



Change Subscription Job Aid

Overview

Cisco Commerce (CCW) provides you the capability to Modify, Renew, and Replace Subscriptions for your Active Orders. This Job Aid will walk you through the processes involved in executing these change operations. For further training on capabilities and processes in CCW see [Cisco Commerce Operations Exchange](#).

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What is a Change Subscription Transaction?

If you need to make a change to your subscription you can:

- 1) Modify Your Subscription
- 2) Renew Your Subscription
- 3) Replace Your Current Subscription Offer with a New Offer

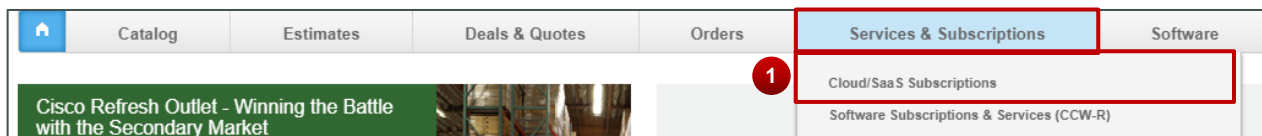
Modify My Subscription: Pick **Modify My Subscription** when you need to make a change (such as quantity change) to your active subscription for the current term. As an example, if you have an active WebEx subscription and you need to increase your quantity for 100 additional users (an **Upsell** scenario), you should pick modify.

Renew Your Subscription: Choose **Renew Your Subscription** to renew your subscription effective as of the renewal start date for the renewal term. Any changes you make (such as quantity changes) will be effective for the renewal term. If auto renewal has been turned on, any changes made will be effective for any future term as well.

Replace your Current Offer with a New Offer: Pick **Replace Your Current Offer with a new Offer** if you would like to switch your current subscription offer to a new offer (e.g.: Moving to a Flex offer), then your offer change will be effective as of the requested change date you select.

Initiate a Change Subscription

1. Log into the SaaS Portal by clicking on **Cloud/SaaS Subscriptions** under the **Services and Subscriptions** tab (or click here to access the Portal directly <https://ccrc.cisco.com/subscriptions/landing>).





- To initiate a Change Subscription transaction, click on the three vertical dots (⋮) next to the desired subscription and select **Modify/Renew Subscription**.

Found 3 Results

Status: ACTIVE Offer Name: A-SPK-NAMED-USER Due for Renewal: 0-30 Days [Clear All Filters](#)

Subscription ID	End Customer	Offer Name	Status	Start Date	Renewal Date	Initial Term
Sub117382	VICSUPER PTY LTD	A-SPK-NAMED-US...	A-SPK-NAMED-USER Spark Named User (1)	2017	29-Aug-2018	12 months
Sub117943	ON A...	A-SPK-NAMED-US...	ACTIVE	11-Sep-2017	11-Sep-2018	12 months
Sub118423	LIA...	A-SPK-NAMED-US...	ACTIVE	16-Sep-2017	16-Sep-2018	12 months

View 25 Per Page Page 1 Of 1

- Alternately, if you click on the Subscription ID, you can view details of the subscription here and use the **Modify/Renew Subscription** button to initiate your change subscription.
- Be advised, the **One Time Discount** label in **Items** lets you know if a **One Time Discount** has been applied to the subscription.

My Subscriptions

Cisco WebEx12rtr (A-WX-PORTS) **3** [Modify/Renew Subscription](#)

Subscription ID: Sub152169 Effective For: 12 Months from 01-May-2014 to 30-Apr-2015 Automatically Renews For: No Auto Renewal End Customer: TEST END_CUSTOMER COMPANY

Status: ACTIVE Billing Frequency: NonPrepay Cost Per Month: USD 56,168.50 Billing Amount (NonPrepay): USD 56,168.50

Bill Day: 1st Billing Preference: Bill Day of Month Payment Method: Purchase Order Purchase Order Number: PO-79267294 Current Open Balance: USD 0.00

Things You Can Do: View History, View Usage, Manage Contacts, View Quotes In Progress

Items	Qty	Unit List Price (USD)	Total Discount (%)	Credits	Unit Net Price (USD)	Billing Amount (USD)
A-WX-PORTS Cisco WebEx12rtr	1					
One Time Discount Applied?						
No						

- If **One Time Discount** is set to “Yes,” and you start the change subscription process, then a warning message will inform you that discounts for the subscription were applied as a one-time discount and that proceeding will require new discount negotiations with Cisco. Click **Proceed** if you wish to continue

One Time Discount Warning


The current discounts on your subscription were applied as an one time discount courtesy. Any new change being requested to your current subscription will result in a new discount renegotiation with Cisco. Are you sure you would like to proceed forward with modifying / renewing your subscription?

5


- After Clicking on **Modify/Renew Subscription**, you’ll be taken to the page with details on the three actions you can take: **Modify My Subscriptions**, **Renew My Subscription**, and **Replace My Current Offer with a New Offer**.




I want to... 8



Modify My Subscription
Select this option if you want to Upsell/Modify the subscription, effective only for the current term. Changes made will only be effective from your 18-Aug-2018 to the end of the current term, as well as any future term if Auto Renewal is enabled.



Renew My Subscription
Select this option if you want to renew the subscription, effective from 18-Aug-2018. Changes made will be effective for the Renewal Term, as well as any future term if Auto Renewal is enabled.




Replace My Current Offer with a New Offer
Select this option if you would like to change your current subscription offer to a different offer. New Subscription Offer will be effective from the 18-Aug-2018 for the new term.


Modify Subscription – Getting Started

- To Start, click on **Modify My Subscription**


I want to...



Modify My Subscription
Select this option if you want to Upsell/Modify the subscription, effective only for the current term. Changes made will only be effective from your 18-Aug-2018 to the end of the current term, as well as any future term if Auto Renewal is enabled.



Renew My Subscription
Select this option if you want to renew the subscription, effective from 18-Aug-2018. Changes made will be effective for the Renewal Term, as well as any future term if Auto Renewal is enabled.



Replace My Current Offer with a New Offer
Select this option if you would like to change your current subscription offer to a different offer. New Subscription Offer will be effective from the 18-Aug-2018 for the new term.

- You'll be redirected to CCW Configuration. At the Header-Level, you'll see clear, simplified labels related to your subscription's terms and billing: **Requested Change Date**, **Effective For**, **Automatically Renews for**, and **Billing Frequency**.

Note: Some of you may be familiar with the previous labels we had utilized in the past: **Initial Term**, **Auto-Renewal Term**, and **Remaining Term**, etc. These labels have been since replaced for your convenience.

- Click on the Pencil Icon (✎) next to **Modify Terms and Billing**, to be redirected to a page where you can make changes to terms and billing for your subscription.

Modify A-SP 3 MED-USER Configuration

Requested Terms and Billing ✎ 2			Australia Price List Ex-Tax (AUD)
Requested Change Date 07-Sep-2018	Requested For 0.69 Months From 07-Sep-2018 To 27-Sep-2018	Automatically Renews For 12 Months On 28-Sep-2018	Billing Frequency Monthly Billing
Configuration Summary		A-SPK-NAMED-USER > Transfer Question Key ▾	

- You set a **Requested Change Date** by inputting the desired date directly into the text fields or by clicking on the Calendar icon (📅) and selecting the desired date.
- You'll note that when making a change to the **Requested Change Date**, that the system provides you with a date range from which you can select a date.



6. Change the **End Date** by either keeping your current End Date *or* typing in the New Term Length.
7. Again, the system will provide you with some guidance. If you opt to select an **End Date** by designating a new term length (in months) then the system will provide you a range in months that you can use to apply a new End Date.
8. Based on the **Requested Change Date** and **End Date** you'll see a summary of the length of the subscription and potential dates of the subscription based on the length selected.
9. You can toggle **Auto Renewal** On or Off for your subscription; as well as determine when your subscription will auto-renew (provided that you have auto-renewal enabled).
10. You can change the **Billing Frequency**, choosing to pre-pay for your subscription or to be billed on an Annual, Quarterly, or Monthly Basis.
11. Click **Done** when satisfied with your changes.

The screenshot shows the 'Modify Terms and Billing' interface for a subscription. At the top, it displays 'Australia Price List Ex-Tax (AUD)'. Below this, there are four columns: 'Requested Change Date' (18-Aug-2018), 'Effective For' (0.94 Months From 18-Aug-2018 To 15-Sep-2018), 'Automatically Renews For' (12 Months On 16-Sep-2018), and 'Billing Frequency' (Annual Billing). A yellow warning box states: 'Cisco will apply a standard lead time to your requested start date based on the selected product. If your start date is less than the lead time, Cisco may not be able to honor the requested start date. In some cases, our systems may require additional lead time to provision your services (C0742)'. The main interface is divided into several sections: 'EFFECTIVE FOR' (0.94 Months | From 18-Aug-2018 To 15-Sep-2018) with callout 8; 'Requested Change Date' (18-Aug-2018) with callout 4 and a warning 'Modification to the 'Requested Change Date' will impact the remaining term and extended list price.'; 'End Date' (Keep my Current End Date selected) with callout 6 and a text input 'Effective For New Term Of 12 Months' with callout 7; 'Auto Renewal' (On) with callout 9 and 'Automatically Renews On 16-Sep-2018 For 12 Months' with callout 10; and 'Billing Frequency' (Annual Billing selected) with callout 10. At the bottom right, there are 'Cancel' and 'Done' buttons with callout 11.

12. While modifying your subscription in Configuration, you can products, increase or decrease quantities, and remove items form your subscription; click on **Review Changes** when complete.



