

Cisco Net Price Frequently Asked Questions (FAQ)

1. What do I need to be aware of with the launch of Cisco Net Price on DAY 1?

- a. DARTS will be eliminated and replaced by DEALS beginning on the Go-Live Date, May 17, 2021

CCW and CCW-R are your source for additional discounting Cisco offers.

b. Create a Quick Quote or CCW-R Quote for these to be Auto Approved BY Cisco.

- 1) **Multi-Year Discount** – ordered in CCW and CCW-R
- 2) **Incumbent VS Take Over Discounting** – CCW-R
- 3) **International Discounting** – ordered in CCW-R
- 4) **Education Discounts** – ordered in CCW and CCW-R
- 5) **Fast Track Discounts** – ordering in CCW

- c. **End User Specific Opportunities** – or special pricing that can also be stacked with the above discounts also need a quote in CCW or CCW-R and will go through the normal AM approval process. Deal Registration process remains the same!

EXCEPTIONS WHERE QUICK QUOTES ARE NOT NEEDED

1b. Fast Track Discounts – Ordering from Stock

- b. Both Partner Go Portal and IM.com will continue to reflect Fast Track Pricing like it does now.

Discount Needed	Ordering from	Ordering in CCW Quick Quote Needed?	Ordering in CCW-R CCW-R Quote Needed?
Multi-Year Discount on Services	Cisco	Yes	Yes
Education Discounts on Services	Cisco	Yes	Yes
Fast Track Discounts on Direct Hardware	Cisco	Yes	N/A

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International Discounting Services	Cisco	N/A	Yes
Incumbent VS Take Over Discounting Services	Cisco	N/A	Yes
Fast Track Discounts Stock Hardware	Ingram Warehouse	Quick Quote Not Needed	
One year of Service in CCW Standard Price	Cisco	Quick Quote Not Needed	

Any Quotes you create for any type of special pricing including the above scenarios will be approved as a DEAL on and *after* May 17.

2. When you say the DART will be replaced by a Deal, what does that mean? Is it a deal number? Revised deals also get tracked by Version number.

- a. We are referring to the DEAL ID.
- b. **DART** – MDMF-2141130-1910 Ver6
- c. **DEAL ID** – 687846745

3. If I have a DART that is not expired when Net Price goes live can I still use it?

- a. YES, your DART will still be available for use and your order will be processed under the existing, “NON-NET PRICE” process with Cisco.
- b. The DART will be available until its Expiration Date, or Price Protection Date for current state processing. *See notes about Deals & Price Protection
- c. **If you open that DART for any changes or additions after the Go Live Date it will be converted to a DEAL and must be processed under the Net Price ordering process.**

*** DEALS and Price Protection**

- Cisco has a price protection policy which protects:
 - 1) The Deals’ Net Prices for 30 days from Deal approval
 - 2) The approved discount until Deal Expiration Date.
- Deals will not automatically be revised or updated due to list price changes.

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- If a list price changes outside of your price protection date and price negotiations are required, you must work with the AM to get the Deal reapproved for the new Net Price discount.
- DSAT's will no longer be supported for price adjustments for Hardware (Direct Ship), Software, SaaS, and Services.
- **DSAT's can only be applied to orders from Ingram Stock for Price Equalization between Stock and Direct ship SKUS.**

4. I have heard that there are line level identifiers called Magic Keys.. do I need to manage that information on my PO?

- a) You will hear the term “Magic Key” associated with every line on your DEAL. This is a unique line level identifier that Ingram must pass through all phases of your order to Cisco.
- b) This is what Magic Keys look like:

Magickey
Q5754673868-000
Q5754673873-000
Q5754673881-000
Q5754673891-000

c) YOU do not need to store or manage these Magic Keys. Ingram Micro will do that.

5. Would two tier partners see DSA discounts in CCW and CCWR being that to date no discounts are presented due to the distributors setting the discounts with the partners?

- a. You will need to obtain an approved Deal from Cisco

6. I have an RNSD, how does that change?

- a. Just notify your Support associate of the RNSD ID# so they can apply that DEAL to your quotes or orders.

7. In the past DSATs have been used due to price discrepancies on State contract vs what Cisco MSRP is. Are you saying that will not be available going forward?

- a. DSATS are no longer available for Direct Ship orders, you will need to obtain an approved Deal from Cisco.

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8. **Are separate POs required based on Ingram stock and Cisco direct?**
 - a. No, you do not need to send us a different PO Based on Procurement Methods.
9. **What is the URL for the Ingram training info where this resides?**
 - a. <https://imagine.next.ingrammicro.com/cisco-virtual-learning>
10. **Is Cisco's discounting structure changing or will it remain the same?**
 - a. Nothing changes to Cisco's discount structure.
11. **Does this effect how I submit my DEAL Registration?**
 - a. No, the process remains the same.
12. **Can I submit an order for lesser quantity than what is on the DEAL like I do now with DARTS?**
 - a. Yes, that is still allowed.
13. **How do OIP's differ? Would we still use the same deal ID #?**
 - a. Nothing changes for OIP
14. **I handle Meraki only within my organization, Is this the same process and procedure for Meraki products as well?**
 - a. Meraki is all Direct Ship and will also be ordered off a DEAL as well.

