



Partner Program Enrollment

User Guide
July, 2010



Overview of Partner Tools

[Program Enrollment](#)

[Partner Information](#)

[Additional Information](#)

Banking Information

[Terms and Conditions](#)

[Review and Submit](#)

[Access and Support](#)

Partner Program Tools Platform

Streamlined for Ease of Doing Business

Cisco offers partner program tools that enable partners to easily enroll, view performance reporting, and manage payments in simple steps.

Partner Program Enrollment (PPE)

An integrated enrollment tool that displays all partner programs available for enrollment, based on eligibility.

Partner Program Intelligence (PPI)

A reporting tool that enables viewing and management of performance across programs in which the partner participates.

Global EasyPay (GEP)

Contains scheduled and completed payments information at a summary and detailed level across the various programs in which the partner participates.

The tools are localized in languages including: Czech, English, French, German, Italian, Japanese, Korean, Polish, Portuguese, Russian, Simplified Chinese, Spanish (Latin America), Spanish, Thai, Turkish, and Vietnamese.

Enrollment (PPE)

Start and Select a Program

Enter Contact Details

Enter Additional Information

Accept Terms and Condition

Enter Banking Information

Review and Submit

Reporting (PPI)

Partner Summary Report

Program Summary Report

Bookings Report

Payment Summary Report

Payout (GEP)

Payment Notification

Claiming

Payment Reporting

Support

Partner Program Enrollment (PPE)

Six Easy Steps: Start and Select a Program

Enrollment (PPE)

Start and
Select a
Program

Enter
Contact
Details

Enter
Additional
Informa-
tion

Accept
Terms
and
Condition

Enter
Banking
Informa-
tion

Review
and
Submit

The Cisco Partner Program Enrollment (PPE) tool allows partners to enroll in and track multiple partner programs, all in a single consolidated tool.

1. Select Create Enrollment to enroll in new program
2. Search for previous enrollments. Those enrollments, along with the newly created enrollment will appear in the Enrollments section
3. Search to locate enrollments in specific theatres or application status
4. Ability to update Profile, Access and Proxy information
5. Ability to Change Preferred Language

It is recommended you access PPE through My Cisco.

To login directly, go to:

www.cisco.com/go/ppe

PARTNER PROGRAM ENROLLMENT (PPE)

Welcome Luca to the Partner Program Platform - Enrollment Tool. You are now able to enroll, submit and track multiple Cisco Channel Programs through this integrated platform.

[Training](#) | [Support](#)

Quick Start

Quick Links

1

4 [Update My Profile](#)
[Manage My Access](#)
[My Proxy](#)

5 Preferred Language : English
[Change Language](#)

Disclaimer: This application accepts input in English only

Search

Basic | [Advanced](#)

Enrollment Status

Show all items

Enrollments

Enrollment Id	Theater	Country	Program Name	Track Name / Solution Name	Status	Next Approver
3 <input type="button" value="⊕"/> 67158	ASIA	INDIA	VIP - PPE QA VIP - PPE QA 16	VIRTUALIZATION PPE QA	APPROVED	
<input type="button" value="⊕"/> 67157	ASIA	INDIA	VIP - PPE QA VIP - PPE QA 16	COLLABORATION PPE QA	APPROVED	

Partner Program Enrollment (PPE)

Six Easy Steps: Start and Select a Program

Enrollment (PPE)

Start and
Select a
Program

Enter
Contact
Details

Enter
Additional
Informa-
tion

Accept
Terms
and
Condition

Enter
Banking
Informa-
tion

Review
and
Submit

The enrollment tool displays all partner programs available for enrollment, based on eligibility.

It is a secure portal that offers a comprehensive list of eligible and potential partner programs and provides the ability to enroll into any eligible program.

The enrollment tool provides:

- The ability to track status of enrollments
- A consolidated report of program enrollments
- The ability to view, accept, and download program terms and conditions
- A simple way to submit an enrollment application
- Seamless navigation to other areas of partner interest such as Certification and Specialization Application (CSApp) and Cisco Commerce Workspace (CCW).

