If you are ordering service for hardware that has been shipped, you can select specific end dates.
- You can cascade services to multiple lines in a quote. Refer to the [Cisco Commerce Deals and Quotes User Guide](#) for more information.

Step 3: Finalize the quote and collaborate with an Account Manager (AM) for nonstandard discounts/duration.

Step 4: After the quote is approved, convert the quote to an order. View and edit the discounts, shipping and install, and billing information, if required, before submitting the order. [The covered product information was provided, hence the service line does not need to be “mapped back” to the quote to receive any nonstandard discounts.](#)

Step 5: Submit the order.

Scenario 3: Create Quote (uncovered product information not known; nonstandard)

Step 1: Create a quote with the desired service SKU only, as a major line item. Refer to the [Cisco Commerce Deals and Quotes User Guide](#) for detailed steps.

Step 2: Collaborate with the AM to have nonstandard discounts or durations approved.

Step 3: Convert the approved quote into an order.

Step 4: Search for uncovered products. Refer to the [Cisco Commerce Order User Guide](#) to learn how to perform steps 3 and 4.

Step 5: Add required services to the uncovered product. Refer to step 2 from scenario 2 to attach service(s).

Step 6: Map services back to the quote. Note

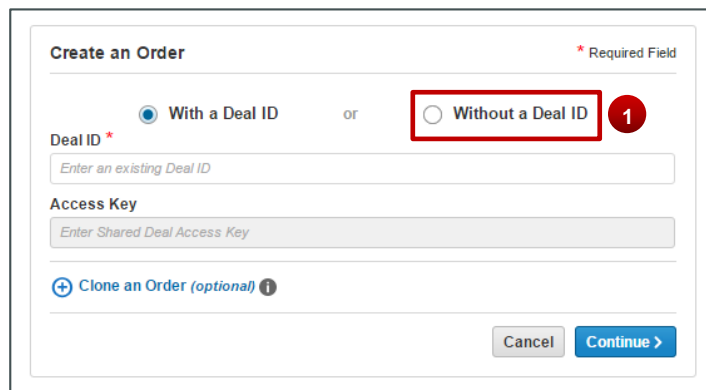
- 1 Return to the Items tab.
- 2 Click [Link Services to Quote](#) to select the service.
- 3 Click **Map**. This maps the service back to the selected quote, and is essential to receive discounts. Do this for every service line.

Note: If the services SKUs do not match, no additional discounts will be displayed on the order.

Step 7: View and edit the discounts, shipping and install, and billing information, if required. Submit the order.

Scenario 4: Standalone Order (uncovered product information known; standard)

- 1 Create a standalone order. Refer to the [Cisco Commerce Order User Guide](#) for detailed steps.
- 2 Search for the uncovered product and add desired services in the Items tab by clicking [Select Service](#). Follow step 2 from scenario 2 to attach service(s).
- 3 Finalize and submit the order.



Note: Only standard discounts and durations are available for standalone orders. Mapping step does not apply here.

The user guides and additional resources for partners are available on our [Operations Exchange](#) page.