



Service Credit Requests for Tech Refresh - Quick Reference Guide for Customers

OVERVIEW

Use this guide for information on requesting a credit for prepaid unused service for purchasing a Tech Refresh system.

The following topics are covered:

- Initiating a Service Credit Request
- Submitting a Service Credit Request for Research
- Receiving Credit Approval / Denial
- Requesting the Service Credit to be Processed
- Additional Resources

INITIATING A SERVICE CREDIT REQUEST

A Service Credit Request may arise during quote presentation for a tech refresh. Ask your sales rep or partner to initiate the process.

You must meet the following criteria:

- Valid Serial Numbers
- Customer has a current, active contract
- Trade in serial numbers have not been previously used in a prior tech refresh
- The tech refresh follows the same business model as the original system was purchased (e.g. Original system purchased through Partner A; tech refresh going through Partner A). NetApp can only provide a service credit to the original purchaser of the system or renewal.

The service credit will be denied if any of the above listed criteria is not met.

SUBMITTING A SERVICE CREDIT REQUEST

If all of the above criteria are met, your sales rep or partner will work with their SSR / Sales Support Team or equivalent to submit an email request to the business support team for an estimate of the service credit.

The following information will be required in order to process the estimation:

- Serial number(s) to be credited
- Date of termination (must be in the future and this is **the date of your requested termination** to end support. This is not the actual end date of the service contract.)
- Original Sales Order Number (can be found on the “Order Status” portion of NetApp Support—see “Additional Resources” for more detail)
- Written (email) request from the original customer who purchased the original

RECEIVING CREDIT APPROVAL / DENIAL

The SLA for whether a credit request can be approved or not is 24 hours, or 1 business day. If the credit request is approved, the SSR or equivalent will receive an email with an **estimated amount** to be credited to the original customer. Please note that if the business went through a distributor or a reseller, it will be their responsibility to provide the adjusted credit to their customer(s). For example, the credit to a distributor will go to the reseller, and from the reseller to the end user.

If a request is denied, it will be because of one of the following reasons:

- You do not have a current, active contract
- Serial number(s) has been used in a previous tech refresh
- Serial number has been part of a ‘head-swap’, and is no longer a valid SN
 - Support may suggest a new SN to be used; must be validated with end user before credit can be calculated

REQUESTING THE SERVICE CREDIT TO BE PROCESSED

If the approved credit amount is acceptable to you, and the termination date of your contract is still in the future, the request to proceed with the credit can be submitted via email. The SSR / Sales Support Team or equivalent will send an email to the OM helpdesk with the original approved credit. OM will terminate the contract and request the credit to be processed. Each tech refresh credit is unique to the individual contract and in some instances, may take up to 14 days to be processed and applied to your account.

If the date of termination has changed to a later date, the SSR / Sales Support team or equivalent should email the approval email (again, as an attachment) to OM helpdesk to process, but must highlight the new termination date. The credit approved will be less than what was originally estimated since the date is later. Process time is the same.

Please note that once your contract is terminated, it cannot be reinstated. If you decide to keep your original systems, you must repurchase a new service plan should you want to keep the system under service.

ADDITIONAL RESOURCES

NetApp Support Order Status Webpage: <http://support.netapp.com/eservice/orderstatus/osp.jsp> (to find original SO and customer).

- Select "Search Type" of "Serial Number", input serial number in SN field and hit "Go"

Order Status

Selection Criteria

- ▶ For orders that have been Completed before 30-APR-2003, go to the old Order status tool.

- OR -

- ▶ For all Open orders or orders Completed after 01-MAY-2003:

Two ways to search:

- ▶ Search by Purchase Order, Sales Order or Serial Number

Select Search Type: Serial Number

Specify Search Criteria: Equals

Enter Value: 3012318

Go!

- Once Order comes up, retrieve original SO number and Customer for Initial request:

Sales Order #	Purchase Order #	Billing Address
639670	2873FA5209520	Arrow Enterprise Computing Solutions Inc.

To access the FAQ [click here](#). Questions on the process: ordersos@netapp.com or 919-476-5321 (ordersos phone), or +91 080 6110-8080 (NB)