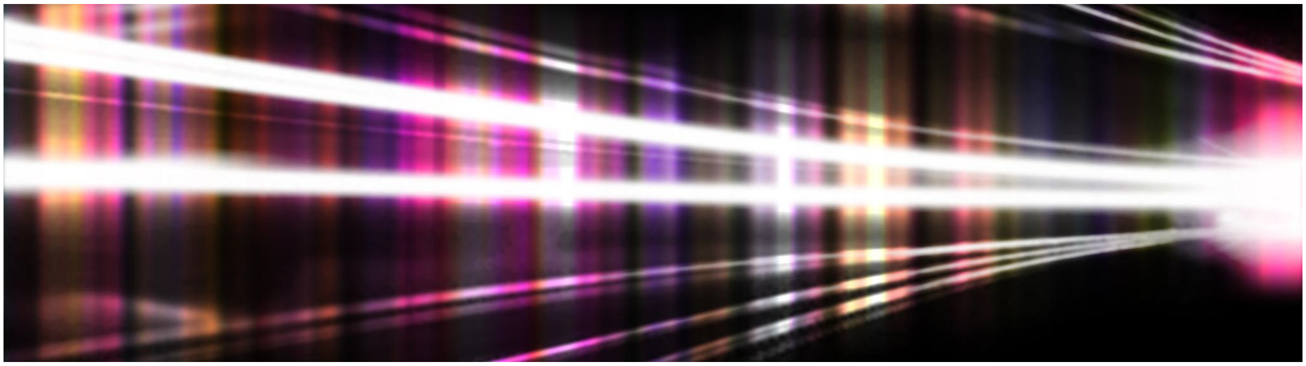


Adobe® Volume Licensing

LWS Online Help

Version 1
July 31, 2009

Table of Contents

Log In

For information about logging into LWS, see:

- Log in with an Adobe ID
- Log in with Adobe ID – forgot password
- Log in using a multi-user legacy LWS Login ID

Log in with an Adobe ID

With AVL onwards, accessing LWS can be done by using your own individual Adobe ID, your email address.

To log in with an email address:

1. Enter your Adobe ID and password.
2. Click Log In.

Note: If you have a login for the Partner Portal or Adobe.com, the Adobe ID is the same.

Log in with Adobe ID – forgot password

If you forget your password:

1. Click Forgot your password? below the password text box. You are directed to a new page.
2. Enter your email address that is associated with LWS.
3. Click Continue. You are directed to a new page.
4. Read the password hint if you provided one when you first accessed LWS and entered your personal settings.
5. Click Return to Log In if the password hint helps you recall your password.

   OR -

   If the password hint does not help you or if you never provided a password hint, click Send Email to receive an email with a link that will allow you to reset your password. (The link will expire in 24 hours. If you do not use it in that time, repeat the previous steps to reset your password.)

   Follow the instructions in the email to reset your password.

Log in using a multi-user legacy LWS Login ID

Legacy login IDs were associated with Accounts not Contacts, which resulted in a shared login ID used by multiple users. With AVL onwards, all contacts using LWS will be able to do so with their own individual Adobe ID (your personal email address).

If you are accessing LWS using a login that was available to multiple users, there are a series of log in pages that you may need to complete in order to create your own personal login. The process is easier to complete if you know the old multi-user login and the password associated with it. If you have any problems, click on the words “Contact Us” in the top right corner of every LWS page.

Multi-user legacy LWS Login ID and user not recognized

If you receive a message saying Adobe does not recognize you as a user, it means the login information you provided does not correspond to the information in LWS.

You can do one of the following:

- Re-try logging into LWS.
- Contact Adobe by clicking on “Contact Us” in the top right corner of every LWS page.

LWS Overview

The main areas of LWS are:

- Personal Settings
- LWS Message Inbox
- Reports
- Licenses
- Account Management
- Contact Management
- Orders

This overview provides information about:

- About LWS
- About LWS Users
- Logging into LWS

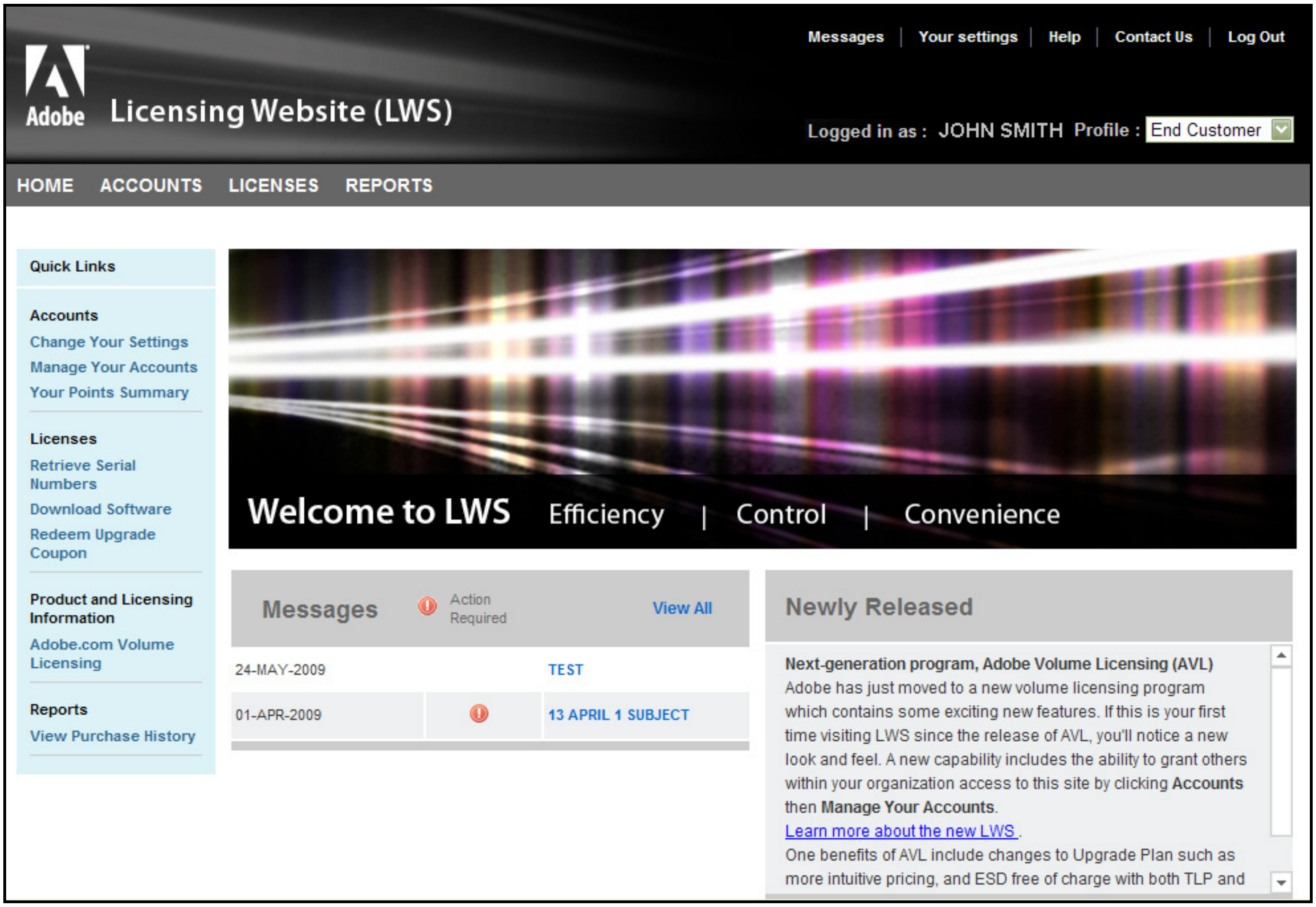
About LWS

LWS is a useful resource available to Adobe's volume licensing customers, channel partners, and internal groups. A few of the features available in LWS are information about organizations and their relationships with Adobe, reports for different users to manage their own or other users' volume licensing accounts, and access to ESD and upgrade fulfillment for customers.

LWS Home Page

When you log into LWS, the home page is the first page you see, except when Logging in for the First Time or unless you are connected to multiple Profiles.

The home page contains Quick Links, the LWS Message Inbox, and information about pertinent volume licensing topics and program offerings.

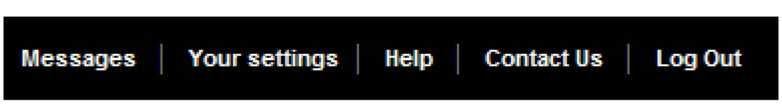


LWS Header

Every LWS page has a standard heading across the top of the page. This allows you to always see your name, view your Profiles, use the Navigation Menu and the Utility Navigation, and Log Out.

Utility Navigation

The utility navigation is a part of the standard header that appears in the upper right corner of every page.