Configuration Summary

Transfer Question

Partner Hosted C1

SKU	Qty	List Price
A-SPK-NU-C1-HST11	50 User	\$0.00
A-SPK-NU-HSTCALL	50 User	\$28.24

Spark M1-M3

SKU	Qty	List Price
A-SPK-NU-M3	25 User	\$42.19

Spark Devices Registration

[Spark Board](#)

[Spark Care](#)

Subtotal: **\$3,056.69**

[Restore Configuration](#)

A selection from Partner Hosted C1 with Spark Messaging Bundle is required. Please make the selection. (CE200054)

A-SPK-NAMED-USER > Spark Care Key ▾

Spark Care

Spark Care Package 1

Each	SKU	Description	Unit List Price	Action
25	A-SPK-NU-K1	Spark Care Package 1	\$24.31 <i>Per Each/Month</i>	

Cancel Review Changes

13. You'll be presented with an offer summary, which will highlight the changes made. In the **Line Action** column, items will be highlighted as having been **Added**, **Modified**, or **Removed**
14. In the **Quantity Column** Green Up Arrows (↑ +10) and Orange Down Arrows (↓ -200) will indicate **Upsell** and **Downsell** activities respectively and also indicate the change in value.
15. Click on **Done**.

My Offer Summary

Name	Description	Line Action	Unit List Price(USD)	Qty	Extended Price (USD)
Transfer Question					
Employee Count Question					
Spark M1					
A-SPK-EMP-M1	Business Messaging (1)	Modified	\$0.00	300 User	↓ -200
Spark Care					
A-SPK-EC-K1	Spark Care Package 1	Added	\$17.00	10 User	↑ +10
Spark Support Options					
A-SPK-SUPT-BAS	Support- Basic (24x7 Tier 1 Support)		\$0.00	1 User	
Expanded Items					
A-SPK-EMP-T1-M1	Business Messaging (1)	Modified	\$4.50	300 User	↓ -200
Included Items					
A-SPK-EMP-M1-X	Included Business Messaging (1)	Modified	\$0.00	300 User	↓ -200
A-SPK-EMP-RMSTG-X	Included Cisco Spark Storage (1)	Modified	\$0.00	1500 GB	↓ -1000
A-SPK-M1-PV	Business Messaging (1) - Uplift	Modified	\$0.00	360 User	↓ -240
Subtotal:					\$441.29

Back Done

16. Read the next pop-up carefully and completely. When you have read the information, click **Done** to accept the Terms and Conditions.



Information

For Your Information

- The Cisco hosted cloud offer you are ordering is governed by the Cisco Universal Cloud Agreement and applicable Offer Description (together considered the "Agreement") available [here](#). If you are an end user, by placing this order or using the cloud service, you consent to the terms of the Agreement. If you are a Cisco channel partner or reseller, you acknowledge that you have accepted the Software-as-a-Service Resale Program terms found on the [Partner Program Portal](#). (TC202442)

Cancel Done

Modify Subscription Quoting

1. Your Modify Subscription Quote is now created! Click the pencil icon (✎) next to the Quote Name and you can customize the name of your quote to be relevant to your needs; allowing you to label this quote in a manner that is easy to identify later.
2. Input the desired date into the text field and click **Update**
3. The **Quote Summary** will give you the upsell/downsell amount related to your **New Estimated Charges**

4. For more details on your Quote Summary, hover over **View Full Summary** to see **Total List Price**, **Discounts**, **Credits** (if applicable), and your **Quote Total**.

Quote Summary

You Pay **AUD 3,675.68** 3,521.63 ↑
per Month

[View Full Summary](#)

Total List Price	3,255.54
Discounts (21.94%)	714.17
Credits	--
Quote Total	2,541.37

Continue >

5. In the **Items** tab, The **Net Change Summary** provides you with information on Upsell/Downsell changes to the subscription for the **Billing Amount**, **Monthly Recurring Cost**, and **Extended Net Price**. This helps you see the difference between your initial subscription and your modified subscription; which is indicated as an Upsell (**Green Text** and arrow ↑) or Downsell (**Orange Text** and arrow ↓).



EXISTING CHARGES (AUD) From 07-Sep-2018 to 27-Sep-2018		NEW ESTIMATED CHARGES (AUD) From 07-Sep-2018 to 27-Sep-2018	
Billing Amount per Cycle	154.05 per Month	3,675.68 per Month	3,521.63 ↑
Extended Net Price (Contract Term)	106.51 for 0.69 Months	2,541.36 for 0.69 Months	2,434.85 ↑

Intended Use: Resale

Compare with Existing Subscription View By Net Price

- You can also reference your individual subscription items below; sorting them by either **Net Price** or **Discount Details**.
- Click on **Modify/Upsell** and you'll be return to CCW Configuration to make any further changes.
- You can review the **Terms and Billing** Information that you had made earlier in Configuration.
- Provide a **Note** to for this quote (maximum 300 characters) if desired.

SUBSCRIPTION	UNIT LIST PRICE (AUD)	QTY	TOTAL DISCOUNTS %	CREDITS (AUD)	UNIT NET PRICE (AUD)	BILLING AMOUNT (AUD)	EXTENDED NET PRICE (AUD)
1.0 A-SPK-NAMED-USER Spark Named User (1) INVALID as of Wed Aug 15 12:32:13 PDT 2018 Method Cisco	0.00	1	20.00		0.00	0.00	0.00
Requested Terms and Billing		Requested Change Date		Requested For		Notes	
18-Aug-2018		18-Aug-2018		0.94 Months and from 18-Aug-2018 to 15-Sep-2018		Note: Max 300 Characters.	
Automatically Renews For		Billing Frequency		Annual Billing			
12 Months On 16-Sep-2018							
1.1 A-SPK-NU-RMSTG-X	0.00	125	20.00	--	0.00	0.00	0.00

- You can review the individual items of your Modify Subscription Quote where items will be annotated as having been **Modified**, **Added**, and/or **Removed**.
- Upsell (↑) and Downsell (↓) information will be indicated at the line-level where applicable. This difference in pricing will be indicated for both **Billing Amount** and **Extended Net Price**.

SUBSCRIPTION	UNIT LIST PRICE (AUD)	QTY	TOTAL DISCOUNTS %	CREDITS (AUD)	UNIT NET PRICE (AUD)	BILLING AMOUNT (AUD)	EXTENDED NET PRICE (AUD)
1.1 A-SPK-NU-RMSTG-X Included Spark Storage (1) Modified	0.00	125	20.00	--	0.00	0.00	0.00
1.2 A-SPK-NU-M1-X UC Manag (1) Added	0.00	25	20.00	--	0.00	0.00	0.00
1.4 A-SPK-NU-HSTCALL Hosted Calling Added	28.24	25	37.40	--	17.68	5,304.00 per Year	413.48 for 0.94 Months
1.5 A-SPK-NU-M1 Business Messaging (1) Added	10.73	25	20.00	--	8.58	2,574.00 per Year	200.66 for 0.94 Months
1.16 A-SPK-NU-C1-HST11	0.00	25	37.40	--	0.00	0.00	0.00

- Items that have been **Removed** will be greyed out to indicate that these items are no longer part of this quote.



1.22	A-HST-LIC-EXP-AN Hosted Enable Advanced Networking Option - License Subs	0.00 Per User/Month	6 User	20.00	--	0.00 Per User/Month	0.00 per Year	0.00 for 0.94 Months
Standard - Market Category - Certification - Gold - AUD				2	12			
A-SPK-NU-WXSTG-X		0.00 Per Month	0	0.00	--	0.00	0.00	0.00 for 0.94 Months
A-SPK-CS-TOLLUSER		8.02 Per Month	0	0.00	--	0.00	0.00	0.00 for 0.94 Months
						2,550.00 ↓		198.79 ↓

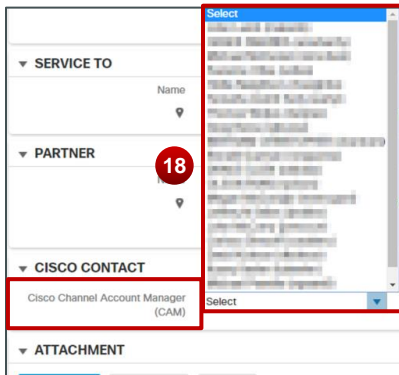
- The **Review and Submit** Tab provides you a final review of participants in the quote you have generated. From here you can make edits to **End Customer**, **Service-To**, **Partner**, and **Cisco Contact Information**. Using the Pencil icon (✎) you can provide/edit **End Customer** contact information
- You can provide/update your **Partner** contact information using the pencil icon as well (✎)
- You can select your **Cisco Channel Account Manager (CAM)** and a **Cisco Account Manager (AM)** to be associated with this quote.

- When editing the **End Customer Contact**: A popup will appear where you can provide a name, telephone number and email. Click **Save** when complete.

- When editing the **Partner Contact**: A popup will appear with applicable partner selections. Choose the desired Partner Contact and click **Select Partner**.



