



SNIF User Manual

Serial Number Information Finder v1.0

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Use Serial Number Information Finder

Serial Number Information Finder (SNIF) is a serial number lookup tool that allows you to find detailed information about multiple serial numbers at one time. SNIF is accessible through Service Contract Center (SCC) and Service Contract Manager (SCM).

Service Contract Manager

[Link to My Contracts](#)

[SCM Home](#) Logged in as: svolslund

Serial Number Information Finder (SNIF)

Serial Number Information Finder allows you to submit an excel file with multiple serial numbers and product ids for serial number lookup. The spreadsheet you upload must be in the supported format - [Sample Input File](#). SCC will process the spreadsheet and create an excel output file for you. An email notification and file attachment will be sent to you when the processing is complete. The format for the excel file is Column A: Serial Number (e.g. 1234567), Column B: Product ID (e.g. CISC02501).

Tip: Please note the following response guidelines: If your request has between 1-1000 serial numbers to lookup, it will be processed within 30 minutes. If your request has more than 1000 serial numbers to lookup, it will be processed within 4 hours.

Locate File: [Browse...](#) [Sample Input File](#)

Email: Tip: You may enter an alternate email address here.

[Close Window](#)

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To look up a serial number using the SNIF tool, follow these steps:

1. Log into SCC at <http://www.cisco.com/public/scc> or SCM at <http://www.cisco.com/cgi-bin/front.x/ContractMgmt/tool/screen/IndexScreen> with your Cisco.com user ID and password.
2. In SCC, click the **SNIF** link. In SCM, click the **Serial Number Information Finder** link.
The SNIF page displays.
3. If you are a first-time user, download the Microsoft Excel template to your PC by clicking the **Sample Input File** link next to the Browse button. If you already have a spreadsheet with data in the correct format, skip to Step 7.
4. *Important:* The Excel spreadsheet must be in a text format before you enter data. To format to text, follow these steps:

Select **Format**, then **Style** from the toolbar.

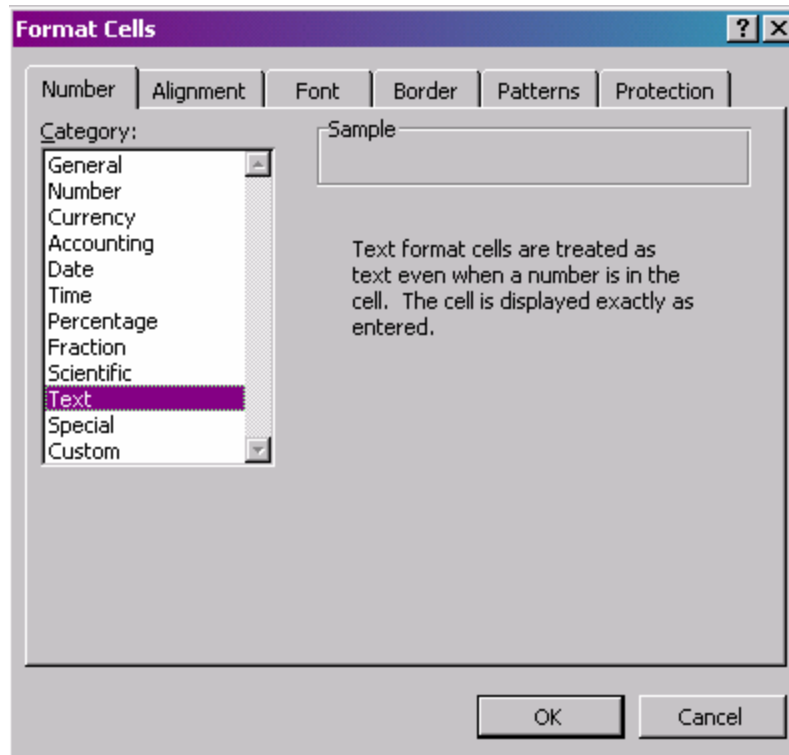
A separate Style box opens.

Select **Normal**.

Click **Modify**.

Select the **Number** tab.

Select **Text**, from the Category menu and click OK.



