

Cisco Commerce Express Customer User Guide

February 2024

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Commerce

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About Cisco Commerce Express (CCE)



Cisco Commerce Express (CCE)



In order to meet customer needs and to provide an improved and faster experience for customers, Cisco designed and developed a Cisco Commerce Express (CCE) platform that allows for Cisco and customers to collaborate while reviewing and purchasing some offers from Cisco Collaboration portfolio.

The platform offers customers easy access to Cisco created Webex and Webex Teams quotes, gives possibility to review the quotes and submit orders directly to Cisco Systems, Inc.

It also allows customers to manage quotes and orders, review and print invoices, as well as view and manage subscriptions.

This document is to guide Cisco customers through the Cisco Commerce Express platform, and show its benefits on how to use it.



CCE Basics

CCE Basics



Overview:

Customers can now use the Cisco Commerce Express platform to manage quotes and place orders.

1. To Login to the Cisco Commerce Express homepage, click here

Note: To log to the tool you need to use your Cisco.com Account (CCO ID) and password.

If you do not have Cisco user CCO ID yet, along with "Shared Quote" email, you received a "register for a new account" email. Please follow the steps described in that email to register your CCO ID account. The Primary billing contact can also add secondary and support contacts. Once added, follow the Activate email to set up the CCO ID.







In the Cisco Commerce Express homepage, configure your profile by clicking the arrow to the right of your name then click **My Account and Preferences**.

- On your profile on the right side of the screen select my account preferences
- 2. Select change language to see a list **of16 supported languages** to view subscriptions, quotes, orders, and invoices.
- 3. You can add **Bill To** or **Service To** addresses. *The Bill To address will save the preferred currency. This is set by Sales.*
- 4. Select toggle to set quote and order notification
- Add (ach/check/wire transfer or credit card) payment methods, preferred payments, or change methods.

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CO EXPRESS	Salaergrona Gadeo G	mara Evanavi	008 Unit
My Profile			The spectra provide and the second se
Ne Profession			ince.
CCE User	17 an approximate a solution of the second secon	El ande elle en ante 👘 👘 🖓 el se entre	 1-6-730
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are Mathoos >			
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CCE Basics

Commerce

- There are four tabs in the header: Subscriptions, Quotes, Orders, & Invoices. Click on a tab to connect to the associated dashboard.
- 2. Click on the **links** in the toolbar to view contacts, site map, terms & conditions, privacy statement, cookie policy, and trademarks of Cisco, view contacts, submit feedback and receive help.
- 3. Click the explored tools or to contact Cisco.



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cisco l	CISCO COMMERCE EXPRESS	Subscriptions	Quotes	Orders	Invoices	C Belated Tools	CE User 🖌 🐽
Orders	5					Contact Cisco	

CCE Basics



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inimize button to minimize the



Soud a roomage to Natio - Democrat Assistant	

After 10 minutes of inactivity, your session will expire and CCE will automatically log you out. Click the bunered to re-login to CCE.

Session Expired

Your session has been timed out due to inactivity. Please click here to re-login to the systems.

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Reviewing Quote in CCE Dashboard

Sales will share with customers a quote in CCE.

Diagram A If a user is a <u>New user on CCE</u>, <u>they must register for a</u> <u>Cisco.com Account</u>.

Return to Quote email and click to <u>View Quote</u>. Enter your Cisco.com Account information.

**Please Save this information as it will be used on

Diagram B For **returning users**, please click to <u>View Quote</u>. Now enter your Cisco.com Account information.





Tax Exemption (US)

Tax Exemption

Commerce

Overview:

- The products & services purchased are subject to applicable sales taxes in the ship-to and serviceto location(s).
- Effective September 13, 2020, if a bill-to customer company does not have tax exemption certificates on file for the **Cisco Systems Inc. and/or Broadsoft Adaption LLC** in the taxable location(s), Cisco will apply all required taxes to their invoices.
- If you are eligible for tax exemption and you do not want Cisco to apply taxes to your invoices, please send us your resale certificate/s or other tax exemption certificate/s before you place your first order through Cisco Commerce Express platform.
- This is one-off requirement. Tax exemptions certificates are valid for the specified state(s) until expired or revoked.
 - States where Broadsoft Adaption LLC is registered to collect taxes: Arizona, Arkansas, Connecticut, Georgia, Indiana, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Nebraska, Nevada, New Jersey, New Mexico, North Carolina, Ohio, Pennsylvania, South Carolina, Utah, Washington, West Virginia, Wisconsin
- On the exemption certificate, please enter "computer or networking equipment and related services" in the field for the description of items that qualify for exemption.

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Tax Exemption



Effective September 13, 2020, in order to receive accurate tax exemption status, you will need to provide Cisco with two packets of certificates, one each for:

- Cisco Systems, Inc. (CSI),
- Broadsoft Adaption LLC

Your Tax exemption certificates must be sent to your Cisco Sales Representative or the Cisco Collections Team with the same Customer ID (CID) number included on each submission. The certificates will be forwarded internally to Cisco's Sales Tax Team for validation.

If you do not know you Customer ID number, please contact your Cisco Sales Team and they will be happy to find your Customer ID number for you.

More information can be found on Cisco's Sales Tax Customer Support page (<u>https://www.cisco.com/c/en/us/buy/customer-support-information/united-states-sales-tax.html</u>), including references to State-by-State Tax Exemption forms.



Manage Quotes from Dashboard

Manage Quotes from Dashboard

Overview:

Customers may now manage **quotes** created by Cisco directly in Cisco Commerce Express platform. After a quote has been shared with you it is visible in Cisco Commerce Express Quotes Dashboard. You can now sort, filter, search, and view all your quotes. You have access only to quotes that have been shared with you.

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1. In the Cisco Commerce Express homepage, click **Quotes** to view all quotes with high-level details.

2. To **filter by status**, click the drop down and all applicable quote statuses in the Status section.

3. Use the drop to review **Shared Quotes** within the last 30, 60, or 90 days

4. You may sort by date including when a quote is *Shared on, Valid Until or Billing Amount.*









Overview:

Customers can now manage quotes and place orders from their Dashboard in Cisco Commerce Express (CCE).

1. From the Cisco Commerce Express homepage, click Quotes to view the **Quote** dashboard.

2. For new quotes pending acceptance, you will see "*Pending Acceptance*" in the Status field.

3. To decline the quote, click **Decline**.

4. To checkout, click Checkout.

5. To view the quote details, click **View Details**.





6. Once clicking **View Details** from the Dashboard, the Items page will show the details on the quote.

7. If a promotion has been applied on the quote, a message will show at the top with the name and duration of the promotion.

8. In addition, the **Promotional Credit Subtotal** will show at the bottom of the quote to inform users of the discounts they are receiving.

9. To see more details on the priced items of the quote, click **Financial Summary**.

CUSTOMER ACCEPTANCE	Shared On 10-Jun-2020	Valid Umli 10-Jul-2020	_	Cisco Sales Rep		C-1
Covid-19 Promo 4 mont	h(s) promo applied successfully,	valid for a period of 4 month(s)				
						FINANCIAL SUMMARY
ITEMS		Qty Un	it List Price (USD)	Discount (%)	Unit Net Price (USD)	BILLING AMOUNT (USD)
1.0 Collaboration A-FLEX	n Flex Plan			0.00		
INITIAL TERM At 12Months 12	to Renewal Term Billing Months Annua	Model Provisioning Cont Billing	act Email 🖍 Reque 24-Jun	sted Start Date 🖍 n-2020		
Included Deliverable	Items					
1.1 Basic Support SVS-SPK-SUPT	for Cisco Spark -BAS	1	0.00	0.00	0.00	0.00 Annual
1.2 Included VoIP A-SPK-VOIP	1)	1 Each	0.00 Per Each /Month	0.00	0.00 Per Each /Month	0.00 Annual
1.3 Cloud Meeting A-FLEX-MEET-I	s Entitlement ENT	1200 User	0.00 Per User /Month	0.00	0.00 Per User /Month	0.00 Annual
1.4 File Storage Er A-FLEX-FILEST	titlement G-ENT	24000 User	0.00 Per User /Month	0.00	0.00 Per User /Month	0.00 Annual
1.5 Cloud Device F A-FLEX-DEVRE	Registration Entitlement G-ENT	1200 User	0.00 Per User /Month	0.00	0.00 Per User /Month	0.00 Annual
1.6 Messaging Ent A-FLEX-MSG-E	itlement NT	1200 User	0.00 Per User /Month	0.00	0.00 Per User /Month	0.00 Annual
Priced Items						
1.7 EntW Cloud Me A-FLEX-EACM1	eetings Tier 1 (1) PROMO APP	LIED 1000 Each	15.50 Per Each /Month	0.00	15.50 Per Each /Month	186,000.00 Annual
				Of	fer Subtotal (Annual Billing)	186,000.00
				Promotional C	Credit During Promotion (An	nual Billing) 62,000.00
	Covid-19 Promo 4 mont ITEMS I.0 Collaboration A-FLEX INITIAL TERM I.1 Basic Support I.2 Included Deliverable I.1 Basic Support I.2 Included VolP I.3 Cloud Meeting A-FLEX-FILEST I.4 File Storage En A-FLEX-FILEST I.5 Cloud Device F A-FLEX-VOIP I.5 Cloud Device F A-FLEX-VOIP I.5 Cloud Device F A-FLEX-FILEST I.5 Cloud Device F A-FLEX-EACM1 I.7 EntW Cloud Me A-FLEX-EACM1 II	CUSTOMER ACCEPTANCE Term 19-un-2020 Covid-19 Promo 4 month(s) promo applied successfully. ITEMS 1.0 Collaboration Flex Plan A-FLEX INITIAL TERM Auto Renewal Term Billing IzMonths 12Months Annual Included Deliverable Items 1.1 Basic Support for Cisco Spark SVS-SPK-SUPT-BAS 1.2 Included VoIP (1) A-SPK-VOIP 1.3 Cloud Meetings Entitlement A-FLEX-MEET-ENT 1.4 File Storage Entitlement A-FLEX-MEET-ENT 1.5 Cloud Device Registration Entitlement A-FLEX-ENT 1.6 Messaging Entitlement A-FLEX-MSG-ENT 1.7 EntW Cloud Meetings Tier 1 (1) PROMO APP A-FLEX-EACM1	Instruct Weat City Weat City Weat City Could-19 Promo 4 month(s) promo applied successfully, valid for a period of 4 month(s) Provisioning Cont ITEMS Qty Un 1.0 Collaboration Flex Plan A-FLEX Provisioning Cont 1.10 Collaboration Flex Plan A-FLEX Provisioning Cont 1.2 Months Billing Model Provisioning Cont 1.2 Months 12Months 1 1.3 Each 1 Included VolP (1) 1 A-FLEX-MEET-ENT User Inter 1200 1.3 Cloud Meetings Entitlement 1200 User Inter 1.4 File Storage Entitlement 24000 User User 1.5 Cloud Device Registration Entitlement 1200 User User 1.6 Messaging Entitlement 1200 User User User 1.6 Messaging Entitlement 1200 User User Each 1.5 Cloud Device Registration Entitlement 1200 User User Each 1.6 Messaging Entitlement A-FLEX-MSG-ENT User User Each Each Each Each Each	CUSTOMER ACCEPTRACE Description Description Description Could-19 Promo 4 month(s) promo applied successfully, valid for a period of 4 month(s) Image: Could-19 Promo 4 month(s) promo applied successfully, valid for a period of 4 month(s) ITEMS Qty Unit List Price (USD) 1.0 Collaboration Flex Plan A-FLEX INITIAL TERM Auto Renewal Term Billing Model Provisioning Contact Email Reque 1.10 Collaboration Flex Plan A-FLEX Image: Could application Reque Included Deliverable Items 1 0.00 SVS-SPK-SUPT-BAS 1 0.00 1.2 Included VolP (1) 1 0.00 Per Each Per User / Month 1.3 Cloud Meetings Entitlement 1200 0.00 0.00 A-FLEX-MEET-ENT User Per User / Month 1.4 File Storage Entitlement 1200 0.00 A-FLEX-DEVREG-ENT User Per User / Month 1.5 Cloud Device Registration Entitlement 1200 0.00 A-FLEX-MSG-ENT User Per User / Month 1.6 Messaging Entitlement 1200 0.00 A-FLEX-MSG-ENT User Per User / Month	CONSTRUCT Description Construct Description Construct Description Construct Otype Unit List Price (USD) Discount (%) ITEMS Otype Unit List Price (USD) Discount (%) 1.0 Collaboration Flex Plan 0.00 A A -FLEX Auto Renewal Term Billing Model Annual Billing Provisioning Contact Email (*) Requested Start Date (*) INITIAL TERM Auto Renewal Term Billing Model Annual Billing Provisioning Contact Email (*) Requested Start Date (*) Included Deliverable tems I 0.00 0.00 0.00 1.2 Included VolP (1) 1 0.00 0.00 0.00 1.3 Cloud Meetings Entitlement A-FLEX-MET-ENT 1200 D.00 0.00 0.00 1.4 File Storage Entitlement A-FLEX-DEVREG-ENT 1200 Per User /Memin 0.00 1.4 Meetings Entitlement A-FLEX-MET-ENT 1200 Per User /Memin 0.00 1.4 File Storage Entitlement A-FLEX-MED-ENT 1200 Per User /Memin 0.00 1.5 Cloud Meetings Tier 1 (1) PROMO	COUNTINAL CODEPTINACE Deter Sold With and Addition Covid-19 Promo 4 month(s) promo applied successfully, valid for a period of 4 month(s) TREMS Qry Unit List Price (USD) Discount (%) Unit Net Price (USD) 1.0 Collaboration Flex Plan A-FLEX 0.00 Discount (%) Unit Net Price (USD) INITIAL TERM Auto Renewal Term 12Months Billing Model Annual Billing Provisioning Contact Email (*) 24-Jun-2020 Requested Start Date (*) 24-Jun-2020 Included Deliverable Items 1 0.00 0.00 0.00 1.2 Included VolP (1) A-SPK-VOIP 1 Pre Each Mormin 0.00 0.00 1.3 Cloud Meetings Entitlement A-FLEX-MEET-ENT 1200 0.00 Pre User Mormin 0.00 Pre User Mormin 1.4 FLEX-MEET-ENT User Pre User Mormin 0.00 Pre User Mormin 1.4 FLEX-MEET-ENT 1200 0.00 Pre User Mormin 1.5 Cloud Device Registration Entitlement A-FLEX-MEET-ENT 1200 0.00 Pre User Mormin 1.5 Cloud Device Registration Entitlement A-FLEX-MEET-ENT 1200 0.00 Pre User Mormin 1.5 Cloud Device Registration Entitlement A-FLEX-MEET-ENT 1200 0.00 Pre User Mormin 1.5 Cloud Device Registration Entitlement A-FLEX-MEET-ENT 1200 0.00 Pre User Mormin



10. The **Financial Summary** pop up will show providing the detail breakdown of the promotion for each item. Users will be able to see the name of the promotion applied and the duration of the promotion. Each item with the applied promotion will show in the Financial Summary table. Users can see the discount and billing amount during the promotion period as well as the discount, unit net price, and billing amount after the promotion has expired. Note: all priced items in the quote regardless if a promotion is applied to the item will show in the Financial Summary table.

• Note: For Annual Billing, it will display the annual billing total.

11. Click **Checkout** to proceed with ordering the quote.

Financial Summary								×
Promo Applied: Covid-	-19 Promo 4 month(s)	Promo Du	iration: 4 month(s)				All prices in USD
Offer Name	Drived Item Name	014	Unit List Drive	During Pro	omo Period		After Promo Expiry	
Offer Name	Priced item Name	Qty	Unit List Price	Discount (%)	Billing Amount	Discount (%)	Unit Net Price	Billing Amount
A-FLEX	EntW Cloud Meetings Tier 1 (1) A-FLEX-EACM1	1000 Each	15.50 Per User/Month	100.00	0.00 Monthly	50.00	7.75 Per User/Month	7,750.00 Monthly
			Monthly Total		0.00 Monthly			7,750.00 Monthly
						Sub Tota	al for 12 Months	93,000.00
						Total Pro	omotion for 4 month(s)	31,000.00
						Grand To	otal after Promotion	62,000.00

Test Demo - Jun 10 Quote ID:						Billing Amount (Monthly) USD 7,750.00
Status PENDING CUSTOMER ACCEPTANCE	Shared On 10-Jun-2020	Valid Unit 10-Jul-2020		Cruck Salara Res	-	Co
Covid-19 Premo 1 month promo applied succ	easturity, valid for a period of 1 month(s)					
				,		FINANCIAL SUMMARY
S ITEMS		Qty	Unit List Price (USD)	Discount (%)	Unit Net Price (USD)	BILLING AMOUNT (USD)

cisco commerce



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12. In the checkout page, click Add Service Address, if applicable.