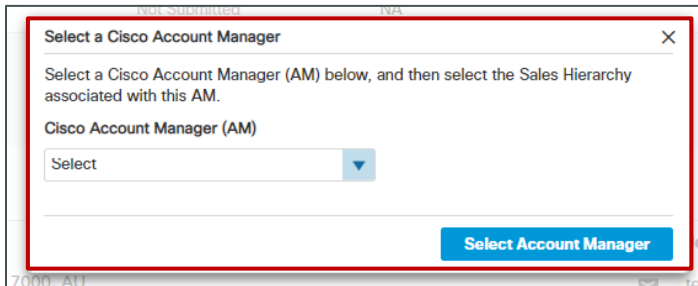
18. Making edits to the **Cisco Contact**: You can select a CAM from the drop-down Selection



19. Additionally, if you wish to assign an AM to your quote, click on **Select Cisco AM**.

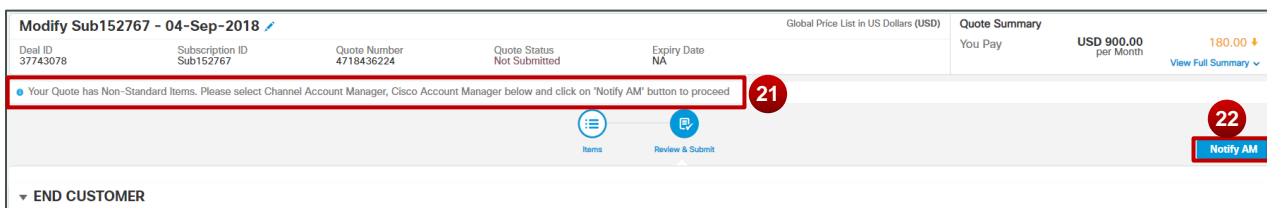


20. A Pop-up appears where you can select from among applicable AMs. Click **Select Account Manager** when done.



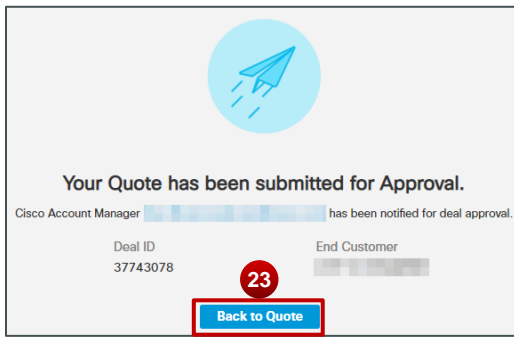
21. If your quote contains Non-Standard Items, ensure that you assign a CAM and AM to your Quote. You'll know if you have any non-standard items, via the informational message at the top of the screen.

22. For Quotes containing Non-Standard Items, you'll note a key difference: the Submit button has been replaced with **Notify AM**. Click on Notify AM to submit your Quote for Approval.

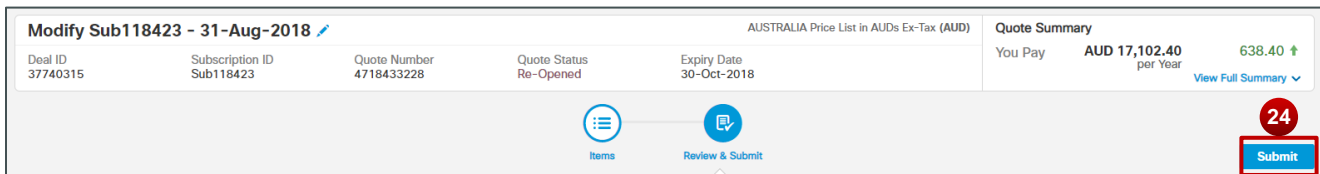




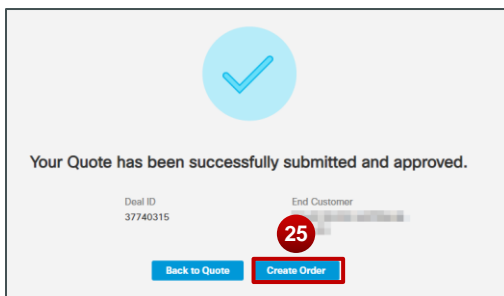
23. Your non-standard Quote has been submitted for Approval. Once approved, you can continue with your order.



24. For your regular, *standard* quotes click on **Submit** when complete.

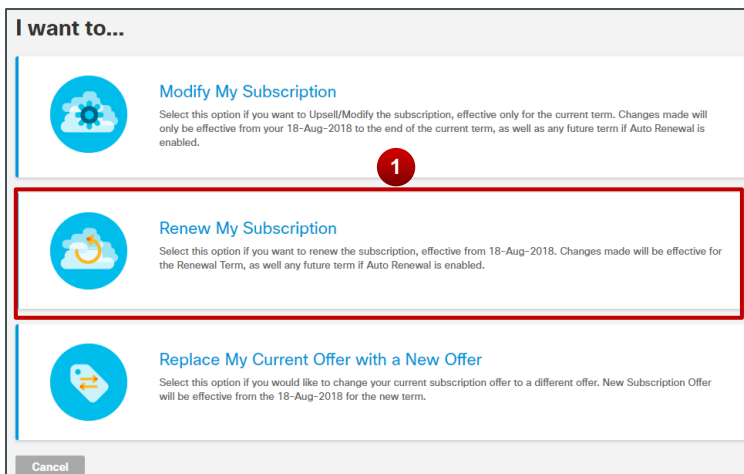


25. Your Modify Subscription Quote has been successfully submitted! Click on **Create Order** to proceed to the ordering process.



Renew Subscription – Getting Started

1. To start, click on **Renew My Subscription**.





- You'll be immediately redirected to CCW Configuration. You'll note at the Header-Level, you'll see clear, simplified labels related to your subscription's renewal terms: **Requested Renewal Date**, **Requested For**, **Automatically Renews for**, and **Billing Frequency**.
- Click on the Pencil Icon (✎) next to **Requested Terms and Billing**, to be redirected to a page where you can make changes to your renewal information.

1 Renew Quote for SubC159413 (Deal ID: 37743083) has been automatically created. (C0998)

Renew A-EMP-COUNT Configuration

Requested Terms and Billing Global Price List (USD)

Requested Renewal Date 16-Sep-2018	Requested For 1 Months From 16-Sep-2018 To 15-Oct-2018	Automatically Renews For 12 Months On 16-Oct-2018	Billing Frequency Monthly Billing
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Configuration Summary

Transfer Question

Renewal Start Date 07-Sep-2018 is invalid and has been updated. Valid date is 16-Sep-2018 (C0993)

A-SPK-EMP-COUNT > Transfer Question

- You can change the **Renewal Start Date** by providing the desired date directly into the text fields or by using the Calendar icon (📅) to select the desired dates.
- The system provides you guidance and a date range for your Renewal Start Date
- Change the **Renewal End Date** by typing in your desired term length for renewal.
- The system provides you with guidance on a range of durations (in months) that you can select from.
- Based on the **Renewal Start** and **End Dates** you'll see a summary of the term length and actual dates for the term.
- You can toggle **Auto Renewal** On or Off for your subscription; as well as determine when your subscription will auto-renew (provided that you have auto-renewal enabled).
- Change the **Billing Frequency**, by choosing to pre-pay for your subscription or to be billed on an Annual, Quarterly, or Monthly Basis.
- Click **Done** when satisfied with your changes.

Renew A-SPK-NAMED-USER Configuration

Renewal Terms and Billing Australia Price List Ex-Tax (AUD)

Renewal Start Date 16-Sep-2018	Renews For 12 Months From 16-Sep-2018 To 15-Sep-2019	Automatically Renews For 12 Months On 16-Sep-2019	Billing Frequency Annual Billing
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1 Cisco will apply a standard lead time to your requested start date based on the selected product. If your start date is less than the lead time, Cisco may not be able to honor the requested start date. In some cases, our system may require additional lead time to provision your services (C0742)

RENEWS FOR 12 Months | From 16-Sep-2018 To 15-Sep-2019

Renewal Start Date

1 Modification to the 'Requested Change Date' will impact the remaining term and extended list price.

Day: 16 | Month: Sep | Year: 2018

Enter any date up between 16-Sep-2018 and 16-Sep-2018

Renewal End Date

Renew For: 12 Months

Enter any whole month value from 12-60

Auto Renewal

On

Automatically Renews On 16-Sep-2019 For 12 Months

12 Months

Billing Frequency

1 Usage will continue to be billed on a monthly basis regardless of the Billing Frequency selected below.

Prepaid Term

Annual Billing

Quarterly Billing

Monthly Billing

Cancel Done



12. You can review the changes made to your subscription Renewal in the **My Offer Summary** section. Items will be annotated has having been **Added**, **Removed**, or **Modified** in the **Line Action** column
13. Upsell/Downsell information will display in the **Quantity Column** (if there has been a quantity change).
14. Click **Done** when ready.

My Offer Summary						
Name	Description	Line Action	Unit List Price(USD)	Qty	Extended Price (USD)	
Transfer Question						
Employee Count Question						
Spark M1						
A-SPK-EMP-M1	Business Messaging (1)	Modified	\$0.00	300 User	-200	\$0.00
Excess Public Space						
A-SPK-NONKW-CLD	Cloud Public Space License	Added	\$9.00	300 User	+300	\$2,700.00
Spark Support Options						
A-SPK-SUPT-BAS	Support - Basic (24X7 Tier 1 Support)		\$0.00	1 User		\$0.00
Expanded Items						
A-SPK-EMP-T1-M1	Business Messaging (1)	Modified	\$4.50	300 User	-200	\$1,350.00
Included Items						
A-SPK-EMP-M1-X	Included Business Messaging (1)	Modified	\$0.00	300 User	-200	\$0.00
A-SPK-EMP-RMSTG-X	Included Cisco Spark Storage (1)	Modified	\$0.00	1500 GB	-1000	\$0.00
A-SPK-M1-PV	Business Messaging (1) - Uplift	Modified	\$0.00	360 User	-240	\$0.00
					Subtotal:	\$4,000.00
Back						Done

15. Read the next pop-up carefully and completely. When you have read the information, click **Done** to accept the Terms and Conditions.

Information

For Your Information

- The Cisco hosted cloud offer you are ordering is governed by the Cisco Universal Cloud Agreement and applicable Offer Description (together considered the "Agreement") available [here](#). If you are an end user, by placing this order or using the cloud service, you consent to the terms of the Agreement. If you are a Cisco channel partner or reseller, you acknowledge that you have accepted the Software-as-a-Service Resale Program terms found on the [Partner Program Portal](#). (TC202442)

Cancel Done

Renew Subscription - Quote

1. Your Renew Subscription Quote is now created! Click the pencil icon (✎) next to the Quote Name and you can customize the name of your quote to be relevant to your needs; allowing you to label this quote in a manner that is easy to identify.



