Adobe® Volume Licensing

Reseller Console User Guide

for Value Incentive Plan (VIP)

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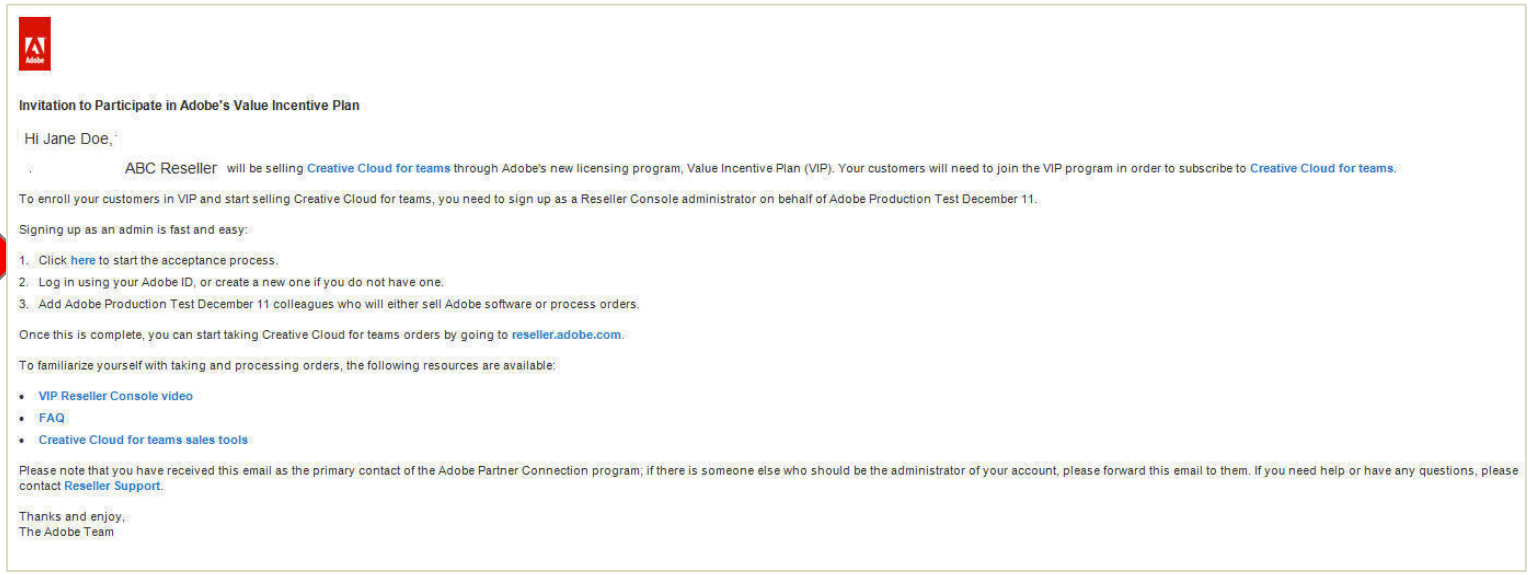
What is the VIP Reseller Console?

The VIP Reseller Console is the web-based portal where Adobe Partner Connection (APC) Resellers will invite customers to join the Value Incentive Plan (VIP), manage their customer accounts, including adding seats and viewing information about seats added.

Getting Started

1. The contact listed on the Adobe Partner Connection account of all eligible Adobe Resellers will receive an email invitation from Adobe to participate in the Value Incentive Plan (VIP).

2. Click **here** on the email to start the acceptance process.



Invitation to Participate in Adobe's Value Incentive Plan

Hi Jane Doe,

ABC Reseller will be selling Creative Cloud for teams through Adobe's new licensing program, Value Incentive Plan (VIP). Your customers will need to join the VIP program in order to subscribe to Creative Cloud for teams.

To enroll your customers in VIP and start selling Creative Cloud for teams, you need to sign up as a Reseller Console administrator on behalf of Adobe Production Test December 11.

Signing up as an admin is fast and easy:

1. Click here to start the acceptance process.
2. Log in using your Adobe ID, or create a new one if you do not have one.
3. Add Adobe Production Test December 11 colleagues who will either sell Adobe software or process orders.

Once this is complete, you can start taking Creative Cloud for teams orders by going to reseller.adobe.com.

To familiarize yourself with taking and processing orders, the following resources are available:

- VIP Reseller Console video
- FAQ
- Creative Cloud for teams sales tools

Please note that you have received this email as the primary contact of the Adobe Partner Connection program; if there is someone else who should be the administrator of your account, please forward this email to them. If you need help or have any questions, please contact Reseller Support.

Thanks and enjoy,
The Adobe Team

3. Login with your Adobe ID.

NOTE	Do not go directly to the Reseller Console link—you need to go through the Accept Invitation process the first time.

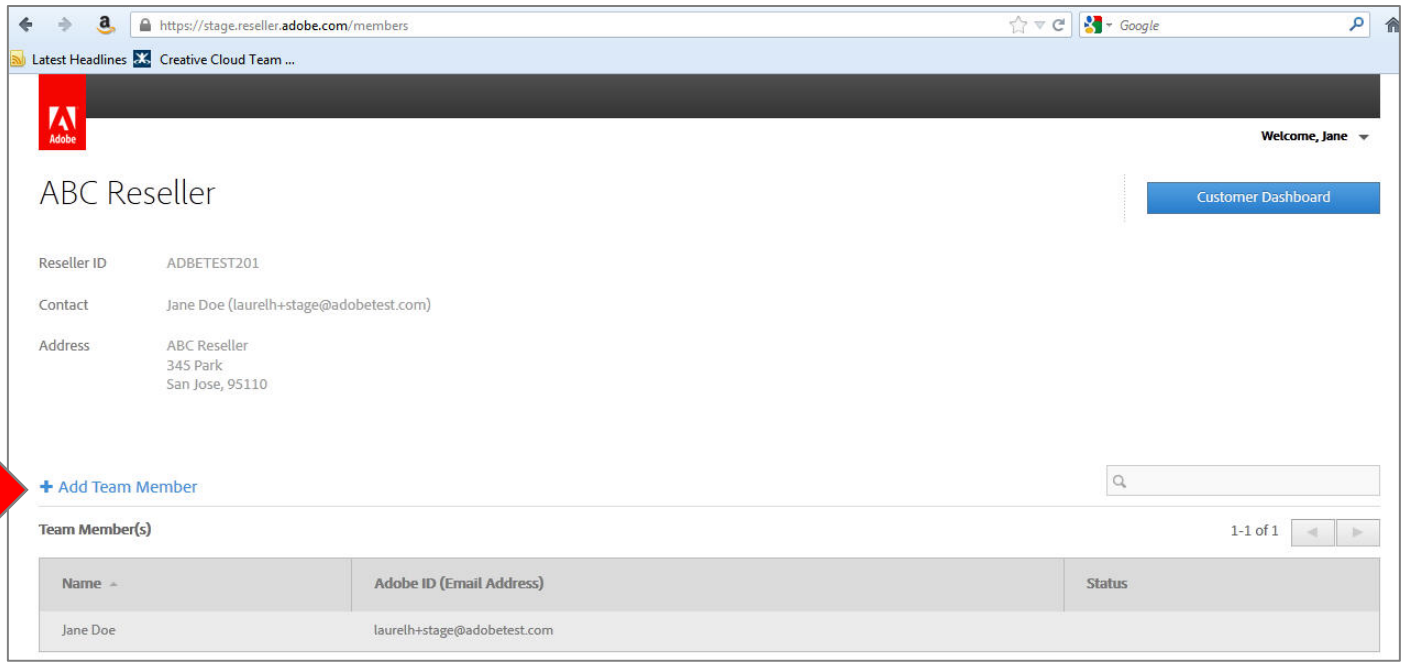
Accepting your invitation to join

Once you log in to the reseller console, you will see your account. The person who receives the invitation from Adobe is automatically set up as the Administrator, and has the ability to add additional colleagues.

