

# Productivity Suite Ordering FAQs

## How to Order Polycom Productivity Suite for SoundPoint IP Phones

**Q** What types of licenses are available to order the Polycom Productivity Suite?

**A** There are two types of licenses:

- Individual licenses: Polycom SKU 5150-47232-001
- Site licenses

**Q** What are the site licenses?

**A** The Site licenses allow any or all phones to be activated for a given site. All site licenses require a minimum volume commitment of 5,000 units and a contractual arrangement with Polycom.

**Q** How do I order the site licenses?

**A** Please contact your Polycom Channel Manager.

**Q** What are the individual licenses?

**A** The individual licenses allow individual license numbers to be ordered and activated for individual SoundPoint IP phones. A phone serial number must be provided at the time of activation.

**Q** How do I order the individual licenses in APAC and EMEA?

**A** If you are in APAC or EMEA, you can order the individual licenses by following the standard Polycom order management process.

**Q** How do I order the individual licenses in North America and CALA?

**A** In addition to ordering the individual licenses by following the standard Polycom order management process, you can order them electronically through the [My Polycom Web Store](#) on the [Polycom PRC](#). You will need to be authorized to use the Web Store, which will happen the first time you attempt to log in. An FAQ on using the MyPolycom Web Store is available further below in this document.

**Q** When will the MyPolycom Web Store be available for orders outside of the North America and CALA?

**A** The Web Store is being updated to support orders from all regions worldwide. It is expected that the site will be available to accept orders in different currencies from all regions worldwide later in 2008. An updated notice will be sent out to all regions once this is available for use.

**Q** How do I receive the individual license numbers?

**A** All license order fulfillment is done electronically. Within an hour of processing your order, you will receive an email which contains a confirmation of your order, the license number(s) ordered, as well as a CSV formatted file containing the license numbers. The CSV formatted file makes input of the corresponding serial numbers easier for license redemption and activation. Please refer to TBN 32265 (*Activating Feature Licensing on SoundPoint® IP and SoundStation® IP Phones*) for details.



**Q** How do I activate the individual licenses?

**A** On the Polycom PRC, navigate to Service & Support → Product Activation, you can enter the license numbers and the serial numbers of the Polycom SoundPoint IP Phones that need to be activated. Once you have done that, you will get a set of activation files that can be downloaded right from the product activation page. Please refer to TBN 32265 (*Activating Feature Licensing on SoundPoint® IP and SoundStation® IP Phones*) for full license redemption and activation details.

## How to Use the MyPolycom Web Store

**Q** How do you get access to the Web Store (Order Capture and Order Status)?

**A** Users must either have access to the [Polycom Resource Center](#) (PRC) or should request access one. *Refer to the User Guide for registration and access details.* Once you are granted Access to PRC, you can navigate to the 'Order Status' link on the Sales & Support page.

**Q** What is My Polycom Web Store?

**A** Polycom has provided a new avenue for Partners to Search their orders and place their orders On line. (**Note:** At this point we are accepting orders for VoIP products ONLY)

**Q** Who can request access to My Polycom Web Store?

**A** Any Polycom Channel Partner who places purchase orders can request access. Access will not be granted to the end customers or if you do not have a master purchase agreement with Polycom.

**Q** Who will be granted access to My Polycom Web Store?

**A** Any Polycom Channel Partner who places purchase orders can request access. Access will not be granted to the end customers or if you do not have a master purchase agreement with Polycom.

**Q** What is the process for granting access?

**A** Based on the request, Polycom Order Management team will determine who gets access. If they have any questions or concerns, they will contact the user directly.

## Order Status

**Q** Can I search for any purchase order placed by my organization?

**A** User will be able to search for any order placed by their organization. *Refer to the User Guide- Order Search Section for more details*

**Q** Can I ONLY search for order placed via the Web Store?

**A** You should be able to view all orders placed by your organization and not just the web order.

**Q** Why can't I see the Carrier Tracking Number?

**A** Most likely this order has not yet been shipped by Polycom or in some cases we didn't capture the tracking information. Click on the Sales Order Number for details.



