



2017 Holiday Promotions Frequently Asked Questions

1. What discounted promotions were recently made available from Ingram Micro Cloud Marketplace?

Starting on Monday, December 11, resellers will receive a **5%** discount on **DocuSign**, **Dropbox Business** and/or **Symantec Endpoint Protection Cloud for Devices** with a qualifying Office 365 plan, specifically Business, Business Essentials and Business Premium plans.

The Holiday Promotions end on March 31, 2018, with the discounted rate active for 12 months.

To learn more about the 2017 Holiday Promotions, [click here](#) (live on Monday, Dec. 11).

2. How are they different from other discounted promotions?

There are several differences between the Holiday Promotions:

- All transactions must be placed and ordered within the [U.S. Cloud Marketplace](#) to redeem the discounted rate for the specified cloud services (DocuSign, Dropbox Business and/or Symantec Endpoint Protection Cloud).
- The discounted rate is automatically reflected in the total price shown on the cart and confirmation page on the [U.S. Cloud Marketplace](#).
- There is no manual process for pulling transaction reports or issuing Reseller credits as discounted rates are automatically reflected at purchase on the [U.S. Cloud Marketplace](#).

3. In which countries or markets is the promotion available?

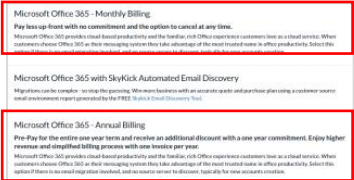


The Holiday Promotions apply only to the purchase of specified services (DocuSign, Dropbox Business and/or Symantec Endpoint Protection Cloud) with an applicable Office 365 plan purchased on the [U.S. Cloud Marketplace](#) only.

4. How do the promotions work?

Once you log in to the [U.S. Cloud Marketplace](#), please follow these three steps:

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<p>1. Select Office 365 – with monthly or annual Billing</p>	
<p>2. Add the Business, Business Essentials or Business Premium plan to the cart.</p>	
<p>3. Select one or more of the discounted modules from the available recommended services</p>	

5. Can I request the holiday promotional discount when ordering over the phone?

No. To take advantage of the 5% discount on the specified services, all transactions must be ordered, along with an applicable Office 365 plan, on the [U.S. Cloud Marketplace](https://us.cloud.marketplace). Transactions over the phone do not qualify.

6. How long will the promotions be active?

The Holiday Promotions will be available until March 31, 2018.

7. What is the duration of the discount for each discounted service?

The discounted rate for each service will be active for 12 months, starting from the date of initial purchase.

8. What if I have existing Office 365 customers? Can I offer them the discounted promotion for the specified services?

Yes, however, it requires placing the order through the Reseller Control Panel (RCP) as outlined below

Prerequisite	Step-by-Step Process
<p>If you want to receive the discounted price for Dropbox Business Standard (annual), DocuSign (monthly) or Symantec Endpoint Protection Cloud for Devices (monthly), your customer needs to have one of the following parent subscriptions active and running:</p>	<p>To place an order, please follow these steps:</p> <ol style="list-style-type: none"> 1. Log in to the IM Cloud Marketplace at us.cloud.im. 2. Click on the control panel. 3. Switch to Billing at the top right

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<ol style="list-style-type: none"> 1. Office 365 Business (monthly prepaid) 2. Office 365 Business Essentials (monthly prepaid) 3. Office 365 Business Premium (monthly prepaid) 	<p>corner (while in Billing mode, the Operations option displays in the top menu bar).</p> <ol style="list-style-type: none"> 4. Select the "Customer" from the left-hand menu. 5. Click on the "Orders" tab. 6. Click "Add New Order." 7. Search for the discounted service plan name in the Service Plan pane 8. Select "Subscription Period." 9. Select "Parent Subscription." 10. Click "Next" and follow the instructions to provision the order. 11. The service price will be discounted automatically.
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9. Who should I contact for more questions about the 2017 Holiday Promotions?

Please contact your Ingram Micro Cloud account manager or cloud.planning@IngramMicro.com for additional questions.