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# Cisco Customer Loyalty Redemption Guide



# Table of Contents

<a href="#">Table of Contents</a> .....	2
<a href="#">Two Step Guide</a> .....	3
<a href="#">How to Redeem Cisco Learning Credits</a> .....	5
<a href="#">How to Pay for Cisco Live! With Cisco Learning Credits</a> .....	6
<a href="#">How to Redeem Exams</a> .....	7
<a href="#">How to Redeem CCIE Labs</a> .....	8
<a href="#">How to Redeem Learning Partner Training</a> .....	9
<a href="#">How to Redeem for Curriculum Planning Services</a> .....	10
<a href="#">How to Redeem Stores</a> .....	11
<a href="#">How to Redeem Cisco Expert Level Training</a> .....	15
<a href="#">How to Redeem Collaborative Knowledge</a> .....	16
<a href="#">How to Redeem Education as a Service (EaaS)</a> .....	17
<a href="#">How to Redeem Education as a Service (EaaS) Chinese Version</a> .....	18

 [Click to go back to cover page](#)

 [Click to go back to Table of Contents](#)

# Two Step Guide

## You Have Points to Redeem!

Claim your learning rewards in the Cisco Customer Loyalty [Customer Portal](#). It's easy to use the first time, redeem and come back often.

### 1. Choose a Technology

- What technologies fit your strategy? (R&S, IOT, SDN, Cyber Security, Big Data)
- What relationships do you want to build and support? (Executives, Training Manager, Technology Manager, Key Employee)
- What is your learning style? (Instructor-Led, E-learning, Self-study)

### 2. Choose a reward

- Rewards can be redeemed using Cisco Customer Loyalty points (Table 1) or loyalty points converted into Cisco Learning Credits (Table 2)

Table 1: Cisco Customer Loyalty Points Rewards

Rewards	Descriptions	Cost (Loyalty Points)
<a href="#">Cisco Certification Exams</a>	All levels of certifications including Entry, Associate, Professional, Expert, Architect, and Specialist.	Varies (detailed can be found on the <a href="#">Customer Portal</a> )
<a href="#">Cisco CCIE Labs</a>	Practical exam that tests your ability to work with actual equipment	Varies (detailed can be found on the <a href="#">Customer Portal</a> )
<a href="#">Cisco Learning Labs</a>	Access and implement routing and Layer 2 core switching lab configurations virtually over the Internet from the convenience of a personal computer. NOTE: Intended for students who are planning to attend classroom training.	Varies (details can be found <a href="#">here</a> )
<a href="#">Cisco Press</a>	Offering a robust catalog of self-study e-book and hard copy publications to help students prepare for certifications. (e.g.: CCIE Cisco Expert Level Training, CLN subscriptions, e-learning)	Varies (details can be found <a href="#">here</a> )
<a href="#">Cisco Learning Network (CLN) Store</a>	Offering online learning products to help students prepare for certifications.	Varies (details can be found <a href="#">here</a> )
<a href="#">Cisco Store</a>	Offering Cisco merchandises (e.g.: apparel, accessories, gifts, etc)	Varies (details can be found <a href="#">here</a> )

Table 2: Cisco Learning Credits Rewards (convert loyalty points into learning credits)

Rewards	Descriptions	Cost (CLCs)
<a href="#">Instructor Led Training</a>	Provides in-depth technical knowledge through highly interactive sessions for an optimal learning experience. Courses typically last 3 to 5 days. Can be in-person or virtual.	Varies (depending on scope, email us at <a href="mailto:asesalesupport@cisco.com">asesalesupport@cisco.com</a> )
<a href="#">Curriculum Planning Services</a>	A research service that focuses on performance improvement for audiences that deploy or support IP networks. Typically, CPS is engaged when IT groups are deploying one or more new technologies, have reorganized, have increased staff at a quick pace, or have created new job roles.	Varies (detailed can be found on the <a href="#">Customer Portal</a> )
<a href="#">Cisco Learning Partner Training</a>	Training courses provided by Cisco authorized Learning Partners.	Varies (detailed can be found on the <a href="#">Customer Portal</a> )
<a href="#">Cisco Live!</a>	Offering an unparalleled combination of education and training on the latest technologies and trends; testing and certification on Cisco products; and the opportunity for attendees to extend their professional networks.	Varies (price can be found on Cisco Live! website)
<a href="#">Cisco Collaborative Knowledge</a>	A cloud-based and content-rich, digital workplace solution, providing digital tools and technology needed to access experts, learning, and knowledge in real time.	Varies (detailed can be found on the <a href="#">Customer Portal</a> )