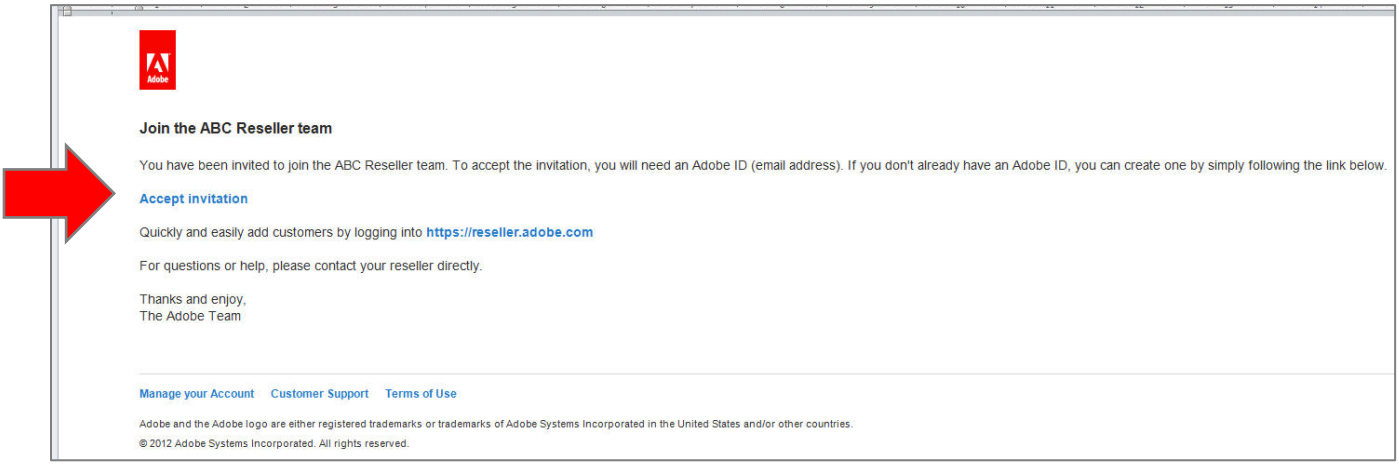
Adding your colleagues (Team Members)

Here, you have the ability to invite other people (your colleagues) who should also have access to the Reseller Console. These may be sales reps, Licensing specialists, Product Champs, or anyone else at your organization that needs the ability to manage customers in the Reseller Console.

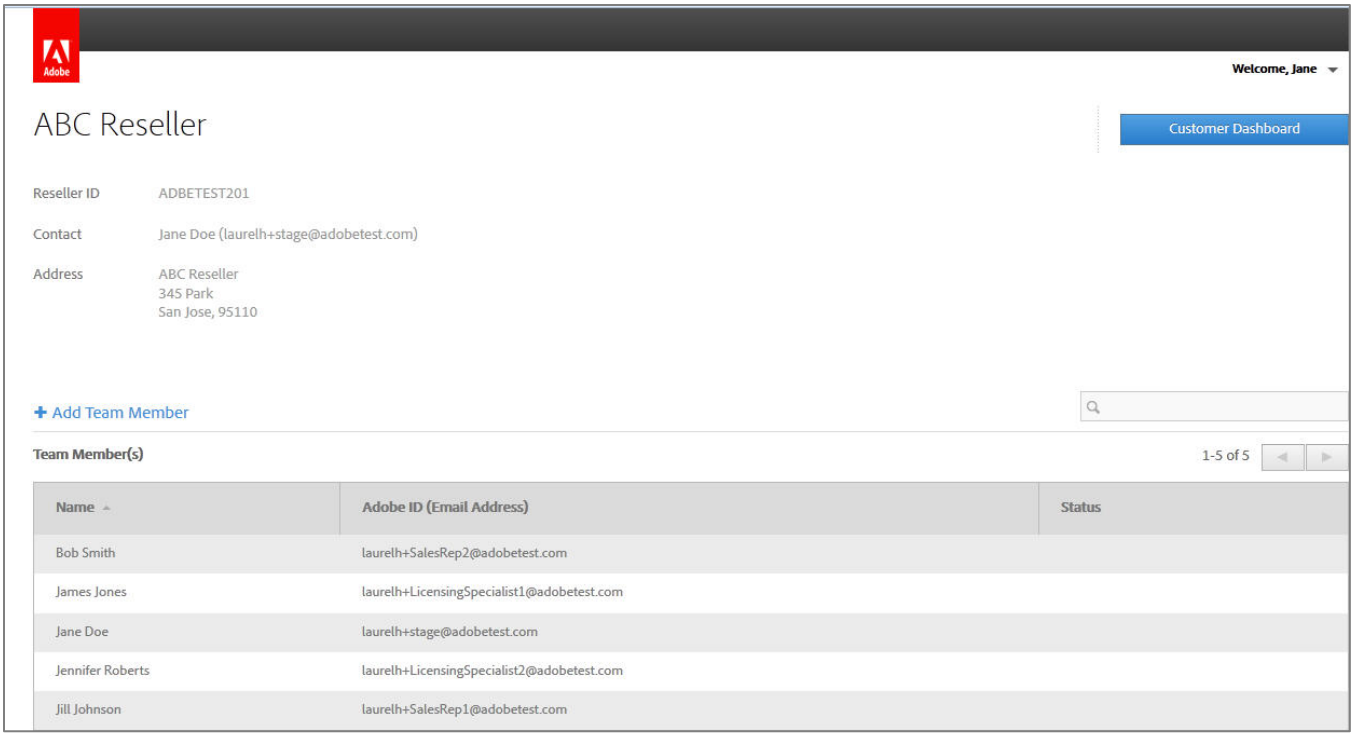
1. Add your colleagues by clicking on **+Add Team Member**, and entering their email address.



2. Your colleague will receive an email inviting them to the Reseller Console.
3. The recipient should click on **Accept Invitation**.