Click **OK** again to close the Style box.

All numeric input that you enter will have a green triangle in the cell in the top left corner denoting that text formatting is in effect.

	A	B
1	Serial Number	Product Number
2	JAB044882QA	CISCO2621
3	JMXD712L2MJ	
4	25409166	
5		

- Enter your serial numbers in Column A and product numbers in Column B in the spreadsheet. Note: Product Number in SNIF differs from Product Number in IB. It is also known as Item Name or Product ID, i.e. Cisco 2505.

The serial number field is required; the product number field is optional.

- Save your Excel document on your PC.
- Click the **Browse** button to search for your Excel file.
- Locate your file and click **Open** to upload your file.
- Verify the email address in the Email field.

The email address associated to your Cisco.com profile is the default, but you can change it.

- Click **Submit**.

The Upload Confirmation page displays when you are assigned a request number. Save this number because you need it to check the status of your request on the View Request page.

If you have another spreadsheet of serial numbers to upload, you may do so at the bottom pane of the Upload Confirmation page.

To view the status of your request, click the **Here** link in the message or scroll to the bottom of the page and click the **View Previous Results** link.

Quick Tips

1. Verify that your Excel spreadsheet is in text format before you add data; otherwise the system may remove leading or trailing zeros.
2. SNIF may respond faster to files containing 1000 or less lines. Files with 10,000 or more lines can take hours to process.
3. Excel has a 65,000 line limit per spreadsheet. If you have more than 40,000 lines of serial numbers, there is a good chance that your output file will exceed this limit (See Interpreting Output). Therefore, we recommend that you divide your request into two so that your output stays within the limit.
4. SNIF ignores the first line in the input file. Therefore, column headers are mandatory. Insert **Serial Number** as the header in Column A and **Product Number** as the header in Column B.

View Request Status

The View Request page allows you to view SNIF and contract-to-contract (C2C) request statuses for requests submitted by you in the past seven days.

Service Contract Center

CONTRACTS | QUOTING & ORDERING | PRICING & AVAILABILITY | PACKAGED SERVICES | ADMINISTRATION

My Contracts | Renewal Business Summary | **View Request Status** | SNIF

Quick Search: Contract Number [] Go! Advanced Search

Request Status

Please note that data is only displayed for the last seven days. All times are displayed in the US Pacific Timezone. For assistance on requests in "Failed" status, please log a support request using the [Feedback link](#).

Request Date & Time	Request Number	Request Type	Status
09/SEP/2004 14:03	18196	SNIF	COMPLETED
09/SEP/2004 14:01	18195	SNIF	COMPLETED
09/SEP/2004 14:00	18194	SNIF	COMPLETED
09/SEP/2004 13:56	18193	SNIF	COMPLETED
09/SEP/2004 11:44	18189	C2C	COMPLETED
09/SEP/2004 10:57	18188	C2C	COMPLETED
09/SEP/2004 10:49	18186	C2C	COMPLETED
09/SEP/2004 10:41	18185	C2C	FAILED
09/SEP/2004 10:41	18184	C2C	COMPLETED
09/SEP/2004 10:21	18182	C2C	COMPLETED
09/SEP/2004 09:38	18176	SNIF	COMPLETED

1. Log in to Service Contract Center (SCC) at <http://www.cisco.com/public/scc> or Service Contract Manager (SCM) at <http://www.cisco.com/cgi-bin/front.x/ContractMgmt/tool/screen/IndexScreen> with your Cisco.com userid ID and password.
2. In SCC, under the Contracts tab, click the **View Request Status** link. In SCM, click the **SNIF** link, then click the **View Request Status** link.

The Request Status page displays. You can view your requests made through the SNIF tool and C2C by:

- Request Date
- Request Number
- Request Type
- Status

Each column can be sorted by ascending or descending order.

Statuses are defined as:

- Submitted—The request has been sent to the queue.
- In Progress—The request is being processed by the system. Processing time can vary depending on the file size.
- Completed—Information lookup has finished and an e-mail with the serial number and product information is sent.

- Failed—The system could not process the request. Check the format of your file and resubmit, or contact the support team by clicking the Feedback link.

