



Channel Program Incentive Agreement

One-time enrollment

User Guide for Partner Administrators

Cisco Channel Programs

Last Updated: December 10, 2018



Enroll one-time. Then, never again.

Enrollment just got so much easier. Now, through a single **Channel Program Incentive Agreement** for certain incentive programs, you enroll once and your company will stay enrolled for as long as you are in good standing in the program and with us. Plus, starting February 4, 2019 we'll auto-enroll you into all programs you're eligible for within the Agreement.

One-time enrollment reduces administrative time and provides your business the opportunity to earn more through other incentive programs.

What programs are included in the Agreement?

The programs below are included in the Agreement –and we have plans to add more along the way. Click on the programs to review the program rules and other documents that walk you through the specific program set-up process.

REBATES

[Value Incentive Program \(VIP\)](#)

Important VIP Enrollment Deadline: March 8
VIP partners must complete enrollment no later than **March 8** in order to take full advantage of VIP 33 program period bookings. Enrollment that occurs after this date will impact your bookings.

DISCOUNTS

[CMSP - Simplified Pricing](#)
[Migration Incentive Program \(MIP\)](#)
[Not For Resale \(NFR\) Program*](#)
[Opportunity Incentive Program \(OIP\)](#)
[Teaming Incentive Program \(TIP\)](#)

FUNDING

[MDF for Providers*](#)

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Participation in the **Channel Program Incentive Agreement** is open to all Cisco registered partners who are enrolled in, and in good standing with, an Independent Channel Partner Agreement (ICPA) or other appropriate resale agreement with Cisco.

Your designated Partner Administrator will need to complete the following activities to ensure that your company is properly set-up to take full advantage of the incentive programs available to you under the Agreement.

1. Manage Partner Administrator Access

- One of the Partner Administrator(s) for your company with Program Management & Application (PM&A) access can enroll into this new Agreement.
- To confirm access, go to [Partner Self Service \(PSS\)](#) and ensure your profile has this access. Refer to the “Access Management” in the [PSS user guide](#) for instructions.

3. Access Total Partner View (TPV)

- Only Partner Administrators have access to view TPV program dashboard information. To obtain access, contact your Partner Administrator.
- TPV allows you to manage and track performance for your company. www.cisco.com/go/tpv

2. Associate Employees

- To associate employees with your company, they need to establish a Cisco.com user ID and password [here](#), after which they will need to request association in [PSS](#).
- As the administrator, you will receive an email requesting approval.
- Within 48 hours of your approval, the employee will have access to all resources based on your company's profile.

4. Assign Critical Roles

These roles must be assigned for your company:

- Partner Administrator
- Rebate coordinator (VIP) to avoid missing important communications and potential forfeiture of rebate payments
- If a designee for either of these roles leaves your company, ensure that a new designee is assigned right away in [PSS](#).

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Enroll

Enrollment is open.

Get a jump start and enroll your company into the **Channel Program Incentive Agreement** today.

You'll be ahead of the game and ready for auto-enrollment into all programs you are eligible for covered by the Agreement starting February 4, 2019. Once your company has access to those programs, you will be notified and can view them in Partner Program Enrollment (PPE).

To complete enrollment into the Agreement, follow the steps outlined in this section. Remember, you must be one of the Partner Administrators for your company with Program Management & Application (PM&A) access.



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Eligible Programs Tab

Follow these steps:

1. Go to the [Partner Program Enrollment](#) tool
2. Locate the **Channel Program Incentive Agreement** on the Eligible Programs tab
3. Click the Enroll button

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PARTNER PROGRAM ENROLLMENT (PPE)

Welcome, Eric !

You are now ready to enroll and manage multiple Cisco Channel Partner Programs through this integrated platform.

