

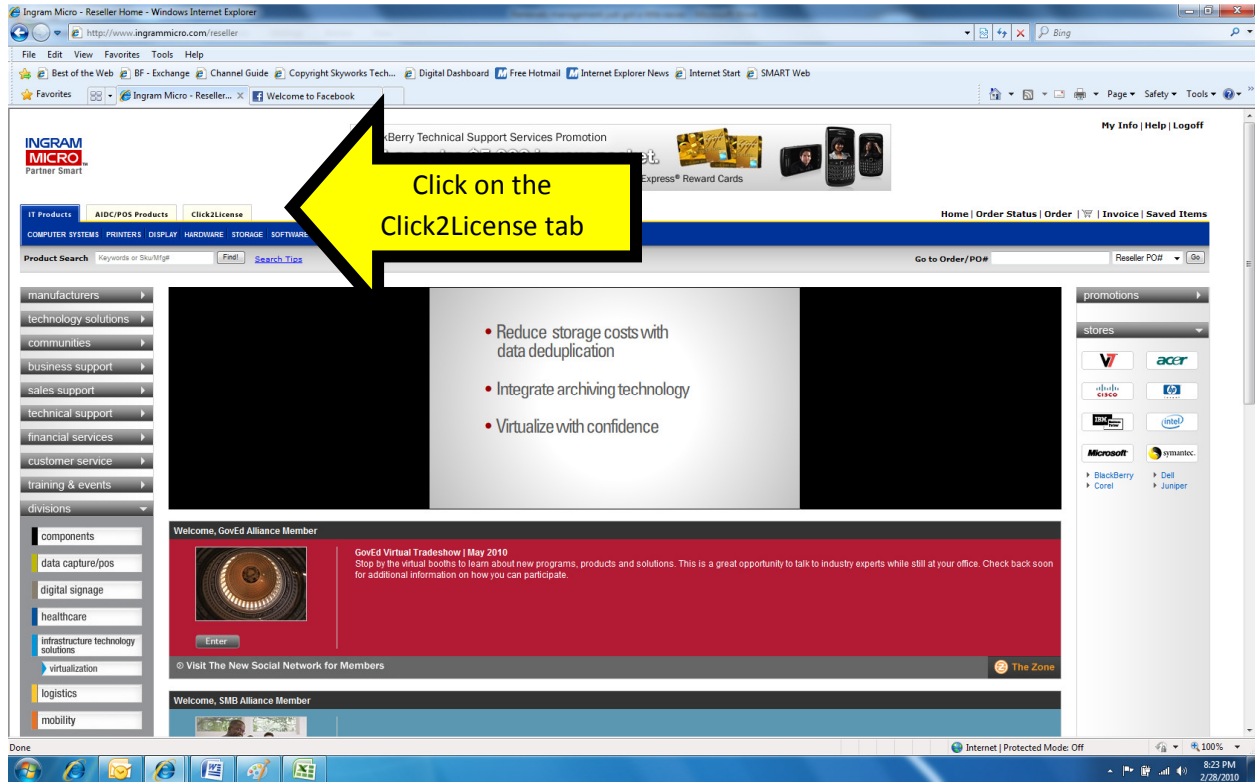
Renewals management
just got easier!!!



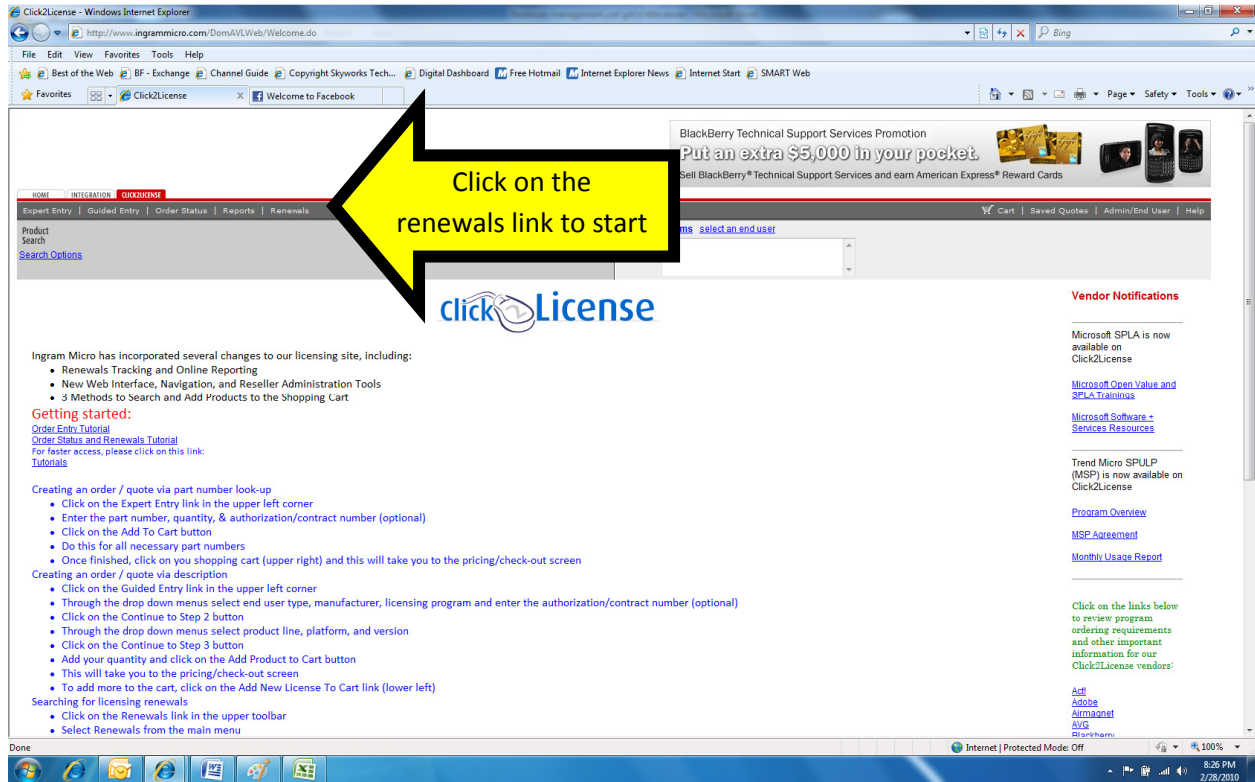
Click2License Renewals Reporting:

Allow Click2License to generate a renewals pipeline of your upcoming renewals:

Access <http://www.ingrammicro.com>:



This brings you to the Click2License homepage:



This prompts you to the Search Criteria, to drill down to your renewals data:

The screenshot displays the Ingram Micro Renewals Search interface. At the top, there is a navigation menu with options like 'HOME', 'INTEGRATION', and 'ORDER/REPORTS'. Below this, a 'Renewals Search' section is visible, featuring a 'Search Criteria' form. The form includes several fields: 'Renewal Status' (set to 'All Renewals'), 'Invoice/PO/Contract Number' (with a dropdown for 'Ingram Micro Invoice #'), 'Manufacturer' (set to 'All Manufacturers'), 'License Program' (set to 'All License Programs'), 'Company Name' (set to 'All End Users'), 'Ingram Micro Invoice Date' (with a date range selector), and 'Coverage End Date' (with a date range selector). Below the form are buttons for 'View Summary' and 'Download Report'. A large yellow arrow points to the form with the text 'Enter the criteria that you'd like to report against'. The page also features a 'Shopping Cart' with '0 Items' and a 'Powered By INGRAM MICRO' logo at the bottom right.

*** Once you have entered all of the data, click on the 'View Summary' button ***

The data will display:

BlackBerry Technical Support Services Promotion
Put an extra \$5,000 in your pocket.
Sell BlackBerry® Technical Support Services and earn American Express® Reward Cards

HOME | INTEGRATION | **ORDERING**
Expert Entry | Guided Entry | Order Status | Reports | Renewals

Product Search
Shopping Cart: 0 Items [select an end user](#)

Renewals Search Results

Displaying 1 - 1 of 1

Result	Reseller PO #	End User PO #	End User Name	Manufacturer	License Program	Contract / Authorization #	Invoice #	Invoice Date	Invoice Total	Renewal Status	Renewal Removal
1	STJOSEPH	PO2	ST JOSEPH BY THE SEA HIGH SCHOOL	COMPUTER ASSOCIATES	CADELETES	DEF2		06/03/2003	\$12,000.00	Closed Not Renewed	Remove

Displaying 1 - 1 of 1

[Return to Renewals Search](#)
[Return to Renewals Main Menu](#)

[Download Report](#)