13. Click Add New Address.

haskout				
eckoui			QUOTE ID: 1	
ADDRESSES *				
			ORDER SUMMARY	
			BILLING AMOUNT USD 0.00 (MONTHLY)	
ADD BILLING ADDRESS	12	ADD SERVICE ADDRESS	TOTAL BILLING USD 0.00 AMOUNT (MCNTHEY)	
Same as Bill To Address		Serie de Der 10 Adurese	By placing your order you agree to Cisco's privacy notice and conditions of use	
Contacts * Primary Business Delete	Primary Billing	$\langle \rangle$	Place Your Order	
	TERE COMO			
PAYMENT METHOD		Show Additional 0	Contacts	
ENTER FURCHARE ONDER NUMBER (OPTIONAL)				
✓ Bill Me Later (Check ACH) ✓ Payments Terms: Net		\setminus		
TAX INFORMATION				2
1 A Sector characteristike to the second sector characteristic is at 6 other.			X	
	Add Service Address			





14. Complete all fields in the Add Service Address box. In the Checkout page, click Add Service Address, if applicable.

15. Click Assign This Address As Billing to Address, if applicable.

16. Click Add Address.

17. Click Recommended Match.

18. Click Add Address.

Add Service Address	A	×
New Address		
Country * UNITED STATES	* ·	
Company Name *	CALIFORNIA	
Address Line 1 * 4	SAN JOSE	
Address Line 2	Zip Code * 91 m m	
ASSIGN THIS ADDRESS AS BILLING TO ADDRESS.		
15	Cancel Add A	ddress
	1	6
d Service Address		×
w Address		
Entered Address	Recommended Match	
al		
42 SA UR	42 SG Ut	
ASSIGN THIS ADDRESS AS BILLING TO ADDRESS		8
	Cancel	Address



19. Click Add Billing Address.

20. Click Add New Address.

21. Complete all fields in the Add Billing Address box.

22. Click Assign This Address As Service to Address, if applicable.

23. Click Add Address.

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24. Click Recommended Match.25. Click Add Address.



26. To delete an existing Primary Business or Primary Billing contact,

click Delete.





27. To add a Primary Business Contact or Primary Billing Contact, click Add Primary Business Contact or Add Primary Billing Contact. Note: Both primary business and primary billing contacts are mandatory.



28. Select your Contact from the Search by **CCO or Email ID** field. Note: To add a new business contact, proceed to step 24.





29. Select all applicable contact types

30. Click Add Contact.

Note: You cannot edit contacts once added. To make changes, delete the contact and add again. Add again

31. To create a new business contact, enter "Create New Business Contact" in the Search By Cisco.com Account (CCO ID) or Email ID field

32. Click Create New Business Contact

If your billing admin contact is no longer with the company, and the contact must be updated, please submit a ticket here:

Link: https://www.cisco.com/go/cs Portal Path: Quote > New Quote> Cisco Commerce Express

EARCH BY CCO OR EMAIL ID		
PRIMARY BILLING CONTACT		
	🛛 1 bil di bil di bilitati programma	
NYTACT TYPE *	stitional 29	20



Cisco.com Account (CCO ID)

Activate Email & View Invoice

Note: If the contact is new, the new user will receive one email which includes an "Activate" CCO ID Account message in the email, along with the current invoice.

Click here to activate new CCO ID account

Click View Details to View invoice



CISCO COMMERCE

Hi Subscriber,

T

Thanks for Submitting the order for DEMO CAFE. Please use the Web Order ID 1300058041 for future reference.

Please find the order details shown below.

You need to activate your Cisco Account here and then click below button to view the order

ITEMS			BILLING AMOUNT (USD)
Webex Name	ed User		890.0
A-WX-NAMED-	USER		Monthly
Initial Term	Automatically Renews For	Provisioning Contact Email	Requested Start Date
12.0 Months	12 Months	demo111@yopmail.com	Mar 15, 2019

View Details

If you have a cisco.com account, login with user id and password when prompted. If you do not have a cisco.com account, register here with your email id.

Order can also be accessed by going to the Cisco workspace.

For further assistance, please contact below listed Cisco Sales Person

 \mathbf{X}

@cisco.com



Create a Cisco.com Account (CCO ID)

How do I set up a Cisco ID (CCO ID)?

1. Go to the <u>Register page</u>

2. Fill out all required fields.

3. Click Register.

PLEASE NOTE:

To be mapped to your companies account, order, or invoice, here are a few ways to be added:

- Sales should 'share order' or invoice with you and add you as a contact to the account.
- Your internal business contact can add you as a billing, secondary, or support contact to the account directly in <u>CCE</u>.
- You can create a ticket to request to be added www.cisco.com/go/cs





33. Complete "Add New Contact" details34. Select all applicable contact types35. Click Add Contact

ADD NEW CONTACT Business Email * CCO ID * a a Last Name * First Name Ja S Company Name Country * UNITED STATES A -Phone Number * (1) Contact Type 34 V Primary Business V Primary Billing Additional 35 CANCEL

33

Search and add Contacts

36. To see additional contacts, click Show Additional Contacts



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37. To add additional contacts, click *Click To Additional Contacts.*

Additional Contacts		Hide Additional Contacts
TEPONO	■ 1 Q US	Delete
Ó	37	
	Click To Additional Contacts	

38. Click the applicable taxability selection in the Tax Information box.

Contacts *						OPDER SLIMMARY
Primary Business		Delete	Primary Billing		Delete	CROCK COMMON
TELEVISION			TELE COMO			BILLING AMOUNT USD 0.00 (MONTHLY)
Q-12	2 b		Q-1	2 t		
						TOTAL BILLING USD 0.00 AMOUNT (MONTHLY)
2 PAYMENT METHOD					Show Additional Contacts	_
						By placing your order you agree to Cisco's privacy notice and conditions of use
ENTER PURCHASE ORDER NUMBER (OPTIONAL)						
						Place Your Order
 Bill Me Later (Check ACH) 						
 Payments Terms: Net 						
3 TAX INFORMATION *						
You have either not selected the taxability	ty value or have selected an invalid value					
-						
Taxability						
8 Internal Use 🕤	State/Fed	eral/Direct Pay	or Export Exemptions 🕕			
Tax Status						

Add a Secondary Billing contact

Commerce

- 1. To add a secondary contact Select Quote
- 2. Go to Check Out
- 3. Show Additional Contacts
- 4. Click to add Additional Contacts
- Search to assign user or click to Create New User Contact. Select secondary billing or support role
- 6. Review Secondary contact has been added

EXPRESS OCE User 4 Subscriptions Cuctes Intelices Search and add Conta TOTAL MALENCE AUD 2.225 CCE AUS Ltd Sector CODE Chall D demosPyopmeil.com 26 DOMAIN STREET SOLITH REPORT, GUD, 4101 Assists Ouctes Show-Guster By Statu Pending Acceptance Stand Sort By Search Dy Quote Kame JD to the and manufactures Status Fending Acceptance incluties Cecine Zach Mueller REPLACE QUOTE FOR SUB231423 27-FEB-2019 Priced hems manaplane Spreaking Ouste ID: 1203067894 Instant Vessacing CANCEL AND COMM AUD 2 215 51 WebEx Support Option and deal Definencials have WebEr Audo Add Co. Conferenciera Other Payment Metho WebEr Storage Add On POR Reg Stated 01 Vold End Vew Details -27-Feb-2019 29-War-2019 5 2 EXPRESS Owleys Involves Search and add Contacts TOTAL BLUNS CCE AUS Ltd baives the * domoig/yop mail.com Addrosses Gadresse OROFR SUNWARD You Dave Tell Science UNIED STATES CCE AUS LM Your because TMLN: Not Inclusively TO LAST BE COMPANY 2,225.5 CCE AUS Ltd CCE AUS Ltd Primary Busine 2009022155 25 DOMENIS RABIT SOUTH ERCENSE GRO, 2001 Autorita 25 DOMON STITULT SOUTH STOREMEN 0 D 4101 Autorits Bestow And Amore Guards Zach Mueller 🖌 Procedury Billion 🖌 Proper Please Your Order Centerts * Primary Business Primary Billing Zach Mueller Zach Mueller 1,-612032546262 5,461200224050 moore inter Payment Metho Payment Method FO_Ren Payment Mathon Wire Tennior | Payment Tenni 30 NET Perment Method: Wire Transfer, J. Payment Term: 32 NF V Vin Transfe 🖌 victor Transfer 3 ORDER SUNTYAR 6 reur involges Will De Sent To This Adams Your Onlar Will be Serviced for This Aphroa The Aller Million Streets TO THE MELTING 2,226.64 TOTAL NULLAS 2,223,50 AUD AUD CCE ALIS LM CCE ALIS LM CCE AUS Ltd CCE AUS Ltd STREET, BALLER 25-10 PHON REPORTS SCIENCE CONTRACTOR (10-1) 4-10-1 Australia 25 COMEN STREET SOUTH SREEK-12. GLF. 24 DOMEN STREET SUCT 1 BRIDSARD, 0.0 410 Break and And American Description Redom Anti-Annari Gara's condique, anos Autoria Aurora humb Dertherte * Doutonty 7 Primary Business P ferance Billing Primary Duribert Primery Diller Zach Muelle Zach Muelle Zach Mueller Zach Muello C 612032546565 1,1612032549888 manager designation Biological Annual Annua Annual Annua Annual Annu Additional Conta DEMO CODDESSS in carroltycoral.com \$2.00 B Parcmarit Matheur PO_Rep Deersent Method, Wite Transfer - Deersent Term: 30 NET V Max Transfer

Payment Method

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39. To change the provisioning contact email, click the pencil icon.

40. To change the requested start date, click the pencil icon

41. If a promotion was applied on the quote, a message will show stating the name and duration of the promotion.

42. To view the Financial Summary of the priced

items on the quote, click Financial Sun ary.

43. To place your order, check the box to agree to Cisco's privacy notice and conditions of use.

44. Click Place Your Order

Taxbilly Image: Status is Control to the status is in the stat	Tax	Information									ORDER SUMMARY		
A share when the more than the theorem hands have. These may be agained to the twence. A share may be aga		Taxability									TOTAL BILLING AMOUNT	USD	7,750.00
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Control table promove applied successfully, which is a parent of 1 model Opposite (USD) Discount (1) Unit Net Price (USD) BitLiNG AMOUNT (USD) Image: State of the sta	Pro	duct Informa	ition			-				-		e tour Orogr	
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1.1 Basic Support for Claco Spark 1 0.00 0.00 0.00 0.00 21: Book Will 11 Basic 1 0.00 0.00 0.00 Boom 1.2 Book Will 11 Basic 1 Part Set Man 0.00 0.00 Boom 1.2 Book Will 11 Basic 1 Part Set Man 0.00 Part Set Man Boom 1.3 Cloud Meetings Entitiement 100 Part Set Man 0.00 Part Set Man Boom 1.4 File Storage Entitiement 2000 Part Set Man 0.00 Part Set Man Boom 1.4 File Storage Entitiement 2000 Part Set Man 0.00 Part Set Man Boom		Included Delive	rable Items										
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1.4 File Storage Entitlement 24000 0.00 0.00 0.00 0.00 0.00 0.00 0.0		1.3 Cloud Mer A-FLEX-M	etings Entitlement EET-ENT		1200 Liter	. The Lase 76	0.00 0	0.00	0.00 Per User /Month	0.00 Monthly			
		1.4 File Storag A-FLEX-FI	ge Entitlement LESTG-ENT		24000	Per User (N	0.00 0	0.00	0.00 Per User (Month	0.00 Monthly			

Manage Purchase Order# (PO #)



Adding a PO Number to a new order:

- 1. From the **CCE Dashboard > Review Quote**.
 - 1. For new users, please see steps registering in your email here.
- 2. Scroll Down 2) Payment Method and Enter PO Number > Update PO Field.

1

3. Please Note: PO Numbers for new orders must be entered prior to accepting the quote from your Sales rep.

CISCO EXPRESS		Subst	riptions Quotes (Drders Invoices		S CCE Help jenn Mendezoa 👻 👄	MANYATA NACAVAR BENGALI	E O F EMBASSY-BUSINESS P A	YARK (MERP) OUTER RING ROAD, RA	CHENA HALLI,	MANYATA EMBASSY-BUSINESS NAGAWARA BENGALURU	PARE (MERP) DUTER BING ROAD, RACHENA HALLI,	ORDER SUMMARY	
Checkout						QUOTE ID: 1200148061 🕒	KA, 560065 India	~~			KA, 560065 Indie		TOTAL BILLING INR 2,434 AMOUNT, HON (HEY)	.64
							BSTIN 29AADON	2448J128	Address Classification India: SEZ (Special Econ	omic Zone)	GSTIN 29AADCM2448J128	Address Classification India: SEZ (Special Economic Zone)	Review And Accept Cisco's conditions of USB	
						ORDER SUMMARY	Contacts *						Place Your Order	
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						Beview And Accent Cisco's conditions of	JENN Cran and	MENDEZOA	■jens123@yopmail.com		JENN MENDEZOA	■jern123@yopmeil.com		
Addresses *						100		2				Show Additional Contact		
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	ADD BILLING ADDRESS Same as Service To Address			Add Service Address Same As Bill To Address			Payme	nt Method: Wire Tra	ansfer Payment Term: 30 NB	ΕT				
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2 Payment Method					Show Additional Contacts		A Product	Information	0	tv Unit List P	ice (INR) Discount (%) Un	it Net Price (INR) BILLING AMOUNT (INR)		
PURCHASE ORDER						0	⊖ 1.0	 Webex Named Use A-SPK-NAMED-US	er Meetings SER	., 2000	0.00			0

Manage Purchase Order # (PO)



Active subscriptions can be modified by customers (billing contacts) only.

1. Select the **<u>Subscription UI</u>** > Manage Payment Details > Update PO Field.

	/X-NAMED-USER)						
Subscription ID Sub174258		Effective 12.00 M	For onths from 13-Se	ep-2018 to 12-	Sep-2019	Automatically Renews 12.00 Months On 13-	For Sep-2019
Status ACTIVE		Billing Fre Monthly	equency Billing			Monthly Cost USD 846.25	
	Summary	History	Invoices	Usage	Manage Contacts	Quotes In Progress	Manage Payment Details
Purchase Order Number 6076015D	*						
Payment Method PO Payment Term 30 NET		Purchase 607601	e Order Number 5D				

VAT ID Registration & Certificate Upload



- 1. Click to view Quotes shared by sales.
- 2. Click Check out
- 3. Customer or VSS can now upload VAT registration certificate
- For countries that do not have a manual/automated VAT ID lookup link.

CISCO EXPR	ESS		Subscrip	Quotes Orders	Invoices		CCE User - 👁
Orders							Contact Cisco
Status: Pen CCE16T Quote ID: 1	vding Acceptance Z 2200035667		Includes Included Items Other Spark Support O Spark M1-M3)ptions			Dave Checkout Billing Amount (MONTHLY) AUD 737.50
Shared On 08-Feb-2019	Valid Until → 10-Mar-2019						View Details →
3 Tax Info 3 VAT/G Applied NETHE	ST/Tax ID Information		Enter VAT/GST ID/ Ta	ıx ID *			
Tax will b	na calculated/applied on invoice/c) (if appl	icable)	VAT/GST/Tax ID validated	d automatically			
🗸 Wire Tran	sfer					TOTAL B AMOUNT	illing aud 737.50 T(MonTHLY)
4 ax Informat	tion *					Rev use	view And Accept Cisco's conditions of
VAT/GST/T Applied To Co TANZANIA, U Tax will be calcu	ax ID Information puntry * INITED REPUBLIC OF listed/applicable)	VAT/GST ID/ Tax ID *		Tax Certificate * Sample_Cisco.png(0.01 MB) <u>*</u>	_	Place Your Order
Product Info	ormation						

Tax Options



- Taxability options will be displayed for customers. Customers may select from Internal Use (Non-Exempt) or State/Federal/ Direct Pay or Export Exemptions
- 2. Tax definition will be displayed in taxability section

No. of the second se	VAT/GST/Tex ID Information
rayment metrics Payment rem. Nire Transfer 30 Net	W1/031/Tax to information
	Applied to Country/Region VAT/GST ID/ Tax ID MX
	What is the intended use of your product?
	1 internal Use internal Use i
	Tax Status: NON-EXEMPT

Payment Method Credit Card	Test Test xxxxxxxxxxxxxxxxxxx1000	Expiry Date: 8/2022	Payment Term Immediate	What is the intended use of your product? X 78 devices the intended use of your product? X Status: No We designed one evention. According to the state of the active to the No designed one evention. According to a will be charged.



- Link is included to allow customers to redirect to Customer Service Hub to upload their tax certificate
- 2. Link to Cisco Tax website for general sales tax information


Tax Display & Agreement



- 1. Estimated tax will be displayed for customers
- 2. Customer must acknowledge the estimated sales tax agreement

CISC	Express		ŵ	Subscriptions	Quotes	Orders	trivences			of heights	0	
Otb								Quine ID	Order Scherifted By	0	Submitted On Statu	er Processing
inte O	der ID Sales Order Norther	Cisco Sales Repres					Silling Arrian	at (President)				
Orde	er Details											Internal View
Item	is											inancial Summa
6	Items					Qty	Unit List Price (CAD)	Discount (%)	Unit Net Price (CAD)	Extended Net Price (CAD)	Estimated Shipping (CAD)	Estimated Taxe (CA
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Place Order Highlight

alia) cisco	EXPRESS	Subsc	riptions Quotes Orders	Invoices		CCE Help Lime Cafe cafe	- 00
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1	Addresses *						
	Bill To	Change	Service To		Change	ORDER SUMMARY	
	Your Invoices Will Be Sent To This Address LIME CAFE 101 Collins St MELBOURNE, VICTORIA, 3000 AUSTRALIA		Your Order Will Be Serviced To Thi LIME CAFE 101 Collins St MELBOURNE, VICTORIA, 3000 AUSTRALIA	s Address		TOTAL BILLING AMOUNT (MONTHLY) AUD 52.92 Image: state s	
c	ontacts *					"Place your order" Button Place Your Order	
	Primary Business	Delete	Primary Billing		Delete		
	LIME CAFE CAFE \$+613 9659 4200		LIME CAFE CAFE	⊠limecafe@yopmail.com			
2	Payment Method			Show	Additional Contacts		
	PURCHASE ORDER 123456789						
	Payment Method: Wire Transfer (Change) │ Payment Term: 30 N ✔ Wire Transfer	IET					
3	Tax Information *						0

The Place Order button is now highlighted for customers when confirming and placing orders.

