

Discount Program Guidelines - Not-for-Resale (NFR)

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Please note: Cisco Developer Network (CDN) has been renamed Solution Partner Program

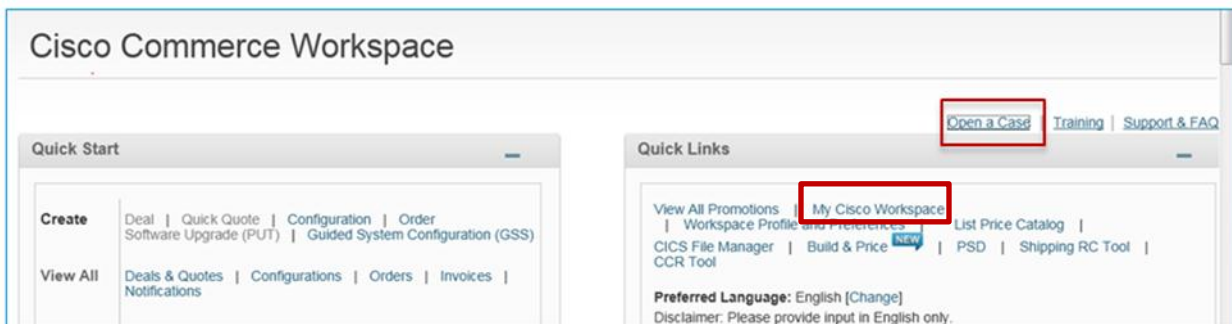
Introduction

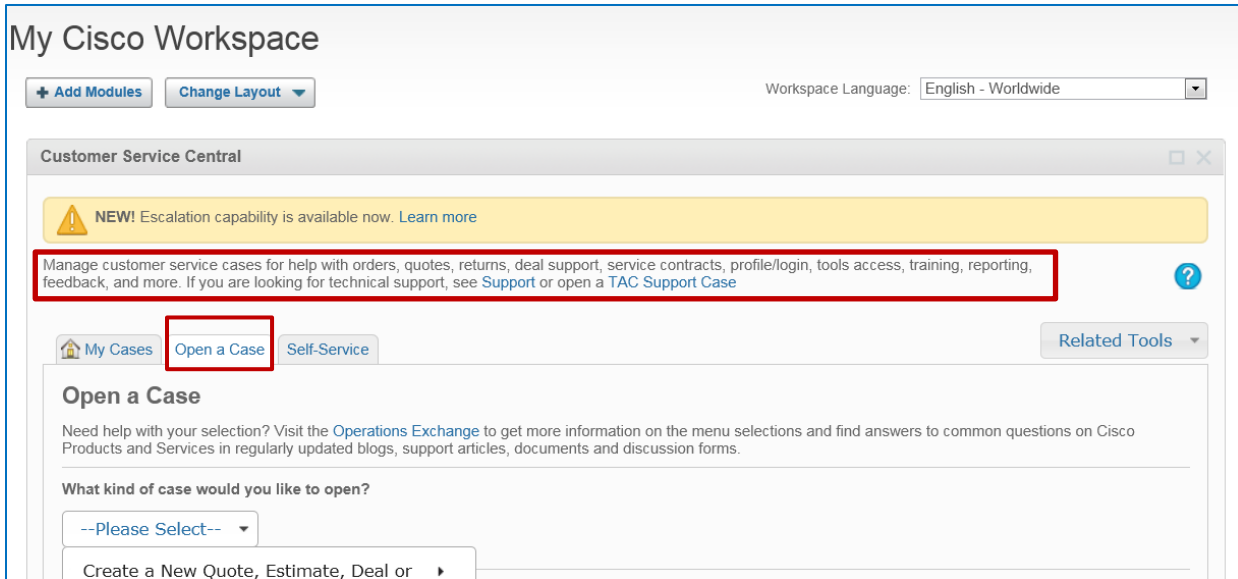
The Discount Purchase Program enables Solution Partner Program participants to purchase Not-For-Resale (NFR) Cisco hardware and software for use in their labs and demonstration facilities (non-production, non-revenue generating environments only) at generous discounts off list price. Program discount levels are dependent upon the location and specific technologies.

The Discount Guidelines provide a description of the program, terms and conditions. All Solution Partner Program participants are eligible for NFR Discounts if they are an active member of the program.

