

Symantec Partner Day 1 – Partner Use

Distributors and Resell Partners

Frequently Asked Questions

January 06, 2020

Table of Contents

Updates for week of 01/06:	3
Previous Updates	3
Strategy/Acquisition Questions	3
Broadcom Partner Portal, Symantec PartnerNet and eStore Access	4
Deal Registration	5
Price Books and Existing Quotes	7
Sales Support	7
eStore Renewals (Applicable to Distributors Only)	8
eStore Other (Applicable to Distributors Only)	10
Changing Existing Quotes (Applicable to Distributors Only)	15
Google Forms (Applicable to Distributors Only)	16
RMA Policy	16
Partner Program	17
Enablement	18

Updates for week of 01/06:

- Orders placed prior to their billing date will be marked as pending and will not be invoiced until their contract date.

Previous Updates

- Symantec entitlements are being extended until January 31st to allow additional processing time. Customers who were not able to renew on time will not experience a disruption and surcharges will not be applied for late renewals.
- Broadcom is honoring renewal incumbency. The renewals have been aligned to the incumbent partner, but in some cases the reseller information was missing. If that happens, Broadcom will need to clone the quote and update with the proper pricing.
- All Symantec partner Trial/POC/NFR's/Cloud/Appliances software will be suspended temporarily due to Broadcom system integration.
- If a customer has not received their e-fulfillment letter after 1 day, please send the sales order # (without SO # , no action can be taken) with a request to the following; **customerbusinessops@symantec.com**
- If a partner is having issues accessing partner learning links, the Partner should register online and choose the Partner option, once they are approved (partner e-mail address checked with the Approved Partner Account list) they will have access to the Partner Portal and they should be setup correctly in the LMS. If they are still having issues, they can contact 1-800-225-5224 and the Customer Care team can assist with the registration or connecting them with the Education or Partner team to get further assistance.
- If partners have access to the Broadcom Partner Portal, but are having access issues with eStore the partner can contact estoreaccess.pdl@broadcom.com for assistance with access.
- Deal Registrations will remain active for 6-month period vs 90 days.
- If partners are having issues registering for the Broadcom Partner Portal, the Customer Care team can assist with the Partners getting the Additional Site Access to make them enterprise customers. They can call into 1-800-225-5224 and choose the Customer Care option or access <https://support.symantec.com/us/en/mysymantec.html>
- The Symantec SOS program has moved to a call back model. Details are described in this message from Art Gilliland posted to the [Broadcom Partner Portal](#), click on the Symantec Security Partner Portal where we have posted the SOS Resource Document.
- Broadcom will be pursuing a consolidation of SKU's and a formal notification will be forthcoming, but SKU's in the Symantec Pricebook posted on PartnerNet should be used until that time.

Strategy/Acquisition Questions

Will Broadcom have a new name for the acquired Symantec business? One for Norton and one for Broadcom?

Response: The enterprise product line will still be branded as "Symantec" but transacted under CA, a Broadcom Company. We did not acquire Norton.

What exactly did Broadcom acquire?

Response: Broadcom acquired all assets except the consumer products.

What calendar does Broadcom use?

Response: Fiscal calendar – November to October. Broadcom's FY20 year begins on November 4th, 2019.

Will there be general licensing training and when will this take place?

Response: Partners will follow existing Symantec Licensing process and all Distributors have received system training for the new eStore.

What can be expected after the acquisition on Nov. 4th?

Response: The plan is business as usual after Nov 4th with transactions being processed through Broadcom systems. All Symantec transactional systems will be decommissioned on Nov 4 and Broadcom's systems will be up on Nov 11th. There will be a one-week lapse in order processing.

Do you have any official Symantec Broadcom transition material we can forward to partners / customers please?

Response: Materials will be posted on the Broadcom Partner Portal and the FAQ can be forwarded to partners but is not relevant to end-customers.

Who will be responsible for the install base accounts now at Broadcom?

Response: We have brought over members of the Symantec sales team, and the Sales Resource Center (SRC) will know who is aligned to each account in our Core and Digital Segments. It will be a combination of our 3 sales teams (digital), field sales and SRC and the partner teams.

