

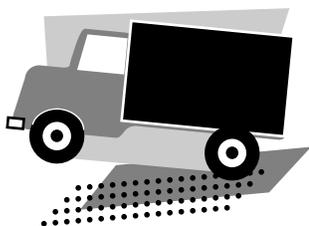
# Ordering Products

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Cisco Systems provides two programs for ordering products, standard and express. The standard program delivers all Cisco products on a worldwide basis. The Cisco Systems Express program quickly delivers selected products within the United States and Canada.

This chapter contains the following sections:

- Standard Program
- Cisco Systems Express Program
  - Standard Express
  - Premium Express
  - Ordering Express Products
  - Order Forms
- Cisco Systems Worldwide Offices
  - Europe, Middle East, and South Africa
  - Intercontinental
  - United States



## Standard Program

The standard program supports all Cisco Systems products. Cisco employs a direct sales force in the United States and Canada, as well as a network of international distributors to provide products worldwide. We strive to deliver products with a two- to four-week turnaround. Some ordering times may be longer than four weeks, depending on availability and demand.

Contact your sales representative for information. Your sales representative will fill out an order form for the products you want. For your convenience, listings of Cisco worldwide sales offices and headquarters and United States regional offices are included at the end of this chapter.

## Cisco Systems Express Program

To meet the needs for a rapidly growing and changing internetwork environment, Cisco Systems provides the Cisco Systems Express program for United States and Canadian customers. This program provides direct-to-factory ordering of frequently used accessories including cables, interfaces, rack-mount kits, and appliques. By taking advantage of this streamlined ordering system, installation projects stay on track, and employee productivity never wanes.

To meet your diverse needs, Cisco Express incorporates two components: Standard Express and Premium Express. Standard Express offers direct-to-factory ordering of most Cisco accessories. Premium Express ensures next-day delivery of the most frequently required Cisco accessories.

Note that the following products *cannot be ordered* through Cisco Express:

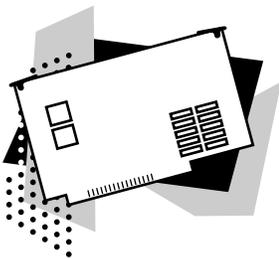
- Entire systems, such as the CISCO7000 or the CISCO4000-M
- Workgroup products except for WS-C1511, WS-C1513, WS-C1800, and most adapter cards
- LightStream 2020 or Cisco 200 series products

As the Cisco Systems Express program evolves, additional products and services will be added.

### Standard Express

Standard Express provides fast, easy, direct ordering for most Cisco accessories. If you need quick turnaround on Cisco accessories, Standard Express is the program to use. The Standard Express program incorporates these features:

- *Versatility*—You can use the Standard Express program to order any of the accessories available in the Cisco accessory product list.
- *Timeliness*—All items are shipped from the factory within five business days.
- *No restrictions*—No restrictions apply either to the number of accessories you order or to the value of your order.



## Premium Express

Premium Express guarantees same-day or next-day service. This method is designed for customers who require immediate delivery of common Cisco accessory products. Features of the Premium Express program include the following:

- Same-day or next-day service  
Order by noon Pacific time, and Cisco will ship your order the same day. Order products after noon Pacific time, and Cisco will ship them the following business day.

- Minimal restrictions

Premium Express lets you order the most commonly requested Cisco accessories. Orders are limited to \$50,000, are subject to product availability, and include a special service fee. The service fee will be rescinded on all orders that fail to ship within the agreed-upon time.

## Ordering Express Products

The easiest way to order through Express is to pick up your credit card and use the phone. Call us at 800 553-NETS. Additional details follow:

- With a credit card, you can place your order in either of the following ways:
  - Call 800 553-6387 or 408 526-7208 from 8:00 a.m. to 4:30 p.m. Pacific time.
  - Send electronic mail to [express@cisco.com](mailto:express@cisco.com).
  - Orders phoned in after 4:30 p.m. Pacific time will be entered the next business day.
- With a check and either a completed Express order form or a purchase order from your company, you can mail your order to Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706, Attn: Express.

Sorry, Cisco Systems does not accept COD orders.