Download Your Signed Contract

- 1. From the Orders Screen
- 2. To the left click Signed Contract
- 3. The file will download and include:
 - a) copy of signed T&C
 - b) copy of your invoice.

cisco	EXPRESS		Subscriptions	1. Orders in	voices		S CCE Help Jenn Me - 1 m
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Status Submitte	ed.	Quete ID 1200148450	Order Submitted By Jennine211258256	Circle 04-0	r fisbritted On Dot-2019	Billing Amount (Monthly) INR 1,941.1
orsco s Preeti S	ALES REP hinde	ι.					
	ITEMS		Qty	Unit List Price (INR)	Discount (%)	Unit Net Price (INR)	BILLING AMOUNT (INR)
Θ	1.0 Webex Named User Meetin A-SPK-NAMED-USER S	ngs ATUS: Order Processing 😒			0.00		
	PattiaL TERM Auto Basewal Term 12Months 0	Billing Model Fredstorling Centect Monthly Billing Jeon1234@yopmail.co	Email Requested Start Date am 07-Oct-2019	ESTMATED STAFT DATE 07-Oct-2015	SUBSCRIPTION ID	Contract Number	
	Spark Devices Registration						
	1.1 Cloud device registration A-SPK-ND-SR		1 Lines	1,941,13 Per Oan Aborn	0.00	1,941.13 Par Usar Altanth	1,941,13 Incomp
	Spark Support Options						
	1.2 Basic Support for Cisco Spark SVS-SPK-SUPT-BAS		1	0.00	0.00	0.00	0.00 Insertion
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	Name:	Jenn Me				
	Email: Quote ID:	jenn1234@yopma 1200148450	il.com			
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Overview:

Customers can now view, download, and print invoices, in addition to view taxability, in Cisco Commerce Express (CCE).

1. In the Cisco Commerce Express homepage, click Invoices to view all invoices with high-level details.

Quotes						
Show Quotes By Status Pending Acceptance A Shared	•	Sort By			Search By Quote Name,ID	
Status: Pending Acceptance REPLACE QUOTE FOR_SUB231423_27-FEB-2019 Quote ID: 1200067894		Includes Priced Item: Instant Mes WebEx Sup Included De WebEx Aud Conferencin Other WebEx Stor	s saging port Options ilverable Items io Add On ng age Add On			Decline Checkout Billing Amount (MONTHLY, AUD 2,225.50
Shared On Valid Until 27-Feb-2019 29-Mar-2019						View Details →



2. Sort them by clicking the up/down arrow icon next to eachColumn header.

3. Use the Items Per Page dropdown menu to view more or less invoices per page.

Note: CCE Invoices defaults to 20 invoices per page.

4. Use the single arrows to advance or return a page and the double arrows to advance or return to the last page and first page, respectively.

My Invoices								
STATUS	•			2	Search By Involce Numbe	r, Subscription Id		۹
Invoice 💌	TYPE 🔻	CREATED ON 🔻	DUE ON 🔻	PO NUMBER 🔻	INVOICE TOTAL 🔻	BALANCE -	STATUS 🔻]
5	Invoice	09-May-2018	08-Jun-2018	PO_1	USD 0.00	USD 0.00	CLOSED	1
5	Invoice	09-May-2018	08-Jun-2018	PO_1	USD 41,855.31	USD 41,855.31	OPEN	1
5	Credit Memo	09-May-2018	09-May-2018	PO_1	USD (11,530.98)	USD 0.00	CLOSED	÷
5	Invoice	09-May-2018	08-Jun-2018	PO_1	USD 21,573.35	USD 0.00	CLOSED	1
5	Credit Memo	09-May-2018	09-May-2018	PO_1	USD (32,360.02)	USD (10,786.67)	OPEN	÷
5	Invoice	08-May-2018	07-Jun-2018	PO_1	USD 14,552.10	USD 3,021.12	OPEN	1
5	Invoice	08-May-2018	07-Jun-2018	PO_1	USD 32,447.25	USD 32,447.25	OPEN	1
5	Invoice	08-May-2018	07-Jun-2018	PO_1	USD 136,999.50	USD 0.00	CLOSED	1
5	Credit Memo	08-May-2018	08-May-2018	PO_1	USD (171,249.38)	USD (34,249.88)	OPEN	1
5	Invoice	08-May-2018	07-Jun-2018	PO_1	USD 0.00	USD 0.00	CLOSED	1
View 10 🔻 Items Per Pa	ge				4	Results 1 of 8 《	< Previous 1	Next 〉 》
Terms & Conc 3 Privacy Sta	atement Cookie Policy Tra	demarks of Cisco Systems Inc						



5. From the Dashboard Click Invoices then Search by Invoice# or Subscription#.

IS	•				Search By Invoice Numb	per, Subscription Id		
Invoice 🔻	түре 👻	CREATED ON V	DUE ON ¥	PO NUMBER 👻	INVOICE TOTAL *	BALANCE -	STATUS *	
5	Invoice	09-May-2018	08-Jun-2018	PO_1	USD 0.00	USD 0.00	CLOSED	
5	Invoice	09-May-2018	08-Jun-2018	PO_1	USD 41,855.31	USD 41,855.31	OPEN	
5	Credit Memo	09-May-2018	09-May-2018	PO_1	USD (11,530.98)	USD 0.00	CLOSED	
5	Invoice	09-May-2018	08-Jun-2018	PO_1	USD 21,573.35	USD 0.00	CLOSED	
5	Credit Memo	09-May-2018	09-May-2018	PO_1	USD (32,360.02)	USD (10,786.67)	OPEN	
5	Invoice	08-May-2018	07-Jun-2018	PO_1	USD 14,552.10	USD 3,021.12	OPEN	
5	Invoice	08-May-2018	07-Jun-2018	PO_1	USD 32,447.25	USD 32,447.25	OPEN	
5	Invoice	08-May-2018	07-Jun-2018	PO_1	USD 136,999.50	USD 0.00	CLOSED	
5	Credit Memo	08-May-2018	08-May-2018	PO_1	USD (171,249.38)	USD (34,249.88)	OPEN	
5	Invoice	08-May-2018	07-Jun-2018	PO_1	USD 0.00	USD 0.00	CLOSED	
10 🔻 Items Per P	ege					Results 1 of 8 🛛 🤻	< Previous 1	Next
& Conditions Privacy S	tatement Cookie Policy Trad	lemarks of Cisco Systems Inc						

My Invoices							
STATUS	•		Search Dy Invoice 51	Search By Invoice Number, Subscription Id			
Invoice *	ТҮРЕ 👻	CREATED ON *	DUE ON 👻	PO NUMBER *	INVOICE TOTAL *	BALANCE * STATUS *	
5	Invoice	09-May-2018	08-Jun-2018	PO_1	USD 41,855.31	USD 41,855.31 OPEN	÷
View 10 View Por Pag	9e					Results 1 of 1 🔣 🤇 Previous 1	Next > >>>

6. To view more details of the invoice, click the Invoice Number.

7. To **download the invoice**, click the

3 ertical dots icon.



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EXPRESS



10. To **print** the invoice, click the

🔒 hter icon.

11. To view **Invoice FAQs**, click Invoice FAQs Note: Invoice FAQs are also available at the bottom of the .pdf version of the Invoice.

12. To download the invoice, click **Download Invoice**

13. On the CCE Invoice tab, the column **Program Discount** has been added as of August 2020 and reflects the discount amount if any promotions were applied on the line items.

14. To return to the main list of invoices, click **Back to Invoices**.

oice Date		Invoice Type	Status	Paymo	int Term		Customer Contact	GST	Number
Number		Web Order ID 130	Bill To Number 103	Custo 103	ner Number				
Recurring Charg	es					1	3		
PO LINE #	ITEM #	SERVICE DESCRIPTION		DURATION (Month)	QTY	RATE PRICE	PROGRAM DISCOUNT	TAX AMOUNT	EXTENTED AMOUNT (US
		A-FLEX Collaboration Flex Plan Subscription ID: Subscription ID: Subscription ID: Subscription ID: Subscription	u6-2020						
	1	A-FLEX-DEVREG-ENT-Cloud	Device Registration Entitlement	1	600	Per User / mth			
-	2	A-FLEX-EA-BCCB-EntW Mee (1)	tings Bridge Country Call Back Audio	1	500	Per Each / mth	660		1,340.
	3	A-FLEX-EACM1-EntW Cloud	Meetings Tier 1 (1)	1	500	Per Each / mth	2560		5,190.
	4	A-FLEX-EDGAUD-USER-A-FL	EX Webex Edge Audio	1	500	Per User / mth			
	5	A-FLEX-FILESTG-ENT-File St	orage Entitlement	1	12000	Per User / mth			
	6	A-FLEX-MEET-ENT-Cloud Me	etings Entitlement	1	600	Per User / mth			
	7	A-FLEX-MSG-ENT-Messaging	g Entitlement	1	600	Per User / mth			
	8	A-SPK-CS-MNTH-Monthly Co	ommitted Audio Spend (1)	1	400	Per USD / mth			400.
	9	A-SPK-VOIP-Included VoIP (1)	1	1	Per Each / mth		-	

14 D Back to Invoices					Invoice FAQ					
Invoice No: 5	nvoice No: 5 Due Date:Jul 04, 2018									
Invoice Date Jun 04, 2018	Invoice Type Invoice	Status Open	Payment Term 30 NET	Customer Contact	GST Number					
Po Number PO_1	Web Order ID	Billing Contact +1 408	Billing Inquiries	Bill To Number	Customer Number					



14. To view Taxability, note the Web Order ID on the invoice.

15. Click Back to Invoices.

16. Click Orders.

Sack to I	Invoices 15							Invoic	e FAQ
Invoice I	No: 5	Due Date:Jul 04, 2	2018					🔒 🗌 Dov	vnload Invoice
Involce Date Jun 04, 201	8	Invoice Type Invoice		Status Open	Payment Te 30 NET	rm Customer Cont	act GST I	Number	
Po Number PO_1		Web Order ID		Billing Contact +1 408	Billing Inqu	ries Bill To Number	Custo 1	Customer Number 1	
altalta cisco	CISCO COMMERCE			Subscri	ptions Quotes C	invoices		T	• • •
My statu	Invoices ^{is}	•				Search By Invol	ce Number, Subscription Id		٩
	Invoice 🔻	TYPE 🔻	CREATED ON V	DUE ON 🔻	PO NUMBER 👻	INVOICE TOTAL *	BALANCE -	STATUS -	
	5	Invoice	16-May-2018	15-Jun-2018	PO_1 ====	USD 3,867,450.00	USD 3,867,450.00	OPEN	÷
	5	Invoice	16-May-2018	15-Jun-2018	PO_1	USD 0.00	USD 0.00	CLOSED	÷
	5	Invoice	09-May-2018	08-Jun-2018	PO_1	USD 0.00	USD 0.00	CLOSED	÷
	5	Invoice	09-May-2018	08-Jun-2018	PO_1	USD 41,855.31	USD 41,855.31	OPEN	÷
	5	Credit Memo	09-May-2018	09-May-2018	PO_1	USD (11,530.98)	USD 0.00	CLOSED	÷
	5	Invoice	09-May-2018	08-Jun-2018	PO_1	USD 21,573.35	USD 0.00	CLOSED	÷
	5	Credit Merno	09-May-2018	09-May-2018	PO_1	USD (32,360.02)	USD (10,786.67)	OPEN	÷
	5	Invoice	08-May-2018	07-Jun-2018	PO_1	USD 32,447.25	USD 32,447.25	OPEN	÷
	5	Invoice	08-May-2018	07-Jun-2018	PO_1	USD 136,999.50	USD 0.00	CLOSED	÷
	5	Credit Merno	08-May-2018	08-May-2018	PO_1	USD (171,249.38)	USD (34,249.88)	OPEN	÷
View	10 🔻 Items Per Page						Results 1 of 8 《《	< Previous 1	Next 〉 》
Terms	& Conditions Privacy Statem	ent Cookie Policy Tradema	rks of Cisco Systems inc						



17. In the Orders tab, enter the Web Order ID into the Search By Order Name, ID field.

18. Click View Details.





19. On the Order Details page, you will see the Taxability section below the Items section.

115	Quote ID	Order Submitted I	By Or	fer Submitted On		Pilling Amount (Annual)	1160	700
sed	1	j	15	-May-2018		billing Amount (Annual)	050	708
CO SALES REP	६ +1 408							
🗞 Items		Qty	Unit List Price (USD)	Discount (%)	Unit Net F	Price (USD)	BILLING AMOUNT	(USD)
 1.0 Spark Shared Resour A-SPK-SH STATUS: 	cces : Closed 🗸	1		80.00			708,00	00.00 Annual
INITIAL TERM Auto Renewa 12 Months 12 Months	al Term Billing Model Provisioni Annual Billing or	ng Contact Email Requi	ested Start Date SUBSCRIPTION May-2018 Sub2	ID Contract Number				
x Information]				
Taxability 1	9							
		State/Federal/Direct	Pay or Export Exemptions					

Invoice export

CCE provides an option to customers to download list of invoices displayed on invoice dashboard.

List of all In	nvoices Search	By Web Order ID	•	Search: 1300245830	Q				
									Download Invoice L
voice		Туре	Created On	Due On	Subscription Id	Po Number	Invoice Total	Balance	Status
	1	Invoice	03-Jun-2021	03-Jun-2021			USD 4,866.56	USD 0.00	Closed
	1	Invoice	03-Jun-2021	03-Jun-2021			USD 1,045.03	USD 0.00	Closed
	1	Invoice	03-Jun-2021	03-Jun-2021			USD 250,650.70	USD 0.00	Closed
	:	Invoice	03-Jun-2021	03-Jun-2021			USD 2,215.37	USD 0.00	Closed
	1	Invoice	02-Jun-2021	02-Jun-2021		Credit Card	USD 0.00	USD 0.00	Closed
	1	Invoice	02-Jun-2021	02-Jun-2021		Credit Card	USD 87,600.00	USD 0.00	Closed
	1	Invoice	02-Jun-2021	02-Jun-2021		Credit Card	USD 81,000.00	USD 0.00	Closed
	1	Invoice	02-Jun-2021	02-Jun-2021		Credit Card	USD 51,960.00	USD 0.00	Closed
	1	Invoice	02-Jun-2021	02-Jun-2021		Credit Card	USD 162,000.00	USD 0.00	Closed
	1	Invoice	02-Jun-2021	02-Jun-2021		Credit Card	USD 0.00	USD 0.00	Closed
	:	Invoice	02-Jun-2021	02-Jun-2021		Credit Card	USD 2,480.41	USD 0.00	Closed
	1	Invoice	02-Jun-2021	02-Jun-2021		Credit Card	USD 4,574.71	USD 0.00	Closed
		Invoice	02-Jun-2021	02-Jun-2021	30011172	Credit Card	USD 4 480.64	USD 0.00	Closed

Customers can:

- do an empty search and export all invoices from a dashboard.
- filter for subscription, invoices that belong to that subscription will get exported
- filter by status of invoices, excel will only contain filtered invoices

Invoice	Туре	Status	Created On	Due On	Subscription Id	Web Order ID	PO Number	Currency C I	nvoice Total	Balance	
51	Invoice	CLOSED	21-Jun-2021	21-Jun-2021	Sub	1		USD	57.24	0	
51	Invoice	CLOSED	21-May-2021	21-May-2021	Sub	1		USD	57.24	0	
51	Invoice	CLOSED	21-Apr-2021	21-Apr-2021	Sub	1		USD	90.47	0	
51	Invoice	PAST DUE	21-Mar-2021	20-Apr-2021	Sub	1		USD	19.08	19.08	
51	Invoice	CLOSED	21-Feb-2021	23-Mar-2021	Sub	1		USD	18	0	
51	Invoice	CLOSED	21-Jan-2021	20-Feb-2021	Sub	1		USD	18	0	
51	Invoice	CLOSED	22-Dec-2020	21-Jan-2021	Sub	1		USD	18	0	
51	Invoice	CLOSED	21-Nov-2020	21-Dec-2020	Sub	1		USD	18	0	





Overview:

Customers can now manage subscriptions in the Cisco Commerce Express (CCE) platform.