Quick Tips

1. The Request Status page displays the status of your requests that you submitted in the past seven days. Note that you cannot download SNIF output from this page.
2. SNIF may respond faster to files containing 1000 or less lines. Files with 10,000 or more lines can take hours to process.
3. To sort by a particular column in ascending or descending order, click on the specific column header.

Understand SNIF Output

Output from the SNIF tool is sent as an Excel document in e-mail. The document provides details on the requested serial numbers.

For each line in the original input file, SNIF displays at least one line in the output file even if there is no match found in the system. It displays a separate line for each IB instance match and product coverage as illustrated below:

Input File		Output File	
Excel Line #	Input Entered	Hypothetical Output Found by SNIF	Request Line Ref Number assigned by SNIF
1	SN A	IB Match A for SN A	1.1
2	SN B	IB Match B for SN A, with coverage 1	1.2
		IB Match B for SN A, with coverage 2	1.3
		No match found for line 2	2.1

As you can see, SNIF assigns a Request Line Ref Number for each line. The numbers before the decimal point reference the original line number from the input file and numbers after the decimal point are in sequential order and reference the output lines that are associated with the original serial number.

	A	B		A	B	C
1	Serial Number	Product Number		Request Line Ref Number	Serial Number	Product Number
2	JAB044882QA	CISCO2621	→	2.1	JAB044882QA	CISCO2621
3	JMXD712L2MJ		→	3.1	JMXD712L2MJ	
4	25409166		→	3.2	JMXD712L2MJ	
5			→	3.3	JMXD712L2MJ	
6			→	3.4	JMXD712L2MJ	
7			→	4.1	25409166	
8			→	4.2	25409166	

The following screen capture shows you partial output. Your spreadsheet contains more columns and information than appear here.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Request Line Ref Number	Serial Number	Product Number	Serial Number Found	Number Scrubbed	Alternate Serial Number	Product Number Found	Alternate Product Number	Multiple Product Match	Covered ?	Serial Number/Product Number Match	Serial Number/Product Family Match	Duplicate Serial Number
2	2.1	SHN030101BWW		Y	N		N	CISCO2611	N	Y	X	X	ORIGINAL
3	3.1	SHN030101BG		Y	N		N	CISCO2611	N	Y	X	X	ORIGINAL
4	4.1	SHN030103G8		Y	N		N	CISCO2611	N	Y	X	X	ORIGINAL
5	5.1	SHN030103GP		Y	N		N	CISCO2611	N	Y	X	X	ORIGINAL
6	6.1	67506213		Y	N		N	WS-C5509-S3	Y	Y	X	X	ORIGINAL
7	6.2	67506213		Y	N		N	WS-C5509-S3	Y	N	X	X	DUPLICAT
8	7.1	WSC2822JM5011347		Y	N		N	WS-C2822	N	Y	X	X	ORIGINAL
9	8.1	FAB0440L4PD		Y	N		N	CISCO678	N	Y	X	X	ORIGINAL
10	8.2	FAB0440L4PD		Y	N		N	CISCO678	N	Y	X	X	ORIGINAL
11	9.1	FAB0440L4PD		Y	N		N	CISCO678	N	Y	X	X	ORIGINAL
12	9.2	FAB0440L4PD		Y	N		N	CISCO678	N	Y	X	X	ORIGINAL
13	10.1	44480520105		Y	N		N	PIX-515-UR-BUN	N	Y	X	X	ORIGINAL
14	10.2	44480520105		Y	N		N	PIX-515-UR-BUN	N	Y	X	X	ORIGINAL
15	11.1	44480520106		Y	N		N	PIX-515-UR-BUN	Y	N	X	X	DUPLICAT
16	11.2	44480520106		Y	N		N	PIX-515-UR-BUN	Y	N	X	X	DUPLICAT
17	11.3	44480520106		Y	N		N	PIX-515-UR-BUN	Y	Y	X	X	DUPLICAT
18	11.4	44480520106		Y	N		N	PIX-515-UR-BUN	Y	Y	X	X	DUPLICAT
19	11.5	44480520106		Y	N		N	PIX-515-UR-BUN	Y	Y	X	X	DUPLICAT
20	11.6	44480520106		Y	N		N	PIX-515-UR-BUN	Y	Y	X	X	ORIGINAL

There are over 90 columns for internal user output and 70+ columns for external user output. SNIF has added some parameters to help you sort/filter the output data according to your needs. Here are their definitions. For more definitions or information about SNIF output, see Appendix.