After we receive your order information, a Cisco Systems customer service representative will finalize it as follows:

- Provide the total price (including tax, shipping, and handling)
- Confirm your delivery date

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**Note** For orders paid by check, the check must clear before the guaranteed time frame begins.

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For additional information about Express services, products, and pricing, refer to Cisco Connection Online (CCO). Prices are subject to change without notice.



### Order Forms

When you fill out an order form, be sure to include the following information:

- Your company name and billing address.
- The address to which you want the product sent.
- A contact for us to call when confirming your order and the date of delivery. Include the telephone and fax numbers.
- A list of product types and the quantity needed.
- Your method of payment: credit card, check, or other (for example, company purchase order).
- The name of your local direct sales representative.

For your convenience, we have filled out two sample order forms using Cisco 4000 series products. In the first form, the products are ordered with Standard Express using a purchase order. In the second form, the same products are ordered with Premium Express (note the Express rush handling fee) and a credit card. The last form is blank; you can duplicate this form and use it for your order.

# EXPRESS ORDER FORM

**EXPRESS ORDER**  
800-553-NETS  
(6387)

Company Name <i>X4Z Company</i>	Date <i>7/1/96</i>	Company Purchase Order <i>92123</i>
Bill to Address <i>P.O. Box 678</i>		Taxable Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Exempt No.
<i>Fresno, CA 92444</i>		Purchase Order
Company Name <i>X4Z Company</i>		<input type="checkbox"/> VISA <input type="checkbox"/> Partial Allowed
Ship to Address <i>2122 Industrial Way</i>		<input type="checkbox"/> American Express <input type="checkbox"/> Yes
<i>Fresno, CA 92444</i>		<input type="checkbox"/> Mastercard <input type="checkbox"/> No
Contact <i>Barbara Muench</i>	Fax <i>214-555-5678</i>	Name on Credit Card <i>Barbara Muench</i>
	Phone <i>214-555-8765</i>	Card No.
		Exp. Date
		Special Instructions:

Part Number	Quantity	List Price Each	Total Price
<i>CAB-V35MT</i>	<i>4</i>	<i>100.00</i>	<i>400.00</i>
<i>NP-4T</i>	<i>1</i>	<i>4600.00</i>	<i>4600.00</i>
			Subtotal <i>5000.00</i>

**Sample Order Form, Standard Express**

Your Name *Barbara Muench* Signature *Barbara Muench* Title/Position *Network Operations Mgr*

For Premium Express orders, select one of the following:

Product Number	Description	U.S. Price
EXPRESS-500=	Express Rush Handling 0-499 (1 per Accessory Order)	\$50
EXPRESS-2K=	Express Rush Handling 500-1999 (1 per Accessory Order)	\$150
EXPRESS-5K=	Express Rush Handling 2K-4999 (1 per Accessory Order)	\$250
EXPRESS-10K=	Express Rush Handling 5K-9999 (1 per Accessory Order)	\$500
EXPRESS-50K=	Express Rush Handling 10K-50K (1 per Accessory Order)	\$1000

- 1 fee per order
- Fee based on discounted order total

Prices subject to change without notice

**Cisco Internal Only**

Cisco Sales No.  
Sales Rep No.  
Confirmed  
Delivery Date  
Approvals Credit  
CS Manager

# EXPRESS ORDER FORM

**EXPRESS ORDER**  
800-553-NETS  
(6387)

Company Name *X4Z Company* Date *7/1/96*

Bill to Address *P.O. Box 678*  
*Fresno, CA 92444*

Company Name *X4Z Company*

Ship to Address *2122 Industrial Way*  
*Fresno, CA 92444*

Contact *Barbara Muench* Fax *214-555-5678*  
Phone *214-555-8765*

Company Purchase Order

Taxable Yes  No  Exempt No.