For orders that are placed in Distributors systems that have not been released and booked prior to the acquisition, what is required?

Response: These orders will have to be replaced in new systems through the new Broadcom process.

Once an order is fulfilled by vendor, what is ETA for us to receive the invoice?

Response: Invoices are generated within 24 hours of an order being approved (in most cases less time). Upon an invoice generating, an email is automatically sent out by our ERP system to the email address the distributor has provided.

What guidelines should be followed for new quotes?

Response: New quotes should be sent out based on the price book using list price and no non-standard discounting should be applied. For existing business from multi partners there will be a no bid and list price should be used.

Who can I contact to get help on renewals, pricing, eStore tech support etc.?

Response: All questions related to pricing and eStore will flow through the Sales Resource Center (SRC) and submitted using the Google Form. Please go to eStore Support to submit your inquiry as there will not be a specific person by country. All inquiries will be routed to the first available person in the SRC.

Broadcom Partner Portal, Symantec PartnerNet and eStore Access

When I try to register on the portal, "Symantec Security Software " is not listed as a Product Preference option. When will it be available?

Response: Please select "CA Technologies" as product preference for now. IT is adding the Symantec option ASAP CA and Symantec are both accessed from the same launch page.

How do I register for eStore? (Applicable to Distributors Only)

Response: After you have completed the registration process for the Broadcom Partner Portal you can register for eStore. Log into the Partner Portal and access the Symantec Partner Portal option. From the Symantec Partner Portal page select the eStore option. The eStore option will take you to a login page, select Google Form and complete the necessary information following the steps below:

- Select New User Request from the drop down
- Enter the email address of the Partner Account Manager for your Distributor
- Select “Registered” and that you have access to the Broadcom Partner Portal
- Select “Next”
- Note – You must have Broadcom Partner Portal access in order to register for eStore

Will I need a Google account to use the eStore support request Google form? (Applicable to Distributors Only)

Response: No, you just need to use Google chrome

How do I access PartnerNet?

Response: Symantec partners may access PartnerNet as they normally would. PartnerNet is also accessible via the Broadcom Partner Portal <https://partnerportal.broadcom.com> and OKTA. Partners will need to use both PartnerNet and the Broadcom Partner Portal for a period of time post Day 1. Much of the content on the Broadcom Partner Portal will link you back to PartnerNet where you will logon with your existing Symantec credentials.

What changes have been made to PartnerNet?

Response: The current Symantec PartnerNet will remain in place with limited changes until further notice however some links related to deal registration will no longer be active. eStore access, Symantec Marketing campaigns and Sales Play content are now only accessible via the Broadcom Partner Portal and are no longer on PartnerNet.

How will I access the Broadcom Partner Portal?

Response: A limited number of Symantec partner users have been provided with a Broadcom Partner Portal login (who need access to eStore). All other partners will need to self-register for a user account. Please refer to the Broadcom Partner Portal Registration Guide and user guide for how to instructions [HERE](#).

Does the sales team need to have access to eStore? (Applicable to Distributors Only)

Response: Whoever is requesting quotes would need to have access (whether that is sales or an order processing person)

Who do I contact if I have questions about Partner Portal or eStore access?

Response: Partners should contact their Partner Account Manager. Partners may also contact Partner Service at <https://www.symantec.com/partners/theme/partner-service> or can email partnerservice@symantec.com. Please allow 72-hours for a response during the initial transition.

Deal Registration

How does the deal registration process operate?

Response: Broadcom is simplifying to a single deal registration platform and Margin Builder is no longer available. On Day1 partners will access the new deal registration link from within PartnerNet or the Broadcom Partner Portal. Partners should complete the deal registration form and submit. During the transition period, please expect a 72-hour SLA for

processing of the Deal Registrations. In addition to the consolidation to a single platform, Broadcom will consolidate to a single enhanced discount for all metal partner tiers. Watch for more details from Broadcom in the coming weeks.

Are Opportunity Registration and Deal Registration the same thing?