Worldwide [change] Welcome, Tony Paymer | Profile | Log Out | About Cisco

Solutions | Products & Services | Ordering | Support | Training & Events | Partner Central

PARTNER PROGRAM ENROLLMENT (PPE)

Welcome **Tony** to the Partner Program Platform - Enrollment Tool. You are now able to enroll, submit and track multiple Cisco Channel Programs through this integrated platform.

Quick Start

Create Enrollment

Search

Enrollment Status: Show all items Search

Eligible Programs | Potential Programs

Select Program

Program Name	
Hunting	
Promotional	
Enrolled TelePresence Partner Acceleration Pilot	In order to drive incremental...
Enrolled WebEx Collaborative Resale Program	The WebEx Collaborative Res...
Profitability	
Enrolled Cisco Technology Migration program	Cisco Register...
Cisco Unified Workspace for Partners	...
Global Partner Network Host Agent	Cisco Premier, Silver or Gold Certified Partners are eligible to enroll in this program...
SIP	Cisco Certified Partners (excluding Select in Japan) are eligible to register a solution in SIP. This is based on the premise that customers buy solutions to help solve their business problems. -Cisco

1. Eligible Programs Tab: Displays all the programs a partner is eligible for, given their current certification and specialization level.

2. Potential Programs Tab: Displays all other programs available that the partner does not meet the eligibility criteria. Click on the "Check Eligibility" link for more details and eligibility criteria for each program.

Partners will see programs grouped by behavior. EG: driving advanced technologies, seeking new business opportunities, delivering solutions, and upgrading the installed base.

Partner Program Enrollment (PPE)

Six Easy Steps: Start and Select a Program

Enrollment (PPE)

Start and
Select a
Program

Enter
Contact
Details

Enter
Additional
Informa-
tion

Accept
Terms
and
Condition

Enter
Banking
Informa-
tion

Review
and
Submit

Partners will see programs grouped by behavior. EG: driving advanced technologies, seeking new business opportunities, delivering solutions, and upgrading the installed base.

Upon selecting a program, a popup screen will appear prompting the user to select the appropriate geography.

The screenshot displays the 'Enrollment (PPE)' interface. At the top, a navigation bar shows six steps: 'Start and Select a Program', 'Enter Contact Details', 'Enter Additional Information', 'Accept Terms and Condition', 'Enter Banking Information', and 'Review and Submit'. Below this, a table lists various programs. A 'Profitability' filter is active. A 'Select Geography' popup is open over the table, showing a list of countries and regions.

Program Name	Description	Buttons
VIP - PPE QA	VIP - PPE QA: This is the VIP Program which is created for any setup.--Anar	Select, Check Eligibility
VIP16 UAT	The Value Incentive Program (VIP) reward additional technologies that are part of Cisco	Select, Check Eligibility
VIP_QA	The Value Incentive Program (VIP) reward additional technologies that are part of Cisco	Select, Check Eligibility
VIP_QA	The Value Incentive Program (VIP) reward additional technologies that are part of Cisco or Borderless Networks. Less...	Select, Check Eligibility
VIP_QA_INCR	This is the VIP Program which is created for	Select, Check Eligibility
Challenge & Reward Plus Program	Express UC specialisation or Cisco Autho Challenge & Reward Plus Program. The Ch more...	Check Eligibility

Select Geography

Select Geography: AUSTRALIA

- AUSTRALIA
- BELUX
- BRAZIL
- CANADA
- CHINA
- CZECH REPUBLIC
- EAST AFRICA
- EMERGING SOUTH AFRICA
- EUROPE EAST
- FRANCE
- GERMANY
- GULF
- HONG KONG
- HUNGARY
- INDIA SUB-CONTINENT
- INDONESIA
- ITALY
- JAPAN

Partner Program Enrollment (PPE)

Six Easy Steps: Start and Select a Program

Enrollment (PPE)

Start and
Select a
Program

Enter
Contact
Details

Enter
Additional
Informa-
tion

Accept
Terms
and
Condition

Enter
Banking
Informa-
tion

Review
and
Submit

If the program a partner has selected includes a track, the partner will be prompted to select the track they wish to participate in.

Tracks allow partners to choose specific offerings that are available within a program.