Purchase Order

VISA Partial Allowed

American Express  Yes

Mastercard  No

Name on Credit Card

Card No. *4219 1234 5678 9012*

Exp. Date *10-95*

Special Instructions:

Part Number	Quantity	List Price Each	Total Price
<i>CAB-V35MT</i>	<i>4</i>	<i>100.00</i>	<i>400.00</i>
<i>NP-4T</i>	<i>1</i>	<i>4600.00</i>	<i>4600.00</i>
<i>Express-5K</i>	<i>1</i>	<i>250.00</i>	<i>250.00</i>
			Subtotal <i>5250.00</i>

**Sample Order Form, Premium Express**

Product Name \_\_\_\_\_ Title/Position *Network Operations Mgr*

For express orders, select one of the following:

Product Number	Description	U.S. Price
EXPRESS-500=	Express Rush Handling 0-499 (1 per Accessory Order)	\$50
EXPRESS-2K=	Express Rush Handling 500-1999 (1 per Accessory Order)	\$150
EXPRESS-5K=	Express Rush Handling 2K-4999 (1 per Accessory Order)	\$250
EXPRESS-10K=	Express Rush Handling 5K-9999 (1 per Accessory Order)	\$500
EXPRESS-50K=	Express Rush Handling 10K-50K (1 per Accessory Order)	\$1000

• 1 fee per order

• Fee based on discounted order total

Prices subject to change without notice

**Cisco Internal Only**

Cisco Sales No. \_\_\_\_\_

Sales Rep No. \_\_\_\_\_

Confirmed \_\_\_\_\_

Delivery Date \_\_\_\_\_

Approvals Credit \_\_\_\_\_

CS Manager \_\_\_\_\_

# EXPRESS ORDER FORM



Company Name \_\_\_\_\_ Date \_\_\_\_\_

Bill to Address \_\_\_\_\_

Company Name \_\_\_\_\_

Ship to Address \_\_\_\_\_

Contact \_\_\_\_\_ Fax \_\_\_\_\_

Phone \_\_\_\_\_

Company Purchase Order

Taxable Yes  No  Exempt No. \_\_\_\_\_

Purchase Order

VISA  American Express  Mastercard

Partials Allowed  Yes  No

Name on Credit Card \_\_\_\_\_

Card No. \_\_\_\_\_

Exp. Date \_\_\_\_\_

Special Instructions: \_\_\_\_\_

Part Number	Quantity	List Price Each	Extended Price

Subtotal
Tax
Shipping
Total

Print Your Name \_\_\_\_\_ Signature \_\_\_\_\_ Title/Position \_\_\_\_\_

For Premium Express orders, select one of the following:

Product Number	Description	U.S. Price
EXPRESS-500=	Express Rush Handling 0-499 (1 per Accessory Order)	\$50
EXPRESS-2K=	Express Rush Handling 500-1999 (1 per Accessory Order)	\$150
EXPRESS-5K=	Express Rush Handling 2K-4999 (1 per Accessory Order)	\$250
EXPRESS-10K=	Express Rush Handling 5K-9999 (1 per Accessory Order)	\$500
EXPRESS-50K=	Express Rush Handling 10K-50K (1 per Accessory Order)	\$1000

• 1 fee per order  
 • Fee based on discounted order total  
 Prices subject to change without notice