Response: Yes, when you go to the Dashboard on PartnerNet it is referred to as Opportunity Registration, but they are the same.

Can a partner open a deal registration for a renewal opportunity?

Response: No, renewal opportunities are not registered via deal registration.

If a partner registers a deal but the deal takes longer than expected, can they extend the registration if they can prove they've been actively pursuing it?

Response: Yes, a partner can re-register a deal after their approval expires. If the deal meets the deal registration qualification criteria it will be approved for an additional 90 days up to 9 months in total. Partners should contact sales and their Partner Account Director (PAD) to ensure renewal of deals in flight for more than 90 days. No notification will be sent about an expiring deal registration.

Will Tier 2 partners be able to complete a Deal Registration?

Response: As long as the partner has access to Symantec PartnerNet, they will be able to complete a deal registration.

Who can submit a Deal Registration?

Response: Distributors can submit deal registration on behalf of their resellers if they indicate the reseller name on the form. Resellers with access to PartnerNet can submit their own Deal Registration.

Since Margin Builder access is no longer available, how are we registering SMB deals?

Response: All deal registrations are now handled through the Deal Registration platform and now have a minimum order value of \$25K. Anything under \$25K will not be approved for registration.

We had an issue with our Distributor telling us a Deal Registration that is not due to expire until January, needs to be reregistered.

Response: Unfortunately, the Symantec deal registrations were not brought over and will need to be re-registered into the Broadcom systems/process. In most cases, we are honoring the pricing in those deal registrations but will be reviewing them to ensure that they align to Broadcom pricing guidelines.

Will Margin Builder quotes be honored?

Response: We will do our best to honor all quotes submitted previously but must review to ensure accurate SKU's and pricing.

Who is the Deal Registration approver?

Response: The Partner Account Director (PAD) worldwide along with Partner Service team.

What if the reseller which was protected changed in the last minute? How can we refresh the Deal Registration with new reseller name?

Response: No, you cannot update the existing Deal Registration. The new partner will not receive registered pricing.

Are Deal Registrations viewable in the Symantec PartnerNet Dashboard?

Response: No, new deal registrations are not visible in the Symantec PartnerNet Dashboard.

Price Books and Existing Quotes

What has changed with price books or SKUs?

Response: Price books will not be changing at this time, but there are plans to rationalize the SKUs and Pricelists. Partners will be notified of changes. Partners should refer to PartnerNet for pricelists and SKUs.

What will be changing with price quotes?

Response: Existing Symantec quotes will be honored through their expiration dates. All new quotes will be honored for 90 days post Day 1; however, you will need to get support from the SRC if any changes to your quotes are needed.

Will there be several currencies (i.e. in France we can place orders in € (business price list) or \$ (corporate price list)?

Response: We will not maintain separate price lists. Euros, USD and British pounds are available.

Sales Support

In eStore, is it possible to place a partial order in one quote? Or when we would like to place an order partially, should we request a quote for each item? (Applicable to Distributors Only)

Response: The quote is for the full value, if you need a partial quote you would need to submit a Google form request.

Will there be any changes to the Cloud Marketplace?

Response: The Cloud Marketplace will be maintained with no changes and should continue business as usual.

Will the Cloud Marketplace invoicing be handled by Broadcom?

Response: Yes, the invoicing model will be handled by Broadcom.

- You would have received your final consolidated invoice along with your .csv billing file from Symantec on the 1st Nov
- You will continue to receive the .csv billing file monthly
- Broadcom will issue quarterly invoicing
- You are responsible for making payment to Broadcom

Will the existing Cloud Marketplace and API purchasing models change?

Response: The existing Marketplace and API purchasing model will remain as is at this time.

Will there be any changes to the product offerings and pricing currently enabled in Cloud Marketplace?

Response: All existing product offerings and pricing currently enabled on your marketplace will continue to be available at this time.

Where will the Blue Coat hardware be shipped from?

Response: Symantec hardware will be shipping from US and Netherlands.

Will the Westcon BlueSky platform continue to be used for processing cloud transactions in New Zealand and Australia?