# How to Redeem Cisco Learning Credits

1. Team Captain accesses the [Customer Portal](#).
2. Click on [Redeem Rewards](#) tab, choose Cisco Learning Credits category.
3. Determine number of learning credits needed. For example, if a Learning Partner's class cost is \$3,500 USD then enter 35 Cisco Learning Credits. (1 Learning Credit = 100 Loyalty Points)
4. Redeem the loyalty points for Cisco Learning Credits as shown below.

The screenshot shows a grid of reward categories under the 'Redeem Rewards' tab. The 'Cisco Learning Credits' category is highlighted with an orange border. An orange arrow points from this category to a zoomed-in view of the 'Cisco Learning Credits' card, which shows a progress bar at 21% (64,247 Points).

Redeemable Product :  
 Cisco Learning Credit (CLC) @XXX Each Quantity :   
 Notes:  
 Total Points Required: XXX

a. Enter number of Cisco Learning Credits required (points will be auto-populated)

**Redeem Transaction Details** Submission Date: 20-Nov-2015

Sr. #	Product Redeemed	List Price	Qty	Total Points Used	Estimate Redeem Date	
1	Cisco Learning Credit (CLC)	XXX	XXX	XXX	24-Nov-2015	

View Assign transaction balance, [click here](#).

b. Add transaction, then submit when ready

# How to Pay for Cisco Live! With Cisco Learning Credits

## Quick Tips:

- Please make sure you choose “Learning Credits” for the payment type
- Enter your SO#, and be sure to include the alphabet prefix i.e. “CLRPxxxxxxxx”

### Billing Information

PAYMENT TYPE

#### Learning Credit Instructions

Enter one or more Sales Order (SO) numbers below, and enter the number of credits you want to pay for each number.

#### Notes:

- While Cisco Learning Credits can be accepted at any time during the Cisco Live registration process, attendees using them are subject to the full conference fee. Early Bird and any other discounts do not apply.
- Learning Credit purchases are non-refundable.

#### Important:

- If your company's Team Captain has opted to review every transaction made on the account, he or she will need to approve the transaction prior to your completion of registration.
- Under the Purchased Item section in your account information:
  - If a check mark displays for payment type, then your payment has been cleared and no further action is needed.
  - If no check mark and "Learning Credits" is displayed for payment type, then your payment is pending approval from the Team Captain. Please reach out to your company's Team Captain to approve. For Team Captain approval instructions, please click [here](#).

If you receive an error upon registration **related to validity of your Sales Order #**, please email [dlc\\_case\\_support@external.cisco.com](mailto:dlc_case_support@external.cisco.com) and include your order details. This will automatically generate a case on your behalf with the Learning Credits Team.

You may also open a case directly at <http://ciscocert.force.com/english> or call 1-800-553-6387 Option 4, Option 1 (for US/CAN)

#### International phone support:

<http://www.cisco.com/web/siteassets/contacts/international.html#~tab-d.?reloaded=true> Choose your country under certification support phone numbers listing and use Option 4, Option 1

SO# 1	<input type="text"/>	SO Credits 1	<input type="text" value="0"/>
SO# 2	<input type="text"/>	SO Credits 2	<input type="text" value="0"/>
SO# 3	<input type="text"/>	SO Credits 3	<input type="text" value="0"/>

[Back](#)

[Process Registration](#)



# How to Redeem Exams

1. Team Captain accesses the [Customer Portal](#).
2. Click on [Redeem Rewards](#) tab, choose Exams category.
3. Select the level of certification, and the name of the exam. (Price can be found next to the drop-down menu)
4. Fill out the attached exam template and upload when you complete it
5. Redeem the loyalty points as shown below.