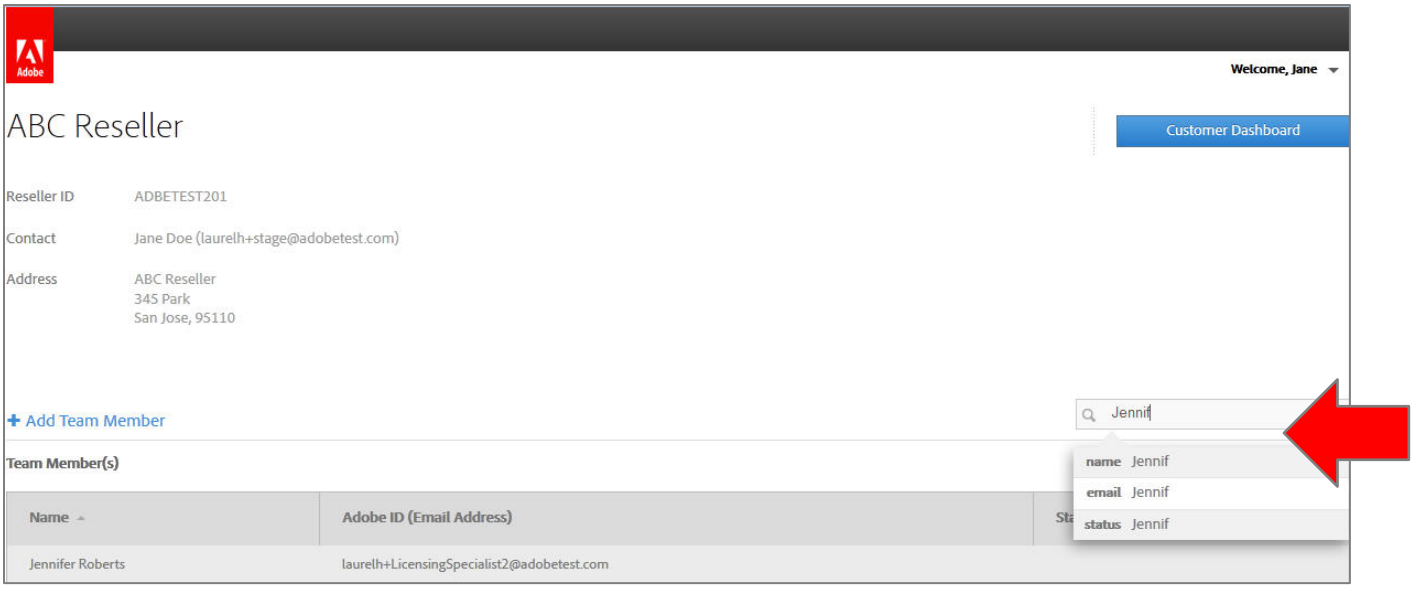


4. Once your Resellers have been added, their name and Adobe ID will appear on your home screen.



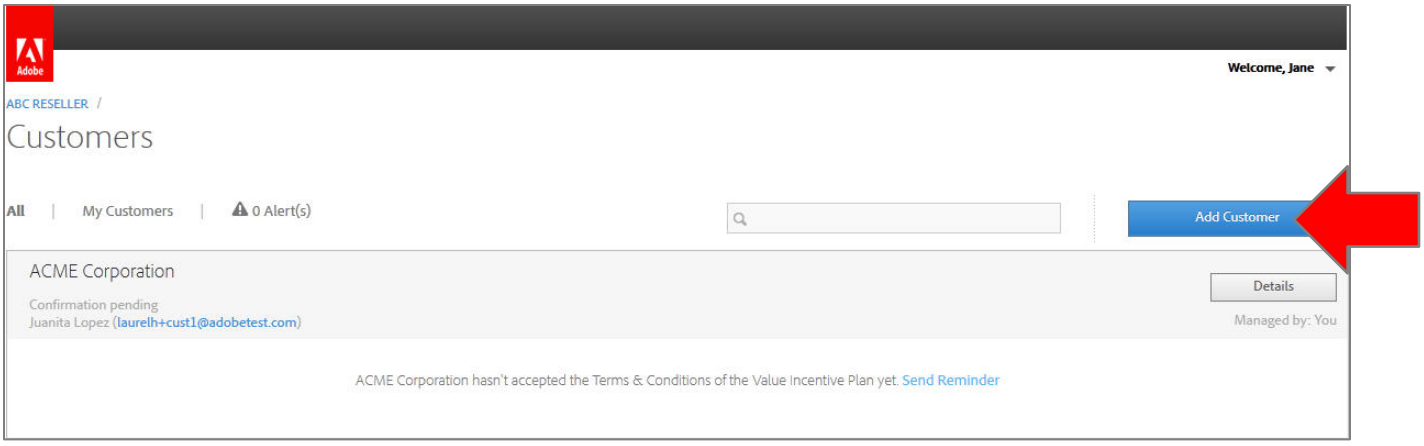
Search for a Team Member

Use the box on the right-hand side to search for a specific team member.