Preferred Language: English
Change Language

My Proxy | Help and Training

Disclaimer: This application accepts input in English only

Tool Links
Select Link

Eligible Programs | Potential Programs | Enrollment Dashboard

Show Filters

Program Name	Program Description	Program Group	Action
Channel Program Incentive Agreement	This program screens partner enrollees against the eligibility criteria for a selection of Cisco's resale partner incentive programs and auto-enrolls partners into all programs for which they qualify. more...	Profitability And Practices	Enroll
Buying Models Commerce Certification	The Cisco Commerce Certification will provide partners the ability to understand customs / tax impacts of ELAs and Advantage buying models where software is delivered pre-installed on hardware but mon more...	Profitability And Practices	In-Progress ⓘ
Cisco Refresh Incentive Program	This profitability program encouraging the partners to resell Cisco refurbished equipment when new equipment is not an option. For additional information about the program more...	Profitability and Practice:	Enroll
CSFP Migration Program	Cisco Spark Flex Plan Migration Program ("CSFP-MP") is designed to provide customers the right to trade in eligible Software licenses for Software Subscriptions. Cisco Partners may choose from technol more...	Profitability And Practices	Enroll
Channel Program Incentive Agreement_old	This program screens partner enrollees against the eligibility criteria for a selection of Cisco's resale partner incentive programs and auto-enrolls partners into all programs for which they qualify. more...	Profitability And Practices	Enroll



Who is Involved Tab

Follow these steps:

1. Review partner details and update contact information (if applicable)
2. Click the Continue button

Note: Cisco Channel Representative is not mandatory so you can proceed with enrollment without entering a Cisco Channel Representative

PARTNER PROGRAM ENROLLMENT (PPE)

Geography: USA
Partner Name: Cisco Partner 123
Parent Enrollment ID: 123456
Created By: John Smith

[Program Enrollment Home](#) [Help and Training](#)

View Enrollment Activity [Minimize View](#)

View Prior Enrollments

Who is Involved **Terms and Conditions** **Review**

The Partner

***Required Field**

Partner Name and Address: Cisco Partner 123
567 Tasman Avenue
San Jose, CA 95131
USA
[View Partner Profile](#)

Partner Contact: *
Title: *
Phone Number: *
Email Address: *

First Name: * John
Last Name: * Smith
NA
555-000-0000
jsmith@company.com

Cisco

Cisco Channels Representative: Other

[Cisco Channels Representative - Find your Representative with the Locator.](#)

Cisco Channels Representative Email ID: @Cisco.com

Continue



Terms & Conditions Tab

Follow these steps:

1. Review the Channel Program Incentive Agreement Terms and Conditions (download to your desktop for future reference)
2. Click to Sign and Accept, then click the Continue button

Delete View Prior Enrollments

Who is Involved **Terms and Conditions** Review and Submit

Terms and Conditions *



CHANNEL PROGRAM INCENTIVE AGREEMENT

TERMS AND CONDITIONS

THESE TERMS AND CONDITIONS ("TERMS") ARE ENTERED INTO BY THE CISCO ENTITY OR ENTITIES THAT ARE PARTY (IES) TO THE AGREEMENT (AS THE TERM "AGREEMENT" IS DEFINED BELOW) ("CISCO") AND YOU ("PARTNER") (COLLECTIVELY, THE "PARTIES"). BY CLICKING ON THE "ACCEPT" BUTTON, THE PARTIES HAVE AGREED TO THESE TERMS, WHICH WILL THEN BE BINDING ON BOTH PARTIES. IF YOU DO NOT HAVE THE AUTHORITY TO COMMIT YOUR ORGANIZATION, PLEASE CLICK ON THE "NOMINATE" BUTTON TO IDENTIFY AN AUTHORIZED INDIVIDUAL. PARTNER WILL HAVE NO RIGHTS OR OBLIGATIONS UNDER THE PROGRAMS UNLESS AND UNTIL PARTNER CLICKS ON THE "ACCEPT" BUTTON. IF PARTNER DOES NOT AGREE TO ALL OF THESE TERMS, CLICK ON THE "DECLINE" BUTTON.

Click Here to Sign* ☐ Download Terms and Conditions 

Continue

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Review & Submit Tab

Follow these steps:

1. Review, then click the Submit Request button
2. Once your request is received and reviewed, Cisco will send you a request status update

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PARTNER PROGRAM ENROLLMENT (PPE)

Channel Program Incentive Agreement (Enrollment has not been Submitted)

Geography: USA
Partner Name: Cisco Partner 123
Parent Enrollment ID: 123456
Created By: John Smith

[Program Enrollment Home](#) [Help and Training](#)

View Enrollment [Minimize View](#)

Activity

Delete View Prior Enrollments

[Who is Involved](#) [Terms and Conditions](#) **[Review and Submit](#)**

Your Enrollment is ready for submission; please review the information below and press the Submit button.