- Provide your updated text in the field and click **Update**. This is a particularly useful functionality, as it allows you to customize the name of your Renewal Quote in a way that makes it easily identifiable to you.
- You'll note in Quote Summary, that the high-level upsell/downsell amount will be displayed if applicable.
- Hover over **View Full Summary** to get more information related to **Total List Price, Discounts, Credits, and Quote Total**.

The screenshot shows the 'DEALS & QUOTES' section of the system. A quote titled 'Renewal Sub119500 - 20-Aug-2018' is selected. The 'Quote Status' is 'Not Submitted'. The 'Quote Summary' table is visible, showing 'You Pay' for 'AUD 12,456.60 per Year'. A red box highlights the 'Update' button and the 'Quote Summary' table. A blue arrow points from the 'Update' button to the 'Quote Summary' table.

Deal ID	Subscription ID	Quote Number	Quote Status	Expiry Date	Quote Summary
37731861	Sub119500	4718423702	Not Submitted	NA	You Pay AUD 12,456.60 per Year View Full Summary

Deal ID	Subscription ID	Quote Number	Quote Status	Expiry Date	Quote Summary
37731861	Sub119500	4718423702	Not Submitted	NA	You Pay AUD 12,456.60 per Year View Full Summary

Quote Summary	
Total List Price	19,938.60
Discounts (37.53%)	7,482.00
Credits	--
Quote Total	12,456.60

- In the **Items** tab The **Net Change Summary** provides you with high-level information on Upsell/Downsell changes to the subscription for the **Billing Amount, Monthly Recurring Cost, and Extended Net Price**.

The screenshot shows the 'Items' tab with the 'NET CHANGE SUMMARY' table. The table compares 'EXISTING CHARGES (AUD)' and 'NEW ESTIMATED CHARGES (AUD)'. The 'Billing Amount' is 154.05 per Month, and the 'Monthly Recurring Cost (MRC)' is 1,038.05 per Month, with an increase of 884.00. The 'Extended Net Price (Contract Term)' is 12,456.60 for 12.00 Months, with an increase of 12,456.60. A red box highlights the 'NET CHANGE SUMMARY' table. A blue arrow points from the 'Items' button to the table.

	EXISTING CHARGES (AUD) Ending On 27-Sep-2018	NEW ESTIMATED CHARGES (AUD) From 28-Sep-2018 to 27-Sep-2019	
Billing Amount per Cycle	154.05 per Month	12,456.60 per Year	
Monthly Recurring Cost (MRC)		1,038.05 per Month	884.00 ↑
Extended Net Price (Contract Term)		12,456.60 for 12.00 Months	12,456.60 ↑

- Scrolling down you can get the header-level details of your Renewal Quote. Click on **Renew/Upsell** and you'll be redirected to CCW Configuration, where you can make additional changes to your renewal quote.
- Review your **Renewal Terms and Billing Information**.
- If desired, you have the option of adding notes to your Quote.



Intended Use: Resale Compare with Existing Subscription Test PDF View By Net Price

SUBSCRIPTION	UNIT LIST PRICE (AUD)	QTY	TOTAL DISCOUNTS %	CREDITS (AUD)	UNIT NET PRICE (AUD)	BILLING AMOUNT (AUD)	EXTENDED NET PRICE (CONTRACT TERM) (AUD)
1.0 A-SPK-NAMED-USER Spark Named User (1) ID as of Mon Aug 20 09:16:45 PDT 2018 Method Cisco	0.00	1	20.00		0.00	0.00	0.00
Renew/Upsell Validate							
Renewal Terms and Billing Requested Renewal Date 28-Sep-2018 Automatically Renews For 12 Months On 28-Sep-2019				Requested For 12 Months and from 28-Sep-2018 to 27-Sep-2019 Billing Frequency Annual Billing		Notes Note: Max 300 Characters.	
1.1 A-SPK-NU-M1-X Included Business Messaging (1)	0.00	55	20.00	--	0.00	0.00	0.00
Modified							

9. Using the Pencil icon (✎) you can provide/edit **End Customer** contact information
10. You can provide/update your **Partner** contact information using the pencil icon as well (✎)
11. You can select your **Cisco Channel Account Manager (CAM)** and select a **Cisco Account Manager (AM)** associated with this quote.

Items View & Submit Submit

END CUSTOMER

Name: [Redacted] John Doe ✎

[Redacted] test@test.com

[Redacted] 1231231234

SERVICE TO

Name: [Redacted]

[Redacted]

PARTNER

Name: [Redacted] ✎

[Redacted] [Redacted].com

[Redacted] [Redacted]

CISCO CONTACT

Cisco Channel Account Manager (CAM) Cisco Account Manager (AM) [Select a Cisco AM](#)

ATTACHMENT

12. When editing the **End Customer Contact**: A popup appears and you can provide a name, telephone number and email. Click **Save** when complete.

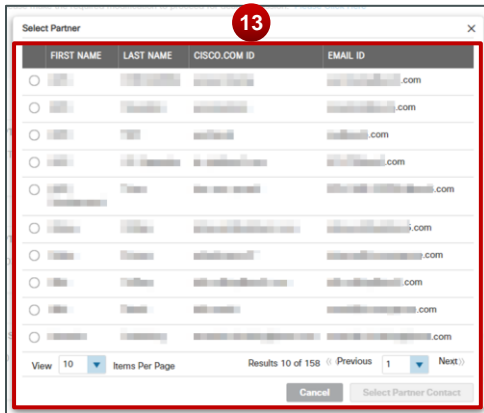
Edit Contact ✕

John Doe

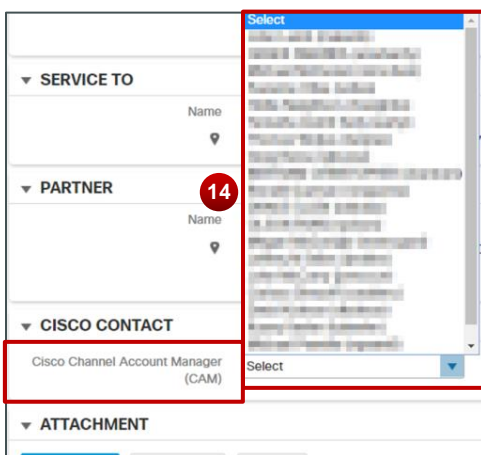
123-123-1234

✉ jdoe@test.com

13. When editing the **Partner Contact**: A popup appears with applicable partner selections. Choose the desired Partner Contact and click **Select Partner**.



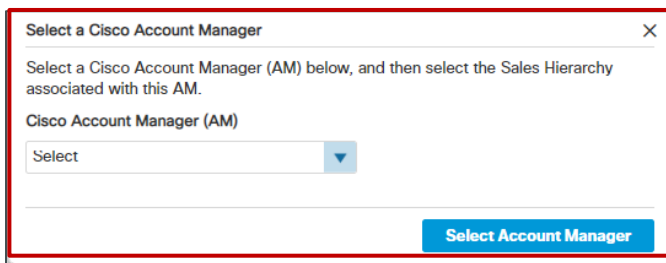
14. Making edits to the **Cisco Contact**: You can select a CAM from the drop-down Selection



15. Additionally, if you wish to assign an AM to your quote, click on **Select Cisco AM**.

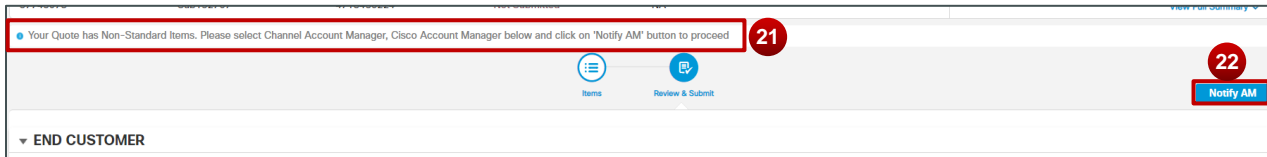


16. A Pop-up will appear where you can select from among applicable AMs. Click on **Select Account Manager**

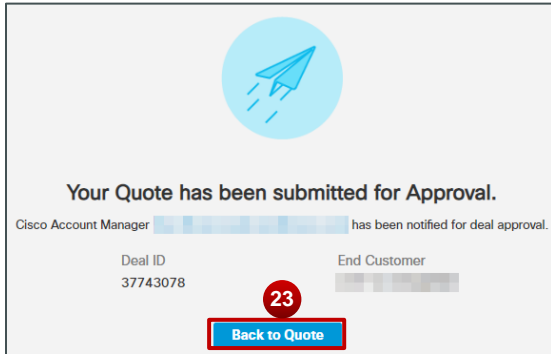


26. If your quote contains *Non-Standard Items*, ensure that you assign a CAM and AM to your Quote. You'll know if you have any non-standard items, via the informational message at the top of the screen.

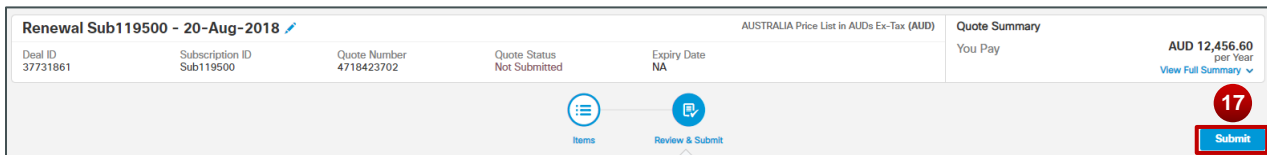
27. For Quotes containing Non-Standard Items, you'll note a key difference: the Submit button has been replaced with **Notify AM**. Click on Notify AM to submit your Quote for Approval.