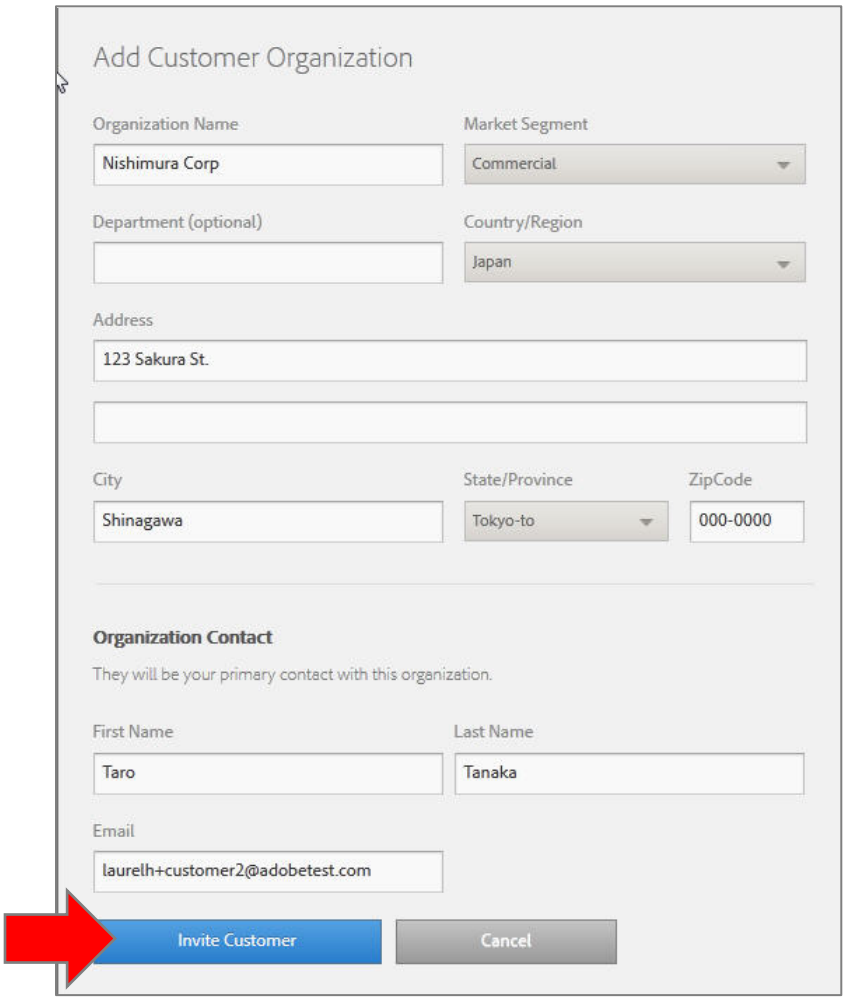


Inviting your customers

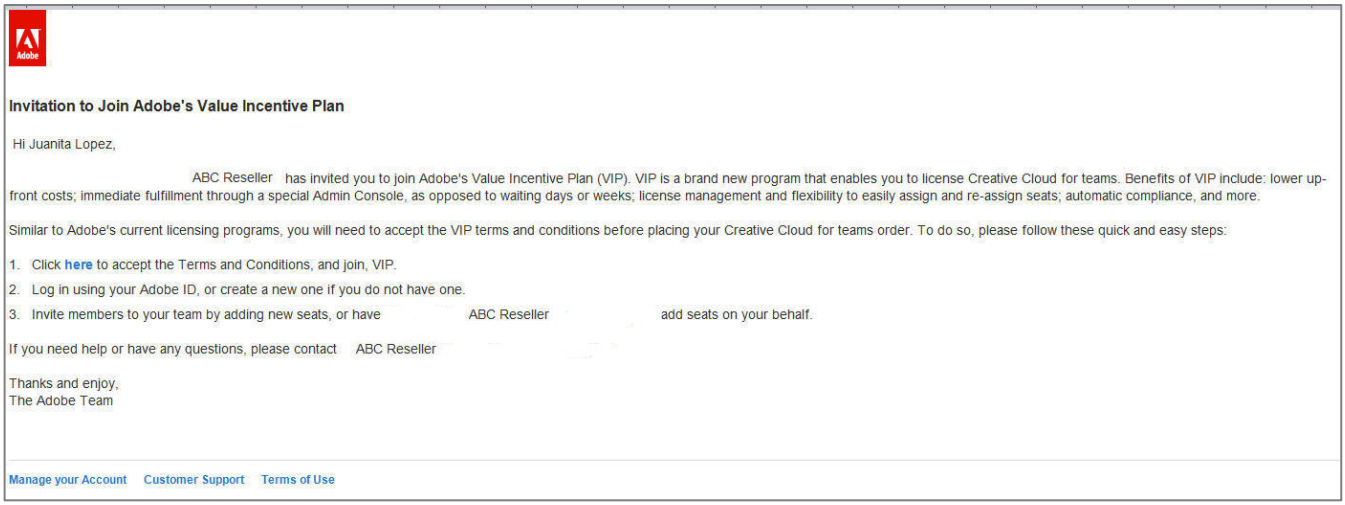
1. After your Reseller Account is set up, and you have a customer who is ready to make a purchase through VIP, click **Add Customer** to invite your customer to join VIP.



2. Enter some basic information about your customer and click **Invite Customer**.



3. Your customer will receive an email like this.



Invitation to Join Adobe's Value Incentive Plan

Hi Juanita Lopez,

ABC Reseller has invited you to join Adobe's Value Incentive Plan (VIP). VIP is a brand new program that enables you to license Creative Cloud for teams. Benefits of VIP include: lower up-front costs; immediate fulfillment through a special Admin Console, as opposed to waiting days or weeks; license management and flexibility to easily assign and re-assign seats; automatic compliance, and more.

Similar to Adobe's current licensing programs, you will need to accept the VIP terms and conditions before placing your Creative Cloud for teams order. To do so, please follow these quick and easy steps:

1. Click here to accept the Terms and Conditions, and join, VIP.
2. Log in using your Adobe ID, or create a new one if you do not have one.
3. Invite members to your team by adding new seats, or have ABC Reseller add seats on your behalf.

If you need help or have any questions, please contact ABC Reseller

Thanks and enjoy,
The Adobe Team

Manage your Account Customer Support Terms of Use

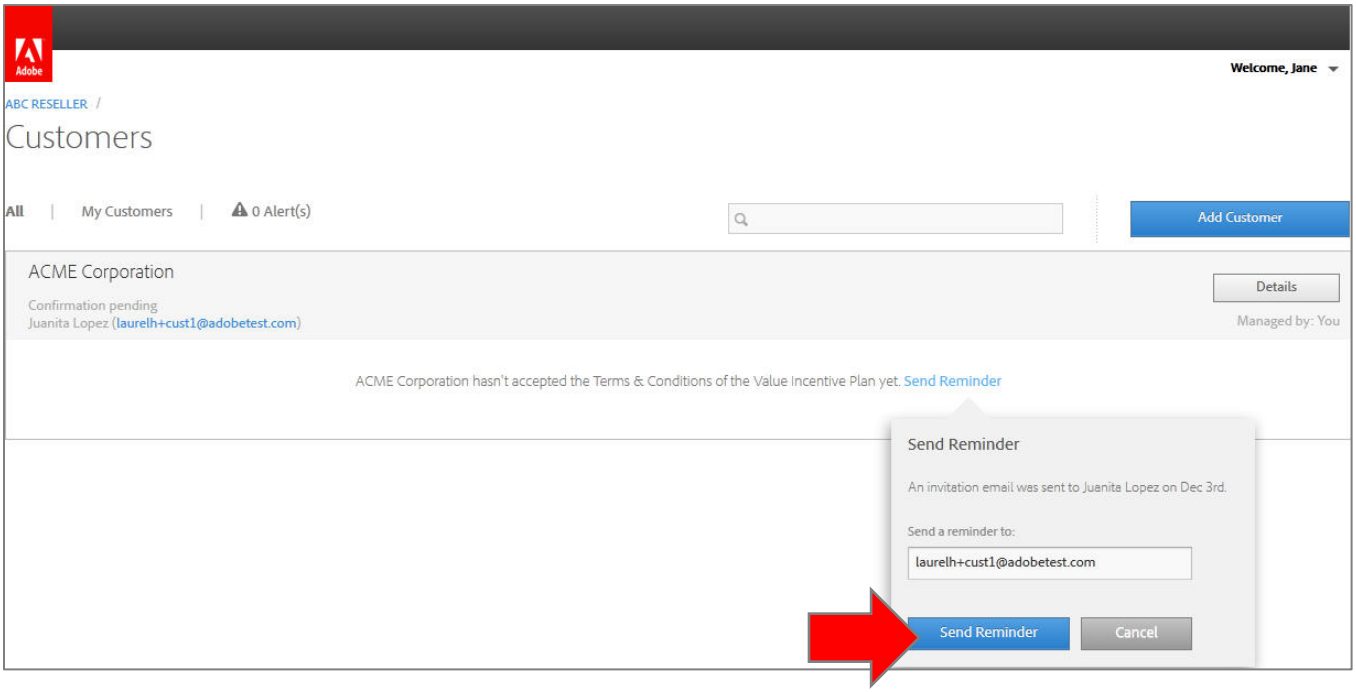
4. Advise your customer to click on the Accept Invitation link, and login with their Adobe ID.

NOTE	Your customer will have the opportunity to create an Adobe ID if they don't have one already.

Send a Reminder

If your customer hasn't accepted their invitation, you will see a message in the Reseller Console indicating this.

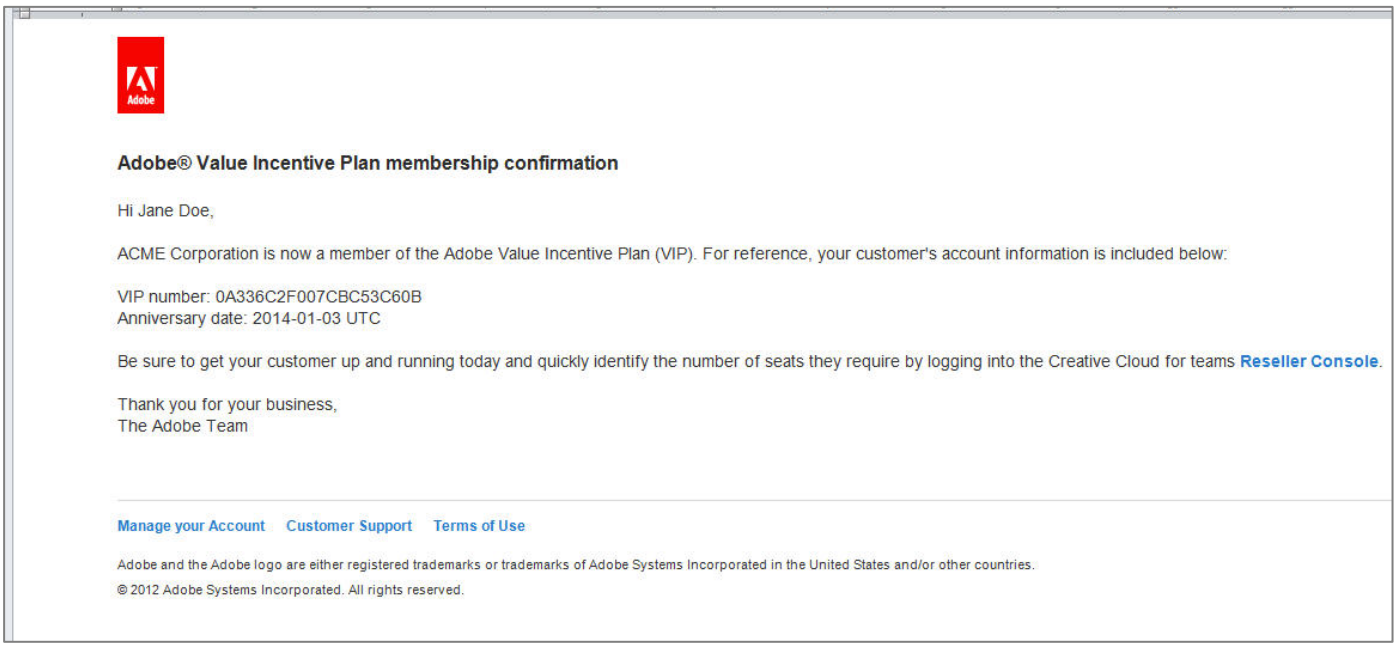
Click **Send Reminder** to email them a reminder message.



