



Attach Services in CCW

Contents

1	SETTING SERVICE PREFERENCES	2
1.1	SETTING SERVICES PREFERENCES IN ESTIMATE, DEALS AND QUOTES, AND ORDER	2
2	ATTACH SERVICES	2
2.1	EDIT SERVICES AT THE HEADER LEVEL	3
2.2	ATTACH SERVICES ON THE EDIT SERVICES/SUBSCRIPTION PAGE	4
2.3	ATTACH SERVICES TO UNASSIGNED PRODUCTS IN THE EDIT SERVICES/SUBSCRIPTIONS PAGE	7
2.4	ADDING SECONDARY SERVICES IN THE EDIT SERVICES/SUBSCRIPTIONS PAGE.....	8
2.5	CHANGING SERVICES IN THE EDIT SERVICES/SUBSCRIPTIONS PAGE	9
2.6	ADD/EDIT A CORRESPONDING SUBSCRIPTION	11
3	REMOVE SERVICES	12
3.1	REMOVING SERVICES IN ESTIMATE, DEALS AND QUOTES, OR ORDER.....	13
3.2	REMOVE SERVICES IN EDIT SERVICE/SUBSCRIPTION PAGE	13
4	MANAGE CONTRACT (ORDER ONLY)	14
5	FLEXIBLE SERVICE START (ORDER ONLY)	14

[Provide Feedback on this Training Resource](#)



Last Updated: September 14, 2017

[Cisco.com](https://www.cisco.com) | [Privacy Statement](#) | [Trademarks](#)

All rights reserved. Cisco Proprietary. ©2017 Cisco and/or its affiliates.
Content Authors/Publisher – Cisco Commerce Release Communications (CRC).



Attach Services in CCW

1 Setting Service Preferences

1.1 Setting Services Preferences in Estimate, Deals and Quotes, and Order

You can set your Service Preferences to apply to all of your Estimates, Deals and Quotes, and Orders from your Workspace Profile Preferences.

1. Click on **Services** under Preferences
2. Click on the radio button that allows Cisco to attach appropriate services each time an item is added. Otherwise, opt-out of auto-attach services by selecting 'I will add services myself.'
3. The Service Options widget can be in either Legacy View or Simplified View (illustrated). To switch between them, click on **Switch to Guided View** or **Switch to Simplified View** on the top right of the widget.
4. Search and select the appropriate Service Level to attach to all of your subsequent Estimates, Deals, Quotes, and Orders.



Note: Setting preferences within an Estimate, Deals and Quotes, or Order follows the same process. The preferences will only display for that specific Estimate, Deals and Quotes, or Order.

2 Attach Services

There are two ways to edit services using the Services Option widget. You can attach services at the Header level by clicking on **Edit Service** in the **More** dropdown on your Estimate, Deal, Quote, or Order (see the screenshot below for an example from an Estimate). The Service Level you select will apply to all selected lines of your configuration. Use

[Provide Feedback on this Training Resource](#)



Last Updated: September 14, 2017

[Cisco.com](https://www.cisco.com) | [Privacy Statement](#) | [Trademarks](#)

All rights reserved. Cisco Proprietary. ©2017 Cisco and/or its affiliates.
Content Authors/Publisher – Cisco Commerce Release Communications (CRC).



Attach Services in CCW

this option for basic Service Level changes. You can also click **Edit/Remove Service** on an individual line of your configuration. Use this option for more complex Service Level changes.

	Hardware, Software	Lead Time	Unit List Price (USD)	Qty	Unit Net Price (USD)	Discount (%)	Extended Net Price (USD)
<input checked="" type="checkbox"/>	1.0 UCSB-B20 UCS B200 N U, mem, HD Valid as of 21-Nov-2014 09:43:49 PST	28 days	9,291.00	1	9,291.00	0.00	9,291.00
<input type="checkbox"/>	2.0 UCSB-5108-AC2= UCS 5108 Blade Server AC2 Chassi s/0 PSU/8 fans/0 FEX Valid as of 21-Nov-2014 09:40:03 PST	21 days	29,825.00	1	29,825.00	0.00	29,825.00

2.1 Edit Services at the Header Level

You can attach Services at the Header level if you wish to apply the service level across all selected lines of the configuration in the cart. However, because preferences in the cart are not filtered by Product lines, the Service level may or may not successfully apply to each line. You should verify that each line of your configuration has the correct Service level applied before proceeding with your order.