Support

The NFR Discount program is a Cisco administered program and support is provided by the global team as opposed to the Solution Partner Program office. Support with processing, pricing or guidelines is available by opening a case using the My Cisco Workspace link at <http://www.cisco.com/cisco/psn/web/workspace>, or by clicking the “My Cisco Workspace” link or “Open A Case” link within Cisco Commerce Workspace (CCW) location.





Please note additional options if your issues are technical related (TAC Support Case)

Definitions

1. **Cisco Commerce Workspace (CCW):** The Cisco deal management tool which Solution Partner Program participants register for NFR and submit all required information. The CCW website is located at: <https://cisco-apps.cisco.com/cisco/psn/commerce>
2. **GPL:** the Cisco Global Price List (Provides Cisco's list price)
3. **Product:** Cisco Hardware, Software and Documentation as defined in GPL.
4. **Term:** Cisco's Fiscal Year (August 1 through July 31). Solution Partner Program participants may purchase a limited quantity of Products and Services under the Program during each Cisco fiscal year. Purchasing limits are defined in this document and on the NFR website.
5. **Cap limit:** value limit on Cisco Products and Service that a Solution Partner Program participant may purchase during a Cisco fiscal year.
6. **Discount:** the percentage off of list price

Availability, Discount Levels, and Fiscal Year Limits

- This program is available to Solution Partner Program participants and is currently available globally except in Australia, China and Japan. If and when NFR becomes available in these countries, Solution Partner Program participants will be notified.

- Discounts available to Solution Partner Program participants are set by the distributor within the guidelines set by the NFR program and will vary depending upon the geography and product/s involved. While discount estimates are provided in the “Create the Deal” process, actual discounts are determined by the distributor and will be communicated once the deal is approved and the contact with the distributor has been initiated.
- Cap limits vary depending on geography (see details in Table 1 below) and apply per Cisco’s fiscal year beginning in August and ending in July. Cisco will reject any order that causes the participant to exceed their cap limit.
- Purchases under this program may only be made through an authorized Cisco Distributor. To find an authorized Cisco Distributor in your country, please refer to the Cisco Distributor Locator tool: <http://tools.cisco.com/WWChannels/LOCATR/openDistributorSearch.do>
- Purchasing SMARTnet services (with Software Application Services or Software Application Services plus Upgrades) is recommended for any hardware or software purchased under the Discount Purchase Program. For more information on the benefits of a SMARTnet, Software Application Services (SAS) and Software Application Services plus Upgrades (SASU) services, go to http://www.cisco.com/en/US/products/svcs/ps3034/serv_category_home.html

Cap Limit “Net” represents the accumulated estimated discount established during the “Create the Deal” process and aligns with Cisco’s fiscal year term.

SPP-NFR Table 1	Promotion Name (within CCW)	Country	Product/ Service Eligibility	Cap limit	Notes
Americas- Canada	Channel NFR Program PP-NFRR47126-100123	Canada	All products on the Cisco Global Price List except Solutions Plus products, Incentive Restricted SKUs, and refurbished equipment	\$25K Net	Cannot be combined with any other promotion/ discount. Product cannot be resold for 12 months.
Americas- LATAM	NFR - LATAM Certified/Specialized Not- For-Resale PP-NFRD29879-080426	Anguilla, Antigua And Barbuda, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Cayman Islands, Chile, Colombia, Costa Rica, Dominica, Dominican Republic, Ecuador, El Salvador, Falkland Islands, French Guiana, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Martinique, Mexico, Montserrat, Netherlands Antilles, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, Saint Kitts And Nevis, Saint Lucia, Saint Vincent And The Grenadines, Suriname, Trinidad And Tobago, Turks And Caicos Islands, Uruguay, Venezuela, Virgin Islands, British, Virgin Islands, U.S.	All products on the Cisco Global Price List except Solutions Plus products, Incentive Restricted SKUs, and refurbished equipment	\$50K Net	Cannot be combined with any other promotion/ discount. Product cannot be resold for 12 months.

