



How Does FLP Maintenance Fulfillment Work?

When Product Ships, Auto-Upgrade Fulfillment Begins. Process Overview Below:

No customer action is required to get new upgrade licenses, but customer action is required to receive media. Customers are notified by e-mail when the license order is placed. This e-mail contains information needed to claim the media. Here's how the process works end-to-end:

1) Upgrade licenses are automatically delivered to LWS within five to ten days after product ship. Licenses are placed in the EUID account associated with the active Maintenance SKU. *Remember, some customers have more than one EUID in LWS, so licenses may be delivered across several accounts.*

2) Customers are notified by e-mail when the license order is placed. This e-mail contains important information needed to access the media. This e-mail does not include serial numbers, for security reasons. *Be sure your customer has updated their e-mail addresses in LWS.*

3) When the licenses are delivered to LWS 24 hours later, a No-Charge Media Coupon* appears in LWS. Customers must log in to their EUID account and claim this media coupon using the coupon number provided in the notification e-mail.

**Note: All media coupons expire within 90 days.*

4) Usually, the media is ESD and can be downloaded from LWS immediately after the coupon is claimed. If the media is CD only, CDs will ship within three to five business days.

Complete instructions are available on InField in the Upgrade Fulfillment section.

If Licenses Aren't Delivered, or Your Customer Needs Help ...

You or your customer can send an upgrade request or inquiry to focorders@adobe.com.

All e-mail requests MUST include the following information, or we cannot complete your request.

- Qualifying Adobe Order:
- Date of Qualifying Adobe Order
- EUID and ShipTo ID
- Organization Name:
- Address/City/State/Province/Zip or Postal Code:
- End User First /Last Name
- E-mail Address
- Product Name/Description
- Version Number, Platform,App Server :
- Quantity:
- Delivery Method (CD/ESD)
- New Ship-to Address* and/or Contact Information

**Note: If a new ship-to address is required, those requests must come from the customer and be processed by the Customer Master Group (CMG) at Adobe: cmg@adobe.com. Copy aouppgrade@adobe.com on these requests and we will process the upgrade as soon as we know the address has been updated.*

Upon receipt of complete information, your request will be processed within 72 business hours, as follows:

- 1) Customers will receive a system-generated email with a License and Media Coupon number (usually within 12 hours).
- 2) Customers can then claim their coupon in LWS.
- 3) A FOC license and media order will appear in LWS within 24 hours.
- 4) If the order ESD only, then ESD and serial numbers will be available in LWS at that time.
- 5) If hard goods are on the order, the order won't close until the CD/DVDs ship (3-5 business days later). ESD and serial numbers will be available in LWS at that time.

If You Have a Critical Upgrade License/Serial Number Request ...

If there is a system down/P1 issue impacting business processes, or if the customer is eligible for expedited service by their contract, a critical request can be made for expedited delivery. All critical requests must go through your local M&S Customer Service team:

EMEA: maintenance-support@adobe.com

NA: cqa@adobe.com

Japan: asj-csc-cs@adobe.com

APAC: dlim@adobe.com

Critical requests that are sent from these groups to aouppgrade@adobe.com will be fulfilled within 24 business hours. The special request process will be utilized (see steps 1-5, second column). The only exception is that we will process ESD and hard goods separately so that ESD and serial numbers will be available sooner.

- Qualifying Adobe Order:
- Date of Qualifying Adobe Order
- EUID and ShipTo ID
- Organization Name:
- Address/City/State/Province/Zip or Postal Code:
- End User First /Last Name
- E-mail Address
- Product Name/Description
- Version Number, Platform,App Server :
- Quantity:
- Delivery Method (CD/ESD)
- New Ship-to Address* and/or Contact Information

**Note: If a new ship-to address is required, those requests must come from the customer and be processed by the Customer Master Group (CMG) at Adobe: cmg@adobe.com. Copy aouppgrade@adobe.com on these requests and we will process the upgrade as soon as we know the address has been updated.*