Note: Selecting Services in an Estimate, Deals and Quotes or Order follows the same process.

1. Place a checkmark next to the desired SKUs before selecting **Edit Services** from the **More** dropdown.
2. **Select/Edit Service Level**

Select/Edit Service Level
Help search and specify service level

Select/Edit Duration, Date and Co-Term
Helps specify contract tenure

Apply to Selected Line Items

3. Start typing the name of the Service; the widget will display a list of potentially-matching Service Levels.

[Provide Feedback on this Training Resource](#)



Last Updated: September 14, 2017

[Cisco.com](#) | [Privacy Statement](#) | [Trademarks](#)

All rights reserved. Cisco Proprietary. ©2017 Cisco and/or its affiliates.
Content Authors/Publisher – Cisco Commerce Release Communications (CRC).



4. Notice the Compatible Service Lines display after selecting a service.
5. Change the duration by entering in number of months, start date, or start and end date.
6. Apply the Service to the Selected Lines (see Note below):



Note: applying the Service to the selected lines does not guarantee that the Service will be added to each line; you should manually verify each individual configuration to ensure it has the correct service level.

2.2 Attach Services on the Edit Services/Subscription page

The Edit Services/Subscription page summarizes all attached services and subscriptions. You can use this page to compare prices for different service offerings, see what services are available, or add secondary services. You can also attach one or more service levels to one or more lines of your configuration.

1. Click either **Edit Service/Subscription** or **Select Service/Subscription** on any line to open the Edit Services page.

		Search by Sku, Description and Product Family	1	Add	Find Products & Solutions		Actions		
Remove Selected Lines		Validate	Apply Discount						
<input type="checkbox"/>		Hardware, Software and Services	Lead Time	Unit List Price (USD)	Qty	Unit Net Price (USD)	Discount (%)	Extended Net Price (USD)	
<input type="checkbox"/>		1.0 CISCO2911-V/K9 more	14 days	4,048.00	2 Split	4,048.00	0.00	8,096.00	
		Cisco 2911 Voice Bundle, PVD3-16, UC License PAK, FL-CUBE10 Valid as of 23-May-2016 03:28:31 PDT						Add Subtotal	
		Edit Options	Edit Service/Subscription	Date	Add Note	More Actions			
<input type="checkbox"/>		2.0 CISCO2911/K9 more	Not Applicable	2,695.00	2 Split	2,695.00	0.00	5,390.00	
		Cisco 2911 w/3 GE,4 EHWIC,2 DSP, 1 SM,256MB CF,512MB DRAM,IPB Valid as of 31-Oct-2016 02:24:49 PDT						Add Subtotal	
		Edit Options	Select Service/Subscription	Date	Add Note	More Actions			

2. The Service Options widget will appear in Simplified View with the service-eligible lines below.

[Provide Feedback on this Training Resource](#)



Last Updated: September 14, 2017

[Cisco.com](#) | [Privacy Statement](#) | [Trademarks](#)

All rights reserved. Cisco Proprietary. ©2017 Cisco and/or its affiliates.
Content Authors/Publisher – Cisco Commerce Release Communications (CRC).



EDIT SERVICES/SUBSCRIPTIONS WS-C4500X-32SFP+ Global Price List US Availability (USD)

[Products not mapped to Services/Subscriptions](#)

Service Options

Choose Service Level from All Service Programs Switch to Legacy Service P...

Note: Cisco may still install another compatible service if required. Compatible services are the services that come with primary service and are based on products.

and/or

Time Duration 1

Duration

Delay service start to

Co-Term service to

Duration

Service SKU	Product SKU	Unit List Price (USD)	Qty	Total List Price (USD)
SMART NET TOTAL CARE (1 ITEM) 🗑️ SERVICE PROGRAM	SNT (SNTC 8X5XNBD) 🔍 SUMMARY		Duration 12 Months	
CON-SNT-C45X32SF SNTC 8X5XNBD SERVICE SKU	WS-C4500X-32SFP+ Catalyst 4500-X 32 Port 10G IP Base, Front-to-Back, No P/S PRODUCT SKU	1,800.00	1	1,800.00
Change Service Remove Service			1	

- Search for specific service levels within a service program.
- Select a service program from the dropdown list to focus your search to a specific program. All included services and compatible services will be displayed after choosing a service.