- **Serial Number Scrubbed**—Indicates whether the input serial number was modified to find a match in the system. “No” indicates that the product was found using the serial number in the original entry. “Yes” indicates that the product was not found as it was entered. However, similar serial numbers were found after the system corrected possible typos in the original serial number.
- **Alternate Serial Number**—This field is filled in when the system could not find the original serial number as entered, but found matches with similar serial numbers.
- **Alternate Product Number**—This field is filled in when the matches contain a product number that is different from the original product number entered, or if you did not enter a product number with the serial number.
- **Multiple Product Match**—Indicates that more than one Installed Base record (aka IB instance) was found in the Installed Base based on the given input parameters.
- **Covered?** —The value is derived for each matching occurrence to IB instance:
 - o Yes—IB instance found is currently covered by contract
 - o No—IB instance found is not covered by any contract

Note: IB instance is not considered covered by SNIF if coverage is in terminated or expired status.
- **Coverage Indicator**—Indicates how a product instance is covered.
 - o None—Matching IB instance is not covered by any contract in the Service Agreement.
 - o Single—Matching IB instance is covered once in the Service Agreement.

- o Multi-Matching IB instance is covered more than once by the same contract or by different contracts in the Service Agreement.
- **Serial Number/Product Family Match**—Tells you whether the output results have the same serial number and product family as the original input.
- **Product Family**—Part of the product hierarchy created by Cisco Systems® to help with product classification.
- **Duplicate Serial Number**—Indicates where a serial number match was stored in the system. It can have the following values:
 - o Original—Serial number was stored in the original serial number field in the system
 - o Duplicate—Serial number was stored in the duplicate serial number field in the system
 - o Electronic—For future use. Not currently used.
- **Exception Reason Code**—Code representing a summary for an error generated by SNIF.
- **Exception Reason Description**—Text description corresponding to each Exception Reason Code. This description contains details to help users interpret and troubleshoot the error.

Note: X denotes not applicable. This is used when a particular search function generating the flag was not performed. For example, you may see X in the SN/PN Match field when you input only the serial number.

Like SCC, SNIF has three levels of entitlement/access levels for external users depending on their Cisco.com access.

- Full entitlement—You have registered the contract using an SCC contract or auto-registration profile.
- Partial entitlement—You are not registered to view the contract, but SNIF identifies that the Bill-To address of the product or contract matches the Bill-To address in your Cisco.com profile.
- No entitlement—You are not registered to view the contract, and neither the Bill-To address on the contract nor the Bill-To address for the product match the Bill-To address in your Cisco.com.

Information is displayed according to these access levels. If you are not authorized to see data due to partial or no entitlement you will see asterisks (***) in some data fields. (For details – See Appendix)

Note: Internal users are considered to have full entitlement.

Quick Tips

1. SNIF will display all system matches including any duplicate installed base records or duplicate product coverage.
2. SNIF will only display coverage that is considered in an entitled status: signed, active, overdue and QA Hold.
3. If a product is already renewed, SNIF displays the renewed line end date with an asterisk (*) beside it.

4. Your SNIF output will likely have more lines than your original file. SNIF shows multiple output lines if the input serial number has multiple matches in the system or one match has multiple coverage on the same or different contract.

How SNIF Finds a Product Match

There are two distinctive scenarios.

Search by Serial Number Alone

If you only enter a serial number by itself, SNIF will compare the serial number against the serial number stored in IB. If there is no match found, SNIF will attempt to find “like matches” by putting the serial number you entered through “Scrubbing Logic” where the system assumes that you may have made a typing error and tries to correct it by a series of steps such as replacing an O with a 0, or removing the leading S, etc.