Contact Licensing | Legal

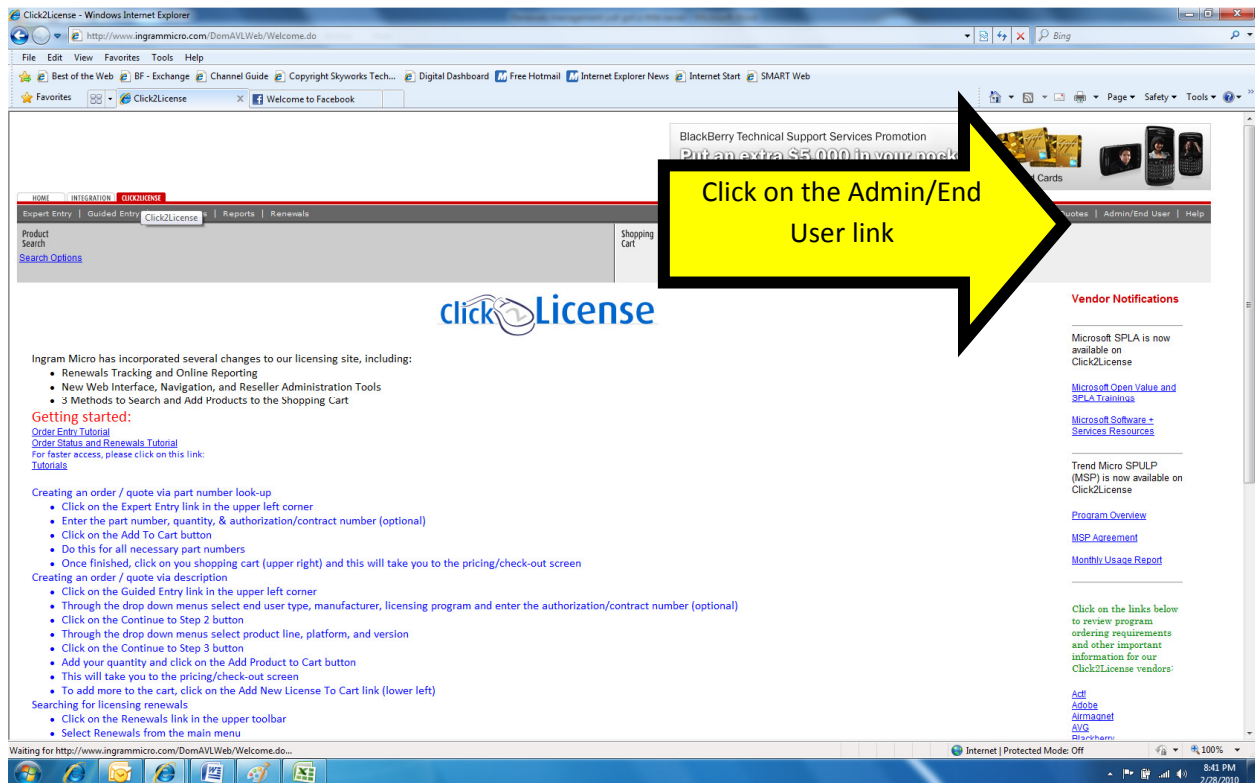
Powered By **INGRAM MICRO**

*** This will display the entire order details, suggested renewal sku's, etc ***

Enhanced end user notification:

Allow Ingram Micro to assist you with the renewal notifications to your end users (on behalf of you, the reseller)!!!

Step 1 – Setting up your reseller logo (which will be added to the email sent to the end user)



This brings you to the administration section:

The screenshot shows a web browser window displaying the Ingram Micro Administration interface. At the top, there is a navigation bar with links for 'HOME', 'INTEGRATION', and 'ORDERING'. Below this, a 'Product Search' section is visible. The main content area is titled 'Administration' and contains a list of links: 'Collections', 'Pricing Schemes', 'End User Management', 'Profile Management', 'Renewal and Installation Email Notification Recipient List', 'End User Registration Referral', 'P.O. Assignment Terms and Conditions', and 'Change Password'. A large yellow arrow with a black border points to the 'Profile Management' link. The bottom right corner of the page features the 'Powered By INGRAM MICRO' logo. The browser's address bar shows the URL 'http://www.ingrammicro.com/DomAVLWeb/reseller/Admin.do'. The Windows taskbar at the bottom indicates the system time as 8:42 PM on 2/28/2010.

This takes you into the Profile Management section:

The screenshot shows a web browser window with the URL <http://www.ingrammicro.com/DomAVLWeb/reseller/ResellerLogo.do?action=VIEW>. The page features a top navigation bar with links like 'HOME', 'INTEGRATION', and 'CHECKOUT'. Below this is a 'Product Search' bar and a 'Shopping Cart' showing 0 items. The main content area is titled 'Profile Management' and includes instructions: 'Your logo, both secure and unsecure, are displayed below. To add or change a logo, please click "update logo" or to remove a logo, please click "remove logo" under the corresponding logo you wish to modify. The email address below will be used to inform you anytime an end user registers and selects your company as their default reseller or whenever your end users create online quotes for your license offering. To update your email address for correspondence, enter it in the field below and click the "Update Email Address" button.'

There are two sections for logos:

- Unsecure Personalized Logo:** Displays a 'Reseller logo' with 'update logo' and 'remove logo' links. A yellow arrow points to the 'update logo' link with the text 'Click on the update logo link'.
- Secure Personalized Logo:** Shows a message 'No Logo Specified' and an 'update logo' link.

At the bottom, the 'Correspondence Email Address' field contains 'steven.demario@ingrammicro.com' and an 'Email Address' button. The footer includes 'Contact Licensing | Legal' and 'Powered By INGRAM MICRO'.