Service Options

Choose Service Level from **SMART NET TOTAL CARE** Switch to Legacy Service P...

3

SNTC NO RMA (SW)

SNTC 8X5XNBD (SNT)

SNTC 8X5XNBDOS (CS)

SNTC 8X7XNCDOS (SNCO)

SNTC 8X7XNCD (SNC)

and/or

Time Duration 1

Duration

Delay service start to

Co-Term service to

Duration

- Specify the **Time Duration** in months. You can also **Delay Service start by** selecting a start date and duration. You can also **Co-term Service by** inputting the proper start and end dates.

Service Options

Choose Service Level from SMART NET TOTAL CARE Switch to Legacy Service P...

SNTC NO RMA (SW)

SNTC 8X5XNBD (SNT)

SNTC 8X5XNBDOS (CS)

SNTC 8X7XNCDOS (SNCO)

SNTC 8X7XNCD (SNC)

and/or

5

Time Duration 1

Duration

Delay service start to

Co-Term service to

Duration

- Select **Apply** to add the service configuration.

[Provide Feedback on this Training Resource](#)



Attach Services in CCW



Service Options

Choose Service Level from **All Service Programs** Switch to Legacy Service P...

Search by Name & Description

Note: Cisco may still install another compatible service if required. Compatible services are the services that come with primary service and are based on products.

and/or

Time Duration

Duration

Delay service start to

Co-Term service to

Duration

24

6

Reset Apply

7. After selecting **Apply**, you will see the updated Service and Duration.

Service SKU	Product SKU	Unit List Price (USD)	Qty	Total List Price (USD)
SMART NET TOTAL CARE (2 Items)	C4S (SNTC 8X5X4OS) Duration SUMMARY 24 Months			

7

8. You can always change to Legacy View by clicking on **Switch to Legacy Service Preference LOVs** to find services using all available dropdown menus.

Service Options

Choose Service Level from **All Service Programs** Switch to Legacy Service P...

Search by Name & Description

Note: Cisco may still install another compatible service if required. Compatible services are the services that come with primary service and are based on products.

and/or

Time Duration

Duration

Delay service start to

Co-Term service to

Duration

24

8

Reset Apply

9. Select from dropdown lists for the Service Program, Onsite Field Engineer, Advanced Hardware Replacement Level, and Software Application Upgrade.

10. Select **Switch to Simplified View** to go back to the improved search of services from the list of available service programs.

EDIT SERVICES/SUBSCRIPTIONS UCS-SP-MINI-T Global Price List in US Dollars (USD)

Service Options

Choose Service Level Switch to Simplified View

Service Program Select

Onsite Field Engineer Select

Advanced Hardware Replacement Level Select

Software Application Upgrade Select

and/or

Time Duration

Duration

Delay Service start by

Coterm Service by

Duration

Months: 1 to 60

9

10

Reset Apply

11. You can always check the rest of your items by selecting **Products not mapped to Services/Subscriptions**.

12. Delete all services at any time by selecting **Remove All Services**.

[Provide Feedback on this Training Resource](#)





EDIT SERVICES/SUBSCRIPTIONS WS-C3560X-48T-S
Global Price List US Availability (USD)

11
Product not mapped to Services/Subscriptions

Service Options

Choose Service Level from SMART NET TOTAL CARE ▼ Switch to Legacy Service P...

SW and/or Time Duration 1

Note: Cisco may still install another compatible service if required. Compatible services are the services that come with primary service and are based on products.