PARTNER PROGRAM ENROLLMENT (PPE)

[Program Enrollment Home](#) | [Select Program](#)

[Training](#) | [Support](#)

Eligible Tracks | Potential Tracks

Track Name	Track Description
Program Name VIP16 UAT	
<input checked="" type="checkbox"/> Check Eligibility BORDERS AND NETWORKING	Borderless Networking
<input type="checkbox"/> Check Eligibility COLLABORATION	Collaboration
<input type="checkbox"/> Check Eligibility VIRTUALIZATION	Virtualization

[Select](#)

1. Eligible Tracks Tab: Displays all the tracks a partner is eligible for, given their current certification and specialization level.
2. Potential Tracks Tab: Displays all other tracks available that the partner does not meet the eligibility criteria. Click on the "Check Eligibility" link for more details and eligibility criteria for each track.

Partner Program Enrollment (PPE)

Six Easy Steps: Enter Contact Details



Capture partner enrollment information on the following tabs:

- A. Who Is Involved: Automatically populated with Partner contact information and CAM ID
- B. Additional Information: Provide additional documentation, if the program requires
- C. Terms and Conditions: Displays the T&C's associated to the program with a "click to accept"
- D. Banking Information: Capture necessary banking details, if the program requires
- E. Review & Approve: For non-auto approved programs, enables Cisco approval of the application

PPE simplifies data entry by pre populating company information based on the user's CCO ID, while allowing the partner to enter different contact information for the organization. Details are verified during the review and approval process.

Enrollment (PPE)

Who is Involved | **Additional Information** | **Terms and Conditions** | **Bank Information** | **Review and Approve**

The Partner ABC Company
123 Main Street
Anywhere, USA

Cisco

*Required Field

Partner Name and Address : ABC Company
123 Main Street
Anywhere, USA
[View Partner Profile](#)

Joe Smith
Title
Phone

Partner Contact: *

Title: * Cisco Practice Director

Phone Number: * 6103161602

Email Address: * rbenner@arrayasolutions.com

Cisco Channel Account Manager (CAM): Andrew Kreutzer
[Find your CAM with the CAM Locator.](#)

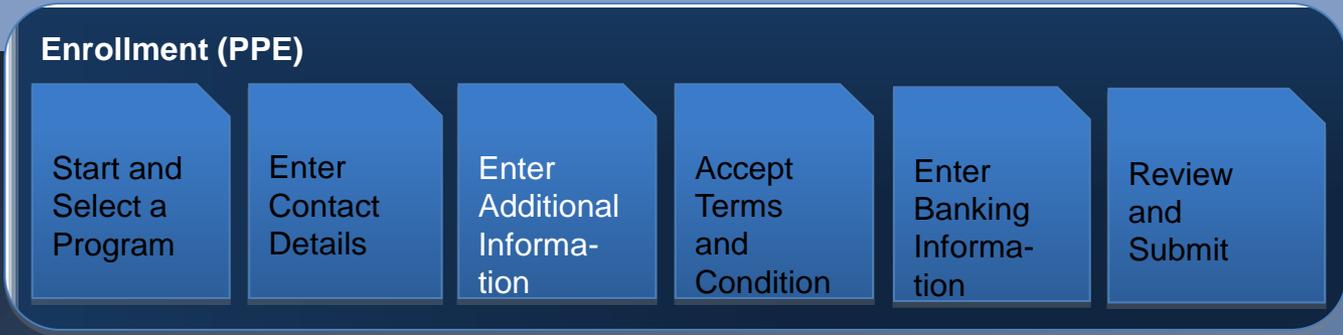
Continue

Partners have an option to select a CAM. This is not a required field. If they do not know their CAM, they can query the CAM locator.

Partners may enter the Primary Contact for enrollment or use the Contact Details provided in the user profile.

Partner Program Enrollment (PPE)

Six Easy Steps: Enter Additional Information



When required by the program, the enrollment tool has the ability to capture additional information from the partner. The Additional Information tab captures details about the program selected.

Partners can review the high level description of the program they are interested in, as well as what qualifying transactions exist under the program. Or seamlessly connect to the Channel Program Web page to discover more about the program.

In some cases, the Programs may require that partners consider the business model they are using and provide responses to a questionnaire. Partners may also download the business plan template, fill out the required information, and upload it once complete. Other templates may also be used.