Search by Serial Number and Product Number

Note: If the product number entered is invalid, SNIF will go through “Search by Serial Number Alone” described above.

If you enter a serial number and a valid product number, SNIF goes through steps in the following sequence:

Step 1. Search Using Only Input Serial Number: In this step, SNIF compares **only** the serial number you have entered to those in IB. If no match is found, SNIF will assume that you have typed something wrong and will try to correct it, which is known as scrubbing, before it tries to match it again. Then, SNIF does one of two things:

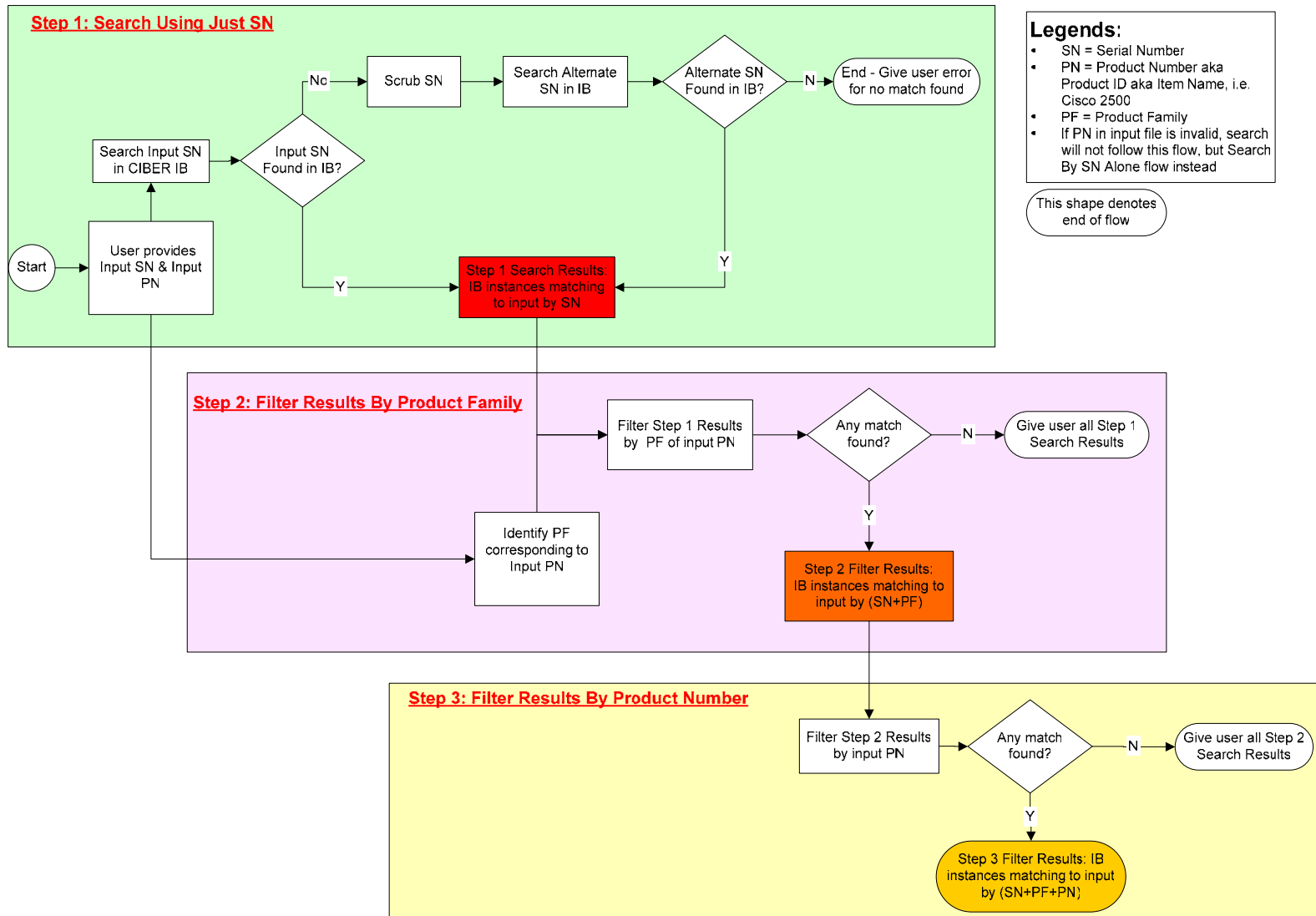
- Displays the original serial number information back to you with a error message if nothing worked even with scrubbing.
- Remembers the matches based on serial number and proceeds to the next step.

