



## Extended VIP Renewal Grace Period

### PARTNER FAQ

#### Situation Overview

As the situation with COVID-19 unfolds, we're committed to giving you the support and resources you need to navigate these challenging times. For Creative Cloud and Document Cloud team and enterprise customers in our Value Incentive Plan (VIP), we're extending the renewal grace period to 60 days.

#### Frequently Asked Questions

##### **Why is Adobe offering this to customers?**

Adobe understands that given the current COVID-19 situation, customers might find themselves in difficult situations to assure business continuity. Providing flexibility during this time will help to ease this burden.

##### **Will Adobe notify my customers about this offer?**

Adobe will release a general announcement on COVID-19 response; however, Adobe will not be sending direct communications to VIP customers. Please use this offer as and when necessary to help your customers during this time

##### **How long is Adobe providing this renewal extension offer?**

Any customer with a VIP agreement with a renewal window close date between March 18, 2020 and May 31, 2020 is eligible for this offer. The renewal window close date is 30 days after the VIP Anniversary Date.

##### **Are all customers eligible for this offer?**

Yes. This extension applies for all commercial, education, and government customers who are reaching the end of the renewal window during this time and are unable to process a renewal.

##### **Do I have to submit a request to Adobe if my customer needs this extension?**

No. Adobe will monitor orders and will automatically extend the renewal grace period by 30 days for any eligible VIP customer who has not renewed by 20 days after their Anniversary Date.

##### **Can I offer this extension for customers who have already begun placing their renewal orders?**

No. Customers who have started to renew their licenses (partial renewal) are not eligible for this offer.

##### **Do I still use renewal SKUs if my customer needs to take advantage of the extra grace period?**

Yes. Standard renewal order processes and rules apply. Please make sure you place the order using 12-month renewal SKUs.

##### **What happens if my system is down and I am not able to place orders with Adobe?**

Please contact your Adobe Account Manager and we will work with you on a mitigation plan.

**Is there anything else I need to do if my customer takes advantage of the extension?**

No. There is nothing additional that you need to do except place the renewal order using the standard renewal ordering process within the 30-day extension period.

**How does this impact my attainment/rebate payment if I am eligible?**

We are committed to doing the right thing by our partners during this difficult time. We are still working through the operational details of this extension. Your Account Manager will share more information with you as it becomes available.

**Am I still eligible to use the 100% Renewal Incentive if the order is placed within the extended time?**

Yes. The eligibility period for the 100% Renewal Incentive will be extended as well. All other terms and conditions of the incentive remain in effect.

**If my customer takes advantage of the extended renewal window, how does this impact my net payment terms to Adobe?**

We are extending payment terms from net 30 to net 60 days for all new invoices generated between March 18, 2020 – May 31, 2020 for all APC partners who have a direct purchasing relationship with Adobe. Invoices will be generated with the standard payment terms and conditions, but Adobe will not consider these invoices delinquent until 60 days from the invoice date. We will place a manually generated note on the account for internal reference. If you do not have a direct purchasing relationship with Adobe, please contact your distributor.

**Is this a free offer?**

No. This is an extension of the VIP customer's renewal window. The VIP Anniversary Date will not be changed, and customers are responsible for full payment for the upcoming 12 months.

**What happens if my customer does not renew at the end of the extension period?**

If the customer does not renew by the end of the extension period, their VIP licenses will cancel.