This guide is intended to provide VMware Cloud Credit Fund Owners and Fund Users with general instructions around key features within the Cloud Credits Purchasing Program customer portal. Please refer to the Customer FAQ for definitions on terminology and further details around the program.

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Log In

Customers who have recently purchased VMware Cloud Credits can browse to vmware.com and select the My VMware link to login with your My VMware login details.

Alternatively, you can login to the Cloud Credits Landing Page at www.vmware.com/go/vmwarecloudcredits
**Customize My VMware Home**

After login, you will land on the My VMware Home page, also known as ‘Overview’. If you do not see the Cloud Credits section towards the bottom of this page, click the ‘Customize’ link on the top right of the page and select the Cloud Credits Purchasing Program display option.
Manage Alerts

The My VMware Home page will also display recent Alerts. Click ‘View All Alerts’ to filter a list of alerts related to the Cloud Credits Purchasing Program. Expand and collapse Alerts to view further details. Delete an alert if you wish to remove it from your active Alerts list. To Delete an alert, select the box next to the Alert and then select ‘Delete’.
Access Funds

The My VMware Home page will display your most recent Funds. Expand and collapse the view to see a Sub-Fund breakdown for the Fund. Select the Fund Name to jump directly to the Fund Information page for this Fund.
Or if you have multiple Funds, select the ‘View All Funds’ link to see a complete list of Funds before going to the Fund Information page.
Renew Fund

Fund names will automatically default to ‘CC_<ordernumber>’. Fund Owners have the option to rename the fund to something more appropriate. The update will occur immediately. Fund Names can be changed anytime by the Fund Owner.

To rename the Fund:
- Browse to the Fund Information page
- Select the Rename Fund link
- Enter a name and select Save
Rename “Primary” Sub-Fund

All actions within CCPP occur within a Sub-Fund. Newly purchased cloud credits are placed in a CCPP Fund and then into the “Primary” Sub-Fund. A Fund Owner can transfer credits out of the “Primary” Sub-Fund and into other Sub-Funds. The “Primary” Sub-Fund can have a zero balance but must always be owned by the Fund Owner and cannot be replaced by any other Fund User. The “Primary” Sub-Fund name will automatically default to ‘CC_<ordernumber>’ and you may wish to rename it to something more appropriate. The update will occur immediately and can be changed anytime by the Fund Owner.

To rename the “Primary” Sub-Fund:
- Browse to the Fund Information page
- Select the Actions menu next to the “Primary” Sub-Fund
- Select Rename Sub-Fund.
Create Sub-Fund

All Funds consist of at least one Sub-Fund(s) from which credits are redeemed. If you do not create any Sub-Funds, credit redemption will occur against the default “Primary” Sub-Fund. You may wish to create additional Sub-Funds and allocate credits to each. You can also assign Fund-User(s) to manage the Sub-Fund(s) and filter their list of Service Providers to those that meet your requirements. The update will occur immediately and can be changed anytime by the Fund Owner.

To create a Sub-Fund:
- Browse to the Fund Information page
- Select Create Sub-Fund
- Select Rename Sub-Fund
- Enter a Sub-Fund Name and confirm
Assign Fund-User

A Fund User can manage credits allocated to their Sub-Fund by the Fund Owner. Fund Users can approve or reject a VMware Service Provider’s request to Hold or Redeem cloud credits for their services. They cannot transfer credits, update Service Provider filter options, or delete Sub-Funds.

All Fund Users must have an existing My VMware profile. Provide the following link to the Fund User if they need to create a My VMware profile first. [http://www.vmware.com/my_vmware/overview.html](http://www.vmware.com/my_vmware/overview.html)

To assign a Fund-User to a Sub-Fund:

- Browse to the Fund Information page
- Select the action drop down next to a given Sub-Fund
- Select Change Fund-User
- Enter a Sub-Fund Name and confirm
Transfer Credits

Fund Owners can allocate credits to Business Units by transferring credits among Sub-Funds. This can be performed anytime by the Fund Owner as long as there are credits available to transfer. Fund Users cannot transfer credits.

To transfer credits among Sub-Funds:

- Browse to the Fund Information page
- Select the action drop down next to a given Sub-Fund
- Select Transfer Credits
- Select the appropriate From Sub-Fund and To Sub-Fund
- Enter an amount of Credits to transfer
- Click the understanding messaging box and select Confirm

![Transfer Credits Image]
Filter Service Providers

A Fund Owner can filter the list of Service Providers that a Fund User can see by selecting the ‘Allow Redemptions’ box. Fund Owners can also control the Service Provider’s view access into the available balance and expiration date of a fund for the duration that a hold is in place. These settings can be updated anytime by the Fund Owner and changes will take immediate effect.