It contains links to important items within and out of LWS:

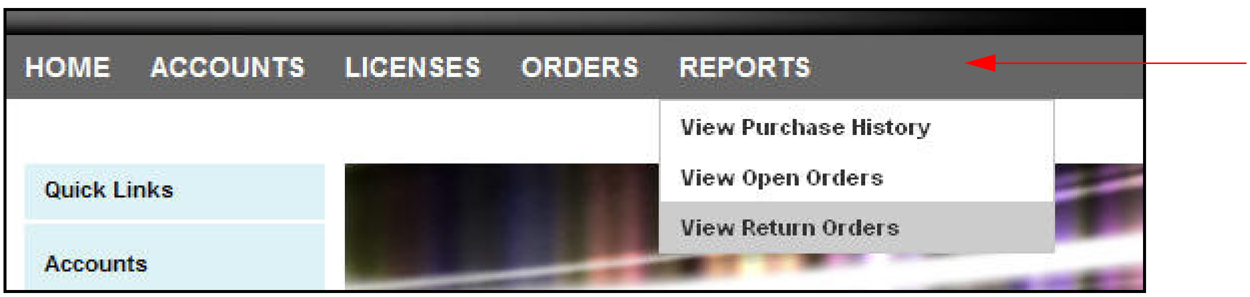
- Messages — links to the LWS Message Inbox

- Your settings — links to the Personal Settings page
- Help — links to the help feature
- Contact Us — links to a page with contacts relevant to your Profiles
- Log Out — logs you out of LWS

Navigation Menu

The navigation menu appears on every page of LWS. At any time while in LWS, you can move your cursor over the words in the menu to select from a list of actions.

The navigation menu presents all actions that you can conduct while in LWS. Depending on your level of access to LWS, the navigation menu you see may have different items from which to choose. If you are connected to multiple Profiles, the items available in the navigation menu may change depending on the profile you select.

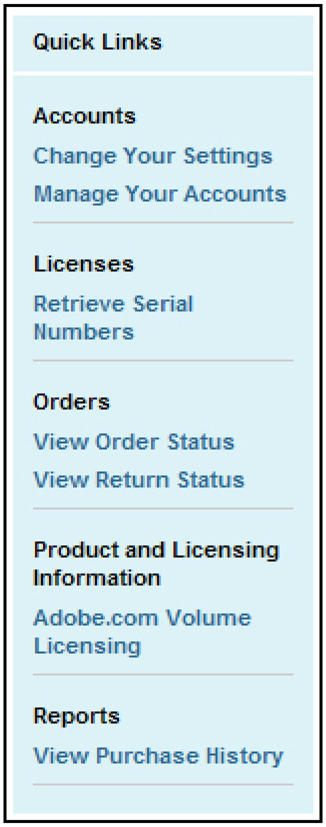


There are five menu items from which channel partners, cost centers, and internal Adobe groups can choose:

- Home — directs you back to the LWS Home Page
- Accounts — provides access to your Personal Settings and the ability to conduct Account Management and Contact Management
- Licenses — gives access to actions relating to licenses such as Obtain License Certificates and Retrieve Serial Numbers.
- Orders — allows orders to be created, returned, and both to be tracked depending on your level of access
- Reports — presents different reports such as the Detailed Purchase History Report and CLP Membership Details to help you manage information.

Quick Links

On the left side of the LWS Home Page is a blue box called "Quick Links". Quick links are links to common tasks that you may find useful and let you quickly navigate in LWS after you log in.



If you are linked to multiple Profiles, the quick links listed on the LWS Home Page will vary depending on the profile you choose on the Select Your Profile page after logging into LWS or if you Change Your Profile.

Using the Magnifying Glass

Click on the magnifying glass next to certain fields to help you search for the necessary information for that field. For example, next to a field for End User ID, you can click on the magnifying glass to search for the desired End User.

To use the magnifying glass:

1. Click the Magnifying Glass next to the text box for which you want to find information. A search pop-up page appears.
2. Enter the information you know in order for LWS to provide the most relevant information.

   To search for a partial name, enter the first few letters and the asterisk * symbol as a wild card.

   Note: The asterisk can be inserted into any portion of the name as a wild card.
3. Click Search. A search results pop-up page replaces the search pop-up page.
4. Click on the number or name that corresponds to the organization or person for which you are looking. The item you selected appears in the original text box.

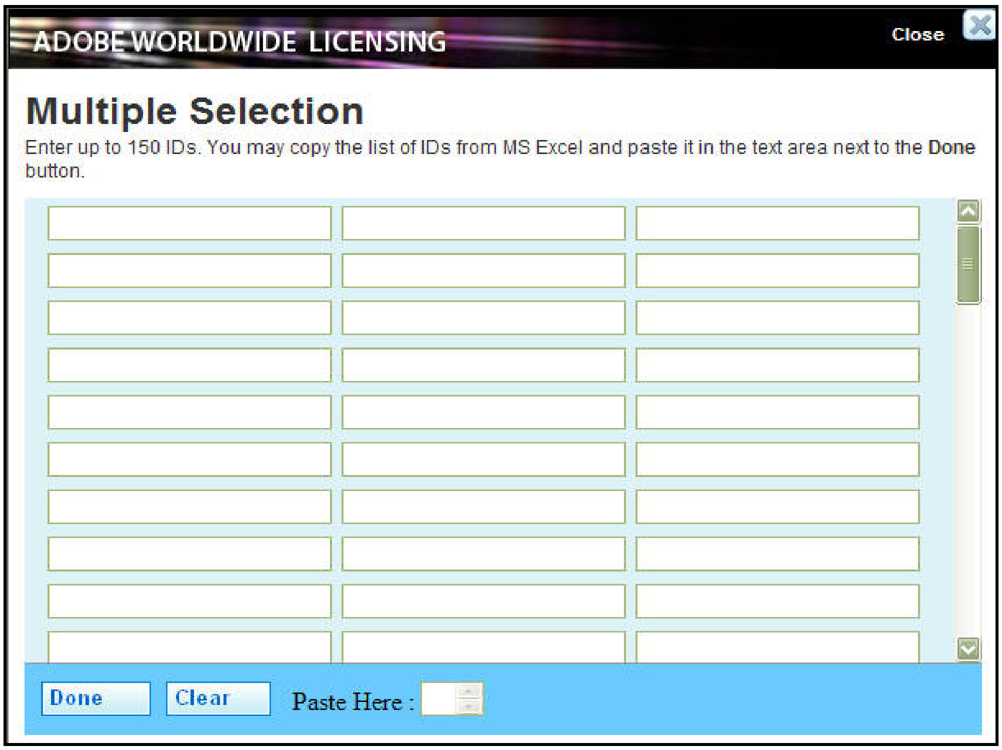
   If you do not see the organization or person you are looking for, click Search Again at the bottom of the search results pop-up page to return to the search pop-up page.

Select Multiple

Certain portions of LWS will allow you to list more than one of a particular search criteria by using Select Multiple.

To use Select Multiple:

1. Click Select Multiple under or next to the text box for which you want to provide information. A *Multiple Selection pop-up* page appears.



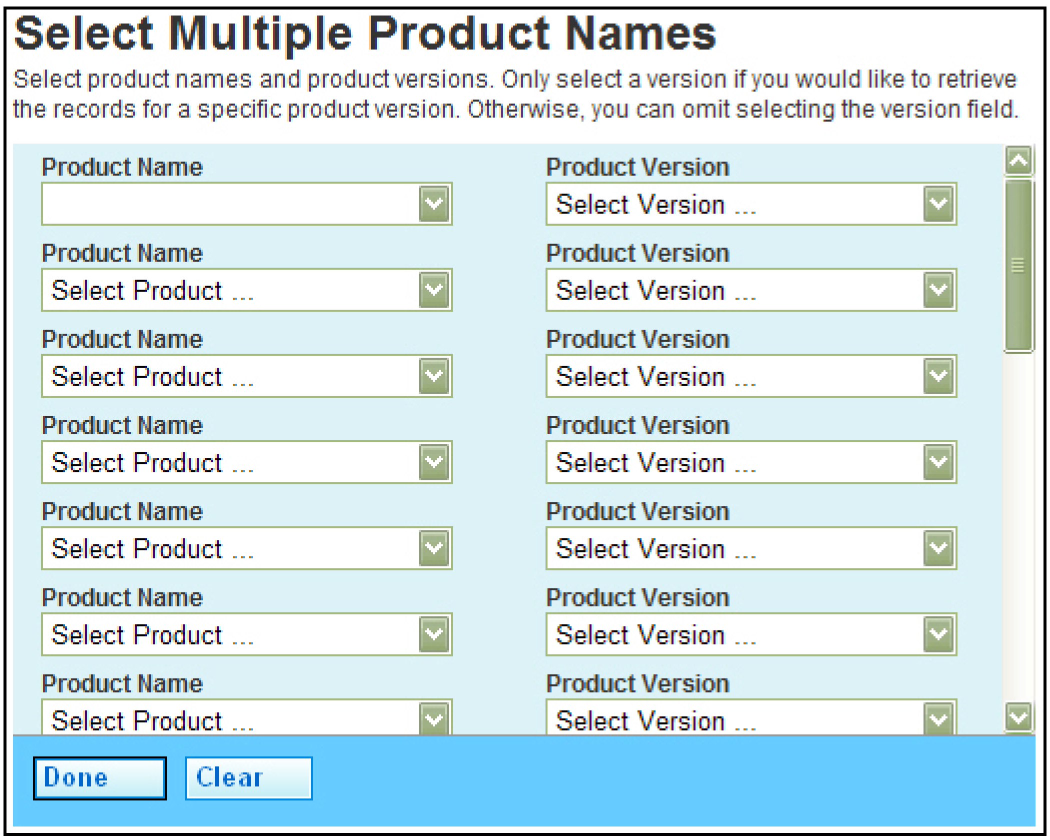
2. Enter the multiple search criteria into the available text boxes.
3. Type in the relevant information into the spaces provided.