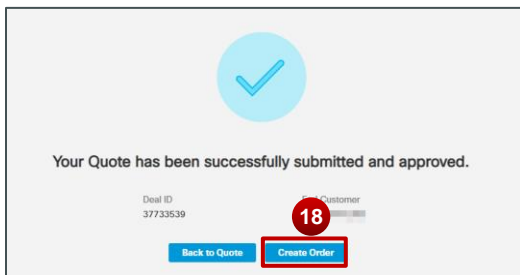
28. Your *non-standard* Quote has been submitted for Approval. Once approved, you can continue with your order.



17. For you *standard* quote, when satisfied click on **Submit**.



18. Your Renew Subscription Quote has been successfully submitted! Click on **Create Order** to proceed to the ordering process.



Replace Subscription – Getting Started

1. To Start, click **Replace My Current Offer with a New Offer**



I want to...

Modify My Subscription
Select this option if you want to Upsell/Modify the subscription, effective only for the current term. Changes made will only be effective from your 18-Aug-2018 to the end of the current term, as well as any future term if Auto Renewal is enabled.

Renew My Subscription
Select this option if you want to renew the subscription, effective from 18-Aug-2018. Changes made will be effective for the Renewal Term, as well as any future term if Auto Renewal is enabled.

Replace My Current Offer with a New Offer
Select this option if you would like to change your current subscription offer to a different offer. New Subscription Offer will be effective from the 18-Aug-2018 for the new term.

[Cancel](#)

2. You'll be able to select an array of compatible offers to replace with your current offer. Select a desired option.
3. Click **Continue**

Replace Subscription

Replace A-SPK-NAMED-USER with one of the following eligible offers. 2

	Offer Name	Offer Description
<input type="radio"/>	A-FLEX	Collaboration Flex Plan
<input checked="" type="radio"/>	A-SPK-ACTIVE	Spark Active User (1)
<input type="radio"/>	A-SPK-EDU	Spark for Education only
<input type="radio"/>	A-SPK-EMP-COUNT	Cisco Enterprise Agreement for Cisco Spark Flex Plan

[Cancel](#) 3 [Continue](#)

4. If you click **Cancel** at this point, you'll be redirected to the quote that has been automatically created for you. If you select **Edit Options** you'll be prompted with the above menu item to select an offer to replace with your existing one.

NET CHANGE SUMMARY

	EXISTING CHARGES (AUD) <small>From 07-Sep-2018 to 27-Sep-2018</small>	NEW ESTIMATED CHARGES (AUD) <small>From 07-Sep-2018 to 27-Sep-2018</small>	
Billing Amount per Cycle	154.05 <small>per Month</small>	154.05 <small>per Month</small>	0.00
Extended Net Price (Contract Term)	106.51 <small>for 0.69 Months</small>	106.51 <small>for 0.69 Months</small>	0.00

Read Important Note about Estimated [🔗](#)

Intended Use: Resale [Compare with Existing Subscription](#) View By Net Price

SUBSCRIPTION	UNIT LIST PRICE (AUD)	QTY	TOTAL DISCOUNTS %	CREDITS (AUD)	UNIT NET PRICE (AUD)	BILLING AMOUNT (AUD)	EXTENDED NET PRICE (CONTRACT TERM) (AUD)
4 1.0 A-SPK-NAMED-USER Spark Named User (1) <small>Created as of Tue Sep 04 14:00:06 PDT 2018</small> Security Method Cisco Standard - Market Category - Certification - Gold - AUD	0.00	1	20.00		0.00	0.00	0.00

[Edit Options](#) [Validate](#)

Requested Terms and Billing Notes

5. After you've selected your replacement offer, then you'll be redirected to CCW Configuration. You'll note at the Header-Level, you'll see clear, simplified labels related to your subscription's renewal terms: **Requested Change Date, Effective For, Automatically Renews for, and Billing Frequency.**



- Click on the Pencil Icon (✎) next to **New Terms and Billing**, to be redirected to a page where you can make changes to your Terms and Billing information.

Replace A-SPK-ACTIVE Configuration

Australia Price List Ex-Tax (AUD)			
New Terms and Billing ✎			
Requested Change Date 18-Aug-2018	Effective For 12 Months From 18-Aug-2018 To 17-Aug-2019	Automatically Renews For 12 Months On 18-Aug-2019	Billing Frequency Monthly Billing

Configuration Summary

[Transfer Question](#)

[Meetings](#)

⚠️ A minimum of 40 quantity is required from How many knowledge workers does the end customer have?. Please adjust the quantity. (CE200090)

⚠️ Prices are not available for items marked with '-list price. Please enter a different quantity, initial term or prepay term. (C0808)

- You can change the **Requested Change Date** by inputting the desired date directly into the text fields or leveraging the Calendar icon (📅).
- The System provides you with a date range to select for the Requested Change date.
- Change the **End Date** by typing in your desired term length for renewal.
- The System provides you with a range of months that you can use for this transaction.
- Based on the **Requested Change Date** and **End Date** you'll see a summary of the term length and actual dates for the term.
- You can toggle **Auto Renewal** On or Off for your subscription; as well as determine when your subscription will auto-renew (provided that you have auto-renewal enabled).
- You can change the **Billing Frequency**, choosing to pre-pay for your subscription or to be billed on an Annual, Quarterly, or Monthly Basis.
- Click **Done** when satisfied with your changes.

New Terms and Billing

Requested Change Date 18-Aug-2018	Effective For 12 Months From 18-Aug-2018 To 17-Aug-2019	Automatically Renews For 12 Months On 18-Aug-2019	Billing Frequency Monthly Billing
--------------------------------------	--	--	--------------------------------------

ⓘ Cisco will apply a standard lead time to your requested start date based on the selected product. If your start date is less than the lead time, Cisco may not be able to honor the requested start date. In some cases, our systems may require additional lead time to provision your services (C0742)

EFFECTIVE FOR 12 Months | From 18-Aug-2018 To 17-Aug-2019

End Date

Effective For 12 Months

Enter any whole month value from 12-60

Requested Change Date

ⓘ Modification to the 'Requested Change Date' will impact the remaining term and extended list price.

Day: 18 | Month: Aug | Year: 2018

Enter any date up between 15-Aug-2018 and 16-Sep-2018

Auto Renewal

On

Automatically Renews On 18-Aug-2019 For 12 Months

12 Months

Billing Frequency

ⓘ Usage will continue to be billed on a monthly basis regardless of the Billing Frequency selected below.

Prepaid Term

Annual Billing (Original Selection)

Quarterly Billing

Monthly Billing

Cancel **Done**

- Be sure to complete the configuration of your replacement subscription and click **Review Changes**, when done.



Configuration Summary

Transfer Question

Meetings

SKU	Qty	List Price
A-SPK-AU-CLDMT-M3	50 User	\$0.00
A-SPK-AU-C	100 User	\$0.00

Spark Care

SKU	Qty	List Price
A-SPK-AU-K1	50 Each	\$24.31

[Spark Devices Registration](#)
[WebEx Conferencing Audio](#)
[Pro Pack for Cisco Spark Control Hub](#)

Subtotal: **\$59,208.00**

A-SPK-ACTIVE > Meetings

Meetings

How many knowledge workers does the end customer have?

How many knowledge workers are active meeting users?

Number of Cloud Meetings Users

Number of On-Premises Meetings Users

Meetings and Calling Bundle

Meetings and Calling Bundle

Calling Options

Cloud Calling On-Premises Calling Hosted Calling

Number of Cloud Calling Users

Excess Public Space

Number of Cloud Public Space Licenses Number of On-Premise Public Space Licenses
 Number of Hosted Public Space Licenses

Cancel
Review Changes

15

16. Your **Offer Summary**, will let you review your replacement offer. Click **Done** when satisfied.

Replace A-SPK-ACTIVE Configuration

New Terms and Billing Australia Price List Ex-Tax (AUD)

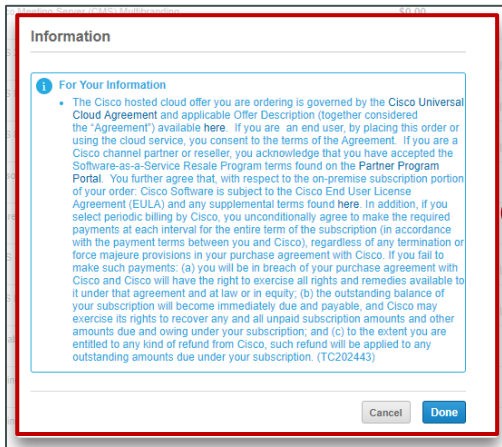
Requested Change Date 19-Aug-2018	Effective For 12 Months From 19-Aug-2018 To 18-Aug-2019	16 automatically Renews For 12 Months On 19-Aug-2019	Billing Frequency Monthly Billing
--------------------------------------	--	--	--------------------------------------

My Offer Summary

Name	Description	Unit List Price (USD)	Qty	Extended List Price (USD)
Transfer Question				
Meetings				
A-SPK-AU-CLDMT-M3	Cloud Meetings	\$0.00	25 User	\$0.00
A-SPK-AU-PRMMT-M3	On-Premises Meetings	\$0.00	25 User	\$0.00
A-SPK-AU-C	Cloud Calling & Advanced Meetings (1)	\$0.00	100 User	\$0.00
A-SPK-M3-MCTCEC-PV	Business Messaging & Cloud Advanced Meetings	\$0.00	120 User	\$0.00
A-SPK-M2-PV	Business Messaging & Basic Meetings (1) - Uplift	\$0.00	120 User	\$0.00
A-SPK-C0-PV	Cloud Calling & Advanced Meetings - Uplift	\$0.00	120 User	\$0.00
Subtotal:				\$86,451.00