Response: Broadcom will have Symantec run the Global Subscription Platform on their behalf for six months after the close. The team is working on a go forward strategy to simplify the process after that six-month period.

Could you tell us a standard delivery time of both appliances and licenses?

Response: Software will be the standard email delivery, but appliances will have to physically ship.

Where can we find Education and Training materials?

Response: Please use the Partner Portal as a resource. Order placement process for NFRs will be managed via the partner account managers.

Is there any change for standard discount from previous Symantec to Broadcom?

Response: Standard discount is unchanged.

Where can we get the up-to-date list price and discount guidelines for different categories? Is it through Broadcom eStore also?

Response: The price lists are found on the PartnerNet Dashboard.

As SMB SKU is discontinued, is there a standard discount for the existing customer who might use only 1 license from SYMC before?

Response: No discounting on the SMB/commercial side.

Is eStore going to be available to all countries, will it be available to all the countries where we have the Broadcom contract?

Response: All countries will have access in all countries where there are valid contracts.

eStore Renewals (Applicable to Distributors Only)

How will renewals due, after November 4th, be handled?

Response: Renewals have set expiration dates. Any renewal that is not processed by its expiration date will be surcharged at 200% and support will be interrupted until such time as the renewal is paid. Please work with the appropriate salesperson to get a new quote processed at the uplifted amount. Approved renewals will be available in eStore for Distributor to book order. Distributor to review order and enter respective PO.

How will lapsed or expired renewals be handled after November 4th?

Response: Expired renewals are subject to a 200% surcharge and support interruption. Please work with the appropriate salesperson to get a new quote processed at the uplifted amount. There are no grace periods if renewals are not ordered on time.

How will I place a new or renewal order post Symantec acquisition?

Response: eStore is widely available for renewal order placement however renewals are being reviewed at the Core and Digital account level for accuracy so this may delay eStore visibility until this review has been completed. New orders will require a quote from Broadcom sales or Sales Resource Center (SRC) team.

For support expired / expiring the week of Nov 4 - will a grace period without fees be provided & if so, how long is this period?

Response: Yes, there will be a grace period on all entitlements until the end of November to allow for processing delays.

Will there be late fees added for the orders not booked on time now due to the migration and system changes?

Response: Fees will be waived until November 30th.

Do you provide 30 days terms for free of charge for annual term of orders? (Currently Symantec provides 30 days support for free of charge)

Response No, there is not a period of free support.

Will the renewal opportunities be uploaded just like in Symorder or will we need to use the Google form to create every single order?

Response: Renewals are being loaded upon review from the Sales team for the top 10,000 accounts in priority order based on renewal expiration date based on segment. Commercial (SMB) renewals will be loaded once this process is completed. The segments are broken into 1) Core (top 1250 customers) 2) Digital (1251-10,000) and 3) Commercial (10,001 +).

How do we know what segment my account falls into (core/digital etc.)?

Response: Core and digital are accounts with large combined CA, Broadcom & Symantec footprints. If you are not sure, please submit a Google Form request and the SRC will contact connect you with the appropriate Core or Digital sales rep.

Has the SymOrder Portal already been discontinued? We had an integration to fetch renewal quotes automatically from the SymOrder portal. Is there a more robust service (as a Broadcom API) in the new structure that would allow us to proactively fetch all the renewal quotes?

Response: SymOrder has been discontinued and replaced with eStore. Renewal quotes will appear in eStore when available. There is no API for fetching renewal quotes.

Do we also have a personal contact person for Renewals who we can contact?

Response: The SRC will identify a person.

What will be loaded into the eStore production environment?

Response: Renewals that were not processed prior to the acquisition will be loaded into the eStore in priority order. Pending quotes will need to be re-entered. Broadcom will honor quotes as long as they meet Broadcom guidelines.

Is there a way to get the renewals quotes automatically via FTP, API interface, proactive email or any other way?

Response: Renewal quotes will be obtained within eStore.

If I need a renewal offer that is not currently in eStore, where can I request it?

Response: You will request all new quotes via the eStore support Google form. All orders require a quote in eStore to book.