Reseller notification of customer acceptance

Resellers also receive an email notification when their customer accepts.

The email contains the customer VIP Number, Organization Name and Anniversary Date.



Adobe® Value Incentive Plan membership confirmation

Hi Jane Doe,

ACME Corporation is now a member of the Adobe Value Incentive Plan (VIP). For reference, your customer's account information is included below:

VIP number: 0A336C2F007CBC53C60B
Anniversary date: 2014-01-03 UTC

Be sure to get your customer up and running today and quickly identify the number of seats they require by logging into the Creative Cloud for teams **Reseller Console**.

Thank you for your business,
The Adobe Team

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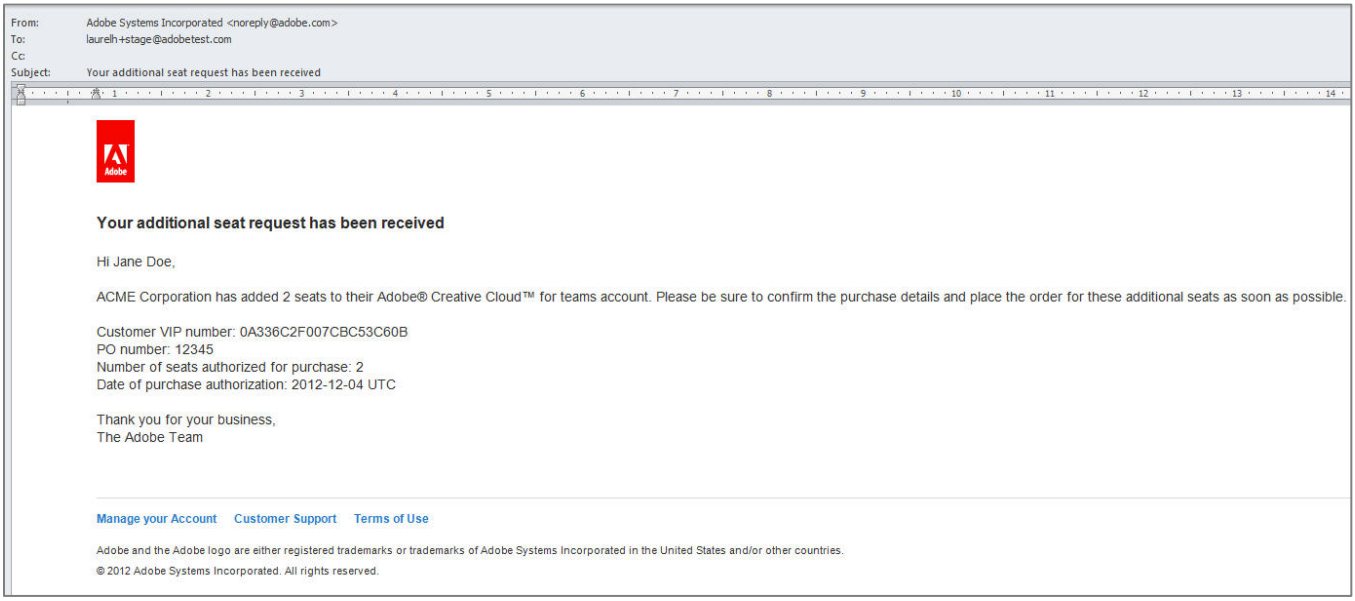
Adding Seats

Now you or your customer is ready to Add Seats. This can be done by either the customer or the Reseller. Adding Seats is the next step to using the software.

IMPORTANT	Resellers need to place an order with Adobe for any seats that are added. This ensures the customer will continue to have access to their software. Placing orders is separate from adding seats. For more information, please refer to the VIP Program Guide.

Reseller Notification when Customer adds Seats

Resellers will receive an email notification when one of their customers adds seats in the Admin Console. This is an indication to the Reseller to place an order with Adobe for the eats the customer has added.



From: Adobe Systems Incorporated <noreply@adobe.com>
To: laurelh+stage@adobetest.com
Cc:
Subject: Your additional seat request has been received

Your additional seat request has been received

Hi Jane Doe,

ACME Corporation has added 2 seats to their Adobe® Creative Cloud™ for teams account. Please be sure to confirm the purchase details and place the order for these additional seats as soon as possible.

Customer VIP number: 0A336C2F007CBC53C60B
PO number: 12345
Number of seats authorized for purchase: 2
Date of purchase authorization: 2012-12-04 UTC

Thank you for your business,
The Adobe Team

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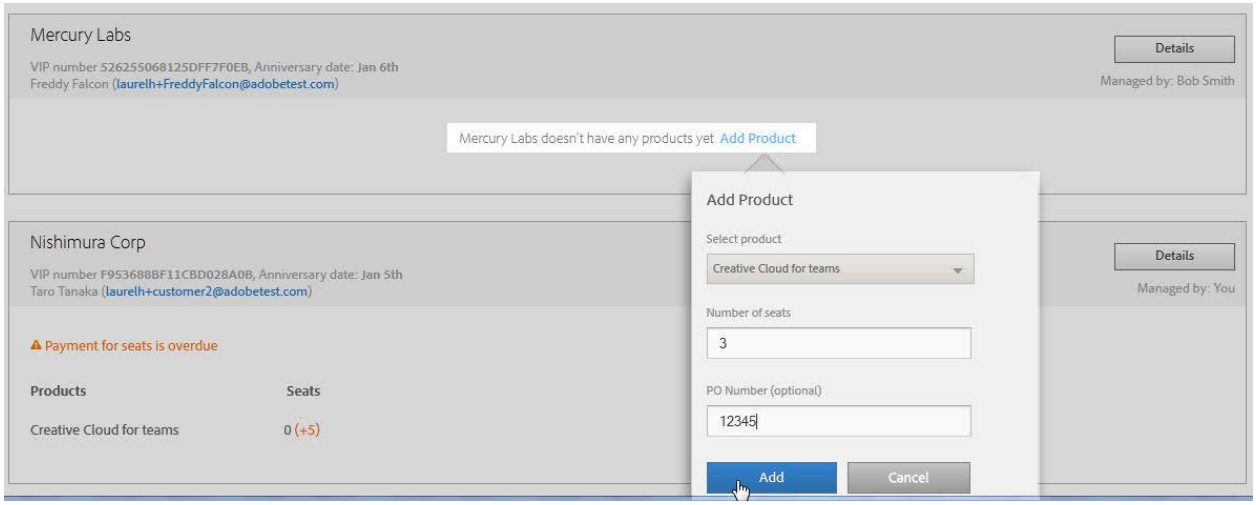
IMPORTANT	Resellers need to visit the Reseller Console to determine the specific duration that needs to be ordered. (For example 10 months). For more information on calculating the duration, refer to the VIP Program Guide.