Duration
 Delay service start to
 Co-Term service to

Reset Apply

	Service SKU	Product SKU	Unit List Price (USD)	Qty	Total List Price (USD)
⊖	SMART NET TOTAL CARE (1 ITEM) SERVICE PROGRAM	SW (SNTC NO RMA) SUMMARY			
		Duration 12 Months			
	CON-SW-3560X4TS SNTC NO RMA SERVICE SKU		384.00	1	384.00
	Change Service Remove Service	WS-C3560X-48T-S Catalyst 3560X 48 Port Data IP Base PRODUCT SKU		1	

12
Remove All Services
Remove All Additional Services

Configuration Summary All prices shown in USD

Services	384.00
----------	--------

Cancel Done

2.3 Attach Services to Unassigned products in the Edit Services/Subscriptions Page

Products that don't have services attached are listed under **Unassigned**.

1. To add services, click on **Add a Service SKU**.
2. Select the service you want to want to attach.
3. Click **Apply**.



Service SKU	Product SKU	Unit List Price (USD)	Qty	Total List Price (USD)
CISCO SOFTWARE SUPPORT SERVICE - S... (1 ITEM)	ECMU (SWSS UPGRADES)	Start Date 30-Jul-2017	End Date 29-Jul-2018	Duration 12 Months
SERVICE PROGRAM SUMMARY				
CON-ECMU-C1F1S19K SWSS UPGRADES SERVICE SKU	C1F1PISR1900SK9 Cisco ONE Foundation Perpetual ISR 1900 Std PRODUCT SKU	192.00	1	192.00
Change Service Remove Service				
Unassigned				
+ Add a Service SKU 1	C1-CISCO1921/K9 PRODUCT SKU Cisco ONE - ISR 1921		1	

Add Service ✕

Note: These are available choices in program and if you like to review/choose a service level from a different program - then please click this link [Service Options](#) and navigate to desired program.

- SNTC NO RMA (SW)
- CMB SPT SVC 24X7X4OS (NCH4P) (NCH4P)
- CMB SPT SVC 24X7X2OS (NCH2P) (NCH2P)
- SNTC 8X5XNBD (SNT)** **2**
- CMB SPT SVC 24X7X2 (NCH2) (NCH2)
- CMB SVC 24X7X2OS (NCF2P)

[Cancel](#) [Apply](#) **3**

Configuration Summary All prices shown in USD

Services	192.00
----------	--------

[Cancel](#) [Done](#)

- The product is moved off the **Unassigned** tab and is displayed with its attached Service Program, Duration, and Service SKU.

SMART NET TOTAL CARE (1 ITEM)	SNT (SNTC 8X5XNBD)	Start Date 30-Jul-2017	End Date 29-Jul-2018	Duration 12 Months
SERVICE PROGRAM SUMMARY				
CON-SNT-C1C1921 SNTC 8X5XNBD SERVICE SKU	C1-CISCO1921/K9 Cisco ONE - ISR 1921 PRODUCT SKU	22.33	1	22.33
Change Service Remove Service				

- If the service selected can't be attached, a message will appear with instructions.

EDIT SERVICES/SUBSCRIPTIONS C1-CISCO1921/K9 (USD)

Service preferences cannot be applied to C1-CISCO1921/K9 configuration. System will restore any existing services on configuration. Please use [Select/Change Services](#) link to see available services. (CS410)

2.4 Adding Secondary Services in the Edit Services/Subscriptions Page

- When available, click on **Additional Services** to show available secondary services
- Select the appropriate service and duration.
- Click **Apply**.

[Provide Feedback on this Training Resource](#)



Attach Services in CCW



Service SKU | **Product SKU** | **Unit List Price (USD)** | **Qty** | **Total List Price (USD)**

SMART NET TOTAL CARE (2 Items) | SNT (SNTC 8X5XNBD) | Duration: 12 Months

CON-SNT-AIRDCAP7 | SNTC 8X5XNBD | SERVICE SKU | **AIR-CAP702I-SK910** | 802.11n CAP702, 10APs, 2x2:2SS; Int Ant; S RegDomain | PRODUCT SKU

Additional Services | There are 2 Additional Services available. Click here to add

CON-SNT-AIRKCAP7 | SNTC 8X5XNBD | SERVICE SKU | 6.67 | 10 | 66.70

Add/Edit Additional Services

Additional Services Duration/Dates may vary based on your Primary Service Duration and Coterm preferences

Available Additional Services | Duration (In-Months)

- CON-TASI-AIRDCAP7** (Tech App Spt MP IMP) | 12
- CON-TASS-AIRDCAP7** (Tech App Spt MP SUAC) | 12

Remove All Services | Remove All Additional Services | Cancel | Apply

2.5 Changing Services in the Edit Services/Subscriptions Page

There are three different levels where you can make changes to your Service. It is important to understand how your selections will affect your configuration. The following are three different configuration level changes available and how they affect the entire configuration.