This takes you into the Personalized Logo section:

Click2License - Edit Reseller Logo - Windows Internet Explorer

http://www.ingrammicro.com/DomAVLWeb/reseller/ResellerLogoAction.do

BlackBerry Technical Support Services Promotion
Put an extra \$5,000 in your pocket.
Sell BlackBerry® Technical Support Services and earn American Express® Reward Cards

HOME | INTEGRATION | **CLICK2LICENSE**

Expert Entry | Guided Entry | Order Status | Reports | Renewals


Shopping Cart: 0 Items [select an end user](#)

Product Search [Search Options](#)

Personalized Logo

To update your reseller logo, please enter the web address URL where the image is located. You may click "Preview" to view how the logo will appear on Click2License. Please click "Save" when you are finished. Logos should be 200 pixels wide and 60 pixels high to avoid distortion.

Unsecured Personalized Logo

Logo Preview: 

Logo URL:

Contact Licensing | Legal

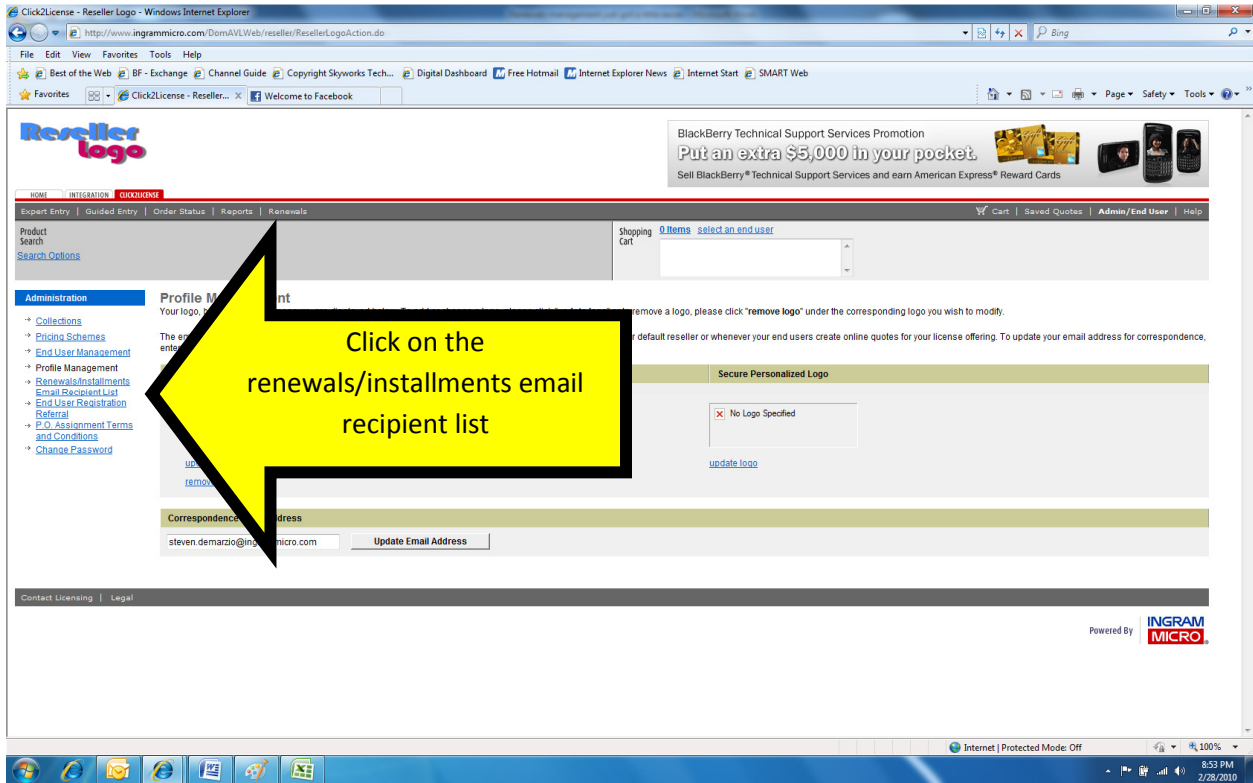
Powered By **INGRAM MICRO**

Done | Internet | Protected Mode: Off | 100% | 8:46 PM 2/28/2010

This enters your company's logo into the Click2License database:

The screenshot shows a web browser window titled "Click2License - Reseller Logo - Windows Internet Explorer". The address bar shows the URL: <http://www.ingrammicro.com/DomAVLWeb/reseller/ResellerLogoAction.do>. The page content includes a navigation menu with "HOME", "INTEGRATION", and "CLICK2LICENSE". A sidebar on the left lists "Administration" options such as "Collections", "Pricing Schemes", "End User Management", "Profile Management", "Renewals/Assignments", "Email Recipient List", "End User Registration Referral", "P.O. Assignment Terms and Conditions", and "Change Password". The main content area is titled "Profile Management" and contains instructions: "Your logo, both secure and unsecure, are displayed below. To add or change a logo, please click 'update logo' or to remove a logo, please click 'remove logo' under the corresponding logo you wish to modify. The email address below will be used to inform you anytime an end user registers and selects your company as their default reseller or whenever your end users create online quotes for your license offering. To update your email address for correspondence, enter it in the field below and click the 'Update Email Address' button." Below this, there are two sections: "Unsecure Personalized Logo" and "Secure Personalized Logo". The "Unsecure Personalized Logo" section displays a "Reseller logo" with "update logo" and "remove logo" links. The "Secure Personalized Logo" section shows a red "X" and the text "No Logo Specified" with an "update logo" link. At the bottom, there is a "Correspondence Email Address" field containing "steven.demazio@ingrammicro.com" and an "Update Email Address" button. The footer includes "Contact Licensing | Legal" and "Powered By INGRAM MICRO". The Windows taskbar at the bottom shows the time as 8:50 PM on 2/28/2010.

Step 2 - Set the renewal threshold, to indicate the dollar amount that the end user emails will be sent on (as we as the reseller email address, that ALL renewal alerts will be sent to)



First part is to enter the reseller email address that ALL renewal email alerts will be sent to

The screenshot shows a web browser window displaying the Ingram Micro Reseller portal. The page title is "Renewals and Installments Email Notification Recipient List". The main content area includes a "Select Default or Manufacturer" dropdown menu, a table with columns for "License Program", "End User Notification Amount", and "Renewal Recipient", and an "Edit Notification Recipient Lists" button. A yellow arrow points to this button with the text "Click on the 'edit notification recipient lists' button".

Renewals and Installments Email Notification Recipient List

Update your 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 email notification recipient list by manufacturer and license program, select the manufacturer from the drop down list and click "View Programs". To update the notification recipients for upcoming renewals and installments for a particular license program, click "Edit Notification Recipient Lists".

Select Default or Manufacturer

License Program	End User Notification Amount	Renewal Recipient
Default	\$ 0 <input type="text"/> Save	steven.dema...

[Edit Notification Recipient Lists](#)

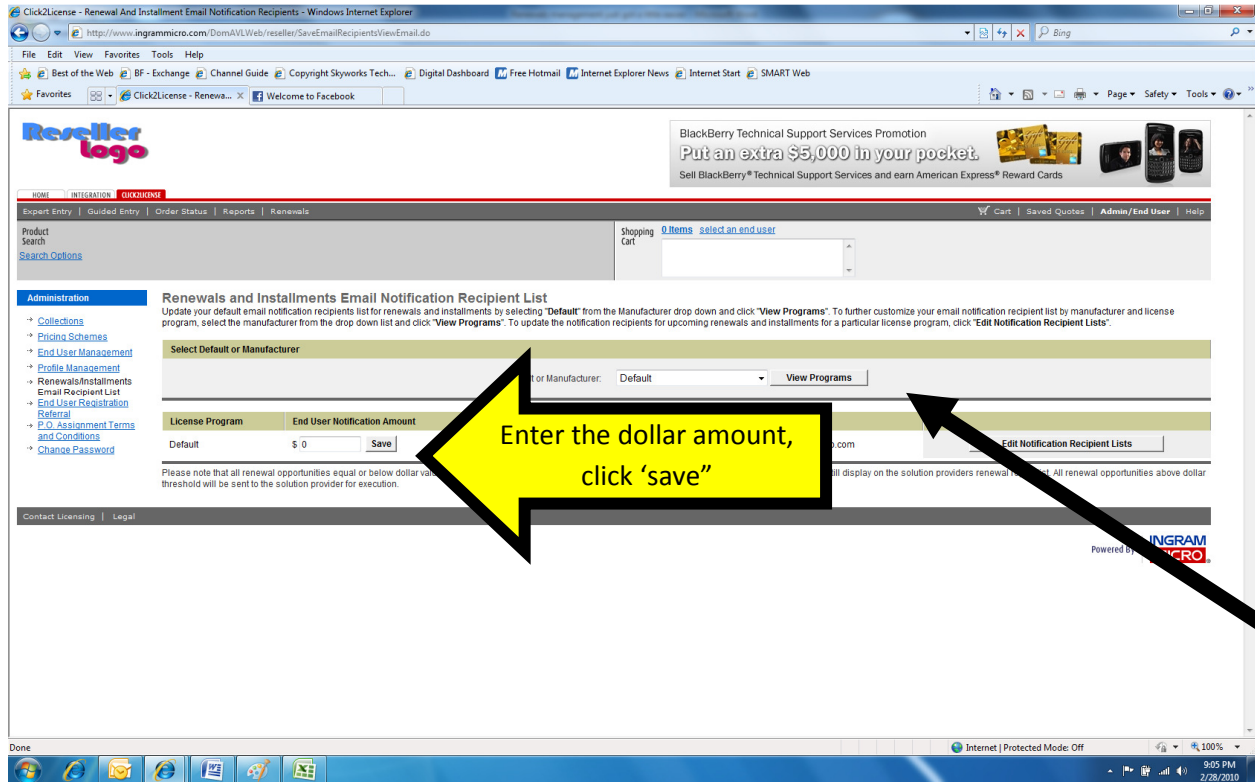
Please note that all renewal opportunities equal or below dollar value entered will be sent directly to the end user. Renewal opportunities above dollar threshold will be sent to the solution provider for execution.