What is the expected turnaround time for new quote requests to be loaded?

Response: All renewals will be loaded into eStore based on expiration data and prioritized by segment. If a renewal quote is missing or you need assistance you should fill out an eStore support request using the Google form. As all requests are expected to be different, we don't have a standard SLA on turnaround times.

Has the Renewal Chat tool been retired?

Response: Yes

Can we amend renewal quotes?

Response: You would need to send a request via the Google form for renewal quote support.

How do we request renewal quotes, is the EMEA Renewals alias still active?

Response: The EMEA Renewals alias is no longer active. Renewal quotes will be loaded automatically based on priority. Core/digital teams will review and approve and then push to eStore. Commercial renewals will be loaded automatically in a batch load once the Core/Digital renewals have been completed. If you don't see the renewal you are looking for, please submit a Google form request, or talk to the sales rep. Partner service team will also be able to support.

How about the expired deals? Can we still load the order? Is it already in the estore? Or do we need to request it first?

Response: Expired renewals will need to be re-entered depending on timing. Recently expired renewals may appear but those expired for more than a month will need to be re-entered after they are reviewed.

eStore Other (Applicable to Distributors Only)

Do all orders need a quote?

Response: Yes, all orders need a quote.

Is eStore only for renewals or net new as well?

Response: All orders require a quote in eStore, eStore is for renewals as well as net new/ add-on orders. All renewals are being uploaded into eStore. Requests for net new or add ons will be entered via eStore support which routes through the reps, if quote approved it will get posted to eStore.

When we request a quote, can we set the start date by ourselves?

Response: For a new quote you would use the Google Form. There is a place to input the start and end date.

DO we need quotes for EDI? When will the EDI be live? When it is live, will we be able to place renewal orders?

Response: Yes, you will need quotes for successful EDI transmission. EDI is going live in phases with the largest distributors. More information will follow.

Will we be able to order via EDI and eStore alternatively in the EDI countries?

Response: The entity dictates how transactions will be processed. For distributors where EDI is set up it may be used along with eStore and may be limited in certain countries. Please work with your Partner Account Director.

Will there be connectivity between eStore and EDI?

Response: Yes, there will be EDI connectivity for order placement and invoicing over time for Distributors, but not all are set up. In the interim, invoicing will be done via email.

Does the feature "Asset lookup* (searching a SN in order to get license details including expiration date) still available within eStore?

Response: Yes, if you have the serial number you can look up.

When there is an HW order with support will they be 2 separate quotes on eStore?

Response: If you are ordering at the same time you will only need one quote.

Should SMB renewals and new business be quoted from Broadcom as well or from price list? Should all SMB be booked through eStore as well?

Response: All transactions require a quote in eStore. You can quote resellers from the price list if no discount, but you will need a quote in eStore created to transact and book against.

What products are in eStore?

Response: Only Symantec Enterprise products are in eStore (CA/Broadcom products must be ordered via the standard process)

How are Add on orders quoted? Add On's are co-termed and can take some time from quote creation to receiving customer PO.

Response: You will need to fill out a Google support request for add on order quotes.

Are fields available to enter the NSP Code or other rebate codes in the tool?

Response: No. Any non-standard pricing would need to be worked on with the assigned account rep who would get the necessary approvals and create the appropriate quote and then push to eStore. NSP will not be available in the Commercial/SMB segment.

Could you also explain why we need a quote in eStore to place an order via EDI?

Response: Quotes are how we track everything, and they are a system requirement.

Will Broadcom be on EDI for orders AND invoicing?

Response: Yes, this will be a phased approach for selected Distributors.

When will the EDI be live? When it is live, will we be able to place renewal orders?

Response: EDI is functional for several of the top distributors today. The ramp scheduled for those not using EDI will be made available at a future time.

We previously sent small orders for new orders via EDI, will this be maintained? Shall the order contain the quote #? Is there a contact team/person for the EDI?

Response: Yes, the order needs to have the quote number. Only a few Distributors have EDI. There is no contact person for EDI. Contact your PAD for EDI related questions.

Will the quote number need to be on the PO sent?