The interface shows a grid of categories under the 'Redeem Rewards' tab. The 'Exams' category is selected, leading to a dropdown menu of exam types: CCDA, CCDE, CCDP, CCENT, and CCIE. The selected exam is 'CCL 100-101 ICND1' with a price of 'XXX @ XX Each'. The user enters a quantity of 'XX' and uploads a 'CCNA-template.xlsx' file. The transaction is added to a list and submitted.

**a. Select the product**

**b. Enter number of orders**

**c. Download the template and fill in the information**

**d. Upload the completed template**

**e. Add transaction, then submit when ready**

Redeem Transaction Details						Submission Date: 20-Nov-2015
Sr. #	Product Redeemed	List Price	Qty	Total Points Used	Estimate Redeem Date	
1	CCL 100-101 ICND1	XXX	XXX	XXX	27-Nov-2015	

View Assign transaction balance, [click here](#). [Submit Transaction](#)

# How to Redeem CCIE Labs

1. Team Captain accesses the [Customer Portal](#).
2. Click on [Redeem Rewards](#) tab, choose CCIE Lab Exams from the Exams category.
3. Pick your CCIE lab exam type from the drop-down menu.
4. Fill out the attached exam template and upload when you complete it.
5. Redeem the loyalty points as shown below.

**a. Select the product**

**b. Enter number of orders**

**c. Download the template and fill in the information**

**d. Upload the completed template**

**e. Add transaction, then submit when ready**

Sr. #	Product Redeemed	List Price	Qty	Total Points Used	Estimate Redeem Date
1	CCIE Lab Exams	XXX	XXX	XXX	25-Nov-2015



# How to Redeem Learning Partner Training

1. Team Captain accesses the [Customer Portal](#).
2. Click on [Redeem Rewards](#) tab, choose a Learning Partner from the Learning Partner category.
3. Fill out the attached template and upload when you complete it.
4. Redeem the loyalty points as shown below.

The screenshot illustrates the redemption process in the Cisco Customer Loyalty portal. It is divided into several key sections:

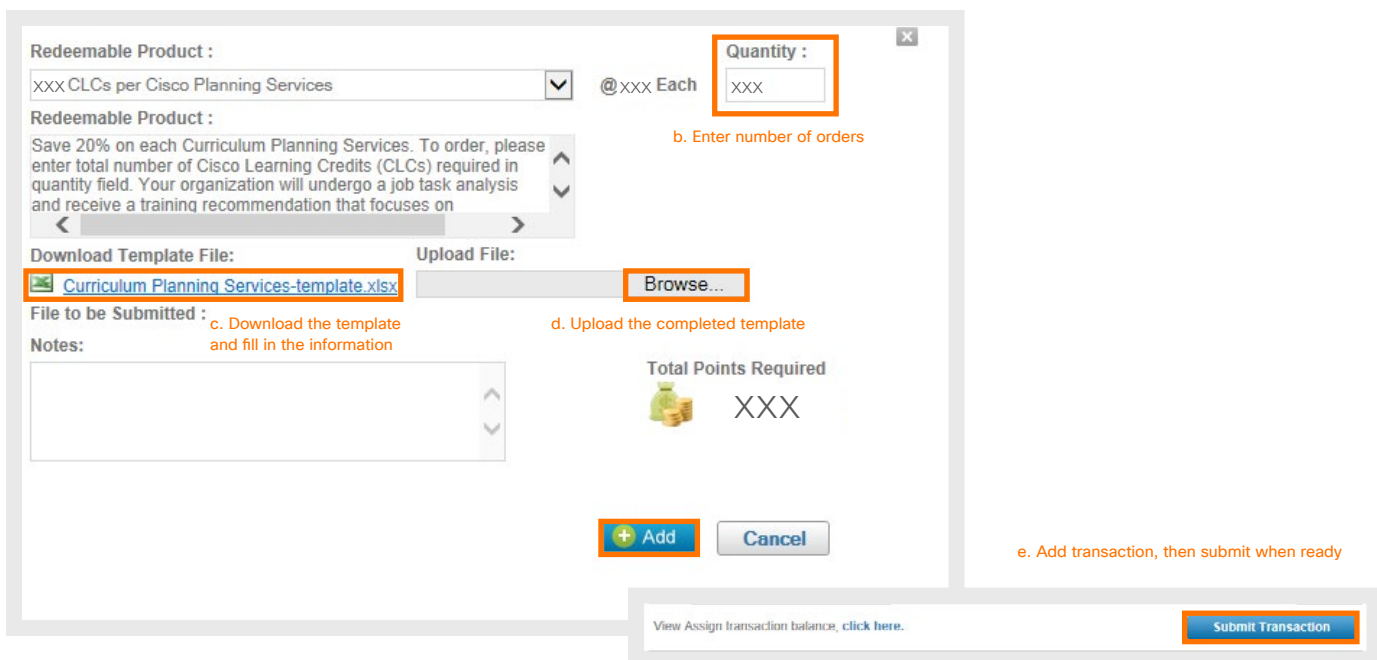
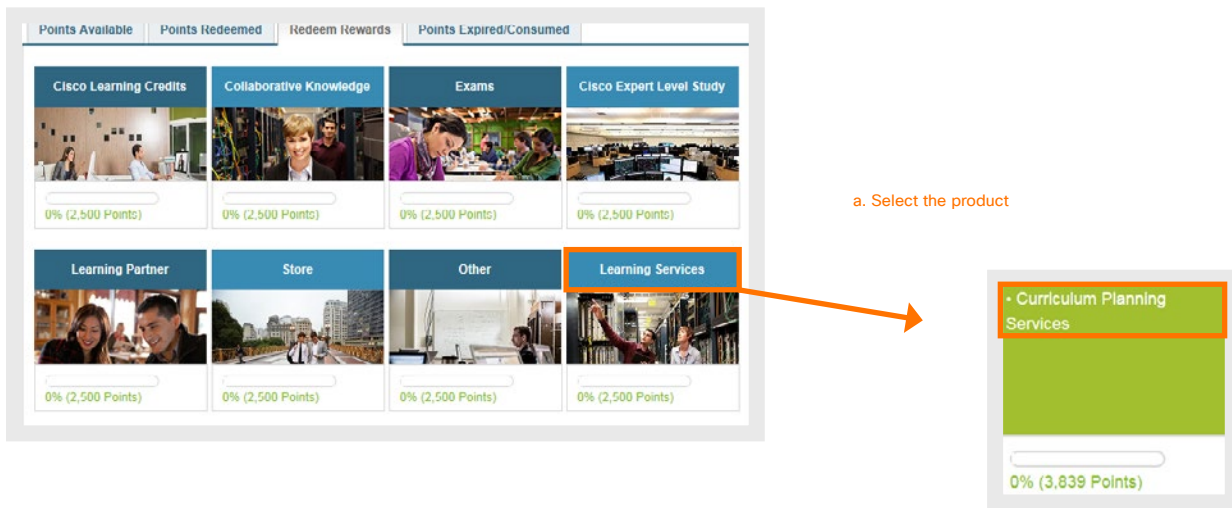
- Redeem Rewards Grid:** A grid of categories including Cisco Learning Credits, Collaborative Knowledge, Exams, Cisco Expert Level Study, Learning Partner, Store, Other, and Learning Services. Each category shows a progress bar at 0% (2,500 Points). An orange arrow labeled 'a. Select partner' points from the 'Learning Partner' category to a dropdown menu.
- Partner Selection:** A dropdown menu lists 'Partner 1', 'Partner 2', 'Partner 3', and 'Partner 4'. 'Partner 2' is highlighted with an orange box.
- Redeemable Product:** A dropdown menu shows 'Partner 2 Offering' with a quantity of 'XXX' entered in a field labeled 'Quantity:'. An orange box around the quantity field is labeled 'b. Enter number of orders'.
- File Management:** A 'Download Template File:' section shows a link to 'template.xlsx' (highlighted with an orange box, labeled 'c. Download the template and fill in the information'). An 'Upload File:' section has a 'Browse...' button (highlighted with an orange box, labeled 'd. Upload the completed template').
- Transaction Confirmation:** A '+ Add' button (highlighted with an orange box, labeled 'e. Add transaction, then submit when ready') and a 'Cancel' button are visible.
- Redeem Transaction Details:** A table showing the transaction summary:
 

