

VMware Volume Purchasing Program

General information

Q. What is the VMware Volume Purchasing Program?

A. The VMware Volume Purchasing Program (VPP) is an end-customer purchasing program that rewards our customers and helps maximize their investment in VMware software. By purchasing under VPP, customers can lower their total cost of VMware software ownership over a rolling two-year period. VPP rewards customers for prior purchases, enables consistent savings for customers and their authorized affiliates, and provides online tools to manage their VPP membership.

Q. Is there a separate VPP for public sector customers?

A. No, VMware will launch one VPP with clear and globally consistent program rules for all VMware customers with the exception of U.S. federal customers, who will continue to receive volume discounts using their current program.

Q. Will VPP be available to new customers after the launch of the VMware Customer Purchasing Program?

A. No, after the launch of the VMware Customer Purchasing Program, new customers must use the Customer Purchasing Program.

Q. What happens to customers who hold an active VPP membership with a discount?

A. Existing VPP customers have the option to continue to use VPP and accumulate points until May 5, 2019. Starting on May 6, 2019, all customers' current points accumulation will be frozen, and the points roll-off will continue while they still have the option to use VPP. The new Customer Purchasing Program will be the only option for all VPP L1 to L3 customers starting on February 1, 2020 and for all VPP L4 customers starting on February 1, 2021.

Q. Can existing VPP customers place orders in the Customer Purchasing Program?

A. Yes, provided the Customer Purchasing Program discount tier thresholds are met and ordered on a separate order.

Q. Is it possible to combine VPP discounts and Customer Purchasing Program discounts on the same order?

A. No, VPP discounts and Customer Purchasing Program discounts cannot be combined on the same order and need to be ordered separately.

Q. Is a VPP membership number required while placing an order for existing VPP customers?

A. Yes, a VPP membership number is required to get VPP discounts.

Q. Who do I contact if I have queries about the transition from VPP to the Customer Purchasing Program?

A. Please feel free to contact the Customer Purchasing Program team at cpp@vmware.com.

Q. What are the requirements to earn discounts as a VPP member?

A. Discounts are earned and applied only when a qualifying purchase is made against a VPP membership number. U.S. federal customers will continue to receive volume discounts using their current program. Academic customers who purchase academic SKUs are not eligible to participate in VPP.

Q. Are U.S. federal customers eligible to participate in VPP?

A. U.S. federal customers may receive volume discounts using their current program.

Q. Can academic customers participate in VPP?

A. Academic customers who purchase academic SKUs are not eligible to participate in VPP.

Q. Are OEMs eligible to participate in VPP?

A. No, OEMs are not eligible to participate in VPP.

Q. What products can earn VPP points?

A. Most VMware license and Support and Subscription (SnS) products, except renewals, contribute to customer qualification in VPP.

Q. Are Support and Subscription products eligible for VPP discounts?

A. No, only license products are eligible for VPP discounts. SnS products count toward customer qualification in VPP.

Q. Are Acceleration Kits eligible for VPP discounts?

A. Acceleration Kits provide our customers with an out-of-the-box virtualization solution and are priced at a significant discount when compared to the a la carte prices of the products. As such, Acceleration Kits earn VPP points but do not qualify for VPP discounts.

Q. Can a customer use VPP membership renewal credits in the new VPP?

A. No, VPP membership renewal credits are no longer valid.

Q. How can a customer qualify for VPP discounts?

A. To qualify for VPP discounts, an order worth 250 points or more must be placed in the name of the VPP customer and must include their VPP membership number.

Q. Is there a minimum reorder size for subsequent orders?

A. As long as a customer maintains a balance of at least 250 points, there is no minimum reorder size.

Q. Does a customer need to renew a VPP membership?

A. No, VPP memberships do not expire. However, the customer's discount level may change after two years. A customer may hold a VPP membership number without any active discounts.

Q. What happens if an order is placed that does not reference a VPP membership number?

A. VPP orders submitted without a VPP membership number will not earn VPP discounts.

Q. Where can I find additional information about VPP?

A. For more information about VPP, please visit vmware.com/go/vpp.

Affiliates

Q. Can an organization's affiliates share VPP discounts?

A. Yes, authorized affiliates are entitled to utilize and benefit from their parent organization's membership at all discount levels assuming they meet VMware's definition of a legal affiliate.