1. From the Cisco Commerce Express homepage, click Subscriptions

CISCO EXPRESS	1	SUBSCRIPTIONS QUOTES ORDERS INVOICES	Sint and a loo
FILTERS Reset Filters X	SEARCH QUOTES	۹	Create Quote
QUOTES CREATED Within 30 days Within 60 days	QUOTE * QUOTE * CUSTOMER *	▼ CREATION ▼ SHARED ▼ STATUS ▼ DATE ON	DEAL ID * SHARED WITH * CISCO SALES * VALID * CUSTOMER REPRESENTATIVE UNTIL
 Within 90 days Date Range 	1 T T A	26-FEB-2018 07-MAR-2018 REOPENED	1 15-MAR-2018
• • O		13-FEB-2018 NEW	S
STATUS Cancelled	View 20 Rame Per Page	13-FEB-2018 NEW	Standard President 1 Next > >>
Declined	and to receive		interest of a fill of the second seco
Expired	Contacts H Feedback Help Site Map Terms & Condition	9 Privacy Statement: Cookle Policy Trademarks of Cisco Systems Inc	
Ordered Pending Customer Acceptance			
ReOpened Stale			



- 2. In the Subscription tab, select a search option from the Search Bay dropdown menu.
- 3. Enter the associated search variable in the Search Subscriptions field.
- 4. Alternatively, you can click Advanced Search.

τ.	Subscription ID	SEARCH SUBSCRIPTIONS	Q Advanced Search	k	ſ	Advanced Search	x	Þ
_	- End Customer Bill To Customer	6	-			End Customer Ind-Cuydomer Name	END-CUTOMER SMART ACCOUNT	
	Subscription ID		4			Order With order id	SALES ORDER NUMBER	
	SO Number					PURCHANE ORDER NUMBER		
L	Web Order ID					Bill To BIL TO-CUNOMERNAME	HOLDING ACCOUNT	
	2					0 I I I I I I I I I I I I I I I I I I I		
				$-\alpha$		Subscription Offers	DOMARY NAME	
				Start with a Search Please search to view software sub	h scriptions	NTE USE.		
						Sales Cuypomer success manager	SALES OWNER	
						NATIVER SUCCESS MANAGER		
Contacts	HFeedback Help Site Map 7	Ferms & Conditions Privacy Statement Cook	e Policy Trademarks		L L	Red	Canad	J

5. Use the scroll bar to view high-level details of the subscription.

6. To view more details of the subscription, click on the Subscription ID





- 7. View subscription details in the Subscription header.
- 8. To return to the subscription menu, click My Subscriptions.
- 9. To view history, click View History.
- 10. To view and manage addresses and contacts, click View/Manage Addresses and Contacts.





10. To view and manage addresses and contacts, click View/Manage Addresses and Contacts.

- a) To update a billing address, customers must reach out to their Inside Sales Representative for them to complete change modify. CCE Customers can find their Cisco Inside Sales Rep under the Cisco Contacts in Manage Contacts.
- b) Only the Primary Billing or Business Contact or Cisco internal user can update the Primary Billing or Business Contact on the Subscription. To update the Primary Billing contact click **Manage Contacts** and the click **Change** under Primary Billing Contact under Bill to Customer contacts and enter the desired contact info in the pop-up.

	Summary	History	Invoices	Usage	Manage Contacts	Manage Payment Details	5		
Address & Manage Contacts	6							Change Co	ntact : Primary Business ×
Addresses								Edit Existing	Search And Add Contact Same As Primary Billing Contact
Bill To					Service To			Name* None Sele	cted
Your Invoices will be sent to this address CISCO 355 E TASMAN DR SAN JOSE CA, US					Your Order will be Servic CISCO 355 E TASMAN DR SAN JOSE CA, US	iced to this address		Email*	Phone Number*
Contacts									
Primary Business				Change	Primary Billing		b	Change	In the pop-up, there are 3 options:
None Selected ∿ ■					None Selecte 、 ■	ed			Edit Existing
Additional Contacts									Search and Add Contact
		C FREETVRA		Click to Add	Additional Contacts				Same as Primary Billing Contact



11. To view all invoices, click **View All Invoices.**

12. To view payment information, click **Manage Payment** Information.

ly Subscriptions							
rk Named User (1)						M	odify Subscription
scription ID	Term Dates 17-Oct-2017 16-Nov-2017	Subscription Term 1 Month	Automatic 17-Nov-3	ally Renews On 2017 For 1 Months			
is IVE	Billing Frequency Monthly Billing	Monthly Cost USD 159.20					
Bil Day	S Payment Method	Current Oper	a Balance		Things	You Can Do	
3rd of the Month, billed Monthly	Purchase Order Purchase Order Numb		371.65		View History	View	Usage
	12 🛛 🗠	age Payment Information →	11 New All Invo	lces → View/Mar	nage Addresses and Contacts	In-Prog	L ^e ess Quote
Items	_	Qty Unit Li	st Price (USD) D	iscount(%)	Credits Unit Net P	rice (USD) Billing	Amount (USD)
A-SPK-NAMED-USER Spark Named User (1)		1					
Provisioning Information Provision Info							
A-SPK-ND-BRD Spark Board 55/70 Subscription Ac	tivation	1	199 Per Month	20.00	0.00	159.20 Per Month	159.20
		View All Items					
& Conditions Privacy Statement Cookie Polic	y Trademarks						

Please Note: Remaining balances should be paid through Cisco Commerce Express upon Contract Expiration.



Credit Card Payment

Credit Card Payment

- 1. Customers can now include a Credit Card Default Payment.
- 2. You may update or Add New Credit Card by entering required credit card information.





3. Use the **O** the bottom left of the credit card screen to set a **default credit card** to automatically pay the subscription.

Credit Card Availability is Available to Rest of World

Albania	Islands	Ecuador	Iceland	Malta	Papua New Guinea	Slovakia	United Kingdom
Argentina	Bulgaria	El Salvador	India	Mauritius	Paraguay	Slovenia	Unites States
Aruba	Canada	Estonia	Indonesia	Mexico	Peru	South Africa	Uruguay
Australia (Amex)	Cayman Islands	Ethiopia	Ireland	Moldova	Philippines	Spain	US virgin Islands
Austria	Chile	Finland	Israel	Morocco	Poland	Sri Lanka	Venezuela
Bangladesh	Columbia	France	Jamaica	Netherlands	Portugal	Sweden	Vietnam
Barbados	Congo	Germany	Kazakhstan	Netherlands	Puerto Rico	Switzerland	Zimbabwe
Belarus	Costa Rica	Ghana	Kenya	Antilles	Tuerto Nico	Tanzania	Japan CC is in
Belgium	Croatia	Greece	Latvia	New Zealand	Qatar	Thailand	riogress
Benin	Cyprus	Guatemala	Lithuania	Nicaragua	Romania	Indiana	
Bermuda	Czech Republic	Guinea	Litituania	Nigeria	Saudi Arabia	Tunisia	
Bolivia		Honduras	Luxembourg	Norway	Senegal	Uganda	
Bosnia &	Denmark	Hong Kong	Macedonia	Pakistan	Serbia	Ukraine	
Herzegovina British Virgin	Dominican Republic	Hungary	Malaysia	Panama	Singapore	United Arab Emirates	





Credit Card Payment Methods

3. Customers can select **Payment Method.** Click **change** to select Credit Card method of payment.

4. If the payment method is Credit Card please select (change) to activate credit card the payment option.

5. Setting payment method as **default** will automatically autopay the subscription.

6.Credit cards have new **Auto Reflect** Feature. Credit cards expire, when you update your account

Please Note:

Reminder to pay all **remaining balance(s)** should be handled at the time of setting up Auto Payments to ensure timely payments.



One-Time Payment

One-Time payments can be made if a default credit card option is not selected. In this case the customer may complete a one-time payment by selecting a **Saved Card** to Authorize Payment.

Note: If a credit card fails, the customer will automatically receive an email notification.

5. To select a one-time payment go to **Invoices**. Click **Make Payment.**

6. Click the Invoice

7. Select the **saved card** you wish to make payment with.

8. Confirm Payment on the selected credit card.

Note: You can slide the toggle to Update Current Subscription with this Credit card.

9. Click Authorize Payment



Subscriptions Quotes Orders

Subscription Id

Po Number

Invoice '

CAD (376.29

LISD 15,857.6

EXPRESS

5

Invoice Numbe

30-Oct-2018

30-0rt-2018

Due On

30-Oct-2018

29-Nov-2018

My Invoices

6

ahaha

cisco

Status

Balance *

CAD (376.29) OPEN

Commerce



Auto Pay Enhancements

- 1. Credit Card **Auto Pay enhancement** now includes setting any existing or new credit card for Auto Pay.
- All subscription can be updated on the profile page including any outstanding payment customers might have using the same credit card.
- By selecting Auto Pay, the card will be used to pay all current subscriptions associated with the account going forward.
- 4. Any current account balances will need to be paid separately.
- 5. You may also select the box to **Pay current account balances** with the card.

Enter your card detai	ls	Enter your billing ad	ldress
irst Name *	Last Name *	Country *	
Demo	Goddesss	UNITED STATES	
Card Nickname		State/Province *	
/isa for Cisco Webex	t.	CALIFORNIA	
mail Address *		City *	Zip Code *
demogoddesss@yop	mail.com	MILPITAS	95035
ard Number *		Address Line 1 *	
50001111111111111		771 Alder Dr	
xp. Month *	Exp. Year *		
02 🔻	2021	Address Line 2	
CVV *			
123		Address Line 3	
Use this card for Auto F	vith this account go	ing forward, any current account bail be paid separately.	Cancel
Use this card for Auto f	ay Q with this account go	ing forward, Any current account bail be paid separately.	Cancel Add
Use this card for Auto f	ills	be paid separately.	Cancel Add
Use this card for Auto f dd New Card Enter your card deta First Name * Demo	ills Last Name * Goddesss	Enter your billing ad County * UNITED STATES	Cancel Add
Use this card for Auto f dd New Card Enter your card deta First Name * Demo Card Nickname	ills Last Name * Goddesss	Enter your billing ad County * UNITED STATES State/Province *	Cancel Add
Use this card for Auto f dd New Card Enter your card deta First Name * Demo Card Nickname Visa for Cisco Webe	ills Last Name * Goddesss	Enter your billing ad Country * UNITED STATES State/Province * CALIFORNIA	Cancel Add
Use this card for Auto f dd New Card Enter your card deta First Name * Demo Card Nickame Visa for Cisco Webe Email Address *	ills Goddesss	Enter your billing ad Country * UNITED STATES State/Province * CALIFORNIA City *	Cancel Add
Use this card for Auto f dd New Card Enter your card deta First Name * Demo Card Nickname Visa for Cisco Webe Email Address * demogoddesss@yop	ills Last Name * Goddesss x pmail.com	Enter your billing ad Country * UNITED STATES State/Province * CALIFORNIA City * MILPITAS	Cancel Add Idress Zip Code * 95035
Use this card for Auto f dd New Card Enter your card deta First Name * Derno Card Nickname Visa for Cisco Webe Email Address * demogoddesss@yop Card Number *	ils Last Name * Goddesss x pmail.com	Enter your billing ad Country * UNITED STATES State/Province * CALIFORNIA City * MILPITAS Address Line 1 *	Cancel Add
Use this card for Auto for Add New Card Enter your card deta First Name * Demo Card Nickname Visa for Cisco Webe Email Address * demogoddesss@yop Card Number * 5000111111111111	ills Last Name * Goddesss x mail.com	Enter your billing ad Country * UNITED STATES State/Province * CALIFORNIA City * MILPITAS Address Line 1 * 771 Alder Dr	Cancel Add
Use this card for Auto f dd New Card Enter your card deta First Name * Demo Card Nickname Visa for Cisco Webe Email Adress * demogoddesss@yop Card Nincker * 5000111111111111	ills Last Name * Goddesss x comail.com	Enter your billing ad County * UNITED STATES State/Province * CALIFORNIA City * MILPITAS Address Line 1 * 771 Alder Dr	Cancel Add
Use this card for Auto f add New Card Enter your card deta First Name * Demo Card Nickname Visa for Cisco Webe Email Address * demogoddesss@yop Card Number * 5000111111111111 Exp. Month * 02	ills Last Name * Goddesss x pmail.com	Enter your billing ad County* UNITED STATES State/Province* CALIFORNIA City* MILPITAS Address Line 1* 771 Alder Dr	Cancel Add Idress Zip Code * 95035
Use this card for Auto for Add New Card Enter your card deta First Name * Demo Card Nichame Visa for Cisco Webe Email Address * demogoddesss@yop Card Number * 50001111111111111 Exp. Month * 02 CW *	ills Last Name * Goddesss x pomail.com	Enter your billing ad Country* CALIFORNIA City* MILPITAS Address Line 2	Cancel Add Idress Zip Code • 95035
Use this card for Auto I Add New Card Enter your card deta First Name * Demo Card Nichame Visa for Cisco Webe Email Address * demogoddesss@yop Card Number * 5000111111111111 Exp. Month * 02 CW * •••• 22	ils Last Name * Goddesss x pmail.com	Enter your billing ad Country * UNITED STATES State/Province * CALIFORNIA City * MILPITAS Address Line 1 * 771 Alder Dr Address Line 2 Address Line 3	Cancel Add Idress Zip Code * 95035

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Auto Reflect

When credit cards expire, or the credit card billing address has changed, the new **Auto Reflect** feature will allow you to update credit card information on your profile.

Once the cc data is updated, it will be automatically applied to all subscriptions and orders where the card is **set as default** for payment.

10. Go to your User Profile

11. Click on Payment Method

12. Make updates on the **credit** card and **Save** changes

13. <u>Tip!</u> Review your Orders & Subscriptions to ensure the modified information is displayed and reflected correctly everywhere that card is used.





Credit Card Decline Email Notification

10. An email will be sent to notify the customer listed on the Invoice when there is a credit card decline.



Sometimes Credit Cards Expire, or Billing Address change. We make it seamless with the ability to Auto pay multiple subscriptions with just one credit card. This ensures payment automation for each instance with accurate credit card details! Simply save your credit card details and ensure your CCV code is included.

CISCO	EXPRESS
Dear	
This email is to inform the	you that the credit card we currently have on file for your company has if. Please under your credit card information.
The updated Credit Ca please login to your ac	rd information will not pay the open Involces. To pay open involces, ocurt at
CARD DETA	ILS
Card on file ends i	n:
	This is a system generated notification. Please do not respond to this ema
Thank you, cisco collections	This is a system generated notification. Please do not respond to this eme
Thank you, cisco collections	This is a system generated notification. Please do not respond to this eme
Thank you, cisco collections	This is a system generated notification. Please do not respond to this eme
Thank you, cisco collections iiiiiii cisco cisco.com Cisco Systems, Inc is reg	This is a system generated notification. Please do not respond to this eme 3 TEAM istered in California, USA (Company Number 1183477) with its registered office at 170 West Tasman Drive, San Jose, CA 86134
Thank you, cisco collections il 1,11, cisco collections cisco.com Cisco.com Cisco.com Cisco.com Disclaime This e-mail contains con Disclaime This discussed Party shall only disclase	This is a system generated notification. Please do not respond to this eme 3 TEAM istered in California, USA (Company Number 1183477) with its registered office at 170 West Teaman Drive, San Jose, CA 85134 dential and pulviloget material for the sole use of the interded recipient. Any review, use, distribution or disclosure by others is strictly prohibited original (or advecting the sole of the sole use of the interded recipient, Any review, use, distribution or disclosure by others is strictly prohibited confidential Information to its employees and contracts the sender by review - enait of object of the message. The Recover Confidential Information to its employees and contractors who (i) have a mead to access such Confidential Information solely for the Purpose, and the objections or confidential and an under Collagoros Of confidentiality valuation to see of u. In the Agreement.

Email Notification Payment

Customers will now receive an email notification after a successful payment and one-time credit card payment is made.





Direct Debit Payment

Direct Debit Payment Method

Considerations when using Direct Debit as payment method

- The selected bank account will be used for a subscription's payment at the next billing cycle.
- The selected bank account will be charged on the Invoice Date.
- Please ensure bank account details are accurate to avoid any potential errors.
 - For how to correct errors when entering bank account details, see slide 79.
- If payment does not process properly due to insufficient funds, please select a new bank account or payment method.



