



# Cisco Navigation User Guide

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## ***Intent***

This document is intended to provide the Cisco Learning Partner a Navigation review of the Cisco Learning Store experience. It should be referenced while active on the Learning Store to avoid unnecessary confusion.

## ***Revisions***

<b>Version</b>	<b>Author</b>	<b>Date</b>	<b>Comments</b>
2.0	Gilmore Global Logistics	September 2016	Learning Store Navigation Guide
3.0	Gilmore Global Logistics	November 2019	Major Update
3.1	Gilmore Global Logistics	July 2020	Update

## **Cisco Kiosk**

Cisco manages the Learning Partner login credentials. All shoppers will enter into the Cisco Learning Store through the Cisco Kiosk. Cisco shoppers are granted access through a GPG packet. The GPG packet contains information about the shopper which is verified by Gilmore. It also defines product catalog assignment as per the user's associated Site ID number.

Should a shopper's access be denied, they are provided with a message instructing them to contact their Cisco representative directly.

Upon entry, the shopper will be presented with the Kiosk landing page. In order to access the Learning Store, please select **Services > Online Ordering** as shown below.



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**Note:** In order to access the Royalty Tool landing page, please select Services > Royalty Reporting. Information on using this tool will be provided in a separate document.

## SMP – Cisco Learning Store Navigation Tour

### Landing page

When shoppers enter the Cisco SMP store, they are presented with a landing page. The Cisco landing page consists of a top bar, a left side bar, a main working area, a right-side bar and a footer bar.

The screenshot shows the landing page for user GilmoreTest. At the top, a dark blue header contains the Cisco logo on the left and the text "GilmoreTest (GilmoreTest\_1234) DO NOT DELETE : San Jose, California, U.S.A." on the right. Below the header, a navigation bar includes links for "Feedback", "Home", "My Account", "Cisco.com", and "Return to Kiosk".

On the left side, there is a "Menu" section with the following items: Reports, Place New Order, View Past Orders, Cisco Tools, LPMS, LPMS FAQ, Partner Self Service, Cisco Learning Space, Lab Scheduling Tool, and Learning Partner Portal.

The main content area features a "Welcome: GilmoreTest" message, followed by a promotional banner for "CCNA 1.0 courses" available for booking on the Cisco Learning Lab Scheduler. The banner includes the text: "Please contact [cll-scheduler@cisco.com](mailto:cll-scheduler@cisco.com) for assistance." Below the banner is a photograph of two people working at a computer workstation. A small text note below the photo states: "Our privacy policy has changed – click [here](#) to review prior to proceeding – your next order confirms your consent\*"

On the right side, there is a "Spotlight Message" box containing the following text: "Printed materials will be provided on a very limited basis and only when significant business justification has been provided and substantiated by Cisco. For questions, please contact: [print\\_exception@cisco.com](mailto:print_exception@cisco.com)"

At the bottom of the page, a footer bar contains the text: "SID:063 All content © 2020 Cisco Systems, Inc. All Rights Reserved. Cisco Privacy Statement Cisco Important Notices"

### Top Bar

#### **Shopper Identification**

The shopper is identified in the top right corner. The identification consists of the user id and department address information.

### Top Links

**Feedback** – opens to a form that can be completed by the shopper and sent to the account alias

**Home** – takes the shopper to the landing page

**My Account** – opens the shoppers profile information, past order history and address book

**Cisco.com** – ends the shopper's session and takes them to Cisco.com

**Return to Kiosk** – takes the shopper back to the landing page of the Cisco Kiosk

### Left Side Bar

The left side bar consists of a *Reports*, *Place New Order* and a *View Past Orders* link. Cisco Tools which have links to various Cisco tools and portals as well as an FAQ.

### Main working area

The main working area (or pane) consists of a welcome message, a company greeting, contact information and a Company image.

### Right Side Bar

The right side bar consists of a spotlight message to provide up front order information.

## Placing an order

To place a new order, click the “Place New Order” link in the left side bar.

The shopper will be presented with a Program Selection.

The menu selection display to the shopper is limited to their account entitlements.



The shopper will only have access to the Program(s) they have been assigned to by Cisco.

To begin the order process, shopper must select a Program from the drop-down list.



When the Sales Type is listed, the next step is to select a ship to Country.

Menu

- Reports
- Place New Order
- View Past Orders

LP DIRECT - DIGITAL KITS > Direct >

Program Selection

LP DIRECT - DIGITAL KITS ▾

Sales Type Selection

Direct

Country Selection

Please Select ▾

Please Select ▲

Afghanistan

Albania

Algeria

Angola

Anguilla

Antigua and Barbuda

Argentina

Armenia

Aruba

Australia

Austria

Azerbaijan

Bahamas

Bahrain

Bangladesh

Barbados

Belarus

Belgium

Belize

The only countries that should appear in the drop down list are the countries that were assigned to the Program during set up.

