

Quote to PO Order Submission Process

- You will be required to receive a quote for all orders including renewals
 - Reach out to your Channel Account Manager to facilitate connection with the appropriate rep for a quote
 - Auto-renewals where nothing on the subscription is changing only require your PO.
- The following will be required to submit an Order to partnerorders@bluejeans.com
 - Approved BlueJeans Quote
 - Partner PO to BlueJeans - the below should be included on the PO if possible, if not possible then it should be summarized in the body of the email submission.
 - Special terms language
 - “For the sake of clarification, the terms and conditions of the Distributor Agreement signed by the parties on **DATE** shall govern this Order as between **NAME** and BlueJeans regardless of whether such Order is signed by both Parties and the only elements of this Order that are binding on BlueJeans are the Subscription Term, the description of the Services and any Service Plans.”
 - Site admin name and email address from the end user
 - Tier 2 reseller information (if applicable)
 - Any other relevant info (Ex: microsoft domain name, employee count, etc.)
- FAQ
 - What happens after my order is submitted?
 - The order management team reviews the paperwork and if it is correct it is sent to finance to review and book, once validated by finance it goes to our provisioning team to provision. If this is for a renewal they may or may not send a welcome email, if it is new business or an upsell provisioning will copy the partner on the email to the end user.
 - How do I know my order processing is complete?
 - The email to the end user from provisioning is your confirmation, if the order is a renewal with no welcome email then your invoice is confirmation of completion. We require 1 email address to copy on the provisioning email to the end user, we recommend this be an email address that goes to multiple people.
 - Where do I request my invoice?
 - You can request your invoice from ar@bluejeans.com
 - I am having an issue getting my order processed. Where do I escalate?
 - You can escalate to your CAM or to Kristen Sullivan at ksullivan@bluejeans.com
 - I need help getting a quote. Who do I ask?
 - Your CAM can direct you to the appropriate sales rep to assist you with a quote.