Americas-US	NFR - Certified/Specialized NFR Program – US PP-NFRC57410-110731	USA, Guam	All products on the Cisco Global Price List except Solutions Plus products, Incentive Restricted SKUs, and refurbished equipment	\$100K Net	Cannot be combined with any other promotion/ discount. Product cannot be resold for 12 months.
APJC-Asia Pac	NFR - SPP Asia Pac PP-NFRC84420-140211	Bangladesh, India, Korea, Republic Of, Malaysia, New Zealand, Philippines, Singapore, Sri Lanka	All products on the Cisco Global Price List except Solutions Plus products, Incentive Restricted SKUs, and refurbished equipment	\$75 K List	Excludes AUS, China and Japan. Product cannot be resold.
EMEAR-EMEA	NFR for Authorised – EEA PP-NFRE67070-120731	Central Europe, Europe Austria, Europe France, Europe Germany, Europe Italy, Europe Mediterranean, Europe North, Europe Switzerland, Europe UK, Israel.	All products on the Cisco Global Price List except Solutions Plus products, Incentive Restricted SKUs, and refurbished equipment Specified services.	\$90K Net	Can be combined with TMP (Trade-In Migration Program). Product cannot be resold. Shared support & Partner Support Services are NOT permitted in NFR deals
EMEAR-Emerging	NFR for Authorised – Emerging PP-NFRf33945-090726	Afghanistan, Albania, Algeria, Angola, Armenia, Azerbaijan, Bahrain, Belarus, Benin, Bosnia And Herzegovina, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo, Congo, The Democratic Republic Of The, Cotedivoire, Djibouti, Egypt, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Georgia, Ghana, Guinea, Guinea-Bissau, Iraq, Jordan, Kazakhstan, Kenya, Kuwait, Kyrgyzstan, Lebanon, Lesotho, Liberia, Libyan Arab Jamahiriya, Macedonia, The Former Yugoslav Republic Of, Madagascar, Malawi, Mali, Mauritania, Mauritius, Mayotte, Moldova, Republic Of, Morocco, Mozambique, Namibia, Niger, Nigeria, Oman, Pakistan, Palestinian Territory, Occupied, Qatar, Reunion, Rwanda, Saint Helena, Sao Tome And Principe, Saudi Arabia, Senegal, Serbia And Montenegro, Seychelles, Sierra Leone, Somalia, South Africa, Swaziland, Tajikistan, Tanzania, United Republic Of, Togo, Tunisia, Turkey, Turkmenistan, Uganda, Ukraine, United Arab Emirates, Uzbekistan, Yemen, Zambia, Zimbabwe	All products on the Cisco Global Price List except Solutions Plus products, Incentive Restricted SKUs, and refurbished equipment Specified services.	\$90K Net	Can only be combined with TMP (Trade-In Migration Program). Product cannot be resold. Shared support & Partner Support Services are NOT permitted in NFR deals
EMEAR-Russia	NFR for Authorised - Russia PP-NFRf42278-090726	Russian Federation	All products on the Cisco Global Price List except Solutions Plus products, Incentive Restricted SKUs, and refurbished equipment Specified services.	\$90K Net	Can only be combined with TMP (Trade-In Migration Program). Product cannot be resold. Shared support & Partner Support Services are NOT permitted in NFR deals

Prepare

Step 1: Requirements

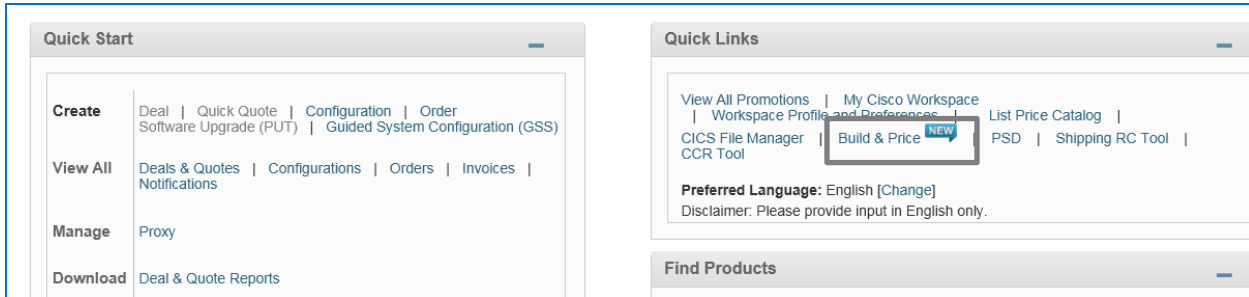
You will need to have a cisco.com account (this is your CCO User ID), an active Solution Partner Program membership and a purchasing agreement with an authorized Cisco distributor.

