

FAQs: Online Renewals

CUSTOMER FREQUENTLY ASKED QUESTIONS

Frequently Asked Questions: Online Renewals

Q: What is the Online Renewals Project?

A: Online Renewals is a new self-service functionality for customers to renew their SnS contracts under \$3,000 USD online.

Q: When is Online Renewals rolling out?

A: Launching this past February, 2013, Online Renewals is now available in the following countries: Canada (2/8), Australia, New Zealand, Singapore, Hong Kong (2/28), India, Taiwan, Malaysia, Thailand, Indonesia, Philippines and Vietnam (3/8), the US (3/19), and United Kingdom, Ireland, South Africa and Israel (4/12).

On June 10th, this capability will be available in the rest of the EMEA countries, and on July 15th it will be available in LATAM countries and the rest of APJ countries.

Q: When will VMware send me the online renewal link?

A: The link for customers to renew online will be included on email reminders sent 60-30-15 days in advance of contract expiration.

Q: To whom does VMware send the renewals emails to?

A: VMware sends renewal email communications to customer contacts available in our systems, based on the initial license order.

Q: Why did VMware create an online renewal capability?

A: We built this for you, our customers, so you have an option to renew low-dollar contracts online.

Q: Can customers renew all their renewal contracts online?

A: Customers will be able to renew only those contracts with an overall value below \$3,000 USD. Customers will have the ability to upgrade to a higher service level or a longer term as desired.

Q: How does Online Renewals determine the price of the SnS renewal?

A: The system displays the List price of the SnS renewals. Regional price lists are used to determine the List Price. This is applicable to the Quote(s) that are attached to the renewal email notices, as well as in the online renewal web experience.

Q: Will the Online Renewals option be offered to OEM customers?

A: No. Online Renewals will not be provided as an option to OEM customers. The OEM partner is responsible for renewing the SnS contract.

Q: Can customers access Online Renewals from VMware.com or My VMware?

A: Access to the online renewal platform is only through a direct "link" sent to customers through the renewal email communication.

Q. What are the different payment methods that can be used to renew online?

A: In addition to major credit cards such as Visa, Mastercard, American Express and Discover, customers can also use any one of the following to purchase renewals online:

- Alipay
- Carte Bancaire
- Check/Money order
- iDEAL
- JCB
- Maestro
- PayNearMe
- PayPal
- Solo
- WebMoney
- Wire transfer

(Please note that some of the payment methods listed above are available only in certain countries, and this list is subject to change. The system will display the available payment options to the customers based on the country where the customer is transacting)

Q. Does Online Renewals support any other language besides English?

A: Yes, Online Renewals support several languages.

The emails that are sent to customers will be in one of the languages based on the customer country:

- English
- German
- French
- Italian
- Dutch
- Spanish (Iberian and Latin American)
- Brazilian Portuguese
- Japanese
- Simplified Chinese
- Korean

The Online Renewals Web pages support 30 languages. The customer user will have the ability to select his/her preferred language for the web pages. The complete list of languages currently supported are:

- Arabic
- Czech
- Danish
- German
- Greek
- English
- Spanish
- Finnish
- French
- Hebrew
- Hindi
- Croatian
- Hungarian
- Italian
- Japanese
- Korean
- Dutch
- Norwegian
- Portuguese - Brazil
- Polish
- Portuguese
- Romanian
- Russian
- Slovak
- Slovenian
- Swedish
- Thai
- Turkish
- Chinese (Traditional)
- Chinese (Simplified)

Q. What currencies can customers transact in on the online renewals platform?

A: A Customer can transact in 29 currencies on the online platform. The detailed list of these currencies is as follows:

1) Australian Dollar	16) Mexican Peso
2) Brazilian Real	17) Polish Zloty
3) British Pound	18) Russian Rouble
4) Canadian Dollar	19) Singapore Dollar
5) Chinese Yuan	20) South African Rand
6) Czech Krone	21) Swedish Krona
7) Danish Krone	22) Swiss Franc
8) Euro	23) Taiwan Dollar
9) Hong Kong Dollar	24) Thai Baht
10) Hungarian Forint	25) Korean Won
11) Indian Rupee	26) Latvian Lat
12) Japanese Yen	27) Lithuanian Litas
13) Malaysian Ringgit	28) Turkish Lira

14) New Zealand Dollar	29) US Dollar
15) Norwegian Krone	

Q. How can customers use any of the non-credit card new payment methods that are introduced?

A: Online Renewals supports credit cards as well as other payment methods known as “offline payment methods”. An offline payment method is a payment method that is completed outside the step-by-step checkout process e.g. wire-transfer or PayPal. If the customer uses any of the offline payment methods, the customer will be provided with a set of instructions on the order confirmation page to complete payment. After the customer has finished the payment process, the system will renew their VMware SnS contract.

Q: Is VMware taking all contract renewals opportunities direct?

A: No. Customers can always place renewal orders through their VMware authorized Partner. In order to improve the contract renewal rates at the low dollar, high volume segment, VMware is providing customers with an option to renew online in addition to their continued ability to renew through a VMware partner.

Q: Can customers renew contracts online after expiration? What’s the process to renew contracts after expiration date?

A: Customers can renew contracts online after expiration, however as per the [Renewals Terms & Conditions](#), a "reinstatement fee" will be charged to renew contracts post-expiration.

Q: How much does it cost to pay in a currency that is different than the quoted one?

A: Customers can pay for the renewal in a different currency by using the currency conversion feature in our online store. However, please be advised that the total price shown on the cart includes an additional surcharge (Foreign Exchange Rate Surcharge) after applying the currency conversion rates.

Q. What do I do when I see a “Declined” page?

A: This page indicates that your payment was declined by your credit card issuer. For your privacy, your credit card company does not provide us with any reason for the decline. You can use the "Change Payment Option" link available on the "Declined" page to correct the credit card details, or use another credit card.

Q. How do I reach VMware for help?

A: We provide two options to reach VMware for any Online Renewals related questions:

- i. Click the “Email Us” link from the Online Renewals portal
- ii. Call VMware Support Phone Number for your country and select Option #3, then Option #1 to reach Online Renewals Support

When contacting VMware Renewals Support, please provide the following information:

- iii. Contract Number
- iv. Reference Number (if available)
- v. Email used while transacting (if available)

Q. How do I request for a change in the quote displayed on the Online Renewals portal?

A: You can request a new quote by creating a support request from My VMware. You can also call the VMware Support Phone Number for your country and select Option #3, then Option #2 to reach a VMware sales rep.

Q. How do I know the information VMware is capturing about me is safe and secure?

A. cleverbridge follows guidelines set by U.S. and EU called Safe Harbor regulations and TRUSTed Cloud Privacy Seal among others. cleverbridge has a dedicated compliance management department that focuses strictly on dealing with those global compliance issues like IT compliance, data privacy and competition regulations. The department serves as a consultant to all departments as well as clients in compliance related issues and questions as well as during the preparation and execution of assessments like PCI DSS or SOX. This ensures all customer data is guarded with the utmost importance.

Q. Where can I read VMware’s Support Terms and Conditions?

A. Please see VMware [Support Terms and Conditions](#)



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If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if outside of the United States, the VMware contracting entity will be VMware International Limited.