



# SNIF Training for Indirect Resellers and Distributors



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**SCC for Indirect Resellers and Distributors**

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## ▶ Lesson 1: What is changing with SNIF?

# Learning Objectives

Upon completion of this lesson, you will understand the following:

- ☑ The key changes being made
  - SNIF for Indirect Resellers and Distributors



## ▶ Lesson 1: What is changing with SNIF?

# Serial Number Information Finder (SNIF) – 2 Tier

Close Window

Toolkit: Roll over tools below  
Feedback | Help | What's Changed

## Service Contract Center

CONTRACTS | QUOTING & ORDERING | PRICING & AVAILABILITY | ADMINISTRATION

My Contracts | Renewal Business Summary | **SNIF** | View Request Status

Quick Search  
Contract Number

### My Contracts

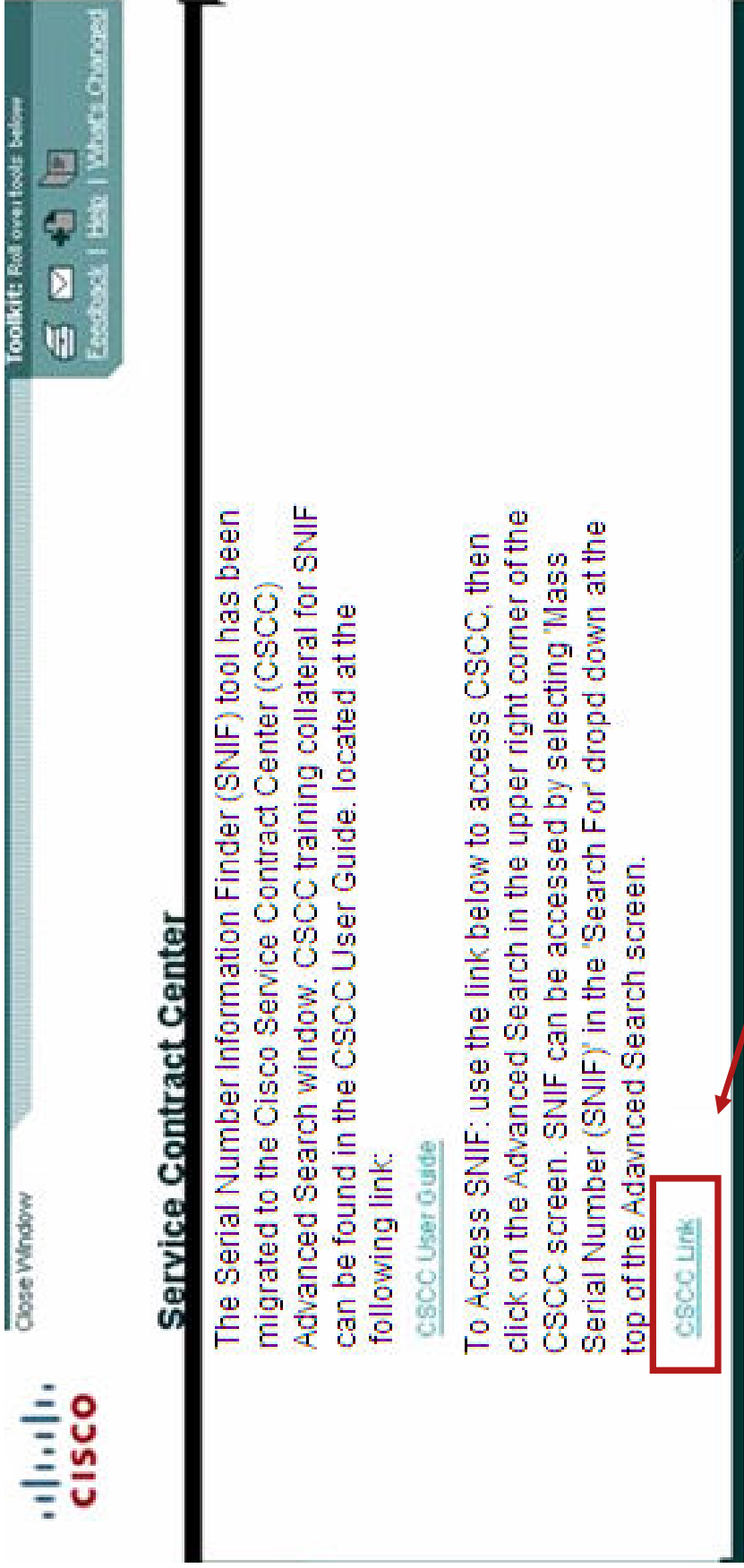
The Online Contract Management capabilities reside within the Cisco Service Contract Center (CSCC) Contract Management application. To access Contract Manager in CSCC, please click on 'My Contracts' hyperlink at the top of the screen.