**Cisco Internal Only**

Cisco Sales No. \_\_\_\_\_

Sales Rep No. \_\_\_\_\_

VAR No. \_\_\_\_\_

Confirmed \_\_\_\_\_

Delivery Date \_\_\_\_\_

Approvals Credit \_\_\_\_\_

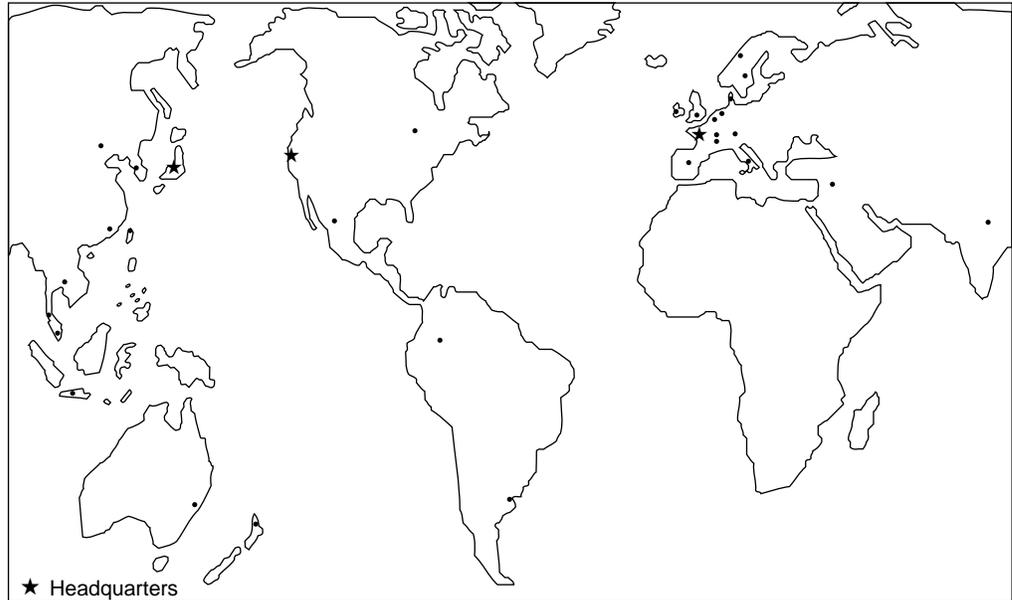
CS Manager \_\_\_\_\_



# Cisco Systems Worldwide Offices

Cisco Systems has more than 125 sales offices worldwide. To contact your local account representative, call Cisco's corporate headquarters (California, USA) at 408 526-4000 or in North America, call 800 553-NETS (6387).

## Cisco Systems Worldwide Sales Offices



P1115

### Corporate Headquarters

Cisco Systems, Inc.  
 170 West Tasman Drive  
 San Jose, CA 95134-1706  
 USA  
 World Wide Web URL:  
<http://www.cisco.com>  
 Tel: 408 526-4000  
       800 553-NETS (6387)  
 Fax: 408 526-4100

### European Headquarters

Cisco Systems Europe s.a.r.l.  
 Parc Evolic - Batiment L1/L2  
 16, Avenue du Quebec  
 BP 706 - Villebon  
 91961 Courtaboeuf Cedex  
 France  
 Tel: 33 1 6918 61 00  
 Fax: 33 1 6928 83 26

### Intercontinental and Latin American Headquarters

Cisco Systems, Inc.  
 170 West Tasman Drive  
 San Jose, CA 95134-1706  
 USA  
 Tel: 408 526-7660  
 Fax: 408 526-4646

### Japanese Headquarters

Nihon Cisco Systems K.K.  
 Seito Kaikan 4F  
 5, Sanbancho, Chiyoda-ku  
 Tokyo 102  
 Japan  
 Tel: 81 3 5211 2800  
 Fax: 81 3 5211 2810

## Europe, Middle East, and South Africa

### **Austria**

Cisco Systems Austria GmbH  
World Trade Center  
A-1300 Vienna Airport  
Austria  
Tel: 43 1 7007 6256  
Fax: 43 1 7007 6027

### **Finland**

Cisco Systems  
Maistraatinportti 2A  
FIN-00240 Helsinki  
Finland  
Tel: 358 1594 3090  
Fax: 358 1594 3093

### **Italy**

Cisco Systems Italy Srl  
Centro Direzionale Milano Oltre  
Palazzo Raffaello Scala B 4P  
Via Cassanese 224  
20090 Segrate (MI)  
Italy  
Tel: 39 2 26 97 31  
Fax: 39 2 26 92 9006

### **Portugal**

Cisco Systems Portugal  
Avda. da Liberdade 114-134  
1250 Lisboa  
Portugal  
Tel: 351 1 340 45 31/2  
Fax: 351 1 340 45 75

### **Belgium**

Cisco Systems Brussels  
Complex Antares  
71 Avenue des Pleiades  
1200 Brussels  
Belgium  
Tel: 32 2 778 42 00  
Fax: 32 2 778 43 00

### **Germany**

Cisco Systems GmbH  
Max-Planck-Strasse 7, 3rd Floor  
85716 Unterschleissheim  
Germany  
Tel: 49 89 32 15070  
Fax: 49 89 32 150710

### **The Netherlands**

Cisco Systems  
Stephensonweg 6  
4207 HB Gorinchem  
The Netherlands  
Tel: 31 183 622 988  
Fax: 31 183 622 404