1 Log into CCE and select My Account and Preferences

Cisco Commerce Expres	is × +				✓ - □ ×	
\leftrightarrow \rightarrow \mathbf{C} \oplus http	s:// ccwdir-cstg.clou	dapps.cisco.com/app/#/dashboard/profile		Q 1	r 🔲 👼 Incognito 🗄	
🌖 Configure Price Qu 🖡	Tracker and Timelin	🦚 ACH - Business De 📷 Log In to Cisco	🚟 Cisco Commerce Ex 🚾 Employee	Connecti 🤹 Agency 2.0 – Busin	» 📔 📙 Other bookmarks	
Cisco Commerce Cisco Express		ណ៌ Subscriptions Quotes Orde	rs Invoices	CCE	Help 😑 CCE Customer 👻 🖩	2 Select Payment Methods
Profile Preferences	My Profile					
Address Book	CCE Customer	Ccecustomer76754	Security ccecustomer@yopmail.com	m 📞 +1 2055986	618	
Notification Preferences	Language English Select Language		Update Locale			
javascriptivoid(0); Privacy State	ment Cookie Policy 1	Tademarks of Cisco Systems Inc	Speaking: Eric Ra	auch (Cisco) (Host)		

🛗 Cisco Commerce	Express × +			~	- 0 X		
← → C	https://ccwdir-cstg.cloudapps.c	isco.com/app/#/dashboard/profile		Q ☆ [😸 Incognito 🚦		
🤹 Configure Price Q	u 🤹 Tracker and Timelin 豿	ACH - Business De 🔠 Log In to Cisco 🔛 Cisco Com	nerce Ex 🚾 Employee Connecti 🗖	Agency 2.0 – Busin »	Other bookmarks		
Cisco Commerce CISCO Express		G Subscriptions Quotes Orders Invoices		200	Help 🕘 CCE Customer 👻 🖩	3	Selects Direct Dehit
Profile Preferences	My Profile			2			Sciects Direct Desit
Address Book	CCE Customer	Coecustomer76754	 ccecustomer@yopmail.com 	+1 2055986618			
Payment Methods	Default payment method: Credit Card	O Check/Wire transfer	C	Direct Debit		4	Select from existing
	My Bank Details						
	Manoj Account Number : *****6956 Routing Number : 121000358	Select Account for Auto Pay	Agency Demo Account Number : ****0014 Routing Number : 313187636		Select Account for Auto Pay		account (see step 5)
	Negetive3 Account Number : ******2444 Routing Number : 072000096	Select Account for Axis Ray	Negative2 Account Number : ******9994 Routing Number : 072000096		Select Account for Auto Pay		
	NegetiveTest Account Number : ******0271 Routing Number : 121000358	Select Account for Ante	4 sghupathi Appannagari count Number : ***3220 outing Number : 321180515		Select Account for Auto Pay		
	MS Testing Account Number : ******2222 Routing Number : 121000358	Salest Account for Anto Pay	DP Testing Account Number : *****8161 Routing Number : 072000096		Select Account for Auto Pay		
	Raghupathi Appannagari Account Number : ****3220 Routing Number : 321180515	□ Select Account for Acts Pay	CCE-BAT-I2C-COMPANY Account Number: #####\$171 Routing Number: 121000358		Select Account for Auto Pay		
Terms & Conditions Privacy Stateme	Taet Chosea ent Cookie Policy Trademarks of Cisco Systems Inc.	n	> Expand panel to show video		n		

📸 Cisco Commerce B	Express × +			~ - □ ×
\leftrightarrow \rightarrow G	https://ccwdir-cstg.cloudapps.cisco.com/app			의 ☆ 🔲 🌧 Incognito 🗄
🤹 Configure Price Qu	🗿 Tracker and Timelin 🥠 ACH - Business	De data Log In to Cisco disco Cisco Commerce	Ex Employee Connecti 🧆 Agency 2.0	- Busin » Other bookmarks
	Manoj Kumar Account Number : *****6956 Routing Number : 07200096	Select Account for Auto Pay	Cisco Payment Term Account Number : ***6789 Routing Number : 122105155	Select Account for Auto Pay
	Mathan SUB UI Account Number : *******9090 Routing Number : 011401533	Solvest Account for Auto Ray	Manoj Kumar Account Number : ****1200 Routing Number : 011401533	Select Account for Auto Pay
	Ramya Gopal Account Number : ******9078 Routing Number : 09100019	Select Account for Auto Pay	Rotna Kumari Account Number : ******9076 Routing Number : 121000358	Select Account for Auto Pay
	acdfaf Account Number : *2345 Routing Number : 011401533	Select Account for Auto Pay	Vijay Powar Account Number - ***********3456 Routing Number : 07200096	Select Account for Auto Pay
	ACH Account Account Number : *****4321 Routing Number : 091000019	Stelect Account for Auto Pay	CCE Account Account Number - ****111 Routing Number : 021000021	Select Account for Auto Pay
	Sai Saran Account Number : *****7614 Routing Number : 072000096	Select Account for Auto Pay		
	+ Add New	Bank		







For error messages while attempting to add a new bank account, see slide 79.

Quote Search and Checkout Order Checkout Page

COPY OF < <dnt>>CCE_ACH_BAT_I2C_SW Ordered Quote ID: 1200600368, Shared on Mar-24-2022 by Cce-I2c-bat-bid- Direct Debit-testing and Valid Until Apr-23-2022 Promotion Applied None</dnt>	Decline Checkout Billing Amount (Monthly) USD 3,412.50	Log into CCE to view quote
COPY OF ACH TEST1 SAAS Ordered Quote ID: 1200600359, Shared on Mar-24-2022 by New Sai Company and Valid Until Apr-23-2022 Promotion Applied None	Decline Checkout Billing Amount (Mont USD 3,887.50 2	2 Search for approved quotes and select Checkout
DD Pending Customer Acceptance Quote ID: 1200600356, Shared on Mar-24-2022 by New Sai Company and Valid Until Apr-23-2022 Promotion Applied None	Decline Checkout Billing Amount (Monthly) USD 3,887.50	
ACH TEST3 SAAS Ordered Quote ID: 1200600355, Shared on Mar-24-2022 by New Sal Company and Valid Until Apr-23-2022 Promotion Applied	Decline Checkout Billing Amount (Prepay)	

Verify Billing Information / Update Tax Information Order Checkout Page

Cisco Commerce	oscriptions Quotes Orders Invoices	🙎 CCE Help]
	Quote ID	Shared On Valid Until Status	
	1200600210	22-Mar-2022 21-Apr-2022 Pending Customer Acceptance	Billing Information will
Cisco Sales Representative Abhinav Satya Kumar Bellam abellam@cisco.com & 8 066 2874			he displayed on the
Billing Information *		Order Summany Financial Summany	be displayed on the
Address			quote. Please verify the
Mdqa	Cid Bill To Number	SaaS (1 Service) 8,580.00	billing information.
PPP ② 23333 Ridge Route Drive Lake Forest, Ca, 92630 States	United 1044778330 1046249089	+ Estimated Tax + 0.00	
Contacts *	Additional Contacts	USD 8,580.00 Billing amount for today	
		For more details please see "Financial Summary".	
 ⊕ United ⊆ cccustomer@yop ↓ +1 20559. 		 I agree to Cisco's Purchase and Use Terms , Privacy Policy and Sales Tax. 	
Manoj Kumar Selvam FRIMARY BILLING		Place Your Order	
United St Market mkumars2@cisc & +1123456.	🕒 🌐 United St 📓 ddera@cisco 📞 +1123456		
	Сог	ntinue	
]
2 Tax Information *		^	Review and select
What is the intended use of your product?			Review and select
what is the intended use of your product?			appropriate tax
Internal Use	State/Federal/Direct Pay or Export Exemptions		information, then click
Tax Status: NON_EXEMPT			Continue
	and to the investor		Continue
rou designated this order for internal use. Taxes may be	applied to the involce.		
"Please note: Tax Status is only an estimate."			
		Continue	
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Choose Payment Method for SAAS Orders Order Checkout Page





Select from existing accounts or click + to add a new bank account (see step 8)

Click *Done* when complete

6

7

Total Order Value – Payment Method Auto-Enablement:

For new S/W order greater than \$50K, all 3 options(Direct Debit , Credit Card, Wire Transfer/Check)

For new S/W order less than \$50K, all 3 options(Direct Debit , Credit Card, Wire Transfer/Check)

For new S/W order greater than \$0, all 3 options(Direct Debit , Credit Card, Wire Transfer/Check)

Adding New Bank Details Order Checkout Page – Enter New Bank Account Details





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Adding New Bank Details Error Messages



System will display an error message in the following scenarios:

- When routing number is invalid (Please provide a valid ABA routing number)
- 2 When Account number is invalid (*Please* provide a valid funding account number)
- 3

When Provided Account name is Invalid. (Please provide a valid account holder name)

Choose Payment Method for Hardware Order Order Checkout Page

→ C a cewdir-estg.cloudapps.cisco.com/a representation	pp/≢/open/quote/809878				¢ Order Summary Fi	nancial Summary
Product & Shipping Information				~	Categories	Total (USD)
Payment Method Purchase Order				^	Hardware (1 Item) + Estimated Shipping + Estimated Tax	59,094.00 + 2,363.76 + 4 ,949.12
Payment Method:					US	SD 66,406.88 ing amount for today
Credit Card Check/Wire trans	sfer 💿 Direct Debit	1			For more details please	see "Financial
Payment Te 2 IMMEDIATE Choose your bank					I agree to Cisco's Pu Terms , Privacy Polic	urchase and Use by and Sales Tax.
	CCE-BAT-I2C-	•	Test Chase	ō		
+ Add New Bank	Account Number ******5171 Routing Number 121000358	Account ***** Routing 32227	Number 1510 Number 1627			
				Done		

Total Order Value – Payment Method Auto-Enablement:

For new H/W order greater than \$50K, only Direct Debit option.

For new H/W order less than \$50K, only Credit Card option

For HW SKUs with value greater than \$50K, Direct Debit method will be enabled and selected by default.

2 Credit Card & Check/Wire Transfer options will be disabled (greyed out).

Choose Payment Method for **Hybrid** (Hardware + Software) Orders Order Checkout Page

For Hybrid SKUs with value greater than \$50K, Direct Debit

method will be enabled and selected by default.

Check/Wire Transfer options will be disabled

Credit Card &

(greyed out).

2

÷ -	C C cowdir-cstg.cloudapps.cisco.com/ap	pp/#/open/quote/809897			5	Speaking: Ramya Gopal (Cisco)	(Host) Inito 🚦
3	Product & Shipping Information				~	Order Summary Fina	ancial Summary
٥	Payment Method Purchase Order				^	Categories Hardware (1 Item) • Estimated Shipping • Estimated Tax	Total (USD) 25,114.95 + 1,004.59 + 2,103.38
	Payment Method: Credit Card Check/Wire transf	fer 🔘 Direct Debit	1			+ Estimated Tax	31,563.60 + 0.00 D 59,786.52 g amount for today
	IMMEDIATE Choose your bank		L	Summary".			
	+	Raghupathi C Appannagari C		CCE-BAT-I2C- COMPANY	Ō	Terms , Privacy Policy Place Your C	and Sales Tax.
	Add New Bank	****3220 Routing Number 321180515		******5171 Routing Number 121000358			
					Done		

Total Order Value – Payment Method Auto-Enablement:

For new Hybrid order greater than \$50K, only Direct Debit option

For new Hybrid order less than \$50K, only Credit Card option

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Changing Payment Methods in Subscription UI



Changing Payment Methods in Subscription UI

CISCO COMMERCE CISCO EXPRESS	Subscriptions	Quotes Orders Invoices	CCE Custon
↔ My Subscription Details			
Webex Named User Meetings (A-SPK-NAMED-	USER)		
Subscription ID E Sub967339 11	fective For 2.00 Months from 24-Mar-2022 to 23- ar-2023	Automatically Renews For 12.00 Months On 24-Mar-2023	
Status M ACTIVE U	lonthly Cost () SD 4,665.00	Billing Amount (Prepaid Term) () USD 55,980.00	Billing Frequency Prepaid
Summary History	Invoices Usage M	anage Subscription Manage Contacts	Manage Payment Details
Manage Payment Information			
Purchase Order Number PO_1200600355		4	
Payment Method: Check/Wire Transfel (Chang	e) Payment Term: 30 NET		
Payment Method Check/Wire Transfer			



4 Click on Manage Payment Details tab and click on Change Payment Method

5 Select Direct Debit and click on Change.

Changing Payment Methods in Subscription UI

Summary	History II	nvoices Usage	Manage Subscription	Manage Contacts	Manage Payment Details	
Vanage Payment Informat	ion					6 Select
						Saved /
Purchase Order Number PO 1200600398						or click
						hottom
						botton
Newly selected Bank Account would be us	ed for this subscripti	on payment from next bi	lling cycle. Bank Account will be char	ged on Invoice Date.		new ac
Payment Method: Direct Debit (Chan	ge) Payment Te	erm: Immediate				
My Saved Accounts			Name On Account			
Account No. *****7614 Account Se	ected		Sai Saran			
Account No. **3456			test@cisco.com			
O Account No. *****4321		6	ACH Account			
O Account No. *****1510			Test Chase			
				See More~		
		Oligia de Andri Marco Av				

Cisco Ex	pre:	nmerce SS	1	Subscript	ons Quotes	Orders In	voices		CCE H	lelp 😑 Sa	i Saran Test 🔻 🛛 🛔
Invoices	Mak	e Payme	nt Search B	y		•	Search:			Q	
We are unabl	to pro	ocess your pa	yment, Please upda	ite or enter another	payment method to	avoid service susp	ension.				
nvoice	1	Туре	Created On	Due On	Subscription Id	Web Order ID	Status	Invoice Total	Balance	Pay All	Amount To Pay
96117090	÷	INVOICE	04-Apr-2022	04-Apr-2022		1300277753	PAST DUE	USD 66,944	USD 2,344.64		Payment is in p
5100456812	:	INVOICE	06-Apr-2022	06-Apr-2022	Sub968261	1300277793	PAST DUE	USD 30,260	USD 30,260		
61 3 61	19	INVOICE	04-Apr-2022	04-May-2022		1300277671	OPEN	USD 20,238	USD 20,238		
6117368	:	INVOICE	07-Apr-2022	07-Apr-2022		1300277806	PAST DUE	USD 33,757	USD 33,757		
118376521	:	DEBIT	07-Apr-2022	07-May-2022		1300277671	OPEN	USD 585.00	USD 585.00		4
100456851	:	INVOICE	06-Apr-2022	06-Apr-2022	Sub967921	1300277734	PAST DUE	USD 8,641,4	USD 8,641,4		1000
100456611	:	INVOICE	03-Apr-2022	04-Apr-2022	Sub968261	1300277755	PAST DUE	USD 16,534	USD 16,534		
100456852	:	INVOICE	06-Apr-2022	06-Apr-2022	Sub968261	1300277793	PAST DUE	USD 12,000	USD 12,000		
00117000		BUOIOF	00 4 0000	00 4 2022		1000077000		1100 00 001	100 00 00 1	_	

Orders with open or past due invoices resulting from a transactional error require a onetime payment to correct.

To make a one-time direct debit payment, follow these steps:

Click on the *Invoice* tab and search by either Customer Name, Invoice Number, PO Number, Subscription ID, or Web Order ID.

Enter the payment amount in *Amount to Pay* field.



2

To view the invoice details, click on the *Invoice* hyperlink (see steps 4-8).

Isco Ex	co Comr (pres	merce S	ଜ	Subscriptions	Quotes Ord	ers Invoices		20	CE Help	Sai Saran Test 👻 🛛 📕
We are unable	le to proc	ess your paym	created On	r enter another payme	Subscription	Web Order	Invoice Total	Balance	Status	Amount To Pay
5117090	1	INVOICE	04-Apr-2022	04-Apr-2022		1300277753	USD 66,944.64	USD 2,344.64	PAST DUE	USD 100.00
ment Metho Credit Card	od:) Direct Debit]							

4 Check the invoice status (status will show as PAST DUE)

5 Select *Direct Debit* option

6 Select existing account or click + to add new account

Invoice		Туре	Created On	Due On	Subscription Id	Web Order ID	Invoice Total	Balance	Status	Amount To Pay
96117090	:	INVOICE	04-Apr-2022	04-Apr-2022		1300277753	USD 66,944.64	USD 2,344.64	PAST DUE	USD 100.0
						7		You will be	charged	USD 100.00 Including Tax
ayment Method	:		Cont	m Daumaat						
) Credit Card		Direct Debit	Confi	rm Payment				X		
hoose your bar	k		Are you	u sure you want to n	nake the payment us	ing this Direct Debit	Account?			
			Futu	re Invoice BAT Te *7479	esting		Tota USE	amount 100.00	vendra	0 💿 BA
Add	+	k					Cancel	Proceed		Account Number
Addi	vew ba	IIIK	121000	358		21000358		121000358		121000358
			👏 Orde	— Mozilla Firefox	🍪 Internal Server	r Error — Mozilla 🔞	Library		_	
			100			1	R Zamana A		Cance	Authorize Payment

7 Confirm payment by clicking *Proceed*

voice Ty	pe Cn	eated On	Due On	Subscription Id	Web Order ID	Invoice Total	Balance	Status	Amount To Pay
117090 I IN	OICE 04	-Apr-2022	04-Apr-2022		1300277753	USD 66,944.64	USD 2,344.64	PAST DUE	USD 100.0
					8	Þ	You will be a	charged	USD 100.00 Including Tax
ment Method:									
Credit Card 💿 Dire	ct Debit	Confir	m Payment						
oose your bank		001111	in r dymont						
		O Pa	yment has been sent	for processing, it may	r take few hours to refl	ect this in your account.	ate	vendra 🗖	BA
									Annual Martin
+			1910			Cance	O K 3		******40
		Concession of			No. Constant		10100070		Routing Numbe
Add New Bank		Routing N	umber	12	21000358		121000358		121000358

8 System will display a message to confirm payment:

"Payment has been sent for processing. It may take a few hours to reflect this in your account."