Who is Involved | **Additional Information** | Terms and Conditions | Bank Information | Review and Approve

Enter Enrollment Information

* Required Field

Webex Commission Program

Cisco Registered Partners are eligible to enroll in the Webex Commission Program. The WebEx Channel Sales Commission Program is designed to provide Partners with fee payments for net new revenue they bring to WebEx. Resulting sales contracts are between WebEx and the End User Customer and the Partner not required to provide any post sale support. The types of fees and entitlement criteria are found in the Commission Program Guide located at: [Click here.](#)

Business Details

Cisco UC Specialization*	Advanced
Business Contact Information	
First Name*	<input type="text" value="Daniel"/>
Last Name*	<input type="text" value="Lifshutz"/>
Email*	<input type="text" value="dlifshutz@arrayasolutions"/>
Phone*	<input type="text" value="610-684-8603"/>
Authorized Signatory Information	
Name*	<input type="text" value="Daniel Lifshutz"/>
Email*	<input type="text" value="dlifshutz@arrayasolutions"/>
AR Contact Information	
First Name*	<input type="text" value="Roxanne"/>
Last Name*	<input type="text" value="Felts"/>
Phone*	<input type="text" value="610-684-8607"/>

This step is optional depending on program requirements.

Partner Program Enrollment (PPE)

Six Easy Steps: Accept Terms and Conditions



The Terms and Conditions tab is a critical point in the application process. This is a partner's opportunity to review the terms and conditions required to participate in a program.

It is important to agree to the outlined terms in order to complete the enrollment process so the partner can reap the benefits of the program. Partners must scroll down the page and read the Terms and Conditions thoroughly prior to accepting. Links below the document also give the ability to quickly download and review all associated documentation.

Please note, partners must click the "Click Here to Sign" checkbox to accept the Terms and Conditions of the program.

Who is Involved | Additional Information | **Terms and Conditions** | Bank Information | Review and Approve

> Terms and Conditions *

Partners must click the "Click Here to Sign" checkbox, or they will not be enrolled in the program.

CISCO

Cisco Value Incentive Program

VIP Period Terms and Conditions

1. The current version of this program is valid from August 1, 2010 to January 29, 2011.
2. Partner may receive payment only on the SKUs or product families identified at <http://www.cisco.com/go/skus> as eligible. Cisco reserves the right to modify the list of eligible SKUs throughout the program period identified in paragraph 1 of

Click Here to Sign * | [Download Terms and Conditions](#)

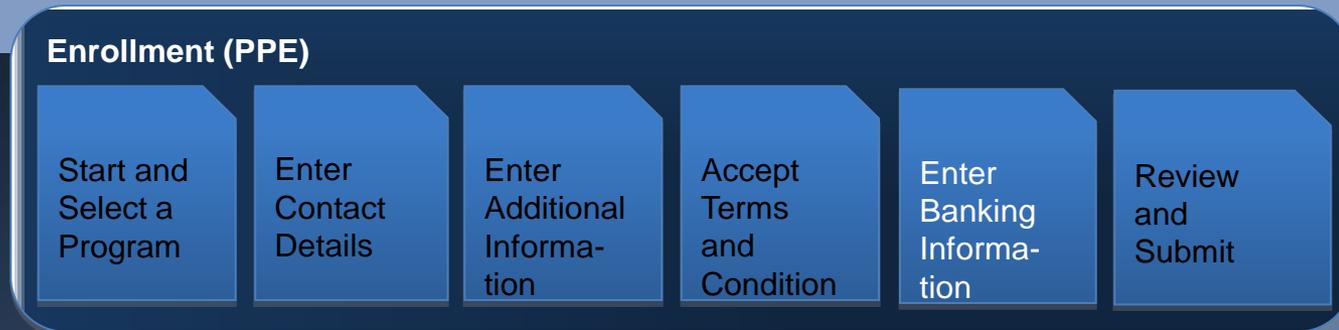
Continue

Partner Program Enrollment (PPE)

Six Easy Steps: Enter Banking Information

The Banking Information tab only applies to those programs that require this information for any potential payment from the program.