### **South Africa**

Cisco Systems South Africa  
Meintjie Parker House  
Ground Floor, North Wing  
328 Rivonia Blvd.  
Rivonia, Gauteng  
South Africa  
Tel: 27 11 807 4444  
Fax: 27 11 807 4447

### **Denmark**

Cisco Systems  
Larsbjoernsstraede 3  
Dk-1454 Copenhagen K  
Denmark  
Tel: 45 33 37 71 57  
Fax: 45 33 37 71 53

### **Ireland**

Cisco Systems Ltd.  
Europa House, 4th Floor  
Harcourt Street  
Dublin 2  
Ireland  
Tel: 35 3 1 475 4244  
Fax: 35 3 1 475 4778

### **Norway**

Cisco Systems  
Holmens Gate 4  
N-0250 Oslo  
Norway  
Tel: 47 22 83 06 31  
Fax: 47 22 83 22 12

### **Spain**

Cisco Systems Spain  
Avenida de Burgos, 17 Pl. 11  
Edificio Triada II  
28036 Madrid  
Spain  
Tel: 34 1 383 2178  
Fax: 34 1 383 8008

**Sweden**

Cisco Systems AB  
Arstaangsvagen 13  
117 60 Stockholm  
Sweden  
Tel: 46 8 681 41 60  
Fax: 46 8 19 04 24

**Switzerland**

Cisco Systems Switzerland  
Grossrietstrasse 7  
CH-8606 Naenikon/ZH  
Switzerland  
Tel: 41 1 905 20 50  
Fax: 41 1 941 50 60

**United Arab Emirates**

Cisco Systems (Middle East)  
PO Box 26095  
City Tower 2  
Sheik Zayed Road  
Dubai, UAE  
Tel: 971 4 318 788  
Fax: 971 4 313 681

**United Kingdom**

Cisco Systems Ltd.  
4 New Square  
Bedfont Lakes  
Feltham, Middlesex TW14 8HA  
UK  
Tel: 44 1 81 818 1400  
Fax: 44 1 81 893 2824

**Intercontinental**

**Argentina**

Cisco Systems Argentina  
Cerrito 1054, Piso 9  
(1010) Buenos Aires  
Argentina  
Tel: 54 1 811 7526  
Fax: 54 1 811 7495

**Australia**

Cisco Systems Australia Pty Ltd  
Level 17  
99 Walker Street  
North Sydney NSW 2060  
Australia  
Tel: 61 2 9935 4100  
Fax: 61 2 9957 4077

**Brazil**

Cisco Systems Do Brasil  
Rua Helena 218, 10th Floor  
Cj 1004-1005 Vila Olimpia  
Sao Paulo, SP CEP 04552-050  
Brazil  
Tel/Fax: 55 11 822 6095  
Tel/Fax: 55 11 822 6396

**Canada**

Cisco Systems Canada Limited  
150 King Street West  
Suite 1707  
Toronto, Ontario M5H 1J9  
Canada  
Tel: 416 217-8000  
Fax: 416 217-8099

**Central America / Caribbean**

Cisco Systems, Inc.  
790 NW 107th Avenue, Suite 102  
Miami, Florida 33172  
USA  
Tel: 305 228-1200  
Fax: 305 222-8456

**China, PRC**

Cisco Systems (HK) Ltd  
Beijing Office  
Room 821/822, Jing Guang Centre  
Hu Jia Lou, Chao Yang Qu  
Beijing 100020  
China, PRC  
Tel: 86 10 501 8888 x821/822  
Fax: 86 10 501 4531

**Colombia**

Cisco Systems Colombia  
Cra. 18 #86A-14  
Bogota  
Colombia  
Tel: 57 1 296 0067  
Fax: 57 1 616 3030

**Hong Kong**

Cisco Systems (HK) Ltd  
Suite 1009, Great Eagle Centre  
23 Harbour Road  
Wanchai  
Hong Kong  
Tel: 852 2583 9110  
Fax: 852 2824 9528

**India**

Cisco Systems (HK) Ltd  
New Delhi Liaison Office  
Suite 119, Hyatt Regency Delhi  
Bhikaiji Cama Place, Ring Road  
New Delhi 110 066  
India  
Tel: 91 11 688 1234 x119  
Fax: 91 11 611 7688