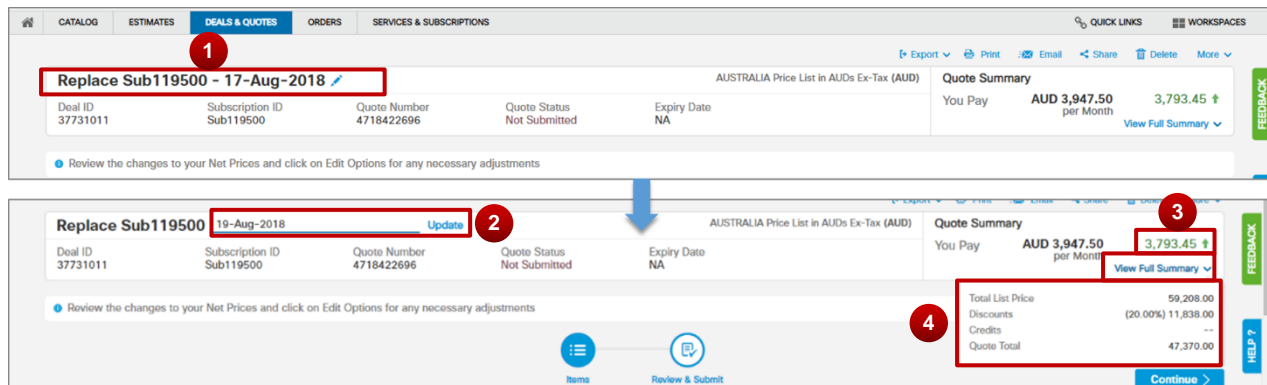
Back
Done

17. A pop-up will appear. Please be sure to read the full text and click **Done** to agree to the Terms and Conditions.

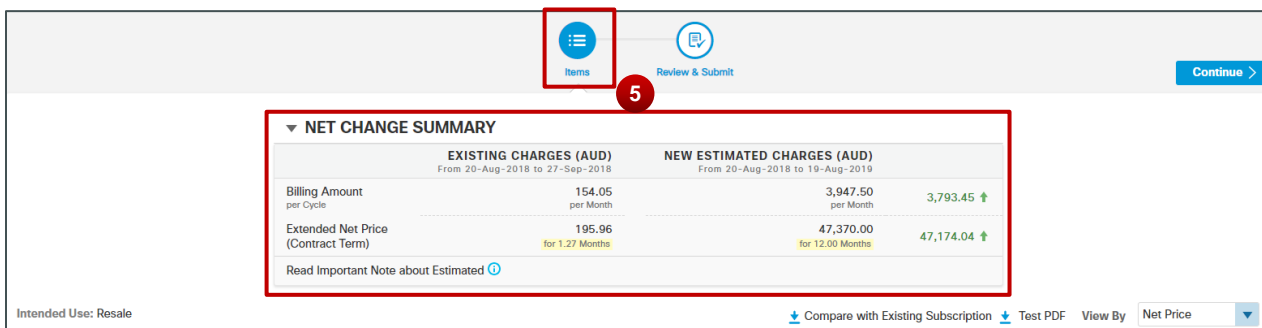


Replace Subscription - Quote

1. Your Replace Subscription Quote is now created! Click the pencil icon (✎) next to the Quote Name and you can customize the name of your quote to be relevant to your needs; allowing you to label this quote in a manner that is easy to identify.
2. Provide your customized text for your Quote name, in the text field and click **Update**.
3. You'll note in Quote Summary, that the high-level upsell/downsell amount will be displayed.
4. Hover over **View Full Summary** to get more information related to **Total List Price, Discounts, Credits, and Quote Total**.



5. In the **Items** tab The **Net Change Summary** provides you with high-level information on Upsell/Downsell changes to the subscription for the **Billing Amount** and **Extended Net Price**.





- If you changed your billing model, please note that any net change to the **Billing Amount** will not display, and will be flagged with a blue star (★).

▼ NET CHANGE SUMMARY		
EXISTING CHARGES (AUD)	NEW ESTIMATED CHARGES (AUD)	
From 22-Aug-2018 to 27-Sep-2018	From 22-Aug-2018 to 21-Aug-2019	
Billing Amount per Cycle	154.05 per Month	35,700.00 per Year ★

The Net Change for Billing Amount is not shown as Billing Model is changed.

- Scroll down the page to get details on the items in your Replace Subscription Quote. If you select **Edit Options**, you'll be re-directed to Configuration, where you can make changes to your quote.
- Review your **Requested Terms and Billing**
- Add a **Note**, if desired.

SUBSCRIPTION	UNIT LIST PRICE (AUD)	QTY	TOTAL DISCOUNTS %	CREDITS (AUD)	UNIT NET PRICE (AUD)	BILLING AMOUNT (AUD)	EXTENDED NET PRICE (CONTRACT TERM) (AUD)
1.0 A-SPK-ACTIVE Spark Active User (1) Requested Change Date: 22-Aug-2018 Automatically Renews For: 12 Months On 22-Aug-2019	0.00	1	20.00		0.00	0.00	0.00
<div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid red; padding: 5px;"> <p>Requested Terms and Billing</p> <p>Requested Change Date: 22-Aug-2018</p> <p>Automatically Renews For: 12 Months On 22-Aug-2019</p> </div> <div style="border: 1px solid red; padding: 5px;"> <p>Notes</p> <p>Notes: Max 300 Characters.</p> </div> </div>							
1.1 A-SPK-AU-EC-1K-X Event Center Capacity 1000 (1)	0.00	100	20.00	--	0.00	0.00	0.00

- Continue to scroll down, and your line items in your quote will be annotated as having been **Added**, **Modified**, or **Removed**.
- Associated Upsell/Downsell information will also display as applicable, annotated by a green up arrow (↑) and a red down arrow (↓) respectively.

1.17 A-SPK-AU-RMSTG-X Included Cisco Spark Storage (1)	0.00	500	20.00	--	0.00	0.00	0.00
1.18 A-SPK-AU-CLDCALL1 Cloud Calling (2)	17.52	100	20.00	--	14.02	16,824.00	16,824.00 for 12 Months 16,824.00 ↑
1.19 SVS-SPK-SUPT-BAS Basic Support for Cisco Spark	0.00	1	20.00	--	0.00	0.00	0.00 for 12 Months
1.20 A-SPK-AU-CDMT1-M3 Cloud Meetings	39.33	50	20.00	--	31.46	18,876.00	18,876.00 for 12 Months 18,876.00 ↓

- Satisfied with your Quote, click **Continue** or select the **Review & Submit** tab.

Review the changes to your Net Prices and click on Edit Options for any necessary adjustments	Items	Review & Submit	Continue >
---	-------	-----------------	------------

- In **Review & Submit**, you have a number of options to edit **End Customer**, **Service To**, **Partner**, and **Cisco Contact** information. Using the Pencil icon (✎) you can provide/edit **End Customer** contact information



- 14. You can provide/update your **Partner** contact information using the pencil icon as well (✎)
- 15. You can select your **Cisco Channel Account Manager (CAM)** and select a **Cisco Account Manager (AM)** associated with this quote.

The screenshot shows a 'Review & Submit' page with a 'Submit' button in the top right. The page is divided into several sections, each with a red box around it:

- END CUSTOMER** (labeled 13): Contains fields for Name (John Doe), Email (test@test.com), and Phone (1231231234).
- SERVICE TO**: Contains fields for Name and Address.
- PARTNER** (labeled 14): Contains fields for Name, Email, and Phone, with a pencil icon next to the Name field.
- CISCO CONTACT** (labeled 15): Contains a dropdown for 'Cisco Channel Account Manager (CAM)' and a link for 'Cisco Account Manager (AM) Select a Cisco AM'.
- ATTACHMENT**: A section for adding attachments.

- 16. When editing the **End Customer Contact**: A popup appears where you can provide a name, telephone number and email. Click **Save** when complete.

The 'Edit Contact' popup form has the following fields and buttons:

- Name: John Doe
- Phone: 123-123-1234
- Email: jdoe@test.com
- Buttons: Cancel, Save (highlighted with a red circle and number 16)

- 17. When editing the **Partner Contact**: A popup appears with applicable partner selections. Choose the desired Partner Contact and click **Select Partner**.

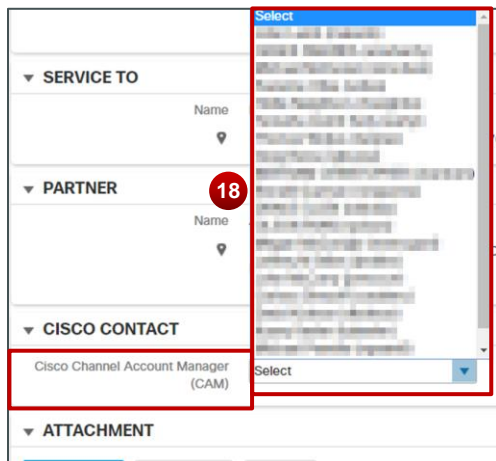
The 'Select Partner' popup displays a table of partner contacts:

	FIRST NAME	LAST NAME	CISCO ID	EMAIL ID
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted].com
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted].com
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted].com
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted].com
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted].com
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted].com
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted].com
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted].com
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted].com
<input type="radio"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted].com

At the bottom, there are controls for 'View 10 Items Per Page', 'Results 10 of 158', and 'Previous 1 Next' buttons, along with 'Cancel' and 'Select Partner Contact' buttons.