Global Banking Remit



New Banking Remittance

Customers newly onboarded to CCE should take the following actions

- 1. Update Cisco Webex, LLC banking remit to Cisco Systems, Inc.
- 2. To see the new remit to information, you may download your most recent invoice on CCE.
- 3. Please ensure you submit your payments to now Cisco Systems, Inc. The excel file below includes payment remittance information by region/location.
- 4. Please update as soon as you onboard to prevent late payments. The spreadsheet below list Bank Remittance details:





			Subscriptions	Quotes Ord	ers Invoices				CCE User +
 Search By 			 Search 	1 Invoices	۹				Make Payment
Type ▼ Created On	•)ue On 🤊	Subs	cription Id 🔻	Po Number 🔻		Invoice * Total	Balance 🔻	Status v
				Subscriptions Quot	is Orders Invoice)		ca	EUser + ao
HBack to Invoices							_	-2011	Invoice FAQ
Invoice No: 5500000326 Due	Doto:Mar 26,	2019						e Des	nicad Invoica
Isvolce Date Feb 24, 2019	Invoice Type		Status Open		logmant Tarm IG NET	Customer	Contact	GST Number	
Po Number BD 2250 30	Web Order ID	-	Billing Contact			Bill To Nur 10202300	iber IEA	Customer Number	1 of 3
	BILL-TO:			SWIFT: BOFAG822, Account Number: 4 For Credit to Cisco EUR-IBAN: GB888C VAT-GB938856562 SERVICE-T	1148053 nti Ltd UK FA 16505047148053 D:		SUMMARY OF CHA RECURRING CHAR USAGE/OVERAGE OTHER CHARGES SUBTOTAL (EXCL. TAXES TOTAL AMOUNT (I	RGES GES CHARGES TAX) NCL.TAX)	22,716.00 0.00 0.00 22,716.00 0.00 22,716.00
	If you need please com	assistand act at +3	e with your service or su 1 20 485 4900.	bscription,					
	If you need please com RECURR PO LINE#	assistanc act at +3 ING CH/ JNE NO	e with your service or su 1 20 485 4900. ARGES SERVICE DES	Ibscription, CRIPTION	DURATION MONTH(S)	QTY	RATE PRICE	TAX RATE (%)	EXTENDED AMOUNT (Excl. Tax)
					If you need assistance with your condex or subscription	If you need assistance with your service or subscription, please contact at +31 20 485 4900.	If you need assistance with your service or subscription, please contact at $\star 31$ 20 485 4900.	If you need assistance with your service or subscription, please contact at -11 20 485 4900.	If you need assistance with your service or subscription, please contact at +31 20 485 4900. RECURRING CHARGES

View and Manage All Notifications



Overview

Notification emails will be issued for the following notifications:

A quote being ready for review - which is sent to the Primary Business Contact and Primary Billing Contact and carbon copied to the Quote Creator, Quote Submitter and Additional Receipts.

Quote acceptance reminders to the customer, which is sent to the Primary Business Contact and Primary Billing Contact and carbon copied to the Quote Creator. These reminders are automatically triggered at 14 days, 7 days, and 2 days prior to expiration.

A quote that is expiring now, which is sent to the Primary Business Contact and Primary Billing Contact and carbon copied to the Quote Creator. This is automatically triggered when the quote expires.

When a customer accepts a quote and places the order, which is sent to the Primary Business Contact and the Primary Billing Contact and carbon copied to the Quote Creator, Quote Submitter, and Additional Recipients.

When a customer declines a quote, which will be sent to the Quote Creator and Quote Submitter



Create a Dispute

5. The required details are needed to

Create a Dispute.

6. Please complete the * to include the Invoice#, SubID, User info, Dispute Amount, and select the line item you are disputing.

7. Click Submit.

cisco	EXPRESS	Subscriptions Quotes Orders Invoices	USER USA +
5	Create a Dispute	(Back to invoices
6	Included Invoice Subscription ID 5100000434 Sub32152356	Include Line Items Add	
	Select A Reason For Dispute* Cancellation	Dispute Amount (USD) * 30	
	First Name* • USER	Last Name* USA	
	_{Email} * user.usa1@yopmail.com	Phone * +1 646464564	
	Comments		
	DUPLOAD ATTACHMENT (Limit eac	2000 Max Characters 18e size to less than 5 MB and total of all the files should not increase more than 25 MB)	
		Can	7 Submit
erms & Condition	a Privacy Statement Cookle Policy Trademarks of Claco Systems Inc		



Suspended, Restored and Terminated Notifications

In the unlikely event that an account has overdue invoices, your account will receive Suspend, Terminate and Restore notifications based on the current activity and status of your account.

To avoid suspension and ultimately termination, please use the link in the email notification you receive to complete payment.



Suspended, Restored and Terminated Notifications



Notifications will be sent:

- Late Notification 10 Day Past Due Notification
- Late Notification <u>25 Day Past Due</u> Notification
- Pre-suspension <u>45 Day Past Due</u> Notification
- Suspension Notification
 - <u>60 days</u>
- Termination Notification
 - <u>75 days</u>
- If **payment received** prior to termination, an automated **resumption** notification will be sent to customer

SUBSCRIPTION SUSPENDED Dear ABhiwe wuebfo,	CISCO COMMERCE EXPRESS
Your Cisco service has been suspended. Ye and have the service restored. If no paymer will serve as written notification that this sub	SUBSCRIPTION TERMINATED
👆 You can pay your bill online tod:	Your account has been terminate It is very important to resolve all b
ACCOUNT INFORMATION	SERVICE RESTORED
Bill to Number Account Name 1012729838	Dear ABhiwe wuebfo, ACCOUNT INFORMATIO Thank you for your payment. Your service has been restored.
At Cisco Systems, Inc. we value your busine lasting relationship with your company	Bill to Number Account 820212830 AGIO LLO <u>To avoid payment delay, enable auto pay by updating payment</u> method to credit card
Por more information you can er	At Cisco Systems, Inc. we value y lasting relationship with your com
This is an automatically ge Thank You,	For more information y Bill to Number Account Name Subscription ID 1012729838 AT&T Sub2157914
CISCO COLLECTIONS TEAM (1)(1)(CISCO CISCO CISCO COM Cisco Com Cisco Systems, Inc is registered in California, USA (Company Taman Drive, San Jose, CA 99134	Thank You, CISCO COLLECTIONS TEAM 1)11111 CISCO COLLECTIONS TEAM 1)11111 CISCO COLLECTIONS TEAM 1)11111 This is an automatically generated notification. Please do not respond to this em
	CISCO COM Caso Systems, line is registered in California, L Tamma Drive, San Jose, CA 96134 CISCO COLLECTIONS TEAM

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SRT Policy: Communication Process



	Attributes	Automated Communication Process
\times	Email Communication	 Email notification regarding delinquent payment status: At 10 days past due, customer will be alerted that payment is past due At 25 days past due customer will be alerted of payment is still past due At 45 days past due customer will be sent Pre-suspension notification
11	Suspension Notification	Email notification will be sent to the customer when suspension occurs.
	Termination Notification	Email will be sent to the customer when service is terminated
\$	Payment Received	When Payment is received: Services are resumed and notification to customer sent



Modify Subscription

Modify Subscription



Overview

Customers have been enabled to modify their auto-renew settings within Subscription UI no less than 30 days from the subscription end of term. To learn more, review the <u>Managing Auto-Renewal for</u> <u>Subscriptions</u> section of this guide. Note: For CCE subscriptions that have a monthly cost of \$0, the customer will not be able to turn auto-renew ON via the Subscription UI. Instead, they will have to work with iSales to have auto-renew turned ON.

In case you would like to modify your subscription in already placed order please contact your Cisco Sales Representative and s/he will be able to assist.

Customers do not have the capability to modify an order, after order submission.



Managing Auto Renewal for Subscriptions

Turn OFF Auto-Renew via Subscription UI

Considerations when turning auto-renew OFF via Subscription UI:

- When turning auto-renew OFF via the Subscription UI, it must be completed no less than 30 days from the end of term.
- Turning Auto-Renew OFF cannot be completed less than 30 days from the end of term. If it's
 less than 30 days from the end of term, Customers should open a case in <u>Customer Service Hub</u>
 and an end of term cancellation will be completed and require Sales and Commercial Finance
 approval.
- When turning auto-renew OFF via Subscription UI, the user must select a reason code for turning auto-renew OFF.
- Turning auto-renew OFF will not require approval from Sales or Commercial Finance when done no less than 30 days from the end of term.

Turn OFF Auto-Renew via Subscription UI

- From Subscriptions tab, scroll and search for subscription, or do search by value to select
 - subscription.
- 2 Under the new tab,

Manage Subscription, the Manage Auto-Renewal button will be shown.

when applicable.

When clicking on **Manage Auto-Renew** the system will either disable or enable auto-renew based on the current setting.



TIP

The subscription must be in active status for the **Manage Auto Renewal** button to be enabled.

cisco commence Cisco EXPRESS		1	Subscriptions Quotes	Orders Invoices				-
Files	Subscription ID	 Search Subscriptions 	Q Advanced Search			je Optime	Subscription 🗸 📑 Charge Vers	v Census Report v
Over Conturned (2016) Within Entitlements (1094)	Found 159100 Results							
Sense ^	Subscription ID *	Bill To Customer *	Reseller *	End Customer *	Offer Name *	Status *	Start Date *	Renewal Date
CANCELLED (15719)	Distance I	TEST NOT REAL		TEST NOT REAL	CIS-PLATFORM	CANCELLED	27-Oct-2015	28-Nov-2015
SUSPENDED (2050)	D Susherst	TEST NOT REAL		TEST NOT REAL	CIS-PLATFORM	ACTIVE	28-Oct-2015	29-Nov-2015
OVERDUE (322)	Subert C	TEST NOT REAL		TEST NOT REAL	CIS-PLATFORM	ACTIVE	29-Oct-2015	30-Nov-2015
Offer Rame A	DublerN	TEST NOT REAL		TEST NOT REAL	CIS-PLATFORM	ACTIVE	01-Nov-2015	02-Dec-2015
DNAC1-WAN-RENEW (18727)	Distanti	TEST NOT MEAL		TEST NOT REAL	CIS-PLATFORM	ACTIVE	01-faov-2015	02-Dec-2015



Turn OFF Auto-Renew via Subscription UI

When turning auto-renew off, the user must select the required Primary Reason Code and if applicable, required Secondary Reason Code and Additional Comments. Then click Submit.

CISCO COMMERCE CISCO EXPRESS		Subscriptions Quotes Orders	Invoices	
Hy Subscriptions				
Webex Named User Meetings (A-SPK-NA	AMED-USER)			
Subscription ID Sub	Effective For 36.00 Months from 31-Aug-2020 to 30-Aug-2023	Automatically Renews For 12.00 Months On 31-Aug-2023	Billing Frequency Monthly Billing	
Status ACTIVE	Monthly Cost USD 255,250.00	Billing Amount (Monthly Billing) USD 255,250.00		
	Summary History Invoic	es Usage Manage Subscription	Manage Contacts Manage Payment Details	
Disable Auto Renewal				
Auto Renewal Off	Automatically Renews For No Auto Renewal			
Primary Reason * External Business Factors	Secondary R Out of Busi	Nason *	Additional Information Ad4	3
				Cancel Submit

If the auto-renew turn off request can't be processed an appropriate error message will show and inform the user as to why.

TIP

Turn ON Auto-Renew via Subscription UI

Considerations when turning auto-renew ON via Subscription UI:

- When turning auto-renew ON via the Subscription UI, it must be completed **no less than 30 days from the end of term.**
- Turning Auto-Renew ON cannot be completed less than 30 days from the end of term. If it's less than 30 days from the end of term, Customers should complete a manual renewal prior to the end date.
- When turning auto-renew ON via Subscription UI, the user will have to select the renewal term from the available terms in the drop list provided. The available terms provided for the user to select will include all the standard renewal terms as set up for that offer as well as the last approved renewal term for the subscription.
- Turning auto-renew ON will not require approval from Sales or Commercial Finance when done no less than 30 days from the end of term.
- For CCE subscriptions that have a monthly cost of \$0, the customer will not be able to turn auto-renew ON via the Subscription UI. Instead, they will have to work with iSales to have auto-renew turned ON.
- Renewing a Subscription after Auto-renew is turned OFF requires support from a Cisco Sales representative.
- Upon expiration, the manual renewal of a subscription will require support from a Cisco Sales representative.

Turn ON Auto-Renew via Subscription UI

From Subscriptions tab, scroll and search for subscription, or do search by value to select subscription.

2 Under the new tab, Manage Subscription, the Manage Auto-Renewal button will be shown, when applicable.

When clicking on **Manage Auto-Renew** the system will either disable or enable auto-renew based on the current setting.

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	-	Ē	16	

TIP

The subscription must be in active status for the **Manage Auto Renewal** button to be enabled.

cisco COMMERCE EXPRESS			Subscriptions Quotes	Orders Invoices				
Files	Subscription ID	Search Subscriptions	Q Advanced Search			je opnas	Subscription 🗸 👩 Charge Vers	v Generale Room v
Over Consumed (3816) Within Entitlements (1094)	Found 159100 Results							
Seeke A	Subscription ID *	Bill To Customer *	Reseller *	End Customer *	Offer Name *	Status +	Start Date *	Renewal Date
CANCELLED (15719)	Superio	TEST NOT REAL		TEST NOT REAL	CIS-PLATFORM	CANCELLED	27-Oct-2015	28-Nov-2015
EXPINED (3737) SUSPENDED (2050)	Duckerst.	TEST NOT REAL		TEST NOT REAL	CIS-PLATFORM	ACTIVE	28-Oct-2015	29-Nov-2015
OVERDUE (322)	Suberic	TEST NOT REAL		TEST NOT REAL	CIS-PLATFORM	ACTIVE	29-Oct-2015	30-Nov-2015
Other Name A	Dublierts	TEST NOT REAL		TEST NOT REAL	CIS-PLATFORM	ACTIVE	01-Nov-2015	02-Dec-2015
DNAC1-WAN-RENEW (18727)	Distantic	TEST NOT REAL		TEST NOT REAL	CIS-PLATFORM	ACTIVE	01-Nov-2015	02-Dec-2015



Turn ON Auto-Renew via Subscription UI

- 3 When turning auto-renew on, the user must select the **renewal term** from the available terms in the drop list provided and then click **Submit**.
 - The av

(TIP)

- The available terms provided for the user to select will include all the standard renewal terms as set up for that offer as well as the last approved renewal term for the subscription.
- If the auto-renew turn on request can't be processed an appropriate error message will show and inform the user as to why.

dialia	EXPRESS				Subscript	ioni Quotes Or	ders Invoices				Ľ
th My Subscrip	ptoris										
Collaboration	n Flex Plan (A-FLEX)									Modify/Renew Subscrip	ption
Subscription Subi	10	Effective For 12.00 Months from 03-N	iov-2019 to 02-	Nov-2020		Automatically Renews For No Auto Renewal		End Customer	0	Billing Frequency Annual Billing	
Status ACTIVE		Monthly Cost USD 64.50				Billing Amount (Annual Billin USD 774.00	al				
		Summary	History	Invoices	Usage	Manage Subscription	Manage Contacts	Manage Payment Details	Manage SRT		
Enable A	uto Renewal										
Auto Renewal	(Automatically Revenue For Months On	03-Nov-2029								
		L)								Carcel	

Viewing Auto Renewal Changes from the History Tab

Turning Auto Renew On and Off will show as a transaction in the **History** tab from **Subscription UI** under the **Subscription** tab

When Auto-Renew change is done from Sub UI it will have a Transaction ID and the Transaction Type will either be Auto Renew Disabled or Auto Renewal Enabled. When Auto-Renew change is done by Cisco internal user through Change Subscription flow it will have Web Order ID and a Transaction Type of Subscription Modified.

TIP

2

Users can click on the expand icon to see more details like the current Auto-Renewal Term setting and information like reason codes.

Sub	Effective For 12.00 Months from 03-Ju Jun-2021	un-2020 to 03-	Automatically Renews For 12.00 Months On 04-Jun-2021	End Custome	r O Billing Frequency Monthly Billing
Status ACTIVE	Monthly Cost USD 0.00		Billing Amount (Monthly Billing) USD 0.00		
Summary	History	usage	Manage Subscription	Manage Contacts	Manage Payment Details
story					
Subscription Paymer	it Info Contacts A	uddresses			
Subscription Paymer Created Date	it Info Contacts A Transaction	uddresses Created By	Web Order ID	Transaction ID	
Subscription Paymer Created Date 19-Oct-2020	nt Info Contacts A Transaction Auto Renewal Disabled	uddresses Created By	Web Order ID	Transaction ID	



Auto Renew disabled from Subscription UI will show as **Auto Renew Disabled** Transaction type, have a **Transaction ID**, and show the entered **Reason Codes** when expanded to show more details.

Subscription Pa	ayment Info Contacts	Addresses			
Created Date	Transaction	Created By	Web Order ID	Transaction ID	Total Discount (%)
16-Oct-2020	Auto Renewal Disabled	bvamshik		2010	``
15-Oct-2020	Auto Renewal Enabled			2910	2

Transaction ID, and show the renewal term and date.



