

## Frequently Asked Questions (for Training Partners)

Training Partner and Customer Courseware Ordering through Gilmore Global	
1. Will training partners continue to order courseware through POST?	No. After April 25, 2008 the POST system will no longer accept courseware orders. The part numbers for the Novell courses will be removed from the Corporate Price List and cannot be selected in the system at this time.
2. Why did Novell change to Gilmore Global for courseware fulfillment?	Novell elected to change to a single print vendor for these reasons: <ol style="list-style-type: none"> <li>1. Ease of management – one vendor means one point of contact for handing off new courseware, managing current “in market” courseware and media, removing “end of life” courseware, and one vendor reporting on course sales globally.</li> <li>2. Consistent quality – Gilmore Global's reputation and proof in providing high quality materials from all their print facilities made Gilmore Global the front runner in selecting a vendor.</li> <li>3. Shorten shipping time to training partner sites where possible using Gilmore Global's 11 print facilities located around the world.</li> <li>4. Eliminate VAT and Customs duties and wait time at country borders where possible using Gilmore Global's 11 print facilities located around the world.</li> </ol>
3. In which countries does Gilmore Global have print facilities?	Australia, Canada, India, China, Singapore, United Kingdom, USA, Brazil, Columbia, and Mexico.  Gilmore Global will fulfill orders for Novell training partners from its USA, Canada, Singapore, United Kingdom, and Australia facilities. For training partners outside those countries charges for VAT and customs apply.  To express concerns regarding the cost of shipping and taxes on courseware orders, please contact Shirley Reynolds at <a href="mailto:ssreynolds@novell.com">ssreynolds@novell.com</a> . Concerns will be reviewed and solutions provided in the interest of the business potential for training partners and Novell.
4. Do I need login and password to access the Gilmore Global online storefront?	Yes. Once a partner payment agreement has been returned to Gilmore Global, an email with a login ID and Password will be sent to the email address identified on the payment agreement as the primary contact email address.  The first email communication containing IDs and Passwords to training partners with payment agreements set up with Gilmore Global will be sent April 21, 2008.  The storefront URL will also be provided in this email communication.
5. Will training partners located in countries that receive a discount continue to receive the “country” discount as they did when placing orders through POST?	Yes. All prices that a training partner sees for a course on the Gilmore Global storefront has been set up according to the following criteria: <ul style="list-style-type: none"> <li>• Program level (NTSP or NATP/NTI)</li> <li>• USD or EURO designation (based on country)</li> <li>• “Country” discounts established by Novell, Inc.</li> </ul> For example, a training partner wants to order course 3072, a 5-day course. The training partner is located in Bulgaria and is entitled to

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	<p>receive a 60% “country” discount on course pricing. The partner is an NTSP partner, and transacts in USD currency. The NTSP price for the course is \$220 USD. When the training partner accesses the Gilmore Global storefront, the partner will see the price of the 3072 course is 60% off the \$220 USD price for the 3072 course (\$88 USD).</p>
<p>6. What currencies can training partners use to order courseware on the Gilmore Global storefront?</p>	<p>When training partners fill out the Gilmore Global training partner payment agreement, they identify EURO or USD for their transaction currency on the storefront. USD is the transaction choice for most all training partners. Only some training partners in specific EMEA countries will transact in EURO.</p> <p>Novell has provided Gilmore Global with a chart of EMEA countries specified by Novell, Inc. as transacting with Novell in EURO. Training partners in these countries will be set up to order courseware on the Gilmore Global storefront in accordance with the transaction currency specified in the chart, regardless of the currency type identified on the payment agreement.</p> <p>If you are not sure which currency applies to your country, please contact Jonathan Finch (<a href="mailto:jfinch@novell.com">jfinch@novell.com</a>) or Emma Silver (<a href="mailto:esilver@novell.com">esilver@novell.com</a>).</p> <p>All training partners who are set up to transact in USD have the option to complete their online order using a Purchase Order or credit card.</p> <p>All training partners who are set up to transact in EURO can only complete their online order by selecting the Purchase Order option.</p> <p>The “Purchase Order” option does not require a Purchase Order number. It is simply an online store selection that closes out the order and indicates that an invoice will be sent by Gilmore Global to pay for the order.</p> <p>Credit card options available to training partners transacting in USD allow those training partners to “pay” for their orders after the order is shipped and all shipping costs, taxes, etc. have been accurately totaled.</p> <p>It is important to note that training partners who transact in EURO can pay for their online order with a credit card when invoiced by Gilmore Global. The storefront itself does not have the functionality to accept any currency other than USD.</p>
<p>7. What forms of payment can Gilmore Global accept once an invoice is received?</p>	<p>Gilmore Global can accept wire transfers, business checks, money orders, and credit cards as payment for invoiced orders.</p>
<p>8. When will the Gilmore Global storefront be “live?”</p>	<p>Beginning April 21, 2008 the Gilmore Global storefront will be accepting courseware orders from training partners.</p> <p>To begin using the storefront a training partner must have:</p> <ol style="list-style-type: none"> <li>1. A payment agreement on file with Gilmore Global (contact <a href="mailto:ziebarthl@gilmore.ca">ziebarthl@gilmore.ca</a> to request a payment agreement if you have not received one)</li> <li>2. A return email from Gilmore Global that includes a Login ID and password that is unique to the training partner.</li> <li>3. The URL for the storefront: <a href="https://smp.gilmore.ca/stores/Novell/">https://smp.gilmore.ca/stores/Novell/</a></li> </ol>

