

# Ordering Guide

MINT - MENTORED INSTALL NETWORK TRAINING

MINT Vendor: Criterion

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## MINT Services Overview:

Deploying Cisco solutions require our Channel Partners to develop a new set of skills and deep technical experience that is best learned from practice. That is why we have created the Mentored Install Network Training (MINT) program. MINT services is part of Cisco's SolutionsPlus portfolio, a purchasing program delivering a one-stop ordering experience for Cisco's customers, channel partners, and sales teams for selected third-party products and applications.

MINT brings a new set of mentored service offerings. We have rigorously trained and validated a group of MINT service partners to offer a range of mentored services across the Cisco portfolio. These mentored services help to take the risk out of your first few customer deployments by working side-by-side with a MINT service partner to learn repeatable practices that you can use in future Cisco opportunities.

You will purchase mentoring services from Cisco, and Cisco will coordinate with a MINT service partner to deliver the services. Cisco only sells these mentoring services to channel partners, never directly to their end customers. We have invested in developing an ecosystem of MINT service partners specifically to help you, our valued resale partners.

MINT services enable you to:

1. Develop Expertise: Learn repeatable best practices that you can use in future implementations for your customers
2. Reduce Risk: Work side-by-side as a validated expert guides you through your first few customer deployments
3. Accelerate Time-to-Value: Help your customers begin to quickly receive value from solutions in order to drive expansion opportunities
4. Ensure Renewals: Position your customers to quickly receive value and ensure that they will renew their Cisco software licenses in the future

## Cisco MINT Service Partner:

- Do not compete with Cisco channel partners; they are learning and enablement partners, not traditional resellers.
- Undergo rigorous training and validation by Cisco's technical marketing engineers (TMEs) and Global Partner Organization engineering teams.
- Have extensive experience deploying Cisco solutions.

- Escalate issues directly to Cisco for quick resolution.
- Help you quickly become self-sufficient in Cisco deployments to increase revenue.

Each MINT SKU is equivalent to one Mentoring Unit from a MINT service partner. You will need to conduct a project scoping session with a MINT service partner to determine the actual quantity of MINT SKUs that you should order, but the reference guide below provides an example for each solution supported.

## Product Availability

MINT services can be ordered from the standard Cisco Ordering Tools:

<http://www.cisco.com/go/ordering>.

To request help with ordering, please contact Cisco MINT management team at:

[mintibn@cisco.com](mailto:mintibn@cisco.com).

NOTE: SolutionsPlus products are not generally available in Russia.

## Warranty Coverage and Technical Service Options

All support, warranty and EULA related to the SolutionsPlus offers are provided directly by third-party vendors.

### Support Contacts:

Vendor	Email alias for RTU/support notification
Criterion	cisco-mint@criterionnetworks.com

*Table 1: Email contacts details for vendors*

## Required Ordering Information and Process

Cisco has developed a catalog of mentored services to help our Channel Partners deploy multiple Cisco solutions. You can utilize this service offering to successfully implement Cisco solutions in your customer’s network to ensure that they receive the full value of the use cases that are relevant to them. We understand that every customer deployment is unique, so we provide you with the flexibility to customize these services based on your needs. After scoping the mentored engagement with a MINT service partner, you will receive a quote for the quantity of MINT service SKUs that you can order from Cisco.

Step 1: Visit [cs.co/MINT](https://cs.co/MINT), scroll to the “Mentored Services” section for your desired technology and click “Get Started”. Complete the form and submit. Cisco will connect you with a MINT service partner who will work with you to tailor the mentored services based on the needs of your technical staff and customer’s environment. NOTE: Accessing the site above requires a CCO ID to login (available only to internal Cisco and Cisco Resellers).

Step 2: After you determine the scope of your services engagement, your MINT service partner will quote you the appropriate quantity of mentored service SKUs and you can order them in Cisco Commerce Workspace (CCW).

Step 3: Coordinate with the MINT service partner to deliver the services in your customer’s environment.

## Approved PIDs, Descriptions and Inclusions

Abbreviations: Criterion=CRI

SKU/PID	Description
MINT-SDWAN-CRI	Mentored Install Service Unit for SD-WAN delivered by Criterion

Table 2: Criterion MINT services SKU

## Cisco SD-WAN Ordering Example:

A customer wants to deploy SD-WAN in their production environment.

