

Training Partner Process for Reselling On-demand

Novell[®]

Ordering the Total On-demand Training Library

- Orders must be placed “direct” to the Novell® order desk
 - **North America, Latin America, Asia Pac**
 - orders@novell.com
 - **EMEA**
 - **Central** (Switzerland, Austria & Germany)
 - EMEA-order-Processing-Central@novell.com
 - **West** (UK, France, Spain, Italy, Portugal, Greece, South Africa, Africa, Middle East, Israel & Turkey)
 - EMEA-order-Processing-West@novell.com
 - **North** (Netherlands, Belgium, Luxembourg, Denmark, Norway, Sweden, Finland, Poland, South East Europe, Baltics, Russia /CIS, Czech Republic & Hungary)
 - EMEA-order-Processing-North@novell.com

Ordering the Total On-demand Training Library

Orders must be via PO and include:



- ✓ Bill to: this will be partner information (company name, contact, address, phone, email)
- ✓ Ship to: this will be the customer who is getting entitled (company name, contact, address, phone, etc)
- ✓ End User: this will be the same customer information as above providing the student e-mail where the entitlement/account setup e-mail will go to
- ✓ Part number #877-003948 (total on-demand training library)
- ✓ Quantity of on-demand training libraries to be purchased

On-demand Library	Part Number	MSRP	Training Partner Price
Full Library	877-003948	\$1,795.00	\$895.00
Data Center	877-005815	\$1,295.00	\$650.00
End-User Computing	877-005813	\$1,295.00	\$650.00
Identity & Security	877-005811	\$1,295.00	\$650.00

Reselling the Total On-demand Training Library

- Use the Web page to introduce your customers to on-demand training:
 - <http://www.novell.com/training/ondemand>
- Determine your price point for your customers
 - Training partner pricing for the total on-demand library =
 - \$895 USD (50% off) SRP = \$1795
- Sell !!!
- Explain how fulfillment of on-demand training works to customer – *let's talk more about this...*

Keys to On-demand Training Fulfillment

Order Preparation

- It is critical that you obtain the one e-mail address each of your customers will use to associate with each on-demand training library purchase.
- The customer email address(es) must be included on the PO you submit to the order desk
 - ***If*** your customers already have a Novell® Customer Center (NCC) account, ask for the exact e-mail address in that NCC account that the product will be associated with - ***This is critical! - Have your customers access NCC to be sure of the exact e-mail address, if necessary.***
 - ***If*** your customers do not have an NCC account, that is perfectly fine, ***BUT*** the email address they provide you at the time of sale must be the same email address they enter when they create an NCC account.

The number one problem that customers will encounter is that they don't see the on-demand library in NCC because the e-mail address you submitted on the PO doesn't match the one they actually use in NCC.

Fulfillment Process

- ✓ Submit your PO to the order desk
- ✓ The Novell order desk enters your order into the Oracle system
- ✓ Your customers receive an automated e-mail from Novell®
- ✓ The customer clicks the link in the e-mail to the NCC login page
- ✓ Customers log in or create an NCC account and immediately access their on-demand training from the *My Training->On-demand Training* link

Remember:

If your customer creates a new NCC account and enters a different e-mail address, or even mistypes the e-mail address so that it doesn't match the one you submitted—the customer will not be able to see their purchase.

Let's take a look at what your customers will see...



The Automated E-mail Message

The message does not mention on-demand—but the link will take the customer to the NCC login page where they can access the on-demand training

From: NovellProductDelivery@Novell.Com
[Add to Address Book]
To: mecarter.lyn@comcast.net
CC: ORDERACKDUMP@NOVELL.COM
Subject: Your Novell Order #1669925 for BV TEST US - PO#initial on demand test order
Date: Tuesday, January 06, 2009 4:03:52 PM

Dear Novell Customer,

Thank you for your recent order. This message contains important information about your order and instructions about its installation.

You must forward this message to the person in your organization responsible for installation of Novell products.