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9. What is the URL for the Gilmore Global storefront?	<a href="https://smp.gilmore.ca/stores/Novell/">https://smp.gilmore.ca/stores/Novell/</a>
10. How does a training partner set up an account with Gilmore Global?	<p>To set up an account to order courseware from Gilmore Global, a training partner must:</p> <ol style="list-style-type: none"> <li>1. Be a current training partner in good standing (application submitted and fees paid)</li> <li>2. Obtain and return a payment agreement (contact <a href="mailto:ziebarthl@gilmore.ca">ziebarthl@gilmore.ca</a>)</li> </ol>
11. Will the cost of the training courseware/kits change?	<p>No. There is no increase in training partners' courseware cost.</p> <p>The courseware/kit pricing a training partner sees in the online storefront reflects the training partner's:</p> <ol style="list-style-type: none"> <li>1. Program type (NTSP or NATP/NTI)</li> <li>2. USD or EURO transaction currency set up on the account</li> <li>3. Country discount (if applicable)</li> </ol> <p>For example, an NTSP training partner in Canada transacting in USD would see a kit price of \$220 USD for a 5-day course, while an NTSP training partner in Brazil transacting in USD would see a kit price of \$88 USD for that same 5-day course due to the Brazilian partner's 60% "country discount."</p>
12. What credit terms will apply to training partner orders?	<p>All training partners will be managed on Net 30 payment terms with Gilmore Global. Since Gilmore Global is managing all invoicing and payment transactions, the Net 30 is a blanket payment term that applies to all training partner accounts, regardless of any special arrangements previously made with Novell's Accounts Payable Department.</p> <p>Credit limits of \$5000 or €5000 EURO (depending on selected transaction currency on payment agreement) have been established for training partners who have a good credit history with Novell.</p> <p>Any training partner with questions about the credit limit in force must contact the Novell Training Services Training Partner Program manager, Shirley Reynolds at <a href="mailto:ssreynolds@novell.com">ssreynolds@novell.com</a>.</p>
13. Who are the Gilmore Global contacts for the EMEA, AMERICAS, and APAC geographies?	<p>Gilmore Global has a central support center. The support contacts are found on the Gilmore Global storefront in the Contact link.</p> <p>Beginning May 1, 2008 specific support resources will be assigned to answer questions via email contact or phone in each of the major Novell geographies: AMERICAS, APAC, and EMEA.</p> <p>The email and phone contact information for these support resources will be viewable from the Contact link on the Gilmore Global storefront.</p> <p>There is not a specific person's name that training partners need to know to receive help with shipping, ordering, or any other concern with courseware order placement or order status.</p> <p>For concerns about obtaining membership in the Novell Training Partner program, change of status in the program, or being authorized to order courseware from the Gilmore Global storefront, please contact Shirley Reynolds at <a href="mailto:ssreynolds@novell.com">ssreynolds@novell.com</a></p>
14. Will the pricing on the storefront show "\$" for USD prices and "€" for EURO prices?	No. At this time the storefront functionality does not support the display of currency symbols. Gilmore Global is looking into adding this functionality to the storefront, but as of April 21, 2008 this functionality is not available