   You can also copy the information from a Microsoft Excel file and enter it by clicking in the “Paste Here” space at the bottom of the page and pasting the information. To see the information that was just pasted, click on a text box and the information you entered will populate the text boxes.

   Note: If you use the “Paste Here” space to enter the information, you must enter all of the items at once or any attempt to paste more items will result in the original items being removed in place of the new ones.

4. Click Done when you are finished. The first item you entered in the *Multiple Selection* pop-up page will appear in the original text box near Select Multiple.

   Note: For Select Multiple under or next to a Product Version drop-down list box, a *Select Multiple* pop-up page appears with multiple drop-down list boxes for product names and versions, instead of text boxes.



Export to CSV

Different sections of LWS allow you to search for information, which yields the search results in multi-column tables. To make use of this information outside of LWS, you can use Export to CSV above the search results to export all of the results to a file (typically a Microsoft Excel file format).

Note: If the search results generated exceeds 5,000 lines, then only the first 5,000 lines are shown and are available to export to CSV.

To use Export to CSV:

1. Click Export to CSV. A *File Download* pop-up page appears.
2. Click Open or Save.

   Open will open the type of file listed on the page with all the search result information.

   Save will cause a *Save As* dialog box to appear, which allows you to choose how you want the search results to be saved.

Print

The print button appears at the top of certain pages and within your LWS Message Inbox. When you click Print, either a print friendly version of the page appears with a print button or your computer's printer dialogue box appears. Click Print on the print friendly page to trigger your computer's printer dialogue box.

About LWS Users

LWS users are comprised of internal Adobe groups, channel partners (resellers and ALCs), and customers. Each type of user has access only to the tasks that they are able to perform.

Logging into LWS

The log in process requires you to have an Adobe ID (usually your email address), which is your own unique login, and a password. This allows each person individualized access to LWS.

When you log into LWS you will typically see the LWS Home Page, unless you are Logging in for the First Time or are connected to multiple Profiles.

Logging in for the First Time

The first time you log in, the first page you will see is the Personal Settings page. You will have an opportunity to add or change information about yourself, your job function, and your communication preferences.

Note: After the initial time you log in to LWS, if you ever need to change your Personal Settings information, you can always access the Personal Settings page once inside LWS by clicking on "Your Settings" from the Utility Navigation section in the upper left corner of the window header.

If you are logging in for the first time and are connected to multiple Profiles, you will be presented with a page that lets you Select Your Profile after completing the Personal Settings page.

Personal Settings

All users of LWS are able to edit their personal settings:

- Enter, View, and Edit Personal Settings
- Profiles

Enter, View, and Edit Personal Settings

When you first access LWS (see Logging in for the First Time), you have to enter your personal settings, including contact information and communication preferences.

At any time you can view and edit your personal settings for LWS. On any page, select "Your Settings" from the Utility Navigation or select **Accounts** > **Change Your Settings** from the Navigation Menu.

The different personal settings you provide and can edit are:

- Name
- Email
- Phone Number
- Password
- Job Function
- Licensing Communication Preferences
- Marketing Communication Preferences
- Local Language
- Name in Local Language

Profiles

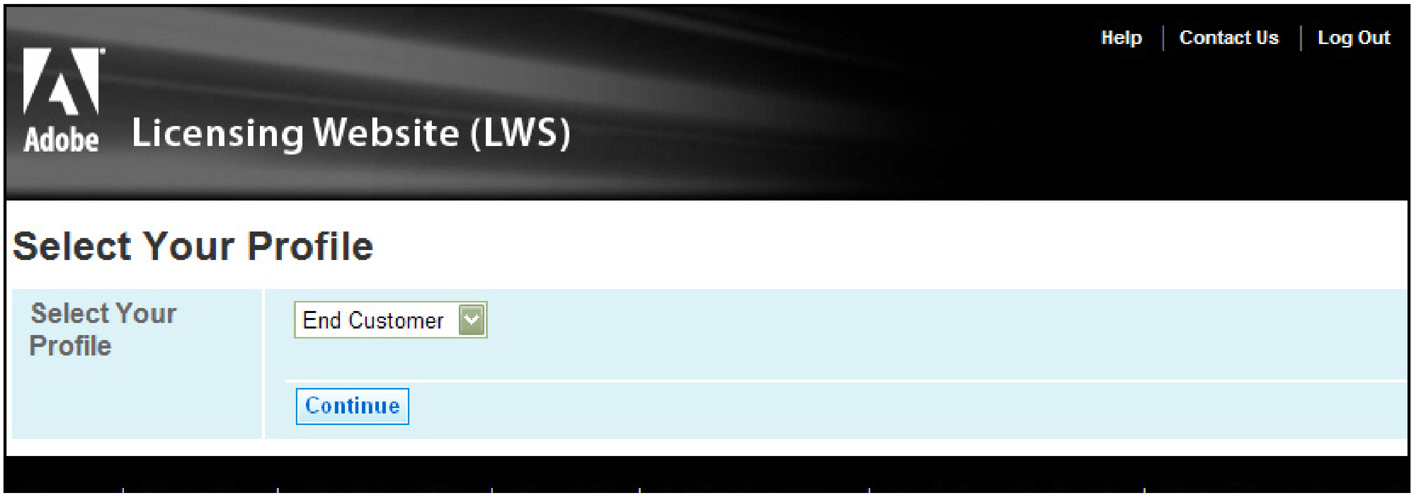
A profile designates what your role is within LWS and what types of actions you can perform.

If you are connected to multiple profiles, you will be presented with a page every time you log in to LWS that allows you to Select Your Profile before you are allowed access to the LWS system. At any time while you are working in the LWS system, you can Change Your Profile.

Select Your Profile

If you have access to more than one profile in LWS, there is an opportunity to select a profile after logging into LWS.

After logging in, you are directed to a *Select Your Profile* page before going to the LWS Home Page. This page appears every time, after log in for LWS users linked to multiple profiles.

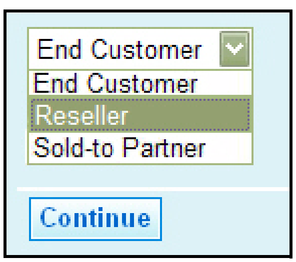


The profiles consist of:

- End Customer
- Reseller
- Sold-to Partner
- Cost center
- various internal Adobe profiles

To select a profile:

1. Click on drop-down profile list box. The list of profiles associated with your login appears.



2. Select and click on a profile from the list. Your new choice will appear in the box.
3. Click Continue to complete your profile selection and to proceed to the LWS Home Page.

   Note: You can Change Your Profile at any time while you are logged into LWS.

Change Your Profile

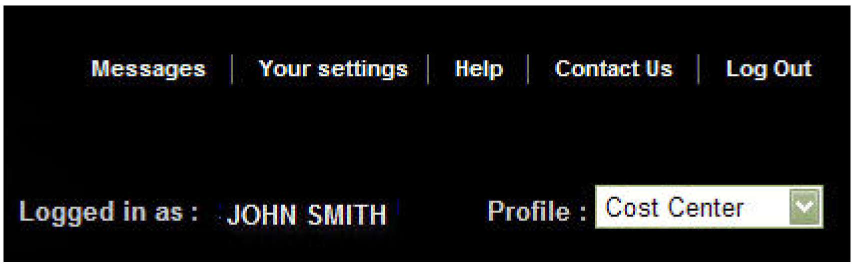
Depending on your type of access to LWS, you may have the ability to change your profile at any time while working in LWS. The profile designates what types of actions you can perform within LWS.

