Cisco Commerce

Software Subscriptions and Services CCW-Renewals Frequently Asked Questions (FAQs)

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

Contents

1 Overview

1.1 What is CCW-Renewals?

Cisco Commerce Renewals (CCW-Renewals, CCW-R, or "Software Subscriptions & Services") is accessible through the "Services & Subscriptions" tab within Cisco Commerce (CCW). It enables you to buy and renew software subscriptions and service contracts on the same tool where you already purchase products. CCW-R is an improved interface, which replaced Cisco Service Contract Center (CSCC) as of August 2018.

1.2 Can I do other transactions besides renewals in CCW-Renewals?

Yes, you can order new service contracts for uncovered products and term-and-content software subscriptions in CCW-R in addition to your renewal quotes. You can also view and manage your contracts. Today you can perform nearly all of the same functionalities as you could on CSCC, but through a quicker, more intuitive, and streamlined user interface. Learn more about what transactions you can perform in the Transaction Types Quick Reference Guide (QRG).

1.3 When will I not be able to use CSCC anymore?

As of August 4, 2018, CSCC access has been removed to prepare for CSCC retirement. You can no longer use CSCC to look up serial number, quote and contract information. You *can* complete your quoting, ordering and searching in Cisco Commerce Software Subscriptions and Services (CCW-R) and access CCW-R training resources and documentation in the Operations Exchange Community.

1.4 What can I not do in CCW-Renewals?

You must order certain Advanced Services Subscriptions through the larger CCW. Please refer to the Advanced Services Subscriptions QRG for Partners and Advanced Services Subscription QRG for Distributors for more information.

2 CCW-Renewals Overview

2.1 How do I get access to CCW-Renewals?

You can access CCW-Renewals by logging into Cisco Commerce, clicking on the Services & Subscriptions tab, and then clicking on "Software Subscriptions & Services" in the drop-down menu.

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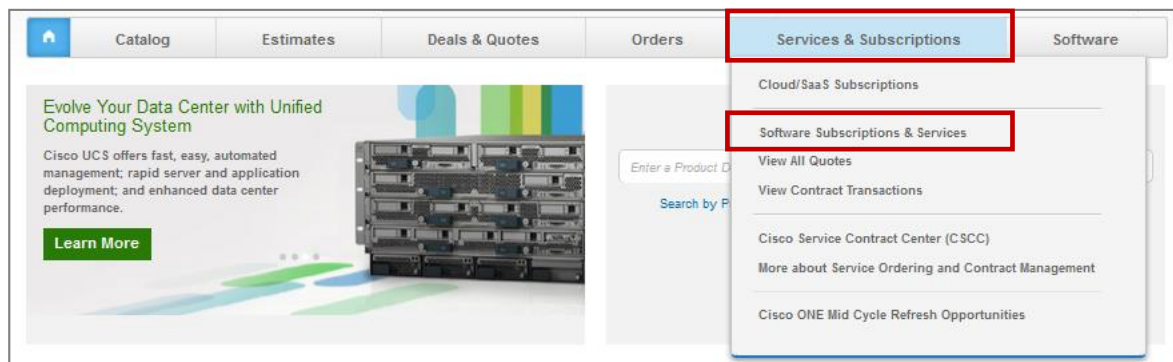
If you cannot access the Software Subscriptions & Services link, this pop-up screen will provide steps to open a case to request access:
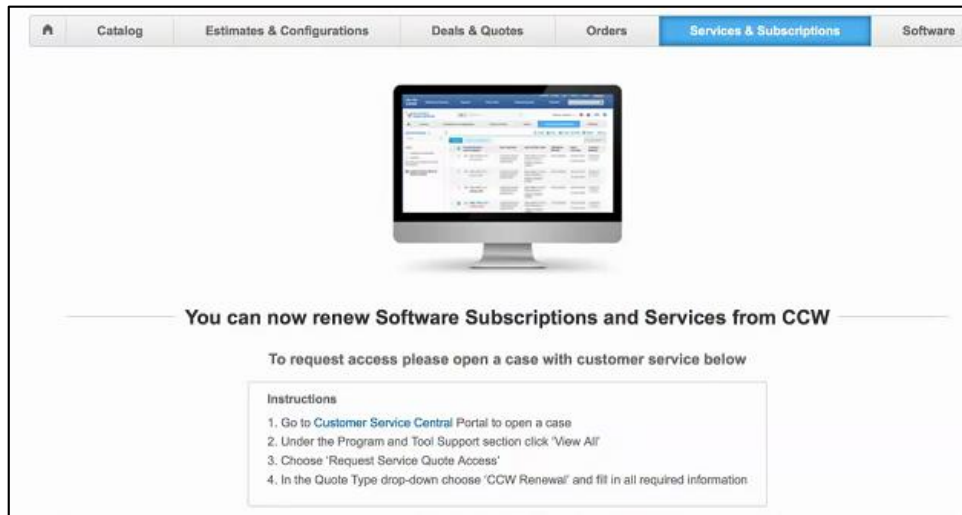
2.2 What role do I have within CCW-R?