Add email address/addresses to get the notifications

The screenshot shows the 'Edit Renewal And Installment Email Notification Recipients' page in the Ingram Micro Reseller portal. The page features a search bar, a shopping cart with 0 items, and a 'Save Changes' button. A yellow callout box with a black arrow points to the 'Add To Renewal List' button. The page also includes a 'Renewal Recipient List' table with one entry: 'steven.demarzio@ingrammicro.com'. The bottom of the page shows the Ingram Micro logo and the text 'Powered By INGRAM MICRO'.

Enter email address, click on 'add to renewal list' button. When all are entered, click on the 'save changes' button.

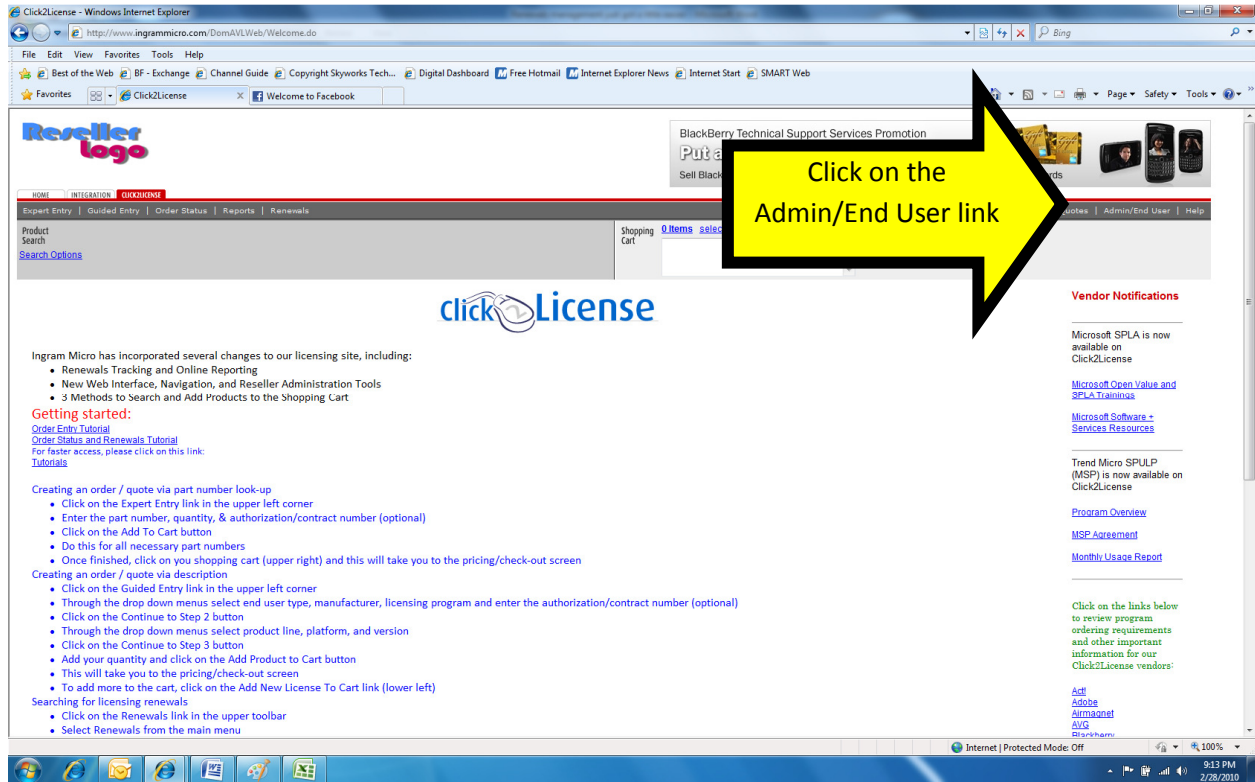
Next is to identify the renewal amount threshold



*** This sets the default value, for all vendor renewal notifications, that will trigger the email to be sent to the end user (on behalf of the reseller) ***

*** If you want to set a different value based off of a particular vendors program, select the vendor and click 'view programs' ***