To change your profile:

1. Look for the word “Profile” in the top right corner of every LWS page.

   In order to change your profile, the space next to “Profile” must be a drop-down list box.
2. Click on the drop-down list box.
3. Select a different profile from the list.

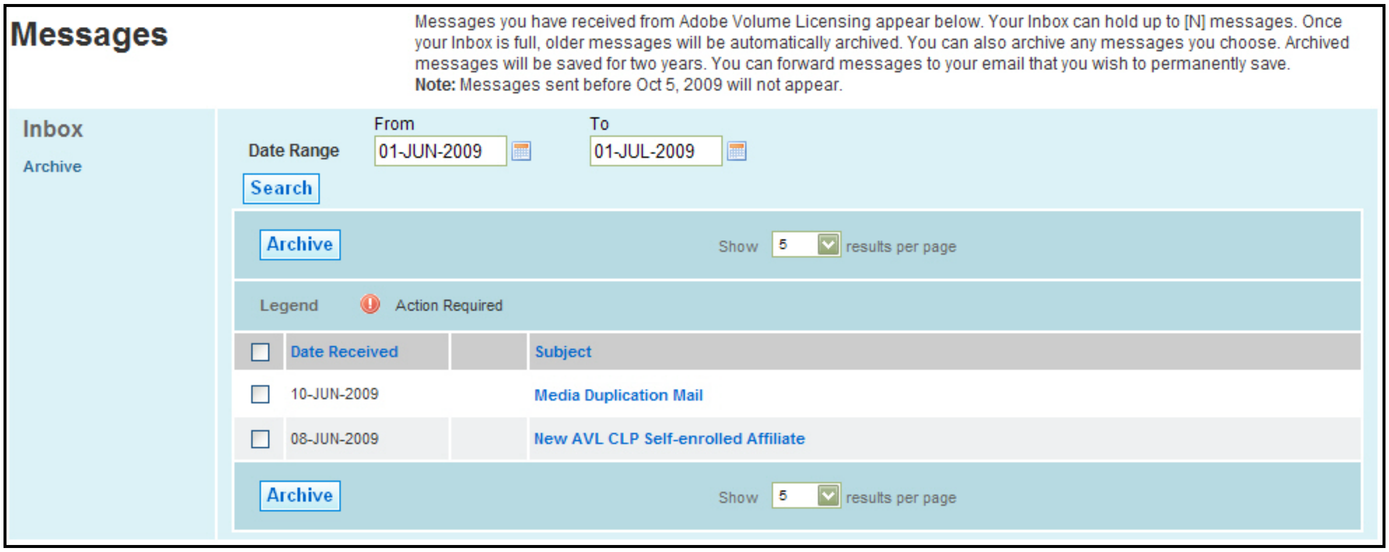
Your new profile will appear in the box and you will be re-directed to the LWS Home Page if you are not already there.



Note: The Quick Links, Navigation Menu, and LWS Message Inbox will be updated with options specific to your profile.

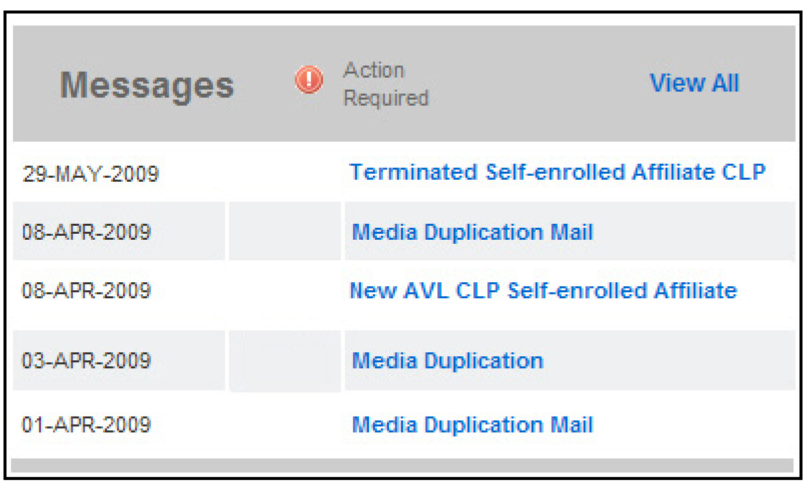
LWS Message Inbox

The LWS Message Inbox contains important messages from Adobe Volume Licensing that pertain to licensing orders, CLP Membership Agreements, Upgrade Plan, LWS, Licensing Upgrade Entitlement, and other volume licensing topics.

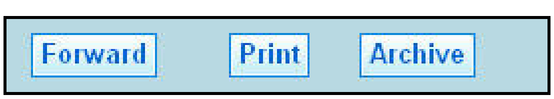


You can choose to have these messages sent only to your LWS Message Inbox, or you can select to have them sent to your personal email address (the same email address you use as your login) and your LWS Message Inbox. These settings are determined when you are Logging in for the First Time and choose your Personal Settings. You may also change your LWS Message Inbox settings at any time by clicking “Your settings” from the Utility Navigation options in the upper right corner of the LWS Header.

To navigate to the LWS Message Inbox, click “View All” from the Messages section of the LWS Home Page, which displays your newest messages, or by clicking on “Messages” in the LWS Header.



While you View Messages in the LWS Message Inbox, you can Forward Messages, Print Messages, or Archive Messages by selecting one of the corresponding buttons.



View Messages

To find a particular message, narrow your search by filtering by date.

From either the Messages section on the LWS Home Page or from the LWS Message Inbox, click on the message's subject title to see the message. You are taken to a *Message* page where the message displays. From there you can read the message.

Forward Messages

You can forward message to up to 10 email addresses at a time. If a message requires saving past the 2 year mark in which it is held in LWS, you may want to forward the message to yourself before it is deleted.

To forward a message:

1. Click Forward when viewing message.

   You are taken to the *Forward Message* page.

2. Enter the email address(es) to whom you are forwarding the message.

   You can provide up to 10 email addresses.

3. Add a personal message to the email recipients.
4. Click Send to complete the forwarding of the message.

Print Messages

To print a message:

1. Click Print when viewing the message. A pop-up page with a printable version of the message appears.
2. Click Print in the pop-up page. The message prints.

Archive Messages

Messages are automatically archived after the LWS Message Inbox reaches its compacity.

Once archived (manually or automatically by LWS), a message remains in the archive and cannot be moved back to the Message Inbox. Messages will be deleted from the archive message box after two years.

To archive a message:

1. Check the box to the left of the message(s) to select the message(s).
2. Click Archive to archive the message(s).

OR

Click Archive when viewing message.

To view archived messages:

1. Click Archive on left side of *Inbox* page to view archived messages
2. Search for the message you want to find by filtering by date and/or message type
3. Click on the message to view.

Reports

LWS provides reporting on a variety of volume licensing transactions and membership details. The information you can see depends on your Account Types.

You can choose to view information for your whole organization, or select one or more End User IDs or Deploy-to IDs to see purchases for a specific entity or location.

The following reports are available for your use:

- Detailed Purchase History Report
- CLP Membership Details
- View Open Orders Report
- View Return Orders Report

Detailed Purchase History Report

The Detailed Purchase History report, formerly called the Comprehensive Order Details (COD) report, provides detailed order information for each order placed under a given End User ID.

The report contains information such as:

- Licensing Program Type
- Order Date
- Transaction Type (Upgrade, Return, Order)
- Sales Order Number
- Certificate ID
- End User ID, Name & PO Number
- Deploy-to ID, Name, Contact Name
- Membership information
- Discount Level
- Invoice information
- SKU information
- Product information
- Quantity

To view this report, select **Reports > View Purchase History** from the Navigation Menu.

To run this report, see Run a Report.

After you run the report, you can click on a number in the Certificate ID column to see a PDF of the license certificate.

Run a Report

Follow the instructions below to run one the following reports:

- Detailed Purchase History Report
- View Open Orders Report
- View Return Orders Report

Complete the following:

1. Select the report you would like to run from the Reports menu.
2. Enter the search criteria you have available. More information will help to yield more meaningful search results.

   Note: Click Select Multiple to list multiple items at once. Some of the search criteria may allow you to search by Using the Magnifying Glass.
3. Click Search. Your search results will appear in a table below the selection criteria, and you can click on a column header to sort by that item.

   Note: If you receive an error message about the number of results, you may want to narrow the invoice date range to produce fewer results.
4. Click Export to CSV to save the information for offline viewing.

CLP Membership Details

Select **Reports** > **View CLP Membership Details** from the Navigation Menu to open the CLP Membership Details Report.