Enrollment Summary

Enrollment Information:

Enrollment is ready for submission.

✓ Who is Involved: [Edit](#)

✓ Terms and Conditions: [Edit](#)

Submit Request

Comments on this Enrollment:

No Comments

[Add a Comment...](#)

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Enrollment Dashboard Tab

Congratulations. Once approved, the Channel Program Incentive Agreement will be listed as approved on your enrollment dashboard.

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Basic | Advanced

Enrollment Status
Show all items

Enrollment Id ▲▼	Program Name ▲▼	Track Name / Solution Name	Sub-track Name	Enrollment Status ▲▼	Theater ▲▼	Country Group ▲▼	Country ▲▼
2343361	Channel Program Incentive Agreement			APPROVED	EMEAR	GERMANY	GERMAN
2342933 / 2145206 (Prev)	VIP_Test_neww	NEW BUSINESS	COLLABORATION ANNUITY	EXPIRED	APJ	INDIA SUB-CONTINENT	INDIA
2342933 / 2145206 (Prev)	VIP_Test_neww	NEW BUSINESS	DATA CENTER ANNUITY	EXPIRED	APJ	INDIA SUB-CONTINENT	INDIA

1

Opt Out Reason



Frequently Asked Questions

Here you will find answers to anticipated questions about the **Channel Program Incentive Agreement**.

Please refer to the **Support** section if you experience issues with enrolling into the new Agreement. We are here to help you.

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Channel Program Incentive Agreement

Question

Answer

What is the purpose of this Agreement?

The Channel Program Incentive Agreement aims to simplify enrollment for select incentive programs. There is a single Agreement for multiple programs. Simply enroll once. Then, never again as long as your company remains in good standing with Cisco.

Why should I enroll my company?

Spend less time enrolling, and more time earning.

Enrolling into the Channel Program Incentive Agreement will make your Cisco programs administration much easier, as you will no longer have to re-enroll in any of the programs covered by the Agreement.

Plus, starting February 4, we'll auto-enroll you into all programs you're eligible for covered by the Agreement – allowing your company to benefit from these programs immediately.

What is the eligibility criteria?

The Agreement is open to all Registered Cisco partners which have a valid Indirect Channel Partner Agreement, Systems Integrator Agreement or other valid reseller agreement with Cisco. If your registration as a Cisco reseller is up to date, you qualify to participate in the Agreement.

Which programs are covered by the Agreement?

Refer to the programs listed at the beginning of this user guide. Or you can learn more at www.cisco.com/go/incentiveagreement.

To find out more about each program covered in the Agreement, and their specific eligibility criteria and program rules, refer to their program page on Cisco.com.



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Question	Answer
How do I find out which programs my company is enrolled in?	<p>Refer to Partner Program Enrollment (PPE). You will find all the programs you have been auto-enrolled in listed under the Channel Program Incentive Agreement on your Enrollment Dashboard.</p> <p>You will also receive a notification when you are auto-enrolled by Cisco into new programs covered in the Agreement.</p>
How do I keep track of changes to the programs my company is enrolled in?	Refer to PPE or the respective program pages on Cisco.com.
What happens if my company does not want to be enrolled in a program?	All programs covered by the Channel Program Incentive Agreement have an 'opt out' option. Just log into Partner Program Enrollment (PPE), go to the enrollment dashboard, select the program you want to opt out from, scroll to the right and click on the 'opt out' button, and you will be removed from that program.
What happens if I opt out of a program by mistake?	Open a case with Cisco support to request a manual opt-in. Refer to the Support section for the steps to open a support case for enrolment issues.





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Question	Answer
What if my company does not want to participate in the Agreement?	Your company may choose not to participate in the Agreement. If this is the case, you will not be able to participate in any of the incentive programs covered by the Agreement. For a list of the current programs covered by the Agreement, please refer to the Overview section.
What happens if my company fails to maintain its Cisco Registered Partner status?	When a partner no longer meets the eligibility requirements as a Cisco registered partner, they have a 14-day grace period to re-register. Failure to re-register in that grace period will impact your program eligibility. If you re-register after the grace period, you will need to re-enroll into the Agreement in order to become eligible for programs covered within the Agreement again.
Do I have to enroll for each country where my company has a presence?	Yes. A partner must enroll once into each country group where they have presence. If you have a Global PM&A Admin they can enroll into all of the eligible country groups one at a time.



