New Proof of Ownership Requirements: Frequently Asked Questions (FAQ)

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Forcepoint

To our Partners and Customers:

During the April-May 2022 period, Forcepoint made a significant upgrade to its Lead-to-Cash processes and systems. This includes significantly streamlined approaches to Quoting, Ordering, Deal Registration, Partner Portal, and requiring Proof of Ownership from customers at the time of renewals, seeking support, and related activities.

One of the biggest changes is that Forcepoint will no longer ask a partner or customer to submit a Proof of License (POL) or Serial Number (SN) for their Forcepoint products.   This will save all parties an enormous amount of time and work. For example, many of our customers deploy our appliances in dozens of different locations. Imagine the work required to obtain SNs for each appliance when seeking support or conducting a subscription renewal.

Effective immediately, partners and customers only need to provide the most basic information from an order, namely: the product, price paid, quantity, and term. We will only send and require this basic information. Additionally, customers can now take receipt of their purchases on demand through the customer portal. Thirdly, we won't require customers to provide all of their serial numbers when upon renewal – saving them potentially hundreds of hours searching for boxes that could've shipped all over the world after purchase.

We realize that this is a significant change, and it will take time to digest this new approach. We understand the need for increased education and assistance during a transitional period, but we are convinced of the long-term efficiencies that everyone will obtain due to this change.

If you have any questions or concerns, please reach out directly to your local Forcepoint Channel Manager or Distribution Manager, or contact us at partner@forcepoint.com

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1. Why is Forcepoint making a change to the information it sends and requests?
Forcepoint is focused on removing friction and pain points across the interactions between all parties in the Quote-to-Order ecosystem, coupled with a continued focus on customer security.To this end, we have simplified the process by only requiring basic details to be exchanged during the Quote-to-Order process, without compromising the overall ease of doing business for all parties.

2. If Proof of License and Serial Numbers are no longer required, what information is required?
Basic information that is obtained from the Order:
- Product SKU – Unique reference for each product can be found on the quote line
- Product name – Includes model number for appliances
- Term
- Quantity
- Net Price

3. Where can I find this information?
The quote will contain all information noted above. Below is an example of the product table from the quote:

SKU	Product name	Term (mos)	QTY	List Unit Price	List Price	Discr. Disc [%]	Channel Disc [%]	One Time Disc [%]	Deal Reg Disc [%]	Net Price
N1101	Forcepoint NGFW 1101 Appliance	36	2	EUR 6,747.60	EUR 0.00	0.00	14.00			EUR 0.00
SPRT	Support-Essential	36	1	EUR 2,024.28	EUR 6,072.84	13.80	14.00			EUR 4,501.92
FPURL 4X	Forcepoint NGFW URL Filtering for N1101	36	2	EUR 1,058.45	EUR 6,350.70	14.00	14.00			EUR 4,696.98
FPAMD 3X	Forcepoint Advanced Malware Detection for NGFW N1035, N1101, N335, N335W	36	2	EUR 943.78	EUR 5,662.68	13.00	14.00			EUR 4,236.82
SH	Shipping and Handling	36	1	EUR 24.76	EUR 0.00					EUR 0.00

Please note that the information above is also available for Distributors to view in the Forcepoint Partner Portal on the quote under the Deal Management tab.

4. If a partner has established their Renewal processes around POL/SNs, and Forcepoint is not using them anymore, what should be done?
Customers can obtain the POL/SN for their purchases from the Forcepoint Customer Hub. If a partner absolutely must have the SNs, please ask the customer to provide them. Going forward, Forcepoint will not track requests to furnish them.

5. What if the Warranty has expired on a customer's Forcepoint appliance? Would they receive support?

Customers will receive support for Forcepoint-branded hardware-related issues in line with the Technical Support Descriptions outlined here: https://www.forcepoint.com/support/forcepoint-technical-support

If a hardware issue has been diagnosed and the customer does not have valid hardware warranty, it will be the customers responsibility to arrange parts replacement.

6. What if warranties have expired but a customer has a support entitlement?
Support entitlement is separate from the hardware warranty. It is possible to have a valid support entitlement but a lapsed hardware warranty for Forcepoint-branded hardware.

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7. **What if a client requires an RMA and the warranty of the specific appliance has not been extended? Is a replacement possible?**
   Hardware replacements in the field require active Support AND Warranty. This is required to correctly project and forecast hardware failures to position replacement hardware accordingly and ensure timely replacement deliveries within shipping and/or delivery SLAs.

8. **As an illustration, let's say a customer owns 100 Forcepoint appliances, but has support entitlement for only a subset, say 50? Would they still receive support?**
   Customers receive support for every appliance that has a support entitlement. If the support contract is current, it does not matter if the hardware warranty has expired. However,support entitlements need to be current for every appliance that requires technical support. Regardless, we encourage our customers to purchase the warranty coverage for their needs. Note that if a hardware warranty has lapsed, the customer is responsible for parts replacement.

9. **Does this new approach also apply to software?**
   This new requirement for basic information also applies to software. As above, customers need only furnish the software SKU, Product Name, Term, Quantity and Net Price information when working with Forcepoint and its channel partners for technical support and/or renewals. For instance, when renewing software Feature Packs, no POLs are required. Once the Order is processed, the customer needs to log in to the Forcepoint portal and assign the feature packs to the existing Licenses. If renewing SMCs, no POLs are required either and no action is required from the customer side to ensure continued service.

10. **How do I know when my Order has been processed?**
    All parties in the arrangement (End user, Partner, and Distributor) will receive a fulfillment emailonce the Order has been processed. The fulfillment email will contain details on each Product purchased including details of the subscription expiration date. We no longer provide POLs/Serial Numbers in the fulfillment email. These can be accessed by the end user through the Forcepoint Customer Hub.

11. **What is the Forcepoint Customer Hub and where do I find it?**
    The Forcepoint Customer Hub provides a single location for end users to access technical documentation, knowledge articles, technical alerts, product downloads, and create or manage technical cases. They may also see details of their Products including the Serial numbers of their appliances. There is a community of product experts to answer questions. This is separate from our partner portal and requires a separate password. It can be found at forcepoint.com/support

12. **If a partner makes an EDI or API integration between its systems and Forcepoint's systems, will all the basic information be automatically populated and appear in the partner's systems and quotes?**
    Yes, it will. The partner would receive a Quote or Order form with all the basic information referenced in this document, similar to the example provided in question #3 above.

13. **For some managed services, partners manage their customer estates via POL's / Serial numbers. How best can they manage their customer estates moving forward?**
    In this event, the partner should ask the customer for information about their purchases, such as the associated Serial Numbers.

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