Step 2. Filter Results from Step 1 By Product Family: In this step, SNIF tries to narrow down what it found in Step 1 by looking at product families in IB and that of the input. To do this, it first identifies the product family for which the product number you have entered belongs. Then, it tries to find products having this product family in the products it found in Step 1. Two things can happen at this point:

- If this filter does not find anything, SNIF will return all matches found from Step 1.
- If this filter does find something, then it will remember these matches and proceed to the next step.

Step 3. Filter Results from Step 2 By Product Number: In this last step, SNIF tries to further narrow down what it found in Step 2 by looking at the product number (aka product ID or Item Name). It does this by looking for products having the same product number in the group of products it had found in Step 2. However, if this fails, SNIF will return all match found from Step 2.

For those of you who prefer to think graphically, here is a diagram of the matching process for search by serial number and product number:



Suppose Table 1 is what IB contains, can you figure out how the outputs in Table 2 came about given the input in these hypothetical scenarios?

Table 1 What Exists in IB

IB Instance	Serial Number	Product Number	Product Family
A	JAB044882QA	CISCO2621	2600
B	53895178	CISCO804	800TRAD
C	SN 145	CISCO 2500	CISCO2500
D	53895178	WS-X4148-RJ	C4500
E	FOX06340F6E	WS-C4006-S2	C4000
F	FOX06340F6E	WS-C4006-S2=	C4000
G	FOX06340F6E	CISCO804	800TRAD

Table 2 Hypothetical Scenarios

Scenario #	Input		Output (From Table1)
	Serial Number	Product Number	
1	Jab044882QA	Not entered	A
2	53895178	Not entered	B & D
3	SJAB044882QA	Not entered	A
4	5389 5178	CISCO804	B
5	53895178	CISCO2500	B & D
6	FOX06340F6E	WS-C4006-S3 (which also belongs to C4000 family)	E & F
7	FOX06340F6E	WS-C4006-S2	E
8	FOX06340F6E	WS-C4000== (which does not actually exist)	E&F&G

If you need help finding out the steps to get the output in Table2, here are search processes outlined for some of the scenarios:

Scenario #3:

Only serial number was entered, SNIF uses steps outlined in “Search by Serial Number Alone” to find matches:

Step 1 – SJAB044882QA did not match to anything in IB as implied by Table1.

Step 2 – SNIF finds similar match for SJAB044882QA by removing the leading S. This finds A. Search ends.

Scenario #6:

Since you have entered a valid product number, SNIF goes through steps outlined in “Search by Serial Number and Product Number” to find the matches.

Step 1 – SNIF finds E & F that match the input serial number FOX06340F6E. Since there is more than one match, SNIF goes to the next step.

Step 2 – SNIF identifies the product family for input product number WS-C4006-S3 as C4000. SNIF compares this to the product family of E & F. Unfortunately, in this case, this did not narrow down the matches. There is still more than one match; SNIF goes to the next step.

Step 3 – SNIF compares the original product number WS-C4006-S3 to product number of E (WS-C4006-S2) & F (WS-C4006-S2=), and discovered that there is no match. SNIF returns all of the matches from the last step (E&F) since these are the closest matches it found.

Scenario #8:

SNIF checks the product number entered and recognizes that WS-C4000== is not a valid product number. It then proceeds to uses steps outlined in “Search by Serial Number Alone” to find matches. This finds three matches: E, F & G.

SNIF Output and Quoting

Perhaps one of the obvious uses for SNIF output is quoting. However, to use the output for quoting, you should perform the following tasks:

1. **Verify/Modify Configuration Sequence:** If the configuration in the output is in the wrong sequence, i.e. the child comes before the parent, Import Engine will create duplicate coverage for those children that are not recognized as part of any configuration, or worse it will put these children as part of another unassociated configuration.