There are no role preference settings within CCW-Renewals. In CSCC, a company administrator assigned your access rights (quoting, ordering, or administration). In CCW-R, an administrator for your company does not have to set your permissions to "quoting" or "ordering." Instead, all users at your company with a cisco.com user ID can create a quote, and those who have signed a Global Commerce Agreement can submit the quote for ordering.

2.3 Where do I see the quotes I have created?

You can access quotes within the "View All Quotes/Estimates" section under the Services & Subscriptions tab in Cisco Commerce:

2.4 What contracts and quotes can I see in CCW-Renewals?

Contract Access:

- 1-Tier partners can view contracts belonging to the Bill to IDs within their CCO ID User Profile.
- 2-Tier resellers will be able to access the contract data matching either their Bill To ID List or their Business Entity Geographic (BEGEO) ID.
- Distributors can view basic information of all contracts, if they have the contract number or Serial Number.
- Direct and End customers can view their contracts belonging to the Bill To IDs available in the CCO ID User Profile. If Bill To is not available, users can still access their contracts where the install sites on those contracts roll up to the user company (same Global Ultimate (GU) ID).
- End customers also need to have the contract number to be able to search and view their contracts.

Quote Access:

- 1-Tier and reseller partners can view and edit quotes within their Business Entity Geographic (BEGeos) by default. Upon request they may:
  - o Request their company default to allow sharing across all their Business Entity (BE).
  - o Request their company default to have restricted access even within their BEGeo.
- Distributors, by default, can view and edit all quotes belonging to the Distributor Profile associated with their CCO ID. They can also view and edit quotes created by a reseller if the

reseller selects their Distributor Profile. Additional restrictions may be placed on Distributors by request.

- Resellers and 1-Tier users have automatic access to quotes created for them by a Distributor by default.
- Direct customers can view all the quotes where the quote Bill To is associated with the CCO ID User Profile or if the user company and quote Bill To company rolls up to the same Global Ultimate (GU) ID.
- Quote access is not available for end customers.

2.5 Can I see quotes and contracts from CSCC in CCW-Renewals?

Contracts: You will be able to see all contracts from within CSCC in CCW-R. Both tools are essentially user interfaces into the same backend database that stores all the contracts.

Quotes: You will not be able to see the quotes you created in CSCC in CCW-R because they are two different interfaces. If you would like to order a quote in CCW-R that you created in CSCC, you will need to re-create it in CCW-R.

3   CCW-Renewals Functionalities

3.1   How can I set up my own Bill-To and Ship To addresses to pull through to my quotes automatically?
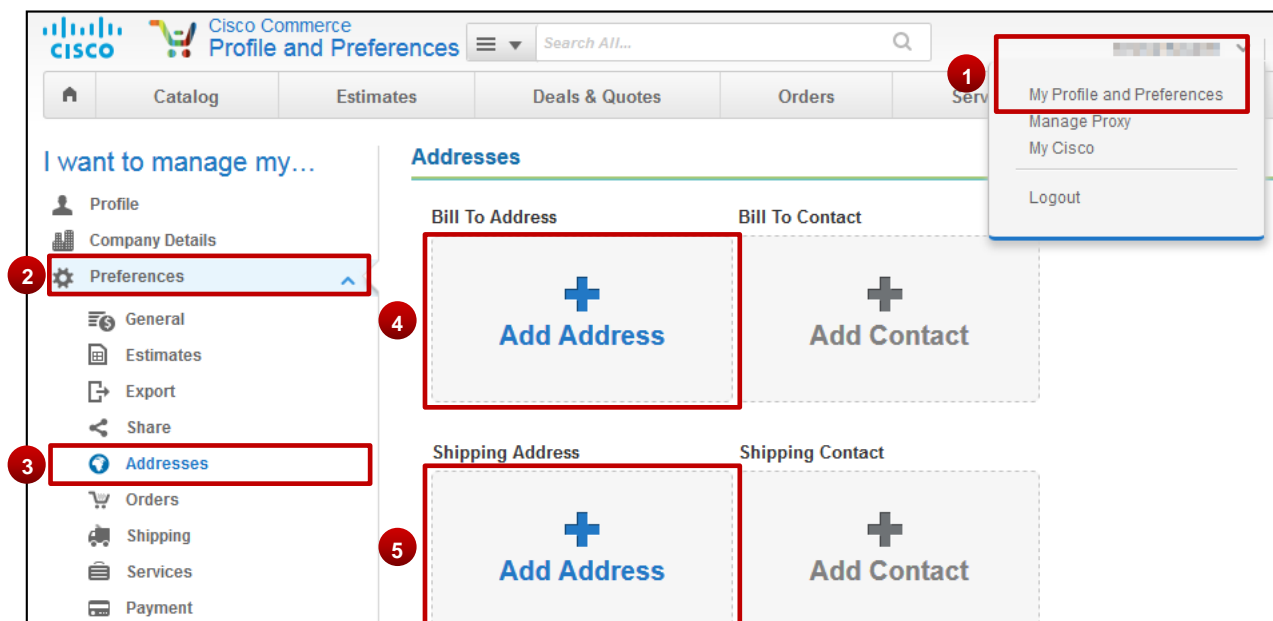
- Your **Bill-To Address** will automatically pull through from your Preferences when the lines you are quoting are covered on contracts having the same Bill-To Address, and that Bill-To Address is in your Cisco.com user profile. If you are performing an end-term Takeover, you may need to re-enter your Bill-To Address. The system will prompt you to do so.

