



## **RenewVue – Partner FAQ**

### **What is RenewVue?**

RenewVue is Ingram Micro's single platform, innovative renewal-management tool designed to promote increased renewal rates and end-user retention.

### **Does every partner have access to RenewVue?**

**Yes.** All Ingram Micro partners have access to RenewVue. All you need is Ingram Micro IOnline portal credentials. If you don't have an account, please contact [SGwebfeedback1@ingrammicro.com](mailto:SGwebfeedback1@ingrammicro.com)

### **How is RenewVue accessed?**

Log into the IOnline portal, click **My Account**, click **Go (under RenewVue)**.

### **Which vendors are included in RenewVue?**

For pilot stage, only 3 vendors are in this phase - Poly, Trend Micro and Veeam.

### **What opportunity information is available via RenewVue?**

RenewVue provides Ingram Micro partners a view into their upcoming renewal opportunities for 30, 60, 90 days or for a range of dates. Base on partner incumbency that was purchase with Ingram Micro. A renewal quote will trigger. Easy filtering is available, allowing partners to sort by vendor, end user or historical PO.

### **Will I be able to see opportunities not belonging to my company?**

**No.** You will only be able to view opportunities that states your company as the incumbent.

### **Can I sort my RenewVue opportunities by end user?**

**Yes.** There are several sorting filters within the online application review (e.g., expiration date, end user).

### **Can I export the information available online via RenewVue?**

**Yes.** Your renewal opportunity reporting is exportable and can be sent to multiple recipients by simply clicking Export Results.

### **How did Ingram Micro determine whom to send renewal notices to Partners?**

Email contacts are based on our last purchase order's information. Partners can update and customize their renewal contact information by going to the Renewal Preferences section of RenewVue.

### **Can RenewVue send renewal notifications directly to my end user on my behalf?**

**Yes.** Resellers can utilize the Renewal Email Settings screen to set up renewal Quotes/Notices to be sent directly to their end customer on their behalf. Partners can also customize the messaging and add their logo during the set-up process.

### **Can I change my notification settings?**



**Yes.** Notification settings (days prior to expiration date you would like to receive notification) can be customized. Partners can update pre-expiration notification by individual vendor, multiple vendors, or all vendors within Preference Management. The default is 90 days.

**How can partners be trained on how to successfully manage their renewals through RenewVue?**

Partners can access a step-by-step RenewVue how-to document here: [Click to view](#)

**Where can partners go if they have questions about RenewVue?**

Send an email to [SGRenewVue@ingrammicro.com](mailto:SGRenewVue@ingrammicro.com)