When the shopper reaches the bill/ship page of the order process, the only country they will be allowed to ship to will be the country that is selected here. If the shopper chooses to select a ship to address from the address book, the only addresses available to them will be addresses for the chosen country. Also, the store will not accept a manually entered address that is not for the chosen country.

When the country is chosen, the Country Category that was assigned to the country will be displayed to the right of the selection.

Menu

- Reports
- Place New Order
- View Past Orders

LP DIRECT - DIGITAL KITS > Direct > U.S.A. (Standard List Price) >

Program Selection

LP DIRECT - DIGITAL KITS ▾

Sales Type Selection

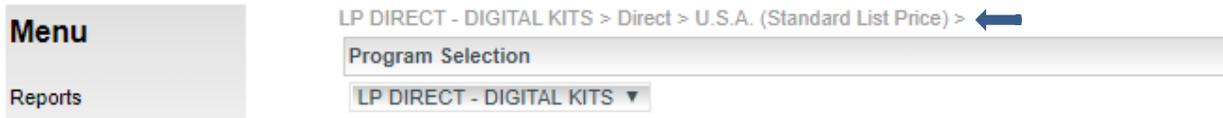
Direct

Country Selection

U.S.A. ▾ Country Category: (Standard List Price)

Continue

Note: Program and country selections will be displayed in the top left corner of the active window:



When you have completed your selection, click the Continue button to proceed.

## Product Details page

Once the Program and Country selections are completed, the shopper will then be presented with the product catalog.

The products displayed are those that were assigned to the Program during set up. The shopper will not have access to any products outside of this Program that may be available in other parts of the store.

If the shopper uses the “Search” functionality at this stage, the search will be conducted only on the products assigned to the Program and not all products that exist within the Cisco store. For example, if Digital Kits was selected as a program, search results will be limited to only those products that are available in the Digital Kits program.

The product details page contains a side bar (consisting of product categories) and the list of products available under the Program. The shopper can narrow down their product search by viewing products that exist only within specific categories by clicking on the link in the left hand menu:

Product Code	Product Name	Media Type	Acronym	Version	Price	Quantity	Special Instructions
CLL-IMINS2-1.3-D	**Digital** Managing Industrial Networks for Manufacturing with Cisco Technologies	Digital Kit	IMINS2	1.3	\$500.00	0	
LS-ECMS1-1.1-D	Engineering Cisco Meraki Solutions Part 1	Digital Kit	ECMS1	1.1	\$80.00	0	
LS-ENSLD-1.0-D	Designing Cisco Enterprise Networks	Digital Kit	ENSLD		\$400.00	0	
LS-WLFNDU-1.0-D	Understanding Cisco Wireless Foundations	Digital Kit	WLFNDU	1.0	\$400.00	0	
LS-802.1X-1.0-D	Introduction to 802.1X Operations for Cisco Security Professionals	Digital Kit	802.1X	1.0	\$250.00	0	
LS-DCID-7.0-D	Designing Cisco Data Center Infrastructure	Digital Kit	DCID	7.0	\$400.00	0	
LS-DCMDSO-1.0-D	Cisco MDS 9000 Series Switches Overview	Digital Kit	DCMDSO	1.0	\$80.00	0	
LS-DTBAA-1.0-D	Adopting the Cisco Business Architecture Approach	Digital Kit	DTBAA	1.0	\$100.00	0	
LS-DTBAD-1.0-D	Mastering the Cisco Business Architecture Discipline	Digital Kit	DTBAD	1.0	\$200.00	0	
LS-DTBAS-1.1-D	Applying the Cisco Business Architecture Techniques	Digital Kit	DTBAS	1.1	\$300.00	0	

The shopper can set their own product view preferences by clicking on the “number of records to display per page” link

LP DIRECT - DIGITAL KITS > Direct > U.S.A. (Standard List Price) >  
 Prices in USD Results per page: 10

Product Code	Product Name	Media Type	Acronym	Version	Price	Quantity	Special Instructions
CLL-IMINS2-1.3-D	**Digital** Managing Industrial Networks for Manufacturing with Cisco Technologies	Digital Kit	IMINS2	1.3	\$500.00	0	

To order product, enter the desired quantity in the quantity box and click the “Add to Cart” button:

LP DIRECT - DIGITAL KITS > Direct > U.S.A. (Standard List Price) >  
 Prices in USD Results per page: 10

Product Code	Product Name	Media Type	Acronym	Version	Price	Quantity	Special Instructions
CLL-IMINS2-1.3-D	**Digital** Managing Industrial Networks for Manufacturing with Cisco Technologies	Digital Kit	IMINS2	1.3	\$500.00	2	
LS-ECMS1-1.1-D	Engineering Cisco Meraki Solutions Part 1	Digital Kit	ECMS1	1.1	\$80.00	0	
LS-ENSLD-1.0-D	Designing Cisco Enterprise Networks	Digital Kit	ENSLD		\$400.00	0	

### Cart items page

The cart items page contains a list of the products currently in the shopper’s cart and a subtotal of the order:

LP DIRECT - DIGITAL KITS > Direct > U.S.A. (Standard List Price) >

**Menu**

- Active Learning
- Digital Kits
- Reports
- Place New Order
- View Past Orders
- \$1000.00  
1 line item

Shopping Cart Items

Product Code	Product Name	Acronym	Version	Media Type	Price	Quantity	Amount	Special Instructions
CLL-IMINS2-1.3-D	**Digital** Managing Industrial Networks for Manufacturing with Cisco Technologies	IMINS2	1.3	Digital Kit	\$500.00	2	\$1000.00	

Prices in USD

Subtotal \$1000.00

Clear Cart Update Cart

Shipping Information

Here the shopper can clear the items in their cart or update the cart and continue shopping for more products.

## Bill / Ship page

When the “Add Shipping Information” button is selected from the Cart page, the shopper is taken to the Bill/Ship page. Note a ship to address is required even for digital material.

Prices in USD Subtotal \$1000.00

**Shipping Information**

Full Name:	Address:
Company Name:	City:
Email Address:	State:
Phone:	Zip Code:
Fax:	Country: U.S.A.

The Bill/Ship page consists of drop-down lists for Personal and Department wide address books, Billing information, Shipping information, and the ability to save manually entered shipping addresses to their personal address book.

**\* Required Field**

**Shipping Address Book**

Personal Address Book:

Department Address Book:

**Shipping Information**

**Items are subject to tax valuation regardless of product type. Please provide a full shipping address.**

Full Name:	<input type="text" value="Contact Person"/>	*	Street address required (no P.O. Boxes):
Company Name:	<input type="text" value="Company Name"/>	*	Address: <input type="text" value="123 Test Street"/>
Email Address:	<input type="text" value="sample@test.ca"/>	*	<input type="text"/>
Phone:	<input type="text" value="111-111-1111"/>	*	<input type="text"/>
Fax:	<input type="text"/>		Country: U.S.A. *
			State: <input type="text" value="North Carolina"/>
			City: <input type="text" value="Cary"/>
			Zip Code: <input type="text" value="27518"/>

**Save Personal Address**

➔

The shipping address in this section may be manually entered or populated from either the Personal or Departmental Address Book. All shipping addresses in this section must be addresses that exist with the “ship to country” chosen during the Program selection. The shopper will not have the ability to manually enter a ship to country.

The shopper has the option to “name” and “save” an address to their personal address book:

**Save Personal Address**

Once the Shipping information has been entered, click *Save Shipping Information* and then *Continue* to proceed.

### Special Instructions

If there are any specific notes or references they can be entered here and will show on your final order confirmation:

Special Instructions

### Order Review

The Order review page contains all of the order related details that have been entered or selected to this point:

LP DIRECT - DIGITAL KITS > Direct > U.S.A. (Standard List Price) >

Order Summary
---------------

Shipping Information
----------------------

Full Name:	Contact Person	Address:	123 Test Street
Company Name:	Company Name		
Email Address:	sample@test.ca	City:	Cary
Phone:	111-111-1111	State:	North Carolina
Fax:		Zip Code:	27518
		Country:	U.S.A.

Products
----------

Product Code	Product Name	Price	Quantity	Amount
CLL-IMINS2-1.3-D	**Digital** Managing Industrial Networks for Manufacturing with Cisco Technologies	\$500.00	2	\$1000.00

Subtotal: \$1000.00  
 Taxes: \$67.50  
 Total: \$1067.50

Prices in USD

**Order Notes:**

Order placed on behalf of GilmoreTest by Meghan Cranna

[Back](#) [Continue to Payment Options](#)

The Products section contains the details of the product being ordered, the price for each, the qty and the amount for each line item. It also contains the subtotal, any applicable taxes and the total of the order.

## Payment Options

Based on account set up provided by Cisco, shopper will have the option to pay for the order using a Credit Card, PayPal account, or with a PO where applicable.