If you are creating a SmartSpare quote, you will also need to do the following steps:

2. **Remove extraneous lines:** Since SNIF output is given in a simple spreadsheet, each serial number is repeated when it is matched to multiple instances in the Installed Base or it is covered multiple times by contract(s). This means that there may be multiple lines per serial number you entered. You will need to remove the ones that are extraneous to prevent creating quotes with duplicate coverage.
3. **Verify/Modify Configuration Completeness:** SNIF does not expand configurations for you. Therefore, you will need to add any children to the spreadsheet so that you do will have complete configurations on the quote.

Appendix – SNIF Output Details

Column Name	Column Description	Entitlement/Access Levels			
		Internal	External		
			Full Entitlement	Partial Entitlement	No Entitlement
General Information					
Request Line Ref Number	Auto-assigned unique number for each Serial Number submitted via SNIF.	X	X	X	X
Exception Reason Code	This is a code representing a unique error generated by SNIF. This code can be interpreted by another system/application.	X	X	X	X
Exception Reason Description	Text description corresponding to each Exception Reason Code. This description contains details to help users interpret and troubleshoot the error.	X	X	X	X
Installed Base Information					
Instance Number	Unique identifier that is auto-generated by Installed Base	X	X	X	
Serial Number	Serial Number stored in Installed Base	X	X	X	X
Alternate Serial Number	This field is filled in when the system could not find the original serial number as entered, but found matches with similar serial numbers.	X	X	X	
Product Number	Name given by Cisco Product Marketing such as Cisco 2501. Aka Product Number	X	X	X	
Alternate Product Number	This field is filled in when the matches contain a product number that is different from the original product number entered, or if you did not enter a product number with the serial number.	X	X	X	
	Indicates where a serial number match was stored in the system. It can have the following values:				
	Original–Serial number was stored in the original serial number field in the system	X	X	X	
	Duplicate–Serial number was stored in the duplicate serial number field (aka attribute 11) in the system				
Duplicate Serial Number	Electronic–For future use. Not currently used.				

Column Name	Column Description	Entitlement/Access Levels		
		Internal	External	
			Full Entitlement	Partial Entitlement
Serial Number Scrubbed	Indicates whether the input serial number was modified to find a match in the system. "No" indicates that the product was found using the serial number in the original entry. "Yes" indicates that the product was not found as it was entered. However, similar serial numbers were found after the system corrected possible typos in the original serial number.	X	X	X
Product Number Found	Yes for this flag denotes that the resulting match in SNIF output has the same the Product Number as the original input.	X	X	X
Serial Number Found	Yes for this flag denotes that the resulting match in SNIF output has the same the Serial Number as the original input.	X	X	X
Serial Number/ Product Number Match	Yes for this flag denotes that the resulting match in SNIF output has the same the Serial Number & Product Number as the original input.	X	X	X
Serial Number/ Product Family Match	Tells you whether the output results have the same serial number and product family as the original input.	X	X	X
Multiple Product Match	Indicates that more than one Installed Base record (aka IB instance) was found in the Installed Base based on the given input parameters.	X	X	X
Product Family	Part of the product hierarchy created by Cisco Systems® to help with product classification. Product hierarchy one level above Product Number.	X		
Product Group	A basic categorization for products, i.e. is it a Router, a Switch etc.? This is one of the relevant factors for determining program eligibility for Mid Tier Service.	X		
Product Sub Type	A more specific definition of a product and is under Product Family and Product Group. This is one of the relevant factors for determining program eligibility for BOTH NAEP and Mid Tier Service.	X		
Item Type	Part of the product hierarchy created by Cisco Systems®	X		

