

## Renewal Notification Settings

**You are able to customize how and when you receive renewal notification emails from Ingram Micro. Please read thru this guide and select the best option for your company.**

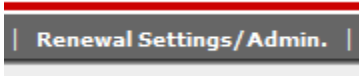
*Renewal notifications are limited to purchases of renewable skus from vendor programs that are on Click2License. These settings can be changed at any time.*

### Renewal Options

- Receive one or more emails for each renewal opportunity
- Edit email addresses that receive notification emails
- Receive one monthly summary email for all of next month's renewal opportunities
- Receive one monthly summary email for each affected vendor for all of next month's opportunities
- Change the dates you receive your individual email notifications
- Have smaller renewal opportunities emails sent directly to your end customer
- Turn off all renewal notifications

### Settings

For each of these choices, you'll need to go to the same area on the Click2License home page: In the dark gray bar at the top of the page, click on [Renewal Settings/Admin.](#)



When the page opens up, click on the link for [Profile Management](#)

### Administration

- [Collections](#) Customize the licensing programs and products offered to end users.
- [Pricing Schemes](#) Set up pricing schemes for end users and end user groups.
- [End User Management](#) Create and change end users and end user groups.
- [Profile Management](#) View/update your company's logo, correspondence email address & Renewal Notification Email Preference.
- [Renewal Administration and Setting](#) Customize Renewal Notification Milestone and Recipient Email Addresses.
- [End User Notification Setting](#) View/update End User Notification Amount.
- [End User Registration Referral](#) Refer an end user to the Click2License site.
- [P.O. Assignment Terms and Conditions](#) View/accept P.O. Assignment terms and conditions.
- [Change Password](#) Change your logon password.

On the profile management page, click on the drop down list.

- Select Individual to receive an email for each opportunity
- Select Summary by Vendor to receive monthly emails for each vendor for the next month
- Select Summary to receive one monthly email summarizing all your opportunities for the next month

Click on Update Renewal Preference once you've highlighted your choice

**Renewal Notification Preference**

Summary	<input type="button" value="Update Renewal Preference"/>
<b>Individual</b>	
Summary By Vendor	

If you select *Summary* or *Summary By Vendor*, you'll receive your monthly emails around the 20<sup>th</sup> for the next month. If you select *Individual*, you'll receive email notifications as your renewable opportunities fall into the notification milestone parameters.

While you're on this page, enter an email address in the Correspondence Email Address field. This should be an address that can be used for all renewal notifications. Many resellers create a group email address like [IngramRenewals@Reseller.com](mailto:IngramRenewals@Reseller.com). This address will be used as a final check if the email fields described in the next section are not populated. If all fields are blank, no renewal emails will be sent.

**Correspondence Email Address**

<input type="text" value="click2license@ingrammicro.com"/>	<input type="button" value="Update Email Address"/>
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Regardless of your selections above, the next thing you need to do is to set up the email addresses that need to receive these notifications. On the left side of the page you're on, click on the Renewal Administration and Setting link.

- Administration**
- [Collections](#)
- [Pricing Schemes](#)
- [End User Management](#)
- [Profile Management](#)
- [Renewal Administration and Setting](#)
- [End User Notification Setting](#)
- [End User Registration Referral](#)
- [P.O. Assignment Terms and Conditions](#)
- [Change Password](#)

The settings that follow are based on the Individual preference. If you choose one of the summary options, the process is the same with the exception of the milestones. Regardless of what milestones you choose, the summary emails will be sent out on or about the 20<sup>th</sup> every month.

If you want emails for all vendor programs to go to the same address or addresses, leave the Manufacturer choice set to Default. Then enter your email address in the Renewal Recipients box. If you have more than one address, you'll need to separate them using a semi-colon ";". When you're done, click the Save button.

-Please ignore the Installment Recipients fields-they have no functionality.

## Renewal Administration and Setting

Update your renewal notification milestones, notification switch and default email notification recipients list for renewals and installments by selecting "Default" from the Manufacturer drop down and click "View Programs". To further customize your settings by manufacturer and license program, select the manufacturer from the drop down list and click "View Programs".

If there are more than one email recipients please separate the list of email addresses using semi colon.  
Check the Notification Switch checkbox only if you wish to receive these notifications.

Select Default or Manufacturer

Default or Manufacturer: Default  
ACRONIS  
ACTIVEPDF  
ADOBE View Programs

Notification Switch	Renewal Milestone	Vendor	License Program	Renewal Recipients	Installation Recipients
<input checked="" type="checkbox"/>	45 ▾ 15 ▾ ▾ ▾	Default	Default	click2license@ingrammicro.com;	

Save

If you want emails to go to different places depending on specific vendor, find the vendor in the list and click on the View Programs button. Enter the address(es) in the same manner as described above. Email notifications for any vendor that aren't otherwise specified will be sent to the email addresses listed under the default setting. Always make sure to click on Save when done.

You can set up to 4 renewal milestones for your notification emails. Simply click on the drop down list for each of the four boxes and select from the choices listed. You can choose from 180 days prior to renewal date to 14 days after. If you want fewer than four email notifications, choose the blank space in that list. Examples--

Four notices, one at 180, one at 90, one at 45 days prior to the renewal date, and one 7 days after.

Renewal Milestone

180 ▾ 90 ▾ 45 ▾ -7 ▾

Three renewal notices, one at 180, one at 90, and one at 30 days prior to the renewal date.

Renewal Milestone

180 ▾ 90 ▾ 30 ▾ ▾

One notification email at 30 days prior to renewal date.