**Payment Options**

Purchase Order

Credit Card

PayPal - PayPal account not required. PayPal offers other payment options including Visa, MasterCard and American Express.

If the shopper chooses to pay by PO, they will have to enter a PO number in the field provided which will be included on the invoice. Cisco's payment terms are net 30 days.

**Purchase Order Options**

Selected Purchase Order:

	Purchase Order Number	Balance
<input checked="" type="radio"/>	<input type="text"/>	Manual PO Number

If the shopper chooses to pay by Credit Card, they will be required to complete each field as defined below:

**Credit Card Details**

Card Type :  \*

Credit Card Number :  \*

Verification Code :  \* *What is this?*

Expiration Date :  /  \*

First Name :  \*

Last Name :  \*

*\* Required Field*

**Credit Card Billing Information**

Address :  \*

Country :  \*

Prov/State :  \*

City :  \*

Postal/ZIP :  \*

Phone :

Clicking the submit button will engage a "verification and pre-authorization" of the credit card and the card holder information provided in the form. The credit card will not be charged with the value of the order until the order has been shipped in the store. You may also get an additional window for 2<sup>nd</sup> step verification before you can proceed.

If the shopper chooses to pay using a PayPal account, the shopper will be re-directed to the PayPal site for authorization.

Both the billing and shipping contacts will receive the store order and shipping email confirmations. A 3<sup>rd</sup> party can be specified at this stage to receive either one or both email confirmations directly from the store.

Order Email Confirmations			
Full Name	Email Address	Email Source	Send
<input type="text"/>	<input type="text"/>	Third Party	<input type="checkbox"/>
Gilmore Test	sample@test.ca	Billing	Yes
Contact Person	sample@test.ca	Shipping	Yes

Shipping Email Confirmations			
Full Name	Email Address	Email Source	Send
<input type="text"/>	<input type="text"/>	Third Party	<input type="checkbox"/>
Gilmore Test	sample@test.ca	Billing	Yes
Contact Person	sample@test.ca	Shipping	Yes

Click the "Submit Order" button to complete the order process.

## Order Confirmation

When the order is submitted successfully, the following page will appear. Please use the order number provided for future reference.

LP DIRECT - DIGITAL KITS > Direct > U.S.A. (Standard List Price) >

**Order Confirmation**  
Thank you for your order. Your confirmation number is 1750024.

Please retain the above information as a reference to your order. Thank you

**All orders are final. Refunds or cancellations are not allowed. Notification of non-conformance must be received within 30 days of product receipt in order to be eligible for a replacement.**

Order Review		Status: Processed	
Order Number:	1750024	Date Ordered:	November 6, 2019
Shipped Date:	Awaiting Shipping	Payment Method:	Test

Billing Information		Shipping Information	
Full Name:	Gilmore Test	Full Name:	Contact Person
Company Name:	DO NOT DELETE	Company Name:	Company Name
Email Address:	sample@test.ca	Email Address:	sample@test.ca
Phone:	555-555-4531	Phone:	111-111-1111
Fax:	555-555-7854	Fax:	
Address:	17789 Street Road	Address:	Test Street
	User Address		
City:	Merced	City:	Cary
State:	California	State:	North Carolina
Zip Code:	95348-1201	Zip Code:	27518
Country:	U.S.A.	Country:	U.S.A.

Products				
Product Code	Product Name	Price	Quantity	Amount
TRNSK-889-D	Implementing Cisco Collaboration Devices (Pending)	\$350.00	2	\$700.00
<b>Subtotal:</b>				\$700.00
<b>Taxes:</b>				\$47.25
<b>Total:</b>				\$747.25

Prices in USD

**Comments**  
Special Instructions:  
Do Not Fulfill

**Order Notes:**  
Order placed on behalf of Gilmore Test by Meghan Cranna

[Continue Shopping](#) [Close](#)

Click Continue Shopping to place another order or Close to be logged out of the store.

## Additional Options

### My Account

Shoppers will have access to view and edit certain attributes under My Account.



### Profile

The shopper will have the ability to update their address information in the Profile tab:

LP DIRECT - DIGITAL KITS > Direct > Canada (Standard List Price) >  
My Account

Profile Address Book

User Information	Address Information
User ID: TestDigit3	Street address required (no P.O. Boxes).
First Name: USER	Address: 120 Herzberg Road
Last Name: TEST3	
Email: robbp@gilmore.ca	
Language: English	Country: Canada
Company Name: GGLSTEST	Province: Ontario
Phone: 613.599.6775	City: Ottawa
Fax:	Postal Code: K2C 2E8
Cell:	
Toll Free:	
<input type="button" value="Clear Fields"/>	<input type="button" value="Clear Fields"/>

### Address Book

The shopper will be able to add, edit or delete addresses within their personal address book. Department addresses are set to view only and cannot be edited.