- Step 1: Visit [this site](#), scroll to the “Mentored Services for SD-WAN” section and click "Get Started." Cisco will connect the partner with a MINT service partner who will work with you to tailor the mentored services based on the needs of your technical staff and customer’s environment.
- Step 2: After you define the scope of your services engagement, your MINT service partner will quote you the corresponding MINT SKU and the quantity of mentored service SKUs and you can order them in Cisco Commerce Workspace (CCW). (Use Mentored Service SKU: MINT-SDWAN-CRI).
- Step 3: Add MINT SKUs to your order in CCW as follows:
  - In Items Tab Enter MINT-SDWAN and Qty of 1.

Items Discounts Shipping and Install Billing Review and Submit

Set preferences for this order ^ Check Local Validations Save Save and Continue >

Search by Sku, Description and Product Family Qty Add Find Products and Solutions | More Actions v

Remove from Order Validate Edit Services | More v Filter By Show All Items v

Hardware, Software and Services	P.O. Line Reference	Estimated Lead Time	Unit List Price (USD)	Qty	Ext. List Price (USD)
No Records					

Enter MINT-SDWAN, Qty 1 and Add

- You will see MINT-SDWAN line added to the BOM.

Search by Sku , Program ID , Description and Product Family 1 Add Find Products & Solutions Actions

The product discounts are cascaded to subscription items, however subscription items may only be eligible for lower discounts. To apply the proper discount to subscription items, click on "MORE" and then, "Apply Discount".

Remove Selected Lines More Manage Groups / Rearrange Lines

	Hardware, Software and Services	Estimated Lead Time	Unit List Price (USD)	Qty	Unit Net Price (USD)	Discount (%)	Extended Net Price (USD)
<input type="checkbox"/>	1.0 MINT-SDWAN MINT SDWAN SolutionsPlus	Not Applicable	0.00 MRC	1	0.00	0.00	0.00 Total of MRC
Invalid as of 18-Mar-2022 06:52:51 PDT							
Requested Start Date 21-Mar-2022		Requested For Initial Term 1 Months From 21-Mar-2022 To 20-Apr-2022		Automatically Renews For 0 Months From 21-Apr-2022		Billing Frequency Prepaid Term	
Select Options   Validate   Recommended Content   Add Note   More Actions							Add Subtotal

Click on **Select Options** to select the Partner MINT SKU

- Click on "Select Options" to choose the Criterion SKU (MINT-SDWAN) along with the required quantity of SKUs for your project.

MINT SDWAN SolutionsPlus MINT-SDWAN NEW Pricelist Global PriceList-Latin America (USD) 0.00 Cancel Verify & Save TB

Subscription USD 0.00 Expand All Collapse All Reset Configuration

MINT Partners for SDWAN

PRODUCTS	UNIT LIST PRICE	STATUS	QUANTITY	ACTION
<b>ARICENT</b>				
MINT SDWAN - Aricent MINT-SDWAN-ARI	Enter Qty to see List Price Per Each	Not Added	Qty Each	+ Add
<b>BAYINFOTECH</b>				
MINT SDWAN - Bayinfotech MINT-SDWAN-BAY	Enter Qty to see List Price Per Each	Not Added	Qty Each	+ Add
<b>CRITERION</b>				
MINT SDWAN - Criterion MINT-SDWAN-CRI	Enter Qty to see List Price Per Each	Not Added	Qty Each	+ Add
<b>NETNOLOGY</b>				
MINT SDWAN - Netnology MINT-SDWAN-NET	Enter Qty to see List Price Per Each	Not Added	Qty Each	+ Add
<b>NETRONE</b>				
MINT SDWAN - NTERONE MINT-SDWAN-NTE	Enter Qty to see List Price Per Each	Not Added	Qty Each	+ Add

Subscription Messages

Suggested Actions (1)

Please note that this order will be placed on Compliance Hold. The compliance hold is in place when the SKUs are ordered to ensure the delivery of the service has been provided. The Compliance Hold won't affect the delivery of the service so long as the order is in line with the service quote that had been provided by the MINT partner. For questions about the compliance hold process, please contact mint-compliance-hold@cisco.com.

General Notifications (1)

1. Select the Partner

2. Enter Qty as agreed with MINT partner

Note: There will be a compliance hold placed on any lines with MINT SKUs. This hold is normally released after all mentoring services have been delivered. Please select a subscription start date that matches your expected invoice date.

- Please select a subscription start date that matches your expected invoice date.