1. Header Level Changes
2. Group Level Changes
3. Line Level changes

Service Options

1 Choose Service Level from All Service Programs | Switch to Legacy Service P...

Search by Name & Description

Note: Cisco may still install another compatible service if required. Compatible services are the services that come with primary service and are based on products.

Time Duration | Duration: Months: 1 to 60

Duration | Duration: Months: 1 to 60

Reset | Apply

Service SKU | **Product SKU** | **Unit List Price (USD)** | **Qty** | **Total List Price (USD)**

SMART NET TOTAL CARE (1 ITEM) | SNT (SNTC 8X5XNBD) | Duration: 12 Months

CON-SNT-C45X32SF | SNTC 8X5XNBD | SERVICE SKU | **WS-C4500X-32SFP+** | Catalyst 4500-X 32 Port 10G IP Base, Front-to-Back, No P/S | PRODUCT SKU

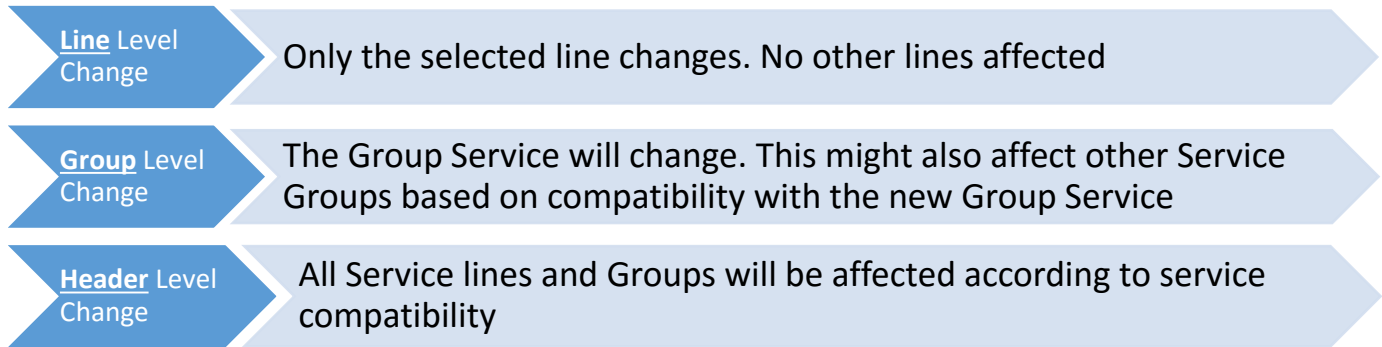
1 Change Service | Remove Service

[Provide Feedback on this Training Resource](#)





Attach Services in CCW



1. On the Edit Services/Subscriptions Page, the eligible items will display and the option to **Change Service** will be available to make a **Line** level change.

Service SKU	Product SKU	Unit List Price (USD)	Qty	Total List Price (USD)
SMARTNET SERVICES (1 ITEM) SU1 (IPS Svc, AR NBD) Duration 12 Months SERVICE PROGRAM SUMMARY				
CON-SU1-2951VSEC IPS Svc, AR NBD SERVICE SKU Change Service Remove Service	C2951-VSEC/K9 Cisco 2951 Voice Sec. Bundle, PVDM3-32, UC&SEC Lic,FL-... PRODUCT SKU	1,464.00	1	1,464.00
SMARTNET SERVICES (1 ITEM) SU2 (IPS Svc, AR 8x5x4 abc) Duration 12 Months SERVICE PROGRAM SUMMARY				
CON-SU2-FLCUB100 IPS Svc, AR 8x5x4 abc SERVICE SKU Change Service Remove Service	FL-CUBEE-100-RED Unified Border Element Ent Lic, 100 Sessions, Redundancy PRODUCT SKU	2,807.00	2	5,614.00
Remove All Services Remove All Additional Services		Configuration Summary All prices shown in USD Services 7,078.00		
				Cancel Done

2. A dropdown menu will appear with possible options to change the service. Select the appropriate service and click **Apply** to complete the **Line** level change.
3. If the required service is not available in the current program, click on **Service Options** to make a **Group** level Service change.