Reseller Adds Seats

Resellers can also Add Seats on a customer's behalf on the Reseller Console.

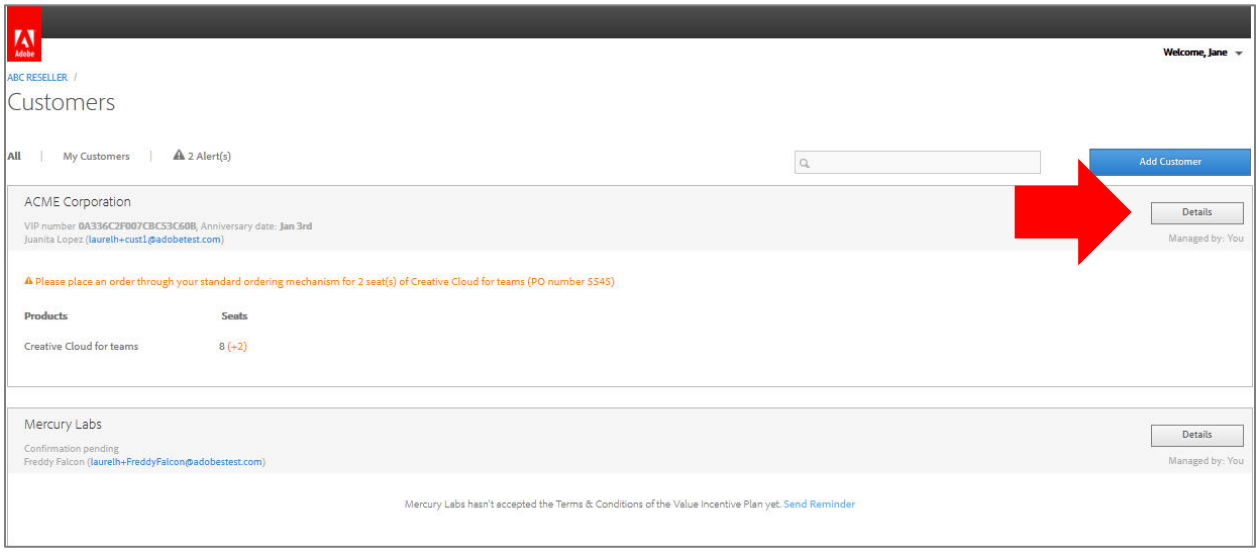
Adding Seats for the first time

1. Login to the **Reseller Console>Customer Dashboard**.
2. Click **Add Product** next to the desired customer in your list.
3. Select the appropriate product from the drop-down list.
4. Enter the desired number of seats and the PO Number, if applicable.
5. Click **Add Seats**



Adding additional seats

1. Login to the **Reseller Console>Customer Dashboard**.
2. Click **Details** next to the desired customer from the Customer Dashboard.



3. Click on **Add more Seats** and enter the desired number of seats and the PO Number, if applicable.

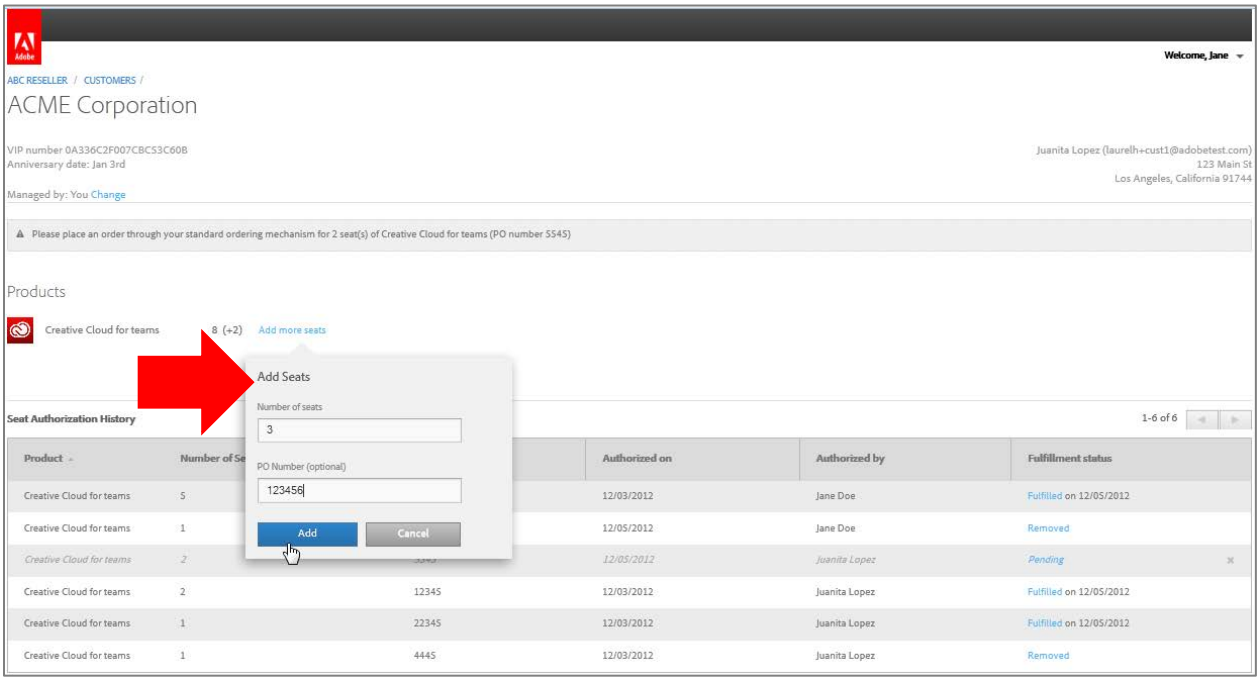
IMPORTANT	If no PO Number is entered in this field, a Purchase Authorization (PA) Number will be created automatically. It is important to use either the PO Number, or the PA Number when ordering with Adobe.

What happens next?

- Your customer will receive an email notifying them that you added seats on their behalf.
- Your customer can assign the seats to individual users.

Managing Customer Accounts

Another important aspect of selling VIP is managing your customer accounts. This means, each time either you, or your customer adds seats, you'll need to place an order with Adobe through your standard ordering mechanism (Licensing Website, Distributor, or via EDI) in order to ensure your customer continues to have access to their products.