Response: Yes, quote number will need to be on the PO.

Will we still have access to view orders, download reports and opportunities?

Response: eStore access will include renewal quotes for booking. You may also view orders and download reports but not opportunities.

Will there also be a form available for download like the CSV form?

Response: No, we aren't capturing CSV files, you will need to complete a Google Form for Support.

If the SymOrder quotes, which are valid just now and we are awaiting POs from resellers, will they be replicated to eStore?

Response: Net new quotes will need to be recreated in eStore via the Google form.

Do we need full end-user information, like Name, Address, Phone number?

Response: When you are going to book a quote to order, the quote would already have this info. You will need PO, ship to email, ship to contact name, and sold to email. But if you need a new quote, you would create a Google ticket and provide this detail.

Can we process renewal orders and new buy orders in one order? Or do we need to split those?

Response: You will need separate orders.

Will there be different privileges for different type of users? (sales, purchase)

Response: No, there are no different privileges.

How do they process standard price (not quoted from the vendor)?

Response: You can price as list price, but the quote will need to be added into eStore, and you will need to get quote for every order.

Is the Business price list still available?

Response: No, you will need to use the corporate price list. Margin Builder has been shut down and currency support has been reduced. Therefore, we are no longer offering the business price list.

Why do we need to request a quote when standard buy price is used from your pricelists?

Response: Every order requires a quote to be tracked.

Do the download options for a quote include all xml, html, excel, and pdf? Or, only select options from this list?

Response: You can only select options from this list.

In eStore what do the T's & C's say and are they different from the CA terms?

Response: You'll be able to read through the Terms and Conditions when you get access. These are Broadcom T's and C's and are different from the Symantec terms on previous quotes.

Once an order is fulfilled by vendor, what is ETA for us to receive the invoice?

Response: Invoices are generated within 24 hours of an order being approved (in most cases less time). Upon an invoice generating, an email is automatically sent out by our ERP system to the email address the distributor has provided.

Can you please confirm the order processing time - SLA? once a PO has been submitted to Broadcom.

Response: Symantec is providing fulfillment of orders. Delivery of software keys are within 48 hours via email.

What kind of delivery confirmation mail will be sent when we order a license product?

Response: The confirmation will go out via email; we can send as many emails as can be fit in 240 characters.

Will renewals be uplifted in price?

Response: Renewal increases in price will be determined in collaborate with the sales team if appropriate.

What attachments are we supposed to provide with a renewal, as we haven't needed that before?

Response: For orders over 2.5 M you will need to provide hard copy PO.

How will we know when a net new licensing quote request has been approved and loaded/available in eStore by the Broadcom rep so my team can download/obtain Broadcom quote number?

Response: Quotes can be searched for in eStore which will provide the status. The quote can be accessed, and the details can be downloaded.

If we have issue downloading any quote from eStore, who can we reach out?

Response: You would submit a Google Form request for any issues with the downloading of the quotes from eStore.

Can we get examples of ALL quote formats before launch on Nov 11th so we can ensure our tools will work for automation?

Response: The training deck provides a quote format that is currently in place. Any additional format changes will be provided as quickly as possible so that the automation can be updated.

How do I provide a long list of SKUs when requesting a new quote?

In the comments/notes field you will indicate that you have a large number of SKUs and someone from the SRC will reach out to you to request a .xls or similar file via email.

Can resellers submit for new licensing quote via eStore and have the approved quote notification sent to Ingram?

Response: Reseller will not have access to eStore, this is for Distribution only.

How do we cancel an order? (Currently we can cancel an order if a booking status is "hold")

Response: We don't allow for cancelled orders. If it is submitted but not booked the SRC would be able to cancel. This would need to go through the Google form to request cancellation.

Do we need to have a quote even if there is no special pricing?

Response: You can provide budgetary pricing using the price list but any confirmed order that is submitted for booking must have a quote via eStore.

Can pricing be delivered to resellers based on standard distributor discounts?

Response: Distributors can provide reseller pricing using the price book and standard discount table. Once the customer confirms, the distributor must formally request a quote in eStore and then send final pricing to the reseller. The SRC can provide list price quotes for commercial customers.