FOR ALL THEATERS EXCEPT CANADA



PARTNER PROGRAM ENROLLMENT (PPE)

[Program Enrollment Home](#)

VIP16 UAT (Enrollment has not been Submitted)

VIRTUALIZATION ([Change Track](#))

Partner Name :
Enrollment ID :
Created By

[View Enrollment Activity](#)

[Delete](#) [View Prior Enrollments](#)

[Who is Involved](#)

[Terms and Conditions](#)

[Bank Information](#)

[Review and Submit](#)

This step is optional depending on program requirements. Information provided here will populate to Global EasyPay, but must be reconfirmed during the payment process.

Bank Information

Use the Contact Details in my User Profile:

Bank Contact Name: *
First Name: Last Name:

Email Address: *

Telephone number: *

[Save](#)

[Save and Continue](#)

Partner Program Enrollment (PPE)

Six Easy Steps: Enter Banking Information

Enrollment (PPE)

Start and
Select a
Program

Enter
Contact
Details

Enter
Additional
Informa-
tion

Accept
Terms
and
Condition

Enter
Banking
Informa-
tion

Review
and
Submit

The Banking Information tab only applies to those programs that require this information for any potential payment from the program.

FOR CANADA ONLY

Webex Commission Program (NOT-SUBMITTED)

Partner Name : S&T
Enrollment ID # 23233
Created By Mihai Gherman on 21-Oct-2009

[View Enrollment Activity](#)

[Delete](#) [View Prior Enrollments](#)

[Who is Involved](#) [Additional Information](#) [Terms and Conditions](#) [Bank Information](#) [Review and Submit](#)

Bank Information

Bank Name:

Bank Contact Name:

Bank Business Address:

Bank City:

Bank State/Province:

Bank Postal/Zip Code :

Bank Country :

Account Information

Bank Routing No.:

Account No.:

Account Holder Name:

Account Type:

Tax ID / IBAN / Swift Code:

[Save](#) [Save and Continue](#)

This step is optional depending on program requirements. Information provided here will populate to Global EasyPay, but must be reconfirmed during the payment process.

Partner Program Enrollment (PPE)

Six Easy Steps: Review and Submit

Enrollment (PPE)

Start and Select a Program

Enter Contact Details

Enter Additional Information

Accept Terms and Condition

Enter Banking Information

Review and Submit

The Review and Approve tab is the last step in the enrollment process. At this stage, partners are almost ready to submit the application for approval.

Partners must review the enrollment request details. The Edit links make it easy to review and change information entered on previous tabs...no need to click the Back button in the browser.

Partners must click the "Submit Request" to complete the enrollment process.

Note, some programs are subject to auto-approval if eligibility requirements are met.

Who is Involved | **Additional Information** | **Terms and Conditions** | **Bank Information** | **Review and Approve**

Enrollment Summary

Enrollment Information:

- ✓ Who is Involved: [View](#)
- ✓ Additional Information: [View](#)
- ✓ Terms and Conditions: [View](#)
- ✓ Bank Information: [View](#)

Comments on this Enrollment :

[Add a Comment...](#)

Submit Request (Callout: Click "Submit Request" to start the approval process. If the submission is successful, you will see a "Submission Confirmed" pop-up box.)

Approver List

Approver Type	CiscoID	Decision
Program Manager	stconnor	Approved

Partners will be notified via email once Cisco has approved the application.

From: ppp@test.com
Sent: Friday, July 31, 2009 1:36 AM
To: john@smith.com
Subject: ABC Company Program enrollment application for Partner Development Funds Core has been successfully approved for Enrollment ID: XXXX

Dear Cisco Partner,

Your Partner Development Funds Core Application has been approved.

Company: ABC Company
 Partner Country: SWITZERLAND
 Program: Partner Development Funds Core
 Enrollment Id.: XXXX
 Status: APPROVED
 Effective DATE: 31-JUL-09
 Renewal Date:

Sincerely,
 The Cisco Channel Program Team
 Welcome to the program!

Channel Tools

Three Ways to Gain Access

A partner profile, user name and password are required to login to PPP tools.