[Provide Feedback on this Training Resource](#)



Last Updated: September 14, 2017

[Cisco.com](#) | [Privacy Statement](#) | [Trademarks](#)

All rights reserved. Cisco Proprietary. ©2017 Cisco and/or its affiliates.
Content Authors/Publisher – Cisco Commerce Release Communications (CRC).



Service SKU	Product SKU	Unit List Price (USD)	Qty	Total List Price (USD)		
SMARTNET SERVICES (1 ITEM) SERVICE PROGRAM	SU1 (IPS Svc, AR NBD) SUMMARY		Duration 12 Months			
CON-SU1-2951VSEC IPS Svc, AR NBD SERVICE SKU	C2951-VSEC/K9 Cisco 2951 Voice Sec. Bundle, PVD3-32, UC&SEC Lic,FL-... PRODUCT SKU	1,464.00	1	1,464.00		
<div style="border: 1px solid gray; padding: 5px;"> <p>Current Program: SMARTNET SERVICES</p> <p>Note: These are available choices in SMARTNET SERVICES program and if you like to review/choose a service level from a different program - then please click this link Service Options and navigate to desired program.</p> <ul style="list-style-type: none"> <input type="radio"/> IPS Sig and SW (SUSW) <input checked="" type="radio"/> IPS Svc, AR 8x5x4 abc (SU2) <input type="radio"/> IPS Svc, AR 24x7x4 (SU3) <input type="radio"/> IPS Svc, AR 24x7x2 (SU4) <input type="radio"/> IPS Svc, AR NBD (SU1) <input type="radio"/> IPS Svc, Onsite NBD (SU01) <p style="text-align: right;"><input type="button" value="Cancel"/> <input checked="" type="button" value="Apply"/></p> </div>						
	FL-CUBEE-100-RED Unified Border Element Ent Lic, 100 Sessions, Redundancy PRODUCT SKU	2,807.00	2	5,614.00		
<div style="border: 1px solid gray; padding: 5px;"> <p>Configuration Summary All prices shown in USD</p> <table border="1"> <tr> <td>Services</td> <td>7,078.00</td> </tr> </table> <p style="text-align: right;"><input type="button" value="Cancel"/> <input type="button" value="Done"/></p> </div>					Services	7,078.00
Services	7,078.00					

4. The system directs you to the top to search for an appropriate Service Program. Search and select the appropriate Program and click **Apply**.

Service Options

Choose Service Level from NETWORK SUPPORT COMB...

- SMART NET TOTAL CARE 3 YEAR SUPPORT (3 variations)
- SOLUTION SUPPORT WITH SNTC (8 variations)
- SP BASE SERVICES (10 variations)
- NETWORK SUPPORT COMBINED SERVICES (32 variations)

Note: Cisco services th...

Time Duration **1**

- Duration
- Delay service start to
- Co-Term service to

Duration Months: 1 to 60

5. The system will automatically adjust all necessary Service programs in other Minor Product Lines as necessary.
- Note:** This will not affect Unassigned Products eligible for service.
6. Once all changes are complete, Click **Done**.
- For **Header** level changes, refer to section 2.1. **Note:** Header Level changes will affect Unassigned Product lines eligible for service.

2.6 Add/Edit a Corresponding Subscription



Note: Only Product SKUs that have Subscriptions associated with them will have the option of adjusting subscription licenses and durations. Otherwise, the Subscriptions Tab will not appear in the Edit Services/Subscriptions Page.