Can we send the quote from the system via email or can we only download the file?

Response: You will need to download the file and email the quote. It cannot be sent directly from eStore.

Can you support 5 years upfront license proposals?

Response: It would require an exception. Please work with your sales rep.

Is it possible to access Broadcom eStore concurrently (multiple user) with single id at the same time?

Response: We have seen it happen, but it is not recommended with more than 2-3 people at a time. The recommendation is 1 id for each person.

Will all POs require that a quote is raised on eStore?

Response: Yes, even if you have a PO from the reseller, you must have a quote number generated to align with that PO for booking submission. PO's cannot be submitted for processing without an associated quote. The quote can be downloaded from eStore then the PO can be attached and submitted for booking. The quote number will become reference number for follow up.

Will it be possible to find Symantec renewal quotes by typing old quote# like IE0000xxxx?

Response: No, we are not maintaining old numbers. Use serial number and customer name.

Will all prices be the Distributor Net price? On the old SymOrder we had a mix of list prices and net price quotes.

Response: Yes, only quotes will be Net Price (your cost) on the quote.

Can we use the distributor email as they do the customs clearance?

Response: The Ship To name should be whomever is getting software/license key.

Is there a limit to the number of "ship to emails" that can be entered?

The system will only read one email address in the ship to email field.

Do quotes come from Distributors or our sales rep?

Response: It will depend on the order type (renewal or new) – Distributor (renewal), Rep (new).

Will core and digital quotes be transferred to eStore after confirmation by sales, then distributor will use e store to complete the contract process as well?

Response: Yes, this is the correct process.

If a quote is rejected, when will we receive the reject email?

Response: No email, only status update in eStore.

When trying to ask for a price for SEP through eSupport form, the form has change so that it asks whether you have a PO or not (even though it's a new quote request). And if you answer no, it returns to the start (it even says, 'return to start'. And if you answer Yes, then it starts to ask PO number, shipping address etc.

Response: The Google form does have the PO question on new quote requests. The thought is the Distributor would not need a quote from us for quotes with no discount and are at MSRP or the Distributors "contract" price until they have a PO (or one is imminent) and need to book a deal. That way they would request the quote from us when they know exactly what SKUs to request and the exact start/end dates needed before sending that request in. If we create a quote beforehand and then the dates or something else changes when they get the final PO from the customer/reseller we'd have to have a new quote created.

In addition, we won't be discounting quotes on "commercial" accounts. If they do need a discount on a new quote for one of the Core or Digital accounts, they'd need to work with the rep that owns that acct to create the quote.

Changing Existing Quotes (Applicable to Distributors Only)

Is it possible to EDIT an existing quote on eStore e.g. reducing user number and/or removing a line like a product that the customer doesn't want to order anymore and such?

Response: Users can edit the sold to and ship to email address but, no other edits allowed. Any changes to the quote must be requested via the Google Support form, select renewal support type.

Are we able to do any amendments in a quote already in eStore? Change of qty, dates or reseller? Or do we need to create a ticket in Google form?

Response: No, please amend via Google request form.

Can we request an order correction?

Response: Yes, through the Google forms.

With the chat tool being retired is the only point of contact the Google form method? What's the SLA with the Google form? We receive renewal quote requests where the reseller does not provide serial numbers for example how do we submit renewal quote requests without full info?

Response: Once you have the renewal quote from Broadcom and it's available in eStore, you can see the Serial Number. The more information you have about the quote and provide in the Google form, this will enable the support team to respond timely.

What will happen with POs that are open?

Response: PO's that have not been booked will require a matching quote in order to be submitted for processing. Any PO's previously submitted to Symantec but not booked must be re-issued.

Is the Reseller name required?

Response: Reseller name is highly recommended but is not required.

If we had a quote in SymOrder, that we cannot locate, and it seems to be cancelled, what should do?

Response: Anything cancelled would need to be re-entered into eStore. Please contact the SRC.

What if a user needs access to an ERP account that is not on his/her profile; would the request go through the Google form?