Q. What is VMware's definition of a legal or authorized affiliate?

A. To join their parent organization's VPP membership, an affiliate must satisfy all of the following criteria:

1. The affiliate must be at least 50 percent owned by the parent.
2. The affiliate utilizes the purchasing department of the parent company to purchase VMware product licenses.

3. The affiliate does not publicly trade on any stock exchange under their own stock ticker symbol.

Please see the Volume Purchasing Program Guide at vmware.com/go/vpp for more information.

Q. Can government entities name and/or be an affiliate of another VPP customer?

A. All government entities (city, state, county, country, etc.) that wish to benefit from another institution's VPP membership number must demonstrate that they cannot purchase VMware product licenses on their own behalf and rely on the organization holding the VPP membership to acquire VMware product licenses. (Note: U.S. federal customers should continue to acquire their volume licenses through their current program.)

Q. What happens if VMware determines that an affiliate does not meet the definition of a legal affiliate?

A. VMware reserves the right to audit at any time the ownership status of any identified affiliate and reserves the right to remove such affiliates from VPP when the stated criteria is not met.

Q. How can legal affiliates enroll to share their parent organization's VPP discounts?

A. On the Points Portal, a VPP member can add legal affiliates to their VPP membership. This is called a member-listed affiliate.

Q. Who approves requests to add affiliates?

A. The customer's Primary Membership Administrator (PMA) makes all decisions about whether to add legal affiliates to their membership. VMware is not involved in the decision-making process about how and when an affiliate is approved to join a VPP membership. VMware does, however, reserve the right to audit VPP membership relationships to ensure compliance with VPP. Self-enrolled affiliates must receive approval from their parent organization prior to placing a VPP order.

Points and discounts

Q. What is a VPP point?

A. VMware has established a point value for each eligible VMware product. One point is roughly equal to USD \$100. The point value of a given product is the same across all geographies and does not change based on the currency of purchase. The point-to-dollar ratio may vary over time by SKU.

Q. Do VPP points accumulate?

A. With the launch of the Customer Purchasing Program, which replaces VPP, points are no longer accumulated.

Q. Do points ever roll off the accumulated total?

A. Points are valid for up to eight quarters. After that time, earned points will roll off the accumulated total. Each set of earned points roll off on their own time schedule.

Q. What are the VPP discount levels?

A. There are four VPP discount levels that range from 4–12 percent for qualifying orders based on accumulated points totals. A customer’s accumulated points total determines their discount eligibility. For example, a customer with an accumulated total between 250–599 points is eligible for a 4 percent discount on license products.

LEVEL	POINTS	DISCOUNT
1	250–599	4%
2	600–999	6%
3	1,000–1,749	9%
4	1,750+	12%

Q. What is the relationship between points and discounts?

A. A customer’s accumulated points total determines their eligible VPP discount level.

Q. What is the basis for calculating VPP discounts?

A. Discounts are calculated off VMware’s published, then-current, local MSRP values. VMware MSRP values can be found at vmware.com.

Q. What happens to a customer who does not make any purchases for two years after their initial 250-point (or more) purchase?

A. If a customer does not make any purchases for two years after their initial purchase, then all their points will roll off the accumulated total. This means that the VPP customer will not be eligible for a VPP discount. This customer can requalify for a VPP discount by placing an order worth 250 points or more. The customer will not need to re-enroll for a new VPP membership number.

Q. Can a VPP member accumulate their purchases to make the initial qualifying purchase of 250 points?

A. No, a VPP member cannot accumulate their purchases to make the initial qualifying purchase. Point accumulation starts with a minimum 250-point initial purchase.

Q. What happens if a VPP member submits an initial order that is less than 250 points?

A. A VPP customer who submits an initial VPP order worth less than 250 points will not qualify for a VPP discount, and any points associated with this order will not count toward accumulation. Only when a customer submits a PO worth 250 points or more will points begin to accumulate on that PO. These points can be tracked in the customer’s Points Portal.

Q. Can my customer combine multiple orders (a split order) to qualify for a VPP discount?

A. Yes, qualifying VPP orders are allowed to be split into multiple orders. If the order is split into multiple orders that would not have independently qualified as an initial VPP order, customers can still qualify for a VPP discount as long as the following requirements are met:

1. The first split order submitted to VMware must reference how many split orders will follow.
2. Each subsequent split order must include the first order’s PO number and the VPP membership number in the comments field of the PO.
3. The orders must be placed by the same distributor and partner for the same customer or membership.
4. The split orders must be dated and submitted to VMware within two weeks of the first order.