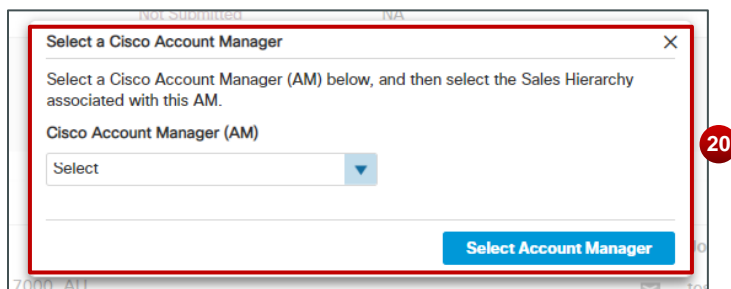
18. Making edits to the **Cisco Contact**: You can select a CAM from the drop-down Selection



19. Additionally, if you wish to assign an AM to your quote, click on **Select Cisco AM**.

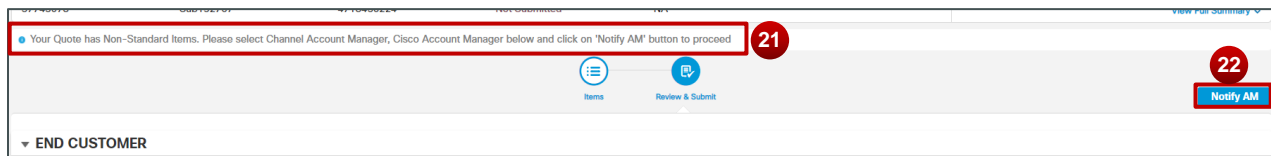


20. A Pop-up will appear where you can select from among applicable AMs. Click on **Select Account Manager**

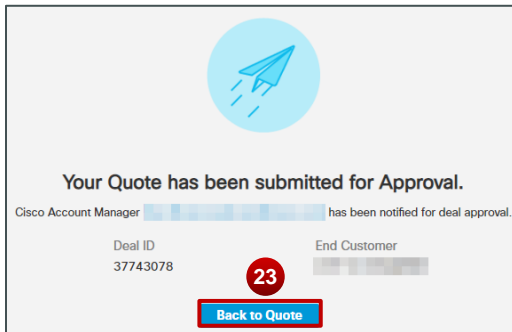


21. If your quote contains *Non-Standard Items*, ensure that you assign a CAM and AM to your Quote. You'll know if you have any non-standard items, via the informational message at the top of the screen.

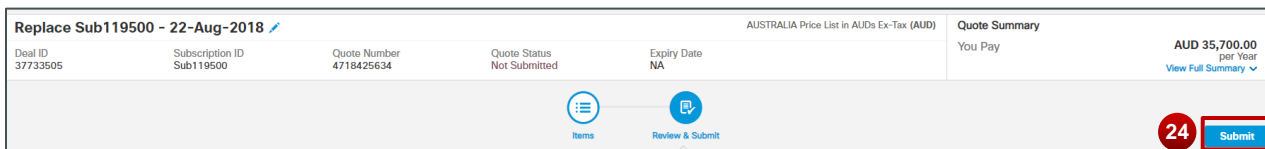
22. For Quotes containing Non-Standard Items, you'll note a key difference: the Submit button has been replaced with **Notify AM**. Click on Notify AM to submit your Quote for Approval.



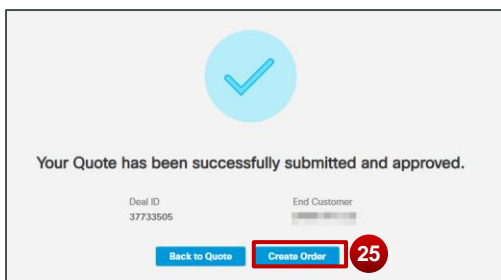
23. Your *non-standard* Quote has been submitted for Approval. Once approved, you can continue with your order.



24. For your regular, *standard quotes* click on **Submit** when complete.



25. Your Replace Subscription Quote has been successfully submitted! Click on **Create Order** to proceed to the ordering process.



Consolidated Order Processes for Modify, Renew, and Replace Subscription

The Overall process flow for processing a Modify, Renew, or Replace Subscription Orders are very similar in nature, so we've consolidated the materials for your ease of use into a single section.

1. In Order, just as in Quote, you can edit the name of your Order by using the pencil icon (✎).
2. You must also supply a **Purchase Order Number** by using the pencil icon (✎).
3. When you have entered the new name of your order, click **Update**; this provides you some additional customization to your order, making it easier to identify among your subscription orders more easily.
4. For your **Purchase Order Number**, you can input your own number or **Copy a Previous PO** number. Click **Update** to finalize your selection.
5. Finally, hovering over **View Full Summary** will display details on **Total List Price, Discounts, Credits, Total Effective Discount, and Order Total**.



1 Modify Order for_Sub118423_31 Aug 2018

2 Purchase Order Number *

3 Update / Cancel

4 Update

5 Order Summary

EXISTING CHARGES(AUD)		NEW ESTIMATED CHARGES(AUD)	
From 03-Sep-2018 To 15-Sep-2018		From 03-Sep-2018 To 15-Sep-2018	
BILLING AMOUNT per Cycle	16,464.00 Pay per Year	17,102.40 Pay per Year	638.40 ↑
Monthly Recurring Cost (MRC)	1,372.00 per Month	1,425.20 per Month	53.20 ↑
Extended Net Price (Contract Term)	575.35 for 0.42 Months	597.66 for 0.42 Months	22.31 ↑

Callout for Renew and Replace Subscription Orders: For Renew and Replace Subscription Orders, the order name will apply **Renew** or **Replace** text respectively into the order default name.

6. Scrolling down, you'll be able to review the **Net Change Summary**, as in Quote.

6 NET CHANGE SUMMARY

EXISTING CHARGES(AUD)		NEW ESTIMATED CHARGES(AUD)	
From 03-Sep-2018 To 15-Sep-2018		From 03-Sep-2018 To 15-Sep-2018	
BILLING AMOUNT per Cycle	16,464.00 Pay per Year	17,102.40 Pay per Year	638.40 ↑
Monthly Recurring Cost (MRC)	1,372.00 per Month	1,425.20 per Month	53.20 ↑
Extended Net Price (Contract Term)	575.35 for 0.42 Months	597.66 for 0.42 Months	22.31 ↑

7. Select **Modify/Upsell**, and you'll be redirected to Configuration where you can make additional changes to your replace subscription order.
8. You can **Modify Terms and Billing** by using the pencil icon (✎). A pop-up will appear with the editable Terms and Billing information that you should be familiar with when creating your Replace Subscription Quote.

Callout for Renew and Replace Subscription Orders: The Label for **Modify/Upsell** will indicate **Renew/Upsell** (for Renewal Order) or **Replace/Upsell** (For Replacement Order). Core capability of this hyperlink remains the same. Also, as with Quoting, you'll note some of the labels and fields for changing your terms and billing will be relevant to Renew and Replace subscription orders.

9. Provide a **Provisioning Contact Email**, using the pencil icon.
10. A Pop-up appears, asking that you provide the Provisioning contact email and confirm your selection. Click **save**.
11. You can provide an **End Customer Email** if you have one. Click **Update**.
12. You can assign a **Smart Account** by using the associated pencil icon (✎)
13. A Pop-up will appear, which will allow you to assign an **End Customer Smart Account** to your Order.
14. Provide any **Notes** to this Order if desired.



Intended Use: Resale

SUBSCRIPTION	PO LINE REFERENCE	UNIT LIST PRICE (AUD)	QTY	TOTAL DISCOUNTS(%)	CREDITS (AUD)	UNIT NET PRICE (AUD)	BILLING AMOUNT (AUD)	EXTENDED NET PRICE (CONTRACT TERM) (AUD)
1.0 A-SPK-NAMED-USER Spark Named User (1) ECCNEAR99 Valid as of 31-Aug-2018 10:31 AM		0.00	1	20.00	0.00	0.00	0.00	0.00 per Year for 0.42 Months
Standard - Market Category - Certification - Gold - AUD 20.00 0.00								
<div style="display: flex; justify-content: space-between;"> Modify/Upgrade 7 Validate 9 </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="border: 1px solid red; padding: 5px; width: 30%;"> <p>Modify Terms and Billing 8</p> <p>Requested Change Date: 03-Sep-2018</p> <p>Requested For: 042 Months from 03-Sep-2018 to 15-Sep-2018</p> <p>Automatically Renews For: 16-Sep-2018 for 12 months</p> <p>Billing Frequency: Annual Billing</p> </div> <div style="border: 1px solid red; padding: 5px; width: 30%;"> <p>Provision Contact Email 11</p> <p>e.g. jsmith@companyyyy.com</p> </div> <div style="border: 1px solid red; padding: 5px; width: 30%;"> <p>Smart Account 12</p> <p>Notes</p> <p>Note: Max 300 Characters.</p> </div> </div>								
1.1 A-SPK-TA-TNU-IT Global Toll (1) ECCNEAR99		0.00	--	20.00	0.00	0.00	0.00	0.00 per Year for 0.42 Months
Standard - Market Category - Certification - Gold - AUD 20.00 0.00								

15. Again, as in order, your line items will be annotated as having been **Added** or **Modified**; with applicable upsell/downsell information.

Note: The Items that had been marked as **Removed** in Quote will not appear in the Order.