Renewal Milestone

30 ▾ ▾ ▾ ▾

If you choose not to receive any renewal notifications, you can shut them off by unchecking the box between Notification Switch and Save. You may have to click it twice. Once it's unchecked, the Renewal milestone boxes will go blank. Click Save. Before choosing this option, we encourage you to select either of the Summary options to reduce the email volume but to still receive important information about your renewal opportunities.

Notification Switch	Renewal Milestone
<input type="checkbox"/>	<input type="text" value="v"/> <input type="text" value="v"/> <input type="text" value="v"/> <input type="text" value="v"/>
<input type="button" value="Save"/>	

The system checks for the milestones and email addresses for the specific vendor first. If it hasn't been set up, it will check the default settings next. If that hasn't been set up, it will check the correspondence field as a final check. If that's also blank, renewal notifications will not be sent.

You can shut off a vendor by unchecking the Notification Switch box for that specific vendor.

### End User Settings

If you want to have emails sent directly to your end user customers, click on the [End User Notification Setting](#) link.

- Administration**
- [Collections](#)
- [Pricing Schemes](#)
- [End User Management](#)
- [Profile Management](#)
- [Renewal Administration and Setting](#)
- End User Notification Setting
- [End User Registration Referral](#)
- [P.O. Assignment Terms and Conditions](#)
- [Change Password](#)

You can set your preferences by default (all Click2License vendors), by individual vendor, or both.

#### End User Notification Setting

Update your end user notification amount by selecting "Default" from the Manufacturer drop down and click "View Programs". To further customize your settings by manufacturer and license program, select the manufacturer from the drop down list and click "View Programs".

Select Default or Manufacturer		
Default or Manufacturer:	<input type="text" value="Default"/> <ul style="list-style-type: none"> <li>Default</li> <li>ACRONIS</li> <li>ACTIVEPDF</li> <li>ADOBE</li> </ul>	<input type="button" value="View Programs"/>
Vendor	License Program	End User Notification Amount
Default	Default	<input type="text" value="100"/>
<input type="button" value="Save"/>		

Please note that all renewal opportunities equal or below dollar value entered will be sent directly to the end-user without solution provider advisement, however will still display on the solution providers renewal report list. All renewal opportunities above dollar threshold will be sent to the solution provider for execution.

To use this feature, simply choose either default or a specific vendor. Click [View Programs](#). Input the appropriate dollar amount and click [Save](#). Once this is set up, any renewal opportunity below this dollar amount (based on MSRP of the order being renewed) will be sent directly to the end user. No pricing information is given to them and the emails will refer them back to your company for quote or purchase.

If you choose to do both default and individual vendor, all vendors except the one(s) you specified will use the default setting you've set up.

Anytime a zero is in a box, the renewal notification for that vendor(s) or program(s) will only be sent to the email addresses at your company that you've specified.

If you want to set this up for specific vendors, you can do so at the program level.

**Select Default or Manufacturer**

Default or Manufacturer:

Default  
 ACRONIS  
 ACTIVEPDF  
ADOBE

View Programs

Vendor	License Program	End User Notification Amount
ADOBE	Adobe TLP Corp	<input style="width: 60px;" type="text" value="1,000"/>
	Adobe TLP EDU	<input style="width: 60px;" type="text" value="100"/>
	Adobe TLP GOV	<input style="width: 60px;" type="text" value="10"/>
	Adobe TLP Nonprofit	<input style="width: 60px;" type="text" value="20"/>
	ADOBE VIP-C	<input style="width: 60px;" type="text" value="50"/>
	ADOBE VIP-E	<input style="width: 60px;" type="text" value="0"/>
	ADOBE VIP-G	<input style="width: 60px;" type="text" value="0"/>
	Adobe CLP EDU MEDIA-Cert Req	<input style="width: 60px;" type="text" value="0"/>
	Adobe CLP Corp-Cert Required	<input style="width: 60px;" type="text" value="0"/>
	Adobe CLP EDU-Cert Required	<input style="width: 60px;" type="text" value="0"/>
	Adobe CLP GOV-Cert Required	<input style="width: 60px;" type="text" value="0"/>
	Adobe LiveCycle-C	<input style="width: 60px;" type="text" value="0"/>
	Adobe LiveCycle-G	<input style="width: 60px;" type="text" value="0"/>
	Adobe LiveCycle-E	<input style="width: 60px;" type="text" value="0"/>
	Adobe EEA - Cert Required	<input style="width: 60px;" type="text" value="0"/>

Save

If you want to check that the emails are being sent to your customer, click on Renewals Management in the dark gray bar at the top of the page.



When that page opens, click on [Renewal Notification Tracker](#).

### Renewals Main Menu

[Renewals](#): Click2License provides you with the ability to manage your license renewals online. Clicking on the renewals link will take you to the renewal search screen.

[Renewal Dashboard](#): Dashboard provides you a high level view of all upcoming opportunities. Please provide a couple of minutes for generating dashboard data.

[Renewal Notification Tracker](#): Click here to review renewal notification email activities for your end user

Here you can view what has been sent (by default, or by specific vendor).

Renewal Notification Tracker  
Review renewal notification activities for your end user, by selecting "Default" from the Manufacturer drop down and clicking "View Activity".

Select Default or Manufacturer

Default or Manufacturer

- Default
- ACRONIS
- ACT
- ACT/VEPDF

View Summary

Displaying 1-1 of 1 items

Date Sent	Notification Sent To	Notification Sent For (Program)	Vendor	End User Company	Renewal Due Date
04/12/2013	awah.feh@ingrammicro.com; Kunal.Sharma@ingrammicro.com; Vije.Kandasamy@ingrammicro.com	Trend Micro_Commercial	TREND MICRO		04/12/2013

[Return to Renewals Main Menu](#)

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If you have any questions, please contact any licensing desk or send an email to [Click2License@IngramMicro.com](mailto:Click2License@IngramMicro.com)