The CLP Membership Details report includes:

- CLP Agreement Number
- Initial Discount Level
- Number of Achieved Points
- Membership Start and End Dates
- Adobe Account Manager
- Designated ALC
- Upgrade Plan Payment Option
- Upgrade Plan Order Schedule
- Legacy Grace Period End Date

To view an organization's agreement details:

1. Enter a CLP Agreement Number and at least the first three letters of the organization's name into the available search fields.

   An error message will appear without both fields entered.
2. Click Search. A table with organizations that match your search criteria will appears below the search portion of the page, and you can click on a column header to sort by that item.
3. Click on a number in the Agreement Number column that corresponds to the organization for which you are searching. The *Accounts* page with all of the CLP Membership Agreement details appears.

   Or, click Export to CSV to save this information for offline viewing.

View Open Orders Report

The Open Orders Report will show all orders for a specific End User or Channel Partner that have not processed completely. Running this report may be helpful in determining the cause of an order that is delayed.

The report contains information such as:

- Order Date & Number
- Transaction Type (Upgrade, Return, Order)
- Sold-to ID, Name, PO Number
- Reseller Name & PO Number
- End User ID, Name, PO Number, Contact, Email, Phone
- Deploy-to Name & Address
- Licensing Program
- SKU information
- Quantity
- Currency

To view this report, select **Reports** > **View Open Orders** from the Navigation Menu.

To run this report, see Run a Report.

View Return Orders Report

The Return Orders report displays all orders that were submitted to Adobe for return within a specified time period for a specified End User and/or Channel Partner.

The report contains information such as:

- Return Order Date & Number
- Order Status

- Sold-to ID, Name, PO Number
- Reseller Name & PO Number
- End User ID, Name, PO Number, Contact, Email, Phone
- Deploy-to Name & Address
- Licensing Program
- CLP Agreement Number
- SKU information
- Quantity
- Currency

To view this report, select **Reports** > **View Return Orders** from the Navigation Menu.

To run this report, see Run a Report.

Licenses

License items available are:

- Retrieve Serial Numbers
- Track Media and Documentation
- Obtain License Certificates

Retrieve Serial Numbers

After an order is placed, you can retrieve the product's corresponding serial number.

Note: If serial the number you attempt to retrieve is not listed, verify that the product was ordered.

To retrieve serial numbers, complete the following steps:

1. Select **Licenses** > **Retrieve Serial Numbers** from the Navigation Menu.
2. Enter the End User or Deploy-to ID in the available search space.
3. Click Search. The search results appear in a table below the search criteria.
4. Select a Product Name, Product Version, and Platform to filter the results listed, or click on a column header to sort by that item.
5. Click Export to CSV to save the information for offline viewing.

Track Media and Documentation

If you want to get shipping information about a shipment of software CDs/DVDs or documentation, you can use the Track Media and Documentation function in LWS to obtain the tracking number for the shipping carrier.

To track media and documentation:

1. Select **Licenses** > **Track Media and Documentation** from the Navigation Menu.
2. Enter the Order Number, Customer ID and/or Invoice Date Range of the order.

   You can also enter the SKU number to filter your search. More search criteria will help to yield more meaningful search results.

   Note: You can search by Using the Magnifying Glass, or click Select Multiple to choose multiple User IDs for some of the search criteria fields.
3. Click Search. The search results appear in a table below the search criteria, and you can click on a column header to sort by that item.
4. Click on the tracking number to view tracking information provided by the carriers if the carrier was listed on the order and is one the major carriers.

   You can also click Export to CSV to view the list of media and documentation orders for offline view.

   Note: If a limited amount of search criteria is entered, too much information may generate and only the first 5,000 rows will display and be available to export to CSV.

Obtain License Certificates

Customers can obtain license certificates to keep for their records and to assist in their license compliance.

Note: If a Contact Person or End User ID has changed since the date of the order, these changes will be reflected in the license certificate.

License certificates contain:

- Certificate Number
- Issue Date
- Order Number
- End User ID, Name & PO Number
- Licensing Program
- CLP Agreement Number (if applicable)
- Deploy-to ID, Name, Contact Name, Address
- Points (if applicable)

To obtain license certificates:

1. Select **Licenses** > **Obtain License Certificates** from the Navigation Menu to view the *License Certificates* page.
2. Enter your search criteria.

   You may narrow your search by location, date range, and program and product information.

   Note: Click Select Multiple to list multiple items at once.

   Note: Some of the search criteria may allow you to search by Using the Magnifying Glass.
3. Click Search. The search results appear in a table below the search criteria, and you can click on a column header to sort by that item.
4. Click on the number in the Certificate # column to view the license certificate.

   Or click on the Export to CSV to save the list of certificate IDs for offline viewing.

   Note: If a limited amount of search criteria is entered, too much information may generate and only the first 5,000 rows will display and be available to export to CSV.

Note: If the intended certificate ID results are not generated, double check the search criteria you entered.

Account Management

There are different Account Types that use LWS.

You are able to perform the following tasks to manage your Account in LWS:

- View Accounts

Account Types

An account—also called an organization—within the Licensing Web Site refers to an entity of a specific user type. Accounts are not individuals, but are more likely to be a business, school, government entity, or a specific department, or location. There are different types of Accounts or Organizations you may see depending on your Profiles.

End User

A customer's primary location or location they want associated with their CLP membership.

Deploy-to

The customer location where the licenses are being used.

New Deploy-to accounts are created when a new location is identified during one of the following events:

- An Adobe Sales Order is created.
- A license is transferred from an existing licensing customer.
- Adobe creates an account for an enterprise customers.

Channel Partners and Resellers are not allowed to be a Deploy-to contact person on an order. If the customer would like the Channel partner to have access to their account, they can add the Channel Partner as a Deploy-to contact.

Media Ship-to

The Customer, Adobe License Center (ALC), Distributor or Reseller location where physical items such as software CDs, DVDs, or documentation are shipped. Customers who are listed as a Media Ship-to address on an order will not have access to LWS.

Sold-to Partner

The physical location of the ALC, Solution Reseller or Distributor to whom Adobe sold the goods and/or services.

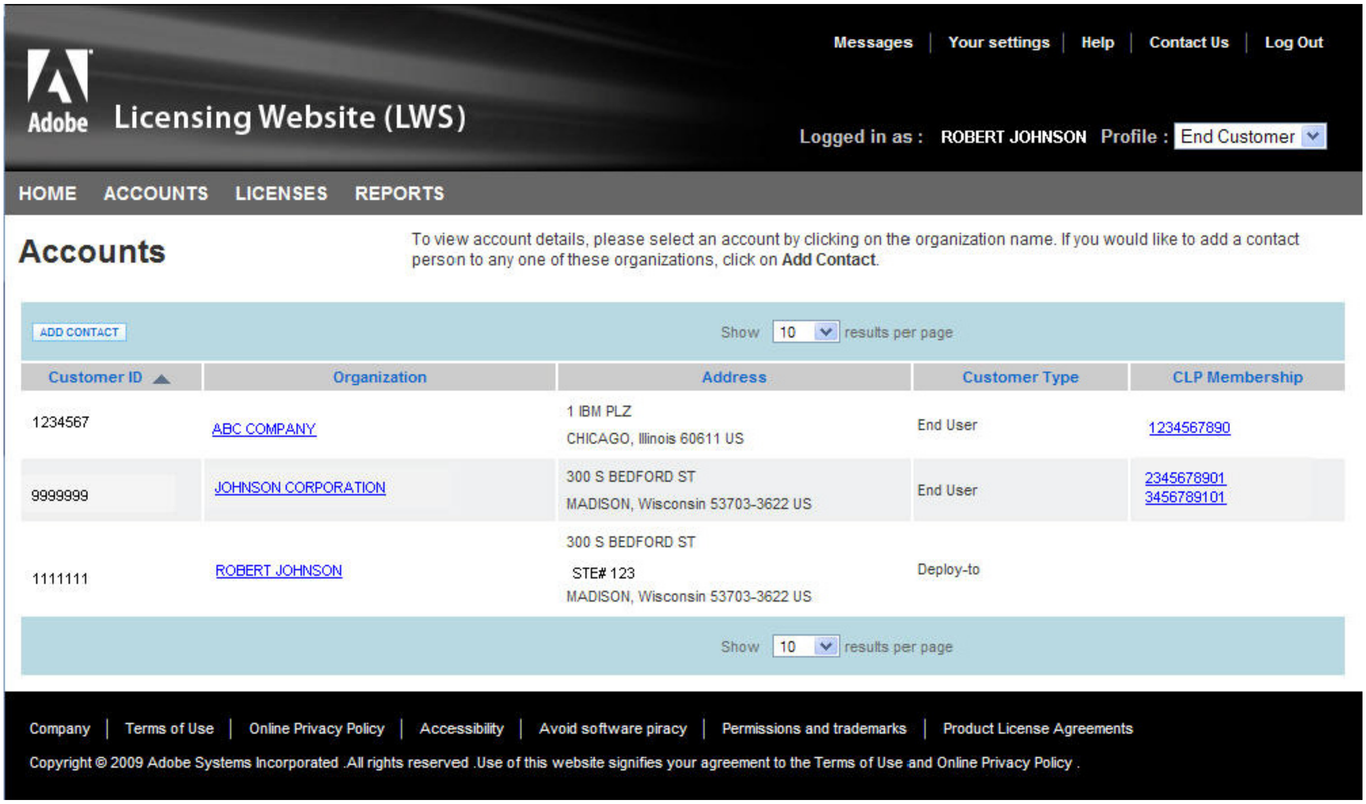
Reseller

The Reseller is the entity that purchases software from a Sold-to Partner and sells it directly to a customer.

