



RAY • ALLEN

DATA REQUEST TEMPLATE FOR RUN THE  
BUSINESS PHASE

**MACD | RACS Audit | Add New Assets | New  
Hardware Order**

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Post onboarding, there are various data support activities/updates that need to be captured/executed on RACS. At times, we need relevant information from the partner/customers for effective execution.

To facilitate this, we have developed standard data requirements templates, specifying the information partners need to provide.

## MACD Updates

For execution of MACD requests, its important to have the right information to make changes to the asset details.

### Move

Below is the detail of data that we would require to process various MACD request types.

#### Contract Move

Sub Activity	Data Required (in CCW -R)	Applicable Conditions
Contract Move (Selective Assets)	<ul style="list-style-type: none"> <li>Subscription ID/Contract Number</li> <li>PAK/Serial Number</li> <li>Instance Number</li> <li>End Customer Name</li> <li>Target Contract Number</li> </ul>	<ul style="list-style-type: none"> <li>Asset must be covered in CCW-R</li> <li>Both Source and Target Contract should be under same BID, Currency, End Customer GU ID and compatible service levels</li> </ul>
Merge Contract	<ul style="list-style-type: none"> <li>Subscription ID/Contract Number</li> <li>End Customer Name</li> <li>Target Contract Number</li> </ul>	<ul style="list-style-type: none"> <li>Asset must be covered in CCW-R</li> <li>Both Source and Target Contract should be under same BID, Currency, End Customer GU ID and compatible service levels</li> </ul>

#### Site Move

Sub Activity	Data Required (in CCW -R)	Applicable Conditions
Within Country	<ul style="list-style-type: none"> <li>Subscription ID/Contract Number</li> <li>PAK/Serial Number</li> <li>Instance Number</li> <li>Service Level/Offer Type</li> <li>End Customer ID</li> </ul>	<ul style="list-style-type: none"> <li>Asset must be covered in CCW-R</li> </ul>

	<ul style="list-style-type: none"> <li>• End Customer Name</li> <li>• End Customer Address</li> <li>• End Customer City</li> <li>• End Customer State</li> <li>• End Customer Country/Region</li> <li>• End Customer Zip/Postal Code</li> <li>• Target Site ID</li> <li>• Target Address</li> <li>• Target Location Group (in RACS)</li> </ul>	
Outside Country	Not performed by RAI (MACDs that have financial impact, are not done by RAI)	NA

### Location Group Change

Sub Activity	Data Required (in CCW -R)	Applicable Conditions
Location Group Change	<ul style="list-style-type: none"> <li>• RACS Asset ID</li> <li>• Serial Number</li> <li>• Instance Number</li> <li>• Target Location Group ID</li> <li>• Target Location Group Name</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

## Add

### Add To Contract

Sub Activity	Data Required	Applicable Conditions
Add To Contract \$0 Lines	<ul style="list-style-type: none"> <li>• PAK/Serial Number</li> <li>• Parent PAK/Serial Number</li> <li>• Instance Number</li> <li>• Parent Instance Number</li> </ul>	<ul style="list-style-type: none"> <li>• Only in case where Major is covered in CCW-R and minor is uncovered \$0 line and currently not linked with Major and is not Past LDoS</li> <li>• If both Major and Minor are covered in CCW-R, they must have compatible Service Level e.g. both have SmartNet</li> </ul>

		or Partner Support Service Level
Add To Contract (Priceable Lines)	<ul style="list-style-type: none"> <li>Not performed by RAI (MACDs that have financial impact, are not done by RAI)</li> </ul>	

## Configuration Changes

### Link & Delink

Sub Activity	Data Required	Applicable Conditions
Link Minor with Major	<ul style="list-style-type: none"> <li>PAK/Serial Number</li> <li>Parent PAK/Serial Number</li> <li>Instance Number</li> <li>Parent Instance Number</li> </ul>	<ul style="list-style-type: none"> <li>If both Major and Minor are covered in CCW-R, they must have compatible Service Level e.g. both have SmartNet or Partner Support Service Level</li> </ul>
Delink Minor from Major (Delink Assets)	<ul style="list-style-type: none"> <li>PAK/Serial Number</li> <li>Instance Number</li> </ul>	

## Decommission

### Remove from Contract

Sub Activity	Data Required	Applicable Conditions
To Fill Credit Requisition Form	<ul style="list-style-type: none"> <li>PAK/Serial Number</li> <li>Instance Number</li> </ul>	<ul style="list-style-type: none"> <li>Asset must be covered in CCW-R.</li> <li>Partner to provide Invoice amount to add in CRF otherwise it will be left blank.</li> </ul>
Open Case with Cisco Support for Credit	<ul style="list-style-type: none"> <li>Not performed by RAI</li> </ul>	

## RACS Audit

Looks to have no data requirements. However post audit review, at times we request **Partner to review and share directions post Audit.**

## Add New Assets in RACS

To Add new assets to end customers record in RACS, below mentioned data points are required from partner.

Data Required	Applicable Conditions
• Part Number	Required
• Serial Number	Required
• Instance Number	
• Manufacturer	Required
• DNS	
• IP Address	
• Parent Serial Number	Required
• Parent Instance Number	
• Location Address	Required
• Location City	Required
• Location State	Required
• Location Country	Required
• Location Zip Code	Required
• Contract Number	Optional - However, all 4 fields are required together if maintenance is to be added in RACS. Service Level and End Date must be provided by Partner/Customer. We can use a made up contract number if the same is not available.
• Service Level	
• Start Date	
• End Date	If start date is not provided for active coverage, the default start date will be taken as the date when data add request was submitted to RAI.

## New Hardware Purchase Update on RACS

When new Hardware (or maintenance) is purchased, the details are added in RACS

Sales Activity Type	Data Required	Applicable Conditions
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HW Order Import (Managed Partner direct from Cisco)	<p>Approach 1</p> <ul style="list-style-type: none"> <li>• PO</li> <li>• Sales Order</li> <li>• Customer Name</li> <li>• Customer PO</li> </ul>	<ul style="list-style-type: none"> <li>• Bill to ID (BID) must be added to Partner provided CCO ID profile</li> </ul>
	<p>Approach 2</p> <ul style="list-style-type: none"> <li>• We can pull the details from CCW on recurring basis using Partner provided CCO ID</li> <li>• All Name variations of Client</li> <li>• Client Purchase behavior (random/Monthly/Quarterly/half Yearly/Yearly)</li> </ul>	<ul style="list-style-type: none"> <li>• Partner provided CCO ID</li> </ul>
New Asset Add in RACS (Distributor report purchased by Managed Partner)	<p>Distributor report with HW details as listed below</p> <ul style="list-style-type: none"> <li>• Part Number</li> <li>• Serial Number</li> <li>• Instance Number</li> <li>• Partner PO</li> <li>• Vendor SO</li> <li>• Disti PO</li> <li>• Customer PO</li> </ul>	