Viewing Auto Renewal Changes from the History Tab

TP

(TIP)

If a Cisco internal user has turned Auto Renew ON via **Subscription Modify** on behalf of the customer, it will show as a **Subscription Modified** transaction with a **Web Order ID** and capture the **Renewal term** as well as the **renewal date**.





If a Cisco internal user has turned Auto Renew OFF via **Subscription Modify** on behalf of the customer, it will show as a **Subscription Modified** transaction with a **Web Order ID** and capture the Auto Renewal term as **No Auto Renewal.** To view the reason codes for turning Auto Renew Off, hover over the information icon next to No Auto Renewal.

Auto Renewal Change Report

The Auto Renewal Change Report is a downloadable report to view the current auto renewal status on the subscription(s) based on a selected date range entered by the user. The report will include the current Auto Renewal status based on changes initiated from SUB UI as well as Auto Renewal changes initiated from Change Modify & Manual Renewal orders from change subscription flow for CCE.

Note: The Auto Renewal Change Report is accessible to Direct Customer with Billing contact and Business contact of the CCE Subscriptions.

The report columns include:

- Account Type
- Offer Name •
- Sub ID •
- Status •
- Subscription Start Date •
- Subscription End Date
- Initial Terms •
- Auto Renewal Flag •
- Due for Renewal •
- **Billing Model**

- Monthly Cost/MRR •
- PO Number •
- CSM •
- Customer Success Manager Email •
- Sales Owner •
- Sales Owner Email
- Partner Success Manager
 Reason Code Tier 1
- Partner Success Manager Email Reason Code Tier 2 •
- Bill To ID

- Reseller Name
- Deal Id
- Web Order ID
- Order Type
- Auto Renewal Flag
- Automatically Renews for •

- Additional Comment
- Initiated By •

Auto Renewal Change Report Breakdown of the Report Columns

Column Name	Column Description
Account Type	Annuity/ Cisco Commerce Express
Offer Name	Offer Name
Sub ID	Sub ID
Status	Status of subscription (Active, Cancelled, etc)
Subscription Start Date	Subscription Start Date
Subscription End Date	Subscription End Date
Initial Terms	Initial Terms
Auto Renewal Flag	Auto Renewal Flag
Due for Renewal	Due for Renewal
Billing Model	Billing Model
Monthly Cost/MRR	Monthly Cost/MRR
PO Number	PO Number
CSM	Customer Success Manager
Customer Success Manager Email	Customer Success Manager Email
Sales Owner	Sales Owner
Sales Owner Email	Sales Owner Email

Column Name	Column Description
Partner Success Manager	Partner Success Manager
Partner Success Manager Email	Partner Success Manager Email
Bill To ID	Bill To ID
Bill To Customer Name	Bill To Customer Name
End Customer Name	End Customer Name
Reseller Name	Reseller Name
Deal Id	Deal Id
Web Order ID	Web Order ID
Order Type	Type of order (Modify, Replace, Renew, etc)
Auto Renewal Flag	Auto Renewal Flag of SUB at the time of export (will always reflect AR change completed)
Automatically Renews for	Automatically Renews for
Reason Code Tier 1	Reason Code Tier 1
Reason Code Tier 2	Reason Code Tier 2
Additional Comment	Additional Comment
Initiated By	User Id of person who initiated the AR change

Auto Renewal Change Report

From the Subscriptions tab, apply any available search and filter criteria to narrow down the subscriptions of interest before generating report.

> The AR Change Report will only generate when there is less than 10,000 SUBID from Landing page. Therefore, use the filters to narrow the results.

Select Auto Renewal Change Report from the Generate Report menu option.

(TIP)

2

In the pop up, enter the **Date Range,** select the **File Type** format, and click **Export**.







Why Turn OFF Auto Renewal:

• The following slides call out AR scenarios where direct customers <u>may choose</u> to turn off auto renew

- End of Sale/End of Life PIDs
- List Price Change 90
 Days Before
 Renewal

Why Turn OFF Auto-Renew: End of Sale/End of Life PIDs at Auto Renewal Notifications

Scenario: AR End Date beyond LDOS/EOL date and no replacement PID is setup

Auto Renewal will be turned off for the entire subscription automatically and this notification will be sent to the customer 90/60/35 days before the end of term. Scenario: AR End Date beyond LDOS/EOL date & replacement PID is set up in CCW

EOS PID will be removed and replaced with the replacement PID. The list price will use the price of the new replacement PID (in most cases Cisco maintains the same list price for the replacement PIDs). A notification will be sent to the customer informing them and **asking if they want to opt out of auto-renew** or proceed with the replaced PID and new price.

Scenario: During the auto renewal if there are no replacement PIDS for EOL/EOS skus.

CCW/CCE: AR auto turn off notification:

Hi <Customer name>,

We appreciate having you as a Cisco Partner/Direct Customer and are always looking for ways to streamline your subscription management. This notification is to inform you that <company name>'s subscription <<u>SubD</u> has EOS/EOL PID(s). We have identified that there are no alternative PIDs available.

Due to the potential Auto Renewed term extending beyond the End of Life Date with no alternative/replacement PID available, the Auto Renew has been turned off.

PID	EOL Date	
<pid name1=""></pid>	<day, date=""></day,>	
<pid name2=""></pid>	<day, date=""></day,>	

Hi <Customer name>,

We appreciate having you as a Cisco Partner/Direct Customer and are always looking for ways to streamline your subscription management. This notification is to inform you that <company name's subscription has EOS/EOL PID(s). We have identified that there are alternative PIOS available as described below.

Your subscription will be renewed automatically on <Day and Date> with these replacement PIDS. No action is required to autorenew with these replacement PIDs.

- If you wish to add more licenses/services, please contact a Cisco Renewal Sales Representative before your scheduled Renewal Sales Representative:
- If you do not wish to accept the replacement PIDs you may opt-out of auto renewal and discuss options with your Sales Representative. If do not opt-out, it will be deemed that you have accepted the replacement PID.

Current EOS/EOL PID	Replacement PID		
Xxx	YAN		
Xxx	XXXX		

Scenario: AR End Date beyond LDOS/EOL date & replacement PID is set up in CCE

EOS PID will be removed and replaced with the replacement PID. The list price will use the price of the new replacement PID (in most cases Cisco maintains the same list price for the replacement PIDs). A notification will be sent to the customer informing them and **asking if they want to opt out of auto-renew** or proceed with the replaced PID and new price.

CCE template changes. 35, 60- and 90-day AR notification if the subscription has EOS/EOL PID and replacement available.

Dear <Customer>

This notification is to inform you that <company name>'s subscription includes PIDs which have reached End of Sale or End of Life. However, we have identified that there are alternative PIDs available as described below. We wanted to let you know that your subscription will be renewed automatically in <> days on <Day, date> and no action is required from Cisco in order to autorenew.

 If you wish to add more licenses/services, please contact Cisco Renewal Sales Representative before Renewal Date.

Cisco Renewal Sales Representative:

We are grateful to have you as a Cisco customer and are always looking for ways to help you streamline your account, but if you want to turn off your auto-renewal, you must take action by <Day, date>

Current EOS/EOL PID	Replacement PID
XXX	XXX
XXX	XXX

View Subscription

View Subscription

View Subscription

Why Turn OFF Auto-Renew: List Price Changes at Auto Renewal Notification

Scenario: List Price changed **90 days** before Auto Renewal

If the List price has changed **90 days** before auto renewal, we would apply the changed List Price during the Auto renewal. Notifications are sent to the customer to inform them of this change and ask if they want to opt out of Auto Renew or accept the new price. The notification is the standard auto renewal notification with additional messaging on the price change.

Hi <Customer name>,

<customer name> 's subscription will be renewed automatically in 90 days with new List price on <Day, Date>. No action is required in order to auto-renew.

- To purchase additional licenses or services, head over to CCW to modify your subscription
- We are grateful to have you as a Cisco Partners/Direct Customer and are always looking for ways to help you streamline your account.
- There has been a list price change on the below products. You may opt-out of auto renewal. If do not opt-out, it will be deemed that you have accepted the list price change during the auto renewal.

Product ID	Old List Price	New List Price
Product#1	XXX	Yyy.
Product#2	XXX	Yyy

End Customer	POWEI	
Subscription ID	Sub168	
Purchase Order Number	600202	
Renewal Date	Friday,	
Billing Method	Monthly	
Subscription Details	A-SPK-	
Subscription SKU	Cloud (
Latest Web Order ID	835676	
Renewal Term (in Months)	12	
Renewal Amount *	USD 0	

Resources for You:

- Link to SubUI (<u>https://ccrc.cisco.com/subscriptions/landing</u>)
- Link to Partners/Direct Customer Community Help for managing subs (https://salesconnect.cisco.com/#/content-detail/379d6ded-fd21-4508-95d6-2fa992dae5a7)

Thank you,

CISCO SYSTEMS. INC.


Cancel a Subscription

- Effective September 13, 2020 If a Customer wants to turn auto-renew off, they have been enabled to turn auto-renew off themselves through Subscription UI in CCE. Turning auto-renew off must be done no less than 30 days from the end of term. Review the Managing Auto Renewal for Subscriptions section of this guide to learn how to turn auto-renew off. If it's less than 30 days from the end of term, Customers can request an exception handling of their renewal via Customer Service Hub cancellation case to prevent the subscription from auto-renewing.
- Effective September 13, 2020 For mid-term and/or end of term cancellations for all CCE subscriptions, Customers should create a case through <u>Customer Service Hub (CSH)</u>. When less than 30 days from the end of term date, Customers can request an exception handling of their renewal via Customer Service Hub cancellation case to prevent the subscription from auto-renewing. To learn how to submit a cancellation request case via CSH, follow the steps in the next few slides.
- Effective September 13, 2020 If a Customer has already created a case within the last 30 days from the end of term to stop auto renewal and then changes their mind, the customer can either (1) reopen the initial case if it exists and is not closed or (2) they can open a new CSH cancellation case, and select Withdraw cancellation request unable to turn ON Auto renewal as the Request Type.
 - *Note: withdrawing a cancellation must be done prior to the cancellation transaction date

Note: Cisco will complete their action on the case by 15 business days for mid-term cancels and 7 business days for end of term cancel that were raised less than 30 days from end date for auto-renewal exception handling cases.

1

To request a mid term or end of term subscription cancellation request for any CCE subscriptions, go to <u>Customer Service Hub</u> to initiate a cancellation request case.

Note: If you are wanting to turn auto-renew off, this can be done no less than 30days from the end of term. Customers have been enabled to turn auto-renew offthemselves in CCE Subscription UI. Review theSubscriptions section of this guide to learn how.

If you are less than 30 days from the end of term, then open a case following these instructions to request an exception handling for their renewal via Customer Service Hub to prevent the subscription from auto-renewing.



Enter the word **Cancel Webex Subscription** in the search bar and click the search magnifying glass icon.

Click on **Open a Case** under **Cancel** Webex Subscription.



ncel Webex Subscription

Select this option for assistance with cancelling a Webex subscription.

Answer if you are creating the case on behalf of someone else. Then click **Next**.

TIP

Note: If you are creating the case on behalf of someone else, you will be prompted to provide the CCO ID of the person.



Open a Case

- 5 Under Case Title, submit a title for your case (e.g. Cancel SubXXXXX)
- 6 From the **Transaction Type** dropdown, select CCE
- 7 Select a **Reason Code** from the dropdown list
- Select a **Request Type** from the dropdown list
 - Choose Terminate service last day of contract term – unable to turn OFF auto renewal if it's within 30 days of the end of term and you can no longer turn auto-renew off yourself via the Subscription UI
 - Choose Terminate service on effective date if you are requesting a mid-term cancel and want it to occur on the selected Requested Effective Date
 - Choose Withdraw cancellation request unable to turn ON Auto renewal if you have already opened a cancellation case within 30 days of the end of term date and have changed your mind and wish for the subscription to renew and not cancel.





Complete all required fields, including Subscription ID, Transaction Type, Reason for Cancellation, Start Date, Request Type, Federal/Non-Federal, and any Comments.

> Please Note: <u>All mid-term and end-of-term</u> <u>cancellations are exceptions and approval is</u> <u>NOT guaranteed.</u> Please provide a reason for your cancellation, specify if you are requesting an end-of-term or mid-term cancellation, and allow sufficient time for approvals to be completed. If approval is delayed beyond Requested Cancellation Date, subscription will continue to be active, and customer may incur charges beyond Requested Cancellation Date.

Case Title \star	
Iransaction Type *	Select V
Reason For Cancellation *	Select V
Request Type \star	Select V
Subscription ID *	
Start Date *	
Federal /Non-	Federal
Federal? *	Non-Federal
	Cancellations may require approval. Please provide a
Comments *	
Comments *	reason for your cancellation and allow sufficient time for approvals to be completed. If approval is delayed beyond
Comments *	reason for your cancellation and allow sufficient time for approvals to be completed. If approval is delayed beyond Requested Cancellation Date, subscription will continue to
Comments *	reason for your cancellation and allow sufficient time for approvals to be completed. If approval is delayed beyond Requested Cancellation Date, subscription will continue to be active, customer may incur charges beyond Requested
Comments *	reason for your cancellation and allow sufficient time for approvals to be completed. If approval is delayed beyond Requested Cancellation Date, subscription will continue to be active, customer may incur charges beyond Requested
Comments *	reason for your cancellation and allow sufficient time for approvals to be completed. If approval is delayed beyond Requested Cancellation Date, subscription will continue to be active, customer may incur charges beyond Requested mation

TIP

Note: If a Customer has already created a case within the last 30 days from the end of term to stop auto renewal and then changes their mind, the customer can either (1) reopen the initial case if it exists and is not closed or (2) they can open a new CSH cancellation case, and select Withdraw cancellation request – unable to turn ON Auto renewal as the Request Type.

Under Optional Information, you can add a Subject, attach any Attachment files to the cancellation request, and/or add Email addresses to receive a copy of request.

Once done completing all required and optional fields, click **Next**.

m

Attachments)
	Drag and drop files here Or
	Select file(s)
	Enter a valid email address (e.g. Name@company.com). Use a comma/semicolon
Email Copy To:	to separate multiple email addresses.

Review the information you entered. Click **Edit Info** if there are any changes you need to make to the request. Once all information is accurate and correct, click **Create Case.**

12

Cancel We	ebex Subscription
Case Title	Sub123456
Transaction Type	Cisco Commerce Express (CCE Direct Customer)
Reason For Cancellation	Financial - Budget
Request Type	Terminate Service on Effective Date
Subscription ID	Sub123456
Start Date	03/27/2023
Federal /Non- Federal?	Non-Federal
Comments This is a test	
Preferred Contact I Email	Method
Language English	
	12 Create Case Edit Info Discard

Hardware Shipment & Returns

Hardware Shipment

Shipping Speed	Order to Ship	Shipment Transit Time	From Order to Arrival
Standard Shipping	4	6	10
	Business days	Business days	Business days

Returns must be initiated in Customer Service Hub

- 1. Open a case at <u>Customer Service Hub</u>
- Search 'CCE' > Click "Open a case" under Cisco Commerce Express (CCE) Quoting Tool Support.
- 3. Select "Agency Shipment Support"

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Create a Dispute



Create a Dispute

- 1. Go to Invoices Tab under My Invoice
- 2. You can search by for Invoice
- 3. Click the 3 vertical dots,
- and select Create a Dispute. Note: You can search by disputes or click the SAF Numbers which provide details/notes of dispute.

My Invoices	2							
STATUS	÷	Search By		Search Invoices	٩			
Invoice *	Type 🔻	Created On *	Due On 🔻	Subscription Id 🔻	Po Number 👻	Invoice 🔻 Total	Balance *	Status *
520000046	Credit Memo	30-Oct-2018	30-Oct-2018	Sub2155988	PO_1200051868	CAD (376.29)	CAD (376.29)	OPEN
5100000710	🔏 Create a Dispute	2018	29-Nov-2018	Sub2157605	PO_1200051680	USD 15,857.60	USD 0.00	CLOSED
5100000717	Download Invoice	2018	29-Nov-2018	Sub2157605	PO_1200051680	USD 63,430.40	USD 0.00	CLOSED
52000000	I voice	24-Oct-2018	25-Oct-2018	Sub2155988	PO_1200051868	CAD 993.27	CAD 993.27	PAST DUE
5100000434	Invoice	14-Oct-2018	14-Oct-2018	Sub2152356	PO_1300024627	USD 2,500.06	USD 0.00	CLOSED
5100000411	Credit Memo	11-Oct-2018	11-Oct-2018	Sub2151799	PO	USD (335,640.00)	USD 0.00	CLOSED
5100000408	Invoice	10-Oct-2018	10-Oct-2018	Sub2152356	PO_1300024627	USD 10,925.24	USD 0.00	CLOSED
510000402	Invoice	10-Oct-2018	10-Oct-2018	Sub2152356	PO_1300024627	USD 2,500.06	USD 0.00	CLOSED
5100000378	Invoice	08-Oct-2018	07-Nov-2018	Sub2151799	PO	USD 335,640.00	USD 0.00	CLOSED
5100000375	Invoice	08-Oct-2018	07-Nov-2018	Sub2151799	PO	USD 0.00	USD 0.00	CLOSED



Manage Invoices

Review Invoice Disputes



8. Review **Dispute Details**

Please Note: This is a self service view. Customers can review status of dispute and Dispute amount.