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Value Incentive Program (VIP)

Question	Answer
What do I need to do for VIP 33?	Beginning January 7, VIP partners will receive a notification from Cisco with instructions to enroll into the new Agreement. The process to enroll only takes 5 minutes. Once you enroll into the Agreement, Cisco will auto-enroll you into VIP 33 on February 4. Once you are enrolled into the program and applicable tracks and sub-tracks that you are eligible for, Cisco will send you an email confirming your enrollment.
Will I have to enroll into future periods of VIP?	No. As long as you are in good standing with us, you will not have to enroll into future VIP periods. We will auto-enroll your company for every VIP period for which you are eligible.
Is there an enrollment grace period for VIP 33 since this is a new process?	Yes, January 7 – March 8. We know that partners are used to having a 6 week enrollment window for VIP, and with this new Agreement, we want to ensure our valued partners are provided with a grace period to complete the process. During the grace period, we will backdate the enrollment of any partner who enrolls into the Agreement by March 8. Any partner that enrolls into the Agreement from March 8 onwards will still be auto-enrolled into VIP 33 if they are eligible, but bookings for VIP 33 will only be counted from the date of enrollment.
Can my VIP 33 bookings be impacted?	Yes. Enrollment applications received after March 8 will impact your bookings. This is a result of your VIP 33 program start date beginning after the allotted transition period set forth by Cisco (for VIP 33 only). It pays to enroll into the Agreement as soon as possible, preferably before January 27, but definitely before March 8, to maximize your chances of meeting the threshold for a payout under VIP 33 and the payout itself. For future VIP periods there will be no transition period as all eligible partners should have enrolled into the new Agreement before VIP 34 starts.



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Deal Registration (OIP, TIP, MIP)

Question	Answer
Do I have to enroll into the Agreement in order to receive discounts under the Hunting (OIP) and Teaming (TIP) incentive programs?	Yes. You will need to complete enrollment in PPE and be in good standing with Cisco.
Do I still need to enroll into the Agreement if I already signed the Independent Channel Partner Agreement (ICPA)?	Yes. The Channel Program Incentive Agreement is a separate agreement from the ICPA.
Will the Agreement cover my MIP and OIP enrollment?	Yes



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MDF for Providers

Question	Answer
Is there a grace period to enroll into the Agreement for MDF for Providers?	Yes. Make sure to enroll into the Agreement by July 27, 2019 to take full advantage of MDF for Providers.
What happens if my company fails to register by July?	You will lose access until you complete enrollment into the Channel Program Incentive Agreement in the PPE tool.

CMSP – Simplified Pricing

Question	Answer
Is there a grace period to enroll into the Agreement for CMSP Simplified Pricing?	Yes. Make sure to enroll into the Agreement by July 27, 2019 to take full advantage of CMSP Simplified Pricing.
What happens if my company fails to register by July?	You will lose access until you complete enrollment into the Channel Program Incentive Agreement in the PPE tool.



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Critical Roles for Rebate Programs (Value Incentive Program)

Question	Answer
In addition to enrolling into the Agreement, are there critical roles that I should assign?	<p>Yes. A Rebate Coordinator needs to be assigned specifically for the Value Incentive Program.</p> <p>Refer to the training section of the Global EasyPay website and access the Global EasyPay Manage Program Contacts training document. Included in this training document are the steps for setting up a rebate coordinator in Partner Self-Service. It's important to note that this assignment, and any updates, can be made only by the Partner Administrator for your company. Cisco cannot make updates to the rebate coordinator.</p>

Payments, metrics, bookings, and metrics freeze

For the programs that pay rebates, what are the program rules for rebate claims, and how can I avoid expired claims?	<p>Cisco might not be able to make Global EasyPay payments to a partner for several reasons, including incorrect banking information, lack of required supporting documentation, and incorrect contact information. If Cisco cannot make such Global EasyPay payments because of the partner's failure to either respond to Cisco's requests for payment details or provide Cisco with correct payment details, Cisco will retain the payment for 90 calendar days after Cisco's first attempt to notify the partner that additional information is needed to process the payment. If the partner does not remedy its failure by providing correct payment details within that 90-day time period, the partner will forfeit any right to that specific payment.</p> <p>Partners that have initiated a claim for payment within the 90 calendar days, resulting in a payment delivery failure as a result of incorrect or incomplete information, will have an additional 30 calendar days from first notification that payment delivery failed to resolve the issue. If the partner fails to respond to support inquiries and requests for information within the additional 30-calendar day window, the partner will forfeit any right to that specific payment.</p>
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Support Case Management