Sr. #	Product Redeemed	List Price	Qty	Total Points Used	Estimate Redeem Date
1	Partner 2 Offering	XXX	XXX	XXX	16-Feb-2016

 Below the table is a 'View Assign transaction balance, [click here.](#)' link and a 'Submit Transaction' button.

# How to Redeem for Curriculum Planning Services

1. Team Captain accesses the [Customer Portal](#).
2. Click on [Redeem Rewards](#) tab, choose Curriculum Planning Services from the Learning Services category Select reward.
3. Fill out the attached template and upload when you complete it.
4. Redeem the loyalty points for Cisco Learning Credits as shown below.



# How to Redeem Stores

Here you'll be able to find out how to redeem different types of store offerings. Choose your store offering from the following for instructions of how to redeem:

1. [How to Redeem Cisco Learning Network Store](#)
2. [How to Redeem Cisco Press Publication](#)
3. [How to Redeem Cisco Promotional Software](#)
4. [How to Redeem Cisco Stores](#)

## How to Redeem Cisco Learning Network Store

1. Team Captain accesses the [Customer Portal](#).
2. Click on [Redeem Rewards](#) tab, choose "Expert Level Study bundles" from the Cisco Expert Level Study category.
3. Fill out the attached template with product descriptions and prices. Copy total cost calculated in spreadsheet and paste into Points field. Upload when you complete it.
4. Redeem the loyalty points as shown below.

**a. Select the product**

**b. Select products from the CLN Store Datasheet**

**c. Enter number of points required**

**d. Download the template and fill in the information**

**e. Upload the completed template**

**f. Add transaction, then submit when ready**

Sr. #	Product Redeemed	List Price	Qty	Total Points Used	Estimate Redeem Date
1	Self Study	XXX	XXX	XXX	24-Nov-2015

Submission Date: 20-Nov-2016

View Assign transaction balance, [click here](#).

**Submit Transaction**

## How to Redeem Cisco Press Publication

1. Team Captain accesses the [Customer Portal](#).
2. Click on [Redeem Rewards](#) tab, choose Cisco Press Publication from the Store category. Click on store link to select merchandise.
3. Fill out the attached template with merchandise descriptions and prices. Copy total cost calculated in spreadsheet and paste into Points field. Upload when you complete it.
4. Redeem the loyalty points as shown below.

**a. Select the product**

**b. Enter the number of points required**

**c. Download the template and fill in the information**

**d. Upload the completed template**

**e. Add transaction, then submit when ready**

Redeem Transaction Details						Submission Date: 20-Nov-2015
Sr. #	Product Redeemed	List Price	Qty	Total Points Used	Estimate Redeem Date	
1	Self-Study @ 20 - 40% off list price	XXX	XXX	XXX	04-Dec-2015	

[Submit Transaction](#)



## How to Redeem Cisco Promotional Software

1. Team Captain accesses the [Customer Portal](#).
2. Click on [Redeem Rewards](#) tab, choose Cisco Promotional Software from the Store category. Click on store link to select merchandise.
3. Fill out the attached template with merchandise descriptions and prices. Copy total cost calculated in spreadsheet and paste into Points field. Upload when you complete it.
4. Redeem the loyalty points as shown below.

a. Select the product

b. Enter the number of points required

c. Download the template and fill in the information

d. Upload the completed template

e. Add transaction, then submit when ready

Redeem Transaction Details						Submission Date: 20-Nov-2015
Sr. #	Product Redeemed	List Price	Qty	Total Points Used	Estimate Redeem Date	
1	Cisco Promotional Software	XXX	XXX	XXX	04-Dec-2015	✎ ✕

[View Assign transaction balance, click here.](#) Submit Transaction

Total Points Required

XXX

+ Add
Cancel



## How to Redeem Cisco Store

1. Team Captain accesses the [Customer Portal](#).
2. Click on [Redeem Rewards](#) tab, choose Cisco Store category. Click on store link to select merchandise.
3. Fill out the attached template with merchandise descriptions and prices. Copy total cost calculated in spreadsheet and paste into Points field. Upload when you complete it.
4. Redeem the loyalty points as shown below.