<div style="border: 1px solid red; border-radius: 50%; padding: 2px; display: inline-block;">Added</div>								
1.18 A-SPK-AU-CLDCALL1 Cloud Calling (2) ECCNEAR99		17.52		20.00	0.00	14.02	16,824.00 per Year	16,824.00 for 12 Months
Standard - Market Category - Certification - Gold - AUD 20.00 350.00								
<div style="border: 1px solid red; border-radius: 50%; padding: 2px; display: inline-block;">Added</div>								
1.19 SVS-SPK-SUPT-BAS Basic Support for Cisco Spark ECCNEAR99		0.00	1	20.00	0.00	0.00	0.00 per Year	0.00 for 12 Months
Standard - Adjusted Standard Discount - AUD 20.00 0.00								
<div style="border: 1px solid red; border-radius: 50%; padding: 2px; display: inline-block;">Added</div>								
1.20 A-SPK-AU-CDMT1-M3 Cloud Meetings ECCNEAR99		39.33	50	20.00	0.00	31.46	18,876.00 per Year	18,876.00 for 12 Months
Standard - Market Category - Certification - Gold - AUD 20.00 393.50								
<div style="border: 1px solid red; border-radius: 50%; padding: 2px; display: inline-block;">Added</div>								
1.21 A-SPK-CO-PV		0.00	120	20.00	0.00	0.00	0.00	0.00

16. You can review the **Payment Info** for your Order and attach any associated purchase orders to your order.

▲ PAYMENT INFO

Payment Information * Purchase Order

Payment Terms 30 NET

Attached Purchase Orders

Choose File Upload File Delete

* Max file size 10MB or less

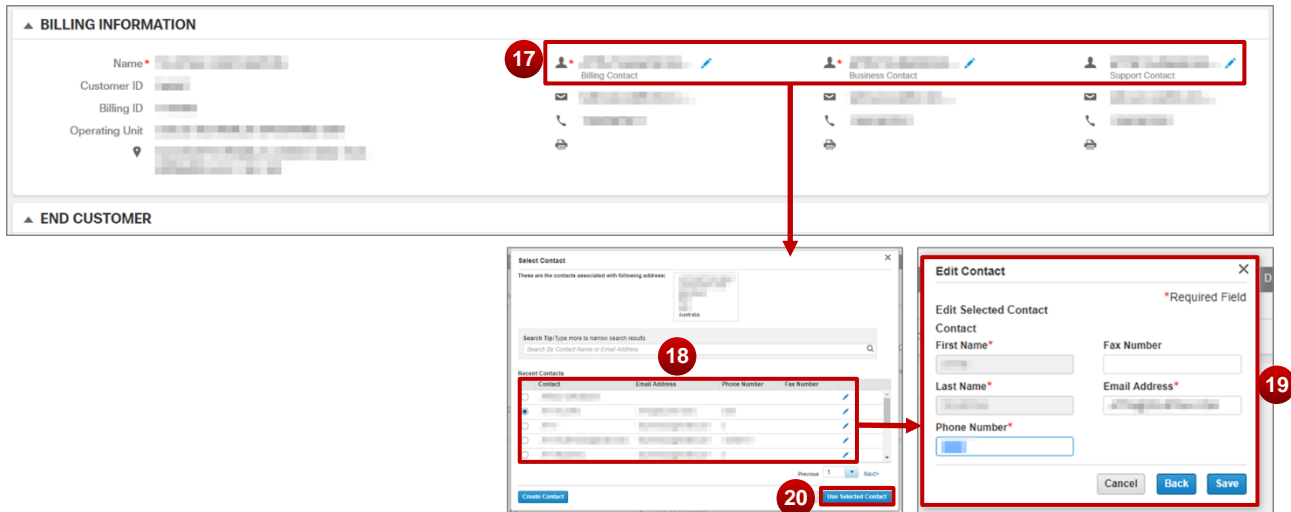
NAME	ATTACHMENT TYPE	UPLOADED BY	DATE UPLOADED	SIZE
No Records				

Note: Cisco is providing a repository of customer PO's for convenience only. By uploading the PO, Cisco does not undertake any verification of the PO against the order.

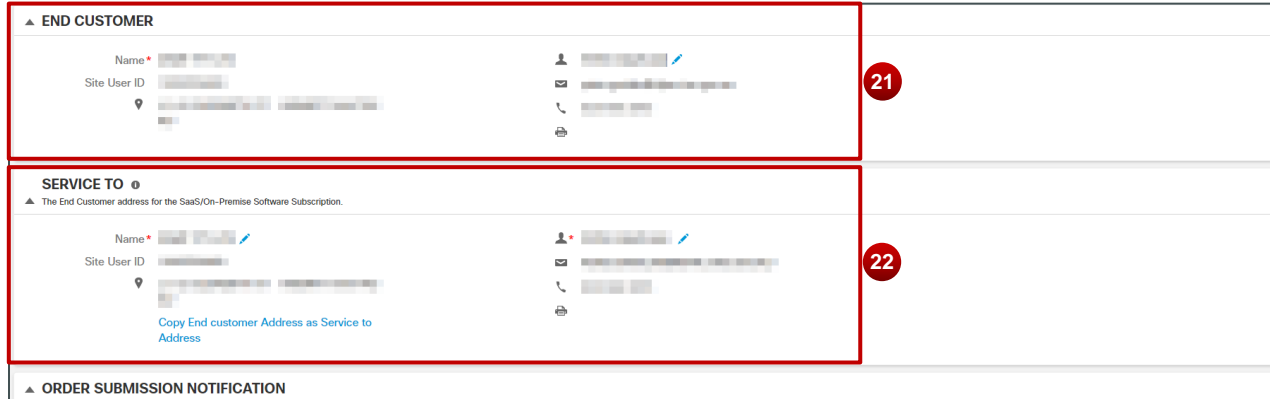
▲ BILLING INFORMATION



17. In **Billing Information**, change your **Billing Contact**, **Business Contact**, and **Support Contact**; using the pencil icons (✎).
18. For all three options, a pop-up appears, prompting you to select a contact. You can also edit a given contact by clicking on the pencil icons (✎) within the pop-up.
19. A New Pop-up window appears, allowing you to edit contact details. Click **Save** when your edits are done.
20. Click **Use Selected Contact**.



21. As in Quote, you can review your **End Customer** Information and make edits to the End Customer Contact.
22. You can also similarly review and make edits to the **Service To** information.



23. The **Order Submission Notification** section lets Cisco know who to contact if there are any problems with the Order. Ensure that you review this information and provide any edits before completing.
24. You can add more recipients to receive notifications on this order (Use a comma to separate multiple emails).
25. Add any additional Order Notes if desired.
26. To agree to the **Terms and Conditions**, click the check box; you will not be able to submit your order until you agree to the terms and conditions.



27. When clicking on the **Terms and Conditions Check Box**, you're agreeing to have read the Terms and Conditions. When you click the check box, a pop-up appears, giving you more details. To agree, click **Close**.

28. If you are satisfied with the information in your Modify/Renew/Replace Subscription Order, click **Submit Order**.

29. Congratulations! Your Order has been submitted! Click on **View Submitted Order** to access a read-only version of the order you just submitted. Click **View Submitted Order** to review a read-only version of your order.

Viewing History for your Subscriptions

Tracking Change Status

1. You can track the status of your in-progress changes easily by referencing the progress bar when viewing a subscription's details.



Viewing Subscription History.

To gain more insights into the historical changes that have been applied to a subscription you can easily view a historical record by accessing it after having selected the desired subscription from the Subscription Workbench.

1. Access subscription history by clicking on the **History** tile (1).

My Subscriptions

Cisco WebEx12rtre (A-WX-PORTS) Modify/Renew Subscription

Subscription ID Sub152169	Effective For 12 Months from 01-May-2014 to 30-Apr-2015	Automatically Renews For No Auto Renewal	End Customer TEST_END_CUSTOMER COMPANY
Status ACTIVE	Billing Frequency NonPrepay	Cost Per Month USD 56,168.50	Billing Amount (NonPrepay) USD 56,168.50

Bill Day: 1st | Billing Preference: Bill Day of Month

Payment Method: Purchase Order | Purchase Order Number: PO-79267294

Current Open Balance: USD 0.00

Things You Can Do:

- View History (1)
- View Usage
- Manage Contacts
- View Quotes In Progress

Note: For all types of subscriptions in the history, we've ensured labels align with your experience in configuration, quoting, and ordering; and included the **One Time Discount Applied** label to these fields as well.

2. There are a number of different types of transactions that are highlighted in History. There are **New Purchases**

History

Subscription | Payment Info (2) | Contacts | Addresses

08-Mar-2017 New Subscription By Janesturdy Web Order ID: 80635455

2 **New Purchase** Of Spark Named User (1) (A-SPK-NAMED-USER)

Effective For 12 Month(s) from 26-Jan-2017 to 25-Jan-2018	Automatically Renews For No Auto Renewal	Billing Frequency Prepaid
Purchase Order Number 4500691477	One Time Discount Applied No	Deal ID 24794339

3. **Cancelled** Subscriptions will be annotated.

History

Subscription | Payment Info (3) | Contacts | Addresses

14-May-2017 Subscription Cancelled By Event.CancelSubscription Web Order ID: 11494753651466

Spark Named User (with WebEx) (1) (A-WX-NAMED-USER) **Cancelled** (3)

4. **Expired** Subscriptions will be available.

History

Subscription | Payment Info (4) | Contacts | Addresses

21-Jun-2016 Subscription Expired By 111643 Web Order ID: I1465809314519

Spark Named User (with WebEx) (1) (A-WX-NAMED-USER) **Expired** (4)

5. **Modified** subscriptions can be found.



History			
Subscription	Payment Info	Contacts	Addresses
10-Apr-2018	Subscription Modified	By renesttler	Web Order ID: 82841402
Spark Active User (with WebEx) (A-WX-ACTIVE-USER) Modified			

6. Subscriptions that have been set for **Auto Renewal** will be identified.

History			
Subscription	Payment Info	Contacts	Addresses
28-Aug-2017	Subscription Auto Renewed	By ccwadm	Web Order ID: 81782141
Auto Renewal of Spark Active User (with WebEx) (A-WX-ACTIVE-USER)			

7. If you have any subscriptions that you have **Manually Renewed**, you'll find them here in the history.

History			
Subscription	Payment Info	Contacts	Addresses
22-Dec-2017	Subscription Manually Renewed	By mdebilzan	Web Order ID: 82387627
Manual Renewal of Spark Entitlement (1) (A-SPK-M2-ENTL)			

8. Finally, if you have any subscriptions that you have **Replaced**, you'll see them listed in your history.

History			
Subscription	Payment Info	Contacts	Addresses
27-Aug-2018	Subscription Replaced	By d.lake	Web Order ID: 86175327
Offer Replaced to Spark Active User (1) (A-SPK-ACTIVE)			