

Cloud Quarks Renewal Management FAQ

1) What is Renewal Management?

Renewal Management is a module introduced in CloudQuarks portal to keep track of your existing contracts/subscriptions and manage their renewal through a simplified process.

2) How is the Renewal of contracts/subscriptions processed?

Renewal Management has different buckets using which the renewals are processed.

3) What are the different buckets in Renewal Management?

Renewal Management has four buckets. Your contracts/subscriptions will pass through each bucket before its final renewal. These buckets will also indicate the current status of your contract/subscription during its renewal process. They are as explained below

Expiring: This bucket will hold all the contracts/subscriptions which are due for expiry. The contacts/subscriptions would be included in this bucket once its due for expiry in 90 days.

Pending : This bucket will hold the contracts/subscriptions which have been selected to be renewed and would stay here till the approval from Redington Renewal Team is received.

Approved : This bucket will hold contracts/subscriptions which are approved by the Redington Renewal Team and awaiting your acceptance.

Renewed: This bucket will hold contracts/subscription which are accepted and to be renewed on the renewal date.

4) How do I renew my Contracts/Subscriptions?

The "**Expiring**" bucket will display list of your contracts/subscriptions which are due for expiry. You can further filter them by days to expiry and end customer name. Once you have located the required contract/subscription to be renewed, select the "**Renew**" button provided next to individual contract/subscription. Details of the contract/subscription would be displayed on screen. Click "**Submit**" to place your request for renewal.

5) [Can I choose not to renew my contract/subscription?](#)

You can choose not to renew your contract/subscription by selecting the *"Do not Renew"* button provided next to individual contract/subscription.

6) [What is **"Pending"** bucket?](#)

Contracts/subscriptions which have been requested for renewal and pending for action from Redington Renewal Team would be placed in the **"Pending"** bucket. They would continue to stay in this bucket until the Redington Renewal Team accepts your request or until expiry of the contract/subscription, whichever comes first.

The Renewal team may contact and work you offline on the commercials for the renewal before accepting your request.

7) [What is **"Approved"** bucket?](#)

Contracts/subscriptions whose renewal request has been accepted by Renewal Team would be placed in this bucket.

Renewal Team's response and the commercials for renewal of Contract/subscription would be made visible against each contract/subscription and can be viewed by clicking the information icon. The information pop-up window will display comparison between existing and renewal commercial. If you agree with the renewal commercials click *"Accept and Renew"*.

If you do not agree with the renewal commercial and want to cancel your renewal request or want to make a fresh request, then click *"Reject"*. The Contract/subscription would then be removed from **"Approved"** bucket and placed in **"Expiring"** bucket.

8) [I selected **"Accept & Renew"** for my Contract/subscription, would the renewal happen immediately?](#)

No, The renewal for the Contract/subscription would happen on the given renewal date i.e next day of the current expiry date.

9) [What is **"Renewed"** bucket?](#)

This bucket will list all the Contracts/subscriptions which would be auto renewed for another 12 months period on the renewal date with the commercial accepted by you.

10) [When do I receive Invoice for my Renewed Contracts/subscriptions?](#)

Invoice for the renewed Contracts/subscriptions would be generated as per the bill schedule.

Monthly Bill type : 28th of the month

Annual Bill type : End of day on the renewal date

11) What is the last day to request for renewal of Contracts/subscriptions?

The last day to request for renewal is 2 days prior to the expiry date of the Contracts/subscriptions

12) What happens to status of my Contracts/subscriptions if I do not take any action on Renewal Management?

The Contracts/subscriptions would be auto terminated on its expiry date.

13) What are the other scenarios in which I risk of auto terminating my Contracts/subscriptions?

The portal will auto terminate Contracts/subscriptions for below scenarios

- Contracts/subscriptions stays in "**Expiring**" bucket till its expiry date
- Contracts/subscriptions stays in "**Pending**" bucket" till its expiry date
- Contracts/subscriptions stays in "**Approved**" bucket till its expiry date

14) Can I change the quantity of Contract/subscription for renewal?

No, change in quantity cannot be done for Contract/subscription in Renewal Management module. This has to be addressed in Subscription Management module.