NOTE: Total order must be less than or equal to 10% of total available points or a maximum of \$1,000 per quarter.

**a. Select the product**

The interface shows a grid of product categories: Cisco Learning Credits, Collaborative Knowledge, Exams, Cisco Expert Level Study, Learning Partner, Store, Other, and Learning Services. An arrow points from the 'Store' category to a detailed view of the 'Cisco Store' product, which has 0% (64,247 Points) available.

**b. Enter the number of points required**

The 'Redeemable Product' dropdown is set to 'Custom Orders for Cisco Branded Merchandise'. A 'Points' input field is highlighted with 'XXX'.

**c. Download the template and fill in the information**

The 'Download Template File' section shows a link to 'Cisco Store-template.xlsx'.

**d. Upload the completed template**

The 'Upload File' section has a 'Browse...' button.

**e. Add transaction, then submit when ready**

The 'Redeem Transaction Details' table shows the transaction being added:

Sr. #	Product Redeemed	List Price	Qty	Total Points Used	Estimate Redeem Date
1	Custom Orders for Cisco Branded Merchandise	XXX	XXX	XXX	25-Feb-2016

Buttons for '+ Add' and 'Cancel' are visible. A 'Submit Transaction' button is at the bottom right.

# How to Redeem Cisco Expert Level Training

1. Team Captain accesses the [Customer Portal](#).
2. Click on [Redeem Rewards](#) tab, choose “Expert Level Study bundles” from the Cisco Expert Level Study category.
3. Fill out the attached template with product descriptions and prices. Copy total cost calculated in spreadsheet and paste into Points field. Upload when you complete it.
4. Redeem the loyalty points as shown below.

**a. Select the product**

**b. Enter the number of points required**

**c. Download the template and fill in the information**

**d. Upload the completed template**

**e. Add transaction, then submit when ready**

Product Type	Description of Product Type	Price
Cisco Expert-Level Training Program for CCIE Collaboration. The Starter Bundle	The Starter bundle is for students just starting their CCIE Collaboration study. It includes several key study materials at a great value:	
Part#: 360-CLB-01-SSB-STAK1-019901	<ul style="list-style-type: none"> <li>Workbook with 20 expert-level single technology scenarios, detailed answer keys, and 10 mock time timers (each redeemable for a 6-hour practice lab reservation)</li> <li>Reference library</li> <li>Pre-Assessment Lab that measures baseline technical skills</li> <li>Two standalone Performance Assessment labs</li> <li>117 hours of equipment rental</li> </ul> Pre-Assessment and Performance Assessment labs include score reports and detailed answer keys. The product subscription lasts for 18 months.	

Redeem Transaction Details						Submission Date: 20-Nov-2015
Sr. #	Product Redeemed	List Price	Qty	Total Points Used	Estimate Redeem Date	
1	Cisco Expert Level Training	XXX	XXX	XXX	27-Nov-2015	

# How to Redeem Collaborative Knowledge

1. Team Captain accesses the [Customer Portal](#).
2. Click on [Redeem Rewards](#) tab, choose “Collaborative Knowledge” from the Collaborative Knowledge category.
3. Fill out the attached template and upload when you complete it.
4. Redeem the loyalty points as shown below.