The screenshot shows the Cisco MINT SDWAN SolutionsPlus interface. At the top, there's a header with the Cisco logo, 'MINT SDWAN SolutionsPlus', and navigation options like 'Guided Help' and 'Video Tutorial'. A 'Pricelist' dropdown is set to 'Global PriceList-Latin America (USD)' with a value of '0.00'. There are 'Cancel' and 'Verify & Save' buttons. Below the header, a 'Subscription' summary shows 'USD 0.00'. The main content area is titled 'MINT Partners for SDWAN' and lists several product categories: ARICENT, BAYINFOTECH, CRITERION, NETNOLOGY, and NETRONE. Each category has a table with columns for 'PRODUCTS', 'UNIT LIST PRICE', and 'STATUS'. A blue callout bubble points to the 'Terms' tab, with the text 'Click on Terms to edit Terms and Billing'. On the right, a 'Subscription Messages' panel shows a 'Suggested Actions (1)' message: 'Please note that this order will be placed on Compliance Hold. The compliance hold is in place when the SKUs are ordered to ensure the delivery of the service has been provided. The Compliance Hold won't affect the delivery of the service so long as the order is in line with the service quote that had been provided by the MINT partner. For questions about the compliance hold process, please contact mint-compliance-hold@cisco.com.'

- Update Requested Start Date.

The screenshot shows the 'Current Terms and Billings' and 'New Terms and Billing' sections. The 'Current Terms and Billings' section displays: 'Requested Start Date: 22-Mar-2022', 'Automatically Renews For: No Auto Renewal', 'Requested For: 1 Months From 22-Mar-2022 To 21-Apr-2022', and 'Billing Frequency: Prepaid Term'. The 'New Terms and Billing' section shows: 'Requested For > 1 Months from 22-Mar-2022 to', 'Auto Renewal: Off', 'Requested Start Date: 22 Mar 2022', and 'End Date: Effective For 1 Months'. A blue callout bubble points to the 'Requested Start Date' field, with the text 'Change Requested Start Date'. On the right, a 'Terms and Billing Messages' panel shows a 'General Notifications (2)' message: 'Your subscription will start and be eligible to be invoiced: i) 30 days after Cisco notifies you that any portion of the subscription is ready for you to provision OR, ii) the day any portion of the subscription is provisioned by Cisco, whichever of the two events happens first. Cisco will apply a standard lead time to your requested start date based on the selected product. If your start date is less than the lead time, Cisco may not be able to honor the requested start date. In some cases, our systems may require additional lead time to provision your services.'

- Step 4: Coordinate with the MINT service partner to deliver the mentored services in your customer's environment.



## Discounts:

Cisco Authorized Resellers will receive a 20% discount off the Cisco GPL (Global Price List). Any discounts above 20% must be approved by the MINT Vendor and Cisco MINT Management Team.

<b>Vendor</b>	<b>alias for DSA approval</b>
<b>Criterion</b>	cisco-mint@criterionnetworks.com

Table 3: MINT vendor contact details

## Discount Approval Process:

If requested discount is greater than 20% of list price, then the following approval steps must be taken:

STEP 1: The Cisco Account Representative (AM/PSS) requests the Vendor for approval via email to [cisco-mint@criterionnetworks.com](mailto:cisco-mint@criterionnetworks.com) AND also copy Cisco MINT Management Team at the email address: [dsa-cx-mint@cisco.com](mailto:dsa-cx-mint@cisco.com). Please include the following data:

1. Deal opportunity (SolutionsPlus revenue only)
2. Customer/Reseller name
3. Date of install
4. Discount needed/net price needed
5. Cisco part numbers included in the deal
6. Justification for additional discount
7. Cisco SKU Description
8. Cisco Unit Price
9. Pricing Term (for subscription deals)
10. Quantity
11. Cisco Unit Net Price
12. Cisco Discount (this is the total discount approved off Cisco MRSP)
13. Cisco Extended Net Price
14. Specify the currency used in the quote

STEP 2: The Vendor responds within ONE (1) business day by sending an

email to the Cisco AM/PSS with an approved quote with the following information:

1. All the items above from the original request
2. Date of Approval
3. Expiration Date of Approval (valid for minimum of 90 days from date of Cisco deal approval)
4. Vendor Approval ID #

STEP 3: After the AM/PSS receives the approved quote from the Vendor, the AM/PSS will follow the Cisco DSA (Deal Support Automation) process.

STEP 4: The AM enters SolutionsPlus approved discount as Justification Text for requesting the additional discount.

### Credit Memos:

NOTE: All SolutionsPlus products are discount restricted, and are NOT eligible for any additional discounts, including applying Credit Memos