Response: Yes, this would go through the Google Form.

How should we search for old quotes?

Response: Old quotes were not brought over. If you do not have a copy you would submit under new quote request.

Google Forms (Applicable to Distributors Only)

We will need a way to track requests – How can a case number generate once submitted?

Response: There are no case numbers for tracking generated by Google Forms.

Required field - 'bill to' address. If we submit using Distributor X log in, can this either be removed or no longer a required field to avoid entering each time?

Response: The required fields are the PO#, Ship to Contact Name, Ship to Email and Sold to Email.

How do I submit requests for over 5 SKUs?

Response: Additional SKUs can be attached in a file via the Attachment section.

RMA Policy

What is plan for pending Return Merchandise Authorization's (RMA)?

Response: Pending RMA's will have to follow new Broadcom process. Software orders are not returnable. Hardware policy to be defined.

What is RMA policy for Broadcom?

Response: New Process being reviewed. Returns are for defective equipment only. Only situations where it is defective and it will be a credit not a refund. Any return requests will require an approved RMA from Broadcom. Please contact the Partner Service team with any defective equipment inquiries.

Partner Program

Are there any changes to the SecureOne Partner Program?

Response: The SecureOne Partner Program will be maintained until further notice. Any updates will be posted to PartnerNet.

What are the approval and payment processes?

Response: SecureOne Program benefits for eligible partners will be maintained and continue to be handled via Birch for SPDF, Funded Head and Rebates.

Will my benefits change (MDF, FH, Rebate)?

Response: Broadcom will provide updates regarding any changes to MDF, funded heads and rebates within the 90 days post acquisition.

When will I receive my rebate targets?

Response: Broadcom will communicate Broadcom Q1FY20 targets for eligible partners before November 31st.

Will there be any changes to the Software Benefits for partner NFRs/Cloud/Appliance software?

Response: All Symantec partner Trial/POC/NFR's/Cloud/Appliances software will be suspended temporarily due to Broadcom system integration.

Will Symantec be accepting new resellers to the partner program?

Response: During the Symantec Broadcom transition, we will not be accepting new reseller enrollments into the partner program. Interested resellers can reach out to Symantec Distributors to transact.

Will the Distribution Rebate Program be continued?

Response: All programs are being reviewed. Further information and direction will be provided.

When will Distributors be given new program and policies?

Response: The partner programs are currently being reviewed and updates will be shared as soon as available.

Who do I contact if I have questions regarding Partner Programs?

Response: Partners should contact their Partner Account Manager. Partners may also contact Partner Services at <https://www.symantec.com/partners/theme/partner-service> or can email partnerservice@symantec.com.

Enablement

How do I access my Learning Plans and Enablement training?

Response: Partners should continue to access their Learning Plans and enablement training via PartnerNet.

Will there be any Broadcom on-boarding or training and how do I access it?

Response: Yes, there are a number of Broadcom partner on-boarding sessions and trainings scheduled for the coming weeks. Please watch for emails inviting you to attend the trainings appropriate for your geo, role and partner type. Please contact your Partner Account Director with any specific questions on training needs.

Who do I contact if I have questions related to enablement?

Response: Partners should contact their Partner Account Manager. Partners may also contact Partner Services at <https://www.symantec.com/partners/theme/partner-service> or can email partnerservice@symantec.com. Please expect a minimum of 72-hour delay in response for the first week post Day 1.

Broadcom, the pulse logo, connecting everything, CA Technologies, and the CA Technologies logo are among the trademarks of Broadcom and/or its affiliates in the United States, certain other countries, and/or the EU.

Copyright © 2019 by Broadcom. All Rights Reserved.

The term “Broadcom” refers to Broadcom Inc. and/or its subsidiaries. For more information, please visit www.broadcom.com.

Broadcom reserves the right to make changes without further notice to any products or data herein to improve reliability, function, or design. Information furnished by Broadcom is believed to be accurate and reliable. However, Broadcom does not assume any liability arising out of the application or use of this information, nor the application or use of any product or circuit described herein, neither does it convey any license under its patent rights nor the rights of others.