Attach Services in CCW

1. Click **Edit Subscription** to change the details of the subscription.

EDIT SERVICES/SUBSCRIPTIONS ESA-ESI-LIC= Global Price List US Availability (USD)

Subscription Options View 100-199 Users Key

License Count 100 - 199 Term

	Subscription SKU	Product SKU	Qty	Unit List Price USD	Total List Price USD
	ESA INBOUND BUN LIC (1 Item) ESESI (SUBSCRIPTION-CONTENT) <small>GROUP DESCRIPTION SUMMARY</small>				
	Duration 36 Months License Band 100-199 Users Term 3YR				
	ESA-ESI-3Y-S1 <input checked="" type="checkbox"/> SVIP *** <small>SUBSCRIPTION SKU</small> Inbound Essentials Bundle(AS+AV+OF) 3YR Lic, 100-199 Us...	ESA-ESI-LIC= <small>PRODUCT SKU</small> ESA Inbound Essentials SW Bundle (AS, AV, OF) License	100	41.93	4,193.00
1	<input type="button" value="Edit Subscription"/> <input type="button" value="Remove Subscription"/>				
<input type="button" value="Remove All Subscriptions"/>					
				Configuration Summary All prices shown in USD	
				Subscription 4,193.00	
<input type="button" value="Cancel"/> <input type="button" value="Done"/>					

2. You can edit the Start Date and duration of the subscriptions.

	Subscription SKU	Product SKU	Qty	Unit List Price USD	Total List Price USD
	ESA INBOUND BUN LIC (1 Item) ESESI (SUBSCRIPTION-CONTENT) <small>GROUP DESCRIPTION SUMMARY</small>				
	Duration 36 Months License Band 100-199 Users Term 3YR				
	ESA-ESI-3Y-S1 <input checked="" type="checkbox"/> SVIP *** <small>SUBSCRIPTION SKU</small> Inbound Essentials Bundle(AS+AV+OF) 3YR Lic, 100-199 Us...	ESA-ESI-LIC= <small>PRODUCT SKU</small> ESA Inbound Essentials SW Bundle (AS, AV, OF) License	100	41.93	4,193.00
	<input type="button" value="Edit Subscription"/> <input type="button" value="Remove Subscription"/>				
2	<input type="radio"/> ESA-ESI-1Y-S1 Inbound Essentials Bundle(AS+AV+OF) 1YR Lic, 100-1...		Duration (Months) <input type="text" value="12"/>	19.06	
	<input checked="" type="radio"/> ESA-ESI-3Y-S1 Inbound Essentials Bundle(AS+AV+OF) 3YR Lic, 100-1...	<input type="checkbox"/> Edit Start Date	Duration (Months) <input type="text" value="36"/>	41.93	
	<input type="radio"/> ESA-ESI-5Y-S1 Inbound Essentials Bundle(AS+AV+OF) 5YR Lic, 100-1...		Duration (Months) <input type="text" value="60"/>	66.69	
<input type="button" value="Cancel"/> <input type="button" value="Apply"/>					

3. Click **Apply** and then **Done** to make updates to the subscription.
4. Once these steps are completed and the Services/Subscriptions are configured, proceed normally with the Quote to Order process

3 Remove Services

There are multiple ways to remove services from a product. The following are the most common.

[Provide Feedback on this Training Resource](#)



Last Updated: September 14, 2017

[Cisco.com](https://www.cisco.com) | [Privacy Statement](#) | [Trademarks](#)

All rights reserved. Cisco Proprietary. ©2017 Cisco and/or its affiliates.
Content Authors/Publisher – Cisco Commerce Release Communications (CRC).



Attach Services in CCW

3.1 Removing services in Estimate, Deals and Quotes, or Order



Note: Removing Services in an Estimate, Deals and Quotes, or Order follows the same process.

1. Select the Product lines that will have their services removed
2. Click on **More** to display the available options, if it has not already displayed.
3. Click on **Remove Services**. This will remove the attached services for all selected Product lines

The screenshot shows the 'I want to ...' sidebar on the left with various navigation options. The main content area displays an estimate summary for 'Estimate_WW51097115AD' and a table of product lines. The table has columns for 'Hardware, Software', 'Unit List Price (USD)', 'Qty', 'Unit Net Price (USD)', 'Discount (%)', and 'Extended Net Price (USD)'. A red box highlights the 'Remove Selected Lines' button, and a red circle highlights the 'More' dropdown menu. Another red circle highlights the 'Remove Services' option in the dropdown menu.