- If you are quoting uncovered lines or covered lines that are under contracts with different Bill-To Addresses, the system will use the Bill-To Address set up in your preferences.

- **Distributors Only:** Distributor administrators can setup their default **Ship To ID and/or Ship To Contact** information in the CCO contact preferences. If this administrator setup is incomplete, the Distributor Ship To defaults will derive from the logged in user's CCW user preferences. For more information on how the Distributor Administrator can set up the default Ship To ID information for all their users, see this Quick Reference Guide.

  Note: This is a one-time setup by the administrator that may have already been done as part of the 'Setup for Reseller Valid Quote Creation' process. Please ensure there is only one related setup in Partner Self Service if you are using this feature.

3.1.1   Setting up preferences

To set up your preferences:

1. Select **My Profile and Preferences**
2. Select **Preferences**
3. Select **Addresses**
4. Click on **Add Address** under "Bill To Address" to add your Bill To Address
5. Click on **Add Address** under "Shipping Address" to add your Shipping Address

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6. In CCW-R, click on **English** to enter a Ship-To Site ID.
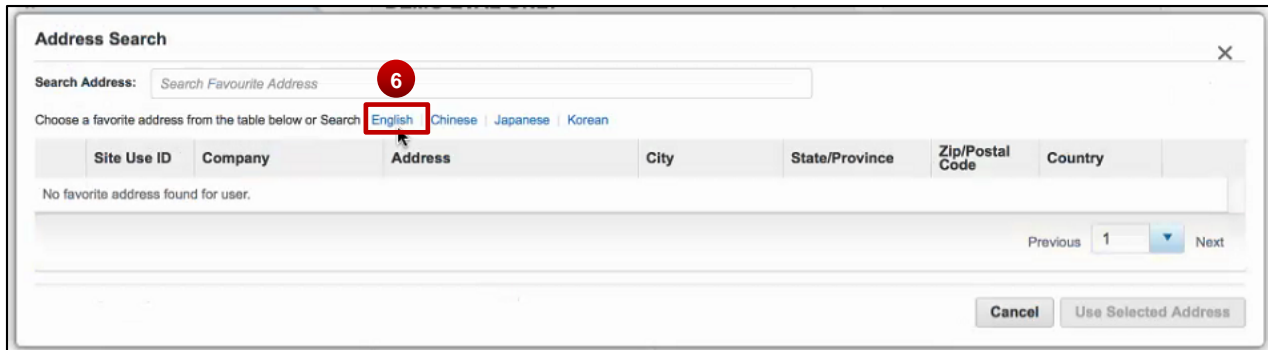
3.2 Where can I get a Serial Number Information Finder (SNIF) in CCW-Renewals?

In CSCC, you used the SNIF tool to gather information on serial numbers. In CCW-R, you can find serial number information quickly and easily without the use of a separate tool such as SNIF. Learn how in the Search for Serial Number Information Quick Reference Guide (QRG).

3.3 What kind of confirmation emails can I expect in CCW-R?

Learn about the confirmation emails we send in your user guide (1-Tier, Distributor, Reseller).

3.4 Can I create a mid-term upgrade in CCW-Renewals?

Yes! Learn how in your user guide (1-Tier, Distributor, Reseller).

3.5 Can I create a quote with 0$ lines?

1-Tier Partners can create quotes with 0$ lines without mapping to any other SKU'd products. The product price will be $0 (since none of the items have a mapped SKU).

Distributors and Resellers, whom are not quoting using ENT SKU as an invoicing method, can create a valid quote for certain products that do not have an associated SKU. It is no longer required to pair these products with other SKU'd products. The product price will be $0 (since none of the items have a mapped SKU).