From CSCC Contract Manager, you will be able to Move Equipment to another Contract or Site, Merge Contracts, Download Contracts, and Search Contracts using Search CSCC or Advanced Search. Serial Number Information Finder (SNIF) can also be accessed directly from the Advanced Search feature within CSCC.

Navigate to the 'Quoting & Ordering' tab to perform the Quick Task "Generate a Renewal Quote".

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Close Window

Toolkit: Roll over tools: Bell  
Escalate | Help | MyAlerts Changed

### Service Contract Center

The Serial Number Information Finder (SNIF) tool has been migrated to the Cisco Service Contract Center (CSCC) Advanced Search window. CSCC training collateral for SNIF can be found in the CSCC User Guide, located at the following link:

[CSCC User Guide](#)

To Access SNIF: use the link below to access CSCC, then click on the Advanced Search in the upper right corner of the CSCC screen. SNIF can be accessed by selecting 'Mass Serial Number (SNIF)' in the 'Search For' drop down at the top of the Advanced Search screen.

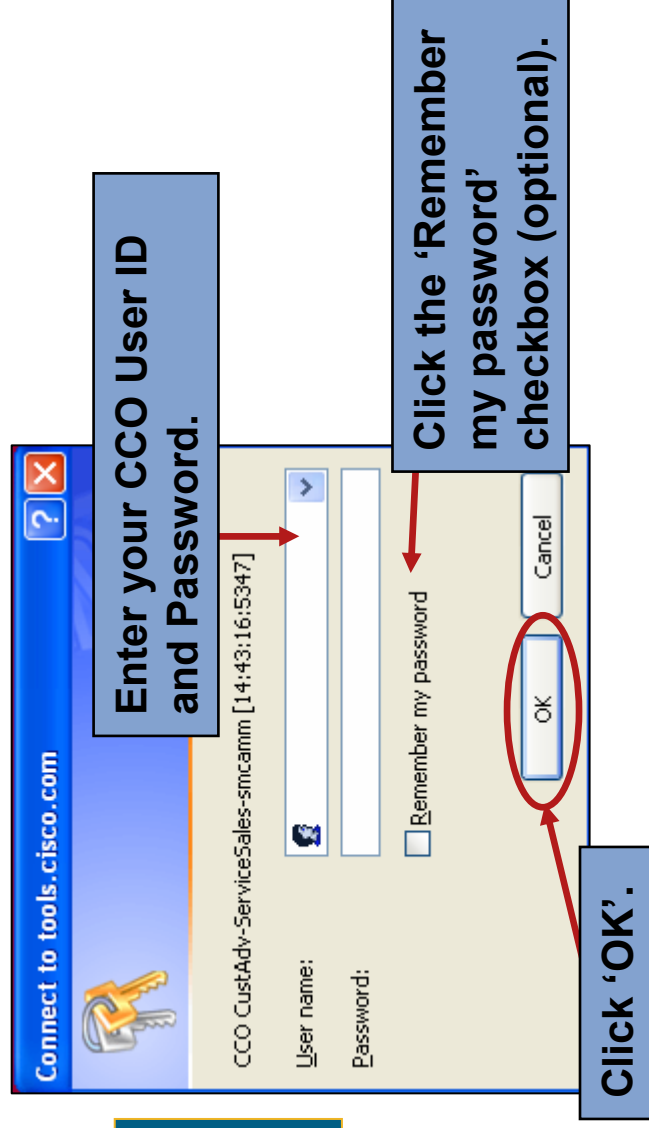
[CSCC Link](#)

**Step 2: Click the 'CSCC Link' hyperlink to navigate to Cisco Service Contract Center.**

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# Serial Number Information Finder (SNIF) – 2 Tier

You will receive a login screen, asking for your CCO User ID and Password.



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# Serial Number Information Finder (SNIF) – 2 Tier

The screenshot shows the Cisco Service Contract Center interface. At the top, there is a 'Toolkit' section with links for 'Open a Case with the Service Support for service related questions', 'Feedback | Help', and 'What's Changed'. Below this is a navigation bar with 'Contract Manager' selected. The main content area is titled 'Contract Manager' and includes a 'Display' section with a 'Group By' dropdown set to 'Select One'. The 'Filters' section contains several input fields: 'Installed-at Customer Name', 'Installed-at Customer and Site ID', 'Bill To ID', 'Earliest End Date From', 'Earliest End Date To', 'Contract Number(s) (Separated by Commas)' with the value '2174893,3302179', and 'Sales Region'. A 'Service Level' dropdown is set to 'Select One'. A 'Contract Status' section has three radio buttons: 'ACTIVE', 'QA\_HOLD', and 'SIGNED'. A red box highlights the 'Advanced Search | Preferences' link in the top right, with a red arrow pointing to a callout box that reads: 'Step 3: Click the 'Advanced Search' hyperlink.'

