CISCO CLOUD 101

Placing an order

Do you have a Cisco Cloud/Annuities order that needs to be placed? Perfect! Follow this step-by-step guide for a smooth and seamless process.

step 1
Quote the desired configuration for your customer with margin held. Contact quoting assistance at ciscosalessupportteam@SYNNEX.com.

step 2
Create a DID with you EID.
Our team can ONLY order off a DID
Standard Discounting only? Great!
Follow the Estimate to Quick Quote instructions.

step 3
Send quote and the Required Info Form to customer.

step 4
Match up customer's PO with the DID and WebQuote in CIS and confirm quantities, price and all the correct SKUs are listed.

step 5
Send the customer PO and the required info in a new email to Ciscocloud@SYNNEX.com
Please DO NOT change the subject line in the email as it will open a new ticket
Please DO NOT use an old email to start a new ticket!
Please attach ALL documents to your email and do not forward from customer.

step 6
Cisco Cloud will process the order in 12 to 24 hrs.
** Please note and keep track of the PO#/Contract#, and the WO ID as this information will be useful in the future**
Please note the WO ID is where the Subscription ID can be found once the order is completed

🖱 Required Info Form

- Provisioning contact
- Admin who needs control of subscription
  Security subscriptions may require end user to provision
- Please make sure the end user contact is an individual's name, not the business name
- End User Contact: The best contact at the end user
  (contact at end user, first and last name)
- The reseller contact who will receive notifications related to the order and subscription
  90,60,30 day renewal reminders
- Payment terms net accounts or flooring accounts only
  Flooring can only be process prepaid
- Payment Terms can be found in CIS in the Customer Partner Portal
  Please contact your credit analyst to confirm your customer's term if you are not positive

Note CiscoCloud cannot change the QTYs when ordering, the configurations need to be EXACTLY what the customer is ordering and matching the PO
Please note if you quote the customer one configuration and the customer provides a different QTY or adds/removes a SKU, we will need to adjust the DID to match and requote the customer

For questions, please contact Daniel Garcia or Helga Gesson.
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