Cisco Navigation User Guide

Contents

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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

Version	Author	Date	Comments
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.

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.

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.

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.

Note: Program and country selections will be displayed in the top left corner of the active window:
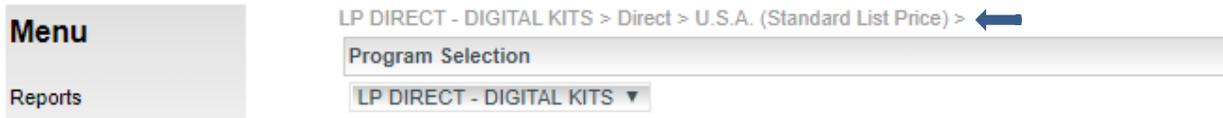
When you have completed your selection, click the Continue button to proceed.

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:

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

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

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:

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
	Clear Cart	Update Cart	

Shipping Information

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

Add Shipping Information

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

Manage

Personal Address Book: Your address book is currently empty ⌄

Department Address Book: Your address book is currently empty ⌄

Shipping Information

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

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

Clear Form

Save Personal Address

Save

Save Shipping Information | Close

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

Save

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
Prices in USD			Total:	$1067.50

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
◉	⬅	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 :	Please Select ▼	*
Credit Card Number :		*
Verification Code :		* What is this?
Expiration Date :	01 ▼ / 2019 ▼	*
First Name :		*
Last Name :		*

* Required Field

Credit Card Billing Information

Copy Billing Info

Address :		*
Country :	Please Select ▼	*
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 2nd 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 3rd 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
		Third Party	☐
Gilmore Test	sample@test.ca	Billing	Yes
Contact Person	sample@test.ca	Shipping	Yes

Shipping Email Confirmations

Full Name	Email Address	Email Source	Send
		Third Party	☐
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:	555-555-7654	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

			Subtotal:	$700.00
			Taxes:	$47.25
Prices in USD			Total:	$747.25

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:

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.

Feedback

Shoppers will have the ability to report any problem to the Gilmore CSR team by completing and submitting a "Report Issue" form.
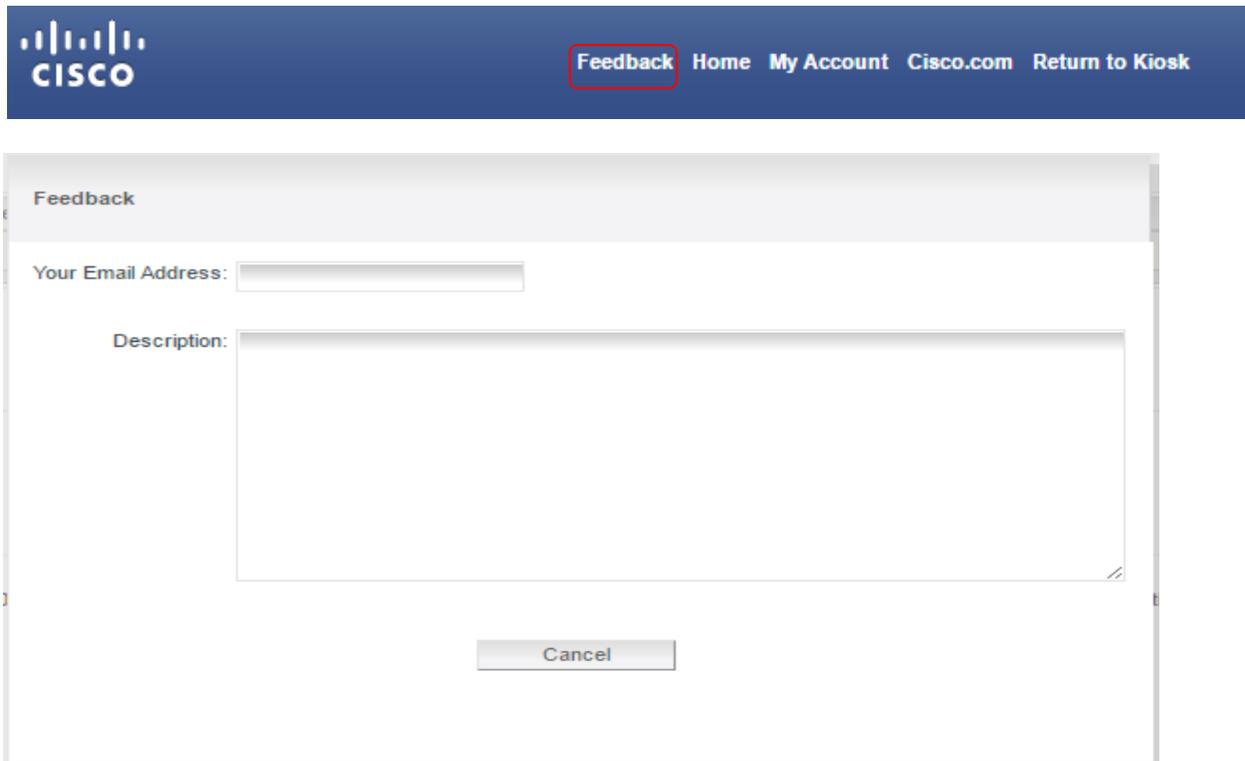
Reporting
The shopper can view order history by using the Reports option in the left-hand menu. This reporting can also be exported to Excel if required:

Support Contact

Please email **ciscoorders@gilmore.ca** for assistance.