- Q** Why can't I see a hyperlink (URL) for some carrier tracking numbers?  
**A** We are currently working on identifying the various carriers who provide shipment tracking capability. At this point, we provide the URL for FedEx, UPS and DHL.
- Q** Who do I contact if I can't find some information or if some data is inaccurate?  
**A** Contact your Polycom Order Management Team ([OrderManagementTeam@polycom.com](mailto:OrderManagementTeam@polycom.com)). Please make sure you are ready to provide as much information as possible and have access to the My Polycom Web site.
- Q** When can I see the Serial Number information in Order Details Screen?  
**A** After an order is Shipped by Polycom and the line item is Closed, you will be able to see the serial numbers. Note that this applies only for Serialized products. If it is a Kit, we ONLY show the serial number for the high-level product.

## Order Capture

- Q** Who will have access to Order Capture?  
**A** Order Capture access will be granted to Polycom Channel Partners who are entitled to purchase VoIP products at this point.
- Q** Why can't I see the 'Products' link on the left navigation of MyPolycom home page?  
**A** Please contact Order Management team if you experience this issue [OrderManagementTeam@polycom.com](mailto:OrderManagementTeam@polycom.com).
- Q** What products can I place an order for?  
**A** The ONLY VoIP products that are available to purchase are:
  - Individual licenses: Polycom SKU 5150-47232-001
- Q** What do I do if there is a pricing discrepancy in your Cart?  
**A** Please contact Order Management team if you experience this issue [OrderManagementTeam@polycom.com](mailto:OrderManagementTeam@polycom.com).
- Q** Can I place a Non Standard Terms (NST) order?  
**A** You will not be able to place an order if you have an NST. Please contact OM Team and follow your current standard process.
- Q** How can I Search for products that I want to place an order for?  
**A** Use the 'Product Search' section of the website. *Refer to the User Guide- Order Capture Section for more details.*
- Q** Can I Save My Cart and come back to it at a later date?  
**A** You can access your cart any time, as long as the Order is not submitted.
- Q** What about Shipping and Handling charges?  
**A** Shipping and Handling charges are Estimated ONLY. They do not apply for VOIP products as the software keys will be sent electronically.
- Q** What do I do if there are invalid or missing 'Sold-to' and 'Bill-to' contacts in the Address Selection Page?  
**A** Please contact your OM Team and notify them of the issue. Any changes made to the data will take at least one business day to reflect on the web store.

- Q** What do I do if I need a New Ship-to Address added to the list?  
**A** Click on the 'Request New Ship To Address' link and fill out the form. *Refer to the User Guide- Order Capture Section for more details*
- Q** Why do I have to provide the Ship To Contact Name, Phone and EMAIL information?  
**A** This information will be used by our carrier providers and will also show on the Packing Slip and Invoice
- Q** Why do I have to enter a 'Ship To EMAIL' address and whose email address do I provide?  
**A** Ship To Email address is a Required field when you have VOIP products in your cart. You must provide a **valid email address** as the license key will be sent to that address.
- Q** When and What do I enter in 'Special Instructions' section  
**A** You can enter any special shipping or billing instructions in this section.
- Q** How quickly can I view the status of the Submitted Order?  
**A** If a submitted Order has no issues and is accepted by Polycom Order Management team, then you will be able to see it within 30 minutes from the time you submitted.

## Who to contact

- My Polycom Web Store Access - [eComAdmin@polycom.com](mailto:eComAdmin@polycom.com)
- Web Order Status - [OrderManagementTeam@polycom.com](mailto:OrderManagementTeam@polycom.com)
- Web Order Capture - [OrderManagementTeam@polycom.com](mailto:OrderManagementTeam@polycom.com)