- Cisco.com account ([CCO ID](#))
- Solution Partner Program membership, <https://cdn.cisco.com/>
- Cisco distributors, <http://tools.cisco.com/WWChannels/LOCATR/openDistributorSearch.do>

Plan

Step 1: Cisco Pricing Tool

If you need assistance with product list pricing and/or sku's, please access the Cisco Pricing Tool "Build & Price" within the CCW tool on the right side.



Step 2: Bill of Materials (BOM)

For assistance with your BOM please open a case in My Workspace at

<http://www.cisco.com/cisco/psn/web/workspace> or contact your Cisco Approved Distributor if you have an account.

Deal Id	Prod Family (L3)	Part Number	Extended Net Price (USD)
7087406	UCS	UCS-CPU-E72870	\$ -
	UCS	UCS-MKIT-082RX-C	\$ -
	UCS	UCS-MR-2X082RX-C	\$ -
	UCS	UCS-MR-2X082RX-C=	\$ 9,176
	UCS	UCS-SSD100G11F105=	\$ 3,946
	UCSB	N20-AC0002	\$ -
	UCSB	N20-BBLKD-7MM	\$ -
	UCSB	N20-BHTS6	\$ -
	UC SUPPORT	CON-UCS7-B23E7192	\$ 488
	UCSX	UCS-EZ-B230-E7192	\$ 46,479
		Unspecified	
7087406		Sum:	\$ 60,089

Deal Id	Prod Family (L3)	Part Number	Extended Net Price (USD)
5410887	1700	CAB-AC	\$ -
	CCBUSVR	MCS781615-K9-CXA1	\$ 1,440
	COSE-CBR	CON-ESW-CXNELIC	\$ 1,220
	COSE-CBR	CON-ESW-LCCX85LS	\$ 1,220
	IPCCX	L-CCX-85-E-10SL=	\$ 2,250
	IPCCX	L-CCX-85-EHA-L-K9=	\$ 1,619
	IPCCX	L-CCX-85-E-L-K9=	\$ 2,250
	IPIVR	IVR-85-NFR=	\$ 18
	SMARTNET	CON-SNT-M781615K	\$ 482
	UCS8CCX	UCSS-U-CCX-E-1-1	\$ 18
		Unspecified	
5410887		Sum:	\$ 10,518

Step 3: Deal Registration in Cisco Commerce Workspace Tool - step by step instructions below

CCW Ordering Instructions



NFR Deal Submission- Screen 1

Solution Partner Program participants submit NFR Deals in Cisco Commerce Workspace at <http://www.cisco.com/go/ccw>, and select “Deal” in the “Quick Start” options under “Create”

The screenshot displays the Cisco Commerce Workspace interface. At the top left is the Cisco logo. To the right is a search bar with a 'Go' button. Below this is a navigation bar with tabs for 'Products & Services', 'Support', 'How to Buy', 'Training & Events', and 'Partners'. The main header reads 'Cisco Commerce Workspace'. Below the header are links for 'Open a Case', 'Training', 'CCW Support Community', and 'Log Out'. The 'Quick Start' menu is expanded, showing options under 'Create', 'View All', 'Manage', 'Download', and 'Share'. The 'Deal' option under 'Create' is circled in red. Other options include 'Quick Quote', 'Configuration', 'Order Software Upgrade (PUT)', and 'Guided System Configuration'. The 'Quick Links' section includes 'View All Promotions', 'My Cisco Workspace', 'Workspace Profile and Preferences', 'List Price Catalog', and 'CICS File Manager'. The 'Find Products' section has a search input field and a 'Search' button.

NFR Deal Submission- Screen 2

Enter the “Deal Name” of your deal, select “Create Deal”. Note: It is suggested to use your Company Name within the deal name.

CISCO

Solutions Products & Services Ordering Support Training & Events Partner Central

[Cisco Commerce Workspace](#)

Create a Deal

*Required Field

Deal Name: * NFR FY'12 Deal

Create Deal Cancel

NFR Deal Submission- Screen 3

Enter your Partner Company information in the End Customer fields. In the Cisco Account Manager field (CAM) select "Other" in the drop down and type "maharlow". Click on "Save & Continue" to proceed.