For product installation:

https://secure-www.novell.com/center/regadmin/jsps/install_summary_app.jsp?action=display&oid=nH329XRWHpl~&cid=HgLAZBqvt4q~

For an order summary:

https://secure-www.novell.com/center/regadmin/jsps/order_details_app.jsp?action=displayOrder&oid=nH329XRWHpl~&cid=HgLAZBqvt4q~

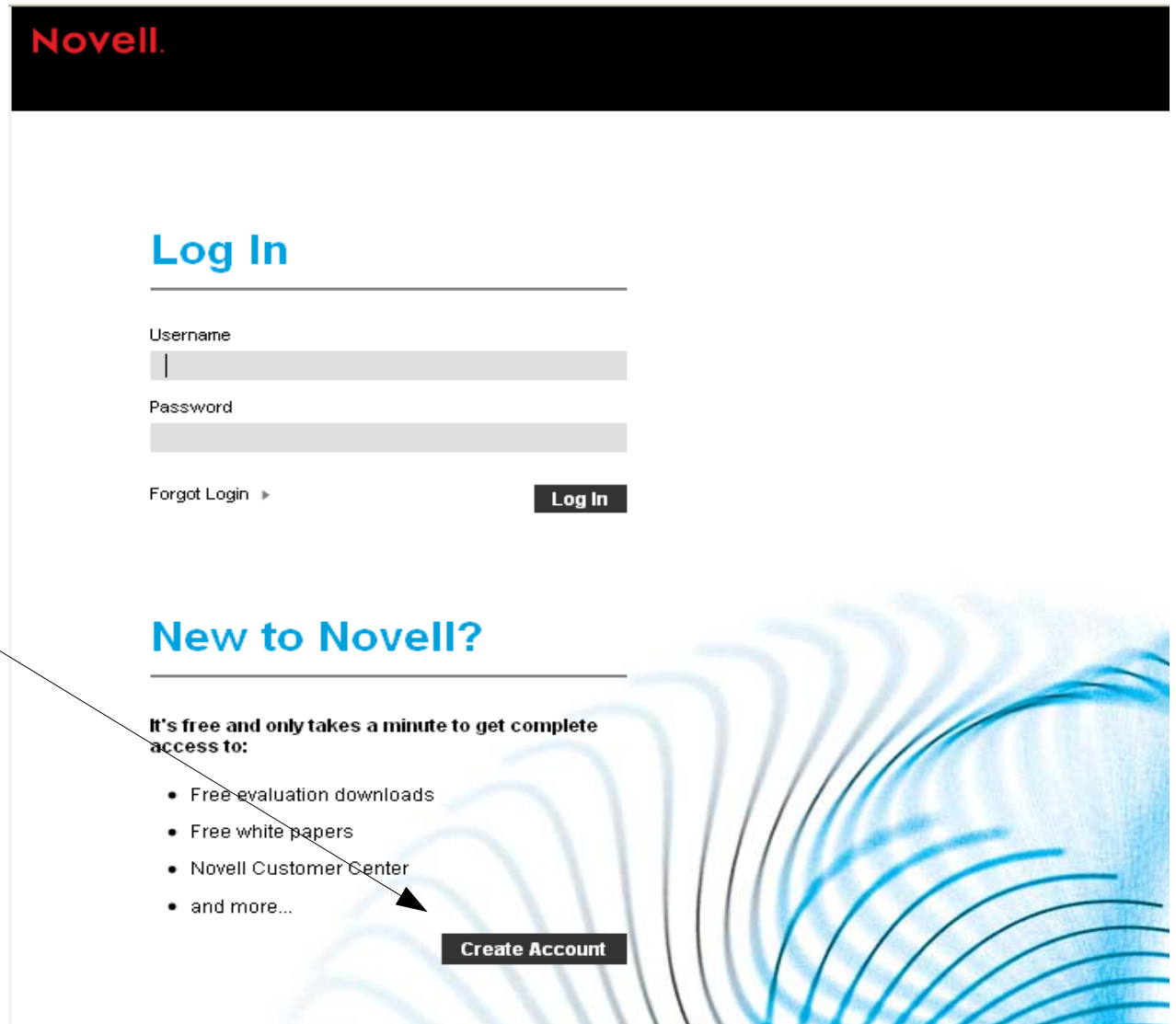
Electronic Product(s) Delivered:

EC SUB1YR TOTAL ON-DEMAND LIB (QTY 1) - Item # 877-003943

The NCC Login Page

The link in the customer e-mail delivers the NCC login page -

This is where customers who do not already have an NCC account can create one



The screenshot shows the Novell NCC Login Page. At the top, there is a black header with the word "Novell." in red. Below the header, the page is divided into two main sections. The first section is titled "Log In" in blue. It contains a horizontal line, followed by a "Username" label and a text input field, a "Password" label and a password input field, a "Forgot Login" link with a right-pointing arrow, and a "Log In" button. The second section is titled "New to Novell?" in blue. It contains a horizontal line, followed by the text "It's free and only takes a minute to get complete access to:", a bulleted list of benefits, and a "Create Account" button. The list of benefits includes: "Free evaluation downloads", "Free white papers", "Novell Customer Center", and "and more...". An arrow from the text on the left points to the "Novell Customer Center" item in the list.

Novell.

Log In

Username

Password

[Forgot Login](#)

New to Novell?

It's free and only takes a minute to get complete access to:

- Free evaluation downloads
- Free white papers
- Novell Customer Center
- and more...

The NCC Create Account Page

For those customers who create a new account, it is critical that they enter the same e-mail address in this field that they provided to you.

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Customer Center Home
 About Novell Login
 Create an Account
 Edit My Profile
 Validate Email
 Forgot >

Novell Login

The first step to creating an account is to enter your basic profile information. → Help

Basic Information

First Name*

Last Name*

Job Title*

Company* I am not associated with a company

Street Address*

Address 2

Address 3

City*

State/Province+

Zip/Postal Code*

Country*

Language

Telephone*

Fax

Email Address*

Certain Novell web sites require that your email be validated before you can access these sites. Once you access one of these sites you will be directed on how to validate your email address.

* Required Fields
 + Required in the United States and Canada

The NCC Main Page

On the main NCC page, customers access their on-demand purchase using the My Training->OnDemand Training link

Novell + MENU

Novell Customer Center

Lyn McCarter, Park City, UT - [Edit Personal Profile](#)

Customer Center Home >
 My Profile >
 My Products >
 My Support >
My Training >
 Administration >

123 COT ST PROVO, UT (135028) << Select an Organization to Manage

Certifications	Systems	Order Tracking	Alerts
<ul style="list-style-type: none"> Advanced Technical Training: 46 Technical Skills Assessments: 40 On-Demand Training: 0 Expired: 6 Over Limit: 0 	<ul style="list-style-type: none"> Total: 0 Active: 0 Evaluation: 0 Needs Activation: 0 	<ul style="list-style-type: none"> Deliveries Pending: 5 Recent Orders: 1 	<ul style="list-style-type: none"> 6 Subscriptions have expired.

Account Rep:
Customer Response Center
 800-529-3400

Service Rep:
America's Support Center
 1-800-858-4000 (US)
 1-801-861-4000 (outside US)
 support.novell.com

Novell Helpline:
 1.800.529.3400

- Request call
- Buy

Promotions

01 **Novell Teaming + Conferencing** is now available for purchase. If you own Novell Open Workgroup Suite, don't miss out on the opportunity to purchase this new product at a discounted price!

Quicklinks

- Cool Solutions
- KnowledgeBase
- Patches and Updates
- Certified Partner Products
- Software and Hardware Certification Database
- Enhancement Requests (en)
- Technical Subscriptions

Subscription Management Tool (SMT) for SUSE Linux Enterprise now available.

The Total On-demand Training View

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On-demand Training

Get Smart. On-demand training courses from Novell let you study whenever and wherever you feel like it. Choose a specialization or course below to get started.

Courses Available To You

Purchased Libraries

- Data Center Library
- End User Client Library
- End User Computing Library
- Identity and Security Library

More Training

- Novell Training**
Find a class, browse the catalog, free skill assessment and more!
- Training Locator**
Find training events in your area.
- Advanced Technical Training**
Hands-on, advanced training direct from Novell.

Novell Resources

- Product Documentation**
Downloadable documentation for Novell products
- Knowledgebase**
Access to support information (tips, wiki's, blogs)
- Downloads**
Download Novell software
- Cool Solutions**
Tips and articles from the Novell community

The total on-demand training library contains 4 individual training libraries

Novell. Making IT Work As One™
Careers | Contact Us | Feedback | Legal | Print

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