Channel Operations Web Form FAQ

Channel Operations Web Form FAQs:

1. How do I open a case with Partner Operations?

In Partner Central navigate to:

Support
Contact us
Program contacts for partners, **or**

Access the Web Form by selecting the appropriate link:

- Americas Channel Support
- Americas Distributor Support
- Europe Channel Support
- LATAM Channel Support
- APJ Channel Support
- CSP Channel Support

2. Which fields are required on the Web Form?

- First and Last Name of the person submitting the case.
- Email address - Enter a valid email address for communication.
- Company Name of the person submitting the case.
- Contact Number - enter your telephone number.
- Partner Type - Select your organization's Program Type:
  - Distributor
  - Partner
- OrgID (Distributor/Partner/Customer)
  OrgIDs are not required but highly recommended.
- Issue Type
  Please select the option that best describes your inquiry to ensure it is routed to the correct team.

  Partner Programs Admin/Membership Renewals

  Membership renewal, reactivation or expiration
  Partner Program/Benefit inquiries
  Annual compliance training
  Compliance Attestation
  Letter of Authorization (LOA), Manufacturing Authorization Form (MAF)
  Letter of Certification
  Partner is not listed in Partner Locator
  Partner tier is not accurate
  Any questions/requests about the Partner account and partner account maintenance.
  Access to Partner Central login.

  Partner Training / Communication

  Partner Learning Center
  Inquiries accessing webinars / training sessions
  Inquiries on Partner communications
  Partner Certification.

  CSP Stocking Approvals

Include method of placing the order (stocking tool, disti) and disti PO# or COSS# for tracking.

Partner Incentives

Requesting an update on my incentive registration

Inquiry on the rebate process

Status of Payout / Rebate

Partner Demo License

Request for Not for Resale (NFR) Universal Hybrid Multi-cloud only.

OrgID Creation for Single Tenant Customer

Billing / Payments

Invoice / Tax

Order Status

Company Updates

Any changes to company information, such as, company/entity name.

End User Account Inquiry

Initial & Expansion Quote Request or Support

Renewal & TTU Quote Request or Support

Order Submission (Transaction)

Unable to place order

System Issue

Partner Central

Partner Locator

Login Issues/MFA

Vendor Forms

General Account Inquiry

- Subject - Include the primary reason for the inquiry. Some examples include, but not limited to 'Membership Renewal', 'Quoting Issues', 'Compliance Training', etc.
- Description - Please be as detailed as possible. This will ensure your case is routed to the appropriate team and result in a timely resolution.
  - Quote requests should include Partner contact email, customer OrgID or name, quote number, if known and details of the solution.
  - Partner membership inquiries should include Partner orgId and program member ID, if known.
  - Invoice or orders status inquiries please include PO# and quote number

3. How do I find my Organization's Org ID?

Navigate to citrix.com, sign-into myaccount. The OrgID is displayed on the right hand, top corner.

Note: Providing your org ID and end-user's org ID, if applicable, helps us respond faster to your inquiry.

4. Can I attach a document(s)?

Yes, you will be able to attach the document(s) when you receive the confirmation email with the case number.