View Accounts

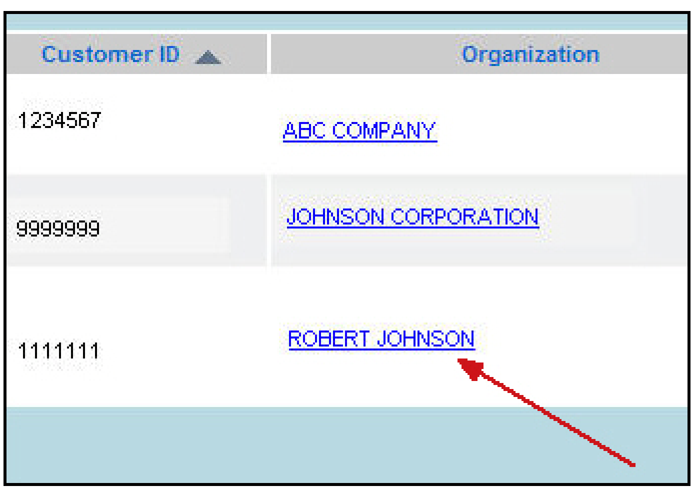
Select **Accounts > Manage Your Accounts** from the Navigation Menu to view your account information. The Accounts page will show all of the accounts—also referred to as organizations—to which you are connected.

You may be connected to more than one organization if you are listed as a contact person on multiple accounts, such as an End User Organization, and a Deploy-to Organization.



Edit Account Details

You can view or edit the name and address associated with your account by clicking on a name in the Organization column.



Contact Management

The parts of contact management are:

- Understanding Account Contacts
- Contact Types
- Managing Contacts

Understanding Account Contacts

Contacts are the individual users that are associated with an Account or Organization. Each Organization may have multiple contacts. Also, an individual may be listed as a Contact on multiple Organizations within LWS. Contact information includes:

- Name
- Email address
- Phone number

The individuals who are Contacts on an Organization have access to perform the following tasks:

- View details about the account, (depending on type of contact)
- Receive communications regarding orders, shipping, or program information, (depending on type of contact)
- Edit or change the Organization and program information
- Add or remove Contacts from an Organization
- Set individual preferences on the Settings page

Contact Types

Licensing Contact

A Licensing Contact is any individual who is associated with an Account in the LWS. This contact person may be listed on a particular order and would then receive communication regarding that order.

Program Administrator

Certain types of licensing programs such as CLP, and Term Site License--as well as Self-enrolled Affiliates of a CLP Program Member require a Program Administrator. The Program Administrator is the main point of contact for the licensing program and will receive communications about program details as well as have the ability to change certain preferences about that specific licensing program.

Default Contact

Some organizations (i.e. Resellers and Deploy-to's) accessing LWS have a Default Contact that receives communications from Adobe if the original contact intended to receive the communication is no longer a part of your organization. For example, if a contact person listed on an order has been removed from your organization, the Default Contact person will receive any subsequent communications regarding that order.

Primary Contact

Some organizations (i.e. Sold-to Partners and Cost Centers) accessing LWS have a Primary Contact that is the only person that can add or remove contacts for the organization, and also receives all communication from Adobe relating to their volume licensing account.

Managing Contacts

The ability to manage the contacts for your organization is available to all users. Some activities in regard to contact management are limited to the Program Administrator for CLP Program Members an or the Primary or Default Contacts for organizations with these types of contacts.

The following are the Contact Management related tasks available in LWS:

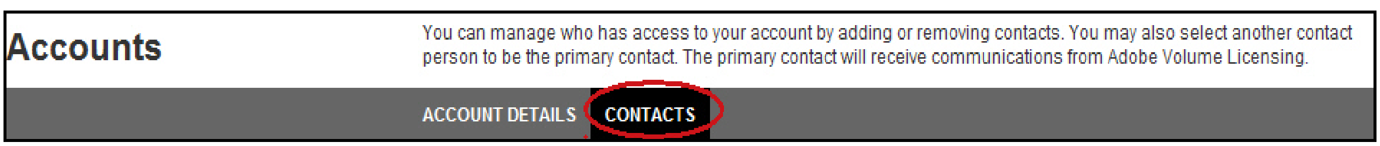
- View the Contacts for your Organization
- Add a Contact Person to your Organization
- Remove a Contact Person from your Organization
- Change Primary Contact for your Organization
- Change Default Contact for your Organization

View the Contacts for your Organization

Viewing the contacts for your organization is similar to the steps to View Accounts.

To view the contacts for your organization:

1. Select **Accounts** > **Manage Your Accounts** from the Navigation Menu**.**
2. Click on a name in the Organization column to view Account Details.
3. Select the Contacts tab to view the contacts list.



After you are viewing the contacts for your organization you can:

- Add a Contact Person to your Organization
- Remove a Contact Person from your Organization

Add a Contact Person to your Organization

Contacts for an Organization can be added when an Organization is created, an order is placed, a license is transferred, or in the following cases:

- An existing contact person for the account adds a new contact person within LWS.
- Someone from Adobe adds a contact person to the account.

Note: For organizations with a Primary Contact, only the Primary Contact can add a contact to the organization.

Note: By adding a contact, you are giving that person access to all of your organization information.

To add a contact to your organization:

1. Select **Accounts** > **Manage Your Accounts from** the Navigation Menu and select your organization**.**
2. Click Add Contact.

3. Enter the new contact person's information.
4. Check the boxes next to all of the Customer IDs to which you want the contact person connected.

   If the new contact needs to be connected to all of accounts to which you are connected, click on the check box in the column header.

5. Click **Save** to finishing adding a new contact person to your organization(s) contact list. The Accounts' Contact page appears with a confirmation message at the top of the page.

   If you receive an error, make sure that the required fields are complete and that an organization was chosen.

Remove a Contact Person from your Organization

A contact person may remove another contact person from an Organization.

Note: To remove a Program Administrator, Default, or Primary Contact, another contact needs to be designated as the Program Administrator, Default, or Primary Contact. For more information, see:

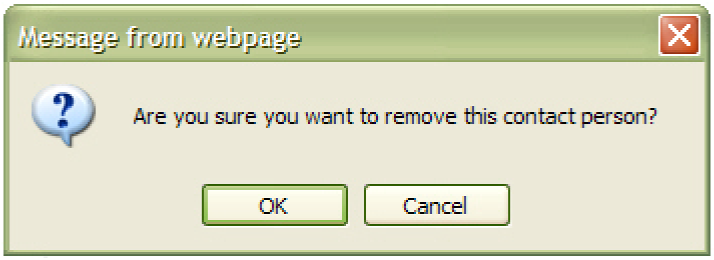
- Change Default Contact for your Organization
- Change Primary Contact for your Organization

Note: For organizations with a Primary Contact, only the Primary Contact can remove a contact from the organization.

To remove a contact from your organization:

1. Select **Accounts** > **Manage your Accounts**.
2. Select the account for which you would like to delete the contact.
3. Select the Contacts tab.
4. Click on the trash can image in the line of the contact you want to remove.

   A confirmation pop-up box appears.

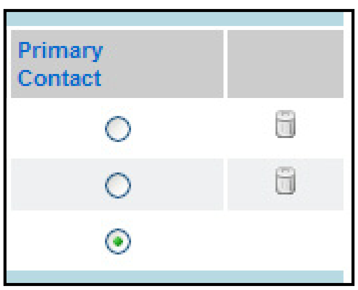


5. Click OK to confirm the removal of the contact.

   The contact is now removed from your organization, and the contacts list is updated to reflect the removal.