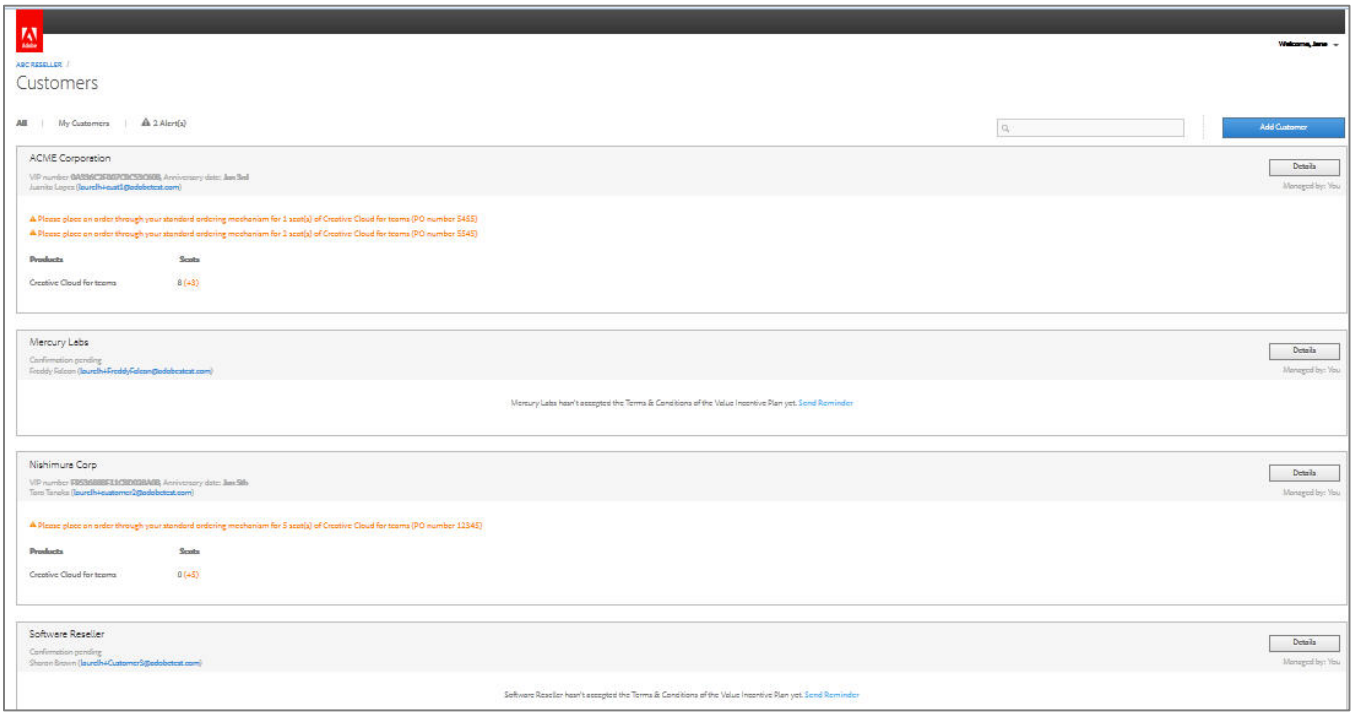


Customer Dashboard

The Customer Dashboard in the VIP Reseller Console gives you a quick view of all of your customers, giving you an immediate view of:

- Which products your customer has.
- The number of seats that have been added for each product on their account.

- The number of seats that have been purchased.
- Important Alerts—such as when a customer has added seats or is overdue.



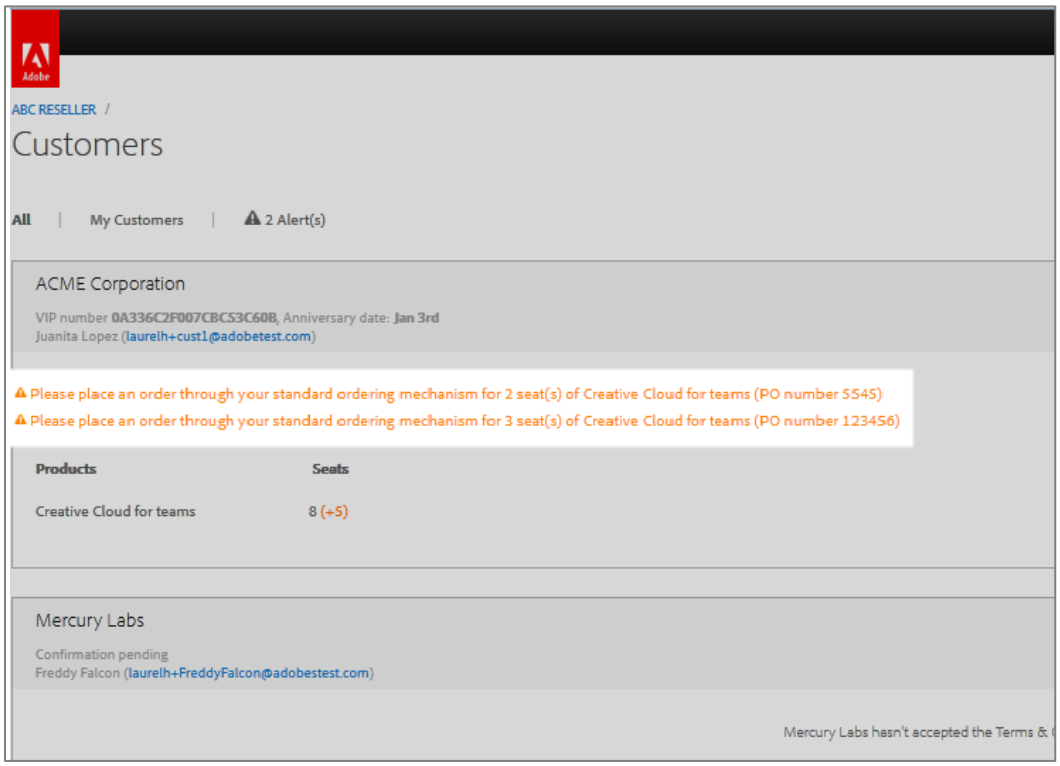
Access the Customer Dashboard

For the Reseller Admin-- Access the Customer Dashboard by logging in to the Reseller Console, and clicking on Customer Dashboard.

For any other Reseller Team Members—the Customer Dashboard is the first screen you see when logging into the Reseller Console.

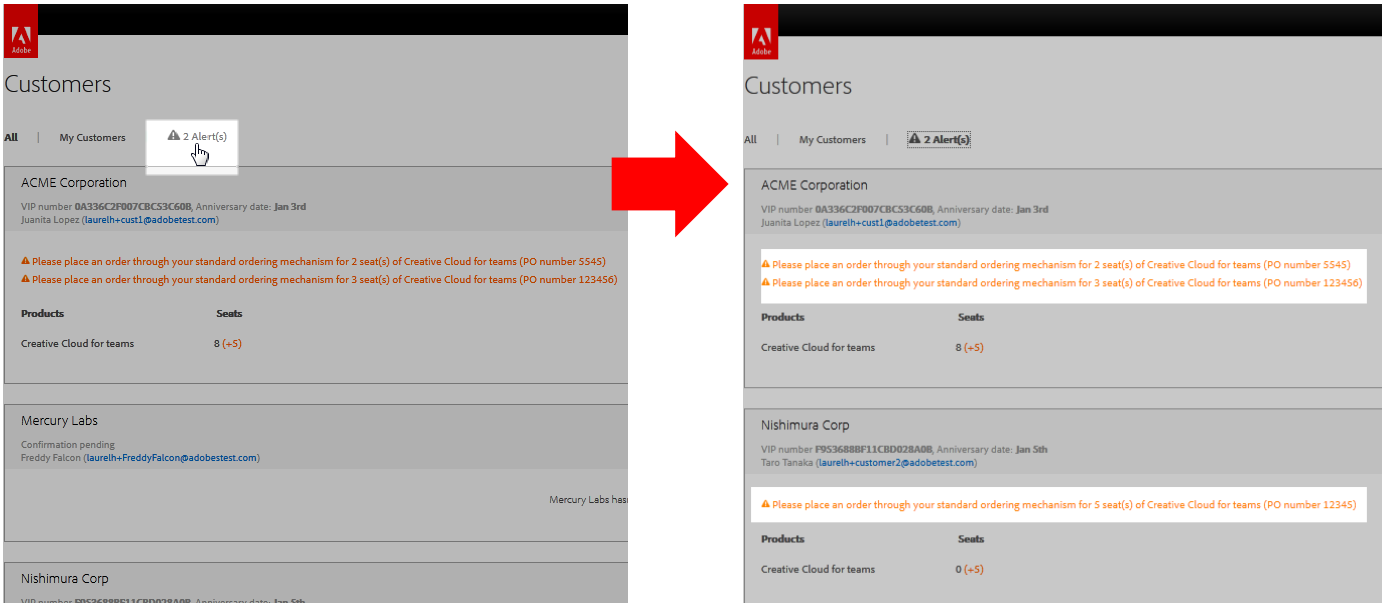
Viewing Alerts

Alerts in the Customer Dashboard will let you know when there is an action you need to take to manage your customer account.