Export Share Print Delete Email

Who's Involved About the Deal Promotions Quote Review and Submit Order

Partner End Customer Save Save and Continue

* Required Field

Partner Name and Address : CONSORCIO RED UNO, S.A. DE C.V.
Periferico Sur 3190 Piso 3
Mexico, 1900
MEXICO
[View Partner Profile](#)

Use the Contact Details in my User Profile:

Partner Contact: *
First Name: * Last Name: *
Name Surname
Title: * Consultant
Phone Number: * 535
Email Address: * firstname@partner.com.mx

Customer Name and Address: * DIMENSION DATA COMMERCE CENTRE
MEXICO, S.A. DE C.V.
AV. PASEO DE LA REFORMA NO. 255, PISO 6
CUAUHTEMOC, CUAUHTEMOC
CIUDAD DE MEXICO, DISTRITO FEDERAL 06500
MX
[Select a Different End Customer](#) [View End Customer Profile](#)

Please make sure this customer name matches the name on the purchase order.

Customer Contact: *
First Name: * Last Name: *
First Name Last Name
Title: *
Phone Number: * 525
Email Address: * address@email.com
Company Website: www.website.com

Cisco

Cisco Channel Account Manager (CAM): * Select CAM

Cisco

Cisco Channel Account Manager (CAM) *
Other

Cisco Channel Account Manager (CAM) Email ID *
maharlow @Cisco.com

To locate CAM please [click here](#)

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

Cisco Account Manager (AM)
(To be assigned by Cisco.)

Save Save and Continue

NFR Deal Submission- Screen 4

In “About The Deal” complete required fields **noted with a red asterisk**. Important note: “Intended Use” **must** be “Internal Business Use” for NFR deals.

Who's Involved | **About the Deal** | Promotions | Quote | Review and Submit | Order

Save Save and Continue

About the Deal

* Required Field

Deal Description:

Intended Use: * **Internal Business Use**

Deal Category: * Other -Resale/Infrastructure

Deal Source: Get Refreshed

Deal Type: Purchase

Expected Closing Date: * 28 Dec 2011

Probability of Closing: 100% - Guaranteed

Expected Cisco Hardware and Software List Amount: * \$ 100000.00

Expected Cisco Service List Amount: * \$ 3000.00

Total Expected Amount: \$ 103000.00

User currency dictated by promotion rules and country policy
[Currency Converter](#)

Expected Technology Mix *

<input type="checkbox"/>	Technology Name	% of Technology Mix
<input type="checkbox"/>	Data Center Switching <input type="button" value="v"/>	100 <input type="text"/>

Competitors

<input type="checkbox"/>	Competitor Name	Technology Name
--------------------------	-----------------	-----------------

NFR Deal Submission- Screen 5

In the “**Promotions**” tab Click Select (red box) and select the specific NFR Program Promotion Code for your theater. Note: please refer to the chart (SPP-NFR Table 1) for the applicable promotion code for your location. You will only see the promo codes that are available to you based on your login but also refer to the guidelines for promo codes – Chart 1

Note: If available, **DO NOT** select the NFR- Registered Partner NFR Program.

Who's Involved		About the Deal		Promotions		Quote		Review and Submit		Order	
Select a Promotion > Enter Qualifying Information											
Select a Promotion that will best support your Deal.											
Select or View a Promotion											
Currently Selected Intended Use: Internal Business Use											
Promotion Code and Information			Price List	Start Date	End Date	Deadline to Register Deal	Intended Use				
+ MSCP											
+ Opportunity Incentive Program (OIP)											
- NFR											
<input type="button" value="Select"/>		NFR- Registered Partner NFR Program PP-NFRR57413-110731 View Promotional Details		Global Price List US Availability	11-Sep-2010	31-Jul-2012	31-Jul-2012	Lab, Internal Business Use			
<input type="button" value="Select"/>		NFR - Certified/Specialized NFR Program PP-NFRC57410-110731 View Promotional Details		Global Price List US Availability	11-Sep-2010	31-Jul-2012	31-Jul-2012	Lab, Internal Business Use			
+ PUBLICSECTOR											
+ REMARKETINGANDREFURBISHMENT											
+ OUTSOURCING											
+ OTHER											
+ Solutions Incentive Programs (SIP)											
+ E-Rate Incentive Programs											

NFR Deal Submission- Screen 6

Review NFR Terms & Conditions. Select “Yes” radio button to accept them

Who's Involved | About the Deal | Promotions | Quote | Review and Submit | Order

Select a Different Promotion > Enter Qualifying Information

Save Save

NFR - Certified/Specialized NFR Program
 PP-NFRC57410-110731
 YOUR COMPANY HAS ACKNOWLEDGED, UNDERSTOOD AND ACCEPTED ANY AND ALL TERMS AND CONDITIONS, AS STATED IN THIS DOCUMENT
http://www.cisco.com/web/partners/downloads/partner/WWChannels/incentive/nfr_terms_and_conditions.pdf Yes