Step 3 – Indicate the end user email address sent the renewal email to



Select the end user that you want to manage

The screenshot shows the Ingram Micro Reseller Admin interface in a Windows Internet Explorer browser. The address bar shows the URL <http://www.ingrammicro.com/DomAVLWeb/reseller/Admin.do>. The page features a navigation menu with tabs for HOME, INTEGRATION, and **ORDERING**. Below the navigation, there are links for Expert Entry, Guided Entry, Order Status, Reports, and Renewals. A shopping cart icon shows 0 items and a link to [select an end user](#). A yellow arrow with a black border points to this link, with the text "Click on the 'end user management' link" inside it. The main content area is titled "Administration" and lists several links: [Collections](#), [Pricing Schemes](#), [End User Management](#), [Profile Management](#), [Renewal and Installation Email Notification Recipient List](#), [End User Registration Referral](#), and [P.O. Assignment Terms and Conditions](#). The footer includes "Contact Licensing | Legal" and "Powered By INGRAM MICRO". The Windows taskbar at the bottom shows the system tray with the date 2/28/2010 and time 9:15 PM.

Locate the end user

The screenshot shows the Ingram Micro Reseller portal interface. At the top, there is a navigation bar with links for Home, Integration, and Order Management. Below this, there is a search bar and a shopping cart. The main content area is titled "End User Management" and contains a search form with the label "Search for End User by Company Name:" and a "Search End Users" button. A yellow callout box with a black border points to the search form and the button, containing the text: "Enter the search criteria and click on the 'search end users' button". The page also features a sidebar with navigation links for End User Groups and Administration, and a footer with contact information and the Ingram Micro logo.

Choose the end user

The screenshot shows the 'End User Management' section of the Ingram Micro system. It includes a search bar for end users by company name, a list of registered end users, and a 'Create New Personal End User Company' button. A yellow arrow points to this button with the text: 'Click on the end user that you want to manage. If not listed, click on the 'create new personal end user company' button.'

End User Management

To edit end user information, select the end user by clicking on the letter corresponding to the first letter of their company name (use # if the first character of the company is numeric). In addition, you can search for end users by typing their company name into the text box and clicking "Search." Click "Link With Registered End User" if your end user has registered and provided you with their Authorization ID and you wish to set them up with a pricing scheme or set them up in an end user group. Click on the group links at left or next to the company name to view/edit end user group settings.

Click "Create a New Personal End User Company" to create a new personal end user company.

Search End Users

Search for End User by Company Name:

Registered End Users

Company Information	Address	Group	Pricing Scheme
No Registered End Users Found.			

Personal End Users

Company	Address	Group	Pricing Scheme
Steve DeMarzio Test	1995 F...		overridedefault
Government DeMarzio Test	1759 WEH...		overridedefault
Academic DeMarzio Test	1759 WEH...		overridedefault
DeMarzio Coma	123 Fake Street		10% Markup
Charly DeMarzio Test	1759 Wehrle Dr, Sun...		Default
DEMARIO.CPU.TEST	1759 WEHRLE DR, WILLIAMSVILLE, NC 27683		Default
DeMarzio EU Portal Test	1759 Wehrle Dr, WILLIAMSVILLE, NC 27683		Default

Select the end user contact that will receive the renewal email

The screenshot displays the 'Personal End User Information' page in a Windows Internet Explorer browser. The page is divided into several sections:

- Company Information:** Company Name: Charly Dellarzio Test; End User Group: N/A; Pricing Scheme: Default; End User Type: Charly; Contact Type: Site Specific. Links: [edit company](#) | [remove company](#)
- Address Information:** Address List: 1750 Wehrle Dr Suite 12345, BUFFALO NY. Address 1: 1759 Wehrle Dr; Address 2: Suite 12345; Address 3: ; City, State Zip: BUFFALO, NY 14221-7033. Links: [edit address](#) | [add new address](#)
- Contact Information:** Contacts List: Steven DeMarzio. Name: Steven DeMarzio; Title: ; Phone: 800-456-8000 Ext: ; Fax: ; Email: stesit@im.com; Email Opt-Out: No; Renewal Notif. Email: No. Links: [edit contact](#) | [add new contact](#)
- Reseller-Specific End User Company Information:**

A yellow callout box with a black border points to the [edit contact](#) link in the Contact Information section. The text inside the callout reads: "Select the contact and click on the 'edit contact' link. If not listed, click on the 'add new contact' link."

Update the email options

Click2License - Edit Contact Information - Windows Internet Explorer

http://www.ingrammicro.com/DomAVLWeb/reseller/Contact.do?actions=VIEW&index=0

File Edit View Favorites Tools Help

Best of the Web BF - Exchange Channel Guide Copyright Skyworks Tech... Digital Dashboard Free Hotmail Internet Explorer News Internet Start SMART Web

Click2License - Edit Co... Welcome to Facebook

Reseller logo

BlackBerry Technical Support Services Promotion
Put an extra \$5,000 in your pocket.
Sell BlackBerry® Technical Support Services and earn American Express® Reward Cards

HOME INTEGRATION **CLICK2LICENSE**

Expert Entry | Guided Entry | Order Status | Reports | Renewals

Shopping Cart 0 Items select an end user

Product Search Search Options

Personal End User Contact Information
After making any necessary changes to contact information, click "Save Changes".