VIA MY CISCO:

This is the recommended way to access the Cisco tools you use most.

www.cisco.com/go/mycisco

VIA PARTNER CENTRAL:

Partners may also access tools on Partner Central at:

www.cisco.com/go/partners

1. Enter CCO login and password
2. Click Get Partner Support/ Tools Index

VIA PARTNER CENTRAL:

Partners may also access tools directly at the following url's:

www.cisco.com/go/ppe

www.cisco.com/go/ppi

www.cisco.com/go/gep

The screenshot shows the Cisco Partner Central login page. At the top, there is a Cisco logo, a language selector set to 'Worldwide [change]', and links for 'Log In', 'Register', and 'About Cisco'. A search bar is also present. Below the navigation menu (Solutions, Products & Services, Ordering, Support, Training & Events, Partner Central), the 'Log In' section is highlighted. It features two main areas: 'Existing User' and 'New User'. The 'Existing User' section has a 'User Name:' field, a 'Password:' field, and a 'Log In' button. A callout bubble points to this section, stating 'Registered partners enter CCO login and password.' The 'New User' section contains a paragraph about access levels and a 'Register Now' button. A callout bubble points to this section, stating 'New partners may register for a CCO login and password here'. Below the login fields, there is a link for 'Forgot your user ID and/or password?'. The bottom part of the screenshot shows the 'Partner Central' dashboard with various tool categories: 'Partner with Cisco', 'Sell & Market Cisco', 'Get Partner Support', and 'My Cisco'. A callout bubble points to the 'Tools Index' link under 'Get Partner Support', stating 'Click the Tools Index link to access all partner tools'.

Partner Self Service

Managing Your Company Information

Partners may manage their access to Cisco tools through Partner Self Service (PSS) at the following link:

www.cisco.com/go/pss

The partner administrator for Cisco tools must use their CCO ID and Password to access and perform the following tasks:

- Update My Profile
- Manage My Access
- Update Company Data
- Update Company Contacts Access
- Manage Certification and/or Specialization
- Reports
- Manage Access to Cisco Services
- Manage My Association

Choose preferred language

View your profile

Select "Update Company Contacts Access"

Contains step by step guide for how to use the PSS tool

Change Language

Manage all your partner information from one location to get the most from Cisco partner services.

Get Started
Gain access to the right partner services by keeping your profile information and tool access levels up to date. Here's the fast, easy way to do it.

Choose a Task

- Select One
- Update My Profile
- Manage My Access
- Update Company Data
- Manage Company Association Requests
- Update Company Contacts Access
- Manage Certification and/or Specialization
- Reports
- Manage Access to Cisco Services
- Manage My Association
- Home
- FAQs

Video
Watch Jim Anderson, Sr. Director, Worldwide Channels Business Operations, as he introduces you to the new and improved Partner Self Service Tool.

Support

- FAQs
- User Guide
- Partner Support Team

Related Tools

- Partner Education Connection
- Steps To Success
- Get Help from the Partner Relationship Team

Related Links

- Channel Partner Program
- Certification Program
- Specialization Program
- Channel Incentive Programs
- Value Incentive Program

Contacts & Feedback | Help | Site Map
© 1992-2009 Cisco Systems Inc. All rights reserved. Terms & Conditions | Privacy Statement | Cookie Policy | Trademarks of Cisco Systems Inc.

Partner Self Service

Managing Your Access

Partners may manage their access from “My Access” tab where they can view the list of tools they currently have access. In this page, they may also request additional access by clicking the “Request Additional Access” link.

The Partner Administrator may click on the “Company Access” tab and administer access to other employees of their company.

The screenshot displays the Cisco Partner Self Service interface. At the top, there is a navigation bar with tabs for Solutions, Products & Services, Ordering, Support, Training & Events, and Partner Central. Below this, the 'Partner Central' section is active, showing 'Partner Self Service (Home)' with two tabs: 'My Access' (selected) and 'Company Access'. A callout box points to these tabs, stating: 'The tool defaults to “My Access” tab – if the partner is the Partner Admin, they may choose “Company Access” tab to administer access to other employees'. Below the tabs is a section titled 'View/Remove My Access' with instructions: 'For checkboxes that appear, Uncheck any items to remove access and click “Update.”'. A table lists the tools and access levels:

Tool	Access Level	Country / Country Groups
Invitation Programs Application	Administrator	<input checked="" type="checkbox"/> USA
Certification and Specialization Application (CSApp)	Administrator	<input checked="" type="checkbox"/> USA
Partner Access onLine (PAL)	User	<input checked="" type="checkbox"/> USA
	Administrator	<input checked="" type="checkbox"/> USA
Partner Self Service (PSS)	Administrator	<input checked="" type="checkbox"/> USA
Partner Program View	Administrator	<input checked="" type="checkbox"/> USA

Below the table are links for 'Channel Partner Tools', 'Cisco.com Partner Level Access', and 'Automatic access granted from company'. There are 'Reset' and 'Update' buttons. At the bottom, a 'Request Additional Access' link is highlighted with a callout box stating: 'If additional access is required, the partner may request by clicking this link.' Two other callout boxes point to the 'Partner Self Service (PSS)' and 'Partner Program View' rows, stating: 'Partner Self Service access automatically provides access to the Enrollment tool' and 'Partner Program View access automatically provides access to the reporting tool' respectively.

Partner Self Service

Requesting Additional Access

Partners may request additional access to tools they currently do not already have access. PSS provides a drop down menu listing all the tools available to the partner. Any partner employee can choose any of the tools listed and click "Submit." The company's Partner Administrator will receive a notification for approval.

The partner may also request access for a particular country group. The company's Partner Administrator will have to approve the territory access.

Worldwide [change] Log In | Profile | About Cisco

Solutions Products & Services Ordering Support Training & Events Partner Central

Partner Central

Partner Self Service (Home)

My Access Company Access

View/Remove My Access

Request Additional Access

To request access to additional partner tools, you will need to contact your company's partner administrator. Select the tool you access to from the pull-down menu and your company's list of partner administrators will be displayed.

Tool Information

Select the tool you need access to:

Do you need access to tools not listed on this page? Click [here](#)

Select One

Select One

Partner Program View (PPV)

Partner Access onLine (PAL)

Certification and Specialization Application (CSApp)

Partner Deal Registration (PDR)

Partner Self Service (PSS)

Performance Metrics Central(PMC)

Invitation Programs Application

User Guide

Partner Support Team

Related Tools

Partner Education Connection

Conditions | Privacy Statement | Cookie Policy | Trademarks of Cisco Systems Inc.

Please contact any of the individual(s) listed below to request access

Tool: Partner Program View (PPV)

Country/Country Group Access USA

Name	Email	Country / Country Group
TUMA, ROBBIE (USA)	arudi@testyahoo.com-test	USA

Showing 1-1 of 1 results < Prev Page 1 Next >

If a Partner Administrator listed here is outdated, please go to [Partner Help](#) and specify the outdated Partner Administrator.

Do you need access to a country/country group not listed above? Select a country/ country group you need access to for this tool.

Select One

Select One

AUSTRALIA

CANADA

USA

Request Additional Access

The partner may request access for a particular country group.

Select the tool they need access to using from the drop down menu. Then click Submit. A notification will go to the Partner Admin for approval. The default admin will be the PSS Admin.

My Cisco

Centralizing Access to Tools You Use

Centralized access to your Cisco information, My Cisco offers more flexibility, new features, and customization to help accelerate your productivity.

BENEFITS

- Increase productivity through business dashboard view
- Create a personalized experience
- Focus on critical business information
- One-click access to the source systems that populate each module
- Localized in 17 languages

ACCESS

Access My Cisco workspace at:

www.cisco.com/go/mycisco

First visit:

Log in with your CCO ID

- Build your workspace and/or pulldown by adding modules from the catalog
- For some modules, Partner Admin must select partner organization from a drop down to get data

NOTE: Use the “Submit Feedback” link for additional questions or troubleshooting. Your query will be directed to the correct support team.