Annual allowances are calculated on Cisco Fiscal Year. Please note that the yearly allowances below are Net and not List

Certification Level	Base NFR CAP	Total Architecture Increase	Master Bonus	Max NFR CAP
Gold	\$500 Net	\$150	\$200	\$850 Net
Silver	\$250 Net	\$150	\$200	\$600 Net
Premier	\$150 Net	\$150	\$200	\$500 Net
Select	\$100 Net			\$100 Net

What is the purpose of this request?* Lab

Please explain in detail the exact use and location of this equipment.*
 Demo Gear

NFR Deal Submission- Screen 7

Add items to your quote either by adding SKUs one at a time or by importing a saved configuration from the price list.

Select the purchase method before proceeding. **The Yellow triangle indicates that this item will need to be configured, please select the Select Options to configure.**

Who's Involved | About the Deal | Promotions | Quote | Review and Submit | Order

Items | Trade In Items | Discounts & Credits | Install Site | Billing

Save Save and Continue

Go to the Discounts & Credits step to view and apply discounts and promotions to this quote.

Please select Buy Method on each Item, for configuring and attaching Services.



Imported Quotes

Add Product, Service or Software Subscription Part: Qty: Add Import a Saved Configuration... Find Products... Compare Versions

View All Items

Expand All Collapse All Active Price List: Global Price List US Availability

Remove Selected Change Buy Method Validate

	Hardware, Software and Services	Lead Time	Buy Method	Unit Price	Qty	Extended List Price
<input type="checkbox"/>	1.0 CISCO1802/K9  ADSL/ISDN Router with Firewall/IDS and IPSEC 3DES Select Options Select Service Validate (INVALID as of Fri Dec 09 05:26:49 CST 2011)	25 days	<div style="border: 1px solid red; padding: 5px;"> --Select-- --Select-- TELCOBUY COMSTOR G & H DISTRIBUTING CO INGRAM MICRO SCANSOURCE TECH DATA AVNET INC </div>	195.00	2	2,990.00
<input type="checkbox"/>	2.0 CISCO1802/K9  ADSL/ISDN Router with Firewall/IDS and IPSEC 3DES Select Options Select Service Validate (INVALID as of Fri Dec 09 05:26:49 CST 2011)	25 days	Cisco	195.00	2	2,990.00

Items Per Page 20 showing 1 - 2 of 2 < Prev 1 Next >

Total List Price: 5,980.00
 Total Lead Time: n/a
 All prices shown in USD

Save Save and Continue

Quote ID : 4506156796 ⓘ

Quote Status : Not Submitted
Deal ID: 7724845
Expiry Date : N/A

[View Quote History](#) | [View Contact Details](#)

Export Share Print Delete Email

Who's Involved About the Deal Promotions Quote Review and Submit Order

[Items](#) | [Trade In Items](#) | [Discounts & Credits](#) | [Install Site](#) | [Billing](#)

Ineligible Promotions for Trade Ins

This quote has ineligible promotions associated. In order to add trade ins please go to Promotion tab to remove any ineligible promotions.

Total List Price: 5,980.00
Discounts: (0.00 %) (0.00)
Credits: (-)
Adjustments: (-)

5,980.00
All prices shown in USD

NFR Deal Submission- Screen 9

Review your Quote (Note: Unit Price; Extended List Price; Extended Net Price (*estimate – actual discounted price will be set by the distributor*))

Who's Involved About the Deal Promotions Quote Review and Submit Order

[Items](#) | [Trade In Items](#) | [Discounts & Credits](#) | [Install Site](#) | [Billing](#)

Save and Continue

Calculate Payment Options... ⓘ

Your quote has been priced successfully.