**Points Available** | **Points Redeemed** | **Redeem Rewards** | **Points Expired/Consumed**

Cisco Learning Credits  
 **Collaborative Knowledge**  
 Exams  
 Cisco Expert Level Study

Learning Partner  
 Store  
 Other  
 Learning Services

0% (2,500 Points) 0% (2,500 Points) 0% (2,500 Points) 0% (2,500 Points)

0% (2,500 Points) 0% (2,500 Points) 0% (2,500 Points) 0% (2,500 Points)

a. Select the product

Collaborative Knowledge  
 Education as a Service (EaaS) -CHINA only  
 0% (2,500 Points)

c. Download the template and fill in the information

**Redeemable Product :**  
 4) Custom Order (min 25 users) @ X Each **Points :** XXX

**Redeemable Product :**  
 Cisco Collaborative Knowledge is a cloud-based and content-rich, “digital workplace” solution which empowers your organization. It provides digital tools and technology needed to access experts, learning, and knowledge in real time. Solve real-world business challenges anytime, anywhere. Please review the

**Download Template File:** [Collaborative Knowledge-template.xlsx](#)
**Upload File:**  Collaborati...wledge.xlsx

**File to be Submitted :** Collaborative Knowledge.xlsx

**Notes:**  
 Redemption for Collaborative Knowledge

b. Enter the number of points required

d. Upload the completed template

**Total Points Required**  
 XXX

e. Add transaction, then submit when ready

**Redeem Transaction Details** **Submission Date:09-Feb-2016**

Sr. #	Product Redeemed	List Price	Qty	Total Points Used	Estimate Redeem Date	
1	4) Custom Order (min 25 users)	XXX	XXX	XXX	16-Feb-2016	<input type="button" value="edit"/> <input type="button" value="delete"/>

View Assign transaction balance, [click here](#).

# How to Redeem Education as a Service (EaaS)

## China only offerings

1. Team Captain accesses the [Customer Portal](#).
2. Please contact [EaaS China Team](#) to create your plan before you redeem this offering.
3. Click on [Redeem Rewards](#) tab, choose Education as a Service – China only from the Collaborative Knowledge category.
4. Redeem the loyalty points as shown below.

**a. Select the product**

The screenshot shows a grid of product categories: Cisco Learning Credits, Collaborative Knowledge, Exams, Cisco Expert Level Study, Learning Partner, Store, Other, and Learning Services. Each category has a '0% (2,500 Points)' indicator. An orange arrow points from the 'Collaborative Knowledge' category to a zoomed-in view of the 'Education as a Service (EaaS) CHINA only' product, which also shows '0% (2,500 Points)'.

**b. Enter number of points required**

The screenshot shows the 'Redeemable Product' section with 'EaaS China\_CCLearning' selected. The 'Points' field is highlighted with an orange box and contains 'XXX'. Below it, the 'Total Points Required' is also shown as 'XXX'.

**c. Add transaction, then submit when ready**

The screenshot shows the '+ Add' button highlighted with an orange box. Below this is the 'Redeem Transaction Details' section, which includes a table with the following data:

Sr. #	Product Redeemed	List Price	Qty	Total Points Used	Estimate Redeem Date
1	EaaS China_CCLearning	XXX	XXX	XXX	27-Nov-2015