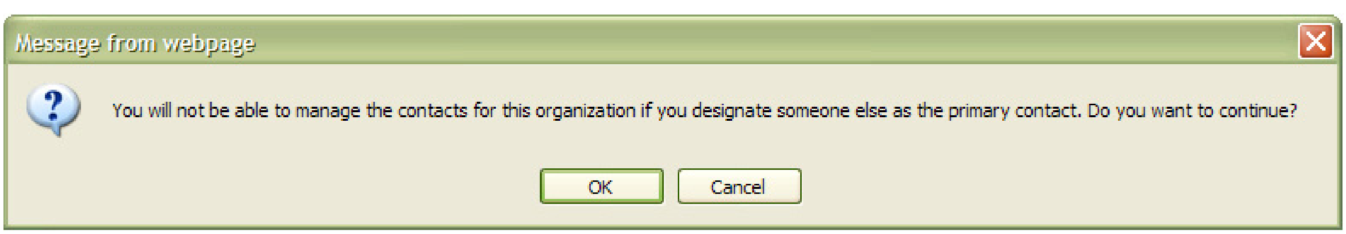
Change Primary Contact for your Organization

The current Primary Contact is the only person within an organization that can change the Primary Contact to another person. A new Primary Contact must be designated before the current Primary Contact can be removed as a contact from the organization. (See Remove a Contact Person from your Organization, for more information.)

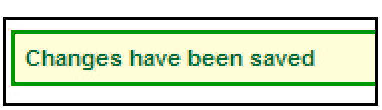


To change the Primary Contact for the an organization:

1. Select **Accounts** > **Manage Your Accounts** from the Navigation Menu.
2. Select the desired organization name.
3. Click the Contacts tab.
4. Click on the radio button in the line of the contact you want to make the Primary Contact.
5. Click Save. A confirmation pop-up box appears.

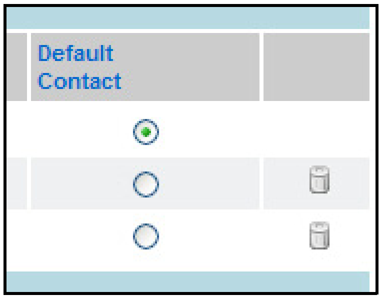


6. Click OK to confirm the change to the Primary Contact. A confirmation message appears at the top of the page, and the list of contacts is updated to show the new Primary Contact.



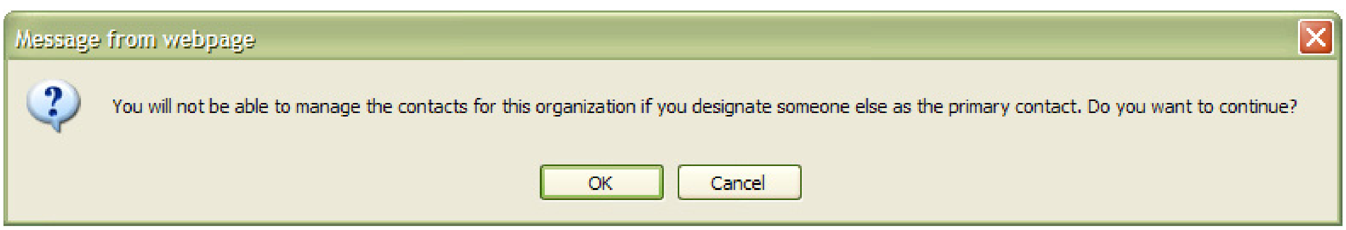
Change Default Contact for your Organization

Any contact associated with an organization can change the Default Contact to another contact within the organization. A Default Contact cannot be removed from the organization's list of contacts (see Remove a Contact Person from your Organization). The role of Default Contact has to be transferred to another person on the contact list.

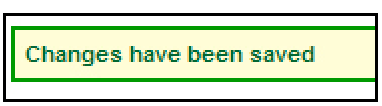


The Default Contact may need to be changed if the current Default Contact's role within the organization changes or if he/she is leaving your organization.

1. Select **Accounts** > **Manage Your Accounts** from the Navigation Menu.
2. Select the desired organization name.
3. Click the Contacts tab.
4. Click on the radio button in the line of the contact you want to make the Default Contact.
5. Click Save. A confirmation pop-up box appears.



6. Click OK to confirm the change to the Default Contact. A confirmation message appears at the top of the page, and the list of contacts is updated to show the new Default Contact.



Orders

The following are Order related tasks available in LWS:

- Create a CLP Order
- Create a TLP Order
- Retrieve Saved Orders
- View Order Status
- Request Return
- View Return Status

Create a CLP Order

The ability to create orders are limited to certain types of channel partners. This information is relevant only to those groups that have access to create and return orders for customers.

Select **Orders** > **Create Order** from the Navigation Menu to begin the order process.

Enter Purchase Order Details

1. Select the Partner Agreement Number for the desired Sold-to ID.
2. Enter the CLP Agreement Number of the Program Member. Then click Search.
3. Click on the agreement number when the search results appear.
4. In the Bill-to field, select the Bill-to address where invoices are to be sent.
5. In the Payer field, select the Payer address if it is different from the Bill-to. The Payer is the entity responsible for making the payment.

   Note: The Payment Method field is populated automatically based on the channel partner's credit terms with Adobe.
6. Enter the Purchase Order Number for the ALC/Sold-to (required), Reseller (optional), and End User (optional).
7. If there is a reseller on the order, enter the Reseller ID then click the magnifying glass to search for the reseller information (see Using the Magnifying Glass).

8. If you do not have the Reseller ID, click the magnifying glass to open the Search Reseller window. Enter your search criteria, and then click Search.

   Note: Use the asterisk (*) as a wild symbol.
9. Click on the Reseller ID number in the Reseller Search Results window to populate the reseller information.
10. Verify the End User & Contact Information, and then click Continue.

Enter Media Ship-to and Deploy-to Information

The Media Ship-to information is used to indicate where physical product will be shipped, if it is included in the order. The Media Ship-to information is required on all orders containing physical product.

The Deploy-to information is used to indicate where licenses are being deployed. The Deploy-to can be the same as or different from the Media Ship-to. The Deploy-to information is required on all orders containing non-shippable items.

For CLP orders, both the Media Ship-to and the Deploy-to information can be indicated at the header or line item level.

To add or edit Media Ship-to information:

1. Click Add/Edit to enter the Media Ship-to information at the header level. This Media Ship-to information will be used for all line items unless a different Media Ship-to is indicated for a specific line item. Click Next.
2. Select a Media Ship-to address from the Select Recently Used Addresses drop-down menu. If the correct address does not appear in the menu, enter the new information in the fields provided.

   Note: If you enter a PO number, mail stop, office number, etc. in the Address Line 1 field for the Media Ship-to address, it will create a new Media Ship-to in the system. Enter this additional information only if you wish to create a new Media Ship-to.

To add or edit Deploy-to information:

1. Click Add/Edit to enter the Deploy-to information at the header level. This Deploy-to information will be used for all line items unless a different Deploy-to is indicated for a specific line item. Click Next.
2. If the correct address is listed, select a Deploy-to address from the *Deploy-to Results* page.

To Create a new Deploy-to:

1. Click Create New Deploy-to at the bottom of the *Deploy-to Results* page.
2. Enter the new information in the fields provided.

   Note: Do not enter a PO number, mail stop, office number, etc. in the Address Line 1 field for the Deploy-to address. This will create a new Deploy-to in the system. If you need to enter this information, enter it in the Address Line 2 or Address Line 3 fields. Data in these fields will not create a new Deploy-to.
3. When you are finished, click Next.

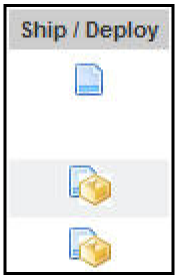
   If you have entered a new address that is not in the system, you will be prompted to edit or confirm the information before continuing.

   Using the new address will create a new Deploy-to that can be used on future orders.

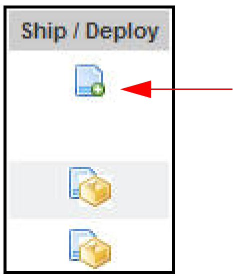
Enter Line Item Details

1. Enter the SKU, Quantity, and End User PO Date for each item that you want to order.
2. Click Update to populate the Description, Price, Points, and default Media Ship-to and Deploy -to information.
3. If you have a different End User PO for one or more line items, enter the PO in the End User PO field. Otherwise, the End User PO entered on the *Create Order* page will be used.

4. If you want to change the Media Ship-to and/or Deploy-to information for a line item, click the icon in the Ship/Deploy column. You will be prompted to select or enter a new Media Ship-to or Deploy-to address.



5. If you specify a custom line item Media Ship-to or Deploy-to, the icon will change to indicate the custom information for that line item.



Note: If you are a worldwide ALC ordering product for multiple regions, refer to the *How to Order Guide for Adobe License Centers* on the Adobe Partner Portal at http://partners.adobe.com for information on how to select the appropriate currency and pricing.

6. Click Add More Items if you need more than 10 lines for your order.
7. Click Continue to go to the *CLP Order Confirmation* page.