Fund Users will see a filtered list of Service Providers along with corresponding ‘View Access’ settings based on the Fund Owners selections. Fund Users will not be able to adjust these settings and must work with their Fund Owner should they request updates to the list.

To Filter Service Providers who can redeem credits:

- Browse to the Fund Information page
- Select the action drop down next to a given Sub-Fund
- Select Manage Service Providers
- Select the ‘Allow Redemptions’ box for your preferred Service Provider(s)
- Select the “Confirm” button on the bottom of the page
To control View Access for each Service Providers:

- Select the ‘View Access’ box next to a Service Provider
- Select the “Confirm” button on the bottom of the page
Delete Sub-Fund

Fund Owners can delete Sub-Funds only if the balance is 0 and there has been no Hold or Redemption activity against the Sub-Fund. A Primary Sub-Fund cannot be deleted. Fund User cannot delete Sub-Funds.

To Delete a Sub-Fund:
- Browse to the Fund Information page
- Select the action drop down next to a given Sub-Fund
- Select Delete Sub-Fund and Confirm
Manage Hold and Redemption Requests

VMware Service Providers will report to VMware an amount of credits to put on Hold (reserve) per your service agreement arrangement. You will be alerted through My VMware and be sent an email when a Pending Hold Request has been submitted. The Fund Owner or Fund User can login to My VMware and approve or reject the Hold request.

There are two types of Holds - Hold ‘Pay-Go’ and Hold ‘Committed’

A Hold type ‘Pay-Go’ is an anticipated number of credits to be used over the duration of the service. The Service Provider will first place the hold and then report actual monthly usage for the customer to approve in the form of a Redemption Pay-Go request. The customer must approve both the Hold and the monthly Redemption requests. The Redemptions will burn down credits in the Hold. VMware will work with you to release any unused credits after the service is complete.

A Hold type ‘Committed’ is a set number of credits to be redeemed automatically each month over the course of the service. The Service Provider will place the hold and indicate the service start and end date and the exact number of credits to redeem each month. The customer must approve the Hold, but will not need to approve monthly redemptions which will occur automatically. The Redemptions will burn down credits in the Hold.

To take action on a Pending Hold or Redemption request:
- Browse to the Fund Information page
- Select the Action box next to the Sub-Fund
- Select Manage Holds/Redemptions
- Expand and Collapse the hold to view details about the Hold
- Select the Action box and choose either Approve or Reject.
- If you select Reject, you’ll have an option to enter comments which are visible to the requesting Service Provider.
Reports

Fund Owners and Fund Users can run Activity and Redemption reports for up to date details on the Fund or Sub-Fund. The Activity Report provides a comprehensive list of activities related to the Fund or Sub-Fund including: renaming, reassigning Fund User, credits transferred, hold and redemptions, etc. The Redemption report lists all redemptions that have occurred against the Fund or Sub-Fund. Fund Owners will see all Sub-Funds within a Fund they own while Fund-Users will only see the Sub-Funds for which they are assigned as Fund-User.

To run either the Activity Report or Redemption Report:

- Browse to the Fund Information page
- Select the ‘Activity Report’ or ‘Redemption Report’ button towards the bottom of the page.
General Cloud Credit Workflow

The below diagram describes the general workflow of a Cloud Credits customer redeeming credits with a VMware Service Provider. This is intended to provide the customer with a high-level end-to-end understanding of the program.

VMware Cloud Credits Purchasing Program

General Hold and Redemption workflow

Customer purchases Cloud Credits

Log into My VMware to manage new Fund

establish agreement with Service Providers

Service Provider submits 'Hold Request' to VMWare Cloud Credit Ops

VMWare Cloud Credit Ops enter Hold into My VMware

Fund Owner approves Hold in My VMware portal

Hold - Pay-Go (variable monthly rate)

Fund Owner & Service Provider notified via email of 'Pending Hold request'

Automatic monthly redemption based on Hold details

Fund Owner & Service Provider notified via email of 'Approved Hold request'

Service Delivered

Monthly credit redemption occurs

Fund Owner approves Redemption in My VMware portal

Service Provider submits 'Redemption Request' to VMWare Cloud Credit Ops

Fund Owner & Service Provider notified via email of 'Pending Redemption request'

Hold - Committed (fixed monthly rate)

Fund Owner & Service Provider notified via email of 'Approved Redemption request'

Fund Owner & Service Provider notified with each monthly redemption

notifications