Filtering by Alerts

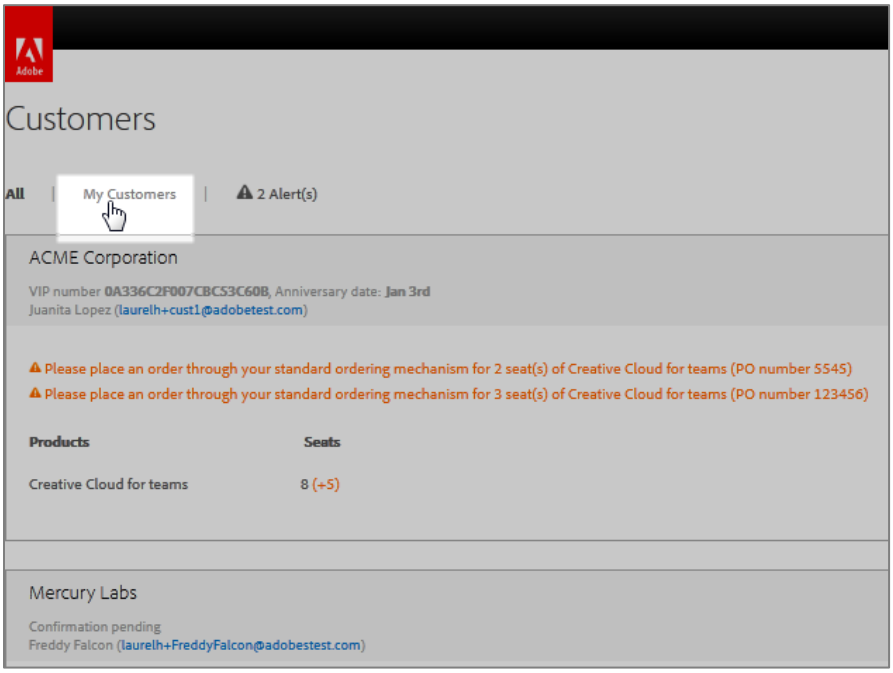
If you want to view just those customers that have alerts, click on **Alerts** to filter by your customers that have alerts on their account.



Filtering by Customers

The default view in the Reseller Console is to view all of the customers that are managed by your Reseller organization.

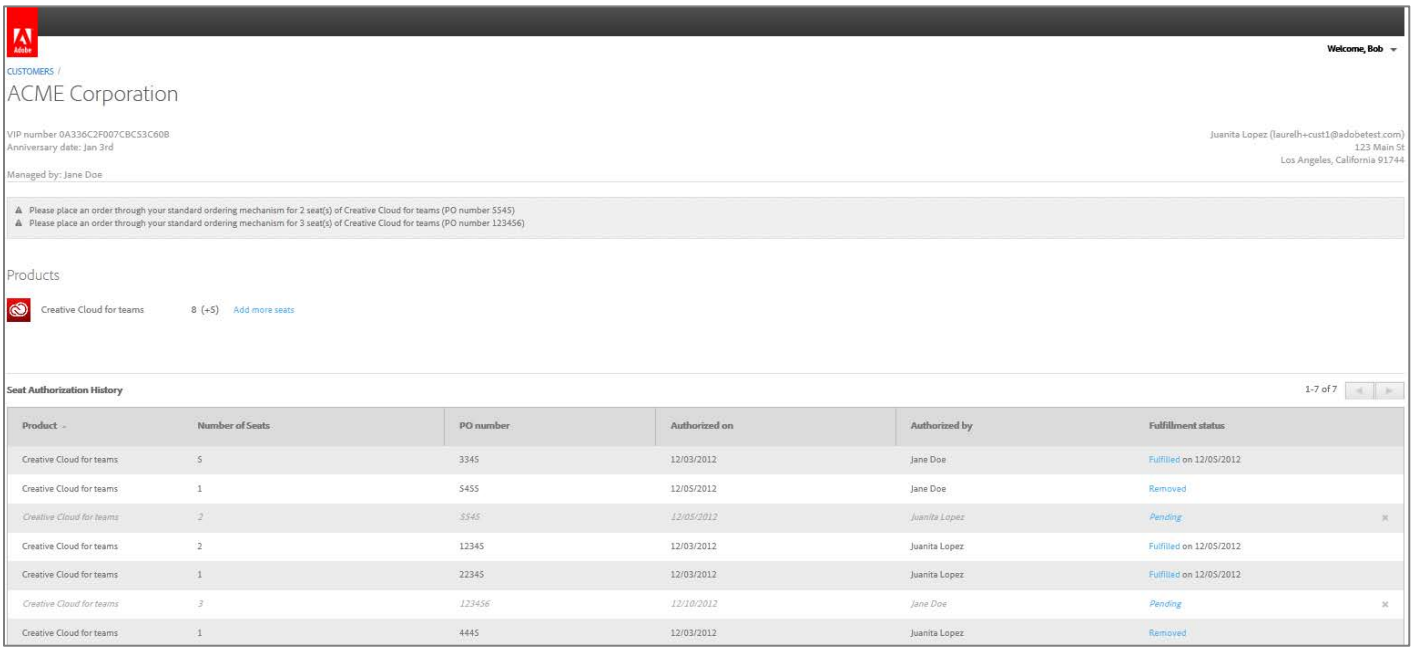
If you'd like to see **only** the customers that you as an individual are managing, click on **My Customers** to filter.



Viewing Customer Details

From the Customer Dashboard, click on **Details** to drill-down to view additional details about your customer such as:

- Customer contact info
- Products on customer account
- Number of seats added
- Number of seats purchased
- Detailed Seat Authorization History



Seat Authorization History

On the Customer Detail page, the Seat Authorization History gives detailed information about each instance that seats were added on your customer's account. Specific information includes:

- Product Name
- Number of Seats
- PO Number (or auto-generated PA Number if applicable).
- Date the seats were added (authorized)
- Name of person who added/authorized the seats
- Fulfillment status

Understanding Fulfillment Status

The Fulfillment Status section of the Customer Details screen includes a variety of status to indiciate where the specific seats that were added are in the overall ordering process.

Pending—means seats have been added, but Adobe has not received an order.

Fulfilled—Adobe has received and processed an order for the seats.

Removed—The seats have been removed by Adobe or the Reseller

Overdue—Adobe has not received a payment, and the seats were added more than 30 days ago.

Suspended—Adobe did not receive an order for these seats and the customer no longer has access to these seats.