Contact Information

First Name: Steven
Last Name: DeMarzio
Title:
Phone: 800-456-8000 (000-000-0000) E:
Fax: (000-000-0000)
Email: steven.demarzio@ingr.com
Preferred Notif. Email:
Email Opt-Out:

Address Associations: All Available Addresses
1759 Wehrle
Add >>
<< Delete

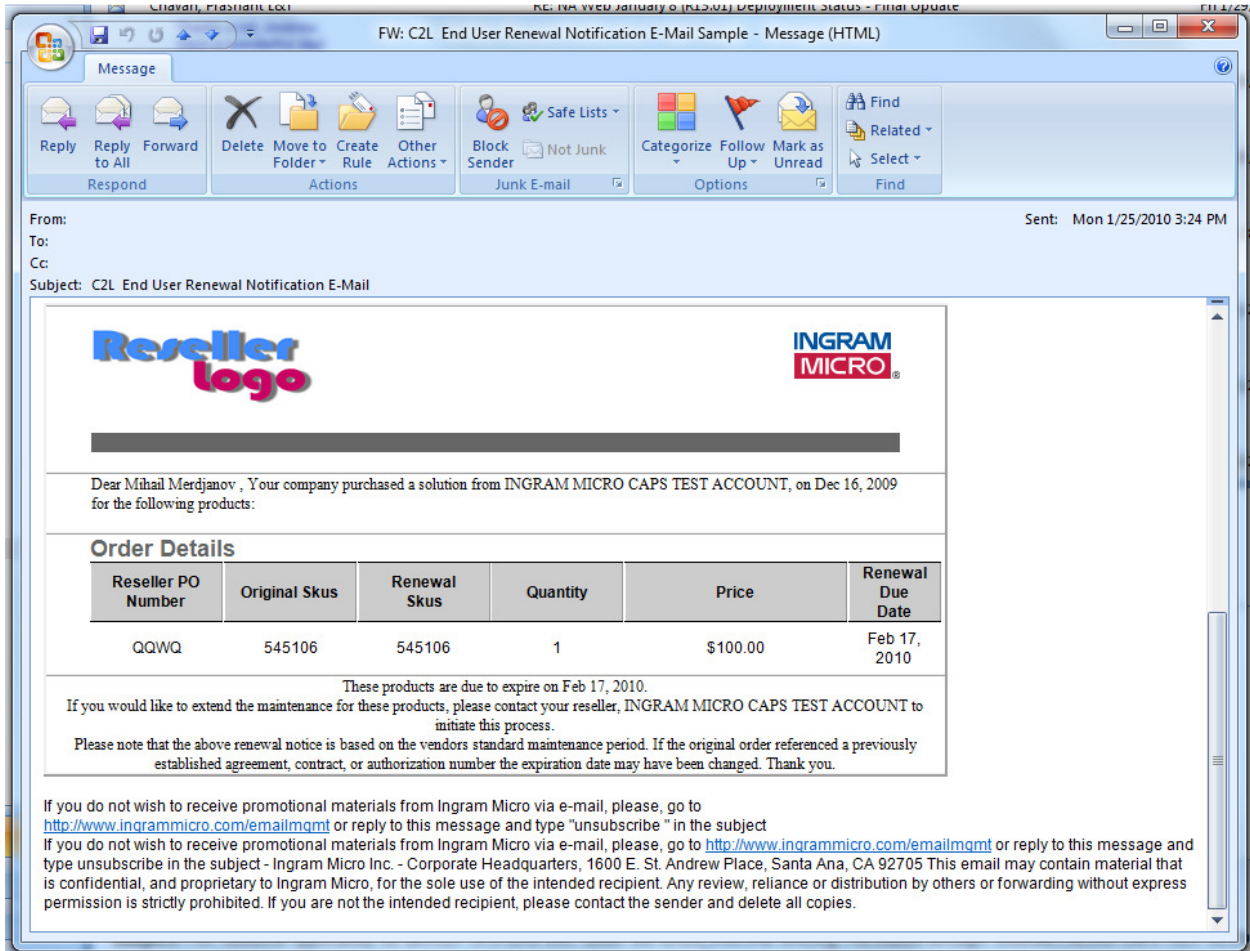
* Required Fields

Cancel Save Changes

Contact Licensing | Legal

Done Internet | Protected Mode: Off 100% 9:23 PM 2/28/2010

Sample end user email template:



This is the email that will be sent from the reseller (the reseller email address that was captured at the time of order entry will be in the "From:" field, and the end user email address (that was selected in Click2License) will be in the "To:" field.