Confirm Your Order

1. On the *CLP Order Confirmation* page, carefully review the End User, Media Ship-to, and Deploy-to contact information.
2. Verify that all items and quantities ordered are correct and that any custom line item Media Ship-to and/or Deploy-to addresses are indicated correctly.
3. Click Submit if you need to make changes.

   Click Save if you want to save the order to process later.

   Click Back if the order is correct and you are ready to proceed.
4. After your order processes, the *CLP Order Acknowledgement* page displays. Please note your order number at the top of the page.

   Click Print to print this page for future reference.

Create a TLP Order

The ability to create orders are limited to certain types of channel partners. This information is relevant only to those groups that have access to create and return orders for customers.

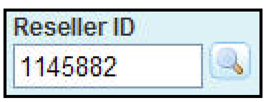
Select **Orders> Create Order** from the Navigation Menu to begin the order process.

Enter Purchase Order Details

1. Select the Partner Agreement Number you want to use.
2. In the Bill-to field, select the Bill-to address where invoices are to be sent.
3. In the Payer field, select the Payer address if it is different from the Bill-to. The Payer is the entity responsible for making the payment.

   Note: The Payment Method field is populated automatically based on the channel partner's credit terms with Adobe.
4. Enter the Purchase Order Number for the Distributor/Sold-to (required), Reseller (optional), and End User (optional).
5. Enter the Reseller ID then click Add Contact to add a contact for this order.
6. If you do not have the Reseller ID, click the magnifying glass to open the Search Reseller window. Enter your search criteria, and then click Search.

   Note: Use the asterisk (*) as a wild symbol.
7. Click on the Reseller ID number in the Reseller Search Results window to populate the reseller information.



8. Enter the End User ID then click the magnifying glass to search for the end user information (see Using the Magnifying Glass).
9. If you do not have the End User ID, click the magnifying glass to open the Search End User window. Enter your search criteria, and then click Search.
10. Click on the End User ID number in the End User Search Results window to populate the end user information.
11. Verify the End User information, and then click Continue.

Enter Media Ship-to and Deploy-to Information

The Media Ship-to information is used to indicate where physical product will be shipped, if it is included in the order. The Media Ship-to information is required on all orders containing physical product.

The Deploy-to information is used to indicate where licenses are being deployed. The Deploy-to can be the same as or different from the Media Ship-to. The Deploy-to information is required on all orders containing non-shippable items.

For TLP orders, the Media Ship-to and the Deploy-to information can be indicated only at the header level.

To add or edit Media Ship-to information:

1. Click Add/Edit to enter the Media Ship-to information at the header level. This Media Ship-to information will be used for all shippable line items.
2. Select a Media Ship-to address from the Select Recently Used Addresses drop-down menu. If the correct address does not appear in the menu, enter the new information in the fields provided.

   Note: If you enter a PO number, mail stop, office number, etc. in the Address Line 1 field for the Media Ship-to address, it will create a new Media Ship-to in the system. Enter this additional information only if you wish to create a new Media Ship-to.

3. Enter a contact name and email address for this order and click Create.

To add or edit Deploy-to information:

1. Click Add/Edit to enter the Deploy-to information at the header level. All existing Deploy-to accounts for this End User will be displayed. This Deploy-to information will be used for all non-shippable line items.
2. Select a Deploy-to address from the *Deploy-to Results* page.
3. If the correct address is not listed, you can either:
   - Select a Deploy-to ID to edit an existing address.
   - Click Create New Deploy-to at the bottom of the screen.
4. Enter the new information in the fields provided.

   Note: Do not enter a PO number, mail stop, office number, etc. in the Address Line 1 field for the Deploy-to address. This will create a new Deploy-to in the system. If you need to enter this information, enter it in the Address Line 2 or Address Line 3 fields. Data in these fields will not create a new Deploy-to.
5. When you are finished, click Create.

   Enter or select the Deploy-to Contact Name and email address.

   Note: If you have entered a new address that is not in the system, you will be prompted to edit or confirm the information before continuing. Using the new address will create a new Deploy-to that can be used on future orders.

Enter Line Item Details

1. Enter the SKU and Quantity for each item that you want to order.
2. Click Update to populate the Description, Price, Points, and Start Date for any Upgrade Plan or support. You will also get a message if you need to specify a Media Ship-to and/or a Deploy-to address.
3. Click Add More Items if you need more than 10 lines for your order.
4. Click Next to go to the *TLP Order Confirmation* page.

Confirm Your Order

1. On the *TLP Order Confirmation* page, carefully review the Reseller, End User, Media Ship-to, and Deploy-to contact information.
2. Verify that all items and quantities ordered are correct.
3. Click Submit if you need to make changes.

   Click Save if you want to save the order to process later.

   Click Back if the order is correct and you are ready to proceed.
4. After your order processes, the *TLP Order Acknowledgement* page displays. Please note your order number at the top of the page.

   Click Print to print this page for future reference.

Retrieve Saved Orders

The ability to retrieve saved orders is limited to certain types of channel partners. This information is relevant only to those groups that have access to saved orders.

At any time, you can save an order to finish later. From any screen in the Create Order process, click Save to save your order. Orders can be saved for a maximum of 60 days.

Select **Orders** > **Retrieved Saved Orders** from the Navigation Menu to go to the *Saved Orders* page.

To retrieve a saved order:

1. Select a Sold-to ID to locate the orders saved under that ID.
2. From the list of saved orders, select the order that you want to complete.

   To search for a specific order: Enter a Sold-to PO Number and then click Search.

   Note: You can also narrow your results by Licensing Program type.
3. Click the Saved Order Number to open the order.
4. Follow the steps outlined in Create a CLP Order or Create a TLP Order to complete the order.

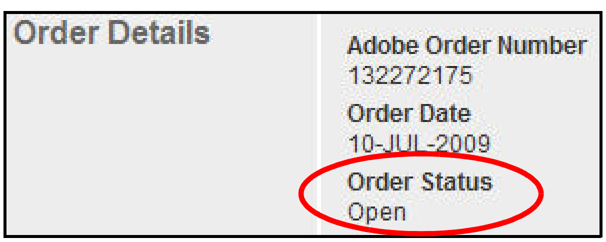
View Order Status

In order to view the status of an order, select **Orders** > **View Order Status** from the Navigation Menu**.**

To view an Order Status:

1. Enter the Adobe Order Number or any other search or filtering criteria.
2. Click Search. All orders matching your search criteria will display in the table below.

   Note: If you receive an error message about the number of results, you may want to narrow the invoice date range or provide more selection criteria to produce fewer results.
3. Click on the desired Order Number.
4. The *View Order Status* page displays the status of the order.



Request Return

The ability to request a return on an order is limited to certain types of channel partners. This information is relevant only to those groups that have access to creating and returning orders.

Select **Orders** > **Request Return** from the Navigation Menu to view the *Return* page.

To request a return:

1. Select your Sold-to ID.
2. Enter an order number or search by Sold-to PO in the 1. Select an order portion of the *Return* page. For CLP orders, you can also search by End User CLP Agreement number.

3. Click Search. A list of orders will appear in a table below the search criteria.
4. Click the Adobe Order Number of the order you wish to return.
5. Select a reason from the "Reason for Return" drop-down menu:
   - Order Cancelled
   - End User Did Not Accept EULA
   - Wrong Product/Platform
   - Wrong Company/End User
   - Duplicate Order
   - Wrong Language
6. For any return other than EULA returns or cancellations, enter the Replacement Order #.
7. [CLP Only] Select Full Return or Partial Return. If you are returning a partial order, enter the Return Quantity. (Partial returns are not allowed for TLP orders.)
8. Click Continue.
9. Review the return details on the following page. If the return details are correct, click Submit.
10. After your return processes, the *Acknowledgement* page displays with your RMA number.

    Note: To complete the return, the end user must sign and return the Letter of Destruction (LOD.) Return credit will be issued only if the LOD is completed and returned within 30 days of the RMA number being issued. Refer to the *How to Order Guide* on the Adobe Partner Portal at http://partners.adobe.com for information on how to complete and return the LOD.

View Return Status

In order to view the status of a return, select **Orders** > **View Return Status** from the Navigation Menu to go to the *Return Status* page.

To view the status of a return:

1. Enter the RMA Number or any other search or filtering criteria. Then click Search**.**

   Note: An error message will appear if the search criteria provided does not match the information in LWS. Verify the information you enter is correct.
2. If you receive multiple search results, select the one that you wish to view.

   The *View Return Status* page provides the details of the return request and indicates the reason for any open return.

Return Status	Return Status	Return Type	Return Reason	Hold Reason
	Open	Full	End Customer did not Accept EULA	Awaiting OM Approval

- Open returns are on hold for various reasons, e.g. waiting for Order Management approval or the Letter of Destruction (LOD).
- When the LOD has been received and processed, the status changes to Closed and a credit is issued to your account.