View By : Summary Filter By : All Items

[Expand All](#) | [Collapse All](#) Active Price List: Global Price List US Availability

Hardware, Software and Services	Lead Time	Unit List Price	Qty	Extended List Price	Total Discounts		Credits	Extended Net Price
					%	Amount		
1.0 CISCO1802/K9 ADSL/ISDN Router with Firewall/IDS and IPSEC 3DES	25 days	1,495.00	2	2,990.00	70.00	2,093.00	--	897.00
2.0 CISCO1802/K9 ADSL/ISDN Router with Firewall/IDS and IPSEC 3DES	25 days	1,495.00	2	2,990.00	70.00	2,093.00	--	897.00

Items Per Page 20 Showing 1 - 2 of 2 < Prev 1 Next >

Total List Price: 5,980.00
Discounts: (70.00 %) 4,186.00
Credits: --
Adjustments: --

Quote Total: 1,794.00
All prices shown in USD

NFR Deal Submission- Screen 10

Your NFR deal is now ready to be submitted for approval. Click on the “Submit Quote for Approval” button.

Who's InvolvedAbout the DealPromotionsQuoteReview and SubmitOrder

Submit Quote for Approval

Deal Information:

- ✓ Who's Involved: [Edit](#)
- ✓ About the Deal: [Edit](#)
- ✓ Promotions: [NFR - Certified/Specialized NFR Program \(PP-NFRC57410-110731\)](#) : [Edit](#)
- ✓ Quote: [Edit](#)
- ✓ Trade In Items: [Edit](#)
- ✓ Install Site: [Edit](#)
- ✓ Billing: [Edit](#)

Deal Summary

Expected Cisco Hardware and Software List Amount:	100,000.00
Expected Cisco Service List Amount:	3,000.00
Deal Total:	103,000.00

User currency dictated by promotion rules and country policy

Quote Summary:

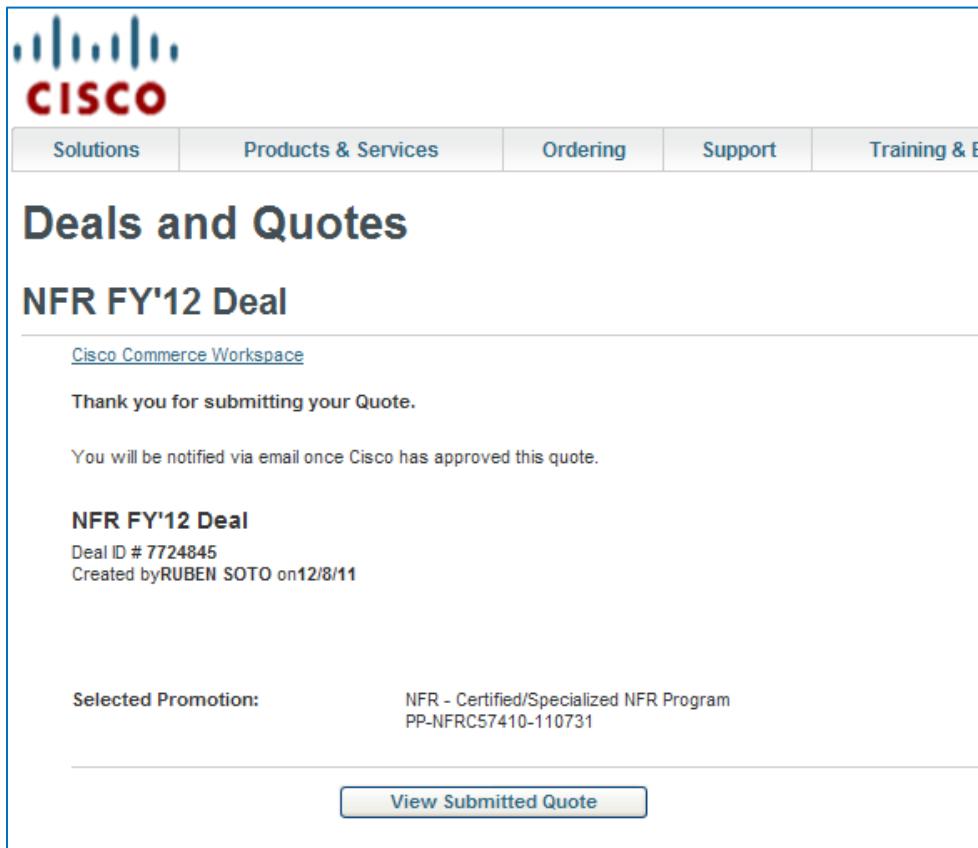
Configured Hardware and Software List Total :	5,980.00
Configured Service List Total :	.00
Special Items List Total:	
Discounts:	(70.00 %) 4,186.00
Credits :	--
Adjustments :	--
Quote Total :	1,794.00