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# Serial Number Information Finder (SNIF) – 2 Tier

Close Window

Advanced Search

Search For

Search For: Mass Serial Number (SNIF)

**Step 4: Select 'Mass Serial Number (SNIF)' from the drop down.**

**Mass Serial Number Search**

The Mass Serial Number Search allows you to submit an excel file with multiple serial number and Product IDs for serial number lookup. The spreadsheet you upload must be in the supported format.

Download Sample Input File: [Click here](#)

**Upload List of Serial Numbers:** CSCC will process the spreadsheet and create an excel output file for you. An email notification and file attachment will be sent to you when the processing is complete. The format for the excel file is Column A: Serial Number (e.g. 1234567), Column B: Product ID (e.g. CISC02501).

File to Upload:

Enter Email: An Email notification and file attachment will be sent to you when the processing is complete.

Email Results To:  (Change email address if desired)

Note: If your request has between 1-1,000, it will be processed within 30 minutes. If your request has more than 10,000 serial numbers, it will be processed within 4 hours.

Clear All Fields Search

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# Serial Number Information Finder (SNIF) – 2 Tier

The screenshot shows the Cisco SNIF web interface. At the top, there is a 'Close Window' button and the Cisco logo. Below the logo is the 'Advanced Search' section, which includes a 'Search For' dropdown menu currently set to 'Mass Serial Number (SNIF)'. A 'Search' button is located to the right of the dropdown. Below the search area, there is a 'Download Sample Input File' link with a 'Click here' button next to it. A callout box points to this link with the text: 'Step 5: Click the 'Click here' hyperlink and save the template on your computer.' Below this is the 'Mass Serial Number Search' section. It contains a paragraph explaining the search process: 'The Mass Serial Number Search allows you to submit an excel file with multiple serial numbers and Product IDs for serial number lookup. The spreadsheet you upload must be in the supported format.' Below this text is a 'File to Upload' field with a 'Browse...' button. A callout box points to this field with the text: 'Step 6: Upload the saved template populated with the appropriate serial numbers and Product IDs and enter the email address where the report should be sent.' Below the file upload field is an 'Enter Email:' field with a text input containing 'testuser@cisco.com'. A callout box points to this field with the text: 'Step 7: Click the 'Search' button.' Below the email field is a 'Note: If your request has between 1-1,000, it will be processed within 30 minutes. If your request has more than 10,000 serial numbers, it will be processed within 30 minutes.' At the bottom right of the interface, there is a 'Search' button. A callout box points to this button with the text: 'Step 7: Click the 'Search' button.'

**Step 5: Click the 'Click here' hyperlink and save the template on your computer.**

**Step 6: Upload the saved template populated with the appropriate serial numbers and Product IDs and enter the email address where the report should be sent.**

**Step 7: Click the 'Search' button.**

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# Serial Number Information Finder (SNIF) – 2 Tier

The screenshot shows the Cisco SNIF interface. At the top, there is a 'Close Window' button. Below it is the Cisco logo and the text 'Advanced Search'. A 'Search For' dropdown menu is set to 'Mass Serial Number (SNIF)'. A red box highlights a green notification icon and the text: 'Your request 98516 for Mass Serial Number Search has been submitted successfully.' A blue callout box points to this notification with the text: 'Step 8: You will receive a confirmation message along with Request ID number. Your search results will be emailed to the address you provided.' Below the notification is the 'Mass Serial Number Search' section, which includes instructions on how to use the tool, a 'Download Sample Input File' link, and an 'Upload List of Serial Numbers' section. There is a 'File to Upload' field with a 'Browse...' button, an 'Enter Email' field with the value 'psirur@cisco.com', and an 'Email Results To' field with the same value. A 'Search' button is at the bottom right. A blue callout box at the bottom right contains the text: 'Note: You can view the status of your request from the Dashboard screen.'

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# Serial Number Information Finder (SNIF) – 2 Tier

**DASHBOARD**  
General ▶ Dashboard

Search CSCC:  Select Search Category ▼

General Contracts

**Contracts**

Contract Number	Service Level	Bill To	Status	Earliest End Date	Contract Label	No. of Sites	Last Viewed
<a href="#">3053059</a>	SNT		ACTIVE			24	03-Jan-2008
<a href="#">3460002</a>			ACTIVE			1283	31-Dec-2007
<a href="#">3460002</a>	CSSPP		ACTIVE				

**Step 9: Your request can be verified and tracked from the 'Request Status' section of the Dashboard screen.**

**Request Status**

Requested Date & Time	Request #	Function	Request Type	Request Name	Reference ID	Status	Requestor Id
08-Aug-2007 05:07:13 PM	<a href="#">66649</a>	Results Report	Process Extended Metrics	XXCSS_CM_ESC_GM_PROCESS	N/A	SUBMITTED	JAWHALEN

# Questions?