LP DIRECT - DIGITAL KITS > Direct > Canada (Standard List Price) >  
My Account

Profile Address Book

Customer Profile		
Name	Address	Actions
USER TEST3	120 Herzberg Road , Ottawa, Ontario, Canada, K2C2E8	

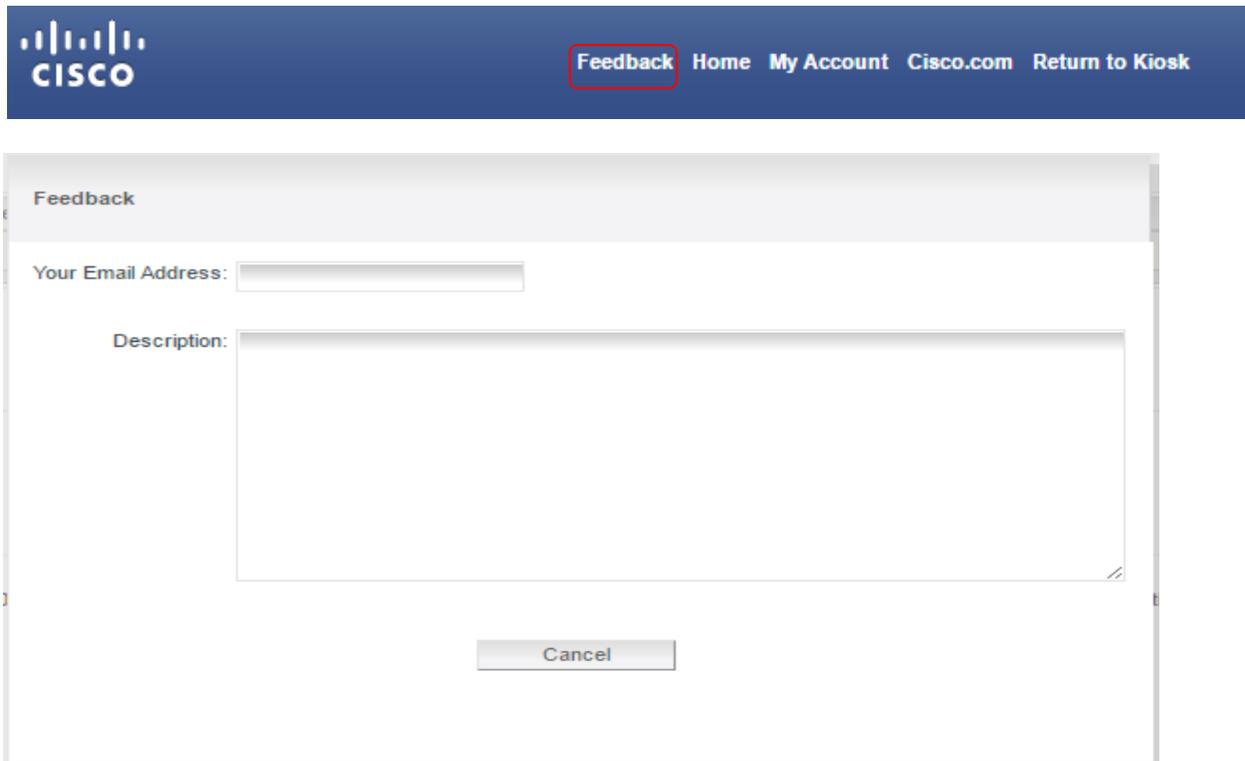
Results per page: 10

Address Book Profiles			
Type	Name	Address	Actions

Results per page: 10

## Feedback

Shoppers will have the ability to report any problem to the Gilmore CSR team by completing and submitting a “Report Issue” form.



The screenshot shows a dark blue header bar with the Cisco logo on the left and navigation links on the right: Feedback (highlighted with a red box), Home, My Account, Cisco.com, and Return to Kiosk. Below the header is a light gray feedback form titled "Feedback". The form contains a "Your Email Address:" label followed by a text input field, and a "Description:" label followed by a large text area. At the bottom center of the form is a "Cancel" button.

## Reporting

The shopper can view order history by using the Reports option in the left-hand menu. This reporting can also be exported to Excel if required:



## Support Contact

Please email [ciscoorders@gilmore.ca](mailto:ciscoorders@gilmore.ca) for assistance.