Cisco Net Price and Services

1. **If I have a CCW-R Quote with SMS Dollar Based SKUS on it, can I still order it after Go Live?**
 - a) Yes, you can still order your CCW-R SMS Dollar Based quotes as long it is valid and until the expiration date of that Quote.
 - b) Once you start ordering off your new DEALS create after May 17, Service and other duration based SKUS will be ordered with Enterprise SKUs in CCW and in CCW-R. SMS SKUS will not be used.
2. **Will I be able to CO-TERM New Services in CCW?**
 - a) **No CO-TERM DURATIONS will be allowed in CCW for New Services**
 - b) Standard durations of 12, 24, 36, 48, 60 months will be ordered at qty 1 for the duration you have chosen and what CCW allows.
 - c) If you assign a Service Start date to your CCW Quote you can only also assign a Standard Duration 12,24,36, etc. months.
 - d) Your Service Start Date will be the Hardware Ship Date + One Day. If you set a specific Start Date and assign a standard duration to the Service line and that Start Date is missed because Hardware is delayed, Cisco will re-align the dates to Ship Date +1 for the standard duration

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- e) **Start Date and End Date that is Co-Termed cannot be ordered in CCW. This could result in a variable invoice due to changing hardware ship dates.**
- f) **Co-terming must be done in CCW-R.**

3. Can I continue to CO-TERM any duration based SKUS on my CCW-R Quote?

- a. Yes! CO-TERMING in CCW-R will remain the same!

4. Will enterprise SKU's/quantities be used when we're getting IM quotes?

- a. Yes, that is correct

5. What can I expect when I start ordering ALL Enterprise SKUS?

- a. Enterprise SKUS will be used for Quoting and Ordering in CCW-R, any Co-term or duration is allowed in CCW-R
- b. When the CCW-R Quote is in a 'valid' status, the Sample Invoice will be automatically generated with Magic Keys on each line. Sample Invoice Reports can be viewed in the CCW-R user-interface.
- c. **A Deal ID must be applied to the CCW-R Quote to obtain the discounted net price value.**
- d. **If no Deal ID is applied, CCW-R will use best price logic to apply available promotions to establish the net price. This includes Education, Multi-Year, Incumbent VS Non- Incumbent, and International Discounts. Check your quotes to ensure that you see the discounts that you are expecting.**
- e. **You can now create a Single Quote for each of these pricing scenarios.**
 - i. **Incumbent & Non-Incumbent**
 - ii. **Domestic and International**

6. Can you import a CCWR quote into a CCW deal being created which would include every line item "CON" or License Subscription (non-SAAS)?

- a. A Deal can be registered straight from the CCWR Quote itself, or if you already have a DEAL it can be applied to the Discounts tab.

7. We modify CCWR quotes when we believe the quote is final. Is that when you request the Deal ID?

- a. Yes, that would be the best time to apply for that DEAL.

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SNAPSHOT of CCW-R

QUOTE NAME KZ 5-8574586	STATUS Valid	PRICE PROTECTION ENDS 25-Jun-2021	LAST UPDATED BY imdisti ON 27-Apr-2021
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Deal Negotiation and Engagement

Items | Discounts | Billing | Review and Submit

[Continue >](#)

✔ Your transaction has been priced successfully.

⚠ Changing information on this page may impact Pricing. Please note that Tax status is only an Estimate.

Intended Use: Deal ID: Multi-Year Discount: Apply Remove

View By:

QUOTE NUMBER 241040112 <i>Takeover</i>	BUY METHOD Distribution	INVOICE SKU Enterprise SKU	CREATED BY imdisti ON 24-Feb-2021	SMART ACCOUNT Assign Smart Account
QUOTE NAME	STATUS Valid	PRICE PROTECTION ENDS 24-Apr-2021	LAST UPDATED BY imdisti ON 24-Feb-2021	

Deal Negotiation and Engagement

Negotiation & Engagement Details

The End Customer and Cisco Account/Renewal Manager(AM/RM) has been automatically populated for your convenience. To change the details, edit using the pencil icon. Upon submission, the quote will become read only.

Who's Involved

Partner *

 UNITED DATA TECHNOLOGIES
 2900 MONARCH LAKES BLVD., DORAL,
 FL US 33027
[Add Contact *](#)

End Customer *
 e.g. 123456789, ABC Company...

Cisco Channel Account Manager (CAM) *

[Find your CAM with the CAM Locator](#)

Cisco Account/Renewal Manager (AM/RM) *
 Type or Select AM/RM
[Find your Cisco Representative](#)

Add Note:

 Note: Max 300 characters.