## Ordering Products

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### Indonesia

Cisco Systems, (HK) Ltd  
Level 12, Wisma Bank Dharmala, Jl  
Jenderal Sudirman Kav. 28  
Jakarta Selatan 12910  
Indonesia  
Tel: 62 21 523 9132  
Fax: 62 21 523 9259

### Mexico

Cisco Systems de México, S.A. de C.V.  
Ave. Ejecito Nacional No. 926  
3er Piso  
Col. Polanco C.P. 11560  
Mexico D.F.  
Tel: 52 5 328 7600  
Fax: 52 5 328 7699

### Singapore

Cisco Systems (USA) Pte Ltd  
501 Orchard Road, #04-11  
Lane Crawford Place  
Singapore 238880  
Tel: 65 738 5535  
Fax: 65 738 2202

### Venezuela

Cisco Venezuela  
Calle Bajada de Los Curtidores  
Qta. Jakaranda - Alto Hatillo  
Caracas  
Venezuela  
Tel/Fax: 58 2 963 6140

### Korea

Cisco Systems Korea  
Samik Rabidol Building 5th floor  
720-2 Yuksam-2-dong, Gangnam-ku  
Seoul, 135-082  
Korea  
Tel: 82 2 3453 0850  
Fax: 82 2 3453 0851

### New Zealand

Cisco Systems New Zealand  
Level 16, ASB Bank Centre  
135 Albert Street  
PO. Box 6624  
Auckland  
New Zealand  
Tel: 64 9 358 3776  
Fax: 64 9 358 4442

### Taiwan, ROC

Cisco Systems (HK) Ltd  
Taipei Office  
4F, 25 Tunhua South Road, Section 1  
Taipei  
Taiwan, ROC  
Tel: 88 62 577 4352  
Fax: 88 62 577 0248

### Malaysia

Cisco Systems (HK) Ltd  
Kuala Lumpur Office  
Level 5, Wisma Goldhill  
67 Jalan Raja Chulan  
50200 Kuala Lumpur  
Malaysia  
Tel: 60 3 236 5147  
Fax: 60 3 236 5146

### Philippines

Cisco Systems Manila Office  
The Executive Tower Centre  
Room 9, 24/F, Pacific Star Building  
cor. Buendia Street, Makati Avenue  
Makati City  
Philippines  
Tel: 632 892 4476  
Fax: 632 811 5998

### Thailand

Cisco Systems (HK) Ltd  
7th Floor, The Park Place Building  
231 Sarasin Road, Pathumwan  
Bangkok 10330  
Thailand  
Tel: 662 253 5315  
Fax: 662 253 8440

# United States

## Cisco Systems North American Operations



**Central Operations**

5800 Lombardo Center  
Suite 160  
Cleveland, OH 44131  
Tel: 216 520-1720  
Fax: 216 328-2102

**Northeastern Operations**

One Penn Plaza  
Suite 3501  
New York, NY 10119  
Tel: 212 330-8500  
Fax: 212 330-8505

**Southwestern Operations**

14160 Dallas Parkway  
Suite 400  
Dallas, TX 75240  
Tel: 214 774-3300  
Fax: 214 774-3344

**Eastern Operations**

1160 West Swedesford Road  
Suite 100  
Berwyn, PA 19312  
Tel: 610 695-6000  
Fax: 610 695-6006

**Northern Operations**

8009 34th Avenue South  
Suite 1550  
Bloomington, MN 55425  
Tel: 612 851-8300  
Fax: 612 851-8311

**Western Operations**

2755 Campus Drive  
Suite 205  
San Mateo, CA 94403  
Tel: 415 377-5600  
Fax: 415 377-5699

**Federal Operations**

1875 Campus Commons Drive  
Suite 305  
Reston, VA 22091  
Tel: 703 715-4000  
Fax: 703 715-4004

**Service Provider Operations  
(Telecommunications)**

111 Deerwood Road  
Suite 200  
San Ramon, CA 94583  
Tel: 510 855-4800  
Fax: 510 855-4896