If you create a quote with 0$ lines, a subsequent invoice will not be generated when the quote is ordered.

3.6 How many lines can I have on a quote?

You can currently create a quote with up to 100,000 major lines in CCW-R. There is no restriction to the total lines you can have on the quote. In CCW-R, you have the same experience with your quote regardless of its size.

3.7 How many serial numbers can I enter into the small search box?

- To see the results on the landing page, you have to limit the search entries to less than 10,000 entries.

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- You can quote up to a maximum of 30,000 search entries, but anything in excess of 10,000 will remain unseen on the landing page.

- You can enter up to 50,000 serial numbers in the CCW-R search box, but these results will not show on the landing page if in excess of 10,000, but can be downloaded instead.

- See your Large Quote user guide to learn about other options for searching for large quantities of serial numbers.

3.8   Can I create a mid-term takeover quote?

- End Customers who wish to shift to a preferred partner and additionally make changes for their existing coverage during an active coverage period, must initiate the Mid-Term Takeover process through a service cancellation.

- For additional information and answers on this process, please see the Mid-Term Takeover QRG.

3.9   What SKUs can I use to create the Quote?

- Fixed Dollar SKUs (SMS SKUs) are the default setting for most global quotes, with the exception of 2-Tier quotes in Asia Pacific, Japan, and Greater China. These countries use Dollar Adjustable SKUs ($ Adjustable) in CCW-R as their default setting.

- You can also use Enterprise SKUs (ENT SKUs) in CCW-R. Please note to make the quote ENT SKU enabled, you have to edit the SKU in the quote header.

3.10   Can I upload an Excel template to create my quote?

Yes! See our Create Quote by Import Quick Reference Guide to learn how.

3.11   Can I see auto-deleted (ineligible) items in CCW-Renewals?

- Yes, you can see ineligible lines on the landing page after you enter your search criteria. If you are uploading your quote information, you can download ineligible lines from the error message that appears after you upload.

- Additionally, you may provide an email address when uploading a file. You will receive an e-mail report summarizing the upload results, as well as a link to the list of ineligible items in XLSX format; these are the same as those downloaded in the application.

4 Support

4.1 Where can I get support on creating a quote?

CCW-R offers inline, step-by-step guidance and quick access to documentation directly on the webpage. Access it via the Help widget in the lower right-hand corner of your browser window. Learn how to access guided help in the Guided Help Quick Reference Guide. In short, you can follow these steps:

1. Click **Help.** Find it at the bottom-right of your page.
2. Click **WalkMe Guided Help**.
3. Choose from any of the offerings shown. For example, pick **How do I export a quote?** to get help with the basic quote creation process or scroll down to **Documents** and expand the list to see all of our CCW-R documents.
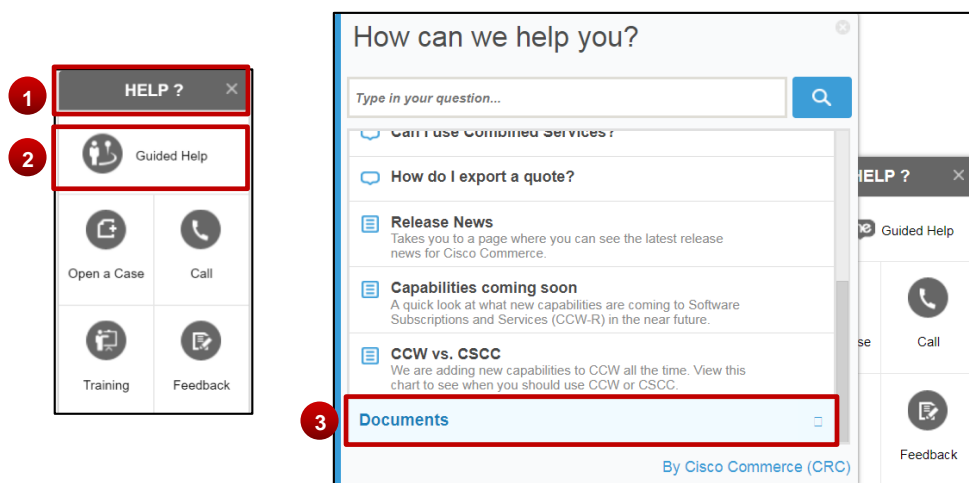
4. You can also find all CCW-R training materials, including user guides, job aids, quick reference guides, and other resources in the Cisco Operations Exchange Community.
5. If you need further assistance, open a case on the Customer Service Central (CSC) Portal.
6. If, after opening a case, you still need more assistance, please use the mailers below.

   - APJ & GC and EMEAR: cisco_cps_ccw_renewals@cisco.com

   - Americas: ccwr_amer_feedback@external.cisco.com

4.2 Where can I register for training?

You can find the training schedule for your region here.