[Request a Deal ID](#)

Items | Discounts | Billing | Review and Submit

Ordering from Stock VS Ordering Direct

Will I be able to continue splitting my procurement methods, ordering some products from Ingram's Warehouse and some items Direct?

- Ingram's ability to easily "swap" or interchange Stock for Direct Ship SKUS is slightly more complex with the introduction of line level Magic Keys that we are required to report to Cisco.
- We can address most situations using your DEAL and splitting Stock VS Direct however there are a few outlying scenarios which Cisco is looking to address by September 2021.
- **Only 1% of orders may be affected by the need to revise your deal.**

PLEASE READ THE BELOW FOR THE DETAILS

Our guidance is the following to streamline the ordering process and avoid any last-minute delays.

- a) To leverage Ingram's Stock, Deals **MUST** be created with "Spare equivalent SKUS" you will order from Stock. Their discount may need to be adjusted to achieve the same discount you are receiving on your Direct Ship Configuration.
- b) Leverage our Solutions Design and Support Team while preparing your configurations to account for sparing out products where needed.
- c) Use these same configurations to create your Deals so that appropriate SKUS and matching Magic Keys will be available when you are ready to place your order.
- d) If you are not addressing these types of scenarios up front, you may be forced to order all products as a Direct Ship or you will need to have your Deal modified. Re-opening the Deal can cause delays.
- e) Cisco also suggests that when ordering large quantities of a Direct Ship configuration, breaking shipsets into separate line items with smaller quantities may help to avoid delays.

Below are situations that will drive your procurement options if your DEAL is configured as **Direct Ship model only**, with no spares or standalone licensing/subscriptions present in advance. Please read chart and answer questions from left to right.

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Procuring Your Product – Cisco Net Price

If you have not properly structured your deal with Spare Equivalent Stock or Direct Ship SKUS you may be forced to re-open your DEAL or order all Direct.

Scenario	Ingram Stocks Top Level Hardware	Do you need other Subcomponents ?	Does Ingram Stock Them?	Place Order	List Price Mismatch?	DSAT Needed
A	YES	NO	Not applicable SEE COLUMN C	STOCK		
B	YES	YES	YES	STOCK	YES ----- NO	YES ----- NO
C	YES * See Exception Below	YES	NO - STOP Re-Open DEAL OR Order All Direct * See Exception Below	DIRECT		
D	NO - STOP Order All Direct	YES	YES	DIRECT		

Procuring your product – Cisco Net Price Exception Scenario for MA Hardware

*The only exception to Scenario C is for Cisco Mandatory Attach Hardware that Ingram Micro Stocks in our Warehouse.

Ingram Stocks Top Level Mandatory Attach Hardware	Do you need other physical HW subcomponents?	Does Ingram Stock them?	Do you need other Virtual DS subcomponents?	Place Order	List Price Mismatch?	DSAT Needed
YES	NO	Not applicable SEE COLUMN C	YES	Hardware from Stock ----- Subscription Direct		
YES	YES	YES	YES	Hardware from Stock ----- Subscription Direct	YES ----- NO	YES ----- NO
YES	YES	NO - STOP Must Re-Open DEAL OR Order All Direct		DIRECT		

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- 1) **What if the configuration has a component that is Zero dollars but the spare version of it has a dollar value?**
 - a) Ingram can obtain a Price Equalization DSAT for items that are coming from Ingram Stock.

- 2) **In the example provided regarding the Net Pricing - with 25 of each SKU at a separate discount: 58 & 60%... Does the partner have to specify which is which?**
 - a) Yes.. you should tell your sales rep which discount you are expecting.

- 3) **If we put all spare parts on a deal and a part goes out of stock do we have to change deal to get direct ship to get parts faster if they won't come into stock as fast as a direct ship?**
 - a) We can backorder as a Spare from our warehouse or place a Direct ship for the Spare.. whichever has the quickest turnaround.

- 4) **Today, we can generate quotes in the Partner Go Portal using a DART. What happens on 5/17?**
 - a) You will be able to Quote and Order DARTS up until their expiration date, and DEALS when they go live.
 - b) You will NOT be able to transact any SMS Dollar based SKUS from the PORTAL as of 5/17, ONLY CCW-R quotes with Enterprise SKUS.

- 5) **Would two tier partners see DSA discounts in CCW and CCWR being that to date no discounts are presented due to the distributors setting the discounts with the partners?**
 - a) You will need to obtain an approved Deal from Cisco

- 6) **In the past DSATs have been used due to price discrepancies on State contract vs what Cisco MSRP is. Are you saying that will not be available going forward?**
 - a) DSATS are no longer available for Direct Ship orders, you will need to obtain an approved Deal from Cisco.

- 7) **Can we build a Deal ID with multiple distributors? Does a different "Buy Method" automatically generate separate Deal ID's?**
 - a) You can create your deal with multiple distributors assigned to separate lines.
 - b) It will generate only 1 DEAL ID but every distributor receives and can only access their lines.