CATALOGUE:

The single source of modules that can be added to your workspace and/or pulldown

AVAILABLE MODULES:

- Added Devices
- Available Promotions
- Bookmarks
- Certifications & Specializations
- Cisco Support Community(NetPro)
- Collaboration Spaces
- Company Contacts
- Customer Satisfaction
- Deals & Quotes
- Discounts & Rebates (PPI)
- Partner Event Calendar
- Partner News
- Program Enrollment (PPE)
- RSS Reader – Cisco Notification
- RSS Reader – News@Cisco
- Recent Service Requests
- Recently Used Products
- Share Desktop
- Software Alert
- Support Notifications
- Training

The screenshot shows the My Cisco web interface. At the top, there's a navigation bar with 'Solutions', 'Products & Services', 'Ordering', 'Support', 'Training & Events', and 'Part'. Below this is the 'Add Modules' section. A prominent blue banner reads 'My Cisco: Ready to Customize' with a sub-header 'Choose modules from this catalog and "See Workspace" for a view of your personalized Cisco information. Select the "My Cisco" pulldown in the top navigation bar for a quick view.' Below the banner are links for 'See Flash Tour', 'Get Help', and 'Submit Feedback'. A red arrow points to the 'Submit Feedback' link. Below the banner are several module cards: 'Added Devices' (with an 'Add to My Cisco' button), 'Available Promotions' (with an 'Add to My Cisco' button), 'Discounts & Rebates' (with a percentage icon and 'Add to My Cisco' button), 'Partner Event Calendar' (with a calendar icon and 'Add to My Cisco' button), 'Partner News' (with a news icon and 'Add to My Cisco' button), 'Program Enrollments' (with a document icon and 'Add to My Cisco' button), 'RSS Reader - Cisco Notifications' (with an RSS icon and 'Add to My Cisco' button), and 'RSS Reader - News@Cisco' (with a news icon and 'Add to My Cisco' button').



Support

How to Contact Support for Additional Help

How to contact Support?

To contact the Cisco Partner Relationship Team (PRT), the partner must dial the local # as listed here.

Select option 1 (to go to the traditional menu).

Then select 2 , then 1 to reach the Cisco Partner Relationship Team (PRT).

NOTE: For English language, PRT Support is 24 x 6, based on the Theater schedules on this page.

US and Canada - M-F 5:00 a.m. - 6:00 p.m. PST (Supported Languages: English)

1 800 553 NETS (1-800-553-6387) 1 800 GO CISCO

Asia Pacific - M-F 9:00 a.m. - 7:30 p.m. AEDT (Supported Languages: English, Korean, Japanese, & Mandarin)

International Number from other countries: +61 2 8446 7466

Australia: 1-800-612452

China: 10-800-712-1728 (Not applicable for cell phones)

India: 000 800 440 1367

Japan: 006633 132537

Korea: 00798-14-800-7254

New Zealand: 0800-449882

Europe - M-F 8:00 a.m. - 6:00 p.m. GMT (Supported Languages: English, French, & Spanish)

Toll Free: +32 (0)800 9 42 42

Germany +800 9999 0522

France 0800 770 400

Italy 800 787 854

Austria +800 9999 0522

Switzerland +41 (0)1 878 92 00 or +41 (0)31 998 50 50 or +41 (0)22 999 92 00

Spain 900 997 154

United Kingdom 0800 404 7778

Belgium 0800 94242

Netherlands 0800 0200 791

Support

How to Contact Support for Additional Help

The Related Tools & Links in the Partner Program tools enable partners to access a number of Partner Applications, including Partner Central where you can find documents listing most frequently asked questions and additional training.

Manage my Enrollments

Links to the Partner Program Enrollment tool: www.cisco.com/go/ppe

Manage my Company Info

Links to the Partner Self Service tool to manage site and contact information: www.cisco.com/go/pss

Manage my Cert/Spec

Links to the certifications and specialization management tool: www.cisco.com/go/csapp

Manage my Support Cases / Help / Support

Links to the tool support portal: www.cisco.com/go/prt

Manage My Service Metrics

Links to the Partner Metrics Central: www.cisco.com/go/pmc

Manage my CSAT

Links to Partner Access onLine tool: www.cisco.com/go/pal

Manage my Programs

Links to Partner Program Intelligence tool: www.cisco.com/go/ppi

Manage my Payments

Links to Partner Program Intelligence tool: www.cisco.com/go/gep

Training / FAQs and Training

Links to Partner Program tools specific Frequently Asked Questions and Training

Online Collaboration Tool (OTC)

Links to a survey where you can rate the performance and provide feedback on the partner program tool