Online tools

Q. What is the VPP Configurator?

A. The Configurator is a tool that helps a user determine, in advance, the VPP points associated with a given order and, if applicable, the corresponding discount level associated with that order. The Configurator sums all points to determine the earned discount and the correct VPP SKUs to use on a customer’s PO.

Q. What information is available on the Points Portal?

A. The Points Portal is where a customer and named partners can access information such as the accumulated points total, the eligible discount level, points required to qualify for the next discount level, and contact details for the customer, affiliates, and partner.

Q. Will the Points Portal display purchase orders and prices?

A. No, regardless of who logs in to the Points Portal (either a customer or a partner), the Points Portal only displays accumulated points and discount levels.

Additional customer-specific questions

- Q. I have logged in to my Points Portal to view my company contacts. I can see the names of contacts that have left my company. How can I delete these names?
- A. If you are a named PMA, you can add or remove contacts. If you are not a PMA, you can only view these contacts but may not edit, add, or delete them. Company contacts may work with their PMA to remove contacts, if needed.
- Q. How can I add or delete the names of partners associated with my VPP membership?
- A. If you are a named PMA, you can add or remove partners. If you are not a PMA, you can only view these partners but may not edit, add, or delete them. Company contacts may work with their PMA to remove partners, if needed. Please note that listed partners may have been added by other affiliates or contacts, so please confirm with your contacts before deleting a partner.
- Q. I am the named PMA for my company, but I am moving to another position. What do I need to do to add the name of a new PMA to my membership and remove my name?
- A. PMAs have the ability to add (but not delete) additional PMAs to a membership. Once you have added an additional PMA, please contact the VPP team at vpp@vmware.com to have your record deleted.
- Q. I just received my VPP membership number. Is my membership number active and able to use on a new VPP order?
- A. In most cases, your VPP membership is activated as soon as you receive your VPP membership number. However, in cases where a self-enrolled affiliate is attempting to join an existing VPP membership, the affiliate's VPP membership number will not be active until the membership is approved by the parent organization's PMA. You will also need to make a minimum qualifying purchase of 250 points or more to receive a discount.
- Q. When I log in to my Points Portal, I see three affiliate options: "Allow After Approval", "Never Allow", and "Always Allow." What is "Always Allow", and why do I see this additional affiliate option in the Points Portal that I did not see during enrollment?
- A. The "Always Allow" option means that any legal affiliate (named in your Points Portal, self-enrolled, or not yet named or enrolled) can use your VPP membership number. VMware only makes this option available on a customer's Points Portal to ensure that the true owner of the VPP membership is in complete control over the use of their VPP membership number.
- Q. My partner enrolled on my behalf and chose the affiliate setting "Allow After Approval." How do I change this setting?
- A. If you are the named PMA, then you can log in to your Points Portal to change this setting in the Affiliates section. If you are not the named PMA, please work with your PMA to change this setting.
- Q. My company is an affiliate of a current VPP member. Can I use my parent organization's VPP membership?
- A. Yes, you can contact your PMA, who can add your organization to their VPP membership.
- Q. I lost the email from VMware with information about my VPP membership number. Who can I contact for help?
- A. You may contact your partner for this information. Please also feel free to contact the VPP team at vpp@vmware.com.
- Q. I am logged in to the Points Portal and can see the total accumulated points. I cannot, however, see the POs placed by my affiliates that make up this total. Where can I view my affiliates' orders?
- A. The Points Portal does not provide order details; it only provides accumulated valid points for a VPP membership, including all affiliates.
- Q. Do my named partners have access to my Points Portal and, if so, what can they see?
- A. Yes, your named partners will have access to your Points Portal, where they can view your accumulated points, earned discounts, and points roll-off schedule. Partners can also view your company and affiliate contacts. Your named partners cannot, however, edit or change any setting and they cannot see any specific purchase orders or prices you may have paid for VMware software.
- Q. Who do I contact if I have problems with my Points Portal?
- A. Please feel free to contact your VMware authorized partner or the VPP team at vpp@vmware.com.