



IMPORTANT PARTNER UPDATE

Dear Valued Partner,

On October 8th, we updated our systems. This included changes to our quotes, invoices, SKUs, Partner Portal, and Partner Discounts.

To compliment prior communications sent on these topics, we've compiled a list of the most frequently asked questions. You will see many of the previous announcements referenced in this FAQ for further detail. We encourage you to look at [Partner Pulse](#) and within the new Partner Portal Breaking News for centralized communications. We use this centralized communication vehicle to avoid over-communication via email.

New SKUs & Partner SKUs

The new system follows a new SKU format. Partners were notified in June about this change. For more information please see the following [Bloxcast recording](#). We have received a lot of questions as to why we have changed SKUs. The SKU change was based on our move to a Guided Selling model. In a future phase, this will allow partners to configure and quote independently via our Partner Portal.

Partner Portal

As announced we launched a [new Partner Portal](#) that reflects a design created based on partner input. All users who had accounts on the old system were migrated on October 8th and sent an email to reset their password on the new Partner Portal. **If you have not reset your password, please take a moment to set your password.** Need an account? Please complete the request form: <http://bit.ly/IBPortalRequest>

Deal Registration

In the new system partners must have an approved Deal Registration to ensure registration discount advantages and protection. Please review your Deal Registration and register any missing deals in the new Partner Portal. Even if you have had a verbal

agreement, you must register the opportunity. Here is [a letter that explains the details](#) of the new process and here is [a link to the Bloxcast walking through the new process](#).

Discount Matrix Update

We simplified our partner discounts. We reduced product discount categories from 11 to 4. We also automated partner discounts in our quoting system to align with partner level and approved deal registrations. This is why it is imperative that partners submit deal registrations for your opportunities.

To accommodate the [discount matrix simplification](#), select SKUs received an uplift to align with their new discount category.

Discount for 3 Year+ Maintenance & Subscription

As part of the discount simplification, subscription 'partner discounts' will no longer differ by type or term. Instead, a 10% 'contract discount' will be applied for 3-year+ subscriptions. Partner (level and deal registration) discounts for subscription will be applied after the contract discount. This change includes both initial and renewal across maintenance, subscription and SaaS. [Click here to view notice from July](#).

SPIFF Claim Process

You are now able to complete all SPIFF Claims quickly, in the currency and payment method of your choice, as a group or individual reward. Check out our Pitch, Hunt, Drive (PHD) SPIFF Toolkit for partners to earn up to \$2,500 pre-close of opportunity! [Click here for details on the PHD SPIFF](#).

Go to the Partner Portal and click on the Make a Claim icon to enter your SPIFF Claims.

LMS Migration Complete

In June we migrated AMS and EMEA partners to our new Learning Management System. We completed the migration of APJ partners on October 1st. We are thrilled with the positive feedback we continue to receive with this change. If you have not registered for an account please, [click here](#).

Renewal Response Time

The renewals team is experiencing delays in generating requested quotes. Delays are expected to continue into Q2 (November). [Please see the notice for further details](#).

Order & Shipping Notification Email Change

With the new system some email notifications now come from noreply@salesforce.com. We've received partner feedback that these email notifications are being caught in

SPAM/Junk folders. We are working to change the email address back to the prior name with the Infoblox domain. In the meantime, please check for emails from noreply@salesforce.com relating to your orders.

We thank you for your partnership as we work through this transition. If you have any questions, please contact your Distributor, CAM or channelprograms@infoblox.com.

Kind Regards,

Infoblox Partner Programs



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