

How Can I Send an Order Based Notification (OBA) to another Person?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (<https://www.cisco.com/go/scm>) to help resolve. Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Before you start, ensure that you have:

- An Active Cisco.com account
- User must have access to the order for which the OBA needs to be sent.
- The user to whom the OBA needs to be sent must have an active CCO ID.

Step 1: Go to [Cisco Software Central](#) and log in with your Cisco.com credentials.

Step 2: Click on "Access MCE" under Manage Entitlements section

Step 3: Navigate to "Orders" tab at the top of the page and then click on "User View" from "View Orders by" toggle

Step 4: In the Global Search, search with Sales Order Number/Web Order Number

Step 5: Against the Order from the search results, click on online menu(three dots) to expand and see all options

Step 6: Click on "Send Order Access" from the available options

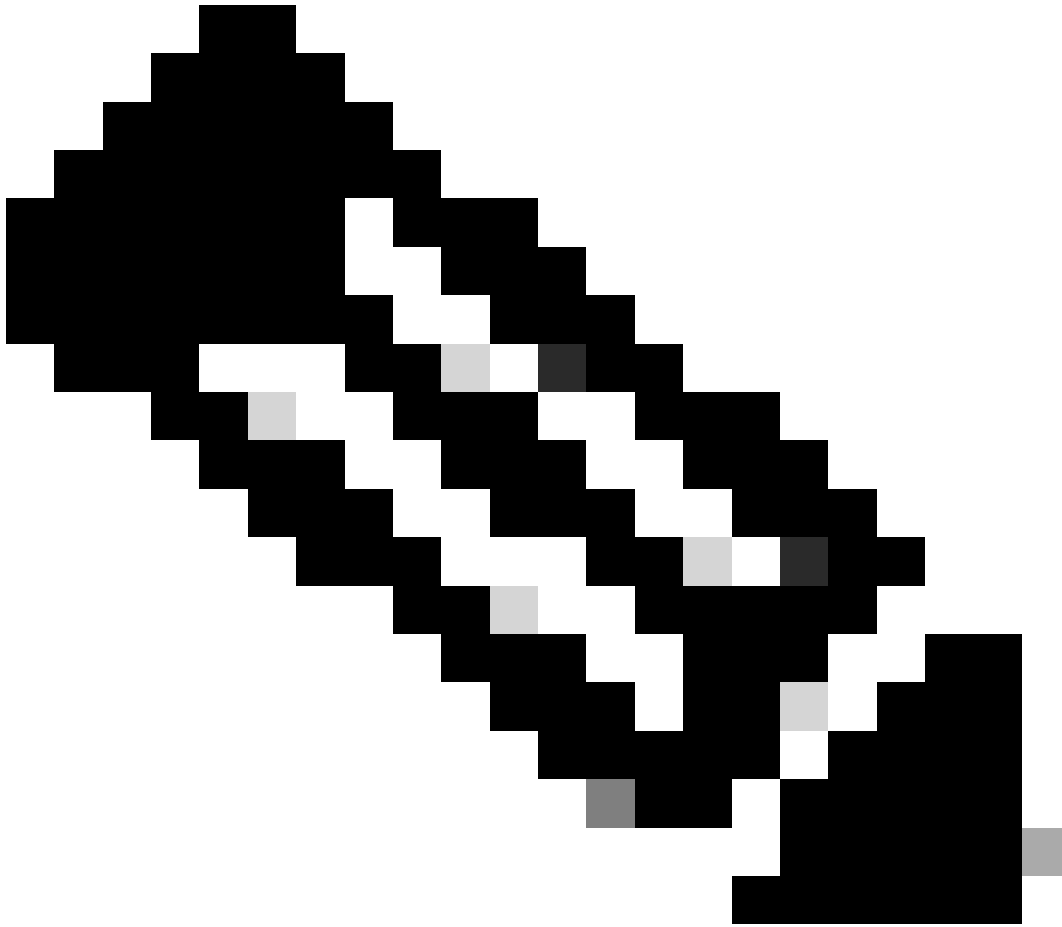
Step 7: Select "Group all selected order lines in a single email" or "Send 1 Order Line per email" radio button, per your need

Step 8: In the Email field, provide the email address or addresses to whom the OBA needs to be sent (use comma to separate multiple email address)

Step 9: If you have multiple lines, provide multiple email addresses for each line, or use "Apply to next line" or "Apply to all lines" option from the "Actions" column to copy the same email on to multiple lines

Step 10: Click on the "Send Order Access" button

Step 11: Click on the "Send Order Access" button on the confirmation page



Note: Internal users must open a case with the Licensing support team to resolve the customer view issue with the orders in MCE. There are no checks in place for internal users with Cisco support role to restrict any unauthorized transactions from the Orders tab.

Troubleshooting:

If you experience an issue during the process explained in this document, open a case in [Support Case Manager \(SCM\)](#).

For feedback on the content of this document, please submit [here](#).