Hardware, Software	Unit List Price (USD)	Qty	Unit Net Price (USD)	Discount (%)	Extended Net Price (USD)
1.0 1X100GB- Cisco CRS Interface M... Valid as of M...	66,000.00	1	59,400.00	10.00	59,400.00
1.1 SBS4 24X7X4 3YR SMAL... Service Start Date 29-Jun-2016 Duration 12 Months	8,388.00	1	7,549.00	00.00	7,549.00
2.0 W6-6509EXLFWNK9 Cisco CRS Services 1x100GbE Interface Module REFURBISHED Valid as of Mon Apr 27 02:50:41 PDT 2015	60,000.00	1	59,400.00	50.00	59,400.00

3.2 Remove services in Edit Service/Subscription page

1. On the Edit Service/Subscription page, click on the delete icon () next to the service program you want to remove. This will remove the service program for all products serviced by it.
2. Alternatively, if you only need to remove the service for one Product line, click on **Remove Service**, if applicable
3. Lastly, click on **Remove All Services** or **Remove All Additional Services** to remove accordingly.

[Provide Feedback on this Training Resource](#)



Last Updated: September 14, 2017

[Cisco.com](#) | [Privacy Statement](#) | [Trademarks](#)

All rights reserved. Cisco Proprietary. ©2017 Cisco and/or its affiliates.
Content Authors/Publisher – Cisco Commerce Release Communications (CRC).



Attach Services in CCW

Service SKU	Product SKU	Unit List Price (USD)	Qty	Total List Price (USD)
STANDARD SHARED SUPPORT (2 Items) 1				
SERVICE PROGRAM: PM2S2 (Standard Shared Support 24x7x2) Duration: 12 Months				
CON-P2S2-2951VSEC Standard Shared Support 24x7x2 SERVICE SKU	C2951-VSEC/K9 Cisco 2951 Voice Sec. Bundle, PVDM3-32, UC&SEC Lic,FL-... PRODUCT SKU	0.00	1	0.00
Change Service Remove Service 2				
Additional Services ▾ You have selected SUSA out of 1 Additional Services Manage Additional Services				
CON-P2S2-FLCUB100 Standard Shared Support 24x7x2 SERVICE SKU	FL-CUBEE-100-RED Unified Border Element Ent Lic, 100 Sessions, Redundancy PRODUCT SKU	0.00	2	0.00
Change Service Remove Service				
Additional Services ▾ You have selected SUSA out of 1 Additional Services Manage Additional Services				
Remove All Services Remove All Additional Services 3		Configuration Summary All prices shown in USD		
		Services	0.00	

4 Manage Contract (Order Only)

When you Edit Services in Order, you will see an option to **Manage Contract and Co-Term**. This feature will enable you to select a new or existing contract number to apply to your Services.

Remove from Order | Validate | Edit Services | More ▾ Filter By | Show All Items

Edit Services for the Selected Lines ✕

Select/Edit Service Level

Note: Cisco may apply compatible services along with selected service level (For example: Software Services), if required.

Manage Contract and Co-Term

One contract for all service program

Select/Edit Duration, Date and Co-Term

Helps specify contract tenure

Apply to Selected Line Items

3M Type 2 Stacking Cable Spare more ⓘ

5 Flexible Service Start (Order Only)

In Order, you can also choose to delay the start of your Service.

1. Select the Delay service start by radio button
2. Select Service Start Delay in the drop-down.
3. Enter the start delay (in number of days) and the duration of the Service



Edit Services for the Selected Lines

Select/Edit Service Level

Note: Cisco may apply compatible services along with selected service level (For example: Software Services), if required.

Manage Contract and Co-Term

One contract for all service program

Existing Contract Number

Select/Edit Duration, Date and Co-Term

Duration Delay service start by Co-Term service by

2 1 3

day(s) after Ship Date

Note: Service with Start Date, End Date or Last product shipped preference may be split and added on a separate order. [Learn More](#)

Apply to Selected Line Items