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	on the storefront.
15. Can the shipping status of orders be tracked?	<p>Yes. Tracking information is provided by the shipper selected during the order process on the Gilmore Global storefront. The shipping information a training partner sees during the order process on the storefront is limited to an estimate of shipping charges based on the shipper selected during the process.</p> <p>After placing an order on the Gilmore Global storefront the Manufacturing team at Gilmore Global will receive the order and begin producing the courseware and preparing it for shipment by the next day.</p> <p>The shipper selected during the ordering process will pick up the shipment and forward shipping tracking information to the training partner after the shipment has been picked up. A tracking number will be provided by the shipper if that is a service offered by the shipper the training partner selected during the order process.</p>
16. What is the turnaround time for shipping orders?	<p>Training partners who order by noon (local time) will have their order shipped next day.</p> <p>If orders are "outside the norm" (i.e., 100 kits) then orders will not be shipped in the "next day" time frame. Shipping for orders outside the norm will likely be 48 hours after order time. Any greater delay will be communicated to the training partner by Gilmore Global via email.</p>
17. Can expedited shipping be selected during the order process?	<p>When the training partner selects a shipper during the order process, expedited shipping choices provided by UPS and/or Fedex will display as options in the dropdown menu. Expedited shipping choices are available on a per locality basis. This means that if 2-day shipping can be provided to a training partner's locale from the point of origin of the shipment, then a 2-day shipping option will display in the dropdown menu for the training partner to choose.</p>
18. Will a training partner with branch offices need multiple login IDs and passwords?	<p>No. The login ID and password provided to the contact identified on the Gilmore Global payment agreement will be the single login ID and password for all training partner locations. It is up to the training partner to provide the login ID and password to all persons authorized to order courseware for the training partner's locations.</p>
19. Can the product software media and course manuals be shipped separately for course orders?	<p>At this time Gilmore Global will ship all course manuals and product software media together for inventory management purposes. Novell will review the possibility with Gilmore Global of splitting course components out to lower costs for training partners who pay additional taxes for shipments that include both the course manuals and the software media. Please refer to training partner web sites and communications in the near future (June/July 2008) for further information about this matter.</p>
20. How will Gilmore Global handle the provisioning of 8000-series courses?	<p>All orders that contain orders for Course 8000 (or future courses in the 8000-series that will appear on the Gilmore Global storefront) will be held in Gilmore Global's fulfillment process until authorized to release the order by Shirley Reynolds.</p> <p>Because the 8000-series courses require training partners to utilize a CNI authorized to teach these 8000-series courses, release of the order depends on confirmation of the instructor as one who is authorized to teach the 8000-series course(s) included in the order.</p> <p>There is an Instructor Name field that can be filled out during the order process where training partners can identify the authorized CNI(s) who will teach the 8000-series course(s) ordered.</p>

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	<p>Once Shirley confirms the authorized CNI with Gilmore Global, the order will be fulfilled. The turnaround time for Novell authorization is 24 hours. Please plan for this 24 hour delay when placing orders that include an 8000-series course.</p>
21. Will taxes due be shown at the time orders are placed on the Gilmore Global storefront?	<p>All taxes that can be calculated at the time an order is placed will appear in the order summary.</p>
22. How may I learn more about using the Gilmore Global storefront?	<p>Contact Lindsay Ziebarth at Gilmore Global (<a href="mailto:ziebarthl@gilmore.ca">ziebarthl@gilmore.ca</a>). One on one walkthroughs of the storefront can be provided and individual questions answered through her.</p>
23. Will the training materials look the same as they always have?	<p>Gilmore Global will produce all Novell courseware as follows:</p> <ul style="list-style-type: none"><li>• Courseware manuals will be 8.5" x 11" in size (no small 7" x 9" books)</li><li>• Courseware manuals will be wire-o bound so the books can lie flat on classroom tables or desks (no perfect-bound books)</li><li>• Each complete course kit will be shrinkwrapped and include course media inside the shrinkwrap (no red cardboard box)</li><li>• All course orders will be packed in a double-walled box for protection during shipment.</li></ul>
24. What is Gilmore Global's return policy?	<p>Gilmore Global will be able to accept returns from Novell training partners within 30 days of order placement and only those materials that are unopened (shrink wrap not opened and software seal not broken) and are returned in original shipping boxes with invoice included inside box".</p> <p>Upon receipt of the returned goods unopened and within 30 days of the order date, Gilmore Global will issue a credit against the applicable invoice for the returned materials.</p>