



Step 1: Find out what the customer wants to renew

“Hi Customer, I understand you have a Fortinet product with services expiring on XXXX date. The serial number of this item is XXXXXXXXXXXXXXXX Are you interested in renewing services at this time? If so, I will create a quote for you.”

Serial numbers look like this (16 characters): **FGT80C3912611234, FMG-VM0A12001234, FAZ-VM0000002222, FE100C3911001342, FL100C3909601212).**

Step 2: Obtain the correct part number

Email PCM@Fortinet.com with the information from step 1 and request the renewal part number. You will receive a prompt response.

We will also check to see if the customer has any other equipment needing renewal. Typical renewal options include 1, 2, or 3-year (8x5 or 24/7 support). We will provide part numbers to renew the same service/term currently on the equipment unless you request specific options. We will also let you know if there are any specific situations that apply to your customer.

You can also refer to the price list located on this website for a complete list of options for a particular product.

<http://fortinetresources.yolasite.com/>



Step 3: Obtain a quote and order the renewal?

Contact the Fortinet team at Ingram Micro by emailing Fortinet-Licensing@ingrammicro.com to request a quote using the SKU provided from step 2. (In most cases we will copy the Fortinet team at Ingram so you can skip this step.) Quote the customer and get a PO. When placing your order make sure to reference the end users email address where you would like the contract codes emailed.

Step 4: What happens after the order is placed?

Delivery of your customer’s renewal is electronic. 24-48 hours after you place the order an email will be sent to your customer with a renewal code. It is common for this email to end up in the customer’s junk mail so please ask them to check if they can’t find it. The customer MUST login at www.support.fortinet.com and apply the code to their box. The box will NOT be renewed until the customer completes this step. A renewal code for a specific model can be applied to any box of that model. Until it is applied it will not be associated with a serial number. Renewals always extend from the expiration date so no service will ever be lost. Multiple 1-year contracts can be applied to a single box so it is important for a customer to keep



track if they are renewing multiple boxes of the same type.

Other: Multiple Items & Coterm Quotes

For situations where a customer has multiple boxes expiring on various dates they might want to do a coterm. In this case, simply email PCM@fortinet.com and we will create the coterm quote for you. We need to know:

- All the serial numbers
- Service type (8x5 or 24/7)
- Term(1, 2, 3 year or desired expiration date)

Requirements for coterms:

- Expiration must be at least 1-year out
- Opportunity size must be over \$1K.
- Must be more than one serial number.

Exceptions:

- We will do a sub \$1K coterm if the customer is impacted by our continuous service policy ([see below](#)).

Continuous Service Policy

If a customer lets equipment expire we will backdate a renewal up to 6 months. In other words, if a customer has a box that expired 2 months ago and they purchase a 12 month renewal, they will only get 10 months of service. There is a way to avoid this penalty. Simply purchase a 2-year renewal and the penalty will be waived.