Column Name	Column Description	Entitlement/Access Levels		
		Internal	External	
			Full Entitlement	Partial Entitlement
	to help with product classification.			
Ship Date	Hardware shipment date inherited from ERP OE	X	X	X
Hardware Bill-To Name	Hardware bill to customer name inherited from ERP OE	X	X	X
Hardware Bill-To Address ID	Hardware bill to ID for bill to address inherited from ERP OE	X		
Hardware Bill-To Address related columns	Hardware bill to address inherited from ERP OE	X	X	X
Hardware PO Number	PO number on hardware order inherited from ERP OE	X	X	X
Hardware PO Type	PO type for a hardware order	X		
Hardware SO Number	SO number on hardware order inherited from ERP OE	X	X	X
Hardware List Price	Product list price on hardware order inherited from ERP OE	X		
Hardware Purchase Price	Final product price (aka Net Price) that the customer received at the time of hardware order inherited from ERP OE	X		
Installed Base Status	Installation status for a given product instance	X		
Installed-At Customer ID	Customer ID associated with the current installed-at site.	X		
Installed-At Customer Name	Customer name associated with the current installed-at site.	X	X	X
Installed-At Site ID	Site ID that corresponds to current installed at site	X	X	X
Installed-At Address related columns	Site address that corresponds to current installed at site	X	X	X
Ship-To ID	Site ID that corresponds to ship to site used on hardware order from ERP	X	X	X
Ship-To Customer Name	Ship to Customer Name that was used on hardware order from ERP	X	X	X
Warranty End Date	End date for hardware warranty	X	X	X
Serviceable	This indicates whether or not service can be purchased for a hardware product per Service Marketing rule.	X	X	X

Column Name	Column Description	Entitlement/Access Levels			
		Internal	External		
			Full Entitlement	Partial Entitlement	No Entitlement
Service Order Allowed	This is derived info to indicate whether or not service can be ordered for a serviceable product given conditions that the product is in at the time of inquiry (such as product not being RMAed, etc.) according to Service Configurator.	X			
Hardware Pricing Category	Price category related to category based pricing type of service such as SIS98.	X			
Service Agreement Information					
Covered?	The value is derived for each matching occurrence to IB instance: - Yes–IB instance found is currently covered by contract - No–IB instance found is not covered by any contract	X	X	X	
Coverage Indicator	Indicates how a product instance is covered. - None–Matching IB instance is not covered by any contract in the Service Agreement. - Single–Matching IB instance is covered once in the Service Agreement. - Multi–Matching IB instance is covered more than once by the same contract or by different contracts in the Service Agreement.	X	X	X	
Contract Level Info					
Contract Number	Contract number stored in SA	X	X		
Contract Status	Status for service contract	X			
Contract Start Date	Start date of contract	X			
Contract End Date	End date of contract	X			
Contract Bill-To Name	Bill to name on contract	X	X		
Contract Bill-To Address related columns	Bill to address on contract	X	X		
Contract Currency	Currency used on the contract	X	X		

Column Name	Column Description	Entitlement/Access Levels			
		Internal	External		
			Full Entitlement	Partial Entitlement	No Entitlement
Service Line Level Information					
Service Line Number	Line number assigned to a particular service line on contract	X			
Service Level	Service category for a service product	X	X		
Service Level Description	Summary description of a particular service level	X	X		
Service Line Status	Status of a service line on contract	X			
Service Line Start Date	Start date for a given service line	X			
Service Line End Date	End date for a given service line	X			
Covered Product Level Information					
Product Coverage Line Number	Line number assigned to a particular product covered on contract	X			
Product Coverage Status	Status of a product covered on contract	X			
Product Coverage Start Date	Start date for a given product on contract	X	X		
Product Coverage End Date	End date for a given product on contract	X	X	X	
Product Maintenance List Price	Service list price for a given product on contract	X			
Product Maintenance Net Price	Net price for a given product on contract	X			
Maintenance SO Number	SO number on service order represented by a contract	X	X		
Maintenance PO Number	PO number on service order represented by a contract	X	X	X	
Service Site Level Info					
Service Site Contact	Contact assigned to a particular service site on contract	X	X		
Service Site Phone	Contact phone associated with Service Site ID	X	X		
Service Site Email	Email associated with Service Site ID	X	X		
Service Site Label	SCC Site Label associated with Service Site ID	X	X		
Service Site Notes	SCC Site Notes associated with Service Site ID	X	X		

Note: Columns highlighted in red denotes those columns that are only available to internal users.