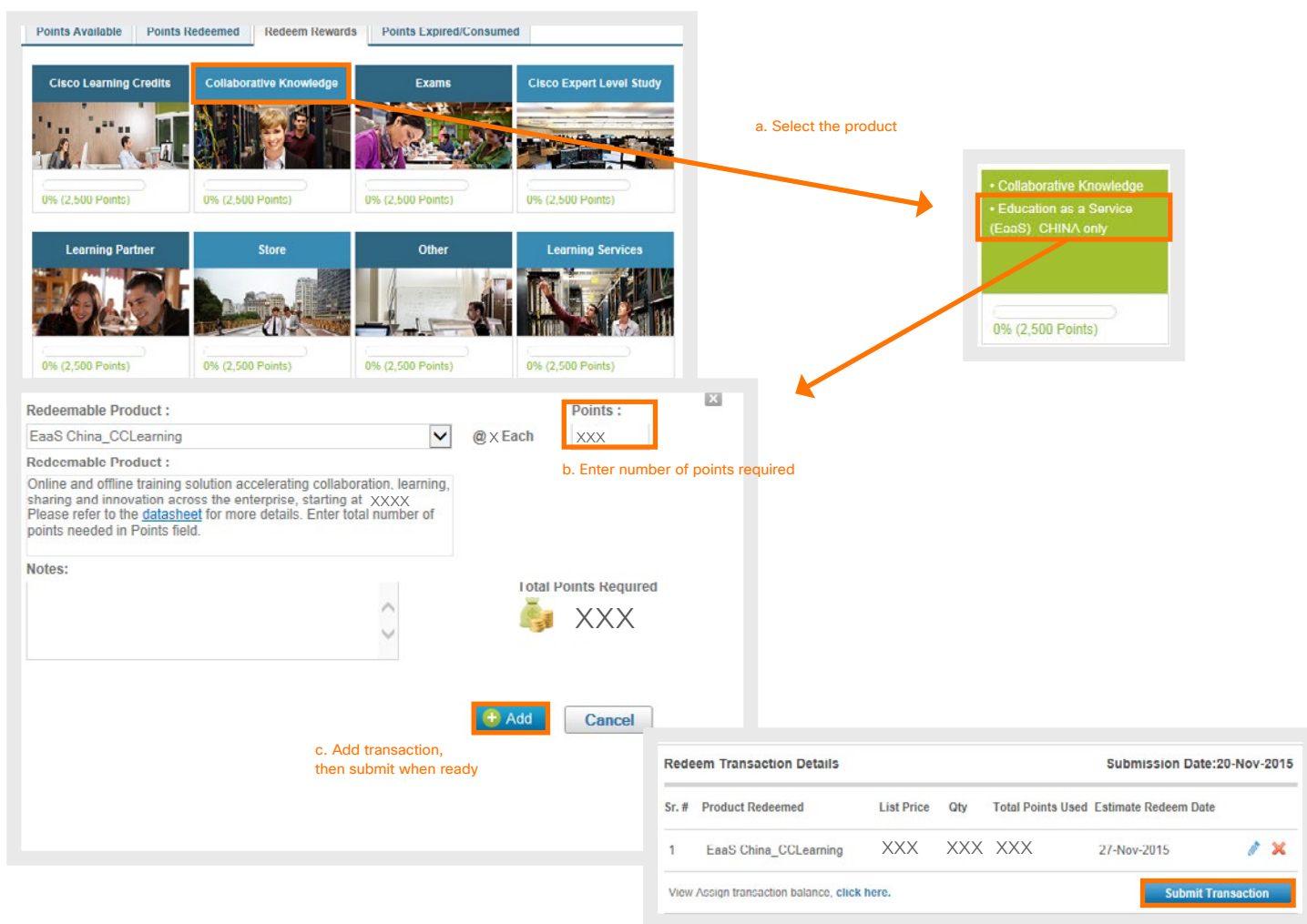
At the bottom right of the transaction details, there is a 'Submit Transaction' button highlighted with an orange box.



# How to Redeem Education as a Service (EaaS) Chinese Version

## China only offerings 如何兌換 Education as a Service (EaaS) - China only 事務



1. Team Captain accesses the [Customer Portal](#).  
Team Captain 訪問客戶門戶。
2. Please contact [EaaS China Team](#) to create your plan before you redeem this offering.  
兌換积分行前, 請聯繫[EaaS China Team](#)。
3. Click on [Redeem Rewards](#) tab, choose “Education as a Service – China only” from the Collaborative Knowledge category 点击兑换奖励选项, 从 Collaborative Knowledge 类别选择 “Education as a Service (EaaS) – China only”。
4. Redeem the loyalty points, as shown below.  
如下圖所示, 兌換奖励积分。



**a. Select the product**

**b. Enter number of points required**

**c. Add transaction, then submit when ready**

Redeem Transaction Details						Submission Date:20-Nov-2015
Sr. #	Product Redeemed	List Price	Qty	Total Points Used	Estimate Redeem Date	
1	EaaS China_CCLearning	XXX	XXX	XXX	27-Nov-2015	 

View Assign transaction balance, [click here](#).

**Submit Transaction**



Questions?

[Email Us](#)

