SYNNEX
RENEW*Solv*™
Automate Recurring Revenue

RENEW*Solv* FAQ

What is RENEW*Solv*?
RENEW*Solv* is an aggregated, 360-degree view of your renewal and service attach or warranty opportunities for hardware and software products purchased through SYNNEX. RENEW*Solv* provides visibility and control over your service contracts and software subscriptions through a web-based portal. RENEW*Solv* helps you sell more warranties and services, and then ensure that they are renewed when they're set to expire.

What Vendors are available in RENEW*Solv*?
Renewal Opportunities

Absolute Software	Red Hat
Aerohive	SAP – Crystal Reports
Google Chrome	StorageCraft
Hewlett-Packard Enterprise	Symantec
Hewlett-Packard Inc.	Symantec.Cloud
Lenovo	TechSmith
LifeSize	Webroot
Microsoft Software Assurance	Xerox

Attach/Warranty Opportunities

Acer	Lenovo
Dell EMC	Lexmark
Hewlett-Packard Enterprise	Panasonic PCs & Tablets
Hewlett-Packard Inc.	Samsung Mobility
InFocus	Xerox

How much is RENEW*Solv*?
As a part of our ongoing commitment to our business partner's growth, RENEW*Solv* is a FREE service.

How do I access RENEW*Solv*?
RENEW*Solv* can be accessed by logging into your familiar ECExpress portal. Simply click on the RENEW*Solv* tab at the top of the page, or click the RENEW*Solv* logo on the screen. RENEW*Solv* uses single-sign-on, so you will not need a unique username and password.

What do I do if I get an error when I try to login?
If you get an error, your company's internal ECExpress Administrator just needs to assign RENEW*Solv* access rights to your account. If you are an Admin, simply go to Account and User Administration. Select the user by clicking the radio button next to the name, and then click Edit. RENEW*Solv* is a quoting tool, so you need "view price" access.

How do I access my RENEW*Solv* quotes?
Your RENEW*Solv* home page includes a summary of the quotes that we have created for you. Simply click the $ value or Qty hyperlinks to get to the list of quotes that are in that status.

How do I load my logo into RENEW*Solv* to create co-branded email notifications?
From your home page you can upload your logo quickly and easily. You can also email a copy of your logo to logos@renewsolv.com.

How do I 'Publish' quotes to my customers?
You can publish quotes in bulk from the RENEW*Solv* Quotes Page by selecting the check boxes and then the "Publish – Reseller Manage" button. You can also publish an individual quote from the quote detail screen by selecting "Publish – Reseller Manage."

How do I remove an opportunity from my "Pending" list in RENEW*Solv*?
You can withdraw opportunities and exempt those quotes from RENEW*Solv*'s automated email notifications from the Quotes Page or the Quote Detail screen by selecting the "Do Not Publish" option.

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How do I view opportunities once they've been published?

Once you have published a quote, you can access the quote by clicking the $ value or Qty from the Published option on the Home page. Or, you can select the "Quotes" tab at the top of the screen to search by company name, quote id, vendor, etc.

How do I change or add End-User Contact Info?

End-User contacts can be updated on the Quote search screen by selecting the "Add" or "Update" button in the contact column. This can also be done on the quote detail screen by selecting the "Update" or "Add" button adjacent to the End-User company/contact info.

Will the "Reseller Price" be displayed to my customer?

No. End-users will only see MSRP or an adjusted net amount if discounts have been applied.

Can I adjust the End User quote price?

Yes, resellers can update the customer price on a quote by selecting the line that you want to update, then selecting the "Price Adjustment" button on the bottom of the quote detail screen. A box will then appear to apply price adjustments; select "Add Adjustment" and enter the discount percentage. The quote price will be recalculated and inserted even when coverage is updated. You can also use the "Bulk Price Adjustment" option to discount the price.

How do I change the coverage SKU or duration of the service I am quoting?

By selecting the "Options" button in the "Coverage Type" column of the line item you can update the coverage SKU or duration. All available coverages and durations will be displayed. Once you've selected the desired coverage SKU, the duration price, and the description will update for that line.

How do I remove a line from the quote?

You can remove a line by adjusting the line item from "Selected" to "Unselected" from the drop-down menu at the line level. The line will then appear greyed-out. This will remove the line completely from the customer quote view. You can reactivate the line by selecting the "Selected" option from the drop-down menu.

When a customer is ready to order, can I process it through RENEW*Solv*?

Yes. When you are ready to place an order, simply select the "Accept" option in the quote detail screen. You will then be prompted to enter a PO number. Once you have entered the PO number, the quote status will update to "Accepted," indicating that the order is in process.

How do I update the quote if the customer has elected to not purchase the offering?

When you have received feedback from your customer stating that they are electing to forego the offer, you can update the quote by selecting the "Decline" button in the middle of the quote detail screen. You can then select a reason from the drop-down menu or enter a unique decline reason. The quote will remain in the RENEWSolv portal should you ever need to reference it.

What if I need additional changes made to a quote?

Selecting the "Change Request" button in the middle of the screen will display a box with a text field to enter a description of the changes you would like made to the quote. Once this is submitted, a SYNNEX RENEWSolv admin will receive an email notification and will review the requested changes. Once the changes have been made, the quote will then move back into "Draft" status.

Still have unanswered questions?

Call 855-851-7437 or email us at renewsolvsales@synnex.com