Question	Answer
I have a question – how do I get some help?	The best way to get help is to open a case via the Customer Service Central portal at http://www.cisco.com/cisco/psn/web/workspace . Prior to opening a case, refer to the Support section in this guide to see if you can resolve on your own.
Can I submit multiple cases for the same issue?	No. If you are experiencing separate issues, please submit separate cases. Do not submit multiple cases for the same issue, because this will not expedite resolution. Instead, follow the case escalation pathway for the original case. If a previous case was closed prematurely, reopen the case if possible rather than opening a new one. You can prevent premature case closure by responding to case inquiries in a timely manner.
How do I escalate a case using the standard Cisco support escalation process?	Use Customer Service Central to submit and escalate a case. Customer Service Central allows you to submit and track interactions for both services and products in a streamlined and simple-to-use manner. There is no longer a 24-hour wait to escalate a case in Customer Service Central; cases can be escalated immediately.



Support

Here we have documented common scenarios in relation to the **Channel Program Incentive Agreement** and your program set-up. If you are not able to resolve challenges using the recommended solutions, open a support case and reference the pathway provided so that your case is routed to the correct team.

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Support: Tool Related

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Tool-related Support

Upon submission of your case, you will receive a response from Cisco within 2 business days with a status. To check the status of your case, refer to the Customer Service Central portal at <http://www.cisco.com/cisco/psn/web/workspace> and select the "My Cases" tab for further information.

Issues	How to resolve in advance	Correct pathway to choose
Access to tools (assign partner admin role and so on)	Open a support case.	Tools > View All > Channel Partner Tool Access
Tool support (partner registration, associate contacts, assign rebate coordinator, and so on)		Tools > View All > Channel Partner Tool Support
Other tool-related support: partner registration, associate contacts, assign rebate coordinator.		Tools > View All > Channel Partner Tool Support



Support: Enrollment & Administration

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Enrollment & Administration

Upon submission of your case, you will receive a response from Cisco within 2 business days with a status. To check the status of your case, refer to the Customer Service Central portal at <http://www.cisco.com/cisco/psn/web/workspace> and select the “My Cases” tab for further information.

Issues	How to resolve in advance	Correct pathway to choose
Enrollment: Not able to complete the enrollment process using the Partner Program Enrollment tool	Refer to the Partner Self-Service tool for more information.	Additional Support > View All > Partner Program or Promotion Enrollment
Login issues	Contact the Partner Administrator for your company, who can help resolve your issue.	Tools > View All > Channel Partner Tool Access
Associating your Cisco.com ID with your company	Important: The rebate coordinator role is required for rebate collection and must be assigned specifically for the Value Incentive Program.	
Assigning a Value Incentive Program rebate coordinator	Open a support case.	
Updating your company information		



Support: Program Rules & Bookings

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Program Rules & Bookings

Upon submission of your case, you will receive a response from Cisco within 2 business days with a status. To check the status of your case, refer to the Customer Service Central portal at <http://www.cisco.com/cisco/psn/web/workspace> and select the “My Cases” tab for further information.

Issues	How to resolve in advance	Correct pathway to choose
Questions regarding program rules	Refer to the program specific documentation for more information. (i.e. Program Rules: Appendix)	Additional Support > View All > Partner Programs or Promotion Inquiries
Program Bookings	Open a support case if review of program documentation does not answer your question.	Additional Support > View All > Partner Program Bookings Claim



Support: Compensation (VIP Only)

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Compensation (Rebate Programs)

Upon submission of your case, you will receive a response from Cisco within 2 business days with a status. To check the status of your case, refer to the Customer Service Central portal at <http://www.cisco.com/cisco/psn/web/workspace> and select the “My Cases” tab for further information.

Issues	How to resolve in advance	Correct pathway to choose
Rebate claim notification not received because of incorrect or missing contact information	Use the Partner Self-Service tool.	Additional Support > View All > Partner Program Payment eligibility
Rebate coordinator for Value Incentive Program not assigned		
Incorrect beneficiary name on claim notification		
Questions regarding payment amounts	Open a support case.	