CISCO EXPRESS			Subscriptions	Quotes	Orders	Invoices			USER
Dispute Detail									Back To Disput
(Dispute) Number									
		Submitted By		Status Closed					
(Dispute) Amount (CAD) 333		Saf (Dispute) Reeson							
Test									
Line Items									
🏀 Line Number	SKU					Qty	Tax (CAD)	Rate Price (CAD)	Extended Amount (CAD)
 Invoice: 	Credit Memo:	Re-Bill Invoice:	Debit Memo:						
						100			

Review Your Invoices

9. Click Invoices

- 10. Click Invoice Number link on left
- 11. Click **Download as PDF** to review the Invoice

12. Message notification(s) will be highlighted at the header and footer of the page for accounts where autopayments are turned on.

Note: Invoice will always show total amount and be paid on the transaction date.

Customers may **download their invoice on the same day of creation, after 16:00 (4:00 PM PST).** A notification will prompt informing customers when the invoice is being prepared.

My Invoices						_		
STATUS	10 -	Search By Invoice Number		Search Invoices	٩			
Invoice *	Type *	Created On *	Due On *	Subscription Id *	Po Number *	Invoice * Total	Balance *	Status *
1201201	Credit Memo	30-Oct-2018	30-Oct-2018			CAD (376.29)	CAD (376.29)	OPEN
	Invoice	30-Oct-2018	29-Nov-2018			USD 15,857.60	USD 0.00	CLOSED
	Invoice	30-Oct-2018	29-Nov-2018			USD 63,430.40	USD 0.00	CLOSED
	Invoice	24-Oct-2018	25-Oct-2018			CAD 993.27	GAD 993.27	PAST DUE
	Invoice	14-Oct-2018	14-Dct-2018			USD 2,500.06	USD 0.03	CLOSED
	Credit Memo	11+Oct-2018	11-Dct-2018			USD (335,640.00)	USD 0.00	CLOSED
	Invoice	10-Oct-2018	10-Oct-2018			USD 10,925.24	USD 0.00	CLOSED
	Invoice	10-Oct-2018	10-Dct-2018			USD 2,500.06	USD 0.00	CLOSED
	Invoice	08-Oct-2018	07-Nov-2018			USD 335,640.00	USD 0.00	CLOSED
	Invoice	08-Oct-2018	07-Nov-2018			USD 0.00	USD 0.00	CLOSED
View 10 y tempt	Por Page					Res	ults1cf1 《〈Previous	1 Next > >>>

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cisco

Commerce

- VDDECC



Review Your Invoices

13. If a promotion is applied to the subscription for that month, it will show as part of the PA Program **Discount** value. The Extended Amount for the line will reflect the promotional credit.

14. Once the promotion expires, it will fall off the subscription and no longer show in the PA Program Discount value.

Note: near the bottom of the invoice the Extended Amount calculation formula is provided for clarity.

ahaha Commerce cisco EXPRESS RECURRING CHARGES PA TAX EXTENDED LINE DURATION TAX PROGRAM RATE SERVICE DESCRIPTION QTY RATE PRICE AMOUNT NO MONTH(S) AMOUNT DISCOUNT (%) (Excl. Tax) A-FLEX Collaboration Flex Plan Subscription ID: Billing Period: 15-Jun-20 to 14-Jul-20 A-FLEX-FILESTG-ENT-File Storage 1 5.140 0.00 0.00 0.00 Entitlement Der Haar / mth 2 A-FLEX-MC-ENT-Meetings Entitlement 1 257 0.00 0.00 0.00 (1) Per User / mth A-FLEX-MSG-ENT-Messaging 1 257 0.00 0 0.00 0.00 Entitlement Per User / mth A-FLEX-NUCM-MC-NU Cloud Meetings 257 32.25 0.00 0.00 1 8.288.25 0 Meetings (1) Der User / mit 1 0.00 A-FLEX-WX-STG-Included Webex 10 0.00 0 0.00

Per User / mth

Der Each / mth

0.00

0

0.00

0.00

PO

LINE#

Storage for Flex

A-SPK-VOIP-Included VoIP (1)

		A-FLEX Collaboration Flex Plan Subscription ID: Billing Period: 15-Sep-20 to 14-Oct-20						
	19	A-FLEX-FILESTG-ENT-File Storage Entitlement	1	5,140	0.00 Per User / mth	0	0.00	0.00
	20	A-FLEX-MC-ENT-Meetings Entitlement (1)	1	257	0.00 Per User / mth	0	0.00	0.00
	21	A-FLEX-MSG-ENT-Messaging Entitlement	1	257	0.00 Per User / mth	0	0.00	0.00
14	22	A-FLEX-NUCM-MC-NU Cloud Meetings - Meetings (1)	1	257	32.25 Per User / mth	0	0.00	8,288.25
	23	A-FLEX-WX-STG-Included Webex Storage for Flex	1	10	0.00 Per User / mth	0	0.00	0.00
	24	A-SPK-VOIP-Included VoIP (1)	1	1	0.00 Per Each / mth	0	0.00	0.00

1

1

EXTENDED AMOUNT (Excl. Tax) = (DURATION * QTY * (RATE PRICE/PRICING TERM)) - PA PROGRAM DISCOUNT

Review VAT/GST/TAX ID



15. On your invoice, the **VAT/GST or TAX ID** will be located in two places.

This includes on the top right and mid-left of invoices.

Customers who require a Form W-9 (Request for Taxpayer Identification Number and Certification) <u>You can</u> <u>download the form here.</u>





Italy E-Invoice

For Customers with a *Bill To* address in Italy.

- 1. Open Quote > Select Address and Contacts
- 2. When Bill-To is in Italy, we need to add an e-invoice number.
 - a) Invoice number will default to seven 0's (0000000).
 - b) The customer must provide the PEC code (Posta Elettronica Certificata).
- 3. PEC email is required and will be provided by the customer from Italy's government.
 - a) This e-invoice will send to PEC Email.

DC Opportunity Number	Customer Name * HILTON ROME	Created By abeliam (on 13-Jun-	Service to Country * -2019) ITALY	Status New
		1 Items Addresses	2 And Contacts Review & Share	
Addresses and	AX ID valid for Bill To Country, Customer w	III not be able to Place the Order without valid VAT/G	ST/TAX ID	
			HILTON ROME	

External Customer View

Italy e-Invoicing

For Customers with a Bill To and Service To address in Italy, you can now Download an Invoice.

14. From the **Invoices** tab select the invoice you would like to view.

15. On the upper right click to Download Invoice

16. Select format: PDF File or CSV File.



CSV File Example



How do I get help with Cisco Commerce Express (CCE)

- Open a case at Customer Service Hub
- Search 'CCE'
- Click "Open case" under Cisco Commerce Express (CCE) Quoting Tool Support

How do I get help with new or existing quotes to provision an order from Cisco Commerce Express (CCE)?

• If you are working with a Cisco Sales Agent, their contact information is listed at the bottom of the email from Cisco

How do I get help with returns and replacements in Cisco Commerce Express?

- Open a case at <u>Customer Service Hub</u>
- Search 'CCE' > Click "Open a case" under Cisco Commerce Express (CCE) Quoting Tool Support.
- Select " "Agency Shipment Support"

For Exchanging a device placed on Cisco Commerce Express (CCE):

- •Open a case at Customer Service Hub
- •Search 'CCE' > Click "Open a case" under Cisco Commerce Express (CCE) Quoting Tool Support.

•Select "Agency Shipment Support".

How do I get help with order status, changes or cancellations in Cisco Commerce Express (CCE)? For Status:

•Open a case at Customer Service Hub

•Search 'CCE' > Click "Open a case" under Cisco Commerce Express (CCE) Quoting Tool Support.

•Select "Agency Order Support". and follow the steps to open a case

For Changes/Cancellations:

•Open a case at Customer Service Hub

•Search 'CCE' > Click "Open a case" under Cisco Commerce Express (CCE) Quoting Tool Support.

•Select "Changes/Cancellations" and follow the steps to open a case

Get help logging in to CCE here

Submit a Dispute here

BILLING & COLLECTIONS

- AMERICAS: <u>us01 cce@external.cisco.com</u> or <u>us02 cce@external.cisco.com</u> or <u>us03 cce@external.cisco.com</u> or <u>us04 cce@external.cisco.com</u> or <u>us05_cce@external.cisco.com</u>
- EMEAR: <u>cceeu1@external.cisco.com</u> or <u>cceeu2@external.cisco.com</u>
- ASIA: <u>cce_apjc_asia1@external.cisco.com</u> or <u>cce_apjc_asia2@external.cisco.com</u> or <u>cce_apjc_asia3@external.cisco.com</u>
- JAPAN: <u>cce_apjc_jpn@external.cisco.com</u>
- INDIA: <u>cce_apjc_ind@external.cisco.com</u>
- ANZ: <u>cce apjc anz@external.cisco.com</u>



Resources

1. Cisco Commerce Express Help Center

Visit the Cisco Commerce Express Help Center to Learn More about CCE, Review FAQ's, and Get Help & Support.

http://cs.co/CiscoCommerceExpressHelpCenter

2. Log into Cisco Commerce Express

https://ccwdir.cloudapps.cisco.com/ccwdir/dashboard/quotes

3. Cisco Commerce Express - Customer Guide

https://www.cisco.com/E-Learning/gbo-

ccw/cdc bulk/Cisco Commerce Express/Cisco Commerce Express Customer Guide.pdf



Resources



	Q4F19 Release June 9, 2019
Auto Reflect credit card payments	Credit card master data, when updated will auto reflect on that payment for all orders and subscriptions set.
Italy e-invoicing	Invoicing will be available electronically for compliance standards. E-Invoicing will require a code to receive via email.
Auto payments & Remaining Balance	Reminder to pay all remaining balance should be handled at the time of setting up Auto Payments to ensure timely payments.
Invoice Download	Customers may download invoices in the next 12 hours or, after 4:00pm PST
Suspend, Resume, Terminate notification	Notifications will be sent to customers starting from 10-45 days past due.
CCE Credit card availability	<u>CCE and Credit card availability is now available to: Bolivia, British Virgin Islands, Cayman Islands, Honduras, Nicaragua, Paraguay, US Virgin Islands, Barbados, Bermuda, Aruba</u>
Amex to Australia	Amex in Australia can be used as payment on CCE.
Help Center on Webex.com	View the FAQs, Support, and Resources here
	Q1F20 Release September 6, 2019
PO Update	PO Field Updateable for internal and external users
CCE Help	CCE Help Button on Dashboard



	Q1F20 Release September 6, 2019
Place Order Highlight	Place Order Button highlighted for customers
Credit Card, Autopay & Enhancement	Credit Card Auto Pay and Current Account Balance Enhancements
Invoice notification	Invoice Messaging for Invoice being prepared
	Q1F20 Release October 6, 2019
Credit Cards	CCE - Notification Enhancement for Autopay screen (Improve Autopay experience)
Simplification Enhancements	Visibility of place order button(Pop-up warning message)
	Support contact directly displayed to CCE tool
	Invoice notification for download in 12 hours
Additional Update	Reviewing Quote in CCE Dashboard
	Manage PO (instruction update)
	Country Availability List
	Q2.1 Release November 19, 2019
Email Notification	Notification made when customer makes a cc payment and one time payment
Support Links	Support links to Support & Help on CCE Landing page



	Q4F20 Release June 21, 2020
Viewing Promotions on a Quote	Viewing Promotions and Financial Summary details on quotes
Viewing Promotions on Review page of Quote	Viewing Promotions and Financial Summary details on Review page of quote
Reviewing Invoices with and without Promotions	Reviewing Invoices when a promotion is applied and when a promotion falls off
	Q1FY21 Release August 16, 2020
Tax Exemption Certificates	Cisco Webex LLC agency model was decommissioned and no longer needed. Tropo LLC agency model was replaced by Broadsoft Adaption LLC.
Manage Subscriptions	Provide additional clarification on who and how to update Primary Billing Contacts as well as billing address
Viewing Promotional Discount on Invoice in CCE	Viewing Promotional discounts at the line level on Invoices
	Q1FY21 Release September 13, 2020
Managing Auto Renewals for Subscriptions	Customer enabled to manage Auto Renewal settings in Subscription UI and see updated in History tab as well as run the Auto Renewal Change Report
Cancel a Subscription	How to create a case in Customer Service Hub to Cancel a Subscription
	Q2FY21 Release November 8, 2020
Managing Auto Renewals for Subscriptions	Q2FY21 Release November 8, 2020 Update to how Customers can view Auto Renewal changes from History tab in Subscription UI
Managing Auto Renewals for Subscriptions	Q2FY21 Release November 8, 2020 Update to how Customers can view Auto Renewal changes from History tab in Subscription UI Q2FY21 Release August 2021
Managing Auto Renewals for Subscriptions Returns for Hardware	Q2FY21 Release November 8, 2020 Update to how Customers can view Auto Renewal changes from History tab in Subscription UI Q2FY21 Release August 2021 Hardware order shipment delivery. Hardware return for customers will be placed in Customer Service Hub
Managing Auto Renewals for Subscriptions Returns for Hardware Support Resources	Q2FY21 Release November 8, 2020 Update to how Customers can view Auto Renewal changes from History tab in Subscription UI Q2FY21 Release August 2021 Hardware order shipment delivery. Hardware return for customers will be placed in Customer Service Hub Support: resources updated for customers (slide 112-114)



Q4F22 Release May 8, 2022			
Direct Debit	Direct Debit Payment		
	New section for Direct Debit payment instructions		
Tax Exemption	Tax Exemption		
	New bullet re: best practice for entering details in field for the description of items that qualify for exemption.		
Q2FY23 January 10, 2023			
Subscription Cancellations	Subscription Cancellations Cancellation Request		
	Updated language to emphasize that approvals are required but not guaranteed for all mid-term and end-of-term cancellations.		
Docusign	Tax Display & Agreement		
	Removed slides with all Docusign steps, which are no longer required (previously slides 38-41).		
Tax Exemption	Tax Exemption		
Added list of states where Broadsoft Adaption LLC is registered to collect taxes.			
Q3FY23 February 1, 2023			
Subscription Cancellations	Subscription Cancellations Cancellation Request		
	Updated language to emphasize that approvals are required but not guaranteed for all mid-term and end-of-term cancellations.		
Subscription Cancellations	Subscription Cancellations Canellation Request		
	Updated screenshot for CS Hub that includes new Cancel Webex Subscription labels and options.		



Q3FY23 March 9, 2023		
Create and Manage a Quote	Create a Cisco.com Account (CCO ID)	
	Updated broken links for Register page and CCE dashboard	
Q3FY23 April 5, 2023		
Subscription Cancellations	Subscription Cancellations Cancellation Request	
	111 – 113 Updated screenshots for cancellations.	
Q2FY24 – February 7, 2024		
Support	Support	
	Updated support aliases for all regions	

Country Availability List

Cou	intry Name	17.	Cayman Islands	34.	Germany
1.	Albania	18.	Chile	35.	Ghana
2.	Argentina	19.	Colombia	36.	Greece
3.	Aruba	20.	Congo	37.	Guatema
4.	Australia	21.	Costa Rica	38.	Guinea
5.	Austria	22.	Croatia	39.	Hong Kor
6.	Bangladesh	23.	Cyprus	40.	Hondura
7.	Barbados	24.	Czech Republic	41.	Hungary
8.	Bermuda	25.	Denmark	42.	Iceland
9.	Belarus	26.	Dominican Republic	43.	India
10.	Belgium	27.	Ecuador	44.	Indonesia
11.	Benin	28.	Egypt	45.	Israel
12.	Bolivia	29.	El Salvador	46.	Italy
13.	Bosnia & Herzegovina	30.	Estonia	47.	Jamaica
14.	British Virgin Island	31.	Ethiopia	48.	Japan
15.	Bulgaria	32.	Finland	49.	Kazakhst
16.	Canada	33.	France	50.	Kenya

Germany
Ghana
Greece
Guatemala
Guinea
Hong Kong
Honduras
Hungary
Iceland
India
Indonesia
Israel
Italy
Jamaica
Japan
Kazakhstan

51.	Latvia	68.	Panama
52.	Lithuania	69.	Papua New G
53.	Luxembourg	70.	Paraguay
54.	Macedonia	71.	Peru
55.	Malaysia	72.	Philippines
56.	Malta	73.	Poland
57.	Mauritius	74.	Portugal
58.	Mexico	75.	Puerto Rico
59.	Moldova	76.	Qatar
60.	Morocco	77.	Romania
61.	Netherlands	78.	Saudi Arabia
62.	Netherlands Antilles	79.	Senegal
63.	New Zealand	80.	Serbia
64.	Nicaragua	81.	Singapore
65.	Nigeria	82.	Slovakia
66.	Norway	83.	Slovenia
67.	Pakistan	84.	South Africa

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	85.	Spain
Guinea	86.	Sri Lanka
	87.	Sweden
	88.	Switzerland
	89.	Tanzania
	90.	Thailand
	91.	Tunisia
)	92.	Uganda
	93.	Ukraine
	94.	United Arab Emirates
a	95.	United Kingdom
	96.	United States
	97.	Uruguay
	98.	US Virgin Islands
	99.	Venezuela
	100	Vietnam
a	101	.Zimbabwe

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