All prices shown in USD

[View Deal Consumption Total](#)

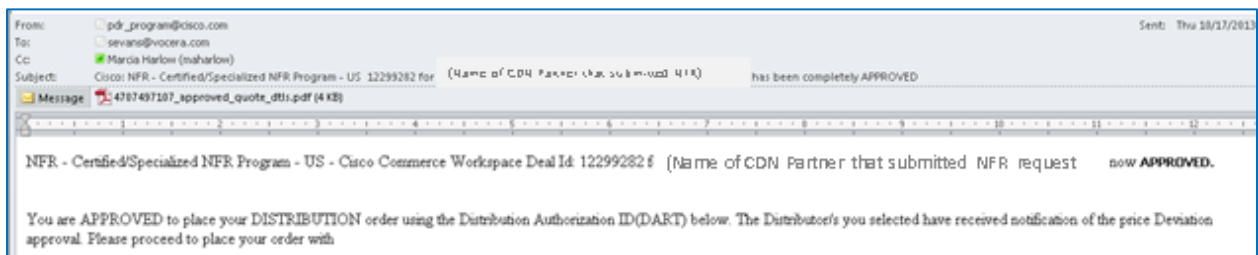
Partner Notification

You will receive an e-mail notification from Cisco when your NFR deal is approved. Email will include a Distribution Authorization-ID (DART) example: PROD-012345-6789). At this time, you can start ordering from the approved Cisco distributor you selected in the “Create the Deal” process.



The screenshot shows the Cisco Commerce Workspace interface. At the top left is the Cisco logo. A navigation bar contains links for Solutions, Products & Services, Ordering, Support, and Training & Events. The main heading is "Deals and Quotes" followed by "NFR FY'12 Deal". Below this is a link to "Cisco Commerce Workspace". The message reads: "Thank you for submitting your Quote. You will be notified via email once Cisco has approved this quote." It then displays "NFR FY'12 Deal" with details: "Deal ID # 7724845" and "Created by RUBEN SOTO on 12/8/11". Under "Selected Promotion:", it lists "NFR - Certified/Specialized NFR Program" and "PP-NFRC57410-110731". A "View Submitted Quote" button is located at the bottom.

Email Notification



The screenshot shows an email notification. The header includes "From: pd_program@cisco.com", "To: sevans@vocera.com", "Cc: Marcia Harlow (mharlow)", and "Subject: Cisco: NFR - Certified/Specialized NFR Program - US 12299282 for (Name of CDN Partner that submitted NFR request) has been completely APPROVED". A "Message" icon and a PDF attachment "4787497187_approved_quote_dtl.pdf (4 KB)" are also visible. The main body of the email states: "NFR - Certified/Specialized NFR Program - US - Cisco Commerce Workspace Deal Id: 12299282 (Name of CDN Partner that submitted NFR request) now APPROVED. You are APPROVED to place your DISTRIBUTION order using the Distribution Authorization ID(DART) below. The Distributor/s you selected have received notification of the price Deviation approval. Please proceed to place your order with".

Frequently Asked Questions

Q: Do I have to set up an account with a Distributor before I submit a deal in CCW?

A: You may set up an account once you receive the Cisco approval number. Some Solution Partner Program participants will have an established relationship and account with a distributor due to prior activity.

Q: Who can I contact if I do not know how to configure my product?

A: Your selected Distributor can assist with contacting a Cisco Product Manager

Q: I don't know the sku number for the product I need to order?

A: Your selected Distributor can assist with contacting a Cisco Product Manager. The information is also available in the Global Price List (GPL)

Q: Why can't I see the discount price?

A: The final discount price to Solution Partner Program participant will be set by the fulfilling distributor of your choice. The discount will fall within the guidelines established for the Cisco Discount NFR program.

Additional Resources:

Cisco Not For Resale Website

http://www.cisco.com/web/partners/incentives_and_promotions/nfrp.html

Cisco Commerce Workspace (CCW)

<https://cisco-apps.cisco.com/cisco/psn/commerce>

CCW Training

http://www.cisco.com/web/partners/events/commerce_workspace.html

Discounts Purchase Program Page on Solution Partner Program website

<http://developer.cisco.com/web/memberservices/discounts>

Solution Partner Program Office

<https://cdn.cisco.com/>

Support:

Open a case using the My Cisco Workspace link:

<http://www.cisco.com/cisco/psn/web/workspace>